



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #08-102-SYS (This Policy Bulletin Replaces PB #02-100-SYS)

NYCHA ACCOUNT NUMBER

<p>Date: August 21, 2008</p>	<p>Subtopic(s): Budgeting</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to update the contact information of the Family Independence Administration Housing Liaisons.</p> <p>Purpose:</p> <p>The purpose of this policy bulletin is to remind staff to make entries in element 030 (“NYCHA Proj. No.”) and element 031 (“NYCHA Acct. No.”) on the Turn Around Document (TAD) if an applicant’s/participant’s shelter type is:</p> <ul style="list-style-type: none"> • 02 NYCHA Apartment – Utilities included, or • 24 NYCHA Apartment – Utilities not included. <p>While the Welfare Management System (WMS) does not treat the elements as “must fill” fields, they must be filled to ensure that New York City Housing Authority (NYCHA) properly credits the applicant’s/participant’s account. Incorrect or missing information in these fields may result in the individual receiving a dispossess notice, even though the Human Resources Administration (HRA) has sent NYCHA the shelter allowance for the individual.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

The NYCHA account number consists of nine digits in three groups of three, as shown here: 000-000-000. The first three numbers are the project number; the second three numbers are the building number in that project; and the last three numbers are the apartment number. For example, if an individual lives in building 8, apartment 4D in project number 128, the NYCHA account number is: 128-008-04D.

Element **030** on the **TAD** requires the entry of a four-digit number. Add a "0" to the beginning of the three-digit project number to create a four-digit number and enter that number in element **030** on the TAD. For example, NYCHA account number 128-008-04D would result in an entry of "0128" in this element.

Element **031** on the TAD requires the entry of a six-digit number. The last six digits of the NYCHA account number are entered here. For example, NYCHA account number 128-008-04D would result in an entry of "00804D" in this element.

Supervisors must ensure that the correct NYCHA project number and account number information are entered at the same time the NYCHA shelter codes are entered. If this information is not in WMS and is not available in the case record, staff must obtain the project/account number at the next applicant/participant appointment.

If an individual contacts a Job Center claiming to have been notified by NYCHA that the rent has not been paid, review WMS to inquire whether or not the shelter allowance has been sent to NYCHA. If the inquiry shows the shelter allowance has not been sent, follow the existing procedures to resolve the problem.

If the inquiry shows the shelter allowance has been sent, a designated Worker in the Center will provide the information to the Regional NYCHA Housing Liaison to resolve the problem. Only the Regional Office designated Housing Liaison may contact the NYCHA representative to resolve Electronic Fund Transfer issues.

Revised

The telephone numbers for the Regional NYCHA Housing Liaisons are as follows:

Brooklyn: (718) 237-5693

Bronx: (718) 742-3675

Manhattan/Staten Island: (212) 860-6249

Special Needs Region: (212) 331-5511

Queens and Family
Service Call Center
Region: (212) 331-5585

Related Items:

[PB #02-246-ELI](#)

[PB #03-115-SYS](#)

[PB #08-73-SYS](#)

Effective Immediately