

REID & PARK ROCK COMMUNITY PLAN

FALL 2023



PLANNING
FOR PACT



*Conceptual rendering of Reid Apartments.
Design concepts shown are for illustrative purposes only
and are subject to change.*



ABOUT THIS PLAN

Reid Apartments and Park Rock Consolidated (“Reid & Park Rock”) is a group of 15 developments spread across East Brooklyn. Over 3,600 NYCHA residents call Reid & Park Rock home. The consolidation is comprised of 1,696 apartments in 87 residential buildings, representing a variety of building types, from towers to townhomes.

In 2020, the New York City Housing Authority (NYCHA) included Reid & Park Rock in the Permanent Affordability Commitment Together (PACT) program in order to provide the community with much-needed building and apartment improvements and enhanced property management, public safety, and social services. With a focus on tenant comfort, security, and pride of place, PACT represents a significant opportunity to improve the lives of Reid & Park Rock residents while maintaining rent levels and preserving tenant protections.

NYCHA and the selected PACT partners – BRP, Fairstead, Urbane Development, and the Local Development Corporation of East New York – have worked closely with residents over the past two years to design every aspect of Reid & Park Rock’s transformation. Plans were developed through monthly resident association meetings, quarterly community-wide meetings (virtual and in-person), in-home assessments, participation in community events, surveying, tabling, phone calls, and other activities. This document summarizes those plans.

RENOVATIONS & UPGRADES

The physical transformation of Reid & Park Rock will include improvements to all homes and buildings, including upgrades to bathrooms and kitchens; façade repairs and upgrades; mechanical system modernization; new storefronts; enhanced security infrastructure and access control; full lobby and common area upgrades; and extensive site, landscaping, and outdoor amenity repairs and upgrades. Renovations will be overseen by Fairstead, the general contractor.

PROPERTY MANAGEMENT & SECURITY

Property management will be enhanced with a fully staffed and independent management team overseen by Fairstead, which will be responsible for all aspects of the property’s maintenance and operations. The property manager will respond promptly to all maintenance and repair requests, regularly clean all common areas, manage trash collection, provide regular extermination services, and oversee a security team responsible for monitoring all cameras and responding to public safety concerns.

SOCIAL SERVICES

Social services will be expanded through a partnership with Black Veterans for Social Justice (“BVSJ”), who will offer case management services to all Reid & Park Rock households, including supporting access to healthy food, employment and entrepreneurship, child and youth activities, and senior services. In addition, the Fort Greene Council will continue to provide services through the Reid Senior Center, which will be renovated as part of the project, and offer meal services, community-building activities, and a new computer lab.

PROJECT TIMELINE

The new property management team is expected to take over duties from NYCHA in the fall of 2023, with construction to begin shortly after. The PACT partners will distribute a detailed construction schedule prior to any work beginning on-site. The PACT partners will visit each household in advance of renovation to make a personalized renovation plan accommodating residents’ needs. Construction will take place in a phased manner across the buildings and is expected to last approximately three years in total. The work in each apartment is only expected to require four to eight weeks.



Resident meeting on June 1, 2023.



Design workshop at Reid Apartments on September 29, 2022.

KEY PRIORITIES & PLANNED INVESTMENTS

The PACT partners have received feedback directly from residents throughout the two-year PACT planning process. The Reid & Park Rock Community Plan addresses key resident priorities, including:



PESTS & RODENTS

Residents reported uncontrolled issues with rodents, roaches, and other pests. We know this is a serious issue that requires early and regular attention. The property management team will contract with a trusted exterminator for monthly inspections and treatments and will call the exterminator for additional visits as needed. Apartment renovations will include the sealing of all holes and potential points of entry for pests and rodents.



LEAKS

Residents face leaks from water piping and sewage in their apartments, which damages their ceilings, walls, floors, and belongings. As part of the renovation process, plumbing will be repaired or replaced where necessary to address the leak source. In addition, the property management team will be responsive to any new issues. Water usage and leak detection technology will be installed to help catch issues proactively.



ENVIRONMENTAL REMEDIATION

All Reid & Park Rock units have been or will be inspected for mold and other environmental hazards. By the end of construction, all identified hazards will be resolved.



SAFETY & SECURITY

Residents described a variety of quality-of-life issues stemming from insufficient security. They expressed concerns about loitering, issues with locks on lobby and apartment doors, and theft or disrespect of property. As part of the plan to address these issues, renovations will include updated and working security cameras that are regularly monitored, as well as new lobby and apartment door locks.



COMPREHENSIVE RENOVATION

Residents have consistently expressed concerns about the physical conditions of their homes and buildings. Through PACT, all Reid & Park Rock homes, sites and grounds, buildings, and building systems will be modernized, repaired, and upgraded.



REPAIRS & MAINTENANCE

Residents expressed frustration at the lack of responsiveness to requested repairs. The management team will bring in additional resources to ensure that repairs and quality-of-life issues are addressed in a timely manner, including by having staff dedicated to handling your repair needs and several systems for reporting repairs that will increase efficiency and transparency.



CLEANLINESS

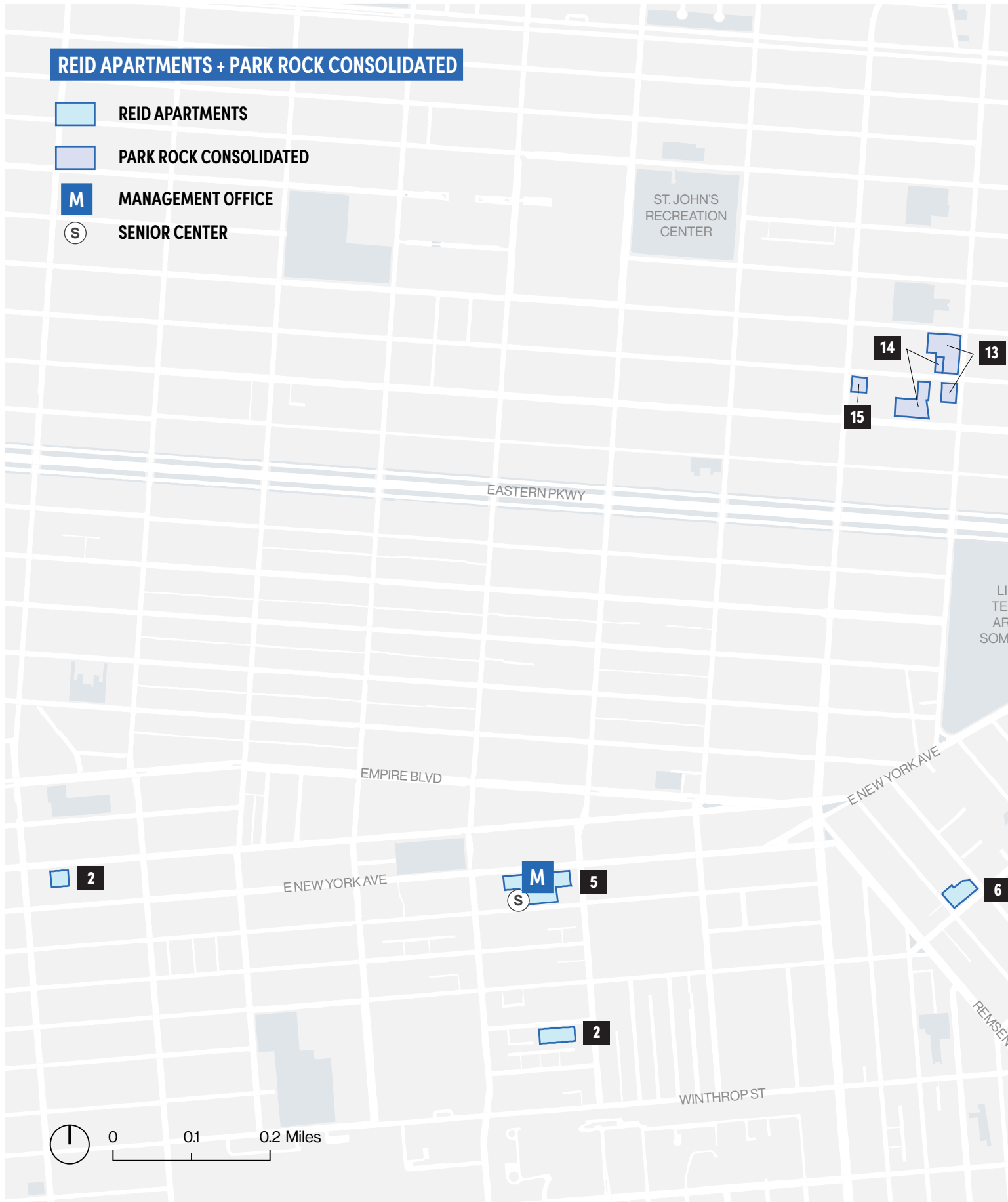
Residents expressed concern that their common spaces are not being cleaned regularly, and that this allows other major issues (security, pests, moisture) to get worse. The management team will have staff on site to assess cleaning needs daily and to clean where required. Residents will also be able to put in requests for cleaning beyond regular maintenance.

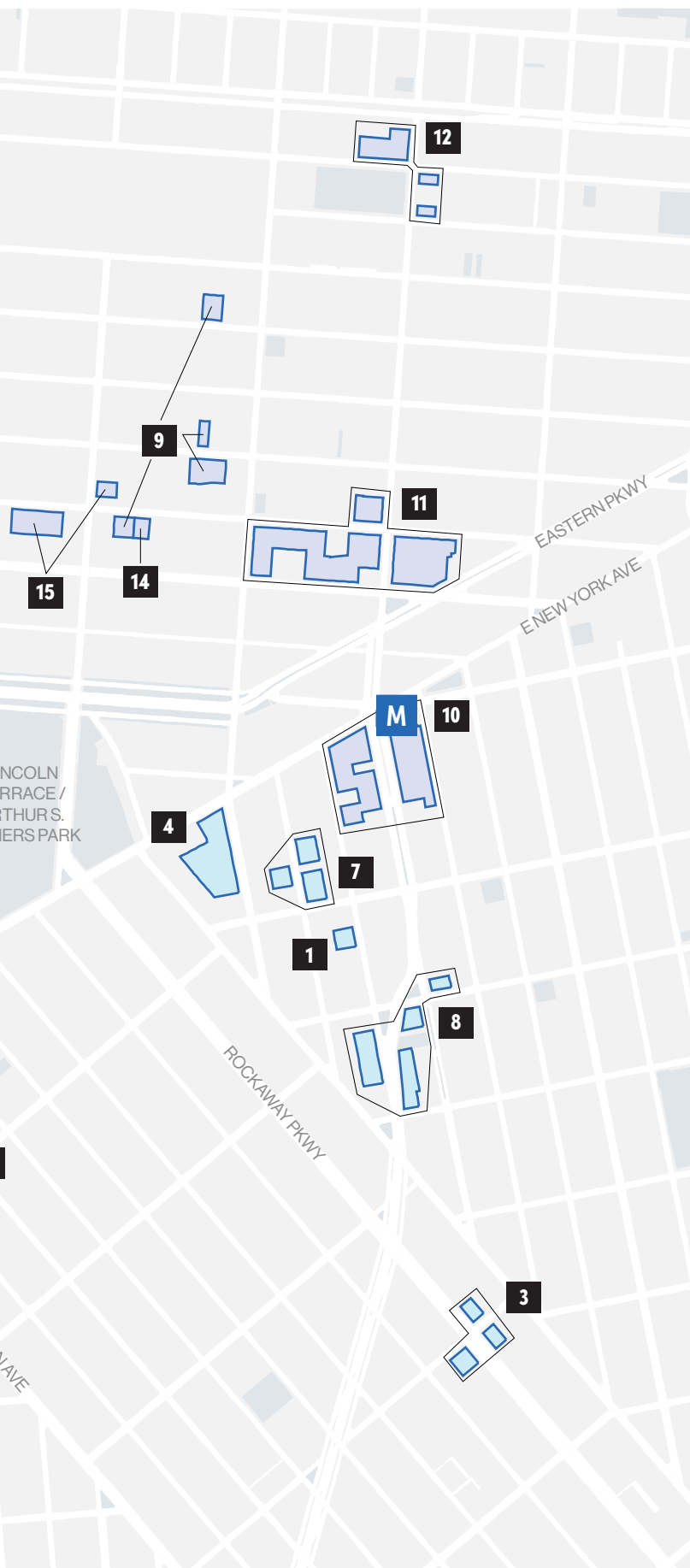


COMMUNITY PROGRAMMING & SOCIAL SERVICES

The need for enhanced community programming and social services has been identified through the planning process. Through PACT, residents will benefit from new and enhanced services provided directly by Black Veterans for Social Justice. Additionally, tenant association presidents across the portfolio will benefit from training and guidance from the Central Brooklyn Economic Development Corporation.

SITES OVERVIEW





REID APARTMENTS

- 1 104-14 Tapscott Street**
Buildings: 1, Stories: 4, Units: 30
- 2 Fenimore-Lefferts**
Buildings: 18, Stories: 2, Units: 36
- 3 Lenox Road-Rockaway Parkway**
Buildings: 3, Stories: 4, Units: 74
- 4 Ralph Avenue Rehab**
Buildings: 5, Stories: 4, Units: 118
- 5 Reid Apartments**
Buildings: 1, Stories: 20, Units: 229
- 6 Rutland Towers**
Buildings: 1, Stories: 6, Units: 61
- 7 Sutter Avenue-Union Street**
Buildings: 3, Stories: 4 & 6, Units: 100
- 8 Tapscott Street Rehab**
Buildings: 8, Stories: 4, Units: 155

PARK ROCK CONSOLIDATED

- 9 Crown Heights**
Buildings: 8, Stories: 4, Units: 121
- 10 Howard Avenue**
Buildings: 5, Stories: 3, Units: 149
- 11 Howard Avenue-Park Place**
Buildings: 8, Stories: 3, Units: 156
- 12 Ocean Hill-Brownsville**
Buildings: 5, Stories: 4, Units: 125
- 13 Park Rock Rehab**
Buildings: 9, Stories: 4, Units: 134
- 14 Sterling Place Rehabs (St. Johns-Sterling)**
Buildings: 5, Stories: 4, Units: 83
- 15 Sterling Place Rehabs (Sterling-Buffalo)**
Buildings: 7, Stories: 4, Units: 125

APARTMENTS

KITCHEN RENOVATIONS

- 1 Appliances:**
 - Top freezer refrigerator
 - Stainless steel stove
 - Microwave range hood
 - All appliances will be stainless steel and ENERGY STAR certified
- 2 Fixtures:**
 - Polished chrome faucet
 - Stainless steel undermount sink
 - Fixtures will comply with Uniform Federal Accessibility Standards (UFAS) and Americans with Disability Act (ADA) rules and conserve water
- 3 Cabinets:** Durable wood cabinets with self-closing and concealed hinges
- 4 Countertops:** Durable, waterproof quartz countertops
- 5 Backsplash:** Glazed ceramic semi-gloss white tile
- 6 Lighting:** New energy-efficient LED ceiling light fixtures throughout apartments
- 7 Flooring:** New non-toxic, water resistant flooring
- 8 Paint:** Newly painted walls, doors, and ceilings throughout apartments

Other apartment renovations will include:

- **Doors:** All interior doors will be replaced and include new doorknobs. Entrance doors will be replaced and outfitted with heavy duty locks and a chime doorbell with a single-way viewer lens.
- **Windows:** All windows and window screens will be replaced with high-quality, high-performance, custom-designed windows.
- **Window Treatments:** Blinds will be provided for all windows.
- **Closets:** Renovated closets will include new shelving and hanging rods.

Modifications to the typical unit design will also be made to accommodate residents with mobility and audiovisual impairments



Above: Image of model unit apartment kitchen illustrating new and improved finishes, fixtures, and cabinetry.

APARTMENTS

BATHROOM RENOVATIONS

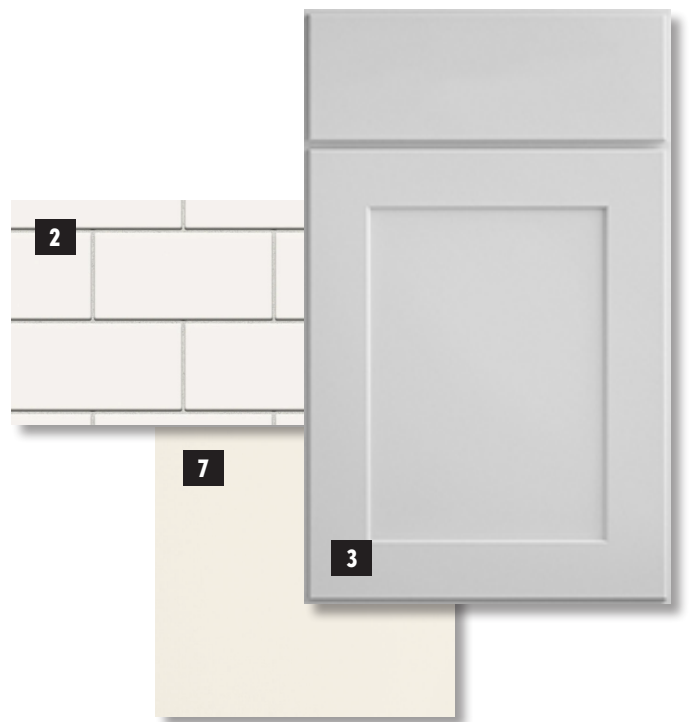
- 1 Fixtures:**
 - Two-piece floor-mounted toilet
 - Faucet with pop-up drain
 - Chrome shower head and shower arm
 - Fixtures will comply with UFAS and ADA rules and conserve water
- 2 Tub & Shower:**
 - New Bath Fitter tub, tile surround, and wainscot
 - All leaks will be repaired behind the walls and new sheetrock will be installed before new tubs and tiles are installed
- 3 Vanity:** New durable solid surface vanity with integrated sink bowl
- 4 Bathroom Accessories:** New towel bar, toilet paper holder, robe hook, grab bar, and mirrored medicine cabinet
- 5 Lighting:** New LED lighting
- 6 Flooring:** New ceramic floor tile
- 7 Paint:** New moisture-resistant paint

ENVIRONMENTAL REMEDIATION

All necessary asbestos and lead abatement will be completed as part of the apartment and common area renovations and will be performed per all applicable federal, state, and local codes and laws.

Any areas of moisture or mold requiring attention will also be remediated during construction.

Where apartments require environmental hazard abatement or are being reconfigured for mobility accessibility, temporary moves will be required to ensure resident health and safety during the remediation process. In cases of reasonable accommodations that may impact tenant-in-place renovation, the PACT partners will work with residents on a case-by-case basis to ensure all health needs are met and to facilitate a temporary move as needed. All households who are temporarily moved will have the right to return to their home following the renovation. The PACT partners have enlisted a team of experts to assist in this process and ensure it is as seamless as possible, and will make a personalized plan with the head of household for renovation. The PACT partners will pay for all associated costs, including packing supplies and movers.



Above: Image of model unit apartment bathroom illustrating new and improved finishes and fixtures.

BUILDINGS

BUILDING SYSTEMS

- **Heating Systems:** All buildings will receive either boiler repairs or boiler replacements, with repairs to in-unit heating elements as needed, in order to prevent heat failure during the winter months.
- **Mechanical Systems:** Any mechanical system leaks will be repaired and insulation will be added where needed so that heat is delivered to units efficiently, keeping units warm and comfortable during the winter.
- **Elevators:** Existing elevators at [Reid Apartments](#), [Rutland Towers](#), [1634 Sterling](#), and [2058 Union](#) will be modernized and will comply with ADA accessibility standards.
- **Plumbing:** Plumbing lines will be cleaned and repairs to leaking pipes will be made in order to fix leaks throughout the building.
- **Ventilation:** In order to improve air quality and safety in units, existing bathroom exhaust fans will be replaced and all existing ductwork will be inspected, cleared of debris, and cleaned.
- **Electrical:** All units will receive new electrical unit panels, switches, and receptacles to reduce the incidence of power outages. LED lighting will be installed throughout the building for more visually-appealing and energy-efficient lighting.
- **Internet:** Wi-Fi will be installed in all buildings. Residents will receive free Internet in their apartments and community areas.
- **Masonry Repairs:** Building facades will be cleaned and repaired to prevent water-infiltration and seal the building so that heating and cooling systems operate more effectively; repairs will include new color-matched brick and mortar. These repairs will reduce leaking and lower utility bills where residents pay for their own heat and electricity.
- **Roofs:** Roofs will be repaired and replaced in order to fix leaks and other issues. New roofing insulation will also be added.
- **Fire Escapes:** Fire escapes will be repaired as needed and repainted for resident safety, building appearance, and pest control.
- **Windows:** All windows will be replaced with high-quality, high-performance glazing or glass.

HIGH-RISE

Roof fans and ventilation ducts
will be repaired/cleaned



Building-wide Wi-Fi
free to all households

Repair/replace roofs
where needed

Modernized elevators

Boiler repairs/replacement

WALK-UP

Fire escape repair
and repainting

Upgrade electrical unit panels, switches,
and receptacles in all units

All windows to be replaced

TOWNHOUSE

Masonry repairs
where needed

Plumbing lines cleaned and
repaired

*Improvements called out on this page will
apply to every building, where applicable.*

BUILDINGS

COMMON AREAS & COMMUNITY SPACES

■ Building Lobbies:

- Building entries will be renovated, with new front doors, LED lighting, and accessibility upgrades.
- New security infrastructure will be installed at all entryways, including cameras, lighting upgrades, and, at larger buildings, access controls with key fobs and intercoms.
- New durable flooring, paint and wall finishes, and energy-efficient LED ceiling light fixtures will be installed throughout all lobbies, vestibules, and common areas.
- Bulletin boards will be installed in lobbies for notices and flyers.

■ **Hallways:** All existing corridors will receive new energy-efficient LED light fixtures, new flooring, new wall bases, new signage, and new paint and wall finishes.

■ **Trash Chutes:** Trash chute doors will be expanded wherever possible to accommodate larger household trash bags.

■ **Stairs:** Stairwells will be repaired, repainted, and refinished, including painted railings. Open stairs will receive new rubber stair treads, risers, and landings.

■ **Laundry:** Laundry rooms at **1634 Sterling Place**, **Reid Apartments**, and **Rutland Towers** will be fully upgraded, including new wall and floor tiling, washers, and dryers.

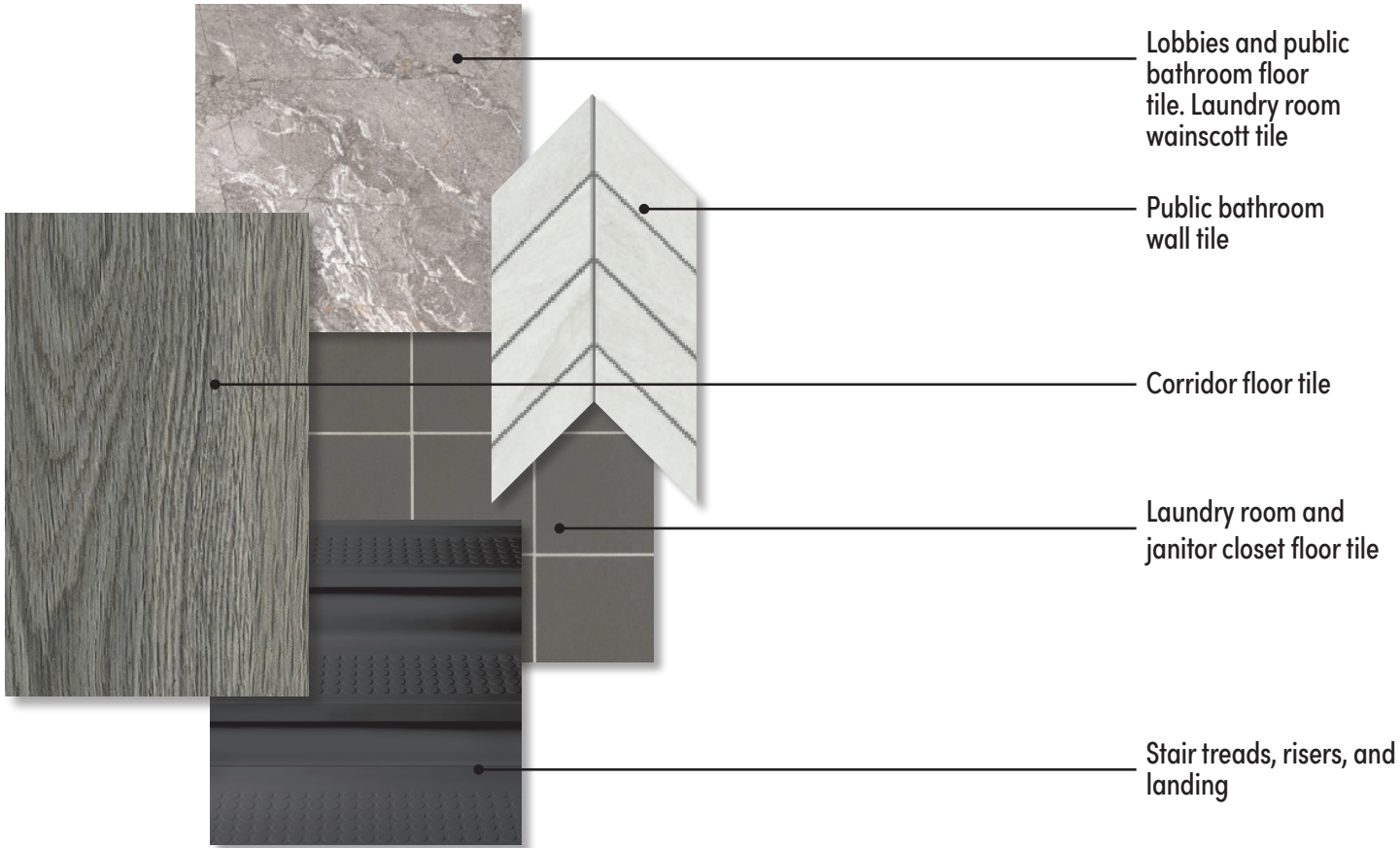
■ **Computer Lab:** A new computer lab will be created at **Reid Apartments** to promote digital access for residents, create a space that can be easily utilized for entrepreneurship or education workshops, and supplement existing computer training programs for seniors at the Reid Senior Center.

■ **Public Bathrooms:** Existing public bathrooms will be upgraded with new plumbing fixtures, floors, wall tiling, and LED lighting.

■ **Public Kitchens:** Existing public kitchens will be upgraded with new refrigerators, microwaves, sinks, floors, backsplashes, countertops, cabinets, and LED lighting.



Conceptual image of a renovated hallway and lobby, featuring new flooring and baseboard, new LED lighting, and new wall paint. Design concepts shown are for illustrative purposes only and are subject to change.



BUILDINGS

COMMON AREAS & COMMUNITY SPACES

■ Community Spaces:

- All developments will be provided with office space for their resident association (either existing or new). Office spaces will be renovated with new floors, wall bases, wall paint, ceiling paint, and LED light fixtures.
- All developments will have access to a community room (either existing or new). Each community room will be renovated with new floors, wall bases, wall paint, ceiling paint, and LED light fixtures. Common areas with existing bathrooms and kitchens will receive renovations as described above.
- The Senior Center at **Reid Apartments** will receive the following upgrades:
 - New multimedia room with more computers
 - Additional pantry room for food storage
 - Game room
 - Two multipurpose rooms
 - Four existing bathrooms

Other common area improvements will include:

- **Security:** New security infrastructure will be installed in and around all buildings, including cameras, lighting upgrades, and, at larger buildings, access controls with key fobs and intercoms.
- **Signage:** New apartment signage, exit signs, and other required signage will be installed throughout the properties.



Conceptual image of a renovated community room, featuring new floors and baseboard, new LED lighting, and new wall paint. Design concepts shown are for illustrative purposes only and are subject to change.



Conceptual rendering of the Senior Center at Reid Apartments. Design concepts shown are for illustrative purposes only and are subject to change.

SITES & GROUNDS

- 1 Pathways:** Walking pathways will be repaired and repaved to remove trip hazards.
- 2 Landscape:** Landscaping upgrades will be made at **Fenimore-Lefferts, Howard Ave, Howard Ave-Park Place, Ralph Avenue Rehab, Reid Apartments, Sterling Place Rehab (Saint Johns-Sterling), Sutter Ave-Union St, and Tapscott St Rehab**, including tree trimming and lawn repair.
- 3 Seating:** Upgraded benches and additional seating areas will be installed where space allows.
- 4 Lighting:** Exterior lighting upgrades will be implemented for improved security and safety.
- 5 Signage:** At each building, new signage clearly marking building addresses and names will be installed in order to facilitate easy navigation through each site.
- 6 Fencing:** Fencing surrounding each site will be repaired to ensure safety and security.

Other public space improvements will include:

- **Playgrounds:** Existing playgrounds at **Howard Ave, Howard Ave-Park Place, Park Rock Rehab, and Ralph Ave Rehab** will be replaced; rubber outdoor playfield surfaces will be updated.
- **Additional Outdoor Programming:** New active areas such as basketball courts, barbecues, gardens, and murals will be installed at **Fenimore-Lefferts, Howard Ave, Howard Ave-Park Place, Ralph Ave Rehab, Reid Apartments, Sterling Place Rehab (Saint Johns-Sterling), Sutter Ave-Union St, and Tapscott St Rehab**. The amenities will vary by development and were selected based on resident feedback.
- **Playful Learning Landscapes:** The PACT partners hired Playful Learning Landscapes, a firm that designs interactive outdoor spaces, to plan facilities based on resident feedback. Here is what we have heard residents want to see in their outdoor spaces:
 - Improved security for residents in public spaces.
 - Colorful and happy places that are a joy to be in.
 - Multi-cultural and multi-generational spaces that can bring the community together.
 - Educational opportunities for children and adults; spaces where educational events can occur.
 - Gardening and outdoor cooking/barbecues.
 - Space for physical activity and games.

*Indicative images of building exteriors post-renovation.
Design concepts shown are for illustrative purposes only.
Scope for open spaces varies between properties.*



PROPERTY MANAGEMENT & SECURITY

In late 2023, Fairstead will assume responsibility for all aspects of the maintenance and operations of the Reid & Park Rock developments. They will appoint a new management team who will respond to resident questions and complaints, address repair and maintenance issues, provide regular cleaning and extermination services, and oversee security, among other roles. Prior to the transition, NYCHA and Fairstead will distribute welcome packets with details on new management procedures, such as making rent payments and reporting maintenance and repair issues.

The property management team will be divided into two groups serving the Reid Apartments and Park Rock consolidations, respectively. Each team will continue operating from the existing management office locations.

OFFICE LOCATION & HOURS

Reid: 728 E New York Avenue (Reid Apartments), 9 AM - 5PM
Park Rock: 575 Howard Avenue (Howard Avenue), 9AM - 5PM

STAFF

Each office will have its own Community Manager. Additionally, each office will have one or more of the following roles:

- Assistant Community Manager: Assists with community manager duties and resident communication.
- Super: Lives on site and responsible for 24 hour repairs as needed.
- Tech: Conducts repairs and addresses maintenance issues.
- Porter: Cleans and supports waste management.
- Waste Management Staff: Collects and transports large trash items to bulk waste sites.

Additionally, there will be a back office staff that serves the entire portfolio. The back office staff will include:

- General Manager
- Maintenance Manager
- Security Manager
- Compliance Manager
- Receptionist

CLEANING & PEST MANAGEMENT

Every building will be cleaned daily by porters. The property management team will assess the level of cleaning needed each day for each property. Depending on the level of need, additional sweeping, mopping, and other cleaning protocols will be implemented in all common spaces, including community rooms, stairways, elevators, basements, and lobbies.

The management team will establish a contract to have exterminators covering all types of pests come to each building at least once per month. Residents can also request supplemental pest management services in their apartment.

MAINTENANCE & REPAIRS

Maintenance and repairs will be completed by on-site staff through a centralized work order system, which will ensure that all requests are addressed and managed in a timely manner. Residents will be able to enter requests through any of the following channels:

- Online: Submit requests through the RentCafe Resident Portal on a computer or smartphone.
- Phone: Call the office; after business hours, there will be a call center for emergency repair requests.
- In Person: Speak with any member of the management staff at our office.

Residents will automatically receive confirmation that their request has been submitted, and a member of the management team will call to schedule an appointment at a time that is convenient for the household.

Before a work order can be closed, a member of the Fairstead team will call to confirm whether the work was completed to the resident's satisfaction.

WASTE MANAGEMENT

Fairstead will increase access to varied recycling streams (e-waste, textiles, composting), improve containerization and pest-proof systems, and maintain frequent and efficient waste removal to avoid overaccumulation.

Fairstead will provide daily trash removal from each property. Maintenance staff will collect and transport large trash items, such as furniture or extensive overflow, to designated bulk waste sites at 681 Maple Avenue (Reid Apartments) or 43 Tapscott Street (Howard Avenue). Pest-proof containerization will be employed at each development and waste yard.

Property management will inspect the grounds and common areas regularly to ensure all pest and trash issues are addressed in an ongoing and proactive manner.

SECURITY

All lobby and apartment doors and locks will be upgraded and secured, ensuring that only residents and their guests have access to lobby spaces. Entrance doors will receive upgraded locks, and intercoms will be installed for larger buildings. For buildings with a main entrance servicing multiple apartments, key fob readers will be installed. For buildings with independent apartment entry doors accessible from the street, doors will be outfitted with standard key-opening entry locks and deadbolts. Roof alarms will be installed across the properties.

Cameras will be installed across all buildings, including at entrance doors, in areas of public congregation (e.g., laundry rooms, mailboxes, and community rooms), and in hallways and stairwells. Cameras will be monitored by property management staff and a security firm responsible for identifying any suspicious activity.

SOCIAL SERVICES & COMMUNITY SUPPORT

As part of Reid & Park Rock's transformation through the PACT program, new social services and community programs will be brought directly on site and tailored to meet the diverse needs of Reid & Park Rock residents. Black Veterans for Social Justice ("BVSJ") will bring their wide breadth of expertise and local knowledge to partner with residents and local organizations and bring new programs to the community. Programs will focus on resident priorities, including youth services and education, food services, health and well-being, and economic empowerment.

Planned programs and services include:

- **Employment and Training:** Programs will connect community members with jobs at BVSJ, in the Brooklyn community, and in the city at large. BVSJ's experienced staff members will assist residents with job searches, resume development, and job placement.
- **Education:** Courses for community members to complete their GEDs and connections with the Brooklyn Education Opportunity Center will offer residents higher education opportunities, tutoring for children, anti-violence courses, and other programs.
- **Financial Planning:** Residents will have access to courses on personal finance and business development, as well as connections with the Brooklyn Cooperative Federal Credit Union for savings, checking, and loan services.
- **Benefits:** BVSJ will connect residents to government benefits including food stamps, Medicare, Medicaid, legal assistance, and childcare.
- **Food Pantry & Clothing Services:** BVSJ will host food and clothing drives, while connecting residents with subsidized healthy food distributions from companies like Hello Fresh.
- **Medical and Mental Health Services:** Residents will be connected to Medicaid Managed Care clinics, public hospitals, the Brownsville Multi-Service Family & Wellness Health Center, and mental health programs.
- **Veteran Programming:** Programs will include peer support services, employment services, rental assistance, and housing services for veterans.
- **Case Management:** In addition to enhanced programming, BVSJ will provide daily on-site case management services to Reid & Park Rock residents of all ages from their permanent offices at **1448 Sterling Pl (Sterling Place Rehabs (Sterling-Buffalo))** and **2069 Union St (Sutter Ave-Union St)** and by visiting individual developments. BVSJ will work with residents to provide services or referrals for any additional needs expressed by residents. Existing on-site providers will also continue to operate and provide enhanced services in partnership with BVSJ.



Tabling event and clothing drive organized by BVSJ.



Map of future BVSJ offices.



*Conceptual rendering of Howard Ave-Park Place.
Design concepts shown are for illustrative purposes only
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