

Management Practices Subcommittee Preliminary Recommendations 3/17/2022



1. Training for Management staff and office staff

- Customer Service
- Conflict resolution
- Mental Health
- Crisis Management

2. Management Outreach

• Mandatory Meetings for Residents

- This will keep residents abreast of policies and procedures. (i.e. inspections, NYCHA App, Transformation plan, upcoming capital projects, etc....)
- Provide training to residents if needed on how to use the NYCHA App
- This will give residents an opportunity to get to engage with their Housing Assistant and Housing Manager.
- Residents will have a voice in policy and procedure implementation.

3. Hire additional staff –

- Trained staff will be tasked with the responsibility of ensuring all work in apartments are complete in a timely manner and residents are satisfied with the results.
- Assist with filing complaints

4. Update MNYCHA App –

- Make MNYCHA App user friendly
- Change layout to include sections: inspections, repairs, policies and procedures
- Residents will allowed to rate repair/inspections.
- Include a live Chat