

An aerial photograph of a large, multi-story brick apartment complex. The building has a repeating pattern of vertical columns and horizontal bands of windows. In the foreground, there is a road with several cars and a white van, and a green lawn with trees. The background shows a city skyline under a blue sky with scattered white clouds.

**Resident Round Table Sub-  
Committee  
Management Practices  
December 9, 2021 @ 6:00pm**

# Management Practices Subcommittee

## Members:

Kisha Greene  
Richard Johnston  
Theresa Bell  
Sandra Perez (Presenter)  
Susana Ortiz  
Loinsworth Sankarsingh  
Dominica McCoy

# Management Practices Subcommittee: Focus Area of Work

- **Inspections**

- The Subcommittee agree that they will survey residents in order to seek guidance regarding whether having a checklist readily available by the Housing Assistant and/or via the online portal will promote accountability on the inspections that are performed in NYCHA's

- **Residents experience with Management**

- Residents experiences with management: Current experience vs. prior experience.
- Resident expectations - What are the expectation when attending the management office. Status updates of repairs, inspections, etc.....
- Customer Service: What are the customer service requirements from the Management Office team, from the receptionist to the Property Manager to the Neighborhood Administrator?

# **Management Practices Subcommittee: Focus Area of Work Cont.**

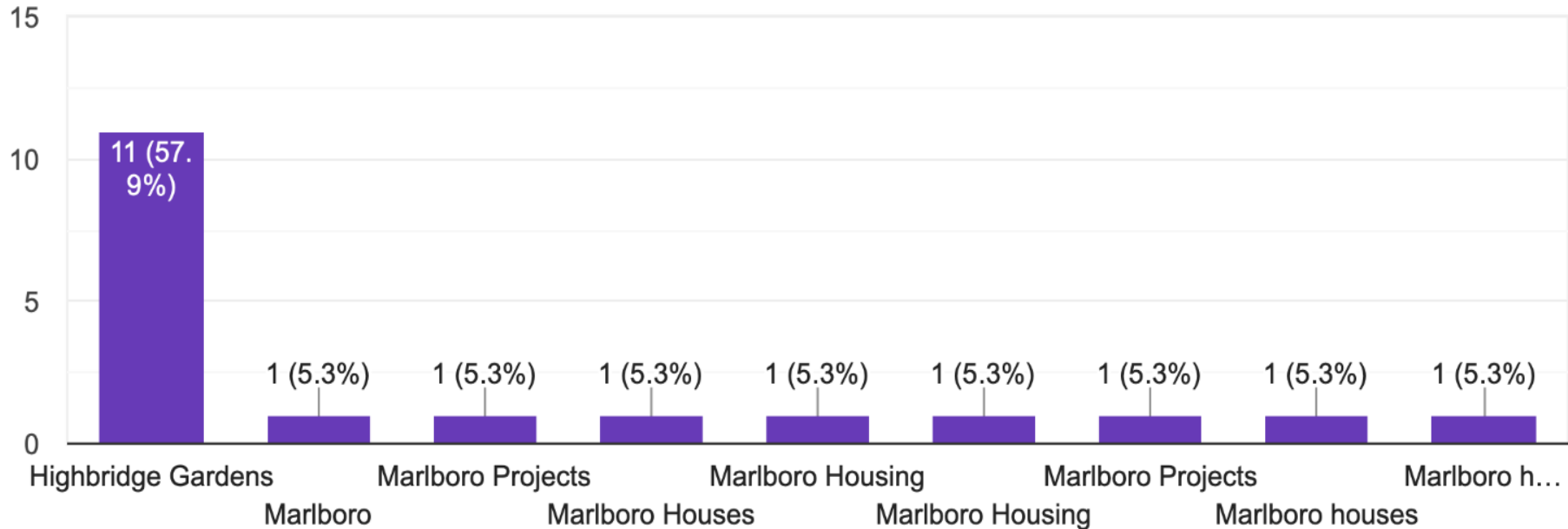
## **Proper Procedures**

The Subcommittee will seek to understand and propose new guidance on what should be the proper procedures (or what is the chain of command residents should follow) when PMs do not properly respond to queries or do not properly follow inspections procedures, as well as how to make residents aware of said procedures.

# Survey Questions #1 (Results)

What development do you live in?

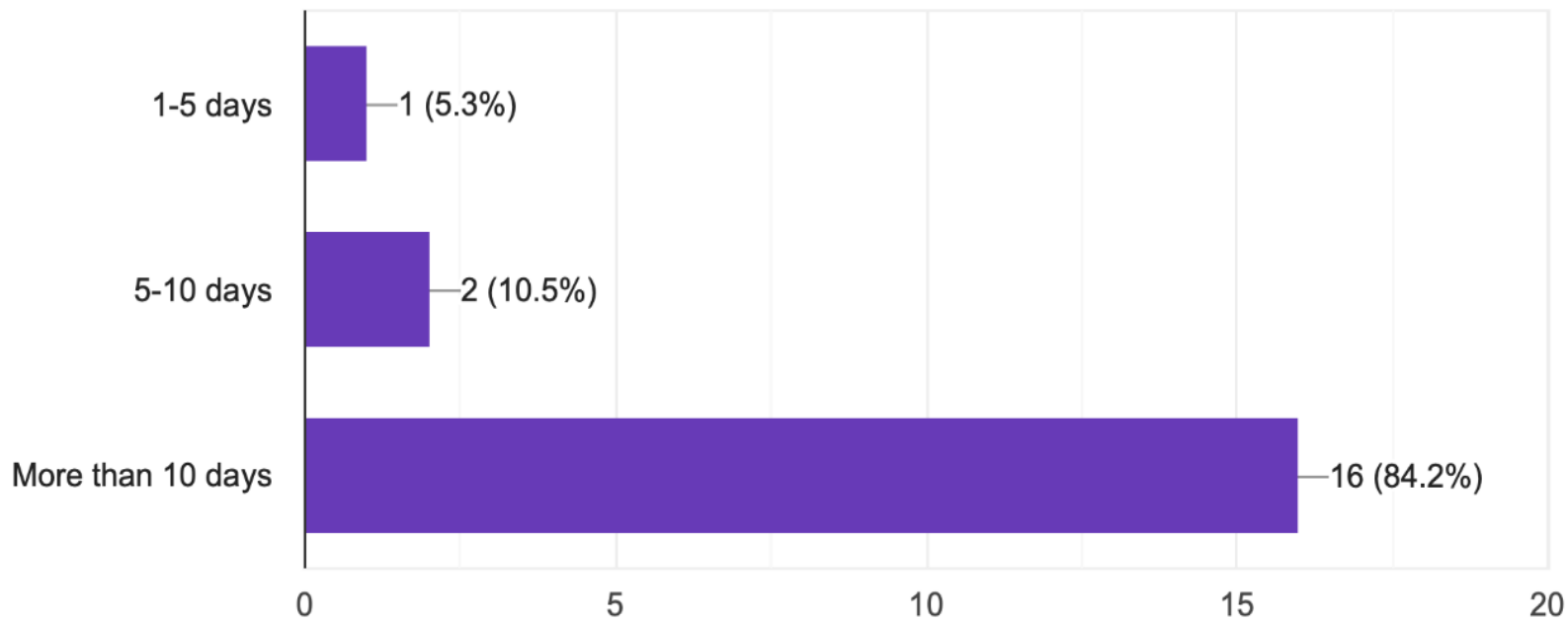
19 responses



# Survey Question# 2 (results)

When putting in. repair request, how long does it typically take to complete the repair?

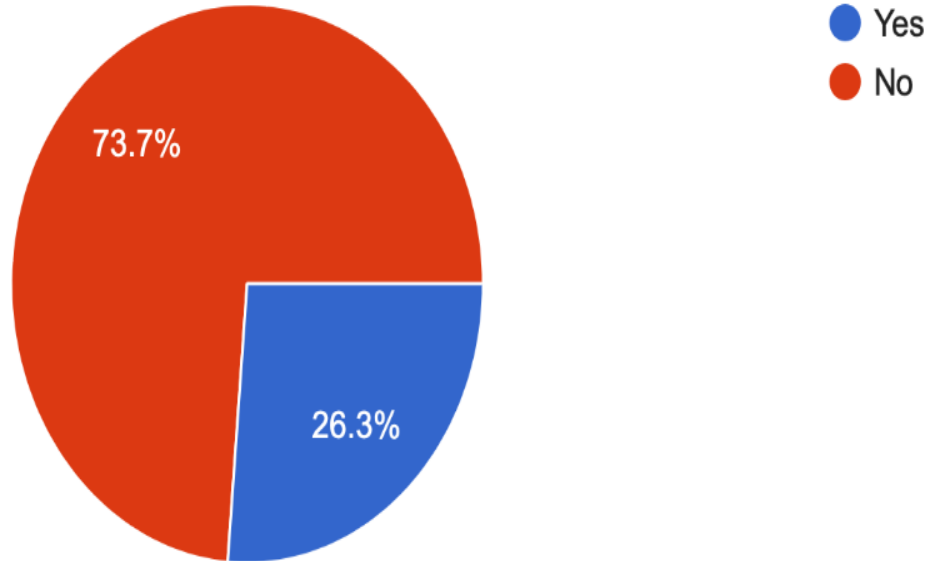
19 responses



# Survey Questions#3 (Results)

Do you know who the Property Manager is at your development?

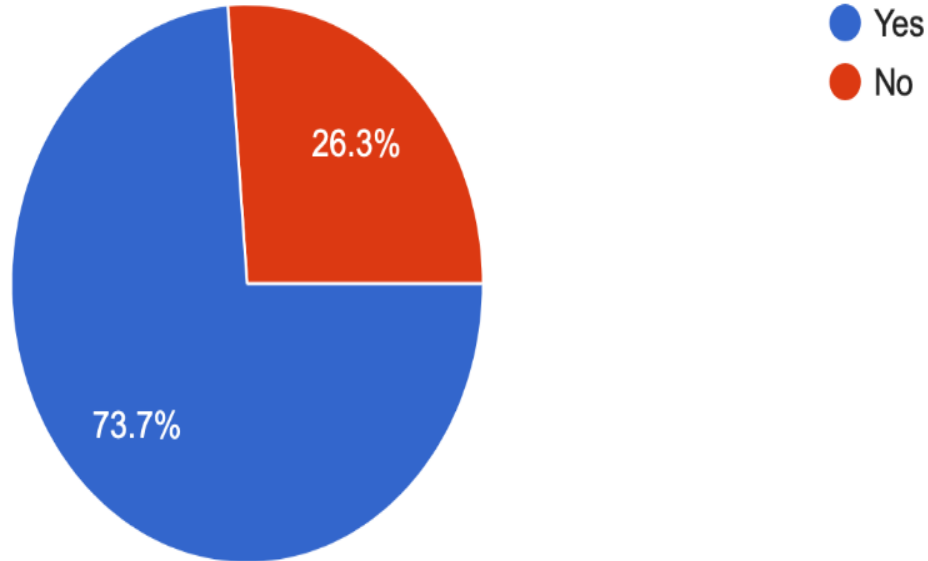
19 responses



# Question #4 (Results)

Do you know who your Housing Assistant is?

19 responses

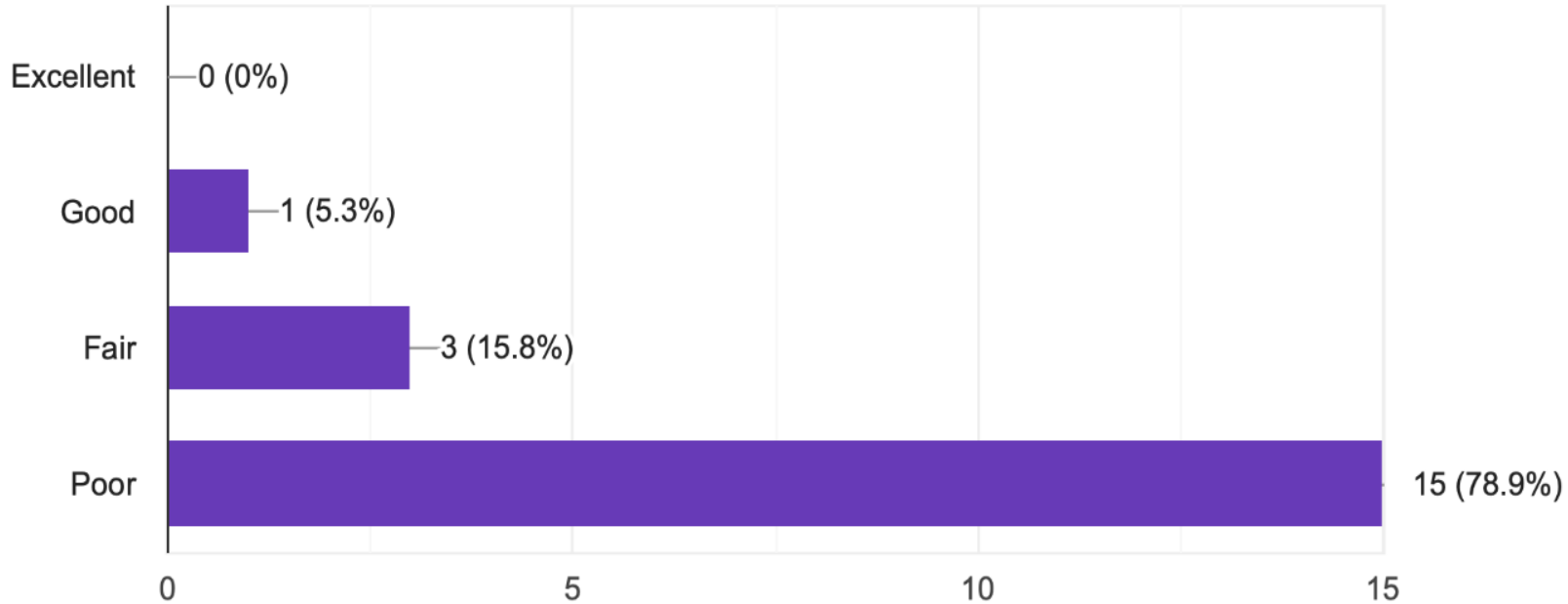




# Question# 5 (Results)

How would you rate your experience when visiting the Management Office?

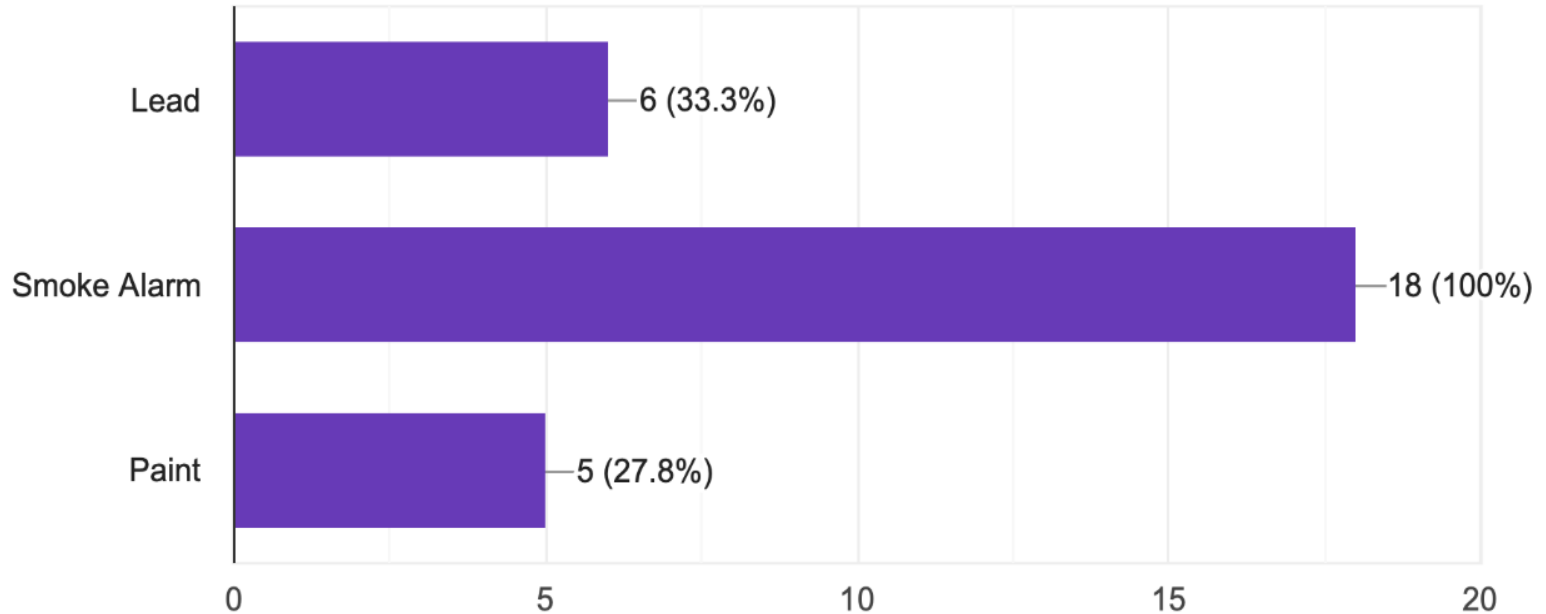
19 responses



# Question# 6 (Results)

Do you have the following safety inspections completed in your unit?

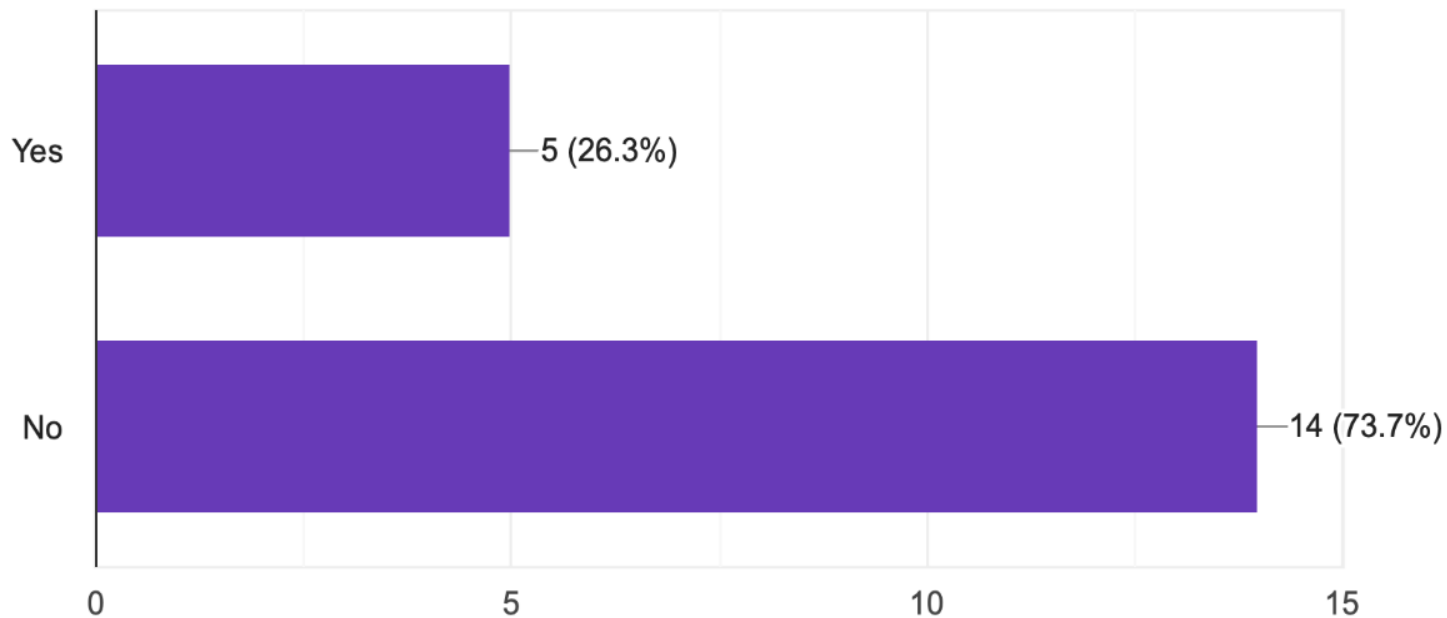
18 responses



# Question#7 (Results)

Are you aware of the proper procedure when inspections are conducted?

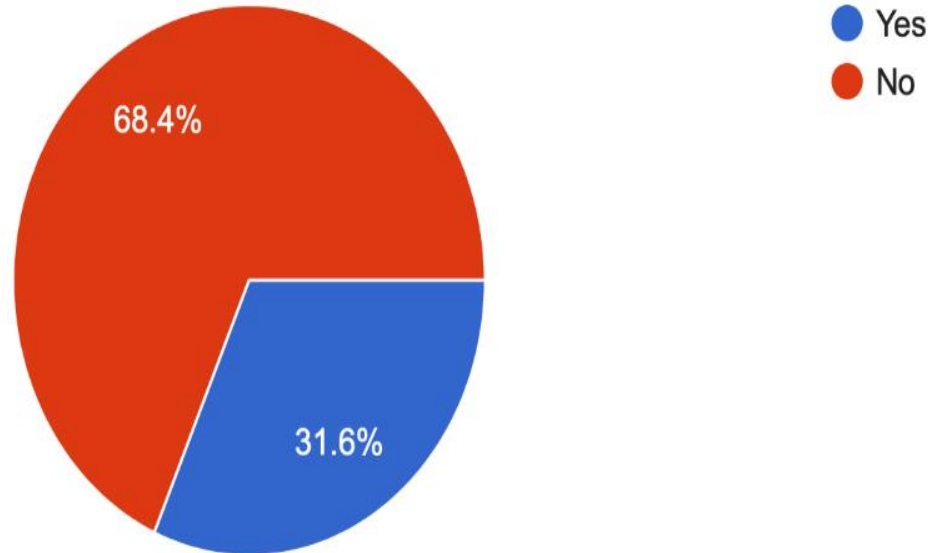
19 responses



# Question# 8 (Results)

Are you aware of the MYNYCHA App?

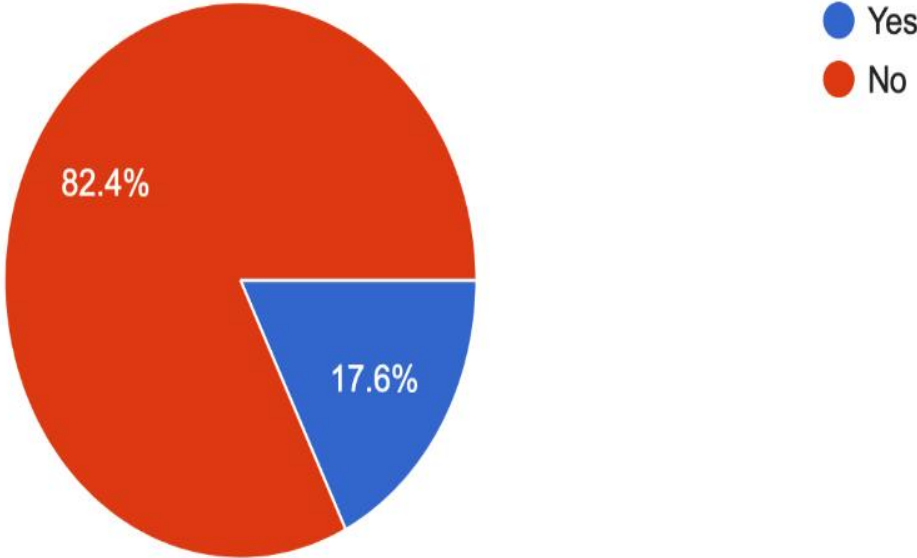
19 responses



# Question# 9 (Results)

If yes, do you have and use the MYNYCHA App?

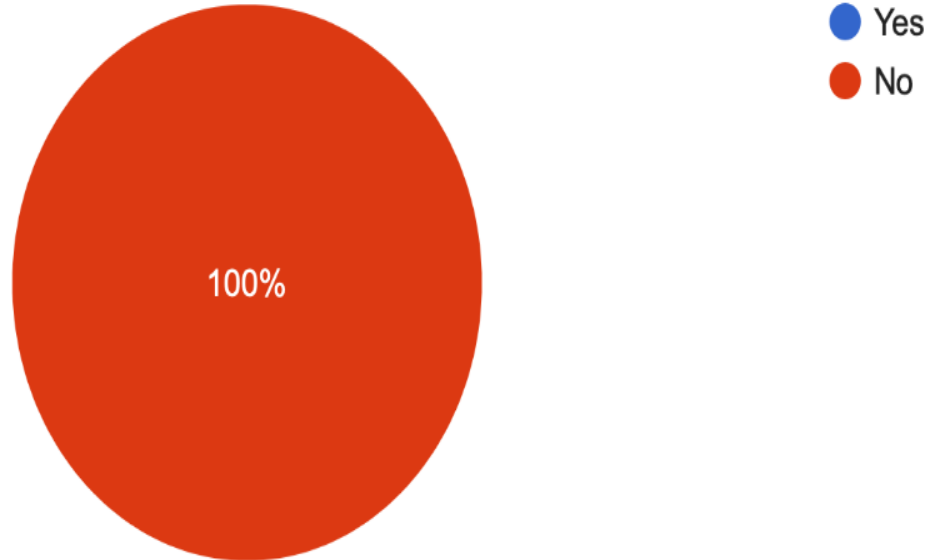
17 responses



# Question# 10 (Results)

Are you familiar with NYCHA's Transformation Plan

19 responses



# Survey Outreach Plan

- Issue hard copy survey forms
- QR Survey forms
- Community Centers
- Food pantries
- Post QR code throughout the Developments (with the approval of management)

# **Management Practices - Resident Survey QR Code**

**Here is your opportunity to share your opinion about**

**Management Practices**

**Resident Survey**

**For**

**Residents by Residents**

**Use your phone camera to open the survey and provide your Feedback!**

