



**NEW YORK CITY HOUSING AUTHORITY  
PUBLIC HOUSING TENANCY  
ADMINISTRATION**

**COVID-19 State of Emergency  
- Rent Hardship**

**Rent Hardship:**

A household may qualify for a rent reduction based on rent hardship if all the following conditions are met:

- **There is at least a 5% reduction to gross income**
- **Current rent is more than 30% of the net household income**
- **Reduction in income has lasted at least two months**

Residents can request a rent reduction through an Interim Recertification, which is a change in a household's income that occurs between Annual Recertification periods.

Residents can initiate an Interim Recertification via the NYCHA Self-Service Portal or by requesting a paper form at their Management Office (which will be mailed to the resident's home address).

The completed paper forms and copies of the required supporting documents should be mailed to:

**New York City Housing Authority  
P.O. Box 19202  
Long Island City, NY 11101**

Click below for a list of supporting documents that must be submitted with the Interim Recertification:

**English    Spanish    Russian    Traditional Chinese    Simplified Chinese**

**Zero Income Policy:**

Households that experience a complete loss of income may qualify for NYCHA's Zero Income Policy.

If a household reports zero income, they will participate in an interview with a NYCHA Housing Assistant and will complete a Zero Income Questionnaire. The interview can be held over the phone. If you need further assistance, please call your property management office or Customer Contact Center at 718-707-7771.

A translation of this document is available on NYCHA public website.

La traducción de este documento está disponible en el sitio web público de NYCHA.

此文件譯本可在紐約市房屋局公共網站查閱。

此文件译本可在纽约市房屋局公共网站查阅。

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