

What are the steps to a PACT repair process?



1. ASSESS REPAIR NEEDS

- Every five years, NYCHA is required to conduct a Physical Needs Assessment (PNA) of all developments in its portfolio.
- To create the PNA, inspectors survey conditions in a subset of apartments and common areas, as well as building systems such as boilers, elevators, and roofs. This gives NYCHA a general sense of the repair needs at each development.
- Once a development has been selected for PACT, NYCHA sends inspectors to update its assessment, and will work with resident leadership to ensure all major repair needs are captured.



2. PLAN REHABILITATION

- When PACT partners are selected, they will conduct a series of resident meetings to share details about the assessments and hear from you about your priorities and ideas.
- They will meet with you to understand the specific repairs that are needed in your home.
- Before plans are finalized, residents will provide their input on apartment finishes, building materials, major system repairs, and public space improvements. HUD must approve these plans before any work can begin.



3. CONDUCT REPAIRS

- PACT partners will share a detailed construction timeline and coordinate with you directly to schedule repairs inside your apartment.
- You will remain in your home during construction, but if needed, PACT partners will provide you with a temporary, furnished apartment within your development.
- Construction is completed in phases and typically takes 18 to 24 months to be completed.

Attend workshops and information sessions hosted by NYCHA and development partners to learn more about the process and to stay up-to-date on construction work.

WHICH PARTS OF MY BUILDING WILL RECEIVE REPAIRS?

PACT enables NYCHA to undertake comprehensive repairs and upgrades to your development. While every development is different, we typically look at these five areas of investment.

BUILDING STRUCTURE

These are the parts that keep the building standing and sealed from the weather. Ex. Roof, exterior walls, and windows.

COMMON SPACES

The indoor spaces that all residents use. Ex. Community rooms, laundry rooms, lobbies, hallways, and stairs.

APARTMENTS

The areas and components that make up a resident's private living space. Ex. Bathrooms, kitchens, lighting, and ceilings.

ENERGY AND SYSTEMS

The engines and arteries including the electrical, mechanical, and piping systems that run through a building. Ex. Wiring, elevators, boilers, plumbing, and water heaters.

SITE AND GROUNDS

The spaces and paths that connect buildings to each other and the surrounding neighborhood. Ex. Playgrounds, fences, parking, and sidewalks.

LEARN MORE ABOUT PACT

Attend an upcoming meeting to learn more about PACT and the planning process. Make sure to check your project website for details on meeting dates.

**RESOURCES
AVAILABLE NOW:**

PACT Hotline: 212-306-4036
Email: PACT@nycha.nyc.gov
PACT Website: on.nyc.gov/nycha-pact

**PLANNING
FOR PACT**

