

# RESIDENT ROUNDTABLE MONTHLY MEETING

Thursday, October 20<sup>th</sup> 6-8 PM

New York City Housing Authority (NYCHA)





Hello,

Welcome to NYCHA's  
**Resident Roundtable**  
meeting!



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# AGENDA

- NYCHA's Upcoming Annual Resident Survey –
  - **Dylan Sandler, Senior Program Manager, Office of the VP | Strategy & Operations**
- Flood Resiliency and Preparation –
  - **Dupree Morrison, Emergency Management and Services Department**
  - **Steven Sacaccio, Deputy Director, A&CM CP Recovery & Resilience Program**
- NYCHA Resident Roundtable Sub-Committee Overview
- NYCHA Resident Roundtable Sub-Committee Selection

# NYCHA's Upcoming Annual Resident Survey

**Dylan Sandler, Senior Program Manager,  
Office of the VP | Strategy & Operations**

# Flood Resiliency and Preparation

**Dupree Morrison,  
Administrative Housing Superintendent,  
Emergency Management and Services Department**

**Steven Sacaccio, Deputy Director,  
A&CM CP Recovery & Resilience Program**

## Preparedness points/resources for residents.

All links below are for NYCEM's sites; we often rely on their messaging for Coastal Storm preparedness. We sometimes remind folks that NYCHA residents are NYC residents, so all NYC info regarding evacuation and preparedness is relevant to them.

- **Know Your Zone:** To find out if your building is in a hurricane evacuation zone, visit the NYC Hurricane Evacuation Zone Finder [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) or call 311.
  - Information on your building's zone should also be posted in your lobby.
- **Make a Plan:** Create a hurricane disaster plan and learn how to secure your home before a storm. Visit NYC's [Ready NY](https://nyc.gov/ready-ny) site for more info.
  - Make sure your important information needed is readily available.
- **Gather Supplies:** Create a Go Bag for you and your family in the event you need to evacuate quickly.
  - You should also stock enough non-perishable food, water, and other supplies for your household to last for several days in case of an emergency.
- **Stay Informed:** Sign up for Notify NYC, New York City's official source for information regarding emergency events and important City Services. Visit [NYC.gov/notifynyc](https://nyc.gov/notifynyc) or Call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)

# Labeling and Identification of Flood Components

LABEL ON FLOOD COMPONENT

Building Number

01

Location

BE02

Barrier Number

BW02

266 01 BE02 BW02 DPL  
01 BE02 BW02

LABELS ON DEPLOYMENT LOCATION



FLOOD PROTECTION EQUIPMENT LOCATION MAP



\*Entrances will also be labeled



RECOVERY & RESILIENCE

NYCHA'S SUPERSTORM SANDY RECOVERY PROGRAM



# Flood Protection Equipment Location Map Legend

**RED**  
(flood barrier)



**BLUE**  
(Flood door)



**GREEN**  
(Rescue Stair)



**YELLOW**  
(Removable Post)



**RECOVERY — & — RESILIENCE**  
NYCHA'S SUPERSTORM SANDY RECOVERY PROGRAM



# Flood Protection Equipment Location Map Legend

**BROWN**  
(FRP)



**BLUE**  
(Seepage Barrier)



**RECOVERY — & — RESILIENCE**  
NYCHA'S SUPERSTORM SANDY RECOVERY PROGRAM



# **Resident Roundtable Sub-Committee Overview**

The Roundtable will comprise of four Subcommittees:

**Safety & Security**

**Resident Satisfaction & Oversight**

**Development Outreach & Beautification**

**Resident Services & Engagement**



# **Safety & Security**

- **Design specifications**
  - Security Gates
  - Lighting
  - CCTV System
    - Pilot CCTV changes to give PM the ability to view development windows, as well as trash chutes
    - Review the existing security/CCTV system and solicit design ideas to be incorporated into the 5-year Capital Plan and modernization programs
- **Homeless squatters and mental health support**
- **Partnership with NYPD (foot patrols/car patrols)**
- **Flood resiliency and preparedness**

# **Resident Satisfaction & Oversight**

- **Contractor Accountability**
  - Review how NYCHA holds vendors accountable and the Procurement Department's strategies to improve services and materials for residents
- **Quality Assurance Sampling**
  - Review the Quality Assurance Department's work order sampling program and solicit ideas for more strategic sampling
- **Work Order Reform**
  - Create a post work order survey to collect resident feedback on repair quality, customer service, satisfaction with materials, and other data points
  - Update MyNYCHA app to include the following details in work orders:
    - Name of the staff
    - Ticket number
    - Date and time range
    - Repair and/or inspection details



# ***Development Outreach & Beautification***

## **Public Spaces (Common areas and outdoors)**

- Develop a strategy to engage how spaces are utilized, including bringing in TA Presidents to advise on swing spaces
- **Tenant Volunteerism**
  - Review existing models of tenant volunteerism as an extension of the ongoing waste management engagement and solicit expansion or additional pilot ideas
- **Outdoor Seating**
  - Review the current state of outdoor seating at NYCHA developments and the design standards for Connected Communities and modernization programs
- **Waste Management**
  - Review pilot findings and monitor assessments to strategize how else to solve the problem of small hopper doors
  - Develop and send guidance on rules and procedures when tenants fail to dispose of trash properly. In the process, evaluate (a) penalty process and prospect of fining residents for improper disposal and (b) requiring annual tenant sign off of disposal policies and/or highlights of house rules document

# **Resident Services & Engagement**

## **Customer Service and Engagement**

- Conduct a third-party training for each Property office, using a mix of City resources and budget, on the following: (Customer Service, Conflict Resolution, Mental Health Awareness, Crisis Management)

### ● **CBO and Resident Services**

- Explore opportunities for additional CBO outreach, resident services access, and incentives programs

### ● **Property Management Participation**

- Strategize on how Property Management can participate in regular resident outreach events

### ● **Resident Case Management System**

- Design and User Acceptance Testing for the Implementation of the Resident Case Management System

### ● **IT Upgrades**

- Publish guidance on the MyNYCHA app regarding how to escalate IT issues and how to access MyNYCHA app, potentially with how-to video tutorials
- Upgrade kiosks
- Expand the Polo Grounds digital signage to other developments.

# Roundtable Subcommittee Selection

**ALL members will be assigned to one of the four Subcommittees**

- 32 Members, 8 Members in each Subcommittee
- Subcommittee Selection is via Randomizer (*for fairness*)
- All Members are on the Randomizer
- Names selected one at a time until all 32 are called
- Subcommittees assigned one by one

# Roundtable Subcommittee Selection

## Subcommittee Meetings

- Once per month (beginning in November)
- Mandatory
- Internal meetings without NYCHA (once per month)
- Assignment and Outreach in your focused area



# Next Steps



**Resident Survey Feedback**

**Subcommittee Meeting Poll (via email)**

**Subcommittee Meetings**

**Roundtable Meeting: Thursday, November 17<sup>th</sup> at 6PM**