

# Monitors' Report

## July 6, 2026

**www.nychamonitor.com**





|                                                                                      |    |
|--------------------------------------------------------------------------------------|----|
| EXECUTIVE SUMMARY .....                                                              | 1  |
| SECTION I: PROPERTY MANAGEMENT .....                                                 | 11 |
| I.1 Heat.....                                                                        | 13 |
| A. NYCHA’s Boiler Replacements (Requirement No. H1) .....                            | 13 |
| B. Mandatory Minimum Indoor Temperature Violations<br>(Requirement Nos. H6-H8) ..... | 13 |
| 1. At Least One Heating Service Interruption (Requirement<br>No. H7) .....           | 14 |
| 2. More Than Three Heating Service Interruptions<br>(Requirement No. H8).....        | 19 |
| 3. This Season’s Increase in Heating Service Interruptions.....                      | 20 |
| C. Heat Restoration Obligations (Requirement Nos. H6, H9, H11).....                  | 22 |
| 1. Twelve-Hour Average Heat Restoration (Requirement No.<br>H9).....                 | 23 |
| 2. Twelve-Hour Heat Restoration (Requirement No. H11).....                           | 24 |
| 3. Twenty-Four-Hour Heat Restoration (Requirement No. H11) .....                     | 26 |
| D. Heating Failure Investigations (Requirement No. H14).....                         | 27 |
| E. Electronic Temperature Monitoring (Requirement Nos. H4, H5,<br>H15).....          | 27 |
| F. Completed, In Compliance, and Superseded Obligations .....                        | 28 |
| I.2 Elevators .....                                                                  | 35 |
| A. Elevator Replacements (Requirement Nos. E1, E2) .....                             | 35 |
| B. No-Service Conditions (Requirement Nos. E7, E8, E15, E16, E20,<br>E22) .....      | 35 |
| 1. Frequency of No-Service Conditions (Requirement Nos. E7,<br>E8) .....             | 36 |
| a. No More Than One No-Service Condition Per Year<br>(Requirement No. E7) .....      | 36 |
| b. No More Than Three No-Service Conditions Per<br>Year (Requirement No. E8).....    | 37 |
| 2. Duration of No-Service Conditions (Requirement Nos. E15,<br>E16).....             | 37 |
| a. Four-Hour No-Service Resolution Obligation<br>(Requirement No. E15) .....         | 37 |

|      |                                                                                                                     |    |
|------|---------------------------------------------------------------------------------------------------------------------|----|
| b.   | Twelve-Hour No-Service Resolution Obligation<br>(Requirement No. E16) .....                                         | 38 |
| 3.   | Timing of No-Service Conditions and Providing Advance<br>Notice to Residents (Requirement Nos. E20, E22) .....      | 39 |
| C.   | Elevator Car Outages (Requirement Nos. E10, E12, E17-E19).....                                                      | 40 |
| 1.   | Frequency of Unplanned Elevator Car Outages<br>(Requirement Nos. E10, E12) .....                                    | 41 |
| a.   | No More Than Eight Unplanned Outages<br>(Requirement No. E10) .....                                                 | 41 |
| b.   | No More Than Twelve Unplanned Outages<br>(Requirement No. E12) .....                                                | 41 |
| 2.   | Duration of Elevator Car Outages (Requirement Nos. E17-<br>E19).....                                                | 42 |
| a.   | Percentage Reduction in Outage Duration<br>(Requirement No. E17) .....                                              | 42 |
| b.   | Ten-Hour Outage Obligation (Requirement No. E18) .....                                                              | 43 |
| c.   | Eighteen-Hour Outage Obligation (Requirement No.<br>E19) .....                                                      | 44 |
| D.   | Remote Elevator Monitoring (Requirement No. E5) .....                                                               | 45 |
| E.   | Completed, In Compliance, and Superseded Obligations .....                                                          | 45 |
| I. 3 | Pests & Waste .....                                                                                                 | 53 |
| A.   | Pest Population Reporting and Reduction Requirements<br>(Requirement Nos. P7-P11).....                              | 53 |
| 1.   | Publish Pest Population Estimates .....                                                                             | 53 |
| 2.   | Estimate Pest Populations.....                                                                                      | 54 |
| 3.   | Reduce Pest Populations .....                                                                                       | 56 |
| B.   | Respond to Resident Pest Complaints (Requirement Nos. P14-<br>P15).....                                             | 59 |
| 1.   | Respond to Rat Complaints (Requirement No. P14) .....                                                               | 59 |
| 2.   | Respond to Other Pest Complaints (Requirement No. P15) .....                                                        | 60 |
| C.   | Address Pest Complaints from Residents with Health Conditions<br>in an Expedited Manner (Requirement No. P17) ..... | 61 |
| D.   | Implement Integrated Pest Management Practices (Requirement<br>Nos. P16, P18-P19).....                              | 63 |

|     |                                                                                              |    |
|-----|----------------------------------------------------------------------------------------------|----|
| 1.  | Apply Effective Pest Control Methods in a Timely Manner<br>(Requirement No. P16).....        | 63 |
| 2.  | Implement and Apply Integrated Pest Management<br>Techniques .....                           | 64 |
| 3.  | Address Common Area Pest Complaints .....                                                    | 65 |
| E.  | Improve Waste Management (Requirement No. P11).....                                          | 68 |
| 1.  | Data from NYCHA's Waste Inspections.....                                                     | 69 |
| 2.  | Inspect and Correct Negative Waste Conditions .....                                          | 72 |
| 3.  | Implement Waste Management Capital Projects .....                                            | 73 |
| F.  | Completed, In Compliance, and Superseded Obligations .....                                   | 73 |
| I.4 | Mold & Leaks .....                                                                           | 79 |
| A.  | Mold Work Orders .....                                                                       | 79 |
| 1.  | Work Plan Distribution (Requirement No. M5) .....                                            | 80 |
| 2.  | Timely Removal and Remediation of Mold (Requirements<br>No. M6).....                         | 81 |
| a.  | Mold Removal .....                                                                           | 82 |
| b.  | Simple Repairs .....                                                                         | 82 |
| c.  | Complex Repairs .....                                                                        | 83 |
| d.  | Blended Rate.....                                                                            | 84 |
| 3.  | Existence of Large Mold Growths (Requirement No. M3).....                                    | 85 |
| 4.  | Recurrence.....                                                                              | 86 |
| a.  | Second Occurrence of Verified Mold Complaints<br>(Requirement No. M2) .....                  | 86 |
| b.  | Occurrence of Mold (Requirement No. M4) .....                                                | 87 |
| B.  | Leak Work Orders .....                                                                       | 87 |
| 1.  | Abating Floods, Leaks from Above, and Other Moisture<br>Conditions (Requirement No. M7)..... | 87 |
| C.  | Mold and Leak Work Order Backlog .....                                                       | 89 |
| D.  | Mold-Related Capital Projects .....                                                          | 89 |
| 1.  | Comprehensive Modernization .....                                                            | 90 |
| 2.  | Building Line Initiative .....                                                               | 91 |
| E.  | Compliance with <i>Baez</i> (Requirement No. M8).....                                        | 92 |
| I.5 | Lead .....                                                                                   | 97 |

|               |                                                                                                                                                                                                        |     |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| A.            | Testing and Abatement Progress in Apartments (Requirement Nos. L6, L20-L22) .....                                                                                                                      | 97  |
| 1.            | XRF Testing in Apartments .....                                                                                                                                                                        | 97  |
| 2.            | Apartment Abatements.....                                                                                                                                                                              | 99  |
| B.            | Complying with Elevated Blood Lead Level Obligations (Requirement Nos. L23-L25) .....                                                                                                                  | 101 |
| C.            | Testing and Abatement of Childcare Centers .....                                                                                                                                                       | 102 |
| D.            | Conducting Visual Assessments and Remediating Identified Paint Deficiencies (Requirement Nos. L28-L29) .....                                                                                           | 103 |
| E.            | Ensuring PACT Partner Compliance with Abatement Requirements (Requirement Nos. L6, L20-22, L-36) (abatement deadlines); (Requirement No. L26) (regulatory requirements for conducting abatement) ..... | 104 |
| F.            | Lead Abatement Vendor Oversight.....                                                                                                                                                                   | 105 |
| G.            | Completed, In Compliance and Superseded Obligations .....                                                                                                                                              | 107 |
| I.6           | Inspections .....                                                                                                                                                                                      | 116 |
| A.            | Annual Self-Inspections (Requirement No. I3).....                                                                                                                                                      | 116 |
| B.            | HUD's Guidance and Standards (Requirement Nos. I5 and I7).....                                                                                                                                         | 117 |
| 1.            | NSPIRE Inspections .....                                                                                                                                                                               | 117 |
| 2.            | 60-Day Survey.....                                                                                                                                                                                     | 117 |
| C.            | Repairs of Deficiencies (Requirement No. I4) .....                                                                                                                                                     | 119 |
| D.            | Industry Standards (Requirement No. I6) .....                                                                                                                                                          | 121 |
| SECTION II:   | ORGANIZATIONAL CHANGE .....                                                                                                                                                                            | 128 |
| A.            | Mold and Leak Restore and Renew Program .....                                                                                                                                                          | 130 |
| 1.            | The MLRR Program and Its Progress .....                                                                                                                                                                | 130 |
| 2.            | Highlights.....                                                                                                                                                                                        | 132 |
| 3.            | Continuous Improvement Opportunities .....                                                                                                                                                             | 135 |
| B.            | Contract Management Initiative ("CMI").....                                                                                                                                                            | 136 |
| C.            | Supervisory Inspections.....                                                                                                                                                                           | 138 |
| D.            | Transformation Plan Benefits Realization .....                                                                                                                                                         | 139 |
| ENDNOTES      | .....                                                                                                                                                                                                  | 142 |
| APPENDIX..... |                                                                                                                                                                                                        | 155 |
| GLOSSARY..... |                                                                                                                                                                                                        | 157 |





## **EXECUTIVE SUMMARY**



On January 31, 2019, the New York City Housing Authority ("NYCHA") committed to implementing essential reforms to improve housing conditions for NYCHA residents through an agreement (the "HUD Agreement" or "Agreement") with the U.S. Attorney's Office for the Southern District of New York ("SDNY"), the U.S. Department of Housing and Urban Development ("HUD"), and the City of New York (the "City"). As part of the terms, a monitor was appointed to oversee and evaluate adherence to the Agreement. After the First Monitor completed a five-year term, on February 28, 2024, the current co-Monitors ("Monitors"), Neil Barofsky and Matthew Cipolla of Jenner & Block LLP ("Jenner"), began their five-year term. This is their eighth report.

In their prior reports, available on the Monitors' [website](#), the Monitors detailed their assessment of NYCHA's compliance with the HUD Agreement, including NYCHA's successes and challenges. In this report, and others going forward, the Monitors provide regular updates on NYCHA's progress in meeting those requirements. This report includes data for February 1, 2026 to April 30, 2026, unless otherwise noted.

NYCHA has continued to build on the progress described in the Monitors' previous reports and should be commended for those efforts, although several important areas for improvement remain, as detailed below and throughout this report. To fully comply with the HUD Agreement, NYCHA must have sufficient resources for both operational expenses and capital improvements, a concern the Monitors raised in their second annual report, and that remains no less urgent given the possibility of significant federal budget cuts in the coming year.

The Monitors again recognize and thank those who are working to improve NYCHA and help it fully meet its obligations under the HUD Agreement, including the constructive and collaborative approach taken by NYCHA's leaders and staff; the vital information received from, and leadership shown by, NYCHA residents; and the expertise and engagement from SDNY and HUD officials and other stakeholders.

### **Property Management**

NYCHA committed in the HUD Agreement to various obligations related to heat, elevators, pests and waste, lead, mold,

and inspections. Further detail concerning these topics is contained in **Section I** of this report. As described further in that section, NYCHA has achieved significant milestones, including:

- Mold. Although much more work remains before NYCHA will be in compliance with the HUD Agreement's requirements, in the first quarter of Year 8, NYCHA dramatically improved its response rates to mold conditions in apartments within specific timeframes. NYCHA completed mold work orders within the HUD Agreement timeframes 42% of the time in the first quarter of Year 8, compared to 20% of the time in the first quarter of Year 7. This included removing mold within five business days 36% of the time, compared to 16% of the time during the same period in Year 7. NYCHA also completed cleaning and/or remediation for mold conditions requiring simple repairs within seven days 67% of the time and complex repairs within 15 days 18% of the time, compared to 45% and 9% of the time during the same period in Year 7, respectively. Although NYCHA is still substantially out of compliance with these obligations, the last three quarters show a significant and commendable improvement in NYCHA's performance, and puts NYCHA on a potential path to compliance should those gains continue.
- Heat. NYCHA improved its restoration of heat to apartments affected by in-apartment heating failures through April 30, 2026 of this heating season, restoring heat in an average of 13 hours, down from an average of 14.6 hours at the same point last heating season. This is particularly noteworthy given the increase in heating outages and failures described below.
- Lead. NYCHA has completed X-Ray Fluorescence ("XRF") testing for approximately 94% of NYCHA apartments presumed to have lead-based paint and is working to access the remaining 6% to complete its testing initiative. NYCHA has abated 19,416 apartments as of April 30, 2026, and remains on track to abate 50% of apartments in need of abatement by 2029.

- Elevators. NYCHA resolved 89% of unplanned elevator car outages within ten hours through the first quarter of this year, exceeding the target of 85%, and is on track to comply with this obligation for the third year in a row.
- Pests. NYCHA continued to respond to nearly all rat complaints (98%) in two business days, exceeding the 90% target. On average, for all pests, NYCHA responded to complaints in about 3.5 days. In addition, NYCHA reduced the overall mouse population estimate by 23% and the bed bug population estimate by 11.5% as compared to the same period last year.
- Inspections. NYCHA received a passing score on the five developments that completed their 2026 NSPIRE Inspections by April 30, 2026.

At the same time, as detailed further in the report, there are several notable areas requiring continued focus from NYCHA, including the following:

- Mold. Notwithstanding the important gains noted above, mold remains a persistent challenge for NYCHA. Although NYCHA is making meaningful improvements, it is substantially out of compliance with HUD Agreement requirements to address mold in a timely manner. Moreover, NYCHA continues to report a high percentage of large mold growths, with 86% of verified mold complaints in the first quarter of Year 8 being for mold covering ten square feet or more.
- Heat. The percentage of occupied apartments impacted by more than three heating service interruptions, which includes planned and unplanned heating outages as well as in-apartment heating failures, increased from 28% through April 30 in the last heating season to 36% for the same period this heating season. Contributing to this decline, unplanned heating outages rose from 358 to 472 over the same period last season, a 32% increase.
- Elevators. NYCHA's performance has declined across several metrics this year. Notably, the average duration

of unplanned elevator car outages increased by 27% from 4.9 hours during the first quarter of last year to 6.2 hours during the first quarter of this year.

- Pests. Despite reductions in other pest populations, NYCHA's rat population estimate in the first quarter of Year 8 increased by 46% compared to the same period last year.

The Monitors continue to closely observe NYCHA's activity in all these areas, and the others detailed further in this report, and continue to work collaboratively with NYCHA on further improvements.

### **Organizational Change**

NYCHA committed under the HUD Agreement to change its management, organizational, and workforce structure in a manner to ensure sustained compliance with the Agreement's requirements. That commitment is embodied in the Transformation Plan, which contains both broad principles for improvement and specific initiatives intended to improve NYCHA's processes and performance. Further detail concerning these topics is included in **Section II** of this report.

As detailed in **Section II**, NYCHA, in coordination with the Monitors, the Independent Data Analyst, HUD, and SDNY, has continued to build on the Mold and Leak Restore and Renew ("MLRR") program, a targeted initiative focused on aged mold and leak conditions at NYCHA's highest-need sites. Since launching in August 2025, NYCHA has performed MLRR work at four developments and closed nearly 2,000 mold and leak work orders that had been open for over 100 days. NYCHA has made several efforts to iterate and improve the program, and the Monitors look forward to continuing to work with NYCHA to refine and strengthen its impact.

NYCHA has also taken steps to improve its management of vendor contracts. In December 2025, NYCHA launched the Contract Management Initiative ("CMI"), a cross-functional group with representatives from across the authority, designed to identify gaps in contract management and leverage collective expertise to address them. As detailed in **Section II**, the CMI has completed its first project of defining NYCHA staff roles and responsibilities as they relate to

contract management and has several additional projects in the pipeline.

NYCHA has also continued to improve its tracking of supervisory inspections of work orders closed by skilled trades employees. NYCHA tracks these inspections in its Maximo IT system and is currently ahead of schedule on upgrades designed to enhance that capability. While NYCHA has not yet implemented tracking for supervisory inspections of maintenance workers, it projects that a solution will be in place by August—several months ahead of the previously anticipated timeline.

Finally, as part of its Transformation Plan, NYCHA has committed to 47 specific improvement initiatives, and the Monitors have tracked NYCHA's progress on these initiatives in their annual reports. As detailed in **Section II**, the Monitors have identified opportunities to strengthen how the effectiveness of these initiatives is measured and reported—with the goal of better assessing whether they are producing meaningful improvements in services to residents and sustained compliance with the HUD Agreement's requirements.

### **Capital Expenditures**

Since the Monitors' April 2026 Report, the Monitors continue to track NYCHA's management of City Capital Action Plan ("CCAP") funding under the HUD Agreement. NYCHA received \$200 million in CCAP funds from the City for fiscal year 2026, bringing the total funding under the Agreement to \$1.6 billion. As of April 30, 2026, NYCHA has spent approximately \$980 million and has contracts in place for an additional approximately \$900 million.<sup>1</sup> The Monitors' ongoing review of CCAP projects includes tracking project progress, conducting site visits, examining delays, evaluating the resulting operating impact, and regularly meeting with NYCHA's Asset & Capital Management team.

### **Stakeholder Engagement**

From March 1, 2026 through July 2, 2026, the Monitors have continued to engage with residents and other stakeholders, including, but not limited to, the following activities:

- Community Advisory Committee Meeting with residents and NYCHA's Strategy & Innovation team on March 16, 2026;
- Community Advisory Committee Meeting with residents and various NYCHA and other agency stakeholders regarding safety and security on May 18, 2026;
- Community Advisory Committee Meeting with residents and NYCHA's Compliance team on June 22, 2026;
- A town hall at Drew Hamilton Community Center in Manhattan;
- A development visit to Gun Hill Houses in the Bronx;
- A visit with the Straus Houses Tenant Association;
- Attendance at NYCHA in Your Neighborhood events in the Bronx, Brooklyn, and Manhattan;
- 221 inspections at NYCHA developments assessing apartment conditions and accompanying NYCHA property management staff to observe and document operational practices; and
- Responses to 158 phone calls and emails received from residents through the Monitors' email and phone lines;
- Regular engagement with SDNY and HUD officials.

\* \* \*

Pursuant to Paragraph 28 of the HUD Agreement, NYCHA does not yet meet the criteria for termination. Further detail is set forth in the remainder of the report.



# **SECTION I: PROPERTY MANAGEMENT**



## I.1 Heat

The HUD Agreement requires NYCHA to improve heating conditions for NYCHA residents through a variety of measures, such as (1) replacing a specified number of boilers, (2) establishing systems for responding to apartments affected by **in-apartment heating failures**, (3) investigating failures to timely restore heat, (4) notifying residents of **heating outages**, (5) monitoring the temperature in apartments, and (6) reducing the duration and number of **heating service interruptions** experienced by residents.<sup>2</sup> The section below provides an update on NYCHA's progress with respect to outstanding heating-related obligations under the Agreement for the first seven months of the 2025–2026 heating season, namely from October 1, 2025 to April 30, 2026. The Monitors' next report will provide a comprehensive assessment of NYCHA's performance under the Agreement's heating obligations for the entire 2025–2026 heating season.<sup>3</sup>

### A. NYCHA's Boiler Replacements (Requirement No. H1)

The HUD Agreement requires NYCHA to "replace or address approximately 500 boilers by [the end of] 2026," and it allows for some to be replaced by NYCHA and some to be replaced by PACT partners.<sup>4</sup> Although NYCHA completed this obligation by December 31, 2025,<sup>5</sup> it has continued to replace boilers at NYCHA-managed developments in 2026, replacing 13 boilers since the beginning of the year. It plans to complete replacement of 92 additional boilers in 2026.

### B. Mandatory Minimum Indoor Temperature Violations (Requirement Nos. H6-H8)

The HUD Agreement requires NYCHA to ensure apartments stay above the **mandatory minimum temperatures** required by the New York City Code during the heating season.<sup>6</sup> Beginning with the 2024–2025 heating season, the Agreement sets limits on instances when an apartment's temperature can fall below the mandatory minimum indoor temperature.<sup>7</sup> The Agreement specifies that NYCHA's compliance with these obligations will be assessed according to procedures agreed upon in an Action Plan.<sup>8</sup>

As discussed in the Monitors' September 2025 Report, because NYCHA cannot currently provide reliable in-apartment

**In-Apartment Heating Failures:** Conditions where the heating system inside an apartment does not function properly due to issues with in-apartment components such as convectors, distribution pipes, radiators, or related parts, like clogged traps, that require cleaning to restore proper heating. An in-apartment heating failure can impact a single room in the apartment or the entire apartment.

**Heating Outages:** A failure of the central heating system that prevents the system from delivering heat to multiple apartments. It does not include instances when heat is not being provided to an individual apartment, such as when a single radiator malfunctions.

**Heating Service Interruptions:** This term consists of heating outages and in-apartment heating failures.

**Mandatory Minimum Temperatures:**

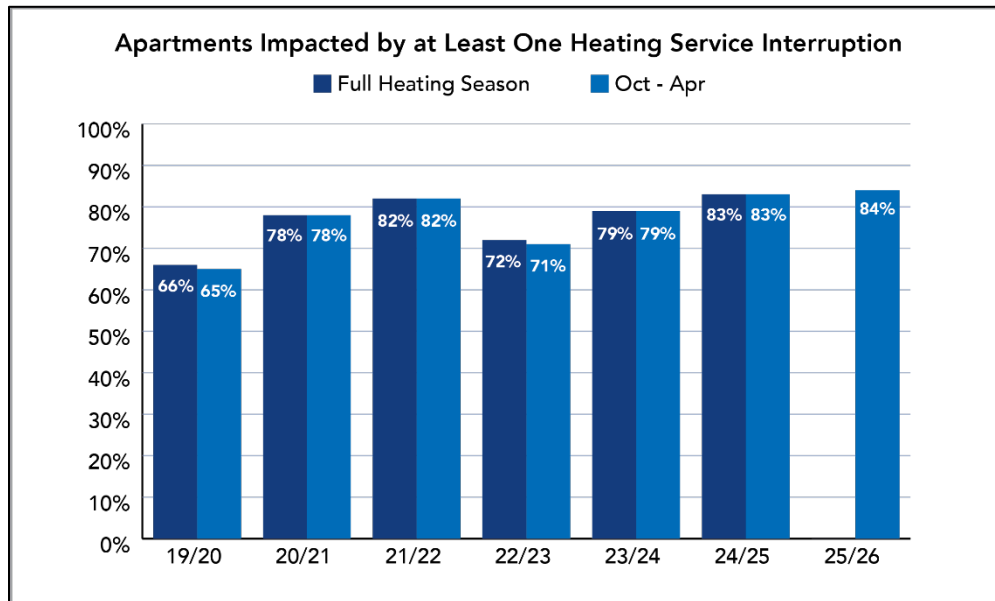
From October 1 to May 31 (the "Heating Season"), during the day (6:00 a.m. to 10:00 p.m.), apartments must be at least 68°F when the outside temperature is below 55°F, and at least 62°F at night (10:00 p.m. to 6:00 a.m.) regardless of the outside temperature.

temperature data, the Monitors use an interim methodology that tracks occupied apartments affected by heating service interruptions.<sup>9</sup> A key limitation is that this methodology does not indicate whether apartments experienced temperatures below the legal limit.<sup>10</sup> The temperature in an apartment that experiences a heating interruption for a limited period of time may not fall below the mandatory minimum temperature. Nevertheless, as a proxy measurement, the Monitors use this methodology here to describe heating equipment performance for the 2025–2026 heating season as of April 30, 2026.<sup>11</sup>

**1. At Least One Heating Service Interruption (Requirement No. H7)**

Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to ensure that no more than 15% of occupied apartments experience an instance when temperatures fall below the legal minimum.<sup>12</sup> As discussed above, without reliable temperature tracking in apartments, the Monitors cannot assess NYCHA's performance under this Agreement obligation. Therefore, the Monitors use the interim methodology to measure how many occupied apartments were affected by heating service interruptions, as indicated by NYCHA's repair and maintenance activity.

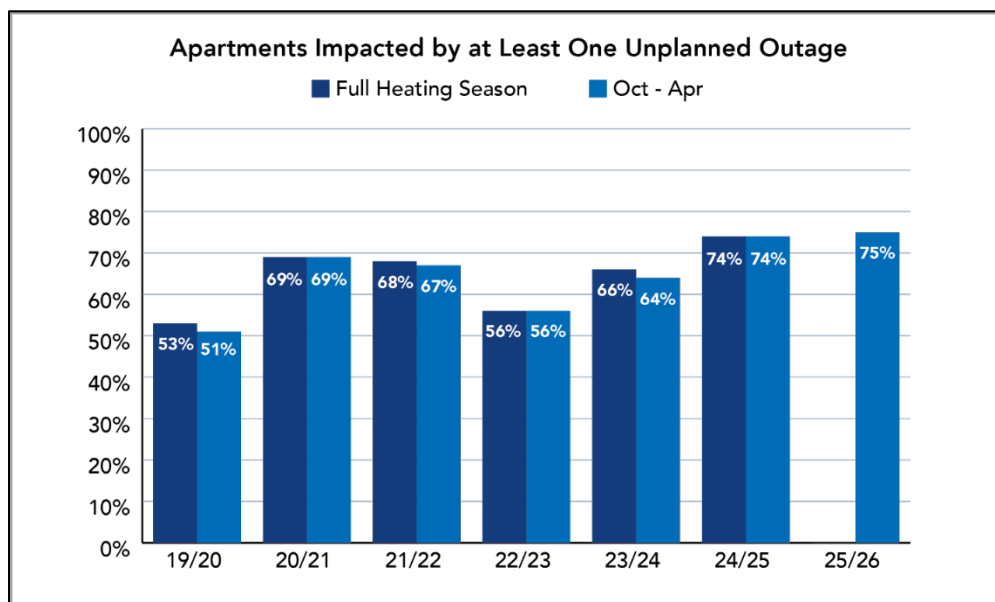
As of April 30, 2026, 84% of occupied apartments have experienced at least one heating service interruption this season, up one percentage point from the same period last season. To put this in perspective, approximately 113,700 of NYCHA's 135,375 occupied apartments have experienced at least one heating service interruption this heating season.<sup>13</sup>



This overall percentage reflects three types of heating service interruptions: (1) unplanned outages;<sup>14</sup> (2) planned outages;<sup>15</sup> and (3) **verified heating complaints**.<sup>16</sup> The Monitors analyzed each type separately and assessed the maximum duration of heating service interruption experienced by each affected apartment.<sup>17</sup>

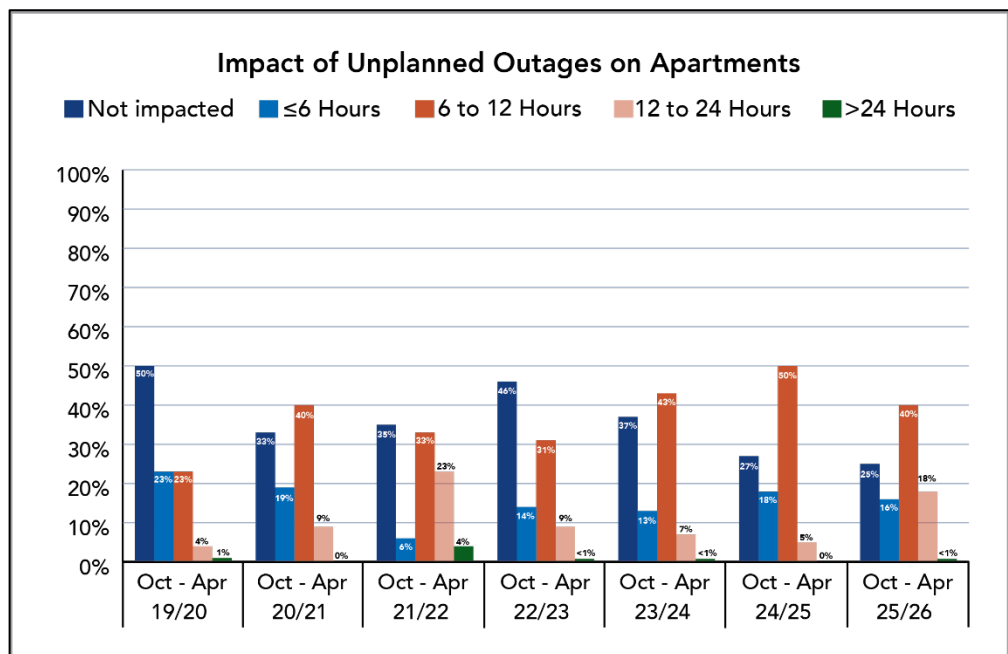
**Verified Heating Complaints:** Resident heating complaints where a NYCHA employee must perform work within an apartment to resolve the condition.

**Unplanned Outages.** As of April 30, 2026, 75% of occupied apartments were impacted by at least one unplanned heating outage, up one percentage point from the same period last season.

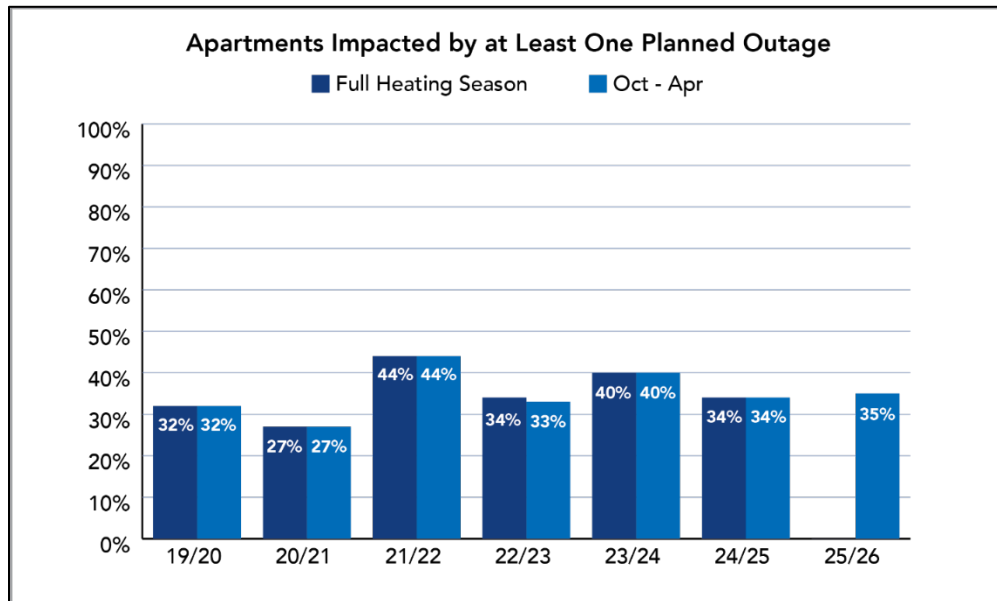


Compared to the same period last heating season, as of April 30, 2026, in this heating season:

- Three developments experienced an unplanned outage lasting longer than 24 hours, compared to zero developments last season;
- 18% of occupied apartments experienced at least one unplanned outage lasting between 12 and 24 hours, up 13 percentage points from last season; and
- 40% of occupied apartments experienced at least one unplanned outage lasting between six and 12 hours, down ten percentage points from last season.

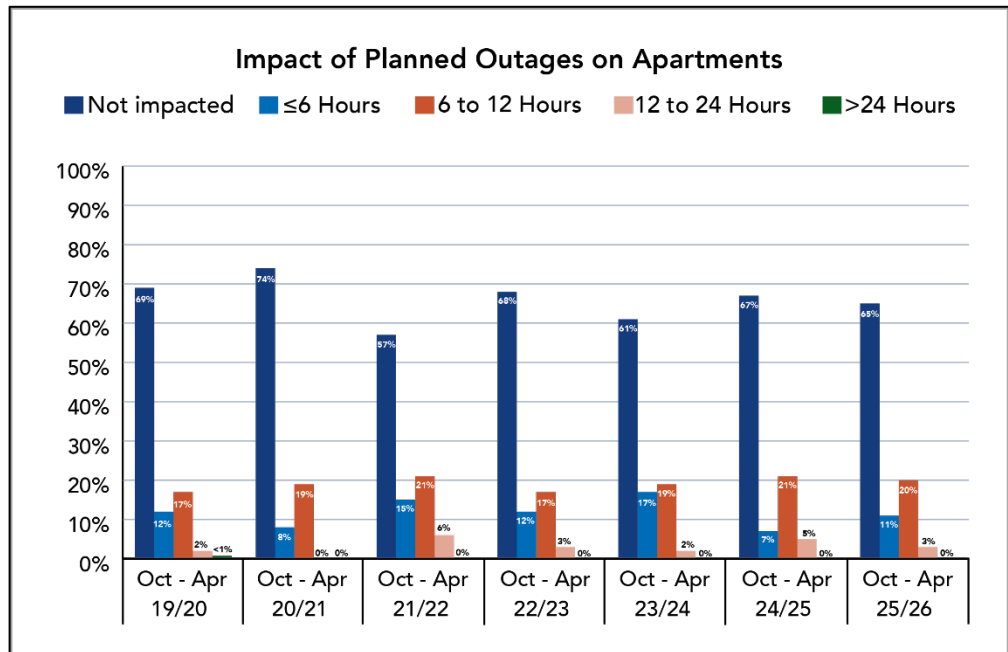


**Planned Outages.** As of April 30, 2026, 35% of occupied apartments were impacted by at least one planned heating outage, up one percentage point from the same period last season.

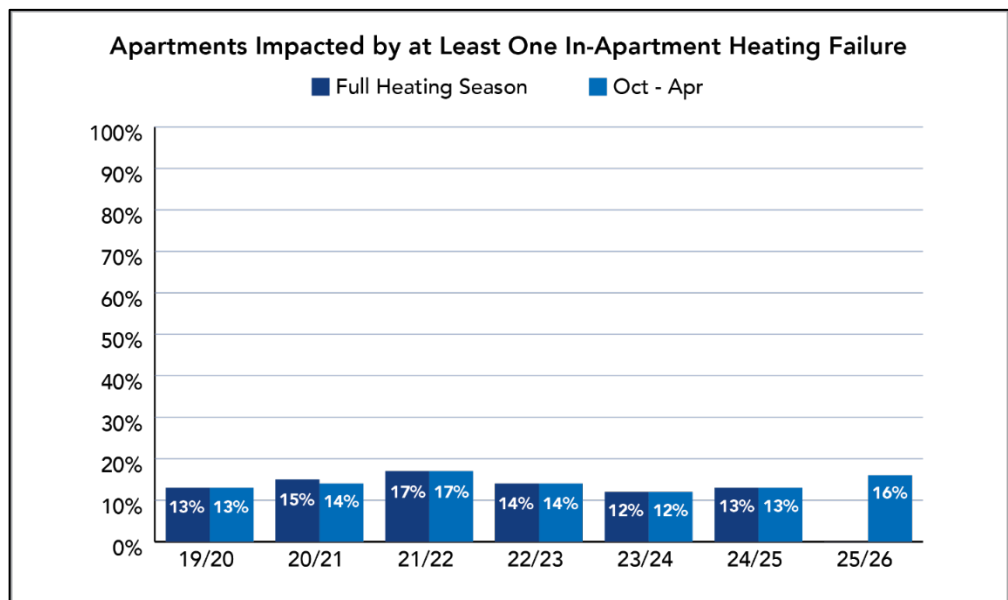


Compared to the same period last heating season, as of April 30, 2026, in this heating season:

- 3% of occupied apartments experienced at least one planned outage lasting between 12 and 24 hours, down two percentage points from last season;
- 20% of occupied apartments experienced at least one planned outage lasting between six and 12 hours, down one percentage point from last season; and
- 11% of occupied apartments experienced at least one planned outage lasting less than six hours, up four percentage points from last season.

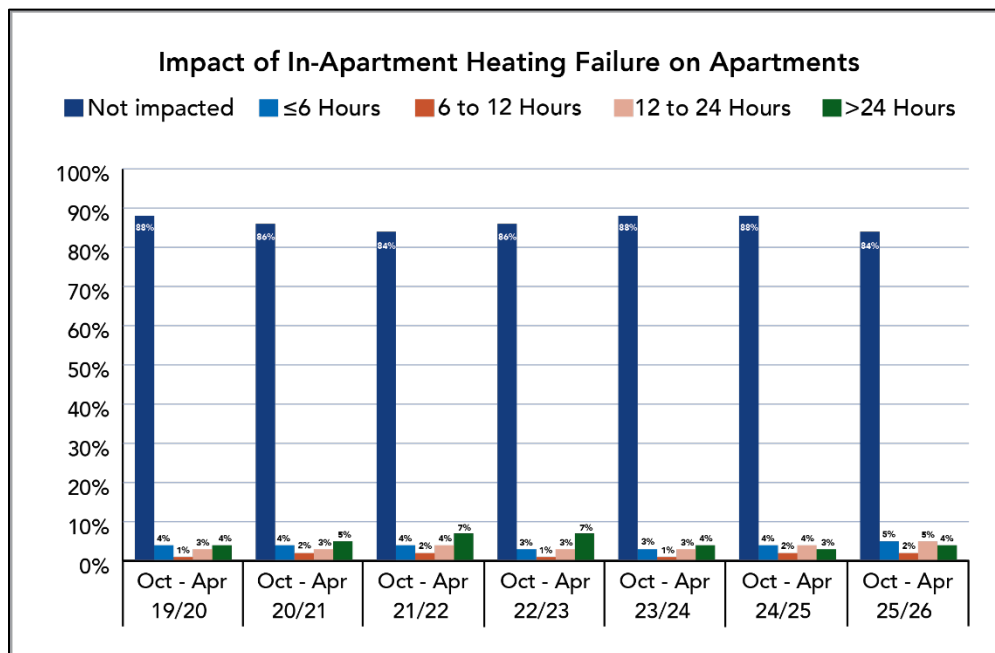


**Complaints.** As of April 30, 2026, 16% of occupied apartments were impacted by at least one in-apartment heating failure as identified by residents' verified heating complaints this heating season, up three percentage points from the same period last season.



Compared to the same period last heating season, as of April 30, 2026, in this heating season:

- 4% of occupied apartments experienced at least one in-apartment heating failure lasting longer than 24 hours, up one percentage point from last season;
- 5% of occupied apartments experienced at least one in-apartment heating failure lasting between 12 and 24 hours, up one percentage point from last season; and
- 2% of occupied apartments experienced at least one in-apartment heating failure lasting between six and 12 hours, the same as last season.

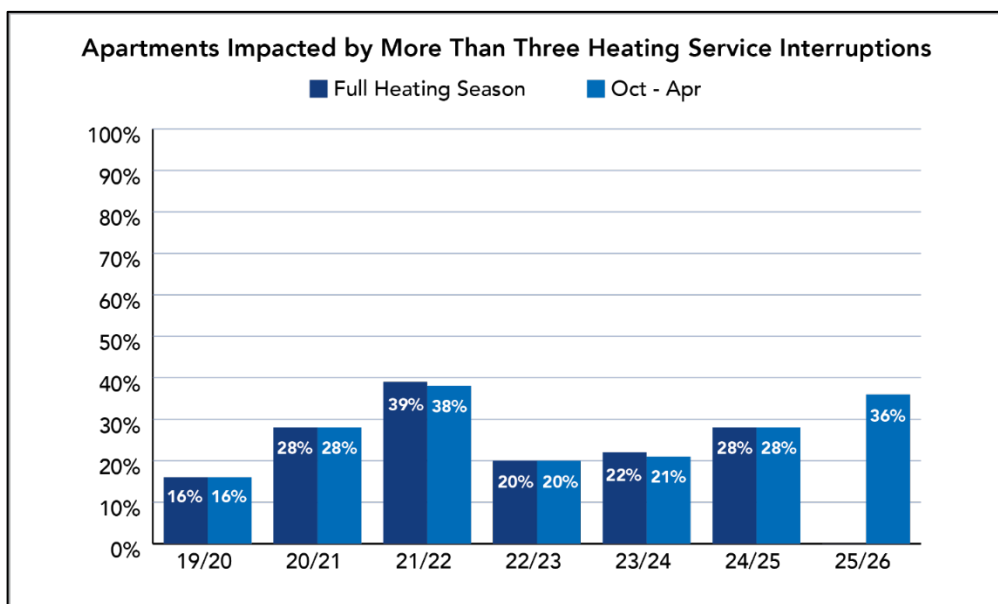


## 2. More Than Three Heating Service Interruptions (Requirement No. H8)

Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to ensure that no occupied apartment experiences more than three instances when temperatures fall below the legal minimum.<sup>18</sup> As discussed above, without reliable temperature tracking in apartments, the Monitors cannot assess NYCHA's performance against this Agreement obligation. Therefore, the Monitors used the interim methodology to measure how many occupied apartments were repeatedly affected by heating service

interruptions, as indicated by NYCHA's repair and maintenance activity.

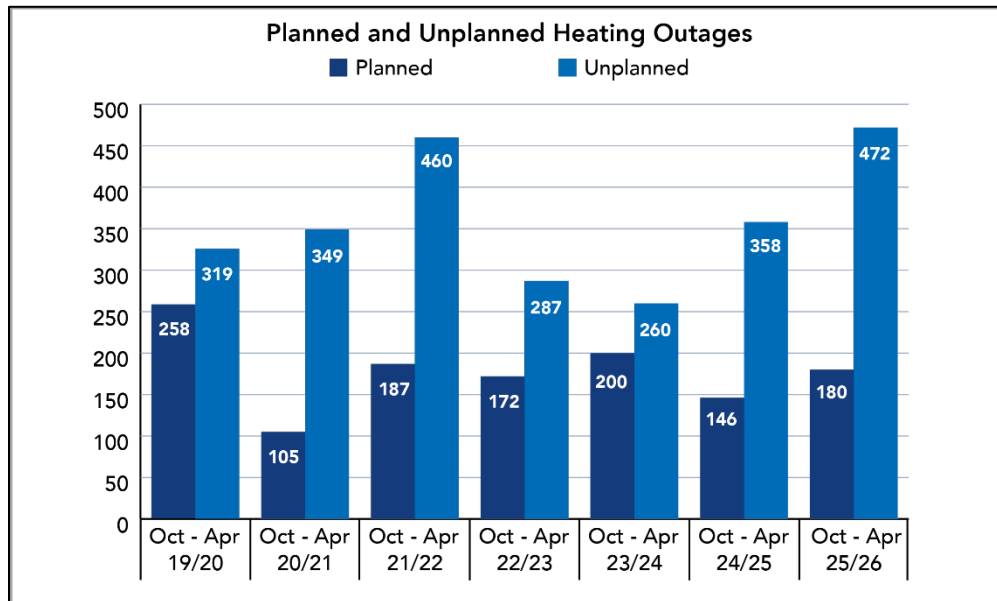
As of April 30, 2026, 36% of occupied apartments experienced more than three heating service interruptions this season, up eight percentage points from the same period last season.



Like the prior obligation discussed in **Section I.1.B.1** above, this percentage also reflects three types of heating service interruptions: (1) unplanned outages; (2) planned outages; and (3) verified complaints.

### 3. This Season's Increase in Heating Service Interruptions

As of April 30, 2026, NYCHA developments experienced 472 unplanned outages, which is higher than the 358 unplanned outages during the same period of last heating season and roughly equal to the 460 unplanned outages during the same period of the 2021–2022 heating season.<sup>19</sup>

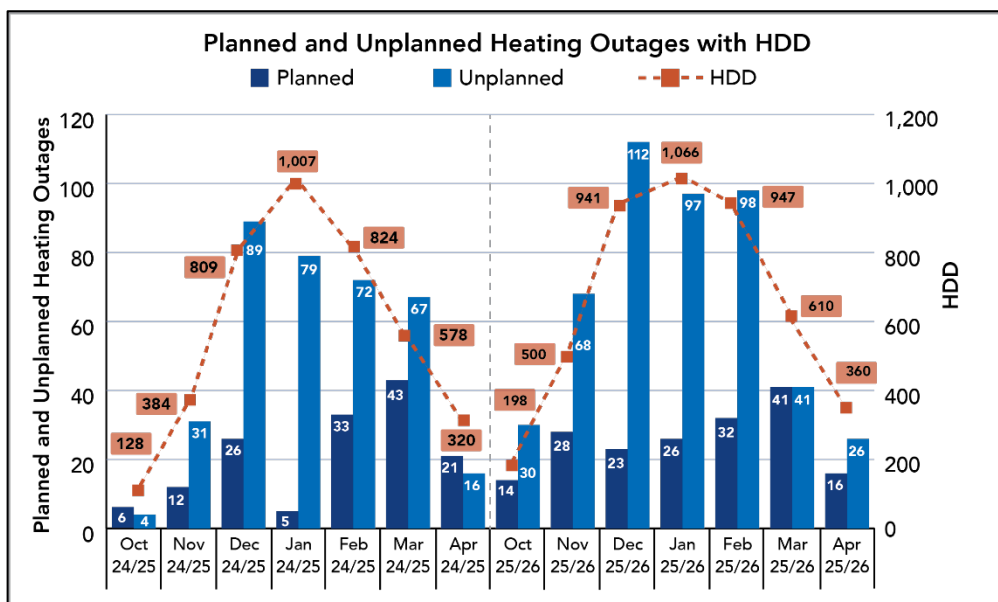


Notably, this heating season has been colder than last heating season. The Monitors compare temperatures across heating seasons through **Heating Degree Days ("HDDs")**. Colder temperatures equate to higher HDDs, which means heating demand increases to keep apartments warm. As of April 30, 2026, there were 4,622 HDDs, an increase of approximately 14% as compared to the same period during last heating season.<sup>20</sup>

**Heating Degree Days ("HDDs"):** A measure of how cold it is over a period of time, calculated based on the number of degrees the daily average temperature falls below a set baseline (typically 65°F). Higher HDD values indicate greater demand for heat.

| Month        | 24/25        | 25/26        |
|--------------|--------------|--------------|
| Oct          | 128          | 198          |
| Nov          | 384          | 500          |
| Dec          | 809          | 941          |
| Jan          | 1,007        | 1,066        |
| Feb          | 824          | 947          |
| Mar          | 578          | 610          |
| Apr          | 320          | 360          |
| <b>Total</b> | <b>4,050</b> | <b>4,622</b> |

In general, colder outside temperatures are associated with an increase in the number of unplanned heating outages, as illustrated in the graph below.



### C. Heat Restoration Obligations (Requirement Nos. H6, H9, H11)

The HUD Agreement requires NYCHA to restore heat in a timely manner when an apartment loses heat. Since its inception, the Agreement has required NYCHA to restore heat to affected apartments, on average, within 12 hours per heating service interruption.<sup>21</sup> Beginning with the 2024–2025 heating season, the Agreement requires NYCHA to restore heat to affected apartments within 12 hours for 85% of heating service interruptions, and to restore heat to affected apartments within 24 hours for all heating service interruptions.<sup>22</sup>

Although the heat restoration obligations apply to both heating outages, which affect multiple apartments, and in-apartment heating failures, the monitorship did not report on in-apartment heating failures until the Monitors' September 2025 Report because no agreed-upon methodology was in place. Once the current Monitors assumed their role and developed a methodology with NYCHA, the Monitors presented NYCHA's compliance with the HUD Agreement obligations for restoration times following in-apartment heating failures for the first time.<sup>23</sup> The Monitors use this

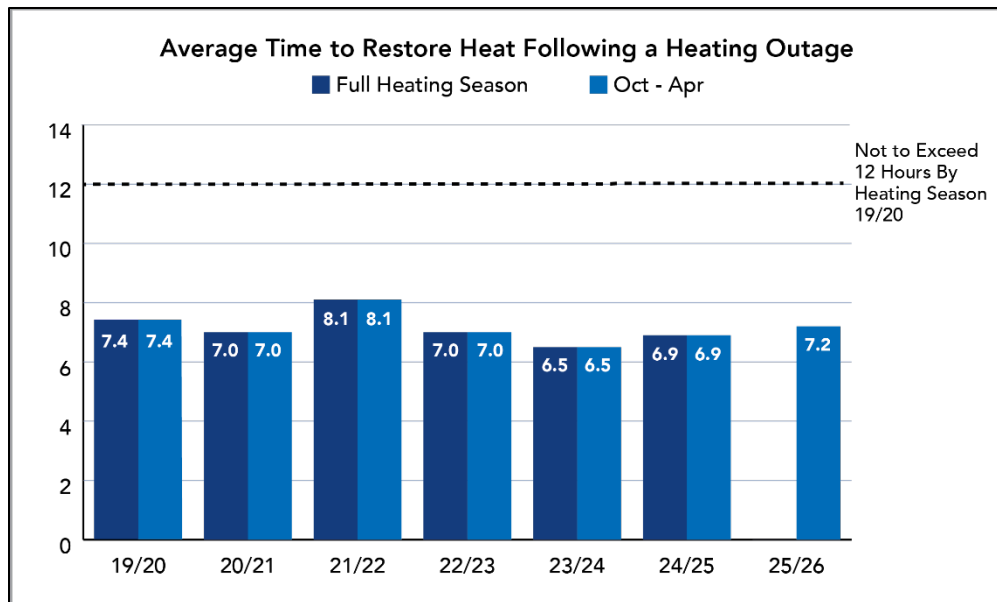
methodology here to describe NYCHA's response to in-apartment heating failures for the 2025–2026 heating season as of April 30, 2026.

### 1. Twelve-Hour Average Heat Restoration (Requirement No. H9)

Beginning with the 2019–2020 heating season, the HUD Agreement requires NYCHA to restore heat to affected apartments in an average of 12 hours per heating service interruption.<sup>24</sup>

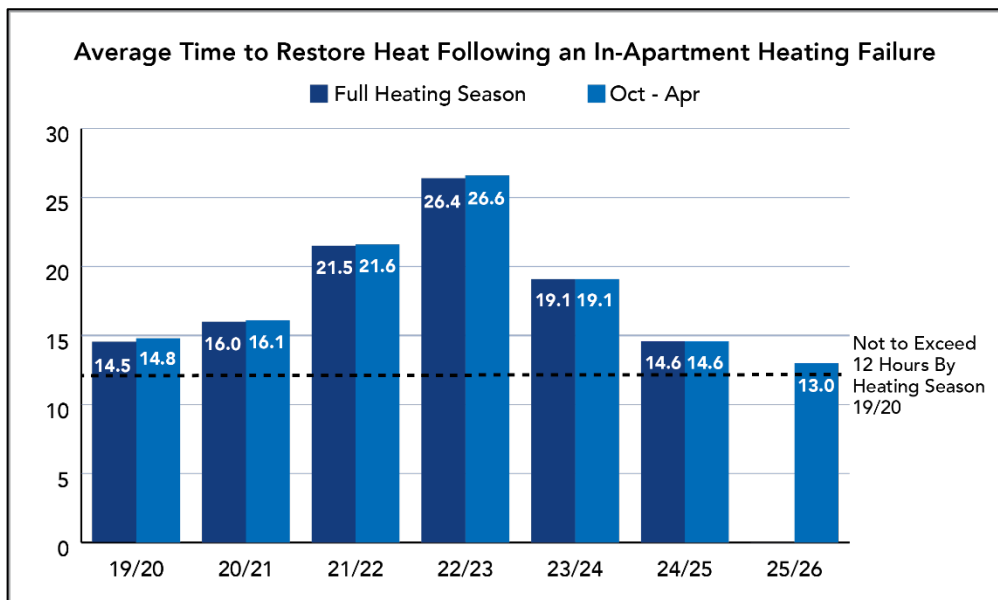
**Heating Outages.** As of April 30, 2026, NYCHA is once again on track to meet this requirement, as illustrated in the graph below. NYCHA has met this requirement in every heating season of the monitorship since its inception.

As of April 30, 2026, NYCHA has restored heat to apartments affected by heating outages in an average of 7.2 hours this season, 0.3 hours slower than during the same period last season.



**In-Apartment Heating Failures.** NYCHA has not yet met this requirement for in-apartment heating failures. However, NYCHA has improved year-over-year for the past few heating seasons, including this heating season.

As of April 30, 2026, NYCHA has restored heat to apartments affected by in-apartment heating failures in an average of 13.0 hours this season, 1.6 hours faster than during the same period last season.

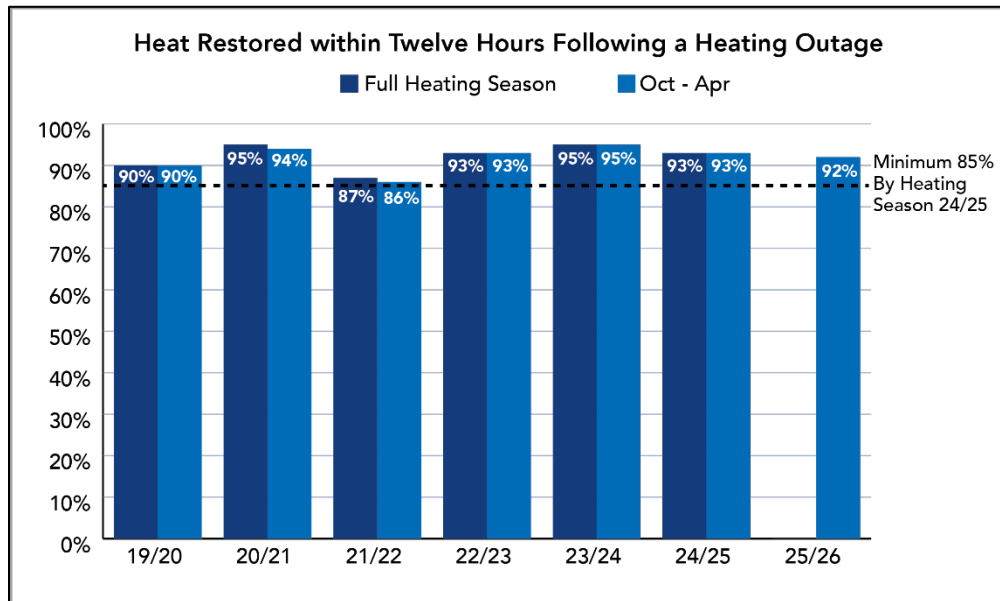


## 2. Twelve-Hour Heat Restoration (Requirement No. H11)

Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to restore heat to affected apartments within 12 hours for 85% of heating service interruptions.<sup>25</sup> Unlike the prior obligation, which assessed whether the average restoration time was within 12 hours, this obligation measures the percentage of heating service interruptions addressed within 12 hours.

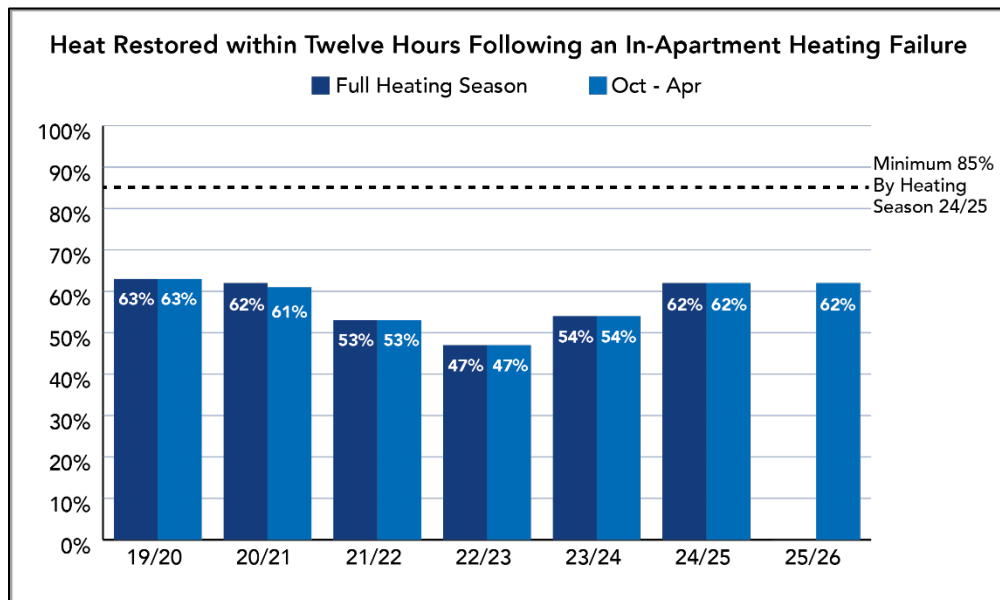
**Heating Outages.** As of April 30, 2026, NYCHA is once again on track to meet this requirement, as illustrated in the graph below.

As of April 30, 2026, NYCHA has restored heat to apartments affected by heating outages within 12 hours for 92% of heating outages this season, down one percentage point from the same period last season.



**In-Apartment Heating Failures.** As of April 30, 2026, NYCHA is not on track to meet this requirement for in-apartment heating failures this season.

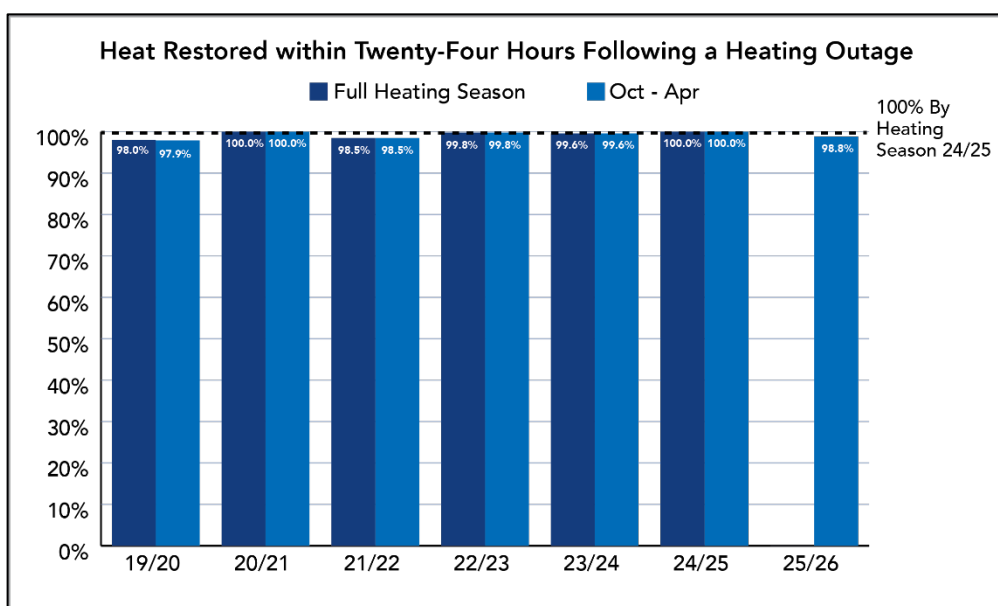
As of April 30, 2026, NYCHA has restored heat to apartments affected by in-apartment heating failures within 12 hours for 62% of in-apartment heating failures this season, matching its performance during the same period last season.



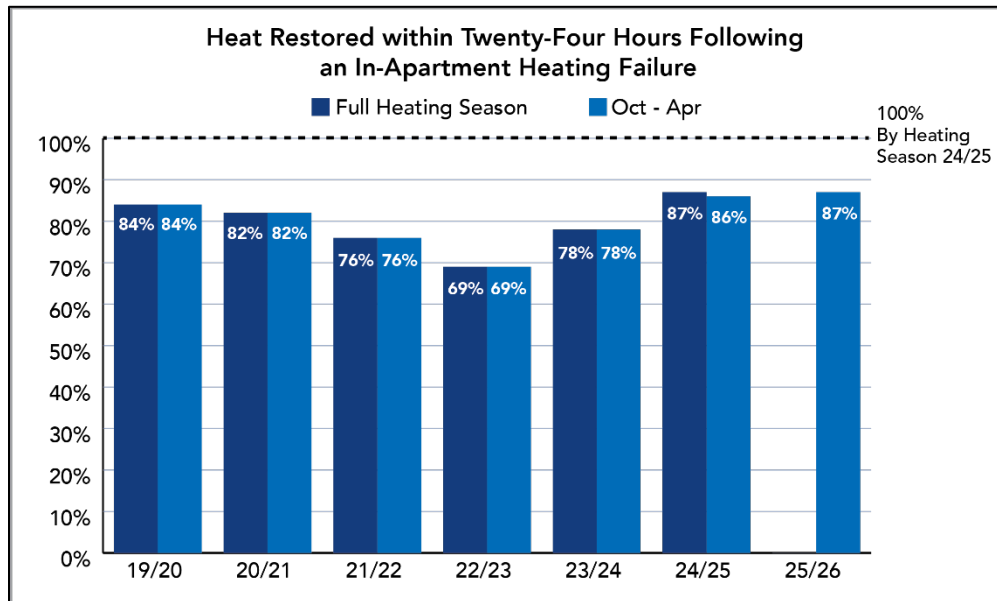
### 3. Twenty-Four-Hour Heat Restoration (Requirement No. H11)

Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to restore heat to affected apartments within 24 hours for 100% of heating service interruptions.<sup>26</sup> As of April 30, 2026, NYCHA has not restored heat within 24 hours for eight heating outages and 13% of in-apartment heating failures, so NYCHA will not meet this requirement for this season.

**Heating Outages.** As of April 30, 2026, NYCHA has restored heat to apartments affected by heating outages within 24 hours for 98.8% of heating outages this season. There have been eight outages longer than 24 hours so far this season, whereas there were none during the same period last season.



**In-Apartment Heating Failures.** As of April 30, 2026, NYCHA has restored heat to apartments affected by in-apartment heating failures within 24 hours for 87% of in-apartment heating failures this season, up one percentage point from the same period last season.



#### D. Heating Failure Investigations (Requirement No. H14)

The HUD Agreement requires NYCHA to investigate and report on instances when it takes more than 12 hours to restore heat to a particular apartment.<sup>27</sup> NYCHA's Environmental Health and Safety ("EH&S") Department conducts root cause failure analysis investigations for heating outages that impact multiple apartments lasting more than 12 hours and issues recommended corrective actions. Beginning this heating season, EH&S began conducting investigations of certain in-apartment heating failures that last longer than 12 hours as well.<sup>28</sup>

As of April 30, 2026, NYCHA had 50 heating outages that lasted longer than 12 hours this heating season. EH&S has conducted or will conduct 29 root cause failure investigations addressing these outages.<sup>29</sup>

#### E. Electronic Temperature Monitoring (Requirement Nos. H4, H5, H15)

As of January 31, 2025, NYCHA met the HUD Agreement requirement to install temperature sensors in at least 30% of the apartments in 44 developments with modernized **Building Management Systems**.<sup>30</sup> NYCHA is continuing its efforts to install BMS and temperature sensors at additional developments, consistent with its 2019 Heat Action Plan.<sup>31</sup>

**Building Management Systems:** Building Management Systems are computerized controls that provide automation, remote monitoring, and remote control for building mechanical systems such as boiler plants.

Although NYCHA has made real-time temperature data from sensors available to personnel responsible for heating, as well as to the Monitors, HUD, and SDNY, as the HUD Agreement requires, NYCHA is not publishing this data on its website due to concerns about the accuracy of sensor readings.<sup>32</sup>

#### **F. Completed, In Compliance, and Superseded Obligations**

The HUD Agreement obligations that NYCHA met prior to or were superseded before the period covered by this report (**Requirement Nos. H1, H2, H3, H4, H10, H12, H13**) are listed in **Appendix A**.

### **Overview of Outstanding Heating Obligations**

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement through April 30, 2026, of the 2025–2026 heating season, unless otherwise noted, and categorizes each requirement as a one-time requirement (blue); occurrence obligation (yellow); response obligation (orange); or policy and practice obligation (green). Obligations completed in the period covered by this report will be moved to the Appendix in future reports.

| Req. No.                     | Description                                                                                                                                                                                                                                                                                                                                                             | Status     | Compliance Details                                                                                                                            |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>One-Time Requirements</b> |                                                                                                                                                                                                                                                                                                                                                                         |            |                                                                                                                                               |
| H5 (Ex. B ¶¶ 6– 7)           | <b>Action Plan for Installing Temperature Monitoring and Disclosing Temperature Information:</b><br>NYCHA will draft an action plan to set electronic temperature sensing device installation deadlines for the rest of all the developments and provide an appropriate mechanism for disclosing information from electronic temperature reading devices to the public. | Incomplete | The Monitors will work with NYCHA to update its action plan as needed in light of concerns regarding the accuracy of the temperature sensors. |
| H6 (Ex. B ¶ 2(a))            | <b>Action Plan for Heat Mandatory Minimum Indoor</b>                                                                                                                                                                                                                                                                                                                    | Incomplete | NYCHA has developed a procedure to measure in-apartment                                                                                       |

| Req. No.                      | Description                                                                                                                                                                                                                                    | Status                                                                                                                                                                            | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                               | <b>Temperature:</b><br>NYCHA will establish an Action Plan setting forth a reliable method to measure what percentage of occupied apartments have had the temperatures fall below the mandatory minimum indoor temperature by October 1, 2024. |                                                                                                                                                                                   | temperatures, which will be evaluated at the end of this heating season. The Monitors will provide an assessment of this procedure in future reporting. Once this methodology is approved, the goal is for NYCHA to incorporate the finalized methodology into an Action Plan by the end of the year. In the interim, NYCHA and the Monitors are tracking the number of occupied apartments affected by heating outages and in-apartment heating failures. |
| <b>Occurrence Obligations</b> |                                                                                                                                                                                                                                                |                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| H7 (Ex. B ¶ 2(a))             | <b>Apartments with One Violation:</b><br>Beginning in the 2024–2025 heating season, no more than 15% of occupied apartments shall have an occasion in which the temperatures fall below the mandatory minimum indoor temperature.              | TBD<br><br>Based on their interim methodology, the Monitors determined that 84% of occupied apartments have experienced at least one heating service interruption as of April 30, | NYCHA and the Monitors are unable to measure compliance with these obligations because there is currently no method or procedure to measure temperatures in individual apartments. NYCHA has implemented a procedure to measure temperatures in individual apartments when responding to verified complaints                                                                                                                                               |

| Req. No.          | Description                                                                                                                                                                                                                                               | Status                                                                                                                                                                                                                                                                                                    | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |                                                                                                                                                                                                                                                           | 2026. The Monitors note that this data does not reflect whether the temperatures in these apartments fell below the mandatory minimum indoor temperature.                                                                                                                                                 | beginning with this heating season. However, NYCHA has advised that it is not practical to take temperatures of apartments during an outage. In light of this, the Monitors will discuss the appropriate means of measuring compliance with this obligation with the parties to the HUD Agreement.                                                                                                                                                                                                        |
| H8 (Ex. B ¶ 2(b)) | <b>Apartments with More Than Three Violations:</b><br>Beginning in the 2024–2025 heating season, no apartment shall have an occasion in which the temperatures fall below the mandatory minimum indoor temperature on more than three separate occasions. | TBD<br><br>Based on their interim methodology, the Monitors determined that 36% of occupied apartments have experienced more than three heating service interruptions as of April 30, 2026. The Monitors note that this data does not reflect whether the temperatures in these apartments fell below the | NYCHA and the Monitors are unable to measure compliance with these obligations because there is currently no method or procedure to measure temperatures in individual apartments. NYCHA has implemented a procedure to measure temperatures in individual apartments when responding to verified complaints beginning with this heating season. However, NYCHA has advised that it is not practical to take temperatures of apartments during an outage. In light of this, the Monitors will discuss the |

| Req. No.                    | Description                                                                                                                                                                                                    | Status                                                                                                                                                                                              | Compliance Details                                                                                                                                                                                                                                                                                                     |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             |                                                                                                                                                                                                                | mandatory minimum indoor temperature.                                                                                                                                                               | appropriate means of measuring compliance with this obligation with the parties to the HUD Agreement.                                                                                                                                                                                                                  |
| <b>Response Obligations</b> |                                                                                                                                                                                                                |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                        |
| H9 (Ex. B ¶ 9(a))           | <b>Twelve-Hour Average Heat Restoration:</b><br>Starting with the heating season beginning October 1, 2019, NYCHA will restore heat to apartments affected by a heating failure within an average of 12 hours. | On track for partial compliance<br><br>Heating outages: 7.2 hours per heating outage<br><br>In-apartment heating failures: 13.0 hours per qualifying complaint                                      | As of April 30, 2026, NYCHA has restored heat from heating outages impacting multiple apartments within an average of 12 hours. As of April 30, 2026, NYCHA has not restored heat to apartments affected by in-apartment heating failures within an average of 12 hours.                                               |
| H11 (Ex. B ¶ 10(a))         | <b>Overall Heat Restoration (2024–2029):</b><br>NYCHA will restore heat to affected apartments within (i) 12 hours for 85% of heating failures, and (ii) 24 hours for 100% of heating failures.                | On track for partial compliance<br><br>Heating outages: (i) 92% within 12 hours; (ii) 98.8% within 24 hours<br><br>In-apartment heating failures: (i) 62% within 12 hours; (ii) 87% within 24 hours | Supersedes H10 (Ex. B ¶ 9(b)). As of April 30, 2026, NYCHA has resolved 92% of heating outages within 12 hours, and 98.8% of heating outages within 24 hours. As of April 30, 2026, NYCHA has resolved 62% of in-apartment heating failures within 12 hours, and 87% of in-apartment heating failures within 24 hours. |

| Req. No.                              | Description                                                                                                                                                                                                                                                                                     | Status             | Compliance Details                                                                                                                                                                                                                                                |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |                                                                                                                                                                                                                                                                                                 |                    |                                                                                                                                                                                                                                                                   |
| <b>Policy and Practice Obligation</b> |                                                                                                                                                                                                                                                                                                 |                    |                                                                                                                                                                                                                                                                   |
| H14 (Ex. B<br>¶¶ 9(c),<br>10(b))      | <b>Heating Failure Investigation:</b> Starting in October 2019, a root cause investigation will be performed for all heating failures when heat was not restored within 12 hours in an apartment. Starting in October 2024, the investigation shall be performed by the Quality Assurance Unit. | Partial compliance | NYCHA performs the required root cause investigations for all heating outages that lasted more than 12 hours, and some in-apartment heating failures.                                                                                                             |
| H15 (Ex. B<br>¶¶ 3-5)                 | <b>Information from Electronic Temperature Sensing Devices:</b> For apartments with electronic temperature sensors, NYCHA shall institute and maintain a system that identifies apartments in violation of New York City temperature code                                                       | Partial compliance | NYCHA has made live temperature readings that are reported by electronic temperature sensors available to NYCHA personnel, the Monitors, HUD, and SDNY, but removed this data from its website due to concerns regarding the accuracy of the temperature sensors. |

| Req. No. | Description                                                                                                                                                                                         | Status | Compliance Details |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------|
|          | requirements and the in-apartment and outside temperatures associated with the violations by April 1, 2019. This information will be available to all NYCHA personnel, the Monitors, HUD, and SDNY. |        |                    |

## I.2 Elevators

The HUD Agreement requires NYCHA to (1) reduce the frequency and duration of occasions when all of the elevator cars in a bank are not in service (“**no-service conditions**”);<sup>33</sup> (2) reduce the frequency and duration of outages for all elevator cars;<sup>34</sup> (3) give prompt notice about elevator car outages and collect data about them;<sup>35</sup> (4) replace a set number of elevators;<sup>36</sup> (5) install remote elevator monitoring systems;<sup>37</sup> and (6) establish schedules for cleaning elevators and other planned elevator car outages that limit the inconvenience caused to residents.<sup>38</sup> The section below provides an update on NYCHA’s progress with respect to outstanding elevator-related obligations under the Agreement for the first quarter of Year 8 of the monitorship (from February 1, 2026 to April 30, 2026).

### A. Elevator Replacements (Requirement Nos. E1, E2)

The HUD Agreement required NYCHA to replace 275 elevators in its buildings by December 31, 2024 and to transfer 150 additional elevators for **modernization** or replacement to third-party management through the PACT program.<sup>39</sup> NYCHA completed this obligation by December 31, 2025.<sup>40</sup> NYCHA has continued to replace elevators at NYCHA-managed developments. Thus far in 2026, NYCHA has replaced 13 elevators as of April 30, 2026. In the remainder of the year, NYCHA plans to complete replacement of 8 additional elevators and begin procurement for another 205 elevator replacements.<sup>41</sup>

### B. No-Service Conditions (Requirement Nos. E7, E8, E15, E16, E20, E22)

The HUD Agreement requires NYCHA to reduce how often and for how long residents face no-service conditions. The subsections below provide an update on NYCHA’s obligations to (1) reduce the frequency of no-service conditions in elevator banks with multiple elevators; (2) reduce the duration of all no-service conditions; and (3) avoid scheduling planned outages that will result in a no-service condition during Agreement-restricted hours (between 6:00 a.m. and 9:00 a.m. and between 4:00 p.m. and 8:00 p.m.), and provide at least 24 hours’ advanced notice of planned outages to residents.

#### **No-Service Condition:**

The HUD Agreement defines “no-service conditions” to include only a situation where all elevators are out of service at one *building*. However, NYCHA, HUD, and SDNY have agreed that it is consistent with the purpose of the Agreement for “no-service conditions” to also include a situation where all elevators that serve an apartment are out of service, which generally means all elevators in one *bank* are out of service. For example, a single building may have one bank of elevators that serves the northern half of the building, and a second bank of elevators that serves the southern half of the building. If all of the elevators that serve the northern half of the building stop working, that would be considered a no-service condition because the apartments on the northern half of the building cannot be accessed by elevator, even though other elevators in the building continue to function.

**Modernization:**

Modernizing elevators refers to replacing key equipment and electronics and refurbishing the elevator cabs.

**Low Voltage Outages:**

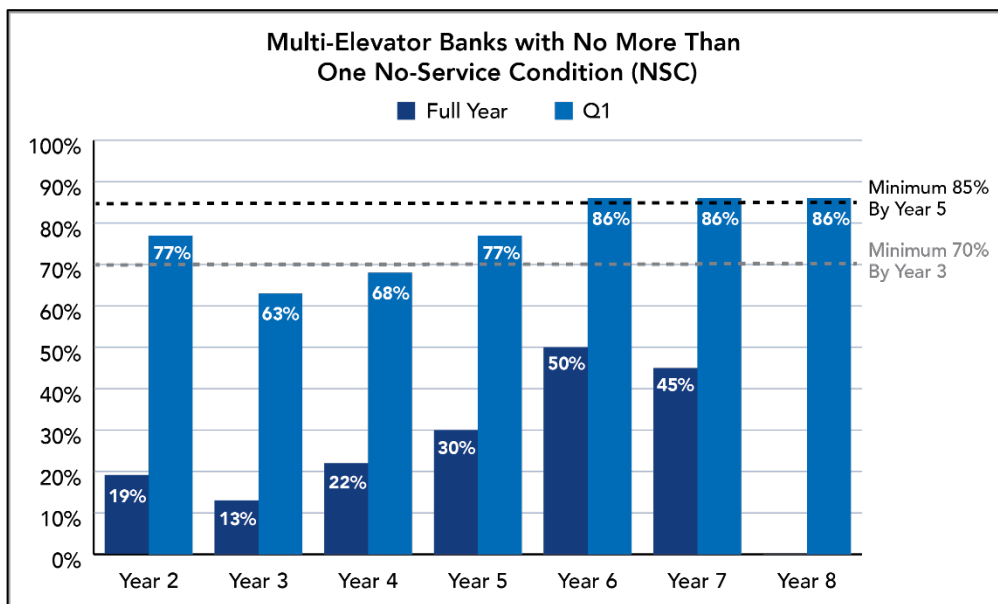
Outages that result from low voltage conditions. Low voltage conditions refer to when an elevator is not receiving enough voltage to continue operating. Many elevators (including NYCHA's) cannot operate at lower voltages. Elevators need a steady supply of electricity to run safely. When the electrical voltage drops too low, the elevator's motor does not have enough power to move the elevator car, and the safety systems automatically shut the elevator down to prevent damage or unsafe operation. Low voltage conditions can occur from widespread (e.g., a grid goes down) or local (e.g., a transformer blows) electrical issues. Low voltage conditions generally require an electrician to resolve the issue at the source of the problem. In responding to all outages, NYCHA mechanics will take voltage readings to confirm if the outage is due to low voltage conditions.

## 1. Frequency of No-Service Conditions (Requirement Nos. E7, E8)

The HUD Agreement requires NYCHA to reduce the frequency of no-service conditions in elevator banks with multiple elevators. In NYCHA developments, there are 683 elevator banks with multiple elevators.<sup>42</sup>

### a. No More Than One No-Service Condition Per Year (Requirement No. E7)

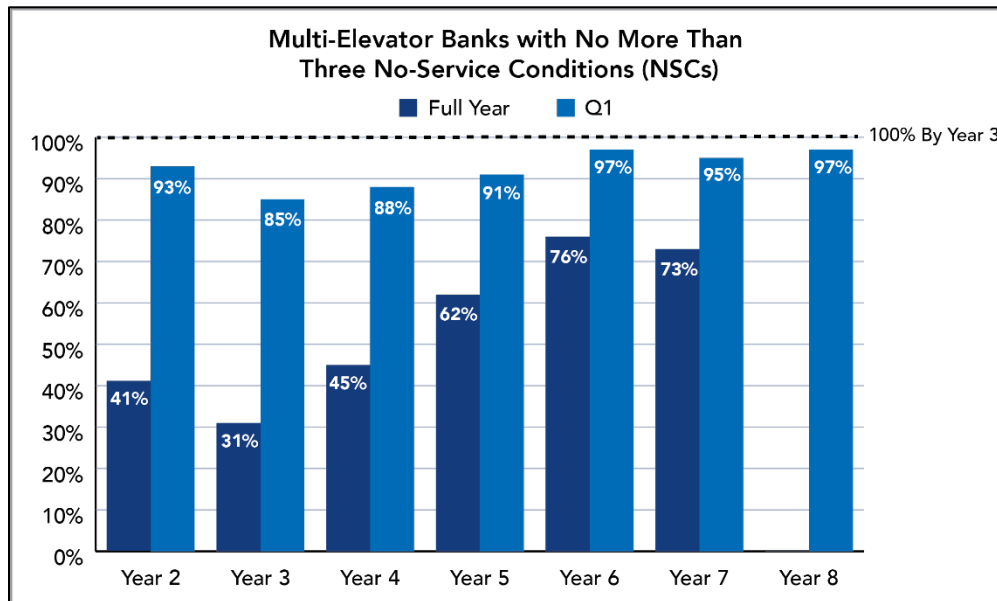
Beginning in Year 5, the HUD Agreement requires NYCHA to ensure that at least 85% of multi-elevator banks have no more than one no-service condition per year.<sup>43</sup> As of April 30, 2026, 86% of NYCHA's multi-elevator banks have experienced no more than one no-service condition this year, matching the performance during the same period last year.



Excluding the **low voltage outages** from this year and previous years, as of April 30, 2026, 87% of NYCHA's multi-elevator banks have experienced no more than one no-service condition this year, an increase in performance by one percentage point from the same period last year.<sup>44</sup>

**b. No More Than Three No-Service Conditions Per Year (Requirement No. E8)**

Beginning in Year 3, the HUD Agreement requires NYCHA to ensure that no multi-elevator banks have more than three no-service conditions per year.<sup>45</sup> As of April 30, 2026, 97% of NYCHA's multi-elevator banks have experienced no more than three no-service conditions this year, an increase in performance by two percentage points from the same period last year.



As of April 30, 2026, low voltage outages have not impacted NYCHA's performance on this obligation this year.

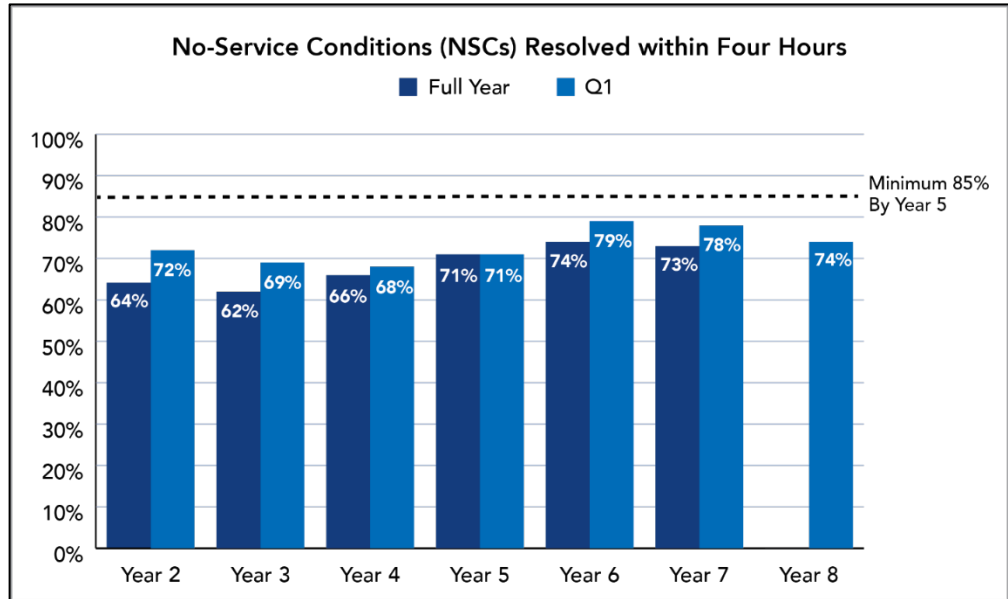
**2. Duration of No-Service Conditions (Requirement Nos. E15, E16)**

The HUD Agreement requires NYCHA to reduce the duration of all no-service conditions, regardless of whether they occur in multi-elevator banks or single-elevator banks.<sup>46</sup>

**a. Four-Hour No-Service Resolution Obligation (Requirement No. E15)**

Beginning in Year 5, the HUD Agreement requires NYCHA to resolve 85% of no-service conditions within four hours of learning of them.<sup>47</sup> As of April 30, 2026, NYCHA resolved 74% of no-service

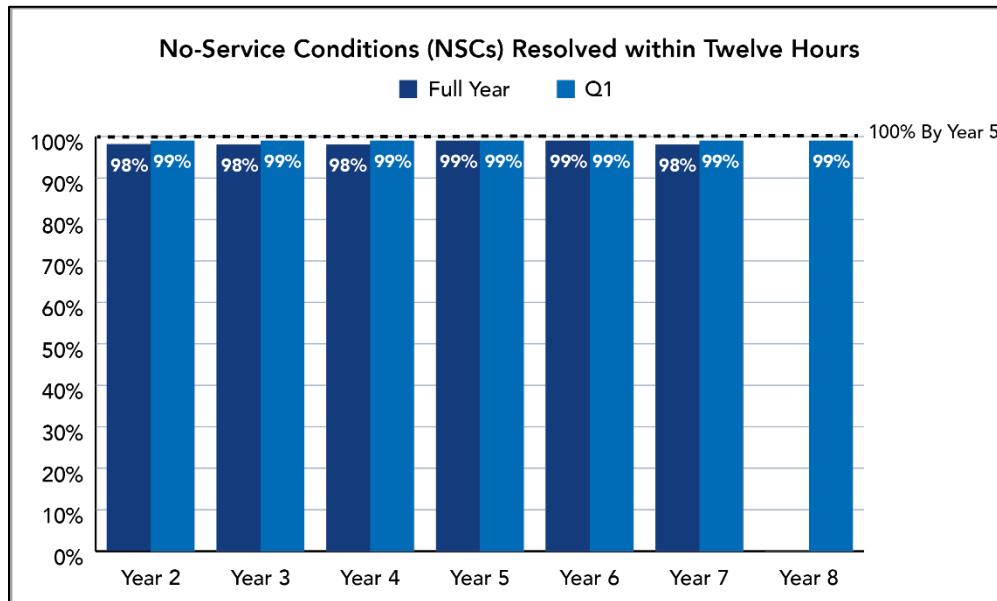
conditions within four hours this year, a decrease in performance by four percentage points from the same period last year.



Excluding the low voltage outages from this year and previous years, as of April 30, 2026, NYCHA resolved 75% of no-service conditions within four hours this year, a decrease in performance by four percentage points from the same period last year.

**b. Twelve-Hour No-Service Resolution Obligation (Requirement No. E16)**

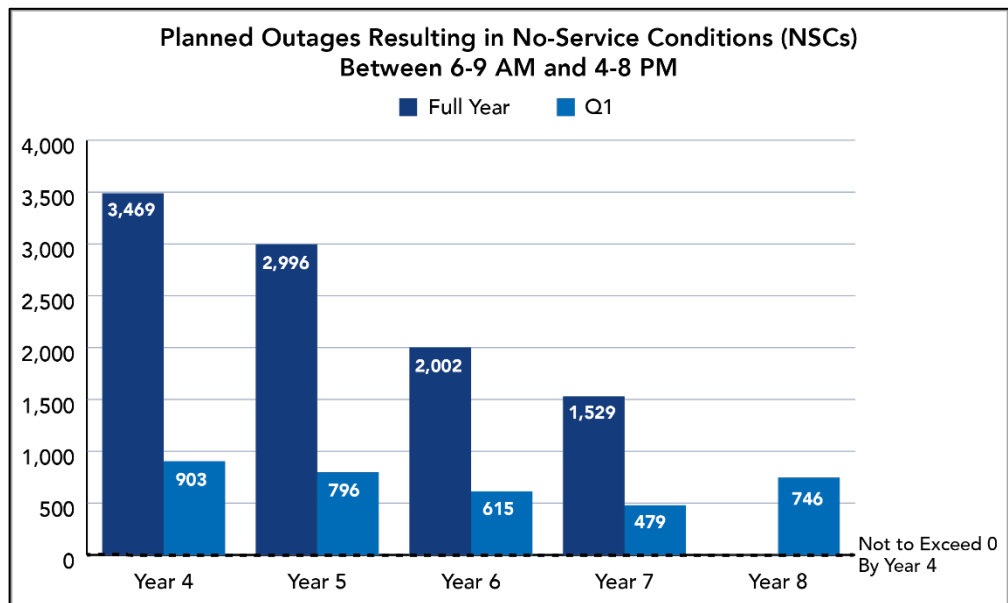
Beginning in Year 5, the HUD Agreement requires NYCHA to resolve all no-service conditions within twelve hours, with limited exceptions.<sup>48</sup> As of April 30, 2026, NYCHA resolved 99% of no-service conditions within twelve hours this year, matching its performance from the same period last year.



As of April 30, 2026, low voltage outages have not impacted NYCHA's performance on this obligation this year.

### **3. Timing of No-Service Conditions and Providing Advance Notice to Residents (Requirement Nos. E20, E22)**

To minimize disruptions to residents during specified morning and evening hours, the HUD Agreement requires NYCHA to avoid scheduling planned outages that will result in no-service conditions between 6:00 a.m. and 9:00 a.m. and between 4:00 p.m. and 8:00 p.m., with limited exceptions.<sup>49</sup> As of April 30, 2026, NYCHA developments experienced 746 no-service conditions resulting from planned outages, including preventive maintenance outages, during HUD Agreement-restricted hours this year, which are 267 more no-service conditions than during the same period last year.



Additionally, the HUD Agreement requires NYCHA to provide residents with at least 24 hours' advanced notice of planned outages via robocall, postings in the development, and postings on NYCHA's website.<sup>50</sup> NYCHA shuts down elevator service during Agreement-restricted hours, most often for preventive maintenance, and NYCHA residents report that NYCHA inconsistently provides advance notice.<sup>51</sup> Although NYCHA's procedures have required elevator mechanics to post written notice in buildings at least 24 hours before taking an elevator offline for preventive maintenance since 2019,<sup>52</sup> NYCHA has noted that mechanics' need to prioritize unplanned outages frequently disrupts preventive maintenance schedules and timely postings. In Year 8, NYCHA introduced supervisor check-ins to improve the timeliness of postings and is implementing a record-keeping procedure to document when postings are made. NYCHA is also continuing to pilot a robocall notification process for preventive maintenance outages, expanding from South Jamaica Houses to Baisley Park Houses and International Tower in November 2025.<sup>53</sup> The Monitors will continue to track NYCHA's efforts to meet these requirements.

### **C. Elevator Car Outages (Requirement Nos. E10, E12, E17-E19)**

The HUD Agreement requires NYCHA to reduce how often and for how long elevator cars experience service disruptions. The subsections below provide an update on NYCHA's obligations to (1)

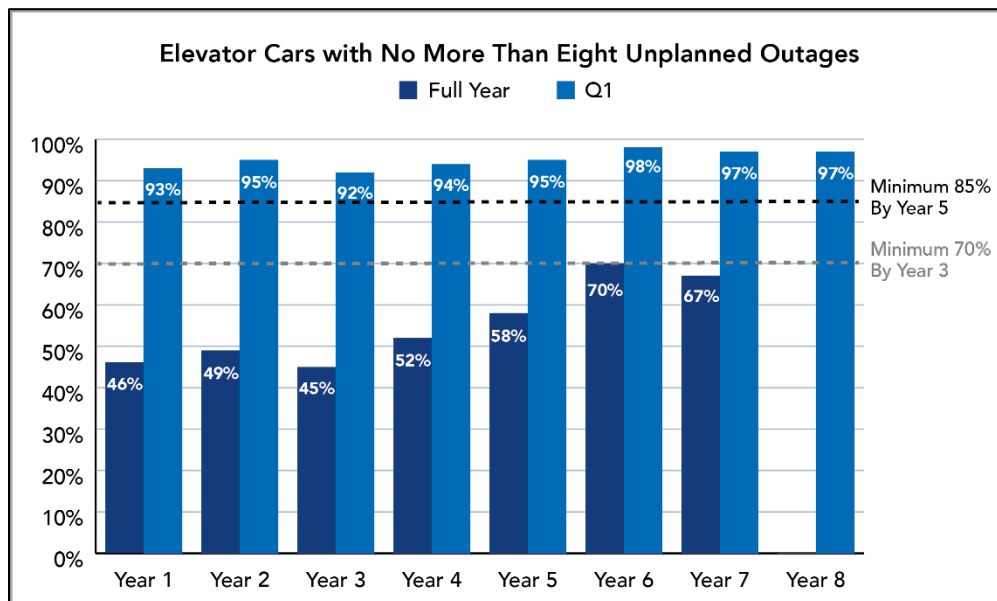
reduce the frequency of unplanned elevator car outages; and (2) reduce the duration of elevator car outages.

### 1. Frequency of Unplanned Elevator Car Outages (Requirement Nos. E10, E12)

The HUD Agreement requires NYCHA to reduce the frequency of all unplanned elevator car outages, regardless of whether they occur in multi-elevator banks or single-elevator banks.

#### a. No More Than Eight Unplanned Outages (Requirement No. E10)

Beginning in Year 5, the HUD Agreement requires NYCHA to ensure that at least 85% of elevator cars have no more than eight unplanned outages per year.<sup>54</sup> As of April 30, 2026, 97% of NYCHA's elevator cars did not experience more than eight unplanned outages this year, matching the performance during the same period last year.

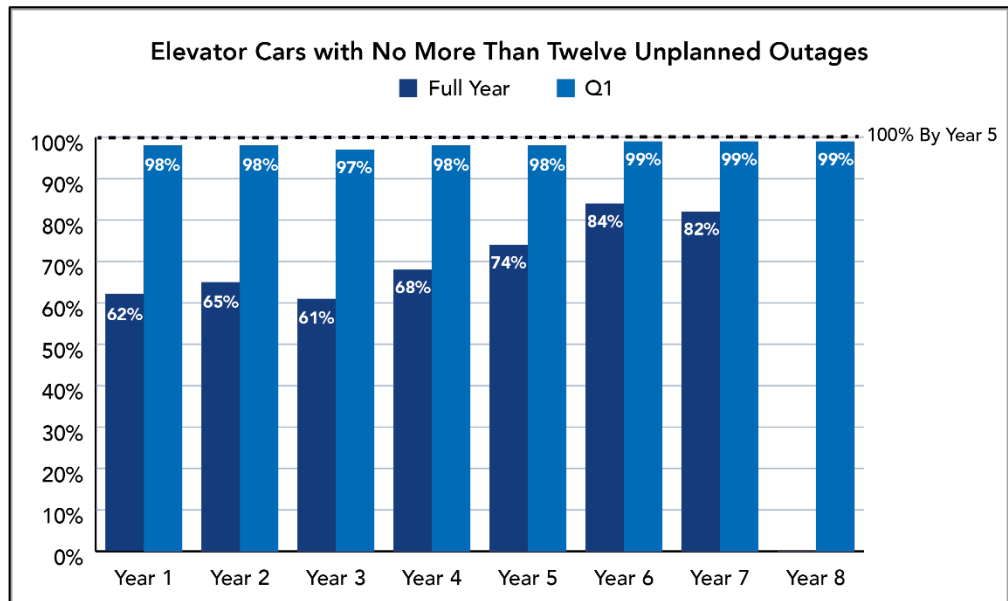


As of April 30, 2026, low voltage outages have not impacted NYCHA's performance on this obligation this year.

#### b. No More Than Twelve Unplanned Outages (Requirement No. E12)

Beginning in Year 5, the HUD Agreement also requires NYCHA to ensure that no elevator car has more than twelve unplanned

outages per year.<sup>55</sup> As of April 30, 2026, 99% of NYCHA's elevator cars did not experience more than twelve unplanned outages this year, matching the performance during the same period last year.



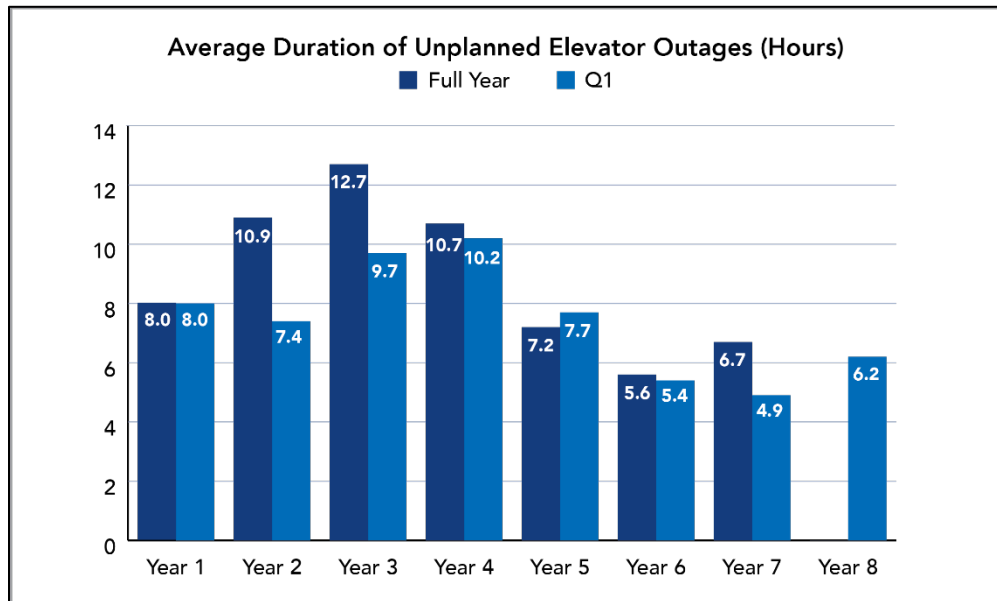
As of April 30, 2026, low voltage outages have not impacted NYCHA's performance on this obligation this year.

## **2. Duration of Elevator Car Outages (Requirement Nos. E17-E19)**

The HUD Agreement requires NYCHA to reduce the duration of elevator car outages as well.

### **a. Percentage Reduction in Outage Duration (Requirement No. E17)**

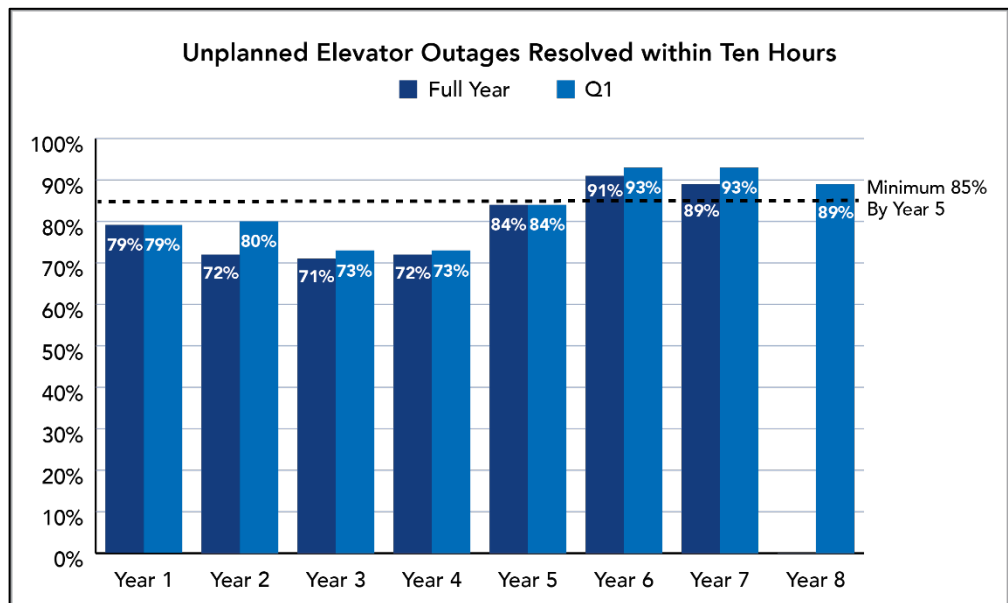
The HUD Agreement has required NYCHA to reduce the duration of service outages by 10% in Year 1 of the monitorship and to then reduce the average outage duration by a rate set by the Monitors.<sup>56</sup> Before Year 8, NYCHA and the Monitors agreed to target a 10% reduction in average duration of unplanned outages from Year 7 to Year 8. As of April 30, 2026, NYCHA resolved unplanned elevator car outages in an average of 6.2 hours this year, which is 27% higher than its average of 4.9 hours during the same period last year.



Excluding the low voltage outages from this year and previous years, as of April 30, 2026, NYCHA resolved unplanned elevator car outages in an average of 6.1 hours in this year, which is 27% higher than its average of 4.8 hours during the same period last year.

**b. Ten-Hour Outage Obligation (Requirement No. E18)**

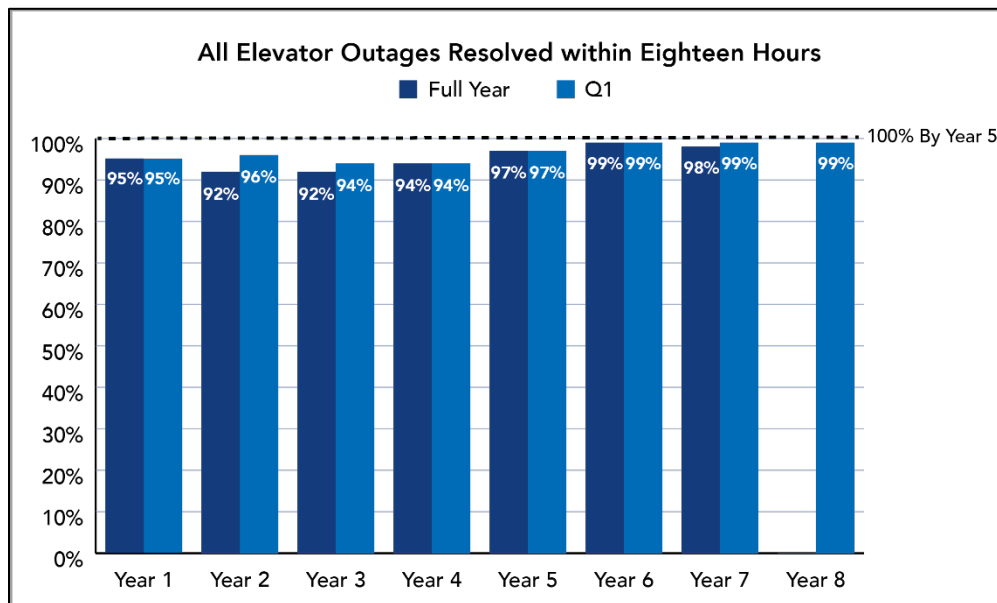
Beginning in Year 5, the HUD Agreement requires NYCHA to resolve 85% of unplanned elevator car outages within ten hours of learning of them.<sup>57</sup> As of April 30, 2026, NYCHA resolved 89% of unplanned elevator car outages within ten hours this year, a decrease in performance by four percentage points from the same period last year.



Excluding the low voltage outages from this year and previous years, as of April 30, 2026, NYCHA resolved 90% of unplanned elevator car outages within ten hours this year, a decrease in performance by four percentage points from the same period last year.

### c. **Eighteen-Hour Outage Obligation (Requirement No. E19)**

Beginning in Year 5, the HUD Agreement also requires NYCHA to resolve all elevator car outages within eighteen hours, with limited exceptions.<sup>58</sup> As of April 30, 2026, NYCHA resolved 99% of all elevator car outages within eighteen hours this year, matching its performance during the same period last year.



As of April 30, 2026, low voltage outages have not impacted NYCHA's performance on this obligation this year.

#### **D. Remote Elevator Monitoring (Requirement No. E5)**

The HUD Agreement required NYCHA to establish continuous remote monitoring in 70% of its elevators by January 31, 2024.<sup>59</sup> NYCHA reports that it installed **Remote Elevator Monitoring Systems ("REMS")** on at least 70% of its elevators by October 1, 2024,<sup>60</sup> and has continued installing these devices, with 76.6% of its elevators now equipped with REMS.<sup>61</sup> During the Monitors' ongoing verification of NYCHA's REMS installations, the Monitors identified that nearly 1,300 of NYCHA's approximately 2,200 REMS devices are not transmitting information from the local elevator motor room to ESRD's central office, limiting ESRD's offsite monitoring of those elevators. For approximately 170 of those 1,300 devices, mechanics were also unable to access fault data locally. NYCHA is working to repair these devices. The Monitors will continue to evaluate any impact on compliance.

#### **E. Completed, In Compliance, and Superseded Obligations**

The HUD Agreement obligations that NYCHA met prior to or were superseded before the period covered by this report (**Requirement Nos. E1, E2, E3, E4, E5, E6, E9, E11, E13, E14, E23**) are listed in **Appendix A**.

**Remote Elevator Monitoring Systems ("REMS"):** REMS provide continuous real-time monitoring by tracking elevator performance through sensors that detect faults and generate fault codes. The local elevator motor room receives the fault codes in a fault log, then transmits the codes to either physical servers at the central office of NYCHA's Elevator Service and Repair Department ("ESRD") for older REMS devices ("server-based"), or to a cloud-based monitoring system for newer REMS devices ("cloud-based"), where the data can be accessed and used to coordinate responses, generate work orders, and monitor elevator performance offsite.

### **Overview of Outstanding Elevator Obligations**

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement through the first quarter of Year 8 of the monitorship (from February 1, 2026 to April 30, 2026), unless otherwise noted, and categorizes each requirement as a one-time requirement (blue); occurrence obligation (yellow); response obligation (orange); or policy and practice obligation (green). Obligations completed in the period covered by this report will be moved to the Appendix in future reports.

| Req. No.                      | Description                                                                                                                                                                                                                          | Status                                 | Compliance Details                                                                                                                                                                                                                                                                                                             |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Occurrence Obligations</b> |                                                                                                                                                                                                                                      |                                        |                                                                                                                                                                                                                                                                                                                                |
| E7 (Ex. B ¶ 24(a))            | <b>Buildings with No More Than One No-Service Condition:</b><br>Beginning in Year 5, at least 85% of elevator banks with more than one elevator will have no more than one instance per year where all elevators are out of service. | TBD; 86% as of Q1 Year 8               | As of April 30, 2026, 14% of multi-elevator banks experienced more than one no-service condition in Year 8. Because this requirement is measured over a full year, the share of multi-elevator banks with more than one no-service condition is expected to increase—and the compliance rate to decrease—as Year 8 progresses. |
| E8 (Ex. B ¶¶ 23(a), 24(a))    | <b>Buildings with No More Than Three No-Service Conditions:</b><br>Beginning in Year 3, no elevator bank with more than one elevator shall have more than three no-                                                                  | Not in compliance; 97% as of Q1 Year 8 | As of April 30, 2026, 3% of multi-elevator banks experienced more than three no-service conditions in Year 8. Because this requirement is measured over a full year, the share of multi-elevator banks with more than three no-service conditions                                                                              |

| Req. No.            | Description                                                                                                                                                        | Status                                 | Compliance Details                                                                                                                                                                                                                                                                                         |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | service conditions per year.                                                                                                                                       |                                        | is expected to increase—and the compliance rate to decrease—as Year 8 progresses.                                                                                                                                                                                                                          |
| E10 (Ex. B ¶ 24(b)) | <b>Eight Unplanned Outages:</b><br>Beginning in Year 5, at least 85% of all elevators in NYCHA buildings shall have no more than eight unplanned outages per year. | TBD; 97% as of Q1 Year 8               | As of April 30, 2026, 3% of elevator cars experienced more than eight unplanned outages in Year 8. Because this requirement is measured over a full year, the share of elevator cars exceeding eight unplanned outages is expected to increase—and the compliance rate to decrease—as Year 8 progresses.   |
| E12 (Ex. B ¶ 24(b)) | <b>Twelve Unplanned Outages:</b><br>Beginning in Year 5, no elevator shall have more than twelve unplanned outages per year.                                       | Not in compliance; 99% as of Q1 Year 8 | As of April 30, 2026, 1% of elevator cars experienced more than twelve unplanned outages in Year 8. Because this requirement is measured over a full year, the share of elevator cars exceeding twelve unplanned outages is expected to increase—and the compliance rate to decrease—as Year 8 progresses. |

| Req. No.                    | Description                                                                                                                                                                 | Status                                      | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Response Obligations</b> |                                                                                                                                                                             |                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| E15 (Ex. B ¶ 29(a)(i))      | <b>Four-Hour No-Service Conditions:</b><br>Beginning in Year 5, at least 85% of no-service conditions shall be resolved within four hours of the time NYCHA learns of them. | Not on track to comply; 74% as of Q1 Year 8 | As of April 30, 2026, 26% of no-service conditions resulting from unplanned outages lasted more than four hours in Year 8.                                                                                                                                                                                                                                                                                                                                                                                                             |
| E16 (Ex. B ¶ 29(a)(ii))     | <b>Twelve-Hour No-Service Conditions:</b><br>Beginning in Year 5, no no-service condition shall last more than twelve hours, with limited exceptions.                       | Substantial compliance; 99% as of Q1 Year 8 | As of April 30, 2026, 1% of no-service conditions resulting from all qualifying outages lasted more than twelve hours in Year 8. Of the limited exceptions provided for by the HUD Agreement, NYCHA only tracks outages due to elevator rehabilitation or replacement, and no-service conditions resulting from these outages are excluded. NYCHA does not track the industry-accepted repair time or whether the outage requires NYCHA to order unavailable parts. Accordingly, the Monitors' assessment of NYCHA's performance under |

| Req. No.                 | Description                                                                                                                                                          | Status                                                                                                 | Compliance Details                                                                                                                                                                                                                                                                                        |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          |                                                                                                                                                                      |                                                                                                        | this obligation may include such outages.                                                                                                                                                                                                                                                                 |
| E17 (Ex. B ¶ 28)         | <b>Improved Outage Duration:</b> After Year 1, the outage duration shall improve over the prior year by a rate set by the Monitors.                                  | Not on track to comply; 27% higher average unplanned outage duration compared to same period last year | The Monitors set a target of 10% reduction in outage duration for Year 8. The average unplanned outage duration has increased from 4.9 hours during the first quarter of Year 7 to 6.2 hours during the first quarter of Year 8.                                                                          |
| E18 (Ex. B ¶ 29(b)(iii)) | <b>Ten-Hour Elevator Car Outages:</b> Beginning in Year 5, at least 85% of elevator car outages shall be resolved within ten hours of the time NYCHA learns of them. | On track to comply; 89% as of Q1 Year 8                                                                | As of April 30, 2026, 11% of unplanned elevator car outages lasted more than ten hours in Year 8.                                                                                                                                                                                                         |
| E19 (Ex. B ¶ 29(b)(iv))  | <b>Eighteen-Hour Elevator Car Outages:</b> Beginning in Year 5, no elevator car outage shall last more than eighteen hours, with limited exceptions.                 | Substantial compliance; 99% as of Q1 Year 8                                                            | As of April 30, 2026, 1% of all qualifying elevator car outages lasted more than eighteen hours in Year 8. Of the limited exceptions provided for by the HUD Agreement, NYCHA only tracks outages due to elevator rehabilitation or replacement, and these outages are excluded. NYCHA does not track the |

| Req. No.         | Description                                                                                                                                                                                                                                                                                                    | Status            | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |                                                                                                                                                                                                                                                                                                                |                   | industry-accepted repair time. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| E20 (Ex. B ¶ 32) | <b>Resident Outage Notification System:</b> NYCHA will provide 24 hours' advanced notice of all planned outages and notice of all unplanned outages within two hours to residents of buildings affected by the outages. Notice shall occur by robocalls and postings in the building and on the NYCHA website. | Not in compliance | NYCHA does not comply with this obligation, as it provides notice to residents for some but not all outages, most often for preventive maintenance. Although NYCHA's procedures have required mechanics to post 24-hour advance notice for preventive maintenance outages since 2019, NYCHA reports that mechanics' need to prioritize unplanned outages frequently disrupts preventive maintenance schedules and timely postings. NYCHA currently only sends robocalls for preventive maintenance outages at South Jamaica Houses, Baisley Park Houses, and International Tower, where it is conducting a pilot on scheduling preventive maintenance outages |

| Req. No.                              | Description                                                                                                                                                                                                                                                                        | Status                                                                                                                                                  | Compliance Details                                                                                                                                                                                                                                                                                                         |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |                                                                                                                                                                                                                                                                                    |                                                                                                                                                         | and providing at least 24 hours' advanced notice to residents.                                                                                                                                                                                                                                                             |
| E21 (Ex. B ¶ 33)                      | <b>Monitor Outage Notification:</b><br>NYCHA will provide the Monitors with 24 hours' advanced notice of any planned outage and shall notify the Monitors of any unplanned outage within two hours of learning about it.                                                           | Not in compliance                                                                                                                                       | NYCHA does not comply with this obligation because it generally does not provide notice to the Monitors for outages due to preventive maintenance. In Year 7, NYCHA began sharing with the Monitors schedules for outages due to preventive maintenance at selected developments, and NYCHA plans to expand this practice. |
| <b>Policy and Practice Obligation</b> |                                                                                                                                                                                                                                                                                    |                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                            |
| E22 (Ex. B ¶ 27)                      | <b>Planned Outages:</b> By February 1, 2020, NYCHA shall not have planned outages resulting in a no-service condition between 6:00 a.m. and 9:00 a.m. or between 4:00 p.m. and 8:00 p.m., except for planned elevator rehabilitation or replacement or outages mandated by another | Not in compliance; NYCHA had 746 instances of planned outages resulting in a no-service condition during the Agreement-restricted hours as of Q1 Year 8 | NYCHA does not comply with this obligation. As of April 30, 2026, planned outages, including service disruptions due to preventive maintenance, continue to result in no-service conditions during the prohibited hours.                                                                                                   |

| Req. No. | Description                                     | Status | Compliance Details |
|----------|-------------------------------------------------|--------|--------------------|
|          | governmental<br>agency or<br>regulatory entity. |        |                    |

### I. 3 Pests & Waste

Under the HUD Agreement, NYCHA must (1) estimate and report on the size of the pest population at each development and reduce those pest populations by specific percentages over time;<sup>62</sup> (2) respond to residents' **pest** complaints within prescribed deadlines;<sup>63</sup> (3) apply timely and effective pest management techniques informed by **Integrated Pest Management ("IPM")** practices;<sup>64</sup> (4) increase cleanliness at developments by improving waste management practices;<sup>65</sup> and (5) upgrade specified pest and waste management infrastructure.<sup>66</sup> The section below provides an update on NYCHA's progress with respect to pest- and waste-related requirements under the Agreement as well as pest- and waste-related capital projects for Year 8.

#### A. Pest Population Reporting and Reduction Requirements (Requirement Nos. P7-P11)

Pursuant to the HUD Agreement, the Monitors, in consultation with NYCHA, established reasonable protocols (the "Protocols") for NYCHA to estimate the pest populations at each development on a quarterly basis.<sup>67</sup> Using the Protocols, NYCHA must publish those estimates on its website so stakeholders, including residents, can see whether NYCHA is reducing pest populations.<sup>68</sup> The Agreement also requires NYCHA to meet certain pest population reduction targets.<sup>69</sup>

The following subsections provide an update on (1) NYCHA's publication of the pest population estimates on its website; (2) NYCHA-wide pest population estimates for the first quarter of Year 8; and (3) NYCHA's progress in meeting the HUD Agreement's pest reduction target requirements.

#### 1. Publish Pest Population Estimates

As discussed in the April 2025 Report, the Monitors, in consultation with NYCHA, developed Protocols to establish reasonable estimates of the presence of pests.<sup>70</sup> These estimates do not count the actual number of pests, as that is not possible. Instead, the estimates are approximations of the pest presence at NYCHA's developments based on residents' pest complaints, and as adjusted for over- and underreporting of pests.

**Pests:** Under the HUD Agreement, the term "pests" refers to rats, mice, cockroaches, and bed bugs.

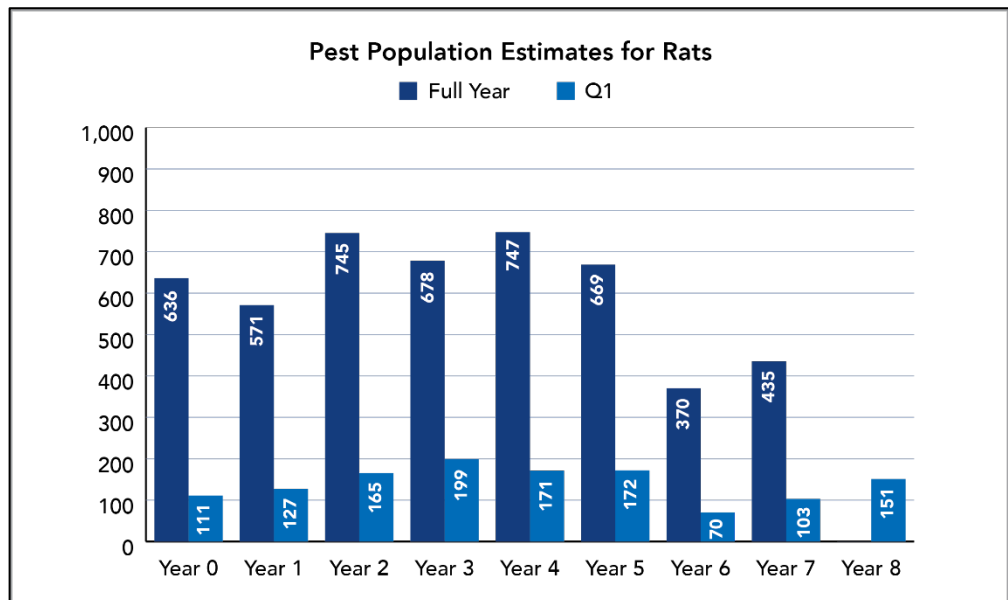
**Integrated Pest Management ("IPM"):** An environmentally friendly, commonsense approach to pest control. Unlike traditional pest management, which involves the routine application of pesticide, IPM focuses on the prevention of pests and uses pesticide only as needed. It involves multiple forms of pest controls, and has a four-tier approach: (1) identify pests and monitor progress; (2) set action thresholds; (3) prevent pests; and (4) control pests.

Under the HUD Agreement, once the Monitors establish the Protocols, NYCHA is required to use the Protocols to develop and publish reliable pest population estimates for each development at least quarterly.<sup>71</sup> NYCHA continues to publish the pest population estimates for each development on its website at <https://www.nyc.gov/site/nycha/residents/pest-population-estimates.page>.

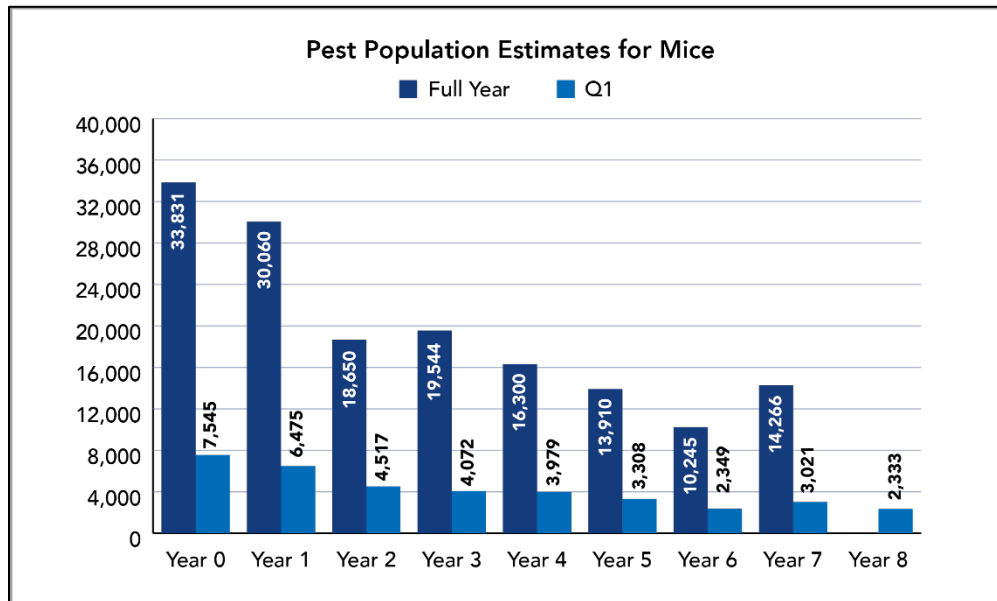
## 2. Estimate Pest Populations

The charts below illustrate the NYCHA-wide pest population estimates for each year beginning with the year before the monitorship began (which is denoted as "Year 0"). In the first quarter of Year 8, NYCHA's developments experienced increased estimated populations of rats and cockroaches, with the estimated population for mice and bedbugs reducing slightly, as compared to the prior year.

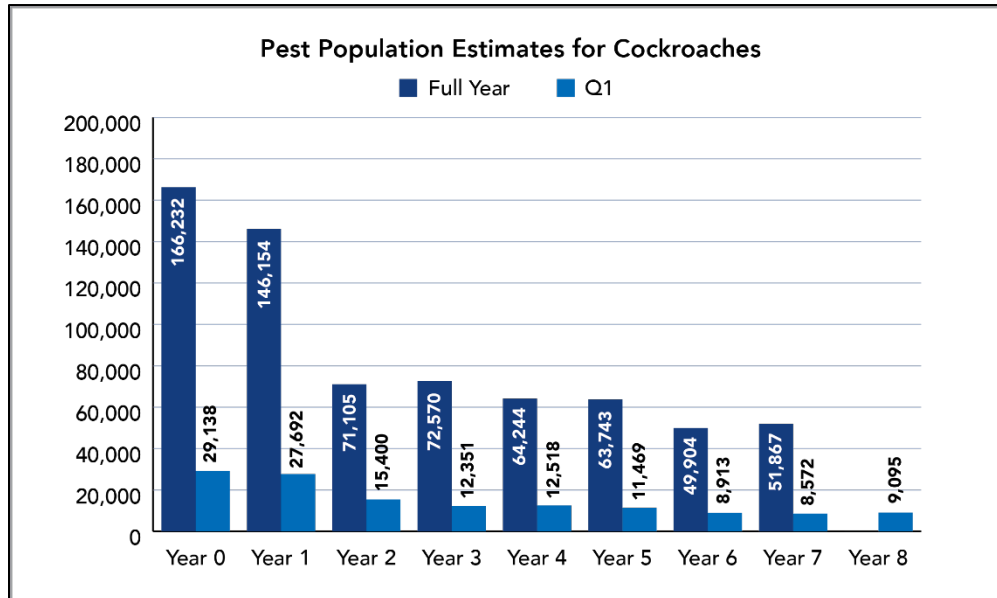
**Rats.** As illustrated below, the pest population estimate for rats was 151, for the first quarter of Year 8, up 46.1% from 103 in the first quarter of Year 7. There were 138 verified rat complaints, which were then adjusted by taking into consideration an undercount multiplier.



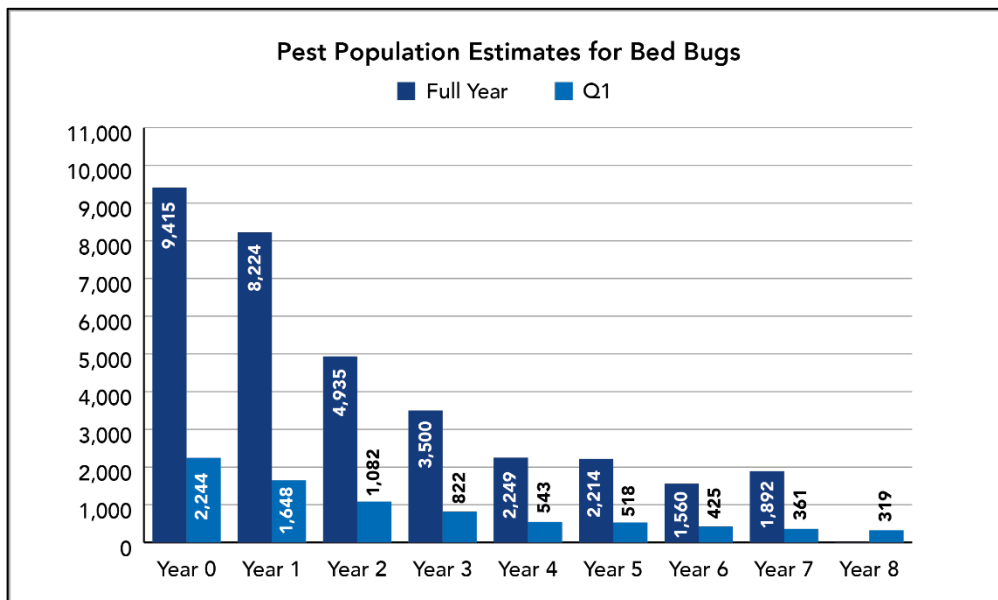
**Mice.** The pest population estimate for mice was about 2,300 for the first quarter of Year 8, down approximately 23% from the first quarter in Year 7.



**Cockroaches.** The pest population estimate for cockroaches was nearly 9,100 for the first quarter of Year 8,<sup>72</sup> up approximately 6.1% from the first quarter in Year 7.<sup>73</sup>



**Bed Bugs.** The pest population estimate for bed bugs was about 320 for the first quarter of Year 8, down approximately 11.5% from the first quarter in Year 7.

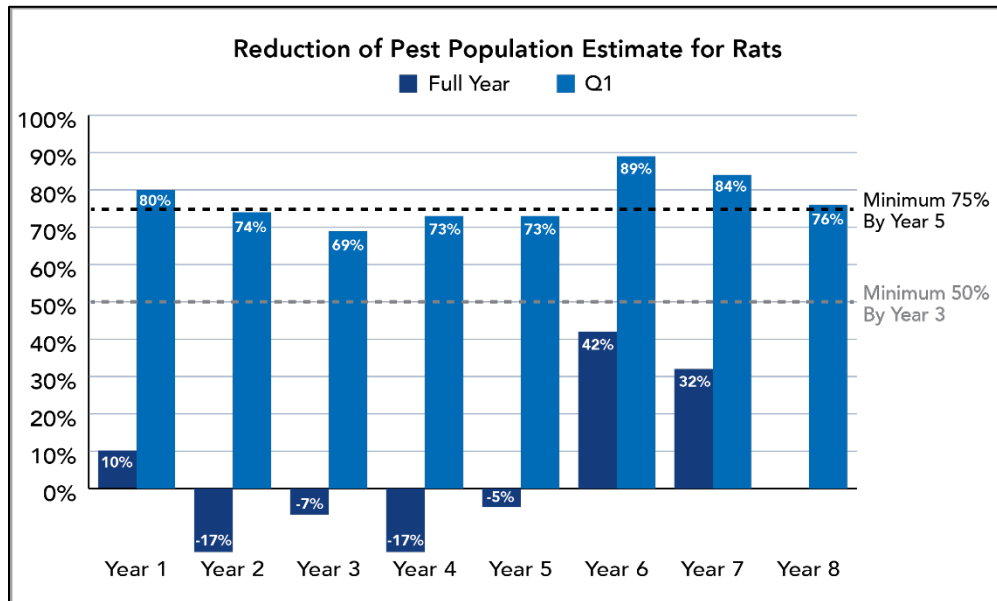


### 3. Reduce Pest Populations

The HUD Agreement required NYCHA to reduce pest populations by certain percentages by the end of Year 3<sup>74</sup> and by the end of Year 5.<sup>75</sup> As discussed in the April 2025 Report, NYCHA met the pest reduction targets for mice, cockroaches, and bed bugs in Year 6.<sup>76</sup>

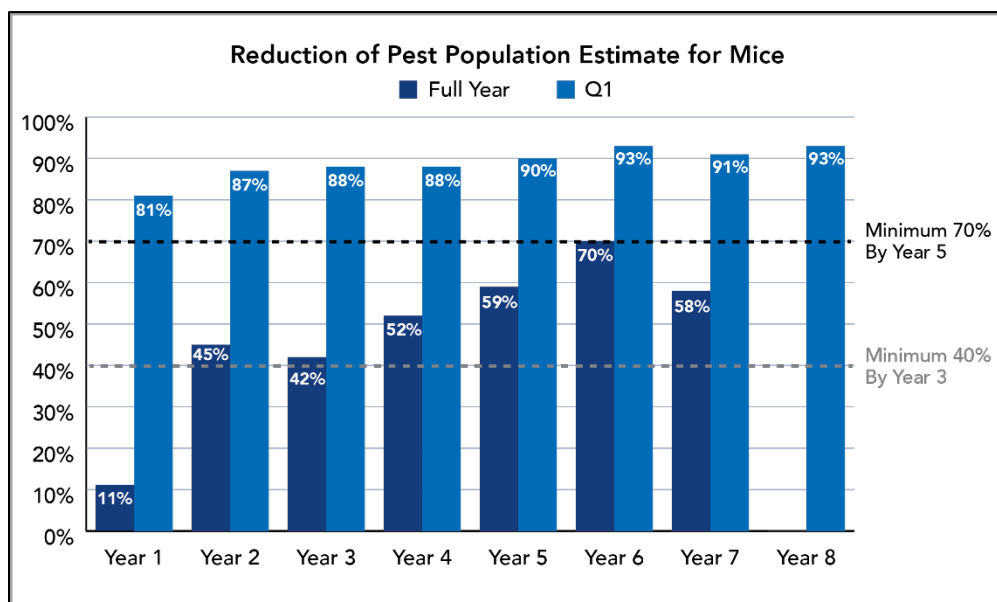
The reduction requirements are calculated by comparing the estimated pest population of the past year with the estimated pest population at the beginning of the monitorship. Despite the recent increase in some pest population estimates this quarter, NYCHA continued to meet the pest reduction targets for cockroaches, mice, and bed bugs because those pest population estimates are substantially lower compared to the pest population estimates for when the monitorship started.

**Rats.** For rats, by the end of Year 3, NYCHA was required to reduce the rat population by 50%, and by the end of Year 5, by an additional 50%.<sup>77</sup> This means that NYCHA was required to cumulatively reduce the rat population by 75% by the end of Year 5. NYCHA met the 75% requirement for the first quarter of Year 8, which the agency also did for the first quarters of Years 6 and 7.<sup>78</sup> However, NYCHA has not yet met any of the rat reduction requirements over the course of an entire year, as set forth in the graph below.

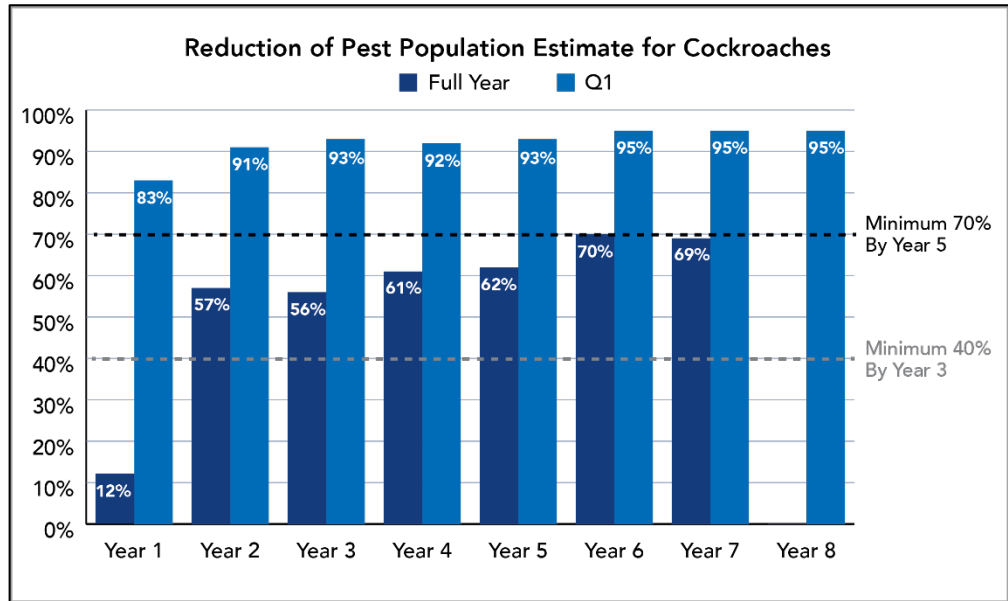


By the end of the first quarter of Year 8, the percent reduction for rats was 76%, a decrease in performance by 8 percentage points from the prior year, meaning the reported rat population was higher than last year.

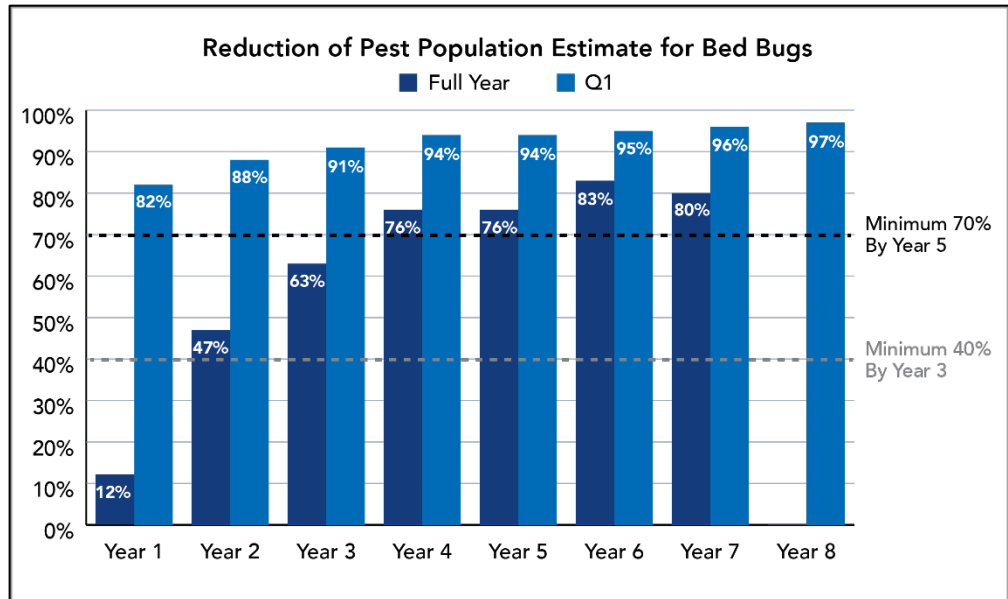
**Mice.** The percent reduction for mice was 93%, an increase in performance by two percentage points from last year, meaning the reported mouse population was lower than at the end of the first quarter of Year 7.



**Cockroaches.** The percent reduction for cockroaches was 95% as of the end of the first quarter of Year 8, which is the same compared to the first quarter of Year 7.



**Bed Bugs.** The percent reduction for bed bugs was 97%, up one percentage point from last year.



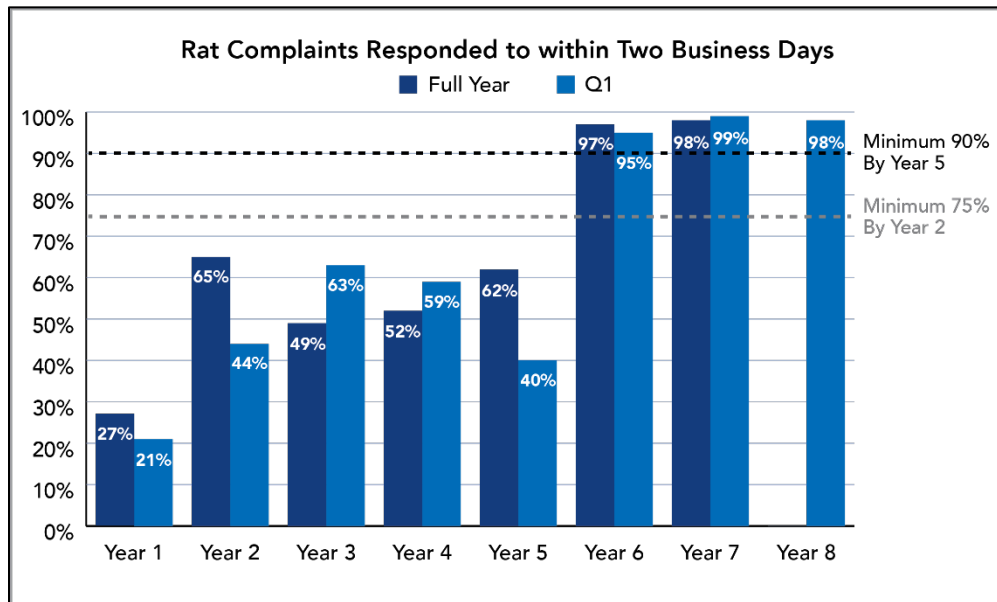
## B. Respond to Resident Pest Complaints (Requirement Nos. P14-P15)

Under the HUD Agreement, NYCHA must respond to resident pest complaints in apartments within certain timeframes depending on the pest.<sup>79</sup> The subsections below provide an update on NYCHA's progress meeting these requirements.

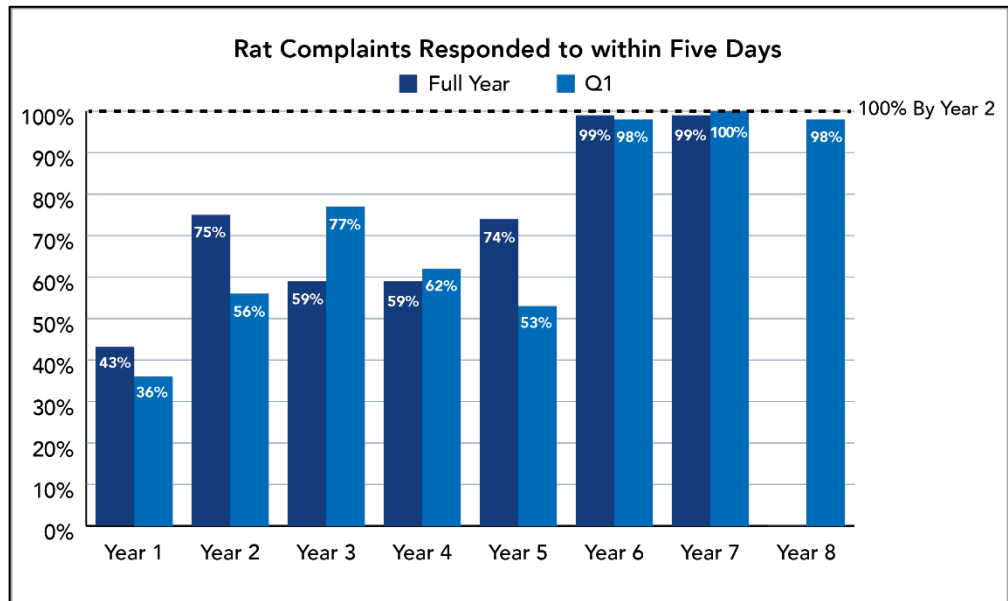
### 1. Respond to Rat Complaints (Requirement No. P14)

The HUD Agreement requires NYCHA to respond to 90% of all rat complaints within two business days, and to 100% of rat complaints within five calendar days.<sup>80</sup>

NYCHA responded to 98% of all rat complaints within two business days in the first quarter of Year 8, one percentage point lower than last year.



NYCHA responded to 98% of resident rat complaints within five calendar days during the first quarter of Year 8, two percentage points lower than last year.

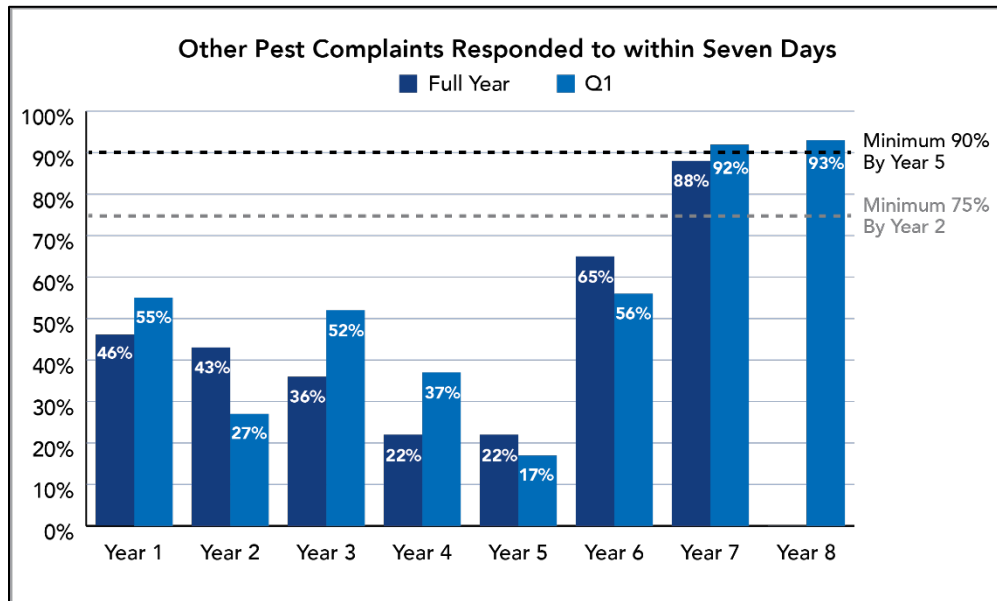


## 2. Respond to Other Pest Complaints (Requirement No. P15)

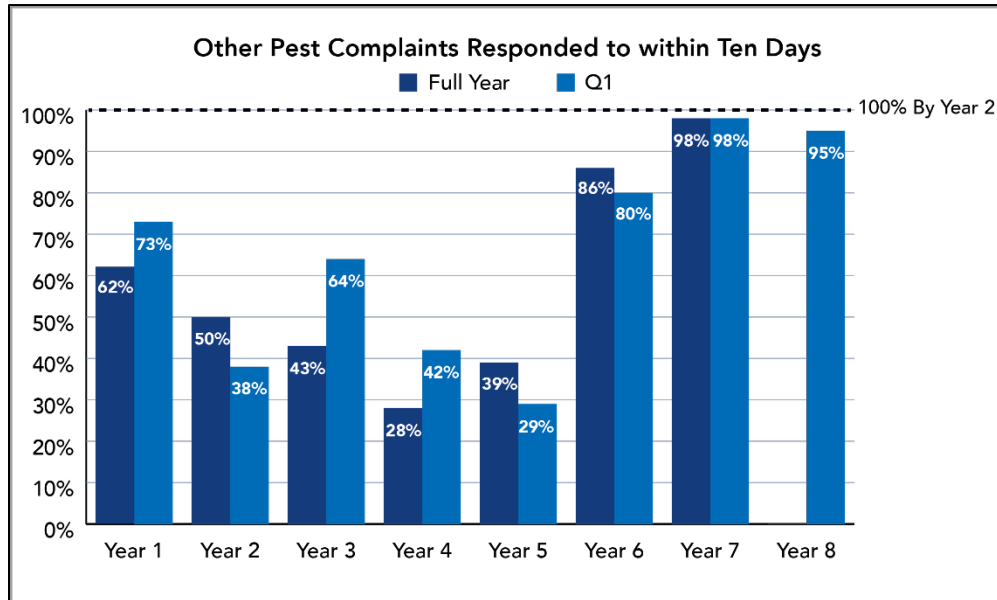
**Other Pests:** Under the HUD Agreement, the term “other pests” refers to mice, cockroaches, and bed bugs.

The HUD Agreement requires NYCHA to respond to 90% of **other pest** complaints within seven calendar days and 100% of other pest complaints within ten calendar days.<sup>81</sup>

NYCHA responded to 93% of other pest complaints within seven calendar days during the first quarter of Year 8, one percentage point higher than last year.



NYCHA responded to 95% of other pest complaints within ten calendar days in the first quarter of Year 8, three percentage points lower than last year.



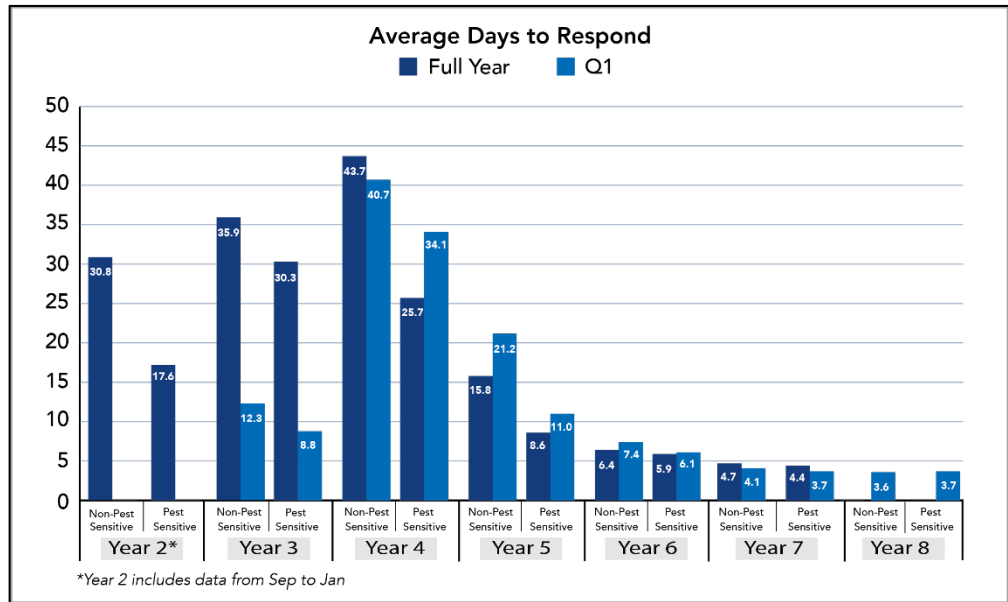
### C. Address Pest Complaints from Residents with Health Conditions in an Expedited Manner (Requirement No. P17)

The HUD Agreement requires NYCHA to respond to pest complaints in apartments occupied by residents whose health

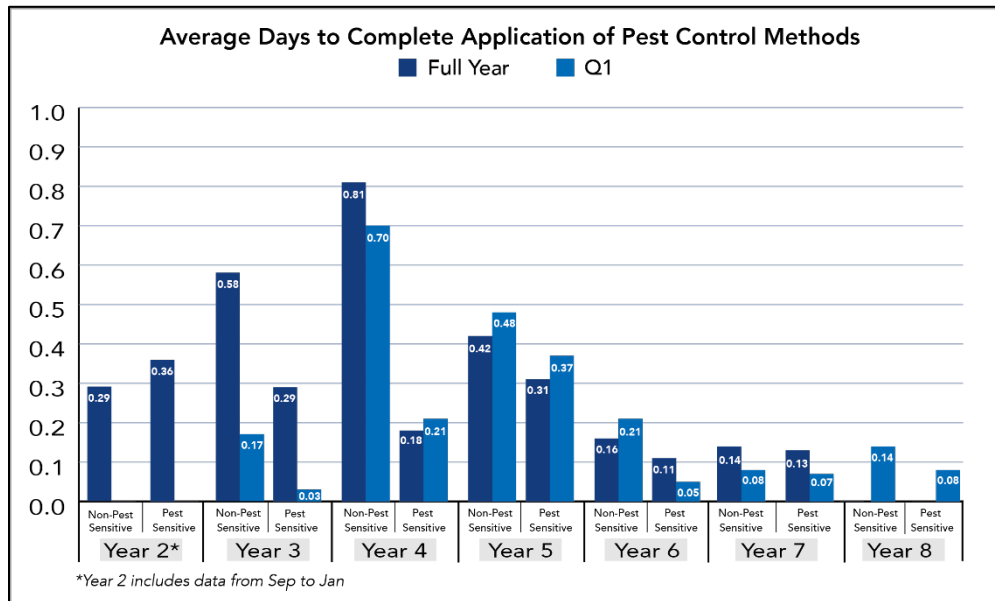
**Apply:** Under the definition agreed to by the First Monitor and NYCHA, this is the time from the moment a complaint is verified to the moment that NYCHA staff completes the initial work order for inspection and initial treatment. Typically, the same NYCHA staff member who responds to the initial work order applies the initial pest control treatment during the same visit. Application of pest control methods should take, on average, 45 minutes.

conditions may be caused or exacerbated by exposure to pest infestations ("Pest Sensitive Units") and to **apply** pest control methods in Pest Sensitive Units in an expedited manner.<sup>82</sup> In order to satisfy this requirement, NYCHA must address pest complaints in Pest Sensitive Units more quickly than in other apartments.

NYCHA did not respond to pest complaints in Pest Sensitive Units more quickly than other apartments in the first quarter of Year 8. However, NYCHA significantly improved its response time compared to last year and the response time differences between Pest Sensitive Units and Non-Pest Sensitive Units is minimal.



Although NYCHA did not respond to Pest Sensitive Units more quickly in the first quarter of Year 8, it did *apply* pest control methods more quickly in Pest Sensitive Units than in other apartments, meeting the HUD Agreement requirement, as it has done beginning in Year 3.



#### D. Implement Integrated Pest Management Practices (Requirement Nos. P16, P18-P19)

The HUD Agreement requires NYCHA to consistently and comprehensively implement IPM practices.<sup>83</sup> Specifically, NYCHA must (1) apply effective pest control in a timely manner; (2) incorporate industry-standard IPM into building operations in all NYCHA developments; and (3) send staff appropriately trained in IPM to respond to all pest complaints.<sup>84</sup>

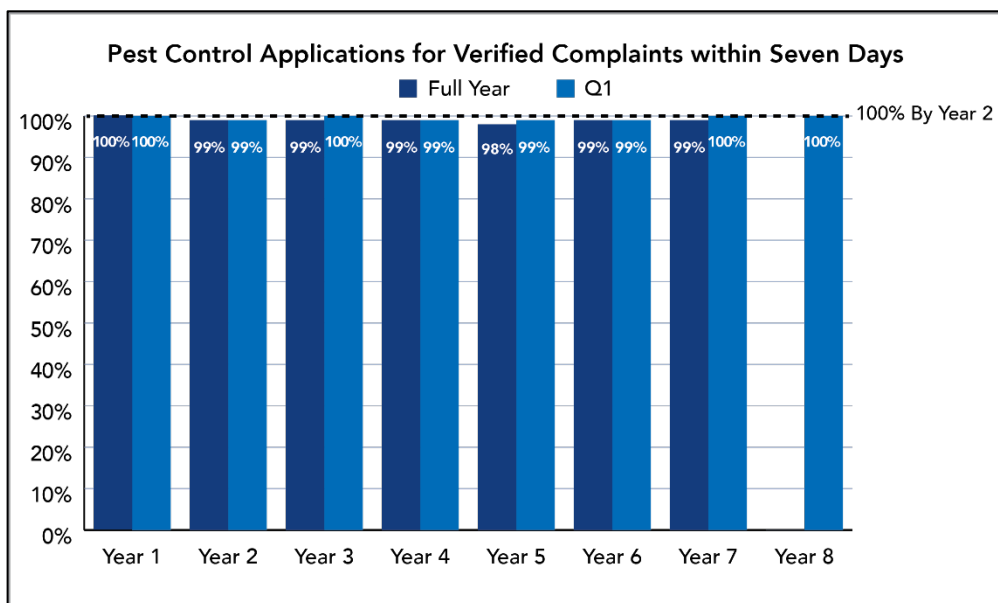
As discussed in prior reporting, NYCHA continues to train its staff and implement IPM techniques, leading to improved compliance and services for residents.<sup>85</sup> But more work remains. To fully comply with the HUD Agreement's IPM requirements, NYCHA must ensure that all staff consistently follow the **Pest Standard Procedure** and effectively apply IPM techniques. The subsections below provide an update on NYCHA's progress on the IPM requirements.

##### 1. Apply Effective Pest Control Methods in a Timely Manner (Requirement No. P16)

Under the HUD Agreement, NYCHA must apply effective pest control methods within seven calendar days of verifying the presence of a pest.<sup>86</sup> NYCHA timely applied pest control methods in the first quarter of Year 8, maintaining the same performance compared to

**Pest Standard Procedure ("SP"):** The Pest SP provides instructions to NYCHA staff on how to implement and comply with preventative and responsive measures to control pest infestations. It also creates protocols to protect the health of residents, employees, and vendors when removing and reducing pest activity using IPM techniques.

last year. This means NYCHA applied pest control methods within seven days of an exterminator visiting the apartment to respond to a resident's complaint. However, as discussed further below, NYCHA does not yet apply *effective* pest control methods during every visit to a resident's apartment. Although NYCHA has significantly improved and continues to do so, which the Monitors commend, it must still work to further improve the quality of its application of pest control methods to meet this requirement.



## 2. Implement and Apply Integrated Pest Management Techniques

The HUD Agreement requires NYCHA to incorporate IPM practices into building operations at all developments and to send staff appropriately trained on IPM techniques to respond to all pest complaints.<sup>87</sup>

In the first quarter of Year 8, NYCHA made meaningful progress toward meeting its IPM-compliant pest management training requirements. The Monitors' consulting urban entomologists have observed that PMD has continued to develop in-depth, hands-on trainings that meet industry standards. For example, this past quarter, PMD developed a pesticide label training course to improve exterminators' ability to read pesticide labels, which are often complicated. The Monitors' consulting entomologists note that misreading pesticide labels causes compliance issues throughout the

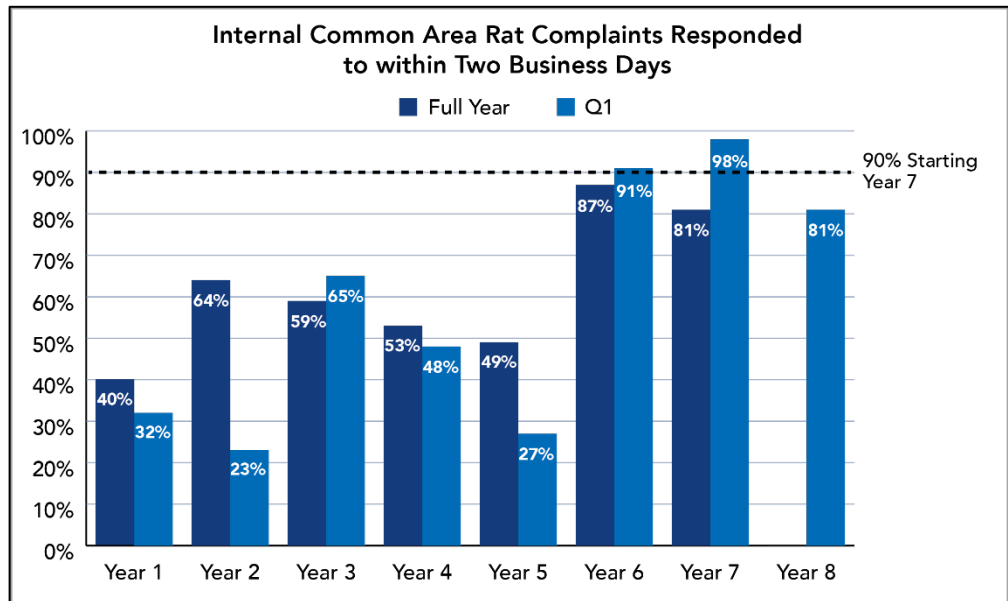
pest control industry. PMD gave this training to all exterminators in June, which will improve PMD's ability to use the correct amount of pesticides in the correct situations.

Despite this progress, the quality of pest management services remains uneven across developments, and not all exterminators consistently apply IPM-based practices effectively in the field. The Monitors will continue to provide subject matter and technical expertise to NYCHA and support NYCHA's efforts to deliver pest management services in accordance with the Pest SP and IPM-based practices.

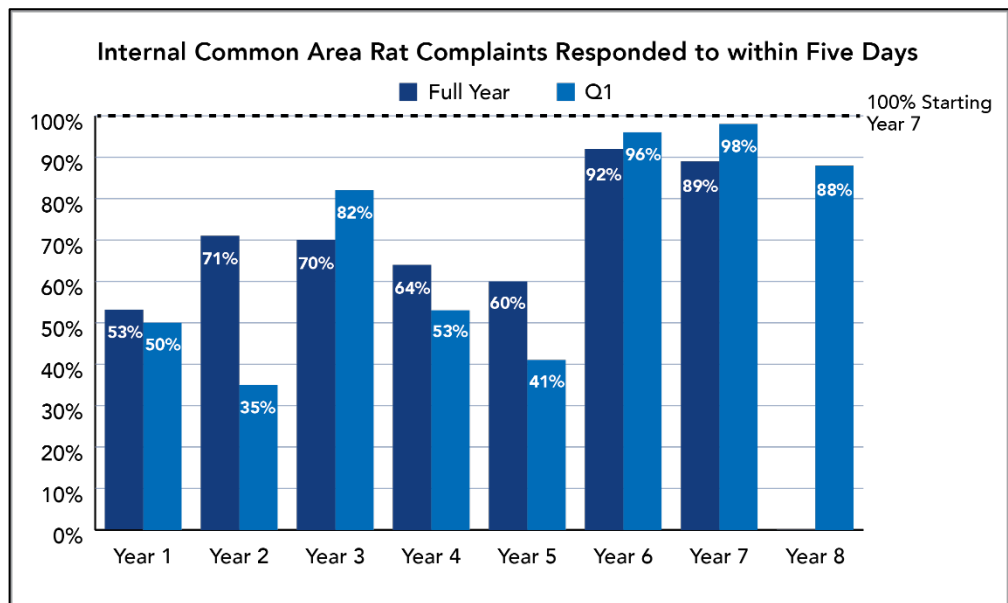
### **3. Address Common Area Pest Complaints**

IPM practices require NYCHA to eliminate pests' access to food, water, and shelter across developments, including common areas such as lobbies and stair halls. As discussed in prior reporting, in Year 6, NYCHA, HUD, and SDNY agreed that NYCHA must respond to common area pest complaints in a timely manner,<sup>88</sup> and in Year 7, those specific timeframes were established. Specifically, NYCHA must (1) respond to 90% of rat complaints in internal common areas within two business days, and to 100% of rat complaints within five calendar days; (2) respond to 100% of rat complaints in external common areas within ten calendar days; and (3) respond to 100% of other pest complaints in internal and external common areas within ten business days.<sup>89</sup> For rat complaints in high-traffic areas, NYCHA must respond in an expedited manner.<sup>90</sup>

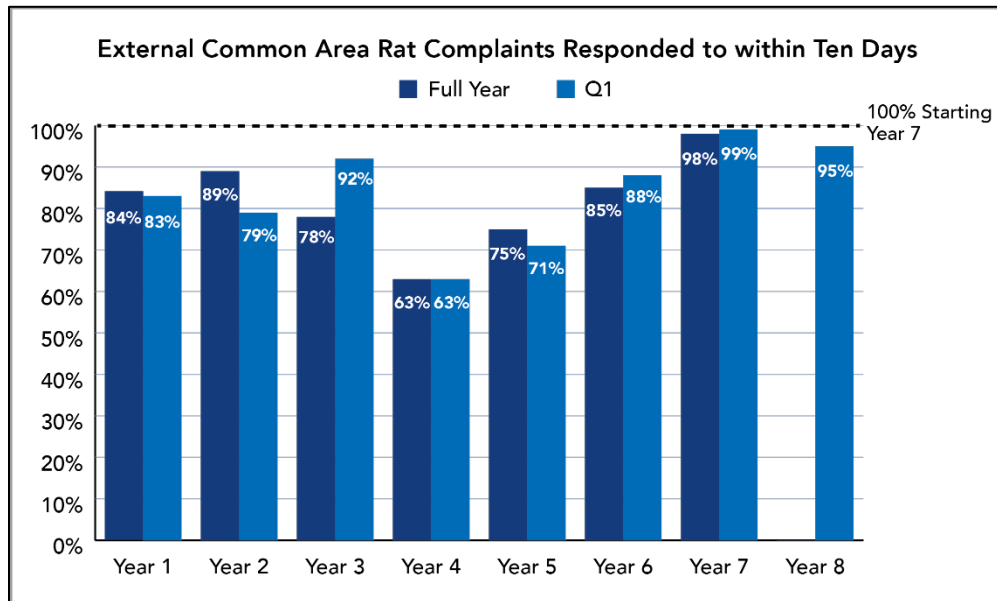
NYCHA responded to 81% of rat complaints in internal common areas within two business days in the first quarter of Year 8.



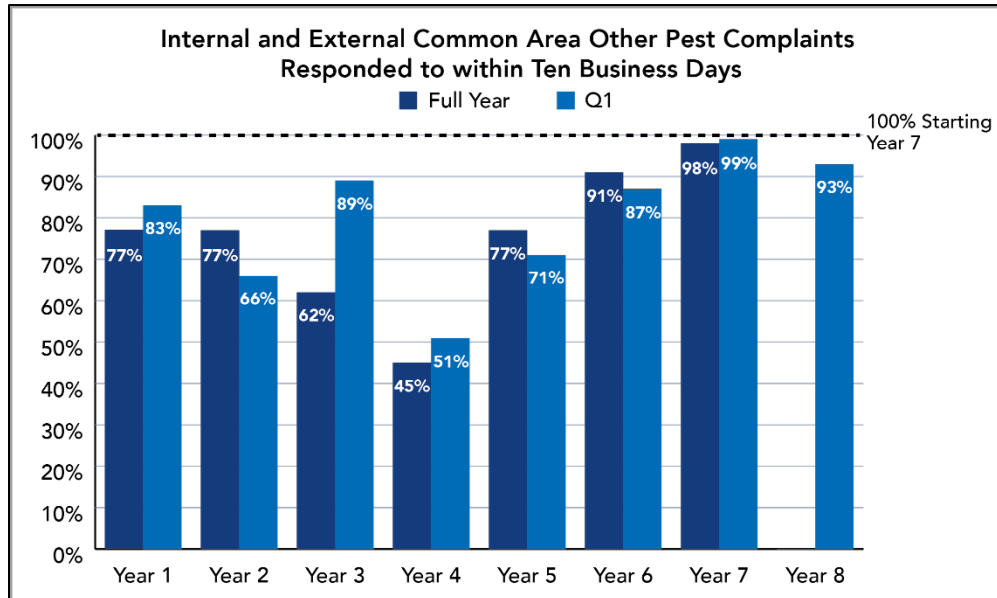
NYCHA responded to 88% of rat complaints in internal common areas within five calendar days in the first quarter of Year 8.



NYCHA responded to 95% of rat complaints in external common areas within ten calendar days in the first quarter of Year 8.



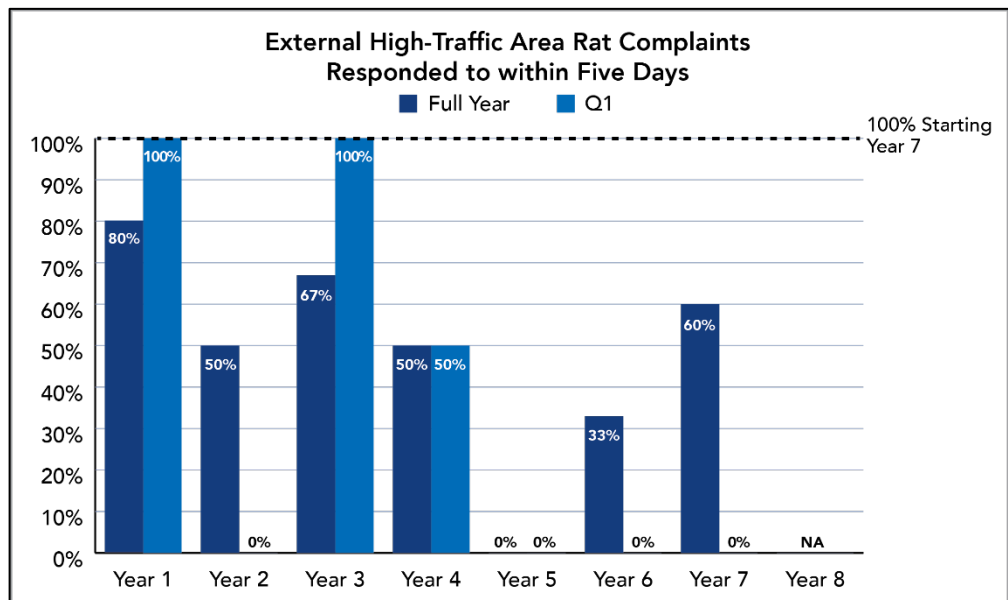
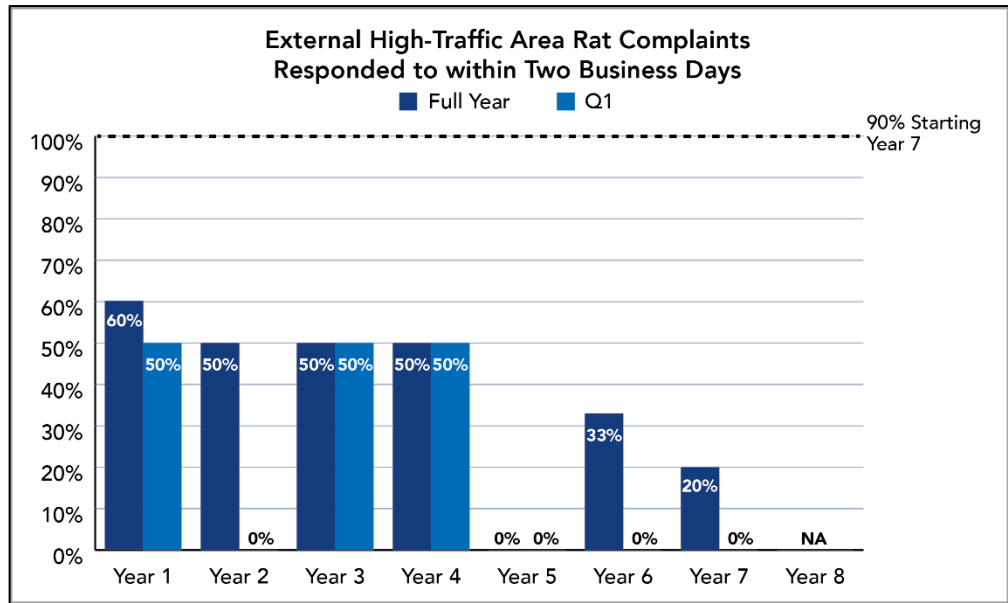
NYCHA responded to 93% of other pest complaints in internal and external common areas within ten business days in the first quarter of Year 8.



In Year 7, NYCHA and the Monitors agreed to the definitions of the terms “high-traffic areas” and “expedited manner.” “High-traffic areas” include playgrounds and parking lots. “Expedited manner” means that NYCHA will respond to 90% of high-traffic area rat

complaints within two business days and to 100% of high-traffic area rat complaints within five calendar days.

During the first quarter of Year 8, there were no high-traffic area rat complaints.



### **E. Improve Waste Management (Requirement No. P11)**

The HUD Agreement requires NYCHA to inspect grounds and common areas at every development for cleaning and maintenance

needs and to correct such conditions at least once a day (“Waste Management Requirement”).<sup>91</sup> In particular, NYCHA must ensure that trash on the grounds or in the common areas of each NYCHA development is collected and either removed from the premises or stored in a manner that prevents access by pests at least once every 24 hours.<sup>92</sup>

To facilitate compliance with this requirement, NYCHA committed to several capital projects aimed at improving its waste management capabilities.<sup>93</sup> These projects include building new waste yards and trash collection systems and replacing and upgrading the agency’s waste collection and hauling equipment.<sup>94</sup>

The subsections below provide an update on (1) data from NYCHA’s waste inspections; (2) NYCHA’s compliance with the Waste Management Requirement, as verified by the Monitors’ inspection team; and (3) the agency’s pest and waste management capital projects.

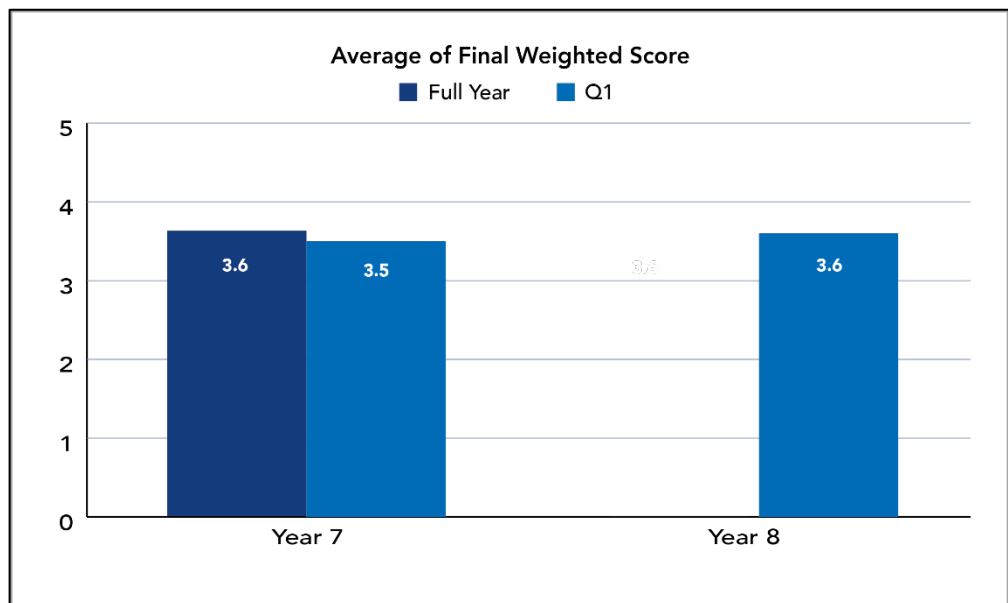
### **1. Data from NYCHA’s Waste Inspections**

NYCHA continues to measure compliance with the Waste Management Requirement through its Clean Compounds initiative, which requires **consolidations** to submit daily photographs of certain areas on development grounds and for grounds supervisors to submit attestations to NYCHA’s Waste Management Department (“WMD”). To validate the consolidations’ self-reported compliance, WMD launched Scorecard 1.5, a reporting system for Waste Management inspectors to perform inspections of consolidations’ common areas and grounds. In connection with Scorecard 1.5, WMD launched a reporting initiative to share the results of the inspections with development caretakers. WMD now immediately shares a list of observed deficiencies that require corrective action with the respective development and instructs the consolidation to resolve the issues. WMD then provides the consolidation a score, together with information regarding the basis for the score, based on the inspectors’ assessment of interior and exterior locations. WMD shares the results of its Scorecard 1.5 inspections and Clean Compounds daily photo verifications with the Monitors, and the Monitors report on developments’ scores at a high level to illustrate NYCHA’s progress in meeting the Waste Management Requirement.

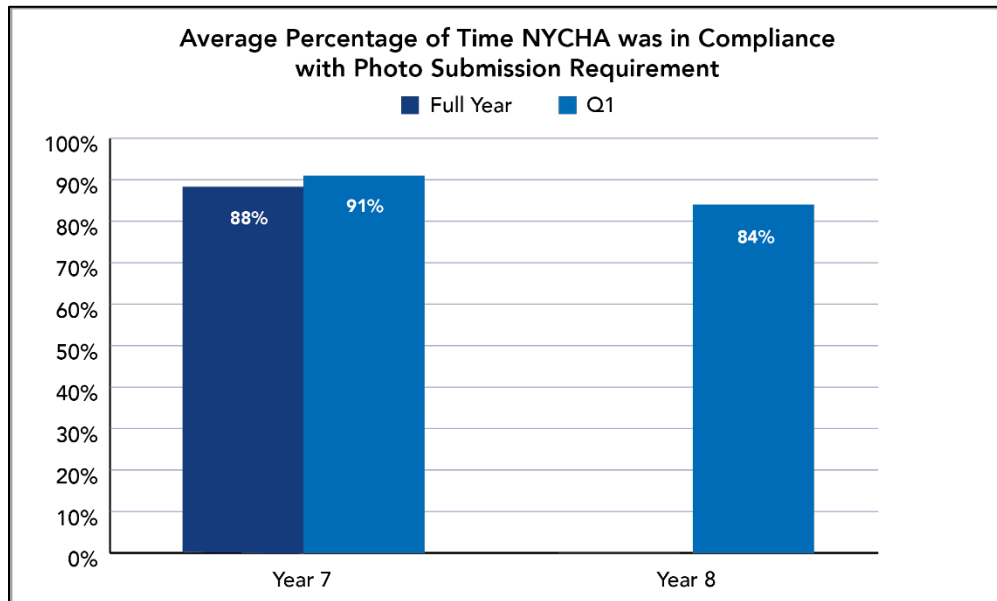
**Consolidation:** A group of developments managed by the same property management office.

For Scorecard 1.5, developments receive an overall grade from 1.0 to 5.0, with a 5.0 being the highest score a development can receive. Inspectors evaluate whether there is garbage in the common areas and grounds, including on the sidewalks, green spaces, parking lots, elevators, or interior hallways and stairwells. Inspectors also check whether the recycling and compactor areas are well-maintained, including whether they are clean or have damaged doors, walls, or ceilings.

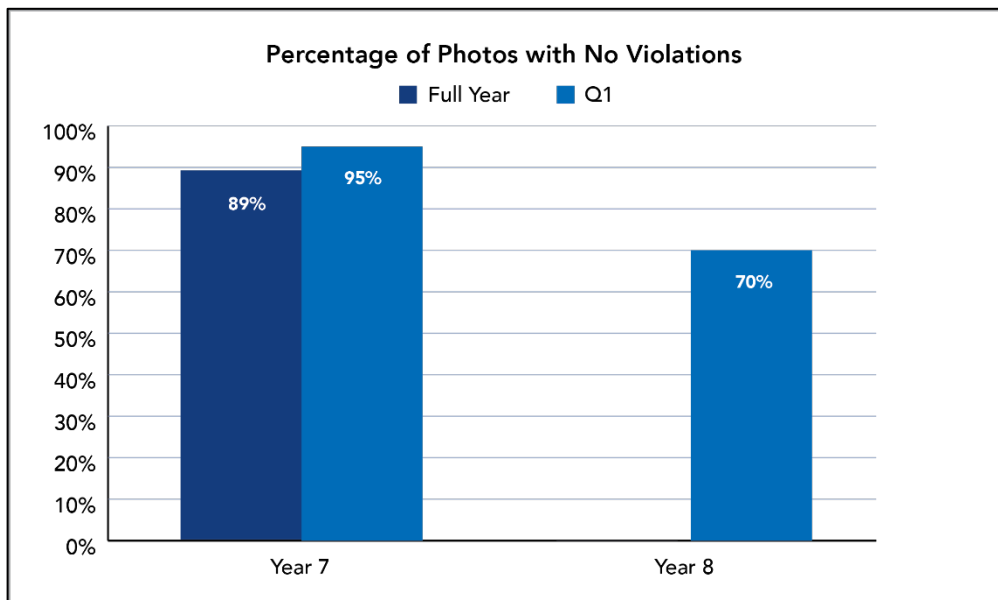
In the first quarter of Year 8, as illustrated in the chart below, the average Scorecard 1.5 score for the developments was approximately 3.6, slightly up from last year.



WMD also tracks whether developments submit the required daily photos of certain waste areas. The chart below depicts how often NYCHA developments were in compliance with that requirement. As illustrated below, after averaging all of NYCHA's developments' performance, NYCHA complied with the photo requirement 84% of the time in the first quarter of Year 8, down seven percentage points from the same time period last year.



WMD also evaluates whether any violations of the Clean Compounds policy appear in the photos submitted by developments. For example, some photos show trash that is not properly stored in a container. As illustrated in the chart below, during the first quarter of Year 8, 70% of developments submitted photos without any violations, down 25 percentage points from the same time period last year. NYCHA explained that this decrease may be due in part to high snowfalls and other winter weather during the first quarter of Year 8, though the Monitors' inspection team also observed non-compliant waste compounds where no snow was present.



## 2. Inspect and Correct Negative Waste Conditions

To further assess compliance with the Waste Management Requirement and to supplement NYCHA's inspections, the Monitors' independent inspection team conducts evaluations of NYCHA properties, covering grounds, including curbside collection points, short-term storage areas, waste yards, walkways, and common areas, including lobbies, elevators, and stairwells. During the first quarter of Year 8, the Monitors' team conducted 39 grounds inspections across 31 developments and 116 building inspections across 52 developments. The team has shared the results of the inspections with NYCHA property management to help improve compliance at the development level. The Monitors also share the results of the inspections with WMD's leadership to help improve compliance agency-wide.

Based on these inspections, the Monitors conclude that NYCHA is in partial compliance with the Waste Management Requirement. The Monitors' inspectors found that over half of the inspected developments complied with the requirement, demonstrating good waste management practices, with well-maintained outside areas that were clean and free of obstructions. The Monitors' inspectors noted a reduction in severe waste-related issues across NYCHA. At some developments, the Monitors' inspectors noted that waste was properly contained, the collection areas were well-maintained, and the grounds were free of debris. On

the other hand, the Monitors' inspectors also observed some developments with issues such as trash accumulating outside of the designated waste areas and around the grounds, overflowing waste storage areas, and waste containers with missing lids that caused trash to spill out. The Monitors' inspectors noted that NYCHA developments' biggest challenges are consistently following good waste management practices at key locations, such as waste storage areas. These observations were all shared with NYCHA through the Monitors' inspection reports, and the Monitors are working with NYCHA to improve their inspections standards.

To facilitate compliance with the Waste Management Requirement, the Monitors will continue to perform independent grounds and common area inspections and will share the results with NYCHA.

### 3. Implement Waste Management Capital Projects

The government has approved an amendment to the **City Capital Action Plan ("CCAP")** that reallocates \$50 million from waste management capital projects to heating and plumbing initiatives. The amendment reduces NYCHA's CCAP commitments for new waste yards (from 177 to 120 at 83 developments) and interior compactors (from 1,596 to 1,211 at 92 developments),<sup>95</sup> but accelerates the timeline for delivery of these projects. NYCHA expects that the accelerated waste management project pipeline, now targeted for completion by the end of 2028 rather than 2030, will offset any resulting operational costs, and NYCHA will work with the Monitors to evaluate the condition of aging waste equipment and develop strategies to ensure continued operation at developments where projects have been deferred.

### F. Completed, In Compliance, and Superseded Obligations

The HUD Agreement obligations that NYCHA met before the period covered by this report, or that were superseded by other obligations (**Requirement Nos. P1, P3-P6, P12-P13, P17**), are listed in **Appendix A**.

**City Capital Action Plan ("CCAP"):** Under the HUD Agreement, New York City must provide \$2.2 billion in capital funding to NYCHA over a ten-year period starting in 2019 (\$250 million per year for the first four years, and \$200 million per year for the final six years). These funds are committed to capital projects and can only be spent pursuant to an Action Plan. The City Capital Action Plan was approved by the First Monitor on May 8, 2021, and was amended in September 2023.

### **Overview of Outstanding Pests and Waste Obligations**

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement as of April 30, 2026, unless otherwise noted. The table categorizes each requirement as a one-time requirement (blue); occurrence requirement (yellow); response requirement (orange); or policy and practice requirement (green).

| <b>Req. No.</b>               | <b>Description</b>                                                                                                                                                                  | <b>Status</b>                                                                                                        | <b>Compliance Details</b>                                                                                                                                                                                                                                                                                                                 |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Occurrence Obligations</b> |                                                                                                                                                                                     |                                                                                                                      |                                                                                                                                                                                                                                                                                                                                           |
| P8 (Ex. B ¶ 35)               | <b>Pest Population Publication:</b><br>NYCHA shall publish reliable estimates of the pest populations at each NYCHA development on its website quarterly starting October 31, 2019. | In compliance                                                                                                        | Now that reasonable protocols have been established, NYCHA is in the process of developing the infrastructure needed to report and publish reliable pest population estimates for each NYCHA development quarterly.<br><br>As of April 30, 2026, NYCHA <b>continues to publish pest population estimates</b> as provided by the Monitors. |
| P10 (Ex. B ¶ 37)              | <b>Pest Population Reduction Requirements II:</b> Beginning in Year 5, NYCHA shall achieve a further 50% reduction of all pest populations, meaning a 75% reduction in its          | In compliance as of the first quarter of Year 8:<br><br>Rat - 76%<br>Mouse - 93%<br>Cockroach - 95%<br>Bed Bug - 97% | By the end of the first quarter of Year 8, NYCHA had:<br>(i) reduced its rat population by 76%, (ii) reduced its mouse population by 93% and its cockroach population by 95%, and (iii) reduced its                                                                                                                                       |

| Req. No.         | Description                                                                                                                                                                                                                                                                                                                                                                                      | Status             | Compliance Details                                                                                                                                                                                                                                                                    |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | rat population since the start of the monitorship, and a 70% reduction in its mouse, cockroach, and bed bug populations since the start of the monitorship.                                                                                                                                                                                                                                      |                    | bed bug population by 97%.                                                                                                                                                                                                                                                            |
| P11 (Ex. B ¶ 45) | <b>Waste Management:</b><br>By October 31, 2019, NYCHA shall inspect the grounds and common areas of each building for cleaning and maintenance needs at least once every 24 hours. In particular, NYCHA shall ensure that trash on the grounds or common areas of each NYCHA development is collected and either removed from the premises or stored in a manner that prevents access by pests. | Partial compliance | Based on the Monitors' independent inspections, NYCHA is in <b>partial compliance with the Waste Management Requirement</b> due to overall improvement across developments. However, NYCHA's performance continues to be inconsistent, and some developments still show deficiencies. |

| Req. No.                    | Description                                                                                                                                                                                                | Status                                                                                      | Compliance Details                                                                                                                                                                            |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Response Obligations</b> |                                                                                                                                                                                                            |                                                                                             |                                                                                                                                                                                               |
| P14 (Ex. B ¶ 39(a))         | <b>Rat Response II:</b> Beginning in Year 5, NYCHA shall respond to (i) 90% of all rat complaints within two business days and (ii) all rat complaints within five calendar days.                          | Substantial compliance<br><br>(i): 98%<br>(ii): 98%                                         | Although NYCHA did <b>not meet</b> these requirements by January 31, 2024, as of April 30, 2026, NYCHA <b>complies</b> with the first requirement and <b>nearly complies</b> with the second. |
| P15 (Ex. B ¶ 39(b))         | <b>Other Pest Response II:</b> Beginning in Year 5, NYCHA shall respond to (i) 90% of all other pest complaints within seven calendar days and (ii) to all other pest complaints within ten calendar days. | Substantial compliance<br><br>(i): 93%<br>(ii): 95%                                         | Although NYCHA <b>did not meet</b> these requirements by January 31, 2024, as of April 30, 2026, NYCHA <b>complies</b> with the first requirement and <b>nearly complies</b> with the second. |
| P16 (Ex. B ¶ 38(c))         | <b>Effective Pest Control Application:</b> By January 31, 2021, NYCHA shall apply effective pest control methods to address complaints within seven calendar days.                                         | Partial compliance, as effective pest control methods not yet consistently applied.<br>100% | Although NYCHA consistently timely applies pest control methods within seven calendar days, NYCHA <b>does not yet consistently apply effective pest control methods</b> NYCHA-wide.           |

| Req. No.                               | Description                                                                                                                                                                                                                                                                                                                                                                                    | Status                                                                                                                                                                                                                                                                                                                                                                                                                                | Compliance Details                                                                                                                                                                                                                           |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Policy and Practice Obligations</b> |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                              |
| P18 (Ex. B ¶ 43)                       | <p><b>IPM Practices:</b><br/>By January 31, 2020, NYCHA shall incorporate industry standard IPM practices into building operations in all developments.</p> <p>Although not outlined in the HUD Agreement, NYCHA and the Monitors have agreed to additional response time requirements to pest complaints in common areas in order to evaluate one aspect of NYCHA's use of IPM practices.</p> | <p>In progress</p> <p>Respond to 90% of rat complaints in internal common areas within two business days: 81%</p> <p>Respond to 100% of rat complaints in internal common areas within five calendar days: 88%</p> <p>Respond to 100% of rat complaints in external common areas within ten calendar days: 95%</p> <p>Respond to 100% of other pest complaints in internal or external common areas within ten business days: 93%</p> | <p>NYCHA has improved its pest management practices and upgraded and expanded its trainings.</p> <p>However, NYCHA does <b>not yet consistently and/or effectively use</b> IPM practices in building operations across all developments.</p> |

| Req. No.         | Description                                                                                                                     | Status                                                                                             | Compliance Details                                                                                                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |                                                                                                                                 | Respond to 90% of rat complaints in exterior high-traffic areas within two business days:<br>n/a   |                                                                                                                                                                                                                        |
|                  |                                                                                                                                 | Respond to 100% of rat complaints in exterior high-traffic areas within five calendar days:<br>n/a |                                                                                                                                                                                                                        |
| P19 (Ex. B ¶ 44) | <b>IPM Training:</b> By January 31, 2020, NYCHA shall send staff appropriately trained on IPM to respond to any pest complaint. | In compliance                                                                                      | NYCHA <b>has developed a training program that incorporates IPM techniques</b> and continues to improve training for exterminators and their supervisors, including the creation of higher-quality training materials. |

## I.4 Mold & Leaks

The HUD Agreement requires NYCHA to timely remediate mold and leaks, prevent mold growth and recurrence, and stop NYCHA employees from improperly closing mold-related work orders.<sup>96</sup> The Agreement also requires NYCHA to comply with a separate set of obligations established by court orders in a federal class action lawsuit, **Baez v. NYCHA, No. 13 Civ. 8915 ("Baez")**, brought by NYCHA residents to address mold and leaks in NYCHA developments.<sup>97</sup>

The subsections below provide an update on NYCHA's compliance with the outstanding mold and leak requirements under the HUD Agreement in the first quarter of Year 8,<sup>98</sup> as well as information about mold-related capital projects.

### A. Mold Work Orders

NYCHA's Mold Standard Procedure ("Mold SP") prescribes the following steps for responding to mold conditions.

- **Mold Inspection.** A mold inspection occurs in response to a resident's complaint regarding mold in their apartment or when NYCHA staff identify mold during an unrelated visit to the apartment, such as during the mandated annual inspection. When NYCHA is alerted to a mold condition via resident complaint or by a staff member who is not qualified to perform a mold inspection, NYCHA sends a certified **mold inspector** to the resident's apartment to verify that mold is present and to determine what work needs to be done to address the mold (the "mold inspection"). If the mold is identified by a NYCHA staff member who is qualified to perform a mold inspection, that staff member will perform the inspection. After the mold inspection, NYCHA sends the resident a **work plan**—a document explaining how the agency will address verified mold complaints and their root cause(s). The work plan has a "parent" work order, which contains multiple "child" work orders for each step of the remediation process—such as cleaning mold, fixing the root cause of the mold growth, and completing cosmetic repairs to restore the apartment to habitable condition. The parent work

#### **Baez v. NYCHA, No. 13 Civ. 8915 ("Baez"):**

Baez is a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture. NYCHA settled Baez in 2014. The resulting consent decrees impose various requirements on NYCHA that are similar but not identical to the HUD Agreement obligations and aim to help NYCHA effectively remediate mold and moisture in a timely manner.

**Mold Inspector:** A mold inspector is a Property Maintenance Supervisor, Assistant Property Maintenance Supervisor, Property Manager, or Maintenance Worker who is trained and authorized to perform initial mold inspections. A mold inspector must complete the Mold Inspector and Building Sciences Trainings before performing such inspections.

**Work Plan:** A work plan is a document that a mold inspector generates after their inspection, containing a description of the inspection and root cause findings, a list of next steps to address the mold and its root cause, and instructions on how to prevent mold and its root cause in the future. Under the Mold Standard Procedure, a work plan is automatically generated following a verified mold inspection.

**Mold Cleaning:** To clean mold, NYCHA staff or a vendor apply a mold-specific cleaning detergent and disinfectant with as-needed manual mold removal with a brush.

**Fixture Removal:** Fixtures, including cabinetry, sheet rock, or floor tiles, that have been damaged by mold must be removed.

order is only closed after all related child work orders have been addressed.

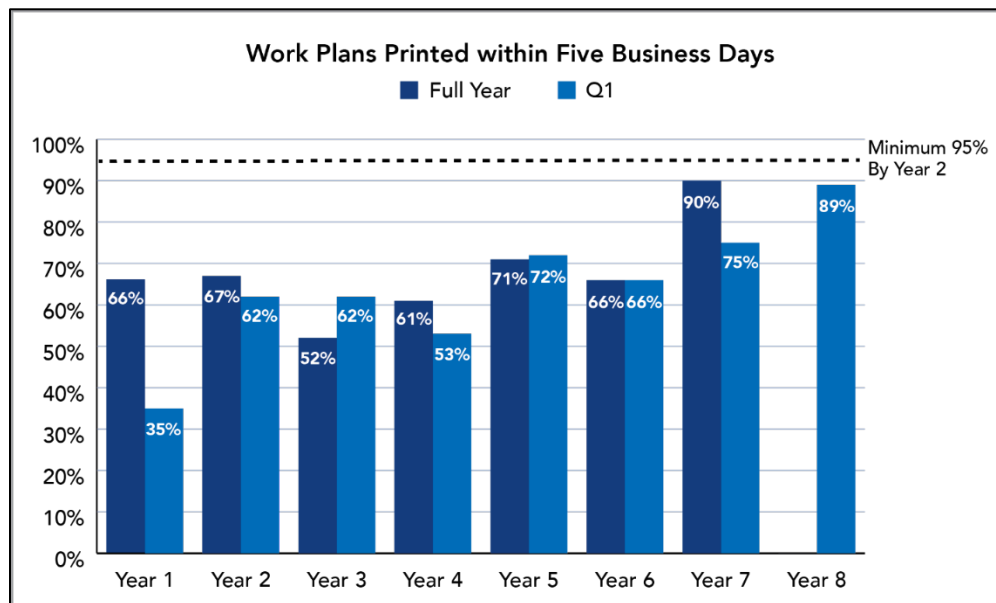
- **Mold Removal.** The first step to addressing a mold complaint is to remove the mold in the resident's apartment. Mold removal can be accomplished through **mold cleaning** or **fixture removal** with mold growth. To clean mold, NYCHA staff or vendors apply a mold-specific cleaning detergent and disinfectant and manually clear the mold with a brush.<sup>99</sup> If the mold cannot be removed via cleaning, NYCHA staff will remove sheetrock, grouting, or fixtures like cabinets that contain mold.
- **Mold Remediation.** Once mold is removed, either through cleaning or fixture removal, NYCHA must remediate the mold condition. Remediation includes repairs that address the root cause of mold and restore the apartment to habitable condition. Each parent work order is categorized as needing either a simple or complex repair. Simple repairs can be completed by NYCHA property maintenance staff, such as cleaning bathroom vents to improve air circulation and reduce the incidence of mold growth. Complex repairs require skilled trades staff, such as plasterers and painters, and include repairing leaky pipes or replacing cabinets or sheetrock that were removed due to mold growth.

The subsections below provide an update on NYCHA's compliance with the HUD Agreement requirements governing mold work orders in the first quarter of Year 8.

### 1. **Work Plan Distribution (Requirement No. M5)**

Under the HUD Agreement, NYCHA must provide a resident with a work plan within five business days of a resident's mold complaint at least 95% of the time (the "Work Plan Distribution Requirement").<sup>100</sup> To prepare a work plan, a NYCHA mold inspector verifies that mold is present in the resident's apartment and determines the various child work orders needed to address the mold condition.

To assess compliance with this requirement, NYCHA uses a proxy measurement. NYCHA measures the time it takes to *print* the work plan, rather than the time it takes to deliver the work plan to the resident. The graph below illustrates that, for work orders created in the first quarter of Year 8, NYCHA printed work plans within five business days of a resident's complaint 89% of the time, compared to 75% of the time during the same period in Year 7, a noteworthy improvement.



NYCHA's improved performance with the Work Plan Distribution Requirement is partially attributable to NYCHA staff inspecting apartments more quickly after mold is first identified. Because staff generate work plans after inspecting and verifying mold complaints, a decrease in the number of days to inspect corresponds to a decrease in the number of days it takes to print work plans.

## **2. Timely Removal and Remediation of Mold (Requirements No. M6)**

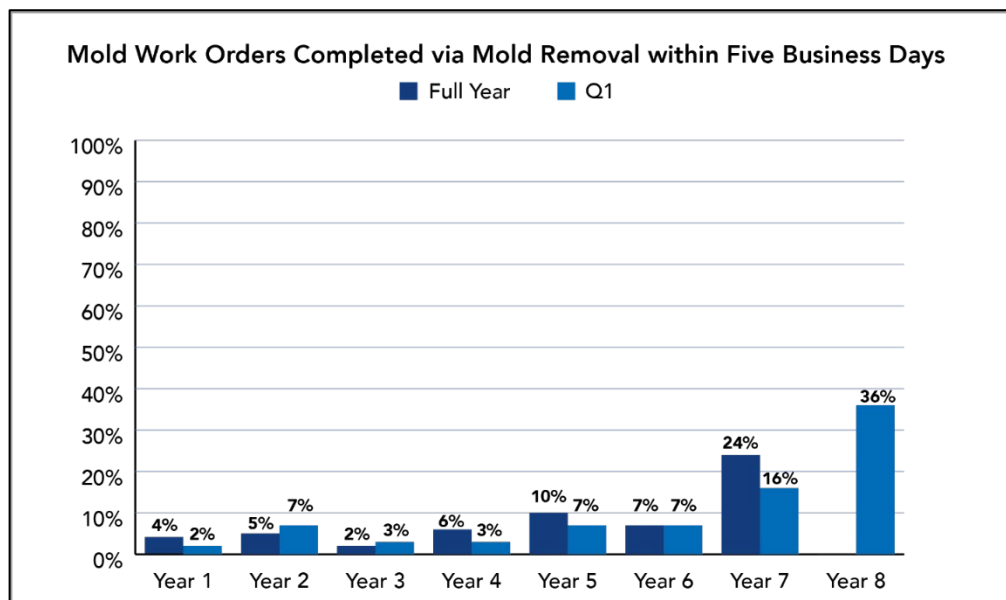
The HUD Agreement requires NYCHA to remove or remediate mold and its root cause(s) within specified timeframes at least 95% of the time.<sup>101</sup> NYCHA has two options to comply with this requirement. First, NYCHA can remove mold via cleaning or fixture removal within five business days of a resident's complaint or identification by a NYCHA staff member.<sup>102</sup> Second, if NYCHA does not complete mold removal within five business days, the agency can comply by

completing simple repairs within seven days of a resident's complaint or completing complex repairs within 15 days of a resident's complaint. NYCHA's overall compliance with response times prescribed in the HUD Agreement is set forth in the blended rate, which measures how often NYCHA removed mold within five days, or failing that, how often the agency completed simple and complex repairs within seven and 15 days, respectively.

#### a. Mold Removal

To comply with the HUD Agreement via mold removal, NYCHA must remove mold within five business days of a resident's mold complaint.<sup>103</sup> As explained above, removal can consist of mold cleaning or fixture removal, depending on the mold condition.

As illustrated in the graph below, for mold work orders created in the first quarter of Year 8, NYCHA removed mold within five business days of a resident's complaint 36% of the time. This is a substantial improvement compared to the same period in Year 7, when NYCHA removed mold within five days of a resident's complaint 16% of the time, and Year 6, when NYCHA met this requirement only 7% of the time, a more than 500% improvement.

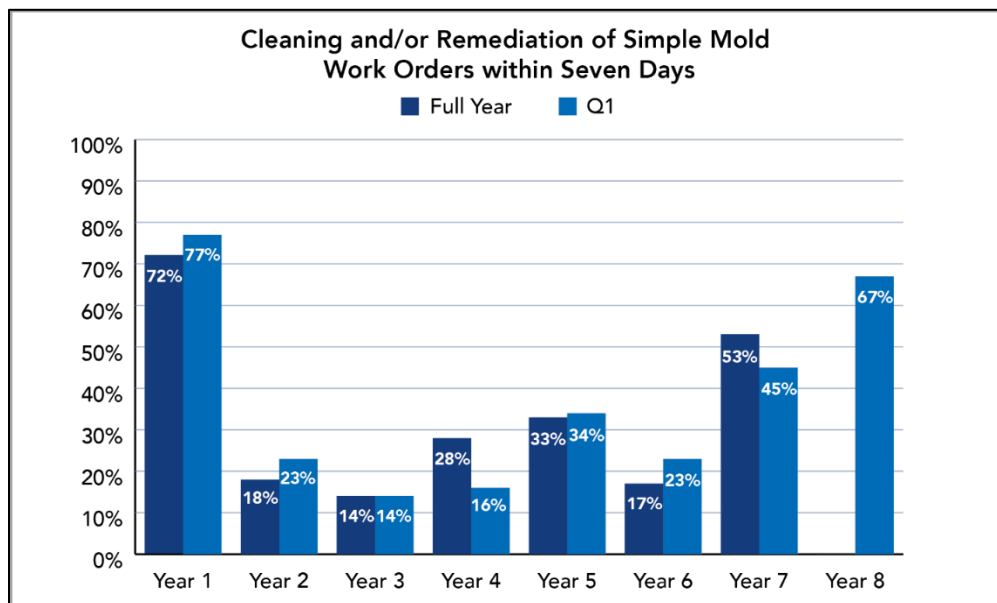


#### b. Simple Repairs

For mold conditions requiring simple repairs—those that can be resolved by NYCHA property management staff and can often be

completed in a single visit—if NYCHA does not remove the mold within five days of a resident’s complaint, the agency can comply with the HUD Agreement by completing all repairs necessary to close the parent work order within seven days of a resident’s complaint.<sup>104</sup> For example, if NYCHA removes mold six days after the resident’s complaint, that removal would not satisfy the Agreement’s five-day deadline. However, in cases where only simple repairs are needed, NYCHA could still comply with the overall response-time requirement by completing those repairs within seven days of the resident’s complaint.

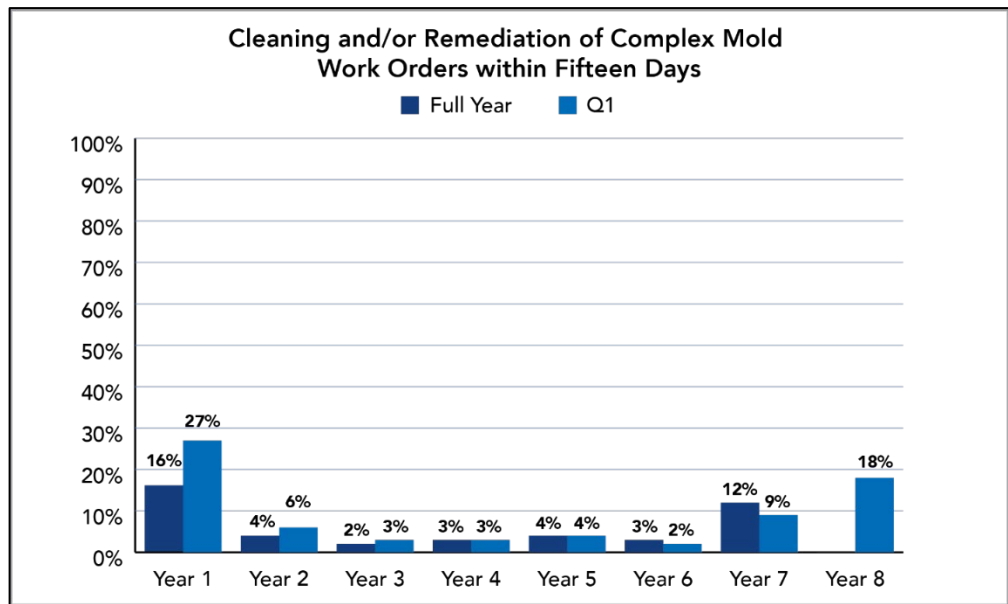
In the first quarter of Year 8, NYCHA timely cleaned or remediated simple mold work orders 67% of the time, compared to 45% of the time in the first quarter of Year 7 and 23% in Year 6, a more than 300% increase. In other words, for 67% of mold work orders requiring simple repairs created in the first quarter of Year 8, NYCHA completed mold cleaning and simple repair within seven days.



### c. Complex Repairs

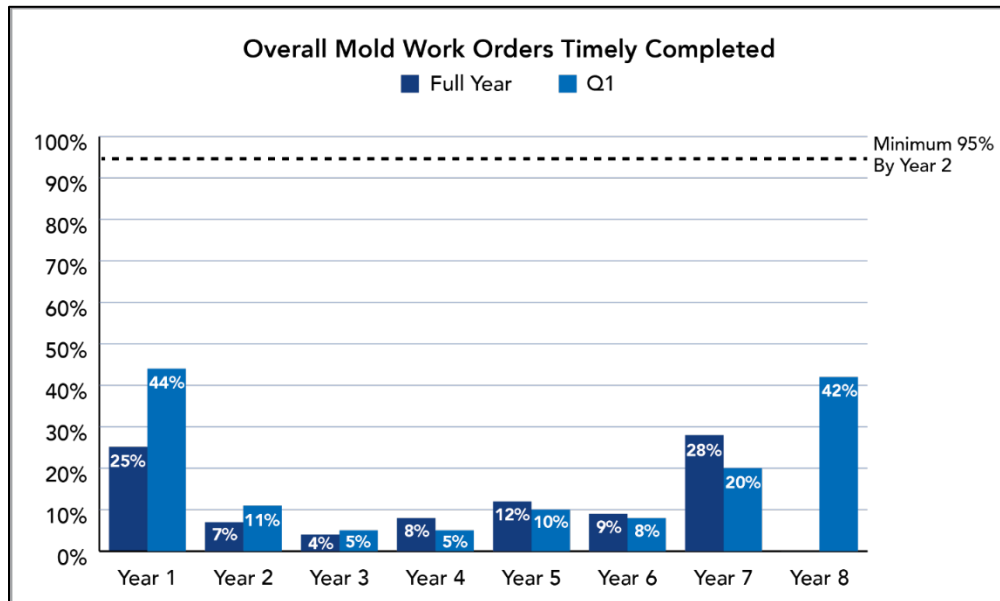
For mold conditions requiring complex repairs, if NYCHA does not remove the mold within five days of a resident’s complaint, the agency can comply with the HUD Agreement by completing complex repairs within days.<sup>105</sup> The graph below illustrates how often NYCHA timely cleaned mold or completed repairs for mold work orders requiring complex repairs.

In the first quarter of Year 8, NYCHA cleaned mold within five days or completed complex repairs within 15 days of a resident's complaint 18% of the time. This is an improvement compared to the same period in Year 7, when NYCHA timely cleaned or completed complex repairs 9% of the time, and Year 6 when it only timely cleaned or completed complex repairs 2% of the time, a 900% improvement. In 92 or 7% of cases, NYCHA completed complex repairs within 15 days even though it did not first complete mold cleaning within five days.



#### **d. Blended Rate**

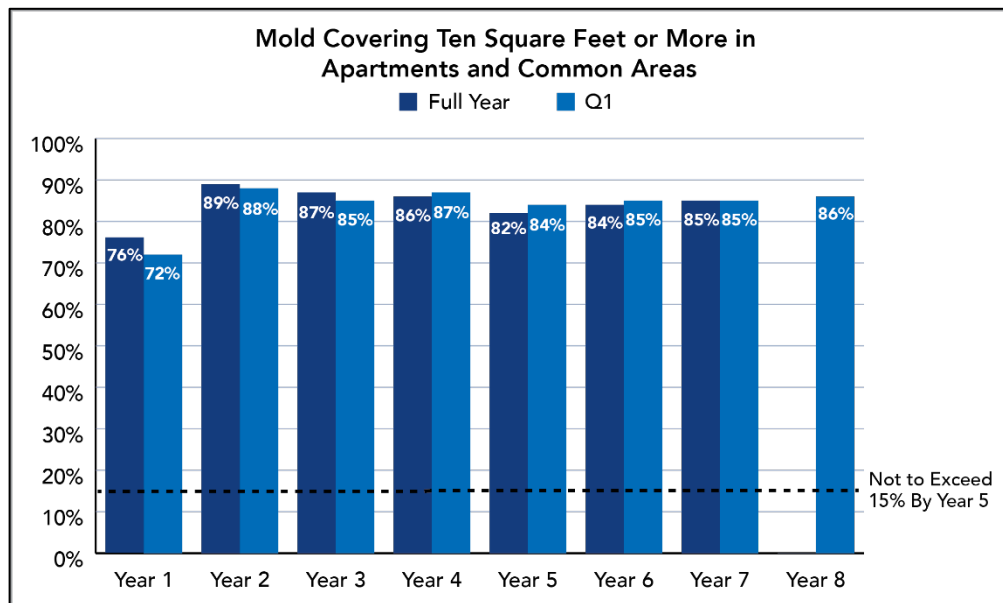
The rate at which NYCHA removes or remediates mold and its root cause(s) within the HUD Agreement timeframes is known as the "blended rate." For work orders created in the first quarter of Year 8, NYCHA complied with the blended requirement 42% of the time, compared to 20% of the time it complied with the requirement in the first quarter of Year 7, and 8% in Year 6, a more than 500% improvement.



### 3. Existence of Large Mold Growths (Requirement No. M3)

During a mold inspection, NYCHA staff measure the size of mold growths. Under the HUD Agreement, no more than 15% of verified mold complaints may be for mold covering ten or more square feet ("Large Mold Growths").<sup>106</sup>

As illustrated in the graph below, NYCHA remained substantially out of compliance with this requirement through the first quarter of Year 8, reporting that 86% of verified mold complaints were for Large Mold Growths, a slight regression compared to the same period in Year 7, when 85% of verified mold complaints were for Large Mold Growths.



#### 4. Recurrence

Mold conditions may recur after the parent work order has been completed. Multiple factors contribute to mold recurrence, including infrastructural issues that require capital investments to properly address or NYCHA staff improperly completing the initial repair.

##### a. Second Occurrence of Verified Mold Complaints (Requirement No. M2)

Under the HUD Agreement, for 85% of verified mold complaints there must not be a second verified mold complaint for the same apartment, common area room, or hallway within a 12-month period (the "Recurring Complaints").<sup>107</sup> The Monitors cannot report with confidence on Recurring Complaints for the first quarter of Year 8 because NYCHA's work order reporting system prevents residents from submitting new work orders for recurrence while there is an open mold work order in the same room, meaning that current data rules may be undercounting the incidence of mold recurrence. The Monitors are working closely with NYCHA to more accurately capture the recurrence of mold growth.

**b. Occurrence of Mold (Requirement No. M4)**

Under the HUD Agreement, mold must not occur more than three times in a single apartment over a 12-month period.<sup>108</sup> As with the Recurring Complaints, the Monitors cannot report on NYCHA's performance with this requirement because of the limitations of NYCHA's work order reporting system. NYCHA and the Monitors are working to implement a new method of tracking this obligation to address these concerns and will provide updates on those efforts in future reporting.

**B. Leak Work Orders**

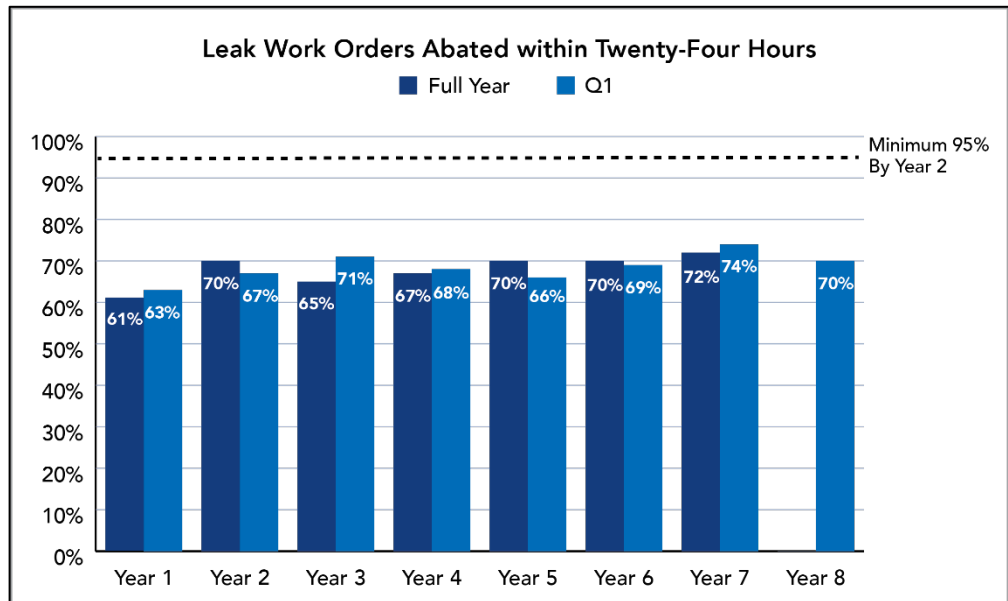
NYCHA's response to leak conditions is governed by the **Leak Standard Procedure ("Leak SP")**, which NYCHA published and began rolling out in Year 7. As with mold work orders, the HUD Agreement requires that NYCHA timely address leak conditions.

**1. Abating Floods, Leaks from Above, and Other Moisture Conditions (Requirement No. M7)**

Under the HUD Agreement, NYCHA is required to abate floods, Leaks from Above, and other conditions that cause sustained or recurrent moisture in resident apartments or apartment walls ("Other Moisture Conditions") within 24 hours of a resident's complaint.<sup>109</sup> NYCHA must also remove any resulting standing water within 48 hours of a resident's complaint at least 95% of the time.<sup>110</sup>

As illustrated in the graph below, NYCHA abated floods, leaks from above, and Other Moisture Conditions within 24 hours 70% of the time in the first quarter of Year 8, compared to 74% of the time in for the first quarter of Year 7.

**Leak Standard Procedure {"Leak SP"}:**  
A standardized process for identifying, tracing, and addressing the root causes of leaks across all NYCHA developments.



As discussed in the Monitors' Seventh Report, the Leak SP allows NYCHA and the Monitors to track NYCHA's removal of standing water.<sup>111</sup> The Leak SP also provides staff with standardized, best-practice processes for identifying, tracing, and fixing leaks and their root cause(s).<sup>112</sup> These standardizations are designed to help NYCHA to perform more consistent, higher-quality repair work, and reduce sustained moisture conditions, thereby decreasing the incidence of mold growth.<sup>113</sup> NYCHA has continued rolling out the Leak SP in Brooklyn, completing training for 279 staff, or 75% of eligible employees, in that borough. Overall, NYCHA has trained 519 staff on the Leak SP in Queens, Staten Island, and Brooklyn since the beginning of the Leak SP rollout and is on track to begin rolling out the Leak SP in Manhattan in July 2026.

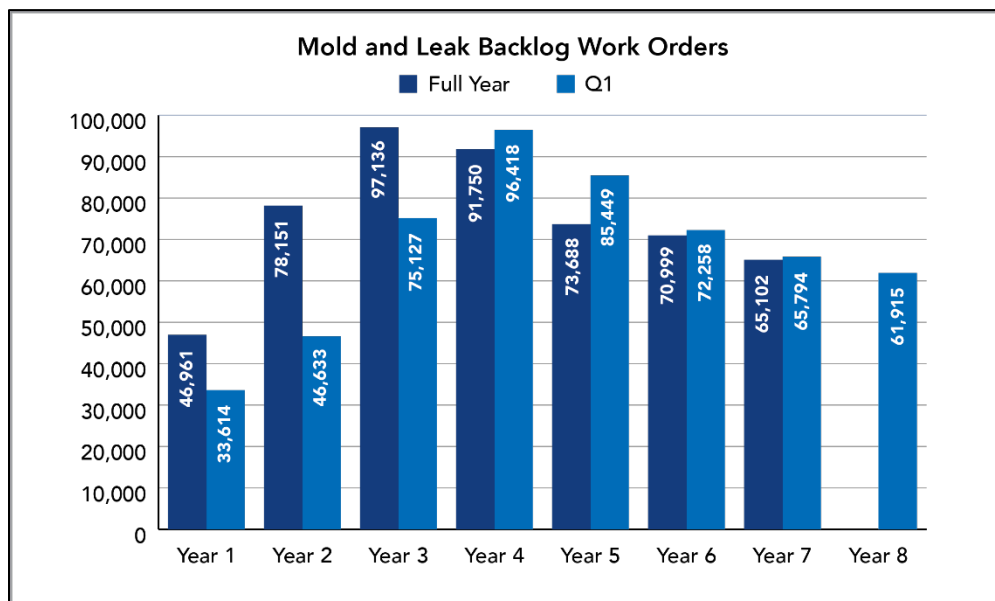
#### Independent Data Analyst ("IDA"):

The IDA is an entity appointed under Baez Consent Decree to help the parties and Special Master develop a reporting system to track NYCHA's compliance with its obligations under Baez. The IDA is also tasked with reviewing and confirming the accuracy of the reporting and recommending improvements.

The Monitors cannot provide an update on NYCHA's compliance with the second part of the requirement—that NYCHA remove standing water within 48 hours of a resident's complaint—because NYCHA is still in the process of implementing the Leak SP.<sup>114</sup> As part of the Leak SP, NYCHA created an IT update that allows staff to track responses to standing water through their handheld devices, which NYCHA is currently releasing on a development-by-development basis when 80% or more of a development's staff have completed Leak SP training. NYCHA, along with the Monitors and the Baez-appointed **Independent Data Analyst ("IDA")**, are currently in the process of establishing business rules to calculate NYCHA's compliance with this requirement.

### C. Mold and Leak Work Order Backlog

NYCHA has approximately 62,000 open mold and leak work orders, which NYCHA refers to as the mold and leak backlog.<sup>115</sup> The backlog includes different types of work orders related to mold and leaks and the substantial majority of these work orders are generated in response to resident complaints. As illustrated in the graph below, the backlog had 61,915 work orders as of the end of the first quarter of Year 8. This represents a decrease of 3,879 work orders since the end of the first quarter of Year 7.<sup>116</sup>



### D. Mold-Related Capital Projects

NYCHA's Comp Mod and BLI programs address infrastructural causes of mold growth and recurrence.<sup>117</sup> Through the Comp Mod program, select NYCHA developments undergo large-scale renovations, including roof and façade repairs, plumbing replacements, ventilation upgrades, and kitchen and bathroom renovations, to resolve recurrent leaks and moisture conditions.<sup>118</sup> Through the BLI program, NYCHA replaces individual high-leak plumbing lines that frequently impact apartments and common areas.<sup>119</sup> Building on the success of the BLI program, NYCHA has reallocated funds in the CCAP to create a Waste Plumbing Initiative ("WPI"), which will identify NYCHA developments with a high concentration of severely corroded plumbing waste lines that cause frequent and repeated leaks and complete a large number of

plumbing line replacements as part of a single project. These programs are crucial to updating aging infrastructure that contributes to mold growth and recurrence, which cannot effectively be addressed through targeted repairs in individual apartments.

### **1. Comprehensive Modernization**

In the first quarter of Year 8, NYCHA continued to advance Comp Mod projects at Todt Hill and Saint Nicholas Houses amid substantial delays. The Comp Mod project at Todt Hill Houses is delayed by 24-weeks, pushing the forecasted completion date back from March 2028 to August 2028. Phase 1 of the project, which includes two buildings and 142 apartments, incurred an 11-week delay due to late delivery of elevator components, as well as the need to retest and redo some lead abatement in line with HUD requirements. These delays notwithstanding, NYCHA's design-build vendor met important project milestones, including receiving Department of Buildings ("DOB") approval for façade work, and reaching substantial completion for the elevator replacements. NYCHA returned Phase 1 residents to their apartments in November and December 2025, and NYCHA is working with the design-build vendor to complete any remaining items before Phase 1 can be considered complete. Phase 2, which includes two buildings and 144 apartments, incurred an additional 10-week delay associated with the permitting process for asbestos abatement work. The design-build vendor has completed the lead-based paint abatement and began asbestos abatement in the crawl spaces in one of the buildings. NYCHA anticipates that the design-build vendor will complete asbestos abatement for Phase 2 by the end of July 2026. NYCHA expects to return Phase 2 residents to their apartments in October 2026. Finally, NYCHA has begun assessing temporary relocation options for residents in Phase 3, which includes two buildings and 144 apartments.

During this same period, the Comp Mod project at Saint Nicholas Houses incurred an additional 14-week delay, resulting in a cumulative 73-week delay. As previously reported, NYCHA attributes these delays to multiple Asbestos Containing Materials ("ACM") filing revisions for Phase 1, limited labor availability, delays in establishing temporary heating on site from November 2025 through February 2026, a stop work order that was issued in February due to various safety issues, and issues with the design-build vendor's coordination of subcontractor work. NYCHA is working with the design-build

vendor to revise their recovery schedule to better align with the vendor's actual pace of progress. As a result of these delays, NYCHA has moved the forecasted construction completion date from October 2029 to March 2031.

Despite these challenges, the design-build vendor has made progress on construction in the two Phase 1 buildings at Saint Nicholas Houses, including completing demolition of windows and the entrance canopy in both buildings and continuing piping replacement on the rooftops and in the cellars. At Building 10, the design-build vendor completed façade restoration as well as bathroom waterproofing, tiling, grouting, and installation of the bath panels and flooring. In Building 12, the design-build vendor completed wall repairs and installed plumbing infrastructure like shower body rough-ins, conducted hydrostatic testing, and replaced piping in the cellar and on the ground floor. The design-build vendor also completed the first round of asbestos abatement and is awaiting approval from the DOB to begin the second round. NYCHA anticipates returning Phase 1 residents to their apartments in July and August 2026.

## **2. Building Line Initiative**

In the first quarter of Year 8 ending April 30, 2026, NYCHA made progress on both active BLI projects—two lines at Red Hook East Houses (124 Bush Street, A line—which involves bathroom renovations and B line—which includes kitchen and bathroom renovations), impacting 12 apartments, and one line at Carleton Manor, impacting ten apartments. NYCHA also selected four additional plumbing lines at Red Hook East Houses for the next round of BLI projects. Those sites include 16 Mill Street, D line; 829 Hicks Street, A and B lines; and 22 Mill Street, A line. NYCHA is in the process of selecting its fifth line at Red Hook East Houses.

At Red Hook East Houses, NYCHA has met key milestones on the A line project at 124 Bush street, completing asbestos abatement on apartment floors and pipes, securing a permit from the DOB to begin construction, and beginning construction in May 2026. NYCHA is also in the final stages of temporarily relocating residents on the A and B lines.

At Carleton Manor, NYCHA completed resident relocation in February 2026 and began mold remediation and asbestos

abatement shortly thereafter, in March 2026. NYCHA is in the process of submitting designs to obtain a permit for plumbing work and expects to complete this project in the Spring of 2027.

#### **E. Compliance with Baez (Requirement No. M8)**

Under the HUD Agreement, NYCHA must comply with the terms of court orders entered in *Baez*, a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture.<sup>120</sup>

**Independent Mold Analyst (“IMA”):** The IMA is an entity appointed under the *Baez* Consent Decree to perform quality assurance by inspecting a certain number of randomly selected apartments on a quarterly basis. The IMA also reports on its findings and makes recommendations for improved compliance.

As of January 31, 2026, the IDA’s reporting shows that NYCHA is compliant with one of the requirements imposed by the *Baez* Consent Decree, that it repairs simple leaks within seven days. NYCHA is not compliant with the other *Baez* requirements. NYCHA’s obligations to respond to leaks under the HUD Agreement are materially different from the obligations imposed by *Baez* and, as noted above, NYCHA does not yet have the data to assess its compliance with removal of standing water under the Agreement.

The Monitors will continue to collaborate with the *Baez*-appointed **Independent Mold Analyst (“IMA”)**, IDA, and *Baez* Plaintiffs to address NYCHA’s mold and leak issues in a coordinated manner.

### **Overview of Outstanding Mold and Leaks Obligations**

The following table summarizes the statuses of NYCHA's compliance with the outstanding requirements of the HUD Agreement through the end of January 31, 2026, unless otherwise noted. The table categorizes each requirement as an Occurrence Requirement (yellow); Response-Time Requirement (orange); or Policy and Practice Requirement (green). Completed requirements are listed in **Appendix A**.

| Req. No.                      | Description                                                                                                                                                                                                                                                    | Status                                                                 | Compliance Details                                                                                                                                         |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Occurrence Obligations</b> |                                                                                                                                                                                                                                                                |                                                                        |                                                                                                                                                            |
| M2 (Ex. B ¶ 15(a))            | <b>Recurrence of Verified Mold Complaints:</b> By January 31, 2024, for 85% of mold complaints verified by a NYCHA employee, there must not be a second verified mold complaint for the same apartment, common area room, or hallway within a 12-month period. | Not able to report                                                     | Due to concerns about the accuracy of available recurrence data, the Monitors are not able to report reliably on recurrence for Year 8.                    |
| M3 (Ex. B ¶ 15(b))            | <b>Existence of Large Mold Growths:</b> By January 31, 2024, fewer than 15% of mold complaints verified by a NYCHA employee may be for visible mold covering ten or more square feet.                                                                          | Not in compliance: 86% (as of the end of the first quarter of Year 8). | NYCHA is not compliant with this requirement. As of the end of the first quarter of Year 8, 86% of verified mold complaints cover ten or more square feet. |

| Req. No.                         | Description                                                                                                                                                                                                                                                                                                                                 | Status                                                                    | Compliance Details                                                                                                                                                                                      |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| M4 (Ex. B. ¶ 15(c))              | <b>Recurrence of Mold:</b> By January 31, 2024, mold must never occur more than three times in a single apartment over a 12-month period.                                                                                                                                                                                                   | Not able to report                                                        | Due to concerns about the accuracy of available recurrence data, the Monitors are not able to report reliably on recurrence for Year 8.                                                                 |
| <b>Response-Time Obligations</b> |                                                                                                                                                                                                                                                                                                                                             |                                                                           |                                                                                                                                                                                                         |
| M5 (Ex. B. ¶ 17(a))              | <b>Work Plan Distribution:</b> By January 31, 2021, for 95% of resident-made or NYCHA-identified verified mold complaints, NYCHA shall prepare and provide a work plan addressing the root cause(s) of the mold to the resident within five business days.                                                                                  | Not in compliance:<br>89% (as of the end of the first quarter of Year 8). | NYCHA is not compliant with this requirement. As of the end of the first quarter of Year 8, NYCHA provided residents with a work plan within five business days 89% of the time.                        |
| M6 (Ex. B. ¶ 17(b))              | <b>Mold Removal and Remediation:</b> By January 31, 2021, for 95% of resident-made or NYCHA-identified verified mold complaints, NYCHA shall (1) remove visible mold within five business days or (2) remediate the mold and its underlying root cause(s) within seven days for simple repairs or (3) remediate the mold and its underlying | Not in compliance:<br>42% (as of the end of the first quarter of Year 8). | NYCHA is not compliant with this requirement. By the end of the first quarter of Year 8, NYCHA addressed verified mold complaints within the timeframes specified by the HUD Agreement 42% of the time. |

| Req. No.                               | Description                                                                                                                                                                                                                                                                                                                                                                  | Status                                                                                                                      | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | root cause(s) within 15 days for complex repairs.                                                                                                                                                                                                                                                                                                                            |                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| M7 (Ex. B. ¶ 17(c))                    | <b>Leak Abatement:</b><br>By January 31, 2021, NYCHA shall (1) abate all reports of floods, leaks from above, and other conditions that cause sustained or recurrent moisture to flow into a resident's apartment or apartment walls, within 24 hours of a resident's complaint and (2) remove any standing water within 48 hours of a resident's complaint 95% of the time. | (1) Not in compliance: 70% (as of the end of the first quarter of Year 8)<br>(2) Not currently measured.                    | (1) NYCHA is not compliant with this requirement. By the end of the first quarter of Year 8, NYCHA abated all reported floods, leaks from above, and other conditions that cause sustained or recurrent moisture to flow into a resident's apartment or apartment walls within 24 hours 70% of the time.<br>(2) Because the Leak SP is in the early stages of implementation, NYCHA does not currently have the data to measure whether the agency removes standing water within 48 hours. |
| <b>Policy and Practice Obligations</b> |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| M8 (Ex. B. ¶ 20)                       | <b>Compliance with Baez:</b> NYCHA must comply with terms of the orders in <i>Baez</i> as they may be entered or revised by the Court.                                                                                                                                                                                                                                       | In compliance with the obligation to respond to leaks within seven days; not in compliance with other obligations under the | The IDA has determined that, as of April 30, 2026, NYCHA is compliant with the requirement that it respond to leaks within seven days but does not meet the other terms of the court order in <i>Baez</i> .                                                                                                                                                                                                                                                                                |

| Req. No. | Description | Status               | Compliance Details |
|----------|-------------|----------------------|--------------------|
|          |             | Baez Consent Decree. |                    |

## I.5 Lead

The HUD Agreement requires NYCHA to comply with federal lead regulations, including compliance with lead safe work practices and timely completion of interim controls to limit the risks posed by existing lead-based paint.<sup>121</sup> The Agreement also requires NYCHA to abate all interior lead-based paint in its developments by 2039.<sup>122</sup> This subsection provides an update on NYCHA's progress on its outstanding lead-related obligations under the Agreement for the period from February 1, 2026, to April 30, 2026.<sup>123</sup>

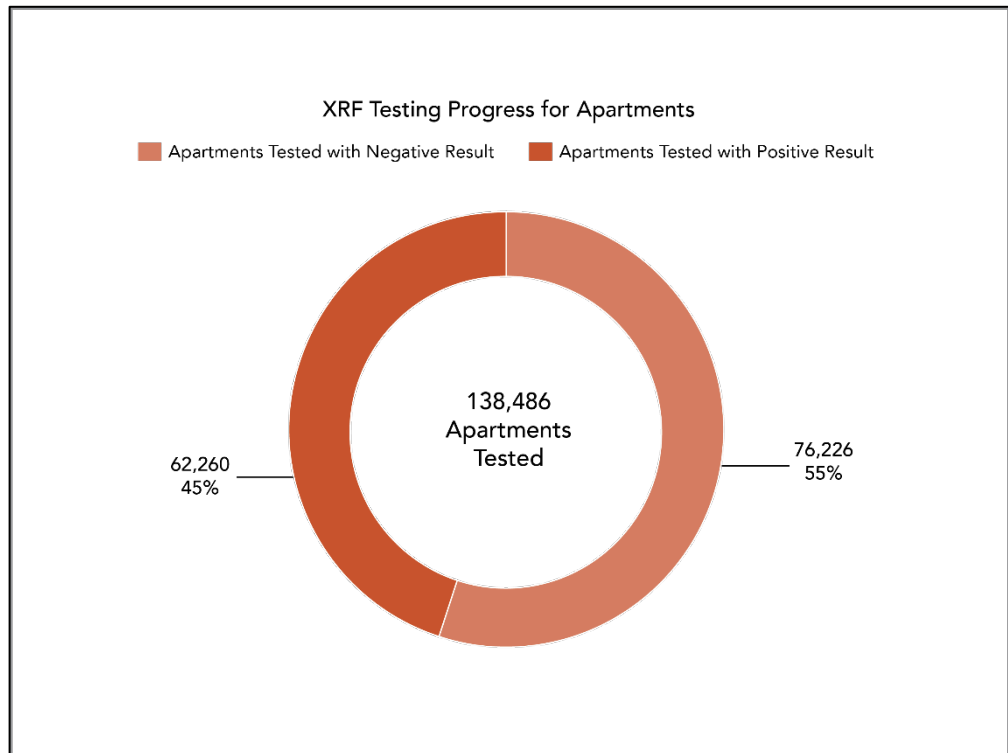
### A. Testing and Abatement Progress in Apartments (Requirement Nos. L6, L20-L22)

The HUD Agreement requires NYCHA to abate 50% of apartments by 2029, 75% of apartments by 2034, and 100% of apartments by 2039.<sup>124</sup> To identify the complete universe of apartments containing lead-based paint and requiring abatement, NYCHA has undertaken a campaign to conduct **X-Ray Fluorescence ("XRF") testing** in all apartments not previously tested at the current NYC definition of lead paint (0.5 mg/cm<sup>2</sup>).<sup>125</sup> As described further below, NYCHA is nearing completion of its testing initiative and is working to access the remaining apartments.<sup>126</sup>

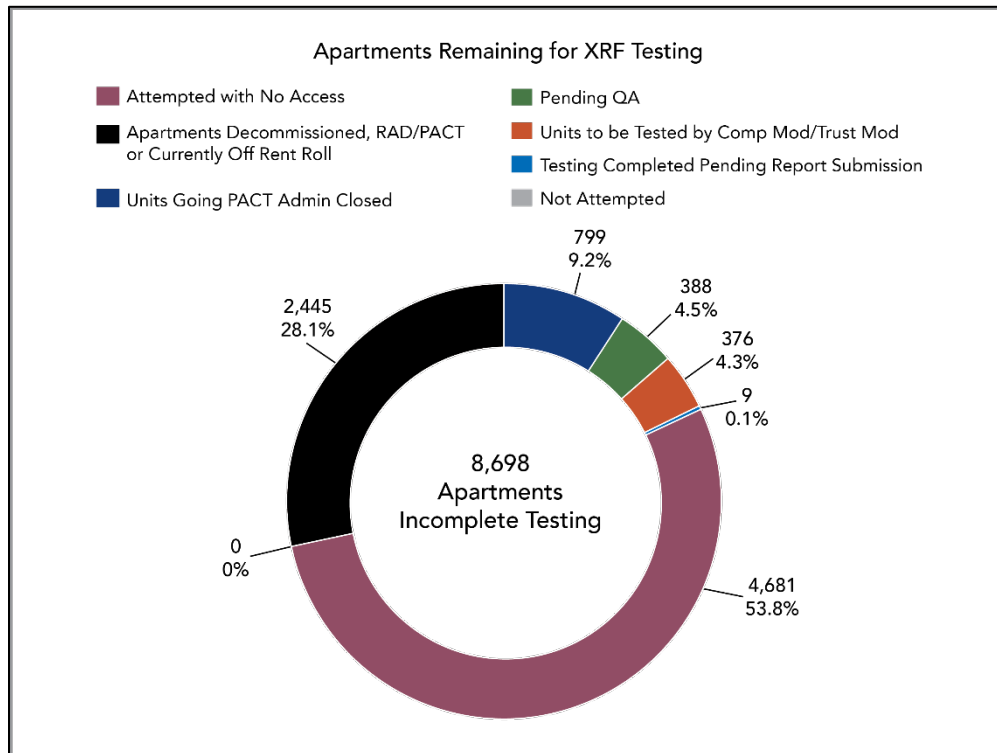
**X-Ray Fluorescence ("XRF") Testing:** XRF testing is a non-destructive analytical technique that uses X-rays to determine the elemental composition of a material, including to determine whether lead is present.

#### 1. XRF Testing in Apartments

As of April 30, 2026, NYCHA reports that it has completed XRF testing for approximately 94% of NYCHA apartments presumed to have lead-based paint. As shown in the graph below, NYCHA also reports that, as of April 30, 2026, it identified lead-based paint in 62,260, or 45%, of tested apartments and found no lead-based paint in 76,226, or 55%, of tested apartments.

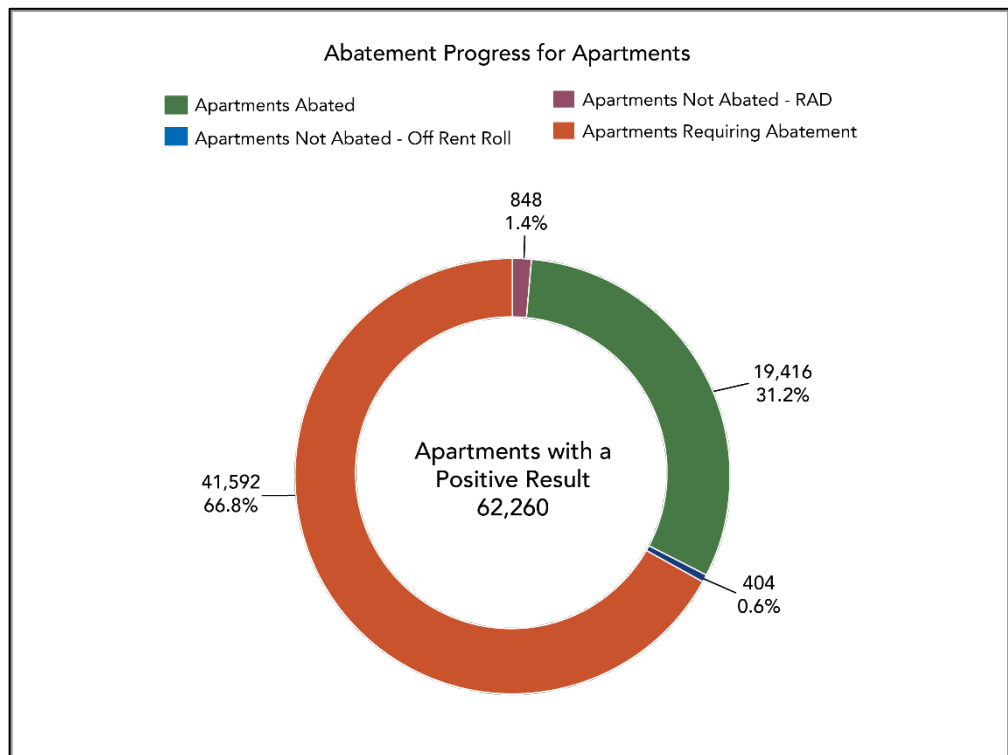


As illustrated in the graph below, 8,698 apartments of all apartments in the testing universe have not yet been tested, of which, 4,681 apartments have been attempted but not yet tested because NYCHA has not been able to access these apartments. The remaining 4,017 apartments have not been tested by NYCHA because they are transitioning to RAD/PACT, will be tested in connection with NYCHA's Comprehensive Modernization program, had test results pending QA review as of the end of first quarter reporting period, represent a small number of apartments pending report submission, or are categorized as off rent roll/administratively closed.

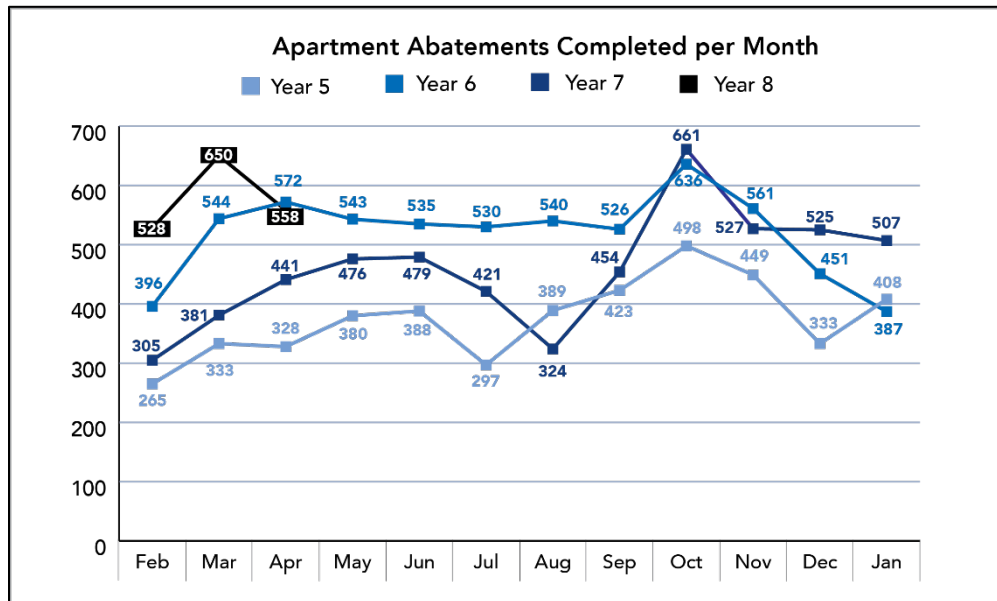


## 2. Apartment Abatements

NYCHA continues to make meaningful progress towards abating apartments that have tested positive for lead-based paint. As shown by the graph below, NYCHA abated a total of 1,736 apartments through the first quarter of Year 8, an increase from 955 apartments through the same period of time in Year 7.



As of April 30, 2026, NYCHA reports it has abated 19,416 apartments, approximately 31.2% of the total apartments known to have lead-based paint. As shown in the graph below, NYCHA's average monthly rate of abatement through the first quarter of Year 8 increased significantly as compared to the first quarter of Year 7. NYCHA attributes this uptick to its increased focus on completing abatements in connection with apartment turnover following move-outs. Month-to-month abatement volumes naturally fluctuate based on operational and external factors such as weather, seasonal conditions, and major city events, however, NYCHA reports that these short-term variations are planned for and do not affect NYCHA's overall progress toward its abatement obligations.



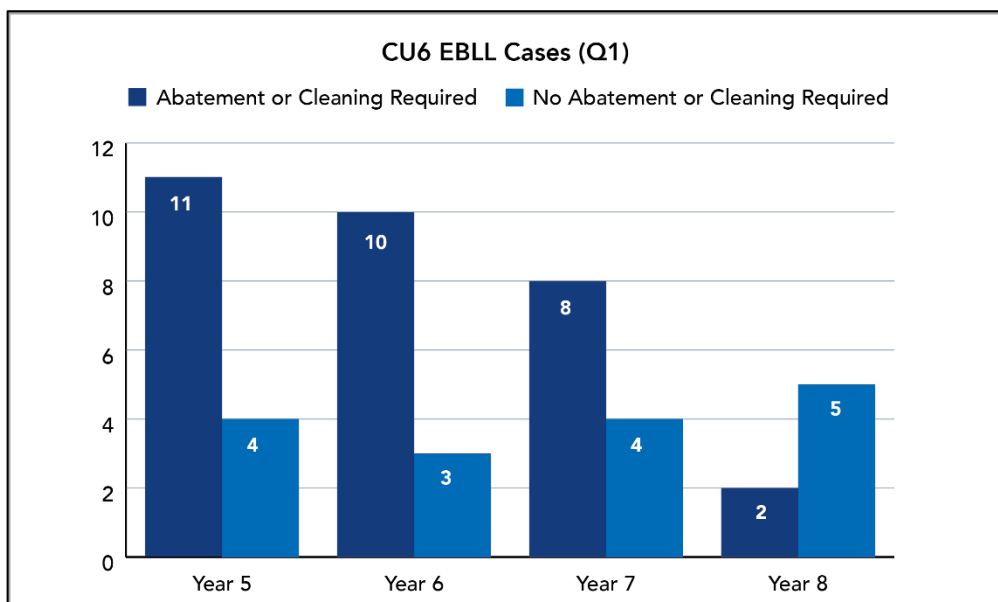
Based on abatement totals to date and NYCHA's current rate of abatement, NYCHA is on track to meet its HUD Agreement abatement obligations for individual apartments, including its obligation to abate 50% of apartments in need of abatement by the end of 2029 assuming that NYCHA remains at or above its current rate of abatement over the next three years. NYCHA has committed to developing a comprehensive abatement plan for interior common areas by the end of the third quarter of 2026. The comprehensive interior common area abatement plan NYCHA is developing will enable the Monitors to assess NYCHA's likelihood of achieving its common area abatement obligation by January 31, 2029; however, that assessment will also be evaluated in the context of NYCHA's risk-based prioritization of higher-risk spaces, including those serving CU6 residents, as well as availability of funding.

## **B. Complying with Elevated Blood Lead Level Obligations (Requirement Nos. L23-L25)**

Under the HUD Agreement, NYCHA is required to comply with various federal and local regulations when it becomes aware of a child under age six ("CU6") with an **elevated blood lead level ("EBLL")** in its developments.<sup>127</sup> Between February 1, 2026, and April 30, 2026, two EBLLs<sup>128</sup> were reported by the health department to NYCHA for children under age 6 living in NYCHA developments and required abatement, as compared to 10 and 8 for approximately the same period in Years 6 and 7, respectively. The reduction in children

**Elevated Blood Lead Level ("EBLL"):** EBLL is a confirmed concentration of lead in the blood of a child under age six equal to or greater than 3.5 micrograms per deciliter.

experiencing lead poisoning represents a significant accomplishment and reflects the impact of NYCHA's sustained lead hazard reduction and prevention efforts over the years.



Through the first quarter of Year 8, NYCHA was in compliance with its Agreement requirements to notify the Monitors and the U.S. Government of any Commissioner order to abate ("COTA") in connection with an EBLL and to complete the associated abatement within 30 days.<sup>129</sup> Between February 1 and April 30, 2026, NYCHA reports that it completed any such abatements within an average of 14 days of receiving a confirmed EBLL for a child under six. There were no apartments during that time period that took NYCHA more than 30 days to abate.

### **C. Testing and Abatement of Childcare Centers**

On March 9, 2026, NYCHA received one COTA for a childcare center at Mariner's Harbor. NYCHA reports that it completed the abatement of the center on March 21, 2026. On March 23, 2026, DOHMH confirmed that NYCHA was in compliance with the lead requirements after a dust wipe inspection. NYCHA completed additional corrective action by abating all lead-positive components in the center and reopened the center on April 22, 2026.

As previously reported, in response to a 2024 increase in EBLs connected to childcare centers located on NYCHA developments,

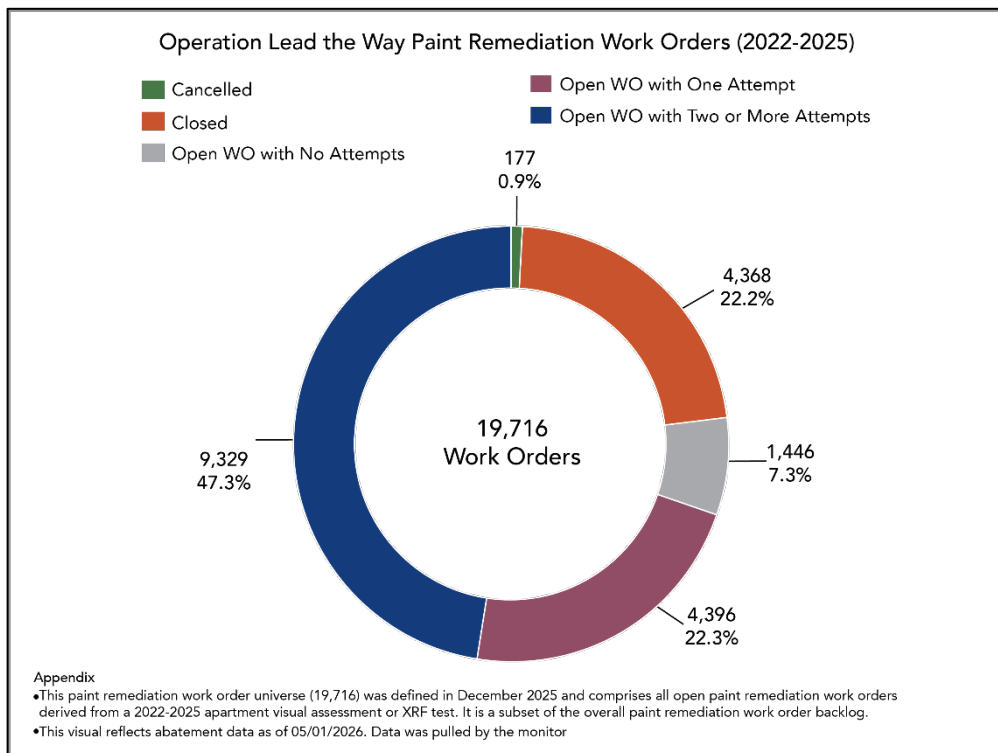
NYCHA committed to conduct XRF testing at all of its childcare centers. NYCHA has completed XRF testing for all 76 childcare centers operating on its developments built prior to 1978. Out of the 76 centers, 70 have tested positive for lead-based paint and six have tested negative. Of the 70 positive centers, NYCHA has already abated eight centers as a result of an EBLL COTA. NYCHA is in the process of formalizing a comprehensive abatement plan for the remaining 62 positive childcare centers. NYCHA has successfully secured the funding needed to abate these centers and the project is projected to begin this Fall. The Monitors will continue to report on these efforts and urge NYCHA to commence abatement in childcare centers as soon as possible.

#### **D. Conducting Visual Assessments and Remediating Identified Paint Deficiencies (Requirement Nos. L28-L29)**

Under the HUD Agreement and relevant federal and local lead regulations, NYCHA is required to conduct visual assessments of apartments known or presumed to contain lead-based paint and must remediate any deficiencies identified during those assessments within certain federally mandated time periods.<sup>130</sup> NYCHA reports that it will start 2026 visual assessments in July.

NYCHA conducts paint remediation stemming from deficiencies identified through visual assessments and XRF testing. As previously reported, NYCHA has a backlog of paint remediation work orders in apartments and common areas that has accumulated since 2018.<sup>131</sup> In December 2025, NYCHA identified 19,716 work orders from this backlog that it is endeavoring to complete by the end of Year 8.<sup>132</sup> As of May 1, 2026, NYCHA has closed 4,368 (22.2%) of these work orders.<sup>133</sup> NYCHA has additionally cancelled 177 (0.9%) of work orders in the relevant universe.<sup>134</sup>

Of the remaining 15,171 open work orders, NYCHA has attempted to address 13,725. Of these, it has attempted to address 4,396 work orders once and 9,329 two or more times. 1,446 have not yet been attempted at all.<sup>135</sup>



Within the full backlog, 4,360 work orders were for apartments with a child under 6. Of those apartments, NYCHA cancelled 82 work orders and closed 1,106 work orders. They also attempted to address 389 work orders once, and 2,725 work orders two or more times. NYCHA has made no attempts for 58 of those work orders.

The Monitors will continue to support NYCHA as it endeavors to clear its backlog of remediation work orders and increase the pace at which it completes paint remediation work orders.

**E. Ensuring PACT Partner Compliance with Abatement Requirements (Requirement Nos. L6, L20-22, L-36) (abatement deadlines); (Requirement No. L26) (regulatory requirements for conducting abatement)**

The HUD Agreement required NYCHA to ensure two PACT developments known to have particularly high levels of lead—Harlem River Houses and Williamsburg Houses—were completely abated by January 31, 2024.<sup>136</sup> NYCHA and its PACT partners report that Williamsburg has been completely abated, and all but one apartment at Harlem River have been completely abated.

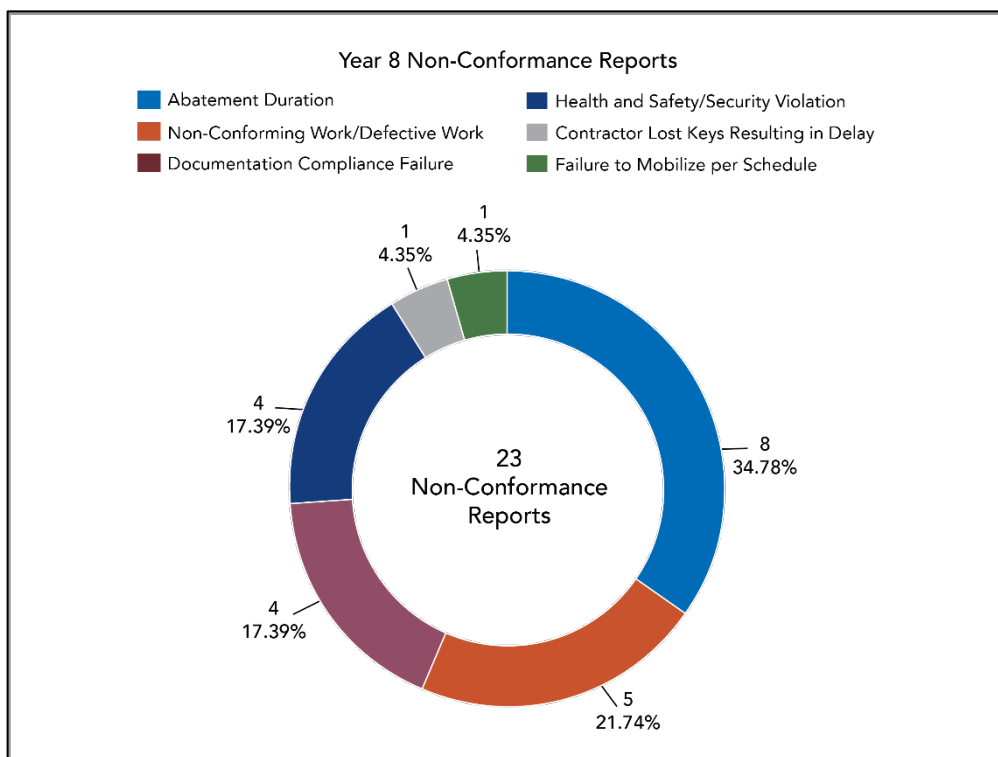
However, in May 2025, NYCHA learned that the lead abatement plan for Williamsburg Houses did not require abatement for exterior common areas.<sup>137</sup> Because NYCHA requires PACT partners to abate all lead paint, including in exterior common areas, NYCHA reports that the PACT partner at Williamsburg Houses has retested and abated the exterior common areas at the 0.5 mg/cm<sup>2</sup> NYC level. NYCHA is awaiting the PACT partner's reporting submission.

## **F. Lead Abatement Vendor Oversight**

NYCHA relies on vendors to conduct the majority of its lead abatements. The Monitors continue to review NYCHA's oversight of these vendors with the goal of improving compliance with regulatory requirements and maximizing the efficient use of its resources. As part of its responsibilities in administering its Lead Abatement Program, NYCHA procures and retains abatement vendors through a competitive process that requires compliance with applicable EPA, HUD, OSHA, New York State, and New York City requirements for lead-based paint activities. Vendors must hold appropriate firmwide certifications, and individual supervisors and workers must also maintain their own federal certifications and training credentials, which NYCHA verifies prior to assignment of work. NYCHA also reviews vendors' compliance history, including prior performance on NYCHA projects and, where available, regulatory or enforcement history, before issuing work and periodically thereafter.

Beyond prequalification, NYCHA maintains ongoing oversight of abatement vendor performance. NYCHA authorizes and initiates abatement work through formal Notices to Proceed and associated work orders that establish defined response times, mobilization requirements, work practices, and documentation obligations. NYCHA program management staff and field inspectors monitor compliance with containment procedures, supervision requirements, EPA notification protocols, and clearance documentation. Where deficiencies are identified (whether through field observation, compliance audits, or agency review), NYCHA issues written notices of non-compliance or Letters of Direction, requires corrective action plans, and may mandate retraining. Escalation measures can include suspension of work orders, withholding or reduction of payments, or contract termination.

Between February 1, 2026, and April 30, 2026, NYCHA's lead abatement vendors completed 1,736 abatements. During that same period, NYCHA issued 23 nonconformance reports documenting instances where vendor performance did not meet program requirements. These reports are generated when NYCHA identifies a specific issue through its oversight, which includes schedule monitoring, field inspections, and compliance reviews. During the reporting period, the most common issue was abatements that took longer than expected. Other types of issues, which included defective or nonconforming work, failure to mobilize per schedule, and health and safety violations, were reported less frequently. The chart below summarizes the types of nonconformance reports issued during this period.



Although NYCHA reports a relatively low rate of nonconformance relative to the 1,736 abatements completed during the reporting period, nonconformance reports enable NYCHA to identify vendor performance issues and adjust its vendor management and deployment accordingly. When issues arise, NYCHA takes steps to address them, such as including requiring immediate correction, increasing oversight of the vendor's work,

requiring the vendor to submit corrective action plans, or adjusting work assignments.

Additionally, for certain material or persistent vendor nonconformance issues, NYCHA sends vendors Letters of Direction or Notices of Non-Compliant Performance. Between February 1, 2026, and April 30, 2026, NYCHA issued four such letters. The letters address issues including failure to mobilize work crews as scheduled, inadequate supervision, and failure to provide adequate personnel. In these communications, NYCHA identifies the contractual provisions at issue, explains the operational or safety implications of the nonconformance, and reminds vendors that continued violations may lead to escalation measures such as suspension of work orders, withholding or reduction of payments, or contract termination. These letters therefore serve both as corrective instructions and as part of NYCHA's formal escalation framework for vendor performance management.

Collectively, these procurement controls, field oversight practices, and independent compliance reviews form the core of NYCHA's vendor governance framework for lead abatement activities. NYCHA reports that consistent application of these oversight mechanisms has improved vendor adherence to mobilization, notification, and supervisory requirements over time.

#### **G. Completed, In Compliance and Superseded Obligations**

The HUD Agreement obligations that NYCHA met prior to the period covered by this report, or that were superseded by other obligations (**Requirement Nos. L1-L5, L7-L17, L19**) are listed in **Appendix A**.

### **Overview of Outstanding Lead Obligations**

The following table summarizes the statuses of NYCHA's compliance with the outstanding requirements of the HUD Agreement as April 30, 2026, unless otherwise noted. The table categorizes each requirement as a One Time Requirement (blue), Occurrence Requirement (yellow); Response-Time Requirement (orange); or Policy and Practice Requirement (green). Completed obligations are listed in **Appendix A**.

| Req. No.                     | Description                                                                                                                                  | Status                 | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>One-Time Requirements</b> |                                                                                                                                              |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| L6 (Ex. A ¶ 8)               | <b>Development-Specific Abatement:</b><br>Abate all lead-based paint at the Harlem River Houses and Williamsburg Houses by January 31, 2024. | Substantially complete | These developments were transferred to third-party management through the PACT program. Due to closing delays as well as the change in New York City's lead threshold, NYCHA's PACT partners did not abate all lead-based paint by the target deadline. NYCHA and its PACT partner have since completed abatement of all apartments and interior common areas at Williamsburg. NYCHA and its PACT partners report that the exterior common areas at Williamsburg have been abated and await final reporting submission. NYCHA and its PACT partner also report one apartment at |

| Req. No.                      | Description                                                                                                                                                                                                                  | Status  | Compliance Details                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                               |                                                                                                                                                                                                                              |         | Harlem River remains to be abated.                                                                                                                                                                                                                                                                                                                               |
| <b>Occurrence Obligations</b> |                                                                                                                                                                                                                              |         |                                                                                                                                                                                                                                                                                                                                                                  |
| L20 (Ex. A ¶ 9)               | <b>50% Abatement:</b><br>Abate all lead-based paint in 50% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those apartments by January 31, 2029. | Not due | NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 500 apartments per month through the first quarter of Year 8. If NYCHA maintains its current rate of abatement in apartments, the agency is on target to meet the deadline with respect to apartments. NYCHA has not developed a formal plan to abate common areas. |
| L21 (Ex. A ¶ 10)              | <b>75% Abatement:</b><br>Abate all lead-based paint in 75% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those apartments by January 31, 2034. | Not due | NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 500 apartments per month through the first quarter of Year 8. If NYCHA maintains its current rate of abatement, the agency may meet the target deadline. However, NYCHA has not developed a formal plan to abate common areas.                                      |

| Req. No.                    | Description                                                                                                                                                                                                                            | Status        | Compliance Details                                                                                                                                                                                                                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| L22 (Ex. A ¶ 11)            | <b>100% Abatement:</b><br>Abate all lead-based paint in 100% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those apartments by January 31, 2039.         | Not due       | NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 500 apartments per month through the first quarter of Year 8. If NYCHA maintains its current rate of abatement, the agency may meet the target deadline. However, NYCHA has not developed a formal plan to abate common areas. |
| L36 (Ex. A ¶ 12)            | <b>Exterior Common Areas:</b><br>Develop an Action Plan that sets forth a timeline for the abatement of exterior common areas that contain lead-based paint and prioritizes common areas posing a higher risk of exposure to children. | Incomplete    | NYCHA has not yet developed a formal plan related to exterior common areas.                                                                                                                                                                                                                                                 |
| <b>Response Obligations</b> |                                                                                                                                                                                                                                        |               |                                                                                                                                                                                                                                                                                                                             |
| L23 (Ex. A ¶ 23)            | <b>EBLL Reporting:</b><br>Report to HUD each confirmed case of a child with an EBLL within five business days of                                                                                                                       | In compliance |                                                                                                                                                                                                                                                                                                                             |

| Req. No.         | Description                                                                                                                                                                                                                                                                                                                                                                     | Status        | Compliance Details                                                                                                                                                                                                                                                    |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | being notified, in accordance with 24 C.F.R. § 35.1130.                                                                                                                                                                                                                                                                                                                         |               |                                                                                                                                                                                                                                                                       |
| L24 (Ex. A ¶ 25) | <b>EBLL Abatement Orders:</b> Report to the Monitor and to the United States any NYC Department of Health and Mental Hygiene Commissioner order to abate lead-based paint within five days of receiving such order.                                                                                                                                                             | In compliance |                                                                                                                                                                                                                                                                       |
| L25 (Ex. A ¶ 26) | <b>Environmental Investigations:</b> To the extent the NYC Department of Health and Mental Hygiene Commissioner has not performed an environmental investigation of any apartment in which a child with an EBLL has been reported within 15 days of identifying such apartment, NYCHA shall perform an environmental investigation of that apartment and common areas servicing | In compliance | In Year 8 through April 30, 2026, NYCHA completed the abatement process within an average of 14 days of receiving a confirmed EBLL for a child under six. There were no apartments with a reported EBLL through April 30, 2026 that took NYCHA over 30 days to abate. |

| Req. No.                              | Description                                                                                                                                                                                                                                                                                    | Status             | Compliance Details                                                                                                                                                                                                                                                                               |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       | that apartment and perform abatement of any lead-based-paint hazards within 30 days.                                                                                                                                                                                                           |                    |                                                                                                                                                                                                                                                                                                  |
| <b>Policy and Practice Obligation</b> |                                                                                                                                                                                                                                                                                                |                    |                                                                                                                                                                                                                                                                                                  |
| L26 (Ex. A ¶ 14)                      | <b>Compliance with 40 C.F.R. § 745.227:</b> When performing any abatement, comply with 40 C.F.R. § 745.227.                                                                                                                                                                                    | Partial compliance | NYCHA reports compliance with this obligation, with the exception of document retention deficiencies. NYCHA maintains a manual process for maintaining tenant folders and property files and reports missing retained copies.                                                                    |
| L27 (Ex. A ¶ 15)                      | <b>Lead-safe work practices:</b> Comply with lead-safe work-practice requirements when directing or performing renovation or maintenance work in lead-paint developments. These requirements are set forth in the Lead-Safe Housing Rule, 24 C.F.R. part 35, subparts B-R, and the Renovation, | Partial compliance | As discussed in <b>Subsection II.6.B</b> of the December 2024 Monitors' Report, NYCHA does not currently comply with the relocation requirement set forth in these rules, although NYCHA is developing a path towards compliance, consistent with the guidance provided by HUD in November 2024. |

| Req. No.         | Description                                                                                                                                                                                                                                                | Status             | Compliance Details                                                                                                                                                                                                       |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | Repair, and Painting Rule, 40 C.F.R. part 745, subpart E.                                                                                                                                                                                                  |                    |                                                                                                                                                                                                                          |
| L28 (Ex. A ¶ 16) | <b>Visual assessments:</b><br>Perform visual assessments in developments that contain lead-based paint in compliance with federal regulations.                                                                                                             | Partial compliance | NYCHA has a historical backlog of uncorrected lead-based paint deficiencies identified during visual assessments. However, it is improving its efforts to remediate deficiencies in the federally mandated time periods. |
| L30 (Ex. A ¶ 18) | <b>Risk-Assessment Reevaluations:</b><br>Conduct risk-assessment reevaluations of all NYCHA housing that contains lead-based paint in accordance with 24 C.F.R. § 35.1355, which governs ongoing lead-based-paint maintenance and reevaluation activities. | In compliance      | NYCHA completed the biannual risk assessment reevaluations in 2024. NYCHA reports that it has created work orders for the 2026 biannual risk assessment and will begin in July 2026. <sup>138</sup>                      |
| L31 (Ex. A ¶ 27) | <b>Lead Disclosures to New Residents:</b><br>Provide residents signing new leases (or, where required by                                                                                                                                                   | Partial compliance | NYCHA reports that, according to EH&S random sampling reviews of “Tenant Folders” containing materials documenting resident                                                                                              |

| Req. No.         | Description                                                                                                                                                                                                        | Status             | Compliance Details                                                                                                                                                                                                                                                                                              |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | regulations, renewal leases) with information about the presence of lead-based paint and lead-based-paint hazards in their apartments and developments.                                                            |                    | disclosures, NYCHA was in compliance with this requirement 83.81% of the time, an increase from 67.53%, but still short of the 100% requirement.                                                                                                                                                                |
| L32 (Ex. A ¶ 28) | <b>Physical Copies of Disclosures:</b><br>Ensure that physical copies of all disclosure materials are present, available for inspection, and permanently maintained at the management office for each development. | Incomplete         | NYCHA reports that, according to EH&S random sampling reviews of development binders containing relevant risk assessment results and disclosures, NYCHA was in compliance with this requirement 65.25% of the time, a decrease from 66.67%.                                                                     |
| L33 (Ex. A ¶ 29) | <b>Electronic Copies of Disclosures:</b><br>Ensure that electronic copies of all disclosure materials are available to residents through an internet-based portal.                                                 | Partial compliance | The First Monitor reported that inspectors found NYCHA was compliant with these requirements in 95% of buildings. Electronic copies of disclosure materials should be available to residents on the online resident portal. The Monitors observed some instances of non-compliance due to accessibility issues. |

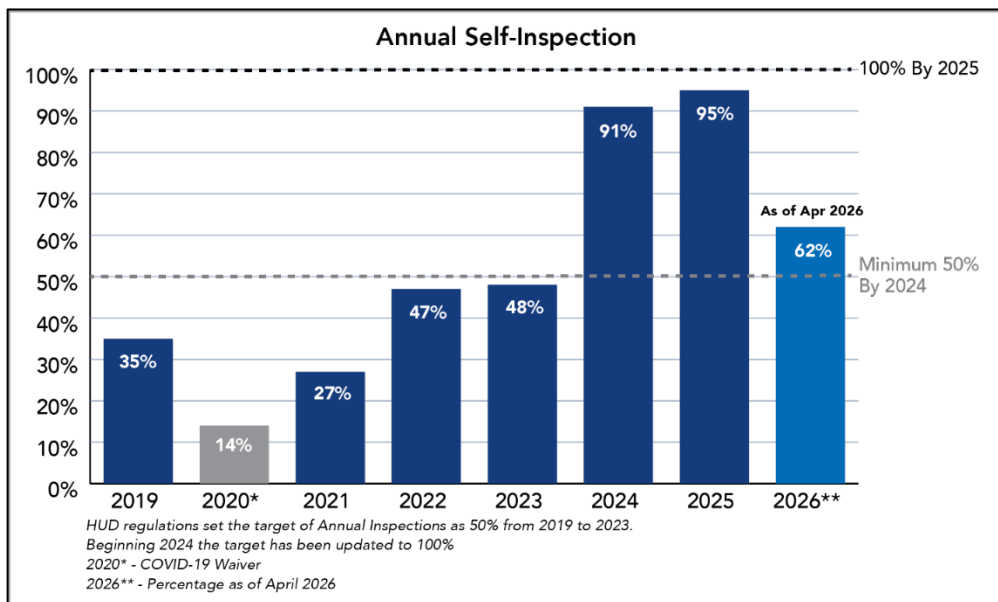
| Req. No.            | Description                                                                                                                                                                                                             | Status        | Compliance Details |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|
| L34 (Ex. A ¶ 30(b)) | <b>Biannual Certification:</b><br>Provide the United States and the Monitor a certification describing compliance with abatement and lead-safe work practices obligations by July 2024 and every six months thereafter. | In compliance |                    |
| L35 (Ex. A ¶ 33(e)) | <b>Ongoing Training:</b><br>Provide all resident building superintendents, assistant resident building superintendents, and property managers with training in RRP practices on an ongoing basis.                       | In compliance |                    |

## I.6 Inspections

The HUD Agreement requires NYCHA (1) to comply with HUD's physical condition standards, (2) annually self-inspect its apartments, (3) complete timely, industry standard repairs, and (4) prevent deceptive practices with respect to HUD's inspections. This section is an update on NYCHA's progress with respect to outstanding inspection-related obligations covering the period between February 1, 2026, and April 30, 2026, unless otherwise noted below.

### A. Annual Self-Inspections (Requirement No. 13)

Under HUD regulations (as incorporated into the HUD Agreement), NYCHA is required to inspect 100% of its apartments annually.<sup>139</sup> As of April 30, 2026, NYCHA completed inspections in 62% of occupied apartments for the year, as illustrated in the chart below.



The 2026 inspection rate of 62% represents an increase in NYCHA's completed inspections from 2025, when NYCHA completed 57% within the same time period.

## **B. HUD's Guidance and Standards (Requirement Nos. 15 and 17)**

### **1. NSPIRE Inspections**

Under the HUD Agreement, NYCHA is required to maintain housing that is "functionally adequate, operable, and free of health and safety hazards" and make all repairs in accordance with HUD's physical condition standards, NSPIRE.<sup>140</sup> HUD regularly conducts inspections of NYCHA's developments to determine NYCHA's compliance with the NSPIRE standards.<sup>141</sup> NSPIRE inspections include a random sampling of apartments and interior and exterior common areas.

Health and safety deficiencies identified are categorized as "life-threatening," "severe," "moderate," or "low." "Life-threatening" and "severe" are weighted more heavily and result in higher point deductions. To receive a passing score, a development must receive an overall score of 60 or greater and have fewer than 30 points deducted for in-unit deficiencies. If 30 or more points are deducted for such in-unit deficiencies, but the development otherwise scores a passing grade of 60 or above, that score will be adjusted down to 59, and the development will receive a failing grade.

Between January 1, 2026, and April 30, 2026, NYCHA received NSPIRE results for five inspected developments. All five (100%) received passing scores. By comparison NYCHA received passing scores for 71.9% of 89 inspections conducted in 2025.

### **2. 60-Day Survey**

NYCHA must meet certain requirements to resolve possible issues in apartments that fail their NSPIRE inspections. The HUD Agreement requires NYCHA to complete a survey of the entire development for any development that scored less than 60 during its NSPIRE inspection.<sup>142</sup> This includes reinspecting all apartments, common areas, and exteriors for deficiencies.<sup>143</sup> Because of resource and capacity constraints, as well as the size of certain developments, NYCHA finds it to be a challenge to comply with this requirement within the 60-day period. To address this, HUD, NYCHA, and the Monitors created a protocol for seeking an extension of the 60-day survey requirement as a temporary measure until NYCHA can timely complete its HUD Agreement guidelines. The protocol requires

NYCHA to make a reasonable attempt to complete its survey and correction obligations. If NYCHA cannot complete the survey in time, it can request an extension, provided it complies with certain requirements.

In total, NYCHA has requested extensions for 17 developments, which were granted on the condition: (1) that all open health and safety work orders be closed out within 30 days; (2) that NYCHA work with development staff to ensure any health and safety issues not reflected in work orders were being addressed; (3) that NYCHA work with development staff to ensure the quality of the follow up self-inspections; and (4) that NYCHA work with the Monitors to create an extension protocol to be finalized by the end of Q1 of 2026. The Monitors and NYCHA have finalized a protocol that will govern extensions going forward.

NYCHA has made significant progress on its 60-day survey requirement while under extension. Specifically, NYCHA has substantially completed its 60-day survey requirement for all developments that failed their NSPIRE inspection and has also completed hundreds of high-priority work orders while operating under extensions. The following chart<sup>144</sup> represents both this progress as well as all remaining high-priority work orders which existed at the time of extension request:

| Development Name   | Extension Initial Request Date | Outstanding Health and Safety Work Orders at Date of Extension Request | Outstanding Health and Safety Work Orders through June 2026 <sup>7</sup> | Percentage of 60-day Survey Complete through May 2026 |
|--------------------|--------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------|
| Rutgers            | November 24, 2025              | 24                                                                     | 0                                                                        | 100%                                                  |
| Polo Grounds       | November 24, 2025              | 52                                                                     | 0                                                                        | 100%                                                  |
| Van Dyke           | February 11, 2026              | 1                                                                      | 0                                                                        | 100%                                                  |
| Morris             | November 24, 2025              | 41                                                                     | 0                                                                        | 100%                                                  |
| Lower East Side II | February 11, 2026              | 6                                                                      | 1                                                                        | 100%                                                  |
| LaGuardia          | January 7, 2026                | 19                                                                     | 0                                                                        | 100%                                                  |
| Beach 41st         | February 19, 2026              | 18                                                                     | 0                                                                        | 100%                                                  |
| Farragut           | March 31, 2026                 | 106                                                                    | 9                                                                        | 100%                                                  |
| Taft               | January 7, 2026                | 12                                                                     | 0                                                                        | 100%                                                  |
| Bushwick           | March 31, 2026                 | 106                                                                    | 2                                                                        | 100%                                                  |
| Queensbridge North | January 7, 2026                | 13                                                                     | 0                                                                        | 100%                                                  |
| FHA                | January 7, 2026                | 25                                                                     | 2                                                                        | 100%                                                  |
| Douglass           | February 11, 2026              | 130                                                                    | 2                                                                        | 100%                                                  |
| Red Hook East      | March 31, 2026                 | 152                                                                    | 50                                                                       | 100%                                                  |
| Red Hook West      | March 31, 2026                 | 141                                                                    | 28                                                                       | 100%                                                  |
| Brevoort           | March 31, 2026                 | 34                                                                     | 4                                                                        | 100%                                                  |
| Tompkins           | March 31, 2026                 | 125                                                                    | 4                                                                        | 100%                                                  |

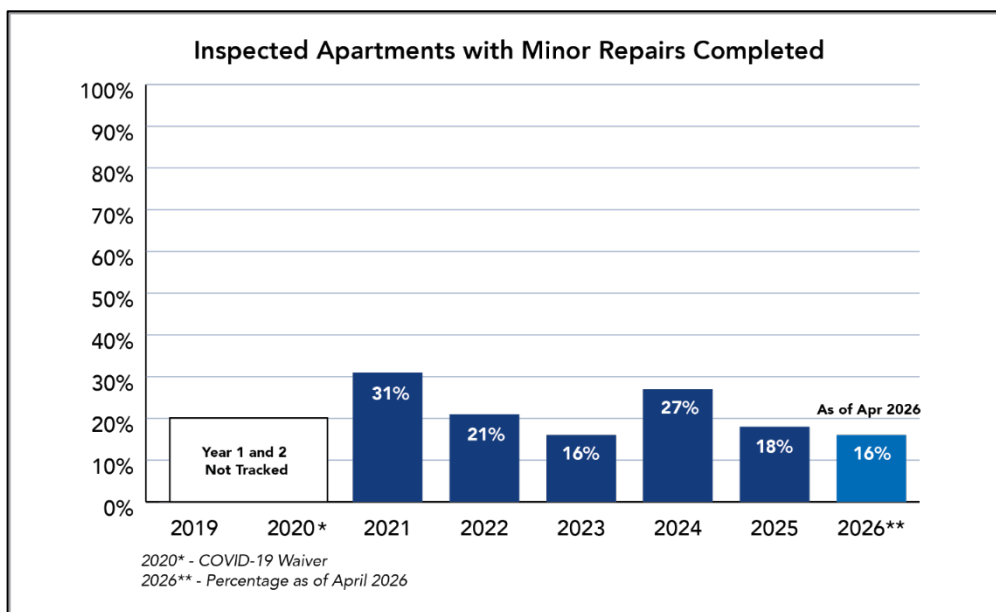
While NYCHA has made significant progress on its survey requirement, some developments did not complete their 60-day survey requirement before their survey deadline or within their revised extension period. These developments include Lower East Side II, Brownsville, Queensbridge North, Red Hook East, Red Hook West, Brevoort, FHA, and Douglass.

### **C. Repairs of Deficiencies (Requirement No. 14)**

Under the HUD Agreement, NYCHA is required to complete minor repairs of deficiencies discovered during annual apartment inspections. As part of its process, NYCHA maintenance workers identify if a repair is required. If it is, it is either completed at the time

of inspection or deferred. A repair may be deferred if, for example, the repair would be too time-consuming, or the maintenance worker does not have the proper equipment available. A repair that is deferred will be scheduled for repair at a later date.

Between the period of February 1, 2026 to April 30, 2026, NYCHA reported that maintenance workers completed minor repairs in 16% of all inspected apartments for the year to date, as illustrated in the graph below:



In total, NYCHA reported that its inspections identified a total of 29,587 deficiencies which occurred in 17,709 apartments that could be fixed with minor repairs. Of those, NYCHA reported that the maintenance worker completing the inspection performed the minor repairs for 23,509 deficiencies in 14,173 apartments and deferred the minor repairs for 6,078 deficiencies in 4,980 apartments. NYCHA reported that maintenance workers deferred minor repairs in approximately 6% of all apartments that were inspected for the period between February 1, 2026 and April 30, 2026.

**D. Industry Standards (Requirement No. 16)**

The HUD Agreement requires NYCHA to ensure all maintenance repairs are performed to established industry standards and workmanship.<sup>145</sup> To comply with this obligation, NYCHA requires supervisors of skilled trades and maintenance workers to perform routine supervisory inspections of a sample of closed work orders. Supervisors of caretakers are also required to inspect the buildings and grounds under their supervision every month.

NYCHA has increased the rate at which supervisors complete the required inspections for skilled trades and caretakers. For skilled trades, NYCHA completed 78% of the assigned inspections in April 2026, an improvement from 71% in April 2025. For caretakers, NYCHA completed 94% of assigned inspections in April 2026, an increase from 90% in April 2025.

### **Overview of Outstanding Inspection Obligations**

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement as of April 30, 2026, unless otherwise noted. The table categorizes each requirement as a one-time obligation (blue); response obligation (orange); or policy and practice obligation (green).

| Req. No.                   | Description                                                                                                                                                        | Status             | Compliance Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Response Obligation</b> |                                                                                                                                                                    |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| I3 (Ex. B ¶ 47)            | <b>Annual Inspections:</b><br>NYCHA will conduct annual inspections of 100% of occupied apartments.                                                                | Not yet due        | As of April 30, 2026, NYCHA completed inspections in 62% of occupied apartments.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| I4 (Ex. B ¶ 48)            | <b>Minor Repairs:</b> By May 1, 2019, annual inspections must include having the person conducting the inspection perform any minor repairs during the inspection. | Partial compliance | As of April 30, 2026, NYCHA reported that maintenance workers completed minor repairs in 16% of inspected apartments requiring minor repairs and deferred minor repairs in 6% of inspected apartments. In total, NYCHA reported that its inspections identified a total of 29,587 deficiencies that could be fixed with minor repairs. Of those, NYCHA reported that the maintenance worker completing the inspection performed the minor repairs for 23,509 and deferred the minor repairs for 6,078. Furthermore, |

|                                       |                                                                                                                                                                                                                                                                         |                        |                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |                                                                                                                                                                                                                                                                         |                        | the Monitors continue to track NYCHA's efforts to improve oversight and documentation of needed repairs.                                                                                                                                                                                                                                                                                           |
| <b>Policy and Practice Obligation</b> |                                                                                                                                                                                                                                                                         |                        |                                                                                                                                                                                                                                                                                                                                                                                                    |
| 15<br>(¶ 60)                          | <b>HUD's Guidance:</b><br>NYCHA will make all improvements in accordance with PIH Notice No. 2016-03, Uniform Physical Condition Standard ("UPCS") Deficiencies and Industry Standard Repairs, July 11, 2016, or any subsequent or superseding guidance. <sup>146</sup> | Ongoing                | As of April 30, 2026, for the year to date, HUD inspected five NYCHA developments. All five received passing scores.                                                                                                                                                                                                                                                                               |
| 16 (¶ 60)                             | <b>Industry Standards:</b><br>NYCHA will ensure all maintenance repairs are performed to established industry standards and workmanship.                                                                                                                                | Provisional compliance | NYCHA's Quality Assurance Unit ("QAU") does substantial work to monitor the quality of repairs. For the first calendar quarter of 2026, QAU reported that 97% of sampled repairs were completed to the required standard. Based on this self-reported performance, the Monitors provisionally certify that NYCHA is in compliance with this obligation. The Monitors continue to engage with NYCHA |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                |                        | in an effort to ensure that QAU's processes yield an accurate view of repair work across NYCHA's developments.                                                                                                                                                                                                                                                                                                     |
| 17 (¶ 60) | <b>Decent, Safe, Sanitary Standards:</b> NYCHA will ensure that properties meet HUD's decent, safe, sanitary and in good repair standards at all times.                                                                                                                                                                                                                                                                        | Ongoing                | NYCHA's ongoing efforts to comply with this obligation overlap with its attempts to meet Requirement No. 15. As of April 30, 2026, for the year to date, HUD inspected five NYCHA developments. All five received passing scores.                                                                                                                                                                                  |
| 18 (¶ 60) | <b>Deceptive Practices:</b> NYCHA will not use deceptive practices with respect to PHAS inspections, including: (a) covering up / hiding conditions; (b) performing substandard repairs; (c) performing work in common areas after an inspection begins, other than for emergency health and safety issues; (d) performing work in selected or alternate units after such units have been identified, other than for emergency | Provisional compliance | NYCHA has put in place mechanisms to detect and investigate deceptive practices when they are suspected. To date, the Monitors have not identified material failures in NYCHA's control mechanisms. The Monitors thus provisionally certify NYCHA's compliance with this obligation but are continuing to work with NYCHA in an effort to refine and strengthen its mechanisms for preventing deceptive practices. |

|                  |                                                                                                                                                                                                                                                                                                                                           |                        |                                                                                                                                                                                                                                                                                                                                                  |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | health and safety issues.                                                                                                                                                                                                                                                                                                                 |                        |                                                                                                                                                                                                                                                                                                                                                  |
| 19 (¶ 61)        | <b>Internal Controls:</b><br>NYCHA shall design internal controls to prevent deceptive practices.                                                                                                                                                                                                                                         | Provisional compliance | The detailed procedures set forth in the PHAS Inspections Action Plan appear, in principle, to satisfy ¶ 61's general requirement of internal controls to prevent deceptive practices. NYCHA has implemented internal controls, and the Monitors are continuing to assess the adequacy to prevent and detect deceptive practices. <sup>147</sup> |
| 110 (¶ 62 (a-f)) | <b>Chief Compliance Officer Obligations:</b><br>NYCHA's Chief Compliance Officer will be responsible for preventing deceptive practices with respect to PHAS inspections and ensuring compliance with HUD regulations and guidelines with respect to PHAS inspections. Various concrete responsibilities are enumerated in the Agreement. | Provisional compliance | NYCHA has had processes in place since the inception of the first monitorship to fulfill the obligations as part of ¶ 62. The Monitors provisionally certify compliance with the obligations, as conversations continue with NYCHA's compliance team to understand the processes to prevent deceptive practices.                                 |





## **SECTION II: ORGANIZATIONAL CHANGE**



Under the HUD Agreement, NYCHA is required to make broad management and organizational reforms across the agency that will improve its overall functioning and its delivery of services to residents. As discussed in the Monitors' prior reports, NYCHA's plan for doing so is contained in its "Transformation Plan," which lays out broad principles for improvement and core values for the organization—e.g., "creating a culture of service," "strengthening NYCHA's partnership with its residents," and "using data to drive decision making"—as well as 47 specific initiatives intended to improve NYCHA's processes and performance. Consistent with those broad principles, NYCHA also works with HUD, SDNY, and the Monitors to identify additional initiatives that will build on those specific projects to continue to improve itself as an organization.

In this report, the Monitors provide updates on significant developments over the last quarter within key areas relating to NYCHA's organizational change. Overall, NYCHA has continued to make progress on initiatives and systemic policy changes that are leading to significant improvements in resident services. It has devoted significant efforts and resources to the MLRR program, which has led to the closing of nearly 2,000 open mold and leak work orders that were open for over 100 days. It has launched a cross-department collaborative effort to improve its practices for overseeing and managing vendors that handle a significant amount of work for NYCHA. And it has made improvements in how it tracks inspections of the work done by its maintenance workers. NYCHA should continue its efforts in all these key areas, and the Monitors will be working with NYCHA to assess the impacts of all of its efforts undertaken pursuant to its Transformation Plan.

## **A. Mold and Leak Restore and Renew Program**

### **1. The MLRR Program and Its Progress**

In August 2025, NYCHA launched the MLRR program. The program deploys a specialized, dedicated team of administrative, skilled trades, and maintenance staff to target aged mold and leak conditions at NYCHA's highest-need developments. The program was the result of coordination between NYCHA, the Monitors, the Independent Data Analyst ("IDA"), HUD, and SDNY. In a February 12, 2025 memorandum, NYCHA outlined a two-year program timeline and identified 12 high-risk sites<sup>148</sup> and targeted their large backlogs of aged, open mold and leak work orders.

During Year 7 and into the current quarter, NYCHA worked through four sites across three phases. NYCHA began at Sotomayor Houses ("Sotomayor"), then moved to Whitman Houses ("Whitman"), followed by Ingersoll Houses ("Ingersoll") and Red Hook East Houses ("Red Hook East"). NYCHA performed work at Ingersoll and Red Hook East simultaneously—its first attempt at running two separate sites at once. NYCHA intends to run three sites concurrently in the next phase: at Baruch Houses ("Baruch"), Jefferson Houses ("Jefferson"), and Wagner Houses ("Wagner"). The table below summarizes completion as of the end of the first quarter of Year 8.<sup>149</sup>

| Site          | Target Work Order Completion Rate | Total Initial MLRR Work Orders Closed | Work Orders Verified by OCC as No Longer Needed | Non-MLRR Work Orders Closed in MLRR Apartments by MLRR Staff | Non-MLRR Work Orders Closed in Non-MLRR Apartments by MLRR Staff |
|---------------|-----------------------------------|---------------------------------------|-------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|
| Sotomayor     | 85.5%                             | 479                                   | 111                                             | 81                                                           | 423                                                              |
| Whitman       | 84.8%                             | 554                                   | 70                                              | 93                                                           | 181                                                              |
| Ingersoll     | 67.9%                             | 565                                   | 90                                              | 113 <sup>150</sup>                                           | 406                                                              |
| Red Hook East | 69.9%                             | 448                                   | 81                                              |                                                              |                                                                  |

The columns above measure the program's work in five distinct ways. First, "Target Work Order Completion Rate" refers to the proportion of individual mold and leak work orders specifically targeted by the program—those that were open for over 100 days at the time the MLRR program began at the site<sup>151</sup>—that NYCHA completed during the MLRR time period. Second, "Total Initial MLRR Work Orders Closed" refers to the total count of work orders targeted by the program that NYCHA completed during the MLRR time period. Because different developments have different-sized backlogs, this metric helps put into perspective the overall magnitude of the work completed during the period. Third, "Work Orders Verified by OCC as No Longer Needed" refers to targeted work orders that NYCHA administratively closed through the work order verification process. This means that NYCHA's records documented these apartments as requiring mold and leak work, but through the work order verification process, the independent, court-appointed Ombudsperson Call

Center (“OCC”) confirmed with the resident that the work was no longer needed. This can occur for a variety of reasons, including the failure to close a work order once work is completed or as a result of work orders being generated in error. Fourth, “Non-MLRR Work Orders Closed in MLRR Apartments by MLRR Staff” counts the additional, non-targeted work orders that MLRR staff completed while already in an MLRR targeted apartment to complete MLRR repairs. Lastly, “Non-MLRR Work Orders Closed in Non-MLRR Apartments by MLRR Staff” counts the non-targeted work that MLRR staff took on outside of their targeted MLRR apartments. MLRR staff typically perform this work during periods when targeted work has stalled due to access issues.

The data included in this chart is up to date as of May 11, 2026.

## 2. Highlights

The MLRR program has had a meaningful impact in addressing mold and leak work orders at NYCHA. In approximately nine months, MLRR has closed 1,981 mold and leak work orders that had been open for over 100 days. In addition, through the MLRR program, NYCHA has addressed 1,297 additional work orders, including, most commonly, work such as pipe repair, stove repairs, brickwork, and painting.

### Mold and Leaks

**Scorecard:** The Scorecard consolidates eleven key mold and leak metrics into a single overall grade used to rank developments’ relative performance across NYCHA. The Scorecard is updated twice weekly and is used to measure improvements across developments.

NYCHA’s work on MLRR is improving over time. In some instances, that impact is visible in a development’s ranking on the Consolidated **Mold and Leaks Scorecard**. For example, while Sotomayor’s Scorecard ranking did not materially change, Whitman’s improved substantially. Whitman ranked 111th among NYCHA developments before the program and ranked 72nd as of June 2026—a notable movement given that MLRR directly impacts only a small portion of the metrics feeding that score. Moreover, an independent analysis conducted by the IDA highlights additional markers of progress. At Whitman, the number of open work orders over 100 days old at residential apartments declined by 56% from the start to end of MLRR, with notable improvements also achieved at Ingersoll and Red Hook East. Across all MLRR developments to date, the average days to resolve MLRR mold and leak work orders declined 47%—from 424 days pre-MLRR to 225 days one month after MLRR (April 2026)—for the five MLRR-funded skilled trades. These gains reflect real progress for residents.<sup>152</sup>

NYCHA has also consistently responded to feedback about the program. For example, following meetings with the Monitors and the IDA earlier this year, NYCHA began making proactive calls to residents ahead of scheduled work and issued moisture meters to MLRR staff to identify underlying conditions before beginning sequential repairs. Additionally, early in the program, residents told the Monitors that, once staff were already inside an apartment, they would prefer to have all of their problems addressed, rather than waiting for non-MLRR staff to return later to address non-MLRR work orders. From a resident's perspective, this avoids increasing the burden of receiving repairs, such as taking time off from work to allow staff into the apartment. HUD requested NYCHA follow this approach and noted the potential benefit to NYCHA by avoiding access issues that may result in follow-up repairs. NYCHA agreed and has followed through, which has improved NYCHA's ability to complete work and reduced the burden on residents.

NYCHA has also initiated reforms based on its own learned experience. For example, and as noted above, NYCHA has extended the concept of completing non-MLRR work beyond where MLRR staff are already in the apartment making MLRR-related repairs. Now, NYCHA also uses MLRR staff to conduct separate non-MLRR repairs during downtime from MLRR work, such as when an MLRR staff member cannot access any of the apartments they have scheduled for the day. In other words, rather than having a plumber wait to access a particular targeted apartment, NYCHA will deploy the plumber to fix a plumbing issue nearby, even if not at a targeted apartment, so that the plumber's time is used more efficiently. This is reflected in the chart in the previous section in the column titled "Non-MLRR Work Orders Closed in Non-MLRR Apartments by MLRR Staff." This increases the program's overall impact on a development and is a sensible way to make use of lost time resulting from access issues.

NYCHA has also taken initiative to increase the total number of residents' work orders being completed by working at multiple developments within a single phase. Running two developments in close succession has increased total output, as it allows NYCHA to make better use of the time its staff would otherwise spend waiting for apartment access. The data bears this out: the scope of initial MLRR work orders for Ingersoll and Red Hook East totaled 1,461 work orders—a 128% increase compared to Whitman, which had 641 work orders—and completed work orders increased by 97% over a

comparable program timeframe, from 557 at Whitman to 1,096 at Ingersoll and Red Hook East. In the first month of a phase, when work is readily available and access rates are high, work order closures across a multiple-site phase stays comparable to the proportion closed during a single-site phase, as closures are driven in significant part by administrative closures and work completed prior to skilled trades' deployment. In other words, even during periods of high availability, running multiple sites concurrently does not sacrifice efficiency in the early stages of a phase as compared to running a single site. The concurrent model pays off in the second and third months, when access challenges become more acute, as staff can turn to work at one site rather than idling while access at one site is arranged. This allows NYCHA to complete more work orders overall. This trajectory continues into the next phase, where NYCHA will work across three developments simultaneously, bringing the total scope to 1,995 work orders, a further 37% increase over the prior phase.

NYCHA has also identified plastering as an ongoing bottleneck and is working to increase that capacity. During MLRR at Ingersoll and Red Hook East, NYCHA observed that incomplete plastering blocked the completion of subsequent repairs (most notably tub enclosure replacements and final cosmetic paint), resulting in delays for the MLRR team. Plastering also emerged as the most frequently generated repair type during the program, further underscoring the need for dedicated capacity. Dedicated MLRR plasterers are expected to deploy beginning in the next phase. Additionally, NYCHA will be adding four maintenance workers to support MLRR, with a focus on plumbing and carpentry-related repairs. For example, when the MLRR team replaces base kitchen cabinets, it has previously relied on development staff to complete plumbing hookups, which are often scheduled on a separate day after installation. By assigning a dedicated maintenance worker to the repair team in such cases, NYCHA can reconnect plumbing immediately after new cabinets are installed, making repairs more efficiently and in a manner that better serves residents. Most recently, NYCHA has moved to hire a dedicated planner responsible for scheduling MLRR work around residents' availability. This is a change that could meaningfully improve access issues and help further increase the efficiency of the program.

### 3. Continuous Improvement Opportunities

Alongside the progress described above, the program has two key areas for additional improvements as NYCHA continues to strive toward NYCHA and the Monitors' shared goals of significant work order backlog reduction; clearing a substantial portion, if not all, of aged mold and leak work orders at the selected sites; and uncovering systemic issues that can serve as lessons for the entire agency. The Monitors and NYCHA have identified the following lessons learned during the course of the MLRR program as areas NYCHA will look to improve on, for the program and agency-wide operations.

**First,** the MLRR program has underscored the importance of addressing NYCHA's challenges in accessing apartments. When NYCHA cannot get into an apartment, it cannot complete the work within the time it allots for the program, and it spends valuable program time sending staff to the same apartments repeatedly. NYCHA's efforts here have been substantial. Across Whitman, Ingersoll, and Red Hook East, MLRR staff made between 84 and 91 attempts per week to reach apartments with targeted work orders, including successful and unsuccessful attempts. Individual apartments sometimes receive a dozen attempts without staff ever gaining access. Critically, this is not an MLRR-specific problem, as access constrains repair work across NYCHA. The Monitors and NYCHA continue to evaluate NYCHA's efforts to gain access, and the Monitors will work with NYCHA to ensure NYCHA's efforts to gain access are well-tailored to reaching residents and that NYCHA is not inefficiently expending resources on residents that are unlikely to grant access. This includes initiatives in improving resident communications and NYCHA's own efforts to hire a dedicated planner for the program.

**Second,** a meaningful proportion of MLRR closures reflect verification by OCC that no repairs were needed, rather than completing physical work. This corresponds to the third column in the chart above. At Sotomayor, 43% of closed work orders involved no physical work, a figure that held roughly steady at Whitman (41.7%) before rising to 58.3% at Ingersoll and 58.9% at Red Hook East.<sup>153</sup> OCC verification played a significant role in proactively identifying these work orders: at Sotomayor, OCC verification accounted for 50% of work orders ultimately closed with no work done; at Whitman, 29%; and at Ingersoll and Red Hook East, 47% and 46%, respectively.

This verification work carries real value. By confirming with residents that certain repairs are no longer needed, OCC verification allows NYCHA to deploy resources more precisely and clears the path for more efficient future repairs. It also reflects the legacy of systemic record-keeping issues at NYCHA; while NYCHA has largely resolved those issues in recent years, a portion of the existing backlog stems from poor record-keeping in the past, and clearing those faulty entries requires meaningful effort. At the same time, this work advances the program's primary purpose of resolving difficult, aged repair conditions only indirectly, and the Monitors note that the overall share of targeted work orders completed with physical repairs has not been rising. It bears noting that the balance of administrative and physical closures is not entirely within NYCHA's direct control—some work orders were never closed after work was already completed, some repairs were addressed by residents themselves, and some residents declined the work altogether because it was no longer needed. Nonetheless, the MLRR program's longer-term impact on repair throughput is encouraging: the IDA found that the average number of mold and leak work orders resolved with work done since the end of MLRR at Whitman (70 work orders) was 63% higher than the pre-MLRR average (43 work orders). The Monitors and NYCHA share an interest in making full use of MLRR's dedicated staff to perform the hands-on repair work the program was created to deliver and will continue tracking the balance of administrative and physical closures toward that end.

NYCHA and the Monitors continue to regard MLRR as a substantial undertaking with significant potential to improve residents' quality of life and to strengthen NYCHA's repair and resident-communication capacity, a potential which NYCHA has already significantly realized. The Monitors will continue to identify measures to improve the program and work with NYCHA to implement them.

## **B. Contract Management Initiative ("CMI")**

Since last year, the Monitors have been working with NYCHA to improve the process by which its outside vendors are evaluated for their work, with the goal of increasing vendor quality and accountability, and reducing the potential for waste and abuse. In this process, the Monitors and NYCHA agreed that any improvements to vendor evaluation should be made amidst a broader consideration of how NYCHA manages its contracts, from beginning to end. NYCHA

agreed and sought to implement reform through the creation of the Contract Management Initiative ("CMI"), principally focused on reforming contract management throughout NYCHA.

In December 2025, NYCHA launched the CMI, which has included representatives from Strategy and Innovation ("S&I"), Law, Compliance, Operations, Procurement, and Supply Chain Management. The CMI was designed as a cross-functional group to identify gaps in contract management across NYCHA's Operations division and leverage collective expertise to implement improvement projects; the initiative's initial scope is focused on Operations, which is reflected in its membership.

As an initial project, the group sought to outline and define the specific roles and responsibilities of each NYCHA staff member as pertaining to contract management. This initiative, though basic, reflects a recognition that Operations staff are often unaware of their contract management responsibilities, and that clearly defining those obligations is a prerequisite to ensuring they are performed correctly. The CMI completed this project and produced a "Roles and Responsibilities" document with detailed descriptions of the roles and responsibilities of key NYCHA personnel.

The Monitors' assessment is that additional steps are needed in defining the responsibilities of NYCHA personnel over contract management. Specifically, while certain staff members in NYCHA Operations were involved in its drafting, some of the NYCHA roles that are most involved with contract management, such as **Neighborhood Contract Managers ("NCMs")**, were not meaningfully involved in the process. Once NYCHA resolves these issues, it will need to communicate the defined roles to relevant staff, and the Monitors will work with NYCHA to develop a plan to do so.

The CMI is planning several additional improvement initiatives, including creating an online, shared contract folder system that will centralize all relevant information, including tools and resources, in a single, consolidated location so that relevant staff can more efficiently and reliably manage vendors, administer contracts, and evaluate contracts and vendor performance. NYCHA also intends to update existing training materials and conduct new training programs for contract managers.

**Neighborhood Contract Managers ("NCMs"):** NCMs are the on-the-ground staff who manage vendor relationships and monitor contract performances at the development level, including confirming contracted work is actually performed.

Additionally, at NYCHA's request, the Monitors will help with a new project to integrate the Virtual Vendor Logbook into day-to-day contract management operations. The Virtual Vendor Logbook project, launched on June 1, 2026, is intended to enhance NYCHA's vendor oversight by providing more accurate and reliable information on where vendors intend to work for the day, where they are physically present at any given moment, and historical data on where they have worked previously. Maintaining this data centrally will allow NYCHA to better assess vendor performance and take remedial measures for underperforming vendors. Moreover, it will better equip oversight departments such as Quality Assurance ("QA") to conduct spot checks of vendor work because the logbook requires vendors to indicate ahead of time where they will complete work. The CMI will oversee the Virtual Vendor Logbook's implementation, working to expand the tool's use and assist in resolving any roadblocks that may arise.

### **C. Supervisory Inspections**

As described in the Monitors' Seventh Report, NYCHA requires supervisors of both skilled trades and maintenance workers to perform inspections of work orders closed by the employees they supervise. These inspections serve dual functions: they provide an opportunity for supervisors to mentor employees, and they represent a quality assurance check on the work done across the agency.<sup>154</sup>

Over the past quarter, skilled trades supervisory inspection completion rates were 78.2% in January 2026, 75.5% in February 2026, and 78.6% in March 2026. NYCHA tracks skilled trades supervisory inspections on its Maximo IT software solution and it is ahead of schedule on upgrades to improve that tracking. Specifically, NYCHA is a month early in deploying upgrades such as automatically assigning supervisory inspection tasks to eligible supervisors, digital sign-off, mandatory photo documentation, and requiring the entry of reason codes when inspections are not performed. This enhancement has been a priority for NYCHA and the Monitors, as it will give NYCHA greater visibility into these functions. The Monitors commend NYCHA's efforts to deliver it ahead of schedule.

NYCHA is not yet able to track supervisory inspections of maintenance workers, so the Monitors are unable to report on the extent to which they occur. As previously described, maintenance worker supervisory inspections are particularly important for

NYCHA's resident services because maintenance workers conduct the day-to-day repairs necessary for improving NYCHA residents' standard of living, and these inspections are the primary method by which NYCHA ensures the quality of its repairs. NYCHA is projecting that it will implement an IT solution to track maintenance worker inspections in August 2026, months earlier than previously scheduled. The Monitors, once again, commend NYCHA's efforts to deliver this solution ahead of schedule.

#### **D. Transformation Plan Benefits Realization**

As part of its Transformation Plan, NYCHA has committed to 47 specific improvement initiatives, and the Monitors have tracked NYCHA's progress on these initiatives in their annual reports by noting whether NYCHA reports that they are complete, the Monitors' own assessment of that completion, and any related continuing improvement initiatives. But the current reporting does not effectively assess whether the initiatives are having their intended effect in improving NYCHA's services to residents and its ongoing ability to comply with other obligations under the HUD Agreement. The Monitors are working with NYCHA to improve its ability to track the benefits and utility of these initiatives in order to continually assess where additional improvements are necessary.

As a starting point for that assessment, the Transformation Plan articulates seven core objectives that guide NYCHA's organizational improvement efforts:

- **Accountability.** Ensuring all departments, staff, and vendors are responsible for their actions and outcomes;
- **Collaboration.** Promoting teamwork across departments and vendors to achieve shared goals;
- **Efficiency.** Streamlining processes to improve service delivery and operational effectiveness;
- **Transparency.** Maintaining open communication and clear reporting to all stakeholders;

- **Resident-Centric Focus.** Prioritizing improvements that directly enhance residents' quality of life;
- **Compliance.** Adhering to applicable regulations and agreements, including the HUD Agreement; and
- **Innovation.** Implementing new processes and technologies to enhance operations.

The Monitors have identified two structural opportunities to help better assess the effectiveness of the Transformation Plan. First, the Transformation Project Management Office ("TPMO") has built effective coordination and reporting functions, and there is an opportunity to build on that foundation by centralizing management of Transformation Plan initiatives and resource allocation across projects—enabling leadership to prioritize initiatives by impact and reallocate resources as needed. Second, and relatedly, the quality and availability of Key Performance Indicators ("KPIs") varies across departments, which provides an opportunity to identify best practices and implement them across the agency. For example, the Procurement Department offers a strong internal model. It maintains a robust suite of performance dashboards—including a Contract Monitoring Tool, PO-Invoice Dashboard, Encumbrances Dashboard, and VNC Lifecycle Dashboard—and actively uses these tools to assess project impact and adjust strategy. Extending this kind of practice more broadly and establishing a centralized mechanism to aggregate KPIs at the agency level would significantly strengthen NYCHA's ability to manage and demonstrate impact.

To that end, the Monitors look forward to working with NYCHA on the design and implementation of a Benefits Monitoring and Realization Framework. This framework will align existing projects with current KPIs, support the development of new KPIs, and establish a consistent methodology for assessing impact across departments. This will include compiling an inventory of existing KPIs and an assessment of how departments currently use them, followed by the collaborative development of a target vision that builds on efforts NYCHA has already undertaken in this space.







---

**ENDNOTE FOR EXECUTIVE SUMMARY**

<sup>1</sup> The total of the expended and contracted amounts exceeds funds received under CCAP to date because NYCHA contracts for the full multi-year project lifecycle, with the expectation of receiving additional funding in future fiscal years.

---

**ENDNOTES FOR SECTION I: PROPERTY MANAGEMENT**

<sup>2</sup> Agreement between the U.S. Department of Housing and Urban Development (“HUD”), the New York City Housing Authority (“NYCHA”), and New York City (“the City”), Ex. B ¶¶ 2-7, 9(a), 10, 13, 14(c), Jan. 31, 2019 (hereinafter the “HUD Agreement” or “Agreement”).

<sup>3</sup> The Monitors will also share findings from the investigations into the collapse at Mitchel Houses in future reporting, once those findings are available. At Mitchel Houses, a NYCHA development in the Mott Haven neighborhood of the Bronx, on October 1, 2025, in the early morning hours, the chimney connected to the boiler room providing heat and hot water collapsed. There were no reported injuries or fatalities from the collapse. As discussed in the Monitors’ December 2025 Report, multiple city agencies, including the Fire Department of the City of New York, the Department of Buildings, and the Department of Investigation, are investigating the cause of the chimney collapse. NYCHA stated that it is cooperating fully with these investigations. Monitors’ Report, Dec. 19, 2025, at 14.

<sup>4</sup> Agreement, Ex. B ¶ 14(c).

<sup>5</sup> As of December 31, 2025, NYCHA replaced 198 boilers at NYCHA-managed developments and transferred 698 boilers to PACT partners, who replaced at least 462 according to NYCHA. Monitors’ Report, Apr. 7, 2026, at 15-16. Under the parties’ interpretation of this provision, so long as at least 200 boilers are transferred to and addressed by PACT partners, the remaining boiler replacements could occur either at NYCHA developments or at properties transferred to PACT partners. *Id.* at 15. Because a total of 660 boilers had been replaced, including the minimum of 200 boilers that had first been transferred to PACT partners, the Monitors deemed this obligation to be complete, subject to the Monitors’ verification of PACT partners’ boiler replacements. *Id.* at 16.

<sup>6</sup> Agreement, Ex. B ¶¶ 1, 2(a); N.Y.C. Admin. Code § 27-2029(a).

<sup>7</sup> Agreement, Ex. B ¶ 2.

<sup>8</sup> *Id.* ¶ 2(a).

<sup>9</sup> This methodology determines in-apartment heating failures using residents’ verified heating complaints and the work orders NYCHA generates and then combines these heating service interruptions with planned and unplanned heating outages to assess the extent to which heating system components have failed or are not operating as intended and require servicing. See Monitors’ Report, Sept. 30, 2025, at 19-20, 148 n.16.

<sup>10</sup> NYCHA explained that issues with the heating equipment do not always result in significant losses in temperature because NYCHA buildings keep warm for many hours without adding more heat. Specifically, NYCHA explained that building insulation and the design of the heating distribution system, such as vertical risers and shared infrastructure, help buffer apartments from the immediate effects of equipment failures. As a result, according to NYCHA, even when a component of the end-to-end heating system requires servicing or is temporarily out of service, apartment temperatures may not fall below legal minimums for several hours. See *id.* at 20, 148 n.17.

<sup>11</sup> In the 2025–2026 heating season, NYCHA began implementing a procedure to measure in-apartment temperatures when responding to verified heating complaints, which the Monitors are evaluating and will provide an update on in future reporting.

<sup>12</sup> Agreement, Ex. B ¶ 2(a).

<sup>13</sup> As of April 30, 2026, according to NYCHA, there were 135,375 occupied apartments across its developments NYCHA updates the number of occupied apartments monthly. As of April 30, 2025, there were 136,543 occupied apartments across NYCHA developments.

<sup>14</sup> Unplanned heating outages often span multiple apartments or even entire buildings and have been the primary driver of heating service interruptions for residents.

<sup>15</sup> Because NYCHA does not usually conduct planned outages when outside temperatures are below 45°F, it is less likely that apartments impacted by planned outages fall below the legal minimum than apartments impacted by unplanned outages. See Monitors' Report, Sept. 30, 2025, at 16, 148 n.19.

<sup>16</sup> These complaints reflect individual apartment-level issues and do not include complaints connected to heating outages that affect an entire development, building, or line.

<sup>17</sup> Each occupied apartment is categorized based on the longest single heating service interruption it experienced during the season. For example, if an apartment had multiple outages, including one exceeding 24 hours, it is counted in the "> 24 hours" category.

<sup>18</sup> Agreement, Ex. B ¶ 2(b).

<sup>19</sup> NYCHA developments have also experienced 180 planned outages as of April 30, 2026, an increase from 146 planned outages during the same period last season. NYCHA represented that it has performed more planned outages so far this heating season because of sustained colder temperatures, which has increased the need for maintaining equipment, such as installing mobile boilers, repairing steam lines, and other significant repairs, and required performing repairs and maintenance when temperatures are below 45°F. Notably, planned outages are only recorded when heat must be legally supplied. Monitors' Report, Sept. 30, 2025, at 18.

<sup>20</sup> To provide context for the comparison to the 2021–2022 heating season, when there was a roughly equal number of unplanned outages as this season, there were 4,023 HDDs from October 1, 2021, to April 30, 2022 (October 2021: 84; November 2021: 490; December 2021: 621; January 2022: 1,026; February 2022: 765; March 2022: 639; April 2022: 398), as compared to 4,622 HDDs from October 1, 2025, to April 30, 2026 (October 2025: 198; November 2025: 500; December 2025: 941; January 2026: 1,066; February 2026: 947; March 2026: 610; April 2026: 360).

<sup>21</sup> Agreement, Ex. B ¶ 9(a).

<sup>22</sup> *Id.* ¶ 10(a).

<sup>23</sup> This methodology is similar to the interim methodology described in **Section I.1.B** & n.12. The complaint methodology used for the heat restoration obligations determines the time it took NYCHA to restore heat to affected apartments based on the work orders generated in response to residents' verified heating complaints. See Monitors' Report, Sept. 30, 2025, at 27–29, 148 n.25.

<sup>24</sup> Agreement, Ex. B ¶ 9(a).

<sup>25</sup> *Id.* ¶ 10(a). Beginning with the 2019–2020 heating season, the HUD Agreement required NYCHA to restore heat to affected apartments within 24 hours for 85% of heating service interruptions. *Id.* ¶ 9(b). Beginning with the 2024–2025 heating season, this requirement was superseded by the requirement that NYCHA restore heat to affected apartments within 12 hours for 85% of heating service interruptions. *Id.* ¶ 10(a).

<sup>26</sup> *Id.* ¶ 10(a). Beginning with the 2019–2020 heating season, the HUD Agreement required NYCHA to restore heat to affected apartments within 48 hours for 100% of heating service interruptions. *Id.* ¶ 9(b). Beginning with the 2024–2025 heating season, this requirement was

---

superseded by the requirement that NYCHA restore heat to affected apartments within 24 hours for 100% of heating service interruptions. *Id.* ¶ 10(a).

<sup>27</sup> *Id.* ¶¶ 9(c), 10(b).

<sup>28</sup> EH&S conducts investigations of some resident complaints received through NYCHA's Complaint Portal. The Monitors collaborated with EH&S to develop a methodology to identify which in-apartment heating failures EH&S will investigate.

<sup>29</sup> EH&S conducts one investigation when multiple outages result from a single event.

<sup>30</sup> Monitors' Report, Apr. 3, 2025, at 19.

<sup>31</sup> NYCHA, Heating Action Plan, Dec. 4, 2019, at 33; Agreement, Ex. B ¶ 7.

<sup>32</sup> Agreement, Ex. B ¶¶ 4-5.

<sup>33</sup> *Id.* ¶¶ 23(a), 24(a), 27, 29(a).

<sup>34</sup> *Id.* ¶¶ 24(b), 28, 29(b).

<sup>35</sup> *Id.* ¶¶ 32, 33.

<sup>36</sup> *Id.* ¶ 34(b).

<sup>37</sup> *Id.* ¶ 31.

<sup>38</sup> *Id.* ¶ 34(a). As discussed in prior reporting and noted in **Appendix A** below, NYCHA is in compliance with this obligation.

<sup>39</sup> *Id.* ¶ 34(b). The HUD Agreement also provided that the PACT developer would replace transferred elevators "as needed." *Id.* According to NYCHA, it met the requirement to transfer 150 elevators to PACT developers by August 31, 2024.

<sup>40</sup> Monitors' Report, Apr. 7, 2026, at 43. The Monitors verified that NYCHA's PACT partners modernized or replaced at least 150 elevators. *Id.* Modernizing elevators refers to replacing key equipment and electronics and refurbishing the elevator cabs.

<sup>41</sup> As of April 30, 2026, NYCHA manages 2,870 total elevators. It will continue to transfer some elevators to third-party management as more developments transition to PACT partners.

<sup>42</sup> There are fewer elevator banks with multiple elevators in this report as compared to the previous report. See Monitors' Report, Dec. 19, 2025, at 37. When developments are transferred to a third-party through the PACT program, the elevators in those developments are no longer included in measuring performance for the HUD Agreement obligations. The same applies to other elevators, not just elevator banks with multiple elevators. Changes are applied retroactively, so the same elevators currently serviced by NYCHA are assessed across years. Accordingly, measures of performance indicated in previous reports may vary slightly based on the retroactive exclusion of these transferred elevators.

<sup>43</sup> Agreement, Ex. B ¶ 24(a); see also Monitors' Report, Apr. 3, 2025, at 186 n.38. Beginning in Year 3, the HUD Agreement required NYCHA to ensure that at least 70% of elevator banks with more than one elevator have no more than one instance per year where all elevators are out of service. Agreement, Ex. B ¶ 23(a). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA ensure at least 85% of elevator banks with more than one elevator have no more than one instance per year where all elevators are out of service. Agreement, Ex. B ¶ 24(a).

<sup>44</sup> Low voltage conditions—whether from issues in the electrical grid or local electrical problems—may cause elevators to shut down automatically to prevent unsafe operation. See Monitors' Report, Sept. 30, 2025, at 41-44. Although the HUD Agreement does not exclude outages due to low voltage conditions, *i.e.* low voltage outages, from NYCHA's elevator-related obligations, the Monitors are providing data to illustrate their impact on NYCHA's elevator performance.

<sup>45</sup> Agreement, Ex. B ¶¶ 23(a), 24(a); see also Monitors' Report, Apr. 3, 2025, at 186 n.40. Unlike related obligations, this requirement was not superseded.

<sup>46</sup> By the end of Year 1, the Agreement required NYCHA to resolve 75% of no-service conditions within eighteen hours of learning of them. Agreement, Ex. B ¶ 28. Beginning in Year 5, this requirement was superseded by the requirements that NYCHA resolve at least 85% of no-service conditions within four hours of learning of them and 100% of no-service conditions within twelve hours. *Id.* ¶ 29(a).

<sup>47</sup> Agreement, Ex. B ¶ 29(a)(i). NYCHA and the Monitors agreed that this obligation should only apply to no-service conditions resulting from unplanned outages. Monitors' Report, Apr. 3, 2025, at 186-87 n.43.

<sup>48</sup> Agreement, Ex. B ¶ 29(a)(ii); see also Monitors' Report, Apr. 3, 2025, at 187 n.46. NYCHA tracks outages due to elevator rehabilitation or replacement, and the Monitors have excluded those outages from their assessment of NYCHA's performance under this obligation as permitted by the Agreement. There are two other exceptions that NYCHA does not avail itself of: NYCHA does not track whether a no-service condition falls under an exception because it had an industry-accepted repair time of longer than twelve hours or because a part was unavailable. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.

<sup>49</sup> Agreement, Ex. B ¶ 27; Monitors' Report, Aug. 21, 2024, at 253 n.246 (citing HUD and U.S. Attorneys' Office for the Southern District of New York, Letter to NYCHA and the First Monitor, July 29, 2022, at 2). There are only two exceptions to this rule—elevator replacement or rehabilitation, which can require an elevator to be out of service for weeks at a time, and a governmental agency or regulatory entity mandated outage, such as when the Department of Buildings conducts an elevator inspection. Agreement, Ex. B ¶ 27.

<sup>50</sup> Agreement, Ex. B ¶ 32.

<sup>51</sup> In 2024, residents shared that elevators were frequently being shut down without notice for preventive maintenance, which brings significant hardship for the residents. See Monitors' Report, Dec. 19, 2024, at 38-39.

<sup>52</sup> NYCHA's Standard Procedure Manual for elevator mechanics requires that, for preventive maintenance, "The elevator response team must: (a) Post one of the following elevator out of service notices, as applicable, 24 to 36 hours before the planned outage on elevator hatch doors on all floors, and indicates on the form the scheduled date the elevator will be out of service" and "Take a photo of the notice posted in the lobby using the handheld device and the upload the photo into the Maximo work order." NYCHA, Standard Procedure Manual 060:62:1 Elevator Service, Maintenance, and Repair, Nov. 22, 2019, at 22-23. This procedure was preserved in the Manual's 2022 update. Standard Procedure Manual 060:62:1 Elevator Service, Maintenance, and Repair, Oct. 19, 2022, at 24.

<sup>53</sup> During the pilot program at South Jamaica Houses, NYCHA has notified affected residents at least 24 hours in advance of taking elevators offline to conduct preventive maintenance, and NYCHA did not schedule or perform any planned outages, including those due to preventive maintenance, during the HUD Agreement-restricted hours. In addition, NYCHA spent more time working during each preventive maintenance outage, which is less disruptive to residents, and residents reported that elevator service has improved. Monitors' Report, Sept. 30, 2025, at 49-50. The Monitors will evaluate the results of the expanded pilot and provide an update in future reporting.

<sup>54</sup> Agreement, Ex. B ¶ 24(b). Beginning in Year 3, the HUD Agreement required NYCHA to ensure that at least 70% of elevator cars have no more than eight unplanned outages per year. *Id.* ¶ 23(b). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA

ensure at least 85% of elevator cars have no more than eight unplanned outages per year. *Id.* ¶ 24(b).

<sup>55</sup> *Id.* ¶ 24(b). Beginning in Year 3, the HUD Agreement required NYCHA to ensure that no elevator car have more than fifteen unplanned outages per year. *Id.* ¶ 23(b). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA ensure that no elevator car have more than twelve unplanned outages per year. *Id.* ¶ 24(b).

<sup>56</sup> *Id.* ¶ 28. NYCHA met this requirement in Year 1, and after regression in Years 2 and 3 during the COVID-19 pandemic, it reduced its response time by 10% or more in Years 4 to 6, before regressing again in Year 7. Monitors' Report, Aug. 21, 2024, at 87-88; Monitors' Report, Apr. 7, 2026, at 53. NYCHA and the Monitors agreed that this obligation should only apply to unplanned outages. Monitors' Report, Apr. 3, 2025, at 188 n.59.

<sup>57</sup> Agreement, Ex. B ¶ 29(b)(iii). NYCHA and the Monitors agreed that this obligation should only apply to unplanned outages. Monitors' Report, Apr. 3, 2025, at 188 n.62.

<sup>58</sup> Agreement, Ex. B ¶ 29(b)(iv); see also Monitors' Report, Apr. 3, 2025, at 188-89 n.65. NYCHA tracks outages due to elevator rehabilitation or replacement, and the Monitors have excluded those outages from their assessment of NYCHA's performance under this obligation as permitted by the Agreement. There is one other exception that NYCHA does not avail itself of: NYCHA does not track whether an elevator car outage falls under an exception because it has an industry-accepted repair time of longer than eighteen hours. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.

<sup>59</sup> Agreement, Ex. B ¶ 31.

<sup>60</sup> Monitors' Report, Dec. 19, 2024, at 46.

<sup>61</sup> As of April 30, 2026, NYCHA reported installing 2,199 REMS devices on its 2,870 elevators. Of these 2,199 devices, approximately 650 are newer, cloud-based devices, and approximately 1,550 are older, server-based devices. NYCHA plans to upgrade more of the server-based devices to cloud-based devices in the upcoming year.

<sup>62</sup> Agreement, Ex. B ¶¶ 35-37.

<sup>63</sup> *Id.* ¶¶ 38-39.

<sup>64</sup> *Id.* ¶¶ 41, 43-44.

<sup>65</sup> *Id.* ¶¶ 45-46.

<sup>66</sup> *Id.* ¶ 46.

<sup>67</sup> *Id.* ¶ 35.

<sup>68</sup> *Id.* ¶ 35.

<sup>69</sup> *Id.* ¶ 36.

<sup>70</sup> Monitors' Report, Apr. 3, 2025, at 49-51.

<sup>71</sup> Agreement, Ex. B ¶ 35.

<sup>72</sup> The process used to determine pest population estimates at NYCHA results in unrounded figures, as seen in the following charts. However, the figures are intended to give a sense of the estimated pest populations and whether they are increasing or decreasing over time. Therefore, rounded figures appear in text.

<sup>73</sup> Year 0 represents the year before the outset of the monitorship in 2019 (i.e., February 1, 2018 to January 31, 2019). The Year 0 pest population estimates are used as a baseline to compare the effects of the monitorship on NYCHA's pest populations in Years 1-8.

<sup>74</sup> Year 3 ended in January 2022.

<sup>75</sup> Year 5 ended in January 2024.

<sup>76</sup> Monitors' Report, Apr. 3, 2025, at 53-54; The decline in mouse, cockroach, and bed bug populations in the early years of the monitorship (particularly from Year 0 to Year 1) occurred

due to a combination of factors, including NYCHA's initial efforts to treat high-infestation apartments and early and material improvements in pest management practices.

<sup>77</sup> Agreement, Ex. B ¶ 37.

<sup>78</sup> As discussed in greater detail in the April 2025 Report, the Monitors' consulting urban entomologists caution against the conclusion that the increase in rat population (represented in the below chart as a negative percentage) was due solely to poor rat control. The scientific literature and the consulting urban entomologists' experience indicate that changes in rat activity due to the COVID-19 pandemic contributed to the increased presence of rats in residential buildings. Monitors' Report, Apr. 3, 2025, at 55.

<sup>79</sup> Agreement, Ex. B ¶¶ 38-39. As discussed in the August 2024 Report, the Monitors and the parties agreed that, under the best reading of the HUD Agreement, the response time requirements apply only to resident pest complaints in apartments (rather than in both apartment and common areas). Monitors' Report, Aug. 21, 2024, at 104.

<sup>80</sup> Agreement, Ex. B ¶ 39(a).

<sup>81</sup> *Id.* ¶ 39(b).

<sup>82</sup> *Id.* ¶ 38(d).

<sup>83</sup> *Id.* ¶¶ 43-44.

<sup>84</sup> *Id.*

<sup>85</sup> Monitors' Report, Aug. 21, 2024, at 111-12; Monitors' Report, Dec. 19, 2024, at 63-65.

<sup>86</sup> Agreement, Ex. B ¶ 38(c).

<sup>87</sup> *Id.* ¶¶ 43-44.

<sup>88</sup> Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

<sup>89</sup> Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

<sup>90</sup> Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

<sup>91</sup> Agreement, Ex. B ¶ 45.

<sup>92</sup> *Id.* ¶ 45.

<sup>93</sup> NYCHA, City Capital Action Plan, May 8, 2021, at 18.

<sup>94</sup> *Id.*

<sup>95</sup> Due to PACT conversions and site conditions at some developments, the number of Waste Yards was further reduced from 120 to 111 and the number of Interior Compactors was reduced from 1,211 to 1,197.

<sup>96</sup> Agreement Ex. B ¶¶ 15, 17, 19.

<sup>97</sup> *Id.* ¶ 20.

<sup>98</sup> A "Year" covers the period from February 1 of one year to January 31 of the next year. For example, Year 8 is the period from February 1, 2025, to January 31, 2026.

<sup>99</sup> NYCHA, Standard Procedure Manual SP 040:14:1, Mold/Mildew Control in NYCHA Residential Buildings, rev. June 11, 2024, at 18, 70.

<sup>100</sup> Agreement, Ex. B ¶ 17(a).

<sup>101</sup> *Id.* ¶ 17(b).

<sup>102</sup> This report describes the beginning of the compliance period by referencing the resident's mold complaint, and such descriptions include cases where the mold was first identified by NYCHA.

<sup>103</sup> Agreement, Ex. B ¶ 17(b).

<sup>104</sup> *Id.*

<sup>105</sup> *Id.*

<sup>106</sup> *Id.* ¶ 15(b).

<sup>107</sup> *Id.* ¶ 15(a).

---

<sup>108</sup> *Id.* ¶ 15(c).

<sup>109</sup> Agreement, Ex. B ¶ 17(c).

<sup>110</sup> *Id.*

<sup>111</sup> Monitors' Report, Dec. 19, 2025, at 89; Monitors' Report, Sept. 25, 2025, at 93.

<sup>112</sup> Monitors' Report, Dec. 19, 2025, at 89; Monitors' Report, Sept. 25, 2025, at 93.

<sup>113</sup> Monitors' Report, Dec. 19, 2025, at 89; Monitors' Report, Sept. 25, 2025, at 93.

<sup>114</sup> Monitors' Report, Dec. 19, 2025, at 89; Monitors' Report, Sept. 25, 2025, at 93.

<sup>115</sup> NYCHA breaks down backlog data by date. Although all open work orders are technically included in the backlog, approximately 56,439 work orders have been in the backlog for 15 days or more. As discussed above, the HUD Agreement requires NYCHA to remediate mold and its root causes by complex repairs within 15 days.

<sup>116</sup> Monitors' Report, Dec. 19, 2025, at 86.

<sup>117</sup> *Id.* at 93-94.

<sup>118</sup> *Id.*

<sup>119</sup> *Id.*

<sup>120</sup> Agreement Ex. B ¶ 20.

<sup>121</sup> Agreement between the U.S. Department of Housing and Urban Development ("HUD"), the New York City Housing Authority ("NYCHA"), and New York City ("the City") Ex. A ¶ 2, Jan. 31, 2019 (hereinafter the "HUD Agreement" or "Agreement").

<sup>122</sup> Agreement, Ex. A ¶¶ 8-12.

<sup>123</sup> Data classified as Year 6, 7, or 8 data refers to information tracked by Agreement year (February through January). Data classified as 2024, 2025, or 2026 refers to data tracked by calendar year (January through December).

<sup>124</sup> Agreement, Ex. A ¶¶ 9-11.

<sup>125</sup> Monitors' Report, Aug. 21, 2024, at 156.

<sup>126</sup> As previously reported, NYCHA divided its XRF testing initiatives into two phases, with Phase One prioritizing apartments where children under age six live or spend time. NYCHA has completed all attempts for testing in Phase One and Phase Two.

<sup>127</sup> Agreement, Ex. A ¶¶ 23, 25-26; Monitors' Report, Aug. 21, 2024, at 164.

<sup>128</sup> In Year 8, as of April 30, 2026, 7 EBLLs were reported by the health department to NYCHA for children under age 6 living in NYCHA developments. After NYCHA performed paint chip sampling, five of the related apartments tested negative which resulted in NYCHA contesting the violations. DOHMH accepted the contestation letter and issued a Fully Rescinded letter indicating that abatement was no longer required as a response to the EBLL.

<sup>129</sup> Agreement, Ex. A ¶¶ 23, 25-26.

<sup>130</sup> 24 C.F.R. § 35.1355(a)(2).

<sup>131</sup> The backlog includes open work orders as far back as 2018. Given limited resources, NYCHA has focused its efforts on completing the work orders open since 2022. It is specifically focused on paint remediation work orders from XRF and visual assessment work orders.

<sup>132</sup> The backlog described herein is the backlog as defined by NYCHA's "Operation Lead The Way Initiative." The goal is to make progress on reducing the backlog, which is hard to track given the dynamic universe of work orders. The backlog universe was updated by LHCD in December 2025 to reflect a refined definition of the universe. It comprises all open paint remediation work ordered derived from a 2022-2025 apartment visual assessment or XRF test. As a result, the baseline was updated from 19,835 to 19,716 work orders.

<sup>133</sup> NYCHA reports multiple reasons for its inability to successfully close all work orders, including but not limited to lack of access to the building, floor, or apartment, tenant refusal, no adult present in the apartment, or additional work still needed in the apartment.

<sup>134</sup> According to NYCHA, it may cancel work orders because the development was converted into RAD/PACT, the relevant apartment has already been abated, or the relevant apartment has since tested negative for lead.

<sup>135</sup> The graph reflects abatement data as of 05/01/2026.

<sup>136</sup> Agreement, Ex. A ¶ 8.

<sup>137</sup> Instead, the program required interim controls, which protect residents from the harms of lead paint on a more limited basis.

<sup>138</sup> 23<sup>rd</sup> Lead Exceptions Report.

<sup>139</sup> Agreement Ex. B ¶ 47.

<sup>140</sup> *Id.* ¶ 60. When the parties signed the HUD Agreement in 2019, Paragraph 60 of the Agreement reflected language from HUD's then-operative physical condition standards, UPCS. The Agreement says to follow HUD's superseding guidance on this subject. The parties agree that the superseding guidance requires NYCHA to comply with NSPIRE standards under this clause of Agreement ¶ 60.

<sup>141</sup> Monitors' Report, Aug. 21, 2024, at 191.

<sup>142</sup> 24 CFR 5.711(c)(2).

<sup>143</sup> *Id.*

<sup>144</sup> This chart includes dates beyond the February 1, 2026, to April 30, 2026, reporting period to provide as much transparency as possible regarding NYCHA's progress on complying with the terms of its extension requests.

<sup>145</sup> Agreement ¶ 60.

<sup>146</sup> The parties agree that superseding guidance requires NYCHA to comply with the NSPIRE standards under this clause of Agreement ¶ 60.

<sup>147</sup> While NYCHA does have policies and software-based controls in place to prevent corrective-maintenance work orders from being scheduled on days when NSPIRE inspections are underway at a given development, the Compliance department has identified a number of instances where such work was nevertheless completed during an NSPIRE inspection. The Monitors understand that these work orders were previously scheduled for reasons unconnected to the NSPIRE inspections and were, based on the Compliance department's investigation, neither scheduled nor completed during an inspection with the purpose of deceiving HUD about conditions at NYCHA developments. The Monitors plan to engage the parties in a discussion concerning the appropriate treatment under Paragraph 61 of the Agreement of work that is already scheduled when NYCHA is notified of an NSPIRE inspection.

---

**ENDNOTES FOR SECTION II: ORGANIZATIONAL CHANGE**

<sup>148</sup> The term “site” refers to both developments and consolidations, where a consolidation is a group of developments under shared property management ownership. For example, Sotomayor Houses is a consolidation that includes developments such as Glebe Avenue-Westchester Avenue and Justice Sonia Sotomayor Houses.

<sup>149</sup> Figures for Sotomayor reflect the period from August 17 through December 31, 2025, although MLRR work began at the site on September 22, 2025, and ramped up to the official launch date. Figures for Whitman, Ingersoll, and Red Hook East are current as of May 11, 2026. As a result, the figures for Ingersoll and Red Hook East do not include the final three weeks of completed work orders and are subject to change.

<sup>150</sup> Non-MLRR work cannot be neatly disaggregated at the development level when multiple developments are done during the same Phase because MLRR labor codes are not assigned specifically to a development.

<sup>151</sup> When work orders are pulled to establish the MLRR population—generally approximately one month prior to skilled trade workers’ deployment—NYCHA uses a 75-day age threshold. This accounts for the additional time that will elapse before skilled trades are deployed, ensuring that work orders will have aged at least 100 days by the time of deployment.

<sup>152</sup> Because the Scorecard is a rolling six-month average, full impact will take time to materialize; however, early indicators are promising. Based on data as of May 13, 2026, Red Hook East was ranked #15 out of 115 developments, reflecting an improvement of 30 positions, while Ingersoll was ranked #56 out of 115, reflecting an improvement of 46 positions. These improvements were primarily driven by significant gains in Metric 2 (percentage of skilled trade work orders over 100 days) and Metric 9 (median days to complete non-paint repairs), with Ingersoll also showing notable improvement in Metric 3 (Scheduling).

<sup>153</sup> These figures reflect the share of closed work orders recorded as closed without physical work, as of May 14, 2026. They may be refined as the process concludes.

<sup>154</sup> As noted in the Monitors’ Seventh Report, supervisory inspections are by far the main oversight function of NYCHA’s repair work. While the Quality Assurance Unit (“QAU”) does inspect some amount of randomly selected work orders, this number is small (less than 1%) and decreasing (down 23% over the last quarter).

---

## **APPENDIX**





## **Appendix A: Completed and In Compliance Requirements**

The following table summarizes the completed and in compliance requirements of the HUD Agreement. Outstanding requirements of the HUD Agreement are described in **Section I** and **Section II** of this report.

| <b>Req. No.</b>          | <b>Description</b>                                                                                                                                                                                                                                                                                                                             | <b>Status</b>                                             |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Heat</b>              |                                                                                                                                                                                                                                                                                                                                                |                                                           |
| H1-H2 (Ex. B ¶ 14(c))    | <b>Boiler Replacement:</b> NYCHA will replace or address approximately 500 boilers by December 31, 2026, with 200 to be transferred to and addressed by PACT partners, who will repair or repair boilers as needed, and the remaining boiler replacements to occur either at NYCHA developments or at properties transferred to PACT partners. | Complete<br>(Monitors' Report, Aug. 21, 2024, at 54)      |
| H3 (Ex. B ¶ 14(b))       | <b>BMS Modernization:</b> NYCHA will modernize the Building Management Systems at 44 developments by December 31, 2020. Modernization will include introducing indoor temperature sensors.                                                                                                                                                     | Complete<br>(Monitors' Report, Aug. 21, 2024, at 62)      |
| H4 (Ex. B ¶ 7)           | <b>Installation of Electronic Temperature Monitoring Devices:</b> NYCHA will install electronic temperature sensing devices sufficient to provide NYCHA a comprehensive understanding of heating conditions in 30% of apartments in 44 developments by December 31, 2020.                                                                      | Complete<br>(Monitors' Report, Apr. 3, 2025, at 19)       |
| H10 (Ex. B ¶ 9(b))       | <b>Overall Heat Restoration (2019-2024):</b> NYCHA will restore heat to affected apartments within (i) 24 hours for 85% of heating failures, and (ii) 48 hours for 100% of heating failures.                                                                                                                                                   | Superseded by H11 (Ex. B ¶ 10(a))                         |
| H12 (Ex. B ¶ 13(a), (c)) | <b>Notification to Residents of Unplanned Heating Outage:</b> Within two hours of learning of an unplanned heating outage, NYCHA will notify affected residents by robocall and also post notifications in the affected building(s) and on NYCHA's website, and also notify the Monitors.                                                      | In compliance<br>(Monitors' Report, Aug. 21, 2024, at 60) |

|                          |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H13 (Ex. B ¶ 13(b), (c)) | <b>Notification to Residents of Planned Heating Outage:</b> For planned heating outages, NYCHA will provide 48-hours' advanced notice to affected residents via robocall and also post notifications in the affected building(s) and on NYCHA's website, and also notify the Monitors. | In compliance (Monitors' Report, Aug. 21, 2024, at 61)                                                                                                                                                                                       |
| <b>Elevators</b>         |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                              |
| E1 (Ex. B ¶ 34(b))       | <b>Elevator Replacement - NYCHA:</b> By December 31, 2024, NYCHA will replace at least 275 elevators.                                                                                                                                                                                  | Complete (Monitors' Report, Apr. 7, 2026, at 43)                                                                                                                                                                                             |
| E2 (Ex. B ¶ 34(b))       | <b>Elevator Replacements - PACT:</b> By December 31, 2024, NYCHA will transfer at least 150 elevators to third-party management through the PACT program. The developer selected will replace elevators as needed, which includes modernization.                                       | Complete (Monitors' Report, Apr. 3, 2025, at 28-29)                                                                                                                                                                                          |
| E3 (Ex. B ¶ 22)          | <b>Service Interruption Data:</b> By May 31, 2019, NYCHA shall provide HUD and the Monitors with sufficient data to identify elevator service interruptions in the prior three years. This data shall be updated quarterly.                                                            | Complete and In Compliance (Monitors' Report, Aug. 21, 2024, at 91)                                                                                                                                                                          |
| E4 (Ex. B ¶ 30)          | <b>Elevator Outage Monitoring:</b> By July 31, 2019, NYCHA will institute and maintain a system that identifies every elevator outage and the start and end times of such outages.                                                                                                     | Complete (Monitors' Report Aug. 21, 2024, at 91)                                                                                                                                                                                             |
| E5 (Ex. B ¶ 31)          | <b>Remote Elevator Monitoring:</b> NYCHA will install continuous remote monitoring in at least 70% of its elevators.                                                                                                                                                                   | Complete, subject to verification (Monitors' Report, Apr. 3, 2025, at 39-40). As initially described in the Monitors' April 2026 Report, the Monitors identified connectivity issues impacting approximately 1,300 REMS devices installed to |

|                     |                                                                                                                                                                         |                                                                                                                                                                                                                                                                                           |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     |                                                                                                                                                                         | satisfy this requirement—with mechanics unable to access fault data locally for approximately 170 of those 1,300 devices. The Monitors will continue to evaluate whether this connectivity issue affects NYCHA's compliance with this obligation as NYCHA's remediation efforts progress. |
| E6 (Ex. B ¶ 23(a))  | <b>Buildings with One No-Service Condition:</b> Beginning in Year 3, 70% of elevator banks with more than one elevator will have no more than one no-service condition. | Not met; no longer operative (Monitors' Report Aug. 21, 2024, at 94)                                                                                                                                                                                                                      |
| E9 (Ex. B ¶ 23(b))  | <b>Eight Unplanned Outages:</b> Beginning in Year 3, for at least 70% of elevators, there will be no more than 8 unplanned outages per year.                            | Not met; no longer operative; (Monitors' Report Aug. 21, 2024, at 95)                                                                                                                                                                                                                     |
| E11 (Ex. B ¶ 23(b)) | <b>Fifteen Unplanned Outages:</b> Beginning in Year 3, no elevator shall have more than fifteen unplanned outages per year.                                             | Not met; no longer operative; (Monitors' Report Aug. 21, 2024, at 96)                                                                                                                                                                                                                     |
| E13 (Ex. B ¶ 28)    | <b>Reduction of Outage Duration:</b> In Year 1, NYCHA shall reduce the duration times of its elevator outages by 10%.                                                   | Complete (Monitors' Report, Aug. 21, 2024, at 87)                                                                                                                                                                                                                                         |
| E14 (Ex. B ¶ 28)    | <b>Eighteen-Hour No-Service Conditions:</b> Beginning in Year 1, 75% of no-service conditions shall be resolved within                                                  | Complete; no longer operative; (Monitors' Report                                                                                                                                                                                                                                          |

|                          |                                                                                                                                                                                                                                                                                                     |                                                        |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
|                          | eighteen hours of the time NYCHA learns of them.                                                                                                                                                                                                                                                    | Aug. 21, 2024, at 96)                                  |
| E23 (Ex. B ¶ 34(a))      | <b>Caretaker Requirements:</b> NYCHA will adopt and maintain an extended schedule for development caretakers to allow for cleaning of elevators as part of every shift.                                                                                                                             | In compliance (Monitors' Report, Aug. 21, 2024, at 76) |
| <b>Pests &amp; Waste</b> |                                                                                                                                                                                                                                                                                                     |                                                        |
| P1 (Ex. B ¶ 46(a))       | <b>Door Sweeps:</b> By March 31, 2020, NYCHA must install 8,000 door sweeps on basement doors with gaps.                                                                                                                                                                                            | Complete<br>(Monitors' Report, Aug. 21, 2024, at 103)  |
| P2 (Ex. B ¶ 46(b))       | <b>Rat Slabs:</b> By December 31, 2020, NYCHA must install 50 rat slabs.                                                                                                                                                                                                                            | 100%                                                   |
| P3 (Ex. B ¶ 46(c))       | <b>Full-Time Exterminators:</b> NYCHA will dedicate 20 full-time exterminator staff to conduct ongoing comprehensive preventive maintenance treatments in public spaces for developments within designated areas of New York City with high levels of rat activity.                                 | Complete<br>(Monitors' Report, Aug. 21, 2024, at 104)  |
| P4 (Ex. B ¶ 46(d))       | <b>Bulk Crushers:</b> By December 31, 2022, NYCHA must install exterior bulk crushers or retrofit exterior compactors with auger bulk crushers at ten developments.                                                                                                                                 | Complete<br>(Monitors' Report, Aug. 21, 2024, at 104)  |
| P5 (Ex. B ¶ 38(d))       | <b>Pest Sensitive Unit Procedure:</b> By January 31, 2021, NYCHA must develop an action plan that, among other things, establishes a procedure for informing residents of a process through which residents may notify NYCHA if anyone residing in an apartment has an applicable health condition. | Complete<br>(Monitors' Report, Aug. 21, 2024, at 108)  |
| P6 (Ex. B ¶ 41)          | <b>Targeted Relief for Infestations:</b> By October 31, 2019, for any apartment that has more than one pest infestation complaint within 12 months, NYCHA shall have a professional using IPM techniques evaluate the apartment, the immediately                                                    | Complete<br>(Monitors' Report, Aug. 21, 2024, at 103)  |

|                     |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                 |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | adjacent apartments, and the immediately adjacent common areas within 30 days to identify issues specific to the apartment that contributed to the recurrence. Within the following 30 days, NYCHA must address the issues using IPM techniques.                                                   |                                                                                                                                                                                 |
| P7 (Ex. B ¶ 35)     | <b>Pest Population Protocols:</b> The Monitors shall establish reasonable protocols by which IPM professionals can develop and provide reliable estimates, at least quarterly, of the pest populations at each NYCHA development by October 31, 2019.                                              | Complete<br>(Monitors' Report, April 3, 2025, at 49-51)                                                                                                                         |
| P9 (Ex. B ¶ 36)     | <b>Pest Population Reduction Requirements I:</b> Beginning in Year 3, NYCHA shall achieve (i) a 50% reduction in its rat population; (ii) 40% reduction in its mouse and cockroach populations; and (iii) a percentage reduction in its bed bug population determined by the Monitor. <sup>1</sup> | Partially Met; no longer operative.<br><br>Met: Bed Bug - 62%<br><br>Not Met:<br>Rat - 10%<br>Mouse - 41%<br>Cockroach - 56%<br><br>(Monitors' Report, April 3, 2025, at 54-55) |
| P12 (Ex. B ¶ 38(a)) | <b>Rat Response I:</b> By January 31, 2021, NYCHA shall respond to (i) 75% of rat complaints within two business days and (ii) to all rat complaints within five calendar days.                                                                                                                    | Not met; no longer operative<br><br>(i): 65%<br>(ii): 75%<br><br>(Monitors' Report, Aug. 21, 2024, at 105-06)                                                                   |
| P13 (Ex. B ¶ 38(b)) | <b>Other Pest Response I:</b> By January 31, 2021, NYCHA shall respond to (i) 75% of all other pest complaints within seven calendar days and (ii) all other pest complaints within ten calendar days.                                                                                             | Not met; no longer operative<br><br>(i): 44%<br>(ii): 51%                                                                                                                       |

<sup>1</sup> After consulting with the urban entomologists, the Monitors determined that the bed bug population should also be reduced by 40% by the end of Year 3.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         |                                                                                                                                                                                                                                                                                                                                                                                                     | (Monitors' Report, Dec. 19, 2024, at 60-61)                                                                                                                                                                                                                       |
| P17 (Ex. B ¶ 38(d))     | <b>Pest Sensitive Unit Response:</b> By January 31, 2021, NYCHA shall provide expedited response and application of pest control methods in cases where NYCHA is aware that a resident of the apartment has a condition generally recognized as being caused or exacerbated by exposure to pest infestations.                                                                                       | In compliance (Monitors' Report, Aug. 21, 2024, at 108)<br><br>In the third quarter of Year 7, the difference between response times in Pest Sensitive Units and non-Pest Sensitive Units was a few hours, but the overall response times for both have improved. |
| <b>Mold &amp; Leaks</b> |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                   |
| M1 (Ex. B. ¶ 19)        | <b>Resident Not Home Mold Work Orders:</b> NYCHA will not close any mold, flood, or leak from above work orders as "Resident Not Home."                                                                                                                                                                                                                                                             | In compliance (Monitors' Report, Aug. 21, 2024, at 144)                                                                                                                                                                                                           |
| <b>Lead</b>             |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                   |
| L1 (Ex. A ¶ 4(a))       | <b>Report Identifying Lead-Paint Developments and Apartments:</b> NYCHA shall provide the United States with a report identifying all developments that were built prior to January 1, 1978, and are not exempt pursuant to 24 C.F.R. § 35.115, as a result of an inspection, an abatement, or otherwise, as well as any apartments in those developments that are not exempt ("lead-paint units"). | Complete (Monitors' Report, Aug. 21, 2024, at 155-56)                                                                                                                                                                                                             |
| L2 (Ex. A ¶ 4(b))       | <b>Report Identifying Lead-Paint Apartments with Children:</b> NYCHA shall provide a report (the "Immediate Action List") identifying lead-paint units that NYCHA "had reason to believe are                                                                                                                                                                                                        | Complete (Monitors' Report, Aug. 21, 2024, at 155-56)                                                                                                                                                                                                             |

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                  | occupied or routinely visited by a child under the age of 6.”                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |
| L3 (Ex A ¶ 5(a)) | <b>Immediate Visual Assessments:</b> Perform at least one visual assessment in accordance with 24 C.F.R. § 35.1355 of each apartment on the Immediate Action List, except insofar as the apartment received a compliant visual assessment within the preceding months.                                                                                                                                                                                                                                                                                                               | Substantially complete <sup>2</sup><br>(Monitors’ Report, Aug. 21, 2024, at 155-56) |
| L4 (Ex A ¶ 5(b)) | <b>Elimination of Lead-Based Paint Hazards:</b> Eliminate any lead-based-paint hazards in apartments identified on the Immediate Action List using interim controls in accordance with 24 C.F.R. § 35.1330, or through abatement in accordance with 24 C.F.R. § 35.1325.                                                                                                                                                                                                                                                                                                             | Substantially complete <sup>3</sup><br>(Monitors’ Report, Aug. 21, 2024, at 155-56) |
| L5 (Ex. A ¶ 6)   | <b>Exemption Documentation:</b> Provide the United States with documents sufficient to show NYCHA’s basis for claiming that particular developments are exempt.                                                                                                                                                                                                                                                                                                                                                                                                                      | Complete<br>(Monitors’ Report, Aug. 21, 2024, at 155-56)                            |
| L7 (Ex. A ¶ 19)  | <b>EBLL Risk Assessment:</b> Within 30 days of appointment of the Prior Monitor, provide the Prior Monitor a list (the “EIBLL/EBLL-Triggered Risk Assessment List”) of “all units, common areas servicing such units, and developments in which neither an environmental investigation nor a risk assessment was performed since the date of “the reporting to NYCHA (if on or after July 13, 2017) of a case of a child under age six with an EBLL, or the reporting to NYCHA (if before July 13, 2017) of a case of a child with an EBLL living in such apartment and development. | Complete<br>(Monitors’ Report, Aug. 21, 2024, at 164-65)                            |

<sup>2</sup> This obligation relates to apartments on the Immediate Action List. NYCHA completed 99% of the visual assessments required for the Immediate Action List. The outstanding visual assessments have been encompassed by NYCHA’s broader CU6 efforts. Thus, the Monitors consider this obligation substantially complete and will not be tracking progress against it in future reports.

<sup>3</sup> This obligation relates to apartments on the Immediate Action List. Although NYCHA was not able to fully comply with certain interim controls required by the regulations for the Immediate Action List, its efforts to comply with those obligations have been encompassed by NYCHA’s broader CU6 efforts. Thus, the Monitors consider this obligation substantially complete and will not be tracking progress against it in future reports.

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                          |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| L8 (Ex. A ¶ 20)  | <p><b>Environmental Investigations:</b> After providing the Prior Monitor the EIBLL/EBLL-Triggered Risk Assessment List, within a timeframe acceptable to the Monitor, confirm that the New York City Department of Health and Mental Hygiene performed an environmental investigation in any apartment and common areas servicing that apartment identified in the EIBLL/EBLL-Triggered Risk Assessment List.</p> <p>To the extent the Department of Health and Mental Hygiene has not done so, NYCHA was required to perform such environmental investigation within a timeframe acceptable to the Monitors.</p> | Complete<br>(Monitors' Report, Aug. 21, 2024, at 164-65) |
| L9 (Ex. A ¶ 21)  | <p><b>Abatement of EBLL Apartments:</b> After issuing or receiving the report of the environmental investigation, within a timeframe acceptable to the Monitors, complete the abatement of identified lead-based-paint hazards in accordance with 24 C.F.R. § 35.1130(c) and 35.1325.</p>                                                                                                                                                                                                                                                                                                                          | Complete<br>(Monitors' Report, Aug. 21, 2024, at 164-65) |
| L10 (Ex. A ¶ 22) | <p><b>Risk Assessment of EBLL Buildings:</b> Perform risk assessments for all other apartments in the building in which a child under age six resides or is expected to reside on the date lead-based-paint hazard reduction is complete, and common areas servicing those apartments in the developments identified in the EIBLL/EBLL-Triggered Risk Assessment List, within a timeframe acceptable to the Monitors.</p>                                                                                                                                                                                          | Complete<br>(Monitors' Report, Aug. 21, 2024, at 164-65) |
| L11 (Ex. A ¶ 24) | <p><b>Information Sharing:</b> No later than 60 days after the execution of the Agreement, enter into a written agreement with the NYC Department of Health and Mental Hygiene resolving any barriers to the sharing of information relating to resident children's blood lead levels necessary for NYCHA to make disclosures to HUD.</p>                                                                                                                                                                                                                                                                          | Complete<br>(Monitors' Report, Aug. 21, 2024, at 164-65) |

|                     |                                                                                                                                                                                                                                                                        |                                                       |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| L12 (Ex. A ¶ 30(a)) | <b>One-time Certification:</b> Submit to the United States a statement describing compliance with priority action obligations within 120 days of the Effective Date.                                                                                                   | Complete (Monitors' Report, Aug. 21, 2024, at 155-56) |
| L13 (Ex. A ¶ 33(a)) | <b>Sample Kit:</b> Display a sample kit of the supplies needed to complete an RPP work order in all 139 storerooms by January 31, 2019.                                                                                                                                | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L14 (Ex. A ¶ 33(b)) | <b>RRP Supplies:</b> Issue a minimum of one kit of RRP supplies to RRP-certified staff daily by February 28, 2019.                                                                                                                                                     | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L15 (Ex. A ¶ 33(c)) | <b>IT Upgrades:</b> Enhance work order system to automatically create a "dust wipe" work order if an RRP work order is generated by February 28, 2019.                                                                                                                 | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L16 (Ex. A ¶ 33(d)) | <b>Dust-Control Training:</b> Select a vendor to supplement the EPA's RRP training with practical training on dust-control measures to simulate a range of working conditions by March 31, 2019, and train substantially all RRP-certified staff by December 31, 2019. | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L17 (Ex. A ¶ 33(f)) | <b>Visual Assessment Training:</b> Train all maintenance workers to perform lead-based paint visual assessments by September 30, 2019.                                                                                                                                 | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L19 (Ex. A ¶ 33(g)) | <b>Painting Contracts:</b> Secure additional, dedicated painting contracts for the Healthy Homes Department to exclusively focus on remediation by December 31, 2019.                                                                                                  | Complete (Monitors' Report, Aug. 21, 2024, at 158-60) |
| L29 (Ex. A ¶ 17)    | <b>Lead-Based Paint Deficiencies Identified During Visual Assessments:</b> Control deteriorated lead-based paint identified by visual assessments in compliance with federal regulations.                                                                              | Complete                                              |
| <b>Inspections</b>  |                                                                                                                                                                                                                                                                        |                                                       |
| I1 (Ex. B ¶ 49)     | <b>Annual Inspections Action Plan:</b> By May 31, 2019, NYCHA must submit an Action                                                                                                                                                                                    | Complete (Monitors' Report,                           |

|  |                                                                                                                                                                                          |                         |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
|  | Plan for complying with the requirements to conduct annual inspections and perform minor repairs, including procedures for completing on-site repairs and scheduling subsequent repairs. | Sept. 30, 2025, at 125) |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|



## **GLOSSARY**



Certain terms used in the Monitors' report are defined below. Each entry notes the section in which it appears.

**Apply:** Under the definition agreed to by the First Monitor and NYCHA, this is the time from the moment a complaint is verified to the moment that NYCHA staff completes the initial work order for inspection and initial treatment. Typically, the same NYCHA staff member who responds to the initial work order applies the initial pest control treatment during the same visit. Application of pest control methods should take, on average, 45 minutes. **(Pests & Waste)**

**Baez v. NYCHA, No. 13 Civ. 8915 ("Baez"):** *Baez* is a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture. NYCHA settled *Baez* in 2014. The resulting consent decrees impose various requirements on NYCHA that are similar but not identical to the HUD Agreement obligations and aim to help NYCHA effectively remediate mold and moisture in a timely manner. **(Mold & Leaks)**

**City Capital Action Plan ("CCAP"):** Under the HUD Agreement, New York City must provide \$2.2 billion in capital funding to NYCHA over a ten-year period starting in 2019 (\$250 million per year for the first four years, and \$200 million per year for the final six years). These funds are committed to capital projects and can only be spent pursuant to an Action Plan. The City Capital Action Plan was approved by the First Monitor on May 8, 2021, and was amended in September 2023. **(Pests & Waste)**

**Consolidation:** A group of developments managed by the same property management office. **(Pests & Waste)**

**Elevated Blood Lead Level ("EBLL"):** EBLL is a confirmed concentration of lead in the blood of a child under age six equal to or greater than 3.5 micrograms per deciliter. **(Lead)**

**Fixture Removal:** Fixtures, including cabinetry, sheet rock, or floor tiles, that have been damaged by mold must be removed. **(Mold & Leaks)**

**Heating Outage:** A failure of the central heating system that prevents the system from delivering heat to multiple apartments. It does not include

instances when heat is not being provided only to an individual apartment, such as when a single radiator malfunctions. **(Heat)**

**Heating Service Interruption:** This term consists of heating outages and in-apartment heating failures. **(Heat)**

**In-Apartment Heating Failures:** Conditions where the heating system inside an apartment does not function properly due to issues with in-apartment components such as convectors, distribution pipes or related parts, like clogged traps, that require cleaning to restore proper heating. **(Heat)**

**Independent Data Analyst ("IDA"):** The IDA is an entity appointed under Baez Consent Decree to help the parties and Special Master develop a reporting system to track NYCHA's compliance with its obligations under Baez. The IDA is also tasked with reviewing and confirming the accuracy of the reporting and recommending improvements. **(Mold & Leaks)**

**Independent Mold Analyst ("IMA"):** The IMA is an entity appointed under the Baez Consent Decree to perform quality assurance by inspecting a certain number of randomly selected apartments on a quarterly basis. The IMA also reports on its findings and makes recommendations for improved compliance. **(Mold & Leaks)**

**Integrated Pest Management ("IPM"):** An environmentally friendly, commonsense approach to pest control. Unlike traditional pest management, which involves the routine application of pesticide, IPM focuses on the prevention of pests and uses pesticide only as needed. It involves multiple forms of pest controls, and has a four-tier approach: (1) identify pests and monitor progress; (2) set action thresholds; (3) prevent pests; and (4) control pests. **(Pests & Waste)**

**Leak Standard Procedure ("Leak SP"):** A standardized process for identifying, tracing, and addressing the root causes of leaks across all NYCHA developments. **(Mold & Leaks)**

**Low Voltage Conditions:** Outages that result from low voltage conditions. Low voltage conditions refer to when an elevator is not receiving enough voltage to continue operating.

Many elevators (including NYCHA's) cannot operate at lower voltages. Elevators need a steady supply of electricity to run safely. When the electrical voltage drops too low, the elevator's motor does not have enough power to move the elevator car, and the safety systems automatically shut the elevator down to prevent damage or unsafe operation. Low voltage conditions can occur from widespread (e.g., a grid goes down) or local (e.g., a transformer blows) electrical issues. Low voltage conditions generally require an electrician to resolve the issue at the source of the problem. In responding to all outages, NYCHA mechanics will take voltage readings to confirm if the outage is due to low voltage conditions. **(Elevators)**

**Mandatory Minimum Temperature:** From October 1 to May 31 (the "Heating Season"), during the day (6:00 a.m. to 10:00 p.m.), apartments must be at least 68°F when the outside temperature is below 55°F, and at least 62°F at night (10:00 p.m. to 6:00 a.m.) regardless of the outside temperature. **(Heat)**

**Modernization:** Modernizing elevators refers to replacing key equipment and electronics and refurbishing the elevator cabs. **(Elevators)**

**Mold and Leaks Scorecard:** The Scorecard consolidates eleven key mold and leak metrics into a single overall grade used to rank developments' relative performance across NYCHA. The Scorecard is updated twice weekly and is used to measure improvements across developments. **(Organizational Change)**

**Mold Cleaning:** To clean mold, NYCHA staff or a vendor apply a mold-specific cleaning detergent and disinfectant with as-needed manual mold removal with a brush. **(Mold & Leaks)**

**Mold Inspector:** A mold inspector is a Property Maintenance Supervisor, Assistant Property Maintenance Supervisor, Property Manager, or Maintenance Worker who is trained and authorized to perform initial mold inspections. A mold inspector must complete the Mold Inspector and Building Sciences Trainings before performing such inspections. **(Mold & Leaks)**

**Neighborhood Contract Managers ("NCMs"):** NCMs are the on-the-ground staff who manage vendor relationships and monitor contract performances at the development level,

including confirming contracted work is actually performed. **(Organizational Change)**

**No-Service Condition:** The HUD Agreement defines "no-service conditions" to include only a situation where all elevators are out of service at one *building*. However, NYCHA, HUD, and SDNY have agreed that it is consistent with the purpose of the Agreement for "no-service conditions" to also include a situation where all elevators that serve an apartment are out of service, which generally means all elevators in one *bank* are out of service. For example, a single building may have one bank of elevators that serves the northern half of the building, and a second bank of elevators that serves the southern half of the building. If all of the elevators that serve the northern half of the building stop working, that would be considered a no-service condition because the apartments on the northern half of the building cannot be accessed by elevator, even though other elevators in the building continue to function. **(Elevators)**

**Other Pests:** Under the HUD Agreement, the term "other pests" refers to mice, cockroaches, and bed bugs. **(Pests & Waste)**

**Pests:** Under the HUD Agreement, the term "pests" refers to rats, mice, cockroaches, and bed bugs. **(Pests & Waste)**

**Pest Standard Procedure ("Pest SP"):** The Pest SP provides instructions to NYCHA staff on how to implement and comply with preventative and responsive measures to control pest infestations. It also creates protocols to protect the health of residents, employees, and vendors when removing and reducing pest activity using IPM techniques. **(Pests & Waste)**

**Remote Elevator Monitoring Systems ("REMS"):** REMS provide continuous real-time monitoring by tracking elevator performance through sensors that detect faults and generate fault codes. The local elevator motor room receives the fault codes in a fault log, then transmits the codes to either physical servers at the central office of NYCHA's Elevator Service and Repair Department ("ESRD") for older REMS devices ("server-based"), or to a cloud-based monitoring system for newer REMS devices ("cloud-based"), where the data can be accessed and used to coordinate responses, generate work orders, and monitor elevator performance offsite. **(Elevators)**

**Verified Heat Complaints:** Resident heat complaints where a NYCHA employee must perform work within an apartment to resolve the condition. **(Heat)**

**Work Plan:** A work plan is a document that a mold inspector generates after their inspection, containing a description of the inspection and root cause findings, a list of next steps to address the mold and its root cause, and instructions on how to prevent mold and its root cause in the future. Under the Mold Standard Procedure, a work plan is automatically generated following a verified mold inspection. **(Mold & Leaks)**

**X-Ray Fluorescence ("XRF") Testing:** XRF testing is a non-destructive analytical technique that uses X-rays to determine the elemental composition of a material, including to determine whether lead is present. **(Lead)**