

An aerial photograph of a large, multi-story brick apartment complex. The building is composed of several interconnected wings with many windows. In the foreground, there is a road with several cars and a yellow taxi. Green trees and grass are interspersed between the building and the road. The sky is blue with some clouds. The text is overlaid in a large, red, sans-serif font.

Resident Round Table Sub-
Committee
Management Practices
February 17, 2022 @ 6:00pm

Management Practices Subcommittee Members:

Kisha Greene, Facilitator/Notetaker

Richard Johnston, Presenter

Sandra Perez, Timekeeper

Susana Ortiz

Loinsworth Sankarsingh

Dominica McCoy

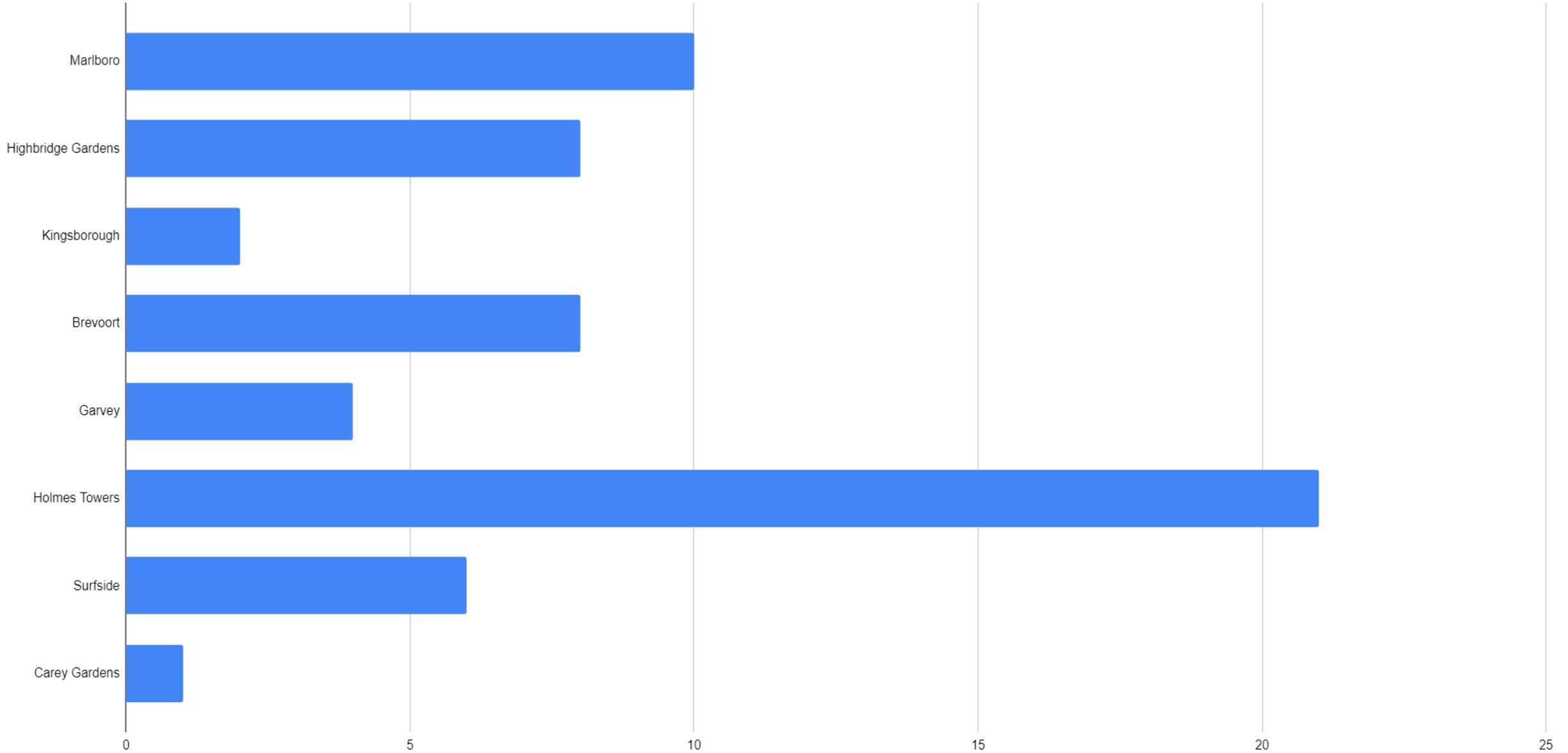
Survey Questions

1. What development do you live in?
2. When putting in repair request(s), how long does it typically take to complete the repair?
3. Do you know who the Property Management is at your development?
4. Do you know who your Housing Assistant is?
5. How would you rate your experience when visiting the Management office?
6. Do you have the following safety inspections completed in your unit?
7. Are you aware of the proper procedure when inspections are conducted?
8. Are you aware of the MNYNYCHA App?
9. If yes, do you have and use the MNYNYCHA App?
10. Are you familiar with NYCHA's Transformation Plan

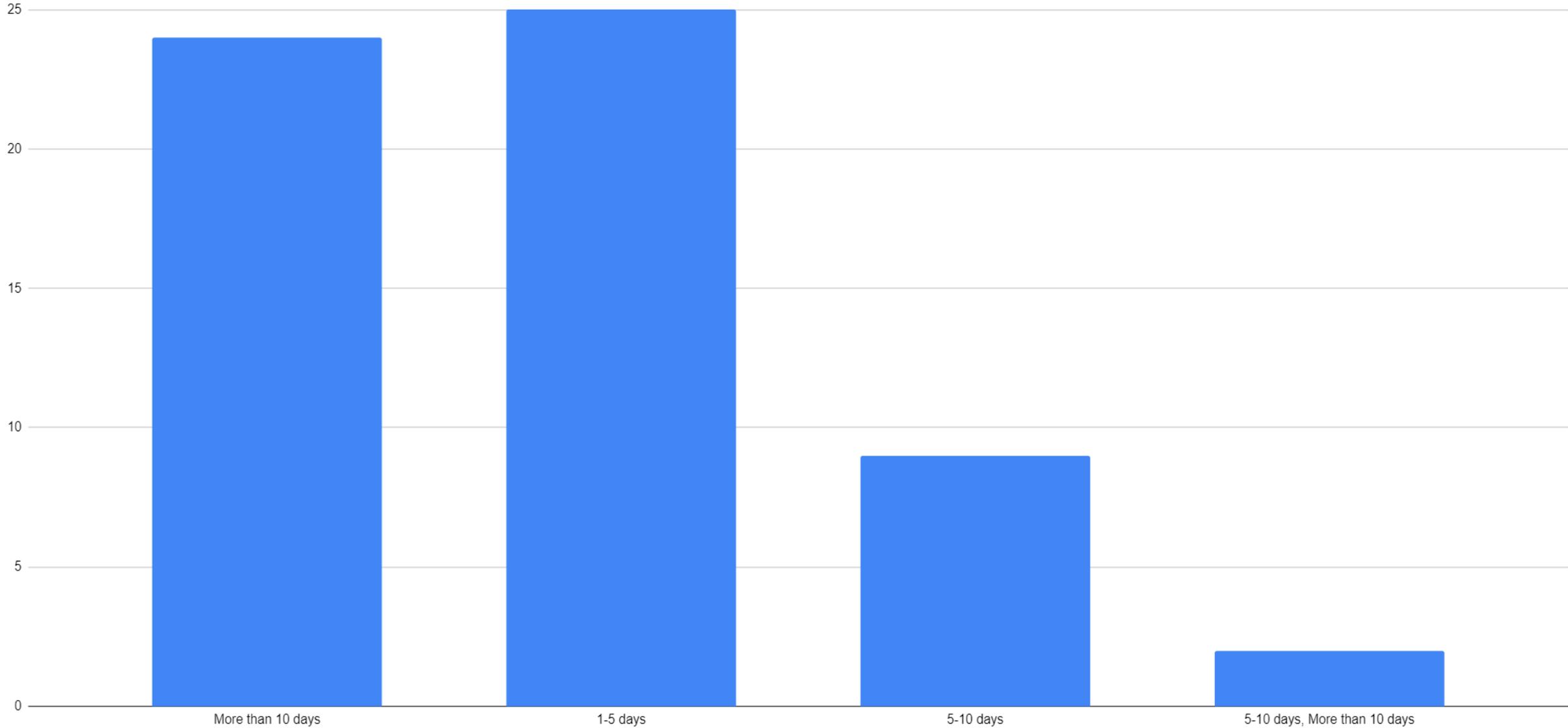
Survey Results

- As of 2/17/2022, 63 residents have completed the survey on Management Practices
- December survey results: 19 responses
- January survey results: 47 responses
- February survey results: 63

Survey Results by development



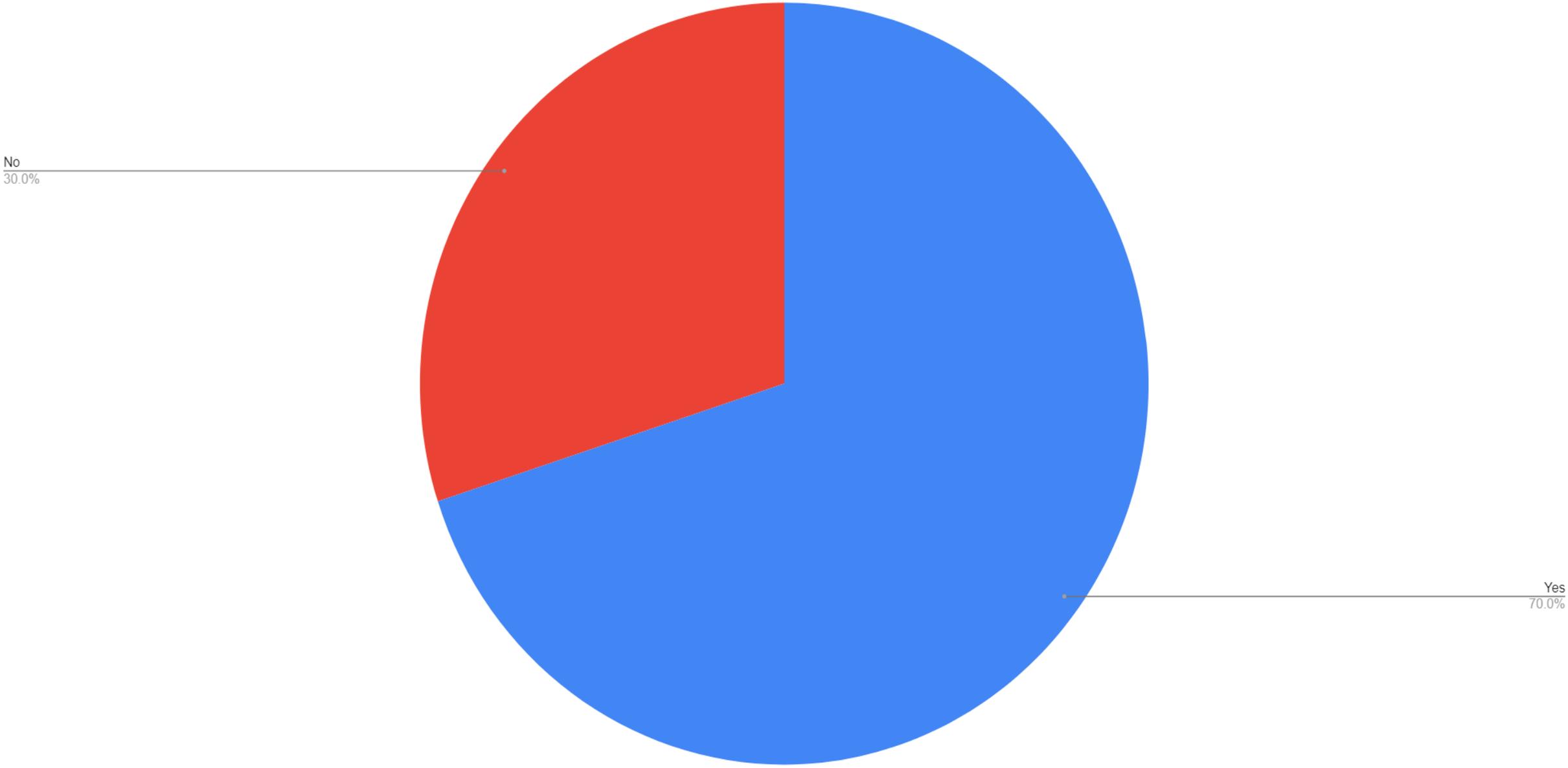
When putting in repair request(s), how long does it typically take to complete the repair?



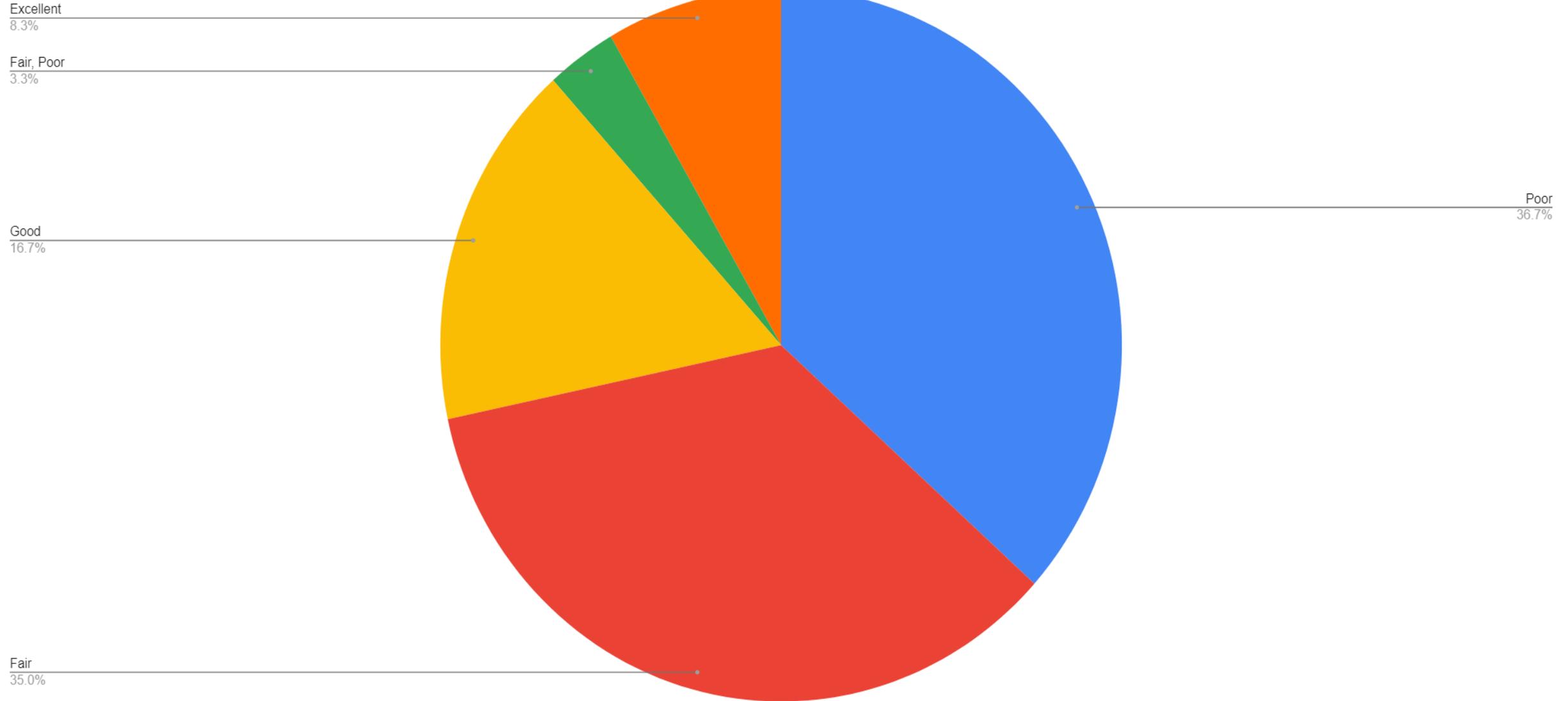
Do you know who the Property Manager is at your development?



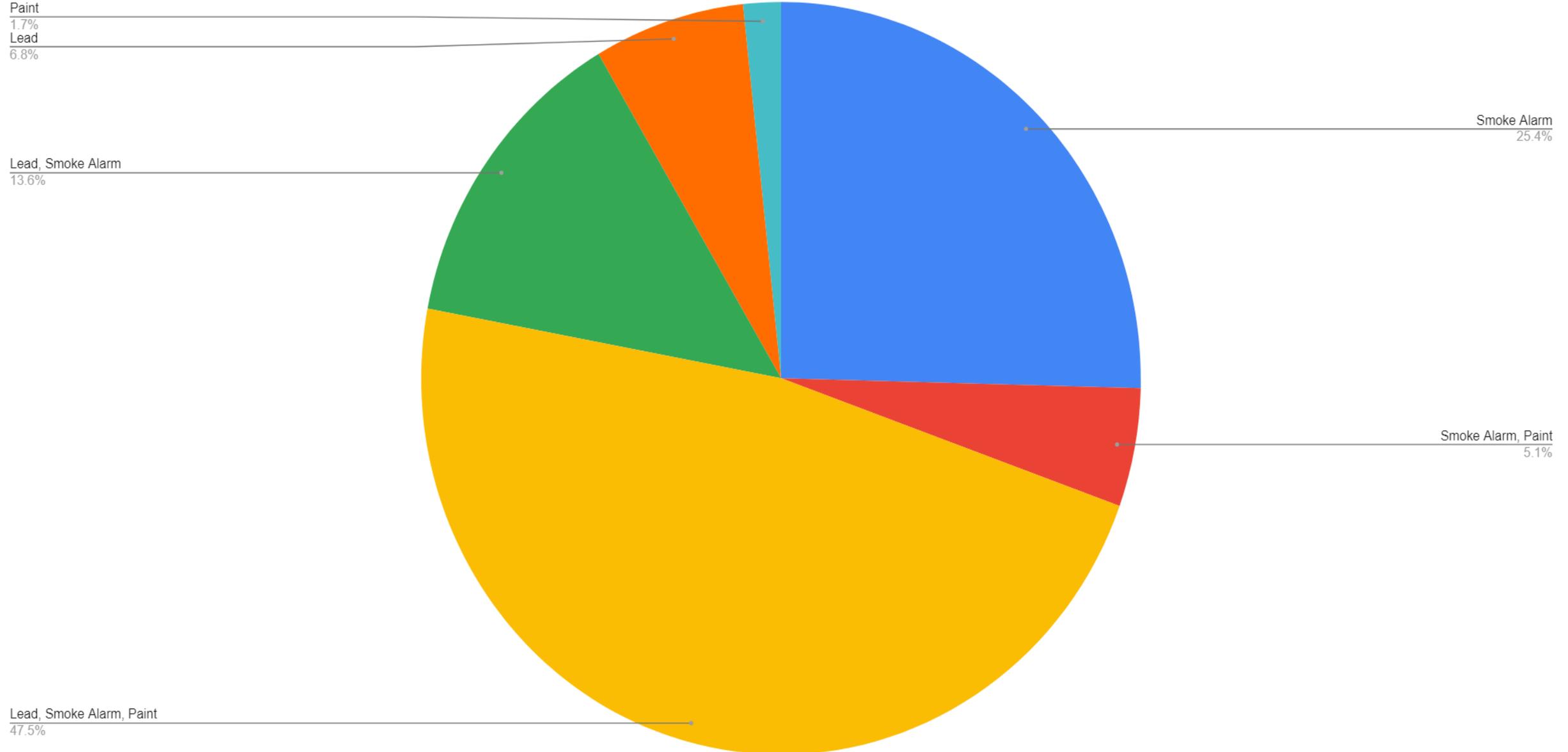
Do you know who your Housing Assistant is?



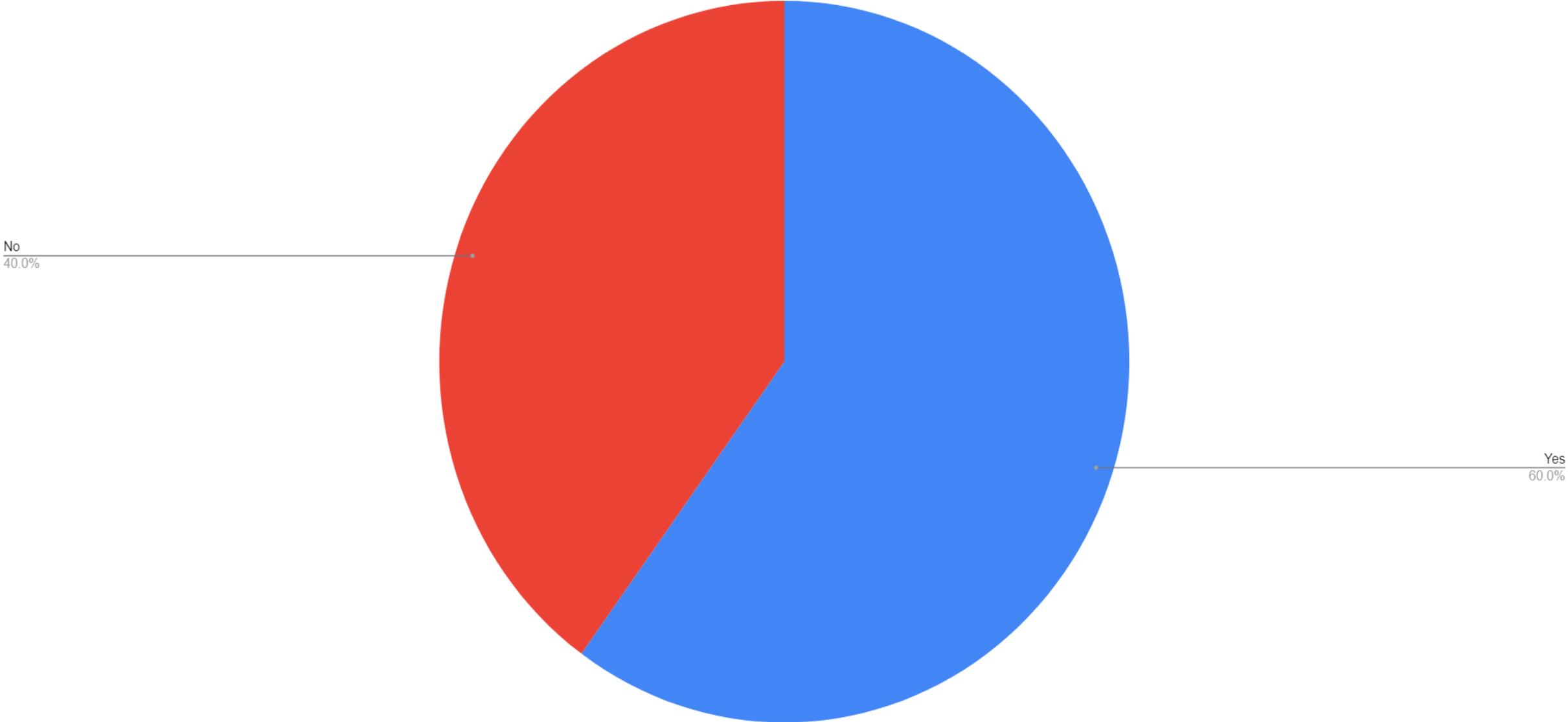
How would you rate your experience when visiting the Management Office?



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



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



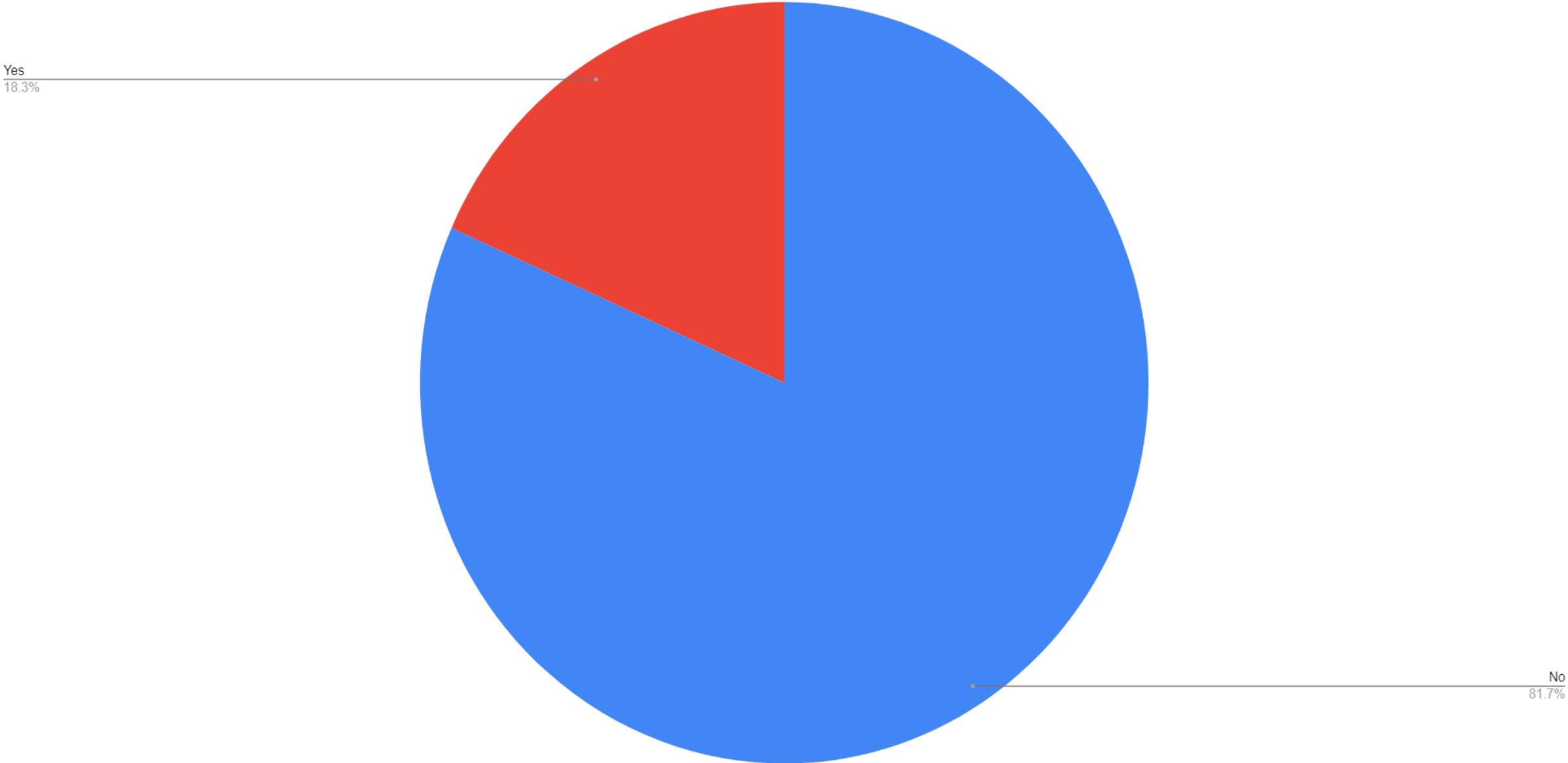
Are you aware of the MYNYCHA App?



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



Are you familiar with NYCHA's Transformation Plan



Survey Outreach Plan

- Issue hard copy of the survey forms
- QR Survey forms- English/Spanish
- Community Centers
- Food pantries
- Post QR code throughout the Developments

Management Practices - Resident Survey QR Code

Here is your opportunity to share your opinion about

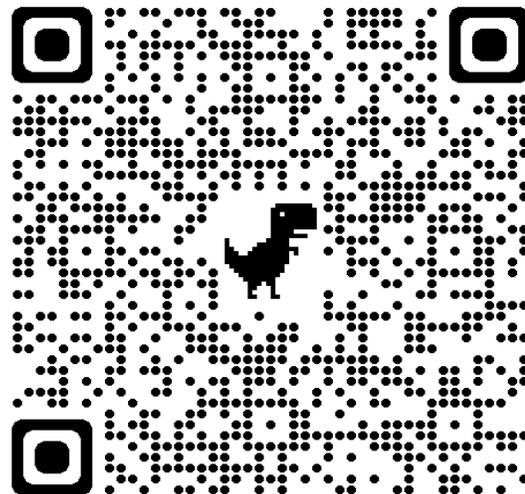
Management Practices

Resident Survey

For

Residents by Residents

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



Aquí tu oportunidad para compartir tu opinión sobre las Prácticas de Gestión.

Para inquilinos por inquilinos.

Utilize la cámara de su teléfono para abrir el código de barra, llenar la encuesta y proveer su opinion.

