



NEW YORK CITY
HOUSING
AUTHORITY

Welcome

NYCHA Public Hearing

FY2024 Annual Plan and Significant Amendment to the FY2023 Annual Plan

July 12, 2023

Spanish: 646-558-8656 then enter 331 425 8640# - Las diapositivas traducidas están disponibles: on.nyc.gov/nycha-public-hearing

Mandarin: 646-558-8656 then enter 461 857 9342# - 提供会议简报中文译本: on.nyc.gov/nycha-public-hearing

Cantonese: 646-558-8656 then enter 831 000 3543# - 提供會議簡報中文譯本: on.nyc.gov/nycha-public-hearing

Russian: 646-558-8656 then enter 804 869 1448# - Есть перевод слайдов на русский язык: on.nyc.gov/nycha-public-hearing

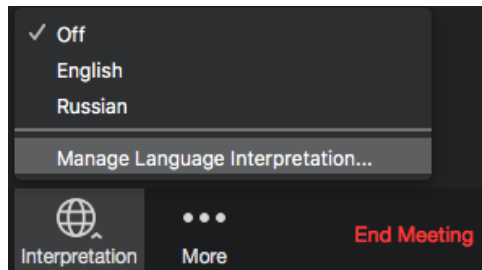
Agenda

1. Welcome and Introductions
2. Foreign Language and Sign Language Interpretation
3. Public Hearing Overview
4. Annual Plan and Significant Amendment
5. NYCHA's Panelists
6. CEO Lisa Bova-Hiatt
7. Public Comments

Foreign Language and Sign Language Interpretation

Foreign language interpretation is available in person and remotely via two methods:

- In Zoom by clicking the interpretation icon at the bottom right of your screen and selecting your preferred language, OR



- By phone by dialing **646-558-8656** and then entering the below number for your preferred language:
 - **Spanish: 331 425 8640 #**
 - **Mandarin: 461 857 9342 #**
 - **Cantonese: 831 000 3543 #**
 - **Russian: 804 869 1448 #**

Sign language interpreters will be visible on video and for the duration of this hearing.

Public Hearing Overview

In accordance with Section 5A of the United States Housing Act of 1937, as amended, housing authorities are required to develop, with review and input from residents and the general public, annual plans for the coming year and then gather input on the plans from residents and the general public.

Federal law allows a public housing authority to modify or amend its Annual Plan. Significant amendments to the Plan must also be brought to a public forum to provides residents and the general public the opportunity to comment.

Annual Plan and Significant Amendment

On May 26, 2023, NYCHA released the **Draft Fiscal Year 2024 Annual Plan** and the **Draft Significant Amendment to the Fiscal Year 2023 Annual PHA Plan** for public review on NYCHA's website.

This Amendment is for the Fiscal Year 2023 Capital Plan and 5-Year Action Plan as well as the following activities:

- Transfer Policies
- Public Housing Income Limit Requirements
- Demolition/Disposition Activities
- Permanent Affordability Commitment Together (PACT)

Both of these documents are available online at on.nyc.gov/nycha-public-hearing

Annual Plan and Significant Amendment

Copies of the Executive Summaries for the Draft Annual Plan and the Draft Significant Amendment are available in English, Spanish, Chinese, and Russian at the sign-in table and online at on.nyc.gov/nycha-annual-plan

This public hearing is being live-streamed at www.youtube.com/nycha and will be available to view on NYCHA's website.

Annual Plan and Significant Amendment

As part of the Annual Plan and Significant Amendment process, NYCHA held 8 meetings to date with members of the Resident Advisory Board (RAB) and Citywide Council of Presidents (CCOP):

1. March 13 – RAB Training and Meeting Schedule
2. March 31 – Role of the RAB and Annual Plan/Significant Amendment Process
3. April 18 & 19 – HOTMA, HUD’s Rule on Over-Income Public Housing Residents
4. May 8 & 9 – 2023 Federal Capital Grants and 5-Year Plan Consultation
5. May 16 & 17 – PACT Overview and Updates, and Other REDD Project Updates

NYCHA's Panelists

- NYCHA's Board Members
- Chief Operating Officer
- NYPD Representative



Remarks from CEO Lisa Bova-Hiatt

Working with Residents

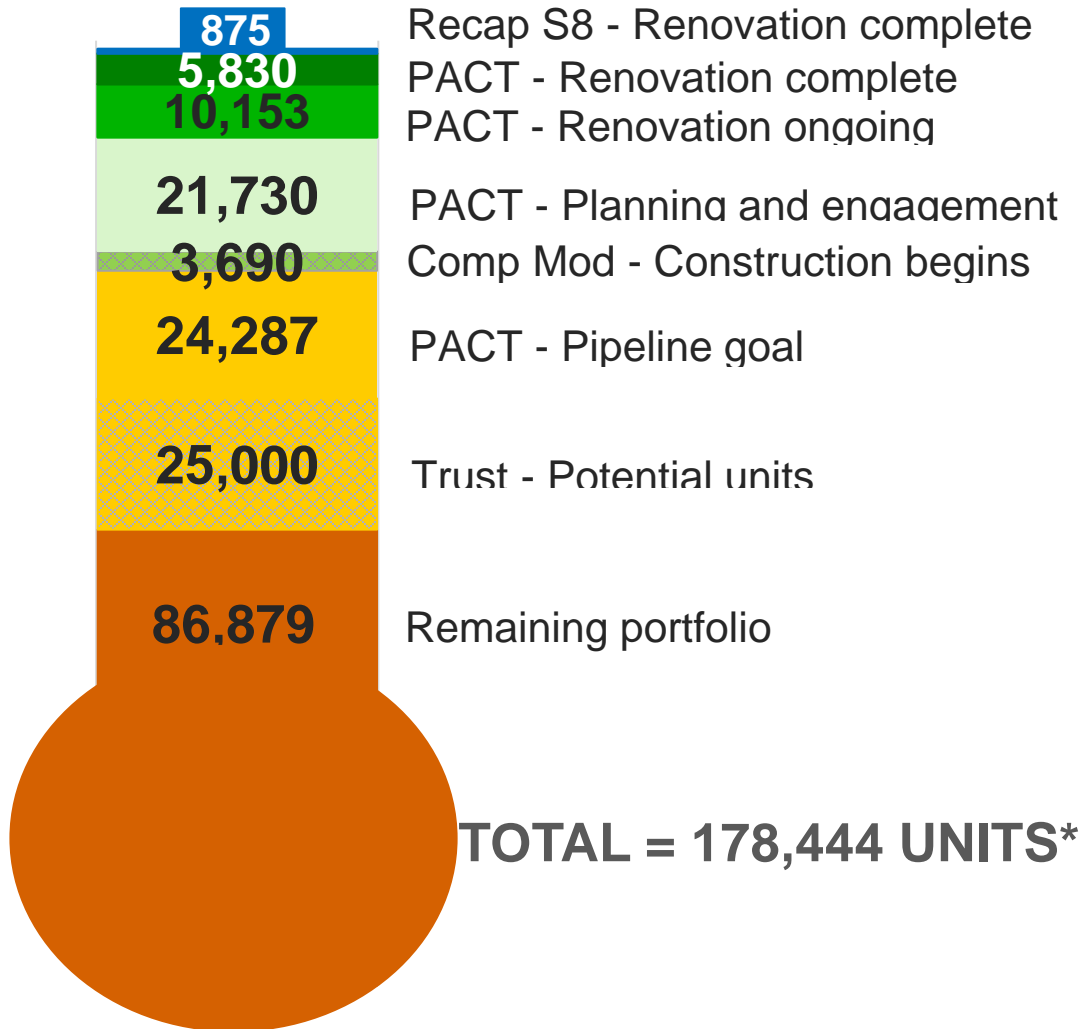
When we work together, NYCHA staff and residents make **history**.

- In Albany, residents led two rallies demanding the state provide **rental assistance to NYCHA families** affected by the pandemic.
- The State delivered through ERAP funding expected to cover **\$128 million** in existing applications as well as another **\$35 million** to cover additional arrears.
- Staff and resident leaders are learning side by side this year in trainings about communication, customer service, and our mutual obligations under the MOA and 964.
- NYCHA residents play active roles in multiple Sustainability projects, including Clean Heat for All, the forthcoming micro-mobility charging stations, and the Induction Stove Challenge.
- Resident leaders played active roles in working groups that designed the two key operational changes from the Transformation Plan: the Neighborhood Model and Work Order Reform, the latter of which is still ongoing.

We hope to continue this momentum with a renewed commitment to **customer service** and **resident partnership**.



Reinvestment Strategies across the NYCHA Portfolio



*With 2,411 buildings across 335 developments, NYCHA must pursue **multiple strategies** to repair failing infrastructure.*

Over 50% of NYCHA apartments have been renovated or are on track to be renovated through modernization programs:

- 1 NYC Public Housing Preservation Trust
- 2 PACT
- 3 Comprehensive Modernization

****Note:** This total includes the 875 units in the Recap Section 8 (Triborough) project, which are in addition to NYCHA's total of 177,569 units.*

Progress Towards HUD Agreement Standards

Key examples of progress made on 5 of the 6 pillar areas of the HUD Agreement include:

Lead



- Tested 44,500 units with Children Under 6 (CU6) at new 0.5 standard to determine presence of lead-based paint.
- Visually assess and remediate tens of thousands of apts every year (and twice a year in CU6 apts).
- Abated over 3,465+ apartments at 0.5 since 2022.

Mold



- Abating all PACT sites to the 0.5 standard.
- Reduced verified mold complaints by 34% from 2021 to 2022. On pace to reduce verified mold complaints by another ~20% from 2022 to 2023.
- Completed the ventilation program, replacing 8,400 roof fans; cleaned ~70,000 vents.
- Added 370 skilled trades positions to better manage mold and leak obligations.

Pests & Waste



Heat



Elevators



- Reduced verified pest complaints by 15% from 2021 to 2022. On pace to reduce verified pest complaints by another ~14% from 2022 to 2023.
- Centralized supervision of pest work under neighborhood model.
- 23% reduction in # of heat outages in 22/23 relative to 21/22; 9% reduction in duration time compared to last year's heat season.
- Completed 80 boiler replacements, surpassing requirement of 70 by end of 2022; more than 200 are in construction phase.
- More than 240 elevators are in the construction phase to be replaced.
- Installed 2,216 A/C units in motor rooms to prevent temperature-related failures.
- 17% reduction in # unplanned no-service conditions and 8% reduction in duration time in 2022 relative to 2021. On pace for 12% further reduction in #, though increase in duration.

NYCHA's [Transformation Plan](#), [Implementation Plan](#), and Monitor-approved [Action Plans](#) outline the changes needed to comply with the 2019 HUD Agreement, including compliance across these 5 pillar areas.

Better Communication, Better Customer Service


Residents are centered in the biggest IT project in NYCHA's history: the launch of a new **resident case management system (RCMS)**.

- Two residents sit on the RCMS Steering Committee along with members of NYCHA's executive team to guide the implementation path of RCMS.

NYCHA has implemented a new **email confirmation system for work orders**.

- When a resident calls the CCC to schedule a repair, they will get an email confirming the work order number, time, and date of the appointment.

CUSTOMER CONTACT CENTER
718-707-7771



Email subject line: Confirmation of New Maintenance Appointment

Dear Shakesha,

Thank you for calling NYCHA's Customer Contact Center on MM/DD/YYYY. This is a confirmation of your maintenance appointment.

Ticket Number: 0000000

Location: Kitchen

Description: Sink Stoppage

Appointment Date and Time: MM/DD/YYYY 9:00 AM – 12:00 PM


This appointment is for a maintenance worker to perform an initial assessment and conduct routine repairs. If specialized repairs are necessary, the maintenance worker will create follow-up tickets and provide you with information on next steps.

If you need further assistance, please call the Customer Contact Center at 718-707-7771.

If you need to reschedule this appointment, please contact the property management office between 8:30 AM to 4:00 PM. Thank you.

Did you know that you can use MyNYCHA to create, schedule, and manage work tickets via a mobile device or desktop computer? You can also use it to subscribe to alerts for outages in your development, view inspection appointments, view closed work tickets, and pay your rent.

Download the MyNYCHA App to your phone or tablet, or use the MyNYCHA web: on.nyc.gov/mynycha





Public Comment:

Comments on the FY2024 Draft Annual Plan and Draft Significant Amendment to the FY2023 Annual Plan

Zoom Instructions for Public Comment

- Attendees will be called on to speak in order of requests.
- When called on to speak, please ensure your microphone is **not muted**.
- Attendees will be able to speak for **3 minutes** uninterrupted.
- If you are experiencing issues in your apartment, please email annualplancomments@nycha.nyc.gov or type your name, development, address, apartment number, contact information, and issue in the Zoom Q&A box.

Zoom Instructions for Public Comment

If you did not submit a request to speak and you wish to speak, please click the Raised Hand button at the bottom of your screen or press *9 if you are on the phone.



Zoom Instructions for Public Comment

The order of speakers will be:

1. Individuals who signed up in advance of the start of this hearing
2. Raised Hands (time permitting)

Comments

We will now begin taking comments from attendees who submitted a request to speak. Speakers are allotted 3 minutes.

If testifying by Zoom, please unmute yourself when prompted.

If testifying by phone, please press *6 when prompted to unmute yourself.

When you are called, state your name and affiliation (such as the name of your NYCHA development, elected official office, organization, etc.).

Submitting Public Comments

We encourage residents and the public to provide written comments on the Draft Annual Plan and the Draft Significant Amendment. Comments may be submitted through July 15, 2023.

You can provide comments via:

- **E-mail:** annualplancomments@nycha.nyc.gov
- **Mail:** Public Housing Agency Plan Comments, Church Street Station, PO Box 3422, New York, NY 10008
- **Fax:** (212) 306-8888

