

# WEST BRIGHTON COMMUNITY PLAN

JUNE 2024







Conceptual rendering image of the entrance of 240 Broadway



# ABOUT THIS PLAN

The West Brighton PACT Project, comprised of West Brighton I & II, is a 574-unit\*, 16-building site located in Staten Island, New York, that is home to over 1,300 residents. In addition to residential buildings, West Brighton includes playgrounds, a basketball court, a combined community center and senior center\*\*, and other outdoor common areas for residents.

In 2022, the New York City Housing Authority (NYCHA) included West Brighton Houses in the Permanent Affordability Commitment Together (PACT) program to make improvements to buildings, apartments, property management, and social services.

Over the last year, the West Brighton PACT partner team—led by BFC Partners, CB Emmanuel, and Catholic Homes New York—has worked closely with residents and collected information about the development through community meetings, household surveys, phone calls, and other outreach methods to understand community priorities. This document summarizes those priorities and the team’s plan to construct reliable infrastructure, improve security and waste management, and create new community spaces in order to build a more secure and inclusive environment.

\*The renovations will create 12 additional units at the development.  
\*\*The senior center will be relocated to 159 Alaska Street as part of this project.

## RENOVATIONS & UPGRADES

The renovation will deliver improvements to all apartment interiors, including upgraded bathrooms, kitchens, windows, paint and flooring, and brand-new appliances. Renovations will also include the modernization of building systems, repairs and upgrades to building facades and roofs, and abatement of lead, mold, and other hazards. Common areas, including hallways and lobbies, landscaping, and security systems will also be enhanced.

## PROPERTY MANAGEMENT & SECURITY

Upon conversion, Pinnacle City Living will take charge of all maintenance and operations. The new management team will handle resident inquiries, perform maintenance tasks, and manage security measures. Prior to the transition, the PACT partner hosted a community meeting to share details on new procedures, including rent payments and reporting issues. The management office will be located at 210 Broadway, Staten Island, NY 10310.

## SOCIAL SERVICES

All residents of West Brighton Houses will have access to improved and expanded social services that will be overseen by Housing Opportunities Unlimited. Services will include individualized case management and group programming and will focus on economic empowerment, housing security, and other priority issues identified through extensive community outreach.

## PROJECT TIMELINE

In the Summer of 2024, the PACT partner will assume management responsibilities and begin renovations. The construction, led by BFC Partners, is expected to conclude by the Fall of 2026. A dedicated project manager will ensure a seamless transition and timely, on-budget project completion.



Lobby Party and Give Away, October 2023



Town Hall Meeting, October 2023



# KEY PRIORITIES & PLANNED INVESTMENTS

The West Brighton Community Plan reflects key resident priorities, including:



## SAFETY & SECURITY

Security systems will be upgraded to ensure the health and safety of West Brighton residents. Increased security camera coverage and brighter, more open lobbies will improve visibility and monitoring across campus. In addition, new mail rooms with secure package areas and key fob-secured entrances will regulate access and discourage uninvited entries.

*\*Image from completed PACT project at Williamsburg Houses*



## CLEAN GROUNDS

A number of measures are being introduced to ensure the West Brighton campus remains clean, safe, and sanitary. This will entail improved waste management, both through the installation of secure containers for trash and recycling outside all buildings and increased frequency of trash collection. Pest management will also be improved, starting with sealing all in-unit entry points with rodent-proof materials and the removal of food sources and burrow holes.



## RELIABLE HEATING & COOLING

The project will include a complete upgrade of the existing heating system. This redesign will include improved heating control and efficiency. Air conditioning will be provided via window AC units.



## LEAK PREVENTION

The project will also include comprehensive repairs and replacement of existing faulty plumbing throughout the development to eliminate leaks and related issues, which affect many residents. Facade and roof upgrades will also prevent water from getting into the building and apartment interiors.



## REDESIGNED OPEN SPACES

Open spaces at West Brighton Houses will be in line with NYC’s “Connected Communities” guidelines by improving public areas, creating seamless neighborhood connections, and enhancing resident life with thoughtful design. This involves adding smaller gathering spots, community gardens, and separate routes exclusively designated for pedestrians and emergency and service vehicles.



## ENHANCED RESIDENT FACILITIES

Renovations of existing facilities and a redesign of ground floor uses will provide residents with enhanced, more convenient amenities. These include shared laundry facilities with modern equipment and improved ventilation and new secured mail and package rooms in each residential tower.

*\*Image from completed PACT project at Twin Parks West*



## SOCIAL SERVICES

Social Services will be expanded through the introduction of an on-site social service provider that will offer individual case management and group programming addressing identified community needs, including senior care, youth activities, and employment training. Residents will also be connected with appropriate services offered by existing on-site providers and local organizations.

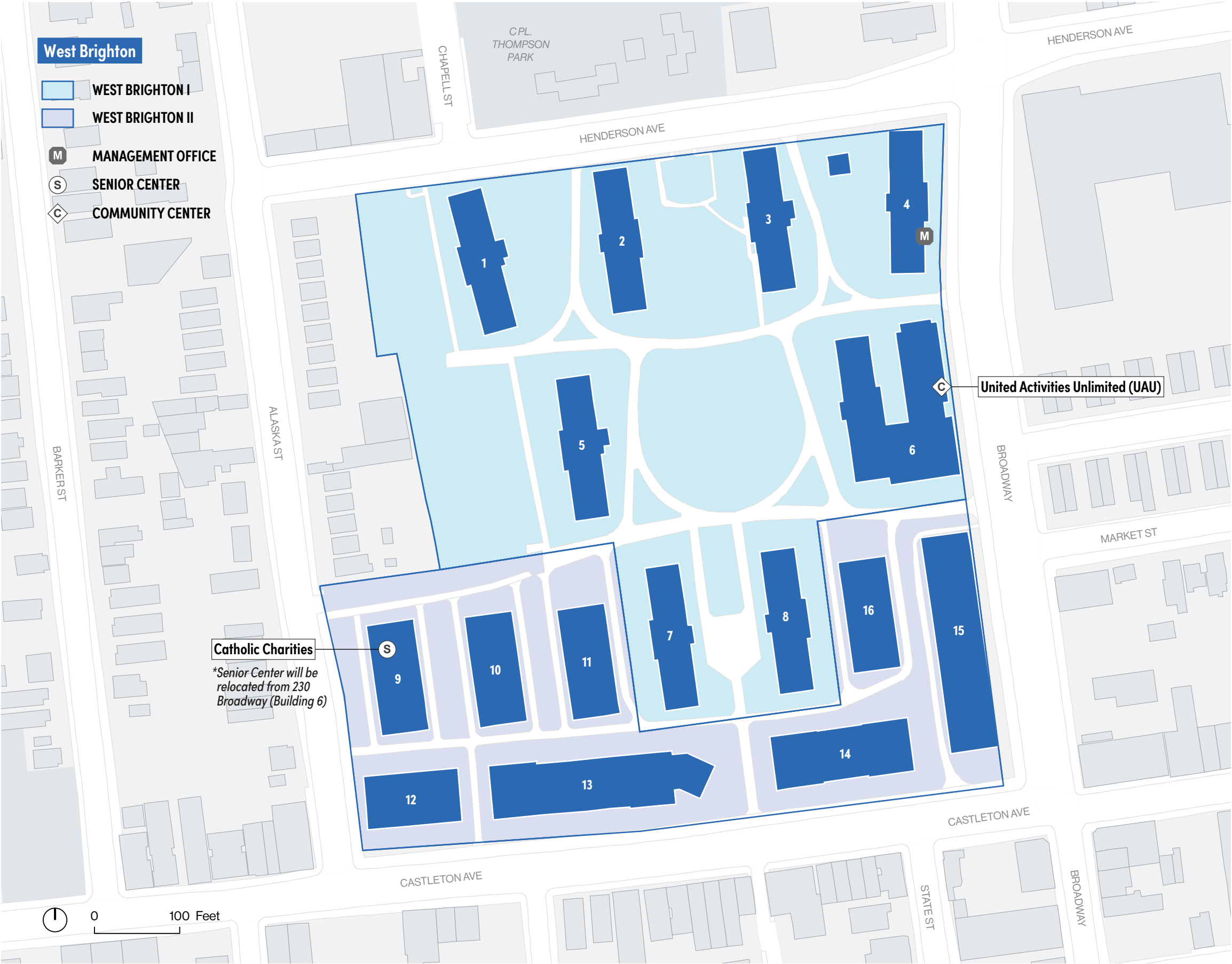


## COMMUNITY FACILITIES

The existing senior center operated by Catholic Charities will be relocated to a new facility at 159 Alaska Street. The existing community center at 230 Broadway will receive basic repairs, and the newly available classrooms and cafeteria will allow United Activities Unlimited (UAU) to expand its youth programming at this location.



# SITE OVERVIEW



## CONTEXT

**Borough:** Staten Island  
**Neighborhood:** West Brighton

## WEST BRIGHTON I

**Building Type:** Mid-rise towers

- 1 820 Henderson Ave
- 2 806 Henderson Ave
- 3 780 Henderson Ave
- 4 778 Henderson Ave/770 Henderson Ave/  
210 Broadway  
Property Management Office at 210 Broadway
- 5 814 Henderson Ave/810 Henderson Ave
- 6 240 Broadway/230 Broadway
- 7 1077 Castleton Ave  
Community Center  
- United Activities Unlimited (UAU)
- 8 1075 Castleton Ave

## WEST BRIGHTON II

**Building Type:** Bungalows

- 9 159 Alaska St  
Senior Center  
- Catholic Charities
- 10 157 Alaska St
- 11 155 Alaska St
- 12 1115 Castleton Ave
- 13 1085 Castleton Ave/1083 Castleton Ave
- 14 1065 Castleton Ave
- 15 260 Broadway
- 16 244 Broadway



# APARTMENTS

The apartment interiors of all households will undergo a complete renovation. Residents can expect a complete transformation of their apartments that will enhance their living experience.

*\*Units designated for ADA compliance will comply with the Americans with Disabilities Act (ADA).*

## KITCHEN RENOVATIONS

- 1 Stainless Steel, EnergyStar-Certified Appliances:**
  - Top freezer refrigerator
  - Gas range stove
  - Range hood
- 2 Fixtures:**
  - Chrome pull-out faucet
  - Stainless steel double bowl drop-in sink
- 3 Cabinets:** Durable grey-stained wood cabinets with concealed hinges and polished chrome hardware
- 4 Countertop:** Durable, water-resistant quartz countertops
- 5 Backsplash:** Grey herringbone ceramic tile

## APARTMENT RENOVATIONS

- 6 Lighting:** Energy-efficient LED ceiling light fixtures
- 7 Flooring:** Wood look, nontoxic, water-resistant LVT floor and new wooden baseboards
- 8 Paint:** New moisture-resistant paint on walls, doors, and ceilings

### Other apartment renovations will include:

- **Interior Doors:** All interior doors will be replaced, painted, and receive new hardware.
- **Apartment Entrance Doors:** All entrance doors will be replaced, painted, and receive new hardware, heavy-duty locks, and a chime doorbell with a single-way view lens.
- **Windows:** All windows will be replaced with new energy-efficient, high-performance, high-quality casement windows with panels for air conditioners. Blinds will be provided for all windows.
- **Closets:** New doors, shelving, and hanging rods will be installed in all closets.





# APARTMENTS

## BATHROOM RENOVATIONS

- 1

**Fixtures:**
  - Floor-mounted toilet
  - Chrome faucet with pop-up drain
  - Chrome shower head and trim
- 2

**Tub & Shower:**
  - New Bath Fitter tub, tile surround, and wainscot
  - All apartments will receive blocking within the walls to allow the installation of Americans with Disability Act (ADA)-compliant grab bars as needed.\*
- 3

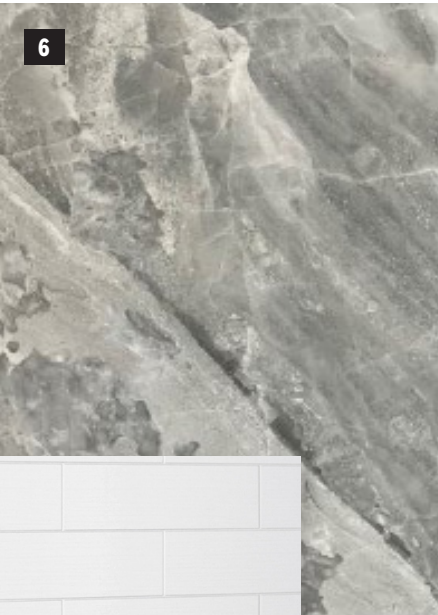
**Vanity:** New durable solid wood vanity with integrated sink bowl. All bungalow units will receive new removable vanities to allow for future ADA use as needed.
- 4

**Bathroom Accessories:**
  - Towel bar
  - Toilet paper holder
  - Robe hook
  - Straight shower rod
  - Medicine cabinet with mirrored door
  - Grab bars\*
- 5

**Lighting:** LED vanity lighting
- 6

**Flooring:** Grey porcelain tile floor

*\*Grab bars will be installed upon request.*



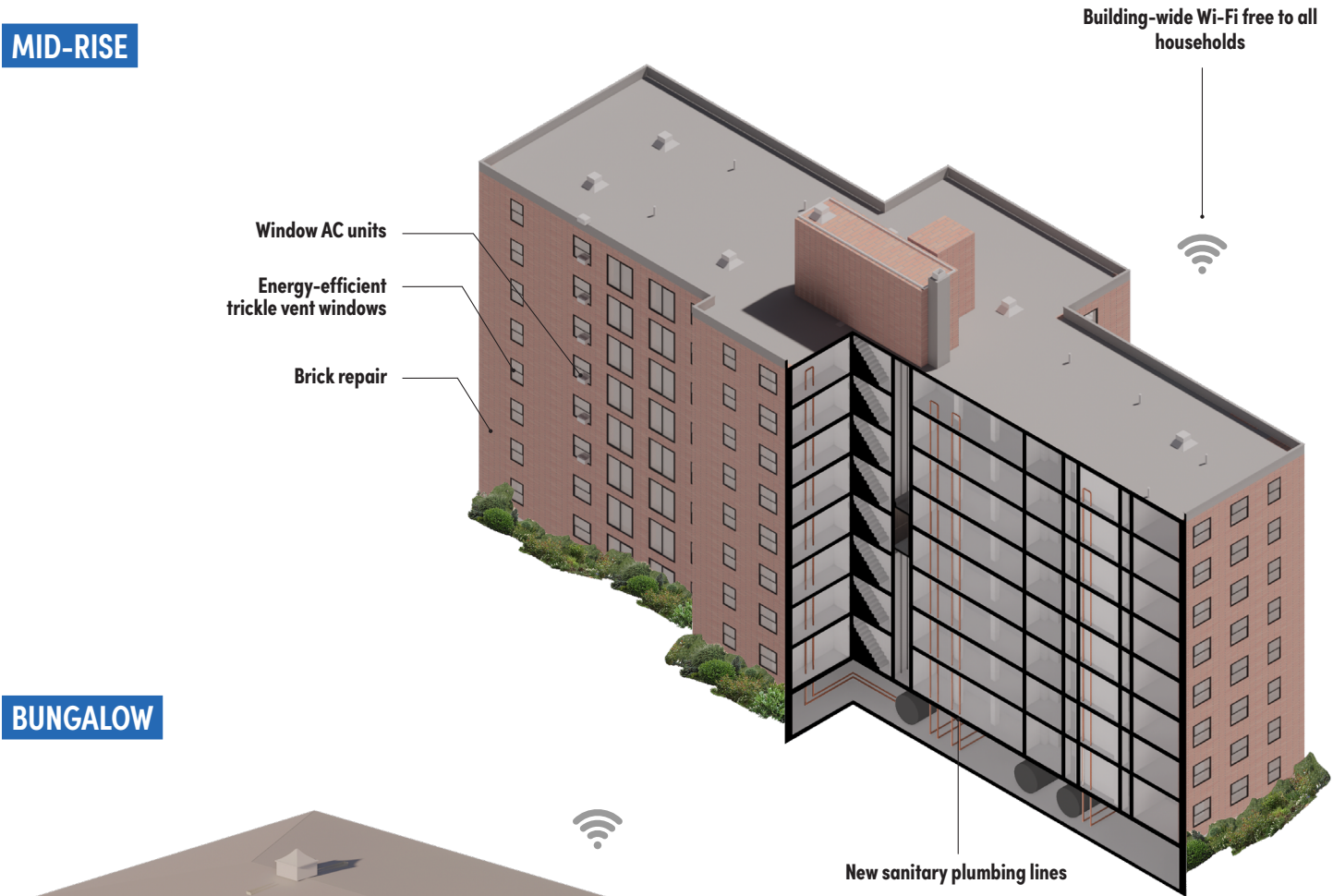


# BUILDINGS

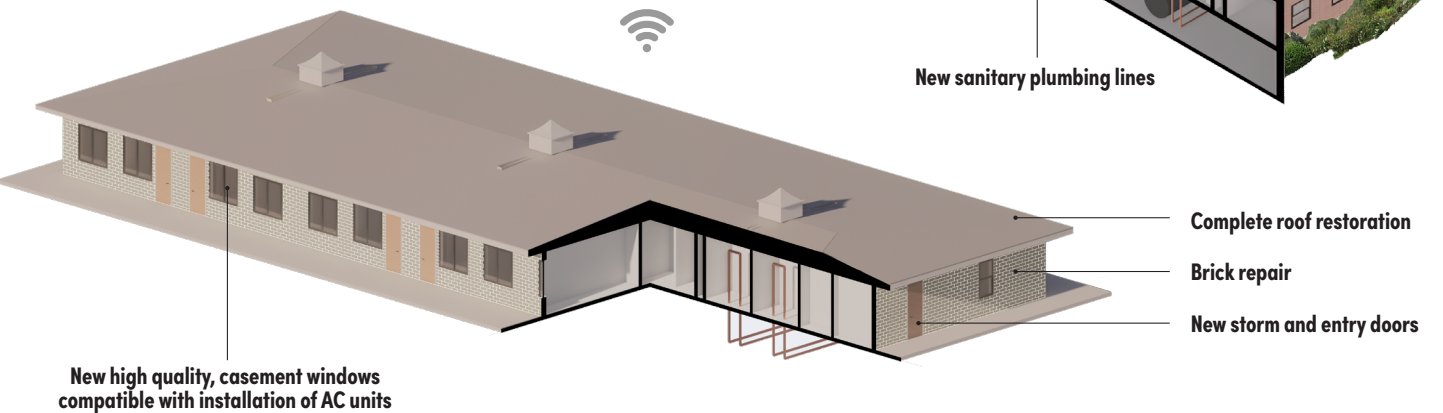
Building systems will see significant upgrades for enhanced comfort and efficiency. The infrastructure for the plumbing and electric systems will receive upgrades to maximize longevity and minimize the need for maintenance. Our commitment to aesthetic and structural integrity will be further supported by an improved security infrastructure so residents can confidently navigate their daily routines.

- **Heating and Cooling:** The existing heating system will be refurbished - efficiency and control measures will be added.
- **Hot Water Production:** The existing system will be refurbished. Buildings 9 and 10 will have electric water heating.
- **Plumbing:** In all mid-rise buildings, supply lines will be preserved while sanitary lines will be completely replaced.
- **Roof:** Mid-rise building roofs will be repaired to achieve sufficient thermal performance and improve longevity. Bungalows will receive new roof replacements.
- **Ventilation:** Bathroom exhaust lines will be cleaned and relined. Common area ventilation will be converted from exhaust to fresh air supply.
- **Broadband:** All households will have broadband free of charge and can upgrade their services with a monthly premium.
- **Facade Repairs and Restoration:** Building facades will be cleaned and repaired. Repairs to the mid-rise building bricks will have color-matched brick and mortar.
- **Windows:** All windows will be replaced with energy-efficient, high-quality, and historically compatible casement windows with panels for air conditioners.
- **Security:** Lighting and security camera coverage will be upgraded and expanded. Mid-rise buildings will have improved intercom and key fob systems.

## MID-RISE



## BUNGALOW



## ENVIRONMENTAL REMEDIATION

Extensive environmental inspections have been conducted over the last year. If environmental health hazards, including lead, radon, and asbestos, are found within apartments and buildings, they will be remediated and monitored during construction.

Where apartments contain asbestos-contaminated materials or are impacted by elevator replacement work, temporary moves will be required to ensure resident health and safety during the remediation process. The PACT partner has enlisted a team of experts to assist in this process and ensure minimal impact on residents' day-to-day lives. They will pay for all associated costs, including packing supplies and movers.



# COMMON AREAS & COMMUNITY SPACES

Comprehensive renovations to common areas and community spaces will improve accessibility and increase usage by residents of all ages and mobility levels. These renovations aim to create welcoming spaces that cater to diverse needs and foster a sense of community within the development.

■ **Lobbies and Entrances:**

- New entrance doors with new intercom and key fob system
- Updated exterior and interior energy-efficient LED lighting
- Porcelain tile flooring across the first floor and community spaces
- Improved accessibility upgrades to comply with the Americans with Disabilities Act (ADA)
- Full elevator replacement

■ **Hallways:** All existing corridors will receive new energy-efficient LED light fixtures, new flooring, new wall bases, new signage, and new paint.

■ **Mail and Package Room:**

- The current mail room will be relocated and expanded.
- A brand new package room will be constructed adjacent to the mail room, accessible only with a key fob.

■ **Laundry Room:** Secured laundry rooms with washers and dryers will be installed in all the mid-rise buildings and Building 13 for bungalows.

■ **Senior Center:** A new senior center will be developed at West Brighton Houses, located at 159 Alaska Street, becoming the permanent site for the West Brighton Older Adult Center currently located at 230 Broadway. The renovated space will include a multi-purpose room, computer and classrooms, offices, and a kitchen with a pantry. The building will also receive repairs to its roof, masonry, electric, and building systems, as well as new windows, paint, flooring, and lighting.

■ **Community Center:** The existing community center will receive basic renovations and restoration, while the relocation of the senior center will open up classroom space and the cafeteria for United Activities Unlimited (UAU) to expand recreational and developmental services for youth.

■ **Signage:** New signage will be installed for apartments, exits, and other required areas throughout the properties.



Conceptual rendering image of mailroom



Conceptual rendering image of lobby



# SITES & GROUNDS

The changes to the sites and grounds at West Brighton Houses will create more inviting outdoor spaces that host a variety of recreational and leisure activities to encourage resident engagement with the outdoor environment. The landscape itself will receive aesthetic upgrades in addition to more sustainable and resilient infrastructure.

- 1 **“The Forum”:** The large central lawn will be enhanced for recreational activities and hosting community events.
- 2 **Recreational and Play Areas:** New play equipment will be installed and accommodate kids of different ages and abilities, including with sensory equipment.
- 3 **New Central Campus-wide Walks:** Enlarged and enhanced walkways will accommodate residents of all mobility ranges and encourage safety and security.
- 4 **“Barking Lot”:** A dog run will be installed for family canines to exercise and play in an off-leash controlled environment.
- 5 **Entry Garden:** A decorative fenced garden will enhance residents’ experiences walking and sitting around West Brighton Houses.
- 6 **“The Lot”:** A community garden will foster a sense of community and promote sustainable and environmentally friendly living practices.
- 7 **Seating Spaces:** Benches and other seating arrangements will create spaces to relax and socialize outdoors.
- 8 **Screened Refuse Area:** New fencing will be installed to help manage pests.
- 9 **Stormwater Landscape Infrastructure:** These installations will be designed to capture and manage stormwater.
- 10 **Community Center/Senior Center:** The existing community center and a new senior center will host recreational and social programming opportunities.

Other sites and grounds improvements include:

- **Lighting:** Additional lighting with LED bulbs will be installed around the site, which will increase energy efficiency and minimize maintenance.
- **Tree Arbor and Maintenance:** Introducing new trees and maintaining existing ones will increase shade and allow outdoor activity throughout the year.. Pruning as necessary will preserve natural daylight.
- **Security:** More security cameras will be installed around the site to promote peace of mind and deter misconduct on site.



Conceptual site plan for the West Brighton campus



Conceptual rendering image of Community Garden



# PROPERTY MANAGEMENT & SECURITY

In 2024, Pinnacle City Living will assume responsibility for all aspects of the maintenance and operations at West Brighton Houses. The new management team will be established to address resident inquiries, perform maintenance tasks, and manage security measures. Regular cleaning and extermination services will be a part of the routine. Prior to the transition, the West Brighton PACT partner will distribute information on new management procedures, including how to make rent payments and report maintenance issues. The team will operate from the existing management office at 210 Broadway.

## OFFICE LOCATION & HOURS

210 Broadway, Staten Island, NY 10310  
Monday to Friday, 9 AM - 5 PM

## CONTACT INFORMATION

Please contact us with any questions or concerns at the West Brighton hotlines below:

- Phone & Voicemail: (347) 230-8388
- Text: (833) 478-4902
- Email: westbrighton@pinnacleliving.com
- Website: <https://www.west-brighton.com/>

## STAFF

Staff working out of the management office will include:

- 1 Property Manager
- 2 Assistant Property Managers
- 2 Maintenance Supervisors
- 2 Maintenance Technicians
- 10 Porters

## MAINTENANCE

Maintenance and repairs will be managed by on-site staff using a centralized work order system, ensuring all resident requests are addressed promptly. Residents can make requests through the following methods:

- **Online:** Online submission via the resident portal website or mobile app at <http://westbrighton.residentservice.com>.
- **Phone:** By calling property management’s 24/7 phone number at (347) 230-8388.
- **In Person:** By visiting the management team at the office. Appointments are not required.

Confirmation of requests will be automatic, and appointments will be set to suit resident convenience. Satisfaction checks will be completed before closing any work order.

## SECURITY

Security at West Brighton Houses will be upgraded through system enhancements and comprehensive surveillance. The implementation of cutting-edge camera technology will ensure all-encompassing visibility throughout the property. Moreover, a specialized third-party security team will be stationed on-site during key hours, providing a reinforced and secure environment for residents.

Upgrades to security will include:

- Enhanced camera coverage and lighting in common spaces and outside areas
- New key fob-secured lobby entrances
- On-site third-party security team during key hours

## RESIDENT RELATIONS

**Open Communication:** An open-door policy will be encouraged between residents and property management where residents feel comfortable discussing concerns, suggestions, or complaints.

**Feedback Mechanism:** Mechanisms such as suggestion boxes or online portals will be established so residents can provide feedback anonymously.

**Resident-Management Partnership:** Resident Association and property management leadership will be in frequent and close contact to resolve urgent concerns and larger community issues.

## WASTE & PEST MANAGEMENT

Waste management will prioritize environmental sustainability and cleanliness, and include:

- Daily collection of trash and recycling collection from buildings
- Secured bins for waste and recycling outside each building
- Screened, pest-proof refuse area

We will enhance recycling services to ensure responsible waste disposal. Regular trash removal will be conducted to keep properties clean and prevent buildup. Specialized waste disposal for larger items will be facilitated as needed. Pest-proof and secure waste containment systems will be implemented to maintain hygiene standards. Regular inspections will guarantee that common areas remain pristine and free of pests, ensuring a comfortable living environment for all residents.



# SOCIAL SERVICES & COMMUNITY SUPPORT

As part of the West Brighton Houses transformation through the PACT program, new social services and community programs will be brought directly on-site and tailored to meet the diverse needs of residents based on feedback provided through the Social Service Needs Assessment. The PACT partners and Housing Opportunities Unlimited (HOU) have established a plan to address the social needs identified by residents as priorities, including but not limited to access to basic resources, assistance with employment resources and job skills, services for young adults, and outreach to older adults. HOU will also perform regular assessments of resident needs and program outcomes in order to ensure that services continue to address community priorities.

The social services plan is flexible and will always be responsive to and adaptive to the current needs of the residents. Whatever the needs are, the goal of this plan is to support the residents.

■ **Case Management:** HOU will provide daily on-site case management services to West Brighton residents to help ensure that individuals and their families are stable in their homes and maintain the necessities required to ensure a healthy and safe quality of life. Caseworkers will build relationships with residents and serve as a reliable source of information for social services in addition to assisting households with communications with property management, if necessary. They will also connect residents to organizations that have initiatives and services that can support the needs of an individual or family and continue to work with those individuals and families to ensure their success. Case management services will address:

- Food insecurity
- Rent arrears
- Accessing basic needs such as food, clothing, diapers, etc.
- Employment and workforce opportunities such as resume development, job training, and job placement
- Youth development

■ **Programs for Children, Youth & Adults:** HOU will work with established youth development organizations that offer programming in areas such as leadership development, civic engagement, academic support, and physical activities. Specialized programming for youth and young adults of varying abilities and neurodiversity will also be offered. HOU will also partner with the existing on-site youth development organization United Activities Unlimited (UAU), which operates the West Brighton Cornerstone program.

■ **Services for Older Adults:** HOU will assist seniors in accessing programming offered by the new West Brighton Older Adult Center located at 159 Alaska Street. The Center is operated by Catholic Charities of Staten Island with funding from the NYC Department of Aging and provides services to combat food insecurity and social isolation among adults aged 60 and over. HOU will support the Older Adult Center in developing programming and raising awareness of and engagement with services.



Conceptual rendering image of the main courtyard



West Brighton Turkey Giveaway, 2023



# CONTACT US!



[www.west-brighton.com](http://www.west-brighton.com)



[westbrighton@pinnacleliving.com](mailto:westbrighton@pinnacleliving.com)



(347) 230-8388



**West  
Brighton  
PACT Partners**



**BFC PARTNERS**  
BUILDING PROGRESS. INSPIRING CHANGE.



**EMMANUEL**  
REALTY

**CATHOLIC  
HOMES**  
NEW YORK

