

## Management Practices Subcommittee

### \*Focused Area of Work\*

#### **Topic: Inspections**

- The Subcommittee agreed that their focused area of work will include inspections that were formerly conducted by the Property Managers (PMs) but is no longer the case, for example:
  - Heat inspections prior to October, mold, paint, led, smoke alarms, gas leaks, etc.
- The Subcommittee agree that they will survey residents in order to seek guidance regarding whether having a checklist readily available by the Housing Assistant and/or via the online portal will promote accountability on the inspections that are performed in NYCHA's units.

#### **Topic: Tenants Experience with Management Office**

- The Subcommittee will seek to understand what the experiences of residents have previously been (meaning, years prior) versus what is the current experience. For example:
  - What are resident expectations of the types of things/transactions/services they should be able to do in the Management Office? –e.g., going to the Management Office to obtain status regarding apartment inspections.
  - What are the customer service requirements from the Management Office team, from the receptionist to the Property Manager to the Neighborhood Administrator?

#### **Topic: Proper Procedures**

- The Subcommittee will seek to understand and propose new guidance on what should be the proper procedures (or what is the chain of command residents should follow) when PMs do not properly respond to queries or do not properly follow inspections procedures, as well as how to make residents aware of said procedures.