

# MOORE HOUSES & COURTLANDT AVE PACT COMMUNITY PLAN

MAY 2026

**PLANNING**  
FOR **PACT**



# ABOUT THIS PLAN

## Moore Houses and East 152nd Street-Courtlandt Avenue

The New York City Housing Authority (NYCHA) has included Moore Houses and East 152nd Street-Courtlandt Avenue in the Permanent Affordability Commitment Together (PACT) Program to provide the community with much-needed building and apartment improvements and enhanced property management, public safety, and social services. PACT represents a significant opportunity to improve the quality of life for Moore Houses and East 152nd Street-Courtlandt Avenue residents, while keeping rents permanently affordable and preserving resident protections.

NYCHA and the selected PACT partners – Mega Group Development and Brisa Builders Development – have worked closely with residents to design every aspect of the Moore Houses and East 152nd Street-Courtlandt Avenue transformation. After extensive resident engagement, the plans for the large-scale renovation and ongoing property management have been completed and are described in this document.



Conceptual rendering of Moore Productive Garden



# PROJECT SUMMARY

**Moore Houses and East 152nd Street-Courtlandt Avenue (referred to in this plan as “Courtlandt”), located in the South Bronx, consist of 4 residential buildings with a combined total of 684 apartments, home to approximately 1,500 residents. The 2 residential buildings at the Moore Houses have 3 boilers and 8 elevators, as well as a senior center. Courtlandt’s 2 residential buildings have 2 boilers and 4 elevators. 372 East 152nd St. is a senior building, with a senior center on the ground floor.**

## APARTMENTS & BUILDINGS

The renovations will include improvements to all apartment interiors and building systems, façade repairs, new windows, elevator overhauls, mechanical system modernization, new recycling and laundry rooms added to every building, a renovated resident association office, creation of a social services office, new and renovated community facility spaces, and a renovated management office at each development.

## PROPERTY MANAGEMENT & SECURITY

Property management will be provided by Cornell Pace Inc., who will be responsible for all aspects of the property’s maintenance and operations. All maintenance and repair requests will be responded to in a timely manner. Common areas and grounds will be kept clean, and trash and recycling collections will be well-managed. Regular extermination will be provided, as well as overall security measures such as cameras throughout the buildings and key fob building access. The property management offices will be located at 664 East 149th St. and at 370 East 153rd St.

## SOCIAL SERVICES

BronxWorks will deliver comprehensive on-site social services for residents of both developments, offering case management, rental arrears and housing stability assistance, benefits enrollment, crisis intervention, senior programming, youth and family activities, health and wellness workshops, mental health referrals, nutrition education, and food access support. They will also connect residents to employment and financial resources through BronxWorks’ Jobs Plus program and provide eviction-prevention and emergency assistance through their Homebase and Emergency Need for the Homeless Program (ENHP) programs. Through these services and partnerships with East Side House, St. Mary’s Cornerstone, and BronxWorks’ internal health, workforce, and senior programs, BronxWorks will ensure residents have coordinated access to the supports needed for long-term stability, health, and overall well-being.

## PROJECT TIMELINE

Cornell Pace Inc. will take over duties from NYCHA in 2026, when construction will also begin. The PACT partner team will distribute notices prior to any work beginning on-site. Construction will be phased across the developments and is anticipated to last approximately three years. Construction work in each apartment is expected to take 3-6 weeks.



Moore Houses Resident Meeting



East 152nd Street-Courtlandt Ave Resident Meeting

# KEY PRIORITIES & PLANNED INVESTMENTS

The Moore Houses and Courtlandt Avenue Community Plan reflects key resident priorities:



## SAFETY & SECURITY UPGRADES

The new security system will include CCTV surveillance, intercoms, access control, and an alarm system to provide robust protection and centralized monitoring. Each building will be equipped with indoor and outdoor CCTV cameras. Cameras will be deployed across all sites. Additionally, new intercom systems will be provided at each entry point, building entrances will feature smart card readers and key fob building access, and an alarm system will protect against unauthorized entry.



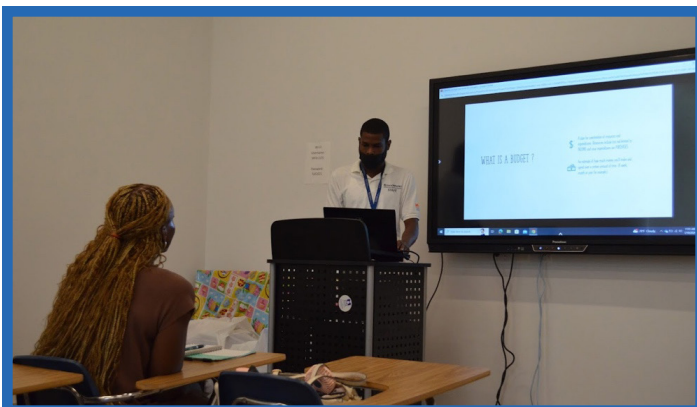
## APARTMENT INTERIOR RENOVATIONS

Apartments will receive new entry doors, flooring, light fixtures, electrical outlets, and Carbon monoxide/smoke detectors. Repairs will be made to walls, ceilings, doors, and closet shelving. Apartments will include kitchen upgrades with new cabinets, solid surface countertops, tile backsplash, stainless steel appliances, and washing machine connections. Bathroom renovations include new fixtures, floors, and medicine cabinets. Behind the walls, branch piping to the shower and kitchen sink will be replaced, and existing risers will be repaired where damaged.



## LANDSCAPE & GROUNDS

Site improvements will create better outdoor spaces for residents. Courtlandt's buildings will gain access to their rear yards, complete with accessibility upgrades, newly landscaped areas, new senior fitness and children's playground equipment to create a secure, intergenerational activity area. The playground and basketball court at Moore Houses will be enhanced with bleachers and game tables. All sites will receive picnic tables and benches. Additionally, all outdoor areas will feature improved paths, plantings, lighting, and trash bins to support all active and passive uses.



## ENHANCED SOCIAL SERVICES

BronxWorks, the organization currently operating an Older Adult Center at Moore Houses as well as the Jobs Plus program serving both sites, will serve as Moore Houses and East 152nd Street-Courtlandt Avenue's social service provider. BronxWorks is committed to ensuring residents have access to resources to enhance their well-being, focusing on family support, housing and financial stability, and other challenges.



## HEATING, COOLING & HOT WATER

The energy inefficient gas boilers will be replaced with an all-electric system to provide reliable utilities. Existing radiators will be replaced with Packaged Terminal Heat Pumps (PTHP) that will provide heating and cooling. Residents will have individual control over the temperature in their apartments, allowing them to adjust settings within an energy-efficient range that maintains comfort. Domestic hot water will be sourced from electric air to water heat pumps located on rooftops to provide protected and efficient service.



## BUILDING ENVELOPE

All buildings will undergo full window replacements. Brickwork will be repointed, and lintels and windowsills will be replaced as needed. Building canopies will be refinished, storefront entrances will be replaced, and interior insulation will be added around windows to reduce drafts and improve heat retention.

*Rendering of Courtlandt*



## RESILIENCY

In September 2021, Hurricane Ida caused significant flooding at Moore Houses, resulting in the loss of heat and hot water across the development. To protect both Moore Houses and Courtlandt from future storm events, electrified mechanical systems will be elevated to limit impacts of localized flooding, and site drainage will be enhanced to reduce flood intensity. Additional flood protection efforts will be installed at Moore to prevent flooding at known points of failure.

*Rendering of Moore Houses*



## ENVIRONMENTAL REMEDIATION

Apartments have been tested for lead-based paint and inspected for mold and asbestos-containing materials. Where found, these hazards will be remediated to ensure healthy and safe living spaces. All abatement work will be conducted safely and aim to minimize disruptions to neighboring residents. Where lead, mold, or asbestos remediation is required, households will move temporarily during the abatement and renovation process at the PACT partner's expense.

# APARTMENTS

## KITCHEN RENOVATIONS

- 1 Appliances:** New electric ranges with hoods in all apartments. New stainless steel combination refrigerators/freezers. All appliances will be ENERGY STAR certified.
- 2 Fixtures:** User-friendly and Americans with Disabilities Act (ADA) compliant kitchen faucet. Low-flow faucets in bathrooms and kitchens. Stainless steel under-mount single compartment sink.
- 3 Countertops:** High quality and durable quartz countertops.
- 4 Backsplash:** High quality and durable ceramic tile.
- 5 Cabinets:** Wall-hung and base solid wood cabinets.
- 6 Lighting:** Energy-efficient LED light fixtures will replace existing lights throughout.
- 7 Flooring:** All flooring will be replaced with new recyclable and FloorScore certified vinyl flooring.
- 8 Other Apartment Renovations Include:**
  - Doors:** Apartments will receive new fire-rated entrance doors with new hardware, and all faulty interior doors will be replaced with solid core wood doors
  - Wall Paint:** Apartment walls will receive drywall repairs and a fresh coat of non-toxic paint with low/no volatile organic compounds (VOC)





Rendering of renovated kitchen - renderings are illustrative of finishes, not layouts

# APARTMENTS

## BATHROOM RENOVATIONS

- 1 Fixtures:** Durable, high-quality vanity with integrated porcelain sink bowl and single handle stainless steel low-flow faucet. New WaterSense Certified Ultra High Efficiency Toilet.
- 2 Tub & Shower:**
  - New Bath Fitter tub enclosure
  - All leaks will be repaired, mildew will be cleared, and mold will be abated before fixtures are installed. Cleaned and improved ventilation, along with mold-resistant materials, will prevent future mold and mildew.
- 3 Medicine Cabinet:** New medicine cabinet with mirror.
- 4 Flooring:** New porcelain tile floor and marble saddle.
- 5 Walls:** New acrylic wainscoting system in place of existing tile.
- 6 Lighting:** Existing vanity light will be replaced with new ENERGY STAR certified and long-lasting LED lighting fixtures.
- 7 Bathroom Accessories:** New polished chrome towel bar and toilet paper holder. New grab bars in ADA units.
- 8 Other Apartment Renovations Include:**
  - Doors:** Apartments will receive new fire-rated entrance doors with new hardware, and all faulty interior doors will be replaced with solid core wood doors.



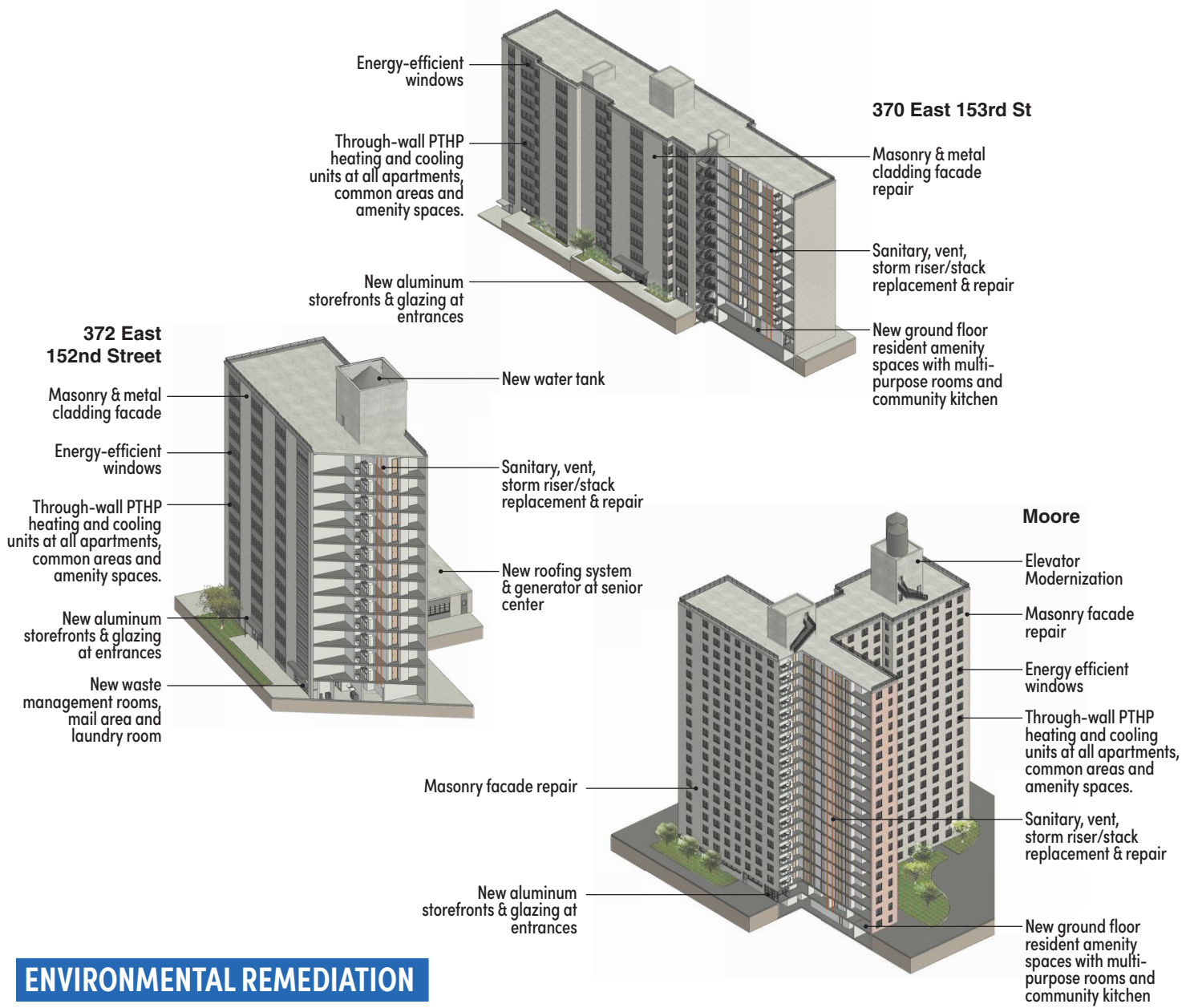


Rendering of renovated bathroom - renderings are illustrative of finishes, not layouts

# BUILDINGS

## SYSTEMS & INFRASTRUCTURE

- **Electrical Upgrades:** All building systems will be electrified, including cooking, heating and cooling. New electric closets and panels will be installed in corridors and apartments will receive new outlets to support electric appliances. Some units will receive reduced closet space to accommodate the electric closets.
- **Heating & Cooling:** Existing radiators will be removed and replaced with Packaged Terminal Heat Pumps (PTHPs), ensuring reliable year-round heating and cooling for apartments, common areas, and the community facilities. Residents will be able to control the temperature of the PTHP within a comfortable and energy efficient range. In some units, supplemental electric space heaters will be installed in the toe space of kitchen cabinets to ensure consistent temperatures in all apartment layouts.
- **Domestic Hot Water:** The existing hot water boilers will be replaced with rooftop electric air-to-water heat pumps, providing domestic hot water that is more reliable and resilient during storms.
- **Plumbing and Sanitary Risers:** All plumbing and sanitary risers will be cleaned and flushed, with repairs or replacements at locations showing cracks or corrosion and replacing the base of vent risers.
- **Ventilation:** Improvements will include installation of Energy Recovery Ventilators (ERVs) to enhance indoor air quality and energy efficiency, delivering fresh, filtered air to corridors. Additional upgrades will include replacing any non-functioning fans, replacing dampers, performing system balancing for optimal performance, and cleaning and sealing all ventilation shafts.
- **Elevators:** Elevators at Moore Houses will be fully modernized with new elevator cabs, mechanical equipment, cables, and directional lights with “up and down” call buttons. Courtlandt elevators will be repaired to improve performance. All elevators will receive routine maintenance and timely repair service.
- **Security:** All buildings will receive access and security upgrades, including CCTV cameras, new building accessibility by key fobs, alarm enabled doors, new intercoms with video capability, and new lighting in hallways and building exteriors.
- **Roofs:** Recent roof repairs at Moore Houses and Courtlandt will be maintained. Minor roof repair to the Courtlandt Senior Center roof will improve insulation and address existing leaks.
- **Free Internet:** Building-wide Wi-Fi will be installed and available for free to all households.



## ENVIRONMENTAL REMEDIATION

**Environmental health hazards within apartments and buildings will be addressed. Lead-based paint and mold will be fully abated. If asbestos must be disturbed during renovations, it will be removed, while asbestos-containing materials that are not disturbed will be encapsulated. Mold prevention will be addressed through improved ventilation; the repair of old or damaged plumbing, roofs, and façades; and the use of mold-resistant paint in bathrooms.**

**If apartments contain hazardous materials or require extensive construction, or where a resident with a documented health concern requests a reasonable accommodation, temporary moves will be required to ensure resident health and safety during the renovation. All households will have the right to return to their home following the renovation. Households that require temporary moves will coordinate directly with the PACT partner team, who will assist in the process and ensure it is as seamless as possible. The PACT Partner will pay for all associated costs, including packing supplies and movers.**

# BUILDINGS

## COMMON AREAS & COMMUNITY SPACES

- **Building Entrances:** New doors at all building lobbies will have modern intercoms and key fob access technology, limiting access to authorized residents and their guests only.
- **Lobby Upgrades:** All building lobbies will be renovated with new windows, entry doors, key fobs, and video intercom systems. Existing terrazzo flooring will be patched and polished, walls will be repaired and painted, and new lighting will be installed.
- **Mail & Package Areas:** New, expanded mail and package areas will be created in the lobby of each building. These areas will include ADA-accessible mailboxes for incoming and outgoing mail and will be secured with a key fob access system. Amazon storage lockers will also be installed at the exterior of each lobby.
- **Trash/Recycling Areas:** Recycling and trash rules will be posted, and disposal of household waste will occur in hallway trash chutes and designated waste rooms on the ground floors. For bulk items, residents will be able to request assistance from property management staff. Entryways, trash rooms, and other common areas will be cleaned daily to maintain sanitation and prevent debris buildup.
- **Hallways and Corridors:** All existing corridors will receive new energy-efficient LED light fixtures, new flooring, and repaired and painted wall finishes that preserve the historic character of the building.
- **Stairwells:** Existing stairs will be repaired and repainted; monitored cameras will be installed.
- **Laundry Rooms:** New laundry rooms will be created equipped with washing machines and dryers. Laundry rooms will be equipped with cameras, new flooring, lighting, folding tables, chairs, and carts. Laundry rooms will be provided on the first floor of each building.
- **Community Facilities:** The E. Robert Moore Houses Older Adult Center and Melrose Senior Center will be renovated with new partitions, lighting upgrades, fireproofing, accessibility improvements and converting to fully electric heating and cooling systems. At Moore Building 1 (674-694 East 149th St.) and Courtlandt 2 (370 East 153rd St.), the existing double-height boiler rooms will be converted into two new community facility spaces. This will involve removing obsolete gas and boiler equipment, relocating and consolidating the new electrical systems in the cellar, and installing a new structural slab, flooring, and walls. The completed spaces will be occupied by youth-oriented non profits, ActivePlus and Bronx Green Machine.
- **Social Services Office:** New offices will be created at Moore at 525 Jackson Avenue and Courtlandt at 370 East 153rd St. for the Social Service Provider, BronxWorks. The facility will include space to accommodate one-on-one consultation between residents and case managers, and facilitate large group activities.
- **Resident Association Office:** The existing Resident Association office at Moore Houses will be renovated and a bathroom will be constructed in the office.



Conceptual rendering of Moore Lobby



Conceptual rendering of Courtlandt Lobby

# SITES & GROUNDS

The campus plans shown at right represent the broad range of improvements that are planned for the developments' public spaces.

- 1 Landscaping:** There will be removal and pruning of existing trees and introduction of native plantings. A bio-retention basin will be integrated into planting zones to capture and filter stormwater, and soil will be engineered to meet NYCDEP standards, helping to mitigate and address future stormwater flooding on site.
- 2 New Site Furnishings / Seating & Tables:** The outdoor areas will feature new social spaces with group seating, benches, and picnic tables. A fitness zone at 372 East 152nd St. and an integrated play area at 370 East 153rd St. will create opportunities for intergenerational activity. At Moore Houses, the existing playground and basketball court will be preserved, while new bleachers, game tables, and seating areas will enhance comfort and usability. Moore Houses will also receive new raised garden beds for resident-led planting. Additional improvements will include upgraded pathways, fresh plantings, enhanced lighting, and new outdoor trash bins to support both active and passive uses.
- 3 Improvements to ADA Access:** At each development, improved ramps and walkways will be installed that comply with ADA standards, as well as handrails and slip-resistant paving to ensure inclusive access. A new ADA lift at Moore will provide access to cellar level social services offices from the grounds.
- 4 Exterior Lighting:** Lighting will be added and designed to enhance visibility and improve resident safety along pathways, parking lots and building entrances.
- 5 Parking Lots:** Parking lots will be renovated with full-depth asphalt replacement, drainage system upgrades, ADA-compliant parking, curb ramps, and site-grading. Existing fenced off parking lot at 370 East 153rd St. will be repaved and accessible to residents.
- 6 Other public space improvements:** Each building will be equipped with indoor and outdoor CCTV cameras integrated into a cloud-enabled video management system. This system enables secure remote monitoring, and real-time alerts. This will enhance overall safety by supporting faster incident response, proactive threat detection, and more effective security oversight.



# PROPERTY MANAGEMENT & SECURITY

Property management will be enhanced with a fully staffed management team led by Cornell Pace Inc., who will be responsible for all aspects of the property’s maintenance and operations. Prior to the transition to new management, the PACT partner will distribute welcome packets to Moore and Courtlandt households with details on new procedures, such as paying rent and reporting maintenance and repair issues.

## PROPERTY MANAGEMENT OFFICE

Each development will have a management office, for Moore Houses it will be located at 664 East 149th St. and for Courtlandt it will be located at 370 East 153rd St.

The on-site maintenance staff includes:

	Moore	Courtlandt	Total
Superintendent	2	2	4
Handy person	2	2	4
Porter	9	5	14
	<b>13</b>	<b>9</b>	<b>22</b>

## SECURITY PLAN

### ■ Building Access:

New doors (front and back) at all building lobbies will have modern intercoms and key fob access technology, limiting access to authorized residents and their guests only. Laundry and recycling rooms will also be controlled with key fobs. New vehicular gates to allow only residents and staff access to parking lots.

### ■ Camera Monitoring:

Each building will be equipped with indoor and outdoor CCTV cameras featuring night vision and vandal-resistant housings to ensure reliability. These cameras will be managed through a cloud-enabled video management system, allowing remote access and analytics.

### ■ Alarm System:

A roof alarm system with motion sensors and door contacts on non-resident doors will protect against unauthorized entry, while central station monitoring will provide rapid response to any triggered events.

## MAINTENANCE PROTOCOLS

Residents submit repair requests through the property management main office, where a work order is generated, reviewed by the property manager, and assigned to the Superintendent. Work orders will also be able to be submitted via phone or online. For maintenance requests, response time will vary depending on the request.

- Emergency repairs, including issues that pose an immediate risk to health or safety will be addressed immediately. These include:
  - Gas leaks (after hours call 911)
  - Electrical hazards
  - Water leaks or flooding
  - Lack of essential utilities like water or heat.
- Urgent repairs, including issues that significantly affect your quality of life but do not pose an immediate danger will be addressed next in order of priority. These include:
  - Malfunctioning appliances (e.g., refrigerator, stove) will be addressed the same day/next day, depending on issue.
  - Plumbing issues like clogged drains or toilets will be addressed immediately.
  - Broken windows or doors that compromise security will be addressed immediately.
- Routine repairs, which are considered non-urgent requests will be addressed within 48 hours unless parts or outside vendors are required, in which case every effort is made to expedite completion. These include:
  - Minor cosmetic repairs (e.g., painting or patching walls).
  - Repairing non-essential appliances.
  - General maintenance tasks.

## WASTE & PEST MANAGEMENT

Trash removal will be handled in accordance with all local mandates and NYCHA requirements. The Property Manager will work with residents to ensure compliance with recycling rules and proper disposal of household waste in designated areas. Bulk waste will be manually handled by maintenance staff and transported to the exterior waste yard using motorized tilt trucks for secure storage until pickup. Residents will dispose of recycling waste in designated waste collection rooms on the ground floors. Maintenance staff will clean entryways, trash rooms, and other common areas daily to maintain sanitation and prevent debris buildup. Residents will be expected to follow posted guidelines and promptly report issues related to waste disposal to management.

Regular extermination services will be scheduled throughout the property. Residents will be asked to keep apartments clean, store food securely, and immediately report any signs of pests to the Property Manager. The property management team will respond promptly to service requests and take all necessary measures to address infestations. These efforts, combined with resident cooperation, will ensure a safe and comfortable living environment for all. The smoke-free policy will be enforced by the management team.

# SOCIAL SERVICES & COMMUNITY PROGRAMS

**As part of the Moore Houses and the East 152nd Street-Courtlandt transformation through the PACT program, social services operated by BronxWorks will be provided on-site at 525 Jackson Avenue and at 370 East 153rd Street. Across service areas summarized below, BronxWorks' programs and external partners create a system designed to meet the needs identified in the resident assessment and improve quality of life for households at both developments.**

## CASE MANAGEMENT

Case management aims to address immediate needs such as rental arrears, recertifications, benefits enrollment, crisis assistance, and housing stability. BronxWorks will develop individualized service plans, offer referrals to mental health and substance use services, and help residents navigate healthcare, chronic conditions, and long-term support needs.

## WELLNESS AND HEALTH

BronxWorks will also run health and wellness programming - including nutrition education, chronic disease prevention, and monthly workshops - and expand food access through SNAP-Ed classes and pop-up food resources.

## SENIOR SERVICES

Seniors will receive dedicated support through BronxWorks' Older Adult Center at Moore and through coordination with East Side House's senior center at Courtlandt, ensuring access to meals, case assistance, wellness activities, and social programming.

## YOUTH AND FAMILIES

BronxWorks will serve youth and families through onsite activities and seasonal events, while connecting children and teens to the St. Mary's Cornerstone Center for after-school programs, summer camp, academic support, recreation, and arts programming.

## EMPLOYMENT AND FINANCIAL STABILITY

Residents will be referred to BronxWorks' Jobs Plus program for job search assistance, certification training, digital literacy, small-business training, interview skills, resume writing, and financial counseling, as well as BronxWorks' free tax preparation service.

## HOUSING AND EMERGENCY NEEDS

BronxWorks will coordinate with its Homebase and ENHP programs to provide eviction prevention, arrears assistance, and one-time financial help.



Moore Houses and East 152nd St-Courtlandt Ave Social Services



Moore Houses and East 152nd St-Courtlandt Ave Social Services



Conceptual rendering of Moore Open Spaces



# CONTACT US!

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