



LENOX HILL NEIGHBORHOOD HOUSE  
SINCE 1894

## How Do I Use “MyNYCHA” Smart Phone Application?

NYCHA has developed an application (“app”) you can use to request repairs to its apartments. The app allows you to describe and submit repair requests, track whether they have been addressed, and schedule dates for repairs. You can get the app by going to <https://my.nycha.info/MyNYCHA> or by using your smart phone. To use the MyNYCHA smart phone app, follow these steps:

1. **Download the MyNYCHA App to Your Phone.** Search “MyNYCHA” on the Google Play app for android or the App Store for apple phones. Download the free “MyNYCHA” application.
2. **Open the MyNYCHA Application and Login.** It will ask you for your last name, date of birth, and the last four digits of your social security number.
3. **Submit Repair Requests.** Click on the green tool icon called “Request Repair.” Follow the instructions on the application and fill in all the requested details. Be sure to say when the issue first started. At the end, it will ask you to choose a day for workers to come to your apartment.
4. **Check on Existing Repair Requests.** Click on the blue ticket icon called “My Tickets.” You will be shown a list of the repair requests you have submitted in the past. Here you can see what days workers have been scheduled. These dates can change without notice, so be sure to check this section often.
5. **Check on Closed Requests.** At the top of “My Tickets” you can select “Open Tickets” or “Closed Tickets.” If a ticket is closed, NYCHA will not send workers to make repairs. If NYCHA closed a ticket without making the repair, write a letter to your development office and keep a copy. Include the date you noticed the ticket was closed, the ticket number, and any other relevant information. Have your copy of the letter stamped “received” with the date.

**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.