

# Public Housing

# Annual Recertification

# Manual

DRAFT



## Contents

INSTRUCTIONS FOR COMPLETING ANNUAL RECERTIFICATION ONLINE .....	3
Self-Service Portal Login Information: .....	3
Initiate Annual Recertification: .....	4
Annual Recertification Instructions:.....	5
Step 1: Verify Family Composition:.....	5
(a) Adding a Family Member (if applicable) .....	6
(b) Member Information :.....	7
(c) Disability Information .....	8
(d) Affidavit of Student Status: .....	8
(e) Additional Information contact:.....	9
(f) Consent to Release Information and Declaration of Citizenship.....	9
(g) Removing a Family Member (if applicable) .....	10
Step 2: Update member's information.....	11
Step 3: Adding Income Information.....	16
Step 4: Adding Asset Information .....	17
Step 5: Adding Expense Information .....	19
Step 6: Review and Submit: .....	21
Step 7: Review the Document(s) Summary: .....	22

## INSTRUCTIONS FOR COMPLETING ANNUAL RECERTIFICATION ONLINE

### Self-Service Portal Login Information:

Login Page: The Tenant Self Service Portal link is accessible from the NYCHA website. Once the Public Housing tenant clicks on the Tenant Self-Service Portal link, they will be taken to the following landing page:

The screenshot shows the NYCHA Self-Service Portal landing page. At the top, there is a navigation bar with the NYCHA logo and a search bar. Below the navigation bar, there is a main content area with a large banner for the 'NYCHA Self-Service Portal'. The banner includes a login form with fields for 'USERNAME' and 'PASSWORD', a 'LOGIN' button, and a 'REGISTER' button. Below the banner, there is a section titled 'NYCHA Self-Service Program & Initiatives' with five cards: 'Public Housing', 'Section 8', 'Agency', 'Opportunity Connect', and 'Applicants'. Each card has a 'LEARN MORE' button.

**Enter Credentials:** The Public Housing tenant must be the head of household and have a valid USERNAME and PASSWORD to login and use the Tenant Self-Service portal.


⇒ Enter

- **USERNAME:** JOHNDOE123
- **PASSWORD:** \*\*\*\*\*

**Case Information:** The tenant will be taken to the **Home** page of the portal. The tenant will be taken to a page that displays their basic case information. The tenant should click on the **View Details button** given below.

Welcome Back JOHN DOE. Today is, Tue Apr 07 2020

Click on the 'View Details' button below to continue.



**Section 8**  
Case Status: **Rented**  
Case Number: 1700094

**VIEW DETAILS**

**Annual Review:** The tenant will be taken to a page that displays their detailed Case information. The tenant should click **Annual review Tab** on the left pane as shown below.

NYC Housing Authority My Profile Log Out Translate

Home FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern COVID-19

- Home
- Annual Review
- Interim Recertification
- Transfer
- Opportunity Connect
- Pay Rent/Auto Evict
- Lead-Based Paint Documentation
- Reasonable Accommodation
- Completed Service Requests

**Case Information**

Case Number 1700102	Head of Household First Name JOHN	Head of Household Last Name DOE
Borough	Development Name	Account
Program Type Public Housing	Stage	Status Active
Apt Move In Date	Tenancy	Gross Family Income 0
Room Size 4	Family Size 2	Transfer Request status
Transfer Request Sub Status	Lease Effective Date	Transfer Status Date
	Transfer Request status Description	

### Initiate Annual Recertification:

The tenant should click on the [Start/Resume](#) my Annual Recertification link to begin the recertification process.

What would you like to do?  
Start! Finish my Annual Recertification: Use the link below to start your recertification process if you can see this link it means you have a Recertification that you have not yet started or is in progress.

Start/Finish	Service Request	Type	Status	Effective Date	Quarter
<a href="#">Start/Finish</a>	1-55567562383	PH Recertifica...	Open	5/1/2020	Q1

## Annual Recertification Instructions:

Once the tenant clicks on the **Start/Resume my Annual Recertification** link, they will be taken to the Instruction landing page. This page provides instructions for completing their Annual Recertification on the portal.

- The tenant should click on the [Get Started](#) button to begin.

Complete your Annual Recertification in just five easy steps!

**Step 1: Family Composition:**  
Verify your family composition. Please review the names and details of all authorized members in your household. You may also use this page to indicate if you would like to remove a household member or request permission to add a new household member. This system will allow you to electronically 'sign' the documents.

**Step 2: Member Detail Information:**  
This page allows you to enter income, assets, expenses and other information regarding each authorized household member, as well as persons you would like to add to your household. Please read and sign all acknowledgements on this page.

**Step 3: Annual Review Summary:**  
In order to verify the Income, Assets and/or Expense information you provided, you are required to submit additional documents to process your annual review. Examples of documents are: pay stubs, bank statements, employment letters, etc.

**Step 4: Document Summary:**  
Based on the information you provided, you may be required to provide supplemental documents such as pay stubs, bank statements, employment letters, etc. to verify reported Income, Assets and/or Expenses. This page will provide you with a summary of the documents needed to process your annual review.

**Step 5: Upload Documents**  
You may upload all supplemental documents required to process your annual recertification on this page.

**Supporting Documentation:** We understand that supporting documentation may not be readily available during the COVID-19 state of emergency. NYCHA will accept other forms of verification from the your employer, such as a written letter, an email, or a phone call.

[GET STARTED](#)

## Step 1: Verify Family Composition:

This page displays the most current household information available in Siebel. All Active Household Members currently residing in the household are listed in the [Member Information](#) section. The tenant must review the information presented in this section.

NYCHA MyNYCHA

COVID-19

FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern

Home Instructions Member Summary Income Information Documents Added Documents Added Profile

Case Number: 1700102 Lessee: JOHN DOE SR #: 1-688792203  
 Effective Date: 5/1/2020 Co-Lessee: Annual Review Quarter

**Member Information** 1 - 2 of 2

First Name	Last Name	Relationship	Status	Information Complete
JOHN	DOE	Head	Active	X
SEAN	COLEMAN	Child	Active	X

Based on the current information in our system, Pending Members are individuals you have requested to either add or remove from your household. NYCHA has not completed processing individuals listed in this section.

**Pending Member Information** No Records

First Name Last Name Relationship Status

Do you want to remove any members? No

Do you want to add a new member? Yes

BACK SAVE & CONTINUE

**(a) Adding a Family Member (if applicable)**

Tenants may request to add member(s) to their household while completing their recertification on the portal.

To add a member, the tenant should answer the question **“Do you want to add any member”** button under the **Member Information** section.

NYCHA MyNYCHA

COVID-19

FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern

Home Instructions Member Summary Income Information Documents Added Documents Added Profile

Case Number: 1700102 Lessee: JOHN DOE SR #: 1-688792203  
 Effective Date: 5/1/2020 Co-Lessee: Annual Review Quarter

**Member Information** 1 - 2 of 2

First Name	Last Name	Relationship	Status	Information Complete
JOHN	DOE	Head	Active	X
SEAN	COLEMAN	Child	Active	X

Based on the current information in our system, Pending Members are individuals you have requested to either add or remove from your household. NYCHA has not completed processing individuals listed in this section.

**Pending Member Information** No Records

First Name Last Name Relationship Status

Let's talk about what's happened in your life over the past year. This helps us customize your annual review and personalize your experience.

Do you want to remove any members? No

Do you want to add a new member? Yes

BACK SAVE & CONTINUE

A new page will open. The tenant must provide information about the proposed addition. The following fields are required:

The screenshot shows the NYCHA tenant portal interface. At the top, there is a navigation bar with the NYCHA logo and search options. Below this is a menu with various links like FAQ, Contact Us, and MyNYCHA. The main content area displays case information for Case Number 1700102, Lessee JOHN DOE, and SR # 1-5567562383. A sidebar on the left contains navigation options such as Home, Members, and Documents. The central part of the screen shows a form titled 'Family Composition - Adding a Member'. This form includes a dropdown menu for selecting the member's status, with options for 'Permanent' and 'Temporary'. A red box highlights the dropdown menu and the 'SAVE & CONTINUE' button.

**(b) Member Information :**

- **First Name** of the proposed addition
- **Last Name** of the proposed addition
- **Date of Birth** of the proposed addition
- **Sex** of the proposed addition
- **Relationship** of the proposed addition (to head of household).
- **Citizenship Status** of the proposed addition.
- **Social Security Number (SSN)** of the proposed addition.

The social security number must be entered in the following format (**without** the dashes included): 123456789.

**NOTE:** If the proposed addition does not have an SSN, the tenant must click on the **No SSN** checkbox and enter the Alien Registration # or I-94 # of the proposed addition.

**In addition to the required fields, the tenant should provide the following information regarding the new member:**

- **Disability** status of the proposed addition (Y/N)
- **Race** of the proposed addition
- **Ethnicity** of the proposed addition
- **Mobile, Home or Work** telephone number for the proposed addition

- **Email Address** for the proposed addition

**(c) Disability Information**

The tenant is required to answer yes or no (Y/N) to the following questions:

- Do you have a service or assistance animal?:
- Do you have access and/or functional needs?:

+ Affidavit of Student Status

**(d) Affidavit of Student Status:**

The tenant is required to answer yes or no (Y/N) to the following questions:

- **Does this member currently attend school (College, University, or Vocational Training)?**
- Please note that the tenant answers 'Y' to this questions, they must provide the start date for when the member began attending school. The date must be entered in the following format: MM/DD/YYYY. For example, 06/28/1980 or 01/05/1956.
- **Current School Name**
- **Current School Address**
- Do you anticipate becoming a full-time or part-time student? If you answer 'yes' then they must provide **Future School Name** and **Future School Address**.



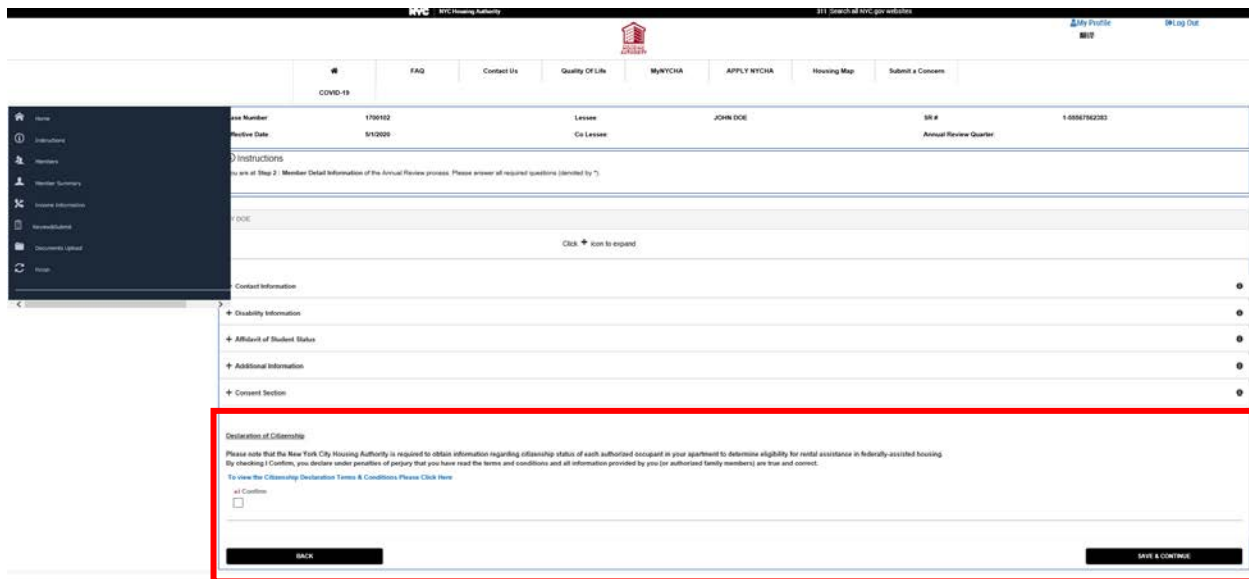
**(e) Additional Information contact:**

Please enter the requested information if you have any emergency contact that you would like to include.

**(f) Consent to Release Information and Declaration of Citizenship**

For all household additions 18 years of age or older, the tenant must click on the **I Confirm** checkbox and the proposed addition must provide their signature (their full name) in the **Signed By** box.

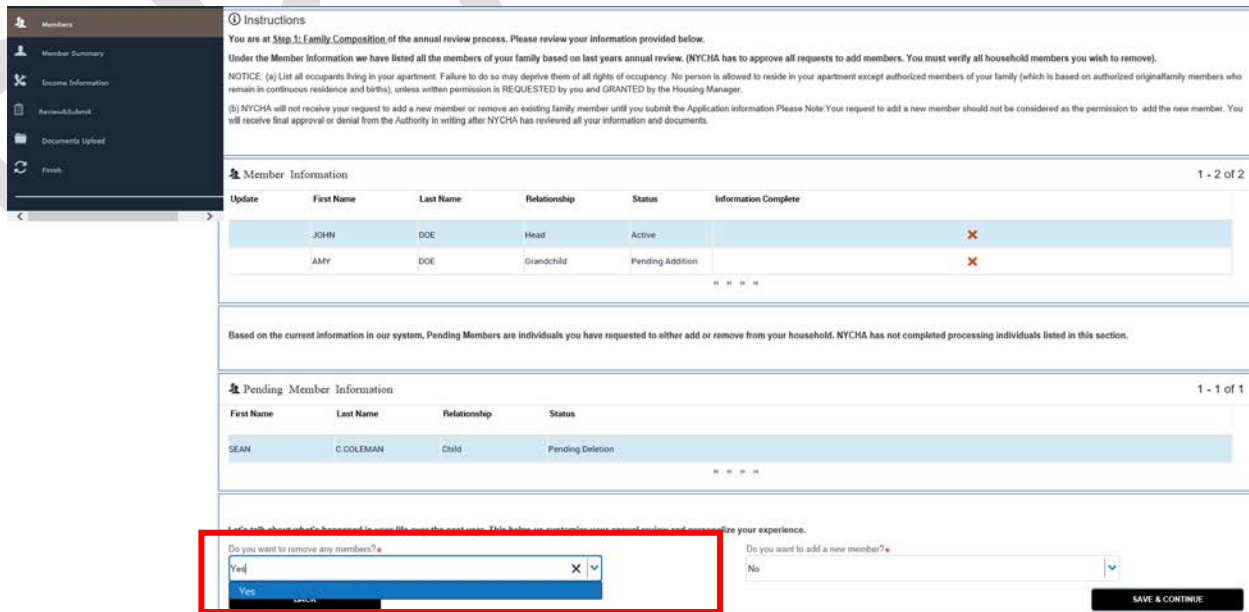
The tenant can view the form by clicking on the **To view the Third Party Terms & Conditions Please Click Here** link.



**(g) Removing a Family Member (if applicable)**

Tenants may request to remove member(s) from their household while completing their recertification on the portal.

- a. To remove a member from their household, the tenant should click on the **Yes** to the question below **“Do you want to remove any members”** under the **Member Information** section.



- b. A new screen will open. The tenant must click on the **confirm by checking the checkbox Remove**, provide their initials in the **Initialed By, Move out Date, Documents and notes** box

next to the name of the member they would like to remove, and click the **Remove Selected** button.

- Please note that a pop-up will appear at the top of the screen. If the tenant wishes to proceed with removing the household member, they must click **OK**. If not, they must click **Cancel**.
- The member that the tenant is requesting to remove will appear in the **Pending Member Information** section with the status **'Pending Deletion'**. To continue, the tenant must click on **Save & Continue**.

## Step 2: Update member's information.

Click on **save and continue** on the Members screens. It will take you to the next shown blow.

### A) Fill out the Member Information (if there is anything changed)

- **First Name** of the Member

- **Last Name** of the Member
- **Date of Birth** of the Member

Note: The birth date must be entered in the following format: MM/DD/YYYY. For example, 06/28/1980 or 01/05/1956

- **Sex** of the Member
- **Relationship** of the Member (to head of household).
- **Citizenship Status** of the Member.
- **Social Security Number (SSN)** of the Member.

The social security number must be entered in the following format (**without** the dashes included): 123456789.

NOTE: If the proposed addition does not have an SSN, the tenant must click on the **No SSN** checkbox and enter the Alien Registration # or I-94 # of the proposed addition.

**In addition to the required fields, the tenant should provide the following information regarding the new member:**

- **Disability** status of the Member (Y/N)
- **Race** of the Member
- **Ethnicity** of the Member
- **Mobile, Home or Work** telephone number for the Member
- **Email Address** for the Member

The screenshot shows the 'Member Summary' form in the NYCHA MyNYCHA portal. The form is for a new member named JOHN DOE. Key fields include:

- Name:** JOHN DOE
- Date of Birth:** 1/1/1980
- Sex:** M
- Relationship:** Head
- Citizenship Status:** Citizen
- SSN:** 123456789
- Mobile Phone:** (718) 707-7771
- Home Phone:** (718) 707-7771
- Work Phone:** (718) 707-7771
- Email Address:** john.doe@nycha.nyc.gov

There are also checkboxes for 'Do you want to update Race?' and 'Do you want to update Ethnicity?'. The form is titled 'JOHN DOE' and is part of a lease agreement for '170482'.

**B) Provide Emergency Contact:** If a tenant wants to provide emergency contact information to NYCHA, then fill out the following information.

a. First Name, Phone Number, Email Address, Relationship, Address

The screenshot shows the NYCHA portal interface. At the top, there is a navigation bar with the NYCHA logo and search bar. Below it, a menu contains links for Home, Instructions, Members, Member Summary, Income Information, Review/Submit, Documents Upload, and Finish. The main content area displays the member's details: Case Number 1700102, Effective Date 5/1/2020, Lessee JOHN DOE, and SR # 1-55567562383. A message states: "Your information has been saved! Please take the time to complete the emergency contact information form below with the person(s) you would like us to contact in case of an emergency." The form is divided into two columns. The left column is for "Emergency Contact" and the right column is for "Next of Kin/Relative". Both columns have input fields for Full Name, Phone Number, Email Address, Relationship, and Address. A "BACK" button is on the left and a "SAVE & CONTINUE" button is on the right.

c) Provide Related information: Tenant can provide information regarding Household related questions, Family Income/Asset Information, Family Mailing Address and Name and Address of member(s) using your mailing address.

This screenshot shows the "Household Related Questions" section of the form. The member's name "JOHN DOE" is displayed at the top. Below the name, there is a "Click + icon to expand" instruction. The section contains several expandable panels:
 

- Family Self Sufficiency:** A dropdown menu is set to "No". Below it are input fields for "Program Name" and "Program Type".
- Family Military Status:** A dropdown menu is set to "No". Below it are input fields for "Military Name" and "Military Type".
- Family Income/Asset Information:** This panel is currently collapsed.
- Family Mailing Address:** This panel is currently collapsed.
- Name and Address of member(s) using your mailing address:** This panel is currently collapsed.

 A "BACK" button is located at the bottom left, and a "SAVE & CONTINUE" button is at the bottom right.

D) **Provide Related information:** Tenant can provide information regarding Family information, Apartment Information.

NYC Housing Authority | 311 Search all NYC.gov websites | My Profile | Переводите | Log Out

FAQ | Contact Us | Quality Of Life | MyNYCHA | APPLY NYCHA | Housing Map | Submit a Concern

COVID-19

Home | Instructions | Members | Member Summary | Income Information | Renewals/Sublet | Documents Upload | Fresh

Case Number: 1700102 | Lessee: JOHN DOE | SR #: 1-55547562383  
 Effective Date: 5/1/2020 | Co Lessee: | Annual Review Quarter: |

JOHN DOE

Click + icon to expand

**+ Family Information**

**Vital Information Survey**

Does anyone within your household have a disability?  
 No

Do you or anyone in your household require reasonable accommodation?  
 No

**+ Apartment Information**

BACK | SAVE & CONTINUE

The tenant must click on the **I Confirm** checkbox to affirm all information provided is true and accurate.

NYC Housing Authority | 311 Search all NYC.gov websites | My Profile | Переводите | Log Out

FAQ | Contact Us | Quality Of Life | MyNYCHA | APPLY NYCHA | Housing Map | Submit a Concern

COVID-19

Home | Instructions | Members | Member Summary | Income Information | Renewals/Sublet | Documents Upload | Fresh

Case Number: 1700102 | Lessee: JOHN DOE | SR #: 1-55547562383  
 Effective Date: 5/1/2020 | Co Lessee: | Annual Review Quarter: |

JOHN DOE

Click + icon to expand

**Party Verification: Consent to Release Information**

I Confirm

By checking I Confirm, you consent to allow HUD or NYCHA to request and obtain income information from the sources listed in the Third Party Verification Consent to Release Information form. For the purpose of verifying my eligibility and level of benefit under HUD's assisted housing programs, I understand that based on the information received on this consent form, NYCHA cannot use it to deny, reduce, or terminate assistance without first independently verifying what the amount was, and if and when funds were received. In addition, I must be given an opportunity to contest these determinations.

By checking I Confirm, you declare under penalties of perjury that you have read the terms and conditions and all information provided by you (or authorized family members) are true and correct.

To view the Third Party Terms & Conditions Please Click Here

Signed By: John Doe | Signed Date: 4/16/2020

**Declaration of Citizenship**

Please note that the New York City Housing Authority is required to obtain information regarding citizenship status of each authorized occupant in your apartment to determine eligibility for rental assistance in federally-assisted housing.

By checking I Confirm, you declare under penalties of perjury that you have read the terms and conditions and all information provided by you (or authorized family members) are true and correct.

To view the Citizenship Declaration Terms & Conditions Please Click Here

I Confirm

**House Rules**

Please ensure that you have read the House Rules Terms and Conditions. Please note that all authorized family members must comply with the House Rules. This form must be electronically signed by both lessees.

By checking I Confirm, you declare under penalties of perjury that you have read the terms and conditions and all information provided by you (or authorized family members) are true and correct.

To view the Terms & Conditions for Highlights of House Rules Lease Terms and NYCHA Please Click Here

I Confirm

Signed By: John Doe | Signed Date: 4/16/2020

**House Rules**

Please ensure that you have read the House Rules Terms and Conditions. Please note that all authorized family members must comply with the House Rules. This form must be electronically signed by both lessees.

By checking I Confirm, you declare under penalties of perjury that you have read the terms and conditions and all information provided by you (or authorized family members) are true and correct.

To view the Terms & Conditions for Highlights of House Rules Lease Terms and NYCHA Policies Click Here

I Confirm   Signed By:  Signed Date:

---

**Fraud Flyer**

Please ensure that you have read the Fraud Flyer Terms and Conditions. Please note that all authorized family members must comply with the Fraud Flyer Rules. This form must be electronically signed by both lessees.

By checking I Confirm, you declare under penalties of perjury that you have read the terms and conditions and all information provided by you (or authorized family members) are true and correct.

To view the Terms & Conditions for Highlights of Fraud Flyer Rules and NYCHA Policies Click Here

I Confirm   Signed By:  Signed Date:

---

**Debts Owed to PHA**

Please ensure that you have read the Debts Owed to PHA Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form. Failure to sign this consent form may result in denial of eligibility or termination of residency.

To view the Terms and Conditions for Debts Owed to PHA Please Click Here

I Confirm   Signed By:  Signed Date:

### E) Disclosure of Information on lead-based paint:

Tenant will see below information, if the apartment was build before 1978. Tenant will be able to view the documents related to lead-based paint information. It could be on the building and unit level.

**NYCHA** My Profile

COVID-19

Home   1709102  JOHN DOE  1-8887562263  
 5/1/2020

**DISCLOSURE OF INFORMATION ON LEAD-BASED PAINT AND/OR LEAD-BASED PAINT HAZARDS**

Being built before 1978 may contain lead-based paint, lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women.

For rental pre-1978 housing, NYCHA must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

**NYCHA Disclosure**

Presence of lead-based paint and/or lead-based paint hazards (check (1) or (2) below):

1. Known lead-based paint and/or lead-based paint hazards are present in the housing.  
 Please refer to the document(s) under the Lead-Based Paint Disclosure Menu for more details.

2. NYCHA has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.  
 Reports and results available to NYCHA (check (1) or (2) below):

1. NYCHA has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

2. NYCHA has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Form # Document Name Status Full Name Received Date

0602760 Lead-based Pt. Evaluation

I Confirm to have received copies of all information listed above (initials)  Initial Signature  Signed Date

### D) Lease/commencement of occupancy notice for prevention of Lead-based Paint Hazards Inquiry regarding child. Tenant is required to provide information if there is any any child under 6 resides in the unit.

**NYCHA** My Profile

COVID-19

Home   1709102  JOHN DOE  1-8887562263  
 5/1/2020

**LEASE/COMMENCEMENT OF OCCUPANCY NOTICE FOR PREVENTION OF LEAD-BASED PAINT HAZARDS INQUIRY REGARDING CHILD**

You are required by law to inform NYCHA if a child under six years of age resides or will reside in the dwelling unit (apartment) for which you are signing this lease/commencing occupancy if such a child resides or will reside in the unit the owner of the building is required to perform an annual visual inspection of the unit to determine the presence of lead-based paint hazards. If you do not respond to the question below the owner is required to attempt to inspect your apartment to determine if a child under six years of age resides there.

If a child under six years of age does not reside in the unit now, but does come to live in it at any time during the year, you must inform NYCHA in writing immediately. If a child under six years of age resides in the unit, you should also inform NYCHA immediately at the address below if you notice any peeling paint or deteriorated subflooring in the unit during the year.

Please complete the below section:

A child under six resides in the unit or regularly spends 10 or more hours each week in the unit.  
 A child under six does not reside in the unit or regularly spends 10 or more hours each week in the unit.

I Confirm   Signed By:  Signed Date:

### Step 3: Adding Income Information

- a. The tenant must provide information if any Income/Asset/Expense apply to them. Upon answering the questions, system will allow tenant to continue to the next page.

The tenant must click on the **Add Income** button to begin. The tenant can add multiple income sources for themselves, family members, or members they would like to add to the household



Tenants are required to report all sources of income for the household to NYCHA. The following pop-up will appear if the tenant reports that a household member has income, but does not provide information for the income source. If the tenant would like to add an income source, they should click [Cancel](#) and then click the Add Income button. If there is no income, the tenant should click [OK](#).

The screenshot shows the NYCHA portal interface. At the top, there are navigation links for COVID-19, FAQ, Contact Us, Quality Of Life, MyNYCHA, APPLY NYCHA, Housing Map, and Submit a Concern. Below this is a header with the NYCHA logo and user information: Case Number 170094, Head of Household JOHN DOE, and SR Number 1-505288514. A sidebar on the left contains navigation options like Home, Instructions, Members, Member Summary, Income Information, Reviews/Submit, and Documents Upload. The main content area is titled 'Income Information' and is for 'Contact Information for - AMY DOE'. It includes instructions, a note about valid income sources (Wages, Commission, Tips, etc.), and two main sections: 'Income Details' and 'Income Source & Income Information'. The 'Income Details' section has dropdown menus for 'Total Income', 'Start Date', and 'Frequency'. The 'Income Source & Income Information' section has text input fields for 'Source Name', 'Source Phone #', and 'Source Address'. At the bottom of the form are 'BACK' and 'SAVE & CONTINUE' buttons.

The following information is required:

- **Income Source** – The tenant must select their source of income from the dropdown menu.
  - **Start Date** of the income. The date must be entered in the following format: MM/DD/YYYY. For example, 06/28/1980 or 01/05/1956.
  - **Total Income** received
  - **Frequency** – The tenant must make a selection from the dropdown menu
- The tenant must also provide the name, full address and telephone number of the source of income. Once complete, the tenant must click **Save & Continue**.

**NOTE:** All income information entered will appear under the **Income Information** section.

## Step 4: Adding Asset Information

- The tenant must click on the **Add Asset/Report Sales** button to begin. The tenant can add multiple assets for themselves, family members, or members they would like to add to the household.

The following pop-up will appear if the tenant reports that a household member has an Asset.

The following information is required:

- **What do you want to do?** – The tenant can either select 'Add an Asset' or 'Report a Sale':
- **Asset Type** – The tenant must select their asset from the dropdown menu.
- **Name of other Asset** of the tenant
- **Current Balance/Value** of the asset type
- **Interest Rate** of the asset type
- **Account Number (if any)**

If tenant selected 'Real Estate' as the asset type, they should provide the following information under the **Real Estate Information** section:

- **Property Owned**
- **Property Income Last 12 Months**

If the tenant has sold an asset, they should provide the following information:

- **Date Given Away or Sold.** The date must be entered in the following format: MM/DD/YYYY. For example, 06/28/1980 or 01/05/1956
- **Market Value at Disposition of Sale**

Once complete, the tenant must click **Save & Continue**.

**NOTE:** All asset information entered will appear under the **Asset Information** section.

## Step 5: Adding Expense Information

- The tenant must click on the **Add Expense** button to begin. The tenant can add multiple childcare and/or medical or disability expenses for themselves, family members, or members they would like to add to the household.

**NOTE 1:** A family may be eligible for medical or disability expenses if the head of household or their spouse is either (1) 62 years of age or older; or (2) disabled and/or handicapped.

**NOTE 2:** The tenant may submit childcare expenses for each child 12 years of age or younger in the household. Please note that each childcare expense must be entered under the contact of the child for whom the expense is for.

The screenshot shows the NYCHA tenant portal interface. At the top, there are navigation links for Home, Instructions, Members, Member Summary, Income Information, Review/Adjustment, Documents Upload, and Finish. The main content area is titled 'My Expense Information' and includes a table with columns for Expense Type, Total Expenses, Frequency for Expenses, Total Reimbursement, Frequency for Reimbursement, and Edit Expense. A red box highlights the '+ADD EXPENSES' button in the top right corner of the table. Other buttons visible include 'REMOVE EXPENSE', 'REMOVE ASSET', '+ADD ASSETS (+REPORT SALES)', 'BACK', 'STOP & CONTINUE', and 'SAVE & CONTINUE'.

The following window will open to allow the tenant to add their expenses.

The screenshot shows the 'Expense Information' form in the NYCHA portal. The form is titled 'Expense Information' and includes the following sections and fields:

- Expense Type:** A drop-down menu.
- Other Expense Description (only for Expense Type = Other):** A text input field.
- Total Expense:** A text input field with a currency symbol.
- Total Reimbursement:** A text input field with a currency symbol.
- Frequency:** A drop-down menu.
- Reimbursement Frequency:** A drop-down menu.
- Estimated Annual Amount:** A text input field with a currency symbol.
- Agency Name and Address Information (Childcare Only):** A section with three text input fields: 'Agency Provider Name', 'Agency Provider Phone #', and 'Agency Provider Address'.

Buttons for 'CANCEL' and 'SAVE & CONTINUE' are located at the bottom of the form.

The following information is required:

- **Expense Type** – The tenant must select their expense type from the drop-down menu
- **Other Expenses Description** -
- **Total Expense**-The must add total expenses
- **Frequency** – The tenant must make a selection from the dropdown menu
- **Estimated Annual Amount** of the expense

If applicable, the tenant must also enter the following information:

- **Reimbursement Frequency** – The tenant must make a selection from the dropdown menu

If the tenant selected 'Childcare Expense' as the expense type, they should fill out the **Agency Name and Address Information (Childcare Only)** section. The tenant should provide the following information:

- **Agency Provider Name**
- **Agency/Provider Address**
- **Agency/Provider Phone #**

Once complete, the tenant must click **Save & Continue**.

**NOTE:** All expense information entered will appear under the **Expenses Information** section.

COVID-19

Case Number: 1700102 Lessee: JOHN DOE SR #: 1-55567562383  
 Effective Date: 5/1/2020 Co Lessee: Annual Review Quarter

Contact Information: JOHN DOE

Income Information 1 - 1 of 1

Income Type	Income Source	Total Income	Rate	Confirm and Edit
Fixed	Contributions	\$944.00	\$944.00	Edit

Asset Information 1 - 1 of 1

Asset Type	Current Balance/Value	Interest Rate	Account Number	Confirm and Edit / Report Sale
Cash	\$8,439.00	23		Edit / Report Sale

Expenses Information 1 - 1 of 1

Expense Type	Total Expenses	Frequency for Expenses	Total Reimbursement	Frequency for Reimbursement	Edit Expense
Medical Expenses	\$0.00	Monthly			Edit

BACK SAVE & CONTINUE

## Step 6: Review and Submit:

The **Review and Submit** provides a summary of all of the income, asset, and expense information entered for the head of household, each family member, and all requested household additions.

This page also allows the tenant to update any information for family members by clicking on the **Update** link next to the name of the member.

If the information is correct, the tenant must select the **Acknowledgement** checkbox and click **Submit** to submit their Annual Recertification. Please note that once the tenant submits their Annual Recertification, they cannot make any changes to their information.

Your Annual Review Summary is as follows...

Case Number: 10428 Lessee: MARIANA MATOS SR #: 1-4946265355  
 Effective Date: 2/1/2020 Co Lessee: Annual Review Quarter

Instructions  
 You are at **Step 3: Application Summary** of the Application process. This page provides a summary of all the information you have entered so far for the head of the household and each family member. Please review the information you have provided so far. If you wish to add more information or edit the information provided, you may do so from this page. Please click on the Update button next to the family member's name to update their information.

My Family Composition 1 - 2 of 2

Update	First Name	Last Name	Relationship	Status	Information Complete
Update	EMELY	PAULINO	Child	Active	✓
Update	MARIANA	MATOS	Head	Active	✓

My Income Information 1 - 1 of 1

First Name	Last Name	Income Source	Annual Income	Frequency	Start Date
MARIANA	MATOS	Employment	\$2,500.00	Monthly	8/6/2017 12:00:00 AM

My Asset Information No Records

First Name	Last Name	Asset Type	Current Balance/Value	Interest Rate	Account Number
------------	-----------	------------	-----------------------	---------------	----------------

**Expenses Information** No Records

Expense Type: Total Expenses | Frequency for Expenses

**Acknowledgement**  
 For submission please check applicable location? \*

City \*

State \*

Did anyone help you complete this annual review? \*

**TENANTS CERTIFICATION:**

I understand that this online web application is a service provided by New York City Housing Authority (NYCHA). I understand that submission of the online application is subject to data transmission errors which may make my annual review incomplete. I do not hold NYCHA responsible for any data transmission errors.

**NOTICE:** The New York City Housing Authority may ask for proof of all statements made by you and an authorization signed by all adult members of your household for the release of information. Failure to return this Affidavit on supply any additional information required by the date requested, or willful submission of incorrect information, may result in a backcharge for rent, termination of your lease and civil or criminal prosecution.

**TO BE SIGNED BY PERSON(S) WHO SIGNED LEASE:**

I/We certify that the information listed on all pages of this on-line form, including household composition, income, next family assets, and allowances and deductions is accurate and complete to the best of my/our knowledge and belief.

I/We authorize the New York City Housing Authority to independently verify the accuracy of all information submitted, including by using the US Department of Housing and Urban Development (HUD) Enterprise Income Verification system.

I/We certify the apartment listed in this Affidavit of Income is used solely for a residence by my family, and is the sole residence for all members of my family, listed as authorized occupants.

I/We certify that family members I have requested to be removed from the household no longer reside at the address listed in this Affidavit of Income.

I/We understand that providing false statements or information is punishable under Federal and local laws.

I/We also understand that providing false statements or information is grounds for termination of tenancy.

**BACK** **SUBMIT**

## Step 7: Review the Document(s) Summary:

Click on the Continue to document upload (s)

**NYC** NYC Housing Authority 311 Search all NYC.gov websites

[My Profile](#) [Log Out](#)  
 Select Language

Home | FAQ | Contact Us | MyNYCHA | APPLY NYCHA | Housing Map | Submit a Concern

Case Number:	10428	Lessee:	MARIANA MATOS	SR #:	1.49462605355
Effective Date:	2/1/2020	Co Lessee:		Annual Review Quarter:	

1.49462605355

✓ Good going!! You are exactly one step away from completing your Annual Review for this year. Please use above SR# number for future reference.

**CONTINUE**

The Document(s) Summary provides a list of supporting documents that must be submitted with the recertification based on the information provided by the tenant. If there are any pending documents that NYCHA has requested the tenant as a part of recertification process then tenant needs to provide documents.

Effective Date: 2/1/2020      Co Lessee: \_\_\_\_\_      Annual Review Quarter: \_\_\_\_\_

**Instructions**

1. Click on the **Upload** button of the corresponding document that you would like to upload.
2. A separate dialogue box will open. This box will allow you to browse and select the document that you wish to upload. Select the **Choose File** button to select the document you would like to upload. Click on the **Upload** button within the dialogue box.
3. Once you have selected the document you would like to upload, click on the **Submit** button.
4. Please note that this document you uploaded will appear in the Documents Received section at the bottom of the page. To ensure that the document has uploaded correctly, click on the **View/Print** document link of the corresponding document.
5. If you would like to provide NYCHA with additional documents that are not listed here, please click on the **Add File** button, and follow steps 1-3 as mentioned above.
6. If you have difficulties uploading your documents, please see your property management office.

**Waiting on Documents**

[Refresh] [ADD FILE]

Document Name	Status	Requested For	Expected Date	Acceptable Documents	View/Print Document	Upload Document
Income Summ...	Requested	MARIANA MATOS		Acceptable Do...		CLICK HERE TO UPLOAD DOCUMENT
Proof of Incom...	Requested	MARIANA MATOS		Acceptable Do...		CLICK HERE TO UPLOAD DOCUMENT
Proof of School...	Requested	EMELY PAULINO		Acceptable Do...		CLICK HERE TO UPLOAD DOCUMENT
Income Summ...	Pending Response	MARIANA MATOS		Acceptable Do...		CLICK HERE TO UPLOAD DOCUMENT

**Documents Received by NYCHA**

Document Name	Status	Requested For?	Expected Date	View/Print Document
Affidavit of Inc...	Pending Review	MARIANA MATOS		View Document

A separate dialogue box will open to add documents.

https://eportal.nycha.info/...  
 https://eportal.nycha.info/...addDoc.jsp?Vendor\_Number=1700094&Vendor\_Id=1-10357088531&Service\_Req=37589977D64250C3030&Requested\_Id=1-51FF0PN&HoH\_Full\_Name=JOHN DOE&HoH\_Contact\_Id=1-51FF0PN&Local=EN&Df\_Us=1-484CC&BuReq\_Full\_Name=JOHN DOE



**NEW YORK CITY HOUSING AUTHORITY**

### Add Document

Vendor/Case#: 1700094

Service Request#: 1-10357088531

HOH Name: JOHN DOE

Requested For: JOHN DOE

Document Category: [Dropdown]

Document SubCategory: [Dropdown]

Document Name: [Dropdown]

Contact Remarks: [Text Area]

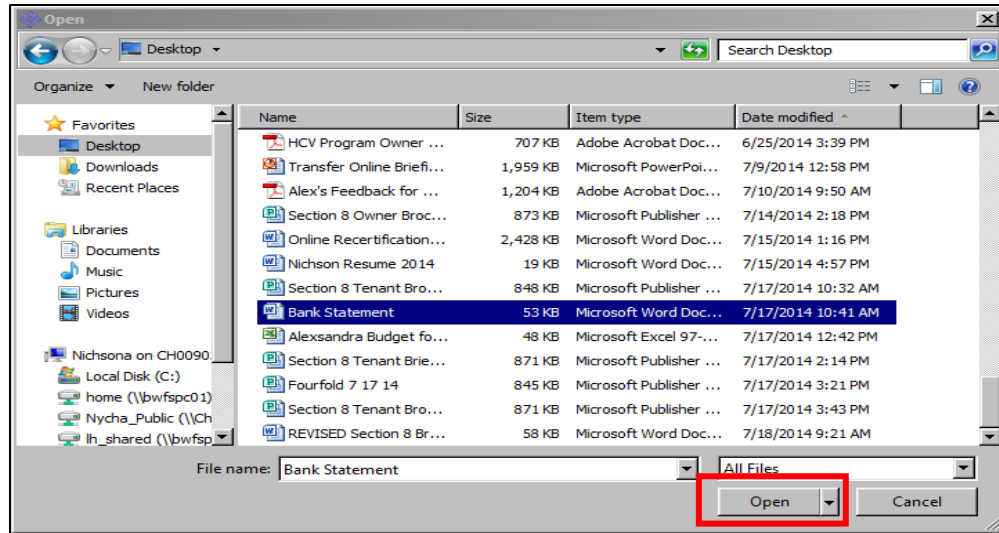
File to upload: [Choose File] No file chosen

**Add Document**

**Close**

\* Document Name: Choose from the drop down list, the name closest in description of what you will be uploading.  
 \* Comments: Add Comments, if you wish, pertaining to the document.  
 \* File to Upload: Hit Browse and locate and click on your document on desktop. [Click](#) Open in the popup. Click Upload.  
 \* If successful, you can view the document in the Documents Received section on the main [portal](#).

By clicking document category, the box will display a list of acceptable documents that can be submitted. Document Sub Category (dropdown), Document name, Contact Remarks (tenant can add any additional information about the document), then click on the **choose file button**, then a separate dialogue box will open. The tenant must select the document they would like to upload. Once a document has been selected, tenant must click **Open**.



- a. The file the tenant uploaded will appear next to the **Choose File** button. The tenant should then click **Upload**.

**NOTE:** A separate dialogue box will open informing the tenant that the document was successfully uploaded. The tenant must click **OK** in the Dialogue box, and then click **Close** to continue.

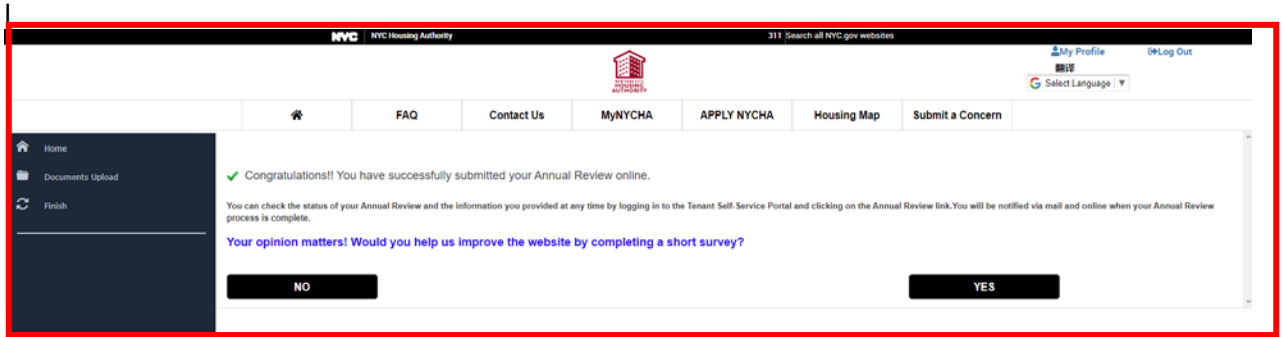
- b. All documents uploaded will appear in the **Documents Received** section at the bottom of the page. The tenant should always click on the **View/Print Doc** link of the corresponding document to ensure the upload was successful.

Documents Received by NYCHA				
Document Name	Status	Requested For?	Expected Date	View/Print Document
Affidavit of Income - Main Online	Pending Review	ABRAHAM FROMOWITZ		<a href="#">View Document</a>
Affidavit of Income for Active Family Members...	Pending Review	MIRUI FROMOWITZ		<a href="#">View Document</a>
Third Party Verification Consent to Release On...	Pending Review	MIRUI FROMOWITZ	11/5/2016	<a href="#">View Document</a>
Debts Owed to Public Housing Agencies and T...	Pending Review	MIRUI FROMOWITZ		<a href="#">View Document</a>

**NOTE 1:** If the tenant would like to submit additional documents not listed under the **Waiting on Documents** section, they can click on the **Add Additional Documents** link.

**NOTE 2:** If the tenant has any questions related to uploading documents, they can click on a link to the **Frequently Asked Questions (FAQs)** or watch the **'How to Upload Document'** video. After uploading the document, tenant can click on the **continue** button.





**NOTE 2:** If the tenant has any questions related to the use of the portal or about the recertification process, they can navigate to the Frequently Asked Questions (FAQs) section of the website by clicking on the **View All FAQs** link or typing a keyword or phrase into the **Search Frequently Asked Questions (FAQs)** free form text box and clicking **Go**.

—End of Online Recertification Process—