

# PACT Program Overview

## Marcus Garvey Houses

November 19, 2025

Photo: Google Maps



**REAL ESTATE DEVELOPMENT**  
REINVEST - RESTORE - REBUILD



# WHY ARE WE HERE?

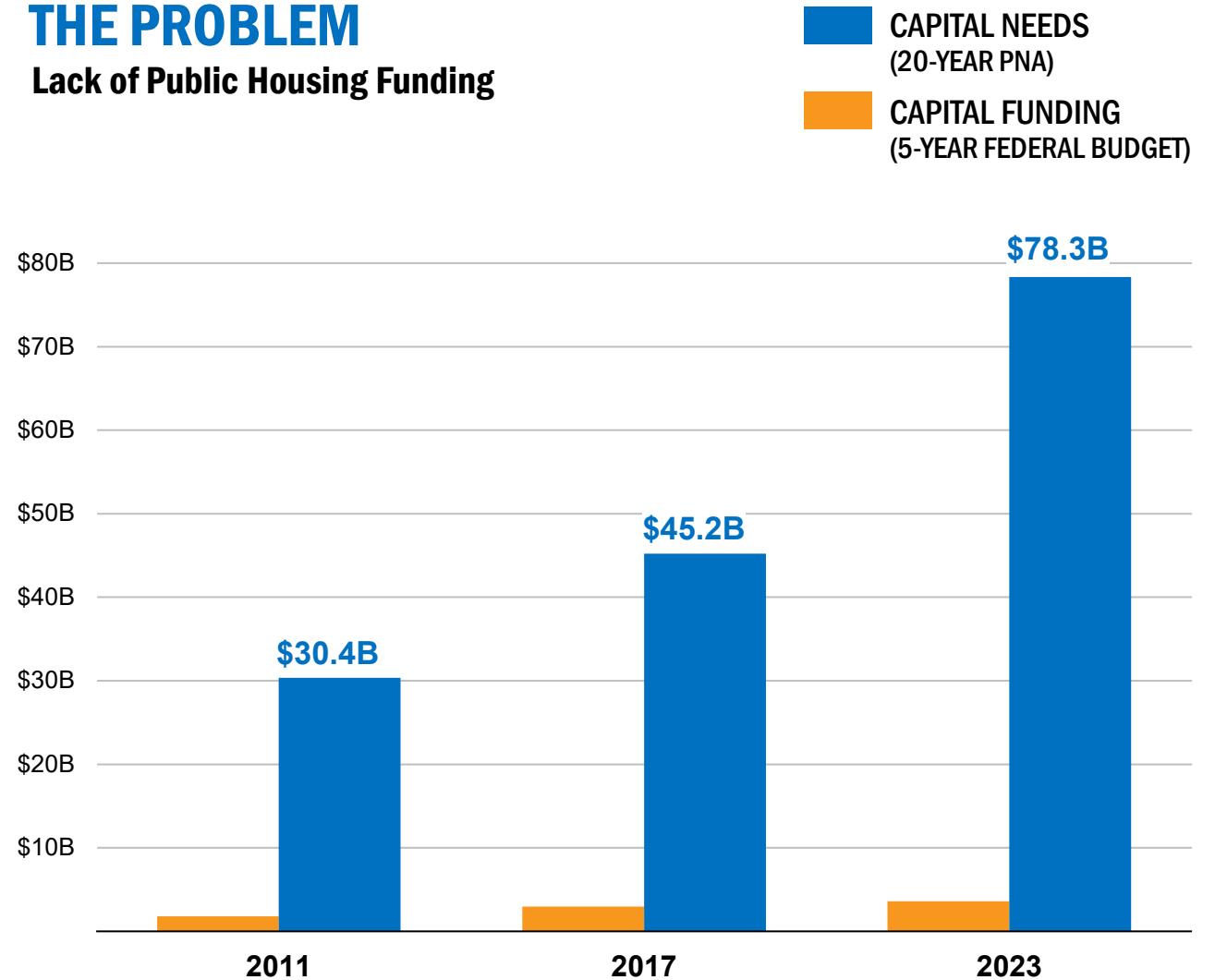
The last several decades have seen a rise in capital needs at NYCHA developments.

Federal funding through the Section 9 program cannot meet the needs that this development faces.

NYCHA needs \$78.3 billion to fully modernize its housing, but the federal government has provided only a fraction of the funding needed.

## THE PROBLEM

### Lack of Public Housing Funding

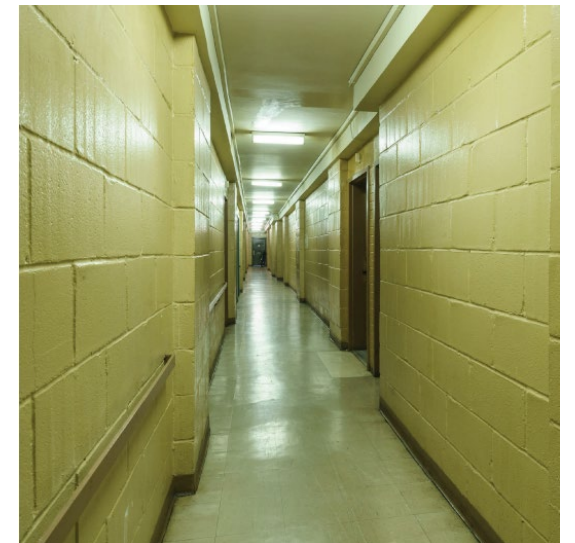
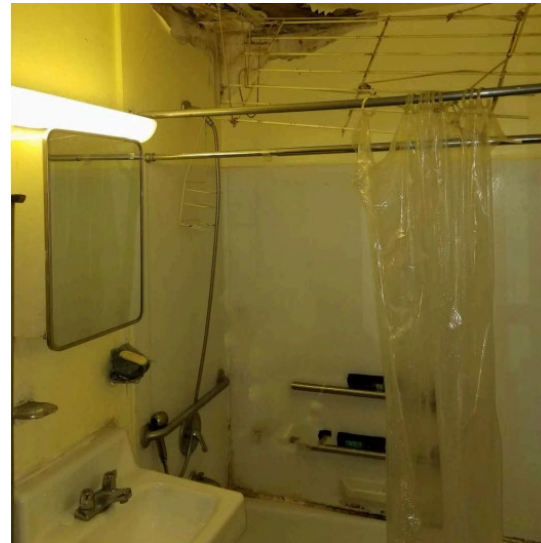


# WHY ARE WE HERE?

NYCHA has a responsibility to maintain our buildings and ensure the health, safety and welfare of our residents.

Due to years of disinvestment, we know that NYCHA residents regularly face longstanding issues such as mold, leaks, issues with heat and hot water, and more.

We have determined that PACT is the best way to ensure that your community is preserved and your homes are safe, healthy, and affordable.



Photos show NYCHA developments before PACT conversion.



# MARCUS GARVEY HOUSES QUICK FACTS



**814**  
Residents

**320**  
Apartments

**4**  
Buildings

**2**  
Boilers

**6**  
Elevators

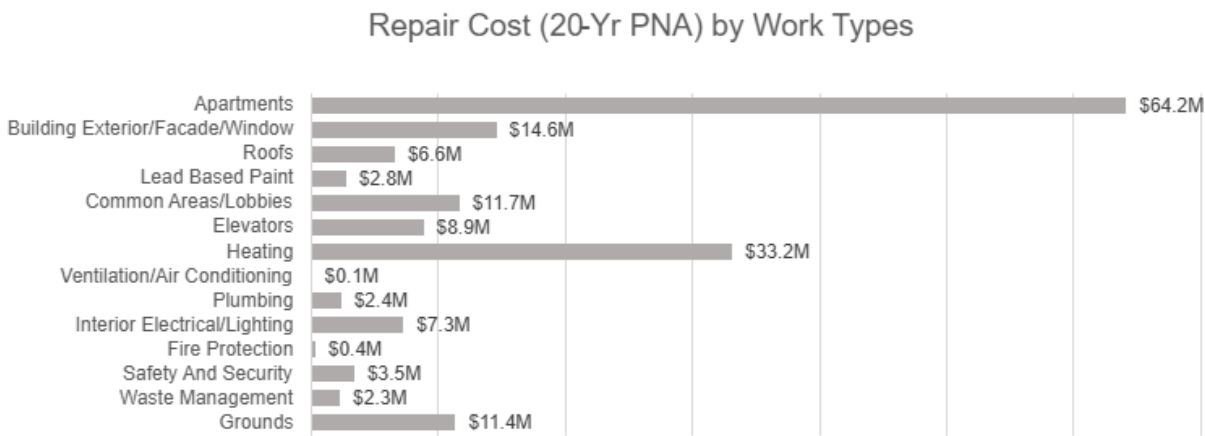
- Completed in 1975
- 2 Community Spaces
- 1 Senior Building





# MAJOR REPAIR NEEDS

Total Repairs Needed at Marcus Garvey Houses (20-Year Period): **\$170 million**



**3.6**  
elevator  
outages  
per  
month

**440**  
open  
work  
orders

**\$528K**  
of repairs  
needed over  
the next 20  
years per  
unit



1440 East New York Avenue

\*Data reflects 20-year physical needs assessment (2023)



# WHAT IS PACT?

- Through PACT, developments are included in HUD's Rental Assistance Demonstration (RAD) and transition to a more stable, federally funded program called Project-Based Section 8.
- PACT unlocks funding to complete comprehensive repairs, while keeping homes permanently affordable and preserving resident rights and protections.



**Baychester:** Outdoor gathering space



**Independence:** Renovated lobby



**Williamsburg:** New windows

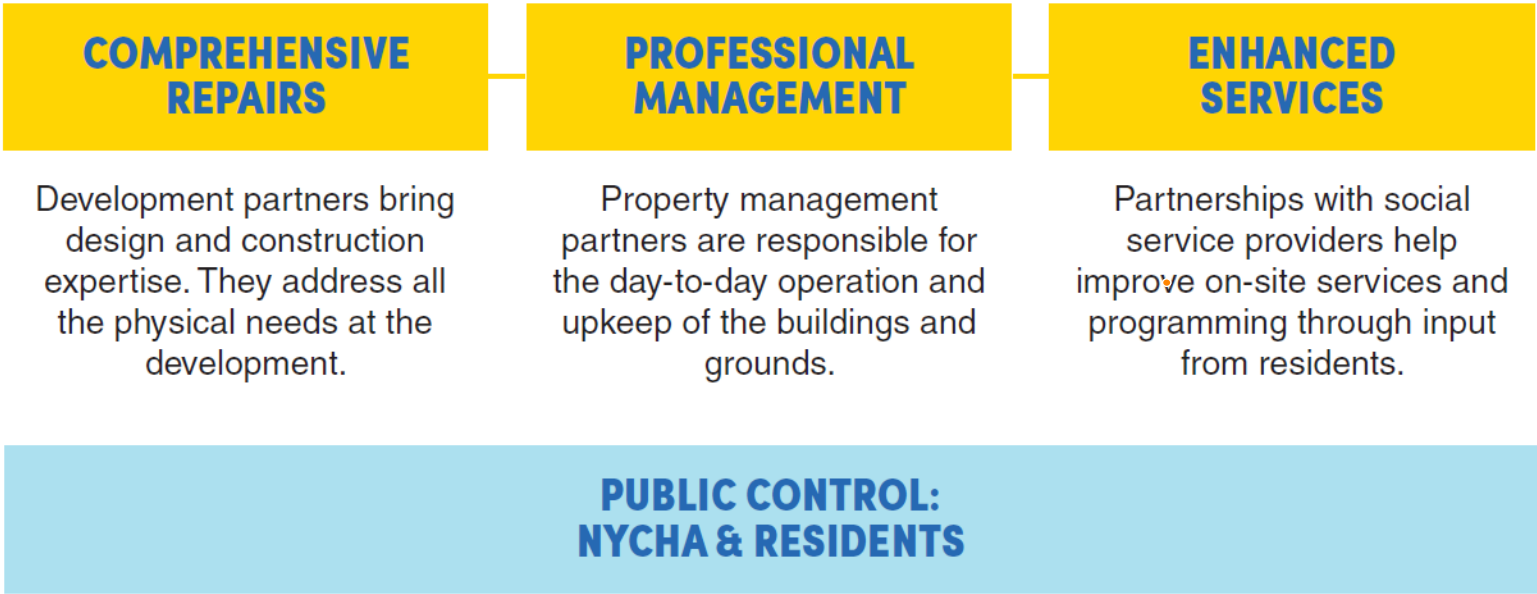


**Boston Road Plaza:** Fully upgraded kitchen



# HOW PACT WORKS

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



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



Independence



Ocean Bay (Bayside)

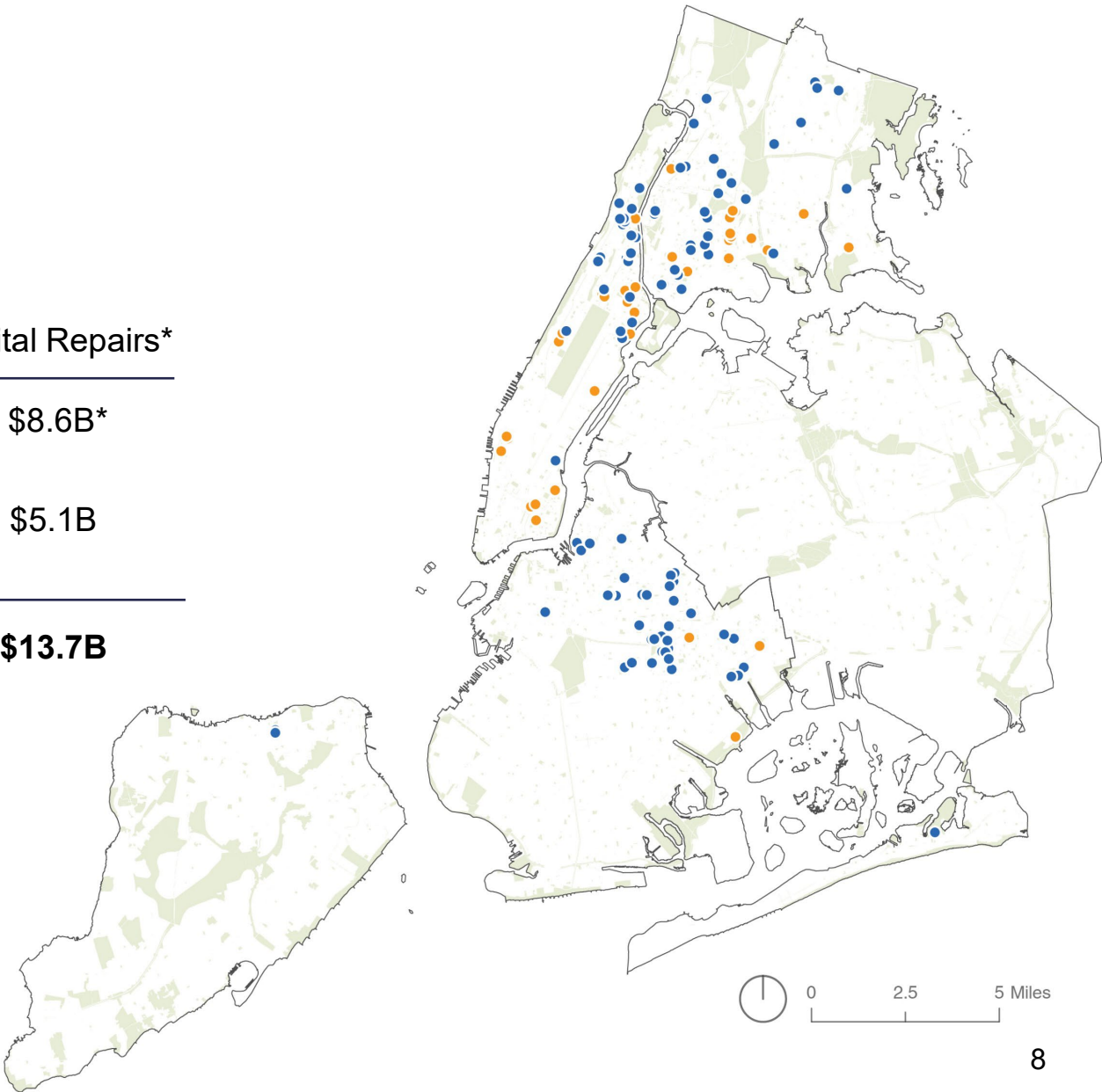


# PACT PROJECTS

Over \$8.6 billion in capital repairs already completed or underway.

	# Developments	# Units	Capital Repairs*
● Construction in Progress or Complete	108	28,580	\$8.6B*
● Planning and Resident Engagement	38	10,793	\$5.1B
<b>Total</b>	<b>146</b>	<b>39,373</b>	<b>\$13.7B</b>

\* Capital Repairs for PACT projects that are complete or under construction reflect the combined hard and soft costs. For PACT projects in the planning and resident engagement phase, we use the 20-Year PNA (2023) as an estimate.





# PACT INVESTMENTS: SITES AND GROUNDS

## **Baychester**

New playground with water fountain



**Williamsburg**: New basketball court



**Williamsburg**: Community gardens



# PACT INVESTMENTS: BUILDING SYSTEMS AND INFRASTRUCTURE





# PACT INVESTMENTS: BUILDINGS AND COMMON AREAS

## Independence

Upgraded building entrance



## Weeksville: Upgraded vestibule



## Independence: New mailboxes



## Twin Parks West: Renovated laundry room





# PACT INVESTMENTS: SECURITY

**Independence**  
New security booth



**Williamsburg**: 24/7 Security cameras



**Independence**: New access control panels



**Williamsburg**: New key fob system

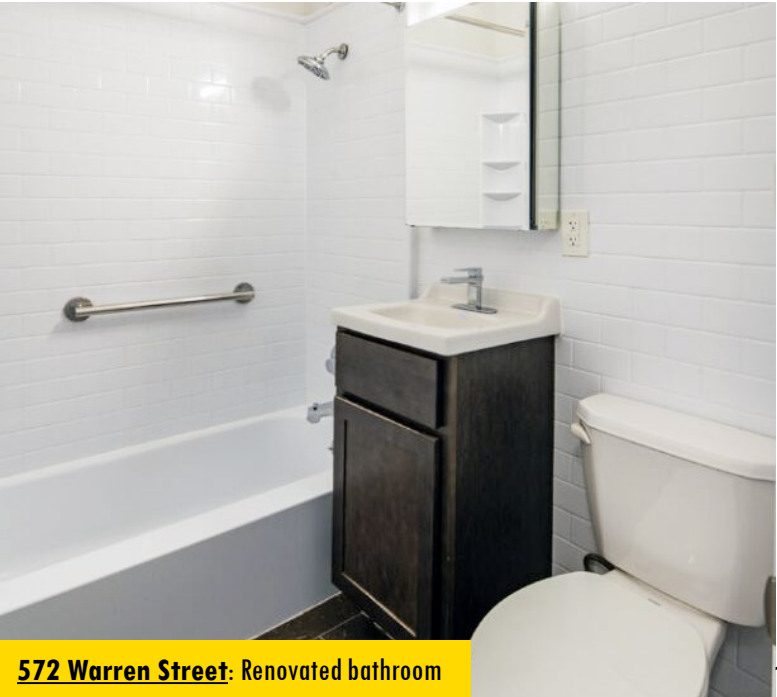


# PACT INVESTMENTS: APARTMENTS

**Independence**  
Fully upgraded kitchen



**Williamsburg:** Renovated living room



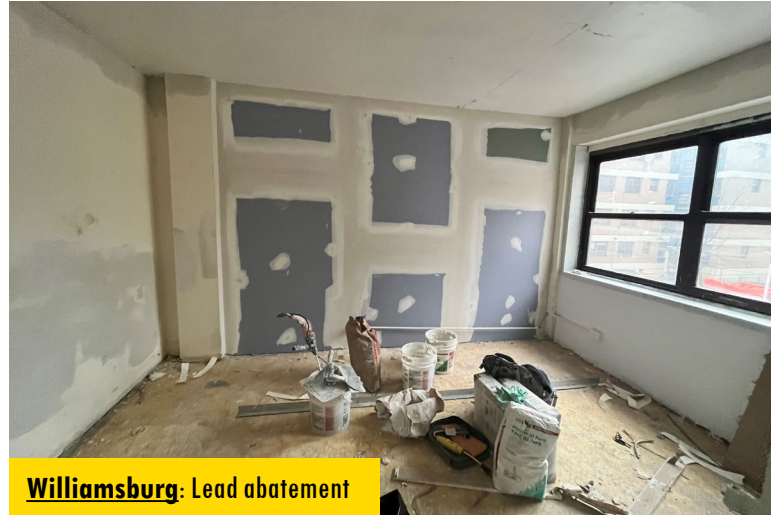
**572 Warren Street:** Renovated bathroom



# PACT INVESTMENT: **HEALTH AND SAFETY**

## **Williamsburg**

New plumbing and electrical wiring



**Williamsburg: Lead abatement**



**Harlem River: Lead abatement**



# ENHANCED MANAGEMENT

**PACT property managers are highly responsive, completing work orders in a timely manner.**

**87%**  
completed  
on time

From August 2024 to July 2025:

**PACT property managers completed at least 99% of work orders, with 87% of repairs finished on time.**

- **Elevator outages** must be resolved within 4 hours.\*
- **Heat outages** must be resolved within 8 hours.\*
- **Emergency leaks** must be addressed within 2 days.
- **Mold issues** must be addressed within a month.
- **Rat infestations** must be treated within 2 business days.
- **Other pest issues** must be treated within 7 days.

\* Elevator outages resulting in no service must be resolved within 4 hours; Elevator outages that do not result in a no-service condition must be resolved within 10 hours.

\* Building-level heating outage must be resolved within 8 hours. Unit-level heating outage must be resolved within 24 hours.

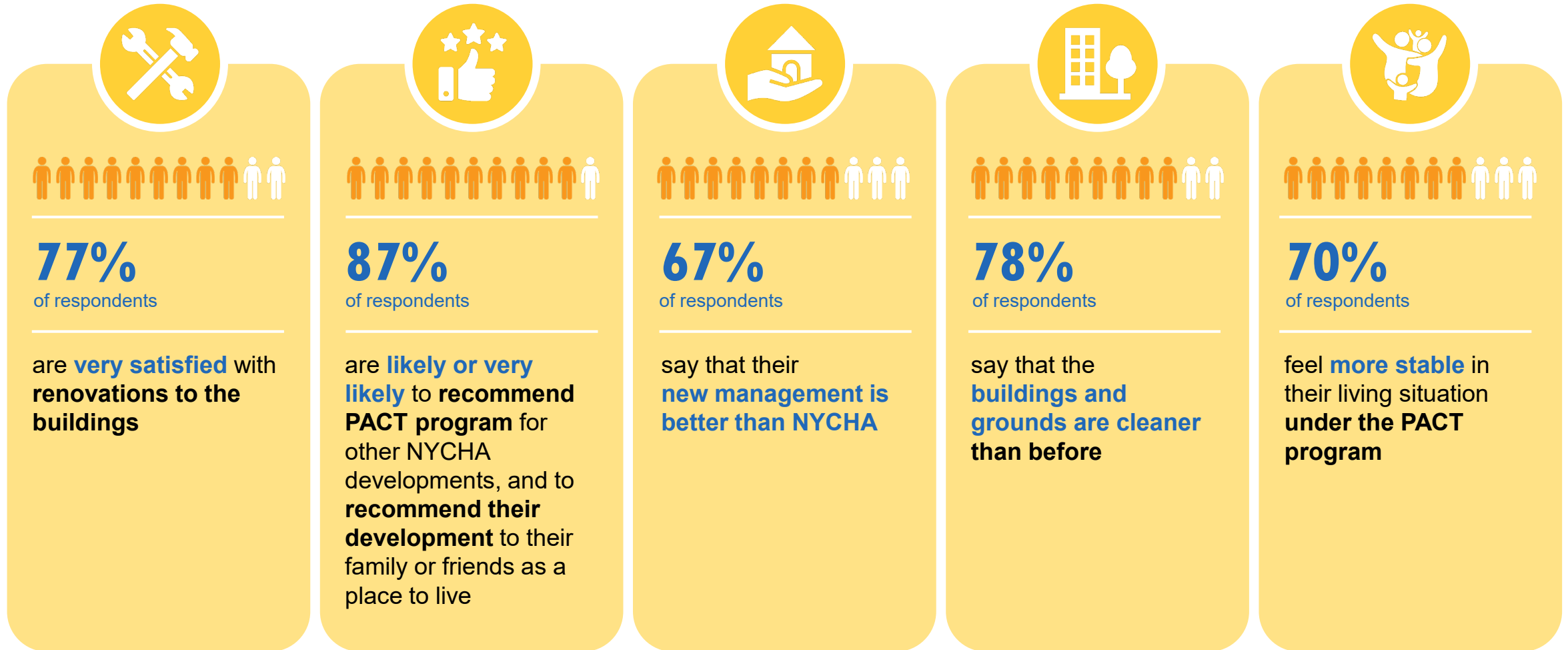


**“The maintenance is excellent; if there’s a problem with your apartment, you can put a ticket in and they take care of it immediately.** The team is on point and the grounds are much cleaner. Since the renovations, it’s like you’ve heard the tenants’ concerns and what the tenants wanted. There’s been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

**Ms. Sharon Nesmith**  
Resident at Twin Parks West



# RESIDENT SATISFACTION WITH PACT: SURVEY RESULTS



\* NYCHA has partnered with an independent planning and consulting firm to conduct a comprehensive survey of resident satisfaction at our converted PACT sites. So far, four developments have been surveyed and 1,000 surveys were returned.



# PACT Resident Protections

## RENT CALCULATION

Residents **continue to pay 30% of their adjusted gross household income** towards rent.\*

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

## FEES & CHARGES

Residents do not have to pay **any additional fees, charges, or utility expenses** that are greater than what they currently pay.

## SECTION 8 ELIGIBILITY

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

## AUTOMATIC LEASE RENEWAL

Households will sign a new PACT Section 8 lease, which emulates the Public Housing lease; it **automatically renews** each year and cannot be terminated except for good cause.

## TEMPORARY RELOCATION

In some cases, due to the extent of the construction work, temporary moves may be necessary. Residents have the **right to return** to their original apartment after the renovations are complete, and the PACT partner will pay for any packing and moving expenses.

## RIGHT-SIZING

All households who are over- or under-housed must **move into an appropriately sized apartment** when one becomes available within their development. This is a Public Housing and Section 8 requirement.

## RESIDENT ORGANIZING

Residents continue to have the **right to organize**, and resident associations will receive \$25/unit in **Tenant Participation Activity (TPA) funding**.

## GRIEVANCE HEARINGS

Residents continue to have the **right to initiate grievance hearings** with a third-party mediator.

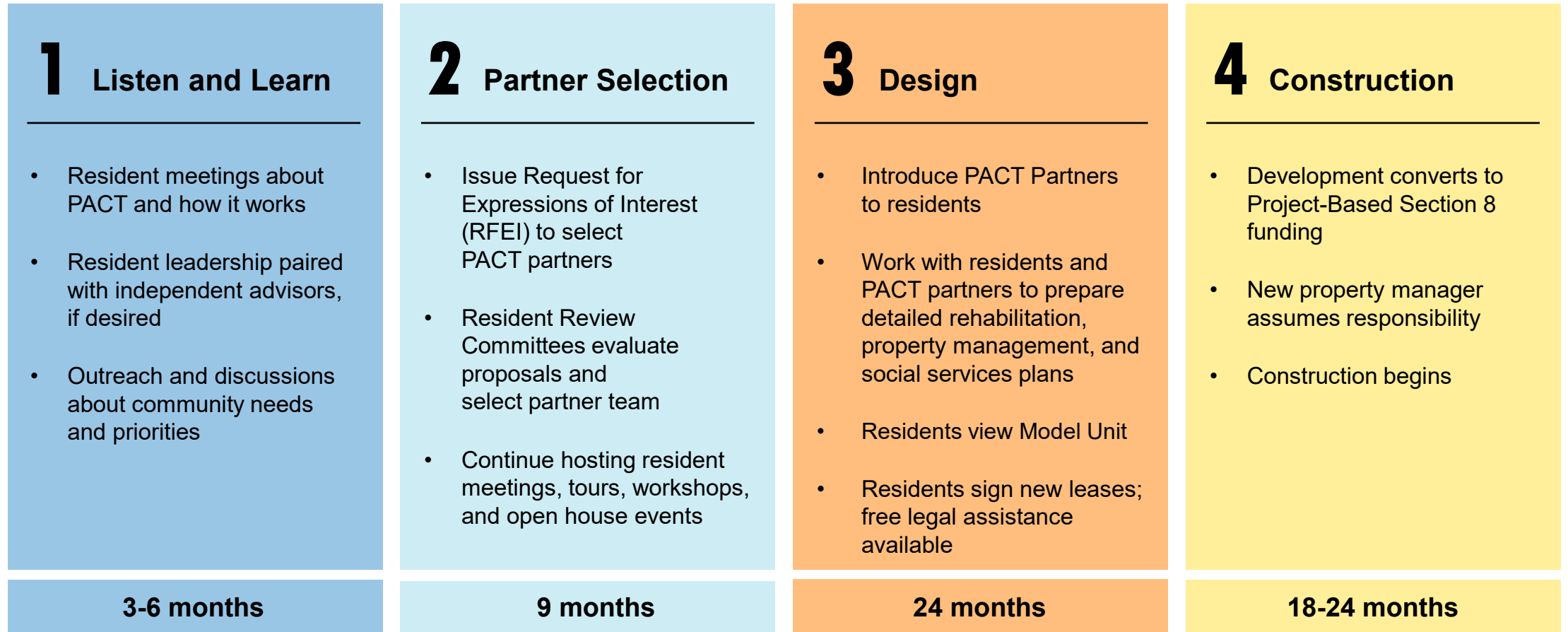
## JOB CREATION

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

For more detailed information,  
please scan the QR code  
or visit the Resident Resources page  
on our PACT Website:  
[on.nyc.gov/nycha-pact](https://on.nyc.gov/nycha-pact)



# PACT Community Planning and Engagement Process



\*Timeline above may vary depending on individual project needs





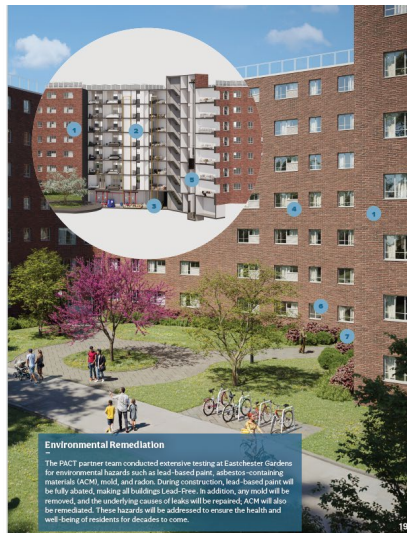
#### Buildings BUILDING SYSTEMS

Building systems will be significantly upgraded to improve comfort, safety, and functionality across the campus. These improvements will ensure a modern, efficient, and long-lasting infrastructure for Eastchester Gardens.

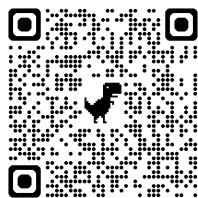
- 1 **Building Envelope**
  - Facade repairs will include color-matched brick and mortar
  - All windows will be replaced with new energy-efficient casement windows, designed to align with Eastchester Gardens' original historical window style
- 2 **Electrical**
  - New electrical panels will be installed in apartments with GFCI outlets in kitchens and bathrooms
- 3 **Domestic Hot Water & Plumbing**
  - NYCHA will complete a new energy-efficient geothermal heating system to provide domestic hot water
  - Full water, sanitary, and gas pipe replacement will address existing issues and prevent future leaks
- 4 **Heating & Cooling**
  - NYCHA's recently completed steam boiler plant will be upgraded with a new efficient hydronic heating system and distribution network including temperature control measures; all existing radiators will be replaced with hydronic radiators
  - Cooling for all households will be provided through new in-window air conditioning units; each household will receive one air conditioner per living area and bedroom
- 5 **Elevators**
  - Elevators will undergo modernization to ensure reliability
- 6 **Ventilation**
  - Corridor ventilation will be improved, and first floor interior bathrooms will receive ventilation improvements
- 7 **Security**
  - New security infrastructure will include secure lobby doors, key fob access control for building entries, video and phone intercom systems, comprehensive camera coverage throughout the buildings, and upgraded LED lighting to improve visibility and safety

Other building renovations will include:

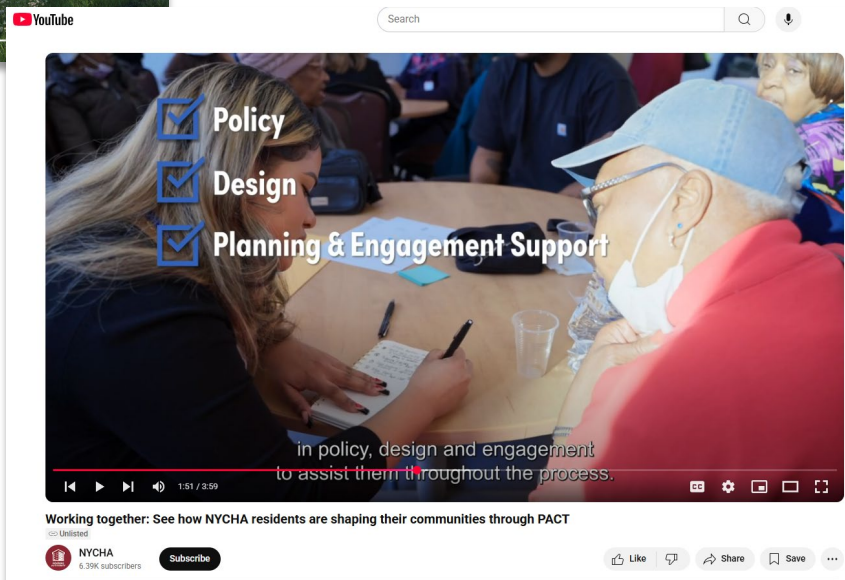
- Wi-Fi**
  - Broadband infrastructure will be added to provide Wi-Fi free of charge to all residents
- Stairs**
  - All staircases, including treads, risers and railings will be replaced



### Community Plans for Ocean Hill + Stuyvesant Gardens and Eastchester Gardens



New videos showcase how robust community engagement and resident input shape stronger communities through PACT. Watch to see real stories of resident participation in action in the PACT planning process.



Chelsea Addition Model Unit Viewing



Eastchester Gardens Design Center Opening



Meltzer Tower Design Center Opening



Design Workshop for Ocean Hill and Stuyvesant Gardens I



# Thank you!

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