

What You Need to Know about PACT

The PACT program is one of NYCHA's most successful tools for modernizing its aging housing stock and providing a better quality of life for NYCHA residents. This booklet explains what the PACT program is and how it can bring lasting improvements to your development.



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What is PACT?

Permanent Affordability Commitment Together (PACT) is a program that allows NYCHA to unlock funding to complete comprehensive repairs or build new, modern homes at NYCHA properties. Through PACT, developments are included in the federal Rental Assistance Demonstration (RAD) and transition to a more stable, federally funded program called Project-Based Section 8. PACT ensures that homes remain permanently affordable and resident rights are fully preserved.

PACT depends on partnerships with private and non-profit development partners, who are selected based on resident input.

Public Control: NYCHA & Residents

Your development will remain under public control. After conversion, NYCHA will continue to own the land and buildings, administer the Section 8 subsidy and waitlist, and monitor conditions at the development. Where needed, NYCHA can step in to resolve any issues that may arise between residents and the new property management team.





Comprehensive Investments

Development partners bring design and construction expertise to address all physical repair needs or construct new residential buildings.



Professional Management

Property management partners are responsible for the day-to-day operation and upkeep of the buildings and grounds.



Enhanced Social Services

Social workers provide direct assistance to residents and enhance on-site services and programs for the entire community.





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“When [PACT] came in, it changed a lot of our lives; everything was upgraded, from the bath fittings to the cabinets to the kitchen, the flooring – it’s been amazing.”

Sabrina Hill

Resident Association Vice President
of Betances Houses



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“The maintenance is excellent; if there’s a problem with your apartment, you can put a ticket in and they take care of it immediately. **The team is on point and the grounds are much cleaner.** Since the renovations, it’s like you’ve heard the tenants’ concerns and what the tenants wanted. There’s been such an improvement since the PACT program came in.”

Sharon Nesmith

Resident at Twin Parks West



How are developments selected for the PACT program?

NYCHA has a responsibility to maintain its buildings to ensure the safety and welfare of residents. Due to a lack of federal funding, many of NYCHA's buildings have severely deteriorated over the past few decades. As the owners and stewards of this critical housing stock, NYCHA is using the PACT program to ensure that its communities are preserved and its homes are safe, healthy, and permanently affordable.

PACT is a proven model that has delivered for thousands of NYCHA residents.



\$8.6 billion

raised for comprehensive investments since 2016



108 developments

representing 28,580 apartments have received renovations or are under construction; residents also benefit from new property management and social services



87% of residents recommend PACT

In an independent survey of residents at completed PACT developments, the vast majority said they would recommend the program to other NYCHA households



30% of household income

Under PACT, rent is capped at 30% of adjusted gross household income* per federal regulations, and all existing authorized households are protected from displacement

* Exceptions may apply to households who pay flat rent; are current tenant-based Section 8 participants; are a mixed family as defined by HUD; or who signed a nonpublic housing over-income lease.

Resident engagement is a key focus of the PACT program

Residents are meaningfully involved in all aspects of the PACT program, from selecting the PACT partners to designing apartments, common areas, and open spaces, to shaping plans for property management, public safety, and social services. NYCHA works closely with resident leaders to ensure the community is regularly informed and that residents have ample opportunities to shape plans. Because this is your home and community, we need to understand your lived experience, goals, and priorities to ensure these investments are successfully meeting your needs.



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“The Resident Association (RA) was involved in all the meetings. The meetings were hosted by the PACT team and RA. The RA was educated so we could educate the residents about what was going on and the transition that we were going through. NYCHA provides information through town hall meetings, door-dropped materials, office hours, and the PACT hotline. Information is always available in multiple languages. We appreciated that because a lot of people were still skeptical about the PACT program. They were still nervous and scared about going through the process. **The PACT process made us feel that the RA was involved in the design of the apartments, and it made residents feel included in what was going on in the development.”**

Walter McNeill

Resident Association President of
Edenwald Houses





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Originally, Eastchester Gardens residents were fearful and skeptical of the PACT program. We were concerned that our rent would increase and that we would lose our rights. However, through an extensive education process that allowed the Eastchester Gardens Resident Review Committee to do thorough due diligence and learn about the process step by step, we came to the conclusion that PACT can positively transform Eastchester Gardens. **Our partnership with this team is an exciting step towards addressing urgent repairs and critical upgrades, and enabling residents to actively shape the future of Eastchester Gardens while ensuring our rights are preserved.**”

Keith Ramsey

Resident Association President of
Eastchester Gardens



What to expect with the PACT program

Change can be scary, but we want to reassure you that NYCHA's goal is to preserve your community for current and future generations of low-income New Yorkers. Below are some key facts about the PACT program and how it will impact you.

Your rent calculation and other costs will remain the same.

Residents continue to pay 30% of their adjusted gross household income towards rent* and will not have to pay any additional fees, charges, or utility expenses that are greater than what they currently pay.

You will not be rescreened for Section 8 eligibility.

Federal rules prohibit the rescreening of current households for Section 8 eligibility. This means that all existing households residing at the development will automatically qualify for the Project-Based Section 8 program regardless of their income eligibility, criminal background, or credit history.

Your PACT lease will automatically renew.

Households will sign a new PACT Section 8 lease, which is similar to the Public Housing lease. It automatically renews each year and cannot be terminated except for good cause.



* Exceptions may apply to households who pay flat rent; are current tenant-based Section 8 participants; are a mixed family as defined by HUD; or who signed a nonpublic housing over-income lease.

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Your development will receive more federal funding.

The per-unit subsidy for Project-Based Section 8 is higher than for Section 9, which means more funding will be available to operate and maintain the property.

The PACT partner will address critical building issues.

In addition to renovating every apartment with new kitchens, bathrooms, flooring, windows, and other amenities, the PACT program will address building-wide issues that impact your health and safety. These include heat and hot water outages, elevator outages, leaks, mold, pests, lead-based paint, deteriorated facades and roofs, and other challenges.

The PACT partner will work to improve your quality of life.

Through security upgrades, social services, and enforcement of house rules, the PACT program will address concerns about safety and cleanliness to create a higher standard of living.

The PACT partners will meet or exceed ADA requirements.

PACT projects meet or exceed Americans with Disabilities Act (ADA) requirements by ensuring that at least 7% of apartments are accessible for residents with mobility impairments and 4% of apartments accommodate hearing and visual impairments. Apartments can also be adapted to meet specific resident needs, such as making it possible for seniors to age in place.

The PACT program will create jobs for NYCHA residents.

The PACT partner is required to set aside 25% of all labor hours for NYCHA residents seeking employment in construction or property management.



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“We feel great about the improvements, and we appreciate them so much. Since we’ve been in the PACT program, we feel very safe; we come out, sit on the benches, and enjoy the sunshine and fresh air. The grounds are beautiful; they gave us a beautiful sitting area, which the tenants love.”

Sandra Gross

Resident Association President of
Baychester Houses



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“The apartment looks very nice; I’m happy with it. I get compliments on the apartment from people who come over. With new flooring, appliances, and bathroom renovations, the home has been given a modern look. I’ve been waiting for this for many years. For me, it’s a total transformation into a modern apartment.”

Priscilla Rivera

Resident of
Williams Plaza



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