

**NYC  
BUILD IT  
BACK**

**NYC<sup>®</sup>**

**Stronger & Safer**

**Housing Recovery**

# Monthly Progress Report

## November 2013

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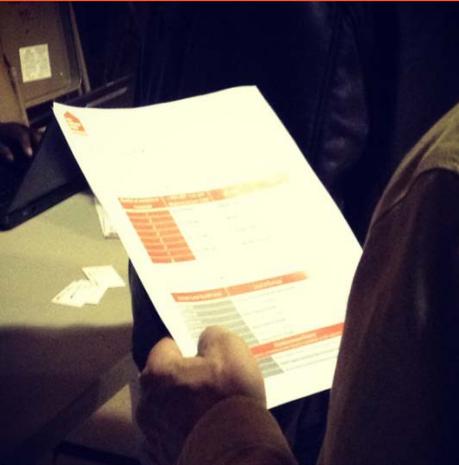
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# Executive Summary

November 2013

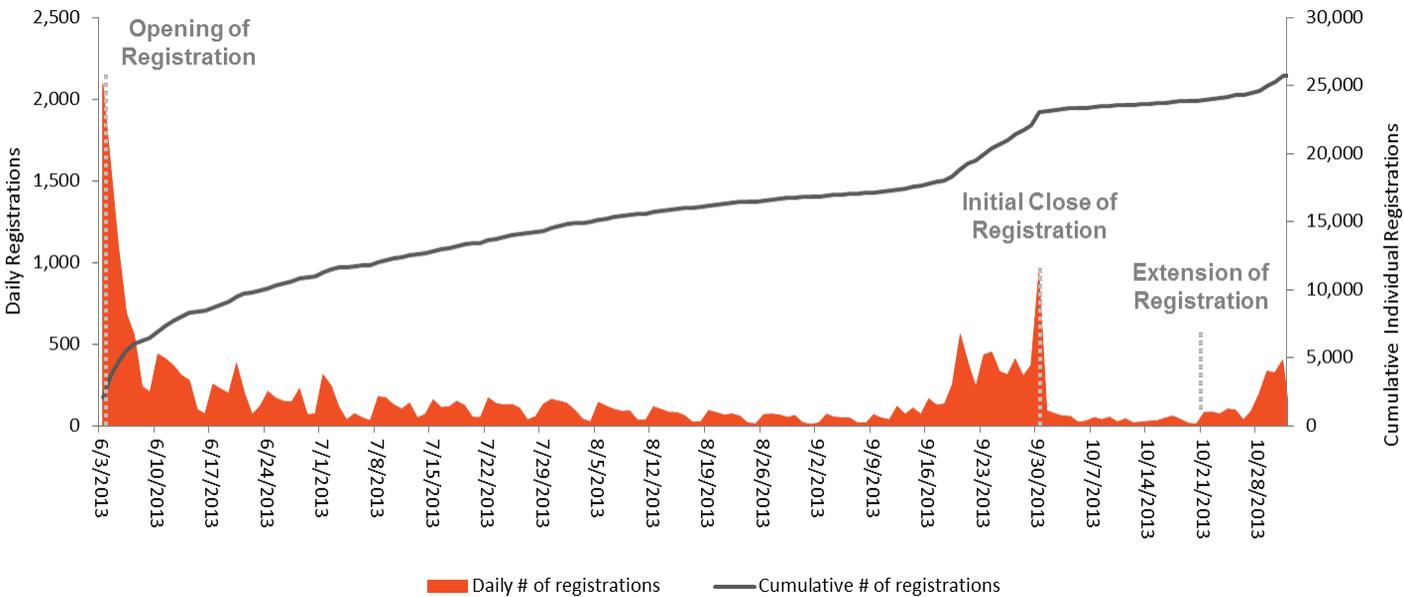


Workstream	Highlights	Upcoming Activities
Application Processing	<ul style="list-style-type: none"> <li>● Held 81 Option Review Meetings to date – 3 Awards selected</li> </ul>	<ul style="list-style-type: none"> <li>● Expand volume and processing capacity</li> <li>● Expand counseling program for applicants facing foreclosure</li> </ul>
Customer Service / External Affairs	<ul style="list-style-type: none"> <li>● Launched Sandy Tracker to enable the public to track the City's use of federal disaster recovery funds</li> <li>● Held Community Meetings for approx. 400 attendees in Breezy Point, Midland Beach/New Dorp, and Coney Island</li> </ul>	<ul style="list-style-type: none"> <li>● Community meetings scheduled for December in the Rockaways, Broad Channel, Gerritsen Beach, and Arverne</li> <li>● Roll out updated Build it Back website to improve user-friendliness</li> </ul>
Pre-Construction and Rehabilitation	<ul style="list-style-type: none"> <li>● Completed approx. 1,200 initial inspections to date</li> <li>● Launched Choose Your Own Contractor program and held 5 outreach forums</li> </ul>	<ul style="list-style-type: none"> <li>● Accelerate processing and ramp up construction capacity</li> <li>● Publish second final floodplain notice on December 6, 2013 for additional multi-family projects ready to close</li> </ul>
Multi-family	<ul style="list-style-type: none"> <li>● Closed 3 projects to date: Knickerbocker Village, 9501 Rockaway Beach Boulevard, and 334 Beach 54</li> </ul>	
Reconstruction	<ul style="list-style-type: none"> <li>● 3 Homeowners selected Reconstruction option</li> </ul>	

# Registration Trends

November 2013

## Registration Trends



## Number of Buildings Registered by Estimated Priority and Program Options<sup>1</sup>

As of November 30, 2013

	Priority 1	Priority 2	Priority 3	TOTAL
Rehabilitation	6,400	4,000	1,200	11,600
Repair & Elevate	2,800	1,500	400	4,700
Reconstruction	370	-	50	420
Multifamily	-	200	300	500
Reimbursement Only	1,500	1,200	500	3,200
<b>TOTAL</b>	<b>11,000</b>	<b>6,900</b>	<b>2,500</b>	<b>20,500</b>

<sup>1</sup> Counts omit rental assistance applicants and secondary residences. Priority status is estimated based on applicants' self-reported income and damage indicators from FEMA, NYC Dept of Buildings and NYC Office of Emergency Management; income and damage will be verified through the processing of applications.

# Priority Determination

Prioritization of applications is based upon Area Median Income (AMI), and level of damage. AMI levels, established for New York City by the U.S. Department of Housing and Urban Development, are calculated by a combination of household income and household size.

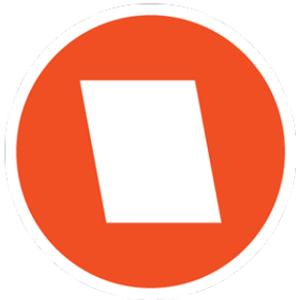
## Priority Determination

Household Income	Damage	
	Rebuild	Rehabilitation
< 80% AMI	Priority 1	
80 – 165% AMI	Priority 1	Priority 2
> 165% AMI	Priority 3	Priority 3

## Household Size and Income of AMI Levels for New York City

Household Size	< 80% AMI	< 165% AMI	> 165% AMI
1	< \$48,100	< \$99,330	> \$99,330
2	< \$55,000	< \$113,520	> \$113,520
3	< \$61,850	< \$127,710	> \$127,710
4	< \$68,700	< \$141,735	> \$141,735
5	< \$74,200	< \$153,120	> \$153,120
6	< \$79,700	< \$164,505	> \$164,505
7	< \$85,200	< \$175,890	> \$175,890
8	< \$90,700	< \$187,110	> \$187,110

# Customer Journey



**Registration & Intake  
Appointment**



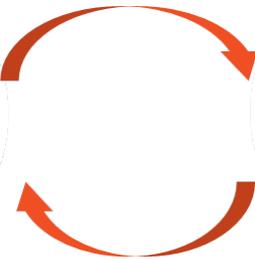
**Document  
Collection and  
Review**



**Damage  
Assessment**



**Award  
Calculation**



**Award  
Decision**



**Construction**

## 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 may 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.

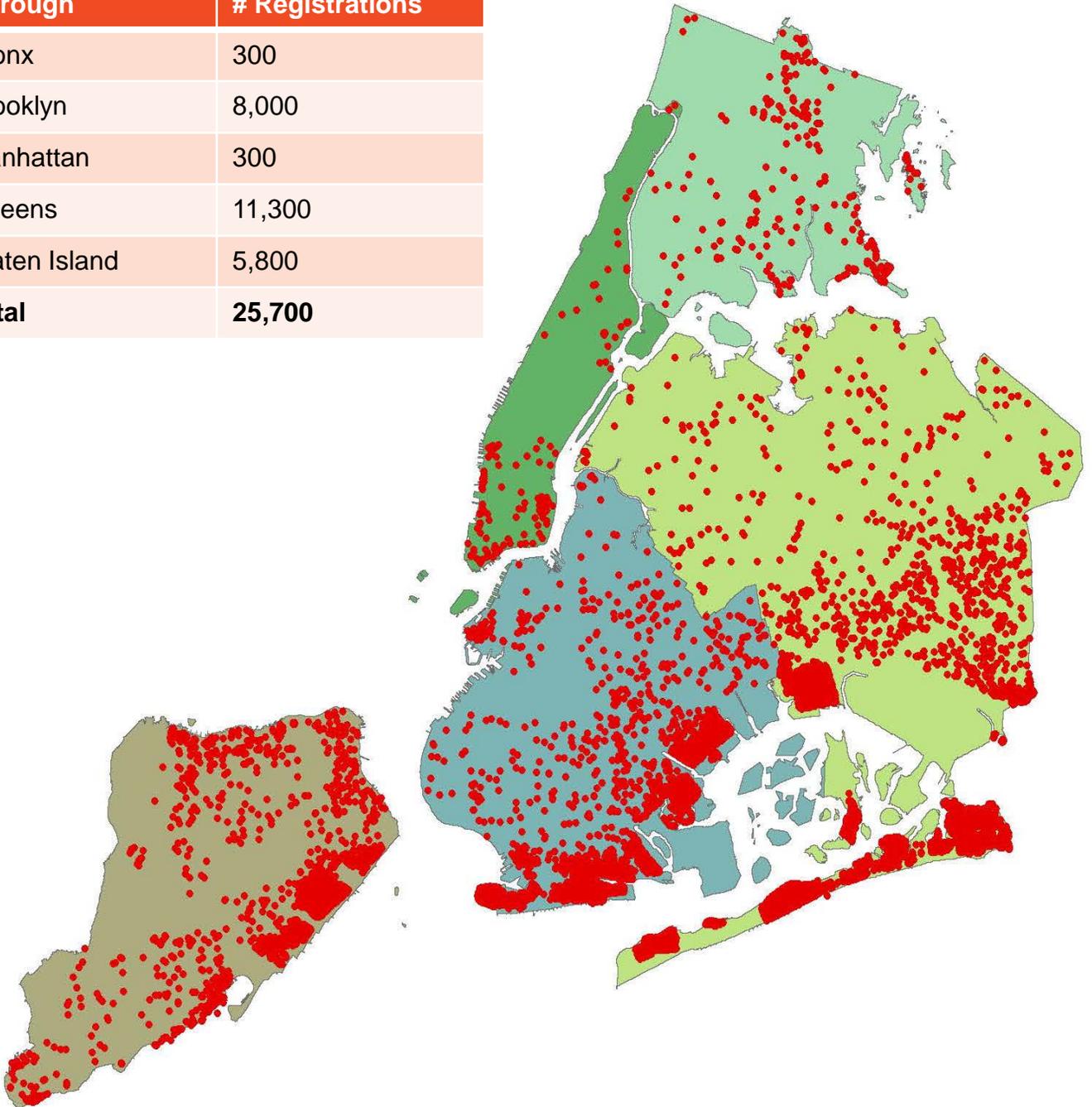
# Registrants by Location

November 2013

## Build It Back Registrants by Borough

As of November 4, 2013

Borough	# Registrations
Bronx	300
Brooklyn	8,000
Manhattan	300
Queens	11,300
Staten Island	5,800
<b>Total</b>	<b>25,700</b>



# Application Processing

November 2013



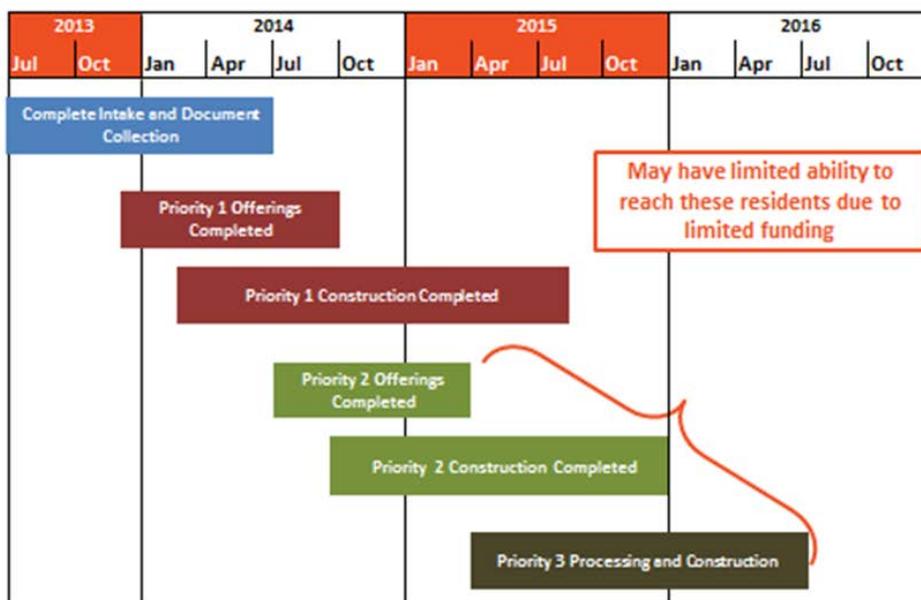
## Highlights

- Completed 10,765 Intake meetings completed to date, approximately 7,000 income-verified Priority 1 applicants
- Held 81 Option Review Meetings
- Began financial counseling pilot for applicants facing mortgage foreclosure
- Opened Bronx intake center, served 67 Bronx-based applicant

## Upcoming Activities

- Accelerate processing of Option Review meetings
- Expand counseling program for applicants facing foreclosure
- Identify a new location in Arverne, Far Rockaway to open January
- Implement formal withdrawal process

## Schedule to complete application processing for Priority I customers



# Preconstruction Services & Construction

November 2013



## Highlights

## Upcoming Activities

### Preconstruction & Rehab

- Completed approx. 1,200 damage assessments to date
- Launched “Choose Your Own Contractor” program and held 5 outreach forums
- Published Home Design Selection Brochure for applicants, available on Build it Back website

- Continue Build it Back Information sessions
- Publish second final floodplain notice on December 6, 2013 for additional projects ready to close
- Accelerate processing of home inspections
- Accelerate and ramp up capacity for construction

### Multifamily (5+ units)

- Completed initial inspections for 69 buildings and 58 individual condo/coop units to date
- Closed 3 projects to date: Knickerbocker Village, 9501 Rockaway Beach Boulevard, and 334 Beach 54

### Reconstruction

- 3 Homeowners selected Rebuild: 2 using Developer and 1 Choose Your Own Contractor
- Scheduled 34 Option Review meetings for Rebuild candidates

# External Affairs/Customer Service

November 2013



## Highlights

- Held community meetings in Breezy Point, Midland Beach/New Dorp, and Coney Island; attended by approximately 400 individuals
- Distributed customer newsletters; 2 newsletters in November reached 5,600 readers
- Launched Sandy Tracker to enable the public to track the City's use of federal disaster recovery funds

## Upcoming Activities

- Community meetings to be held in December in the Rockaways, Broad Channel, Gerritsen Beach, and Arverne
- Roll out updated Build it Back website to improve user-friendliness
- Increase response time for customer inquiries

# Renter Program

November 2013



## Highlights

- Issued 121 coupons to date and prepared 21 apartment units for new tenants through the Temporary Disaster Assistance Program (TDAP)
- Reviewing 53 additional TDAP applications
- Held community engagement events in Staten Island and Brooklyn

## Upcoming Activities

- Scheduled 3 TDAP application workshops for December
- Increase capacity for investigation of lead and asbestos risks



# Environmental, Health & Safety

November 2013



## Highlights

- Performed more than 360 asbestos surveys and 250 lead-based paint risk assessment
- Recorded zero health and safety incidents to date

## Upcoming Activities

- Publish EHS information package for Choose Your Own Contractor program
- Increase capacity for investigation of lead and asbestos risks

# Policy & Compliance

November 2013



## Highlights

- Developed counseling program for applicants who declined SBA loans
- Established Integrity Monitor program with NYC Department of Investigation to monitor the activities of Build it Back vendors and prevent fraud, waste and abuse

## Upcoming Activities

- Complete Action Plan Amendment and solicit Public Comments
- Continue to coordinate referrals with voluntary agencies and other philanthropic partners
- Post Policy Manual for 1-4 Unit Homes on Build it Back website