

APPLICATIONS AND TENANCY ADMINISTRATION DEPARTMENT

TENANT SELECTION AND ADMISSION PROCEDURES –
PUBLIC HOUSING PROGRAM

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I. Applying for Public Housing

To be considered for public housing, each applicant must complete the New York City Housing Authority (NYCHA) online application. On the application, applicants are requested to select a first and second borough choice and provide information about their total household income, family composition and reason for applying.

A. Four Stages of the Application Process

Admission to public housing requires compliance from applicants during the four stages of the applications process. The four application stages are:

- Preliminary Stage – An application for public housing is filed and accepted by NYCHA and placed on the preliminary waiting list based on borough preference, room size required, priority assigned, and application date. The application may also be placed on sub-lists for elderly and/or accessible apartments if the applicant qualifies and requests placement to a sub-list.
- Eligibility Stage – The applicant is scheduled for and attends the eligibility interview with the Applications and Tenancy Administration Department (ATAD).
- Certification Stage – The applicant has submitted all required documents and appears to qualify for admission to public housing. The application is placed on a development or borough waiting list until it is matched with an appropriate apartment. When an apartment match occurs, ATAD conducts additional screening checks which includes, but is not limited to, the criminal background check. Applications that fail any of the screening checks are returned to either the ATAD Eligibility or Screening Divisions for further review. Applicants that pass all the screening checks move forward to the tenancy stage.
- Tenancy Stage – The applicant accepts the offer and moves to the NYCHA apartment.

NOTE:	Refer to <i>APPENDIX A – SIEBEL CASE STAGE, STATUSES, AND SUB-STATUSES</i>
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B. The Preliminary Application

Preliminary applications are submitted on-line at NYCHA's website at <https://apply.nycha.info/> or at computer terminals located at NYCHA's Customer Contact Centers (CCC). The online applications are available in four languages (English, Spanish, Chinese, and Russian).

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Applicants requesting an accommodation may request [NYCHA Form 070.002, Application for Public Housing](#). The completed application must be mailed to NYCHA, Post Office Box 19205, Long Island City, NY 11101-9998.

- A confirmation number is provided immediately for each successful on-line submission. The application shall be imaged and stored in NYCHA's Siebel system.
- [NYCHA Form 070.281, Public Housing Acknowledgement Letter](#), is mailed to the applicant no later than two weeks after every successful submission. The acknowledgment letter will indicate the priority assigned to the application, the application filing date, and the unique case number assigned to the application.
- Applicants are asked to select a first and second borough in which they wish to live. Applicants who fail to choose a borough shall be deemed to have chosen their borough of residence.
- Applications are assigned housing priorities N4, N8, N9, W1, W2, W3, or W9 based on information contained in the applications. Documents are not required at the time of filing.
- Applications assigned housing priorities N0, N1, or W0 require documentation and review by from ATAD's Intake and Planning Division before the priority is assigned.

1. Preliminary Ineligibility

NYCHA considers applications to be preliminary until the application is scheduled for an eligibility interview.

There are two instances where a preliminary application might be found ineligible and the application is not placed on the Preliminary Waiting List:

- Family income exceeds the admission income limits for their family size
- Applicant and co-applicant are less than eighteen years of age

NOTE:	Refer to APPENDIX B – ADMISSION INCOME LIMITS - ALL PROGRAMS
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2. Notification of Preliminary Ineligibility

When a preliminary application is found to be ineligible, [NYCHA Form 070.276, Preliminary Ineligible Letter](#), is mailed to the applicant advising him/her to visit the Customer Contact Center for an informal discussion to review the ineligibility determination.

If the applicant is dissatisfied with the outcome of the informal discussion, he/she may appeal the decision by submitting [NYCHA Form 070.127, Request for an Informal Hearing](#).

C. Updating the Preliminary and Full Application

Applicants are responsible for updating the application whenever there is a change in family composition, reason for applying, income, address, or telephone number. Failure to report these changes may result in a delay in receiving housing or the family's removal from the waiting list.

How the change is reported depends on whether it is a preliminary application or full application.

- A preliminary application is one that has not been reached for an eligibility interview. Applicants wishing to change any information during the preliminary stage may update or re-file a new application on-line. If the applicant or co-applicant leaves the household, the original applicant and co-applicant may both keep their initial date and time of the original application when it is updated or a new application is filed.
- A full application is an application that has been reached for an eligibility interview. Applicants wishing to change or update information other than address or telephone number must speak with a Customer Contact Center representative. If the applicant or co-applicant leaves the household, the original applicant and co-applicant cannot both keep their initial date and time of the original application. The original application date will be assigned to the applicant or co-applicant who is the first to update or file a new application, unless otherwise directed by court decision.

D. Refreshing the Waiting List

In order to have a sufficient number of families on the waiting list, it is necessary to have updated information. NYCHA will request that applicants refresh their application information on a regular basis, and will remove applications from the waiting list if applicants do not comply.

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- The preliminary application is active for two years from the date of submission. The application expires after two years unless a new application is submitted or the most recent application is renewed. Whether a new application is submitted, or an application is renewed, the application is credited with the initial application date.
- A renewal occurs when an applicant on the preliminary waiting list is notified via e-mail or automated call by NYCHA that the application is about to expire. The reminders will occur sixty days and thirty days before the expiration of the application. Applicants must acknowledge continued interest in remaining on the waiting list by accessing NYCHA's self-service portal. When renewing an application, applicants may update all information on their application including family composition, income, reason for applying, etc. The renewal of the application will not change the original case number, whereas a new application will be assigned a new case number.
- Certified applicants will be mailed an annual canvass letter to confirm their continued interest in public housing during the months of January or February of every year. Refer to Section XI - Update and Maintenance of Certified Waiting List for discussion of the annual canvass of certified applications.

E. Removal from Waiting List

Applicants will be removed from the waiting list for the following reasons:

1. Upon written request from the applicant;
2. Failure to act

The case will be closed and removed from the waiting list if the applicant:

- Failed to renew an existing application or re-file a new application within two years;
- Failed to appear for an eligibility interview within ninety days of the scheduled interview date;
- Failed to submit required additional information within ninety days of the date requested;
- Failed to select a development from the designated list showing anticipated vacancies in the appropriate apartment size within thirty days after being given the list;

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- Failed to accept one apartment offer (development choice applicant) from the development to which the applicant has been certified, unless a temporary emergency prevents a move at the time of the offer¹;
- Failed to accept two apartment offers from ATAD (borough choice or accessible apartments), unless a temporary emergency prevents a move at the time of the second offer¹;
- Failed to respond within forty-five days to the second notice that an apartment is available;
- Failed to respond within forty-five days to the notice to confirm their continued interest in public housing during an annual update of the certified waiting list.

An applicant whose application has been closed and removed from the waiting list shall receive written notification ([NYCHA Form 070.083, *Inactive File Letter*](#), or [NYCHA Form 070.599, *Did Not Appear for Eligibility Interview – Final Determination*](#)). The notification shall be considered a final NYCHA determination. The applicant is not entitled to an informal hearing.

Applicants removed from the waiting list who wish to be considered for public housing must file a new application. Any new application shall be governed by its date of receipt and the applicant may not be selected for an interview or certified to any development for one year after the initial application was removed from the waiting list.

3. Denial of Admission

Applicants interviewed for eligibility and denied admission will receive written notification ([NYCHA Form 070.126, *Ineligibility Notification*](#), indicating the reason for denial and may request an informal hearing within ninety days of the ineligibility letter.

¹ Applicants with temporary emergencies may request that their application be made inactive for a period of forty-five days. The applicant must re-contact property management before the forty-five days expires to request restoration of their application to the active waiting list. If the applicant does not contact property management before the forty-five days expires, the application will be closed and permanently removed from the waiting list.

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Applicants removed from the waiting list due to denial of admission, and who wish to be considered for public housing must file a new application. Any new application shall be governed by its date of receipt. The applicant may not be scheduled for an eligibility interview or certified to any development until the end of the ineligibility period. The ineligibility period varies depending upon the reason for the denial of admission. [APPENDIX K – INELIGIBILITY & END OF INELIGIBILITY PERIODS \(EIP\)](#) lists the end of the ineligibility period associated with the specific reason for denial of admission.

F. Dissemination of Information

To ensure that all applicants have equal access to the applications process, the location of developments, and the ability to receive and submit information, NYCHA makes available resources on its website at www.nyc.gov/nycha.

1. Apply Online

Applicants may submit applications on line at <https://apply.nycha.info/>, or at kiosks located at each of the Customer Walk-In Centers. As an accommodation for persons with disabilities, paper applications are available upon request by contacting the Customer Contact Center.

2. Self-Service

Applicants may update information, verify information, and check the status of their applications through NYCHA's self-service portal. New York City agencies that have agreements with NYCHA may request an upgrade of their client's application to priorities W0, N0, or N1 through NYCHA's self-service portal.

a. City Referrals

Pursuant to agreements with NYCHA, the Department of Homeless Services, the Administration for Children Services (ACS), the Department of Housing Preservation and Development (HPD), and the Human Resources Administration (HRA) refer to their clients using NYCHA's self-service portal. New York City agencies can view the status of applications referred to NYCHA.

b. Applicants

All applicants can update or verify information, and check the status of their application by registering or logging on to NYCHA's self-service portal at https://selfserve.nycha.info/eservice_en/.

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An applicant can:

- View current application status;
- View eligibility interview date;
- View and download notification letters mailed by NYCHA;
- Upload documents;
- Request an upgrade as a victim of domestic violence;
- Request an informal hearing;
- Verify placement to a public housing development or borough waiting list;
- Update mailing address, home address, and phone numbers;
- Update information on an application such as adding or removing a family member, changing the source or amount of income, the reason for applying, and borough preference;
- Respond to a notice of pending expiration of application;
- Respond to development selection letter;
- Respond to development or applications outreach canvass letter.

To use NYCHA's self-service portal, applicants must:

- Have applied for public housing with NYCHA;
- Be the person listed as the head of household on the public housing application and;
- Have a valid e-mail address and social security number (or the unique nine digit NYCHA ID number beginning with 999 that NYCHA assigns to heads of household who do not have a social security number).

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3. Centralized Call Center

The phone number is 718-707-7771. The hours of operation are Monday to Friday from 8 am to 5 pm.

4. Walk-in Centers

The hours of operation are Monday to Friday from 8 am to 5 pm.

The Bronx Walk-In Center is located at 478 East Fordham Road (1 Fordham Plaza), 2nd floor, Bronx, NY 10458.

The Brooklyn Walk-In Center is located at 787 Atlantic Avenue, 2nd floor, Brooklyn, NY 11238.

II. Selecting Transferees and Applicants for Rentals

A. Non-Accessible Apartments

In each apartment size, for all vacancies not taken by T0 priority transferees, the TSAP computer program shall select families for apartment offers by rotating among the following five categories:

1. Extremely under occupied or under occupied transferees;
2. Extremely overcrowded or overcrowded transferees;
3. Transferees other than the two categories above;
4. Working Family preference new applicants;
5. Need Based preference new applicants.

For example, if the last apartment offer went to a family in category 3, the next apartment offer for that room size will go to a family in category 4, unless there is no such family on the waiting list, in which case the offer will go to a family in category 5, and so forth.

This rotation shall continue, subject to the condition that NYCHA shall rent no more than the federally-permitted maximum percentage (currently at 60%) of the anticipated vacancies per year in any development to new applicants in income Tiers III and II, except at the Forest Hills Cooperative, to which the federally-permitted maximum percentage does not apply.

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When a vacancy occurs, the development manager shall use the TSAP computer program. The TSAP computer system will look at both the development and borough waiting list and will identify the appropriate transferee or new applicant for that vacancy using the criteria of apartment size, priority, and date of certification, in that order.

NOTE:	Refer to APPENDIX C – WAITING LIST ORDER AND RENTAL ROTATION and APPENDIX E – TRANSFER PRIORITIES AND OCCUPANCY STANDARDS FOR FAMILIES
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B. Accessible Apartments

In accordance with 24 C.F.R. § 8.27, every vacancy in an accessible apartment shall be offered to an intra-development transferee eligible for an accessible apartment of that size, who shall be selected using only the criteria of transfer priority code and certification date, in that order. If there are no such intra-development transferees available for such a vacancy, it shall be offered to an inter-development transferee eligible for an accessible apartment of that size, who shall be selected using only the criteria of transfer priority code and certification date, in that order.

If there are no eligible transferees available for such a vacancy, it shall be offered to a new applicant eligible for an accessible apartment of that size, who shall be selected using only the criterion of certification date. Any such rentals shall be included in the total of annual rentals to new applicants, but shall not be counted against any annual limits on rentals to Tier II and Tier III new applicants.

In accordance with 24 C.F.R. § 8.27, if there are no eligible transferees or eligible new applicants available for such a vacancy, it shall be rented to a family that does not have handicaps requiring accessibility features according to the rental plan for non-accessible apartments, described in Section II above.

C. Preference for Intra-Development Transferees

Among all transfer categories including T0 transfers, the TSAP system will select intra-development transfers of equal priority by certification date before inter-development transfers eligible for that apartment size.

If there are no intra-development transferees of equal (or higher) priority available for that vacancy, the apartment shall be offered to an inter-development transfer.

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For example:

If an intra-development transferee has the same priority as an inter-development transfer, the apartment will be offered to the intra-development transferee without regard to certification date of the inter-development transfer.

If an intra-development transferee has a lower priority than an inter-development transfer, the apartment will be offered to the inter-development transfer with the oldest certification date.

D. Development Specific Requirements

NYCHA maintains three waiting lists from which it draws qualified applicants.

1. **General Population Developments:** Elderly and non-elderly families may be admitted to general population developments
2. **Elderly Developments or Buildings:** Elderly single member households and elderly families may be admitted to elderly developments or buildings if:
 - The single member is at least sixty-two years or older; or
 - The head of household **or** co-head² is at least sixty-two years or older (if the household includes family members, they must be at least sixty-two years or older.)
3. **Accessible Apartments:** Accessible apartments are available for elderly or non-elderly families with a family member who permanently uses a wheelchair, walker, crutches, cane, or other adaptive device or otherwise needs the special features. Accessible apartments are located throughout NYCHA's general population and elderly development portfolio. To qualify for an accessible apartment at elderly developments, the family must be either an elderly single or elderly family.

² The co-head must be the spouse, domestic or intimate partner of the head of household.

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NOTE:	Applicants with family incomes above 60% of the area median income are ineligible for any public housing unit in developments receiving the benefit of low-income housing tax credits under Section 42 of the Internal Revenue Code of 1986, as amended (“tax credit developments”). ³
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E. Borough Preference

Applicants are asked to select a first and second borough in which they wish to live. Borough choice is a significant factor in determining how soon an applicant will be scheduled for an eligibility interview and dictates the borough (or development) placement of the certified application. At any time before an applicant is scheduled for an eligibility interview the applicant may change his/her borough choice.

After an applicant is scheduled for an eligibility interview, the applicant may not change his/her borough choice unless the applicant can demonstrate changed circumstances between the application and interview date. If the borough waiver is granted, then the applicant may select a borough other than the two listed on the application. Changed circumstances must be demonstrated by documentation or other credible evidence and shall be limited to a job change which requires more than a ninety minute commute from the original boroughs (or development) selected; or a medical, mental health, or special education need of a family member which cannot be met anywhere except in a different borough (or development) than the one selected; or where adequate medical or special education services are not reasonably available in the original boroughs (or development) selected. The request for changed circumstances will be considered after the applicant is selected for an eligibility interview but before apartment assignment.

³The tax credit developments are: Amsterdam Addition, Bayview, Bushwick, Castle Hill, Chelsea, Drew Hamilton, Manhattanville, Marble Hill, Marlboro, Rutgers, St. Mary’s Park, Samuel, Stapleton and 1070 Washington Avenue. The 1070 Washington site consists of 21 public housing apartments developed through a combination of financing including federal Low Income Housing Tax and construction and operating financing from the NYCHA through its Replacement Housing Factor capital fund.

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F. Guide to Anticipated Vacancies

1. The Guide to Anticipated Vacancies

Every two weeks, ATAD will prepare a Guide to Anticipated Vacancies for Working Families (Working Family Guide), and a Guide to Anticipated Vacancies for Need Based Families (Need Based Guide). Each Guide will list all of the developments organized by borough and divided into elderly, tax credit, and general population developments. Each Guide will list the five apartment sizes which applicants may use to select the development in which they wish to live: zero-bedroom, one-bedroom, two-bedrooms, three-bedrooms, and four-bedrooms. Developments may be designated as anticipating vacancies in some, but not all, apartment sizes.

For each development not currently appearing on the Working Family Guide as anticipating vacancies, ATAD will designate the development as anticipating vacancies in a given apartment size when it has on hand fewer certified Working Family applications than it needs to fill the Working Family vacancies anticipated during the next six months. ATAD shall follow the same process with the Need Based Guide.

ATAD shall determine the number of certified Working Family applications each development needs to fill anticipated Working Family vacancies for six months by the following formula:

Six months = half of the total of the preceding twelve month's turnover in the relevant apartment size, divided by two, multiplied by the number of certified applicants needed to complete one rental in the relevant apartment size. These numbers shall be based upon an analysis of all placements during the previous twelve months.

ATAD shall review the data for each development once a year and adjust the factors in the formula as necessary to ensure that each development has an appropriate number of applications to meet anticipated vacancies.

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2. The Guide to Vacancies - Accessible Apartments

Every two weeks, ATAD will prepare a Guide to Vacancies - Accessible Apartments (“Accessible Guide”). The Accessible Guide will list developments throughout the city that have actual vacancies in accessible apartments in each of five apartment sizes: zero-bedroom, one-bedroom, two-bedrooms, three-bedrooms, four-bedrooms, and five-bedrooms. The Accessible Guide will specify if the route to the accessible apartment is fully accessible or if the route is not fully accessible.

To prepare the Accessible Guide, ATAD shall compare the developments’ waiting lists for accessible apartments with the developments’ reports of actual vacancies in accessible apartments. When this comparison shows that a development has on hand fewer certified applications than it needs to fill its current vacancies in accessible apartments of a given size (taking into account the average refusal rate for NYCHA), ATAD will include that development on the Accessible Guide for that apartment size. ATAD shall review the refusal rate once a year and revise its calculation if necessary.

G. Method of Assigning Priorities

In accordance with federal regulations, NYCHA has adopted priorities by which it ranks each applicant based upon information in the application. If an applicant qualifies for both a Working Family priority and a Need Based priority (discussed below), NYCHA shall assign both priorities to the application, and the applicant’s ultimate priority shall be that one which first gains the applicant an eligibility interview. Upon entry of the application information into the Siebel computer system, NYCHA shall notify the applicant of the priority or priorities assigned to the application and the procedures by which the applicant may obtain review of the decision.

At any stage prior to rental, NYCHA may change the priority code if it receives information demonstrating that an applicant’s priority qualifications have changed. If the priority code is changed, the applicant will be notified, with one exception: if NYCHA’s Working Family priorities are shifted due to across-the-board increase or decrease of area median income, the applicant will not be notified. The area median income varies by family size and is revised periodically to reflect economic data and income levels for admission to public housing as established by federal guidelines. When the U.S. Department of Housing and Urban Development (HUD) make changes to area median income, NYCHA will publish the changes on its website.

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- Applications will be assigned housing priorities N4, N8, N9, W1, W2, W3, or W9 based on information contained in the applications. Documents are not required at the time of filing.
- Applications assigned housing priorities N0, N1, or W0 require documentation before the priority is assigned.

H. Occupancy Standards and Room Size Qualification

Family size and family composition govern occupancy standards for all apartments. Different types of buildings and apartments, such as general population developments, elderly developments/buildings, and accessible apartments have specific occupancy standards.

NOTE: Refer to [APPENDIX D - BASIC OCCUPANCY STANDARDS](#)

Generally, a separate bedroom will be provided for the person in excess of the basic two persons per bedroom.

The unborn child is counted when determining room size assignment.

1. Single member household

- Non-elderly households are assigned a zero bedroom (efficiency) apartment
- Elderly households have a choice of:
 - Zero bedroom (efficiency) at general population developments;
 - Zero bedroom (efficiency) at elderly development;
 - One bedroom apartment in an elderly development
- Households with a mobility impaired family member requesting an accessible apartment have a choice of:
 - Zero bedroom (efficiency); or
 - One bedroom apartment

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2. Two person families
 - Couples (co-head, domestic partners, etc.) are assigned a one bedroom apartment.
 - Two persons with the youngest member under six years of age are assigned a one bedroom apartment
 - Two persons with the youngest member six years of age or older are assigned a two bedroom apartment.
3. Three person families are assigned a two bedroom apartment.
4. Four person families
 - **4P** families (all of same sex, two of each sex, or a couple and two others of the same sex) are assigned a two-bedroom apartment.
 - **4X** families (all other four person families) are assigned a three bedroom apartment.
5. Five person families are assigned a three bedroom apartment.
6. Six, seven, or eight person families are assigned a four bedroom apartment.
7. Nine persons or more are assigned to an apartment size with one bedroom provided for every two persons in the family. A separate bedroom will be provided for the person in excess of the basic two persons per bedroom.

III. Determining Interview Schedules

A. Emergency or Auto Scheduled

Emergency scheduled applicants are assigned priorities W0, N0, or N1.
Auto scheduled applicants are assigned W1, W2, W3, W9, N4, N8, or N9.

Except as provided in Applications Outreach (Section III.C.) below, emergency and auto scheduled applicants shall be scheduled for eligibility interviews as follows:

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First, ATAD shall (1) tabulate the number of vacancies, by apartment size that each development anticipates within the next six months⁴; and (2) determine the number of additional certified applicants the development needs to fill these anticipated vacancies, using reports which list, by apartment size, the number of applications and transfer requests awaiting rental at the development.

Second, ATAD shall (1) determine the number of applicants to be interviewed for vacancies anticipated in each borough based upon these monthly reports; (2) the number of certified applications each development needs to complete one rental; (3) the percentage of applicants summoned to interviews who appear for the interview; (4) the percentage of applicants who complete the eligibility requirements for public housing; and (5) the number of eligibility interviewers available to conduct interviews. Finally, a computer shall select applicants on a borough by borough basis based upon their borough of first choice, apartment size required, priority, and date of application.

B. Development Outreach Plan

A development outreach is initiated when at least one vacancy exists and there is no applicant (or tenant transfer) on the certified waiting list to fill the vacancy. Nearby developments with available applicants are identified for the purpose of canvassing applicants (including tenant transfers) who might be interested in switching their development choice. [NYCHA Form 070.288, *Development Outreach Canvass Letter*](#), is sent to eligible referrals at a nearby development.

ATAD reviews the applications (and tenant transfers) that respond to the canvass letter and selects referrals based on the date of response. The number of referrals switched to the new development is no more than what is needed to fill the current vacancies. After review of the returned canvass letters [NYCHA Form 070.305, *Development Outreach Response*](#), is sent to the applicant (or tenant) to advise whether they have been placed on the waiting list of the outreached development or they will remain on their current list.

C. Applications Outreach Plan

An applications outreach may be initiated if:

- A development outreach has failed to attract a sufficient number of applicants;

⁴ This period may be adjusted throughout NYCHA at the discretion of the director of ATAD.

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- No nearby development has sufficient number of applications on its waiting list;
or
- The development has, or within the next six months is likely to have, several unfilled vacancies.

An applications outreach plan shall be initiated, as follows: ATAD shall search its computer system for active preliminary applications using the same criteria as in selecting applicants for eligibility interviews to locate applicants of the appropriate family size and composition (and applicable income level in those developments with income restrictions), from among all applicants who, on their applications, selected the borough in which the outreach development is located. The number of applicants selected shall be based upon the number of applications needed by the outreach development(s) to fill existing vacancies and to develop a six month waiting list.⁵

Applicants identified in this manner shall be notified by mail that NYCHA has or anticipates near-term vacancies at the outreach development(s). [NYCHA Form 070.287, Applications Outreach Letter](#), informs applicants that NYCHA will interview them for an eligibility sooner than if they waited to be selected for eligibility interview based upon the criteria described above, if they are willing to limit their development choice(s) only to the outreach development(s).

Applicants who return the canvass letter agreeing to waive any right to select any developments not included in the Applications Outreach Plan, as of the date of the eligibility interview, shall be scheduled for eligibility interviews in the order in which their responses are received. Upon being found eligible, such applicants shall be certified to the outreach development(s) and shall be processed as are all other applications on the development waiting list.

D. General Outreach Plan

General outreaches are initiated when it is unlikely that development or applications outreaches will result in sufficient referrals to fill current vacancies or anticipated vacancies at the targeted developments. A general outreach requires the approval of the ATAD director and involves a marketing campaign that may include announcements on NYCHA's website, in the NYCHA Journal, or posted at Customer Contact Centers, community centers, and management offices, and by other means.

⁵ This period may be adjusted throughout NYCHA at the discretion of the director of ATAD.

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Applicants interested in the developments offered in the general outreach must submit a public housing application and [NYCHA Form 070.591, *General Outreach Letter*](#). The number of applicants selected shall be based upon the number of applications needed by the outreach development(s) to fill existing vacancies and to develop a twelve month waiting list.⁶ Applicants will be scheduled for eligibility interviews in the order their responses are received.

E. Notification of Eligibility Interview

Applicants are notified by mail with [NYCHA Form 070.015, *Interview Notice*](#), at least fourteen days prior to the scheduled interview date.

F. Missed Eligibility Interview

Applicants who missed their scheduled eligibility interview may still attend depending upon the type of interview.

1. Emergency or Auto Scheduled

Applicants who missed the interview may, without appointment, attend the eligibility interview within ninety days of the initial interview date. [NYCHA Form 070.274, *Did Not Appear/Eligibility Interview*](#), is mailed on the fifteenth day of the missed interview. After ninety days from the initial interview date, the case is closed and removed from the waiting list. The applicant is mailed [NYCHA Form 070.599, *Did Not Appear for Eligibility Interview – Final Determination*](#).

2. Outreach Scheduled

Applicants who missed the interview may, without appointment, attend the eligibility interview within fourteen days of the initial interview. On the fifteenth day from the missed interview, the application (without notice to the applicant) will be returned to the preliminary waiting list without penalty.

G. Return to Preliminary Waiting List

There are two instances where an eligibility interview is discontinued without a final determination.

1. Priority Reduction of Emergency and Auto Scheduled Applications

⁶ This period may be adjusted throughout NYCHA at the discretion of the director of ATAD.

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Applicants scheduled for interviews must qualify for the same or higher priority for which the applicant selected for an interview. When a priority reduction occurs during the eligibility process, the reduction in priority will result in the discontinuance of eligibility processing. The application must be returned to the preliminary waiting list.

NYCHA Form 070.134, *Priority Reduction Letter*, is mailed to the applicant, which cites the reason for the priority change, and informs the applicant that the application has been returned to file and that an interview may be rescheduled if and when the applicant's revised priority is selected for an eligibility interview.

2. Disqualification of Applications Scheduled for Outreach Program

Applicants who refuse the outreach development(s) or do not qualify for the specific requirements of the outreach, e.g., family size, age, income, mobility impairment, are returned to the preliminary waiting list without penalty. The housing assistant explains the reason for the return to preliminary waiting list to the applicant at the interview. NYCHA Form 070.227, *Outreach Requirements Not Met*, is mailed to the applicant.

IV. Computer Systems

The Application process is administered through several linked computer systems and reporting tools. These are the Siebel system, Tenant Selection and Assignment Plan (TSAP) system, Tenant Data System (TDS) and the NYCHA Data Warehouse.

A. Siebel System

Siebel is the system of record for NYCHA's Public Housing and Section 8 programs. The system is used to create and maintain applicant and tenant cases, households, and individual contact information. It is used to process a case from application receipt to eligibility to certification. Upon certification, it passes information to TSAP for creation of a referral and eventual apartment selection. It is used for scheduling interviews and outreaches, processing transfers, maintaining Public Housing and Section 8 tenancy records, and handling customer inquiries. The Siebel system is integrated with Universal Content Management (UCM) software that captures and stores digital and paper-based content and associates content with the Siebel case.

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B. Tenant Selection and Assignment Plan (TSAP) System

Certified applications (including tenant transfers) are created and maintained as referrals in the TSAP computer system after approval in Siebel. The TSAP system integrates the applications and transfers into a unified waiting list, according to development/borough choice, apartment size, priority, and certification date. Referrals are assigned for apartment selection by the system to ensure the rentals occur in the proper order as mandated by the TSAP plan.

The TSAP system maintains apartment information including whether the apartment is an accessible apartment, one designated for the elderly, or for the general population. It also identifies whether the building contains an elevator, is on a lower floor, and the room size of the apartment.

When a vacancy occurs and an apartment is available for rental, property management staff enters the apartment account information in the TSAP system and requests the TSAP system to match the apartment vacancy with an appropriate applicant (or transfer). The TSAP system looks at both the development and borough waiting list (unified waiting list) and matches the apartment to an applicant (or transfer) with the highest priority and oldest certification date. The referral type (e.g. applicant or transfer) will be based on the rotational order mandated by the Tenant Selection and Assignment Plan.

NOTE:	Refer to the Tenant Selection & Assignment Plan (TSAP) Manual , available in NYCHA's Forms and Reference Library for detailed instructions on using the TSAP System
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C. Tenant Data System (TDS)

TDS is the system used to maintain the occupancy record of current and former tenants of public housing. TDS also manages and processes re-certifications of current tenants.

D. Data Warehouse

The Data Warehouse is an information repository which consolidates data from Siebel, TSAP, and other NYCHA systems. It also allows manual entry of data for selected reports. The reporting and tracking functionality of the Data Warehouse is used by ATAD for the following purposes:

1. Tracking certified emergency borough choice applications, transfers, and large size apartment referrals (7 rooms or more) to rental outcome.

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2. Customizes the Guide to Anticipated Vacancies by generating a list of developments from which the applicant may select a development choice. The list is sent with the development selection letter.
3. Maintaining reports based on information from the Siebel and TSAP systems. These include reports on productivity, status of emergency cases, status of transfer requests, summary of landlord contacts, and criminal background checks, etc.

V. Preferences and Priority Code Determination

A. Preferences

NYCHA has adopted two preferences:

1. Single member households (i.e. one person households): an elderly person or a person with disabilities will be selected for eligibility interviews over other single member households who are not elderly or disabled, except emergency applicants (i.e. priorities W0, N0, or N1), who will be taken in order of priority regardless of age or disability.
2. New York City residents: an applicant who lives, works, or will be working within the five boroughs of New York City will be selected for eligibility interviews before applicants who do not live, work, or will be working in New York City.

B. Assigning Priorities

NYCHA seeks to rent half of its vacancies each year to applicants with Need Based priorities and the other half to applicants with Working Family priorities. Within each of these two groups, NYCHA ranks applicants by priority in the order described in Section C below. In all cases, NYCHA gives applicants the highest priorities for which they qualify. Within each priority category, all applicants are equal in rank, e.g., an applicant who qualifies for the Need Based priority code N4 due to substandard housing is equal in rank to one who qualifies for the Need Based priority code N4 due to a rent hardship.

Applicants may qualify for both a Need Based priority and a Working Family priority. If an applicant has both preferences, he/she is scheduled for an interview based on the preference list from which he/she is first reached; thereafter, that preference governs the application.

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NOTE:	Refer to APPENDIX F – APPLICANT PRIORITY CODES AND PERMISSIBLE CHOICES
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C. The Priority Codes

1. Working Family Priorities

Only families who live, work or will be working in the five boroughs of New York City will be assigned Working Family priorities W0, W1, W2, W3, or W9.

NYCHA divides applicants into three income tiers: applicants in Tier I have family incomes ranging from none up to 30% of the area median income; applicants in Tier II have family incomes ranging from 31% to 50% of the area median income; and applicants in Tier III have family incomes ranging from 51% to 80% of the area median income.

Income tier shall be defined as the income level of each applicant which, to the extent permitted by federal law and regulations, NYCHA uses to advance its goal of economic integration and of avoiding concentrations of low-income families in any one or all of the NYCHA developments.

The dollar amounts for each tier vary by family size, and are revised periodically to reflect economic data and income levels for admission to public housing as established by federal guidelines.

NOTE:	Applicants with family incomes above 60% of the area median income are ineligible for any public housing unit in developments receiving the benefit of low-income housing tax credits under Section 42 of the Internal Revenue Code of 1986, as amended (tax credit developments). ⁷
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⁷ At present, the tax credit developments are: Amsterdam Addition, Bayview, Bushwick, Castle Hill, Chelsea, Drew Hamilton, Manhattanville, Marble Hill, Marlboro, Rutgers, St. Mary's Park, Samuel, Stapleton and 1070 Washington Avenue.

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The Working Family priorities in rank order are described below:

a. Priority Code “W0”- DHS Referred

Families with children referred by the New York City Department of Homeless Services (DHS) pursuant to an agreement with NYCHA and qualify for any of the three working family definitions described below.

Working Family W0 priority applicants must be directly referred by authorized employees of DHS electronically via NYCHA’s self-service portal. Not all DHS clients are eligible for priority housing from NYCHA due to the limited availability of apartments. Factors such as the length of stay in a shelter, the room size required, and borough preference will influence whether a family is referred by DHS to NYCHA for priority housing.

b. Priority Code “W1” – Income Tier III

Family income ranging from 51% to 80% of the area median income as established by HUD.

c. Priority “W2” – Income Tier II

Family income ranging from 31% to 50% of the area median income as established by HUD.

d. Priority “W3” – Income Tier I and Working Family

Family income ranging from 0% to 30% of the area median income as established by HUD and qualifies as a Working Family.

A working family in Income Tier I is defined as at least one of the below:

i. Single Member Household

The sole member is currently employed or self-employed, and works at least twenty hours per week, or is receiving unemployment benefits or disability benefits, or is sixty-two years or older.

ii. Two Person or More Household is defined as at least one of the below:

- The head of household or co-head or family member is currently employed or self-employed, and works at least twenty hours per week, or is receiving unemployment benefits;
- The head of household and co-head are both receiving disability payments such as supplemental security income or workers compensation;

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- The head of household and co-head are both sixty-two years or older;
- The head of household and co-head have a combination of age or disability (i.e. one is sixty-two years of age or older and the other receives disability benefits).

e. Priority “W9”

- An applicant or co-applicant who is the lessee or co-lessee at either a NYCHA public housing or Section 8 apartment and would otherwise qualify as a working family.

2. Need Based Priorities

Only families who live, work, or will be working in the five boroughs of New York City will be assigned Need Based priorities N0, N1, or N4.

The Need Based priorities in rank order are described below:

a. Priority Code “N0” – City Referred Applicants

Applicants referred to NYCHA pursuant to an agreement with an agency of New York City include:

- Homeless families with children referred by the New York City Department of Homeless Services (DHS). Not all DHS clients are eligible for priority housing from NYCHA due to the limited availability of apartments. Factors such as the length of stay in a shelter, the room size required, and borough preference will influence whether a family is referred by DHS to NYCHA for priority housing;
- Families or applicants displaced by fire, vacate order, or about to be displaced from a site to be used for a public housing development or other public improvement, and referred by the Department of Housing Preservation and Development (HPD). Families displaced must be referred to NYCHA within two-hundred-seventy days from the date of displacement;
- Homeless applicants referred by the HIV/AIDS Services Administration (HASA);
- Applicants who are about to be discharged from the Henry J. Carter Specialty Hospital and Nursing Facility and who will become homeless

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or will be at risk of becoming homeless upon discharge and are referred by the Health and Hospitals Corporation (HHC);

- Applicants referred by the Administration for Children's Services (ACS) under the Independent Living Program. The Independent Living Program was established to assist youths currently in the custody of the Commissioner of the NYC Administration for Children's Services and about to be discharged. A primary goal of the program is to help them find suitable housing. The youths are generally eighteen to twenty years of age but may be between twenty-one to twenty-three years of age if ACS grants an exception to extend custody. Independent Living applications generally consists of one person but may be more than one person.
- Applicants referred by the Administration for Children's Services (ACS) under the Family Reunification Program. The Family Reunification Program requires that a family have a child or children in foster care and the only barrier to reunification is the lack of adequate housing. Children reunited on trial discharge will also be entitled to this priority.

b. Priority Code "N1" - Victims of Domestic Violence (VDV)

Definition of Victim of Domestic Violence

A Victim of Domestic Violence (VDV) is a person who has suffered serious or repeated abuse from a family member, current or former spouse or intimate partner, or person with whom the victim has a child in common:

- Will continue to suffer if (s)he continues to live in the current residence;

or

- Has left the residence due to the abuse and is not living in standard, permanent replacement housing.

i. Verification of Priority

In order to qualify for the N1 priority as a VDV, an applicant must submit documentation to NYCHA demonstrating that he or she is eligible for this priority. NYCHA's documentation requirements vary based on the victim's circumstances and the type of crime experienced, as outlined below.

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Documentation submitted must demonstrate that the applicant was the victim of an incident in a domestic or family situation, or in connection with an intimate relationship.

The applicant must provide one document each from category A, B, and C, unless:

- The applicant was a victim of one of the crimes on the Single Criminal Incident List or suffered an injury requiring treatment at a hospital. If so, the applicant must submit one document each from category A and category C. Refer to the Single Criminal Incident List and the documentation requirements chart below. All incidents on the Single Criminal incident List are felonies.
- The applicant has been referred by the New York City Human Resources Administration (HRA). To qualify for the priority, HRA-referred applicants must have been residing for forty-five continuous days at the time of referral in either (1) an HRA shelter, or (2) a VDV shelter operated by one of the state-regulated and state-licensed shelter providers accepting the city's VDV referrals, working in conjunction with HRA (providers). In addition, HRA must provide NYCHA with (1) a completed No Violence Again Program Screening form (NoVA Screening form) signed by an HRA social worker for each applicant screened and referred by HRA, or (2) a completed assessment form from the Provider, signed by a social worker and equivalent to the NoVA Screening form, containing background information including, but not limited to, the perpetrator's name, date of birth, and relationship to the victim, and the victim's last address prior to entering the VDV shelter.

SINGLE CRIMINAL INCIDENT LIST

To verify priority status as a victim of domestic violence, an applicant who is a victim of a crime listed below should: (1) submit verifying documentation identifying the applicable N.Y. Penal Law Section, demonstrating that he/she was a victim of a crime listed below; (2) demonstrate that the crime occurred in a domestic or family situation, or in connection with an intimate relationship; and (3) submit an advocacy letter.

NOTE: For crimes committed outside New York State or under federal law, documentation must include a criminal law or penal law section of the crime so that the New York equivalent can be determined. Consult the Law Department's Public Information Unit for assistance in evaluating documentation of federal or out-of-state crimes.

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CRIME(S)	N.Y. PENAL LAW SECTION(S) SHOWN ON DOCUMENTATION
Attempt to commit a crime - applies only to those crimes indicated on this list by an asterisk (*) .	110.00 plus Penal Law section of crime that was attempted. <u>Example</u> : Documentation of attempted murder in the 1 st degree would list N.Y. Penal Law Section 125.27 (murder) and Section 110.00 (attempt).
Vehicular assault: 1 st or 2 nd degree	120.03 120.04*
Aggravated vehicular assault	120.04-a*
Assault: 1 st or 2 nd degree	120.05* 120.10*
Aggravated assault on person under age 11	120.12
Gang assault: 1 st or 2 nd degree	120.06* 120.07*
Menacing: 1 st degree	120.13
Reckless endangerment: 1 st degree	120.25*
Stalking: 1 st or 2 nd degree	120.55 120.60*
Luring a child	120.70
Strangulation: 1 st or 2 nd degree	121.12* 121.13*
Criminally negligent homicide	125.10
Vehicular manslaughter: 1 st or 2 nd degree	125.12* 125.13*
Aggravated vehicular homicide	125.14*
Manslaughter: 1 st or 2 nd degree	125.15* 125.20*
Murder: 1 st or 2 nd degree	125.25* 125.27*
Aggravated murder	125.26*
Rape: 1 st , 2 nd , or 3 rd degree	130.25 130.30* 130.35*
Criminal sexual act, 3 rd degree: subsections (1) or (3) only	130.40(1) 130.40(3)
Criminal sexual act: 1 st or 2 nd degree	130.45* 130.50*
Persistent sexual abuse	130.53
Sexual abuse: 1 st degree	130.65*
Aggravated sexual abuse: 1 st , 2 nd , 3 rd , or 4 th degree	130.65-a 130.66* 130.67* 130.70*

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Course of sexual conduct against a child: 1 st or 2 nd degree	130.75* 130.80*
Female genital mutilation	130.85
Facilitating sex offense with controlled substance	130.90*
Sexually motivated felony	130.91*
Predatory sexual assault	130.95*
Predatory sexual assault against a child	130.96*
Unlawful imprisonment: 1 st degree	135.10
Kidnapping: 1 st or 2 nd degree	135.20* 135.25*
Criminal trespass: 1 st degree	140.17*
Burglary: 1 st , 2 nd , or 3 rd degree	140.20* 140.25* 140.30*
Criminal mischief: 1 st or 2 nd degree	145.10* 145.12*
Arson: 1 st , 2 nd , 3 rd , or 4 th degree	150.05 150.10* 150.15* 150.20*
Grand larceny: 1 st , 2 nd , 3 rd , or 4 th degree	155.30 155.35* 155.40* 155.42*
Robbery: 2 nd degree, subsections (1) or (2) only	160.10(1)* 160.10(2)*
Robbery: 1 st degree	160.15*
Intimidating a victim or witness: 1 st , 2 nd , or 3 rd degree	215.15 215.16* 215.17*
Criminal contempt: 1 st degree	215.51
Aggravated criminal contempt	215.52*
Incest: 1 st , 2 nd , or 3 rd degree	255.25 255.26* 255.27*
Endangering the welfare of an incompetent or physically disabled person: 1 st degree	260.25
Endangering the welfare of a vulnerable elderly person, incompetent person, or physically disabled person: 1 st or 2 nd degree	260.32 260.34*
Use of a child in a sexual performance	263.05*

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Promoting an obscene sexual performance by a child	263.10*
Promoting a sexual performance by a child	263.15*
Facilitating a sexual performance by a child with a controlled substance or alcohol	263.30*
Criminal possession of a weapon: 1 st , 2 nd , or 3 rd degree	265.02* 265.03* 265.04*
Criminal use of a firearm: 1 st or 2 nd degree	265.08* 265.09*

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VICTIM OF DOMESTIC VIOLENCE PRIORITY – DOCUMENTATION REQUIREMENTS CHECKLIST

- Documentation must demonstrate that the incident occurred in a domestic or family situation, or in connection with an intimate relationship; and
- Applicant must document at least one incident in the last 12 Months (Category A) and second incident within the last 24 months (Category B) against victim by the same perpetrator if offense is not on Single Criminal Incident List or the victim has not suffered injuries treated at a hospital.
- Advocacy letter (Category C) dated within 60 days from the date of the priority upgrade request. The advocacy letter must identify the perpetrator, relationship between the victim and the perpetrator, when and where the domestic violence occurred, details of the incident, and reasons priority status should be granted.

Category of Victim	a. Category A Documentation (Incident within 12 months of the priority upgrade request)	b. Category B Documentation (Incident within 24 months of the priority upgrade request)	Category C Advocacy Letter (within 60 days of the priority upgrade request)	
1	<p><u>Victim of Offense on Single Criminal Incident List</u></p>	<p>One document identifying NY Penal Law Section of offense on Single Criminal Incident list:</p> <p>Order of Protection (OOP): State Supreme Court [OOP may be current or expired]</p> <p>Order of Protection (OOP): Criminal Court [OOP may be current or expired]</p> <p>Police Report (61 Complaint Report)</p> <p>Police Domestic Incident Report (DIR)</p> <p>Letter or Complaint from District Attorney's/U.S. Attorney's Office Attorney's Office or New York Police Dep't</p>	<p>Not Needed</p>	<p>Advocacy letter issued by one of the entities below, must be dated within 60 days,:</p> <p>Social Services Provider</p> <p>Family Justice Center</p> <p>Hospital Domestic Violence Coordinator or Hospital Social Worker</p> <p>Mental Health Provider or Counselor</p> <p>Governmental Agency such as District Attorney's Office, Administration for Children's Services (ACS), Human Resources Administration (HRA), Department of Education (DOE), Department of Homeland</p>

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2	<u>Victim of Offense NOT on Single Criminal Incident List</u>	<p>Order of Protection (OOP): Family court - and a copy of the Family Court Petition [OOP must be valid at time of priority upgrade]</p> <p>Order of Protection (OOP): Supreme Court [OOP must be valid at time of priority upgrade]</p> <p>Order of Protection (OOP): Criminal Court [OOP must be valid at time of priority upgrade]</p> <p>Police Report (61 Complaint Report)</p> <p>Police Domestic Incident Report (DIR)</p> <p>Letter or Complaint from District Attorney's/U.S. Attorney's Office or New York Police Dep't</p> <p>Letter from Parole Office, Dep't of Corrections, District Attorney's/U.S Attorney's office where applicant claims s/he has been threatened by abuser from prison</p>	<p>Documentation of a different incident involving same perpetrator:</p> <p>Order of Protection (OOP): Family court - and a copy of the Family Court Petition [OOP may be current or expired]</p> <p>Order of Protection (OOP): Supreme Court [OOP may be current or expired]</p> <p>Order of Protection (OOP): Criminal Court [OOP may be current or expired]</p> <p>Police Report (61 Complaint Report)</p> <p>Police Domestic Incident Report (DIR)</p> <p>Letter or complaint from District Attorney's/U.S. Attorney's Office or New York Police Dep't</p>	Advocacy letter described in Category 1C
3	<u>Victim who Received Hospital Treatment for VDV Incident</u>	Hospital Letter (NYCHA Form 070.246, <i>VDV Inpatient Hospital Letter</i>)	Not Needed	Advocacy letter described in Category 1C
4	<u>HRA- Referred Victims in HRA- Operated or Provider- Operated VDV Shelter</u>	HRA NoVA Screening Form, or equivalent from Provider, completed and signed by social worker, for applicant residing in HRA or Provider VDV shelter for 45 continuous days at time of referral	Not Needed	Not Needed

c. Priority Code "N1" - Intimidated Witness

i. Definition of Intimidated Witness (IW)

Families who cooperate with a prosecutorial or police agency in a criminal investigation/prosecution, where a member of the household has been threatened by a defendant in that investigation/prosecution or by a person associated with a defendant. To qualify for this category, the prosecutorial or police agency involved in the case must certify to NYCHA's Management Services Department of all of the following:

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- The threat was made and was in retaliation for past or present cooperation with a prosecutorial or police agency; and
- The threat poses a serious risk to a member of the household; and
- It is likely that the defendant or the defendant's associates know the family's current home address.

ii. Verification of Priority

NYCHA's Management Services Department will determine whether the applicant qualifies for the Intimidated Witness priority and, if so, will prepare a memorandum to the Director of ATAD stating the applicant's qualification for the priority.

d. Priority Code "N4" - Other Families in Need of Housing

Families who are homeless; have been or about to be displaced due to government or housing owner action; living in substandard housing; paying more than 50% of family gross income for rent; or the victim of hate or bias crime.

i. Definition of Homeless

- Families residing in homeless hotels, shelters or place not meant for human habitation;
- Families residing in places not designed for, or ordinarily used as a regular sleeping accommodation, e.g., parks, bus depots, or automobiles;
- Individuals exiting health care facilities (e.g., nursing homes, adult homes, mental health facilities) and cannot return to prior housing;
- Individuals residing in transitional or supportive housing.

NOTE:	Applicants with a lease or sublease for their current residence are not considered to be living in transitional housing. Transitional housing does not include correctional, inpatient drug or alcohol facilities.
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For all categories of Homeless, the public or private facility that provides shelter for such individuals or the involved social services agency must provide appropriate verification.

ii. Involuntary Displacement – Government Action

Families who are about to be displaced by government action that results in the applicant having to vacate his or her unit (the applicant does not have to be lessee of the apartment to qualify for this priority).

The appropriate government agency must provide verification of need to vacate.

iii. Involuntary Displacement – Housing Owner Action

Families about to be displaced by an action of a housing owner that will result in the applicant having to vacate his or her unit (the applicant does not have to be lessee of the apartment to qualify for this priority):

- The reason for the owner's action is beyond the applicant's ability to control or prevent;
- The action occurs despite the applicant having met all previously imposed conditions of occupancy; and
- The action taken is for reasons other than a rent increase.

The applicant must submit a Final Court Order (FCO) issued by the Housing Court. The FCO must verify that the applicant has, or will have to vacate a housing unit by a certain date because of owner action.

iv. Rent Hardship

A rent hardship is when greater than 50% of gross family income is used for rent and utilities. Cooperative charges are considered rent but private mortgages are not considered rent.

Verification of current rent, such as the last rent statement or lease, is required. Refer to [APPENDIX G - UTILITY ALLOWANCES](#) for utility allowances used in the calculation of rent hardship.

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v. Victim of Hate and/or Bias Crime

A victim of a hate and/or bias crime is someone who has been subjected to actual or threatened physical violence or intimidation directed against them or their property, based on the person's race, color, religion, sex, national origin, handicap, or familial status.

For this priority, it must be determined that the hate crime has recently occurred or is of a continuing nature and the applicant has vacated a housing unit because of such crime, or the fear of such crime has eliminated the applicant's peaceful enjoyment of the unit.

A law enforcement agency must verify the incident is a hate and/or bias crime.

vi. Substandard Housing

Substandard housing refers to the physical characteristics of an apartment. A unit is substandard if it does not meet local building codes, is falling apart, or is a safety hazard. Examples of substandard housing include a unit with an inadequate or unsafe electrical system, an unusable or unreliable heating system, broken or missing windows, or housing that creates unhealthy conditions such as pest infestation or mold.

For more information on substandard housing, refer to [APPENDIX H – CHARACTERISTICS OF SUBSTANDARD HOUSING](#).

NYCHA development and Section 8 tenants cannot be considered as residing in substandard housing. Tenants in Section 8 programs administered by another government agency such as HPD may be considered as residing in substandard conditions only if there is recent documentation such as building code violations verifying the substandard conditions.

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vii. Inaccessible Housing

An applicant and/or family member who is mobility impaired, residing in inaccessible housing, and the family requires an accessible apartment. The family's health care provider must complete [NYCHA Form 070.171, *Mobility Impairment Accommodation Verification*](#), verifying that the applicant and/or family member needs an accessible apartment because of permanent mobility impairment.

However, if the applicant is the lessee of a NYCHA development, he/she cannot be assigned this priority because of the availability of NYCHA accessible apartments. Verification of the inaccessibility of the apartment is ascertained by evaluating the information provided by the applicant at the interview or during the landlord contact.

NOTE:	Mobility Impaired NYCHA Section 8 families residing in an inaccessible apartment or building may qualify for an N4 priority.
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- viii. Doubled-up in an apartment not subsidized by NYCHA. Doubled-up is defined as residing with friends or family members.
- ix. Overcrowded in an apartment not subsidized by NYCHA provided the overcrowding was not caused by the applicant, i.e. by taking in boarders. Overcrowded is defined as more than two persons per bedroom, e.g., three or more persons living in a one bedroom apartment.
- x. Legally doubled-up and overcrowded in an apartment subsidized by NYCHA (either public housing or Section 8). Overcrowded is defined as more than two persons per bedroom, e.g., three or more persons living in a one bedroom apartment.
- e. Priority Code "N8" – No Need Based Priority
- Neither applicant nor co-applicant (i.e. spouse, domestic partner, or intimate partner) reside, work, or will be working in New York City
 - Applicant does not qualify for a Need Based preference and is not the lessee or co-lessee of a NYCHA development or NYCHA Section 8 apartment

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f. Priority Code “N9”

- An applicant or co-applicant who is the lessee or co-lessee at either a NYCHA public housing or Section 8 apartment.

VI. Eligibility Requirements

The basic eligibility criteria for public housing are established from federal legislation and from regulations issued by HUD. To meet these criteria, NYCHA has established administrative policies which set specific eligibility requirements for admission.

To be eligible the family must:

- Consent to NYCHA’s collection and use of family information;
- Qualify as a family as defined by NYCHA;
- Verify family composition;
- Meet the minimum head-of-household age requirement or be an emancipated minor;
- Verify residence;
- Have eligible citizenship or immigration status;
- Provide social security numbers of family members;
- Have income at or below specified admissions limit ; and
- Meet NYCHA’s standards for suitability as a tenant.

If a family is denied admission, the application will be closed and removed from the waiting list.

A. The Eligibility Process

The applicant or co-applicant must appear and provide the required information in an eligibility interview conducted by ATAD.

To ensure that each eligibility interviewer is following a standard interview format, ATAD shall standardize each question and record the information provided from the applicant.

NYCHA utilizes multiple data sources to determine the priority and eligibility of applicants for public housing which includes but is not limited to:

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- Review of information from criminal background checks conducted by the NYS Office of Court Administration for all family members sixteen years or older
- Review of information from the NYC Department of Correction
- Review of information from NYS Department of Corrections and Community Supervision
- Review of information from the NYC Housing Court
- Review of information from the NYC Department of Homeless Services (DHS) or Human Resources Administration (HRA) via the City of New York, Health and Human Services (HHC) Worker Connect system
- Review of information from the NYC Department of Finance's (DOF) Automated City Registered Information System (ACRIS) to search property records
- Review of information from the New York State Welfare Management System to verify Public Assistance, Food Stamps, and Medicaid benefits
- Review of information from the United States Department of Housing and Urban Development (HUD) Enterprise Income Verification System (EIV) for negative tenancy, debts owed and duplicate subsidy
- Review of information from the United States Department of Homeland Security's (DHS) Systematic Alien Verification for Entitlements (SAVE) Program to verify immigration status
- Review of information from the United States Department of Justice (DOJ) – National Sex Offender Registry
- Accessing Accurint⁸ to locate persons, detect fraud, verify identity
- Review of information obtained from [NYCHA Form 070.153, Landlord Information Form](#)
- Contacting the applicant's current and/or previous landlord or neighbor
- Conducting collateral contacts with social workers, institutions, and other government agencies when warranted by particular circumstances

B. Deferral

Eligibility decisions may be deferred temporarily pending clarification of conditions affecting eligibility. The length of the deferral period depends upon the circumstances involved. The period of deferral is no longer than reasonably necessary to determine eligibility. The deferral period is always greater than ninety days but generally less than one year.

⁸ Accurint is the most widely accepted locate and research tool available to government, law enforcement and commercial customers.

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NYCHA Form 070.082, *Deferral Letter*, is mailed notifying the applicant that the application has been deferred and indicates the month and year the application will be reactivated.

C. Consent to NYCHA to Collect and Use Family Information

Each family member eighteen years or older must sign NYCHA Form 070.235, *Authorization for the Release of Information/Privacy Act Notice*, and other consent forms as needed to collect information relevant to the family's eligibility and level of subsidy. During the eligibility process, the applicant family might be requested to provide NYCHA with information. A formal request in writing will be either given to the applicant at the interview or mailed. The formal request for information is itemized on NYCHA Form 070.062, *Request for Additional Information*. The requested information may be mailed to P.O. Box 19204, Long Island City, NY 11101 or uploaded through NYCHA's self-service portal within thirty days. If all the requested information is not submitted after thirty days, a second notice, NYCHA Form 070.136, *Failure to Submit Additional Information*, is mailed on the thirty-first day. The second notice informs the applicant that all the information has not been provided and their application will be removed from the waiting list if the information is not provided within sixty days of the second notice. On the sixty-first day, NYCHA Form 070.590, *Final Determination on Your Application*, is mailed, and it informs the applicant that the application has been removed from the waiting list and no new application will be considered for a period of one year.

D. Definition of Family

The composition of the family unit applying for public housing is a key factor in the eligibility process. The apartment sizes for which the family can be considered, the income limit to be applied, as well as the determination of rent and income, are directly related to family composition.

At every interview, the applicant must complete NYCHA Form 070.579, *Eligibility Interview Declaration*, which declares members of the household who will be part of the household once the family obtains a NYCHA apartment.

1. Definitions

The applicant must be the head of household and is responsible for ensuring that the family fulfills all of its responsibilities under the program, alone or in conjunction with the co-head.

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The co-applicant must be the co-head of the household and is equally responsible as the head in ensuring that the family fulfills all of its responsibilities under the program. The co-applicant must be the spouse, domestic partner, or intimate partner of the applicant.

A dependent is a member of the family who is under eighteen years of age, or is a person with disabilities, or a full-time student. A foster child, a foster adult, or a live-in aide may never be a dependent, regardless of age.

a. A family is:

- A single person;
- Two or more persons related by blood, adoption or legal guardianship;
- Two or more persons related by marriage or domestic partnership;
- Two or more persons (with or without children) who maintain an interdependent relationship and whose resources are available to meet the needs of the family. If a family has a child or children that are temporarily absent from the home due to placement in foster care, the absent child or children are not considered in determining family composition and family size;
- Multiple families in the same household (such as a mother and father, and a daughter with her husband, with or without children).

b. A family may also include:

- Foster children who are authorized by a recognized foster care agency to reside with the applicant;
- An applicant's children in foster care at the time of the interview if the foster care agency certifies that the only requirement for the release of the children to the applicant is adequate housing;
- Adoptive children, judicially declared wards (under the permanent legal custody or guardianship) of the applicant, co-applicant, or family member.

c. A family does **not** include:

- Boarders, lodgers or transient paying guests.
- Roommates living together as friends.
- Live-in aides.

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2. Verification of Relationship

a. Marriage

Any of the following verifies that a marriage occurred:

- Civil or religious certificate of marriage;
- Statement from family court verifying the marriage;
- Documentation from a government agency.

b. Minors

Every minor (a person under eighteen) for whom a request is made to include the minor to the application must either be the birth/natural child, adoptive child, judicially declared ward (under the permanent legal custody or guardianship) of the applicant, co-applicant, or family member. Acceptable forms of verification are listed below for each item.

i. Birth/Natural Child

- A birth certificate identifying the applicant, co-applicant, or family member as the birth/natural parent.
- Court papers identifying the applicant, co-applicant, or family member as the birth/natural parent.

ii. Adoptive Child

- Court papers showing that the applicant, co-applicant, or family member has adopted the minor.

iii. Judicially Declared Ward

- Court papers showing that the applicant, co-applicant, or family member has permanent legal custody or guardianship of the minor.

3. Joint Custody of Dependents

Dependents that are subject to a joint custody arrangement will be considered family members if they live with the applicant family at least 50% or more of the year (i.e., at least one hundred eighty-three days out of the year). The determination to include dependents will be at the discretion of NYCHA and based on available documents such as court orders or school records.

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4. Pregnancy

Pregnancies are verified by a written statement from a doctor, hospital, or maternity clinic stating the expected date of delivery. The housing assistant records the expected birth date of the unborn child. The unborn child is counted when determining room size assignment.

5. Temporary Absence

Family members temporarily absent from the household in the situations listed below may be included on the application, and are counted when determining room size assignment.

a. Absence of the Applicant or Co-Applicant Due to Employment

If the applicant or co-applicant must remain away from home for extended periods of time, he/she is considered a full-time member of the household unless there is evidence that he or she will spend less than one hundred twenty days of the time in the apartment during the course of the year.

Reasons for the absence of the applicant or co-applicant include, but are not limited to:

- Employment in the Merchant Marines;
- Employment as a traveling salesman;
- Employment outside of New York City.

b. Temporary Absence Due to Military Service

A family member who is in military service, whether by enlistment or induction, may be considered part of the household unless:

- The family member marries while in the service and establishes a separate household;
- The family member obtains a legal separation or divorce;
- The family member dies while in service.

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c. Temporary Absence of Full-Time Students

A family member who is a full-time student attending school outside of New York City is considered part of the household unless:

- The family member marries while in school;
- The family member establishes a separate household.

E. Verifying Family Composition

Family composition is a key factor in determining the apartment size, income limit, and rent. A family may be a single person; two or more persons related by blood, marriage, registered domestic partnership, adoption, or guardianship; two or more persons who maintain an interdependent relationship and whose resources are available to meet the needs of the family.

1. Questionable Family Member (QFM)

If, at any time during the applications process, NYCHA has concerns or questions with regard to whether a person is or will be a member of the applicant family, NYCHA may further investigate the composition of the applicant family.

Pursuant to this policy, the Applications and Tenancy Administration Department shall thoroughly investigate family composition when there is a questionable family member.

A questionable family member (QFM) is generally defined as someone who:

- a. The applicant claims will not be part of the household in public housing; and
- b. Falls into one or more of the following categories:
 - At the eligibility interview, the family reported that the person is a member of the household;
 - The family reports that the person is now a member of the household but will not join the household in public housing;
 - The person is listed as a member of the household on an application, and the family reports that the person moved out within two years before the interview;

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- The person is listed as a member of the household on an application, and the family reports that the person is currently in prison;
- The Welfare Management System (WMS) lists the person as part of the household within the last two years, but the person's case is currently not active.

2. Family Composition Evaluation

NYCHA will consider as many of the following factors as each case presents:

- a. Information in the Welfare Management System (WMS) regarding the applicant family and/or QFM
 - b. Information gathered from contacts with landlords, social workers, or other government agencies
 - c. Any information or documents provided by the applicant family
 - d. Any documents with respect to the residence of the QFM or the family composition of the applicant family
 - e. The credibility of the applicant family in providing information to NYCHA
 - f. The nature and extent of the QFM's relationship with the applicant family, including, but not limited to:
 - Whether the QFM is a parent of any child in the applicant family;
 - The duration of the QFM's relationship with any member of the applicant family;
 - Evidence of recent changes in the relationship of the QFM to the applicant family.
3. If NYCHA determines that a reasonable basis exists to believe that the QFM is or will be a member of the applicant's household, the applicant will be ineligible for two years based on non-verifiable family composition and income.
 4. If NYCHA determines that the QFM will not be part of the applicant family. The applicant must complete [NYCHA Form 070.579, *Eligibility Interview Declaration*](#), stating that the QFM will not reside in the apartment.

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F. Citizenship and Immigration Status

To receive housing assistance an individual must either be a U.S citizen, U.S national, or non-citizen with eligible immigration status.

An individual who does not qualify for housing assistance may reside with the assisted family but the level of assistance will be calculated at a ratio of eligible family members to ineligible family members.

HUD requires each family to declare whether an individual is a citizen, a national, or an eligible non-citizen, except those members who elect not to contend that they have eligible immigration status. Parents must certify to the status of their children.

1. Definitions

a. Citizens

A citizen is a person born in one of the fifty states of the United States, District of Columbia, Puerto Rico, Guam, Northern Mariana Islands, American Samoa, St. Croix, St. Johns, or St. Thomas; or who became a naturalized citizen; or foreign-born children, under eighteen years of age, residing in the U.S. with their birth or adopted parents, at least one of whom is a U.S. citizen by birth or naturalization.

b. Non-Citizens with Eligible Immigration Status

A non-citizen with eligible immigration status qualifies for housing assistance if the individual's status is one of the six immigrant categories specified by HUD:

- Immigrant status under 101(a)(20) of the Immigration and Nationality Act (INA);
- Permanent Residence under 249 of the INA;
- Refugee, Asylum, or Conditional Entry status under 207, 208, or 203 of the INA;
- Parole status under 212(d)(5) of the INA;
- Threat to Life or Freedom under 243(h) of the INA;
- Amnesty under USA of the INA.

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NOTE:	Rental assistance is permitted for non-citizens with eligible immigration status but not to non-citizens without eligible immigration status.
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c. Mixed Family

Families that include eligible and ineligible individuals are called mixed families. A family is eligible for assistance as long as at least one member is a U.S. citizen or has eligible immigration status.

Prorated assistance is partial rental assistance, or reduced housing assistance payments received by mixed families. In mixed families, the level of assistance is calculated at the ratio of eligible family members to ineligible family members. Mixed families must be able to pay the higher rent. The pro-rated rental assistance is calculated using [NYCHA Form, 070.238, Prorated Rental Assistance Worksheet](#).

If the pro-rated rent is more than 80% of the family's net income, the family is ineligible for public housing for two years from the date they are declared ineligible.

2. Verification of Citizenship/Eligible Immigration Status

Applicants must certify citizenship and/or immigration status for themselves and all family members.

All applicants and family members eighteen years of age or older must sign the appropriate sections of [NYCHA Form 070.163, Declaration of Citizenship Status](#), declaring their citizenship or immigration status. The applicant or legal guardian must sign the appropriate sections on behalf of each family member seventeen years of age or younger.

- Applicants and/or family members who declare that they are citizens of the United States-the declaration of citizenship is sufficient; further documentation is not required.
- Applicants and/or family members who declare that they are non-citizens with eligible immigration status must provide documentation verifying immigration status. Upon receipt of the immigration document containing an Alien Number or Admission Number, ATAD will confirm the immigration status by accessing the Department of Homeland Security's – Systematic Verification for Entitlement Program (SAVE).

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For non-citizens who are sixty-two years of age or older, the evidence consists of a signed declaration of eligible immigration status and proof of age document.

- Applicants and/or family members who declare that they are non-citizens without eligible immigration status-the family's rental subsidy will be pro-rated.

NOTE:	Refer to APPENDIX I – VERIFICATION OF CITIZENSHIP / ELIGIBLE IMMIGRATION STATUS
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3. Ineligibility

a. The Entire Family Are Non-Citizens Without Eligible Immigration Status

Such families are ineligible until at least one member of the family is a U.S citizen or has eligible immigration status.

b. Mixed Families Unable to Pay the Pro-Rated NYCHA Rent

A mixed family whose pro-rated rent will be greater than 80% of the family's income (after deductions) is ineligible for *two years* from the date they are declared ineligible.

G. Unverifiable Income or Unrealistic Income

1. Policy

To be eligible for admission, the household must declare and verify to NYCHA all sources of family income.

2. Ineligibility

Applicants unable to verify family income or whose reported income is unrealistic are ineligible for *two years* from the date they are declared ineligible, but may become eligible sooner if they verify income.

3. The following steps are taken if the income reported in relation to the family's living expenses appears to be unrealistic:

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- The applicant may be asked to submit employment forms, pay stubs, a social security statement, tax transcripts from IRS, rent receipts, public assistance verification, and other benefit information that verifies the family's annual income;
- The housing assistant verifies the income for a twelve month period, then deducts the applicant's recurring expenses, e.g., rent and utilities;
- If the family's adjusted income is less than 80% of the Basic Allowance established by the New York City Human Resources Administration (HRA) as the minimum amount needed by a family of that size, the housing assistant ascertains from the applicant whether additional monies are provided as gifts, whether any unreported income is received, or whether the family has neglected certain obligations to live within its income;
- If the applicant's income still appears unrealistic as described in the paragraph above, the family is asked to complete and submit [NYCHA Form 070.129, Monthly Statement of Income and Expenses](#), to explain manageability. If the Monthly Statement of Income and Expenses form reveals additional undeclared income that explains manageability, the application continues to be processed if verification is submitted;
- If the applicant's income is less than 80% of the HRA Basic Allowance for his/her family size and he/she cannot provide a reasonable explanation, the applicant is found ineligible on the grounds of unrealistic income.

NOTE:	Though not included in the income projection, the value of excluded income such as food stamps is calculated to determine whether total family income is realistic.
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H. Verification of Social Security Number

Applicants must verify the social security numbers of all family members who contend eligible immigration status. An applicant must list each family member with a social security number on [NYCHA Form 070.131, Social Security Number Disclosure Form](#). Each family member eighteen years of age or older listed in this section must sign next to his/her name. A parent or guardian must sign on behalf of family members under eighteen years of age.

Persons who are not required to provide documentation of a social security number:

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- Persons who do not contend eligible immigration status

Applicants may document social security numbers with the following:

- An original Social Security Card issued by the Social Security Administration;
- An original Social Security Administration letter which contains the name and social security number of the individual;
- An original document issued by a federal, state, or local government agency containing the name and social security number of the individual.

I. Residence

1. Policy

Applicants applying for public housing are required to provide proof of their current residence. This requirement permits the Eligibility Division to determine family composition, income, priority, rent payment history, and suitability for tenancy.

2. Ineligibility

Applicants who misrepresent their current residence are ineligible for *two years* from the date they are declared ineligible but may be eligible sooner if they verify their residence.

J. Income and Assets

1. Policy

For admission to public housing, total gross income (including income from assets) may not exceed the Admissions Income Limit established by HUD. Accordingly, all adult members of an applicant's household must verify their income and assets.

2. Ineligibility

Applicants whose family gross income (including income from assets) exceeds the federal admissions limits are ineligible until the family gross income is within the admission limit.

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3. Admission Income Limits

a. Federal Developments

A family's annual gross income may not exceed the current admission limits established by HUD.

NOTE:	There is no minimum income or minimum rent for admission to the public housing program.
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b. Forest Hills Cooperative

There is an adjusted minimum income limit (after allowable NYCHA deductions) based on the number of bedrooms. The maximum income allowed is the current admissions limit for federal developments. Families are required to pay equity based on the number of bedrooms, purchase their own stove and refrigerator, and paint the apartment.

c. NYCHA Low Income Housing Tax Credit (LIHTC) Developments

Applicants must meet requirements of the public housing program and the Low Income Housing Tax Credit program (LIHTC). Tenant qualification for LIHTC is set forth in for Section 42 of the Internal Revenue Codes and other federal and state regulations. ATAD's eligibility will preliminarily qualify applicants for LLC1 developments if the applicant qualifies for the public housing program, meets the student eligibility requirements, and the family's income is at or below 60% of area median income. Additional documents and forms related to tax credit compliance will be collected from the applicant at the rental interview.

NOTE:	Refer to APPENDIX B – ADMISSIONS INCOME LIMITS – ALL PROGRAMS
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4. Assets

Family gross income, including income from assets, may not exceed the admission income limits established by HUD. All adult family members must verify their income and assets. Where total family income exceeds the admission income limit for public housing, the family shall be ineligible until the family income falls within the admission income limit. Where the total family income is unrealistic, or all or part of the family income is non-verifiable, the family shall be ineligible for two years from the date they are declared ineligible, but may become eligible sooner if they provide documentation that family income is within admissions income limits.

- a. Assets are defined as the market value of, or equity in, real property, savings, bonds, stocks, and other forms of capital investments. They do not include the value of personal property, such as furniture and automobiles.

A key factor in whether or not to include an asset in the calculation of annual income is whether any member of the family has access to the asset.

An asset is accessible, if:

- The asset is in the family member's name;
- The family member's social security number is associated with the asset;
- A family member may withdraw funds from, or sell the asset (in whole or in part);
- A family member is responsible for paying taxes on income generated by the asset;
- A family member benefits or receives funds from the asset, e.g., a trust.

Assets include:

- Amounts in savings and checking accounts;
- Stocks, bonds, savings certificates, money market funds and other investment accounts;
- IRA, Keogh and similar retirement savings accounts, even though early withdrawal would result in a penalty;
- Most contributions to company retirement/pension funds;
- Lump sum receipts such as inheritances, capital gains, lottery winnings, insurance settlements, and other claims;
- The cash value of life insurance;
- The cash value of trusts that may be withdrawn by the family;

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- Equity in real property or other capital investments. Equity is the estimated current market value of the asset less the unpaid balance on all loans secured by the assets and reasonable costs (such as broker fees) that would be incurred in selling the assets;
 - Personal property held as an investment such as gems, jewelry, coin collections, antique cars, etc.
- b. Annual income means all amounts, monetary or not, which go to, on behalf of, the family head of household or spouse, or to any other family member, or is anticipated to be received from a source outside the family during the twelve month period following admission. Annual income also means amounts derived from assets during the twelve month period following admission to which any member of the family has access.

Annual income includes, but is not limited to:

- The full amount, before payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips, and bonuses;
- The net income from the operation of a business or profession;
- Interest, dividends, and other net income of any kind from real or personal property. Income from assets in excess of \$5,000 includes the greater of the actual income derived from all assets or a percentage of the value of such assets based on the HUD authorized imputed savings rate of .08%. The full amount of periodic payments received from social security, public assistance, annuities, insurance policies, retirement funds, pensions, lotteries, disability, or death benefits and other similar types of periodic payments;
- Payments in lieu of earnings such as unemployment and disability compensation, worker's compensation, and severance pay (except that lump sum additions to family income are considered assets);
- Periodic and determinable payments, such as alimony, child support, and regular contributions or gifts received from persons not residing in the household (this may include rent and utility payments paid on behalf of the family and other cash or non-cash contributions provided on a regular basis);
- All regular pay, special pay, and allowances of a member of the Armed Forces (*except special pay to a family member serving in the Armed Forces who is exposed to hostile fire*).

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NOTE:	If it is not possible to anticipate the level of income over a twelve month period, the income anticipated for a shorter period may be annualized to determine eligibility.
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- c. Annual income does not include those payments, lump-sum amounts, or income excluded from annual income under federal law or regulations.

5. Income Exclusions

Federal law prohibits the following types of income from being counted as annual income:

- Food Stamps;
- Home Energy Assistance Program (HEAP) payments;
- Governmental Rental Assistance Program payments such as the State of New York Family Eviction Prevention Supplement (FEPS);
- Earned income tax credit (EITC) refund payments received;
- Amounts received in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
- Payments received for the care of foster children or foster adults;
- Employment income from children (including foster children) seventeen years and under;
- Earned income in excess of \$480 of a full-time student (twelve credits or more) eighteen years of age or older unless the student is the applicant or co-applicant;
- Amounts of scholarships funded under Title IV of the higher Education Act of 1956⁹;
- Any income or gift that is temporary, non-recurring, or sporadic;
- Lump sum payments to the family such as inheritances, insurance payments, health and accident insurance payments, worker's compensation, capital gains, and settlement for personal or property losses (payments are counted as assets);
- Deferred payments of supplemental security income and social security payments received in a lump sum;

⁹ Athletic scholarships assistance available for housing cost must be counted towards annual income for full-time college students of non-parental/guardian households. In addition, persons receiving an athletic scholarship with a housing allowance exceeding \$5,000 annually will be ineligible for housing assistance.

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- Hazardous Duty Pay - monies paid to a family member in the armed forces who is exposed to hostile fire;
- Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- State Home Care Payments - payments received by the family to offset the cost of services and equipment needed to keep a developmentally disabled family member at home;
- Amounts received under training programs funded by HUD;
- Resident service stipend. This is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the owner, on a part-time basis, that enhances the quality of life in the development;
- Job Training Partnership Act Payments (JTPA) that include job corps, veterans employment programs, state job training programs, and career intern programs;
- PASS Payments - payments specifically made to a disabled person pursuing a Plan to Attain Self Sufficiency (PASS) that are excluded for a limited time for the purposes of supplemental security income eligibility and benefits;
- Compensation received under a state or local employment or resident management training program - income received from participation in a state or local program with clearly defined goals such as on-the-job training or in apprenticeship programs;
- Payments for participants in other publicly assisted programs - payments that are specifically for reimbursement of out of pocket expenses incurred (special equipment, clothing, transportation, child care, etc.), and made solely to allow participation in a specific program;
- Adoption assistance payments - all payments for the care of adopted children (the \$480 statutory deduction for each minor is still given);
- Kinship Guardian Assistant Payments (Kin-GAP) and other kinship care payments for children living with a related legal guardian;
- The value of child care provided under the Child Care and Development Block Grant Act;
- Title V - Older Americans Act Payments - payments received from the Community Service Employment Program (CSEP), which are funded under Title V, such as the green thumb and senior aides programs;

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- Income of live-In aide - a person who resides with an elderly, disabled or handicapped person or persons and is essential to the care and well-being of the person(s), is not obligated for the support of the person(s), and would not be living in the unit except to provide necessary support services (the live-in aide is not included for determination of family size);
- Agent Orange Settlement Fund Payments (AOSF);
- Allowance paid to a child inflicted with Spina Bifida who is the child of a Vietnam veteran;
- Indian Claims Commission/Court of Claims Awards - the first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the Court of Claims, or from funds held in trust for an Indian tribe by the Secretary of the Interior;
- Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes;
- Income derived from the disposition of funds to the Grand River Band of Ottawa Indians;
- Payments received under the Maine Indian Claims Settlement Act;
- Payments by the Indian Claims Commission to the Confederated Tribes and Bands of the Yakima Indian Nation or the Apache Tribe of Mescalero Reservation;
- Payments received under the Alaska Native Claims Settlement Act;
- Reparation payments - payments made by foreign governments in connection with the Holocaust;
- Payments to volunteers under the Domestic Volunteer Services Act;
- Payments to AmeriCorps participants under the National and Community Service Act;
- Payments to participants in programs under the Workforce Investment Act;
- Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance.

6. Adjusted Income

In determining adjusted income, NYCHA must deduct the following amounts from annual income:

- a. \$480 for each dependent that is:
 - Under the age of eighteen; or

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- Disabled (any age); or
- A full-time student (of any age).

Live-in aides, foster children, and foster adults are not entitled to this deduction.

b. \$400 for any elderly family or disabled family

- The applicant, co-applicant, or sole member who is at least sixty-two years of age or is a person with disabilities; or
- Two or more persons who are at least sixty-two years of age or are disabled.

Each applicant family with elderly or disabled family members is limited to one \$400 deduction regardless of the number of elderly or disabled family members.

c. The sum of the following, to the extent that the sum exceeds 3% of annual income:

- Unreimbursed reasonable medical expenses of any elderly family or disabled family;
- Unreimbursed reasonable attendant care and auxiliary apparatus expenses for each member of the family who is a person with disabilities, to the extent necessary to enable any member of the family (including the member who is a person with disabilities) to be employed. This deduction may not exceed the earned income received by family members who are eighteen years of age or older who are able to work because of such attendant care or auxiliary apparatus.

d. Any reasonable child care expenses necessary to enable the family member to be employed or to further his/her education. See Code of Federal Regulations [24 CFR 5.611]. The child must be under thirteen years of age.

7. Verification of Income

The principles for review and calculation of income are discussed extensively in the [Management Manual, Chapter III – Income Review and Verification and Interim Changes](#).

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The following are ways to access income information that supplements those listed in the Management Manual, Chapter III.

a. Public Assistance

The cash assistance and food stamps benefits of Public Assistance recipients are available through the Data Verification System (DVS) located on NYCHA's employee portal. Eligibility Division staff shall access the Welfare Management System (WMS) of DVS during the eligibility interview to verify the family's benefits. If the information reported by the applicant family is different from WMS, staff must request an updated HRA benefits letter. Refer to [APPENDIX J – HRA BASIC AND MAXIMUM SHELTER ALLOWANCES, Families With Children](#) on page 1, and [APPENDIX J – HRA BASIC AND MAXIMUM SHELTER ALLOWANCES, Families Without Children](#) on page 2, for more information.

b. Social Security Benefits

Eligibility Division staff must request from the applicant and/or family member a current and original Social Security Administration benefit verification letter.

Applicants in need of the benefit verification letter should be asked to contact the Social Security Administration (SSA) at 1-800-772-1213 or online at www.ssa.gov.

c. Work Number eXpress

The Work Number eXpress service provides employee income information directly from the employers' payroll systems. The information provided includes the name, social security number, employment status, most recent start date and termination date (if applicable), total time with employer, job title, rate of pay, average hours per pay period, total pay for the past two years, and the most recent twelve pay periods of gross earnings. A listing of participating employers is available at www.theworknumber.com.

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Employers who participate in the Work Number eXpress services will not provide the applicant with a letter documenting employment or wages. If employment information is needed, ATAD staff must request the income information on line at www.theworknumber.com. The social security number of the employee and name of employer (company code) is needed for the request. *NYCHA Form 070.235, Authorization for the Release of Information/Privacy Act Notice*, must be signed by the individual/employee before staff may request information from the Work Number eXpress Service.

d. IRS Transcripts

The IRS Tax Return Transcript shows most line items from tax returns (1040, 1040A or 1040EZ) as they were originally filed, including any accompanying forms and schedules. The transcript does not reflect changes made by the filer or the IRS after the return was filed. The transcript may be viewed, printed or downloaded at www.irs.gov. Another online option is to request that the IRS mail the transcript to the individual. Alternatively, the individual may request the transcript by mailing the IRS Form 4506T to the IRS. The individual may designate that the transcript be mailed to the individual or to NYCHA. Families who claim that no tax return was filed may be requested to submit the IRS Verification of Non-Filing letter.

e. Social Security Statements

The social security statement shows earnings history. The social security statement is available on line at www.ssa.gov or by calling SSA at 1-800-772-1213.

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- f. NYC Human Resource Administration's (HRA) Presumptive Benefits Letter for Youths Aging-Out of Foster Care

Young persons age out of foster care at age twenty-one. They are not eligible to apply for public assistance until their twenty-first birthday and therefore may not have income when they age out of foster care. To facilitate their transition to independent living, ACS will ask HRA to evaluate the presumptive eligibility for benefits for youths who are within ninety days of reaching their twenty-first birthday. If HRA determines that the youth would be eligible should he/she apply for public assistance upon reaching the age of twenty-one, HRA will provide the Presumptive Benefits Letter for the youth to ACS. The HRA Presumptive Benefits Letter will list the name(s) of the household members, social security number(s), date(s) of birth, and public assistance benefit they would receive if found eligible.

For purposes of verifying the income of a youth under twenty-one, staff shall accept the HRA Presumptive Benefit Letter as verification of the youth's future eligibility for HRA benefits. If a youth has reached age twenty-one, the HRA Presumptive Benefits Letter is insufficient. Staff shall contact the ATAD Director's office for intervention, if the lack of income is the only barrier preventing certification of the application for public housing¹⁰.

Staff must request [NYCHA Form 070.011A, *Statement Non-Employment*](#), for all family members between eighteen and sixty-two years of age who do not have any source of income.

VII. Standards for Admission and Suitability for Tenancy

In selecting families for admission, NYCHA is responsible for screening family behavior and suitability for tenancy (24 C.F.R. § 960.203). Tenant selection criteria are subject to protections for victims of domestic violence, dating violence, sexual assault, and stalking, in accordance with the federal Violence Against Women Act and applicable law.

¹⁰ Property Management staff shall also contact the ATAD Director's Office if the youth has no income at the time of the rental interview.

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A. General Screening Obligations

In performing its screening obligations, NYCHA may consider all relevant information including, but not limited to:

- An applicant's past performance in meeting financial obligations, especially rent;
- A record of disturbing neighbors, destruction of property, or poor housekeeping habits at prior residences;
- A history of criminal activity involving crimes of physical violence to persons or property; and
- Other criminal acts which adversely affect the health, safety, and welfare of other tenants.

B. Mandatory Grounds for Denying Admission

NYCHA shall not admit families to public housing:

- If any household member has been evicted from federally-assisted housing for drug-related criminal activity, the family may not be admitted for three years from the date of the eviction, unless that household member has successfully completed a supervised drug rehabilitation program approved by NYCHA, or if circumstances have changed (for example, the household member is imprisoned or has died). If any household member has ever been convicted of drug-related criminal activity for manufacturing or producing methamphetamine on the premises of federally-assisted housing, the family is permanently prohibited from admission. Premises are defined as the building or complex in which the dwelling unit is located, including common areas and grounds.
- If any household member is subject to a lifetime registration requirement under a state sex offender registration program.

C. Specific Reasons for Denial of Admission

NYCHA will deny admission to families who, based on their past behavior, might adversely affect the health, safety, or welfare of other tenants, NYCHA staff, or a NYCHA development. Families with members in the following categories will be found ineligible for the stated period of time.

NOTE:	Refer to APPENDIX K –INELIGIBILITY & END OF INELIGIBILITY PERIODS (EIP)
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Families containing persons within the categories below are ineligible for the period of time specified for each category.

If the family falls within more than one category below, the family is ineligible for the longest applicable time period.

1. Persons with Conviction Records

NYCHA will perform sex offender checks using the National Sex Offender Registry and criminal background checks of all sixty-two counties of New York State through the New York State Office of Court Administration's Criminal History Record Search (CHRS) system. All family members aged sixteen years or older will undergo both screening checks.

The criminal background check is conducted when the family is selected for an apartment.

NYCHA has chosen to overlook certain offenses. The overlooked offenses are listed in Appendix M of this manual.

NOTE:	Refer to APPENDIX L – APPLICABLE NEW YORK STATE PENAL CODES AND TRAFFIC OFFENSES and APPENDIX M – OVERLOOKED OFFENSES
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a. Convictions for Class A, B, or C Felonies

Such families are ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole), and has also completed *six years* after the sentence with no further convictions or pending charges.

However, where the convicted person is currently imprisoned and cannot be released earlier than *ten years* from the date of the eligibility interview, the family is not ineligible on this ground.

b. Convictions for Class D or E Felonies

Such families are ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole), and has also completed *five years* after the sentence with no further convictions or pending charges.

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However, where the convicted person is currently imprisoned and cannot be released earlier than *ten years* from the date of the eligibility interview, the family is not ineligible on this ground.

c. Convictions for Class A Misdemeanors

Such families are ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole), and has also completed *four years* after the sentence with no further convictions or pending charges.

d. Convictions for Class B or Unclassified Misdemeanors

Such families are ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole), and has also completed *three years* after the sentence with no further convictions or pending charges.

2. Persons Who Have an Unsatisfactory Record of Meeting Rent Payment Obligations Within the Past Three Years

If there has been a record of rent delinquency or a landlord has evicted the family for non-payment of rent within the last *three years* and the family cannot establish a satisfactory rent payment history for twelve months post-delinquency, consideration is given to the applicant's explanation of extenuating circumstances that caused the rent delinquency as well as assurances that the delinquency will not reoccur if the family is admitted to public housing. However, NYCHA will not consider extenuating circumstances if it finds that the family misrepresented or failed to disclose the rent delinquency on [NYCHA Form 070.576, Applicant's Statement of Rent Payment Record](#). This form is completed by the applicant or co-applicant and reviewed with the applicant at every eligibility interview.

A pattern of rent delinquency includes, but is not limited to:

- Families evicted from NYCHA or other federally subsidized housing apartments for chronic rent delinquency or non-payment of rent;
- Former tenants of NYCHA or other federally subsidized housing who moved out owing arrears;
- Two or more monthly late payments within the past twelve months;

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- Failure to pay rent when due as agreed verbally or in writing between the landlord and applicant, in spite of the landlord's request for compliance;
- Failure to comply with a housing court stipulation for payment of rent or payment of use and occupancy;
- A counter claim by the applicant for apartment repairs during a non-payment action if rent arrears were not placed in escrow.

Families with an unacceptable rent payment record are ineligible for *three years* from the date they are declared ineligible but may become eligible sooner if the family provides evidence of an acceptable rent payment record for *one full year*.

3. Persons Who Within the Last Four Years Have Caused a Fire-Related Incident

The following are examples of fire-related incidents which may make a family ineligible:

- Arson;
- Smoking in bed;
- Abandoned or discarded material;
- Improper storage or hoarding of garbage;
- Combustible material placed too close to a heat source, e.g., lit candles placed near curtains;
- A heat source left unattended, e.g., a pot on the stove;
- Using a flammable liquid to start a fire.

Such families are ineligible until they have completed *four years* from the date of the fire without causing another fire.

4. Persons Who Within the Last Three Years Have Behaved Violently or Have Destroyed Property

This category includes persons who have engaged in or threatened abusive or violent behavior toward NYCHA staff.

Abusive or violent behavior includes verbal as well as physical abuse or violence. Use of language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior. Threatening refers to oral or written threats, or physical gestures that communicate intent to abuse or commit violence.

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Such families are ineligible for *three years* from the date they are declared ineligible.

If the latest possible date of the offending behavior can be approximately established, the period of ineligibility begins from that date, instead of from the date the family is declared ineligible.

5. Persons Who Within the Last Three Years Have Disturbed Neighbors, Based on Information Obtained From the Neighbor or Landlord Contact

Such families are ineligible for *three years* from the date they are declared ineligible.

If the latest possible date of the offending behavior can be approximately established, the period of ineligibility begins from that date, instead of from the date the family is declared ineligible.

6. Persons with Grossly Unsanitary or Hazardous Housekeeping Habits, Based on Information Obtained From the Neighbor or Landlord Contact

Such families are ineligible for *three years* from the date they are declared ineligible.

However, if a qualified agency is working with the family to improve its housekeeping, and the agency reports that the family shows potential for improvement, the Applications and Tenancy Administration Department will consider this information prior to deciding the family's eligibility.

This category does not include families whose housekeeping is superficially unclean or disorderly, if such conditions do not adversely affect the health, safety, or welfare of other tenants.

7. Persons Who Within the Last Three Years Have Illegally Used a Controlled Substance

If NYCHA has reasonable cause to believe that a member of the applicant family has engaged in the illegal use, or pattern of illegal use, of a controlled substance within the last *three years*, the family is ineligible until the earliest of:

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- *Three years* after the date of the ineligibility finding (if the latest date of illegal drug use can be established by objective evidence, the period of ineligibility shall begin from that date instead of from the date the family is declared ineligible);
- Until the family provides both written verification from a state-licensed drug treatment agency that the offending person has been drug free for twelve months and also submits a current clean toxicology report;
- Until NYCHA is convinced, based on all of the information presented, that the offending person is no longer engaging in the illegal use of a controlled substance and has otherwise been rehabilitated successfully so as not to interfere with the health, safety, or right to peaceful enjoyment of the premises by other NYCHA tenants.

8. Persons Permanently Excluded from a NYCHA Apartment

Such families are ineligible until the excluded person has completed *five years* without violating the stipulation of permanent exclusion. As always under this policy, if the offending person falls into any other category above, the family is ineligible for the longest applicable time.

9. Persons Terminated from NYCHA Employment Following a General Trial, for Behavior That Would Constitute a Felony, Misdemeanor, Illegal Drug Use, or Intoxication on the Job

Such families are ineligible until *three years* from the date of the person's termination. As always under this policy, if the offending person also falls into any other above category, the family is ineligible for the longest applicable time period.

10. Persons Who Committed Fraud, Bribery, or any Other Corrupt or Criminal Act in Connection With a Government Housing Program

Such families are ineligible for *three years* from the date they are declared ineligible, if the offending person has not been criminally convicted. If the offending person has been criminally convicted, the family is ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole) and has no further convictions or pending charges for *three years* after completing the sentence.

11. Persons Who Misrepresented Information Affecting Eligibility, Preferences for Admission, Citizenship/Immigration Status, Family Composition, Income or Allowances

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Such families are ineligible for *three years* from the date they are declared ineligible, if the offending person has not been criminally convicted. If the offending person has been criminally convicted, the family is ineligible until the convicted person has served the sentence (not including the completion of probation and/or parole) and has no further convictions or pending charges for three years after completing the sentence.

12. Persons Who Have Been Evicted From a Governmental Housing Program, or Whose Tenancy in a Government Housing Program Has Been Terminated, or Whose Participation in the Section 8 Housing Assistance Program Has Been Terminated as a Result of Failure to Meet Tenancy Obligations

Such families are ineligible for *five years* from the date of the person's move-out or eviction. An eviction is deemed to have occurred when the court issues a warrant of eviction. If the family is still in occupancy of the apartment, the period of ineligibility begins from the date they are declared ineligible.

13. Persons Who Have Been Evicted or Are About to Be Evicted From a NYCHA Apartment Pursuant to a Licensee Action

Such families are ineligible for *five years* from the date of the person's move-out or eviction. An eviction is deemed to have occurred when the court issues a warrant of eviction. If the family is still in occupancy of the apartment, the period of ineligibility begins from the date they are declared ineligible.

VIII. Ineligibility

If the family is found ineligible for public housing, the family will be notified in writing.

If based on a criminal record, sex offender registration, or illegal drug use information, an applicant appears to be ineligible; the applicant is mailed [NYCHA Form 070.162, Pending Ineligibility Notification](#), and provided with copy of the criminal record or sex offender registration information. The applicant has thirty days to dispute the accuracy of the information with a Customer Contact Center representative and provide any evidence or document(s) of probable favorable future conduct prior to determination of eligibility.

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A. Receipt of Unfavorable Information

In the event of the receipt of unfavorable information with respect to an applicant, NYCHA will give consideration to the time, nature, and extent of the applicant's conduct, and to factors that might indicate a reasonable probability of favorable future conduct. For example:

- Evidence of rehabilitation;
- Evidence of the applicant family's participation in, or willingness to participate in, social service or other appropriate counseling service programs, and the availability of such programs.

More weight shall be given to objective documentary evidence than to unsupported testimony from the applicant, or letters of testimony from friends, advocates, or parole officers. Uncorroborated testimony purporting to explain away, excuse, or justify the offense without additional evidence, should ordinarily be insufficient to reverse a finding of ineligibility.

In considering such evidence, NYCHA shall also consider any instances of misrepresentation by the family during the application process.

NOTE:	Applicants/family members required to register under a state sex registration program or convicted of methamphetamine production in federally-assisted housing cannot be found eligible regardless of circumstance.
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B. Consideration of Circumstances

The following are factors NYCHA may consider when determining whether to reverse an ineligibility decision:

1. Conviction Records

Factors considered include, but are not limited to:

- The seriousness of the offense;
- The frequency of offenses committed;
- When the offense occurred;
- Evidence about the conduct underlying the offense.

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Evidence of the offender's rehabilitation since the offense, including but not limited to:

- Documentary proof that the offender has enrolled in school, remained in school for at least **six months**, and has compiled a positive school record, as demonstrated by a registrar's record and/or a positive letter from a teacher or a school administrator.
- Documentary proof that the offender has enrolled in a job-training program, remained in the program for at least **six months** or completed it, and has compiled a positive record, as demonstrated by a positive letter from a program supervisor or administrator.
- Documentary proof that the offender has obtained employment, has kept it for at least **six months**, and has compiled a positive work record, as demonstrated by a positive letter from a supervisor and/or employer.
- A letter from the prosecutor's office or the sentencing judge indicating that the offender has been fully rehabilitated.
- Evidence of the offender's participation in, or willingness to participate in, counseling or social service programs designed to correct the offending behavior, and the availability of such programs. Such evidence might include, but is not limited to, documentary proof that since the offense, the offender has enrolled in a counseling program designed to correct the offending behavior, remained in the program for at least **six months**, and has compiled a positive record, as demonstrated by a positive letter from a program supervisor or administrator.

NOTE:	Parole does not qualify as such a program, and parole officers do not qualify as counseling program supervisors or administrators.
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2. Use of illegal drugs or current drug abuse, or a pattern of abuse of alcohol that may threaten the health, safety, or right to peaceful enjoyment of the premises by other tenants.

Factors considered include, but are not limited to:

- Written verification from a state-licensed drug treatment agency that the offending person has been drug free for twelve months and also a current clean toxicology report.
3. Ineligibility for reasons other than criminal activity or drug use.

Factors include, but are not limited to:

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- Mitigating factors such as loss of employment, financial difficulties;
- Any information that the behavior that caused the ineligibility is unlikely to occur in the future.

C. Notification of Ineligibility

The following notices are mailed to the ineligible applicant:

- [NYCHA Form 070.126, *Ineligibility Notification*](#), states the specific reason for the decision.
- [NYCHA Form 095.017, *Applicant's Guide to Fair Hearings*](#), suggests documents to bring that might assist the applicant to prepare a response or defense at the informal discussion or hearing.
- [NYCHA Form 070.127, *Request for an Informal Hearing*](#), provides an overview of the informal discussion and the informal hearing process, and advises the applicant that the request must be made within ninety days of the ineligibility notice.
- [NYCHA Form 070.225, *ADA Section 504 Grievance Procedure, English & Spanish*](#)
 - The grievance procedure is mailed if the applicant is an individual with disabilities.
 - NYCHA has designated the Director of the Department of Equal Opportunity (DEO) or Director designee as coordinator to ensure compliance with the ADA and Section 504 and provides prompt resolution of complaints alleging housing discrimination against persons with disabilities.
 - Applicants may direct complaints to DEO or ATAD may refer complaints to DEO if it becomes aware of the complaint.
 - DEO, in consultation with ATAD's Appeals Division, will conduct a review of the applicant's complaint and will recommend either sustaining or reversing the determination of ineligibility.
 - The recommendation by DEO to reverse the determination of ineligibility shall be in writing to ATAD's Applicant Appeals Division. The application is returned to the Eligibility Division for resumed processing.

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- The recommendation by DEO to sustain the determination of ineligibility will initiate the scheduling of the informal hearing. The applicant is notified of the decision and mailed [NYCHA Form 070.192, Notice of Ineligibility and Right to a Hearing](#).

D. Reversing Ineligibility

Ineligibilities may be reversed by the following entities:

1. The Applications and Tenancy Administration Department

The Applications and Tenancy Administration Department staff will reverse a finding of ineligibility if:

- The Department staff learns that the information upon which the finding is based was incorrect.
- The applicant can show that the only basis for the original charges against the offender is an offense that NYCHA has chosen to overlook as a basis for ineligibility. Refer to [APPENDIX M - OVERLOOKED OFFENSES](#).
- The applicant family presents substantial evidence to indicate a reasonable probability that the offending person's future behavior will not adversely affect the physical or financial health, safety, or welfare of other tenants, NYCHA staff, or a NYCHA development.

2. The Hearing Officer

A hearing officer may reverse a finding of ineligibility upon review of evidence and testimony by the applicant and ATAD presenter at the informal hearing.

Applicants found ineligible for admission are provided with three opportunities to dispute the accuracy or relevance of the adverse determination. The applicant may utilize any or all three venues described below to respond and provide documentation in support of his/her application.

a. The Informal Discussion

- The applicant may visit any of the two customer walk-in centers without an appointment to discuss the basis of the ineligibility.

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- The applicant may present documentation pertinent to the applicant's eligibility claim.
- The Customer Contact Center representative explains the informal review and hearing process and advises the applicant to complete [NYCHA Form 070.127, Request for an Informal Hearing](#). ATAD's Appeals Division staff will conduct a review of the ineligibility determination along with the additional documents submitted.

The outcome of the informal discussion may be favorable or unfavorable.

- Favorable: On the basis of the discussion and documentation submitted, the application is returned to ATAD's Eligibility Division for further review and processing.
- Unfavorable: On the basis of the discussion and documentation submitted, the matter is not resolved. The case is forwarded to the Office of Impartial Hearings for an informal hearing.

[NYCHA Form 070.581, Informal Discussion Letter](#), is mailed advising the applicant of the outcome of the informal discussion.

b. Pre-Hearing Conference

NYCHA's Corporate Secretary, Impartial Hearings Office mails [NYCHA Form 005.023, Notice of Pre-Hearing Conference Date](#), advising the applicant of the scheduled pre-hearing conference date.

On the day of the scheduled pre-hearing conference, the applicant, attorney or other representative meet with a member of ATAD's Appeals Division staff to discuss the ineligibility determination and provide the applicant with all documents and policies used to make the ineligibility determination. The applicant will have an opportunity to provide additional documentation.

The outcome of the pre-hearing conference may be favorable or unfavorable.

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- Favorable: The request for an informal hearing is withdrawn.

The applicant consents to withdrawal by signing [NYCHA Form 070.610, *Pre-Informal Conference Hearing: Applicant Agreement to Withdraw Request for Informal Hearing*](#). The applicant is notified in writing of the determination to withdraw. The application is restored to the waiting list and processing of the application is resumed.

[NYCHA Form 070.613, *Pre-Hearing Discussion Letter*](#), is mailed advising the applicant that the review was favorable.

- Unfavorable: ATAD will proceed with the informal hearing

The Office of Impartial Hearing is notified that the matter was not resolved at the pre-hearing conference and the informal hearing must be scheduled. NYCHA's Corporate Secretary, Impartial Hearings Office mails [NYCHA Form 005.019A, *Notice of Hearing Date*](#), to the applicant fourteen days prior to the hearing scheduled date.

c. The Informal Hearing

When the pre-hearing conference does not resolve the ineligibility, an informal hearing is scheduled and conducted by NYCHA's Corporate Secretary, Impartial Hearings Office.

- The hearing officer shall not have participated in the determination of ineligibility.
- Following submission of the written request for an informal hearing, the applicant, attorney, or other representative may request copies of documents relevant to the determination of ineligibility, free of charge, within five business days of receipt of the request. The request must be directed to the Law Department, NYCHA, 250 Broadway, 9th Floor, NY, NY 10007, Attn: Applicant Hearing Documents.
- The applicant will receive written notice from the Office of Impartial Hearings of the date, time, and place of the informal hearing at least fourteen days before its scheduled date.
- The hearing officer's determination shall be issued in a written decision based solely on the proof presented at the hearing and shall state the basis for the final decision.

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The outcome of the Informal Hearing may be favorable or unfavorable.

- Favorable: The hearing officer reverses the determination of ineligibility and the application is returned to ATAD's Eligibility Division for continued processing.
- Unfavorable: The hearing officer sustains the determination of ineligibility.

Applicants denied admission must file a new application to be reconsidered for public housing. The new application will be placed on hold and cannot be reconsidered until the end of the ineligibility period of the prior application.

Applicants may at any time after the denial submit documentation to end the ineligibility period at which time the new application will be placed on the active preliminary waiting list. The applicant will not be credited with any applications filed prior to the denial for admission.

IX. Placement to Certified Waiting List

When the eligibility process has been completed and the case is approved in the Siebel system, a record of the case is also created in the TSAP system. Every application will be placed on the waiting list for either a general population or elderly apartment and may be sub-listed for assignment to accessible and/or low floor apartments if qualified and requested by the applicant. The TSAP system manages the certified waiting list in accordance to the Tenant Selection and Assignment Plan.

The certified application will remain on the waiting list until it is selected by the TSAP system for an available apartment. Section II describes the methodology for apartment selection.

A. Pre-Certification Review and Siebel System Checks

Prior to approving the application for placement to the certified waiting list, Screening Division staff reviews the case information to ensure that the application data does not have discrepancies that will prevent the successful placement of the application to the certified waiting list in both the Siebel and TSAP systems. Examples of discrepancies are a mismatch in priority, certified borough, or certified development.

Staff reviews the following:

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- Case stage, status, and sub-status;
- Certified development or certified borough;
- Referral type (i.e. Need Based or Working Family priority);
- Certified priority;
- Exclusion zip code (domestic violence and intimidated witness priority);
- Certified room size and room size waiver flag;
- Accessible apartment;
- Elderly apartment;
- Lower floor flag;
- Pregnancy flag;
- Income and income tier.

If the case remains on *Hold/Review Certification* status for more than one day after it is approved in Siebel, it is because discrepancies are present and the Siebel system is preventing the case from being certified. The Screening Division staff must identify the discrepancy and either correct it or return the case to the Eligibility Division staff for follow-up. When the case moves to *Active/Certification* in Siebel, a record of the case is created in the TSAP system. The application is now on the certified waiting list to await a match to an apartment vacancy.

B. Applicants Eligible for Borough Selection

Applicants whose family size qualifies them for an apartment of seven rooms or more or who are selected for interview based on the emergency priorities N0, N1, or W0 must select a borough choice from one of the two boroughs listed on the application. The borough choice is requested at the time of the eligibility interview. Upon completion of landlord contact, the case will be placed on a borough waiting list.

C. Applicants Eligible for Development Selection

Applicants whose family size qualifies them for six rooms or less, and are selected for interviews based on non-emergency priorities N4, N8, N9, W1, W2, W3, or W9 are requested to select a development upon completion of landlord contact. [NYCHA Form 070.595](#), [Development Selection Letter](#), and the Development Selection List are mailed to the applicant.

The Development Selection list is customized for each applicant based on first and second borough choice listed on the application and room size qualification.

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Families scheduled for interviews for general population apartments who are elderly may select an elderly development as well as a general population development.

Families scheduled for interviews for elderly apartments who are elderly may select an elderly or general population development.

Information on how the Development Selection list is created and organized is described in Section II (F), Guide to Anticipated Vacancies.

Applicants are given thirty days from which to make a development selection from the list. The development selection may be returned by mail or by responding through NYCHA's self-service portal. If the applicant does not respond within thirty days, the case is closed.

D. Applicants Eligible for Outreach Development – Regular Apartments

Applicants interviewed as part of an outreach plan are only entitled to a development participating in the outreach plan. The applicant is asked at the time of the eligibility interview to confirm interest in the outreach development. Upon completion of landlord contact, the case will be placed on a development waiting list.

E. Applicants Eligible for Accessible Apartment Outreach

When landlord contact has been completed, outreached applicants requesting accessible apartments are mailed [NYCHA Form 070.169, Accessible Apartment Development Selection Letter](#), [NYCHA Form 070.184, Interviewer's Guide to Accessible Apartments](#), and the Development Selection List.

The Development Selection List will include vacant accessible apartments in the family's required room size in all five boroughs. The developments may be in general population, elderly developments, or both, depending on the family's qualification.

Applicants are given thirty days to make a development selection from the list. The development selection may be returned by mail or by responding through NYCHA's self-service portal. If the applicant does not respond within thirty days, the case is closed.

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F. Notification of Placement to Certified Waiting List

When an application is placed on the certified waiting list, the applicant will receive one of the following notification letters:

- [NYCHA Form 070.009, Certification Letter - Public Housing](#), advising the applicant that the application has been placed on a development waiting list for a non-accessible apartment.
- [NYCHA Form 070.172, Certification Letter – Public Housing Accessible](#), advising the applicant that the application has been placed on a development waiting list for an accessible apartment.
- [NYCHA Form 070.081, Certification Letter – Public Housing Borough](#), advising the applicant that the application has been placed on a borough waiting list.

X. Apartment Selection

The TSAP system maintains profile information on every apartment such as whether the apartment is an accessible apartment, designated for the elderly or general population, on a low floor, located in an elevator building, and its room size. When a vacancy occurs, and the apartment is available for rental, property management staff enters the apartment account number into the TSAP system and requests the TSAP system to select an applicant (or transferee) for the apartment vacancy. The TSAP system looks at both the development and borough waiting list (unified waiting list) and matches the apartment with an applicant (or transferee) with the highest priority and oldest certification date. The referral type (e.g. applicant or transfer) will be based on the rotational order mandated by the Tenant Selection and Assignment Plan. The apartment selection and outcome of the apartment selection is managed by the TSAP system. When a status is updated in TSAP, the status will also auto update the Siebel system.

NOTE: Refer to [APPENDIX C– WAITING LIST ORDER AND RENTAL ROTATION](#)

A. Apartment Selection and Screening Activities

When an applicant is matched with an apartment vacancy, the TSAP status and Siebel case is updated to *Selected*. Several activities are conducted by ATAD and property management staff before the applicant is notified of the apartment match.

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1. Criminal Background Check

- A criminal background (CBC) and sex offender check is triggered when an applicant is selected for an apartment from the TSAP system. The CBC is conducted by ATAD's Screening Division. The results of the CBC (pass or fail) are recorded in TSAP by ATAD. If all family members sixteen years or older pass the CBC, property management staff proceeds with the rental process. If any family member sixteen years or older fails the CBC, the development must update the TSAP status to "PC" and return the case to ATAD for review. Property management staff must make a new selection for the apartment vacancy. The Screening Division follows up on the failed CBC and will take necessary action which may include, but not be limited to, a request for information or notification to the applicant of pending ineligibility.

2. Existing Tenant Search

The existing tenant search is required by HUD to prevent instances of individuals receiving a federal subsidy at two households.

- Property management staff checks the HUD Enterprise Income Verification (EIV) System's Existing Tenant Search Report. If a record is found, the property management staff must contact ATAD's Income Verification Unit (IVU) for further instructions before proceeding with the rental.

If the family passes both screening checks described above, property management staff will generate and mail [NYCHA Form 040.050F, Notification of Available Apartment](#). Concurrently, staff must also call the applicant utilizing all telephone numbers listed on the TSAP and Siebel systems.

a. No Response within Seven Business Days

If there is no response to [NYCHA Form 040.050F, Notification of Available Apartment](#), within **seven** business days, property management staff updates the referral's status in the TSAP System to Inactive (**I**) and selects another referral on the eighth business day. If the applicant responds during the inactive period they can be restored to the active certified waiting list. The inactive period must be at least eight business days from the date of the Notification of Available Apartment letter and forty-five days from the date a referral is selected for an apartment.

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b. No Response after 45 Days

If there is no response within **forty-five** days from the date the referral was selected for an apartment, the TSAP system updates the status of the referral from Inactive **(I)** to Dead **(D)**. [NYCHA Form 070.083, *Inactive File Letter*](#), is mailed advising the applicant that the application has been removed from the waiting list due to failure to respond.

B. The Rental Interview

When the family passes the screening checks described above, property management staff initiates contact with the applicant and arranges for the rental interview.

Property management staff calls the applicant by telephone using the telephone number indicated in the TSAP and Siebel systems for a rental interview. In addition, property management staff mails [NYCHA Form 040.050F, *Notification of Available Apartment*](#).

When the applicant appears for the rental interview appointment, property management staff must update and verify the applicant's eligibility for admission.

The eligibility requirements that must be verified include, but are not limited to, the following:

- The applicant family currently lives or will be working in New York City;
- The family composition has not changed;
- The citizenship and immigration status of all family members has not changed;
- The family has a satisfactory rent payment record;
- The family provides verification of current income and is income eligible;
- The family provides verification of assets and is income eligible.

The prospective tenant must be shown the apartment and all the terms and conditions of occupancy must be fully explained. If the selection results in a rental of the apartment, the development receives payment for the apartment and issues keys. The applicant information is entered into the Tenant Data System (TDS) for residency at the new apartment. TDS interfaces with Siebel to update the applicant's case to *Tenancy/Active/Rented* status. Property management staff is required to update the TSAP system separately with a Moved-In **(M)** status.

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C. Return and Disposition of Closed Applications

The Tenant Selection and Assignment Plan details specific reasons and timeframes for why and when an application (including a transfer) will be closed and removed from TSAP's active waiting list.

The following describe reasons for which applications are closed, actions that must be taken by staff, and notification letters that are automatically mailed to applicants (or transfers).

1. Failure to Appear for Rental Interview

The applicant does not appear for a rental interview and fails to contact the development management office within forty-five days of the mailing date of [NYCHA Form 040.050F, *Notification of Available Apartment*](#). The Siebel case remains in *Hold/Apt Offer Non-Response* for this period.

If there is still no response from the applicant after forty-five days from the date of apartment selection, the TSAP System updates the status of the referral to Dead (**D**). [NYCHA Form 070.083, *Inactive File Letter*](#), is mailed advising the applicant that the application has been removed from the active waiting list.

The applicant then has thirty days from the date of the inactive letter to request the restoration of their application to the certified waiting list.

If the case is not restored after thirty days, the Siebel system updates the applicant case status to *Closed/Apt Offer Non-Response*.

2. No Longer Interested

The applicant notifies the development that (s)he is no longer interested in renting at the certified development. The applicant is advised by property management staff that the application is dead; the applicant is asked to sign [NYCHA Form 040.063, *Refusal of Apartment*](#). Property management staff updates the TSAP status to Dead (**D**). The Siebel case status is updated to *Closed/Not Interested*. [NYCHA Form 070.083, *Inactive File Letter*](#), is mailed advising the applicant that their application has been removed from the active waiting list.

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3. Failure to Respond to Annual Canvass Letter

If the applicant does not respond within forty-five days to [NYCHA Form 070.291, *TSAP Annual Canvass Applicant Letter*](#), which asks if the applicant/tenant is still interested in remaining on the development waiting list, property management staff must update the case to dead **(DC)** in TSAP. The Siebel case is updated to *Hold/Canvass Non-Response* status. The TSAP status update will trigger the Siebel system to generate and mail [NYCHA Form 070.083, *Inactive File Letter*](#), advising the applicant that the application has been removed from the waiting list due to failure to respond.

The applicant then has thirty days from the date of [NYCHA Form 070.083, *Inactive File Letter*](#), to request the restoration of their application to the certified waiting list. After thirty days the Siebel applicant case status is updated to *Closed*.

4. Refusal of Apartment

The number of apartment offers before an application (or transfer) is closed depends upon whether the applicant is entitled to a development or borough choice and whether the apartment is an accessible or non-accessible apartment.

- Development choice applicants requesting a non-accessible apartment will be removed from the certified waiting list if the applicant refuses one apartment offer. Property management staff must update the TSAP status to *Refused Apartment*, which will update the TSAP status to Dead **(D)** and the Siebel applicant case status is updated to *Closed/Rejected 1 Apt Offer*.
- Borough choice applicants requesting a non-accessible apartment shall be removed from the certified waiting list if the applicant refuses two apartment offers. Property management staff must update the TSAP status to *Refused Apartment*, which will update the TSAP status to Dead **(D)**, and the Siebel applicant case status is updated to *Closed/Rejected 2 Apt Offers*.
- Borough choice and development choice applicants requesting an accessible apartment will be removed from the certified waiting list if the applicant refuses two apartment offers. Property management staff must update the TSAP status to *Refused Apartment*, which will update the TSAP status to Dead **(D)**, and the Siebel applicant case status is updated to *Closed/ Rejected 2 Apt Offers*.

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For every refusal, the applicant is asked to sign [NYCHA Form 040.063, *Refusal of Apartment*](#). [NYCHA Form 070.083, *Inactive File Letter*](#), is mailed advising the applicant that his or her application has been removed from the active waiting list.

5. Rented in Other Program

If the public housing applicant rents in the Section 8 program, the Siebel system identifies the public housing case and updates the case to the status of *Closed/Rented in Other Program*. The TSAP referral is updated to Dead **(D)** status.

D. Archiving TSAP Records

The TSAP system archives all referrals dispositioned as Pending Re-certification **(PC)**, Move-in **(M)** and Dead **(D)** on the thirteenth of each month. The referral history report will maintain information regarding the archived referrals.

XI. Update and Maintenance of Certified Waiting List

Once an application is on a certified waiting list, changes may occur which require a reevaluation of the certified application.

The Field Liaison Division (FLD) is the primary resource for property management and Customer Contact Center (CCC) staff seeking assistance to resolve issues involving certified applications. ATAD's Intake and Planning Division is also involved in post certification reviews of applications involving requests for upgrade to an emergency priority.

Actions that FLD staff can take range from:

- Updating the Siebel and TSAP records and maintaining the case on the waiting list;
- Advising the development to return the case for ATAD review. Property management staff then updates the referral to Pending Re-certification **(PC)** status in TSAP. The PC status will automatically create an Application Return Service Request in Siebel for FLD review. FLD then may recertify the case, return it to Eligibility or Screening Division staff for follow up, send the case for a reschedule of their interview, request a new development selection, or close the case and remove the application from the certified waiting list;

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- Reviewing Record Update Service Requests created by CCC staff and taking action as needed.

Actions that the Intake and Planning Division can take are:

- Approve the service request and upgrade the priority to N0 or N1. In addition, they update the case to a borough-wide waiting list and add zip code exclusions if needed;
- Disapprove the service request and ensure that the case remains on the current waiting list;
- Remove the application from the development or borough waiting list if there are any issues that warrant an eligibility review, such as a change in family composition.

A. Changes in Family Circumstances

The following are examples of changed circumstances that require mandatory discussion with FLD staff. Depending on the circumstance, FLD might instruct property management staff to decertify the application (updating TSAP status to PC) or provide other guidance for property management staff follow-up.

- Requests for accessible apartment from referrals on non-accessible apartment certified waiting list;
- Requests for a Reasonable Accommodation;
- Requests for non-accessible apartment from referrals on accessible apartment certified waiting list;
- Changed circumstances and waiver of borough restrictions. TSAP provides for three exceptions from borough choice restrictions where referrals can document that changed circumstances occurred between the date of certification and the apartment assignment.
- Requests for priority upgrade to Intimidated Witness or Victim of Domestic Violence;
- Upgrade to a City Referred priority;
- Change in family composition or family size;

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- Primary or secondary applicant is less than eighteen years of age;
- Record of poor rent payment;
- Suitability for tenancy - behavior that might adversely affect the health, safety or welfare of other tenants, NYCHA staff, or a NYCHA development;
- All members of the family are non-citizens without eligible immigration status;
- Family consists of non-citizens without eligible immigration status and the pro-rated portion of the rent exceeds 80% of family income (after deductions);
- Applicant family's income above admission's limit;
- Neither the applicant nor co-applicant lives or will be working in New York City;
- Applicant or co-applicant is the lessee or co-lessee of a NYCHA public housing apartment;
- Applicant or co-applicant is the lessee or co-lessee of a NYCHA Section 8 apartment and the housing need is other than a HPD referred vacate order, victim of domestic violence, intimidated witness, or mobility impaired residing in inaccessible housing;
- Emergency applicant in priority codes W0, N0, and N1 and the reason for the assignment of emergency priority no longer exists.

B. Change of Income

The income level determines the applicant's Working Family priority and has no effect on the Need Based priority. The following are circumstances that may affect a Working Family priority applicant after the application is placed on the certified waiting list.

1. Increase in Income

Working Family priority applicants on the certified waiting list may upgrade their Working Family priority if the income level warrants it. Applicants should bring income documentation to the Customer Contact Walk-in Center for review. If the Walk-in Center staff confirms the likelihood of increased Working Family priority, staff will create a Record Update Service Request for FLD and attach the income documentation.

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Applicants requesting an upgrade of their Working Family priority should be directed to provide information at the Walk-In Center.

FLD staff verifies the income, updates the income in Seibel, and runs an assessment to reevaluate the Working Family priority. Seibel then interfaces with TSAP and automatically assigns the higher Working Family priority based on the increased income.

2. Decrease in Income

If a decrease in income is reported by the applicant to the Customer Contact Center, no changes will be made to the case. It is NYCHA's policy not to downgrade a Working Family priority when there is a decrease in income.

3. Income Tiers Changed by Federal Regulations

The Federal government periodically adjusts the income limits for program eligibility which directly affect NYCHA's admissions limit and its Working Family priorities. When income tiers change, NYCHA will assess every active application on its waiting list and re-adjust the working family priority assigned to the application as needed.

C. Switching Preferences

Once an application is scheduled for an eligibility interview, the preference (i.e., Working Family and Need Based) assigned to the applicant cannot be changed. This means that applicants scheduled as a Need Based priority applicant must be processed through rental with the Need Based priority. The same applies to Working Family applicants.

There is one exception to this policy applicable to both the Need Based and Working Family priorities and it is: A Need Based or Working Family priority applicant may switch to the other preference if the new housing priority is an emergency priority in codes N0, N1, or W0.

D. Request to Change Development Waiting List Choice

Applicants/transfers on a development waiting list for more than two years, who have not received an apartment offer may choose another development with an apartment of appropriate size that is listed in the current *Guides to Anticipated Vacancies*. Applicants on an Accessible Waiting List may make a request to change developments at any time.

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Working Family applicants will be offered developments from their first two borough choices based on availability in the *Working Family Guide*. Need Based applicants will be offered developments from their first two borough choices based on the *Need Based Guide*.

Applicants contacting property management staff to choose another development from one of the *Guides to Anticipated Vacancies* must be directed to contact the Customer Contact Center to initiate the request.

- CCC Request - a Certification Review/Development Selection Service Request is created by CCC staff for the Screening Division to mail out the Development Selection letter.
- Screening Division staff will review available developments prior to sending the Development Selection letter. If no developments are currently available, Screening Division staff will continue to monitor the availability for up to three months. If no developments are available after that period, Screening Division staff will cancel the request and notify the applicant.

E. Update of TSAP and Siebel Record

All referrals, applicants and transfers are certified into TSAP from Siebel. Staff is permitted to make changes to the TSAP and Siebel systems as needed based on their role as either FLD or property management staff.

1. TSAP Access

a. Property Management Staff

Property management staff does not have ability to make any changes to data such as priority, income, family size, etc. contained in TSAP. They have the ability to make a selection for an apartment vacancy and update the outcome of that selection.

Property management staff may update the following TSAP status:

- From Selected to Moved-In
- From Selected to Refusal

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- From Selected to Pending Certification (e.g., a change in situation that affects eligibility or room size which requires removal of the referral from the active waiting list)
- From Selected to No Response
- From Selected to Emergency (e.g., a temporary emergency such as illness which prevents the referral from viewing or accepting the apartment)
- From Inactive to Active

The following status changes cannot be made by property management staff:

- Restore a Dead case to Active
- Unselect a referral
- Change a Refusal to Active
- Change a Pending Certification to Active

Any status updates in TSAP are reflected in the Siebel system.

b. FLD Staff

FLD can update any TSAP status and change any TSAP field

NOTE:	Staff may refer to the Tenant Selection & Assignment Plan (TSAP) Manual available in the Forms and Reference Library for in-depth information regarding the TSAP computer system.
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2. Siebel Access

a. Property Management Staff

Property management staff can make updates only to the applicant's phone number, address, city, state, and zip code. The Siebel system will pass the information to the TSAP system.

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b. FLD Staff

FLD staff can update the following information in Siebel:

- Number of rooms (i.e. room size qualification)
- Social security number
- Family size
- Elderly family
- Selected elderly (i.e. requested elderly development)
- Gross income
- Date of income review
- Applicant need based priority
- Applicant working family priority (Siebel update of gross income field will trigger TSAP to recalculate the Working Family priority and income tier)
- Certification date
- Last name, first name of applicant of household
- Address, city, state, zip code
- Phone number
- Date of birth
- Selected map NBR (i.e. development or borough the referral has chosen)
- Selected NBR (i.e. number of bedrooms family qualifies for)
- Selected mobility (i.e. request accessible apartment)
- Exclusion zip code

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- S8 voucher (applicable to Section 8 tenants residing at LLC 1 and LLC2 developments)
- Priority ID (transfer priority)
- HOH applicant of household (head of household)
- Referral type (i.e. tenant or applicant)
- Lower floor flag (3rd floor or lower with or without elevator)

F. Annual Canvass of Certified Waiting List

NYCHA's Tenant Selection and Assignment Plan (TSAP) requires an annual canvass of all applicants and transferees on the development or borough waiting list. The canvass is generally initiated in January or February of every year.

Exception: transferees assigned priorities T0, T1-D (extremely under-occupied), T2-B, or T2-C (VDV/IW/IV/CSV) will not be mailed canvass letters.

Property management staff must implement the annual canvass for applicants/transferees on the development waiting list and ATAD's Field Liaison Division (FLD) must implement the canvass for applicants/transferees on the borough waiting list.

Property management staff must print and mail the Annual Canvass Letter during this period and maintain the check list that is also printed when the Annual Canvass Letter option is utilized in TSAP.

1. Generating TSAP Canvass Letters

Property management staff must compare the address on the canvass letter to the referral paper documents or Siebel to ensure that the mailing address is correct. If the address is not correct, property management staff must make the correction in Siebel and on the original and copy of the canvass letter before mailing the canvass letter.

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2. No Response

If there is no response within three weeks after the mailing of the canvass letter, property management staff or FLD (borough waiting list) must telephone the referral using all phone numbers available on any paper documents, in TSAP and in Siebel.

If there is no response after forty-five days from the date of the canvass letter, property management staff or FLD staff (if borough wait list) must:

- Scan to the Siebel case: the canvass letter and interview record. This must be done prior to updating the referral status to “**DC**” in TSAP.
- Update TSAP status to “**DC**”. The status update to TSAP will trigger the Siebel system to generate and mail [NYCHA Form 070.083, *Inactive File Letter*](#).

3. Response within Thirty Days of Inactive Letter

If an applicant responds positively within thirty days of the inactive letter, the applicant must be restored to the active waiting list.

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XII. REVIEW/REVISION HISTORY PAGE

**NEW YORK CITY HOUSING AUTHORITY APPLICATIONS AND TENANCY
ADMINISTRATION DEPARTMENT MANUAL**

Review/ Revision	Review/ Revision Date	Sections Amended
1.	2/8/16	The ATAD Manual was previously separated by department divisions with a chapter for each division. The Manual was rewritten to consolidate all nine chapters into one document with one table of contents.
2.	2/8/16	Changed “Authority” to “NYCHA” throughout document.
3.	2/8/16	Added Section XII. Review/Revision History Page.
4.	2/8/16	Added Section XIII. List of Appendices.
5.	7/25/16	Section I. Applying for Public Housing
6.	7/25/16	Section II. Selecting Transferees and Applicants for Rental
7.	7/25/16	Section III. Determining Interview Schedules
8.	7/25/16	Section V. Preferences and Priority Code Determination
9.	7/25/16	Section IX. Placement to Certified Waiting List

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XIII. LIST OF APPENDICES

APPENDIX A - SEIBEL CASE STAGES, STATUSES, AND SUB-STATUSES

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