

HAP HAPPENINGS

Spring 2024

A Newsletter for Property Owners in HPD's Rental Subsidy Programs

WELCOME TO HAP HAPPENINGS!

Included in this newsletter is relevant, up-to-date information and news for property owners participating in HPD's rental subsidy programs, including:

- Electronic Communication
- Owner/Landlord Expectations
- Housing Quality Standards Reminders
- 2023 Payment Standards
- And more!



We have a new name! HPD's Department of Tenant Resources (DTR) is now the Division of Tenant and Owner Resources (DTOR).

DTOR is now in HPD's Office of Housing Access and Stability (HAS)!

WEBSITE REMINDERS

We have the following short names for critical parts of our website:

- Forms: nyc.gov/hpd/dtr-forms
- Payment Standards: nyc.gov/hpd-payment-standards
- Section 8 / Rental Subsidy Programs: nyc.gov/hpd/dtr - for more information, scroll down and click on "Information for Owners"

Visit **HPD's housing portal** to learn more about resources related to financial assistance for owners, managing residential property, housing regulations, and more: nyc.gov/housing.

ELECTRONIC COMMUNICATION

IMPORTANT EMAIL CONTACTS

- **Completed Landlord Packages, change of ownership or change of address requests:** S8landlords@hpd.nyc.gov
- **Rent increase requests:** DTROS@hpd.nyc.gov
- **Questions about enrollment or use of the Owner Portal:** DTROwnerServices@hpd.nyc.gov
- **Questions about HQS inspections and failures:** HQS@hpd.nyc.gov
- **Signed HAP contracts and leases:** DTRInitials@hpd.nyc.gov or Portability@hpd.nyc.gov
- **Questions about project-based vouchers:** PBV@hpd.nyc.gov

ENCRYPTION AND DIGITAL SIGNATURES

To keep your and your tenants' information safe, HPD will send you instructions on how to view or send encrypted emails when requesting documents.

HPD also accepts digital signatures! This means that you may either:

- Print and sign a document, scan it, or take a photo of the complete document and upload it through the Owner Portal or send it in an encrypted email to HPD; OR
- Use the "Fill & Sign" option in the PDF document to electronically add your signature to a form you receive from us. Instructions on how to use the "Fill & Sign" option are available on HPD's website: nyc.gov/hpd/dtr-forms.

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SIGN UP FOR HPD'S DTR PORTAL

EXISTING FEATURES TO CONTINUE USING

The easiest way to continue to submit documents to HPD is to upload them to the DTR Portal. Additionally, the following features are valuable resources for managing your portfolio:

- Access detailed information about tenants like household composition.
- View and print payment status through check registers.
- Learn about scheduled inspections and their results.
- View payment histories and abatements.
- Review customized dashboards to monitor your portfolio.

NEW DTR PORTAL FEATURES COMING SOON

The owner portal is now called the DTR Portal and is available for program participants – your tenants and anyone uploading documents on their behalf. Tenants will have an easier experience when being processed or interacting with HPD staff:

- Upload up to 10 documents at once.
- Write additional notes when submitting documents.
- Communicate directly with specified HPD staff.

To register in the DTR portal, visit

<https://www.nyc.gov/site/hpd/services-and-information/dtr-owner-portal.page>.

You must have NYCID to sign up. Instructions for signing up are available at [nyc.gov/hpd/dtr-forms](https://www.nyc.gov/site/hpd/dtr-forms).

For information on HPD's HQS inspection process and tenant and owner responsibilities, visit <https://www.nyc.gov/site/hpd/services-and-information/inspections.page>.

Check out HPD'S DTR Portal!

<https://a806-asap.nyc.gov/HPDPortal/#/login>

NYC DTR Portal Settings

DTR Portal

Go Section 8 | E-Cert | Forms & Resources | Terms & Conditions | NYC.ID Guide | Portal User Guide | Contact Us

Welcome to DTR Portal

HPD's Division of Tenant Resources administers multiple rental subsidy programs to enable eligible low income New Yorkers to rent decent, safe and affordable housing. These programs include both the tenant-based Housing Choice Voucher (also known as Section 8) program, as well as project-based programs including the Project Based Voucher, Continuum of Care (also known as Shelter Plus Care or Mod SRO), Mod Rehab and NYC 15/15 programs.

Program Overview

HPD administers a number of rental subsidy programs. Taken together, HPD serves over 39,000 households in all five boroughs. Over 9,000 landlords currently participate in our programs. The New York City Housing Authority (NYCHA) and New York State Homes and Community Renewal (HCR) also operate Section 8 programs in New York City.

Sign in using your NYC.ID account.

If you do not have an account, you must create an account in order to use this application.

[Create Account](#) [Login](#)

REPORT FRAUD

If you know of anyone who has provided false information on a HUD housing assistance application or recertification, or if anyone asks you to provide false information, report that person to HPD's Program Integrity and Compliance Unit at 917-286-4300 ext.8032 or send an e-mail to DTR-PIC@hpd.nyc.gov.

Additionally, you can report fraud to:

- HPD's Inspector General's Office at the New York City Department of Investigation at 212-825-3502.
- HUD Office of the Inspector General Hotline. You can call the Hotline toll-free Monday through Friday from 10:00am to 4:40pm, Eastern Standard Time, at 1-800-347-3735 or email it to Hotline@hudoig.gov.

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UPDATES AND REFRESHERS

HPD'S LEASE-UP PROCESS

You are already a participant in HPD's subsidy programs. Below are highlights from our leasing process for any additional units you make available in the program.

Follow these steps once you identify a potential HPD-assisted tenant:

- Submit a completed Landlord Package to HPD.
- HPD will determine whether the Proposed Rent is reasonable and affordable to the family.
- HPD will conduct a Housing Quality Standards (HQS) inspection, which the unit must pass to receive a rental subsidy.
- HPD will generate a Housing Assistance Payment (HAP) contract, which you must sign and return to HPD with an executed lease that matches the HAP contract date within 30 days of issuance.

TWO-YEAR LEASES

The NYC Rent Guidelines Board passed a new Order #55 which allows for fair rent increases for leases starting on or after October 1, 2023 and on or before September 30, 2024.

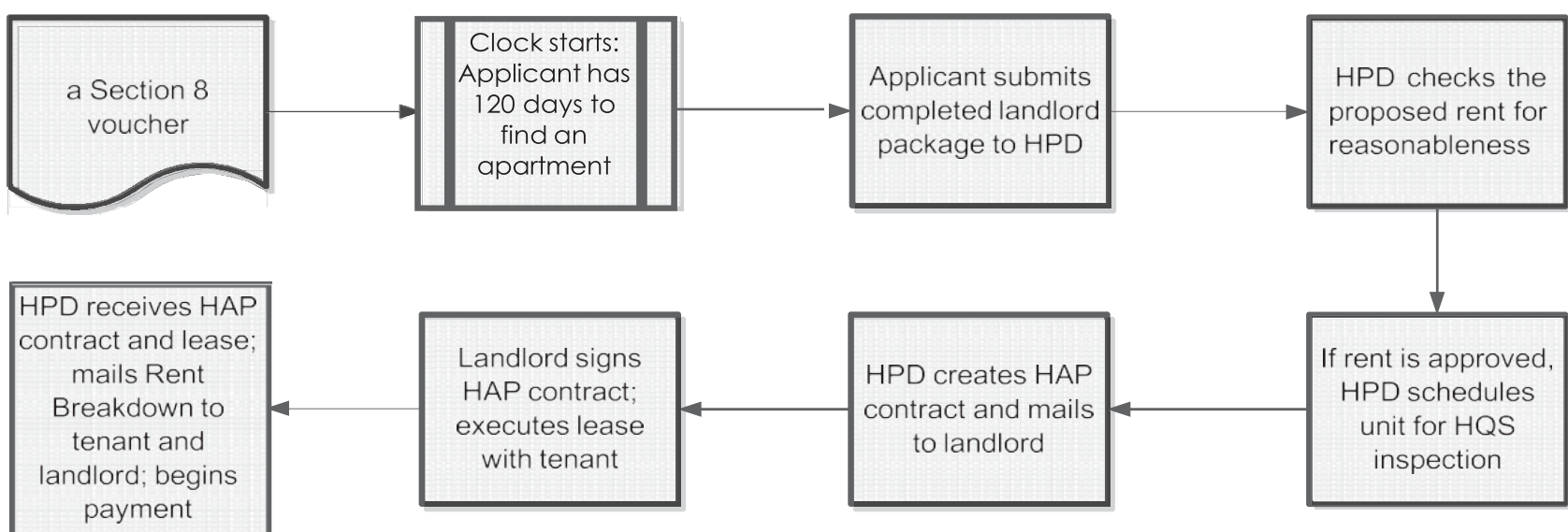
- For 1-year leases, rents can be raised by 3%.
- For 2-year leases:
 - In first year of the lease, rent can be raised by 2.75%;
 - In the second year of the lease, rent can be raised by 3.20%.
- For more information, visit: <https://rentguidelinesboard.cityofnewyork.us/2023-24-apartment-loft-order-55/>

AFFORDABLEHOUSING.COM

You may list your properties or units on www.Affordablehousing.com, where you may:

- Share you unit/property photos and floorplan.
- Prescreen candidates.
- Use the affordability calculator to identify new tenants.

HPD's Lease-Up Process for Owners



HAP PAYMENTS FOR JANUARY/JULY

Please note that Housing Assistance Payments (HAP) for January and July will always be sent a few days late, due to the end of the calendar and fiscal years, respectively.

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VOUCHER PROGRAM UPDATES

COMMUNITY CHOICE DEMONSTRATION

The Housing Choice Voucher (HCV) Section 8 program is a federal rental assistance program that helps low-income families find housing in the private rental market. Its Community Choice Demonstration (CCD) connects families who have HCV to property owners who maintain quality housing in “mobility” neighborhoods with lower rates of poverty, lower crime, and better-resourced schools. For more information, visit: <https://www.nyc.gov/site/hpd/services-and-information/community-choice.page>

Why property owners participate in HPD's Community Choice Demonstration:

- **Lease-up bonus:** Property owners who lease up with a Community Choice Demonstration client will receive a bonus in the amount of 50% of one month's rent.
- **Supported families:** Tenants receive security deposits and coaching to help ensure that they make a successful transition into their new home.
- **Faster processing:** Community Choice staff will help you fill out the paperwork and efficiently process it at HPD.
- **Asset protection:** Have peace of mind when you lease-up with a program tenant knowing that you can access a Damage Mitigation Fund of up to \$2,000 in the rare event that a tenant leaves their unit damaged.
- **Free listing service:** Fill vacancies quickly and save on advertising costs through our exclusive unit list for homes in your area.
- **Rent to a family in need of a home:** Families in the program are looking for homes in CCD Mobility Areas to give their kids the best chance at success. They need property owners like you who will give them a chance, too.

VACANCIES? LIST YOUR ELIGIBLE UNITS TODAY!

Not sure if your unit is in a CCD Mobility Area? Check the Community Choice Address Locator Tool. **For more information, contact the CCD team at 212-863-5101 or at CommunityChoice@hpd.nyc.gov.**

HPD EMERGENCY HOUSING VOUCHER (EHV) PROGRAM... SUCCESS!

Thanks to you—the owner—we have leased all 2,050 units within the Emergency Housing Voucher (EHV) Program, giving housing assistance to New Yorkers who normally wouldn't have access.

Started in 2021, the EHV Program helped owners fill vacancies quickly! Participating as a rental owner in the [Emergency Housing Voucher \(EHV\) Program](#), you benefited from:

- Low vacancy rates.
- A relationship with a seasoned housing specialist from the Mayor's Public Engagement Unit (PEU) who helped streamline the lease-up process.
- One-month payment in the form of an HRA-issued Security Voucher, or HPD- or NYCHA-issued owner payment in lieu of a security deposit.
- An additional one month of rent as a unit hold incentive for EHV rentals processed on or after January 1, 2023.
- Broker's fee at 15% of annual rent.
- Higher rates in certain ZIP codes (see Payment Standards section on page 5).
- Owner office hours to help answer questions you had about the leasing process (you can still sign up by sending an email to EHVWorkshops@hpd.nyc.gov).

Need assistance with filling an apartment vacancy?

Visit the EHV website at <https://www.nyc.gov/site/nycccoc/ehv/owner-resources.page> or call 212-918-8176 (Monday through Friday, 9:00 AM - 5:30 PM) and a Home Support Unit Specialist will contact you.

I VOUCH FOR VOUCHERS

"There should be no stigma at all with a person holding a voucher. If anything, it's more insurance because their rent is pretty much guaranteed."
- Aaron, Owner

Owners & Brokers:

Connect with a Specialist now to learn about the benefits of renting to a voucher holder.

Vouchers May Include:

- ✓ One-on-one, free support
- ✓ 15% broker fee for each unit
- ✓ Security covering 1 month's rent

NYC Mayor's Public Engagement Unit nyc.gov/HSU

One of the advertisements we ran for the EHV Program: "I Vouch for Vouchers!"

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DO YOU KNOW?

NEW SUBSIDY STANDARDS

HPD has revised how it determines voucher size for families! While the old standards provided vouchers with one bedroom per any two household members, the new standard allows families to find units with one bedroom per unmarried/unpartnered household member. The table below lists HPD's new subsidy standards, or voucher sizes, by number of family members.

# of Household Members	Subsidy Standard/Voucher Size (# of bedrooms)	
	When no household members are partnered	When any two household members are partnered
1	1	1
2	2	1
3	3	2
4	4	3
5	5	4
6	6	5

2024 PAYMENT STANDARDS

Every year, the United States Department of Housing and Urban Development (HUD) publishes Fair Market Rents (FMRs), and Public Housing Authorities (PHAs) establish Payment Standards based on 90% to 120% of FMR range. The Payment Standard is the maximum amount that the HPD can pay for an apartment based on the number of bedrooms on the household's voucher. In 2024, HPD will use **110% of FMR** for payment standards areas as well as exception payment standards areas, which offer higher rents. For a list and map of all Exception Payment Standards, as well as to see the most up-to-date information, go to nyc.gov/hpd-payment-standards.

SRO	Studio	1 Bd	2 Bd	3 Bd	4 Bd	5 Bd	6 Bd	7 Bd	8 Bd
\$1,967	\$2,624	\$2,696	\$3,027	\$3,777	\$4,070	\$4,680	\$5,291	\$5,901	\$6,512

2024 UTILITY ALLOWANCES

Bedrooms	Gas	Electric	Total Gas and Electric	Gas Heat and Hot Water	Oil Heat and Hot Water	Electric Heat and Hot Water	Heat Pump Heat and Hot Water	Water and Sewage
SRO	\$25	\$75	\$100	\$85	\$151	\$76	\$38	\$68
Studio	\$25	\$75	\$100	\$85	\$152	\$76	\$38	\$68
1	\$28	\$85	\$113	\$100	\$178	\$111	\$54	\$72
2	\$33	\$110	\$143	\$122	\$216	\$190	\$90	\$100
3	\$37	\$136	\$173	\$142	\$254	\$270	\$126	\$142
4	\$42	\$162	\$204	\$164	\$291	\$317	\$149	\$184
5+	\$46	\$188	\$234	\$185	\$329	\$365	\$171	\$225

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OTHER NEWS

HPD ONLINE

New York City's Department of Housing Preservation and Development (HPD) officially launched the new HPD Online, a user-friendly platform designed to provide tenants, owners, and advocates with essential information about the safety of where we live. This platform is part of HPD's commitment to quality housing for all New Yorkers and transparency about the agency's activity protecting that quality. Among other changes, the new HPD Online ensures that every New Yorker can stay informed about their housing conditions, complaints filed, violations issued, and repairs in progress or completed by the city.

Check out HPD Online at:

<https://hpdonline.nyc.gov/hpdonline/>

REFINANCING QUESTIONS?

Contact HPD's Preservation Finance Team! They can assist with project refinancing, reducing operating costs, and financing property upgrades! For more information, visit <https://www.nyc.gov/development-programs> or email hpdpres@hpd.nyc.gov.

WE WANT TO HEAR FROM YOU!

HPD is seeking feedback from owners about their experiences with the Section 8 program. We are interested in hearing your honest reflections and engaging in productive dialogue. Feel free to send your thoughts to HASFeedback@hpd.nyc.gov.

COMING SOON: NEW INSPECTION STANDARDS

HUD is revising its inspection standards for the Section 8 program. The new standards, known as NSPIRE – the National Standards for the Physical Inspection of Real Estate – will replace the current HQS process and are anticipated to begin in 2024. There are no changes in effect yet and HPD will engage owners more as the agency gets closer to implementing NSPIRE; until then, more information about NSPIRE can be found on HUD's website:

https://www.hud.gov/program_offices/public_indian_housing/reac/nspire/standards.

NEW FLEXIBILITY FOR 15/15 NEW CONSTRUCTION

In order to streamline lease-up for new construction projects monitored by HPD or HDC and subsidized by the NYC 15/15 program, HPD may accept a memo or email from HPD's Building and Land Development Services (BLDS) unit regarding the unit's condition, supported by a Certification of Substantial Completion (e.g., the American Institute of Architects' [AIA's] G704 form) and a certification by the owner, in place of an initial housing quality standards (HQS) inspection. After new admission, inspections in NYC 15/15 subsidized units will take place on a biennial cycle. Going forward, HPD will continue exploring additional ways that program administration can be streamlined for owners and participants.

HAVE TENANTS WITH RENTAL ARREARS?

Do you rent to a Section 8 tenant with back rent owed, or who struggles to pay their rent on time? Let them know: Homebase is here to help! Homebase is a DHS program providing homelessness prevention services to those at risk of eviction. Dedicated Homebase staff across the five boroughs are available to evaluate households' specific needs, offering a variety of services to help New Yorkers achieve housing stability, including:

- Services to prevent eviction
- Assistance obtaining public benefits
- Emergency rental assistance
- Education and job placement assistance
- Financial counseling and money management
- Help relocating
- Short-term financial assistance

If you have a Section 8 tenant who would benefit from these services, encourage them to reach out to the Homebase team by visiting nyc.gov/homebase or calling 311.

THANK YOU FOR YOUR SERVICE!

Ensuring safe and quality affordable housing is no easy task. HPD extends a big thank-you to owners and their staff for continuing to provide essential services to families throughout New York City.