



LENOX HILL NEIGHBORHOOD HOUSE
SINCE 1894

How Do I Have NYCHA Fix My Rent?

If you believe NYCHA is calculating your rent incorrectly based on your income and qualifying expenses, you can ask the NYCHA management office to correct it.

1. **Make a written request to your development office.** Write a letter listing the reasons that you think your rent has been calculated incorrectly. Bring proof of your actual income or expenses, such as a notarized letter from your child's daycare. Make a copy of your letter and all the proof. Give one copy to the management office, have someone in the office stamp the second copy with the date, and save the stamped copy for your records.
2. **Start a rent grievance.** A rent grievance is a formal request for the NYCHA management office to correct your rent. To start a rent grievance, go into your management office and ask for a rent grievance form. Fill out the form and attach proof of your income or expenses. Make a copy of your letter and all the proof. Give one copy to the management office, have someone in the office stamp the second copy with the date, and save the stamped copy for your records.
3. **Complete step 1 of a rent grievance.** After you have started a rent grievance, you will be given an appointment to meet with NYCHA management. On that date, bring your proof and explain why you think your rent is calculated incorrectly. If they agree with you, they will lower your rent. If they disagree with you, they should tell you why in writing.
4. **Follow up with grievance steps 2 and 3.** If the management office denies your request, you then have 10 days to ask in writing for the NYCHA borough office to hear your request. If the borough office denies you, you have 10 days to ask in writing for a hearing at 250 Broadway.
5. **Getting a rent credit.** If your request is approved, NYCHA should give you a credit for the amount you were overpaying. In most cases your credit should go back to the first month after you told NYCHA your rent was wrong, such as when you gave them a letter saying your work hours changed.

Legal Disclaimer: The information contained on this flyer does not constitute legal advice and must not be used as a substitute for the advice of a lawyer qualified to give advice on legal issues pertaining to housing.