

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND EIGHTY- FIRST MEETING

Minutes of Board Meeting

Wednesday, June 18, 2014

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

Present: Shola Olatoye, Chair
Kyle E. Kimball, Vice-Chairman
Richard Baron, Member
Diahann Billings-Burford, Member
Beatrice Byrd, Member
Victor A. Gonzalez, Member
Willie Mae Lewis, Member
Cecil R. House, General Manager
Vilma Huertas, Corporate Secretary

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, June 18, 2014

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, May 21, 2014

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, June 18, 2014

1 Approval of Investment Transactions

Location:	N/A
Submitting Department:	Executive
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested for approval of investment transactions that were performed by the Authority's Treasury Division in accordance with US Department of Housing and Urban Development Office of Public and Indian Housing Notice PIH 2002-13 for the Quarter Ended March 31, 2014.

APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Award of a Requirement Contract for Compactor Bags

Location:	Various (Citywide)
Submitting Department:	Operations Services
Funding Source:	Operating – Federal
Amount:	\$9,421,656.94
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, JAD Corp. of America, for the not-to-exceed amount.

APPROVED

3 Award of a Requirement Contract for Exterior Restoration

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal, City, Section 8, Mixed Finance & Other
Amount:	\$24,990,691.47
Projected Section 3 Hires:	9

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Zoria Housing LLC.

APPROVED

4 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	New Lane Area & Berry Houses
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$11,321,667.71
Projected Section 3 Hires:	6

Authorization is requested to award this contract to the lowest responsive and responsible bidder, A.B.C.D. Construction Corp. The first lowest bidder was deemed non-responsive for failure to meet the minimum financial qualifications.

APPROVED

5 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Lafayette
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$12,121,897.51
Projected Section 3 Hires:	6

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

APPROVED

6 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	East 152 nd Street-Courtlandt Avenue
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$8,315,627.30
Projected Section 3 Hires:	5

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Gem - Quality Corporation.

APPROVED

7 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Rangel
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$4,078,430.90
Projected Section 3 Hires:	3

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Pro-Metal Construction, Inc. The first lowest bidder was deemed non-responsive for failure to comply with the bid requirements.

APPROVED

8 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Mariner's Harbor
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$21,383,007.06
Projected Section 3 Hires:	7

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

APPROVED

9 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	West Brighton I & Richmond Terrace
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$10,427,253.56
Projected Section 3 Hires:	5

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Lakhi General Contractor Inc.

APPROVED

10 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Adams & Boynton Avenue Rehab
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$4,209,336.37
Projected Section 3 Hires:	6

Authorization is requested to award this contract to the lowest responsive and responsible bidder, AAA Windows & Doors Corporation.

APPROVED

11 Award of a Contract for Installation of Play Equipment

Location:	Johnson
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$287,980.00
Projected Section 3 Hires:	1

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Innovative Construction & Management Co Inc. The first lowest bidder was deemed non-responsible based on information obtained during the Vendor Name Check process. The second lowest bidder declined to hold its bid price past the 120 days from the bid opening, which delay was due to a prolonged process of declaring the first lowest bidder non-responsible.

APPROVED

- 12 Authorization of a Change Order to Requirement Contract No. BW1128081 Awarded to Metropolitan Enterprises, Inc.

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal, City, Section 8, Mixed Finance & Other
Amount:	\$1,381,288.40
Projected Section 3 Hires:	N/A

Authorization is requested for a change order to this requirement contract, awarded to Metropolitan Enterprises, Inc., for the installation of sidewalk sheds, authorized by Board Resolution 12-8/1-2. This change order is required to (i) extend the contract term for an additional twelve (12) months, and (ii) increase the not-to-exceed amount, in order to cover the costs of the existing sidewalk sheds.

APPROVED

- 13 Authorization to Amend Board Resolution 13-11/20-18 and Approve a Change Order to Requirement Contract No. HE1323147 Awarded to Kordun Construction Corp. Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Brooklyn)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$934,151.00
Projected Section 3 Hires:	N/A

Authorization is requested to (i) amend Board Resolution 13-11/20-18, which authorized the award of a requirement contract for the replacement of temporary mobile oil boilers with temporary mobile natural gas boilers to Kordun Construction Corp., by removing the erroneously listed Coney Island I (Site 1B) from the enumerated developments to be addressed pursuant to award; and, (ii) approve a change order to the aforementioned requirement contract which change order is required to increase the not-to-exceed amount, in order to cover the costs associated with the replacement of the existing temporary mobile oil boiler with a temporary mobile natural gas boiler at Coney Island I (Site 1B).

APPROVED

14 Rejection of All Bids for Elevator Rehabilitation, Maintenance and Service

Location:	Fort Independence Street – Heath Avenue
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority. This contract will be rebid.

APPROVED

15 Rejection of All Bids for Exterior Restoration and Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority. This requirement contract will be rebid.

APPROVED

16 Rejection of All Bids for Exterior Restoration

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority. This requirement contract will be rebid.

APPROVED

17 Rejection of All Bids for Building Envelope Restoration

Location:	Park Avenue – East 122 nd & East 123 rd Streets
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is requested in the best interest of the Authority. This contract will be rebid.

APPROVED

18 Award of a Contract for Exterior Restoration

Location:	Baisley Park
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Bond
Amount:	\$5,772,198.42
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Rashel Construction Corp.

APPROVED

19 Award of a Contract for Exterior Brickwork Restoration and Roofing Replacement

Location:	Cassidy-Lafayette
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$4,786,392.93
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the lowest responsive and responsible bidder, New York Construction & Renovation Inc. The first lowest bidder stated that its bid contained mathematical errors and requested to withdraw its bid. Procedurally, the Authority's Bid Release Board met and recommended that the first lowest bidder be permitted to withdraw its bid.

APPROVED

- 20 Authorization of a Change Order to Job Order Contract No. SP1125077 Awarded to The Gordian Group, Inc.


Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal, City, Mixed Finance & Other
Amount:	\$900,000.00
Projected Section 3 Hires:	N/A

Authorization is requested for a change order to a Job Order Contract ("JOC") awarded to The Gordian Group, Inc. for the provision of JOC services consisting of the development and provision of a JOC catalog and JOC management system, procurement support, task order development services, and construction management services to be used for various construction tasks, authorized by Board Resolution 11-11/9-1. This change order is required to increase the not-to-exceed amount, in order to cover the costs for continued support of the Closed Circuit Television and Layered Access Control Program.

APPROVED

- 21 Vice-Chairman Kimball moved that the Members be authorized to meet in Committee and Executive Sessions today and on any adjourned or rescheduled future date, to discuss tenancy termination proceedings, grievances, real estate, and financial matters concerning the Authority.

APPROVED



Vilma Huerfias
Corporate Secretary



NEW YORK CITY
HOUSING
AUTHORITY

Board Calendar Meeting Chair's Report

June 18, 2014





Key items

- 1 New leadership
- 2 Safety & security
- 3 Community centers

General Manager's Report to the Board of Commissioners

**New York City Housing Authority
June 18, 2014**



SELF SERVICE: Online Applications

In the past: Public Housing and Section 8 Applicants filled out a 10-page paper form and mailed it. Updates and status checks were done by mail, by phone or in person.

Today: Public Housing and Section 8 Applicants have access to:

- Online applications for Public Housing and Section 8 (*if open*)
- Online updates to applications and online status checks

APPLY NYCHA





The Application for Public Housing with the New York City Housing Authority

This online application will walk you through the information NYCHA needs to place you on the list. If you run into trouble, please ask NYCHA staff to help you.

Click the Apply Now button to begin filling out the application.

Apply Now

[Need more help?](#)

Notice to Applicants

1. This on-line web application is an optional Internet service provided by the New York City Housing Authority (NYCHA). The use of this service is your choice.
2. The on-line application may be subject to data transmission errors that may make the application incomplete. NYCHA is not responsible for these errors.
3. By using this on-line web application, you agree to these conditions.
4. The following browsers are supported on Windows: Internet Explorer, Firefox and Chrome.

General Conditions

1. An on-line web application requires NYCHA's review and approval.
2. All on-line web applications require NYCHA's review and approval.
3. You should not make any plans to move or end your present tenancy until you receive a written offer of housing from NYCHA.
4. It is your responsibility to inform NYCHA of any changes of address, income, or household composition.



ATAD APPLICATIONS CUMULATIVE



ATAD REGISTRATIONS CUMULATIVE



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SELF SERVICE: NYCHA Alerts Portal

In the past: Residents had limited view into apartment information such as planned outages, or when their work orders were scheduled. Residents checked status by calling the CCC.

Today: Through the NYCHA Alerts Portal, residents can:

- View open apartment work orders, service outages and service restorations
- Update their contact information enabling emergency and non-emergency outreach

NEW YORK CITY HOUSING AUTHORITY

Welcome
AYDEN GREENE

[Home](#)
[Work Tickets / Outages](#)
[Emergency Assistance](#)
[Subscribe to Alerts](#)
[Contact Us](#)
[Sign Out](#)

NYCHA Alerts

Dear **AYDEN GREENE**,
Below you will find information about the latest service disruptions recorded for your building and open work orders for your apartment.

Your Address:
WAGNER
50 PALADINO AVENUE 02E
NEW YORK, NY, 10035

Work Tickets
Below are open work orders for your apartment

Work Order #	Location	Problem Description	Scheduled Start Date
31263552	BATHROOM	Floor - Ceramic Tiles DML	04/03/2014
31263593	KITCHEN	Kitchen Cabinet - Cabinet DML	MORE INFO
31364317	APARTMENT	Paint - Needs Painting	MORE INFO

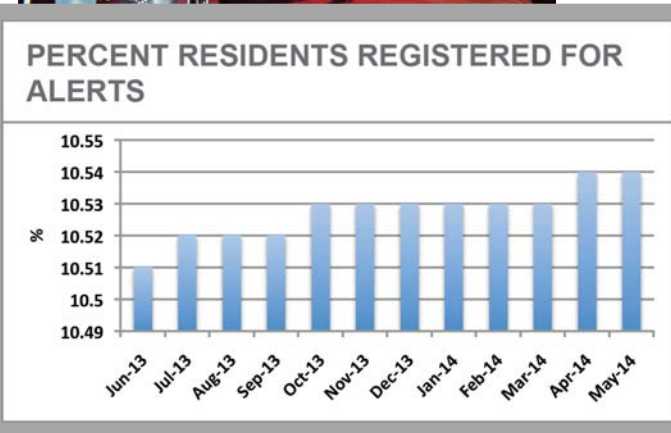
Note: If you need any additional work in your apartment, please contact the call center at (718) 707-7771

Disruptions of Service

Reference Number	Outage Type	Reported On	Estimated Completion Date
1-1AS05A7	Compactor	02/13/2014 at 4:57PM	In Progress

Services Restored
No service disruptions have been restored for your building within the last 48 hours.

If you would like to receive automatic notifications for your development, please subscribe to [NYCHA Alerts](#).



SELF SERVICE: Online Options for Section 8 Participants

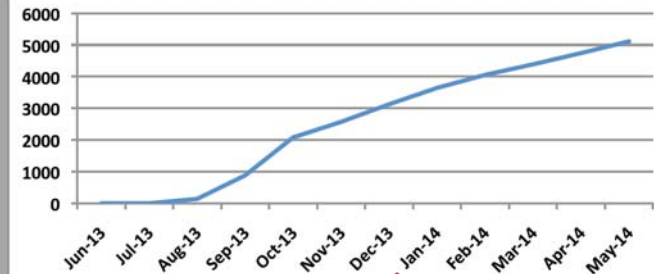
In the past: Section 8 Participants called or visited the central office to re-schedule inspections or make requests. Updates were made and status checked by mail, by phone or in person.

Today: With online self-service options, Section 8 Participants can:

- View basic tenant information and inspection status, and verify tenancy
- Reschedule inspections or request special inspections
- Create a complaint service request

The screenshot shows the NYCHA Self Service Portal interface. At the top, there is a navigation bar with links for Home, FAQs, Contact Us, Feedback, and Login/Out. The main content area is divided into several sections: 'Contact Us' with a 'Register' button, 'Existing User Login' with fields for Username and Password, and a 'View All FAQs' section. A search bar for frequently asked questions is also visible. A disclaimer at the bottom states: 'Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal.'

LHD TENANT REGISTRATIONS
CUMULATIVE



Continued
growth in
registrations is
expected

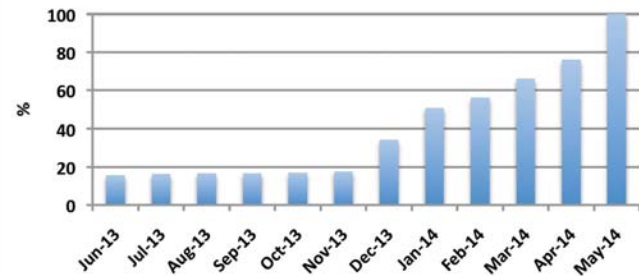
SELF SERVICE: Extranet for Section 8 Owners

In the past: Section 8 Owners waited days for documents from NYCHA to arrive by regular mail. Paper forms were filled out by hand, mailed in and then scanned manually. Most NYCHA subsidy payments were made via check.

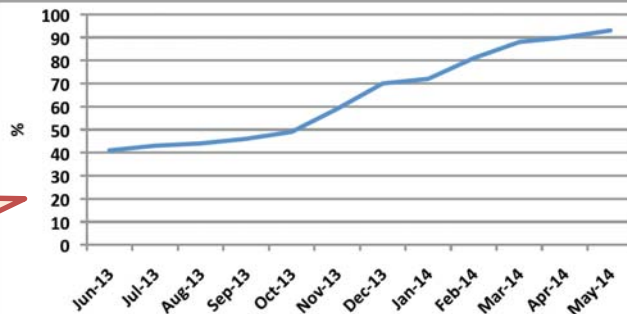
Today: The Owner Extranet supports:

- ☑ 60% of Lease Renewal submissions and over 32% of repair certifications
- ☑ Application for direct deposit payments
- ☑ View of rent-related tenant information (e.g., last inspection result, payment history)
- ☑ Change of Mailing Address
- ☑ Posting of vacant rental apartments
- ☑ Review of service requests and associated documents

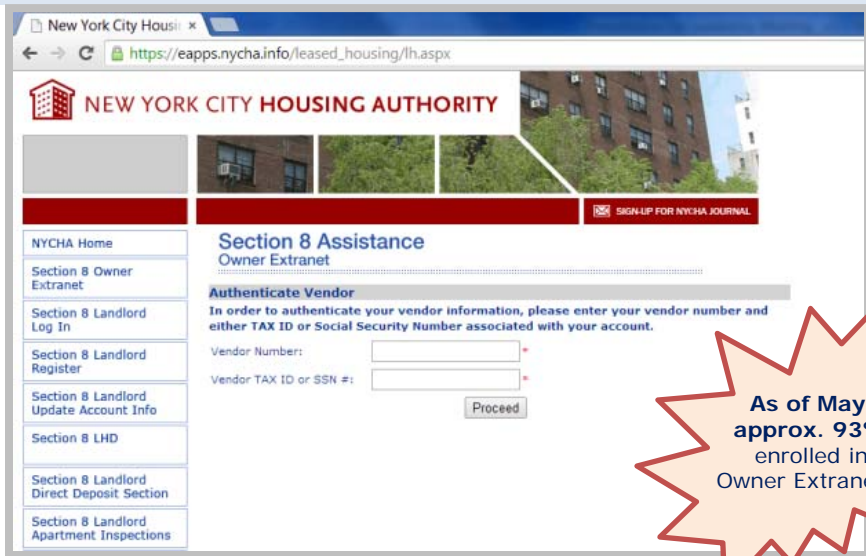
PERCENT LANDLORDS ON DIRECT DEPOSIT



PERCENT LANDLORDS REGISTERED



As of May, approx. 93% enrolled in Owner Extranet

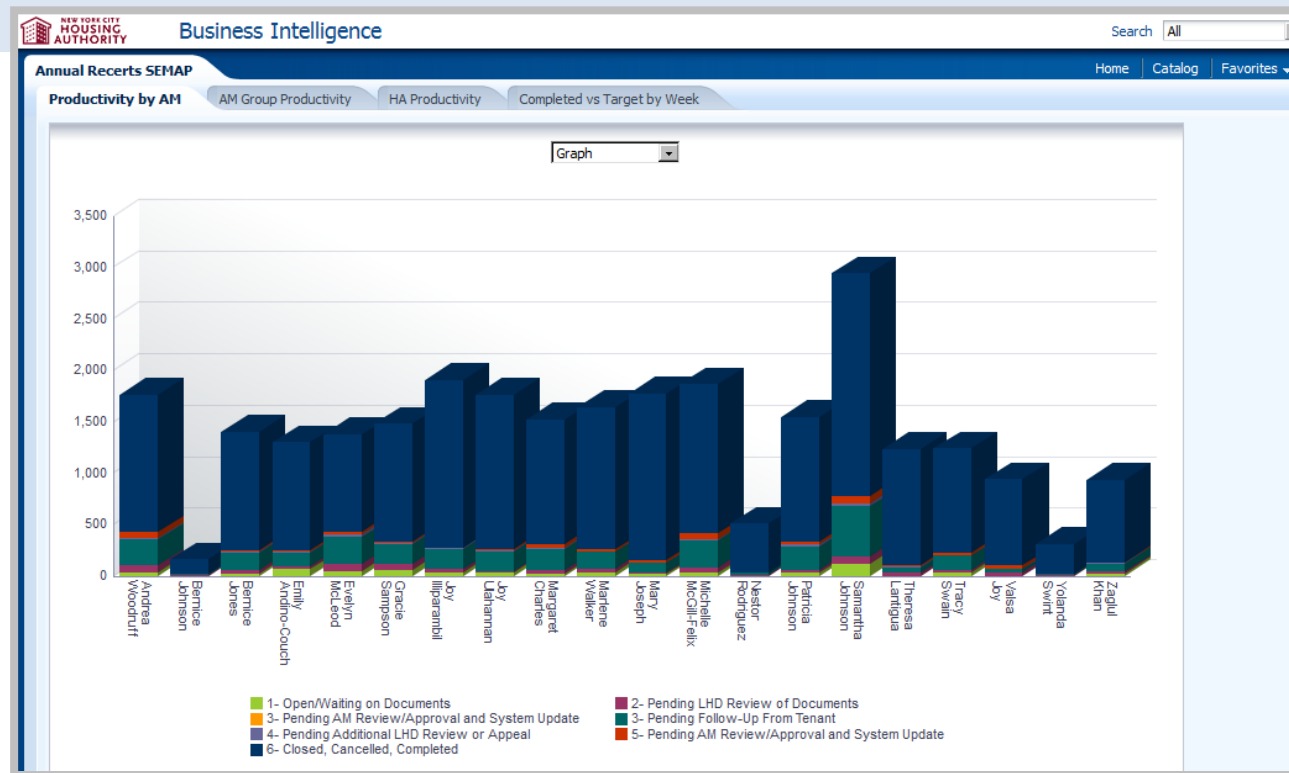


REPORTING: “Data on Demand”

In the past: NYCHA Departments were “drowning in data but starving for information.” Transactional systems were used for analysis and analysts required IT assistance to have access to their Department’s data for custom reports.


Today: OBIA Reports empowers users with “data on demand”

- ☑ To create and publish reports in a dynamic environment
- ☑ To create their own data dumps to analyze productivity and trends



REPORTING: Daily GM Report

Today: The NYCHA GM Report provides a daily Agency snapshot.


NEW YORK CITY HOUSING AUTHORITY
LALAR [Print Friendly](#) [FAQs](#) [Help](#) [Data Warehouse](#) [Employee Portal](#)

[Home](#) [Data](#)

Home > Daily Reports

Display Section: All From Date: 24-MAR-2014 Thru Date: 24-MAR-2014

Daily Summary and Outages

Daily Summary

WO Data as of Date	WOs Scheduled Today	WOs Scheduled Yesterday	WOs Open Today
25-MAR-2014 04:11:37 AM	3,834	3,284	87,730
Download			1 - 1

Outage Summary

Topic Type	Topic Date	Impacted Area	City Wide
HOT WATER	04-MAR-14	BREUKELLEN HOUSES, 106-03 GLENWOOD ROAD, NO HOT WATER SERVICE DUE TO A DEFECTIVE STEAM REGULATOR,	NO
HEAT	04-MAR-14	LEAVITT STREET- 34TH AVENUE, 139-10 34TH AVENUE, NO HEAT SERVICE DUE TO DEFECTIVE FEEDWATER PUMP	NO
Download			1 - 2

Major Incidents and Scheduled Outages

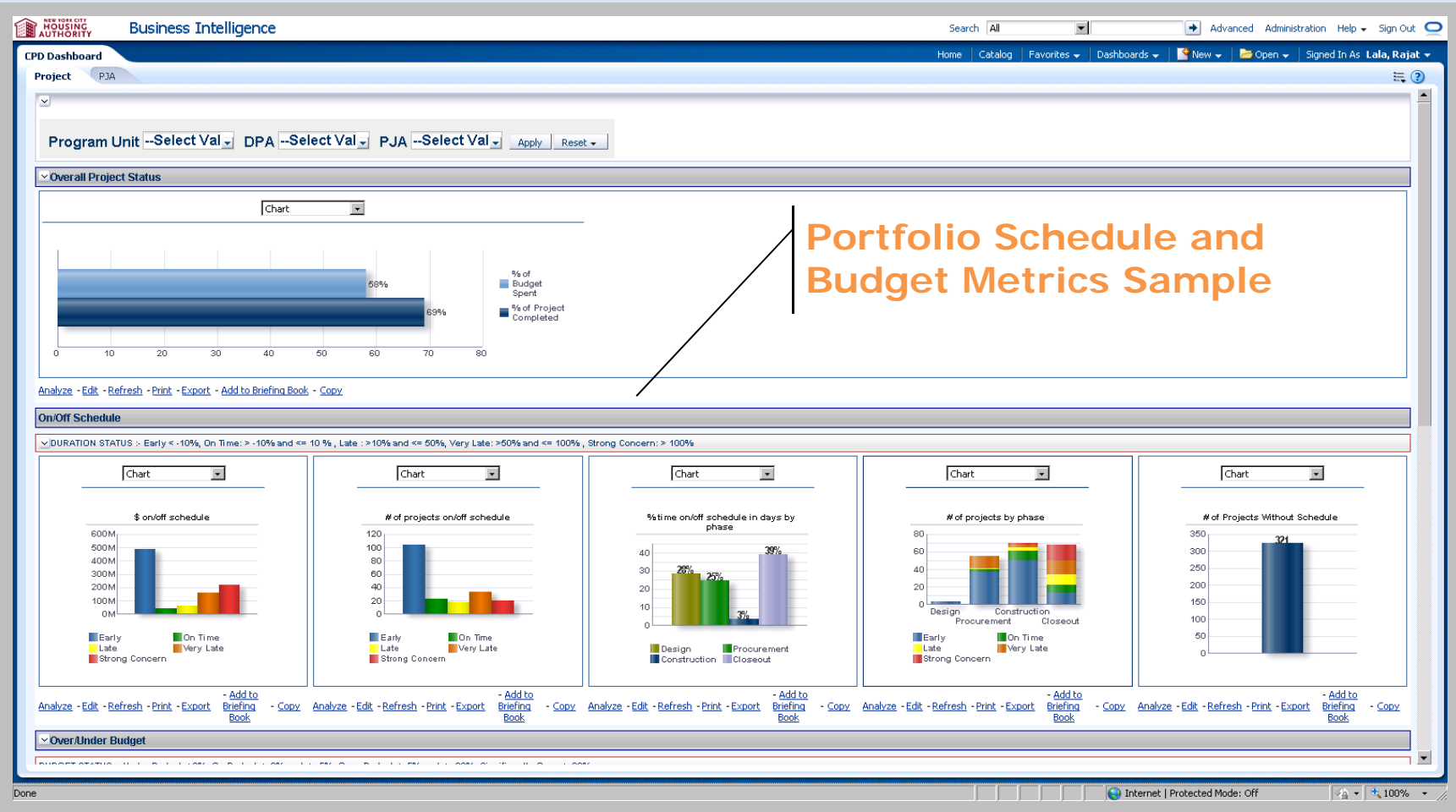
Incident Type	Disruption Type	Bldg Affected	Nmbr of Apts	Development	Development Address	Service Disruption Start	Service Disruption End	Duration	Cause/ Status/ Remedy
MAJOR	NO GAS	10,11,12,13	259	POMONOK	67-47 KISSENA BLVD	13-MAR-2014 22:00	14-MAR-2014 00:02	0 Days, 2 HRs, 2 MINS	GAS LEAK / PENDING / WAITING
MAJOR	NO HOT WATER	9	108	JEFFERSON HOUSES	327 EAST 112TH STREET	18-MAR-2014 23:00	19-MAR-2014 20:00	0 Days, 21 HRs, 0 MINS	DEFECTIVE REGULATOR / REPAIRED / RESTORED
MAJOR	NO HOT WATER	BLDG 13	48	ASTORIA HOUSES	4-24 ASTORIA BOULEVARD	25-MAR-2014 12:00	25-MAR-2014 18:36	0 Days, 6 HRs, 36 MINS	VALVE REPLACEMENT / PENDING / OPEN
MAJOR	NO WATER	BLDG 1	120	STAPLETON HOUSES	197 GORDON	25-MAR-2014 12:00	25-MAR-2014 21:30	0 Days, 9 HRs, 30 MINS	SUPPLY LINE LEAK / PENDING / OPEN
MAJOR	NO HEAT	BLDG 3	124	INDEPENDENCE TOWERS	125 TAYLOR STREET	25-MAR-2014 15:36	25-MAR-2014 19:36	0 Days, 4 HRs, 0 MINS	BROKEN SUPPLY LINE / PENDING / OPEN
Download									1 - 5

Gas Outage Report

Dev	Building	Number of Affected Apts	Phase of Gas Out	Gas Out Date	Scope of Work Provided Date	DOB File Date	Date Permit Received	DOB Inspection Date	Days Open	Estimated Restoration Date	Phase Status	Comments
RANDALL AVE - BALCOM AVE	35	80	9	26-FEB-14	10-MAR-14	14-MAR-14	14-MAR-14	21-MAR-14	27	26-MAR-14	DOB INSPECTION	3/3 - Awaiting scope of work; 3/5 - EWN issued to TEST ONLY; 3/10 - Scope of work for 2 failed risers received; 3/13 - ACP5 received

REPORTING: CPD Dashboard

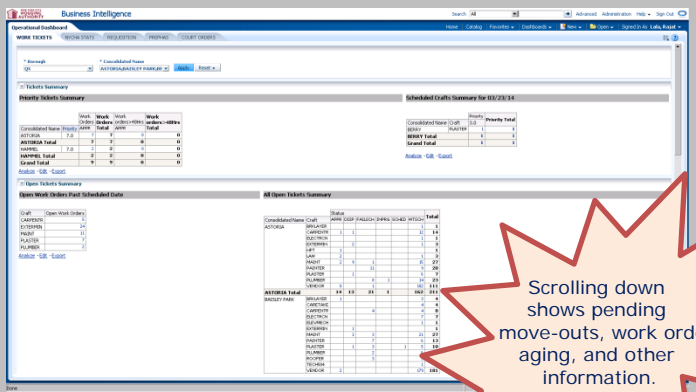
Today: The CPD Dashboard provides project and portfolio reports.



REPORTING: Operations Dashboard

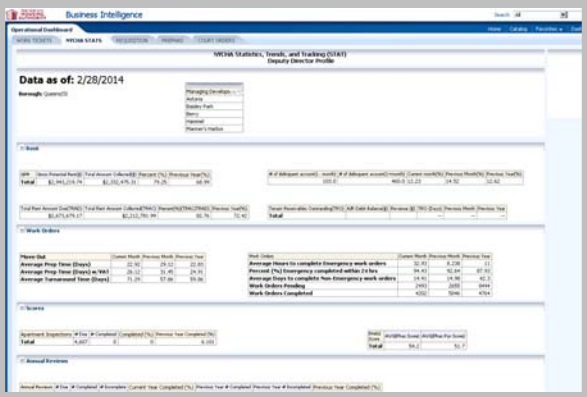
Today: The Operations Dashboard includes tabs for *Work Tickets*, *NYCHA Stats*, and *Requisitions*. As of May 2014, the Operations Dashboard has over 600 daily users.

WORK TICKETS Tab

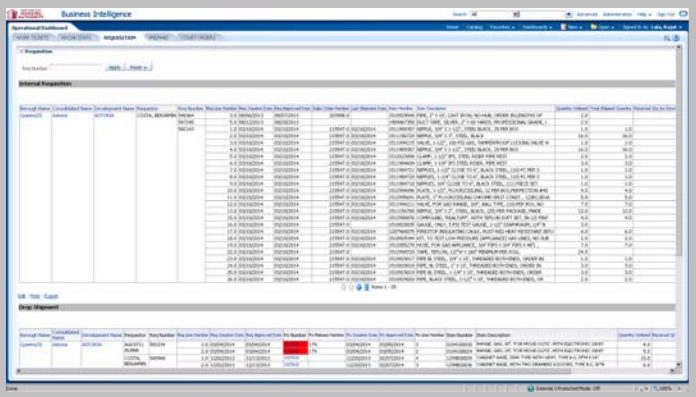


Scrolling down shows pending move-outs, work order aging, and other information.

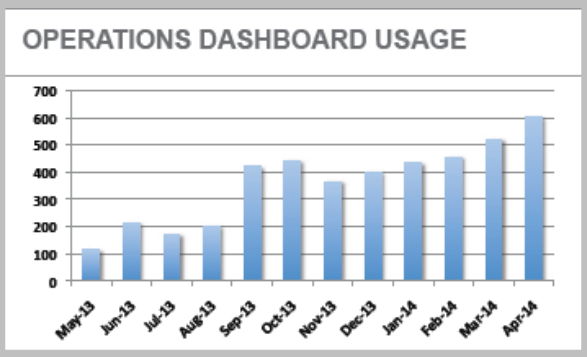
NYCHA STATS Tab



REQUISITIONS Tab



Usage by Month



REPORTING: NYCHA Online Data Dashboard

This Week: The “NYCHA Metrics” (BETA) online data dashboard went public with key performance stats on NYCHA Public Housing and Section 8 Programs. Capital Projects and Community Programs to come.

Link: www.nyc.gov/nycha – click on “NYCHA Metrics” in the *About* section.



THE ROAD AHEAD: Enhanced Online Self Service

2014			2015			
Q2	Q3	Q4	Q1	Q2	Q3	Q4
For Applicants						
<input type="checkbox"/> <i>Online Eligibility Interview (Preliminary Questions)</i>						
<input type="checkbox"/> <i>More Online Forms (Informal Hearing Request, Dev Selection and Agency/VDV upgrade)</i>						
<input type="checkbox"/> <i>Online Canvassing</i>						
<input type="checkbox"/> <i>Application Renewals (for expired applications)</i>						
<input type="checkbox"/> <i>Document Upload</i>						
For Section 8 Participants						
<input type="checkbox"/> <i>Online Annual Recertification</i>						
<input type="checkbox"/> <i>Online Transfer Requests</i>						
<input type="checkbox"/> <i>Online Briefings</i>						
For Section 8 Owners						
<input type="checkbox"/> <i>Additional Online form submission</i>						
<input type="checkbox"/> <i>Notification to Landlords of Future Annual Apt Inspection Appointments</i>						
<input type="checkbox"/> <i>Electronic Signatures for HAP Contracts</i>						
<input type="checkbox"/> <i>Debit Cards for Owner Payments</i>						

THE ROAD AHEAD: Support for Processes

2014 Q2	Q3	Q4	2015 Q1	Q2	Q3	Q4
CCC						
<input type="checkbox"/> <i>Enhancements to Interactive Voice Response (IVR), including Service requests in Spanish, search for duplicate request</i>						
Reporting						
<input type="checkbox"/> <i>CPD Dashboard made available to Project Managers and Deputies</i>						
<input type="checkbox"/> <i>Enhancements to Operations Dashboard</i>						
Reporting to Residents						
<input type="checkbox"/> <i>"My Development" Website (details and statistics for each Development)</i>						

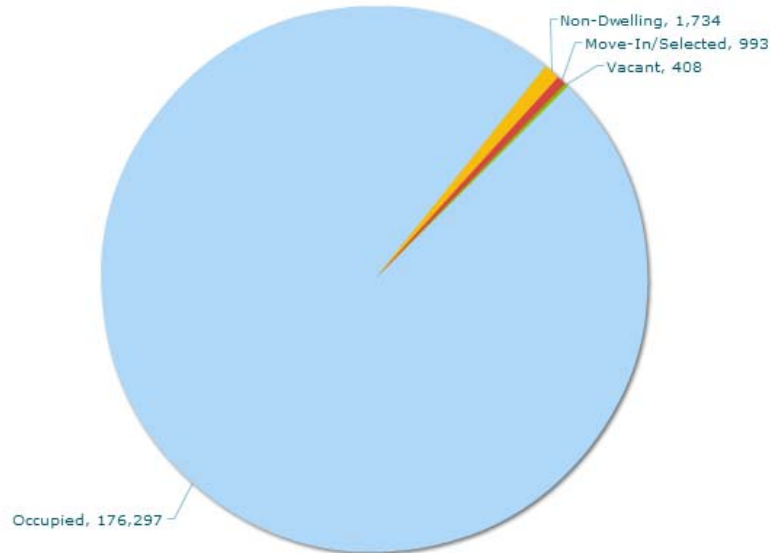


**Other NYCHA
Key Performance Data
June 2014**

NYCHA METRICS: Public Housing & Section 8 Occupancy

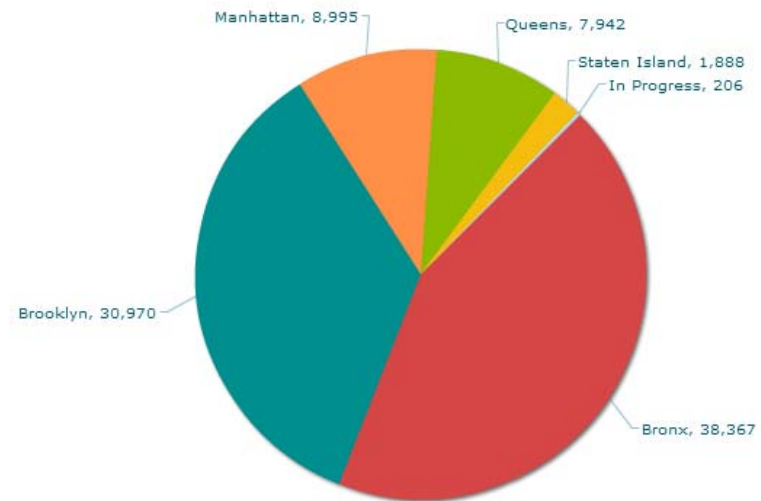


Occupied and Vacant Apartments



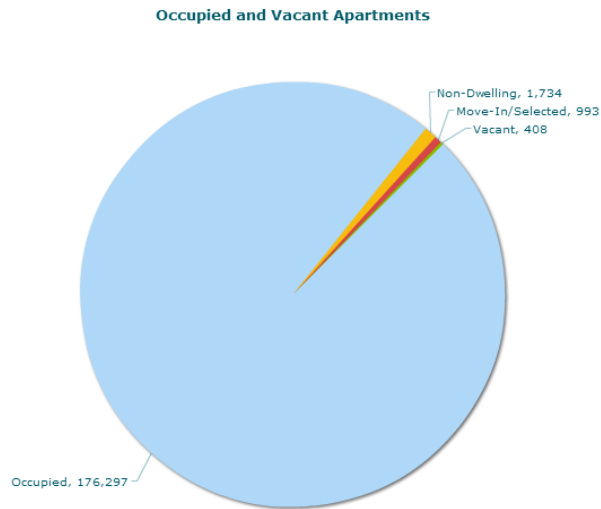
Represents the number of occupied and vacant apartments. NYCHA is currently at a 98% occupancy rate.

Section 8 Units Under Lease By Borough

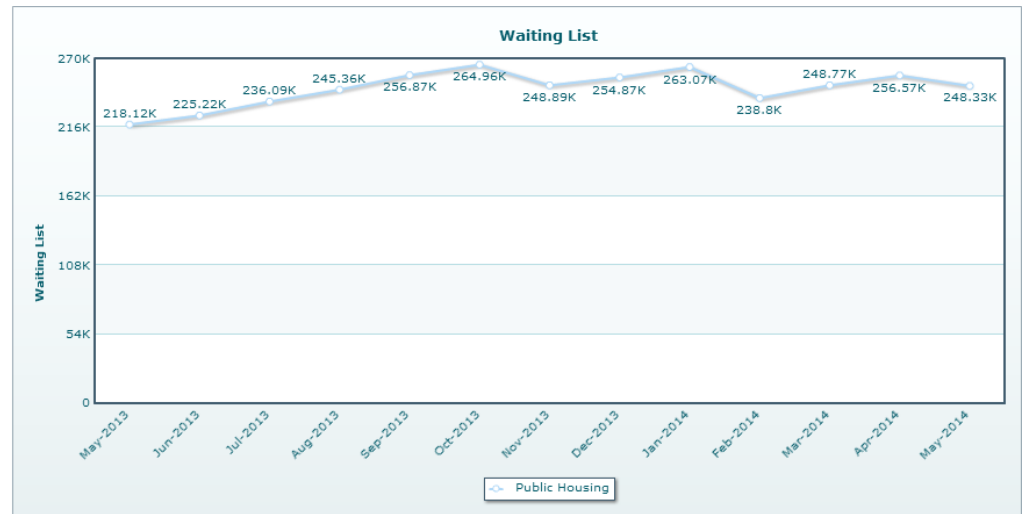
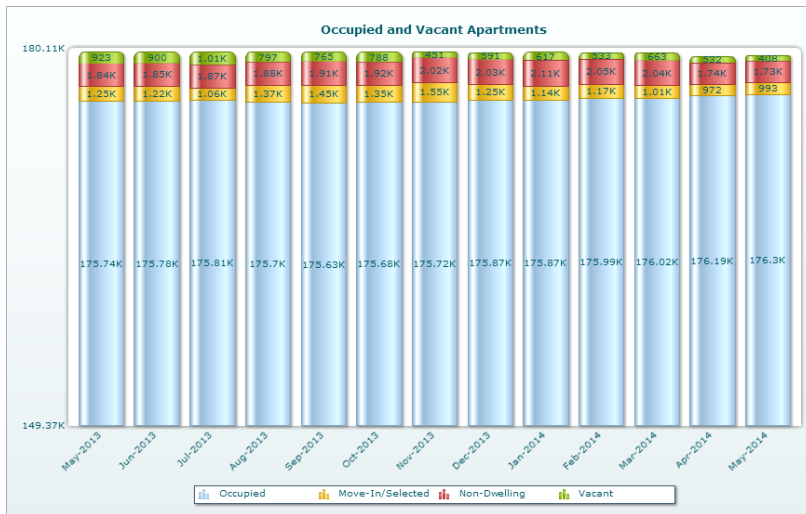
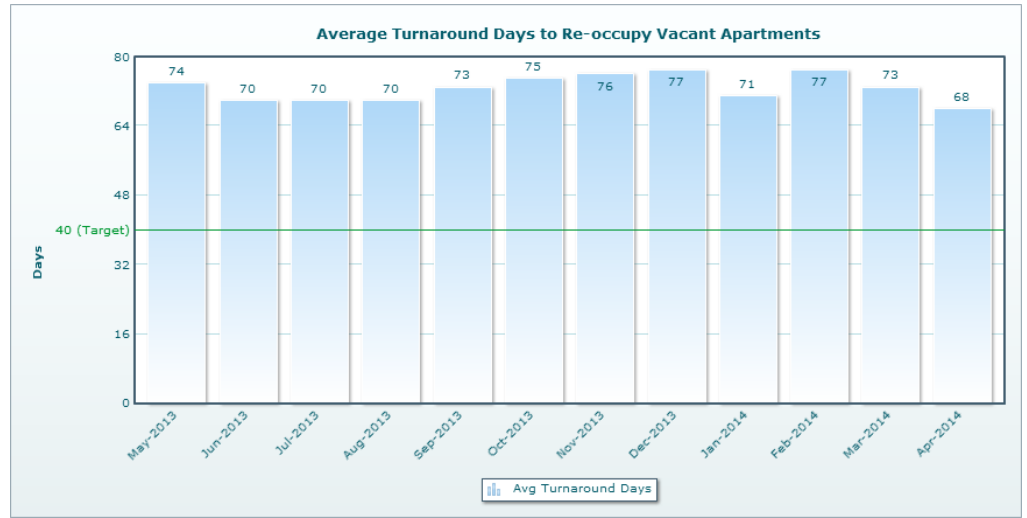


Represents the geographic distribution of the NYCHA's Section 8 residents. At present, the majority reside in the Bronx and Brooklyn.

NYCHA METRICS: Public Housing Occupied and Vacant Apartments



Represents the number of occupied and vacant apartments. NYCHA is currently at a 98% occupancy rate.



NYCHA METRICS: Service Level (Days) Performance



Service Level Performance (Days) by Trade

Trade	Prior Year	Current	Above/Below Target
BRICKLAYER	120	13	●
CARPENTER	249	51	●
ELECTRICIAN	119	9	●
EXTERMINATOR	42	4	●
GLAZIER	229	22	●
MAINTENANCE	129	4	●
PAINTER	201	53	●
PLUMBER	124	28	●
ROOFER	51	15	●
VENDOR	504	317	●

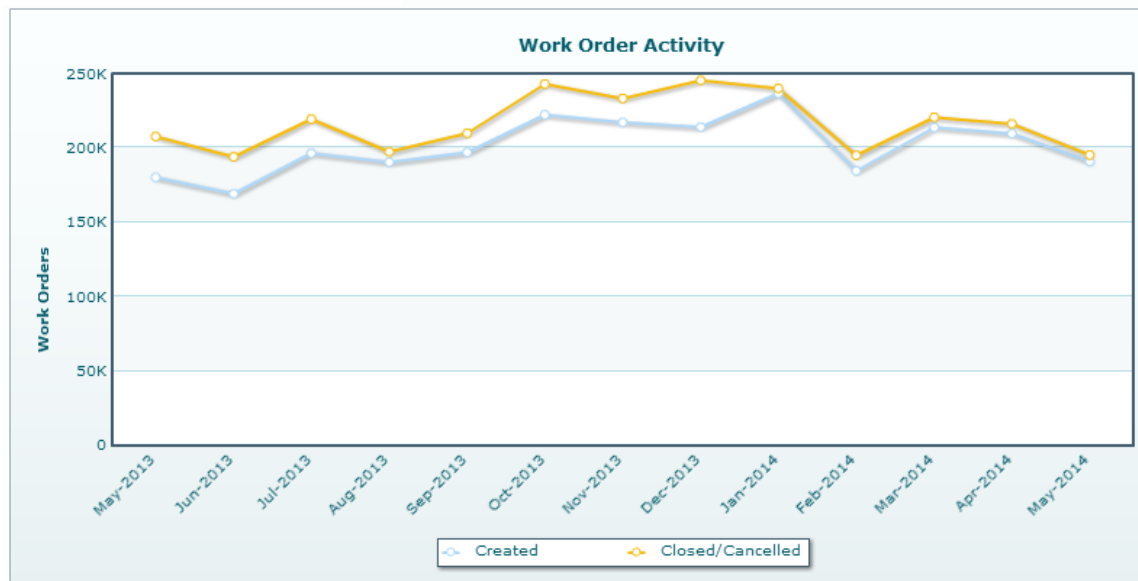
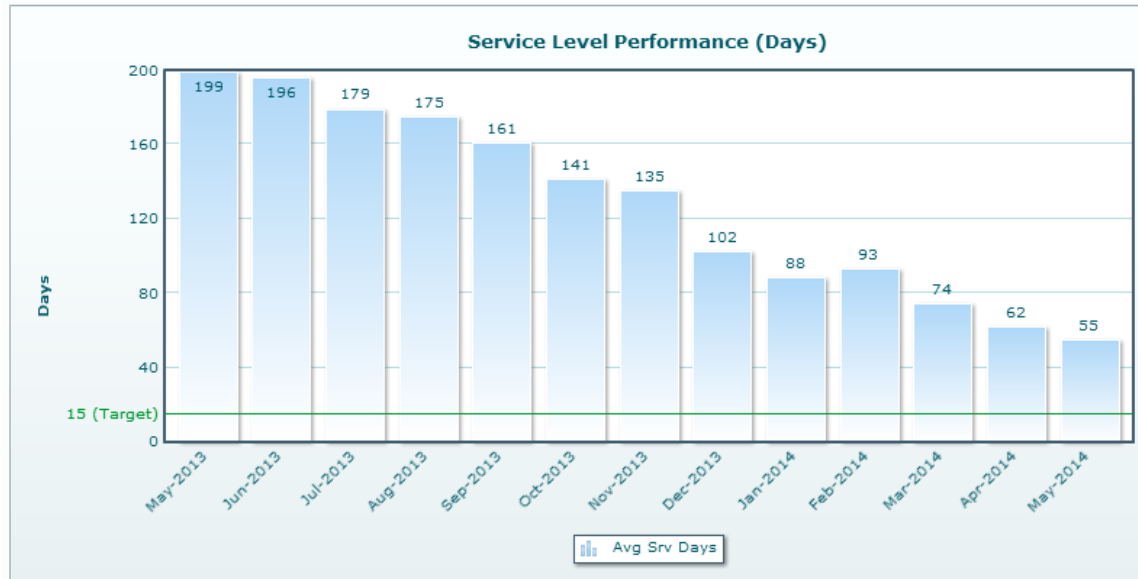
Reports NYCHA's repair requests response rate measured in days by trade area. The target for maintenance is 7 days; all others are targeted at 15 days.

Service Level Performance (Days) by Complaint Category

Category	Prior Year	Current	Trend
COMPACTOR	4	3	●
DOOR	4	7	●
INTERCOM	7	7	●
LEAKS	85	4	●
MILDEW	7	5	●
PUBLIC SPACE LIGHT	11	9	●
ROOF FAN	6	9	●

Reports NYCHA's repair requests response rate measured in days by complaint category. Currently, complaints receive response within less than 10 days and response rate has improved as compared to the same period in the previous year.

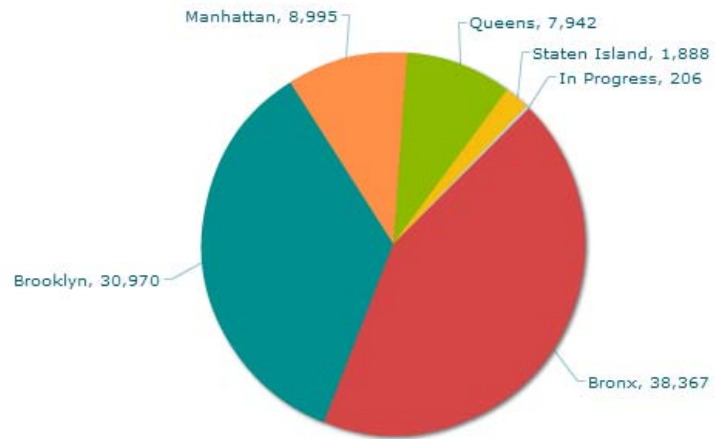
NYCHA METRICS: Public Housing Repairs



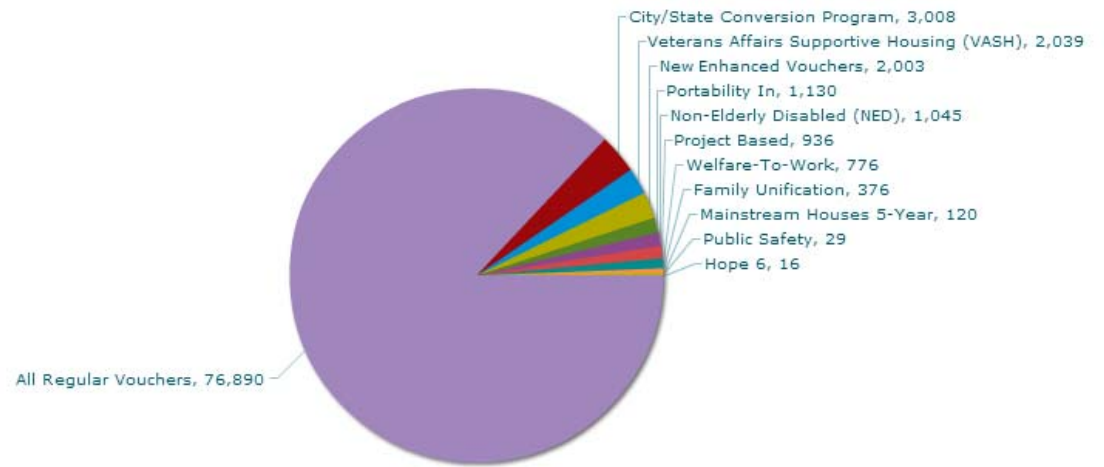
NYCHA METRICS: Leased Housing / Section 8



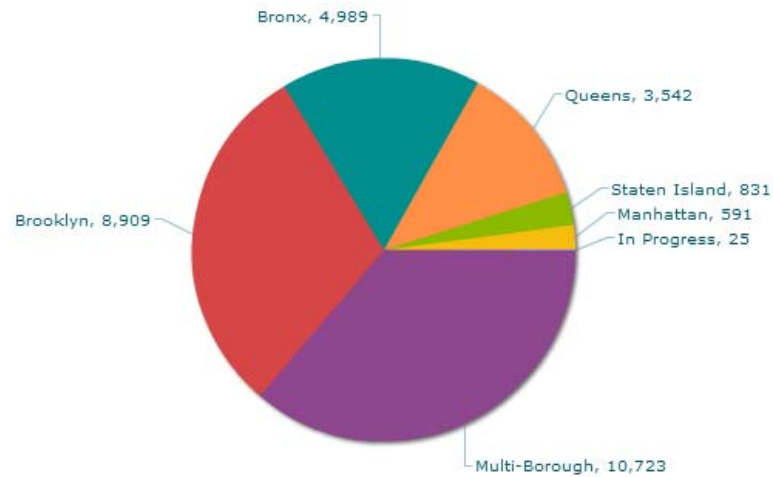
Section 8 Units Under Lease By Borough



Section 8 Units Under Lease By Voucher Type



Number of Section 8 Landlords by Borough



VASH: Section 8 Units Under Lease



NYCHA METRICS: MWBE Contracts - TYD

