
DSS Policy Bulletin #2023-003
Date: February 6, 2023

DISTRIBUTION: ALL STAFF

**REVISION TO CITY FIGHTING HOMELESSNESS AND EVICTION
PREVENTION SUPPLEMENT (CITYFHEPS) RENT LEVEL INCREASES
AND PROGRAM CHANGES FOR APARTMENTS AND
SINGLE ROOM OCCUPANCY (SRO) UNITS**

(This Policy Bulletin Replaces DSS-PB-2021-008)

Subtopic(s): Rental Assistance

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■ BACKGROUND

CityFHEPS is a rental assistance supplement administered by the Department of Social Services (DSS) to help individuals and families find and keep housing. CityFHEPS is available to eligible individual adults, adult families, and families with children, who reside in Department of Homeless Services (DHS) and Human Resources Administration (HRA) shelters, as well as households in the community at risk of homelessness.

■ REVISIONS TO THE ORIGINAL POLICY BULLETIN

This policy bulletin is being revised to provide staff with the following information:

- The CityFHEPS payment standards (i.e., maximum rent amounts) and utility allowance amounts have increased effective January 1, 2023. All applicable forms have been updated to reflect the new amounts. Please refer to the [New CityFHEPS Payment Standards](#) and [DSS Utility Allowance Schedule](#) sections of this procedure for the new amounts.
- There are CityFHEPS program changes effective January 10, 2023. All applicable forms have been updated to reflect these changes. Please refer to the [CityFHEPS Program Changes](#) section of this procedure for information on the changes.

■ INTRODUCTION

On September 1, 2021, the CityFHEPS rent levels for apartments and single room occupancy (SRO) units were indexed to the Section 8 payment standard adopted by the New York City Housing Authority (NYCHA). Additionally, total household income for CityFHEPS renewals was changed to be based on Area Median Income (AMI) instead of the Federal Poverty Level (FPL).

Effective January 1, 2023, the CityFHEPS payment standards and utility allowance amounts have increased. Additionally, there have been changes approved to the CityFHEPS program effective January 10, 2023, which will impact some of the CityFHEPS eligibility requirements.

■ REQUIRED ACTION

New CityFHEPS Payment Standards

The following table reflects the new payment standards as of January 1, 2023 for a rental unit towards which CityFHEPS rental assistance may be applied:

Family Size	Unit Size	<u>All Utilities Included</u>	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	<u>No Utilities Included</u>
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

Note: The payment standards chart is provided on the DSS CityFHEPS Payment Standards (**DSS-8r**).

The payment standard refers to the maximum number of bedrooms for which HRA will pay. Payment standards are based solely on the number of individuals residing in the assisted household. HRA will allow one bedroom or sleeping area per two individuals.

If a tenant rents an apartment with fewer bedrooms than what is listed on their shopping letter, the standard will be consistent with the number of bedrooms in the unit, not the number of bedrooms on the shopping letter.

A tenant may rent an apartment with more bedrooms than what is listed on their shopping letter provided that the landlord accepts the maximum rent amount they are assigned. For example, a tenant with a shopping letter for a one-bedroom apartment can rent a two-bedroom apartment if the landlord accepts the one-bedroom payment standard for that apartment.

The maximum payment standards include all utilities. If all utilities are not included, the rent must be reduced by a utility allowance. Please refer to the [DSS Utility Allowance Schedule](#) section of this procedure for more information on the utility allowance, including the new utility allowance amounts.

Note: If monthly rent for the CityFHEPS unit is greater than the payment standard for the household size and the household demonstrates the ability to pay the excess rent over the payment standard, the household may be permitted to pay no more than 40% of the monthly household income total (30% of income + excess rent over the payment standard).

As a reminder, to be eligible for CityFHEPS, at least one member of the household must be a citizen or have a satisfactory immigration status that would allow them to be found eligible for Cash Assistance (CA). Household members who are, or would be, ineligible for CA benefits due solely to immigration status may not be counted as household members when calculating the subsidy amount.

When the CityFHEPS rent levels were indexed to the Section 8 payment standard on September 1, 2021, the Landlord Bonus was removed as an option and landlords were no longer eligible for twelve (12) months of upfront rent (i.e., first full month and the next 11 months). Currently, landlords are only eligible to receive upfront rent for one month or four (4) months (i.e., first full month and the next three months). The Unit Hold Incentive and Broker Incentive remain in place.

Note: A zip-code based CityFHEPS Landlord Bonus will be available for a limited time. This bonus is only available for new moves and applies to certain zip codes designated by NYC Housing Preservation and Development (HPD). Zip codes that are eligible for this bonus are listed on the Time Limited Zip-Code Based CityFHEPS Landlord Bonus (**DSS-8u**). Please refer to [DSS PB #2023-004](#) for additional information.

DSS Utility Allowance Schedule

Any utilities paid by the tenant must be subtracted from the payment standard. The amount that is subtracted is called the utility allowance, which is designated by DSS as reasonable allowance to cover monthly utility bills. Utility allowances are determined based on the typical cost of utilities and services paid by households occupying housing of various sizes. All CityFHEPS packets submitted to HRA for approval must include leases that already account for any utility allowance that needs to be subtracted from the rent.

The following is the DSS Utility Allowance Schedule as of January 1, 2023:

COOKING GAS AND ELECTRIC (NO ELECTRIC STOVE)						
Number of Bedrooms	0	1	2	3	4	5 or more
Cooking Gas (\$)	24	27	31	35	39	43
Electric (\$)	75	85	110	136	162	188
Total (w/ Cooking Gas & Electric) (\$)	99	112	141	171	201	231

OIL HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Oil Hot Water Only (\$)	28	32	47	61	76	90
Oil Heat Only (\$)	91	107	122	137	153	168
Total (Oil Heat & Hot Water) (\$)	119	139	169	198	229	258

GAS HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Gas Hot Water Only (\$)	18	21	31	40	50	59
Gas Heat Only (\$)	60	70	81	90	100	110
Total (Gas Heat & Hot Water) (\$)	78	91	112	130	150	169

ELECTRIC HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Electric Hot Water Only (\$)	28	33	42	52	61	70
Electric Heat Only (\$)	58	68	87	106	125	144
Total (Electric Heat & Hot Water) (\$)	86	101	129	158	186	214

ELECTRIC						
Number of Bedrooms	0	1	2	3	4	5 or more
Including Electric Cooking Range (\$)	86	98	129	161	193	225

Note: Please refer to the [Payment Standard and Utility Allowance Forms](#) section of this procedure for information on the forms that assist with calculating the utility allowance.

The utility allowance must be subtracted from the rent even if the unit is rent-regulated and below the maximum payment standard.

In the event that a tenant rents a unit that has more bedrooms than the number listed on the shopping letter, the utility allowance amount is calculated according to the number of bedrooms on the shopping letter, not the unit.

Maximum Allowable Rent Calculations and Final Rent Determinations

The maximum rent amount that may be approved (i.e., final rent) must be the lesser of the maximum allowable rent and the legal rent. This applies to rent-regulated units and unregulated units. To calculate the maximum allowable rent, staff must subtract the utility allowance from the payment standard. The following are examples of maximum allowable rent calculations and final rent determinations:

Example 1: Studio Apartment

- Payment Standard: \$2,335
- Utility Allowance: \$78
- Legal Rent: \$2,200

Maximum Allowable Rent Calculation:

Payment Standard:	\$2,335.00
Utility Allowance:	- \$ 78.00
Maximum Allowable Rent:	\$2,257.00

The final rent must be the lesser of \$2,257.00 (maximum allowable rent) and \$2,200.00 (legal rent). In this situation, the legal rent is the lesser amount.

Final Rent: \$2,200.00

Example 2: 3-bedroom apartment

- Payment Standard: \$3,385
- Utility Allowance: \$169
- Legal Rent: \$3,290

Maximum Allowable Rent Calculation:

Payment Standard:	\$3,385.00
Utility Allowance:	- \$ 169.00
Maximum Allowable Rent:	\$3,216.00

The final rent must be the lesser of \$3,216.00 (maximum allowable rent) and \$3,290.00 (legal rent). In this situation, the maximum allowable rent is the lesser amount.

Final Rent: \$3,216.00

CityFHEPS Program Changes

The following CityFHEPS program changes have been implemented as of January 10, 2023:

- CityFHEPS eligibility has been expanded to include single adults working full-time earning minimum wage, even if their income is slightly higher than 200 percent of the federal poverty level.
- The monthly contribution by CityFHEPS tenants who move into SRO units has been reduced from 30 percent of their income to a maximum of \$50 per month.
- The number of hours families are required to work to become eligible for CityFHEPS has been reduced from 30 to 14 hours per week.
- The cost of apartment application fees for individuals living in DHS shelters will be covered.
- CityFHEPS voucher-holders who choose to secure an apartment that rents above the CityFHEPS maximum level will have the option to utilize a voucher by paying up to 40 percent of their income.
- Supplemental Security Income (SSI) eligibility for CityFHEPS families has been expanded from an adult in the household to any household member, such as a child.
- A bonus will be available for a limited time equal to one month's rent for landlords renting to CityFHEPS voucher-holders in high-cost neighborhoods. This bonus is based on zip code and is only available for new moves. Please refer to [DSS PB #2023-004](#) for additional information.
- The maximum monthly rent for a room will now be determined by the DSS Commissioner and made available on the agency's website.

Please refer to [DSS PB #2021-009](#) for comprehensive information on the CityFHEPS program and eligibility requirements.

Tenants Already in the CityFHEPS Program

Landlords with tenants already in the CityFHEPS program can receive the new rent levels if each of the following criteria has been met:

- The tenant is renewing their lease;
- The apartment is not rent regulated; and
- The new rent passes a rent reasonableness test.

The CityFHEPS Rent Increase for Current Tenants FAQ (**DSS-8s**) provides information to landlords with current CityFHEPS tenants on how to handle the payment standard increases.

Household Income Limits for Renewals

As mentioned previously, when the CityFHEPS rent levels were indexed to the Section 8 payment standard on September 1, 2021, total household income limits for CityFHEPS renewals became based on AMI instead of FPL. Currently, a household may have gross income up to 80% of AMI to qualify for a CityFHEPS renewal.

The following is the 2022 New York City AMI Chart:

Family Size	30% AMI	40% AMI	50% AMI	60% AMI	70% AMI	80% AMI
1	\$28,020	\$37,360	\$46,700	\$56,040	\$65,380	\$74,720
2	\$32,040	\$42,720	\$53,400	\$64,080	\$74,760	\$85,440
3	\$36,030	\$48,040	\$60,050	\$72,060	\$84,070	\$96,080
4	\$40,020	\$53,360	\$66,700	\$80,040	\$93,380	\$106,720
5	\$43,230	\$57,640	\$72,050	\$86,460	\$100,870	\$115,280
6	\$46,440	\$61,920	\$77,400	\$92,880	\$108,360	\$123,840
7	\$49,650	\$66,200	\$82,750	\$99,300	\$115,850	\$132,400
8	\$52,830	\$70,440	\$88,050	\$105,660	\$123,270	\$140,880

■ FORMS

Payment Standard and Utility Allowance Forms

The following forms may be used to determine the payment standard, as well as identify and calculate the utility allowance:

- Landlord Utility Information Form (**DSS-8q**) - The **DSS-8q** provides the utility allowance amounts. This form must be completed by landlords and requires that they indicate all the utilities available for the rental unit and whether each utility expense is paid by the landlord or tenant. The **DSS-8q** is a required document for the CityFHEPS application packet and must be included in the packet submission.
- DSS CityFHEPS Payment Standards (**DSS-8r**) - The **DSS-8r** provides the CityFHEPS payment standards and the utility allowance amounts for each utility expense based on the number of bedrooms.
- Landlord Utility Calculator (**Attachment A**) - The Landlord Utility Calculator is a tool to assist staff, landlords, and brokers (if applicable) calculate the utility allowance amount. The calculator provides a breakdown of the amount due by the tenant and landlord for each utility expense.

Revised Forms

The following forms have been revised to reflect the new CityFHEPS payment standards, utility allowance amounts, and program changes, where applicable:

- Landlord Utility Calculator (**Attachment A**)
- Rental Assistance Supplement: Potential Eligibility Letter (**DSS-7**)
- Your Household Share (**DSS-7a**)
- Rental Assistance Supplement: Potential Eligibility Letter (**DSS-7aa**)
- Rental Assistance Supplement: Potential Subsidy Transfer Letter for Tenants in Community (**DSS-7b**)
- Your Household Share Information (**DSS-7c**)
- CityFHEPS Denial Notice (**DSS-7i**)
- CityFHEPS Frequently Asked Questions (For Residents of Department of Homeless Services or Human Resources Administration Shelters or Those Experiencing Street Homelessness) (**DSS-7n**)
- CityFHEPS Frequently Asked Questions For Clients in the Community (**DSS-7r**)
- CityFHEPS Packet Cover Sheet – Shelter (**DSS-8h**)
- CityFHEPS Packet Cover Sheet – Community (**DSS-8i**)
- CityFHEPS Frequently Asked Questions for Landlords and Brokers (**DSS-8j**)
- CityFHEPS Packet Transmittal from DHS (**DSS-8L**)
- CityFHEPS Packet Transmittal from APS (**DSS-8m**)
- Landlord Utility Information Form (**DSS-8q**)

- DSS CityFHEPS Payment Standards (**DSS-8r**)
- CityFHEPS Rent Increase for Current Tenants FAQ (**DSS-8s**)
- What You Should Know About FHEPS or CITYFHEPS (**DSS-31**)
- CityFHEPS Denial Notice (**EIS-1f**)
- CityFHEPS Packet Cover Sheet for EIS (**EIS-2b**)

Effective Immediately

■ REFERENCE:

Title 68 Rules of the City of New York §10

■ RELATED ITEMS:

[DSS PB #2021-009](#)

[DSS PB #2023-004](#)

■ ATTACHMENTS:

Attachment A	Landlord Utility Calculator (Version 12/05/22)
DSS-7 (E)	Rental Assistance Supplement: Potential Eligibility Letter (Rev. 12/19/22)
DSS-7a (E)	Your Household Share (Rev. 12/19/22)
DSS-7aa (E)	Rental Assistance Supplement: Potential Subsidy Transfer Letter for Tenants in Community (Rev. 12/19/22)
DSS-7b (E)	Potential Eligibility for a Rental Assistance Supplement (Rev. 12/20/22)
DSS-7c (E)	Your Household Share Information (Rev. 12/19/22)
DSS-7i (E)	CityFHEPS Denial Notice (Rev. 12/19/22)
DSS-7n (E)	CityFHEPS Frequently Asked Questions (For Residents of Department of Homeless Services or Human Resources Administration Shelters or Those Experiencing Street Homelessness) (Rev. 12/19/22)
DSS-7r (E)	CityFHEPS Frequently Asked Questions For Clients in the Community (Rev. 12/20/22)
DSS-8h (E)	CityFHEPS Packet Cover Sheet – Shelter (Rev. 12/20/22)
DSS-8i (E)	CityFHEPS Packet Cover Sheet – Community (Rev. 12/20/22)
DSS-8j (E)	CityFHEPS Frequently Asked Questions for Landlords and Brokers (Rev. 12/20/22)
DSS-8L (E)	CityFHEPS Packet Transmittal from DHS (Rev. 01/31/23)
DSS-8m (E)	CityFHEPS Packet Transmittal from APS (Rev. 01/18/23)
DSS-8q (E)	Landlord Utility Information Form (Rev. 12/19/22)
DSS-8r (E)	DSS CityFHEPS Payment Standards (Rev. 12/19/22)
DSS-8s (E)	CityFHEPS Rent Increase for Current Tenants FAQ (Rev. 01/09/23)

- DSS-8u (E)** Time Limited Zip-Code Based CityFHEPS Landlord Bonus (Rev. 01/09/23)
- DSS-31 (E)** What You Should Know About FHEPS or CITYFHEPS Shopping Letters and Utilities (Rev. 12/19/22)
- EIS-1f (E)** CityFHEPS Denial Notice (Rev. 12/19/22)
- EIS-2b (E)** CityFHEPS Packet Cover Sheet – Shelter (Rev. 12/19/22)

Landlord Utility Calculator

version: 12/5/2022

Number of Bedrooms:

Item	Specify Fuel Type			Paid By (check one)	
Heating	<input checked="" type="radio"/> Gas	<input type="radio"/> Electric	<input type="radio"/> Oil	<input type="radio"/> Other:	<input checked="" type="radio"/> Landlord <input type="radio"/> Tenant
Cooking	<input checked="" type="radio"/> Gas	<input type="radio"/> Electric	<input type="radio"/> Oil	<input type="radio"/> Other:	<input type="radio"/> Landlord <input checked="" type="radio"/> Tenant
Water Heating	<input type="radio"/> Gas	<input type="radio"/> Electric	<input type="radio"/> Oil	<input checked="" type="radio"/> Other:	<input type="radio"/> Landlord <input checked="" type="radio"/> Tenant
Other Electric					<input type="radio"/> Landlord <input checked="" type="radio"/> Tenant

Item	Fuel Type	Cost	Paid By	Landlord	Tenant
Heating	Gas	\$ 70	Landlord	\$ 70	\$ -
Cooking	Gas	\$ 27	Tenant	\$ -	\$ 27
Water Heating	Other	\$ -	Tenant	\$ -	\$ -
Other Electric		\$ 85	Tenant	\$ -	\$ 85
Total		\$ 182		\$ 70	\$ 112



Department of Social Services

Client Name: _____

Date: _____

Letter Number: _____

Expiration Date: _____

Rental Assistance Supplement: Potential Eligibility Letter

_____ may be eligible to rent an apartment with _____ bedrooms for up to \$_____ per month with CityFHEPS. CityFHEPS may pay less if the rent is lower, there are fewer bedrooms, or if utility costs are not included in the rent amount. Please see the table on page 3 and below for more information on how this amount may change based on the number of bedrooms and utilities.

The family must find a qualifying apartment and receive final approval to receive the rental assistance supplement.

UTILITIES: Maximum rents vary based on the number of bedrooms and whether all or some utilities are included. Make sure you know which utilities, if any, are included in the rent. The maximum rent listed above assumes that all utilities are included in the rent. If utilities are not included, the CityFHEPS amount will be lower. The table on page 3 shows the different amounts based on the number of bedrooms and whether all or some utilities are included.

NOTE TO POTENTIAL TENANT: DSS will pay the standard based on the actual rental, not the amount on this shopping letter. For example, if your shopping letter says you can rent an apartment with 3 bedrooms for \$3,385, but you rent an apartment with 2 bedrooms, DSS will only pay up to the standard for a 2 bedroom apartment which is \$2,696. Also, if you have a shopping letter for a 1 bedroom and you find a 2 bedroom within the amount you were approved for, you may still rent the 2 bedroom. If you have questions about a particular unit you are viewing or any special circumstances you may encounter, ask your case manager to escalate the unit for review. **Never move into an apartment without getting a final approval from DSS letting you know that we will pay for it.**

NOTE TO POTENTIAL TENANT AND LANDLORD: Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged may not exceed other rents that are charged for comparable units in the neighborhood. The rent reasonableness test is only done after all paperwork is submitted to DSS. Additional information on rent reasonableness can be found on the DSS CityFHEPS website at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

ADDITIONAL CITYFHEPS INFORMATION

Landlords will receive the full first month's rent and the next three (3) months of the rental assistance supplement when the family is approved.

Landlords may also be eligible for a number of additional incentives. For more information on landlord incentives, visit www.nyc.gov/dsshousing.

Licensed brokers may receive a fee of up to 15% of the annual rent. The enhanced broker's fee will be offered for as long as funding remains available. Visit www.nyc.gov/dsshousing to see if this enhanced fee is still available.

Refusal to accept CityFHEPS may constitute source of income discrimination under the NYC Human Rights Law Sec. 8-107(5)(a)(1)-(2) and/or (c)(1)-(3).

See **below** for required documents and further information.

Landlords must give the family the following completed documents:
<ol style="list-style-type: none">1. Signed lease or written agreement to rent the apartment to the family for at least one year (utilities tenant is responsible for must match Landlord Utility Form)2. Completed Landlord Utility Information (DSS-8q) form3. Request for security voucher (W-147N)4. Landlord's W-9 (needed to receive all payments)5. Unit Hold Incentive Voucher (HRA-145), if requested6. Landlord Information Form (DSS-8f)7. Proof of ownership
Brokers who request a broker's fee must also give the family these completed documents:
<ol style="list-style-type: none">1. Broker's Request for Enhanced Fee Payment by Check (HRA-121) (broker name should be the name of the brokerage company not the name of the individual broker)2. Copy of the broker's current license

Please visit www.nyc.gov/dsshousing to download our forms mentioned in the tables above and for more information about CityFHEPS.

If you have any questions, please contact _____
(contact name and number)

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Maximum Rent Amounts

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
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9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship. Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.

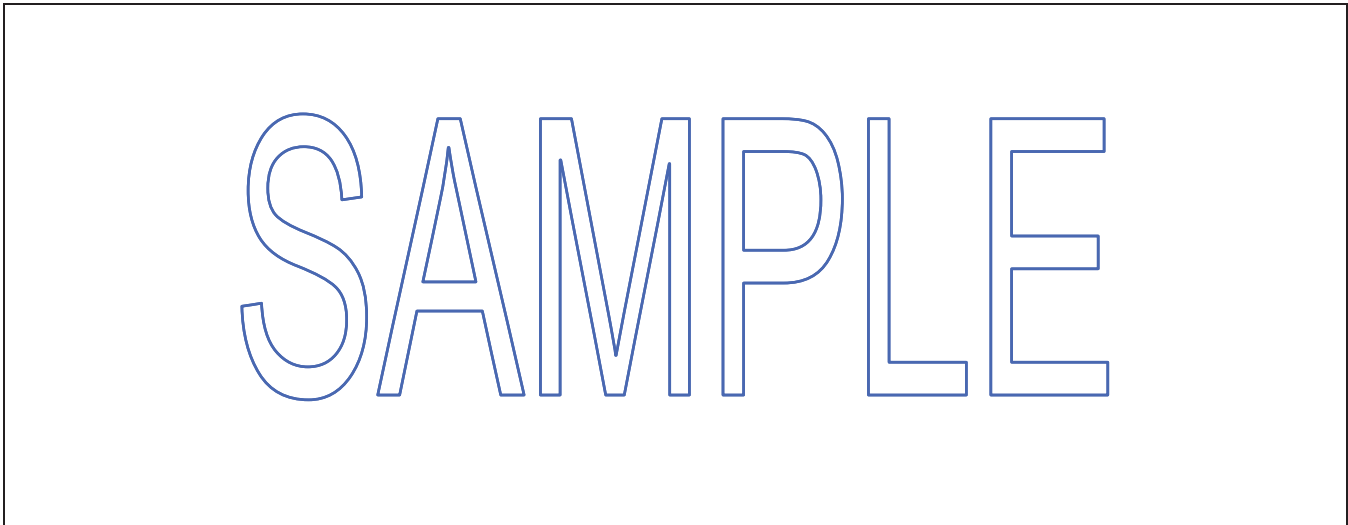


Date: _____
Case Number: _____
Case Name: _____

Your Household Share

This letter contains private information for you. You do not need to show this letter to any landlord or broker.

You may get rental assistance from CityFHEPS for the following reason(s):



Your potential **household share** is \$_____ per month. The “household share” is the portion of your rent you would pay to your landlord each month. You can look for an apartment with a rent up to \$_____ per month.

Utilities: The maximum rent includes all utilities. If certain utilities are not included, a utility allowance must be deducted using the chart provided. The deduction is based on the number of bedrooms on this shopping letter rather than the number of bedrooms in the apartment. See **page 3** for the current payment standards.

The amounts above are based on your current household size and total income. The amount you would pay may change if you have a change in your household or income before you receive final approval for CityFHEPS. We used the information listed on **page 2** to decide the monthly amount your household would pay to the landlord.

(Turn Page)

Important Reminders

- Side deals with Landlords are prohibited.
- The HRA security voucher is considered payment of security. Landlords and brokers should not ask you to pay any additional monies for security.

Tell us if your landlord or broker states they do not accept housing programs or security vouchers, or asks you for a side deal. Call the DSS Source of Income Discrimination Unit at **718-557-1399**.

Household Information

- | | |
|---|----------|
| 1. Number of Individuals in Household Receiving Cash Assistance (CA): | _____ |
| 2. Number of Individuals in Household Not Receiving CA: | _____ |
| 3. Total Income for Individuals Receiving CA: | \$ _____ |
| 4. Total Income for Individuals Not Receiving CA: | \$ _____ |
| 5. CA Shelter Allowance (amount HRA would pay to the Landlord): | \$ _____ |
| 6. CityFHEPS Rent Supplement (amount HRA would pay to the Landlord): | \$ _____ |
| 7. Household Share (amount you would pay to the landlord): | \$ _____ |

We used the below income from your household members to find out what your household share is:

Name of Household Member	Type of Income	Income
1.		
2.		
3.		
4.		
5.		
6.		
Total Income for all household members:		

If you have any questions about your potential household share, please speak to your case manager.

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
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11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
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17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship. Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.



Department of Social Services

Client Name: _____

Date: _____

Letter Number: _____

Expiration Date: _____

**Rental Assistance Supplement:
Potential Subsidy Transfer Letter for Tenants in Community**

_____ may be eligible to rent an apartment with _____ bedrooms for up to \$_____ per month with CityFHEPS. CityFHEPS may pay less if the rent is lower, there are fewer bedrooms, or if utility costs are not included in the rent amount. Please see the table on **page 3** and below for more information on how this amount may change based on the number of bedrooms and utilities.

The family must find a qualifying apartment and receive final approval to receive the rental assistance supplement.

UTILITIES: Maximum rents vary based on the number of bedrooms and whether all or some utilities are included. Make sure you know which utilities, if any, are included in the rent. The maximum rent listed above assumes that all utilities are included in the rent. If utilities are not included, the CityFHEPS amount will be lower. The table on **page 3** shows the different amounts based on the number of bedrooms and whether all or some utilities are included.

NOTE TO POTENTIAL TENANT: DSS will pay the standard based on the actual rental, not the amount on this shopping letter. For example, if your shopping letter says you can rent an apartment with 3 bedrooms for \$3,385, but you rent an apartment with 2 bedrooms, DSS will only pay up to the standard for a 2-bedroom apartment which is \$2,696. Also, if you have a shopping letter for a 1 bedroom and you find a 2 bedroom within the amount you were approved for, you may still rent the 2 bedroom. If you have questions about a particular unit you are viewing or any special circumstances you may encounter, ask your case manager to escalate the unit for review. **Never move into an apartment without getting a final approval from DSS letting you know that we will pay for it.**

NOTE TO POTENTIAL TENANT AND LANDLORD: Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged may not exceed other rents that are charged for comparable units in the neighborhood. The rent reasonableness test is only done after all paperwork is submitted to DSS. Additional information on rent reasonableness can be found on the DSS CityFHEPS website at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

ADDITIONAL CITYFHEPS INFORMATION

Landlords will receive the full first month's rent and the next three (3) months of the rental assistance supplement when the family is approved.

Landlords may also be eligible for a number of additional incentives. For more information on landlord incentives, visit www.nyc.gov/dsshousing.

Licensed brokers may receive a fee of up to 15% of the annual rent. **The enhanced broker's fee will be offered for as long as funding remains available. Visit www.nyc.gov/dsshousing to see if this enhanced fee is still available.**

Refusal to accept CityFHEPS may constitute source of income discrimination under the NYC Human Rights Law Sec. 8-107(5)(a)(1)-(2) and/or (c)(1)-(3).

See **below** for required documents and further information.

Landlords must give the family the following completed documents:
<ol style="list-style-type: none">1. Signed lease or written agreement to rent the apartment to the family for at least one year (utilities tenant is responsible for must match Landlord Utility Form)2. Completed Landlord Utility Information (DSS-8q) form3. Request for security voucher (W-147N)4. Landlord's W-9 (needed to receive all payments)5. Unit Hold Incentive Voucher (HRA-145) if requested6. Landlord Information Form7. Proof of ownership

Brokers who request a broker's fee must also give the family these completed documents:
<ol style="list-style-type: none">1. Broker's Request for Enhanced Fee Payment by Check (HRA-121) (broker name should be the name of the brokerage company not the name of the individual broker)2. Copy of the broker's current license

Please visit www.nyc.gov/dsshousing to download our forms mentioned in the tables above and for more information about CityFHEPS.

If you have any questions, please contact _____.
(Contact name and number)

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Maximum Rent Amounts

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
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19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship. Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.



Client Name: _____

Date: _____

Letter Number: _____

Expiration Date: _____

Potential Eligibility for a Rental Assistance Supplement

_____ may be eligible for CityFHEPS. CityFHEPS helps eligible households rent and keep their housing. The household must find a qualifying apartment, Single Room Occupancy (SRO) unit, or room and receive final approval to receive the rental assistance supplement.

The maximum allowable monthly rent for each housing unit type is listed below:

- Apartment ___bedrooms: \$_____.
- Studio (0 bedrooms): \$_____.
- Room: \$800 (only available for households of one (1) or two (2) adults).
- Single room occupancy unit: \$1,751 (only available for a single adult).

UTILITIES: Maximum rents for apartments and studios vary based on the number of bedrooms and whether all or some utilities are included. Make sure you know which utilities, if any, are included in the rent. The maximum rent listed above assumes that all utilities are included in the rent. If utilities are not included, the CityFHEPS amount will be lower. The table on **page 3** shows the different amounts based on the number of bedrooms and whether all or some utilities are included.

NOTE TO POTENTIAL TENANT: DSS will pay the standard for apartments and studios based on the actual rental, not the amount on this shopping letter. For example, if your shopping letter says you can rent an apartment with 3 bedrooms for \$3,385, but you rent an apartment with 2 bedrooms, DSS will only pay up to the standard for a 2 bedroom apartment which is \$2,696. Also, if you have a shopping letter for a 1 bedroom and you find a 2-bedroom within the amount you were approved for, you may still rent the 2 bedroom. If you have questions about a particular unit you are viewing or any special circumstances you may encounter, ask your case manager to escalate the unit for review. **Never move into an apartment without getting a final approval from DSS letting you know that we will pay for it.**

NOTE TO POTENTIAL TENANT AND LANDLORD: Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged may not exceed other rents that are charged for comparable units in the neighborhood. The rent reasonableness test is only done after all paperwork is submitted to DSS. Additional information on rent reasonableness can be found on the DSS CityFHEPS website at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

ADDITIONAL CITYFHEPS INFORMATION

Landlords will receive the full first month's rent and the next three (3) months of the rental assistance supplement when the household is approved.

Landlords may also be eligible for a number of additional incentives. For more information on landlord incentives, visit www.nyc.gov/dsshousing.

Licensed brokers may receive a fee of up to 15% of the annual rent. The enhanced broker's fee will be offered for as long as funding remains available. Visit www.nyc.gov/dsshousing to see if this enhanced fee is still available.

Refusal to accept CityFHEPS may constitute source of income discrimination under the NYC Human Rights Law Sec.8-107(5)(a)(1)-(2) and/or (c)(1)-(3).

See **below** for required documents.

Landlords must give the household the following completed documents:
<ol style="list-style-type: none">1. Signed lease or written agreement to rent the apartment, room, or SRO to the household for at least one year (utilities tenant is responsible for must match Landlord Utility Form)2. Completed Landlord Utility Information (DSS-8q) form3. Request for security voucher (W-147N)4. Landlord's W-9 (needed to receive all payments)5. Unit Hold Incentive Voucher (HRA-145) if requested6. Room Allocation form (if applicable)7. Landlord Information Form (DSS-8f for apartments, DSS-8g for rooms and SROs)8. Proof of ownership

Brokers who request a broker's fee must also give the household these completed documents:
<ol style="list-style-type: none">1. Broker's Request for Enhanced Fee Payment by Check (HRA-121) (broker name should be the name of the brokerage company not the name of the individual broker)2. Copy of the broker's current license

Please visit www.nyc.gov/dsshousing to download our forms mentioned in the tables above and for more information about CityFHEPS.

If you have any questions, please contact _____.
(contact name and number)

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Maximum Rent Amounts

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
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3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
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19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

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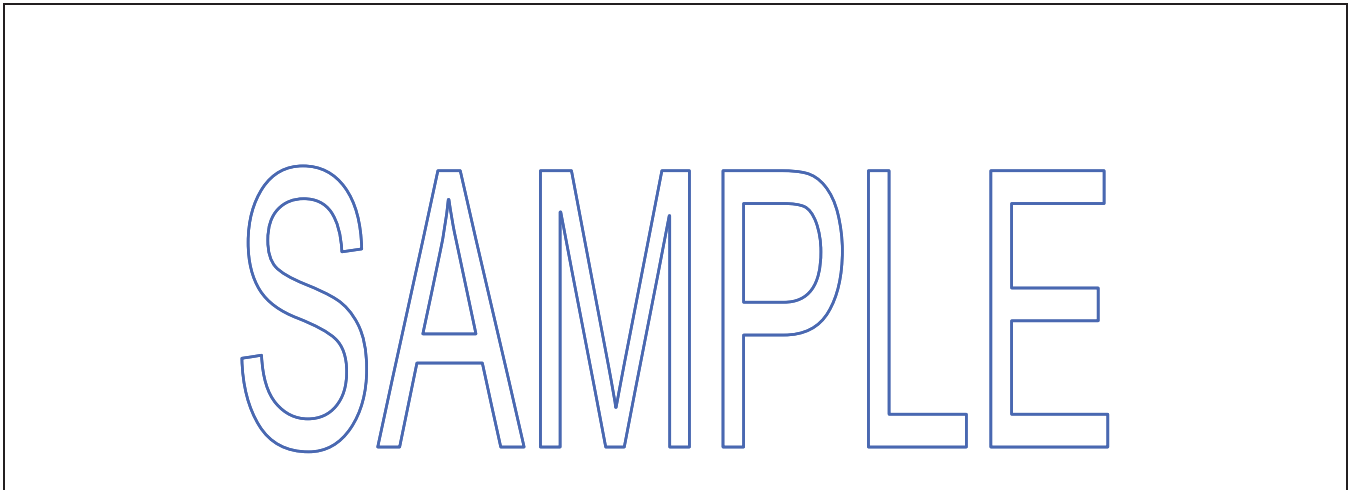


Date: _____
Case Number: _____
Case Name: _____

Your Household Share Information

This letter contains private information for you. You do not need to show this letter to any landlord or broker.

You may get rental assistance from CityFHEPS for the following reason(s):



Your potential **household share** is \$_____ per month if you rent an apartment.

If you are a single adult renting a Single Room Occupancy (SRO) unit, your potential **household share** is \$50 per month.

If you are a household of one (1) or two (2) adults renting a room, your potential **household share** is \$_____.

Utilities: The maximum rent includes all utilities. If certain utilities are not included, a utility allowance must be deducted using the chart provided. The deduction is based on the number of bedrooms on this shopping letter rather than the number of bedrooms in the apartment. See **page 3** for the current payment standards.

The “household share” is the portion of your rent you would pay to your landlord each month.

You can look for:

- An **apartment** with a rent up to \$_____ per month; or
- An **SRO** with a rent up to \$1,751 per month, if you are a single adult; or
- A **room in an apartment or house** with a rent up to \$800 per month, if you are a household of one (1) or two (2) adults.

The amounts above are based on your current household size and total income. The amount you would pay may change if you have a change in your household or income before you receive final approval for CityFHEPS. We used the information listed below to decide the monthly amount your household would pay to the landlord.

Household Information

- 1. Number of Individuals in Household Receiving Cash Assistance (CA): _____
- 2. Number of Individuals in Household Not Receiving CA: _____
- 3. Total Income for Individuals Receiving CA: \$ _____
- 4. Total Income for Individuals Not Receiving CA: \$ _____
- 5. CA Shelter Allowance (amount **HRA** would pay to the Landlord): \$ _____
- 6. CityFHEPS Rent Supplement (amount **HRA** would pay to the Landlord): \$ _____
- 7. Household Share for Room/SRO (amount **you** would pay to the landlord): **\$50** _____
- 8. Household Share for Apartment (amount **you** would pay to the landlord): \$ _____

Note: Household share is different if you rent an apartment or if you rent a room/SRO.

We used the below income from your household members to find out what your household share is:

Name of Household Member	Type of Income	Income
1.		
2.		
3.		
4.		
5.		
6.		
Total Income for all household members:		

If you have any questions about your potential household share, please speak to your case manager.

Important Reminders

- Side deals with Landlords are prohibited.
- The HRA security voucher is considered payment of security. Landlords and brokers should not ask you to pay any additional monies for security.

Tell us if your landlord or broker states they do not accept housing programs or security vouchers, or asks you for a side deal. Call the DSS Source of Income Discrimination Unit at **718-557-1399**.

(Turn Page)

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
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Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.



**Department of
Social Services**

DSS-7i (E) 12/19/2022 (page 1 of 5) LLF

Date: _____

Client Name: _____

CA Case Number: _____

CityFHEPS Denial Notice

Your application for CityFHEPS dated _____, or your request for a shopping letter, has been denied for the following reason(s):

Reason(s) for Denial for households in Shelter:

- You do not meet any of the following criteria:
1. Your household is an adult-only household with earned income.
 2. Your household has earned income and works at least 14 hours per week.
 3. Your household includes someone who is 60 years of age or older.
 4. Your household includes someone who is receiving federal disability benefits.
 5. WeCARE has determined that there is an adult in your household who may be eligible for federal disability benefits.
 6. Your household includes an adult who is exempt from Cash Assistance work requirements because this adult is needed at home to care for a household member with a verified mental or physical condition, or disability.
 7. Your household includes someone who has served in the United States Armed Forces.
 8. Your household is staying in a shelter that will close.
 9. Your household was referred by a CityFHEPS qualifying program.
 10. You are receiving services from a DHS contracted street outreach provider or living in permanent housing and receiving aftercare services after being placed out of a Safe Haven, shelter, directly from the street, or after being placed by a drop-in center.

(Turn Page)

Reason(s) for Denial for households in Shelter (continued):

- You have not found an apartment that qualifies for a CityFHEPS rental assistance supplement.
- The housing unit you found does not meet CityFHEPS standards.
- You do not have a qualifying shelter stay.
- You are not eligible for shelter.
- Your household includes the person who made you eligible for HRA Shelter.
- Your household's income is more than 200% of the Federal Poverty Level.
- All members of your household eligible for CA are not receiving CA.
- Your household is not sanction-free.
- Your household is eligible for FHEPS.
- Your household has a federal housing voucher or coupon.
- Other

SAMPLE

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

**YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE ENCLOSED CONFERENCE AND ADMINISTRATIVE APPEAL
RIGHTS INFORMATION SECTION OF THIS NOTICE FOR HOW TO APPEAL THIS DECISION.**

(Turn Page)

Right to a Review of Our Determinations

DO YOU THINK WE ARE WRONG? (IF SO, CONTACT HRA IMMEDIATELY)

If you think our decision is wrong, you should talk with your case manager. If we made a mistake, we will correct it. If you are not satisfied with the explanation your case manager gives you, you can request a review conference with HRA and/or an administrative appeal hearing to obtain a review of the decision. Often, the quickest way to have the decision reviewed is by requesting a conference with HRA. **An agency review conference must be requested within 60 days of the issuance of this determination.**

HOW TO REQUEST A REVIEW CONFERENCE

It is very easy to request a review conference. Just call 929-221-0043 and say that you are requesting a review conference about your eligibility for the CityFHEPS program. One will be scheduled as soon as possible.

WHAT TO EXPECT AT A REVIEW CONFERENCE

At a review conference, we will discuss our decision with you. Sometimes this is the fastest way to solve any problem you may have. If you have documents that show there was an error, you can explain the error to us and we will direct you regarding the fastest way to change or update your information.

If you are not satisfied with the results of the review conference, you are still entitled to an administrative appeal. **Your time to request an appeal will be extended until 60 days after the date of your review conference.**

ADMINISTRATIVE APPEAL PROCESS

Deadline for requesting an appeal: You have 60 days from the date of this notice or the date of your conference to request an Administrative Appeal.

How to Ask for an Administrative Appeal Hearing:

You can ask for an administrative appeal by **mail**, by **fax**, or by **email**. If you cannot reach HRA by fax or email, please write to NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003 to ask for an administrative appeal before the deadline. All requests for administrative appeals must be in writing.

(1) MAIL: Send a copy of **ALL PAGES OF THIS NOTICE**, completed, to:
NYC/DSS Administrative Hearings
109 East 16th Street, 3rd Floor
New York, NY 10003
(Please keep a copy for yourself.)

(2) FAX: Fax a copy of **ALL PAGES OF THIS NOTICE** to: **917-639-0313**.

(3) E-MAIL: Scan and E-mail **ALL PAGES OF THIS NOTICE** to: **RACC@hra.nyc.gov**

(Turn Page)

I want an administrative appeal. I do not agree with the City's decision.
(You may explain why you disagree below, but you do not have to include a written explanation.)

Keeping your Benefits the Same:

We will not end your CityFHEPS if you ask for an Administrative Appeal hearing about the decision in this notice within 10 days of the date of this notice. If you ask for a conference only and not an Administrative Appeal hearing, we WILL end your CityFHEPS.

If you do not want your rental assistance amount to continue until the decision is issued, you must tell HRA when you request the Administrative Appeal hearing.

Print Name: _____ Case Number: _____
 Name _____ M.I. _____ Last Name _____
 Address: _____ Telephone: _____
 City: _____ State: _____ Zip Code: _____

Signature: _____ Date: _____

What to Expect at an Administrative Appeal Hearing

HRA will send you a notice that tells you when and where the appeal hearing will be held.

At the hearing, you will have a chance to explain why you think the decision is wrong. You can bring a lawyer, a relative, a friend or someone else to help you do this. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give this person a letter to show the hearing officer that you want this person to represent you at the hearing.

(Turn Page)

To help you explain at the hearing why you think we are wrong, you should bring any witnesses who can help you. You should also bring any papers you have, such as: pay stubs, leases, receipts, bills, doctor's statements. At the hearing, you and your lawyer or other representative can ask questions of witnesses which we bring or which you bring to help your case.

If you have a disability and cannot travel, you may appear through a representative, either a friend, relative or lawyer. If your representative is not a lawyer, or an employee of a lawyer, your representative must bring the hearing officer a written letter, signed.

If you have a disability and need a reasonable accommodation, such as sign language interpretation, assistance for a visual impairment or some other accommodation, to participate in a conference or hearing, please make this request on this form.

Legal Assistance

If you think you need a lawyer to help you with this problem, you may be able to get a lawyer at no cost to you by contacting your local Legal Aid Society or other legal advocacy group. For contact information for Legal Aid or other advocacy groups or the names of other lawyers, check your Yellow Pages under "Lawyers" or check the internet equivalent.

Access to Your File and Copies of Documents

To help you get ready for the hearing, you have a right to look at your case file. If you call, write or fax HRA, we will send you free copies of the documents from your files which we will give to the hearing officer at the hearing. Also, if you call, write or fax us, we will send you free copies of other specific documents which you think you may need to prepare for your appeal hearing. To ask for documents or to find out how to look at your file, call HRA at **929-221-0043** or write HRA at **NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003**.

If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

Information

If you want more information about your case, how to ask for an administrative appeal, how to see your file, or how to get additional copies of documents, call HRA at **929-221-0043** or write to **NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003**.

Further Appeal Rights

If you think the hearing officer's decision is wrong, you will have the right to appeal the hearing officer's decision to a higher-level manager within HRA. Information on how to take a further appeal will be included in the hearing officer's decision.

CityFHEPS Frequently Asked Questions

(For Residents of Department of Homeless Services or Human Resources Administration Shelters or Those Experiencing Street Homelessness)

This document provides general information about the CityFHEPS program. This information is for households who are currently in shelter or experiencing street homelessness and are applying for CityFHEPS for the first time. It is not meant to provide full details about the operation of the CityFHEPS program.

What is CityFHEPS?

CityFHEPS is a rental assistance program to help individuals and families find and keep housing. It is administered by the Department of Social Services (DSS), which includes both the Department of Homeless Services (DHS) and the Human Resources Administration (HRA).

Can I get CityFHEPS if I am in an HRA or DHS Shelter?

Not every individual or family who is currently in shelter will qualify for the program.

In order to get CityFHEPS, your household must meet the following requirements:

- a. Must have a gross income at or below 200% of the federal poverty level*,
- b. Be on Cash Assistance, if eligible;
- c. Not qualify for any other rental assistance program, including FHEPS;
- ★ If you are a Single Adult making minimum wage and work at least 35 hours per week, your gross income can be more than 200% of the federal poverty level.

AND

Your household must belong to **Group A** or **Group B** below.

Group A

Your household will belong to **Group A** if:

1. It meets **one** of the following requirements:
 - a. Be a family living in DHS shelter for the last 90 days with a gap no larger than 10 days; **OR**
 - b. Be a single Adult living in DHS shelter for 90 of the last 365 days;
 - c. Reside in an HRA shelter;
 - d. Reside in a DHS shelter and be eligible for HRA shelter;

AND

2. It **also** meets **one** of the following additional requirements:
 - a. The household includes someone under 18 and the combined household has been working (subsidized or unsubsidized) 14 hours per week for the last 30 days;

(Turn page)

2. It **also** meets **one** of the following additional requirements (*continued*):
- b. The household is an adult only household working (subsidized or unsubsidized) any number of hours per week for the last 30 days;
 - c. Someone in the household has a disability (receives federal disability benefits or is in receipt of ongoing Cash Assistance and is on the WeCARE SSI track);
 - d. Someone in the household is 60 years of age or older;
 - e. Someone 18 or over is exempt from Cash Assistance work requirements because they are needed at home to care for a disabled family member;

Group B

Your household will belong to **Group B** if it resides in DHS or HRA shelter and meets one of the following requirements:

- a. The household includes someone who served in the U.S. Armed Forces;
- b. The household is living in a DHS shelter that is about to close;
- c. The household was referred by a CityFHEPS qualifying program, and DSS determined that CityFHEPS was needed to shorten shelter stay. (If you are in DHS shelter and this applies to you, your case manager will see a note in your case record.)

If you have any questions about CityFHEPS and your eligibility, you should talk to your housing specialist or case manager.

Can I get help paying the application fees for my apartment if I am living in a DHS shelter?

If you are living in a DHS shelter, we will pay the application fees for your apartment. Speak to your case manager if you need this help.

Can I get CityFHEPS if I am experiencing street homelessness?

If you are experiencing street homelessness, staying in a drop-in center, or living in a transitional housing setting, you need to be receiving services from a DHS contracted provider in order to be eligible for CityFHEPS. You can also be eligible for CityFHEPS if you're residing in permanent housing after being placed out of a drop-in center, transitional housing setting, or directly from the street.

You must still meet the following basic CityFHEPS eligibility criteria:

- 1. Must have a gross income at or below 200% of the federal poverty level*,
 - 2. Be on Cash Assistance, if eligible;
 - 3. Not qualify for any other rental assistance program;
- ★ If you are a Single Adult making minimum wage and work at least 35 hours per week, your gross income can be more than 200% of the federal poverty level.

If you have any questions about CityFHEPS and your eligibility, you should talk to your housing specialist or case manager.

How will I know I am eligible for CityFHEPS?

You will know that you might be eligible for CityFHEPS when you receive the “Shopping Letter” and “Household Share Letter.” These letters are issued by DSS and will be provided to you by your housing specialist or case manager. Once you have these letters, you can start to look for housing.

Once you find housing, you must tell your housing specialist or case manager. They will help you submit the required documents so that DSS can determine if you are eligible for CityFHEPS and if your housing qualifies for the program.

Do I have to be on Cash Assistance to get CityFHEPS?

If your household is eligible for Cash Assistance, you have to be receiving those benefits. Additionally, you cannot have a “sanction” on your case. A sanction is when you, or someone in your household, do not comply with HRA rules and your household gets less benefits. If you or someone else in your household has a sanction, you must go to your DSS/HRA Job Center to clear it before you can get CityFHEPS.

How long can I keep getting CityFHEPS?

The CityFHEPS program generally provides for up to four annual renewals, with additional extensions available for “good cause.”

This five-year maximum does not apply to households that include someone who is 60 years old or older, or that include an adult who receives federal disability benefits. Renewals are subject to households continuing to meet eligibility requirements and the continued availability of funding.

What do I do with the Shopping and Household Share Letters?

Once you have been identified as possibly eligible to receive CityFHEPS by DSS, your case manager or housing specialist will give you two documents: a Shopping Letter and a Household Share Letter.

Receiving these letters does not mean that you are definitely eligible for CityFHEPS. It only means that you are potentially eligible for CityFHEPS. Your eligibility for the program will only be determined once you have found a qualifying apartment, single room occupancy (SRO) unit, or room and your case manager or housing specialist submits a package of required documents to DSS.

Once you’ve received the Shopping and Household Share Letters, review and discuss them with your case manager or housing specialist. If the personal and income information on these letters is accurate, your case manager or housing specialist will begin to help you look for permanent housing.

What do I do with the Shopping and Household Share Letters (*continued*)?

It is your responsibility to look for and find housing. When looking, you should consider carefully what is most important to you. For example, you may need to be near family, school, doctors, etc.

How do these letters help me find housing?

As you look for housing and speak with landlords, the Shopping Letter will serve as a guide for you, your potential landlord, and any broker you might work with.

The Shopping Letter will tell you, the landlord, and/or a broker:

- The highest amount of rent CityFHEPS will allow for your household size and housing type options (i.e. apartment, room, SRO);
- Some of the financial incentives that DSS may offer to the landlord or broker; *and*
- The types of documentation that are needed from the landlord or broker to continue the CityFHEPS eligibility assessment.

The Household Share Letter is **for your use only**. It is **not** meant to be shared with potential landlords or brokers.

The Household Share Letter tells you:

- Your potential CityFHEPS rental assistance supplement amount,
- How much of the rent you might have to pay (your “household share”); *and*
- The reasons we have found you potentially eligible to receive CityFHEPS.

This letter also details the household income information that DSS has on file for you and/or your household. It is important that you review this information to make sure it is right. If you are approved for CityFHEPS you will receive a letter from DSS with your final household share. If your information changed from when you received your Household Share Letter, the amount your Approval Letter says you will have to pay may be different. Your Approval Letter has the correct amount you have to pay.

What kind of housing can I rent using CityFHEPS? Where can I use my CityFHEPS?

You can use CityFHEPS to rent an entire apartment, a single room in an apartment, or an SRO unit. Any housing must be in the five (5) boroughs of New York City.

SRO units are only available for households with one adult. The maximum rent that CityFHEPS will allow is \$1,751 per month.

A single room is available to a household of no more than two adults. The maximum rent that CityFHEPS will allow is \$800 per month.

(Turn page)

What kind of housing can I rent using CityFHEPS? Where can I use my CityFHEPS (continued)?

The payment standards are the maximum amount of subsidy that HRA will pay to the owner or landlord on behalf of the CityFHEPS tenant. HRA’s payment standards are based on the Section 8 standard adopted by the New York City Housing Authority (NYCHA).

These payment standards vary based on the number of bedrooms and whether all or some utilities are included. Make sure you know which utilities, if any, are included in the rent. The table below shows the maximums HRA will pay based on the number of bedrooms and the types of utilities that are included in the rent, if any.

The payment standard also refers to the maximum number of bedrooms that HRA will subsidize. Payment standards are based solely on the number of people residing in the assisted household. HRA will pay for one bedroom/sleeping area for every two people. For example, if there are 3 people, HRA will pay for a 2 bedroom as that will allow for 2 people in one sleeping area and 1 in another.

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

(Turn page)

What if I find an apartment with fewer bedrooms than what is on my shopping letter?

HRA will pay the standard based on the actual rental, not the shopping letter. For example, if your shopping letter says you can rent an apartment with 3 bedrooms, but you rent an apartment with 2 bedrooms, we would pay up to the standard for a 2 bedroom apartment. If you have questions about a particular unit you are viewing or any special circumstances you may encounter, ask your case manager to escalate the unit for review.

What if I find an apartment with more bedrooms than what is on my shopping letter?

HRA will pay the standard based on the maximum unit size for your household. For example, if your shopping letter says you can rent an apartment with 2 bedrooms, you may rent an apartment with 3 bedrooms as long as it meets the payment standard for a 2 bedroom apartment (\$2,696).

What if I find an apartment where the rent amount is the same as with all the utilities, but the utilities are not included? Can I make a deal with the landlord to lower the rent and I pay the difference?

HRA will not pay the amount for an apartment with utilities if they are not being provided by the landlord. Landlords must fill out a form telling HRA which utilities, if any, are being provided. And no, side deals with a landlord are not allowed.

Does DSS have any other requirements for the apartment/unit?

Yes. Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged cannot be more than other similar units in the neighborhood. The rent reasonableness test will be done after all paperwork is submitted to DSS.

How is the amount I have to pay in rent determined?

The amount you have to pay in rent is determined by a number of factors. These include your household size and the income of each household member.

How will I know what CityFHEPS is going to pay my landlord and how much I will have to pay?

If you are approved for CityFHEPS, we will send you an approval notice detailing how much we will pay your landlord and how much you must pay.

How do the monthly payments work?

DSS will issue a check to your landlord each month for the CityFHEPS portion of your rent.

What if my lease says all rent has to be paid by a certain date or there will be late fees?

As long as the payment is made in the month that the rent is due, it is not considered late. A landlord may still try to charge late fees however you cannot be evicted just for late fees.

Can the landlord take me to court over late fees?

The landlord cannot take you to housing court successfully just for late fees. The landlord also cannot take you to small claims court for late fees charged for the CityFHEPS portion of the rent. However, they can take you to small claims court if your portion is late and late fees have been charged. If you are having trouble paying your household share contact Homebase to see what help may be available. Call **311** to find the Homebase location closes to you.

Do I have the right to stay in the same housing unit for as long as I receive CityFHEPS?

In general, if you are in a rent-regulated unit, you can stay in your unit. Otherwise, your right to stay in your unit is based on the terms of your lease.

What if my income changes and I can't pay my contribution?

You can submit a modification request to HRA with your new income documentation attached. You can find the Request for a Modification to your CityFHEPS Rental Assistance Supplement Amount available online at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

When can my rent increase?

If you are in a rent-regulated apartment, your rent can only increase by the amount allowed by law. If you are not in a rent-regulated unit, your landlord may increase your rent on lease renewal. You can submit a signed lease with the rent increase amount with your renewal or you can use the Request for a Modification to your CityFHEPS Rental Assistance Supplement Amount available online at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

What if my landlord says I have to pay extra money?

Your landlord cannot ask you to pay more than what we have determined is your household share unless your shelter allowance goes down. If this happens, you will have to make up that difference. Your landlord cannot ask you to pay a security deposit because DSS is giving them a voucher for security. If your landlord asks you to pay more money, please tell your case manager or housing specialist.

What if a landlord says they won't take CityFHEPS?

Landlords/brokers cannot refuse to rent to you because you are receiving CityFHEPS. This is called "Source of Income" discrimination and it is unlawful in New York City. Please call the DSS Source of Income Discrimination Unit at 718-557-1399 if a landlord is refusing to rent to you because you receive CityFHEPS.

Who should I call if I need help or have a question about CityFHEPS?

You should speak with your case manager or housing specialist first about any questions you may have.

What happens if I have trouble paying my rent or have any other housing issues after I leave the shelter?

After you leave the shelter, you can contact Homebase for aftercare services. Contact them immediately if you have trouble paying your rent, including any rent increase on lease renewal. Call **311** to find the Homebase location closest to you or call your non-residential provider.

SAMPLE

You Should Know

- A landlord or broker may not refuse to accept CityFHEPS. Refusal to accept CityFHEPS may constitute source of income discrimination under the NYC Human Rights Law.
- Side deals are prohibited. A side deal is when a landlord or broker asks you for additional up front or ongoing payments.
- If a landlord or broker refuses CityFHEPS or asks you for a side deal, call the DSS Source of Income Discrimination Unit at 718-557-1399.
- The HRA security voucher is considered payment of security. A landlord or broker should not ask you to pay any additional monies for security.
- Brokers should not ask you to pay any additional broker fees because DSS is paying your broker's fee.
- Your landlord cannot force you to move to a different unit.
- Call the HRA Fraud Hotline at 718-557-1399 immediately if the unit you viewed at your walkthrough is not the same unit you are offered at the time you move in.

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship. Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.

CityFHEPS Frequently Asked Questions For Clients in the Community

This document gives general information about the CityFHEPS rental assistance program. This information is for those New Yorkers who currently have housing but might be at risk of losing it. This document is not meant to provide full details about the operation of the CityFHEPS program.

What is CityFHEPS?

CityFHEPS is a rental assistance program to help individuals and families find and keep housing. It is administered by the Department of Social Services (DSS), which includes both the Department of Homeless Services (DHS) and the Human Resources Administration (HRA).

Only DSS can determine your eligibility for the program. Your eligibility is based on a number of factors. The information below provides basic guidance on how eligibility is determined.

Can I get CityFHEPS?

To be eligible for CityFHEPS, households must have a gross income at or below 200% of the federal poverty level and meet **one** of the following four (4) criteria:

1. The household includes someone who served in the U.S. Armed Forces and is at risk of homelessness; **OR**
2. The household gets Pathway Home benefits and would be eligible for CityFHEPS if they were in DHS or HRA shelter; **OR**
3. The household was referred by a CityFHEPS qualifying program, and DSS determined that CityFHEPS was needed to avoid shelter entry; **OR**
4. The household is facing eviction in court (or was evicted in the past year)
AND:
 - Includes someone who has previously lived in a DHS shelter; **OR**
 - Includes someone who has an active Adult Protective Services (APS) case or is in a designated community guardianship program; **OR**
 - Lives in a rent-controlled apartment and will use CityFHEPS to stay in that apartment.

How do I apply for CityFHEPS?

To apply for CityFHEPS, you must contact one of the DSS nonprofit service providers called Homebase. There are more than 20 offices across the five boroughs of New York City. Visit <https://www1.nyc.gov/site/hra/help/homebase.page> to learn more about Homebase and find the location nearest to you.

Once you are at a Homebase office, a caseworker will collect the information needed by DSS to assess your potential eligibility for CityFHEPS.

The caseworker may refer you to apply for other public benefits, including federal and state rental assistance programs.

If your household is found eligible for, and offered, other benefits, you **must** accept them. This is required by the CityFHEPS program.

How will I know I am eligible for CityFHEPS?

You will know that you might be eligible for CityFHEPS when you get the DSS letters from your caseworker. There are two letters you can get from your caseworker.

These are the “Shopping Letter” and “Household Share Letter.” Households seeking to stay in their current housing or to move into new housing will both get a Household Share Letter, but only those seeking new housing will get a Shopping Letter.

Your eligibility to receive CityFHEPS will be based on a number of factors, including, but not limited to, whether or not your identified housing unit meets the CityFHEPS requirements and whether or not you meet the CityFHEPS eligibility criteria.

What do I do with the letter(s) I get from my caseworker?

The Household Share Letter is **for your use only**. It is not meant to be shared with potential landlords or brokers.

The Household Share Letter tells you:

- Your potential CityFHEPS rental assistance supplement amount;
- An estimate of how much of the rent you will have to pay (your “household share”); and
- The reasons you may be eligible to receive CityFHEPS.

What do I do with the letter(s) I get from my caseworker (*continued*)?

It is important that you review the information on your Household Share letter to make sure it is right. If you are approved for CityFHEPS you will receive a letter from DSS with your final household share. If your information changed from when you received your Household Share Letter, the amount your Approval Letter says you will have to pay may be different. Your Approval Letter has the correct amount you have to pay.

What if I want to remain in my current housing?

Your caseworker will help you file an application for CityFHEPS with DSS, which will include your eligibility, documentation of eviction, and arrears documentation.

Your eligibility to receive CityFHEPS in your current housing unit will be based on a number of factors, including, but not limited to, whether or not your identified housing unit meets the CityFHEPS requirements, the amount of the rent arrears, and whether or not you meet the general CityFHEPS eligibility criteria.

What if I want to move to new housing?

You will get the Household Share Letter and a Shopping Letter. Your Shopping Letter is **valid for 120 days**. The expiration date is listed on the Shopping Letter. Once you have this letter, you can start to look for housing.

You may share the Shopping Letter with any potential landlord or broker. The Shopping Letter will tell you, the landlord, and/or a broker:

- The highest amount of rent CityFHEPS will allow for your household size and housing type (i.e. apartment, room, SRO);
- The documentation needed from the landlord or broker to continue the CityFHEPS eligibility assessment, and
- It will also direct landlords and brokers to our website, www.nyc.gov/dsshousing, where more information about financial incentives they may be eligible to receive can be obtained.

Once you have the Shopping Letter and Household Share Letters, you can start to look for an apartment, single room occupancy (SRO) unit, or room. You must find a potential housing option and then contact your caseworker to complete your application.

Once you have found an appropriate housing option for your household size and contacted your caseworker, they will then submit your application and documents on your behalf to DSS so that we can determine if you are eligible for CityFHEPS.

Do I have to be on Cash Assistance to get CityFHEPS?

If your household is eligible for Cash Assistance, you must be receiving those benefits. Additionally, you cannot have a “sanction” on your cash assistance case. A sanction is placed on a case when you, or someone in your household, do not comply with DSS/HRA rules and your household gets less benefits. If you or someone else in your household has a sanction, you must contact your DSS/HRA Benefits Access Center to clear it before you can get CityFHEPS.

How long can I keep getting CityFHEPS?

The CityFHEPS program generally provides for up to four annual renewals, with additional extensions available for “good cause” (five years total).

This five-year maximum does not apply to households that include someone who is 60 years old or older, or that include an adult who receives federal disability benefits. Renewals are subject to households continuing to meet eligibility requirements and the continued availability of funding.

What kind of housing can I rent using CityFHEPS? Where can I use my CityFHEPS?

You can use CityFHEPS to rent an entire apartment, a single room in an apartment, or a single room occupancy (SRO) unit. Any housing must be in the five (5) boroughs of New York City. SRO units are only available for households with one adult. The maximum rent that CityFHEPS will allow is \$1,751 per month.

A single room in an apartment is available to a household of no more than two adults. The maximum rent that CityFHEPS will allow is \$800 per month.

The payment standards are the maximum amount of subsidy that HRA will pay to the owner or landlord on behalf of the CityFHEPS tenant. HRA’s payment standards are based on the Section 8 standard adopted by the New York City Housing Authority (NYCHA).

These payment standards vary based on the number of bedrooms and whether all or some utilities are included. Make sure you know which utilities, if any, are included in the rent. The table below shows the maximums HRA will pay based on the number of bedrooms and the types of utilities that are included in the rent, if any.

The payment standard also refers to the maximum number of bedrooms that HRA will subsidize. Payment standards are based solely on the number of people residing in the assisted household. HRA will pay for one bedroom/sleeping area for every two people. For example, if there are 3 people, HRA will pay for up to a 2 bedroom as that will allow for 2 people in one sleeping area and 1 in another.

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

What if I find an apartment with fewer bedrooms than what is on my shopping letter?

HRA will pay the standard based on the actual rental, not the shopping letter. For example, if your shopping letter says you can rent an apartment with 3 bedrooms, but you rent an apartment with 2 bedrooms, we would pay up to the standard for a 2 bedroom apartment. If you have questions about a particular unit you are viewing or any special circumstances you may encounter, ask your case manager to escalate the unit for review.

What if I find an apartment with more bedrooms than what is on my shopping letter?

HRA will pay the standard based on the unit size for your household. For example, if your shopping letter says you can rent an apartment with 2 bedrooms, you may rent an apartment with 3 bedrooms as long as it meets the payment standard for a 2 bedroom apartment (\$2,696).

What if I find an apartment where the rent amount is the same as with all the utilities, but the utilities are not included? Can I make a deal with the landlord to lower the rent and I pay the difference?

HRA will not pay the amount for an apartment with utilities if they are not being provided by the landlord. Landlords must fill out a form telling HRA which utilities, if any, are being provided. And no, side deals with a landlord are not allowed.

Does DSS have any other requirements for the apartment/unit?

Yes. Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged cannot be more than other similar units in the neighborhood. The rent reasonableness test will be done after all paperwork is submitted to DSS.

How is the amount I have to pay in rent determined?

The amount you have to pay in rent is determined by a number of factors. These include your household size and the income of each household member.

What if a landlord says they won't take CityFHEPS?

Landlords/brokers cannot refuse to rent to you because you are receiving CityFHEPS. This is called "Source of Income" discrimination and it is unlawful in New York City. Please call the DSS Source of Income Discrimination Unit at 718-557-1399 if a landlord is refusing to rent to you because you receive CityFHEPS.

How will I know what CityFHEPS is going to pay my landlord and how much I will have to pay?

If you are approved for CityFHEPS, we will send you a notice that tells you how much we will pay your landlord and how much you must pay your landlord.

What if my landlord says I have to pay extra money?

Your landlord cannot ask you to pay more than the difference between the rent and what HRA is paying.

Please keep in mind if your shelter allowance goes down or if your rent goes above the maximum after the first year you will have to make up the difference.

Your landlord cannot ask you to pay a security deposit because DSS is giving them a voucher for security. If your landlord asks you to pay more money, please tell your caseworker immediately.

How do the monthly payments work?

DSS will issue a check to your landlord each month for the CityFHEPS portion of your rent.

What if my lease says all rent has to be paid by a certain date or there will be late fees?

As long as the payment is made in the month that the rent is due, it is not considered late. A landlord may still try to charge late fees however you cannot be evicted just for late fees.

Can the landlord take me to court over late fees?

The landlord cannot take you to housing court successfully just for late fees. The landlord also cannot take you to small claims court for late fees charged for the CityFHEPS portion of the rent. However, they can take you to small claims court if your portion is late and late fees have been charged. If you are having trouble paying your household share contact Homebase to see what help may be available. Call **311** to find the Homebase location closes to you.

Who should I call if I need help or have a question about CityFHEPS?

You should speak with your caseworker first about any questions you may have.

Do I have the right to stay in the same housing unit for as long as I receive CityFHEPS?

In general, if you are in a rent-regulated unit, you can stay in your unit. Otherwise, your right to stay in your unit is based on the terms of your lease.

What if my income changes and I can't pay my contribution?

You can submit a modification request to HRA with your new income documentation attached. You can find the Request for a Modification to your CityFHEPS Rental Assistance Supplement Amount available online at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

When can my rent increase?

CityFHEPS does not protect you against rent increases after the end of your lease. If you are in a rent-regulated apartment, your rent can only increase in accordance with applicable regulations. This includes allowable mid-year increases. You can submit a signed lease with the rent increase amount with your renewal or you can use the Request for a Modification to your CityFHEPS Rental Assistance Supplement Amount available online at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page> .

What happens if I have trouble paying my rent or any other housing issues?

You can contact Homebase for aftercare services. Contact them immediately if you have trouble paying your rent, including any rent increase on lease renewal. Call **311** to find the Homebase location closest to you.

You Should Know

- A landlord or broker may not refuse to accept CityFHEPS. Refusal to accept CityFHEPS may constitute source of income discrimination under the NYC Human Rights Law.
- Side deals are prohibited. A side deal is when a landlord or broker asks you for additional up front or ongoing payments.
- If a landlord or broker refuses CityFHEPS or asks you for a side deal, call the DSS Source of Income Discrimination Unit at 718-557-1399.
- The HRA security voucher is considered payment of security. A landlord or broker should not ask you to pay any additional monies for security.
- Brokers should not ask you to pay any additional broker fees because DSS is paying your broker's fee.
- Your landlord cannot force you to move to a different unit.
- Call the HRA Fraud Hotline at 718-557-1399 immediately if the unit you viewed at your walkthrough is not the same unit you are offered at the time you move in.

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship. Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.



Department of Social Services

CityFHEPS Packet Cover Sheet – Shelter

Client's Information

Client's Name: _____ Social Security Number: _____
Agency Name: _____ Cash Assistance Case #: _____
Staff Contact: _____ Staff Phone #: _____
Staff e-Mail: _____
Program Analyst: _____ CARES ID: _____
Program Administrator: _____ Facility Code: _____

Did you include the following mandatory documents?

- DSS-7 or DSS-7b ("Shopping Letter")
- DSS-7a or DSS-7c ("Household Share Letter")
- Proof of last 30 days of Income (for everyone in the household 18+)
- W-137A Request for Emergency Assistance
- DSS-7p Program Participant Agreement
- Lease or Rental Agreement for 12 months
- Shelter Residency Letter
- DSS-8b Tenant Contact Information
- Landlord W9
- Proof of Apartment/Room Preclearance
- DSS-10a Apartment Review Checklist
- Deed/Proof of Ownership
- DSS-8f or DSS-8g ("Landlord Information Form")
- Signed by managing agent or other authorized representative? If checked,
- Proof of HPD Registration or Authorization
- W-147N Security Voucher
- DSS-8q Landlord Utility Information



Check the rental type and associated forms included. Also check which landlord incentives apply, if any:

- Room Rental?
 - DSS-8d Room Allocation Form
- Apartment/SRO Rental?
 - HRA-145 Unit Hold Incentive Voucher
 - Landlord Bonus (availability based on zip code)
 - CityFHEPS Rental Assistance Supplement
 - 1 month **OR** 3 months

If a Broker was used, did you include the following documents?

- HRA-121 Broker's Request for Enhanced Fee Payment by Check
- Broker License (if broker fee)

Comments: _____

SUPERVISORY REVIEW (Director of Social Services or higher)

Name

Title

Email Address

Telephone Number

Signature

Date

SAMPLE



**Department of
Social Services**

CityFHEPS Packet Cover Sheet - Community

Client's Information

Client's Name: _____

Social Security Number: _____ Cash Assistance Case #: _____

Agency Name: _____ Staff Contact: _____

Staff Phone #: _____ Staff e-Mail: _____

Did you include the following mandatory documents?

- | | |
|---|---|
| <input type="checkbox"/> DSS-7a or DSS-7c ("Household Share Letter") | <input type="checkbox"/> Landlord W9 |
| <input type="checkbox"/> DSS-8e CityFHEPS Verification of Eligibility | <input type="checkbox"/> Deed/Landlord Proof of Ownership |
| <input type="checkbox"/> DSS-7o or DSS-7q ("Application for CityFHEPS") | <input type="checkbox"/> DSS-8f or DSS-8g ("Landlord Information Form") |
| <input type="checkbox"/> Proof of last 30 days of Income (for everyone in the household 18+) | <input type="checkbox"/> Signed by managing agent or other authorized representative? If checked, |
| <input type="checkbox"/> W-137A Request for Emergency Assistance | <input type="checkbox"/> Proof of HPD Registration or Authorization |
| <input type="checkbox"/> DSS-7p Program Participant Agreement | <input type="checkbox"/> W-147N Security Voucher (new units only) |
| <input type="checkbox"/> Lease or Rental Agreement for 12 months | <input type="checkbox"/> DSS-8g Landlord Utility Information |
| <input type="checkbox"/> Proof of eligibility (veteran status, APS letter, eviction, transfer approval, vacate) | |
| <input type="checkbox"/> DSS-8b Tenant Contact Information | |



Is the household remaining in place or moving to a new unit?

- | | |
|--|---|
| <input type="checkbox"/> Remaining in Place | <input type="checkbox"/> New Unit |
| <input type="checkbox"/> Arrears Documents (court stipulation, rent breakdown, etc.) | <input type="checkbox"/> DSS-7 or DSS-7b ("Shopping Letter") |
| <input type="checkbox"/> Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (W-147KK) | <input type="checkbox"/> Proof of Apartment/Room Preclearance |
| <input type="checkbox"/> Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (W-147H) | <input type="checkbox"/> DSS-10a Apartment Review Checklist |

Check the rental type and associated forms included. Also check which landlord incentives apply, if any:

- | | |
|---|--|
| <input type="checkbox"/> Room Rental? | <input type="checkbox"/> Apartment/SRO Rental? |
| <input type="checkbox"/> DSS-8d Room Allocation Form | <input type="checkbox"/> HRA-145 Unit Hold Incentive Voucher |
| | <input type="checkbox"/> Landlord Bonus (availability based on zip code) |
| | <input type="checkbox"/> CityFHEPS Rental Assistance Supplement |
| | <input type="checkbox"/> 1 month OR <input type="checkbox"/> 3 months |

Do any of the following situations apply?

HRA-146p Domestic Violence Action Form

Broker? If checked,

HRA-121 Broker's Request for
Enhanced Fee Payment by Check

Broker License (if broker fee)

Comments: _____

SAMPLE

CityFHEPS Frequently Asked Questions for Landlords and Brokers

What is CityFHEPS?

CityFHEPS is a rental assistance supplement program to help individuals and families find and keep an apartment, a room, or single room occupancy (SRO) unit. CityFHEPS consolidates seven subsidies into a single program, designed to simplify and streamline the process for all New Yorkers, including landlords and brokers, who serve as partners in our efforts to connect low-income New Yorkers to stable housing. The program is administered by the Department of Social Services (DSS), which includes both the Department of Homeless Services (DHS) and the Human Resources Administration (HRA).

CityFHEPS rent levels for apartments and SROs are indexed to the Section 8 standard adopted by the New York City Housing Authority (NYCHA). If you house a tenant with CityFHEPS, you will receive rent payments directly from DSS/HRA.

What are the benefits of participating in CityFHEPS for landlords and brokers?

Under CityFHEPS, you will receive:

- Rents for apartments and SROs are based on apartment size and indexed to FMR for one-year leases.
- For new apartments and SROs: The option to receive the first month's rent in full, plus the next three (3) months' rent supplement up front, or the first month's rent in full. For CityFHEPS tenants remaining in place, HRA pays the supplement for the first month.
- For rooms: The first four (4) months' rent in full up front except if the household receives a shelter allowance. (If the household receives a shelter allowance, the landlord will receive the first month's rent in full plus the CityFHEPS rental assistance payment for the next 3 months up front.)
- Monthly rental assistance payments from DSS/HRA for up to five (5) years if your tenant continues to meet eligibility requirements and you remain in compliance with program requirements with additional extensions beyond five (5) years available for "good cause."
- A timely and standardized apartment or room "preclearance."

The following incentives may also be available:

- A "unit hold" incentive equal to one month's rent for landlords who agree to hold an apartment while the housing packet is being processed
- A broker's fee up to 15% of the annual rent

For the most up-to-date information on the CityFHEPS program and benefits, please visit www.nyc.gov/dsshousing.

How do I participate in the CityFHEPS program or find out more?

If you are a landlord or broker,

- **Find out more information** about leasing an apartment with CityFHEPS by calling the Public Engagement Unit's Home Support Line at 718-557-1399 or filling out the online form at <http://nyc.gov/homesupportunit>.

What is the maximum rent for apartments and SROs CityFHEPS tenants can lease?

The payment standards are the maximum amount of subsidy that HRA will pay to owner on behalf of the CityFHEPS tenant. HRA's payment standards are based on the Section 8 standard adopted by the New York City Housing Authority (NYCHA). For new unit rentals the amounts are set forth below:

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

What is a Utility Allowance?

Utilities paid by the tenant will be subtracted from the payment standard. The amount that is subtracted is called the utility allowance. Utility allowances are determined based on the typical cost of utilities and services paid by households occupying housing of various sizes. The DSS utility allowance schedule is available at www.nyc.gov/dsshousing and is updated annually.

How much will I receive from the supplement?

Part of the rent will be covered by the CityFHEPS rental assistance supplement. If the tenant has income, they will also pay a portion of their income as rent.

The amount of a household's CityFHEPS rental assistance supplement will depend on household income, the number of people in the household, and the current CityFHEPS program maximum rent, indexed to the Section 8 standard adopted by the New York City Housing Authority (NYCHA). The amount of the household's CityFHEPS rent supplement is decided when the household's CityFHEPS application is approved by DSS and reevaluated at each renewal.

In general, the CityFHEPS rent supplement will not change during the first year of the program, except in very limited circumstances.

What if I am offering a rented room?

If you are offering a rented room, the maximum rent is \$800, and the CityFHEPS rental supplement will be the difference between the actual rent (up to \$800) and the tenant's contribution (\$50 or their monthly shelter allowance, whichever is greater). Heat, hot water, electricity and, if the stove is not electric, cooking gas, must be included in the rent.

What is the unit approval and leasing process?

There are several steps to the unit approval and leasing process.

Once a tenant has identified a unit, the tenant's housing specialist or case worker will begin the pre-clearance process, which is conducted by DSS.

Then, the unit and building must be clear of a specific set of violations, and a physical walkthrough is scheduled to review the unit. If the unit passes the walkthrough, the tenant's housing specialist or case worker will prepare the housing packet – including the request for a unit hold payment referenced earlier – and also schedule a lease signing for you and the tenant.

To learn more about what is required for the preclearance and walkthrough, you can look at the Website Clearance Checklist, Apartment Review Checklist, and the Apartment Review Checklist Guidance available on www.nyc.gov/dsshousing.

The lease must be signed by both you and the tenant in order for the packet to be reviewed. The lease must reflect the complete address of the unit, including the unit number.

Once the packet is complete and submitted, it undergoes a final review by DSS. If the packet is approved, a key exchange is scheduled by the tenant's housing specialist or case worker. The checks may be mailed or may be picked up by the housing specialist. At the key and check exchange, you must provide the tenant with keys for the unit they were shown, which must be the same as the unit indicated on the lease. At the key and check exchange, you will receive several checks for any approved unit hold payment and the first several months of rent for the unit. You will also be provided with the security voucher.

Tenants must renew their participation in the CityFHEPS program annually. DSS will recalculate the tenant contribution of a participant based on their current income when they renew. Although CityFHEPS landlords are not required to renew their tenants in the program unless otherwise required to do so by law, a landlord who does not offer their CityFHEPS tenant a renewal lease will not be eligible for financial incentives to place another tenant in the same unit, unless there was good cause not to renew.

What help is available once my tenant moves in?

For program information and payment inquiries, contact the HRA Rental Assistance Call Center, Monday-Friday from 9 AM to 5 PM at 718-557-1399.

How do the monthly payments work?

DSS will issue a check to the landlord each month for the CityFHEPS portion of the rent.

Am I able to charge late fees?

As long as the payment is made in the month that the rent is due, it is not considered late.

Can I evict a tenant over late fees?

As per State law, a landlord cannot take the tenant to housing court successfully just for late fees. The landlord also cannot take the tenant to small claims court for late fees charged for the CityFHEPS portion of the rent.

Are there additional CityFHEPS requirements?

Under the CityFHEPS rules, side deals are strictly prohibited. Landlords must not demand, request, or received any amount above the rent or reasonable fees as stipulated in the lease or rental agreement regardless of any changes in household composition.

Additionally:

- Similar to Section 8, all rents must pass a rent reasonableness test, meaning the rent charged may not exceed other rents that are charged for comparable units in the neighborhood.
- When HRA issues monthly CityFHEPS rental assistance payments and monthly shelter allowance payments (if any) in full by the final day of the month, these payments will be deemed timely paid towards the CityFHEPS unit's rent for that month, regardless of any provisions in the CityFHEPS unit lease to the contrary.
- Landlords are required to accept the HRA security voucher in lieu of a cash security deposit and may not request any additional security from the client.

Are there additional CityFHEPS requirements (continued)?

- Landlords must not move a household from one unit to another without the prior written approval of both HRA and the household.
- Landlords must notify HRA within 5 business days of learning that the household no longer resides in the unit towards which CityFHEPS rental assistance is being applied.
- Landlords must notify HRA within 5 business days if any legal proceeding affecting the program participant's tenancy is commenced.
- Landlords must notify HRA promptly if the landlord, owner of the subject premises, or the management company changes.
- If the household no longer resides in a CityFHEPS unit, the landlord must return any payments from HRA for any period of time the household was not residing in the unit.
- Landlords must promptly return to the City any overpayments, including but not limited to monies paid in error or made as a result of inaccurate, misleading or incomplete information submitted by the landlord in connection with the CityFHEPS Program.

HRA will provide instructions on how to return any overpayments when such overpayments are reported.

Notifications to HRA must be made in writing to:

**CityFHEPS
NYC Human Resources Administration
109 East 16th Street, 10th Floor
New York, NY 10003**

Landlords may be banned from participation in City rental assistance programs for violations of any of the landlord requirements. Before placing a landlord on a disqualification list, HRA will provide notice to the landlord and an opportunity for the landlord to object in writing.

The information in this fact sheet provides a general overview of the CityFHEPS program. It is not intended to provide full details concerning the operation of the program.

CityFHEPS is similar to the federal Section 8 program in that, subject to the availability of funding, it provides assistance, including rental assistance of specified amounts, to landlords and tenants who want to form a landlord-tenant relationship.

Any contractual relationship will be solely between each tenant participating in the program and each tenant's landlord participating in the program.



Department of Social Services

DSS-8L (E) 01/31/2023 (page 1 of 2)

CityFHEPS Packet Transmittal from DHS

Date: _____

CA Case #: _____

To: RAP

From: _____
(OCR Staff Name)

Telephone #: _____

For: CityFHEPS Applicant

(Applicant Name)

(Social Security Number)

REQUESTING THE FOLLOWING:

CityFHEPS Rental Assistance Supplement?

- 1 month 3 months

Requesting Furniture? Yes No

Security Voucher? Yes No

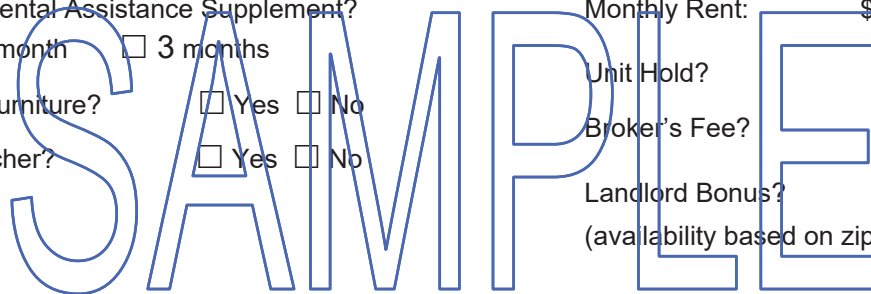
Monthly Rent: \$ _____

Unit Hold? Yes No

Broker's Fee? Yes No

Landlord Bonus? Yes No

(availability based on zip code)



DOCUMENTS ATTACHED:

- DSS-7 or DSS-7b** ("Shopping Letter")
- DSS-7a or DSS-7c** ("Household Share Letter")
- Proof of last 30 days of Income (for everyone in the household 18+)
- W-137A** Request for Emergency Assistance
- DSS-7p** Program Participant Agreement
- Lease or Rental Agreement for 12 months
- Shelter Residency Letter
- DSS-8b** Tenant Contact Information
- Landlord W9
- Proof of Apartment/Room Preclearance
- DSS-10a** Apartment Review Checklist
- Deed/Proof of Ownership

- DSS-8f or DSS-8g** ("Landlord Information Form")
- Signed by managing agent or other authorized representative? If checked,
 - Proof of HPD Registration or Authorization
- W-147N** Security Voucher
- HRA-121** Broker's Request for Enhanced Fee Payment by Check
- Broker License (if broker fee)
- DSS-8d** Room Allocation Form (Room Rental only)
- HRA-145** Unit Hold Incentive Voucher (Apartments/SROs Only)
- DSS-8q** Landlord Utility Information

(Turn page)

COMMENTS:

SAMPLE



Department of Social Services

DSS-8m (E) 01/18/2023 (page 1 of 2)

CityFHEPS Packet Transmittal from APS

To: RAP Date: _____
APS Staff Name: _____ Telephone: _____
CityFHEPS Applicant Name: _____
Social Security Number: _____ CA Case : _____

REQUESTING THE FOLLOWING:

- Request Type: To Move To Stay Requesting Furniture? Yes No
- Housing Type: Apartment SRO Room Security Voucher? Yes No
- CityFHEPS Rental Assistance Supplement? Unit Hold? Yes No
- 1 month OR 3 months Broker's Fee? Yes No
- Monthly Rent: \$ _____ Landlord Bonus? Yes No
- Arrears Amount: \$ _____ (availability based on zip code and is only for Apartment/SRO Rental)

DOCUMENTS ATTACHED:

Client's Documents

- DSS-8b Tenant Contact Information APS W-101 (Notice of Eligibility Determination Form)
- Other Documents (ID, Birth Certificate, Social Security Card) Proof of last 30 days of Income (for everyone in the household 18+)
- DSS-7p Program Participant Agreement HRA-146p Domestic Violence Action Form

CityFHEPS Forms

- DSS-8e (CityFHEPS Verification of Eligibility) W-137A Request for Emergency Assistance
- DSS-7o or DSS-7q ("Application for CityFHEPS") W-147H Shelter Arrears Repayment Agreement
- DSS-7 or DSS-7b ("Shopping Letter") Arrears Document (Landlord Breakdown)
- Proof of Apartment/Room Preclearance Court Documents (Stipulation, Eviction, Filing, Marshal's Notice)
- DSS-10a Apartment Review Checklist

Move Package (Landlord & Broker Forms)

- Lease or Rental Agreement for 12 months DSS-8d Room Allocation Form (Room Rental only)
- Landlord W9 W-147N Security Voucher
- Deed/Landlord Proof of Ownership HRA-145 Unit Hold
- DSS-8f or DSS-8g ("Landlord Information Form") HRA-121 Broker's Request for Enhanced Fee Payment by Check
- Signed by managing agent or other authorized representative? If checked, Proof of HPD Registration or Authorization Broker License (if broker fee)
- DSS-8q Landlord Utility Information

COMMENTS:

SAMPLE

Landlord Utility Information

Instructions to Landlord:

Please identify the utilities available for the available rental unit and whether the expense is incurred by you or the tenant.

The unit I am renting is located at (list address):

_____.

Actual Number of Bedrooms: _____

Number of Bedrooms on Shopping Letter: _____

Is this Apartment Rent Stabilized? Yes No

Item	Specify Fuel Type				Paid By (check one)	
Heating	<input type="checkbox"/> Gas	<input type="checkbox"/> Electric	<input type="checkbox"/> Oil	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Landlord	<input type="checkbox"/> Tenant
Cooking	<input type="checkbox"/> Gas	<input type="checkbox"/> Electric	<input type="checkbox"/> Oil	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Landlord	<input type="checkbox"/> Tenant
Water Heating	<input type="checkbox"/> Gas	<input type="checkbox"/> Electric	<input type="checkbox"/> Oil	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Landlord	<input type="checkbox"/> Tenant
Other Electric					<input type="checkbox"/> Landlord	<input type="checkbox"/> Tenant

I understand that when the tenant incurs the expense for utilities, the maximum rent DSS will approve will be the fair market rent minus the Utility Allowance, as shown in the attached schedules. DSS will pay the full regulated rent if it is less than this amount.

I swear or affirm that the information I have provided about the utilities for this unit is accurate. If I have misrepresented this information, DSS will reduce the ongoing rent by the appropriate amount and recoup past over-payments.

 Landlord Name

 Date

 Landlord Signature

(Turn Page)

The following Utility Allowance amounts and Payment Standards are only for CityFHEPS. For the FHEPS Utility Allowance amounts and Payment Standards, please refer to the FHEPS Payment Standards (**HRA-146z**), which can be found at www.nyc.gov/site/hra/help/fheps.page

DSS Utility Allowance Schedules Effective January 1, 2023

(see next page for the CityFHEPS Payment Standards)

COOKING GAS AND ELECTRIC (NO ELECTRIC STOVE)						
Number of Bedrooms	0	1	2	3	4	5 or more
Cooking Gas (\$)	24	27	31	35	39	43
Electric (\$)	75	85	110	136	162	188
Total (w/ Cooking Gas & Electric) (\$)	99	112	141	171	201	231

OIL HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Oil Hot Water Only (\$)	28	32	47	61	76	90
Oil Heat Only (\$)	91	107	122	137	153	168
Total (Oil Heat & Hot Water) (\$)	119	139	169	198	229	258

GAS HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Gas Hot Water Only (\$)	18	21	31	40	50	59
Gas Heat Only (\$)	60	70	81	90	100	110
Total (Gas Heat & Hot Water) (\$)	78	91	112	130	150	169

ELECTRIC HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Electric Hot Water Only (\$)	28	33	42	52	61	70
Electric Heat Only (\$)	58	68	87	106	125	144
Total (Electric Heat & Hot Water) (\$)	86	101	129	158	186	214

ELECTRIC						
Number of Bedrooms	0	1	2	3	4	5 or more
Including Electric Cooking Range (\$)	86	98	129	161	193	225

(Turn Page)

CITYFHEPS PAYMENT STANDARDS EFFECTIVE JANUARY 1, 2023

Maximum Rent Amounts

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
3 or 4	2	\$2,696	\$2,555	\$2,586	\$2,665	\$2,443
5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

DSS CITYFHEPS PAYMENT STANDARDS EFFECTIVE 01/01/2023

Maximum Rent Amounts
(see next page for Utility Allowance)

Family Size	Unit Size	<u>All Utilities Included</u>	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	<u>No Utilities Included</u>
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
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19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

(Turn Page)

DSS Utility Allowance Schedules effective 01/01/2023

COOKING GAS AND ELECTRIC (NO ELECTRIC STOVE)						
Number of Bedrooms	0	1	2	3	4	5 or more
Cooking Gas (\$)	24	27	31	35	39	43
Electric (\$)	75	85	110	136	162	188
Total (w/ Cooking Gas & Electric) (\$)	99	112	141	171	201	231

OIL HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Oil Hot Water Only (\$)	28	32	47	61	76	90
Oil Heat Only (\$)	91	107	122	137	153	168
Total (Oil Heat & Hot Water) (\$)	119	139	169	198	229	258

GAS HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
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Gas Heat Only (\$)	60	70	81	90	100	110
Total (Gas Heat & Hot Water) (\$)	78	91	112	130	150	169

ELECTRIC HEAT AND HOT WATER						
Number of Bedrooms	0	1	2	3	4	5 or more
Electric Hot Water Only (\$)	28	33	42	52	61	70
Electric Heat Only (\$)	58	68	87	106	125	144
Total (Electric Heat & Hot Water) (\$)	86	101	129	158	186	214

ELECTRIC						
Number of Bedrooms	0	1	2	3	4	5 or more
Including Electric Cooking Range (\$)	86	98	129	161	193	225

CITYFHEPS RENT INCREASE FOR CURRENT TENANTS FAQ

1) CityFHEPS rents have increased as of 1/1/2023, may I increase the rent for my current tenant?

- HRA will review requests for rent increases only upon the annual lease renewal. Mid-year increases will not be approved unless the unit is subject to government regulations with respect to allowable rents. Rent increases authorized under such regulations will be permitted midyear.
- The requested rent must be at or below the registered legal rent, if any, for the Unit as established by federal, state, or local law or regulations. Any increase amount must be consistent with allowable amounts under the law. For example, if the collectable rent is restricted at a certain AMI or FMR, the requested rent increase must be in compliance with that requirement.
- The rent has to meet a rent reasonableness review compared to similar units in the surrounding area.
- The rent must be adjusted for any utilities not covered by the landlord. HRA has published a utility allowance schedule and calculator to help you determine the size of the adjustment.

2) What is a Utility Allowance?

Utilities paid by the tenant will be subtracted from the payment standard. The amount that is subtracted is called the utility allowance. Utility allowances are determined based on the typical cost of utilities and services paid by households occupying housing of various sizes. The DSS utility allowance schedule is available at www.nyc.gov/dsshousing and is updated annually.

3) How can I apply for an increase?

Submit the following documents to RapIncrease@hra.nyc.gov:

- A new lease
- The Landlord Utility Form (**DSS-8q**)

4) Is the increase for room rentals as well?

No, the increase is for Single Room Occupancy (SRO) units and apartments only.

Time Limited Zip-Code Based CityFHEPS Landlord Bonus

HPD has designated certain zip codes in NYC as expanded housing opportunity zip codes. Because rents tend to be higher in these zip codes, CityFHEPS is now offering a landlord bonus of one month's rent to landlords who successfully lease a unit to a CityFHEPS voucher holder.

This bonus will be offered through 6/30/2023.

The bonus can be applied to moves in the following zip codes:

CityFHEPS Landlord Bonus Zip Codes	
Brooklyn	11204, 11209, 11211, 11214, 11215, 11217, 11218, 11219, 11220, 11222, 11223, 11224, 11228, 11229, 11230, 11231, 11232, 11234, 11238
Bronx	10461, 10462, 10463, 10464, 10465, 10471
Manhattan	10001, 10003, 10004, 10005, 10006, 10007, 10010, 10011, 10012, 10013, 10014, 10016, 10017, 10018, 10019, 10020, 10021, 10022, 10023, 10024, 10025, 10026, 10028, 10033, 10034, 10036, 10038, 10040, 10044, 10065, 10069, 10075, 10103, 10110, 10111, 10112, 10115, 10119, 10128, 10152, 10153, 10154, 10162, 10165, 10167, 10168, 10169, 10170, 10171, 10172, 10173, 10174, 10177, 10199, 10271, 10278, 10279, 10280, 10282
Queens	11004, 11005, 11103, 11104, 11105, 11109, 11351, 11354, 11355, 11356, 11357, 11358, 11359, 11360, 11361, 11362, 11363, 11364, 11365, 11366, 11367, 11373, 11374, 11375, 11377, 11378, 11379, 11411, 11412, 11413, 11414, 11415, 11422, 11425, 11426, 11427, 11432, 11694, 11697
Staten Island	10304, 10305, 10306, 10307, 10308, 10309, 10312, 13014

What You Should Know About FHEPS or CITYFHEPS Shopping Letters and Utilities

The amount on the shopping letter is the maximum amount you can rent an apartment for when all of the utilities like heat, hot water, electricity, and cooking gas are included.

The chart below will help you identify the maximum rent amount of your voucher if you are responsible for some or all of the utilities:

Family Size	Unit Size	All Utilities Included	Without Cooking Gas & Electric	With Cooking Gas Only	With Electric Only	No Utilities Included
1	SRO	\$1,751	\$1,652	\$1,676	\$1,727	\$1,574
1	0 (Studio)	\$2,335	\$2,236	\$2,260	\$2,311	\$2,158
1 or 2	1	\$2,387	\$2,275	\$2,302	\$2,360	\$2,184
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5 or 6	3	\$3,385	\$3,214	\$3,249	\$3,350	\$3,084
7 or 8	4	\$3,647	\$3,446	\$3,485	\$3,608	\$3,296
9 or 10	5	\$4,194	\$3,963	\$4,006	\$4,151	\$3,794
11 or 12	6	\$4,741	\$4,510	\$4,553	\$4,698	\$4,341
13 or 14	7	\$5,288	\$5,057	\$5,100	\$5,245	\$4,888
15 or 16	8	\$5,835	\$5,604	\$5,647	\$5,792	\$5,435
17 or 18	9	\$6,383	\$6,152	\$6,195	\$6,340	\$5,983
19 or 20	10	\$6,930	\$6,699	\$6,742	\$6,887	\$6,530

How can I find out which utilities are included?

- The proposed lease will tell you what utilities are included
- The listing may also say what utilities are included. *For example: heat and hot water are included.*
- You can ask the broker or landlord

Can I agree to pay the landlord the difference?

No, you cannot agree to pay the landlord the difference. This is known as a “side deal” and landlords promise not to do this when they accept the voucher. This helps ensure your rent is the amount in the lease and keeps rents affordable for everyone.



**Department of
Social Services**

EIS-1f (E) 12/19/2022 (page 1 of 5) LLF

Date: _____

Client Name: _____

CA Case Number: _____

CityFHEPS Denial Notice

Your application for CityFHEPS dated _____, or request for a shopping letter, has been denied for the following reason(s):

Reason(s) for Denial for households in Shelter:

You do not meet any of the following criteria:

1. Your household is an adult-only household with earned income.
2. Your household has earned income and works at least 14 hours per week.
3. Your household includes someone who is 60 years of age or older.
4. Your household includes someone who is receiving federal disability benefits.
5. WeCARE has determined that there is an adult in your household who may be eligible for federal disability benefits.
6. Your household includes an adult who is exempt from Cash Assistance work requirements because this adult is needed at home to care for a household member with a verified mental or physical condition, or disability.
7. Your household includes someone who has served in the United States Armed Forces.
8. Your household is staying in a shelter that will close.
9. Your household was referred by a CityFHEPS qualifying program.

You have not found an apartment that qualifies for a CityFHEPS rental assistance supplement.

The housing unit you found does not meet CityFHEPS standards.

(Turn Page)

Reason(s) for Denial for households in Shelter (*continued*):

- You do not have a qualifying shelter stay.
- You are not eligible for shelter.
- Your household includes the person who made you eligible for HRA Shelter.
- Your household's income is more than 200% of the Federal Poverty Level.
- All members of your household eligible for CA are not receiving CA.
- Your household is not sanction-free.
- Your household is eligible for FHEPS.
- Your household has a federal housing voucher or coupon.
- Other

SAMPLE

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

**YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE ENCLOSED CONFERENCE AND ADMINISTRATIVE APPEAL
RIGHTS INFORMATION SECTION OF THIS NOTICE FOR HOW TO APPEAL THIS DECISION.**

(Turn Page)

Right to a Review of Our Determinations

DO YOU THINK WE ARE WRONG? (IF SO, CONTACT HRA IMMEDIATELY)

If you think our decision is wrong, you should talk with your case manager. If we made a mistake, we will correct it. If you are not satisfied with the explanation your case manager gives you, you can request a review conference with HRA and/or an administrative appeal hearing to obtain a review of the decision. Often, the quickest way to have the decision reviewed is by requesting a conference with HRA. **An agency review conference must be requested within 60 days of the issuance of this determination.**

HOW TO REQUEST A REVIEW CONFERENCE

It is very easy to request a review conference. Just call 929-221-7246 and say that you are requesting a review conference about your eligibility for the CityFHEPS program. One will be scheduled as soon as possible.

WHAT TO EXPECT AT A REVIEW CONFERENCE

At a review conference, we will discuss our decision with you. Sometimes this is the fastest way to solve any problem you may have. If you have documents that show there was an error, you can explain the error to us and we will direct you regarding the fastest way to change or update your information.

If you are not satisfied with the results of the review conference, you are still entitled to an administrative appeal. **Your time to request an appeal will be extended until 60 days after the date of your review conference.**

ADMINISTRATIVE APPEAL PROCESS

Deadline for requesting an appeal: You have 60 days from the date of this notice or the date of your conference to request an Administrative Appeal.

How to Ask for an Administrative Appeal Hearing:

You can ask for an administrative appeal by **mail**, by **fax**, or by **email**. If you cannot reach HRA by fax or email, please write to NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003 to ask for an administrative appeal before the deadline. All requests for administrative appeals must be in writing.

(1) MAIL: Send a copy of **ALL PAGES OF THIS NOTICE**, completed, to:
NYC/DSS Administrative Hearings
109 East 16th Street, 3rd Floor
New York, NY 10003
(Please keep a copy for yourself.)

(2) FAX: Fax a copy of **ALL PAGES OF THIS NOTICE** to: **917-639-0313**.

(3) E-MAIL: Scan and E-mail **ALL PAGES OF THIS NOTICE** to: **RACC@hra.nyc.gov**

(Turn Page)

I want an administrative appeal. I do not agree with the City’s decision.
(You may explain why you disagree below, but you do not have to include a written explanation.)

Keeping your Benefits the Same:

We will not end your CityFHEPS if you ask for an Administrative Appeal hearing about the decision in this notice within 10 days of the date of this notice. If you ask for a conference only and not an Administrative Appeal hearing, we WILL end your CityFHEPS.

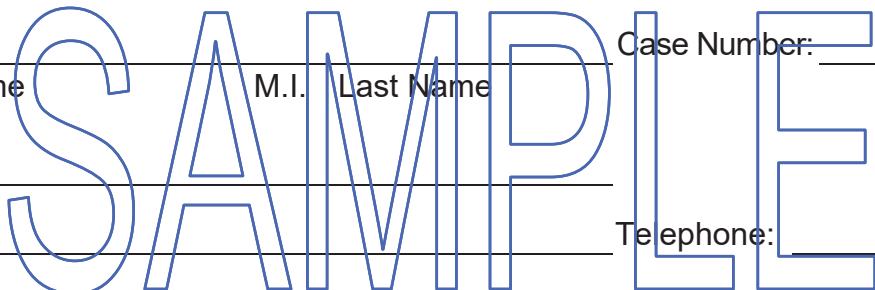
If you do not want your rental assistance amount to continue until the decision is issued, you must tell HRA when you request the Administrative Appeal hearing.

Print Name: _____ Case Number: _____

Name _____ M.I. _____ Last Name _____

Address: _____

City: _____ State: _____ Zip Code: _____ Telephone: _____



Signature: _____ Date: _____

What to Expect at an Administrative Appeal Hearing

HRA will send you a notice that tells you when and where the appeal hearing will be held.

At the hearing, you will have a chance to explain why you think the decision is wrong. You can bring a lawyer, a relative, a friend or someone else to help you do this. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give this person a letter to show the hearing officer that you want this person to represent you at the hearing.

(Turn Page)

To help you explain at the hearing why you think we are wrong, you should bring any witnesses who can help you. You should also bring any papers you have, such as: pay stubs, leases, receipts, bills, doctor's statements. At the hearing, you and your lawyer or other representative can ask questions of witnesses which we bring or which you bring to help your case.

If you have a disability and cannot travel, you may appear through a representative, either a friend, relative or lawyer. If your representative is not a lawyer, or an employee of a lawyer, your representative must bring the hearing officer a written letter, signed.

If you have a disability and need a reasonable accommodation, such as sign language interpretation, assistance for a visual impairment or some other accommodation, to participate in a conference or hearing, please make this request on this form.

Legal Assistance

If you think you need a lawyer to help you with this problem, you may be able to get a lawyer at no cost to you by contacting your local Legal Aid Society or other legal advocacy group. For contact information for Legal Aid or other advocacy groups or the names of other lawyers, check your Yellow Pages under "Lawyers" or check the internet equivalent.

Access to Your File and Copies of Documents

To help you get ready for the hearing, you have a right to look at your case file. If you call, write or fax HRA, we will send you free copies of the documents from your files which we will give to the hearing officer at the hearing. Also, if you call, write or fax us, we will send you free copies of other specific documents which you think you may need to prepare for your appeal hearing. To ask for documents or to find out how to look at your file, call HRA at **929-221-7246** or write HRA at **NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003**.

If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

Information

If you want more information about your case, how to ask for an administrative appeal, how to see your file, or how to get additional copies of documents, call HRA at **929-221-7246** or write to **NYC/DSS Administrative Hearings, 109 East 16th Street, 3rd Floor, New York, NY 10003**.

Further Appeal Rights

If you think the hearing officer's decision is wrong, you will have the right to appeal the hearing officer's decision to a higher-level manager within HRA. Information on how to take a further appeal will be included in the hearing officer's decision.



Department of Social Services

CityFHEPS Packet Cover Sheet for EIS

Client's Information

Client's Name: _____ Cash Assistance Case #: _____
Shelter Name: _____ Facility Code: _____
Staff Contact: _____ Staff Phone #: _____
Staff e-Mail: _____

Did you include the following mandatory documents?

- DSS-7 or DSS-7b ("Shopping Letter")
- DSS-7a or DSS-7c ("Household Share Letter")
- Proof of last 30 days of Income (for everyone in the household 18+)
- W-137A Request for Emergency Assistance
- EIS-1g Program Participant Agreement
- Lease or Agreement for 12 months
- DSS-8b Tenant Contact Information
- Shelter Residency Letter
- Landlord W9
- Deed/Proof of Ownership
- DSS-8f or DSS-8g ("Landlord Information Form")
- Signed by managing agent or other authorized representative? If checked,
- Proof of HPD Registration or Authorization
- W-147N Security Voucher
- HRA-146p Domestic Violence Action Form (if applicable)
- DSS-8q Landlord Utility Information



Check the rental type and associated forms included. Also check which landlord incentives apply, if any:

- Room Rental?
 - DSS-8d Room Allocation Form
- Apartment/SRO Rental?
 - HRA-145 Unit Hold Incentive Voucher (apartments only)
 - Landlord Bonus (availability based on zip code)
 - CityFHEPS Rental Assistance Supplement
 - 1 month OR 3 months

If a Broker was used, did you include the following documents?

- HRA-121 Broker's Request for Enhanced Fee Payment by Check
- Broker License (if broker fee)

Comments: _____

