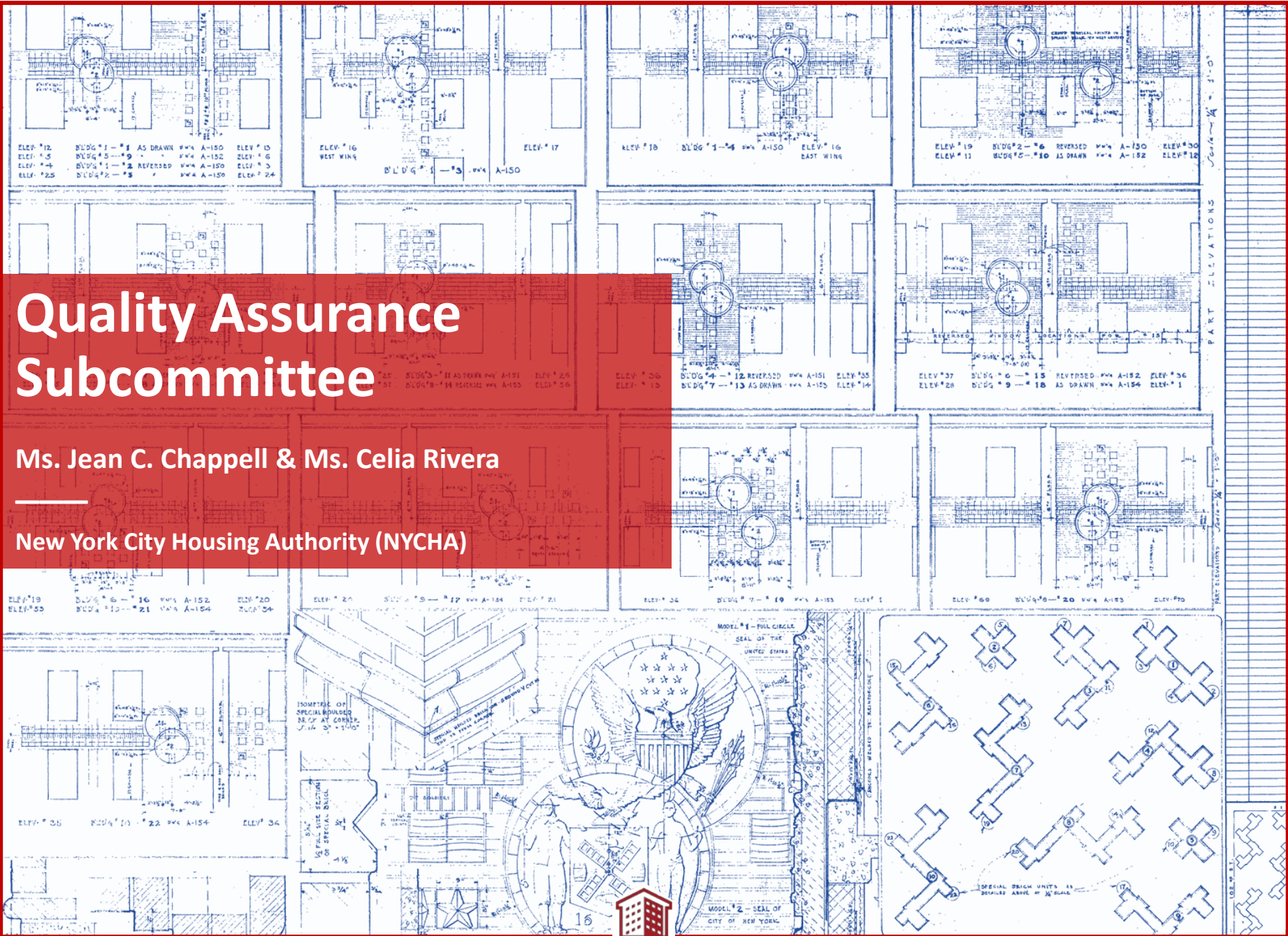


Quality Assurance Subcommittee

Ms. Jean C. Chappell & Ms. Celia Rivera

New York City Housing Authority (NYCHA)



Subcommittee's Mission Statement

Quality Assurance

It is the tools and processes put in place to ensure that NYCHA residents live with high standards of safety and comfort. By creating measurable standards of living, residents are able to hold accountable the landlord—NYCHA in this case—when services are not performed adequately and ensure that the level of quality in service and/or products, provided by the workers, are **standard** across ALL developments **citywide**.

Subcommittee's Focused Area of Work

The Quality Assurance Subcommittee focuses on improving three major aspects of residents' experience with their work orders which are: (1) **Customer Service & Accountability**, (2) **Quality of Work**, and (3) **Work Orders Timeliness**.

In regards to **Customer Service & Accountability**, this Subcommittee seeks to improve residents' overall experience when work is being completed in their units by NYCHA staff (contractors and subcontractors). We will propose recommendations on how NYCHA residents and staff can hold each other accountable when work is being completed by enshrining customer service standards that should be performed across all of NYCHA. By also enshrining an accountability procedure, the Subcommittee intends to make residents more aware of how NYCHA is supposed to conduct inspections in their unit.

Quality of Work focused on the type of material, overall satisfaction of residents with the workmanship and how to improve residents' decision-making authority regarding the materials used in their apartment. The Subcommittee intends to make recommendations on enshrining a more robust complaint procedure/policy on this area.

Work Orders Timeliness – this Subcommittee seeks to shorten the wait process of putting a work order ticket, response time, and how to make it more user-friendly for those that are and are not tech savvy.

Subcommittee's Questions

To help in the process of drafting recommendations in the areas mentioned prior, the Subcommittee asked NYCHA residents the following questions:

- **When scheduling your most recent repair, did you receive advance notice about the appointment date and time? (Q1)**
- **For your most recent repair, how long did it take before the repair was completed? (Q2)**
- **Were the workers who completed your most recent repair polite throughout the process? (Q3)**
- **Did the workers who completed your most recent repair explain what the next steps would be in the repair process? (Q4)**
- **After the work is finished, would you want another NYCHA worker to return to your apartment to confirm the repair was completed? (Q5)**

★ ***395 responses were received!*** ★

Survey Results

Quality Assurance Subcommittee

Survey Breakdown

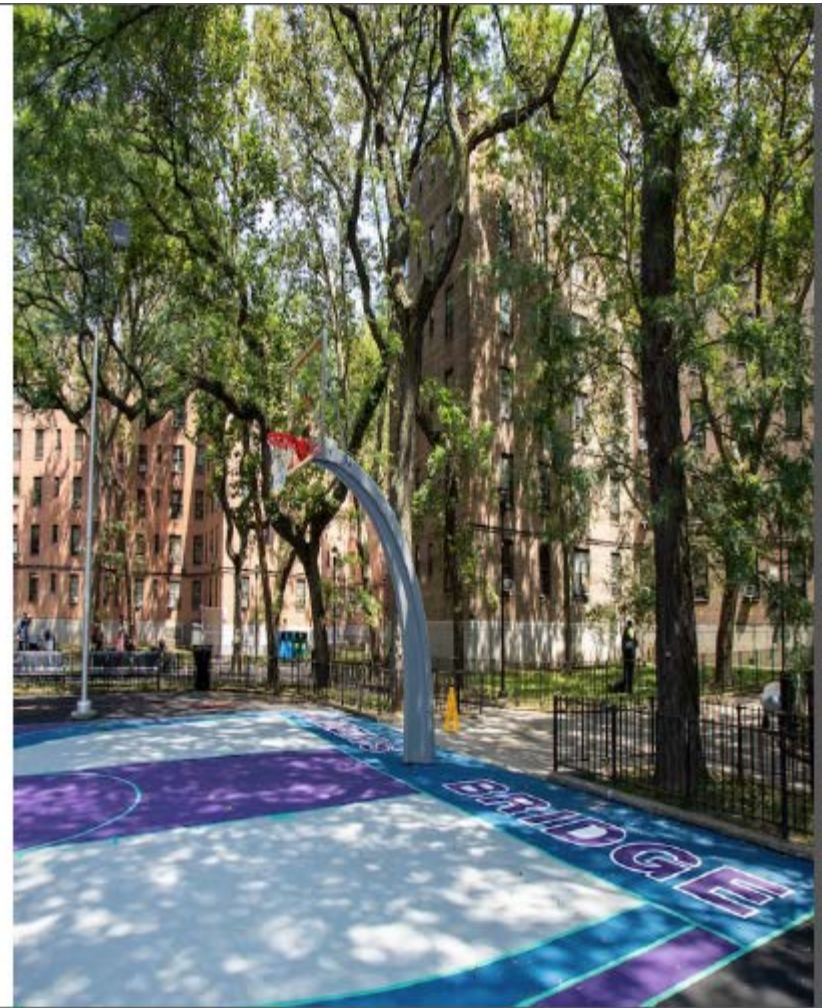
Part 1

Description of Residents'
maintenance requests

Part 2

Experiences with maintenance requests
and NYCHA staff
14 Questions

1/17/2022



Quality Assurance Subcommittee

Survey Example Part 1

Residents' maintenance requests

Development Name _____ Date _____

Survey Questions

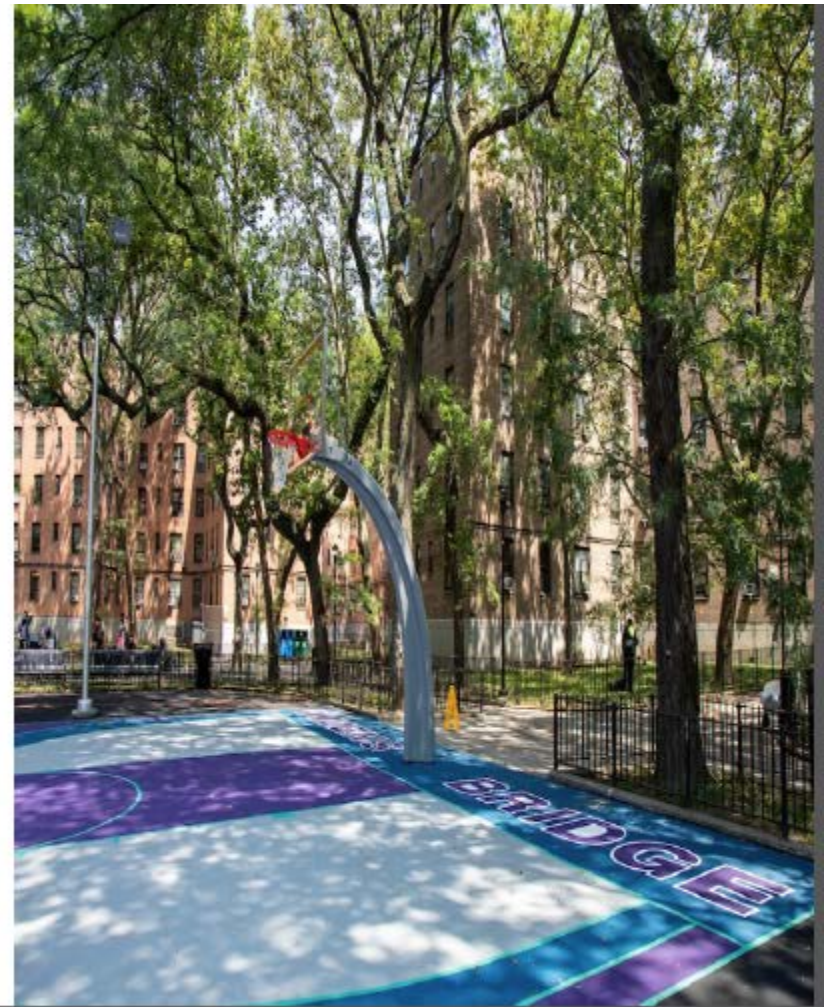
In the past 3 months have you put in a NYCHA repair ticket? Circle: YES or NO

Was the ticket(s) an emergency ticket or a regular repair ticket?

Circle: Emergency or Regular or Both

Was the repair in your apartment or in a public space (stairway, lobby hallway, etc.)? Circle: Apartment or Public Space

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Survey Example Part 2

Residents' Experiences 6-11

6) Were you consulted about the appointment day, date and time? Circle: YES or NO

7) Who completed your repair? Circle One:

a) NYCHA worker b) contractor c) Unsure

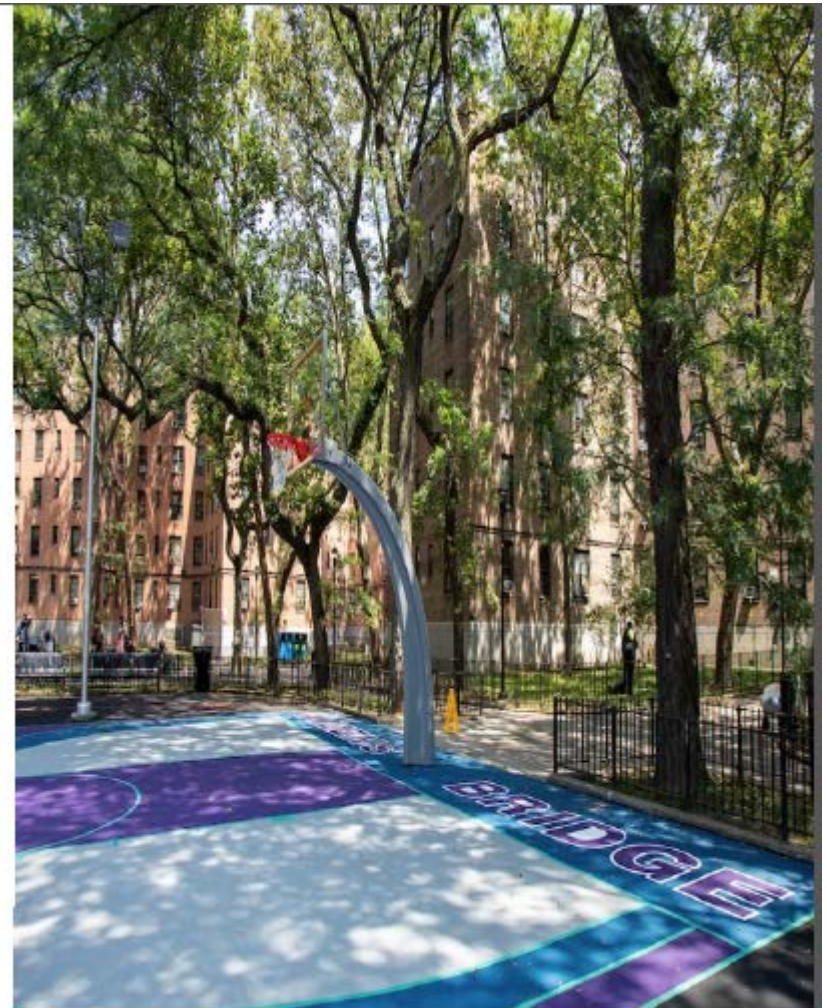
8) Was the worker polite and did he/she explain what was needed in order to fix the problem? Circle: YES or NO

9) Did the worker arrive on time for your appointment? Circle: YES or NO

10) Was the work done to your satisfaction? Circle: YES or NO

11) Were the materials used to your satisfaction? Circle: YES or NO

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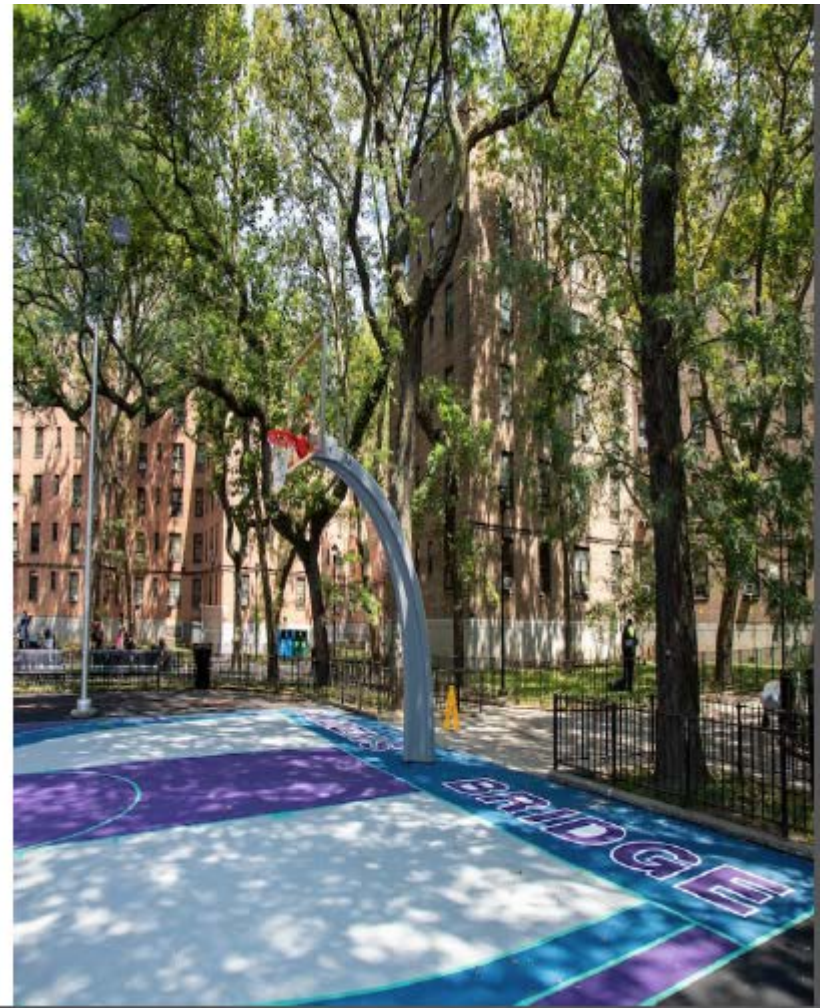
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Survey Example Part 2

Residents' Experiences 12-14

- 12) Did someone from your NYCHA development follow up and come check the work that was completed? Circle: YES or NO
- 13) Do you know who your development manager is? Circle: YES or NO
- 14) Are the members of your management office team available and willing to meet with residents? Circle: YES or NO

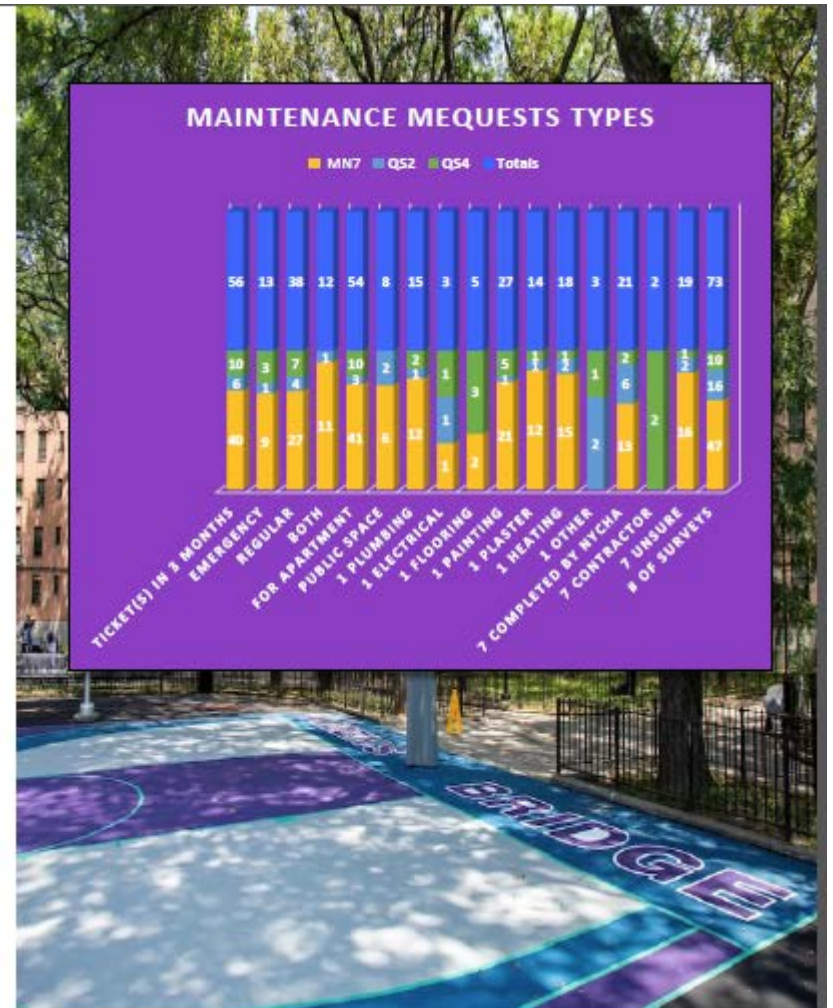
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Quality Assurance Subcommittee Survey Results

1. 76% submitted work orders in past three months
2. 68% were not emergencies
3. 96% were for apartments and not public spaces
4. 48% were for painting and 32% were for heating
5. 37.5% were completed by NYCHA but 33% were not sure

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Quality Assurance Subcommittee Survey Results

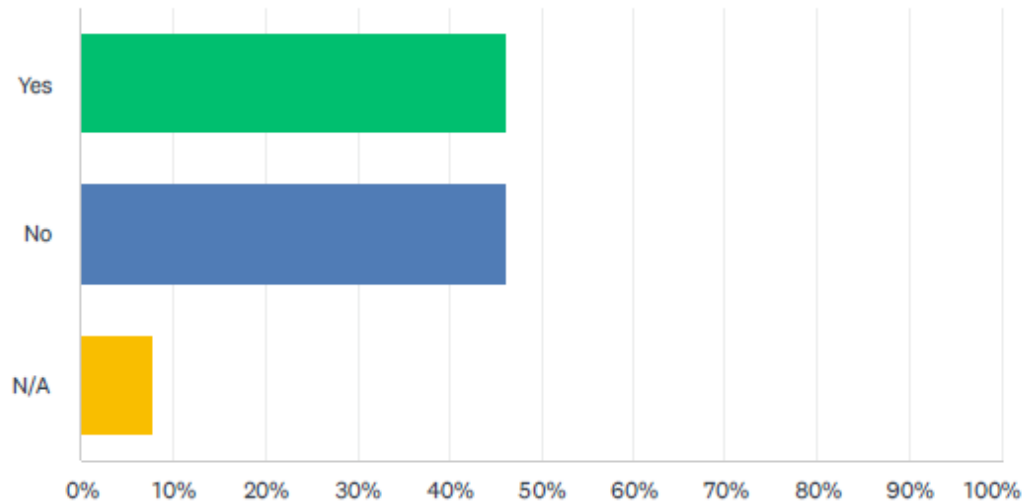
1. Only 5% were consulted about appointment date or checked order completion
2. 52% were satisfied with the work
3. 40% of the workers were polite and shared next steps
4. 32% did not know their manager nor if manager willing to meet residents
5. Many complaints on worker not showing up but that question was not on the survey

1/17/2022



Q1 When scheduling your most recent repair, did you receive advance notice about the appointment date and time?

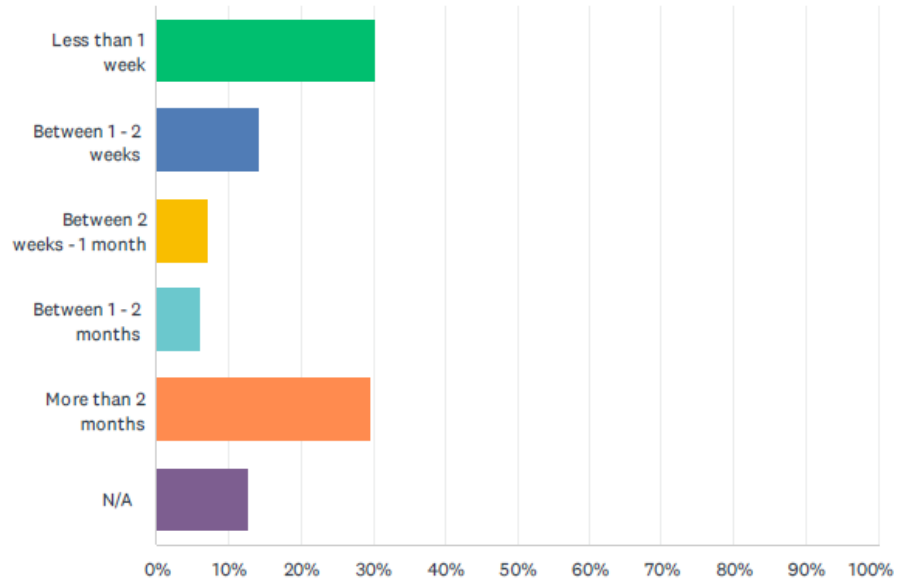
Answered: 395 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	46.33%	183
No	46.08%	182
N/A	7.59%	30
TOTAL		395

Q2 For your most recent repair, how long did it take before the repair was completed?

Answered: 395 Skipped: 0

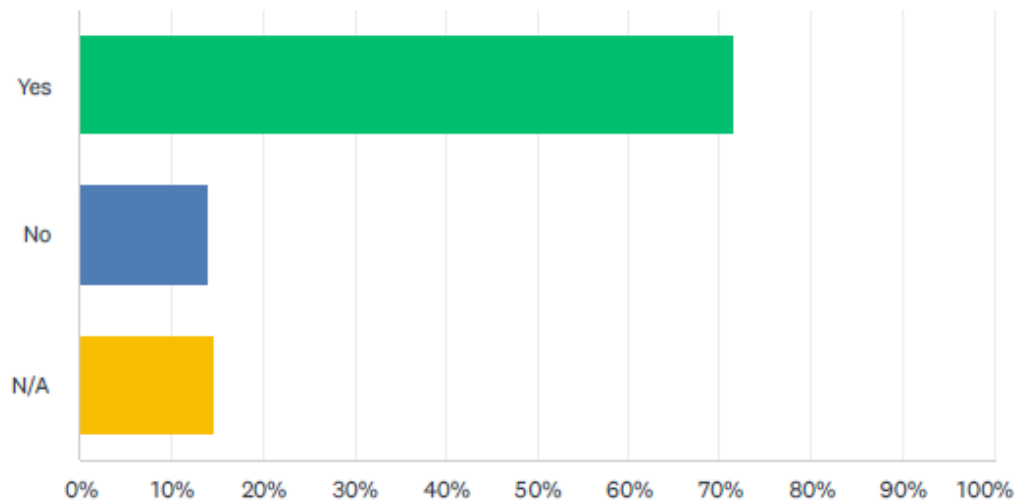


ANSWER CHOICES	RESPONSES	
Less than 1 week	30.38%	120
Between 1 - 2 weeks	14.18%	56
Between 2 weeks - 1 month	7.09%	28
Between 1 - 2 months	6.08%	24
More than 2 months	29.62%	117
N/A	12.66%	50
TOTAL		395

NYCHA Survey - By Residents, For Residents

Q3 Were the workers who completed your most recent repair polite throughout the process?

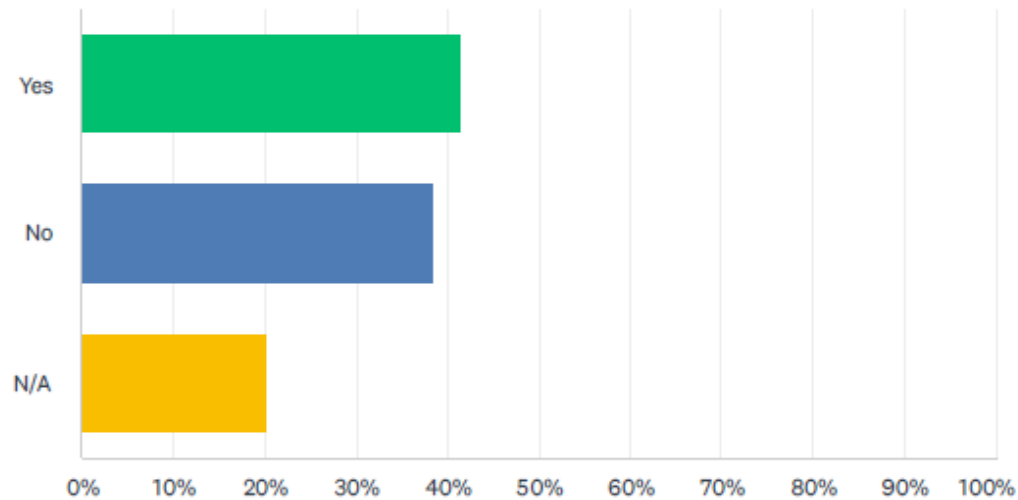
Answered: 395 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71.39%	282
No	13.92%	55
N/A	14.68%	58
TOTAL		395

Q4 Did the workers who completed your most recent repair explain what the next steps would be in the repair process?

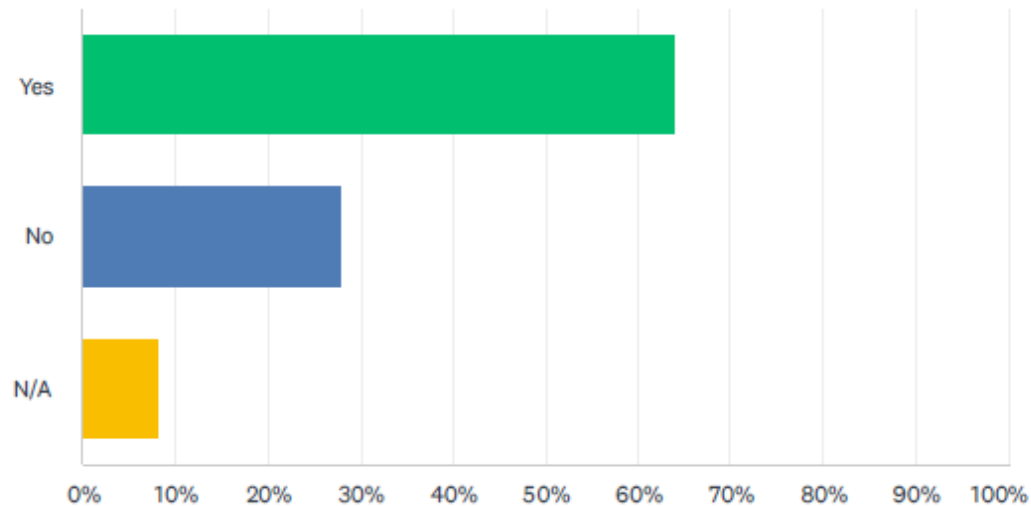
Answered: 395 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41.27%	163
No	38.48%	152
N/A	20.25%	80
TOTAL		395

Q5 After the work is finished, would you want another NYCHA worker to return to your apartment to confirm that the repair was completed?

Answered: 395 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	64.05%	253
No	27.85%	110
N/A	8.10%	32
TOTAL		395

Recommendations

Recommendations

- The Subcommittee recommends that the new procedure/system implemented by NYCHA Work Order Reform (WOR), be visited for status updates in 6 months. We recommend that NYCHA continues its WOR briefings and encourage its residents to provide feedback.
- We recommend that WOR notifies residents that priorities in units will take place over scheduled repairs.
- The Subcommittee recommends that NYCHA follows its procedure regarding the next steps of work tickets submitted by NYCHA residents. These next steps should include contacting the NYCHA staff responsible for the daily cleaning in the building/floor to ensure that not only the unit was properly cleaned, but the common area (elevator, stairs, hallway, etc.)
- The Subcommittee recommends that NYCHA empowers a Team whose job it is to double-check that the work completed meets both the appropriate standards and it is completed at the residents' satisfaction. Should the work completed not meet the appropriate standards, it will be the Team's responsibility to ensure that the worker who completed the job return and completes it correctly.
- The Subcommittee recommends that NYCHA procedures include an accountability clause that permits NYCHA to hold external contractors accountable so that it could prevent NYCHA from having to use more of its resources. We further recommend that NYCHA buys materials that contain long-lasting warranty.

Recommendations continued

- The Subcommittee recommends that NYCHA not hire external contractors based on its 'low-price' but rather on its experience with the work to be completed.
- The Subcommittee recommends that residents along with NYCHA staff be permitted to evaluate an external contractor's work through a survey (based on a grading/satisfaction scale).
- The Subcommittee recommends that the material used be 'of quality' and be used at the residents' satisfaction.

Q&A

