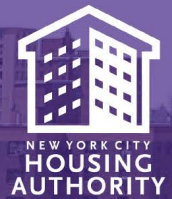


# Quick Reference Guide on Applying for Emergency Rental Assistance



September 2021 Update

When assisting NYCHA residents with applying for the New York State Emergency Rental Assistance Program (ERAP), please encourage those who have not yet applied to use the new, simplified method of logging on to the Self-Service Portal to fill out a consent form granting NYCHA permission to apply on their behalf (see instructions below).

Inform NYCHA residents who have **already submitted an ERAP application** to send their ERAP application number, along with their first and last name, date of birth, development name, and their nine-digit account number, to [erap.fin@nycha.nyc.gov](mailto:erap.fin@nycha.nyc.gov) so NYCHA can complete the application with the State.

**Instructions for NYCHA residents filling out the ERAP consent form on NYCHA's Self-Service Portal:**

Residents should log on to the Self-Service Portal at <https://selfserve.nycha.info/>.

An official website of New York City Housing Authority

**NYCHA Self Service Portal**

HOME HELP TRANSLATE MENU

## Hi John Doe, welcome back.

Use this portal to manage your NYCHA account, request a transfer, adjust your rent or adjust your income.

**Your Public Housing Account**

Your Case Number	29799
Your Case Status	Rented
Head of Household	John Doe

[Manage Your Account](#)

FEEDBACK ACCESS NYC QUICK LINKS NEWS LETTER

2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal.

Next, they should click the “ERAP Consent” box.

## Hi John, welcome back. What would you like to do with your NYCHA account today?

In this menu you can update your information, adjust your rent, or request services from NYCHA.

**Your Case Information**  
Public Housing Account

<b>Head of Household</b> JOHN DOE	<b>Case Number</b> 29799
<b>Borough</b> Manhattan	<b>Development Name</b> La Guardia
<b>Account</b> 076 07 007.F11.11E	<b>Program Type</b> Public Housing
<b>Stage</b> Tenancy	<b>Status</b> Active
<b>Apt Move In Date</b> 8/12/1974	<b>Family Size</b> 1
<b>Gross Family Income</b> 10,296	<b>Room Size</b> 2
<b>Lease Effective Date</b> 2/1/2020	

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Annual Rent Recertification

Interim Rent Recertification

Request a Transfer

Reasonable Accommodation

Submit a Service Request

Quality Of Life Violation

Opportunity Connect

Lead-Based Paint

Pay Rent or Auto-Enroll

Smoke Free-Addendum

Annual Notice Survey

ERAP Consent

FEEDBACK ACCESS NYC QUICK LINKS NEWS LETTER

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After reading the “Consent for ERAP,” residents should check “I Confirm,” type their full name, enter the date, and click “Next.” Translations of the ERAP consent form are available in Spanish, Russian, and Chinese (Simplified and Traditional) at the bottom of the page.

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## Consent for ERAP

Case#	Tenant Name	Account#	Address	Development
29799	John Doe	076-007-11E	230 Clinton Street Apt 11E, New York, NY, 10002	La Guardia

- I hereby give my consent to the New York City Housing Authority (“NYCHA”) to submit an application on my behalf to the Office of Temporary and Disability Assistance (“OTDA”) for emergency rental assistance available through the COVID-19 Emergency Rental Assistance Program of 2021 (the “Program”).
- To complete the application for emergency rental assistance and to administer the Program as required under federal and state law, OTDA needs information about me and my tenancy from NYCHA and is required to share that information with other government entities.
- By signing below, I agree that NYCHA can share the following information with OTDA, and in support of the application for emergency rental assistance: my name, full address, including apartment number; telephone number (if available); email address (if available); NYCHA account number; NYCHA tenant ID number; unit size; current household income; date of birth; Social Security number; gender; race and ethnicity; monthly rent; and the amount of up to 12 months of potentially eligible rent arrears.
- By signing below, I also attest that:
  - I rent an apartment from NYCHA that serves as my primary residence and that I am obligated to pay rent to NYCHA;
  - my household includes an individual who has qualified for unemployment benefits, or my household has experienced a reduction in income, incurred significant costs or experienced other financial hardship on or after March 13, 2020 as a result of the COVID-19 pandemic; and
  - neither I, nor any member of my household has received, or anticipates receiving, public or private benefits or assistance for the rental amounts that NYCHA will be applying for on my behalf.
- I understand the information about me and my tenancy that NYCHA provides on my behalf may be used or disclosed or re-disclosed to verify my information through any means OTDA determines necessary to comply with federal and state Program requirements, and I consent to any investigation to verify or confirm the information NYCHA provides to OTDA on my behalf.
- I authorize OTDA, or any other state, federal, or local agency, or other authorized personnel, to record, store, access, and utilize the information about me and my tenancy provided to OTDA on my behalf, including for use in Program reporting and in determining whether my household can receive other payments or other help.
- New York State Division of Homes and Community Renewal (HCR) and/or the federal Department of Housing and Urban Development sharing information about any rental assistance payments that I, or any member of my household for whom I can legally give authorization, may have received, or information regarding other subsidized housing programs.
- I consent to OTDA, social services districts, and other entities disclosing, sharing, and utilizing information regarding public assistance, SNAP, HEAP, SSI/SSP, other benefits or supplements and child support information and payments that I or any member of my household for whom I can legally give authorization, may have received for purposes of verifying my eligibility for the Program, and I expressly consent to the release by any agency of any of my personal data that is necessary to verify my eligibility for the Program.

Translations available here: [Español](#) | [Русский](#) | [中文 \(繁體 / 简体\)](#)

I Confirm\* ☒

Tenant Name\*

Date\*

← GO BACK

NEXT →

A confirmation screen will appear informing residents that their ERAP consent form has been received. Residents may save a copy of their consent form by clicking “View Document” and saving or printing the document. Click “Finish.” There are no additional steps for residents to take after they have completed the consent form.

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## Document Received

Case# **29799** Tenant Name **John Doe**

Please note that the documents that were generated by system will appear in the Documents Received section at the bottom of the page. To keep a copy for your record, you should be able to click on View Document link, and then either save to your desktop or take a print.

If you have difficulties accessing your consent form, please contact your property management office.

[View Document](#)

**FINISH**

Residents who do not provide consent to NYCHA but still wish to apply to ERAP may apply by visiting the State’s website ([otda.ny.gov/ERAP](http://otda.ny.gov/ERAP)) or calling 844-NY1-RENT (844-691-7368). When assisting these residents, please take the following steps:

1. Residents can ask their NYCHA property management office for the following documents:
  - A copy of their NYCHA lease
  - A rent arrears breakdown letter for the arrears claimed (Note: the ERAP program covers up to 12 months of rental arrears payments for rents accrued on or after March 13, 2020, and NYCHA residents are not eligible to receive prospective rent)
  - If the resident does not already have their own proof of income (e.g., tax returns, etc.), they can ask for the income documents from their most recent Annual/Interim Recertification
2. When a resident is filling out the online ERAP application and the application asks for the landlord/property owner information on the “Lease” page, the resident should be instructed to enter the following (see Figure 1 below):
  - a. First Name: NYCHA
  - b. Last Name: NYCHA
  - c. Address — leave blank
  - d. Email: [erap.fin@nycha.nyc.gov](mailto:erap.fin@nycha.nyc.gov)
  - e. Phone: 212-306-3000

3. Residents who have already applied or are going to apply on their own must **e-mail their application number**, along with their first and last name, date of birth, development name, and nine-digit account number, to [erap.fin@nycha.nyc.gov](mailto:erap.fin@nycha.nyc.gov) so NYCHA can associate the application with its landlord account in the ERAP portal. **This step is necessary to complete the application process.**
4. Residents should contact one of the Enroller Organizations listed at <https://www1.nyc.gov/site/hra/help/new-york-emergency-rental-assistance-program-erap.page> or call the ERAP Hotline at 1-844-691-7368 if they have any questions about the ERAP process, eligibility, or application status.
5. **Do not e-mail questions or inquiries to [erap.fin@nycha.nyc.gov](mailto:erap.fin@nycha.nyc.gov).**

FIGURE 1:

Tell us about your leasing arrangement \*

☒ Renting entire unit from owner   ☐ Sub-leasing entire unit   ☐ Renting a room from the owner   ☐ Renting Lot

**Owner**

First Name \*   Last Name \*

NYCHA   NYCHA

Address Line 1

Address Line 2 / Unit / Apartment Number

City   State   Zip Code

Email   Re-enter your email address   Phone

erap.fin@nycha.nyc.gov   erap.fin@nycha.nyc.gov   212 306-3000