



RE: New Property Management

Dear Eastchester Gardens Resident-

Wavecrest Management is pleased to inform you that effective immediately, we are the new managing agent of Eastchester Gardens. Wavecrest Management is now responsible for handling all aspects of your tenancy and building operations, including rent collection, maintenance requests, leasing, rental renewals, etc., with continued oversight from the New York City Housing Authority (NYCHA) as part of the Eastchester Gardens Permanent Affordability Commitment Together (PACT) conversion. Please review the information below and reach out to us with any questions or concerns you may have.

We are committed to working closely with you to enhance your living experience while revitalizing your home. As part of the PACT conversion, you are now a Project-Based Section 8 participant. This means that your rent will not exceed 30% of your annual gross income and many of your resident protections will remain. See enclosed Project-Based Section 8 packet for more details. To help streamline all your residential needs, we have dedicated staff on site to manage your development and address any issues that may arise pertaining to your occupancy.

Wavecrest Management brings over 40 years of experience to your community. We are confident that your assigned property management team will work diligently to accomplish our goal to enhance the quality of life for all Eastchester Gardens residents.

**Please read the below to find out where to direct your property management inquiries when contacting us.**

<u><b>EASTCHESTER GARDENS TEMPORARY MANAGEMENT OFFICE</b></u>	<u><b>EASTCHESTER GARDENS OFFICE HOURS</b></u>	<u><b>EASTCHESTER GARDENS CONTACT INFORMATION</b></u>
3020 Yates Avenue, Apartment 1F  Bronx, New York 10469	Monday to Friday   9:00AM to 5:00PM  <i>*Closed on Federal Holidays*</i>	Telephone (718)412-3720  EastchesterGardens@twmt.net

We have received a list of open maintenance requests, but please feel free to report any ongoing or unresolved issues at the provided e-mail and phone number to ensure we can promptly address them.

**If you experience an emergency, such as a water leak or lack of heat and/or hot water, during non-business hours, please call (718)692-7178.**

**In addition to calling our Eastchester Gardens management office, you may email the team member(s) of your choice directly for assistance and/or make an appointment:**

<u><b>TEAM MEMBER NAME</b></u>	<u><b>TEAM MEMBER ROLE</b></u>	<u><b>EMAIL ADDRESS</b></u>
Rosaura Collado	General Manager	RCollado@twmt.net
David Deans	Site Manager	DDeans@twmt.net
Emely Garcia	Maintenance Coordinator	EmGarcia@twmt.net
Jacqueline Gonzalez	Housing Coordinator	JGonzalez@twmt.net
Marleen Fernandez	Receptionist	MaFernandez@twmt.net

**We hope to make this transition as seamless as possible & appreciate your cooperation throughout this process!**

*If you are currently receiving assistance from the Department of Social Services, please bring a copy of this letter to your caseworker in order for them to adjust their records.*



# WELCOME TO THE PROJECT-BASED SECTION 8 PROGRAM

## An Informational Guide for PACT Residents

### Eastchester Gardens

**Permanent Affordability Commitment Together (PACT)** is a program that allows NYCHA to unlock funding to complete comprehensive repairs at your development. Because your development has been included in PACT, it is now funded by a more stable, federal program called Project-Based Section 8. This will ensure that your home remains permanently affordable and that you have the same basic rights as you had in the traditional public housing program.

### HOW PACT WORKS

PACT depends on partnerships with private and non-profit development partners. Now that your property has converted to Project-Based Section 8, NYCHA has leased the land and buildings to these partners, who will start to conduct repairs, serve as the new on-site property manager, and provide enhanced social services and community programs.



**BEFORE**



**AFTER**

*Baychester Houses before and after PACT improvements*

#### CONTACT YOUR NEW PROPERTY MANAGEMENT TEAM

3020 Yates Avenue,

Apartment 1F  
Bronx, NY 10469

(718)412-3720

[EastchesterGardens@twmt.net](mailto:EastchesterGardens@twmt.net)

#### CALL THE NYCHA CUSTOMER CONTACT CENTER

Mon- Fri, 8am- 5pm

718-707-7771

TTY #: 212-306-4845



# NYCHA's SECTION 8 PROGRAM & PACT

NYCHA's Leased Housing Department oversees NYCHA's Section 8 program. NYCHA's Leased Housing Department is the largest Section 8 administrator in the country. As a Project-Based Section 8 resident, you will remain under NYCHA oversight and continue to work with NYCHA to determine your portion of rent each year, confirm your unit continues to meet federal Housing Quality Standards (HQS), and resolve any questions you may have related to your Section 8 benefits. You will submit your interim and annual income recertifications to NYCHA's Leased Housing Department. There are multiple times during the year that NYCHA's Leased Housing Department will interact with you about your status as a Section 8 resident. **Please make sure you read and respond (if notices you receive from NYCHA's Leased Housing**

**NYCHA's Section 8 program provides rental assistance to more than 88,000 households across New York City.**

**required) to all Department.**



PACT developments are managed differently from other NYCHA developments. Going forward, your new PACT property management team will be responsible for the day-to-day operations and repairs at your development, while NYCHA will oversee the repair work of the private manager, certify your income, set your rent, manage the development waitlist, and more.

**Do you have questions about the Section 8 program?**

**Keep reading this packet to learn more about....**

- Section 8 annual recertification process and how NYCHA's Leased Housing Department will determine your rent
- Apartment inspections under "Housing Quality Standards" (HQS)
- Your rights and responsibilities as a NYCHA PACT resident
- Information on NYCHA's REES program
- How to register for NYCHA's online Self-Service Portal as a Section 8 participant
- FAQs, Resident Checklist, and Contact Information

# **WAVECREST MANAGEMENT**

## **NYCHA's Leased Housing Department & Resident Responsibilities**

In the PACT program, your development is now managed by a new team, and you have joined NYCHA's Section 8 program. There are a few changes in the roles and responsibilities between our partners, NYCHA, and you.

### **NYCHA's Leased Housing Department Responsibility:**

- Explain the rules and regulations of the Project-Based Section 8 Program
- Conduct an annual review of your household's income and composition
- Respond to tenant questions about rent, reasonable accommodation, and portability
- Pay the Section 8 subsidy portion of the rent to your new property manager: Wavecrest Management
- Ensure all units meet Housing Quality Standards (HQS) by conducting regular apartment and building inspections

### **Section 8 Resident Responsibility:**

- Pay your share of the rent to Wavecrest Management. This is the amount that was on your welcome letter from NYCHA's Leased Housing Department
- Follow the terms of your PACT lease agreement
- Complete annual recertifications on time and report changes in income, assets, and family composition to NYCHA's Leased Housing Department
- Your apartment will be required to pass a Housing Quality Standards (HQS) inspection conducted periodically by NYCHA Leased Housing Department inspectors. The HQS inspection ensures that your apartment meets the basic standards for safe and clean conditions required by HUD. You will need to allow access to your unit for required inspections
- Allow Wavecrest Management access to your apartment to complete repairs
- Submit work order requests to: SightPlan

### **Wavecrest Management Responsibility:**

- Comply with the terms of the lease
- Maintain all apartments and buildings according to Housing Quality Standards (HQS)
- Respond to tenant requests for repairs in apartments and public spaces, and make repairs in a timely fashion
- Follow the required processes for tenant grievances
- Collect the tenant share portion of the rent
- Adjust tenant's portion of the rent as determined by NYCHA's Leased Housing Department

# Annual & Interim Recertification of Income



**LOG ON TO NYCHA'S  
SELF-SERVICE PORTAL AT:**  
**<http://selfserve.nycha.info/nycha>**  
**to complete your annual or  
interim recertification.**

Similar to your annual review as a public housing resident, Section 8 requires you to complete an annual recertification of your income. This allows NYCHA to ensure you are paying the correct amount of rent. You may also request an interim recertification if you have a change in income or household composition before your annual recertification. You will complete your recertification with NYCHA's Leased Housing Department.

- Annual recertifications are **completed online using NYCHA's Self-Service Portal**. Tenants may request a paper annual recertification as a reasonable accommodation.
- NYCHA's Leased Housing Department will notify you of the date of your next annual recertification. It may not be the same date as your public housing annual review.
- To complete your annual recertification, you must submit an Affidavit of Income for every household member and a Third-Party Verification-Consent to Release Information form for all household members 18 years of age or older. Tenants must also submit supporting documentation, such as paystubs, bank statements, and other information.
- **NYCHA's Leased Housing Department will verify all information and adjust the amount of rent that the tenant is required to pay.** The tenant portion of rent is based on adjusted gross household income, which is gross income minus any allowable deductions.
- NYCHA's Leased Housing Department will issue a Voucher Change Notification that explains your new portion of the rent. Both you and your new property manager will be notified of the change.
- Changes in family composition, income, assets, and/or expenses must be reported to NYCHA's Leased Housing Department within 30 days of the change. You can report these changes by submitting an interim recertification request on NYCHA's Self-Service Portal.

## Tenant Portion of Rent

In the Project-Based Section 8 Program, households pay 30% of their adjusted gross income toward rent (the “tenant portion”). You will pay your share of rent to your new PACT Property Manager – **not NYCHA**. Any changes in income or family composition should be communicated directly to NYCHA’s Leased Housing Department, as changes in your household composition can impact your portion of rent.

If 30% of your adjusted gross household income is less than the total rent for the apartment, NYCHA will pay the remaining balance. The rent that the Section 8 tenant pays is called the “tenant portion.” The amount that NYCHA pays is called the “housing assistance payment” (HAP) or the “subsidy portion.” Both the tenant and NYCHA pay their portion of the rent to the PACT Property Manager. For example:

30% of adjusted household income (“tenant portion”): \$400		
	+	=
NYCHA “HAP” payment: \$1,000		
		Total contract rent for apartment: \$1,400

Following conversion to Project-Based Section 8, you will continue to pay your public housing rent share until your first Section 8 annual or interim recertification.

### Rent Phase-In Under PACT

If, at PACT conversion, you were not paying 30% of your household’s income towards rent, then after conversion your household may be eligible for a gradual phase-in of the increase of your tenant portion rent. This allows NYCHA to gradually increase your rent over five years, or until the rent payment is equal to 30% of your household’s income.

Only households whose rent would increase by more than \$25 a month or 10% of their current rent (whichever is greater) are eligible for this phase-in. Households can be determined eligible for the rent phase-in at their first interim or annual recertification after the conversion.



# Housing Quality Standards (HQS) Inspections

## Housing Quality Standards

Housing Quality Standards (HQS) are the minimum standards that all units must meet for NYCHA to pay the subsidy portion of your rent to the PACT Property Manager. NYCHA's Leased Housing Department will inspect your unit periodically after PACT conversion. If you feel essential repairs are not being made in your unit, please call NYCHA's Customer Contact Center at (718) 707-7771 to request a special inspection, and NYCHA's Leased Housing Department will send out an inspector to inspect your unit.

For all HQS inspections, tenants must provide NYCHA Leased Housing Department inspectors access to their units. At least one household member (18 years of age or older) must always be present. Tenants must allow the property management team access to their units for required repairs. Failure to comply with NYCHA Leased Housing Department's HQS inspection and repair policies could result in the suspension of monthly subsidy payments and the termination of your Section 8 benefits.

## Tenant-Caused Damages

NYCHA's Leased Housing Department considers damage to an apartment in excess of normal wear and tear to be a "tenant-caused" violation which may result in subsidy termination. Households should make every effort to address tenant-caused violations immediately to maintain their voucher eligibility.

### Examples of common avoidable tenant-caused HQS violations include:

- Not maintaining or changing batteries in carbon monoxide/smoke detectors
- Poor housing keeping, including greasy stoves that could cause fires
- Blocked doors or fire escapes or removal of window guards
- Installing double cylinder locks
- Installing a dryer



*A renovated courtyard and kitchen at Betances, a recently completed PACT project*

# Resident Rights & Responsibilities

Residents who convert to the Project-Based Section 8 Program through PACT maintain their rights and protections. An overview of these protections is below, but you can also find more information on NYCHA's PACT webpage: [on.nyc.gov/nycha-pact](https://on.nyc.gov/nycha-pact)

## RESIDENT RIGHTS AFTER CONVERSION... RESIDENT RESPONSIBILITIES...

When you transition to the Section 8 program, you will continue to pay 30% of your adjusted gross household income towards rent.\*

You will now pay your rent to your new property manager.

If your income changes, you must file an interim recertification with NYCHA's Leased Housing Department.

You must complete your annual recertification with NYCHA's Leased Housing Department.

You have the right to organize, and your resident association will continue to receive funding.

Get involved with your resident association, or form one if one does not exist!

You have the right to renew your lease.

As part of the PACT conversion, you should have signed a new PACT lease with your new property manager. This will automatically renew every year.

You have the right to remain in (or return to) your apartment during construction.

If you require a reasonable accommodation because of a disability or health concerns during construction, you will need to contact your new property management team.

You can add relatives to your Section 8 household.

Confirm all members of your household are listed as part of your Section 8 household on your lease and PBV tenancy addendum.

Relatives on your Section 8 household with permanent permission will have succession rights.

You can apply to add family members online through NYCHA's Self-Service Portal.

You have the right to grievance hearings.

Attend a resident meeting to learn more about how grievance hearings are conducted under the Section 8 program.

*\*Exceptions may apply to households who pay flat rent, are current tenant-based Section 8 participants, or a mixed family, as defined by HUD.*



# Common Tenancy Situations

## Rightsizing

If you are in an apartment that is too big or too small for your household size, you will be required to move to an appropriately sized apartment within your development when one becomes available. If you fail to move to an appropriate-size unit, then your Section 8 subsidy may be terminated.



## Choice Mobility Voucher

After one year of occupancy under PACT, Section 8 tenants may request a transfer voucher to move out of the PACT development. Based on funding availability, NYCHA's Leased Housing Department can issue a tenant-based voucher for any eligible PACT household to lease a new unit on the private rental market in or outside of New York City.



## Portability

If you wish to move outside of New York City, you can transfer with a Section 8 tenant-based voucher to another housing agency that administers a Section 8 program. This process is called "porting out." To request a port-out transfer, log on to the NYCHA's Self-Service Portal and submit a Portability Transfer Request.

## Emergency Transfers

You may request an emergency transfer **at any time** for circumstances such as domestic violence or reasonable accommodation. The Violence Against Women Act (VAWA) is a federal law protecting victims of domestic violence, dating violence, sexual assault, and stalking from being evicted just because they are victims. **A person seeking protection under VAWA should request an emergency transfer by calling NYCHA's Customer Contact Center or going to one of NYCHA's Walk-In Centers.**

**CONTACT THE  
NYCHA CUSTOMER  
CONTACT CENTER:**

**718-707-7771**

## Reasonable Accommodation

If you or a member of your household has a disability or medical condition, you may request a reasonable accommodation, such as a larger voucher size or an alternative form of communication for the blind, visually impaired, deaf, or hearing impaired.

A request can be submitted at a NYCHA Walk-In Center or by mail, using the Disability Status and Notice of Reasonable Accommodation form or a letter. Requests can also be submitted by phone or online via NYCHA's Self-Service Portal. In most cases, medical documentation is required to support the request.

# Housing Retention, Grievances, and Termination of Tenancy

## Retention Efforts

Retention guidelines, followed by all PACT partners, require property managers to conduct proactive outreach to households who have rental arrears or when a resident is in breach of their lease. During this outreach, property managers must provide all residents with resources and support to address arrears or resolve breaches of their lease. PACT partners report on outreach efforts to NYCHA monthly.

**Social service providers are critical partners** in all eviction prevention outreach efforts and are utilized as a trusted, neutral party to share sensitive information and to connect residents with appropriate resources.

## Grievances and Termination of Tenancy

Tenants who were Public Housing participants at the time of the conversion will retain their grievance and termination of tenancy rights when they become a Section 8 program participant. However, the parties handling the process will change. A summary of who is involved in each process is in the chart below.

	NYCHA	NEW PROPERTY MANAGER	SOCIAL SERVICE PROVIDER	RESIDENT
<b>PRE-EVICTION OUTREACH</b>		X	X	
<b>EVICTION NOTICE</b>		X		X
<b>INFORMAL GRIEVANCE CONFERENCE</b>	X	X		X
<b>HEARING: RENT DETERMINATION OR TERMINATION OF SECTION 8 ASSISTANCE</b>	X			X
<b>HEARING: LEASE VIOLATIONS</b>		X		X
<b>TERMINATION OF LEASE</b>		X		X
<b>SELF-TERMINATION OF ASSISTANCE</b>				X

For additional details on your grievance and termination rights, refer to NYCHA's Housing Choice Voucher Program Administrative Plan at [www.nyc.gov/nycha/section8](http://www.nyc.gov/nycha/section8)

# Family Self-Sufficiency Program & Section 3 Job Opportunities

The Family Self-Sufficiency (FSS) program provides opportunities for Section 8 households to reach savings goals by offering a savings account that grows as your earned income increases. NYCHA's Office of Resident Economic Empowerment & Sustainability (REES) manages the FSS program.

Once a participant joins the FSS program, they are required to attend at least one session with an approved financial literacy counselor. In addition to education, career counseling, job training, and money management, an escrow account managed by NYCHA is set up for participants. The account grows as their household income increases; once participants graduate, they receive the money to help advance their personal goals. Graduates have used their savings for down payments on homes, higher education, and to start businesses. Upon completion of the goals set by participants in the program, FSS members are eligible to receive their accumulated savings.

Participants also have the opportunity to engage in employment and career advancement, adult education and vocational training, financial empowerment, and business development through NYCHA's REES office.

## Section 3 Job Opportunities

**PACT requires economic opportunities generated by the conversion to be directed to public housing residents through a federal program called Section 3.**

PACT partners will provide residents with long-term employment prospects, job training, and opportunities for resident-owned businesses.

Contact your REES Zone Coordinator to learn about Section 3 and PACT employment opportunities.

**Call for more info  
about FSS:  
718-289-8100**

**or visit:  
[on.nyc.gov/FSS](https://on.nyc.gov/FSS)**

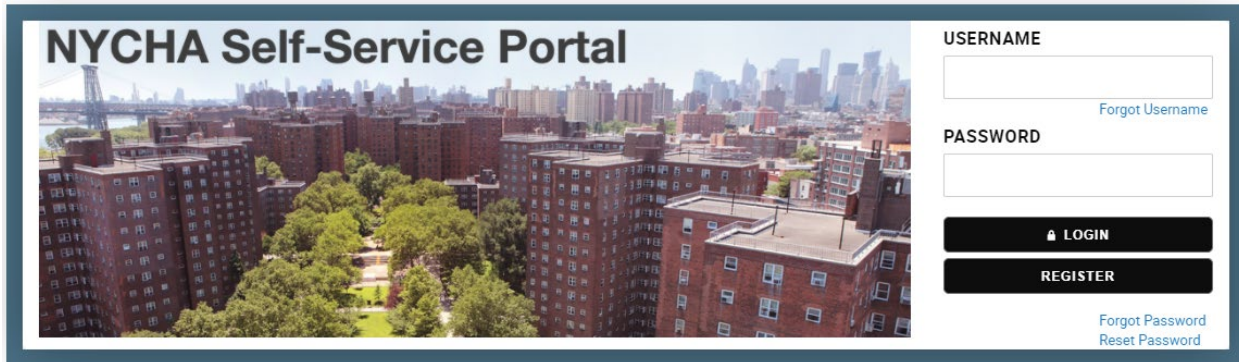
**or email:  
[nychafss@nycha.nyc.gov](mailto:nychafss@nycha.nyc.gov)**



# Register for NYCHA's Self-Service Portal




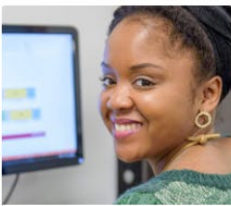

The easiest way to view, communicate, or request changes in your Section 8 benefits is through the Self-Service Portal, located at <http://selfserve.nycha.info>.

You will need to register for online access the first time you log in. Click “**Register for Online Access**” and follow the steps to register. You will need an email address in order to register.



The screenshot shows the NYCHA Self-Service Portal interface. On the left is a large image of a city skyline with a bridge. On the right is a login and registration form. The form has fields for USERNAME and PASSWORD, each with a 'Forgot' link below it. There are buttons for LOGIN and REGISTER. At the bottom right, there are links for 'Forgot Password' and 'Reset Password'.

## NYCHA Self-Service Program & Initiatives

 <p><b>Public Housing</b></p> <p>If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Section 8</b></p> <p>This program provides assistance to eligible low-and moderate-income families to rent housing in the private market.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Agency</b></p> <p>NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Opportunity Connect</b></p> <p>If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Applicants</b></p> <p>This online application will walk you through the information NYCHA needs to place you on the waiting list.</p> <p><a href="#">LEARN MORE</a></p>
--	---	---	---	---

**If you have questions about how to register,  
call the Customer Contact Center:**

**718-707-7771**





# PACT Frequently Asked Questions (FAQ)

## How will rent be determined? Will my rent increase?

Please see pages 4 and 5 of this packet.

## What if I need to add people or pets onto my lease?

If you need to add an individual to your Section 8 household, please submit an interim recertification request to NYCHA through the online Self-Service Portal or call the Customer Contact Center to request the interim recertification form.

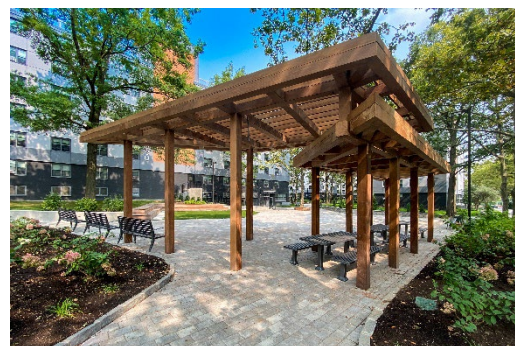
If you need to register a pet, please visit your PACT management office.

## Will I need to move or relocate during construction?

In many cases, renovations will be completed while you remain in your home. However, depending on the severity of repairs and renovations needed or due to health concerns, residents will be assisted with temporary moves. You will have the right to return to your original apartment as soon as construction is completed.

## Will I be required to move to a larger or smaller apartment?

NYCHA's Leased Housing Department will determine which households are overcrowded, or over-housed, based on the number of people listed on your lease. If your household has too many people or too many bedrooms for your household size, you will need to move to an appropriate-sized unit when one becomes available at your development.





# Preparing for PACT Conversion

Residents can use the following checklist to make sure your household remains an active household in NYCHA's project-based Section 8 program:

- ☐ **I have created a NYCHA Self-Service Portal account to confirm my household members and ensure I am able submit my annual recertification online**
- ☐ **I have identified who my new property manager is, and I know where and how to pay my rent**
- ☐ **I have confirmed my “tenant portion” of rent by logging onto my Self-Service account or by reviewing the noticed I received in the mail from NYCHA's Leased Housing Department**
- ☐ **I have addressed any tenant-caused damages in my apartment**
- ☐ **I have added all family members residing in my apartment to my household**
- ☐ **I have called the NYCHA REES office to learn more about Section 3 job opportunities and the Family Self-Sufficiency Program**

## IMPORTANT CONTACTS:

### NYCHA CONTACTS

**CALL THE NYCHA  
CUSTOMER CONTACT  
CENTER**

Mon- Fri, 8am- 5pm

718-707-7771

TTY #: 212-306-4845

**LOG IN TO NYCHA's  
SELF-SERVICE PORTAL**

[www.nyc.gov/nycha/section8](http://www.nyc.gov/nycha/section8)

<http://selfserve.nycha.info>

### Wavecrest Management

**CONTACT YOUR NEW  
PROPERTY MANAGEMENT  
TEAM**

(718)412-3720

OR

EastchesterGardens@twmt.net

**SUBMIT WORK ORDER AND  
PAY RENT VIA**

[www.WavecrestManagement.com](http://www.WavecrestManagement.com)



Dear Resident of Eastchester Gardens,

As part of the Permanent Affordability Commitment Together (PACT) conversion, Wavecrest Management is will become responsible for handling all aspects of your tenancy and building operations, including rent collection, lease renewals, and maintenance requests, with continued oversight from the New York City Housing Authority (NYCHA). Under PACT, you will become a Project-Based Section 8 participant. This means that your rent will not exceed 30% of your annual gross income and your Section 8 lease will ensure continuity of your current resident protections.

Once the conversion takes place, you will receive a letter stating this – until then, please continue to pay your rent and submit any maintenance / repair requests to NYCHA. In preparation for the conversion, we encourage you to review the below to learn about the multiple ways you will be able to pay your rent with the team at Wavecrest Management.

### **HOW TO PAY YOUR RENT AFTER THE PACT TRANSITION (CONVERSION)**

#### **PAYMENT OPTIONS**

1. **MAIL:** Mail a check or money order or use your banks online bill-pay feature and address your rent payments to:

**EGC Master Tenant LLC  
87-14 116th Street  
Richmond Hill, NY 11418**

2. **DROP IT OFF:** Bring a check or money order to the **Wavecrest Management Office** located at:

**3020 Yates Avenue, Apartment 1F, Bronx, New York 10469  
Monday to Friday; 9:00 AM to 5:00 PM**

3. **PAY ONLINE:** After the PACT Conversion, you can pay rent online by making a one-time or recurring payments with your bank account (routing number required) or any major debit card / e-check from a bank account. There is no fee for using this option; however, it is important to note that credit cards are NOT an accepted form of payment.  
To register to pay your rent online, follow these steps:
  - **Using a computer, smartphone, or tablet, visit <https://WavecrestManagement.com/>**
  - **Click or Tap “Pay Your Rent” to access the resident portal**
  - **Click or Tap on the “Register” link located on the upper right corner of the login box**
  - **Connect your unit using the account number and registration number printed on your first rent bill**
  - **Set up Automatic Payments or click Pay Now to make a one-time payment**
  - **CASH PAYMENTS WILL NOT BE ACCEPTED.**

If you have questions about how to pay rent, please contact us.

Residents may email us at [EastchesterGardens@twmt.net](mailto:EastchesterGardens@twmt.net), call (718)412-3720, or visit the Property Management Office (3020 Yates Avenue, Apartment 1F); Monday to Friday from 9:00 AM – 5:00 PM

For help with the Resident Portal, residents may email [Portal@twmt.net](mailto:Portal@twmt.net) or call (718)463-1200; extension: 7994



Dear Eastchester Gardens Resident:

Please read the below to find out where to direct your property management inquiries when contacting us.

<b><u>EASTCHESTER GARDENS TEMPORARY MANAGEMENT OFFICE</u></b> 3020 Yates Avenue, Apartment 1F Bronx, New York 10469	<b><u>EASTCHESTER GARDENS OFFICE HOURS</u></b> Monday to Friday   9:00AM to 5:00PM <i>*Closed on Federal Holidays*</i>	<b><u>EASTCHESTER GARDENS CONTACT INFORMATION</u></b> Telephone (718)412-3720 EastchesterGardens@twmt.net
---	--	---

**Below is a directory of the team members located at the Eastchester Gardens Management office.  
In addition to calling (718)412-3720, you may email the team member(s) of your choice directly for assistance and/or make an appointment:**

<b><u>TEAM MEMBER NAME</u></b>	<b><u>TEAM MEMBER ROLE</u></b>	<b><u>EMAIL ADDRESS</u></b>
Rosaura Collado	General Manager	RCollado@twmt.net
David Deans	Site Manager	DDeans@twmt.net
Emely Garcia	Maintenance Coordinator	EmGarcia@twmt.net
Jacqueline Gonzalez	Housing Coordinator	JGonzalez@twmt.net
Marleen Fernandez	Receptionist	MaFernandez@twmt.net

***If you experience an emergency (such as a water leak or lack of heat / hot water) during non-business hours, please call (718)692-7178.***

Eastchester Gardens residents may also contact the Wavecrest team at large to assist with inquiries related to your home. Our main office is located at:

87-14 116<sup>th</sup> Street

Richmond Hill, New York 11418

*Transit: Accessible via Subway – J/Z to 111<sup>th</sup> Street or 121<sup>st</sup> Street, Bus – Q10, Q37, Q55, Q56*

**Simply call (718) 463-1200 and follow the prompts or send an email directly to the department of your choice.**

<b>DEPARTMENT</b>	<b>DEPARTMENT EMAIL ADDRESS</b>	<b>PROMPT   EXTENSION</b>
Accounts Receivable (Rental Account Charges, Rent Payment, etc.)	Charges@twmt.net	Option “8”   7994
Household Composition Letter	Composition@twmt.net	N/A
Legal (Court Notices, Payment Plan, etc.)	Legal@twmt.net	Option “7”   7998
Maintenance & Repairs (Building & Apartment Repair Request)	Repairs@twmt.net	Option “5”   7501
Reasonable Accommodation	ReasonableAccommodation@twmt.net	3732 (Voicemail Only)
Resident Online Portal	Portal@twmt.net	Option “8”   7994
Section 8	Section8@twmt.net	7997

**Wavecrest Management at Eastchester Gardens**

EastchesterGardens@twmt.net • (718)412-3720 • www.WavecrestManagement.com

Eastchester Gardens PACT Website: www.EastchesterPACT.com