



U.S. Department of Justice

United States Attorney
Southern District of New York

86 Chambers Street
New York, New York 10007

October 30, 2023

By E-mail

Lisa Bova-Hiatt
Chief Executive Officer
New York City Housing Authority
90 Church Street
New York, New York 10007

Bart Schwartz
NYCHA Monitor
260 Madison Ave., 3rd Floor
New York, New York 10016

Re: *Concurrence in Organizational Plan Provisions Regarding Quality Assurance*

Dear Ms. Bova-Hiatt and Mr. Schwartz:

We are writing to advise you that, pursuant to Paragraphs 47 and 51 of the Agreement between U.S. Department of Housing and Urban Development (“HUD”), the New York City Housing Authority (“NYCHA”) and the City of New York, dated January 31, 2019 (“Agreement”), HUD and the United States Attorney’s Office for the Southern District of New York (“SDNY”) concur in the attached June 20, 2023 Organizational Plan memorandum modifying the Quality Assurance Officer’s reporting chain (the “QA Memorandum”).

As you are aware, the Agreement provided for NYCHA to create a Quality Assurance Unit, to be headed by a Quality Assurance Officer. Agreement ¶¶ 57-58. The Agreement stated, “Except insofar as otherwise provided in the Organizational Plan, the Quality Assurance Officer shall report directly to NYCHA’s General Manager.” Agreement ¶ 59. Subsequently, in the portion of the Organizational Plan referred to as the Transformation Plan, NYCHA eliminated the General Manager position and created a Chief Operating Officer (“COO”) to perform many of the General Manager’s prior duties. The Transformation Plan provided that “Quality Assurance would continue reporting to the COO as it currently reports to the General Manager.” Transformation Plan ¶ 24.

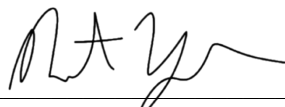
In the QA Memorandum, NYCHA and the Monitor request that the Organizational Plan now be modified to change this reporting line. In particular, NYCHA, with the Monitor’s agreement, proposes to have the Quality Assurance Officer report to the Senior Vice President for Quality Assurance, Safety, and Technical Programs, who in turn will report to the Chief Operating Officer. NYCHA explains that this new structure will allow senior management to better support the Quality Assurance Unit, which has expanded its functions. We are also aware of an October 3, 2023 NYCHA memorandum (“Conflict of Interest Memorandum”) that, among other things, clarifies that the Quality Assurance Officer is “authorized to report directly to [the COO] on any

. . . investigation or matter of concern that [the QA Officer] determine[s] [the COO] should be made aware [of].” Conflict of Interest Memorandum, at 1.

HUD and SDNY concur in this modification. The modified reporting line, as qualified by the Conflict of Interest Memorandum, preserves the QA Officer’s ability to communicate freely to the Chief Operating Officer, while allowing NYCHA to provide the QA Unit the management oversight NYCHA believes would be most effective. As requested in the QA Memorandum, our approval today will be retroactive to May 1, 2023, when NYCHA implemented a revised organization chart reflecting this proposed change.

Very truly yours,

DAMIAN WILLIAMS
U.S. Attorney for the
Southern District of New York

by: 

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DOMINIQUE BLOM
General Deputy Assistant Secretary
for Public and Indian Housing
U.S. Department of Housing & Urban
Development

Attachments (QA Memorandum, Conflict of Interest Memorandum)