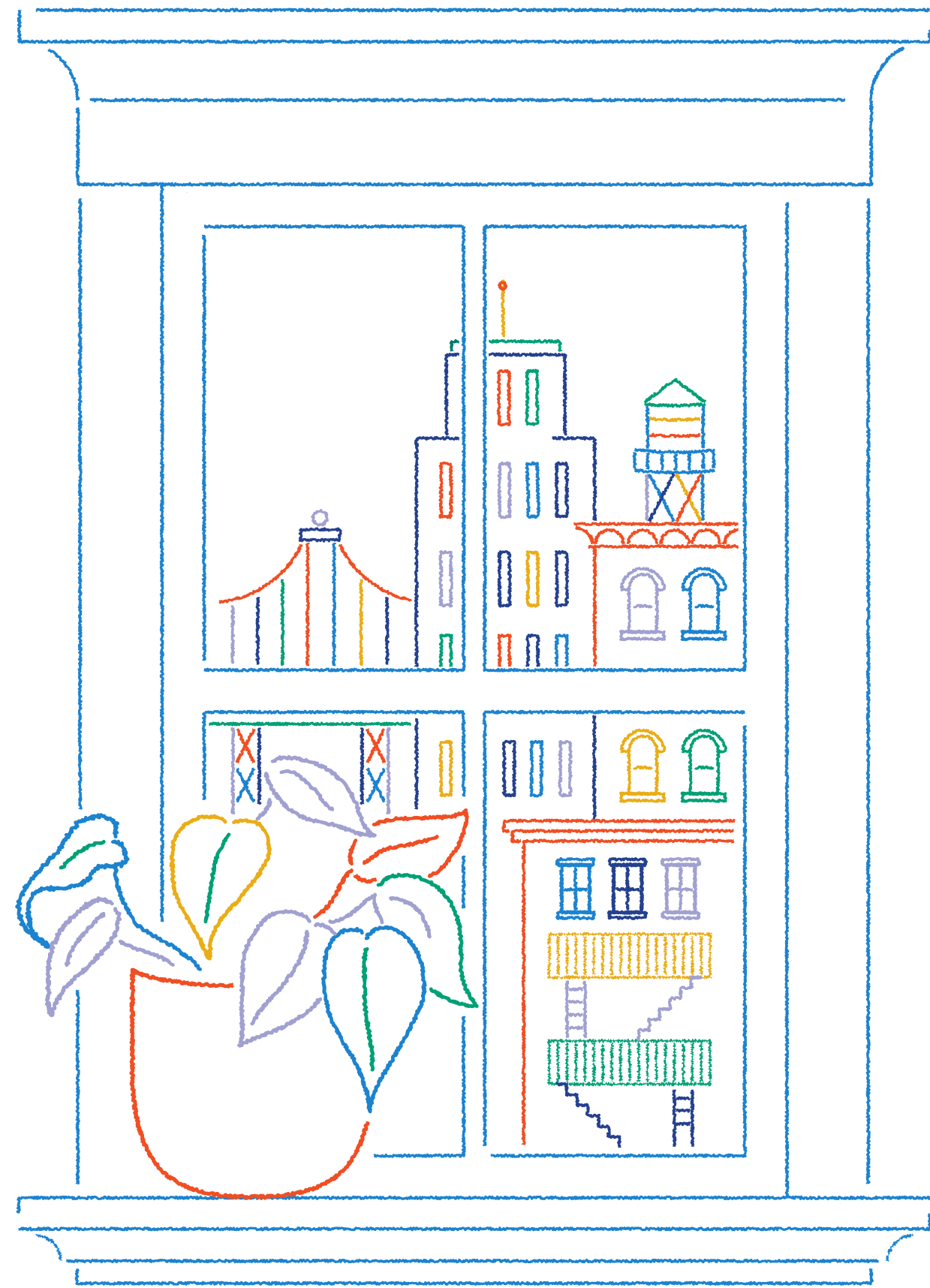


Five Steps to Home



5 Move In

4 Get Approved

Secure Housing & Submit Packet

3 Look for Housing

Get Ready to Look & Find Places to Rent

2 Complete Reqs

Meet Eligibility Rules & Submit Proof

1 Choose a Path

Discuss Options & Make a Plan

If you are experiencing homelessness, there are five steps in your journey from shelter to permanent housing.

Get Support

Depending on your housing path, you may need to open a public assistance case with HRA.

To do this, create an **ACCESS HRA** account online, download the app to your phone, or go to an HRA Office.

You can:

- Apply or recertify SNAP benefits
- Check current EBT balance
- Apply or recertify Cash Assistance
- Access a Medicaid renewal form
- Enroll in Fair Fares NYC
- Find HRA office locations

If you need help opening or maintaining your case:

HRA Infoline: (718) 557-1399
nyc.gov/ACCESSHRA

Know Your Rights

Landlords cannot refuse to rent you an apartment because you are paying with a public assistance voucher such as: FHEPS, CityFHEPS, or Section 8.

Source of income discrimination sounds like:

- “We don’t take programs.”
- “Ok, that program is fine, but can someone else guarantee the rent?”
- “You still have to pay first month’s rent, and security deposit, in cash upfront.”

If you think you have been discriminated against, contact:

HRA’s Source of Income Discrimination Unit
(929) 221-6576 | soi@hra.nyc.gov