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## NY City: Rent Assistance Programs for Public Housing Tenants

### Description of Program and Relief

The New York City Housing Authority (“NYCHA”), which operates the City’s public housing, offers rent assistance programs for NYCHA tenants who experience financial hardship.

NYCHA’s Rent Hardship Program allows NYCHA tenants to reduce their rent if they are experiencing a qualified financial hardship (based on reduced income).

NYCHA’s Zero Income Policy permits NYCHA tenants who experience a complete loss of income to receive additional temporary relief.

### Government or Lead Agency

NYCHA

### Dates Available

Currently available.

### Eligibility Requirements/Restrictions

These programs are available to NYCHA tenants.

To qualify for a rent reduction under the Rent Hardship Program, a NYCHA tenant must show (1) a reduction of at least 5% in gross income; (2) that the loss of income has lasted at least two months; and (3) the tenant’s current rent is more than 30% of the tenant’s net household income.

To qualify for NYCHA’s Zero Income Policy, a NYCHA tenant must show that they experienced a complete loss of income (per NYCHA’s definition of “income”). The tenant must demonstrate the loss of income by completing a questionnaire and participating in an interview (which can be held over the phone).

### Application Deadlines (If Applicable)

None.

### Contact for More Information

[Click here](#) for more information on these programs and how to apply.

NYCHA tenants can apply online through the NYCHA Self-Service Portal through this [link](#). A tenant must register [here](#) to access the Self-Service Portal.

Alternatively, tenants can apply by requesting a paper form at their management office and mailing the form and supporting documentation to: New York City Housing Authority, P.O. Box 19202, Long Island City, N.Y. 11101.

For additional assistance, contact your property management office or the NYCHA customer contact center at 718-707-7771.

[Click here](#) for more information on how to contact NYCHA.

Call: 311 (212-NEW-YORK outside NYC).

**List of Additional Information**

[Click here](#) for a list of supporting documents needed to apply for these programs.

[Click here](#) for NYCHA's handbook for residents, which provides greater details on NYCHA's rules and policies.