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FAST FACTS

The New York City Housing Authority already has converted to clean burning oil or natural gas in all of its 334 properties.

The Markham Gardens site in Staten Island covers 541,000 square feet.

Markham Gardens Residents Return – and Now They Can Be Owners

By Eric Deutsch

You really can go home again. Natasha Chapman, a 40-year old single mother who used to live in Markham Gardens in Staten Island, has just moved back to Markham Gardens. When Ms. Chapman lived there in the 1990s, she was a tenant in NYCHA public housing, but she returns as a homeowner of a two-family home, now that Markham Gardens is a private development.

"It's overwhelming," said Ms. Chapman. "It's an excitement you can't even imagine. It's success."

"Working that hard, there had to be a light at the end of the tunnel."

Ms. Chapman was the first person to take advantage of a program that gave former Markham Gardens residents first preference to purchase one of the new townhouses.

The development's original buildings, which included 360 apartments, were razed in 2007. The redeveloped property now has 240 affordable rental units and 25 two-family homes for affordable homeownership.

To qualify for owning one of the homes, Ms. Chapman had to take a course on home ownership, achieve an acceptable credit score, earn a minimum income and have enough in savings to cover the down payment. As soon



Natasha Chapman stands in her new kitchen at Markham Gardens in Staten Island.

as she heard about the chance, Ms. Chapman knew she wanted to take advantage of it.

However, she knew she was not making enough money at her clerical job at the Richmond University Medical Center to realize her dream, so she took a second job, and worked seven days a week. On Tuesdays and Thursdays, she would wake up at 5:30 a.m. and *continued on page 2* ▶

Young Public Housing Residents 'Achieve' Early Career Aspirations

By Heidi Morales

More than two dozen young NYCHA residents were not content to spend the summer working in a typical seasonal job. Instead, they spent eight weeks as full-time Authority employees in the NYCHA Achievers program. Geared towards residents aged 17 to 22 who are college-bound or enrolled in college, the Achievers program is designed for young adults who want an opportunity to work in a fast-paced, government environment related to their academic training and interests. Participants work in NYCHA's Social Services, Law or Public-Private Partnerships Departments, or are placed at an outside organization.

"It was a great opportunity," said 22-year old Melissa Hernandez, a resident of Lillian Wald Houses in

NYCHA Achiever Melissa Hernandez attends Lehman College in the Bronx.

Manhattan. "Having that workplace experience, especially being placed within a department [Social Services] that is associated with my major, I thought was good for me to grow and learn some things."

Ms. Hernandez' work in the Social Services Department complemented

her academic studies and gave her hands-on experience with cases involving domestic violence and emergency transfers. Although the senior wants to pursue a career in clinical social work, which focuses more on providing assistance through counseling, Ms. Hernandez said this experience helped expose her to other areas of the field. She is a full-time student at Lehman College in the Bronx and has found it incredibly *continued on page 2* ▶



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Markham Gardens Residents Return – and Now They Can Be Owners



The new Markham Gardens stands ready for more residents to move in and call it home.

get home at 11:00 p.m. and would not even see her two sons. "It was pretty rough, we all worked together and I had help from family and friends," said Ms. Chapman. "Working that hard, there had to be a light at the end of the tunnel."

Participants in the program receive several subsidies that help with the costs of the down payment and closing. NYCHA provided Ms. Chapman with a \$50,000 note that will be absolved after 15 years, if she still owns and lives in the building. She also received assistance from the New York City Department of Housing Preservation and

Development, New York State Affordable Housing Corporation, New York State Division of Housing and Community Renewal and HSBC Bank.

Former residents of Markham Gardens have top priority at the new development, and 14 have moved back, with another 24 residents receiving approval to join them. The next priority goes to NYCHA residents living on Staten Island. After them, any remaining homes are offered through a lottery system to any qualified household. So far, one other NYCHA resident has been

pre-approved for a mortgage.

Markham Gardens is considered a mixed-income community, and tenant-based Section 8 vouchers were provided to all returning residents. Returning residents must have satisfactory credit, undergo a criminal background check and be a public housing resident in good standing. A final phase of the project will include development of an 80-unit building for seniors, with construction set to begin in 2011.

Ms. Chapman had lived in Markham Gardens since 1992 when she moved to Mariners Harbor Houses in 2004 in advance of the demolition of the development. She lived there until August 2 of this year, when she closed on her new home and slept there that night, even though she had no furniture moved in yet. Already, she has rented out the second unit in her new, two-family home.

"Was I going to continue to pay all of this rent, or did I want to own?" said Ms. Chapman. "Now I can leave my kids something. I had to do this. It's so important to own something."

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Young Public Housing Residents 'Achieve' Early Career Aspirations

difficult to find a job because of a lack of work experience; she believes the Achievers program changed all of that. "This is something that I can put down on my résumé and it can help me get a job in the future," she said.

"Today is another step in your journey. But it's a big step," said NYCHA Chairman John B. Rhea during the program's closing ceremony. "As you return to school this fall, remember what you learned this summer about the value of teamwork, commitment and believing in yourself. We believe in you, we're counting on you and we have every faith you will succeed."

Paul White, a 21-year old resident of Throggs Neck Houses in the Bronx, said he too enjoyed the program and that his placement in

NYCHA's Law Department helped encourage his desire to attend Law School. "It's great. I'm learning about different statutes and all the intricacies of law, which I had no clue about," Mr. White said. He has been busy summarizing depositions and pre-trial hearings and extracting information from the summaries to use for the development of other cases.

Ms. Hernandez is set to graduate in May 2011 and plans to attend graduate school, and ultimately obtain her Ph.D. in social work. Mr. White also expects to graduate next spring from the University of Pennsylvania and plans to attend Law School.

The program was created by NYCHA's Human Resources Department and received funding from New York State Assemblyman Vito Lopez (Brooklyn). The funding covered this year's program and will sponsor another group of Achievers during the summer of 2011.



NYCHA Achiever Paul White attends the University of Pennsylvania in Philadelphia.

Comments? Questions? E-mail Journal@nycha.nyc.gov.



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Back to School News from the Department of Education

It is September and that means more than one million children in New York City, including thousands of children who reside in NYCHA developments, are heading back to school. That also means that more than 900,000 families citywide will be taking part in the annual ritual of shopping for school supplies and looking for information to help their children succeed in school.

For families with students in the 5th grade, it is important to make a note on the calendar that Middle School Fairs will take place in districts with middle school choice in mid-October. Middle School Fairs are an opportunity for children and parents to get information about the criteria for admission and the academic and extra-curricular activities offered in those schools. Families in districts with middle school choice strongly are encouraged to attend the Fairs and take advantage of any Open Houses offered by middle schools this Fall. Parents can call the

parent coordinator for any middle school in the district they are interested in visiting to find out the date and time of the Open House. After attending the various Open House sessions and Fairs, parents will be better informed about the schools their child wants to attend. Families in some districts with choice will be given the opportunity to choose from amongst more than one middle school in the district, which must be ranked in order of preference. Only schools that parents are willing to allow students to attend either within walking distance or via public transportation should be chosen and ranked on the Middle School Application. **The Middle School Application will be made available in early November with an end of November due date. For specific dates, parents should contact their school parent coordinator or call 311.**

Students who will be in the 8th or 9th grade this year, are eligible to take *continued on page 4* ▶

Message from the Chairman

With the sweeping financial and consumer protection reforms put in place recently, the federal government served notice that it will keep an eye on the best interests of the finances of Americans. I urge all of you to do the same. The importance of being financially stable cannot be overstated and is vital if you are to succeed in reaching your goals.

A critical component of financial stability is financial literacy. It empowers NYCHA communities and families and improves quality of life. Financial literacy allows you to have more money available now and in the future and can get your money working for you.

It's never too early to start teaching people how to smartly manage their finances. This summer, NYCHA teamed up with TD Bank in a first of its kind partnership to teach youth living in public housing the benefits of financial literacy and the importance of saving money. Through the TD Bank WOW!Zone, children aged six to 12 who took part in activities at five NYCHA community centers received free, interactive financial literacy lessons. In addition, the youths were encouraged to read 10 books over the course of the summer; those who did so received a \$10 deposit from TD Bank for a new or existing Young Saver account.

While NYCHA's commitment to assisting residents to maximize their economic potential is not new, making financial literacy a central part of the Authority's mission is. That's why I created the Office of Resident Economic Empowerment and Sustainability (REES) in August 2009, just two months after assuming the role of Chairman. One of REES' charges is to increase the financial literacy of public housing residents.

Through REES, NYCHA partners with the Mayor's Office of Financial Empowerment (OFE) to encourage residents to take advantage of Financial Empowerment Centers. These centers help you take control of your debt, improve



NYCHA Chairman John B. Rhea speaks to young public housing residents at the kickoff of TD Bank's Summer Reading Program on July 27 at Queensbridge Houses in Long Island City.

your credit, deal with debt collection, create a budget, open a bank account and much more. Free one-on-one financial counseling is provided by professional counselors in person or by phone in English, Spanish and Chinese. And all you have to do to access these services is call 311 to find the Financial Empowerment Center closest to you, and then contact them to make an appointment.

We want to make sure that residents have access to and take advantage of affordable, relevant and convenient financial services to best prepare for the future. NYCHA is working to expand the locations of banks and credit unions that accept rent payments – making opening and managing a bank account and paying rent all a part of one-stop shopping.

These financial institutions often also offer important banking services and information, such as money management, basic budgeting and building and maintaining good credit. I encourage NYCHA residents to take advantage of these opportunities. The East River Development Alliance Federal Credit Union in Queens is one example of a financial institution that we have partnered with in this effort, and they accept NYCHA rental payments for no fee. If you want to see the full list of banks that take NYCHA rental payments, go to the "Residents' Corner" section of our website at www.nyc.gov/nycha.

REES will continue to look for additional ways to help residents improve their financial literacy and build their assets. That will help to achieve our ultimate goal – ensuring that New York City public housing residents don't simply survive, but thrive.

Hot Night for a Hot Topic – Climate Changes Impact on our Homes

By Howard Silver

NYCHA held its first outdoor Speaking Green lecture on a warm and muggy evening on July 28, in the courtyard of Queensbridge North Houses, during the second-hottest July on record in New York. The heat wave vividly demonstrated concerns expressed by three guest speakers from the New York City Department of Buildings (DOB) about climate change and energy conservation. It also affirmed the importance of initiatives at DOB that they described to help achieve a sustainable environment.

DOB's First Deputy Commissioner, Fatma M. Amer, oversees the development of new Construction Codes that raise safety and sustainability standards for new buildings. Ms. Amer told the 150 people in attendance about the frightening ecological consequences of carbon emissions from energy creation and consumption that deplete the Earth's ozone layer, including rising temperatures and sea levels, droughts and floods. She also described the City's ambitious plan – *PlaNYC 2030* – to reduce carbon emissions by 30 percent by 2030.

"Buildings are responsible for 75 percent of carbon emissions, far more than cars, factories and other sources," said Amer. "If we don't win the fight on buildings, the war is lost. That is why we are here today."

While the revision of construction codes to reduce carbon emissions for new buildings is vital, "85 percent of the city's buildings that are already

here now will be here in 2030," noted DOB's Executive Director of Code and Sustainability Affairs, Helen Gittleson. Ms. Gittleson described three laws enacted by Mayor Michael Bloomberg in 2009 to measure and reduce energy consumption in existing buildings of 50,000 square feet or larger. There are 975,000 buildings in the city, and NYCHA, whose developments contain 2,600 buildings, is the city's single largest building owner.

"A community as large as NYCHA must be a part of the city's environmental sustainability efforts for us all to make a difference," said NYCHA Chairman John B. Rhea. "This includes reducing the energy consumption of our buildings by changing our personal habits – to save energy and money, and to set a good example for our children."

DOB's "Greener, Greater Building Plan" will require owners of large existing buildings to annually benchmark building energy consumption as of May 2011; to audit windows, walls, hot water, lighting, electrical systems and elevators to identify problem areas; to file an energy efficiency report every ten years, as of 2013; and to upgrade lighting for energy efficiency and install meters, as of 2025.

DOB Assistant Commissioner James Colgate also described the NYC CoolRoofs initiative to promote the covering and cooling of the city's rooftops with white, reflective surfaces instead of dark tar or other substances that absorb heat, raising temperatures in top floor apartments and even on the city's streets. NYCHA already



Cheryl Minor, the Acting Chair of the Uptown Harlem Resident Green Committee and a resident of Fred Samuels Houses in Manhattan (left), NYCHA Commissioner Margarita López (center), and the Department of Building's First Deputy Commissioner, Fatma M. Amer (right) discuss NYCHA's Green Agenda before the Speaking Green lecture on July 28.

is participating in this voluntary program.

NYCHA Commissioner Margarita López, who is the Authority's Environmental Coordinator, had a reminder for the audience. "Everyone is a soldier in the fight we are mounting against global warming. We need to change our behavior," she said, holding up a copy of *The Power is in Your Hands*, NYCHA's resident guide to saving energy. Citing a survey in the booklet that lets readers assess their own energy habits, Commissioner López challenged individuals to "rate your own emissions just like the new codes require each building to do."

The quarterly Speaking Green lecture series is part of NYCHA's Green Agenda, and is co-sponsored by the Clinton Climate Initiative.

THE NYCHA NOT WANTED LIST

In this issue we continue publishing the names of individuals who have been permanently excluded from our public housing developments. The purpose of this list is to keep residents informed of the Housing Authority's ongoing efforts to improve the quality of life for all New Yorkers in public housing and to allow for the peaceful and safe use of our facilities. What follows is a partial list of the people excluded after hearings were held on March 3, 10, 17 and 24, 2010.

Prohibited as of March 3, 2010

Mark Vendemio case 8089/09 formerly associated with the 9th fl., 90 Baruch Drive, Baruch Houses, Manhattan

Angel Saltares Jr. case 1159/10 formerly associated with the 4th fl., 1385 Fifth Avenue, Baruch Houses, Manhattan

Darnell Trotman case 1121/10 formerly associated with the 4th fl., 67 Warren Street, Stapleton Houses, Staten Island

Jonathan Medina case 1245/10 formerly associated with the 4th fl., 1150 College Avenue, Claremont Houses, Bronx

Prohibited as of March 10, 2010

Angel Rodriguez case 969/10 formerly associated with the 6th fl., 1790 Story Avenue, Monroe Houses, Bronx

Bernard Witherspoon case 1339/10 formerly associated with the 18th fl., 80 East 110th Street, Lehman Houses, Manhattan

Kevin White case 8773/09 formerly associated with the 5th fl., 149 N. Portland Avenue, Whitman Houses, Brooklyn

Edward Ortiz case 1354/10 formerly associated with the 11th fl., 869 Flushing Avenue, Bushwick Houses, Brooklyn

Richard Nettles case 1385/10 formerly associated with the 3rd fl., 315 Sutter Avenue, Langston Hughes Houses, Brooklyn

James Smith case 1284/10 formerly associated with the 21st fl., 700 East 156th Street, St. Mary's Park Houses, Bronx

Levell Mathews case 1370/10 formerly associated with the 5th fl., 202 York Street, Farragut Houses, Brooklyn

Prohibited as of March 17, 2010

Santiago Zapata case 1569/09 formerly associated with the 8th fl., 1115 FDR Drive, Riis Houses, Manhattan

Harold Grant case 1519/10 formerly associated with the 10th fl., 1368-1370 Webster Avenue, Butler Houses, Bronx

Cyan Brown case 1631/10 formerly associated with the 5th fl., 40-15 12th Street, Queensbridge North Houses, Long Island City

Dameon Jackson case 1642/10 formerly associated with the 6th fl., 1540 E. 102nd Street, Bay View Houses, Brooklyn

Alexie Santos case 1646/10 formerly associated with the 8th fl., 346 East 156th Street, Melrose Houses, Bronx

Prohibited as of March 24, 2010

James Smith case 1715/10 formerly associated with the 2nd fl., 394 Dumont Avenue, Van Dyke I Houses, Brooklyn

John Rehn case 1167/10 formerly associated with the 6th fl., 133-50 Roosevelt Avenue, Bland Houses, Flushing

Tyshawn Riley case 539/10 formerly associated with the 5th fl. 33-50 Saratoga Avenue, Ocean Hill Houses, Brooklyn

Edwin Rivera case 1773/10 formerly associated with the 16th fl., 205 Alexander Avenue, Mitchell Houses, Bronx

Terrence Moore case 5552/10 formerly associated with the 3rd fl., 2175 Fifth Avenue, Lincoln Houses, Manhattan

Michael Flores case 1791/10 formerly associated with the 13th fl., 2370 First Avenue, Wagner Houses, Manhattan

Lessell Mills case 1955/10 formerly associated with the 3rd fl., 383-385 East 141st Street, Mott Haven Houses, Bronx

Kenneth Tyson case 1956/10 formerly associated with the 10th fl., 445 East 120th Street Wagner Houses, Manhattan

Anthony Bratton case 1765/10 formerly associated with the 2nd fl., 1760 Watson Avenue, Bronxdale Houses, Bronx

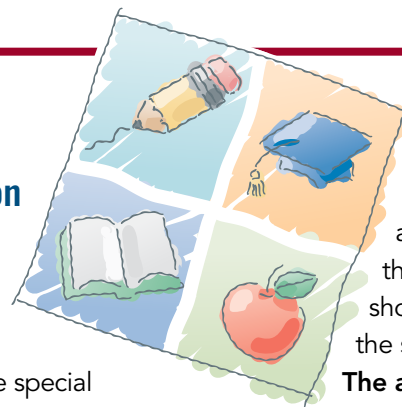
Comments? Questions?
E-mail Journal@nycha.nyc.gov.

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Back to School News from the Department of Education

the Specialized High Schools exam in October. There are nine Specialized High Schools in New York City which provide students with a unique opportunity to pursue special interests and to develop their talents. These schools provide students with a rigorous and advanced course of study for four years. Students should expect to be challenged in mathematics, science, English, history and all other major subject areas. To be successful in these schools, students will need to demonstrate and exhibit proficiency in their coursework, time management and discipline in social situations. Entrance into eight of these schools is based solely on the score attained in the Specialized High Schools Admissions Test (SHSAT). The Fiorello H. LaGuardia High School of Music & Art and Performing Arts is the only one that requires an audition and a review of academic records for students to be considered for admission.

Registration applications for the Specialized



High Schools exam will be available from September 15 through October 5. Students should request a form through the school guidance counselor.

The applications are due back to the school guidance counselor by

October 6 to be considered on time. Anyone unable to get a form should call the New York City Department of Education before October 6 at (212) 374-2323 for assistance. All 8th grade students who want to attend a Specialized High School are eligible to take the exam.

Parents are encouraged to help their children prepare for the exam. They can call 311 to find out where to pick up a copy of the new education guide or ask the school parent coordinator for a copy of the Specialized High Schools Student Handbook offered by the New York City Department of Education.

Here is a calendar of important dates to get parents and students prepared for the new school year!

September	8	First Day of School
September	9-10	Holiday – School Closed
September	13	Classes Resume
September	15 to October 6	Register for the Specialized High Schools Admissions Test (SHSAT) with school guidance counselor
October	2-3	Attend the Citywide High School Fair located at Brooklyn Technical HS
Early	October	High School Admissions Applications distributed by school guidance counselor
October	15	Specialized High Schools Admissions Test tickets distributed to students who registered
October	16-17	Attend your Borough High School Fair (locations to be announced)
October	23-24	Specialized High Schools Exam – registered 8th grade students with SHSAT tickets
October	30	Specialized High Schools Exam – registered 9th grade students with SHSAT tickets
November	4	SHSAT make-up test registration through school guidance counselor with proper documentation
November	14	SHSAT make-up date for registered 9th grade Sabbath observers, Sabbath observers with Special Needs and approved 504 Accommodations - OFFICIAL PERMISSION NEEDED PRIOR TO THE TEST – DOCUMENTATION MUST BE SUBMITTED TO THE GUIDANCE COUNSELOR
December	3	High School Applications due to school guidance counselors

NYCHA Fatherhood Initiative Builds Bonds Between Dads and Their Kids

By Brent Grier

"I think I have a strong bond with my kids," said Wilson Hernandez, who lives in Williamsburg Houses. "But anything else I can do to make sure they are staying on the right path is what I'm interested in," he added as his youngest daughter Nanchi ran in circles around him.

Hernandez was part of the kick-off event for the NYCHA Fatherhood Initiative (NFI) on

July 31 at the Williamsburg Houses Community Center in Brooklyn. The Initiative stresses the importance of fathers in the upbringing of a child; its goal is to provide a healthy atmosphere where fathers and their children can develop a strong and lasting relationship through education and recreation. NFI is part of a larger, citywide effort called for by Mayor Michael Bloomberg earlier this year. *continued on page 6 ▶*

NYCHA Board Meetings

Notice is hereby given that the New York City Housing Authority's (NYCHA) Board Meetings take place every other Wednesday at 10:00 am in the Board Room on the 12th floor of 250 Broadway, New York, New York (unless otherwise noted). The remaining meetings for Calendar Year 2010 are as follows:

September 15, 2010	November 10, 2010
September 28, 2010 (Tuesday)	November 24, 2010
October 13, 2010	December 8, 2010
October 27, 2010	December 22, 2010

Any changes to the schedule above will be posted here and on NYCHA's website at www.wnyc.gov/nycha to the extent practicable at a reasonable time before the meeting.

These meetings are open to the public. Pre-registration of speakers is required. Those who wish to register must do so at least forty-five (45) minutes before the scheduled Board Meeting. Comments are limited to the items on the Calendar. Speakers will be heard in the order of registration. Speaking time will be limited to three (3) minutes. The public comment period will conclude upon all speakers being heard or at the expiration of thirty (30) minutes allotted by law for public comment, whichever occurs first.

Copies of the Calendar are available on NYCHA's website or can be picked up at the Office of the Secretary at 250 Broadway, 12th floor, New York, New York, no earlier than 3:00 pm on the Friday before the upcoming Wednesday Board Meeting. Copies of the Disposition are also available on NYCHA's website or can be picked up at the Office of the Secretary no earlier than 3:00 pm on the Thursday after the Board Meeting.

Any person requiring a reasonable accommodation in order to participate in the Board Meeting, should contact the Office of the Secretary at 212-306-6088 no later than five (5) business days before the Board Meeting. For additional information, please visit NYCHA's website or call 212-306-6088.

NYCHA Customer Contact Center Works for Residents

NYCHA's Customer Contact Center (CCC) provides customers (residents) with one central point of contact for their apartment and development maintenance needs. Having the ability to call one place simplifies the process and enables customers to receive consistent service from trained service representatives who can attend better to their needs. Service representatives are available anytime for emergency maintenance requests, and from 6:00 a.m. to midnight Monday through Friday for scheduling maintenance appointments. The CCC manages more than 10,000 calls daily and more than two million calls annually.

The Authority manages more than 178,000 apartments in more than 2,600 buildings, most of which are more than 40 years old and require ongoing improvement work to preserve its availability for future generations. Some skilled trades work orders, such as carpentry,

painting or plastering, have to be scheduled in the future because of limited resources and high demand. Residents who call the CCC with a request for a regular maintenance repair generally receive an appointment within two weeks.

"It is very important for residents to know that any delays in performing maintenance or making repairs in their apartments are not caused by the Customer Contact Center," said NYCHA General Manager Michael Kelly. "We have had to accommodate significant funding reductions over the past several years, especially in skilled trades, which have led to cutbacks in staff. We are very concerned about the effect this has on the appointments schedule and are working to address it."

Scheduling at the CCC is separated into two main categories: emergencies and non-emergencies. Non-emergencies are routine maintenance

Be sure to look in the October issue of the Journal for more information on the Customer Contact Center.

repairs and skilled trade repairs. These are scheduled through the system based on the next available time, which is determined by the number of Property Management Department or Development staff in a particular title that are available in the schedule. The customer service representative does not dispatch staff; Development Management is responsible for assigning staff to appointments.


Based on the type of emergency and availability of staff, the Authority has set a target first response within 24 hours for these calls. For example, an emergency call for a clogged bath tub drain called in at 3:00 p.m. on Monday will be responded to by 3:00 p.m. on Tuesday. Emergencies include:

- Danger or potential danger to life or limb caused by a maintenance problem
- Explosions / Fires (Fire Department also must be notified)
- Gas leaks
- Elevators out of order
- Floods
- Power failures and apartments without electricity
- Main sewer and stack stoppages
- Apartment door and door knobs not working
- Toilet stoppages
- Heat and hot water complaints

Created in 2005, the CCC has made significant improvements in technology to improve its performance dramatically. Real-time and historic reports allow the CCC to drive improvements – over the past year, answer speed is down from an average of more than three minutes to less than 30 seconds. The system makes reminder calls 48 hours in advance of the scheduled date (residents should make sure that NYCHA has their up-to-date contact information). In addition, the system conducts automated customer service satisfaction surveys upon the completion of services requests; the current customer satisfaction rate is 89.7%.

Residents can call the Customer Contact Center at 718-707-7771.

A Typical Call to the Customer Contact Center (CCC)



- 1** Resident calls CCC at 718-707-7771. Call Taker should answer call within 30 seconds.
- 2** Call Taker asks questions to fully understand Resident's needs. Call Taker should be knowledgeable to ask the right questions.
- 3** Call Taker enters Resident's request into system. Call Taker should enter information accurately so system can provide an accurate response time.
- 4** Resident is provided with response time information by Call Taker. Non-emergencies are scheduled based on the next available time, determined by the number of Property Management Department or Development staff in a particular title that are available. The Call Taker does not dispatch staff; Development Management is responsible for assigning staff to appointments. Emergency conditions have a target first response within 24 hours.
- 5** Call Taker confirms appointment.



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For more information, call
1-800-382-HOME (4663)
or visit www.nyhomes.org



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NYCHA Fatherhood Initiative Builds Bonds Between Dads and Their Kids



A father and son learn about NYCHA's Fatherhood Initiative at the kick-off event on July 31, 2010.

NYCHA's effort includes hosting monthly workshops throughout the year for fathers and their children, where fathers will learn life and child development skills. NYCHA Resident Employment Services will offer education and job skill training and assist with job placement opportunities. Working with CUNY, the Initiative will offer pre-college courses for teenagers and young fathers, enabling the participants to potentially acquire transferable college credits.

There will be additional locations for these Fatherhood workshops in community centers around the five boroughs that are scheduled to come onboard over the next year.

For more information and to register, contact NYCHA's Brooklyn Community Operations office at 718-453-1296.

NYCHA Youth Chorus Make Their Voices Heard

By Brent Grier

"Hard work!" exclaimed NYCHA Youth Chorus Director Larry Matthew. "Pays off!" responded his charges.

This moment, captured at a Chorus rehearsal and repeated a couple of more times, exemplifies the dedication the members of the chorus

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Latin Media and Entertainment Week Begins October 4

The New York City Latin Media and Entertainment Commission (LMEC) is launching the first-ever Latin Media and Entertainment Week from October 4-10. LMEC's mission is to make New York a leading hub for Latin media and entertainment, and works closely with industry leaders in the Latin and mainstream media, entertainment, technology, Hispanic advertising, marketing, educational and public relations communities.

Latin Media and Entertainment Week will include Latin events from film, theater, music, dance, concerts, art and more, to showcase the best of Latin culture in New York. The week captures the heart, essence and diversity of Latin New York and provides opportunities for people to come together and explore new ventures. **For more information, go to www.nyc.gov/lmew.**

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Members of the NYCHA Youth Chorus gather around their donated new piano with the Chorus Director Larry Matthew (seated).

◀ continued from page 6

NYCHA Youth Chorus Make Their Voices Heard

have for their craft. "For me, this is it," said Ebony Johnson, of Manhattan's King Towers, who at 19-years-old has sung her share of solos for the Chorus. "The commitment is big, but it's not a burden if you love it."

That commitment is often noticed and rewarded. Most recently, the Afia Foundation awarded the Chorus a \$10,000 grant to assist them in establishing a piano lab at Taft Houses. The grant was secured through the work of NYCHA's Office of Public-Private Partnerships.

The Piano Lab will allow members of the Youth Chorus to learn the basics of music notation, rhythm, harmony,

ear training and sight reading skills. Using computer software, piano books and other materials, they will receive instruction on the basics of playing piano.

In July, the Chorus performed at an event for the nonprofit Sing for Hope in Lincoln Center. The organization's summertime public art project, "Play Me, I'm Yours," featured 60 pianos in public spaces throughout New York City for people to play. The Chorus received one of these pianos as a donation, which they now use in their rehearsal space.

Created in 1997, the NYCHA Youth Chorus provides residents from ages nine to 21 with intensive vocal training and lessons in music history and choreography. And while they practice inside a modest room at Taft Houses, the Youth

Chorus has performed at venues such as City Hall, Yankee Stadium and Disney World. The Chorus performs throughout the year all over the City.

To learn more about the NYCHA Youth Chorus, go to the "Music Programs" page in the "Community Programs and Services" section of NYCHA's

website at www.nyc.gov/nycha. Anyone interested in auditioning for the Chorus can call 212-427-6648 or 212-427-8603.






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Community Operations-Resident Support Services Department
In Cooperation with Riverbank State Park &
North River Community Environmental Review Board

SENIOR BENEFIT + ENTITLEMENT FAIR

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Location: Riverbank State Park
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NYCHA Celebrates Summer 2010!



A father and daughter share an enjoyable moment during a NYCHA Family Day.



NYCHA Family Days always offer opportunities to dance.



The NYCHA Citywide All-Star Basketball Game featured impressive athletic skills.



State Assemblyman Vito Lopez hosted his two annual summer picnics for seniors who live in NYCHA housing in his Brooklyn district on July 22 and August 19. Shown here are Shirley Marshall (Hylan Houses), NYCHA Chairman John B. Rhea, NYCHA Vice Chairman Earl Andrews, Jr., Gloria Bonilla (Bushwick Houses), Assemblyman Lopez, Veronica Gersie (Hylan Houses), NYCHA General Manager Michael Kelly and Willie Smith (Bushwick Houses).



NYCHA youth run the bases during Staten Island Yankee Day at Richmond County Bank Ballpark on August 13.



Liliana Billini, Development Manager at Clason Point Gardens; Mary McGee, Tenant Association Manager at Soundview Houses; and Lilithe Lozano, Tenant Association President at Parkside Houses and President of the Police Service Area #8 Resident Precinct Council, proudly display Certificates of Appreciation from the New York City Police Department during the Night Out Against Crime on August 3 at Soundview Houses in The Bronx.



Enjoying face painting during the Night Out Against Crime at Red Hook Houses in Brooklyn.



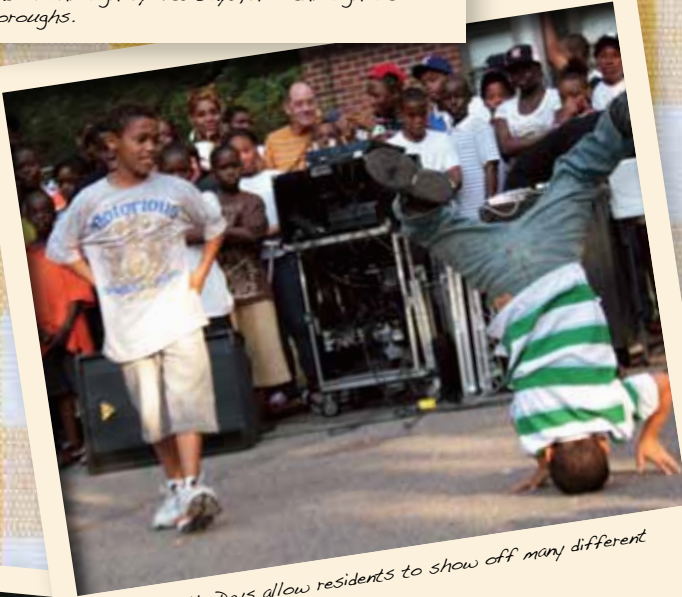
More than two dozen NYCHA youth give their all in a tug of war at one of the Education Through Sports Days, held throughout August in all five boroughs.



More NYCHA Family Day fun.



Bay View Houses residents, NYCHA staff and elected officials cut the ribbon at the new Bay View Houses Community Center in Brooklyn on July 31. In attendance were New York State Assemblywoman Inez Barron, New York State Assemblyman Allan Maisel and Brooklyn Borough President Marty Markowitz. The facility includes a gymnasium, classroom wing, multi-purpose room, arts & crafts room, dance studio, atrium and exterior plaza.



NYCHA Family Days allow residents to show off many different types of abilities.



Reaching the top of an air castle at one of NYCHA's Citywide Carnivals.



Residents at Tompkins Houses in Brooklyn receive informational materials from the New York City Police Department at the Night Out Against Crime.



NYCHA's Citywide Carnivals offer children the chance to enjoy alternative forms of exercise.



Cold refreshments are a staple at NYCHA Family Days to help revelers stay cool.

What's your EQ?

Are you an energy champ, an energy guzzler or an energy snoozer? To find out, take the Con Edison Energy Quotient Quiz at conEd.com/EQ or at facebook.com/powerofgreen

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- D. all of the above

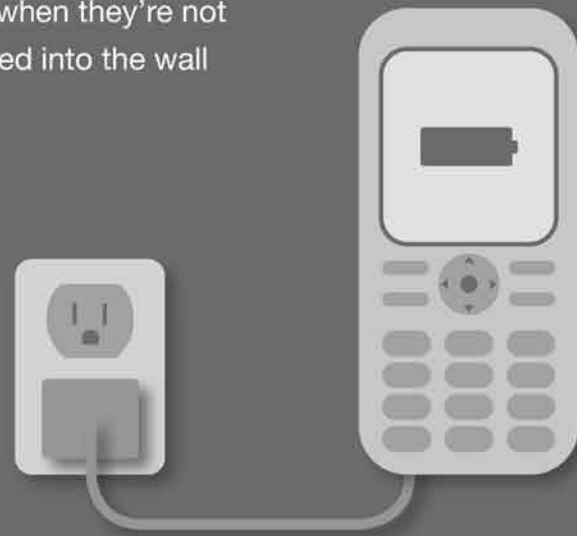
ANSWER: D



Chargers for cell phones, MP3 players and PDAs use energy:

- A. only when charging
- B. even when the devices are not connected to the chargers
- C. even when they're not plugged into the wall

ANSWER: B



How much more efficient are compact fluorescent bulbs than regular incandescent bulbs?

- A. they last twice as long and use half as much energy
- B. they last five times as long and use 60% less energy
- C. they last ten times as long and use 75% less energy

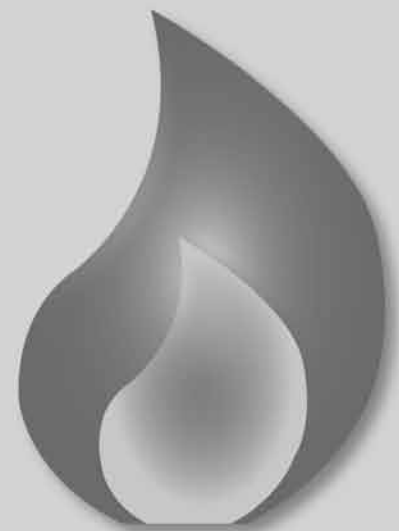
ANSWER: C



What should you do if you smell gas?

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- B. do not use electrical devices, including flashlights
- C. all of the above

ANSWER: C



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