



# A Home to be Proud Of

A Handbook  
for Residents of the  
New York City  
Housing Authority



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## IMPORTANT TELEPHONE NUMBERS

### MANAGEMENT OFFICE

Mon. – Fri. 8:30 A.M. – 4:30 P.M.

( ) \_\_\_\_\_

### EMERGENCY MAINTENANCE SERVICES

Mon. – Fri. 4:30 P.M. – 8 A.M.

24-Hour Service Weekends and Holidays

(718) 707-7777

### CENTRALIZED CALL CENTER

(for residents of Queens and Staten Island)

(718) 707-7771

### HOUSING BUREAU POLICE

(Your Local Police Service Area)

( ) \_\_\_\_\_

### NYC POLICE DEPARTMENT

(Your Local Precinct # \_\_\_\_\_ )

( ) \_\_\_\_\_

### NEAREST HOSPITAL

Name \_\_\_\_\_

( ) \_\_\_\_\_

### NEAREST FIRE STATION

( ) \_\_\_\_\_

### COMMUNITY CENTER

Name \_\_\_\_\_

( ) \_\_\_\_\_

**POLICE EMERGENCIES, CALL 911**

**ALL NON-EMERGENCY  
CITY SERVICES, CALL 311**

## WELCOME FROM THE GENERAL MANAGER

Dear Resident,

For those of you who are new to public housing, we have prepared this handbook with the hope that it will help answer many of the questions you may have as you settle into your new home and meet your new landlord — the New York City Housing Authority.

For those of you who have already made your home with us, this handbook will serve as a valuable reference source, providing the latest information on current Housing Authority policies and procedures that pertain to you and your home.

In these pages you will find information about everything from rent paying procedures to household cleaning tips, from social and community services to maintenance and emergency services, from what to do if you are locked out to how to go about joining your resident association and tenant patrol. In sum, this handbook will explain clearly the conditions of occupancy we expect you to observe as a resident and, in turn, what you can expect from us, your landlord.

The staff of the New York City Housing Authority has proudly provided effective, courteous housing management to countless New Yorkers for more than 70 years. Our aim is to work with you to make sure that your home with us is a happy and safe one, a home to be proud of.

*Sincerely,*

A handwritten signature in black ink, appearing to read 'Douglas Apple', with a stylized, cursive script.

Douglas Apple  
General Manager

## ABOUT YOUR APARTMENT

### **Your First Look**

As a new resident you are entitled to a pre-occupancy inspection of your new apartment, with your Housing Assistant, in order to identify items and conditions that may need repair to avoid future charges.

Inspect your apartment as soon as you receive the keys. Give it a thorough look. It should be in good condition, but if you do see that anything is missing or in need of repair, advise your Management Office as quickly as possible, verbally and in writing. If you fail to do so within a reasonable period of time, then *you* may be held responsible and face possible costs for the work required.

### **Door Locks**

The front door of your apartment has been equipped with a good lock. We permit no replacements. If you wish to buy an additional lock, make sure that the lock you buy conforms to our guidelines by checking with your Housing Assistant. (See page 21.) You will be responsible for its installation, care and maintenance. In case of an emergency, the Housing Authority reserves the right to break the lock in order to gain entry.

### **Self-Closing Doors**

New York City law requires that if your apartment door opens into an enclosed hallway, stairway or other common passageway (whether enclosed or open), it must be self-closing; that is, when opened and released, the door must swing shut and completely close and latch by itself. Self-closing apartment entrance doors help to prevent the spread of fire. Residents are prohibited by law from removing or disabling any self-closing apartment entrance door or permitting such a door to be held open by any device. There are no exceptions to this requirement.

Floor covering and improperly installed door locks can prevent the self-closing mechanism from working. Any carpeting that impedes the self-closing mechanism should be cut away in the area of the door's swing. To ensure that your apartment entrance door closes properly, it will be inspected periodically. Any repairs, improvements or alterations needed to restore the self-closing feature will be made. Please contact your Management Office immediately if your apartment entrance door fails to close and latch by itself.

### **Window Guards and Stops**

The New York City Health Code requires that the Housing Authority install window guards in every NYCHA apartment where children who are ten years old or younger reside, or at the request of a resident. To ensure your children's safety, have Authority staff install window guards and stops (brackets that prevent windows from opening all the way) on all the windows in your apartment. And you should also consider having window guards installed if young children regularly visit your apartment. Regardless of your family composition, the Authority will supply and install window guards free of charge at your request. Don't put this off! Go to your Management Office to start the process.

## **Fire Escapes**

If your apartment has a fire escape, keep the window leading to it clear of any objects that might obstruct exit. Make sure that the window gates are in good working condition and that everyone in your household knows how to open them. Fire escape gates should be Fire Department approved and not the padlock type.

## **Smoke Detectors**

New York City law also requires that each apartment be equipped with a smoke detector. You will be charged a one-time fee of \$10 for each smoke detector installed in your apartment. Once a smoke detector has been installed in your apartment, you are responsible for periodically inspecting and testing it to determine that it is in working order. If for some reason the smoke detector is not working, you should contact your Management Office.

New batteries should be installed at least once a year. It will be easier to remember this task if you install them on a birthday, a holiday, or when you adjust your clocks forward or back in the spring and fall. Many battery-powered units “chirp” or give some other signal when their batteries need replacement. Contact your Management Office for new batteries when yours run down.

Federal law requires the Housing Authority to provide all hearing impaired individuals with a visual smoke alarm. Please notify your Management Office if anyone in your apartment is hearing impaired, and a visual smoke alarm will be installed free of charge.

## **Carbon Monoxide Detectors**

Carbon monoxide (CO) is a colorless, odorless, tasteless and toxic gas that results from the incomplete combustion of fossil fuels, such as gasoline, natural gas and oil. Dangerous amounts of CO can accumulate when fuel is not burned properly, or when rooms are poorly ventilated and the CO is unable to escape.

To help prevent CO poisoning, a law was passed in 2004 which requires the installation of CO detectors in every apartment in New York City where a fossil fuel-burning furnace or boiler is located. The law also requires that a CO detector be installed within 15 feet of each room lawfully used for sleeping.

Going above and beyond the law, NYCHA has installed CO detectors in all of its apartments.

The occupant of each apartment is responsible for the maintenance and repair of the detector(s) and for replacing any or all detectors that are stolen, removed, missing, or become inoperable during the occupancy of the apartment. However, NYCHA will replace missing or defective CO detectors prior to a new occupant and will replace any defective detector within 30 days of notification if the defect occurs within one year of installation and is not the result of resident neglect.

Consistent with the law, NYCHA will charge the occupant of each apartment in which a CO detector is provided and installed twenty-five dollars (\$25.00) for the cost of such work.

Contact your Management Office if you do not have a CO detector or the correct number of CO detectors in your apartment.

And if your CO detector should go off, stay calm. Once you determine that is not your smoke alarm, you should silence the detector by pushing the reset/silence button, open windows, check on the rest of your household members (including pets) and call 911.

**REMEMBER, NEVER USE YOUR STOVE FOR HEATING AS THIS CAN INCREASE THE RISK OF CO POISONING.**

### **Telephones**

You have to make all of your telephone arrangements directly with the telephone company you use. We encourage vacating residents, painters and other personnel to leave existing telephone wires and jacks in apartments to save new tenants part of the installation cost (as much as 50%). We can't guarantee it, but we hope that your apartment is equipped with jacks and that, if you move, you are kind enough to leave them for the family that moves in after you.

Now that the Internet is so popular, many residents are requesting more than one telephone line. Unfortunately, most NYCHA buildings are not equipped to accommodate this request at present. You can, however, have more than one jack running from the same telephone line. Check with your Management Office to find out about installing additional telephone lines and jacks.

### **Antennas and Satellite Dishes**

Installation of cable television, which is available in virtually all Housing Authority developments, is the responsibility of the resident. Contact your Management Office for the names of local cable companies.

NYCHA residents are prohibited from installing any television or other antenna on the window sill or any place outside of their apartment without prior written consent from your Management Office. This includes any type of satellite dish antenna that might be attached to window frames, window guards, or the brickwork on the exterior of the building. Satellite dishes are only allowed **inside** of a resident's apartment. Roof antennas are not permitted. However, a master TV antenna may be available at your development. Contact your Management Office for details.

### **Painting**

All apartments are scheduled for painting by the Authority on a regular basis. You will be given a color choice. If you wish to paint your own apartment, please obtain written consent from your Management Office. Painting over surfaces with incompatible paints can cause hazardous conditions.

### **Exterminator Service**

The Authority will provide a special pest control service shortly after you move in. It covers everything in your apartment, including your furniture and bedding, without charge to you.

Thereafter, a regularly scheduled service will be provided to cover everything in your apartment except your furniture and bedding. Please cooperate by admitting the exterminator when he or she comes to inspect and treat your apartment, and, if you cannot be home, please arrange for a neighbor to allow the exterminator in. Emptying cabinets and closets prior to the exterminator's visit is your responsibility. You will be notified in advance of scheduled routine visits. Your cooperation will ensure a vermin-free home.

You must, however, report the presence of any mice, roaches or other vermin as soon as they are discovered, and your Management Office will immediately schedule a visit. You should never use any multiple fogger type aerosol bug sprays in the apartment.

### **Laundry and Washing Machines**

Many developments have a centrally located laundry room equipped with coin-operated washing machines and dryers.

If you wish to install a washing machine in your apartment, you must obtain written approval and instructions from your Management Office. Please follow specific instructions for installation issued by the Housing Authority. Improper installation may result in hazards and inconveniences to you and your neighbors. The most common problem with faulty hook-ups involves hot water gushing out of cold water faucets and a reduction in hot water. You wouldn't want a neighbor to do this to you — don't do it to a neighbor! A word about the detergents used in your washing machine: Please use only low-suds detergents, both for the efficient operation of your machine and to avoid soap back-ups into your or your neighbor's apartment.

You are not permitted to install any electric or gas dryer in your apartment.

### **Parking Facilities**

The New York City Housing Authority provides parking spaces for use by authorized residents who obtain a parking permit sticker. Usually, only one parking sticker is issued per family. In many developments, parking is available on a first-come, first-served basis. Consult your Management Office for information on parking availability, charges and permits. Fees for the parking stickers vary. The Housing Authority will not assume any responsibility for any automobile (including yours) parked on Authority property. The duplication or misuse of parking permits may lead to termination of tenancy proceedings.

### **Locked Out?**

If you find yourself locked out of your apartment through loss of your key or some other mishap, call the Management Office. Do not try to enter your apartment by forcing open windows or doors. You will be provided with a new key; however, there is a service charge. The cost the first time is \$10; the second time \$15; the third time \$20; and after that \$25. This service will only be extended to persons whose signature we have on file. We will not admit children unless parents make a written request for this service and furnish us with a copy of the child's signature.

If you are locked out when the Management Office is closed (before 8:30 AM and after 4:30 PM), please contact a private locksmith. NYCHA is not responsible for the cost of the locksmith. However, in cases where the lockout was caused by a damaged NYCHA lock, the development Manager may use his or her discretion regarding reimbursement. The Housing Authority is not responsible for the replacement of resident-installed locks if the resident requests that the lock be drilled out.

However, NYCHA's Emergency Service Unit (ESU) will respond to requests from seniors and people with mobility impairments or other disabilities who are locked out after hours. (See page 22 for the after-hours ESU number.) If there is a second lock, NYCHA will not be responsible for its replacement.

**SAVE TIME AND MONEY; KNOW WHERE YOUR KEY IS!**

### ***Picnic Areas and Barbecuing***

NYCHA picnic areas are available in many developments, for use by residents from May 1 to September 30 between the hours of 10 AM and 8 PM. Authorization to use a picnic area must be obtained from your Management Office by filling out the "Request to Use Picnic Area" form and submitting it to the Management Office at least 10 days in advance of the requested date. The Management Office must respond within two days of receiving the request. Upon approval of the request, you will be issued a picnic area key on the day of the picnic, or on the business day before if the picnic is on a weekend or holiday, and a copy of the request. The picnic area key must be returned the first business day after use.

The following regulations also apply when your request to use a picnic area has been approved and you have been issued a picnic area key:

- You must keep a copy of the "Request to Use Picnic Area" form available during the picnic to show to a police officer upon request;
- Only permanently installed charcoal grills may be used in the barbecue area;
- Open or campground fires are not permitted;
- You must make sure that the gates remain open when the picnic area is in use;
- You will be responsible for the conduct of all family members and guests, and for the supervision of minors;
- Alcoholic beverages are not permitted;
- You must connect a garden hose to the water supply spigot or maintain a 16 quart pail of water within reach of the barbecue grill;
- Barbecue grills must be under the continuous care and direction of a person who is at least 18 years old, from the time the fire is lit until it is extinguished;
- You must provide all necessary equipment to properly clean the picnic area; and
- You must clean the picnic area after each use, which includes disposing of all trash and extinguished charcoal in the proper receptacles (enclosed metal containers or drums).

## RENT AND CONDITIONS OF OCCUPANCY

### **How Rent Is Determined**

The rent you pay is either 30% of your income (after allowable deductions) or a flat or ceiling rent, whichever is less. (See exclusions below.) Residents can choose to pay the flat or ceiling rent even if it is higher than the income based rent. Your family's income determines your individual rent. This is why, down the hall from you, perhaps, a family of your size living in an apartment of your size pays a different amount of rent each month.

Exclusions to the 30% rent rule are: casual or sporadic income; reimbursement for the cost of medical expenses; lump sum addition to assets; hazardous duty pay in the armed forces; servicemen's lump sum death benefits; temporary resident's income; foster care income; live-in aide's income; Title V employment; full-time students; veteran's benefits — for tuition, books, etc.; earned income for children under 18 years old; food stamps; income from reparations to Native Americans; and Holocaust survivor benefits. In addition, Frederick Samuel and Forest Hills Cooperative, as well as Multiple Home Ownership Programs (MHOP), have a different schedule.

### **Rent Due Date**

Rent is due on the first day of the month. The rent for most residents who receive public assistance is paid directly to NYCHA by the Human Resources Administration (HRA). Others who receive public assistance are expected to pay their rent when they receive their checks.

### **Rent Payment Procedures**

The Housing Authority has implemented a new procedure for rent payment processing called the Lockbox Program. All payments from NYCHA residents are now processed centrally and are no longer paid at the local Management Office.

Residents receive a "Monthly Billing Statement" with a tear-off coupon called a "Remittance Slip" indicating the amount of rent owed, as well as any additional charges. Residents should send their checks or money orders with the Remittance Slip in the enclosed envelopes. The mailing address will automatically show up in the window. If your payments are sent directly to NYCHA by the Human Resources Administration, you need only review the Monthly Billing Statement to be sure that the previous month's payment was received and that no other charges are due. Any additional charges should be submitted with your check or money order along with the Remittance Slip.

There are also authorized payment centers where you may make cash payments in person and receive an immediate receipt. These centers are located throughout New York City. See your Housing Assistant for a complete list.

### **Your Security Deposit**

When you signed your lease, you paid a security deposit unless you receive a public assistance shelter allowance, in which case you provided a Rent Security Agreement. The interest on your security deposit adds up over a year's time and is credited each year to your February rent. If you provided a Rent Security Agreement, there is no interest to credit.

### **Yearly Income Statement**

Once each year, your Management Office staff will provide you with an **Occupant's Affidavit of Income** form, often referred to as the Annual Review Form. This form is used to determine whether the rents and sizes of apartments are appropriate for the families who live there. It includes sections on family composition, a Federal Privacy Act Statement, a section on Disability Status and Reasonable Accommodation, and a Window Guard Questionnaire.

In addition, an **Employer's Form** must be completed and signed by the employer of each working member of your family.

What if you are self-employed? If that is the case, you must keep adequate and verifiable records of all transactions. These records and their supporting documents, such as bills, bank books and income tax returns, must be available for examination by your Housing Manager and/or NYCHA's business auditor in order to check your total annual income.

After a preliminary review of your Occupant's Affidavit of Income, your Housing Assistant may request further documentation of your income or family composition. **Please Note** that NYCHA staff will make direct contact with the company, agency, or other source of income in order to verify the information submitted as well as verify any deductions claimed.

### **Family Composition**

The law requires you to inform us of any changes in your family composition, such as births, deaths, or any other changes in the number of household members. Not only is the size of the apartment that is most appropriate for you determined by the size of your family, frequently changes in family composition involve changes in your family income. If you start or stop receiving public assistance, please notify your Management Office.

Other important changes must be reported as well. For example, you must report the loss or addition of a full-time, employed member of your family immediately. If you or a family member become unemployed for three months or longer you must report this fact to the Management Office.

Similarly, if you wish to bring a relative or other person into your home for anything other than a short visit, you must obtain written permission from your housing manager. If your request is approved, any additional income received by this person may be added to your total family income to determine the amount of rent you pay.

*It is important to keep in mind that the U.S. Department of Housing and Urban Development (HUD) may perform an annual verification of this information through its Income Verification Program. Resident income data reported to the Housing Authority may be matched against records kept by the Internal Revenue Service and the Social Security Administration. If a discrepancy is detected the resident will be notified by letter, and asked to contact his or her Management Office.*

Sometimes, obviously, changes in family composition will mean that your rent will be reduced. Sometimes, they will mean the reverse. Either way, changes must be reported. That's the law.

## **COMMUNITY SERVICE**

In accordance with the Housing Act of 1998, certain public housing residents must provide eight hours of community service or participate in eight hours of economic self-sufficiency training a month, as a condition of their tenancy. Community service is unpaid service to a local community-based organization or to your local community.

For many residents this is nothing new; they have provided such service voluntarily for years. Prime examples are the thousands of residents who volunteer for tenant patrol or parents who provide assistance at their local school. Economic self-sufficiency refers to programs that NYCHA and others offer to help residents gain employment, to help them become financially self-sufficient. It also refers to programs that assist residents suffering from drug or alcohol abuse to gain control over their lives. Services provided by these programs include: training on how to maintain a household budget, how to fill out a job application, drug abuse counseling, etc.

Every adult who is 18 or older, and below the age of 62 who does not qualify for an exemption must provide community service. Most residents will qualify for an exemption. If however, you are not exempt, community service is a condition of your tenancy and your compliance or lack of compliance could affect your family's right to remain in public housing.

### **If You Are Not Exempt...**

Residents should discuss their concerns with their Housing Assistant before reaching any conclusion as to whether or not they must perform Community Service. The Community Service Requirement can be met by volunteering with NYCHA or for federal, state or municipal agencies, or for community or faith-based organizations.

NYCHA has put together a **Volunteer Guide** as an information resource tool to assist you in your search for volunteer opportunities in the city. This guide includes a listing of volunteer opportunities in NYCHA, including NYCHA operated and sponsored community and senior centers and a list of volunteer referral services where you can seek volunteer opportunities. Please ask your Housing Assistant if you need a copy, or log onto NYCHA's website at <http://www.nyc.gov/nycha>.

Additional Community Service providers may also be identified through the following:

- **The Mayor's Office - Voluntary Action Center** - located on the Internet at <http://www.nyc.gov/volunteer>; or
- **The Volunteer Match** database, located on the Internet at <http://www.volunteermatch.org>; or
- **By calling 3-1-1.**

Residents who must perform Community Service may also choose a Community Service provider that is not on these listed databases, provided that permission is obtained from the development Manager prior to the performance of Community Service.

In order to perform Community Service you must first give the *Community Service Performance Verification* form (available from a Housing Assistant) to the intended provider. This form allows the provider to agree to supervise the performance of the Community Service and certify the number of hours performed. Once the form is completed you should keep a copy and return the original to your development Management Office.

### **Community Service Exemptions**

There are many exemptions for which residents may qualify. An exemption will excuse the resident from the performance of Community Service during the one year lease term, unless the exemption is permanent. NYCHA can identify certain exemptions based on existing data, but most other exemptions may be granted only after submission of a signed **Exemption Verification Form**. These forms are available from your Housing Assistant. The resident is responsible for obtaining and submitting the signed exemption document to the development Management Office.

#### **Exemptions that NYCHA can verify with pre-existing data:**

1. Age – Below Age 18
2. Age – Age 62 and older (permanent exemption)
3. Employed – An adult with no child below age 13 in the household and earning at least \$8,034 per year, or working a minimum of 30 hours per week
4. Employed – A single adult family with at least one child below age 13 in the household and earning at least \$5,356 per year, or working a minimum of 20 hours per week
5. Employed – A two adult family with at least one child below age 13 in the household: both adults must work and together must earn at least \$9,373 per year, or together both must work a minimum of 35 hours per week, on average

6. Disability Income - Receiving Supplemental Security Income (SSI)
7. Public Assistance - An individual receiving welfare or included in a family welfare budget

**Exemptions that can be granted only with signed documentation:**

1. Blind / Disabled (A permanent exemption will be granted only if the blindness or disability is certified as permanent by a doctor)
2. Receiving Social Security Disability (SSD) Income
3. Primary caretaker for the blind or disabled
4. Vocational educational training (available only one time per any resident)
5. Job skills training directly related to employment (The resident might not be currently employed, but employment may be dependent on successful completion of job training.)
6. Education directly related to employment, in the case of an individual who has not received a high school diploma or a certificate of high school equivalency (The resident might not be currently employed, but employment may be dependent on successful completion of job training.)
7. Satisfactory attendance at secondary school or higher
8. Satisfactory attendance in a course of study leading to a certificate of general equivalence, if the resident has not completed secondary school or received such a certificate
9. Work experience (including work associated with the refurbishment of publicly assisted housing) if sufficient private sector employment is not available, e.g., Youthbuild
10. On-the-job training
11. Job search and job readiness assistance — *not to exceed 6 weeks during any lease year.*  
*Job readiness assistance* includes the following criteria:
  - a) Training in job-seeking skills
  - b) Training in the preparation of resumes or job applications
  - c) Training in interviewing skills
  - d) Participating in a job club, or
  - e) Other related activities that may assist an individual in securing competitive employment
12. Childcare provider to a NYCHA child resident age 5 or younger, if the child's parent — also a NYCHA resident:
  - Is performing Community Service, OR
  - Is exempt by NYCHA from performing Community Service because the parent is employed

A child age 6 through 12 may also qualify if the child does not attend school due to Home Schooling, Home Instruction or is exempted by a school from attending for that year

13. Childcare provider to your own child if childcare is otherwise unavailable:
  - You must be a single adult family
  - Your child must reside in your apartment
  - Your child must be age 5 or younger
  - Your child age 6 through 12 may also qualify if the child does not attend school due to Home Schooling, Home Instruction or is exempted by a school from attending for that year, and
  - You must submit letters from two local Child Care Centers, on the Center's letterhead, stating that appropriate child care is not available. Each Child Care Center must be licensed by the NYC Department of Health and be subsidized by NYC.

### **EVICTIION AND TERMINATION OF TENANCY**

Though the most common form of eviction is for failure to pay rent, a tenancy may also be terminated when a resident or a member of a resident's family engages in prohibited conduct. Such conduct includes: willful misrepresentation of any material fact relating to eligibility for admission, continued occupancy, or the amount of rent to be paid; breach of rules and regulations; failure to provide satisfactory verification of family income; the transfer of possession of an apartment for use by a person or persons other than the tenant of record; chronic rent delinquency; poor housekeeping; and non-desirability.

Non-desirability is defined as conduct or behavior which presents a danger to the health and safety of neighbors or NYCHA employees; behavior which damages NYCHA property, or poses the threat of damage; behavior which is considered to endanger the peaceful occupation of other residents; sexual or moral offenses; or common law nuisances.

Residents and their families can also be evicted for drug activity on or off of NYCHA grounds, or under the Bawdy House Law, for illegal drug trade or activity on NYCHA premises. Residents are responsible for the conduct of all visitors, family members and guests to their apartments. Loitering and consumption of alcoholic beverages in public spaces is prohibited.

### ***The Eviction Process for Failure to Pay Rent***

If you are behind in your rent and have taken no positive steps to resolve the problem, NYCHA may seek your eviction in landlord/tenant court. If the court determines that you must pay your rent or move and **you do neither**, a warrant will be issued from the court and the City Marshal will serve a 72-hour Notice of Eviction, indicating the eviction date and time. You can still make arrangements to pay the rent **before** the warrant is served; however, once the warrant is served, the eviction process will move forward. (If you decide to move out on your own accord, keep in mind that you continue to be responsible for unpaid rent.)

Should you not move before the eviction date and time, the City Marshal will ask you to leave the apartment, taking only your personal valuables. If you haven't made other arrangements, your furniture and other belongings will be taken by the movers and placed in storage.

This cold and painful experience can be avoided. Should personal problems or financial hardships impact on your ability to pay the rent, you should go to your Management Office first; then, if necessary, seek public assistance from the New York City Human Resources Administration. Ask your Housing Assistant or another management employee for the nearest location. If you need assistance with budgeting, NYCHA Social Services staff may be able to obtain help for you.

### ***The Eviction Process for Criminal Activity And Other Termination of Tenancy Cases***

The eviction process described above can be applied to any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the development, any violent or drug related criminal activity on or off NYCHA grounds, any criminal activity that results in a felony conviction, and other termination of tenancy cases, such as for non-desirability, chronic rent delinquency, or a breach of the rules. Except where criminal activity is involved, you will usually be given an opportunity to discuss the matter with your Housing Manager to see if the breach or problem can be resolved. If resolution is not achieved, the case will be forwarded to NYCHA's Law Department, where an Administrative Hearing before an Impartial Hearing Officer will be scheduled.

An Impartial Hearing Officer acts as a judge, weighing the facts and deciding on the merits of the case. If the Impartial Hearing Officer does not find in the resident's favor, the Impartial Hearing Officer's findings and recommendation will then be forwarded to the NYCHA Board comprising the Chairman and two other Members, which has the power to modify the finding and recommendation of the Impartial Hearing Officer. If the recommendation of the Impartial

Hearing Officer is that the tenancy be terminated and the Board does not modify that recommendation or the supporting findings, the case is referred to landlord/tenant court. The court will issue a warrant and the City Marshal will serve a 72-hour Notice To Evict. You can avoid this process by ensuring that you, the members of your household and all household guests comply with all NYCHA rules and regulations.

If criminal activity involving an illegal drug trade or business is conducted in or around an apartment in a NYCHA development, an eviction case can be fast-tracked by going directly to landlord/tenant court under the Bawdy House Law.

### CONDITIONS OF OCCUPANCY

“Conditions of occupancy...,” “rules and regulations,” call them what you will, they are the basic ingredients of good resident/landlord relationships. More importantly, they are also the basic ingredients in the recipe for being a good neighbor, a caring, responsible part of your development.

- Residents are not permitted to sublease or transfer possession of their apartments, nor are they permitted to use their apartments for any purpose other than as a residential dwelling without prior approval by the Management Office.
- Boarders or lodgers are not permitted.
- Please keep your apartment and any other area that is assigned exclusively for your use in a clean, sanitary and safe condition.
- Dispose of all garbage in a sanitary, safe and lawful manner and comply with recycling rules. (See page 30.)
- Please do not shake mops or hang anything outside of your apartment windows to air; mops should be cleaned inside the apartment.
- Check with your Management Office if you are considering any major redecorating or alteration to your apartment, since you will be held responsible for any resulting damage. Residents are not allowed to alter their apartments or any fixtures or fittings in their apartments without prior written consent.
- Doormats are tripping and fire hazards and are not permitted outside of your apartment door. However, you may keep them inside your apartment door.
- For safety reasons, no resident is allowed on development roofs at any time. Also, for safety reasons, don't clean your windows from the outside.

- Residents are permitted to install the following appliances: washing machines, air conditioners, microwave ovens, refrigerators (up to 18 cubic feet) and freezers (up to 12 cubic feet). Each resident is allowed only one refrigerator and one freezer. Dryers are not permitted. However, before installing any appliance, including air conditioners, you must obtain written permission from your Management Office. The Management Office will advise you regarding installation and charges for additional consumption of electricity.
- Residents may not place any sign or notice of any kind in their windows, in development buildings, or on development grounds.
- Out of consideration for your neighbors, please keep radios, stereos and television sets turned low after 10:00 PM on Sunday – Thursday and 11:00 PM Friday – Saturday. Sound should not be heard outside your door, and speakers should never be put on windowsills.
- Please cooperate with NYCHA's efforts to comply with all applicable laws, rules and regulations concerning the installation and maintenance of smoke detectors, window guards and fire safety notices.
- And please, only allow people that you know in through the main entrance of your building. If you don't know who's ringing your buzzer, don't respond.
- It is illegal to operate motorized scooters, mini-bikes, dirt bikes, or motor assisted bicycles on sidewalks, public streets or highways anywhere in New York State. It is also illegal to store gasoline in an apartment and, therefore, keeping a gas-powered vehicle of any type in an apartment is prohibited.
- For the safety of all residents, bicycle riding is prohibited on walkways and sidewalks surrounding the development, and within the grounds.

## **NYCHA PET POLICY**

A household may own either one dog or one cat. There is a size limit for dogs. Dogs that are expected to weigh over 40 pounds when full grown, based on a veterinarian's estimate, are not permitted.

Dogs and cats must be registered with NYCHA every year at the time of the household's annual review. Dog and cat owners must pay a one-time, non-refundable pet registration fee of \$25.00. The registration includes a form signed by a veterinarian showing that NYCHA pet requirements are being followed: dogs and cats must be spayed or neutered, have a current rabies vaccination, be licensed by the New York City Department of Public Health, and wear the license tag when in public. **To find out about licensing your dog, call 311.**

Dogs must always be kept on a leash, six feet long or less, while in a public area. Animals that are vicious or threatening are forbidden. *Residents can call 311 to report vicious or threatening dogs within their development.*

Pets must be kept in a manner that will not create a nuisance; that means they cannot make too much noise, create unsafe or unsanitary conditions, cause harm or threaten other people or damage any property. Pet owners must clean up after their pets and dispose of pet waste with the trash. It is important not to flush pet waste down the toilet. In addition, pets must not be allowed to enter a “pet-free zone.” Signs in the developments must indicate where the “pet-free zones” are. These areas include Management Offices, playgrounds, Community Centers, laundry rooms, basement areas, and barbecue areas.

Dog and cat owners who live in a building designated exclusively for senior citizens do not have to pay the \$25.00 pet registration fee. Residents who submit a doctor’s verification showing that they need a service animal do not have to pay the \$25.00 pet registration fee and these animals are exempt from the size limit. *A service animal is defined as one that assists, supports or provides service to a person with disabilities. One example is a guide dog for a blind person.*

Reasonable quantities of other pets such as small caged birds (parakeets, canaries), fish and small caged animals (hamsters, gerbils, guinea pigs), maintained in accordance with the New York City Health Code, are permitted. NYCHA does not require these pets to be registered.



### **Housing Manager**

Your **Housing Manager** is responsible for the overall operation of your development. The Manager is responsible for the day-to-day management of the apartments, buildings and grounds of your housing development. If you live in a large housing development, you may also have an **Assistant Manager**.

### **Superintendent**

Your **Superintendent** works closely with the Manager. Along with his or her staff, the Superintendent has specific responsibility for the physical welfare of your development. Your Superintendent and staff see to it that apartments and buildings are kept in good repair, that heat is provided in the winter and that your development's public spaces are kept clean, functioning and attractive.

### **Staff**

The Manager and Superintendent direct a staff with well-defined roles to successfully manage and maintain your homes and buildings. In some Management Offices, you will meet the **Assistant Manager**. This person is responsible for day-to-day management duties, including the supervision of **Housing Assistants**.

You probably met your Housing Assistant when you signed your lease and picked up your keys. In the months and years ahead, he or she will almost always serve as your contact if you have encountered any problems in your home. A Housing Assistant's duties include apartment rentals, inspections, interviewing, complaint resolution, rent collections and income certification, to name a few.

You will meet other staff in a typical Management Office, **secretaries**, **clerical workers**, and, of course, the **receptionist**, the very first person you meet when you call or visit. The receptionist answers and directs incoming calls, answers many of your questions and completes the "work tickets," which indicate what kind of repair work you need in your apartment and when the problem was reported.

The **Assistant Superintendent** is the second in command on the maintenance end. He or she supervises staff with the responsibility of keeping the physical plant at your development in working order.

The **Supervisor of Caretakers** directs the **Caretakers** in their duties of keeping elevators, hallways, stairhalls and building entrances clean. The **Supervising Housing Groundskeeper** oversees the **Groundskeeper** staff as they care for lawns, shrubs, trees and so on.

Other key members of the team include the **Maintenance Workers** who are trained to make basic repairs in your apartment. We should also mention the **Heating Plant Technicians**, employees whom you seldom see. They are the personnel who keep heat and hot water services operating properly.

These are some of the regular staff on the maintenance side. From time to time, you will encounter other professionals — painters, plumbers, bricklayers, elevator mechanics, carpenters and the like — as well as private contractors.

It takes a lot of work to keep your development running properly, and we're proud of our maintenance and management staffs. They, in turn, are proud to serve you.

### ***If You Need Repairs***

#### ***And you live in Queens or Staten Island...***

**Contact the Centralized Call Center: (718) 707-7771**

Residents who live in Queens or Staten Island and need to schedule routine maintenance repairs or service, **or report a maintenance emergency**, should call the Centralized Call Center (CCC): (718) 707-7771. The Centralized Call Center is open 24 hours a day, seven days a week.

Once a resident contacts the CCC, a Customer Service Representative will create a Work Ticket, and the resident will receive a Work Ticket number and a service appointment.

#### **For Routine Maintenance Repairs:**

Residents will be offered the next available appointment to have the requested repairs completed. If the next available time slot is not convenient, the resident will be asked to select another time slot (date, plus AM or PM). A Customer Service Representative will call to confirm the appointment the day before the scheduled visit.

#### **For Emergency or Urgent Repairs:**

For emergency maintenance repairs such as elevator breakdowns, floods, lack of heat or hot water, etc., the Customer Service Representative will print out a Work Ticket at the development's Management Office, and notify the Manager. When the Management Office is closed, staff will be dispatched by the Authority's Emergency Services Department (ESD).

*As this handbook goes to press, the CCC is operational only for residents of Queens and Staten Island. Residents who live in the Bronx, Brooklyn, and Manhattan will be notified when the CCC becomes operational for their boroughs.*

### ***If You Need Repairs***

#### ***And you live in the Bronx, Brooklyn, or Manhattan...***

If you live in the Bronx, Brooklyn or Manhattan, and need maintenance repairs in your apartment, please report the problem as soon as possible to the receptionist in the Management Office between 8:30 AM and 4:30 PM, Mondays through Fridays.

When you call your development's Management Office for a repair, a receptionist will fill out a Work Ticket. Be sure to get a copy of the Work Ticket if you report your problem in person. If you report it over the phone, make sure to get the Work Ticket number. This may be needed for future follow-up.

***For maintenance emergencies after-hours,  
call NYCHA's Emergency Services Department at:  
(718) 707-7777***

The Emergency Services Department is a special unit that responds to maintenance emergencies after normal working hours. The operational hours are from 4:30 PM to 8:30 AM on weekdays and around the clock on weekends and holidays.

Keep this number close to your telephone because it is the number to call after normal business hours in case of elevator breakdowns, floods, lack of heat or hot water, etc., when assistance from your Management Office is not available.

Remember, the Emergency Services Department will only respond to real emergencies. Trips to developments to deal with problems that could just as easily be handled during the regular working day may keep ESD from responding quickly to serious concerns.

## IF YOU NEED TO SPEAK WITH SOMEONE

The staff in your development should be able to answer all questions you may have concerning your apartment and the development itself. They should always be your “first stop” for questions about rent, conditions of occupancy, family composition and the like, and, of course, if you need repair work done.

If you feel that you haven’t received appropriate answers to your questions, or if you are dissatisfied with the quality of work done or the anticipated date of completion you should contact your Housing Assistant. If you are not satisfied with the Housing Assistant’s response, he or she will help you schedule an appointment within three business days with, first, the Assistant Manager and then the Manager.

If you are not satisfied with the response from your Manager, your next stop should be the Borough Management Office for the borough in which your development is located. That centrally located office is responsible for the overall supervision of your development. The receptionist in your Management Office will give you the telephone number and address of the Borough Management Office.

Please keep in mind, if you contact the Borough Management Office directly without going through the appropriate steps first, you will be referred back to your development.

Save yourself time, though. Make the “first stop,” first!



### **The Housing and Patrol Bureaus Of the New York City Police Department**

The Housing Bureau is the division of the New York City Police Department responsible for maintaining safety in New York City Housing Authority developments. Officers from the Housing Bureau, and in the case of Staten Island, the Patrol Bureau, of the NYPD, are assigned to duty from one of nine Police Service Areas (PSAs) located throughout the five boroughs. Not only do these officers man the desks at the PSA facilities, Community Police Officers, or CPO's, also patrol NYCHA developments.

On the inside cover of this handbook there is a space for your local PSA's telephone number and address. With this number, your 911 emergency police number, and your local NYPD precinct's number filled in, you'll be able to respond quickly to any safety emergency. **Remember, call 911 in case of an emergency. Call your local PSA or precinct for routine matters.**

PSA 1 (718) 265-7300	PSA 7 (718) 292-6161
Red Hook Satellite (718) 237-8444	PSA 8 (718) 409-1505
PSA 2 (718) 922-8001	PSA 9 (718) 969-4029
PSA 3 (718) 386-4101	Ravenswood Satellite (718) 786-0230
PSA 4 (212) 375-9360	Rockaway Satellite (718) 318-1294
PSA 5 (212) 860-1212	Staten Island Police Service Areas (718) 815-8306
PSA 6 (212) 694-7700	

### **The Anti-Narcotics Strike Force and Special Investigations Unit**

The Housing Authority is fighting drug users and drug dealers with every resource available, and in this fight we have enlisted the aid and support of many of your neighbors.

NYCHA's Anti-Narcotics Strike Force comprises a team of lawyers and investigators who vigorously pursue evictions of families that use their apartments as drug-selling or drug-using sites. A list of excluded persons appears monthly in the *New York City Housing Authority Journal*. A copy of this list is also provided to all Police Service Areas. If you should see anyone named on the "Not Wanted" List on Housing Authority property, please notify your Management Office or the police.

The Special Investigations Unit makes periodic visits to ensure that the provisions of the permanent exclusion stipulations are complied with. If you suspect drug activity on Housing Authority property, please call any of the numbers listed: Special Investigations Unit (212) 306-8876, the Anti-Narcotics Strike Force (212) 776-5070 or NYPD's Drug Hotline at 1-888-374-DRUGS. All calls are completely confidential.

### **Employee ID Cards**

Remember that every Housing Authority employee is required to carry an Identification Card.

It is your right to ask to see the ID Card when someone who says they are an Authority employee comes to your apartment. Do not feel that you are being rude when you ask for the card. Any bona fide employee will gladly provide proper identification.

His or her picture and name will appear on the card. **DO NOT** admit *anyone* unless they can present their ID card. No excuses are acceptable.

### **SPEAK OUT AGAINST FRAUD AND CORRUPTION!**

If you or anyone in your family is aware of any fraud or corruption being committed against the Housing Authority by any NYCHA employee, contractor, vendor, or resident, we urge you to call the NYCHA Inspector General ("IG") at 212-306-3355 or the Department of Investigation ("DOI") at 212-3-NYC-DOI or 212-825-5959. Although the NYCHA IG, which is part of the City's Department of Investigation, initiates and develops its own investigations, it encourages and relies upon NYCHA employees, residents, people who do business with NYCHA, and the public at large to report fraudulent or corrupt activity.



## ANNUAL INSPECTION/RIGHT OF ENTRY

Once each year you will receive advance notice of a required management and maintenance staff visit to your apartment. This yearly inspection is required by the U.S. Department of Housing and Urban Development. Please cooperate and make sure that you are home at the designated time, or arrange for a friend, relative or neighbor to admit staff.

Management and maintenance staff will be scheduled to meet with you *at the same time*, if at all possible. We think that the joint apartment inspection will make it possible to pinpoint — and solve — problems more rapidly. This is an excellent opportunity to have all routine repairs completed, as well as discuss any concerns you may have with your Housing Assistant.

The Authority retains the right of entry to perform any essential work or to investigate any violation of rules. Unless there is an emergency, such as a fire, gas or water leak, we will normally enter your apartment only with your permission. In other words, you have the Authority's assurance that its right of entry will not be used indiscriminately. Failure to provide staff with access, however, can result in legal action that can result in termination of tenancy for breach of rules and regulations. Check your lease for a complete list of these rules and regulations, or turn to pages 18 and 19 of this handbook, for an abbreviated version, under the section entitled "Conditions of Occupancy."



### **Requirements**

A resident who intends to move out of his or her apartment is required to do the following:

1. Visit the Management Office and inform the Housing Assistant.
2. Complete and sign a "Notice to Vacate" form.
3. Give at least 30 days' notice. If you do not give the required notice, you may be charged for up to 30 days after you vacate the apartment, or until the apartment is rented.
4. Return all of your apartment keys to the Housing Assistant and leave your apartment clean.

**Note:** The apartment should be left in the same condition it was in when you first moved in.

### **Apartment Inspections**

Residents are entitled to an apartment inspection with management staff prior to moving out to identify any items for which they will be responsible.

### **Moving Hours**

Moving hours are Mondays through Fridays from 10:00 A.M. to 4:00 P.M. This includes moving in, moving out, or transferring. Trucks and other vehicles are not permitted on development sidewalks.

### **Damage Charges**

If you move from your apartment, it should be left in the best possible condition. You will be charged for any damages, beyond reasonable wear and tear. While you are living in your apartment, you will be charged for the cost of repairing any damage caused by negligence. The amount will be added to your next rent payment. To avoid problems down the road, check with your Housing Assistant before undertaking repairs or major redecorating in your apartment. Once again, the apartment should be left in the same condition as it was when you moved in.

## WITHOUT YOUR HELP

During the years we have been in operation, residents and Authority staff have worked together to create communities to be proud of over 2,500 buildings and grounds, where, by-and-large, people care for and respect each other's rights and property.

Your development needs your commitment to that kind of care and respect. In fighting the graffiti "artists"... in teaching your children the rules of elevator safety, in saving energy, reporting criminal activity and dangerous animals, preventing mildew... dozens of ways. Without your help in these areas, the strength of community that exists now, and NYCHA's ability to provide services, is seriously threatened.

### **Elevators**

Elevators are easy to break, expensive to fix and very dangerous when they are not used properly. To help ensure prompt elevator service and avoid breakdowns and accidents, we ask for your fullest cooperation. Here is how you can help to keep your elevator system in good working order:

- **Teach your children the rules of elevator safety.**
- **Report all incidents of elevator vandalism to your Management Office, your Resident Patrol or Association or your local Police Service Area.**
- **Avoid overcrowding.**
- **Do not hold elevator doors open for extended periods of time. If a car stalls between floors, just press the emergency button and keep calm. Help will be on the way immediately.**
- **If an elevator is out of order, report it to the Management Office right away. When your Management Office is closed, please phone the Emergency Service number (718) 707-7777.**

Will your efforts help to stop the spectacle of ripped out control panels and broken doors, graffiti on the walls and garbage on the floors? You bet they will!

### **Compactors**

Compactors are the machines that compress trash after it is deposited in the hoppers located on each floor. Please keep in mind, compactors are for trash — not for recyclables!

Here are some rules to follow:

- **Only throw into the hopper trash that will slide down easily — don't force it! Take anything that is too large for the hopper to a designated trash area. Do not dispose of any trash in hallways, stairways, elevators,**

lobbies or rear exits. Call your Management Office if you have a large quantity of trash that you don't know what to do with, or something that is too large for the hopper.

- Don't throw mops and broomsticks, rags or old clothes into hoppers; they will cause jam-ups. Wrap or tie them into bundles and bring them down to the basement ramp, or if your building does not have a basement ramp, to the bulk pick-up area. Your Housing Assistant will tell you where this is.
- Don't throw newspapers, magazines, wire coat hangers, cardboard boxes or other recyclables into the hoppers. Bring them to the appropriate recycling container.
- Please, if at all possible, place your garbage in the hopper between 9:00 AM and 3:00 PM. When everyone puts their garbage in the compactor during the evening hours, it can result in jam-ups that cause health and fire hazards.

**AND, NEVER** place burning materials in any compactor chute!

Please dispose of all trash neatly.

### **Recycling**

Recycling your mixed paper and cardboard, along with metal, plastic bottles and jugs, and glass is one way that you can contribute to the preservation of our natural resources.

*White containers and dumpsters*, usually located near stairhall entrances or outside near building exits are for paper products: newspapers, magazines, cardboard boxes, paper bags, old mail, catalogs, phone books, flattened corrugated cardboard boxes and paperback books. **Do not recycle** Styrofoam, soiled paper plates and cups, paper towels and napkins.

*Blue receptacles* are for *glass, plastic bottles and jugs, and metal items*. These *include* metal cans, aluminum foil, aerosol cans, metal hangers, small metal items and wire coat hangers. Larger metal items, such as toasters and bed frames should be left at the designated drop site or on the basement ramp.

If you have any questions about what to recycle, or where to put it, ask your Housing Assistant or Building Caretaker.

### **Smoking**

Remember, smoking is not permitted in the lobby, the elevator, or any other public space in the building. Residents who smoke in their apartments should make sure that cigarettes and matches are completely extinguished before they are thrown into a trash container or compactor chute.

## Utility Costs

In most developments, the charges for gas, electricity, heat and hot water are included in your rent. Because the New York City Housing Authority furnishes all major appliances and pays the utility bills in most developments, we are responsible for running energy conservation programs aimed at reducing the amount of energy used and cutting utility costs. Please join us in our efforts to avoid wasting energy.

## Gas and Electricity

We suggest the following ways to save on gas and electricity. Following these simple suggestions year-round should create a significant reduction in energy consumption.

- When you leave a room, turn the lights out and turn off the television or radio when you're not watching or listening.
- Built-in light fixtures in ceilings and walls are designed for light bulbs with a maximum of 60 watts. For your own lamps, use the minimum wattage light bulb necessary. You do not need a 100 watt bulb where a 75 or 60 or 40 will do. It is recommended that you do not use halogen lamps because they use too much electricity and, if left on for too long, could become fire hazards. Fluorescent bulbs are now made to fit into most fixtures. In addition to providing sufficient light they also last longer, making them more economical.
- Keep the use of electrical appliances, such as irons, hair dryers, toasters, broilers and microwaves, to the practical minimum. If you're buying any of these items new, buy models that are labeled "energy-efficient."
- Do not run extension cords out the window.
- In the event of an electrical interruption, use flashlights instead of candles. Always keep spare batteries on hand.
- Only use air conditioners and fans when you really need them, and don't leave them running when you leave your apartment. Once again, don't forget to check with your Management Office before purchasing an air conditioner to find out about any specifications or fees associated with it.
- When removing an item from your refrigerator, make your selection and close the door promptly. Don't keep the door open. If you do not have one of our new energy-efficient frost-free refrigerators yet, defrost your refrigerator periodically. When properly defrosted, refrigerators function better and use less electricity.
- Use the minimum amount of cooking gas necessary to do the job.
- **NEVER USE YOUR STOVE TO HEAT YOUR APARTMENT.**

- Do not run hot water continuously when washing. Fill the sink only to the required level and report any dripping faucets and/or running toilets to maintenance. Contact your Management Office for new drain stoppers, if necessary.
- Operate washing machines only as needed, with a full load.

### **Fuse Boxes and Circuit Breakers**

At many developments, the old-style fuse boxes have been replaced with the much more convenient circuit breakers. As indicated by the name, a circuit breaker is an “on/off” switch that automatically interrupts an electrical current when the electrical lines become overloaded. If your circuit breaker switches the electricity off, you’re probably running too many appliances. Stop using one of your electrical appliances and try turning the switch back on, or contact your Management Office.

If you have a fuse box and the fuse blows, replace it only with another fuse of the exact same type and size. If the fuse blows repeatedly or a circuit breaker trips repeatedly, please notify your Management Office. If you have a “dummy” fuse holder in your fuse box keep a spare fuse in it. This will ensure that you always have a fuse available. Do not cover or block the fuse or circuit breaker box. Never remove a fuse without replacing it at once.

### **Heat and Hot Water**

The Authority provides hot water around-the-clock and heat in accordance with Board of Health standards from the start of the “heating season” on October 1 of each year.

The New York City Health Code requires that during the months between October 1 and May 31, a minimum temperature of 68 degrees Fahrenheit must be maintained in each apartment between the hours of 6:00 AM and 10:00 PM when the outside temperature falls below 55 degrees Fahrenheit. Between the hours of 10:00 PM and 6:00 AM, a minimum temperature of 55 degrees Fahrenheit must be maintained whenever the outdoor temperature falls below 40 degrees Fahrenheit.

If you encounter heating problems, report them to the Management Office. **DO NOT — under any circumstances — USE KEROSENE SPACE HEATERS OR USE YOUR STOVE FOR HEATING.**

**Using your stove to heat your apartment is dangerous!** Poisonous carbon monoxide (CO) gas builds up, hour after hour, while the stove burns, and it is deadly.

Remember CO has no odor, smell or taste. Each apartment should be equipped with at least one CO detector. (See page 7.) Natural gas from your oven can also build up. In the event of a strong gas odor in your apartment, notify management immediately and open the kitchen and living room windows to allow fresh air to

circulate. **DO NOT** light a match and **DO NOT** turn on any electrical appliance or light switch until the gas odor disappears.

There are many better, safer ways to stay warm in your apartment beginning with keeping all of your radiators clean. You'll stay warmer, as well, by not blocking your radiators with curtains, furniture or covers. If a room is too warm (it happens!), contact your Management Office so that necessary adjustments can be made.

Use the sun's heat by opening blinds and drapes on sunny days. Then, reverse the process when the sun goes down. Keep blinds and drapes closed at night or on cloudy days to retain heat, and make sure your windows are tightly closed.



We can't emphasize enough the importance of keeping self-closing doors fully operable and maintaining ready access to your fire escape, if you have one. There are a few more fire safety tips we'd like to leave with you to minimize the risk of fire for you and your neighbors.

### *Household Fire Hazards*

Cooking and smoking are the causes of most fires in homes in the United States. So, in addition to keeping your stovetop clean, remember to keep flammable materials, such as potholders, towels, newspapers and plastic bags away from the stove. When you have something cooking, don't leave the stove unattended. If there is a grease fire, never use water to put it out; cover the pot or pan with a lid to smother the fire.

Fires from smoking frequently occur in the living room as well as the bedroom. Couches and recliners can ignite when people leave burning cigarettes unattended or fall asleep with a cigarette while watching television. To avoid fires from smoking, never smoke when medicated or sleepy and never smoke in bed.

Before emptying ashtrays, fill them with water to make sure no ashes are smoldering. Do not balance an ashtray on the arm of a chair or sofa. Instead, keep all ashtrays on a level surface so they cannot tip over. Always keep matches and lighters out of the reach of children.

To avoid electrical fires in your apartment, replace all frayed, cracked or broken electrical cords with new ones, and don't plug more than one large appliance into a single electrical outlet. **Never attempt to extinguish a fire in an electric appliance or outlet with water.**

And Remember...

It is illegal to store gasoline or kerosene in your apartment or to use, keep or store in your apartment a space heater or other device using gasoline or kerosene. Finally, don't leave candles burning when you're out of the apartment, and keep lighted candles away from draperies and other combustible items.

### **Fire Alarms and Stairway Doors**

A number of NYCHA apartment buildings have fire alarm systems, consisting of alarms and a panel in the lobby that will indicate the location of a fire to assist firefighters. If you hear the alarm, assume it is a real emergency, unless you have received notice of a test. Report vandalized fire alarms immediately to your Management Office.

Stairway doors, including those leading from the lobby, are designed to prevent the spread of fire when closed. Do not obstruct the closing of these doors. Report all doors that do not close by themselves to your Management Office.

Familiarize yourself and other members of your household with the fire safety notice that is posted on the inside of your apartment entrance door and with the fire safety plan you will receive each year.

### **IN CASE OF FIRE IN YOUR APARTMENT**

- Close the door to the room where the fire is and leave the apartment.
- Make sure EVERYONE leaves the apartment with you.
- Take your keys.
- Close, but do not lock, the apartment door.
- Alert people on your floor by knocking on their doors on your way to the exit.
- Use the nearest stairwell to leave the building.
- DO NOT USE THE ELEVATOR.
- Call 911 once you reach a safe location. Do not assume the fire has been reported unless firefighters are on the scene.

### *Mold and Mildew*

Mold and mildew are fungi that grow on, and sometimes in, damp surfaces and objects. In nature, molds help break down dead materials and can be found growing on soil, foods, plant matter, and other items. Molds produce microscopic cells called “spores” which are very tiny and spread easily through the air. Live spores act like seeds, forming new mold growths (colonies) when they find the right conditions. Mold is most likely to grow where there is water or dampness, such as in bathrooms.

Most types of mold that are routinely encountered are not hazardous to healthy individuals. However, too much exposure to mold may cause or worsen conditions such as asthma, hay fever, or other allergies. The most common symptoms of overexposure are similar to reactions to plant pollen, such as, coughing, congestion, runny nose, eye irritation, and aggravation of asthma.

### *Preventing Mold*

All molds need water to grow, and are most often confined to areas near water sources. Removing the source of moisture — by repairs and by providing sufficient ventilation — is critical to preventing mold growth.

### *The Fresh Air Cure*

Letting *fresh air* into your apartment will help to lower the moisture, and at the same time this will help reduce dust mites and cockroaches. Keep your apartment well ventilated by opening windows, using fans, and arranging furniture so that windows are not blocked.

### *Other Ideas That Will Help:*

- Use your stove only for cooking, *never* for heating. When cooking, keep pots covered and windows open, even keeping windows slightly open will help;
- Keep your drapes open during the day;
- Request repair of leaky plumbing or other water leaks as soon as possible;
- Keep the “drip pans” in your air conditioners, refrigerators and dehumidifiers clean and dry;
- Keep your bathroom window open even a little, when weather permits, especially when you are showering;
- If you have an exhaust fan in your bathroom, make sure it is working; inform your Housing Manager if it’s not;
- Hang wet clothes to dry in *open areas*, such as on bathroom shower rods, or on drying racks; thoroughly wring out clothes prior to hanging; take slow drying heavy items to the Laundromat.

### *Cleaning Mold*

Once you have detected mold, *act quickly!* Mold should be cleaned as soon as it appears. *Persons cleaning mold should be free of allergies or symptoms such as nasal congestion, cough, sore throat, or upper respiratory infections.* Wear gloves and protective eye goggles and clean only small areas at a time using a detergent/soapy solution, or an appropriate household cleaner, preferably one that is labeled “antimicrobial.” The cleaned area should then be thoroughly dried, and any sponges or rags used to clean mold should be disposed of. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

### *If The Problem Persists*

Mold and mildew can pose a health hazard for you and your family, so it is important to eliminate the problem as soon as possible.

When you’ve tried cleaning fluids and proper ventilation and nothing seems to help, report mold to your Management Office. A returning mold condition may indicate an underlying problem such as a leak. Your Housing Manager will provide you with assistance to correct this condition.

To have a mold condition investigated, call 311, or the New York City Department of Health and Mental Hygiene, Bureau for Environmental Investigations at: (212) 442-3372. For more information on mold and mildew, contact the Bureau for Environmental and Occupational Disease Prevention at (212) 788-4290.

### **Lead-Based Paint**

Many houses and apartments built before 1978 have paint that contains lead, which is called lead-based paint (LBP). If ingested, lead-based paint can pose a serious health hazard that must be taken care of properly. To ensure your safety, NYCHA established a Lead Detection and Abatement Program in the early 1990’s that is designed to identify, control and/or eliminate lead hazards safely and efficiently.

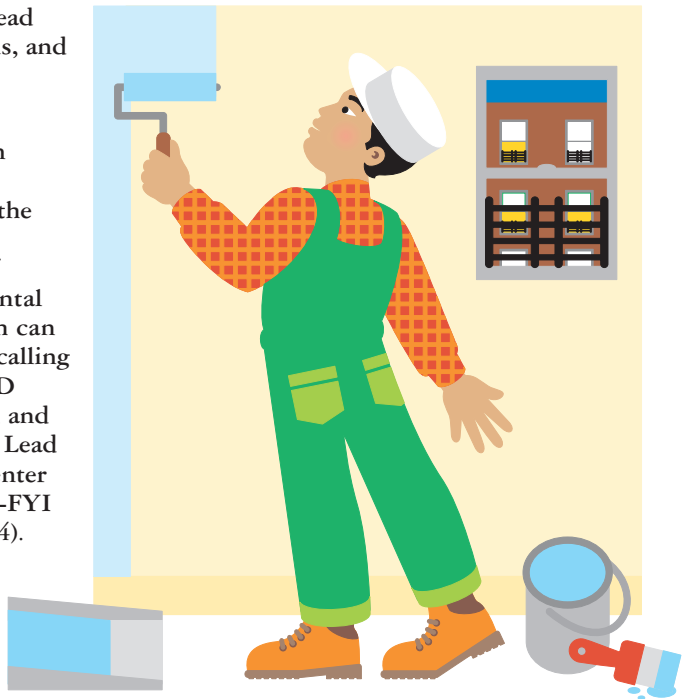
Whether or not your apartment has been tested for lead, you will receive a *Lead-Based Paint Disclosure Package*. This package contains information that includes: (1) a pamphlet issued by the U.S. Environmental Protection Agency (EPA); (2) a listing of Child Health Clinics in your borough that provide *free blood* testing for the presence of lead; (3) information on nutrition that can help prevent lead from being absorbed into the body; and (4) a form that you must sign, to acknowledge that you have received the Information Package; (5) a summary of any testing information if your apartment or development was tested; and (6) a summary of any LBP abatement activity if any occurred.

NYCHA is required by law to correct LBP hazards and to abate LBP from friction and impact surfaces at apartment turnover, and to inform you of these activities.

*If you have children under the age of six and your apartment has cracked or peeling paint surfaces, contact your Management Office.*

Listed below are some basic steps that you can take to ensure your family's safety:

- **Reduce exposure to lead in dust:** On a regular basis, clean floors, windowsills and window wells with a household cleaner. Always have your children wash their hands before eating, taking a nap, or going to bed.
- **Reduce exposure to lead-based paint:** Report any peeling paint to your Management Office.
- **Reduce exposure to lead in soil:** Leave shoes at the door. Don't track dirt through the house. Wash children's hands, bottles and toys often.
- **Use food to fight childhood lead poisoning:** Feed your children foods that are rich in iron, calcium, and Vitamin C. Avoid fatty and fried foods.
- **Please read the EPA Pamphlet "Protect Your Family From Lead In Your Home."** This pamphlet is available in your Lead Disclosure Package. Additional copies can be obtained, free of charge, by calling the NYCHA Lead "Hot Line" number: (718) 707-5399 or 311.
- **Have your children tested for lead:** Call the Lead Hotline (718) 707-5399 or 311 for blood lead testing locations, and for additional information.
- **Further written information is available from the New York City Department of Health and Mental Hygiene, which can be reached by calling 212-BAN-LEAD (212) 226-5323, and at the National Lead Information Center at 1-800-LEAD-FYI (1-800-532-3394).**



## Asbestos

Asbestos is a naturally occurring mineral that has been used in thousands of products. Because of its unique properties — fire resistance, high tensile strength, resistance to heat and electrical conductivity — asbestos had many uses in the construction trades. In fact, a great many asbestos-containing materials were used in residential buildings. Roofing material, thermal insulation (pipes and boilers), floor tiles and fireproofing, for example, typically contained asbestos.

Insulation and fireproofing containing asbestos were banned in the late 1970's but it is still legal to purchase many other materials containing asbestos. NYCHA however, no longer purchases any materials that contain asbestos.

The adverse health effects associated with asbestos exposure have been extensively studied for many years. It is important to recognize that the majority of people who have experienced adverse health effects as a result of asbestos exposure were workers employed in the mining, milling, manufacturing, and insulating industries, who worked with raw or processed asbestos.

NYCHA established a comprehensive Asbestos Detection and Abatement Program in the late 1980's to manage asbestos safely in-place. The Program adheres to all Federal, State and City regulations. NYCHA tests building materials for asbestos and repairs asbestos-containing material when repairs can be performed safely. If this is not possible, or when other work being performed may result in the disturbance of asbestos, asbestos-containing materials are removed.

**Under no circumstances should a resident attempt to remove material that may contain asbestos, such as floor tile or pipe insulation. Disturbing such material might create a health hazard where none existed before. If you have any questions regarding asbestos, please contact your Management Office for further information, guidance and assistance, or to have any asbestos condition investigated.**

You may also want to contact the Department of Health and Mental Hygiene, Bureau for Environmental Investigations at (212) 442-3372, or the Bureau for Environmental and Occupational Disease Prevention at (212) 788-4290. You can also call 311.

## CLEANING TIPS

### **Apartment Floors**

Your apartment floors are usually inlaid with vinyl composition tile. For daily care, just dry clean with a mop or broom. For a more thorough cleaning, use a mild cleaning solution. Go easy with the water. “Drowning” the tiles will loosen them. For waxing, apply a thin coat of liquid wax on the tiles and allow it to dry thoroughly. Never use paste wax.

### **Walls**

Your kitchen and bathroom walls have a glossy finish. They are best cleaned with a damp cloth or by a gentle washing with soap and water. Your other walls have a flat paint finish. They can be kept clean with a light rubbing with a damp cloth and white soap to remove spots. (Incidentally, the light fixtures on your walls are made of tarnish-proof metal — the light switch plates never need to be polished.)

### **Kitchen Tips**

For cleaning sinks, use mild soap powder detergents. **DO NOT** use bleach or abrasive scouring powder.

To avoid stoppages, never empty grease, coffee grounds, potting soil from flower pots or other refuse into your sink. If your sink **does** get stopped-up, don't try to fix it yourself. Notify your Management Office. **Never** use commercial lye or other drain cleaners to clear-up stopped sinks. Most of the time, they only worsen the problem.

Keep the burners on your stove clear and properly adjusted. Burners should light automatically when you turn the knob. A blue flame means more heat and will not blacken pots and pans. Necessary adjustments will be made without charge. Just put in the request for the service at your Management Office. Also, please wipe the stove-top clean after each use to prevent grease build-up and avoid grease fires.

For routine care of wood cabinets, wipe with a soft, dry cloth. For soiled cabinets, wipe with a damp cloth and polish dry with a clean, soft cloth. In case of heavy soil and for occasional cleaning, use a wood cleaner preservative. Polish with a soft, dry cloth.

For routine care of laminated plastic counter tops, wipe with a cloth dipped into mild dishwashing detergent and water. For stubborn stains, you may apply a small amount of mild powder cleanser with a damp cloth. Rinse several times and wipe dry with a clean, soft cloth.

## **New Appliances**

Before you sign a contract or make a down payment for a major new appliance, such as a washing machine, refrigerator, freezer or air conditioners, check with your Management Office. Certain sizes and types are prohibited for use in Authority apartments because they overload the system. And remember, look for those appliances that say “energy efficient.”

## **Refrigerators**

The Housing Authority has replaced all old refrigerators with the best, most energy efficient apartment-sized refrigerators available. These new refrigerators are frost-free.

When making ice cubes, make sure you don't fill the ice trays up more than 2/3 of the way. To prevent sticking, place aluminum foil, folded to a double thickness, under the trays. **Never** use an ice pick or other sharp instrument to loosen trays. Do not touch refrigerated surfaces with wet or damp hands, as they will stick to cold metal.

**Disconnect the power cord before cleaning your refrigerator.** Using a mild soap and water combination, or mild liquid sprays will keep the outside of your refrigerator clean. Dry with a clean, soft cloth. Do not use scouring pads, powdered cleansers, bleach or cleaners containing bleach, as they can scratch and erode the paint finish. Do not wax plastic or vinyl parts of the refrigerator.

It is especially important to keep the **door gasket** clean. The gasket is the rubber seal around the frame. It keeps the cold air in and the hot air out. Spilled liquids will make the gasket and frame sticky, which may cause the gasket to tear when opening the door. Use a baking soda solution of one to two tablespoons of baking soda per quart of water, soap and warm water, or a mild scouring powder to keep them clean. In addition to using soap and water, you can also use glass cleaners on glass shelves.

### **Sink Cover and Countertop**

A sink cover can be used to cover one side of a double sink, so that you will have more counter area. As with your kitchen countertop, sink covers shouldn't be used for cutting and chopping food (or anything else, for that matter). They are not cutting boards.

### **Bathrooms**

Follow these guidelines to keep your bathroom looking its best.

- Use soap powder or mild detergent and water for cleaning the porcelain enamel bathtub and the sink in your apartment. **Never** use a bleach concentrate or abrasive scouring powder.
- Water and mild detergent should also be used for mopping or scrubbing the bathroom tile.
- A damp cloth will do the trick on chrome fixtures. **Do not** use metal polishes — they'll destroy the finish.
- Wash your medicine cabinet and mirror with mild soap and water, and dry it thoroughly.
- If you have a vent in your bathroom, give it a regular dusting or vacuuming.



### **Resident Associations**

Most Authority developments have Resident Associations, also referred to as Tenant Associations, or Resident or Tenant Councils. These are democratically operated organizations that are intended to promote the welfare of their development and, in some instances, the surrounding neighborhood. The Resident Association is the core of resident representation. The Resident Association Executive Board, elected by Resident Association members, typically consists of a President, Vice-President, Secretary, Treasurer, and Sergeant At Arms.

More than two-thirds of NYCHA's developments have Resident Associations. The Authority provides technical assistance and encouragement to those developments that do not yet have them, so that all residents may become formally, effectively and democratically empowered.

Participation in your Resident Association is an important way to ensure that the association is active and responsive to resident needs in your development. Joining your Resident Association is one of the easiest and most effective ways to feel like a part of your community. To find out how you can join, contact your local Management Office.

### **Resident Association Committees**

Each Resident Association may have one of more of the following three committees dedicated to specific missions within the development.

The **Community Center Advisory Committees** participate in and guide the development of activities and programs at community centers. The **Maintenance/Modernization Committees** consult with and assist management, superintendents and contractors on the repair, preservation and improvement of the physical aspects of their developments. NYCHA finds this program to be of great value. It makes practical sense that residents agree to maintenance and modernization projects before they begin. The **Alternative High School Committees** assist the New York City Department of Education in the formulation of curriculum and with ideas for motivating young residents who live in developments where Alternative High School programs exist.

### **The Citywide Council of Presidents (CCOP)**

The **Citywide Council of Presidents (CCOP)** is the citywide organization representing resident leaders. Every President of a Housing Authority-recognized Resident Association is a member of one of nine districts. Each district has a Chair, and that Chair represents the district on the CCOP.

The Citywide Council voices its position vigorously regarding the many issues affecting life in NYCHA developments, including issues at the local, state and federal government levels. You can find out more about the CCOP by calling the CCOP Liaison in Community Operations at (212) 306-2930.

### ***The Resident Advisory Board (RAB)***

The primary function of the Resident Advisory Board is to advise NYCHA in the creation of the annual Agency Plan that it is required by federal law to submit to the U.S. Department of Housing and Urban Development (HUD). The 54-members of the RAB discuss various management issues covered in the Plan, express their concerns, and provide recommendations. These recommendations are considered as the Plan is drafted.

### ***Tenant Patrols***

Many New York City Housing Authority residents in developments throughout the city participate in an extensive **Tenant Patrol** system. Tenant Patrol members are not police officers. Their presence as “lobby watchers” and escorts of the elderly does, however, dramatically reduce the likelihood of a criminal act being committed in your building or development. In addition, members of the Tenant Patrol get involved in many other community activities, including anti-vandalism, beautification, social and recreation projects. To join the Tenant Patrol in your development, contact your Management Office for information or contact the Tenant Patrol Division at your **Borough Management Office** at the numbers listed below:

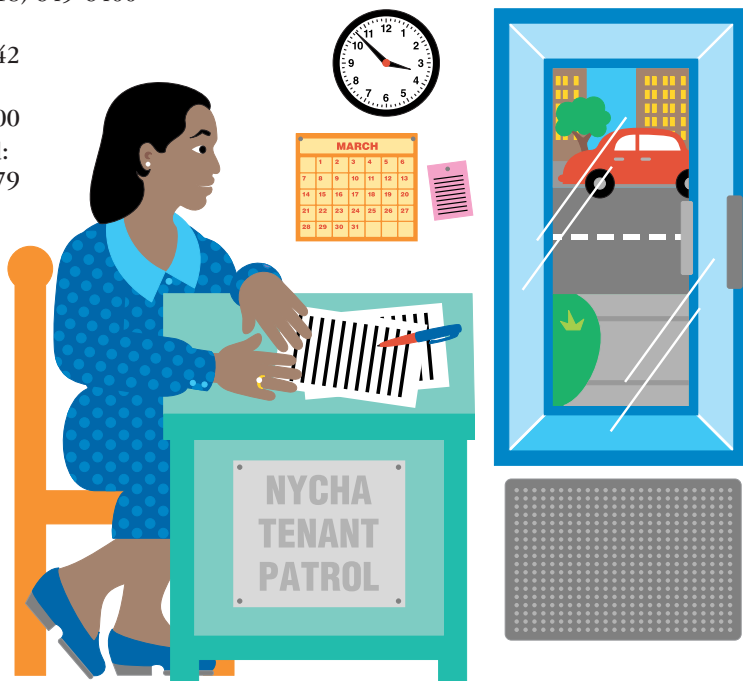
**Bronx:** (718) 409-8626

**Brooklyn:** (718) 649-6400

**Manhattan:**  
(212) 427-8542

**Queens:**  
(718) 657-8300

**Staten Island:**  
(718) 447-1179



## COMMUNITY FACILITIES

The Housing Authority works in conjunction with community-based organizations, public health and public assistance agencies to coordinate the delivery of social, cultural, educational and recreational services to residents of NYCHA and neighboring communities. A network of over 500 community facilities, either operated directly by NYCHA or in partnership with non-profit organizations, makes possible the great variety of programs available to public housing residents. These community centers, senior centers, childcare centers, and health-related facilities are located in public housing developments throughout the city.

At Community Centers, staff and youth engage in educational and recreational programs, such as dance, homework assistance, computer training, exercise, sports, cooking, writing and chess. During the school year, centers operate from 2:00 PM to 10:00 PM, providing after-school programs for children ages 6 to 12 and evening programming for teenagers 13 to 19 years old. During the summer months, the centers offer day camp for 6 to 12-year-olds, and some centers, depending on staff and space availability, continue to operate evening programs for older youth.

If you are a senior, you should check with your Housing Assistant about programs in your area. Senior Centers, which generally operate until 3:00 PM on weekdays, also offer a variety of activities, including arts and crafts, exercise, music, dance, and games. Many of our developments offer nutritious meals through various programs. Find out about other services as well as health facilities, security programs, cultural associations and the like. See the “Senior Health” section on page 48 and the “Senior Programs” section on page 49, for more information.

Many special events are also coordinated through the Community and Senior Centers, including National Make a Difference Day, and celebrations of Black History, Hispanic Heritage and Women’s History Months.

Residents are encouraged to register for the available programs and make the most of them. Residents can also become involved in center programs by joining the Resident Association’s Advisory Committee, which works with community and senior centers to help ensure that resident needs are met. Volunteering in the community facilities can be a rewarding experience. Community and Senior Centers are always looking for people who can help youth and seniors by teaching special skills, assisting youth with homework, or helping on outings.

For information on the Community Center closest to you, call your **Department of Community Operations Borough Office**. The numbers are listed below.

Bronx	(718) 409-8620
Brooklyn	(718) 453-1296
Manhattan	(212) 334-2505
Queens	(718) 969-6240
Staten Island	(718) 815-0140

## RESIDENT PROGRAMS

To find out how you can participate in any of the **Recreation and Sports**, or **Arts, Education** or **Health** programs listed below, please call NYCHA's **Department of Community Operations, Citywide Programs** division at (212) 306-3358, or check with your **Management Office** or **Community Center**.

### **Recreation and Sports**

Activities at our **Community Centers** attract thousands of young people daily. There are pianos to play, weights to lift, dancing, billiards, 'nock hockey, a citywide chess program, gymnasiums and, most importantly, the support and guidance of dedicated staff.

To further supplement leisure activities for residents and to provide positive alternatives for youth, over the years NYCHA has developed strong partnerships with some of the City's lead community-based organizations, like the **Police Athletic League (PAL Playstreets)**, the **Fresh Air Fund** (upstate camping), **After School All-Stars** (summer sports and education day camp) and the **City Parks Foundation** (overnight camping).

NYCHA promotes fitness and sportsmanship through instruction in every sport imaginable, including **Softball, Track and Field, Boys' and Girls' Basketball, Women's College Basketball, Fishing, and Double-Dutch**.

NYCHA's oldest and most beautiful tradition is the **Garden Program**. NYCHA staff work with residents of all ages to cultivate vegetable, flower and children's gardens. The greatest benefit lies in providing an opportunity for residents to beautify their communities.

### **The Visual and Performing Arts**

Professional artists at the **Harborview Arts Center/Visual Arts Program** train community center staff to teach arts and crafts, photography, collage, quilting, and other skills to the thousands of residents who utilize these centers. Harborview also organizes numerous exhibitions of resident artwork of young and old during the **Annual Resident Art Show** and other events throughout the year.

NYCHA's **Performing Arts Program** introduces residents to a wide range of music, dance, and drama. The **Annual Talent Search Competition**, a showcase for aspiring stars living in public housing, has entertained audiences for over 30 years. And NYCHA's **Senior Festival**, is an annual pageant developed and performed by NYCHA seniors. Dancers from all five boroughs take part in the **Step Program**, which encompasses a wide variety of dance expression and culminates in a citywide competition.

With the **NYCHA Symphony Orchestra**, world-class musicians perform free concerts of the highest caliber for residents. The Orchestra features jazz, chamber, string and woodwind ensembles. The **NYCHA Youth Chorus** of residents ages

10 to 19 has been celebrated from City Hall to Yankee Stadium and all over the metropolitan area in concerts of classical, gospel, pop, and Latin music. Chorus members, who must audition, also receive educational and career guidance. And the **NYCHA Senior Chorus** has delighted audiences throughout the years in all five boroughs.

### **Educational Programs**

NYCHA offers many programs to improve the literacy and learning skills of young people. Our collaboration with the NYC Department of Education includes the **Partners in Reading Program**, which aims to improve the literacy skills of thousands of first-, second- and third-graders. This after-school program offers tutoring, instruction in study skills, and homework assistance, and stresses parental involvement.

The **I Have A Dream (IHAD) Program** has “adopted” hundreds of NYCHA children in the first through the third grades from selected developments called “Dreamers,” and tracks their progress from elementary school through high school. The IHAD Foundation provides tuition for “Dreamers” who go on to college or vocational school. Elementary school children are also urged to realize their potential in the **Mentoring USA Program**, which matches caring adult volunteers with NYCHA students. The goal of the program is to help the students improve their self-esteem and apply themselves in school.

In much the same way, the **Urban Angels Program**, offered in selected developments, provides life-skills and employability training. The **Computer Training Program** introduces students to the world of multimedia and offers computer skills training.

### **Nutritious Meals**

Nourishing meals are served at over 100 Senior Centers located in NYCHA developments. Our **Child Care Feeding Program** provides nutritious meals daily to children at community centers across the City, as does our free **Summer Lunch Program**.

NYCHA actively promotes health awareness for all residents. Residents who do not have health insurance can make use of New York City's **HealthStat Program**, which assists them in obtaining affordable health insurance. **Community Health Clinics** located at NYCHA developments in all five boroughs provide a full array of health services for the benefit of our residents and their neighbors.

### **Senior Health**

The health of our senior residents is very important to NYCHA. In partnership with the NYC Department of Health and Mental Hygiene (DOHMH) the **Comprehensive Senior Community Wellness Program** promotes good health for seniors through health screenings, nutrition workshops, exercise classes, medical referrals, and immunization campaigns for flu and pneumonia.

To combat depression, anxiety, and substance abuse among seniors, NYCHA collaborates with DOHMH on the **Reaching Out to Elders In Public Housing** initiative to increase access to mental health services. These services include mental health education, health screenings, and treatment services at home, on site, or through referrals with the Visiting Nurse Service of New York.

Services in our seven **Naturally Occurring Retirement Communities (NORCs)** provide comprehensive assistance with daily living to well and frail senior residents. NORC supportive services include assistance with bathing and eating, with housework, shopping and other chores. Nurses' services are provided free to residents in every NORC community.

Many community-based, faith-based, philanthropic organizations and health care providers collaborate with NYCHA and the Department for the Aging to help our seniors enjoy life to the fullest extent possible.



## SENIOR PROGRAMS

The chief aim of NYCHA's **Senior Programs** is to enable NYCHA residents 60 years of age and older to live comfortably through the natural aging process in safe and familiar surroundings — in short, to allow residents “to age in place,” with dignity. Senior NYCHA residents participate in the planning of programs that foster independence and incorporate intergenerational and multicultural values.

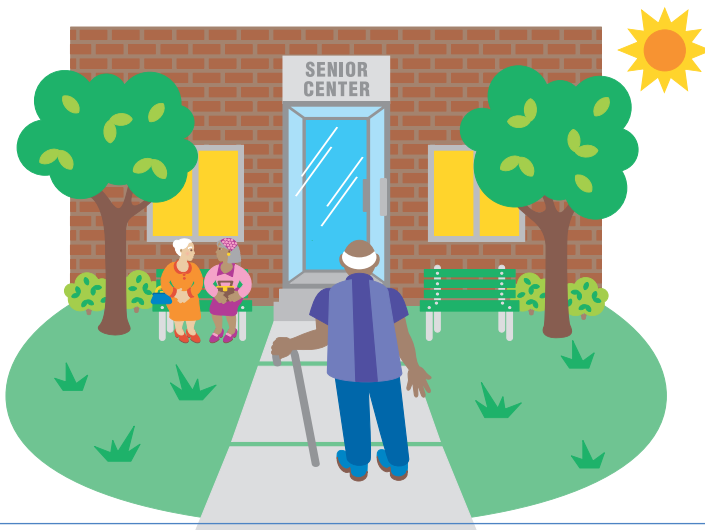
NYCHA's seniors make ample use of 146 **Senior Centers** at our developments in the five boroughs. Each has a full calendar of activities from bingo to gardening, movies and field trips. New York City's Department for the Aging oversees most of these Senior Centers, which are administered by community-based organizations. NYCHA operates 40 Senior Centers directly.

The **Saratoga Square Congregate Housing Services Program (CHSP)** provides assisted daily living services for the frail elderly and non-elderly disabled who live at the Saratoga Square Senior Development in Brooklyn. This program, funded by HUD for many years, sustains independent living and seeks to prevent premature institutionalization.

NYCHA's own **Senior Resident Advisors and Service Coordinators** are paraprofessionals who provide counseling, help seniors access community services, and monitor residents in need through home visits, telephone check-ups and a floor captain system. The **Senior Companion Program**, which is administered by the **Henry Street Settlement**, provides companions for frail and socially isolated residents through friendly home visits.

At seven developments in the South Bronx, the **Elderly Safe At Home Program** provides crime prevention and social service assistance to elderly residents and non-elderly physically disabled persons. Law enforcement personnel and victim services organizations conduct workshops on crime prevention, health and social services issues. Referrals are made to the community-based service providers so residents can access available benefits and support services.

For more information on **Senior Programs**, please contact your Borough Social Services Department. The numbers are listed on following page.



## SOCIAL SERVICES

NYCHA's Social Services Department has offices in each borough, staffed by professionally trained and certified social workers and paraprofessionals who work closely with management and community service providers.

Staff are dedicated to the provision of social services to residents of NYCHA developments: children, youth, adults and the elderly, families and individuals. The Borough Social Services Divisions are continually identifying the varying needs of residents and effectively developing social service plans utilizing agency and community service-based resources.

Families and individuals seeking social services assistance may contact the following Borough Social Services Offices:

**Bronx:** (718) 409-8699

**Brooklyn:** (718) 498-3243

**Manhattan:** (212) 423-9449

**Queens:** (718) 206-3286

**Staten Island:** (718) 816-1521

### **Outreach and Support**

NYCHA's **Supportive and Outreach Services (SOS)** program provides crisis intervention, counseling, advocacy and referrals for residents in need of assistance in accomplishing the activities of daily living.

### **Transitional Services**

The **Housing Assistance for Relocation and Transitional Services Program (HARTS)** eases the transition of homeless families newly relocated from shelters and hotels into NYCHA apartments. **HARTS** is funded by NYCHA and the NYC Department of Homeless Services.

### **Domestic Violence**

The **Domestic Violence Intervention and Education Program** combines experienced Safe Horizon counselors and uniformed domestic violence officers, who jointly respond to all domestic violence incident reports from public housing, and provide counseling to NYCHA families. This program operates in all nine Police Service Areas citywide and in Staten Island. The **Emergency Transfer Program** assists victims of domestic violence and intimidated witnesses who must relocate quickly and confidentially. NYCHA Housing Assistants evaluate applications for emergency housing transfers along with representatives of Safe Horizon and the applicable **Office of the District Attorney**, among others. By transferring to another NYCHA development, residents relocate away from the danger without the risk of becoming homeless.

Residents who move away from a threatening environment may require assistance adjusting to a new location. **Aftercare Services** are available to NYCHA residents who have been approved for an emergency housing transfer. These services include counseling, and advocacy with the courts, schools and other institutions, and providing information about resources such as daycare and after-school programs.

### *Employment and Training*

Approximately one-third of the Housing Authority's workforce is made up of NYCHA residents. During the summer months, NYCHA has hired hundreds of additional residents to staff day camps, community centers and other programs. NYCHA has also recruited and employed college students from our developments through the **Summer Lottery Program**. These are important points of entry to the world of work and an opportunity for young people to become role models for their younger neighbors.

The U.S. Department of Housing and Urban Development (HUD) directs that residents of public housing should receive an economic benefit from the modernization work that takes place in public housing developments. Under the **Section 3 Program**, NYCHA encourages resident hiring on federally funded construction and professional service contracts between \$100,000 and \$500,000. For a construction contract exceeding \$500,000 NYCHA's **Resident Employment Program** requires that 15% of the labor costs be expended on resident hiring.

Residents who receive public assistance and/or are under-employed or unemployed can improve their job skills and work toward economic self-sufficiency by taking advantage of a number of programs administered by NYCHA's **Department of Resident Employment Services (RES)**. These programs focus on job placement and training, and providing supportive services and educational opportunities. The **Intake and Supportive Services Unit** reaches out to residents and refers them to appropriate educational, vocational, business development or job placement programs.

Job-ready residents can go to the **Employment Resource Center** in Manhattan and receive counseling, world-of-work/job-readiness training, resume preparation, interviewing skills and job referrals. The **Resident-Owned Business Development Program** assists NYCHA residents in starting their own businesses. Staff help residents access entrepreneurial training, business counseling, mentoring, financing and marketing opportunities.

For more information, call NYCHA's **Department of Resident Employment Services** at (718) 250-5904 during business hours, or call the **RES 24-hour hotline** at (212) 306-3800, and leave your name, telephone number and the name of the program you are interested in.

## EQUAL OPPORTUNITY

Residents and applicants for housing who believe they are at a disadvantage because of physical, linguistic or discriminatory circumstances can turn to NYCHA's Department of Equal Opportunity. DEO provides three essential services.

In accordance with federal, state and local law, NYCHA's **Office of Housing Opportunities** investigates complaints of alleged discrimination from residents and applicants for housing. The Unit also reviews the applications of applicants who have been found ineligible for public housing and claim a disability-related right. Residents and applicants with disabilities who need help obtaining decent, affordable and accessible housing or a reasonable accommodation in NYCHA's developments can enlist the assistance of **Services for the Disabled Unit** (see below).

The **NYCHA Language Services Unit** translates official Authority documents and provides interpreter services to residents and applicants with limited English-speaking abilities to ensure equal access to information and services.

### ***Persons with Disabilities***

NYCHA residents with mobility impairments and other physical disabilities are entitled to transfers to apartments that have been made accessible. An apartment is considered to be accessible if, in addition to necessary modifications to the apartment itself, a mobility impaired resident can get from the street to the apartment without any obstruction. A resident may also request that his or her current apartment be modified to provide a "reasonable accommodation" for a disabled family member. A "reasonable accommodation" can be a structural, such as the installation of a grab-bar or a roll-in shower; and/or a change in NYCHA policies, procedures or practices so that individuals with mobility impairments and other physical disabilities have equal opportunities to participate in and benefit from NYCHA programs.

If you or a member of your household becomes disabled at any time while living in a NYCHA development, you may contact your Management Office or NYCHA's Department of Equal Opportunity at (212) 306-4652 or TDD (Telephone Device for the Deaf) at (212) 306-4845 to inquire about transfers and reasonable accommodations.



### ***New York City Housing Authority Journal***

Look for a copy of the *New York City Housing Authority Journal* at your development every month. Produced by the Department of Public and Community Relations, the *Journal* provides a roundup of Authority-wide news, special features and information on matters of general importance. Should you have a newsworthy item, or wish to contribute some ideas, do not hesitate to call the Department of Public and Community Relations at (212) 306-3322. Please contact your Management Office if the paper is not delivered to you, or call us directly. You can also go to NYCHA's web site at: [nyc.gov/nycha](http://nyc.gov/nycha) to view or subscribe to the *Journal* online.

### ***Management Newsletters***

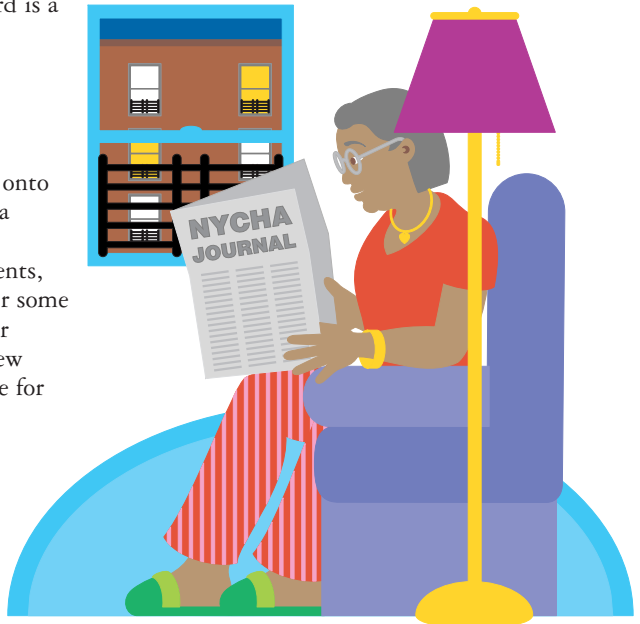
Another basic source of information is the "Management Newsletter," a newsletter or bulletin prepared periodically by your local Management Office. These newsletters provide the "who, what, when, where and why" of events and services of particular interest within your development, as well as updates of Housing Authority policies and procedures.

### ***Check Your Bulletin Board***

To keep up with what is going on in your development, check your Management Office's bulletin board periodically. The bulletin board will have information concerning resident association meetings, resident patrols, social notices, voter registration, blood drives and other news. At many developments, the bulletin board is a terrific "newspaper" in and of itself.

### ***NYCHA On The Internet***

For the latest on NYCHA goings-on, residents with Internet access can log onto [nyc.gov/nycha](http://nyc.gov/nycha). NYCHA's web site is a valuable resource with up-to-date information on resident programs, events, job opportunities and more. And if for some reason you don't receive a copy of your monthly *NYCHA Journal*, you can view the latest issue at this site or subscribe for the paper online at this site.

















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