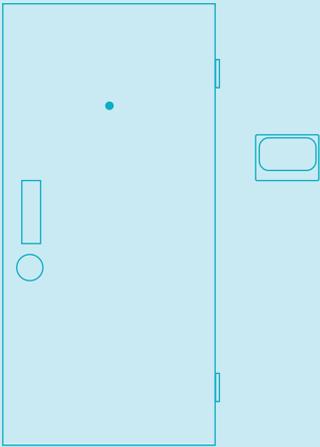
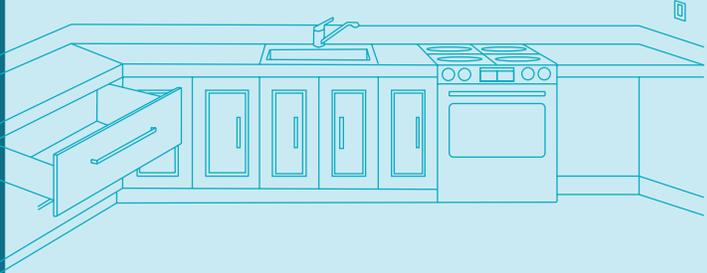
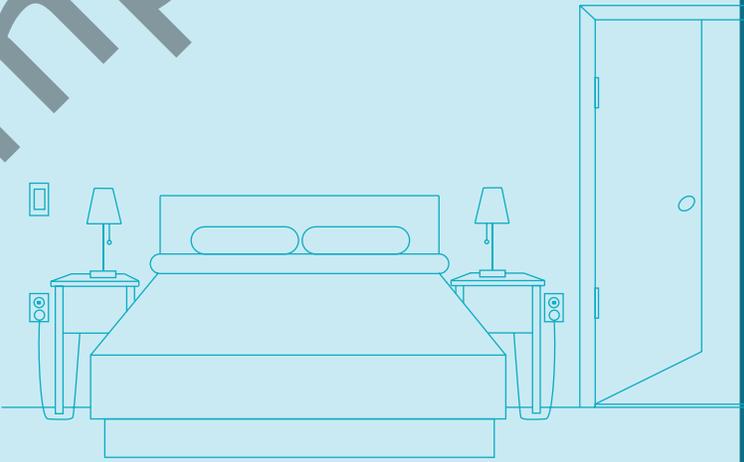
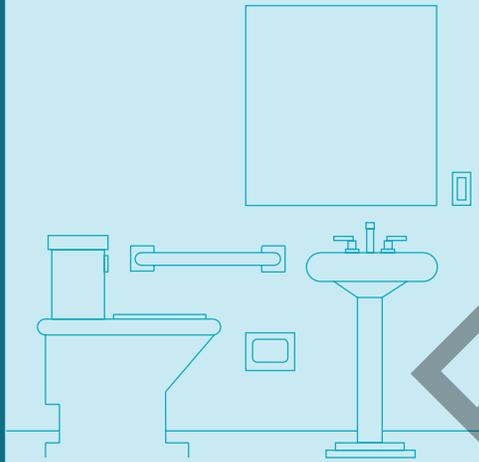
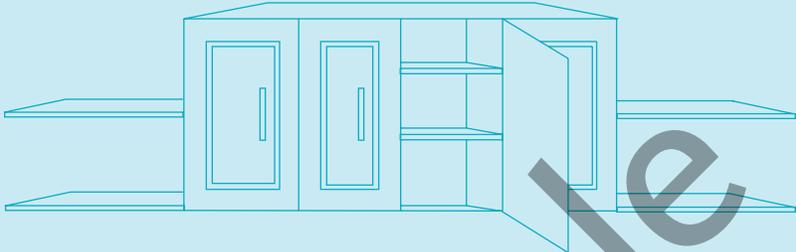


Tenant Survey

Making your home accessible, safer, and easier to live in



Example

Tenant Survey

Making your home accessible, safer, and easier to live in

and The New York City Department of Housing Preservation and Development (HPD) are collecting feedback from tenants and offering to make in-unit modifications to your home to make it safer and easier to live in.

Potential modifications to your home will be financed by the City of New York at no cost to you. Items will be installed at reach range according to the federal accessibility standard.

The intent of the survey is to understand how many of our tenants that are seniors and/or have disabilities are in need of home alterations; however, alterations will be available to all tenants that want them regardless of age or need. Participation in this survey is optional. If you choose to share information with us, it will only be used to develop the scope of work. You are not required to disclose your age or need as part of this survey.

This survey and proposed modifications are being made available to tenants on a limited time basis. Failure to respond to the survey by the deadline will impact your eligibility to receive these modifications.

Please return your survey by _____

You can return your completed survey to us by:

- Mailing it to your building owner/property manager at:

- Emailing it to your building owner/property manager at _____
and your HPD project manager at _____.
(Request a digital copy from your building owner/property manager or HPD project manager).
- Calling your HPD project manager at _____
to relay your answers over the phone.

Questions? See the FAQs at the end of this survey.

If you have additional questions, contact Avery Dement at 212-863-8207 or dementa@hpd.nyc.gov.

About You

Your name:

Phone:

Email:

Address:

Unit Number:

Are you or any member of your household 62 years of age or older?

Yes

No

I prefer not to answer (this will not impact your eligibility to receive alterations)

For mobility device users (including wheelchair users), please help us understand your needs for additional accommodation by answering the following question:

Are there walls or doors that are currently an obstruction to the maneuvering space you need within your apartment?*

Yes

No

Unsure and need more information

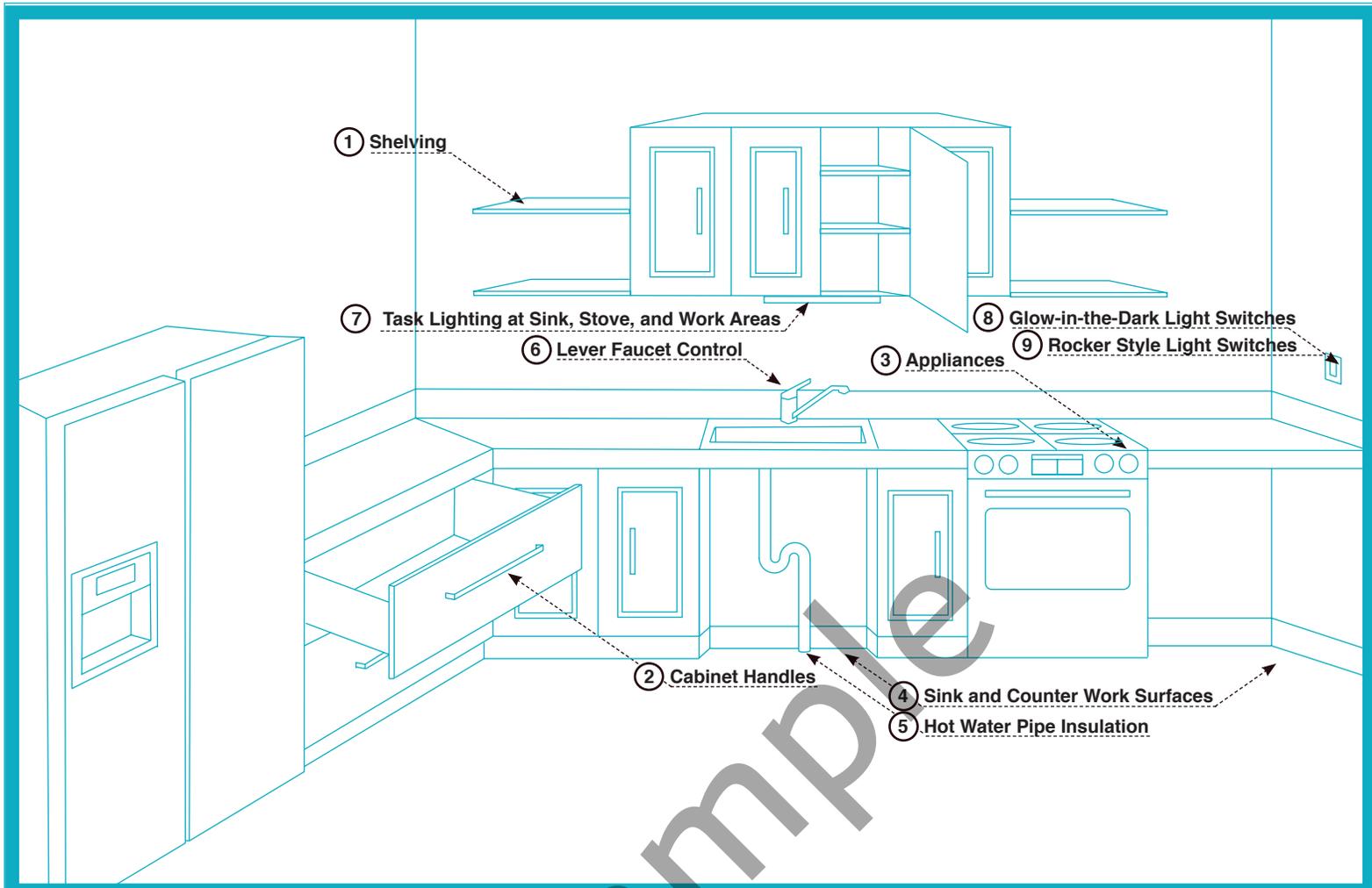
*Structural changes to walls and/or removal of obstructions will be done to the maximum extent feasible.

*Medical documentation will be necessary to support major structural modifications to the unit, including but not limited to, removal of walls or other obstructions.

Packages

HPD is offering the following packaged alteration options for various areas of your apartment. By selecting “Yes” you agree to the entire package of alterations for that room unless the alteration already exists.

If you want some, but not all of the items listed under any of the packages that we are offering, you are entitled under the New York City Human Rights Law to request a reasonable accommodation from your landlord, which must be supported by medical documentation. To submit a reasonable accommodation request for an apartment modification, please contact your landlord directly.



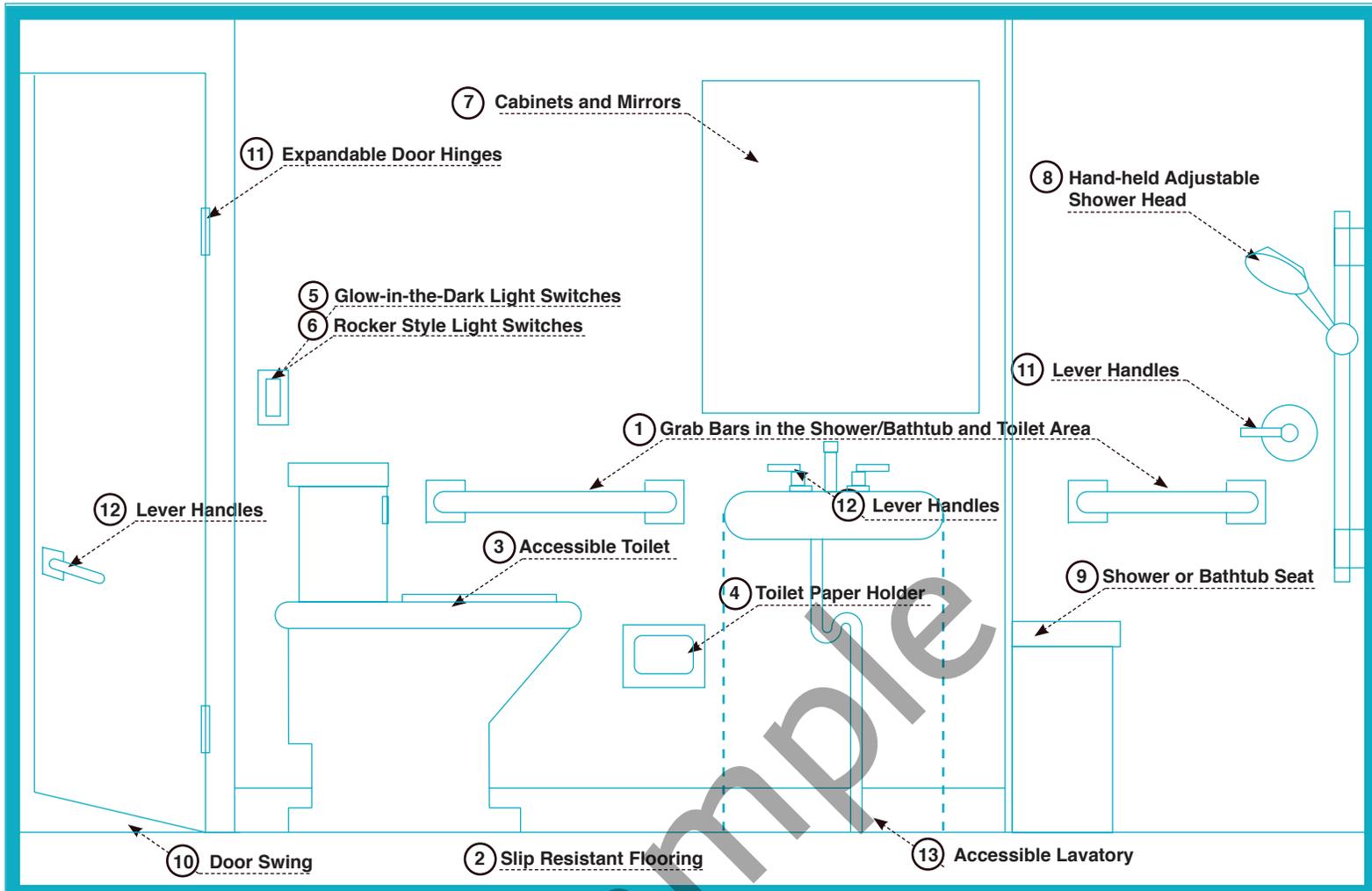
*Drawing is for illustrative purposes only.

Kitchen Package

- ① **Shelving** - Place shelving where it is accesible and easy to reach
- ② **Cabinet Handles** - Install hardware that is easy to operate with one hand
- ③ **Appliances** - Provide a range with a self-cleaning oven and front panel controls and an accessible regrigerator
- ④ **Sink and Counter Work Surfaces** - Provide knee and toe clearance by removing cabinets
- ⑤ **Hot Water Pipe Insulation** - Install insulation to prevent accidental burns
- ⑥ **Lever Faucet Control** - Install level faucet control that is easy to operate with one hand
- ⑦ **Task Lighting at Sink, Stove, and Work Areas** - Install lighting to increase overall visibility
- ⑧ **Glow-in-the-Dark Light Switches** - Install switches to help with visibility and prevent falls
- ⑨ **Rocker Style Light Switches** - Install switches to decrease strain on hands and wrists

Are you in need of the Kitchen Package to use your kitchen comfortably and safely?

Yes No



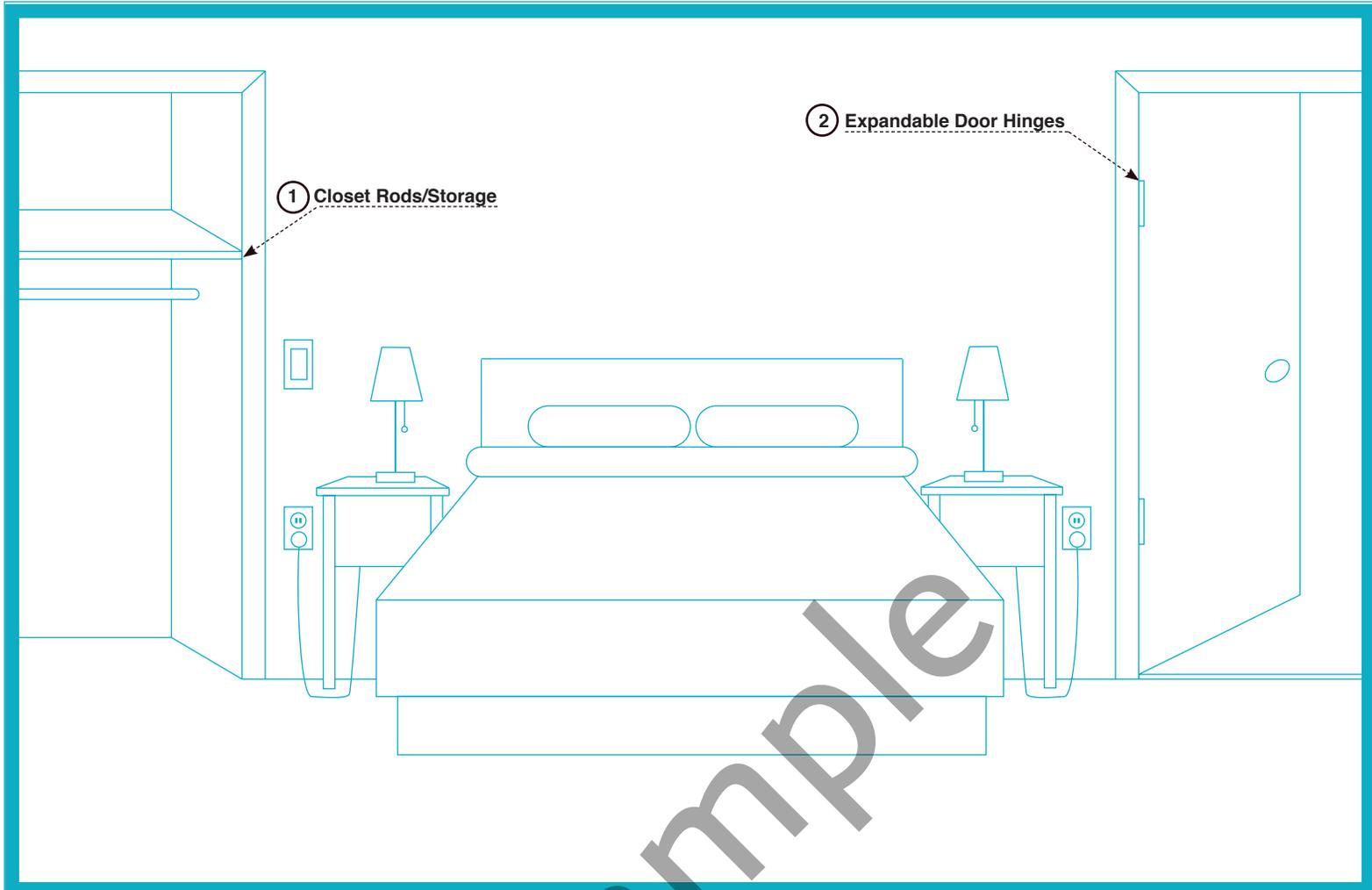
*Drawing is for illustrative purposes only.

Bathroom Package

- ① **Grab Bars in the Shower/Bathtub and Toilet Area** - Install grab bars to help with stability
- ② **Slip Resistant Flooring** - Install slip resistant flooring to prevent falls
- ③ **Accessible Toilet** - Install accessible toilet to reduce joint stress while getting up and down
- ④ **Toilet Paper Holder** - Place holder where it is accessible and easy to reach
- ⑤ **Glow-in-the-Dark Light Switches** - Install switches to help with visibility and prevent falls
- ⑥ **Rocker Style Light Switches** - Install switches to decrease strain on hands and wrists
- ⑦ **Cabinets and Mirrors** - Place cabinets and mirrors where they are accessible
- ⑧ **Hand-held Adjustable Shower Head** - Install accessible shower head
- ⑨ **Shower or Bathtub Seat** - Install seat to help with balance and prevent slips
- ⑩ **Door Swing** - Change direction of door to increase maneuverability
- ⑪ **Expandable Door Hinges** - Install hinges to increase maneuverability
- ⑫ **Lever Handles** - Install handles to assist with grip
- ⑬ **Accessible Lavatory** - Remove sink base cabinet and insulate pipes

Are you in need of the Bathroom Package to use your bathroom comfortably and safely?

Yes No



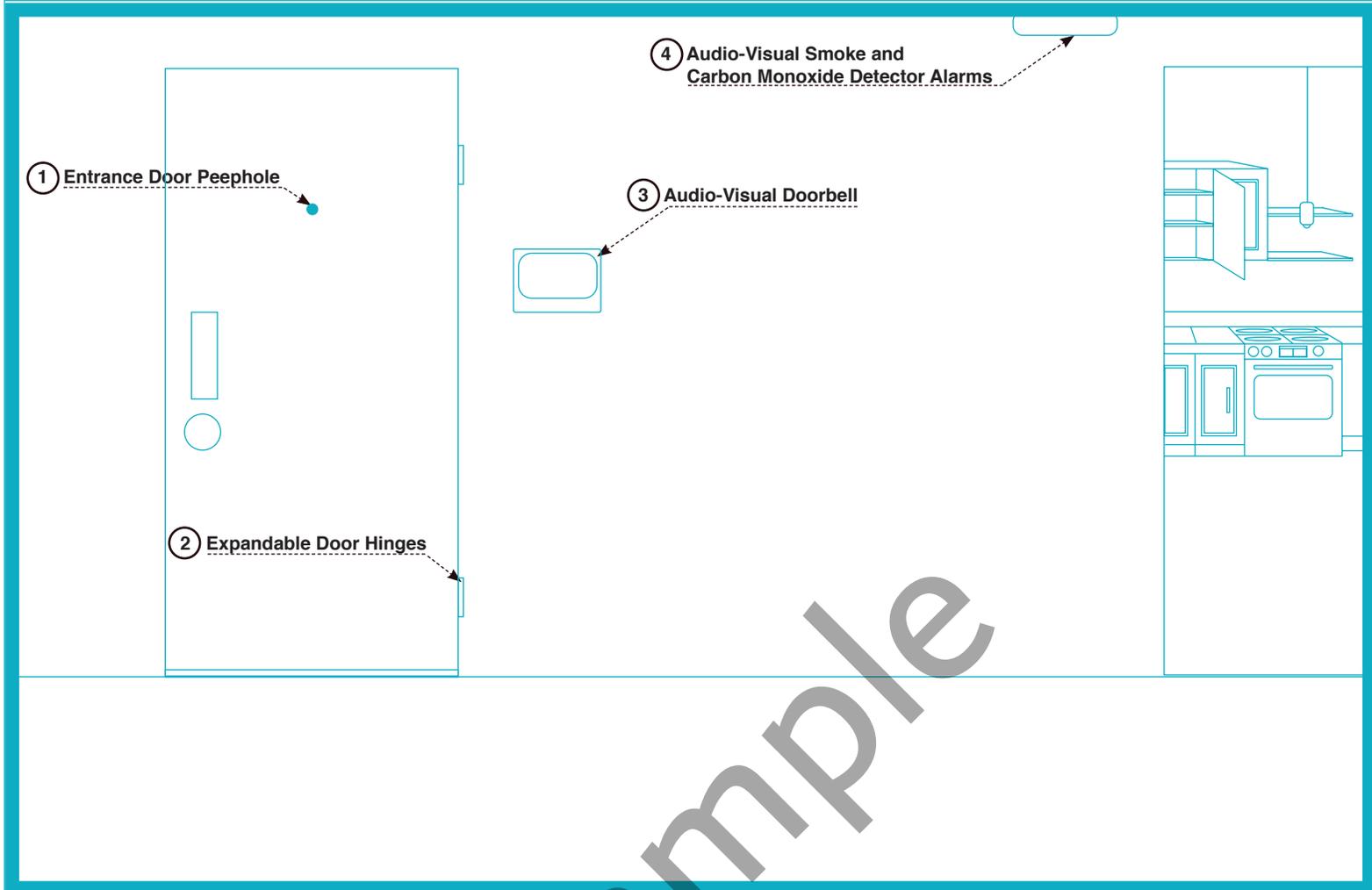
*Drawing is for illustrative purposes only.

Bedroom Package

- ① **Closet Rods/Storage** - Adjust height to help with reach
- ② **Expandable Door Hinges** - Install hinges to increase maneuverability

Are you in need of the Bedroom Package to use your bedroom comfortably and safely?

Yes No



*Drawing is for illustrative purposes only.

Living Area - Mobility Package

- ① **Entrance Door Peephole** - Adjust height to make the peephole accessible
- ② **Expandable Door Hinges** - Install hinges to increase maneuverability

Are you in need of the Living Area - Mobility Package to use your living area comfortably and safely?

Yes No

Living Area - Communication Package

- ③ **Audio-Visual Doorbell** - Install doorbell to help with visual and hearing disabilities
- ④ **Audio-Visual Smoke and Carbon Monoxide Detector Alarms** - Install alarms to help with visual and hearing disabilities

Are you in need of the Living Area - Communication Package to use your living area comfortably and safely?

Yes No

Frequently Asked Questions

Why are these modifications being offered?

HPD is working with the owner of your building to provide a rehabilitation loan. This loan will include other scope items addressing the immediate needs in your building. The modifications listed in this survey will be financed by HPD or another financing source and are being offered as part of the Seniors First Initiative in the Housing New York 2.0 Plan. You will be receiving subsequent updates from HPD regarding the additional rehabilitation scope items.

Who will be performing the work?

A contractor or your super will be performing the work in your apartment.

When can I expect the work to take place?

Your landlord is currently working with HPD to close on a loan for the in-unit modification work and other rehabilitation work that needs to take place in your building. The work will take place after your landlord closes on the loan with HPD. Please contact your management company or landlord for further information on the timing of the loan closing and start date of the construction work.

How long will construction take?

The owner will let you know how long it will take to complete the work before the start of construction. However, the typical construction time for the items included in the survey is a few days to a week.

Will I need to pay for the work completed?

No, the work will be completed at no cost to you.

Why must I get all of the items in each package? What if I only want one or a few of the items in each package?

HPD consulted with a range of stakeholder experts on the modifications that would best support seniors' ability to continue to lead independent, safe, and comfortable lives. As a result, HPD is requiring all of the items in each package to ensure the safety of residents. However, if there are only a few items that you would like installed, depending on the specific items, under the New York City Human Rights Law you are able to make a reasonable accommodation request to your landlord or property management company to have certain modifications installed at no cost to you, such as grab bars, lighting improvements, railings, the widening of doorways and hallways, and technological enhancements.

What if I don't want any of the work offered in the survey completed in my apartment?

Must I respond to this survey?

No, responding to the survey is optional; you do not have to respond. All responses are voluntary and will only be used by HPD and the owner to determine the appropriate scope of work in your apartment.

Spanish / Español

Si usted desea ayuda en algún idioma para completar este paquete, por favor llame al 917-286-4300. Un representante HPD podrá ayudarlo a obtener ayuda. Por favor marque el casillero al final de esta declaración si es que a usted le gustaría que registremos la preferencia de idioma marcada para referencia futura.

French / Français

Si vous désirez obtenir de l'aide dans votre langue pour remplir ce document, veuillez appeler le 1-917-286-4300. Un représentant du service des logements pourra vous aider à obtenir de l'aide. Veuillez cocher la case à la fin de cet énoncé si vous désirez que nous notions votre préférence de langue indiquée pour référence future.

Haitian Creole / Kreyòl ayisyen

Si w ta renmen jwenn asistans pou ranpli pake sa a, tanpri rele 917-286-4300. Yon anplwaye HPD ap kapab ba ou bon jan asistans. Tanpri tcheke kaz ki nan fen fraz sa a si w ta renmen nou endike lang ou pi pito pou referans alavni.

Russian / Русский

Если вам нужна помощь переводчика при заполнении этих анкет, звоните по телефону 917-286-4300. Представитель отдела HPD поможет вам вызвать переводчика. Поставьте соответствующий язык ниже, если вы хотите пользоваться этой услугой и в будущем.

Cantonese / 廣東話

如果您在填寫這套表格時需要以廣東話提供協助，請致電917-286-4300。一位HPD代表將可協助您獲得幫助。如果您希望我們記錄指明的語言選擇供未來參考之用，請在本聲明結尾處剔選相關的方格。

Chinese Mandarin / 普通话

如果您在填写这套表格时需要以普通话提供协助，请拨打917-286-4300。一位HPD代表将可协助您获得帮助。如果您希望我们记录指明的语言选择供未来参考之用，请在本声明结尾处剔选相关的方格。

Arabic / العربية

نوكيس شي ح 4300-286-917 مقرلاب لاصتال اى جرؤيف ،ةمزرلا هذه علم يف ةيوغل ةدعاسم يّقتل ةدوت تنك اذا
ى جرؤي .لاجل اذه يف كل ةدعاسملا مي دقت HPD اهري و طتو ناكس ال تاشنم ىلع ظافحلا ةيري دم يلثمم دحأ رودقمب
ةلّضفم ةغلّك اهلي راشملا ةغلّلا كل لّجسن نأ ةدوت تنك اذا نايبل اذه ةياهن يف عقاو لا عبرملا يف ةراش! عضو
لبقتسملا يف اعجرم اذاختال .

Other _____

If you would like assistance in a different language, please check this box and indicate your language of preference. For assistance in completing this package, please call 917-286-4300.