

**NYC
BUILD IT
BACK**

NYC

Stronger & Safer

Housing Recovery

Monthly Progress Report

June 2014



Table of Contents

Executive Summary	3
Customer Profile	4
Customer Journey	6

Executive Summary

June 2014

Area	Key Achievements	Upcoming Activities
Case Management	<ul style="list-style-type: none">Assigned Case Managers & Eligibility Reviewers to individual applications: resulting in speedier processing and improved customer service	<ul style="list-style-type: none">Changing hours at Centers to better serve customersCommunity groups, other city agencies, and non-profit organizations will establish regular presence in Centers to provide additional support for CustomersHire 3 Center DirectorsIncrease number of grant signings across boroughs
Reimbursements	<ul style="list-style-type: none">320 Reimbursement checks dispersed	<ul style="list-style-type: none">Accelerate processing to reach end of summer goal
Preconstruction and Rehab	<ul style="list-style-type: none">First elevation plans have been approved by DOB	<ul style="list-style-type: none">Scheduled the first elevation home start date
Multifamily	<ul style="list-style-type: none">Completed 691 applications to date (92% of active registrants)Completed ~ 400 damage inspections to date	<ul style="list-style-type: none">Preparing projects for closing to reach end of summer goal
Reconstruction	<ul style="list-style-type: none">132 reconstruction applicants signed Selection Agreements80 applicants engaged with Developers/HPD	<ul style="list-style-type: none">Grant Agreement signed in every borough by August 2014
Acquisition	<ul style="list-style-type: none">7 applicants have completed files that can be sent to the State170 applicants have had appraisals scheduled or performed	<ul style="list-style-type: none">Final approvals needed to allow the State to fund the acquisitions in process
External Affairs	<ul style="list-style-type: none">Community meetings in Belle Harbor, Breezy Point, and New Dorp, as well as joint recovery meeting with ORR and NYCHA in Red HookConducted Monthly Non-Profit Call	<ul style="list-style-type: none">Community meeting in Gerritsen Beach
Renter Program	<ul style="list-style-type: none">264 TDAP coupons have been issued and there are 131 lease upsOver \$3 million committed towards rental subsidy for 277 Sandy victims	<ul style="list-style-type: none">More than 60 TDAP 2 registrants have attended application workshops since it began in May

Customer Profile

June 2014

Registered Buildings by Program Options¹

As of June 30, 2014

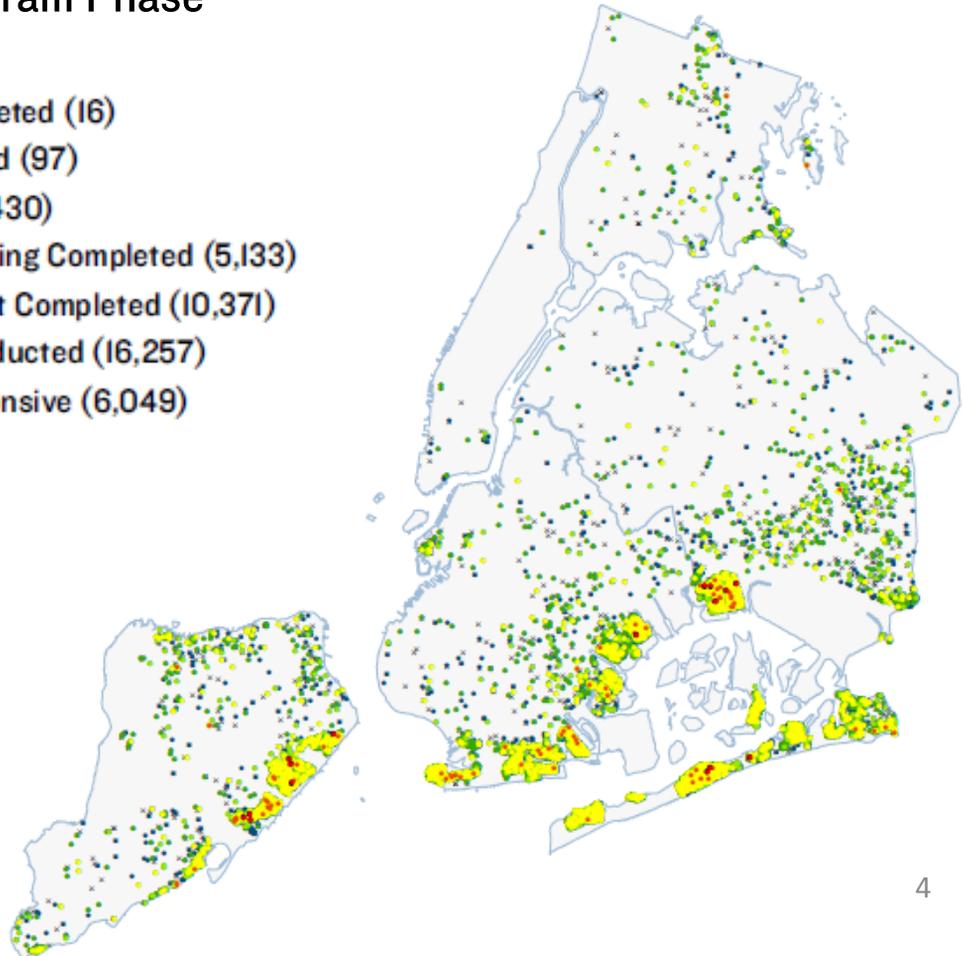
Pathway	Total
Rehabilitation	9,710
Repair & Elevate	4,530
Reconstruction	595
Reimbursement Only	425
AfR	3
Relocation	10
Multi-Family	805
Total	15,695

¹ Counts omit renters and secondary residences.

Registrants by Program Phase

As of June 30, 2014

- Construction Completed (16)
- Construction Started (97)
- Option Selected (2,430)
- Option Review Meeting Completed (5,133)
- Damage Assessment Completed (10,371)
- Intake Meeting Conducted (16,257)
- × Withdrawn/Unresponsive (6,049)



Community Events Calendar

June 2014

Mon	Tue	Wed	Thu
2	3	4 Community Board 2 Community Meeting Long Term Recovery Organization Meeting: <i>Updated local Sandy recovery organizations on BiB progress</i>	5
9 Hurricane Task Force: <i>Meeting with Queens Boro President and civic and community leaders</i>	10	11 Midland Beach Community Meeting: Midland Beach Civic Association meeting with presentation by Amy Peterson	12
16	17 Belle Harbor Community Meeting: <i>Homeowners Association meeting with presentation by Amy Peterson</i>	18 Nonprofit Coordination Call: <i>Monthly call with nonprofit leaders, disaster case managers and BiB</i>	19 Breezy Point Community Meeting: <i>BiB update on the Relocation process</i> One BK Resource Fair Community Board 10 Community Meeting: <i>BiB presentation and update with Amy Peterson</i>
23	24 Breezy Point Community Meeting:	25 Red Hook Recovery Canarsie Strong	26
30 New Dorp Community Meeting: <i>BiB presentation and update with Amy Peterson</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 June 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.