

**NYC
BUILD IT
BACK**

NYC

Stronger & Safer

Housing Recovery

Monthly Progress Report

July 2014



Table of Contents

Executive Summary	3
Customer Profile	4
Community Events Calendar	5
Customer Journey	6

Executive Summary

July 2014

Area	Key Achievements	Upcoming Activities
Case Management	<ul style="list-style-type: none">● Implemented successful satellite offices in affected areas including Howard Beach and Mill Basin● Established a full-time counseling desk in Build It Back Centers● New York State's Acquisition Program and NYC DOB now have representatives regularly present at Centers to assist customers● Changed hours at Centers to better serve customers	<ul style="list-style-type: none">● Establish a systematic referral process with the Disaster Case Managers● Develop closeout process for completed applications● Implement targeted outreach and case work on at-risk populations, including senior citizens
Preconstruction and Rehab	<ul style="list-style-type: none">● Over 250 construction starts scheduled● Over 600 Design Consultations complete	<ul style="list-style-type: none">● First elevation home to start construction in August
Multifamily	<ul style="list-style-type: none">● Completed 695 applications to date● Completed 19 closings, for 7 buildings and 12 units● 4 construction starts and 15 reimbursement checks	<ul style="list-style-type: none">● Focusing on scoping and contractor selection on projects with outstanding repairs
Reconstruction	<ul style="list-style-type: none">● 154 reconstruction applicants signed Selection Agreements● 89 applicants engaged with Developers/HPD● 3 construction starts	<ul style="list-style-type: none">● Focused on projects in every borough
Acquisition	<ul style="list-style-type: none">● 16 applicants completed the City's eligibility review and requested transfer to the State● State is starting direct outreach to applicants, including meetings at BiB Centers● To date over 300 appraisals have been performed	<ul style="list-style-type: none">● Finalizing environmental reviews and beginning closings with the State
Renter Program	<ul style="list-style-type: none">● 298 TDAP coupons have been issued and there are 133 ease ups● Nearly \$3.5 million committed towards rental subsidy	<ul style="list-style-type: none">● Continue issuing TDAP coupons

Customer Profile

July 2014

Registered Buildings by Program Options¹

As of July 31, 2014

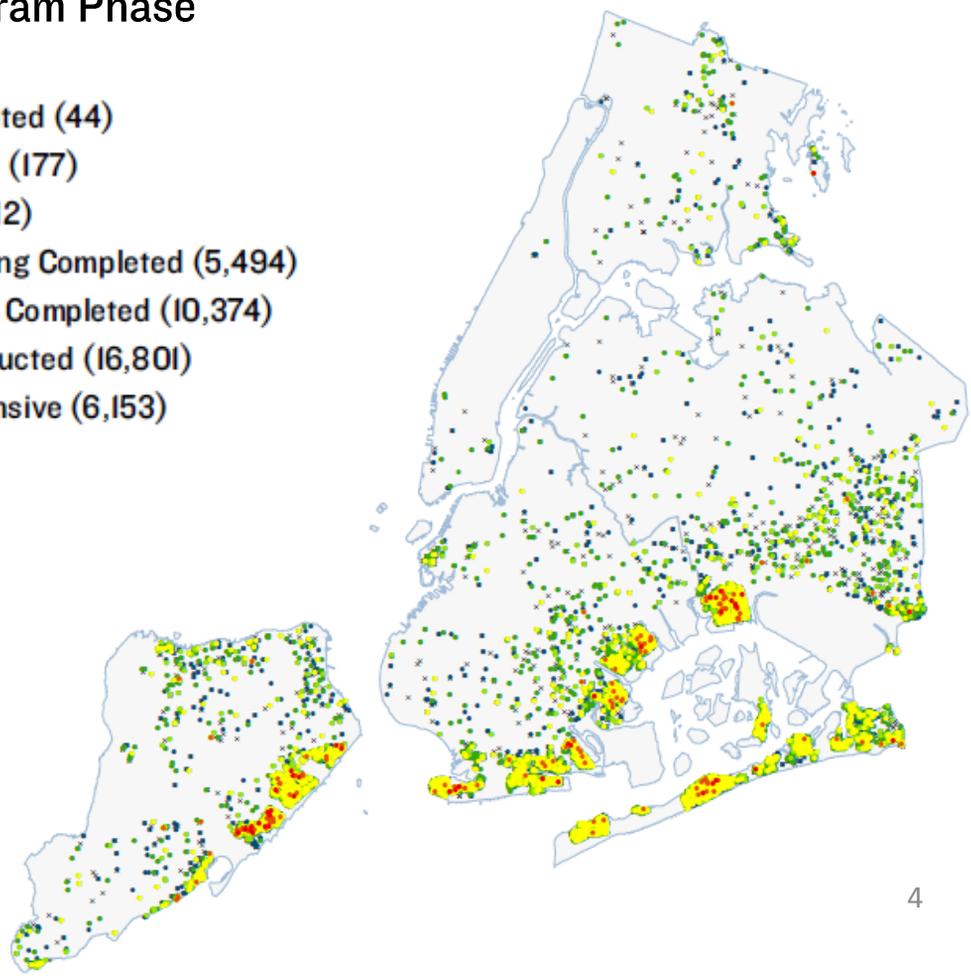
Pathway	Total
Rehabilitation	9,710
Repair & Elevate	4,530
Reconstruction	595
Reimbursement Only	425
AfR	3
Relocation	10
Multi-Family	805
Total	15,695

¹ Counts omit renters and secondary residences.

Registrants by Program Phase

As of July 31, 2014

- Construction Completed (44)
- Construction Started (177)
- Option Selected (2,712)
- Option Review Meeting Completed (5,494)
- Damage Assessment Completed (10,374)
- Intake Meeting Conducted (16,801)
- × Withdrawn/Unresponsive (6,153)



Community Events Calendar

July 2014

Mon	Tue	Wed	Thu
	1	2	3
7 South Brooklyn Embed <i>Held office hours at Councilmember Treyger's office to update residents on their application.</i>	8 Staten Island Community Board 2: <i>Discussion about zoning variances to allow rebuilding on certain lots</i>	9 Howard Beach Embed <i>Held office hours at Senator Addabbo's office to update residents on their application</i> Red Hook Embed <i>Held office hours in Red Hook to update residents on their application</i>	10 Recovery Coalition: <i>Discussion about recovery efforts in the Rockaways</i> Rockaway United: <i>Discussion about recovery efforts in the Rockaways</i> Belle Harbor Meeting: <i>Discussion with Build it Back applicants, led by Amy Peterson</i>
14 Far Rockaways Embed <i>Held office hours at Councilmember Richards' office to update residents on their application</i>	15 Mill Basin Embed <i>Held office hours at Councilmember Maisel's office to update residents on their application.</i>	16 Howard Beach Embed <i>Held office hours at Senator Addabbo's office to update residents on their application.</i>	17 Rockaways Tour: <i>Tour of Far Rockaway and Edgemere with CM Richards and Amy Peterson</i>
21 Congressman Jeffries Community Event: <i>Community meeting with Amy Peterson, Bill Goldstein, and the Dept. of Environmental Protection</i>	22 Great Kills Tour: <i>Tour of Great Kills with AW Malliotakis and Amy Peterson</i> Tottenville Civic Association Meeting: <i>Association meeting with presentation by Amy Peterson</i>	23 Rockaways Embed <i>Held office hours at Councilmember Ulrich's office to update residents on their application</i>	24 Choose Your Own Contractor: <i>Presentation to Staten Island Contractors</i> BP Oddo Embed <i>Held office hours at Borough President Oddo's office to update residents on their application.</i>
28 Gerritsen Beach Embed <i>Held office hours in Gerritsen Beach to update residents on their application</i>	29 Faith in NY Community Meeting: <i>Community meeting with presentation by Amy Peterson</i>	30 Howard Beach Embed <i>Held office hours at Senator Addabbo's office to update residents on their application</i>	31 M/W/BE Business Fair Brooklyn Borough President: <i>Fair to connect with M/WBE contractors.</i>

COLOR KEY

Orange – Brooklyn
 Green – Staten Island
 Blue – Queens
 Red - Bronx
 Grey – Citywide

Customer Journey



1
Registration &
Intake Appointment



2
Document
Collection & Review



3
Damage
Assessment



4
Award
Calculation



5
Award
Decision



6
Pathway

Key Terms

Program Options: Options include Repair, Repair & Elevate, Rebuild, Reimbursement, and Acquisition.

Damage Assessment: On-site assessment of the damaged or destroyed property. Used to determine level of storm damage and program option.

Award Calculation: Process to determine the award offered by Build It Back to repair, rebuild, reimburse or acquire a home. Calculation is based on amount of necessary repairs and amount of other disaster recovery benefits that July have already been received (from FEMA, SBA, Private Insurance, and other sources).

Award Decision: A preliminary award offering that is given at the Option Review Meeting.

Option Review Meeting: Meeting where homeowners learn their preliminary award decision. Homeowners review their options and can sign an agreement to move forward with a designated program option.