



A Division of the New York Legal Assistance Group

LegalHealth
Professional Partnership to Promote Well Being[®]

This is general information, not legal advice. Patients should consult an attorney for specific guidance.

Understanding NYCHA Applications

Obtaining public housing from the New York City Housing Authority (NYCHA) is a lengthy and frustrating process for patients to navigate. Fortunately, answers to the most common questions can be found on NYCHA's website or through a NYCHA Customer Contact Center. Below are some frequently identified issues:

How does a patient apply for NYCHA housing?

- Applications are now accepted online at <https://apply.nycha.info/>. This can be done from any computer with internet access or from any NYCHA walk in center. Applicants must renew their application every 2 years; a failure to renew can result in the expiration of their application.

If a patient applied for NYCHA housing already, how can they check the status of the application?

- Applicants can wait anywhere from 1-10 years for NYCHA housing. Applicants can check the status of their application by going to <http://www1.nyc.gov/site/nycha/eligibility/check-status.page>. Alternatively, they can call (718) 707-7771 or visit a NYCHA Customer Contact Center.

How are NYCHA apartments assigned?

- NYCHA apartments are assigned by a computerized system that impartially selects the next applicant for an apartment based on need priorities. For a full list of need priorities go to <http://www1.nyc.gov/assets/nycha/downloads/pdf/eligibility-priority-codes.pdf>

How can a patient change their needs priority?

- Applicants should go to <https://selfserve.nycha.info/> to update their application to reflect a change in circumstances. For example, if at the time a patient applied he/she had no needs based preference and is now a victim of domestic violence, they may be eligible to change to a higher priority. If documentation is necessary the patient will be directed to submit it.

A patient has a criminal record, can he/she apply for NYCHA?

- Certain felony convictions can make someone ineligible for NYCHA housing until a prescribed number of years after the convicted person has served the sentence, completed probation or parole and/or paid any fine. For a complete description go to <http://www.newdestinyhousing.org/get-help/nycha-criminal-background-ineligibility>.

NYCHA Customer Contact Centers :

Monday-Friday, 8:00am-5:00pm and can be reached at (718) 707-7771

Contact Center Locations:

1 Fordham Plaza, 2nd Floor, Bronx • 787 Atlantic Ave., 2nd Floor, Brooklyn • 90-27 Sutphin Blvd, 4th Fl., Queens

More questions? Refer patients for an appointment with a LegalHealth attorney to discuss their case.