

NEW YORK CITY HOUSING AUTHORITY
THREE-THOUSAND TWO HUNDREDTH AND FIFTEENTH MEETING

Minutes of Board Meeting

Wednesday, March 25, 2026

The meeting was held at the office of the Authority, 90 Church Street, New York City. A Quorum being present, the Chair called the meeting to order.

Present: Jamie Rubin, Chair
Victor A. Gonzalez, Vice-Chair
Greg Belinfanti, Member
Paula Gavin, Member
James McKoy, Member
Raymond Miller, Member
Joan Tally, Member
Lisa Bova-Hiatt, Chief Executive Officer (“CEO”)
Atenedoro Gonzalez, Esq. Senior Director of Corporate Governance

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, March 25, 2026

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, January 28, 2026

APPROVED

II. Chair's Remarks

- Welcome everybody to NYCHA's March Board Meeting. Welcome to NYCHA, Atenedoro Gonzalez, Esq., Senior Director of Corporate Governance.

III. CEO's Remarks

- Good morning, everyone. Thank you all for joining NYCHA's March Board Meeting. I want to again apologize, although I feel like I do not need to apologize, for the cancellation of February's Board Meeting due to the snowstorm. We can all thank Mother Nature.

Before we begin, I want to quickly thank everyone from NYCHA operations who worked tirelessly in January and February to remove snow and ensure that NYCHA's residents had heat and hot water during this incredibly challenging winter.

- One person who was central to that effort, but who is not here today, is Daniel Greene, Executive Vice-President of Property Management Operations. I am so pleased to share that Daniel Greene was awarded, or will be awarded, the Sloan Public Service Award for 2025, or maybe it is 2026, from the Fund for the City of New York. For those of you who do not know what the Sloan Public Service Award is, it is unbelievably impressive; it is quite literally referred to as the "Nobel Prize for Public Service." I have had the pleasure of working with Daniel Greene for, it has to be seventeen or eighteen years. We started together at the Law Department, then worked together at the General's Office of Storm Recovery [GOSR], and now here at NYCHA. He truly is the epitome of public service, a true, incredibly dedicated public servant. From all of NYCHA, we wish him the best, and I know that not only the city but, more importantly, our residents are very lucky to have him in Operations. Congratulations Daniel Greene.

APPROVED = UNANIMOUS

N/A = NOT APPLICABLE

- Thank you also to the whole NYCHA team for helping prepare for an informative and productive preliminary budget hearing with the City Council yesterday. We look forward to working with the new members of the City Council and, of course, the new administration.
- I would also like to welcome Atenedoro Gonzalez, Esq., who is NYCHA's new Senior Director of Corporate Governance. Welcome to NYCHA.
- I look forward to covering today's items with you, including a presentation from NYCHA's Chief Administrative Officer ("CAO"), Erin Villari, about her department and the important work that it provides to NYCHA.
- Thank You.

DRAFT

IV. Report

Chief Administrative Officer Update

Erin Villari, Chief Administrative Officer (“CAO Villari”)
(Report is attached hereto and incorporated herein)

Virtual Agent: A Proven (Repeatable) Execution Model Virtual Agent Launch – Early Results (Maintenance Calls)

- Vice-Chair Gonzalez: This virtual agent, will it be able to differentiate or help with multiple repairs that can be done at the same time in a particular unit, without breaking them down into more than one visit? Have you considered that aspect of this virtual agent in preparing for this model that you are moving forward with?
- CAO Villari: Vice-Chair Gonzalez, I have Umang Sharma, Director of Network and Telecommunications, here to see if he can answer that question.
- Umang Sharma: We do have to coordinate with the Operations team regarding that request. Yes, we can align all those work orders together so it can be treated as a single visit, but some coordination with the Operations team is required. We can definitely follow up on that.
- CAO Villari: It is not in the virtual agent process that we deployed on February 10th, 2026, but we can consider it as a potential enhancement to deploy.
- Vice-Chair Gonzalez: Okay, because that will save time for both the virtual agent and the resident.
- Member Gavin: As part of your model, using the virtual agent as an example, how did you involve the current call center employees in the process?
- CAO Villari: William [Bill] Reda, who, again it is unfortunate that he could not be here, came to NYCHA from 311 and has done a fantastic job in managing the call center. He deeply understands the work and always puts his call takers first.

What we did was involve some of those stakeholders in the process, because they are the ones taking the call. I go over to the call center at least once a month and sit in a conference room right on the floor, and they come in. Sometimes they will take calls with me there so I can hear what they are experiencing and see some of the challenges they face, not only with technology but also with the human aspect of this.

As I am sure you are aware, we do have a bit of a retention issue in the call center, so we are constantly turning over staff.

When we think about our staff experience, it is not just about the staff we serve externally, but also how we retain talent within inside of the Office of the CAO.

- Member Gavin: Thank you.
- CAO Villari: You are welcome.

V. Authority Calendar

Calendar of Regular Meeting, Wednesday, March 25, 2026

1 Authorization to Enter into an Agreement with NRG Business Marketing LLC

Location:	Various (Citywide)
Administering Department:	Financial Planning & Analysis
Funding Source:	Operating – Federal
Amount:	\$310,000,000.00
Projected Section 3 Hires/Labor Hours:	Not Required

Authorization is requested to enter into this agreement with NRG Business Marketing LLC for the purchase and delivery of (i) National Grid cooking and heating gas in Brooklyn, in Staten Island, and parts of Queens, and (ii) Consolidated Edison, Inc. cooking and heating gas in the Bronx, in Manhattan, and parts of Queens, commencing on April 1, 2026 and continuing through March 31, 2029, or commencing on such other date as may be determined by the Interim Chief Procurement Officer or the Chief Financial Officer and continuing for three (3) years thereafter. There are no renewal options.

APPROVED

2 Authorization to Enter into an Agreement with The Gordian Group, Inc. ("Gordian")

Location:	Various (Citywide)
Administering Department:	Asset & Capital Management – Project Management Team 2
Funding Source:	Capital – Federal, State & City
Amount:	\$20,000,000.00
Projected Section 3 Hires/Labor Hours:	Other Economic Opportunities

Authorization is requested to enter into this agreement with Gordian for Job Order Contract consulting services commencing on April 1, 2026 and continuing through January 7, 2031, or commencing on such other date as may be determined by the Chief Procurement Officer or the Chief Asset & Capital Management Officer and continuing for four-years, nine-months and six-days thereafter, which includes an initial nine-month and six-day term and four (4) one-year renewal options to be exercised at the Authority's sole discretion, to be coterminous with and utilizing the terms and conditions of the Omnia Partners ("Omnia") Participating Agreement Number 2021002786 between Gordian and The University of California. Omnia is a purchasing cooperative, connecting thousands of public agencies and education institutions with suppliers to create purchasing power.

APPROVED

3 Authorization to Ratify the Entering into an Agreement with Dell Marketing L.P. ("Dell")

Location:	Non-Development
Administering Department:	IT Infrastructure & Operations
Funding Source:	Operating & Capital – Federal & Section 8
Amount:	\$49,230,231.71
Projected Section 3 Hires/Labor Hours:	Not Required

Authorization is requested to ratify the entering into this agreement with Dell for Microsoft Office 365 products and a Government Cloud Subscription, which commenced on October 1, 2025 and is continuing through September 30, 2030, utilizing the terms and conditions of the New York City Office of Technology and Innovation Microsoft Enterprise Licensing Agreement, Contract Number MA1-858-20268802305. There are no renewal options.

APPROVED

4 Authorization of a Contract Capacity Increase to Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract No. 2416259 Awarded to Abatement Unlimited, Inc. ("Abatement")

Location:	Various (Citywide)
Administering Department:	Healthy Homes
Funding Source:	Capital – Federal & City
Amount:	\$54,000,000.00
Projected Section 3 Hires/Labor Hours:	75,000 of 300,000 Hours

Authorization is requested to approve a contract capacity increase to this IDIQ contract awarded to Abatement for removal and replacement of vinyl asbestos floor tiles in move-out apartments, authorized by Board Resolution 24-9/25-23 for an initial three-year term with two (2) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial three-year term and the first one-year renewal option term, which commenced on August 14, 2024 and is continuing through August 13, 2028.

APPROVED

5 Authorization to Submit Initial Rental Assistance Demonstration Applications to HUD for PACT Conversion for Multiple Project Sites

Location:	Boynton Avenue Rehab, Glebe Avenue – Westchester Avenue & Randall Avenue – Balcom Avenue
Administering Department:	Real Estate Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires/Labor Hours:	Not Required

Authorization is requested, as it relates to the conversion of the following developments: in the Bronx, Boynton Avenue Rehab consisting of 82 units; Glebe Avenue-Westchester Avenue consisting of 132 units; and Randall Avenue-Balcom Avenue consisting of 252 units (collectively, the "Project Sites" and individually, a "Project Site"), to submit to the United States Department of Housing and Urban Development ("HUD"), (i) initial Rental Assistance Demonstration ("RAD") applications, (ii) RAD Financing Plans, and (iii) applications pursuant to Section 18 of the United States Housing Act of 1937, as amended, in anticipation of upcoming Permanent Affordability Commitment Together ("PACT") conversions. Each Project Site will be presented in more detail to the Board closer to the date of each PACT conversion.

APPROVED

6 Authorization to Approve the Chair's Appointment of Joan Tally as a Member of the Audit and Finance Committee

Location:	Non-Development
Administering Department:	Internal Audit & Assessment
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires/Labor Hours:	Not Required

Authorization is requested to approve the Chair's appointment of Joan Tally as a Member of the Audit and Finance Committee, pursuant to Section II of the Charter of the Audit and Finance Committee of the New York City Housing Authority, as adopted by Board Resolution 21-4/28-2 and as subsequently amended by Board Resolution 22-1/26-15. The appointment shall be effective March 25, 2026.

APPROVED

Atenedoro Gonzalez, Esq.
Senior Director of Corporate Governance

Manhattan

Queens



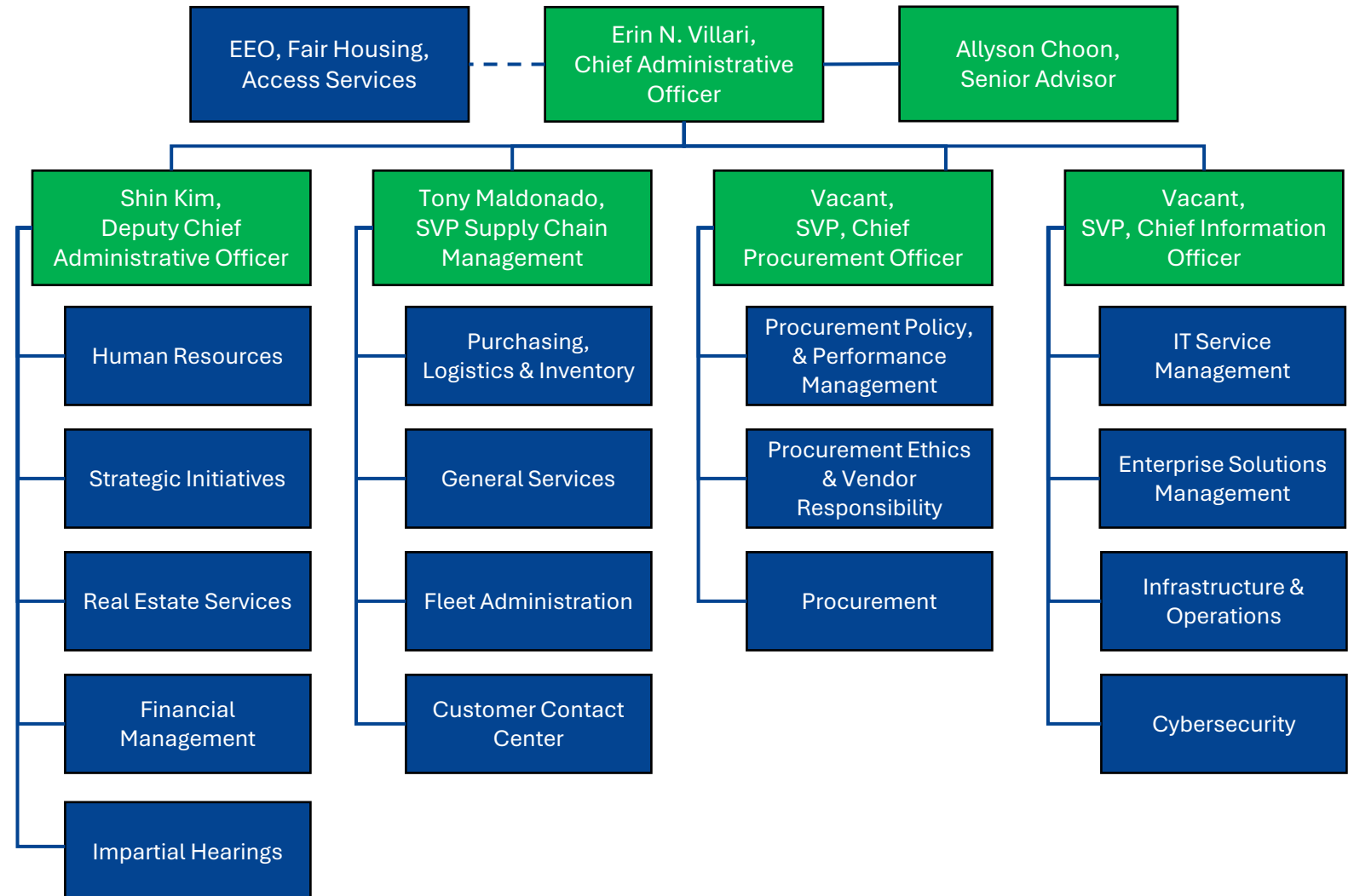
NYCHA Board Meeting
 March 25, 2026
 Chief Administrative Officer Update
 Erin Villari, Chief Administrative Officer



CAO Organizational Structure

The **Office of the Chief Administrative Officer (OCAO)** is a newly restructured office established to strengthen operational alignment, and service delivery across core support functions.

This new structure focuses on driving accountability, advancing cross-functional initiatives, and ensuring administrative operations effectively support the Authority's mission and service delivery.



Strategic Realignment through Departmental Offsites

The OCAO is convening structured departmental alignment sessions to establish discipline and clarity to the portfolio. These sessions will formalize a consistent prioritization framework and embedded governance practice across verticals.



**Clarifying shared purpose
and strategic role within
CAO portfolio**



**Strengthening cross-functional
collaboration and decision-
making across functions**



**Aligning on key priorities,
ownership, and operating norms
to support effective execution**

Current Portfolio: Major Initiatives & Status

Strategic Area	Key Initiatives	Description	Status
Workforce and Service Delivery	Workday	Stabilizing and optimizing Human Capital Management system to improve workforce data integrity and reporting.	In Progress – Monitoring Closely
	Reduced Leased Footprint	Right-sizing office space to reduce costs and align with evolving workplace utilization.	On Track
Resident Experience	Virtual Agent	Deploying self-service digital tools to improve access and reduce call center volume.	On Track
	Non-residential Space	Implementing governance and leasing strategy to optimize revenue and space utilization.	On Track
Supply Chain Optimization	Fleet Management Optimization	Standardizing fleet oversight and policy to improve utilization, cost control, and asset accountability.	In Progress – Monitoring Closely
Procurement Optimization	Bid Curability	Strengthening solicitation design and vendor engagement to improve bid responsiveness and competition.	On Track
IT 5-Year Technology Roadmap	Budget Construct	Aligning technology investments to strategic priorities through a multi-year capital and operating framework.	In Progress – Monitoring Closely

Virtual Agent: A Proven (Repeatable) Execution Model

The Virtual Agent initiative demonstrated our ability to move from problem identification to measurable impact through disciplined governance and phased execution. This framework will be replicated across other major initiatives for success.



01

Target What Matters

- Mapped top call drivers
- Focused on repeatable, high-volume workflows



02

Align Ownership

- CCC, IT and vendor partnership
- Embedded Legal, Comms, and business (resident) validation



03

Phased Execution

- Start simple → Scale
- Layer security and automation



04

Optimize Continuously

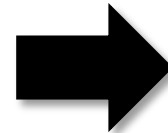
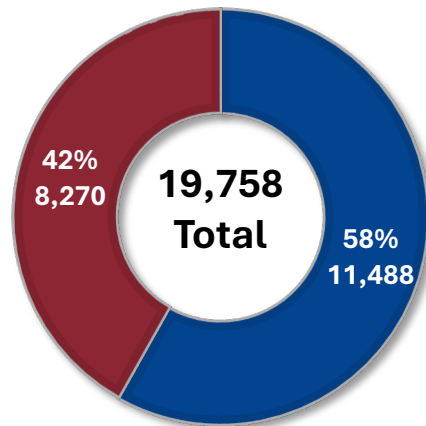
- Weekly monitoring and refinement
- Track service and capacity impact

Virtual Agent Launch – Early Results (Maintenance Calls)

The Virtual Agent for maintenance queue calls went live on **February 10, 2026**, to automate routine maintenance request intake through the CCC. In its first month, the Virtual Agent handled **58%** of the maintenance calls and generated nearly ten thousand work orders without requiring live agent intervention.

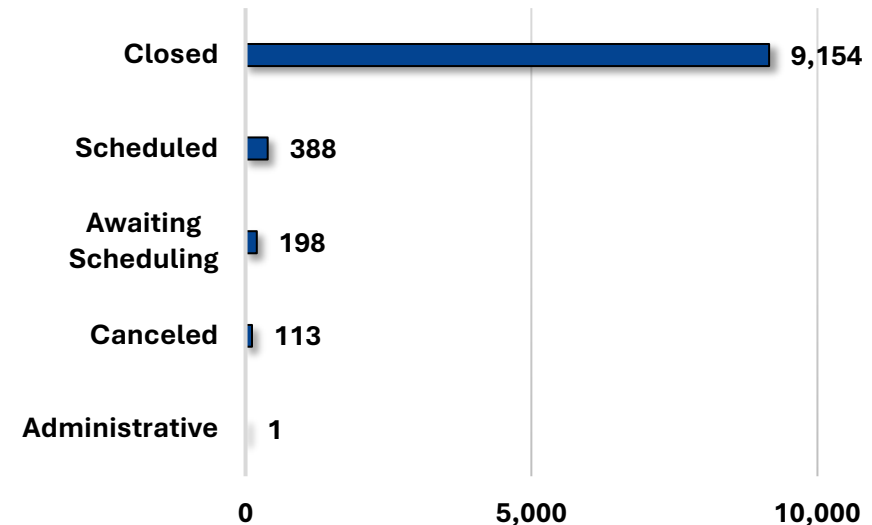
TOTAL MAINTENANCE CALLS RECEIVED FROM 2/10/26 – 3/6/26

■ Handled by Virtual Agent ■ Redirected



STATUS OF WORK ORDERS CREATED BY VIRTUAL AGENT

Feb 10 – March 6 | 9,854 Total



Next Phase: Enhancing Resident Experience and Agent Support

Building on early adoption of the Virtual Agent, the next phase focuses on improving resident communication, agent support, and system security.



Resident Communication Enhancement

Enable SMS notifications to residents when a work order is created, providing confirmation and the assigned work order number.



Agent Knowledge & Standardization

Deploy a Knowledge Base widget within Genesys to provide agents with standardized guidance and reference materials.



Security Enhancements

Explore options to strengthen authentication methods and better protect resident and operational data.

Look Ahead: Strategic Focus Areas

Strategic Area	Key Initiatives	Description
Workforce and Service Delivery	Onboarding	Formalizing a cross-functional onboarding model to improve role readiness, system access timing, and early productivity.
	Space Policy	Establishing enterprise-wide space governance to align utilization, cost efficiency, and operational needs.
Resident Experience	CCC Walk-in Center	Redesigning the walk-in model to streamline service delivery, reduce wait times, and improve the resident experience.
	Imaging and Scanning Business Process Re-engineering	Digitizing document workflows to reduce paper dependency, improve retrieval speed, and enhance data visibility.
Supply Chain Optimization	Demand Planning	Introducing structured forecasting and inventory planning to reduce waste, improve procurement timing, and increase supply reliability.
Procurement Optimization	Contract Management	Implementing standardized contract lifecycle oversight to strengthen compliance, performance tracking, and cost control.

THREE-THOUSAND TWO HUNDREDTH AND FIFTEENTH MEETING

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 10:41 A.M.

Atenedoro Gonzalez, Esq.
Senior Director of Corporate Governance