

RESIDENT ROUNDTABLE MONTHLY MEETING

Thursday, September 9th 6-8 PM

New York City Housing Authority (NYCHA)



Hello Resident
Roundtable members ,
welcome to the
Resident Roundtable
September meeting!

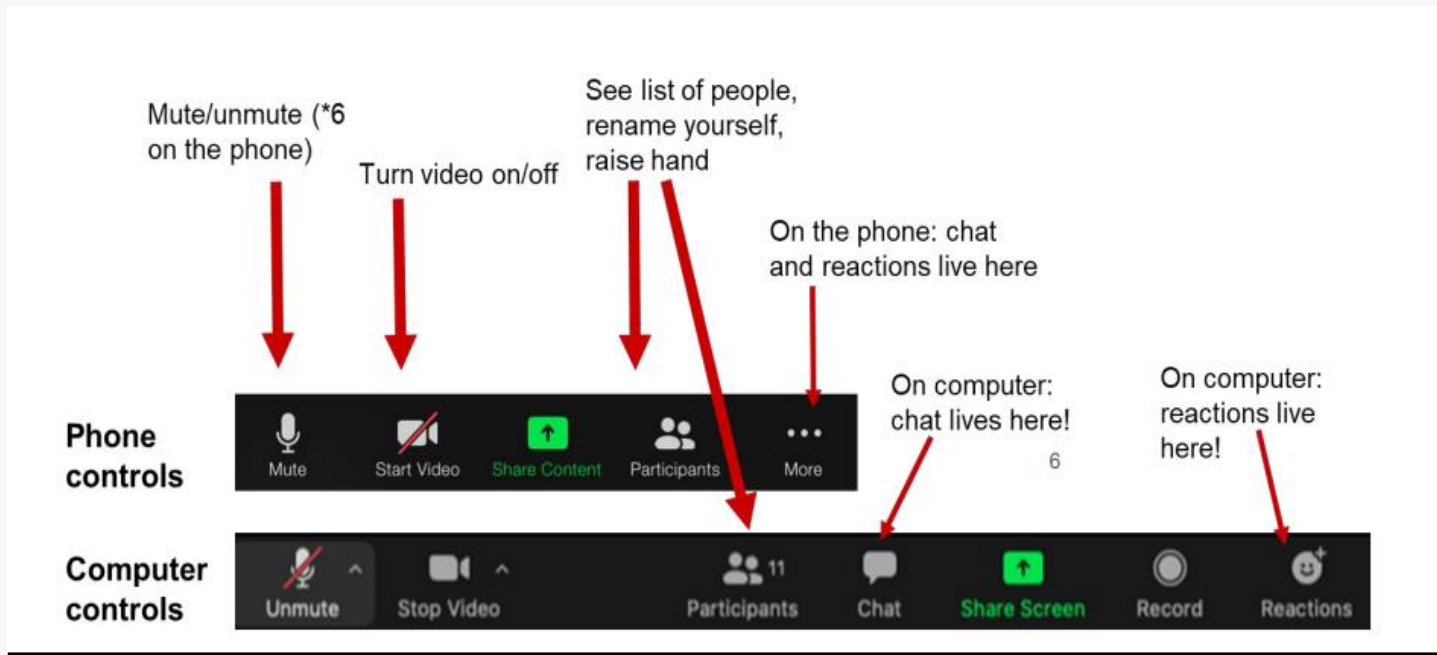


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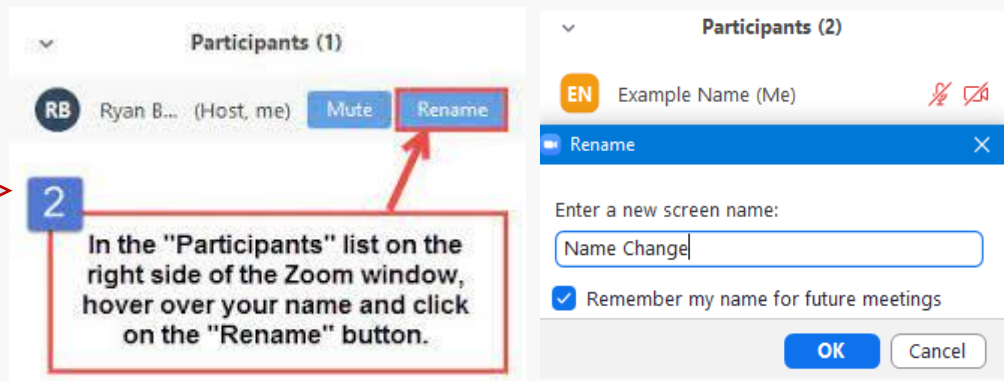
Agenda

- Welcome!
- Refresh: Zoom 101
- Transition of Resident Roundtable Project Manager
- October in-person meeting update
- Reminders:
 - Resident Roundtable Inbox
 - Subcommittee Liaisons
- Resident Survey 2021 Feedback
- Property Managers List
- Outreach Strategies
- Breakout rooms: time with your subcommittees
- Full group discussion
- Next steps
- Q&A

Refresh: Zoom Tech 101



Changing Your Name on Zoom to FNAME LNAME



October in-person Meeting

- NYCHA is scheduled to host an in-person meeting for the October Resident Roundtable gathering.
- **Date & Time:** October 14, 2021, 6PM – 8PM
- **Location:** 90 Church Street, 5th Floor Ceremonial Room, New York, NY 10007
- NYCHA in-person meeting guidelines effective August 2, 2021:
 - NYCHA employees, regardless of vaccination status, must wear face coverings while indoors at NYCHA developments and central offices.
 - Visitors to NYCHA development management offices and central offices, regardless of vaccination status, must wear face coverings while indoors.
 - All unvaccinated persons should maintain physical distancing at NYCHA developments and central offices.
- An online/virtual meeting option will also be available for Oct. 14th for those who prefer to join via Zoom

Resident Roundtable Communications

- Send Resident Roundtable-related questions, comments and recommendations to NYCHA using this dedicated email address: (resident.roundtable@nycha.nyc.gov).
- The Resident Roundtable mailbox is monitored on week days during regular business hours by multiple NYCHA staff who serve on the subcommittees
- Emails sent to the Resident Roundtable mailbox are typically responded to within one business day or sooner.

Subcommittee Liaisons

- Safety & Security Subcommittee:
 - ***Samantha Rogers***, Liaison
- Quality of Life Subcommittee:
 - ***Rayford Hooks***, Liaison
- Management Practices:
 - ***Tischelle George***, Liaison
- Quality Assurance Subcommittee:
 - ***Luis J. Sánchez***, Liaison

Resident Survey 2021 (Feedback)

NYCHA is working to transform our operations and service to our residents. As part of our agreement with HUD, we released the Transformation Plan in March 2021 and are now working to implement various initiatives from the Plan.

Last year we released a survey that solicited resident feedback on the current conditions at their property as well as ideas for how NYCHA could safely resume operations given COVID precautions.

Each year we want to check back with our residents and see if your opinions have changed, if you have new ideas, or specifically new needs that we need to understand in order to serve you best.

We would like to get your feedback on the questions contained in the survey.

Resident Survey 2021 (Feedback)

Using a scale of Excellent to Poor, please rate the following:

- 1. The overall condition of your apartment:

Excellent Good Fair Poor

- 2. The overall condition of your building:

Excellent Good Fair Poor

- 3. The overall condition of your development:

Excellent Good Fair Poor

- 4. The overall process of completing your annual review:

Excellent Good Fair Poor

- 5. The overall process for completing repairs:

Excellent Good Fair Poor

- 6. The customer service and professionalism you receive from your Management Office:

Excellent Good Fair Poor

- 7. The customer service and professionalism you receive from your maintenance and repair staff:

Excellent Good Fair Poor

Resident Survey 2021 (Feedback)

- 8. Currently, what issues do you face within your apartment? Check all that apply.
 - *Pests *Mold *No Hot Water *No Heat *Leak
 - *Other Repairs (Plastering, Painting, Lock Issues, etc.)
 - *I don't currently need a repair in my apartment
- 9. I am willing to allow NYCHA employees or vendors to enter my apartment when I am not home in order to complete a repair:
Strongly agree Agree Neutral Disagree Strongly disagree
- 10. If NYCHA conducted an inspection virtually, I or someone in my household has a smartphone or tablet with video functionality that I could use to guide the inspection:
Yes No
- 11. I require translation services to properly speak with NYCHA employees when they come to my door:
Yes No

Resident Survey 2021 (Feedback)

- 12. Please select your preferred language.

Drop Down Menu to select Language

- 13. I have access to a broadband network (cable or wifi) in my apartment:

Yes No

- 14. Please select why you do not have access to a broadband network (cable or wifi) in your apartment. (Check all that apply).

Do not want/need it

Do not know how to get it

Poor coverage/service

Privacy/security concerns Too difficult to install

Too expensive

Other (please specify)

- 15. I use the MyNYCHA app on my phone or tablet for requesting work orders (repairs):

Yes No

- 16. I submitted an interim recertification in the last 3 months:

Yes No

Resident Survey 2021 (Feedback)

- 17. I submitted a rent hardship request in the last 3 months:
Yes No
- 18. I am proud to call my development home:
Yes No
- 19. I feel safe at my development:
Yes No
- 20. I would recommend living in my building to a friend or family member:
Yes No
- 21. I support NYCHA's efforts to improve building conditions through the RAD/PACT program:
Strongly agree Agree Neutral Disagree Strongly disagree
- 22. I support NYCHA's efforts to improve building conditions through the Blueprint for Change:
Strongly agree Agree Neutral Disagree Strongly disagree
- 23. I believe NYCHA successfully engages residents on key initiatives like the Blueprint for Change, the Transformation Plan, and the RAD/PACT program.
Strongly agree Agree Neutral Disagree Strongly disagree

Resident Survey 2021 (Feedback)

- 24. What are your preferred ways of getting information from NYCHA? Please select your top 3 preferred ways of communication.

*Rent Bills *NYCHA Journal *Flyers *NYCHA website

*Resident Association meetings *Media (e.g., TV news channel, newspaper)

*Neighbors/Family *Email *Text *Social media *Annual certification

- 25. Are you getting the information you need from NYCHA?

Yes No

- 26. Is the information clear and understandable?

Yes No

- 27. Do you get the information you need from your Resident Association?

Yes No

- 28. How often do you communicate with your Resident Association?

Weekly Monthly Every few months Not often

Resident Survey 2021 (Feedback)

- 29. What else can NYCHA do to serve residents better or communicate better with residents?

Open text box for individual responses

- 30. Which borough do you live in?

Bronx Brooklyn Manhattan Queens Staten Island

- 31 - 35. Please select your development from the dropdown list below.

Drop down list of developments for selection

- 36. Please select your age range:

Under 18 18-24 25-34 35-44 45-54 55-64 65+

- 37. How long have you lived at a NYCHA development?

Less than 1 year 1 - 5 years 6 - 10 years 11 - 20 years 21 - 30 years 30+ years

Resident Survey 2021 (Feedback)

Thank you for taking this survey. Your feedback is crucial to helping us make NYCHA better.

NYCHA does not discriminate or retaliate in the selection of families for housing and in the provision of NYCHA programs or services. You may download NYCHA's Fair Housing and Non-Discrimination policies and brochures for information and resources about where and how to seek assistance if you are a victim of housing discrimination at NYCHA: <https://www1.nyc.gov/site/nycha/about/policies-procedures.page>

Outreach Strategies

- We recommend all RRT members create an e-mail address separate from your personal/work e-mail address to be used for the sole purpose of RRT communication
 - This e-mail to be used when communicating with residents in your neighborhood portfolio or other entities within your neighborhood portfolio -- i.e., CBOs, FBOs, local leadership, etc.
 - Use of this e-mail will serve as a tool to keep RRT business organized
- Get to know your subcommittee members
 - Share newly created e-mail addresses with subcommittee team members
 - Share info amongst each other to exchange ideas and create discussion topics

Questions? Concerns? Ideas?

Breakout Room Activity!



- Breakout rooms divided by subcommittee and NYCHA liaison(s)
- In the breakout room, we are asking you to discuss:
 - Ideas for upcoming agendas for your subcommittee
 - Ideas regarding speakers/presenters relevant to your subcommittee
 - Ideas surrounding outreach avenues that you would like to employ

Subcommittee Feedback

- Each subcommittee group will provide a brief recap of the discussion points from your subcommittee meeting
 - No need to share everything – just the key takeaways

Next Steps

- Property Managers List (pending)
- **Next Roundtable meeting –**
 - ❖ **Thursday, October 14th from 6pm - 8pm**

Wrap Up Q&A

