Indicator name: Total complaints reported
Description: The number of housing maintenance problems reported in privately-owned buildings recorded by the 311 Customer Service Center and Code Enforcement Borough Offices that are forwarded for inspection. Excludes duplicate problems reported on some building-wide conditions.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Emergency complaints reported
Description: The number of heat and hot water, lead-based paint and other emergency problems reported in privately-owned buildings requiring an inspection or other action by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Heat and hot water
Description: The number of heat and hot water problems in privately-owned buildings requiring an inspection by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Lead
Description: The number of problems reported in privately-owned buildings for conditions that may cause a lead-based paint hazard, as defined by Local Law 1 of 2004.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Other emergency
Description: The number of priority problems (not including heat and hot water or lead- based paint problems) reported in privately-owned buildings. Examples include mold, bed bugs, water leaks and other plumbing problems.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Nonemergency complaints reported
Description: All other problems (nonemergency) reported in privately-owned buildings. Dirty paint, roaches, low water pressure to a faucet, and missing ceramic tile are some examples of non-emergency problems.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: Inspections completed
Description: The number of problem inspections and reinspections completed.
Source: Division of Enforcement Services.

Indicator name: Inspection visits per team per day
Description: The average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations. A route is comprised of planned stops (inspections) by an inspection team on any given day.
Source: Division of Enforcement Services.

Indicator name: Ratio of completed inspections to attempted inspections (%)
Description: The number of completed inspections divided by the number of attempted inspections.
Source: Division of Enforcement Services.

Indicator name: Total complaints closed
Description: The total number of complaints resolved via inspection or callback to tenant.
Source: Division of Enforcement Services.

Indicator name: – Emergency complaints closed
– Heat and hot water
– Lead
– Other emergency
Description: The total number of emergency complaints in privately-owned buildings resolved via inspection or callback to tenant and the number closed in each reporting category.
Source: Division of Enforcement Services.

Indicator name: – Nonemergency complaints closed
Description: The total number of nonemergency complaints in privately-owned buildings resolved via inspection or callback to tenant.
Source: Division of Enforcement Services.

Indicator name: Average time to close emergency complaints (days)
Description: The average number of days for the Division of Code Enforcement to close an emergency complaint in a privately owned building during the reporting period. An emergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: – Average time to close heat and hot water complaints (days)
Description: The average number of days for the Division of Code Enforcement to close an emergency heat and hot water complaint in a privately owned building during the reporting period. A complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: – Average time to close lead complaints (days)
Description: The average number of days for the Division of Code Enforcement to close a lead complaint in a privately owned building during the reporting period. A complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: – Average time to close other emergency complaints (days)
Description: Excluding complaints for lack of heat and hot water and complaints of lead-based paint, the average number of days for the Division of Code Enforcement to close other emergency complaints in a privately owned building during the reporting period. A complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: Average time to close nonemergency complaints (days)
Description: The average number of days for the Division of Code Enforcement to close a nonemergency complaint in a privately-owned building during the reporting period. A nonemergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: Outstanding emergency complaints at end of month
Description: The total number of unresolved emergency complaints pending agency action at the end of the month.
Source: Division of Enforcement Services.

Indicator name: Outstanding nonemergency complaints at end of month
Description: The total number of unresolved nonemergency complaints pending agency action at the end of the month.
Source: Division of Enforcement Services.

Indicator name: Apartments inspected for lead
Description: The total number of apartments inspected as a result of a lead complaint or in response to a Department of Health and Mental Health Commissioner's Order to Abate (COTA).
Source: Division of Enforcement Services.

Indicator name: – Inspected apartments testing positive for lead (%)
Description: The percent of inspected apartments that tested positive for lead.
Source: Division of Enforcement Services.

Indicator name: Total violations issued
Description: The total number of violations issued.
Source: Division of Enforcement Services.

Indicator name: – Emergency violations issued
- – Heat and hot water
- – Lead
- – Other emergency

Description: The total number of emergency repair-generating "C" violations issued, including heat and hot water, lead-based paint hazards and other emergencies, and the number in each reporting category. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source: Division of Enforcement Services.

Indicator name: – Nonemergency violations issued
Description: The total number of "A" violations (non-hazardous), "B" violations (hazardous), and "C" violations issued that do not call for emergency repairs by HPD.
Source: Division of Enforcement Services.

Indicator name: Violations issued and removed in the same fiscal year (%)
Description: The number of violations removed during the fiscal year that were issued in that fiscal year divided by the total number of violations issued in the same fiscal year.
Source: Division of Enforcement Services.

Indicator name: Emergency violations corrected by owner (%)
Description: Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year. Note: "Deemed complied" is not applicable to lead-based paint and heat and hot water violations.
Source: Division of Enforcement Services.

Indicator name: Emergency violations corrected by HPD (%)
Description: The proportion of emergency repair violations closed because repairs were completed by HPD.
Source: Division of Enforcement Services.

Indicator name: Violations removed
Description: Total violations removed during the fiscal year, regardless of the date the violation was issued. A violation is removed once it is deemed corrected based on landlord certification or a follow-up inspection by HPD.
Source: Division of Enforcement Services.

Indicator name: Reinspected violations found falsely certified (%)
Description: The percent of all violations certified by an owner as corrected and subsequently inspected by HPD and found to be not corrected.
Source: Division of Enforcement Services.

Indicator name: Housing Maintenance Code compliance
– Cases opened
Description: The number of cases initiated in court during the reporting period, including tenant-initiated actions assisted by HPD, HPD-initiated comprehensive cases, heat and hot water litigation, etc.
Source: Division of Housing Litigation.

Indicator name: – Cases closed
Description: The number of code compliance cases closed by HPD's Housing Litigation Division during the reporting period.
Source: Division of Housing Litigation.

Indicator name: – Cases active (end of month)
Description: The number of Housing Maintenance Code compliance cases active at the close of the reporting period, including tenant-initiated actions assisted by HPD, HPD initiated comprehensive cases, heat and hot water litigation, etc.
Source: Division of Housing Litigation.

Indicator name: Average cost of repair work performed by HPD ($)
– Emergency (non-lead) ($)
– Lead ($)
Description: Average cost of all emergency repair work completed by HPD to correct emergency repair generating Class C violations where the landlord has failed to do so, and the average cost for non-lead and lead repair work. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Enforcement Services.

Indicator name: Alternative Enforcement Program
– Buildings currently active
Description: The number of buildings currently active in the Alternative Enforcement Program (AEP) from the date of the program's inception in Fiscal 2008 to date. AEP targets 200 distressed buildings per round. Through Fiscal 2013 there has been one round per year.
Source: Division of Enforcement Services.

Indicator name: – Buildings discharged (cumulative)
Description: The number of buildings discharged from the Alternative Enforcement Program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet certain criteria.
Source: Division of Enforcement Services.

Indicator name: – Buildings discharged from program (%) (cumulative)
Description: The number of buildings discharged from the Alternative Enforcement Program as percent of the total buildings in the program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet certain criteria.
Source: Division of Enforcement Services.

Indicator name: Total starts financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction started through HPD and the Housing Development Corporation (HDC) programs as part of the New Housing Marketplace Plan, the number of homeowners receiving down payment assistance, and the number of existing units whose affordability has been extended for ten or more years as a result of a binding document.
Source: HPD Office of Development and Housing Development Corporation (HDC).

Indicator name: – New construction starts
Description: The number of homeowners receiving downpayment assistance and the number of units started in newly constructed buildings through HPD and HDC programs or on land previously not available for development.
Source: HPD Office of Development and HDC.

Indicator name: – Preservation starts
Description: Construction starts by HPD and HDC of existing units in City-owned and privately-owned buildings or the number of existing units whose affordability was extended for ten or more years as a result of a binding document.
Source: HPD Office of Development and HDC.

Indicator name: Planned starts initiated (%)
Description: The total number of units that started construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and HDC.

Indicator name: Total completions financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction was completed through HPD and HDC programs; where a non-construction loan was closed, including but not limited to the number of homeowners receiving downpayment assistance; or the number of existing units whose affordability was extended for ten or more years as a result of a binding document.
Source: HPD Office of Development and HDC.

Indicator name: – New construction completions
Description: Units completed in newly constructed buildings through HPD and HDC programs or on land previously not available for development, or where a non-construction loan was closed, including but not limited to the number of homeowners receiving downpayment assistance.
Source: HPD Office of Development and HDC.

Indicator name: – Preservation completions
Description: Construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings, or the number of existing units whose affordability was extended for ten or more years as a result of a binding document.
Source: HPD Office of Development and HDC.

Indicator name: Planned units completed (%)
Description: The total number of units that completed construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and HDC.

Indicator name: Units completed for homeless individuals and families
Description: New construction and preservation units that are allocated to homeless individuals and families.
Source: HPD Office of Development.

Indicator name: Asset management – Projects in workload
Description: The number of projects monitored by HPD to ensure compliance with regulatory and financial requirements. A project can consist of one or more buildings and includes buildings in which the City has made investments in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management.

Indicator name: – Financial reviews completed
Description: The number of financial reviews of projects completed, including analysis of CPA prepared audits and statements for the prior year for individual projects or corporations. The information allows the asset managers to understand the financial health of the projects by analyzing data including payables, receivables, and transfer of funds between corporations.
Source: Division of Asset Management.

Indicator name: – Buildings inspected
Description: The number of physical inspections of buildings to evaluate the physical health of the property. Physical inspections cover common areas from roof to basement and a sampling of individual apartments.
Source: Division of Asset Management.

Indicator name: Section 8
– Utilization rate
Description: The percent of Section 8 vouchers allotted to HPD by the Department of Housing and Urban Development that are used by families to rent housing in the private market.
Source: Division of Tenant Resources.

Indicator name: – Vouchers issued
Description: The number of new households receiving assisted rental vouchers for use in the private housing market.
Source: Division of Tenant Resources.

Indicator name: – Households assisted
Description: The total number of households receiving a rent subsidy for a residential unit in the private housing market.
Source: Division of Tenant Resources.

Indicator name: Outcome measure on Housing Quality Survey inspections
Description: Indicator under development – expected for Fiscal 2014