

# NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED AND THIRTY-FIRST MEETING

## Minutes of Board Meeting

Wednesday, October 31, 2018

The meeting was held at the office of the Authority, 250 Broadway, New York City. A Quorum being present, the Interim Chair called the meeting to order.

Present: Stanley Brezenoff, Interim Chair  
Derrick D. Cephas, Vice-Chair  
Zaire Dinzey-Flores, Member  
Victor A. Gonzalez, Member  
Nnenna Lynch, Member  
Jacqueline Young, Member  
Vito Mustaciuolo, General Manager  
Jacqueline C. Hernandez, Esq., Acting Corporate Secretary

**NEW YORK CITY HOUSING AUTHORITY**  
**Office of the Corporate Secretary**

**Minutes**  
**Regular Meeting**  
**Wednesday, October 31, 2018**

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Thursday, September 27, 2018

**APPROVED**

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, October 31, 2018

1 Award of a Contract for Restoration Related to the Response to and Recovery from Hurricane Sandy

Location:	Isaacs
Administering Department:	Capital Projects Division – Recovery & Resilience
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$23,200,000.00
Projected Section 3 Hires:	7

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Authorization is requested to award this contract to the lowest responsive and responsible bidder, Technico Construction Services, Inc.

**APPROVED**

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Award of a Requirement Contract for Grounds Improvements

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Project Management Team 2
Funding Source:	Capital – Federal & City
Amount:	\$7,988,438.39
Projected Section 3 Hires:	8

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Empire Control Abatement, Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

3 Award of a Requirement Contract for Grounds Improvements

Location:	Various (Manhattan)
Administering Department:	Capital Projects Division – Project Management Team 2
Funding Source:	Capital – Federal & City
Amount:	\$8,435,207.00
Projected Section 3 Hires:	6

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Gem - Quality Corporation, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

4 Award of a Requirement Contract for Grounds Improvements

Location:	Various (Bronx & Queens)
Administering Department:	Capital Projects Division – Project Management Team 2
Funding Source:	Capital – Federal & City
Amount:	\$7,988,438.39
Projected Section 3 Hires:	8

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Empire Control Abatement, Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

5 Authorization to (i) Rescind Board Resolution 18-7/25-2 and (ii) Award a Contract for Roofing and Railing Replacement and Rooftop Structure Renovation

Location:	Webster
Administering Department:	Capital Projects Division – Project Management Team 1
Funding Source:	Capital – City
Amount:	\$5,725,799.00
Projected Section 3 Hires:	2

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Authorization is requested to (i) rescind Board Resolution 18-7/25-2, which authorized award of this contract to the second lowest bidder, R.S.N. Construction Co., Inc. ("RSN"), due to RSN subsequently being deemed non-responsive, after the Authority's Law Department review, for failure to submit required signed Subcontractors' Letters of Assent, as outlined in the Authority's bid documents; and (ii) award this contract to the lowest responsive and responsible bidder, Neelam Construction Corporation.

**APPROVED**

6 Authorization to Amend Board Resolution 75-4/23-1

Location:	Non-Development
Administering Department:	Law
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	Not Required

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Authorization is requested to amend Board Resolution 75-4/23-1, and as subsequently amended, which authorized the procedure for the Removal of and Other Disciplinary Action Against Employees, by revising Section 4(a) to (i) remove Amy Jill Baranoff, Edgar De Leon, Rosanne Harvey and James McKeever as Trial Officers, and (ii) add Kristina Gunilla Ross, Vanessa Moreno Gronbach, Leah L. Murphy, Jeffrey J. Schiro and Robert A. Straniere as Trial Officers. The amendment shall be effective immediately.

**APPROVED**

7 Award of a Requirement Contract for the Purchase and Delivery of Replacement Kalamein Doors

Location:	Various (Citywide)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$2,488,976.10
Projected Section 3 Hires:	Not Required

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Visual Millwork & Fixture Mfg Inc., for the not-to-exceed amount. There are no renewal options.

**WITHDRAWN**

8 Award of a Requirement Contract for the Maintenance Painting of Apartments

Location:	Douglass I, Douglass II, Douglass Addition & 830 Amsterdam Avenue
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$1,419,966.22
Projected Section 3 Hires:	2

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Beesla Painting Co., Inc. The first and second lowest bidders were deemed non-responsive for the submission of an unrealistically low estimated cost for labor with their bids that it appears unlikely the vendors will be able to perform the contract work satisfactorily and pay prevailing wage. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

9 Award of a Requirement Contract for the Maintenance Painting of Apartments

Location:	Senator Wagner
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$1,265,999.80
Projected Section 3 Hires:	2

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Simco Enterprises, Corp., for the not-to-exceed amount. The first lowest bidder was deemed non-responsive for failure to participate in a NYS Department of Labor registered paint apprenticeship program. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

10 Award of a Requirement Contract for Replacement of Sump Pumps in Tank Rooms

Location:	Various (Brooklyn)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$650,500.00
Projected Section 3 Hires:	0

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Genuine Plumbing and Heating LLC, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

11 Award of a Requirement Contract for Replacement of Sump Pumps in Tank Rooms

Location:	Various (Manhattan)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$650,500.00
Projected Section 3 Hires:	0

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Genuine Plumbing and Heating LLC, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

12 Award of a Requirement Contract for Replacement of Sump Pumps in Tank Rooms

Location:	Various (Bronx)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$650,500.00
Projected Section 3 Hires:	0

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Genuine Plumbing and Heating LLC, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

13 Award of a Requirement Contract for Replacement of Sump Pumps in Tank Rooms

Location:	Various (Queens & Staten Island)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$650,500.00
Projected Section 3 Hires:	0

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Genuine Plumbing and Heating LLC, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**



- 14 Authorization of a Change Order to Requirement Contract No. 1329785 Awarded to Power Mechanical Inc.

Location:	Various (Citywide)
Administering Department:	Operations – Technical Services
Funding Source:	Operating – Federal
Amount:	\$2,125,800.00
Projected Section 3 Hires:	Not Required

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Authorization is requested to approve a change order to this requirement contract awarded to Power Mechanical Inc. for rental and installation of temporary steam or hot water heating boilers, heating exchangers and temporary oil tanks, authorized by Board Resolution 13-10/23-13 for an initial two-year term with one (1) one-year renewal option and as subsequently amended for an extended one-year term, to increase the not-to-exceed amount, in order to fund the continued provision of services during the additional extended 196-day term, which will commence on November 17, 2018 and will continue through May 31, 2019.

**APPROVED**

- 15 Authorization to Enter into a Long-Term Ground Lease for a Parcel of Land with Development Rights

Location:	East 165 <sup>th</sup> Street – Bryant Avenue
Administering Department:	Real Estate Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	Not Required

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Authorization is requested to enter into a ninety-nine (99) year ground lease with the not-for-profit developer, New Destiny Housing or its affiliate, for an approximately 11,000 square foot parcel of land located at East 165th Street-Bryant Avenue, Bronx County, Block 2750, tentatively Tax Lot 30, which is comprised of an approximately 6,000 square foot parcel of land, owned by the Authority, located at Bronx County, Block 2750, Zoning Lot 32, and an adjacent approximately 5,000 square foot parcel of land, currently owned by the New York City Department of Housing Preservation and Development, which ownership will be transferred to the Authority prior to entering into the ground lease, located at Bronx County, Block 2750, Zoning Lot 30, with a total of approximately 57,000 square feet of zoning floor area, which includes development rights from an adjacent parcel owned by the Authority, Bronx County, Block 2750, Zoning Lot 16, for the construction of a building with sixty-one (61) affordable housing units, one (1) superintendent's unit, and ground floor social services offices and rear yard.

**APPROVED**

16 Authorization to Amend Board Resolution 18-5/30-21

Location:	Holmes Towers
Administering Department:	Real Estate Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	Not Required

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Authorization is requested to amend Board Resolution 18-5/30-21, which authorized submission of an application to the United States Department of Housing and Urban Development pursuant to Section 18 of the United States Housing Act of 1937, as amended, for approval to enter into a ninety-nine (99) year ground lease, to (i) reflect a change in the dimensions of the project site from approximately 20,738 square feet to approximately 20,707 square feet, (ii) reflect a change in the approximate zoning floor area of the project from 332,098 square feet to approximately 330,368 square feet, and (iii) indicate the date of receipt of letter of support from the Deputy Mayor for Housing and Economic Development as October 5, 2018.

**APPROVED**

17 Authorization to Transfer Parking Rights for Housing Development of an Adjacent Property

Location:	Non-Development
Administering Department:	Real Estate Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	Not Required

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Authorization is requested to (i) execute an Off-Site Parking Restrictive Declaration ("Parking Declaration") of Authority owned and leased land, located at 315 East 102nd Street, Manhattan, in favor of housing development on adjacent property by Second and 103, LLC (the "Developer"), and (ii) negotiate and enter into a contract with the Developer for payment of a Parking Declaration fee to the Authority.

**APPROVED**

18 Authorization to Enter into an Agreement with Exigis LLC

Location:	Non-Development
Administering Department:	Finance – Risk Management
Funding Source:	Operating – Self-Insurance Fund
Amount:	\$1,600,000.00
Projected Section 3 Hires:	0

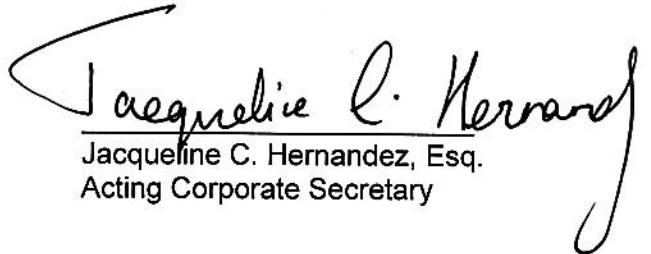
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Authorization is requested to enter into this agreement with Exigis LLC for use of its proprietary insurance tracking system, known as Riskworks®, including system maintenance and configuration/technical support, commencing on December 15, 2018 and continuing through December 14, 2023, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Finance and continuing for five (5) years thereafter, for the not-to-exceed amount.

**APPROVED**

19 Board Member Dinzey-Flores moved that the Members be authorized to meet in Executive Session, as necessary, to discuss the Civil Investigative Demand.

**APPROVED**

  
Jacqueline C. Hernandez, Esq.  
Acting Corporate Secretary



# **NYCHA Board Calendar Meeting**

**General Manager's Report**

**October 31, 2018**



# Heating Season 2018-2019

## Agenda

1. Topline (Slide 3)
2. Definitions (Slide 4)
3. Heating Season 2017 – 2018 (Slide 5)
4. Review of Heating Systems (Slide 6 & 7)
5. Improving Response – Additional Expertise and Capacity (Slide 8)
6. Improving Response – Enhanced Resident Communications (Slide 9)
7. Improvements Thus Far (Slide 10)

# Topline

## NYCHA's Oversees Heating Systems Of:

2,516 Buildings
605 Boiler Plants
2,097 Boilers

## Heating Challenges from 10/1/18 – 10/28/18

At 70 Developments
There Were 160 of Unplanned Heat & Hot Water Outages
That Affected 32,588 Units
Which Equates to 72,654 Residents

# Definitions

**An Outage is a confirmed service interruption in an apartment line, stair hall, building, or entire development. NYCHA experiences both planned and unplanned service interruptions.**

An Outage is declared when it is confirmed that equipment is inoperable and causing a disruption in heat and/or hot water service to residents. Outages may last 2 hours to days depending on severity of situation.

## **Signs of an Outage:**

- A. Increase in-unit work order from multiple apartments within apt lines, stair halls, or buildings
- B. During Daily Boiler Room Inspection Observes problems with equipment
- C. Indicators from Computerized Heating Automation System (CHAS) observed during routine monitors

**A Work Order is a work ticket that is generated in Maximo identifying and tracking a deficiency in a residents unit.**

## **Work Orders are created:**

- By the resident via the Customer Contact Center or MyNYCHA App
- NYCHA staff when identify a deficiency while completing another repair

# Heating Season 2017-2018

## Heating Challenges from 10/1/17 – 5/31/18

240 Developments Had No Heat, 249 Developments Had No Hot Water

There Were 1,828 Heat Outages , 2,937 Hot Water Outages

Heat Outages affected 151,009 Units , Hot Water Outages Affected 159,740 Units

Outages listed above include service interruptions that last for only a couple hours to over 24 hours.

- 161 developments had at least one outage that lasted longer than 24 hours
- 61 developments had outages that were restored within 24 hours
- 18 developments with all outages of undetermined duration

Last year there were 300,127 Work Orders created for both heat and hot water related issues.

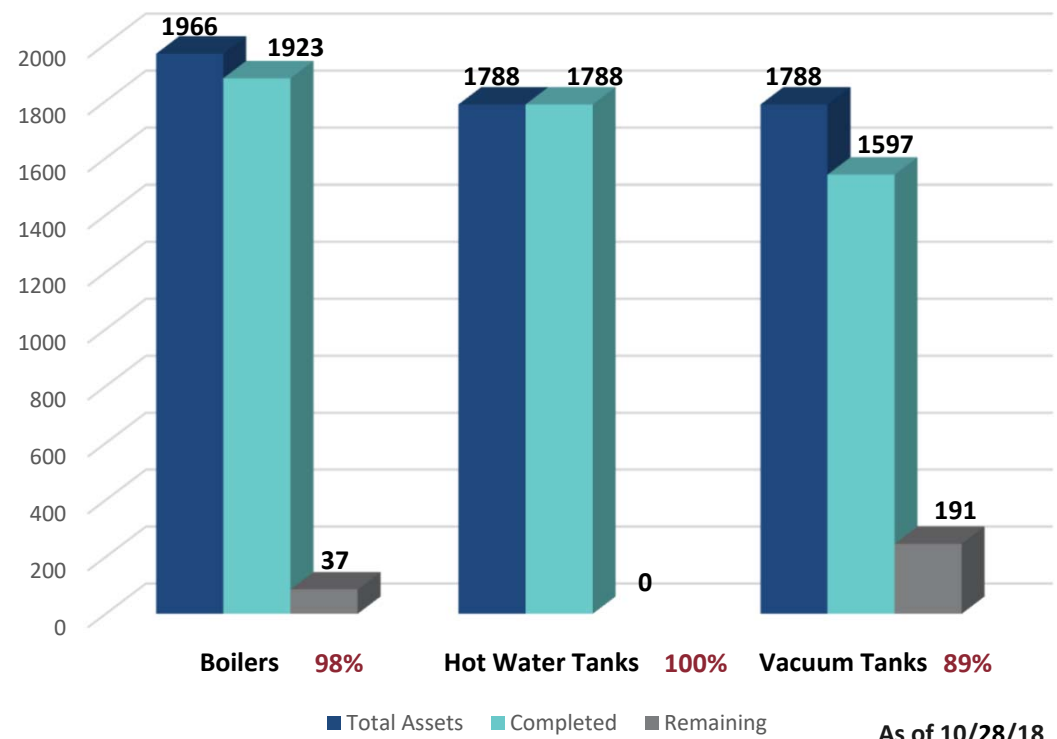
Many of these Work Orders were associated with the above Outages.




# Review of Heating Systems

The Heating Management Services Department started planning for the heating season earlier in the year.

- **April 2018:** Started review of larger boiler plants to identify and proactively address possible issues. This process is known as an Annual Overhaul.
- This is a 2 step process
  1. Review the system and identify needed repairs
  2. Make repairs
- **Work performed in response to overhaul**
  - Re-piped feedwater lines
  - Re-piped Equalizer lines
  - Complete replacement of the condensate tank at Drew Hamilton



# Review of Heating Systems

	Purchased 5 new mobile boilers as a contingency and for at-risk sites
	Currently renting 6 additional to be used as contingency at at-risk sites
	12 heating plants have received new boilers, with several receiving complete upgrades
	New window balances (to help retain heat) at of our buildings for seniors (7,600 apartments)

# Improving Response – Additional Expertise and Capacity

**NYCHA has faced challenges acquiring and retaining skilled heating staff.**

## **Heating Management Services Personnel**

As of the Week of Oct 25<sup>th</sup> 2017: 476 staff members

As of the Week of Oct 25<sup>th</sup> 2018: 491 staff members

Increased the number of Roving Teams and are piloting the use of Stationary Engineers, these additions will allow deficiencies to be diagnosed and repaired immediately where possible.

**On-boarded two vendors to manage the heating systems at select developments. Developments under vendor management will transition to the vendors in phases:**

- As of 10/1/2018 46 developments are managed by the vendors
- 67 developments will transition to the vendors
  - Transitioning to the vendors as upgrades their heating systems are completed
- As of Oct 1<sup>st</sup> the ratio of frontline staff to boiler is down to 1 staff member to 3.6 boilers

# Improving Response – Enhanced Resident Communications

## **Interactive Automated Restoration Calls (Completed 9/29/18)**

- Record the resident's validation if their service has been restored
- Connects resident to the CCC if there is a persisting issue with their heat/hot water
- Provides all impacted residents a means to provide feedback or request follow-up service is restored

## **CCC Heat & Hot Water Triage Questions (Target Go-Live Nov 2018)**

- Add smart flow and additional questions for heat and hot water problem diagnose of resident complaints
- Reduces guess work when a resident is unsure of the exact cause of the complaint
- Improves creation of work orders allowing resident complaints to be identified and addressed quickly

## **MyNYCHA App (Target Go-Live Dec 2018)**

- Heat & Hot Water Triage Questions
  - Directly follows the CCC Heat & Hot Water Triage Questions
- Two step recreation of work orders closed for service restored
  - Improves process for residents to create a work order for an issue persisting after a service interruption; persisting issues usually indicate an issue unrelated to the service interruption

# Improvements Thus Far

- As of Oct 1<sup>st</sup> the ratio of frontline staff to boiler is **1 to 3.6 down from the high of 1 to 4.8**
- Increased the skill sets of staff that can respond more efficiently and effectively to complex heating tasks
- Improved restoration rates:
  - No Heat Outages Average time to complete (Oct 1, 2017 to Oct 28, 2017): 15.9 hours
  - No Heat Outages Average time to complete (Oct 1, 2018 to Oct 28, 2018): 12.8 hours. **We are 19% faster.**
- Improved communication with residents:
  - Better identify and address in unit deficiencies
  - Provide impacted residents with the opportunity to validate conditions in their units after a service interruption

# 2018 – 2019 Heating Season



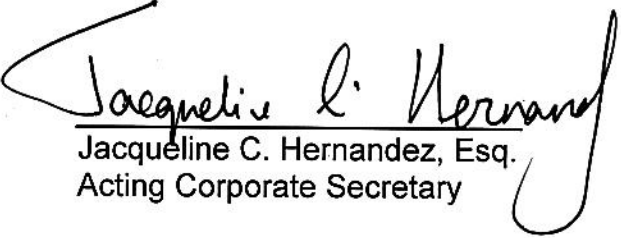
Heating Management Services Department Director Javier Almodovar, Mayor Bill de Blasio, and General Manager Vito Mustaciolo (left to right) tour Lower East Side V. Photo credit: Ed Reed/Mayoral Photo Office

THREE-THOUSAND ONE HUNDRED AND THIRTY-FIRST MEETING

Wednesday, October 31, 2018

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:48 AM.

  
Jacqueline C. Hernandez, Esq.  
Acting Corporate Secretary