

FY 2021 Borough Budget Consultations

Manhattan - New York City Housing Authority

Meeting Date 9/13/2019

AGENDA ITEM 1 : General Agency Funding Discussion

The purpose of holding the Borough Budget Consultations is to provide Community Boards with important information to assist in drafting their statement of District Needs and Budget Priorities for the upcoming fiscal year. As you know, Community Board Members are volunteers who may not be familiar with the budget process and how agencies' programs are funded. At the same time, Community Board members are very knowledgeable about local service needs.

This year's Manhattan agendas have three sections:

- I. Agencies begin the consultation with a presentation of their goals, funding decision process, and highlights of their funding needs.
- II. Then, the agenda continues with Community Boards asking about specific program funding.
- III. Lastly, the agendas include Boards' requests on district-specific budget questions. We request that the agency respond in writing, but have any further discussions on these items with the Community Boards outside of the consultation.

For the first section, please present on the four topics below for 10-15 minutes at the beginning of our Consultation. Also, please provide written responses or even a PowerPoint presentation that we can use to fully and accurately educate our Board Members.

1. What are your priorities and operational goals for FY20 and projected priorities and operational goals for FY21?
2. What are the current proposed FY20 and FY21 service and operational goals and proposed funding?
3. Which programs is the agency adding, dropping, or changing for FY20 and projected for FY21?
4. What are your benchmarks for new and existing programs and what are your benchmarks/key performance indicators for measuring success?
5. List the Manhattan NYCHA developments in order by the total estimate of their capital needs.

AGENCY RESPONSE:

FY20--Development Specific:

- Dyckman Houses, Manhattan – NYCHA intends to lease a parcel of approximately 15,000 square feet on Block 2216, Lot 1 for construction of an affordable housing development with approximately 180-250 units. NYCHA will issue an RFP in collaboration with HPD in 2019 or 2020.

NYCHA Wide Projects:

- Abatement of Lead Based Paint: By 2020, NYCHA will use XRF technology to test over 134,000 apartments built before 1978. By the middle of 2019, as lead paint tests are completed, NYCHA will refresh its website on a biweekly basis with the list of "Lead Free" units.
- Heat: By December 31, 2020, NYCHA will install electronic temperature monitoring to provide the Authority with a comprehensive understanding of heating conditions in 44 developments, which will include electronic temperature monitoring in no fewer than 30% of NYCHA apartments in these developments.
- Elevator Service: NYCHA will adopt a new seven-day, extended schedule for Caretakers to enable more frequent

cleaning of elevator door tracks at the start of each shift.

Progress: The Alternative Work Schedule (AWS) for the Caretakers launched April 1, 2019, at 13 consolidated developments. Phase 2 will be rolled out this summer at 39 consolidated developments. AWS will be implemented at all developments by early 2020.

- Pests: By January 31, 2020, NYCHA will incorporate industry-standard IPM practices, including Northeastern IPM Center (NortheastIPM.org and StopPests.org). NYCHA will send staff appropriately trained on IPM to respond to any pest complaint.

A. NYCHA will install 8,000 door sweeps on basement doors with gaps by March 31, 2020.

B. NYCHA will install 50 rat slabs by December 31, 2020.

Progress: NYCHA has hired 7 of the 20 exterminators. 65% of the 50 rat slabs will be installed by the end of 2019, and the remaining 35% will be installed in 2020

FY21--NYCHA Wide Projects:

- Remediation of Mold and Moisture: By January 31, 2021, For 95% of instances in which a resident reports a mold complaint that is subsequently verified or NYCHA identifies mold in a unit, consistent with the NYCHA Standard Procedure SP 040:14:1, Mold/Mildew Control in NYCHA Residential Buildings, Revised December 19, 2018, within five business days of the resident reporting or NYCHA identifying mold in the unit, NYCHA will prepare and provide a written plan for addressing the root cause to the resident. NYCHA may meet this standard by mailing a copy of the written plan to the resident via U.S. or electronic mail within the five-day period

A. Updated mold inspection protocol; new comprehensive standard remediation procedure, new hands on training for staff, new tools for staff to effectively and efficiently identify and remediate mold

B. Mayor Bill de Blasio-- \$1.3 billion investment to replace over 900 roofs

- Improved Response to Resident Complaints: By January 31, 2021, NYCHA will:

A. Respond to 75% of all rat complaints within two business days, and to all rat complaints within five days

B. Respond to 75% of all other pest complaints within seven days, and to all other pest complaints within 10 days;

C. Apply effective pest control methods (in compliance with applicable law, including the Federal Insecticide, Fungicide, and Rodenticide Act, 7 U.S.C. § 136 et seq.), to address any verified complaints within seven days

D. Provide expedited response and application of pest control methods in cases where NYCHA is aware that a resident of the unit has asthma or another condition generally recognized as being caused or exacerbated by exposure to pest infestations (for example, other respiratory illness, immune deficiency/suppression, and/or effects of certain medical treatments). In an Action Plan, NYCHA and the Monitor will establish a procedure for informing residents of a process through which residents may notify NYCHA if anyone residing in a unit has such a health condition.

- Improving Services & Maintaining a State of Good Repair: Create dedicated teams representing all categories of the skilled trades, through both NYCHA staff and third-party vendors, to address backlogged work orders.

A. By 2021, reduce the work order backlog by 75,000.

B. Teams of workers will be deployed to address multiple work orders in a single unit or development at the same time (and not one work order at a time).

MEETING NOTES:

COMMENTS:

NYCHA 2.0 is real-estate plan. Looking to address continual issues of heat, mold, lead. NYCHA has staff late at night, early in the morning, etc to maintain and service elevators. NYCHA is working in concert with the Rat Reduction Initiative.

NOTES:

AGENDA ITEM 2 : Waste Management Funding

1. What is the funding for waste management (garbage disposal, recycling) in Manhattan by categories in FY20?

1A. Projected for FY21?

2. What funding has been applied to increase compliance, by district?

3. Is there new specific funding for waste management on large NYCHA campuses?

AGENCY RESPONSE:

FY20--NYCHA Wide Projects:

- Self Service Portal: Opportunity Connect (Resident Economic Empowerment & Sustainability): In 2019-2020 NYCHA IT will continue to support business initiatives that leverage the Self-Service Portal, which provides access to Opportunity NYCHA, where residents & other stakeholders can access information on training, financial services, job and business opportunities.

- NYCHA's Cloud-First Strategy: NYCHA's Cloud-First Strategy Since 2014, NYCHA has espoused a "cloud-first" strategy, migrating services and infrastructure to the cloud whenever feasible, based on financial, technical, security, and business criteria. In 2019-2020, NYCHA plans to migrate the following services to cloud-based platforms:

A. Kronos Time and Attendance

B. Oracle Financials, Maximo, Siebel, and Data Warehouse to the Cloud

- NYCHA will also continue to examine the viability and benefits of migrating other NYCHA infrastructure and application components to cloud providers on a case-by-case basis.

- Weatherization Assistance Program: NYCHA's scattered-site portfolio includes 659 stand-alone buildings and 1-4 family homes housing 45,000 residents. These developments differ from master planned developments in size, construction type, and building systems. NYCHA is working with the New York State Weatherization Assistance Program (WAP) to deliver energy and water efficiency upgrades for up to 8,000 of the 25,000 scattered site units. In 2016 NYCHA set a goal of securing \$30 million in WAP by 2025. To date, NYCHA WAP contracts total \$9.7 million. WAP is a program of the US Department of Energy, administered by NYS Homes and Community Renewal. WAP provides grants of up to 80% of the cost of repairs and capital improvements that improve the energy efficiency of housing serving low-income residents. For the April 2019 – March 2020 program year, 230 apartments in two developments are currently undergoing energy audits.

- Ventilation Modernization: In 2017, the City committed \$20 million to modernize ventilation systems in 19 developments located in East Harlem as part of the East Harlem Rezoning portfolio. A Request for Information was published to gauge vendor interest for ventilation work and responses were received in March 2019. As of May 2019, an engineering firm is preparing preliminary feasibility studies and cost estimates. Contractor procurement is expected to start in the first quarter of 2020.

FY21 Action Plan Items:

- Energy Performance Contracting (EPC) Program: The EPC program benefits NYCHA residents by investing in capital upgrades that help provide consistent and comfortable heat and hot water, and brighter, energy-efficient lighting. The EPC program allows NYCHA to use future energy cost savings to pay for these capital improvements. NYCHA set a goal of securing \$300 million in EPC funding by 2025. NYCHA is on track to exceed this goal by 2021. As of January 2019, NYCHA has received HUD approval of \$271.8 million for four EPCs serving 72 developments. In total, NYCHA expects to have four EPCs in construction in 2019 and one EPC is in the sixth year of its thirteen-year compliance period. In Spring 2019, NYCHA plans to issue a solicitation to Energy Service Companies (ESCOs) to provide investment grade audits for additional EPCs leveraging the Mayor's \$200 million investment in NYCHA heating systems.

MEETING NOTES:

COMMENTS:

All three infrastructure upgrades, change in policy, and resident engagement needed in order for NYCHA to become litter free and to help combat rats. Neighborhood rat reduction sites have expanded twice (in Harlem particularly, and citywide).

NOTES:

Community boards will help advocate for neighborhood rat reduction site expansion.

AGENDA ITEM 3 : Door Repairs and Upgrades

1. What is the FY20 budget for repairs and upgrades of doors, locks and intercoms, both for Manhattan buildings and individual apartments?
 - 1A. Projected for FY21?
2. Please provide a priority list by development.

AGENCY RESPONSE:

MEETING NOTES:

COMMENTS:

Door repairs are ongoing challenge for NYCHA. Been implementing a key fob system. NYCHA prioritizes and addresses problems based on work orders, staff complaints, data driven. Addressing doors and locks are a priority, and it tends to occur within the same buildings and same developments.

NOTES:

AGENDA ITEM 4 : NextGen Sustainability Program

1. What funding is allocated for the NextGen Sustainability Program in Manhattan for FY20?
 - 1A. Please break down by program initiatives.
2. Which Manhattan developments are participating?
3. When will all of the Manhattan developments be participating?
4. What is projected for FY21?
5. How much funding has been allocated for resident engagement and tenant technical assistance in FY20, projected for FY21?
6. What are the long-term anticipated savings?

AGENCY RESPONSE:

Benchmarks for Success:

Lead:

- By September 30, 2019, NYCHA will train all 900-maintenance staff to conduct visual assessments to identify lead-based paint hazards.
- By 2020, NYCHA will use XRF technology to test over 134,000 apartments built before 1978. By the middle of 2019, as lead paint tests are completed, NYCHA will refresh its website on a biweekly basis with the list of "Lead Free" units.
- By January 31, 2024, NYCHA will abate all lead-based paint at the Harlem River Houses and the Williamsburg Houses.
- NYCHA will abate exterior common areas that contain lead-based paint. NYCHA will develop an Action Plan with an appropriate timeline for the abatement, prioritizing common areas posing a higher risk of exposure to children.

Heat:

- NYCHA will comply with N.Y.C. Admin. Code § 27-2029(a), which requires NYCHA to maintain the following temperatures in apartments during the heating season (October 1 through May 31):

- Between the hours of 6:00 a.m. and 10:00 p.m., a temperature of at least 68 degrees Fahrenheit whenever the outside temperature falls below 55 degrees; and

- Between the hours of 10:00 p.m. and 6:00 a.m., a temperature of at least 62 degrees Fahrenheit.

Mold:

- For 85% of verified mold complaints, there will not be a second verified mold complaint in the same unit or the same common area room or hallway within a 12-month period.

- No more than 15% of verified mold complaints will be for mold covering 10 or more square feet in a unit or common area that is visible from within such unit or common area, unless NYCHA can document to the satisfaction of the Monitor that after having been advised by NYCHA to report incidences of mold, the resident did not report the incidence of mold until after the mold had reached this extent.

- Mold will not appear more than three times in a year in any single unit.

- By the end of 2019, train 2,700 staff to improve inspection of mold and to investigate building-level systems that contribute to mold.

Elevator Service:

- 70% of buildings containing more than one elevator will have no more than one instance per year where all elevators are out of service (whether planned or unplanned) at the same time, and no such building will have more than three instances in a year.

- 70% of elevators in all buildings will have an unplanned outage no more than eight times per year, and no elevator will have unplanned outages more than 15 times a year.

Pest:

- By July 31, 2019, NYCHA will, for any unit that has more than one pest infestation complaint verified by NYCHA staff within 12 months, (a) cause a professional using integrated pest management (IPM) techniques to evaluate the unit and its immediately adjacent units and common areas within 30 days to identify any circumstances specific to that unit that may have contributed to such recurrence (including, but not limited to, unaddressed leaks, proximately located trash, or holes in walls), and (b) address, consistent with IPM principles, any such circumstances within the following 30 days.

- By January 31, 2020, NYCHA will incorporate industry-standard IPM practices, including Northeastern IPM Center (NortheastIPM.org and StopPests.org), Integrated Pest Management – A Guide for Affordable Housing, using the current edition at the time of the pest complaint, as developed under an interagency agreement between HUD and the U.S. Department of Agriculture for their Delivery of IPM Training to PHAs project; and current editions of other professional IPM resources as the Monitor may approve, into building operations in all NYCHA properties.

MEETING NOTES:

COMMENTS:

NYCHA is trying to bring green job opportunities to NYCHA residents.

NOTES:

AGENDA ITEM 5 : PACT Timeline

1. Which buildings/developments are going into the Permanent Affordability Commitment Together (PACT) and Rental Assistance Demonstration (RAD) programs?

2. What is the timeline for implementation?

3. What is the funding for resident engagement in FY20? Projected for FY21?

AGENCY RESPONSE:

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 6 : Unmet Major Infrastructure Needs

1. How much of NYCHA's unmet major infrastructure needs are in Manhattan?
 - 1A. Describe the Manhattan funding needs by category: plumbing, electric, roofs, facades, elevators.
2. Until NextGen and PACT are fully implemented, how much funding is budgeted for these needs in FY20?
 - 2A. Projected for FY21?
3. Please provide this information by district.

AGENCY RESPONSE:

1. Manhattan has a total 5-Year need of \$8,994,687,932.81 which represent 28% of total capital needs.
 - a. Please see the below 5-Year need by category:
Apartments: \$ 3,749,945,487
Architectural: \$ 3,077,813,385
Conveying: \$ 371,219,374
Mechanical: \$901,720,465
Electrical: \$ 271,324,594
Site: \$622,664,625
2. See attached Worksheet - CPD Planned Manhattan Projects 2018 - 2023 By City Council District & Development
3. See attached Worksheet - CPD Planned Manhattan Projects 2018 - 2023 By City Council District & Development
REFER TO "CAPITAL PLAN ALL SOURCES 2018" DOCUMENT

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 7 : Staff Funding

1. What is the FY20 budget for staff in Manhattan developments by category: grounds maintenance, building maintenance, and skilled trades?
 - 1A. Projected for FY21?
2. What is the ratio of workers to residents for each category?
3. Given the backlog of repairs, how many additional staff are needed in each category?
4. What is the projected cost?

5. Were NYCHA's staffing requests for FY20 fully met?

AGENCY RESPONSE:

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 8 : Funding for TA Presidents

1. How much funding has NYCHA allocated in FY20 for Manhattan TA Presidents, TA participation activity funds, and resident engagement?

1A. Projected for FY21?

1B. Please describe the various programs that include a resident engagement aspect.

2. What percentage of resident engagement is required to ensure that programs are successful?

3. How many developments are receiving TA funds?

4. How many TA's applied for this funding? How many developments have functioning TA's?

5. What criteria does NYCHA use to determine which TA applications are approved for funding?

AGENCY RESPONSE:

1. Tenant Participation funding amounts are set by HUD at \$25 per occupied dwelling unit, with \$15 dollars allocated for the Tenant Association and \$10 to the PHA to support resident engagement activities. TPA funds are part of NYCHA's operating subsidy and are subject to annual proration. NYCHA uses additional funding, including non-federal funding sources and private grants, to support resident engagement efforts. Tenant Association funding amounts are available online by development here: (<https://www1.nyc.gov/site/nycha/residents/nycha-tpa.page>) . NYCHA's financial plan is publicly available online and includes a 5 year projection.

1A. See above

1B. NYCHA Community Engagement & Partnerships department manages partnerships with a network of nearly 100 providers who offer direct services to residents. Additionally, CEP manages workforce, entrepreneurship, social services, youth, senior and other programs that serve residents citywide. More detail regarding these programs can found online here: <https://www1.nyc.gov/site/nycha/about/departments/community-engagement-and-partnerships.page>

2. Cohort-based programs managed by CEP have distinct enrollment goals based on type of program and funding source. Typically, NYCHA meets or exceeds its enrollment goals for cohort-based services (e.g. NYCHA Resident Training Academy).

With respect to general outreach and engagement, CEP uses multiple outreach methods to ensure residents are engaged, based on the initiative. This may include evening and daytime meetings, door-to-door canvassing, webinars, phone banking, focus groups, and other engagement forums. Success is measured in relation to the specific engagement initiative and based on the methods deployed.

3. Information regarding TPA funds, by development, is available online here:

(<https://www1.nyc.gov/site/nycha/residents/nycha-tpa.page>)

4. Funding is allocated automatically by NYCHA. TA's must execute a funding agreement and annual spending to be eligible to access funds. TA's also must be compliant with their election term and have a five-member board. Citywide, there are 261 Tenant Associations representing 290 developments. Excluding FHA homes, 94.7% of developments are represented by a TA.

5. NYCHA utilizes HUD criteria to determine eligibility for TA spending proposals. This is available online, in addition to a guidebook for TA's that provides examples of eligible expenditures.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 9 : Technology Funding

Since this project was scheduled to close in September 2018 and "any additional updates, enhancements, etc would fall under a new contract".

1. Is there a new contract to fund for technology to improve efficiency of maintenance and skilled trades workers in FY20?

1A. Projected for FY21?

2. What is the projected cost for provided handheld computers to all Manhattan maintenance and skilled trades staff?

AGENCY RESPONSE:

NYCHA does not have one specific contract to improve efficiencies of maintenance and skilled trades workers. Instead, NYCHA implements enhancements to the systems that the skilled trades and maintenance workers utilize. For 2020 and 2021, NYCHA will be implementing several improvements on how we track, report, and correct issues surrounding mold, lead, pests, heat, elevators and Inventory.

The cost to NYCHA of providing smart phones to workers in Manhattan is around \$785,000 annually.

MEETING NOTES:

COMMENTS:

Maintenance workers use the smartphone to close out work order requests.

NOTES:

AGENDA ITEM 10 : Increased State Funding

1. How will the increase in funding for NYCHA announced by Governor Cuomo in April 2018 be allocated in the Borough of Manhattan?

AGENCY RESPONSE:

The State legislature and the Governor allocated \$450 million dollars in the FY 2017 and FY2018 budgets. Manhattan

will be getting

\$183 million in FY 17 to replace boilers at 830 Amsterdam Avenue and 335 E 111th Street. In addition, from the 2018 budget we will see \$74 million replacing 18 boilers at Amsterdam, Lincoln, Marble Hill, and Johnson.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 11 : District Specific Question

1. What is the status of the request for proposals (RFP) for the Harborview development?

2. Campos Plaza Community Center Cornerstone program run by University Settlement has been in dire need of repairs for several years. DYCD provides only programmatic expense funding; this is a NYCHA property. How are capital funds obtained for Cornerstone programs and what is the status of funding for this specific program?

AGENCY RESPONSE:

1. There are no plans for development at Harborview at this time.

2. Capital funding can be obtained through OMB at DYCD's request or from an elected official.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 12 : Budgeting Process and CB Support

Please explain any particular features of your budgeting process that CBs should take into account when formulating their requests.

AGENCY RESPONSE:

There are no flags to report at this time.

MEETING NOTES:

COMMENTS:

NOTES:

Susan Stetzer (CB3 District Manager): Asked about budget issues, budget process. Susan wants NYCHA's list of what's been allocated.

AGENDA ITEM 13 : CB Priorities

1. What budget priorities would NYCHA like Community Boards to support?

AGENCY RESPONSE:

NYCHA would like to recommend Waste Management projects as budget priorities for Community Board support. With the release of the Waste Management Plan in 2019, NYCHA is working hard to improve cleanliness and reduce visible trash and litter. To achieve that goal, NYCHA is developing a multi-year capital plan, however the total project costs exceed the allocated capital funding grant. In addition to capital budget funding constraints, some waste management upgrades do not meet capital eligibility requirements. Community board support would help advance the Waste Management Plan. Estimated itemized costs for waste management upgrades include:

1. Interior compactors - \$75,000 per compactor (usually one per building)
2. Enlarged ground floor hopper doors - \$5,500 per door (usually one per building)
3. In-sink food waste disposers - \$2,500 per apartment
4. Auger-type exterior compactor (bulk or household waste) \$750,000 per compactor

MEETING NOTES:

COMMENTS:

NOTES:

Shatic Mitchell and Eutha Prince want NYCHA representatives at their respective District Service Cabinet meetings.