

PACT Program Overview

Stapleton Houses

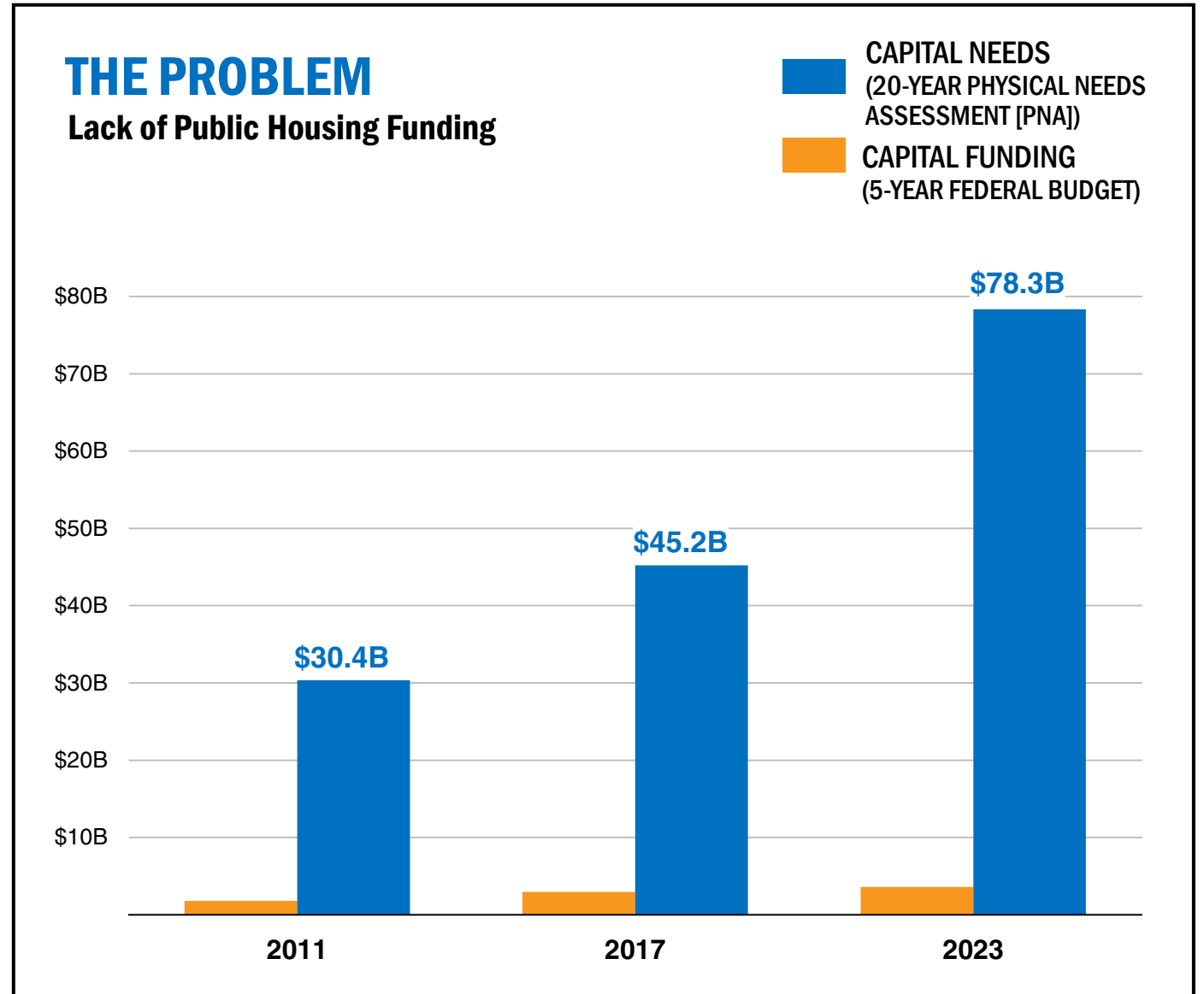
October 20, 2025

WHY ARE WE HERE?

The last several decades have seen a rise in capital needs at NYCHA developments.

Federal funding through the Section 9 program cannot meet the needs that this development faces.

NYCHA needs \$78.3 billion to fully modernize its housing, but the federal government has provided only a fraction of the funding needed.

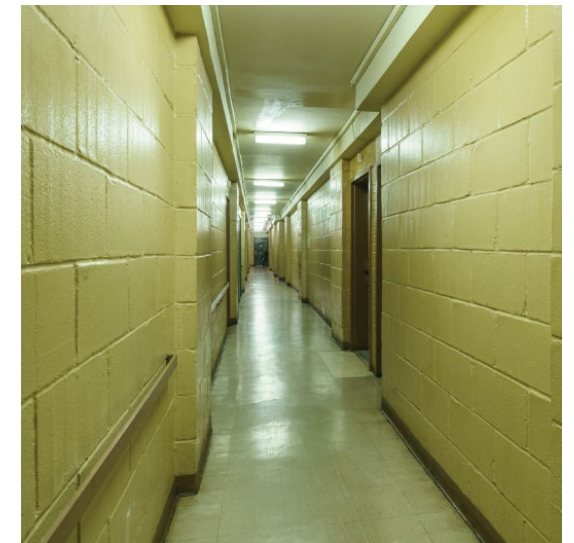
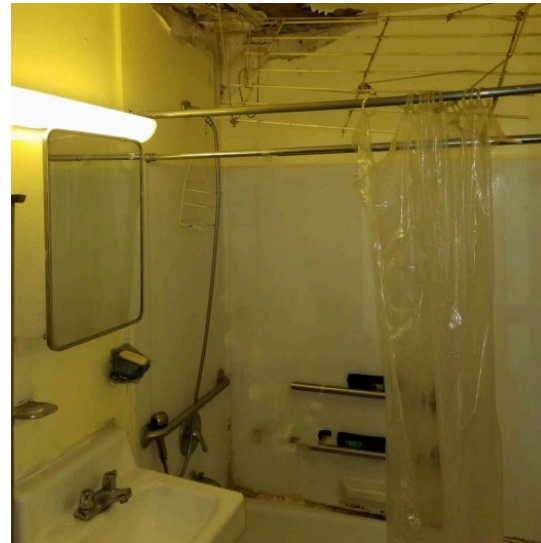


WHY ARE WE HERE?

NYCHA has a responsibility to maintain our buildings and ensure the health, safety, and welfare of our residents.

Due to years of disinvestment, we know that NYCHA residents regularly face longstanding issues such as mold, leaks, issues with heat and hot water, and more.

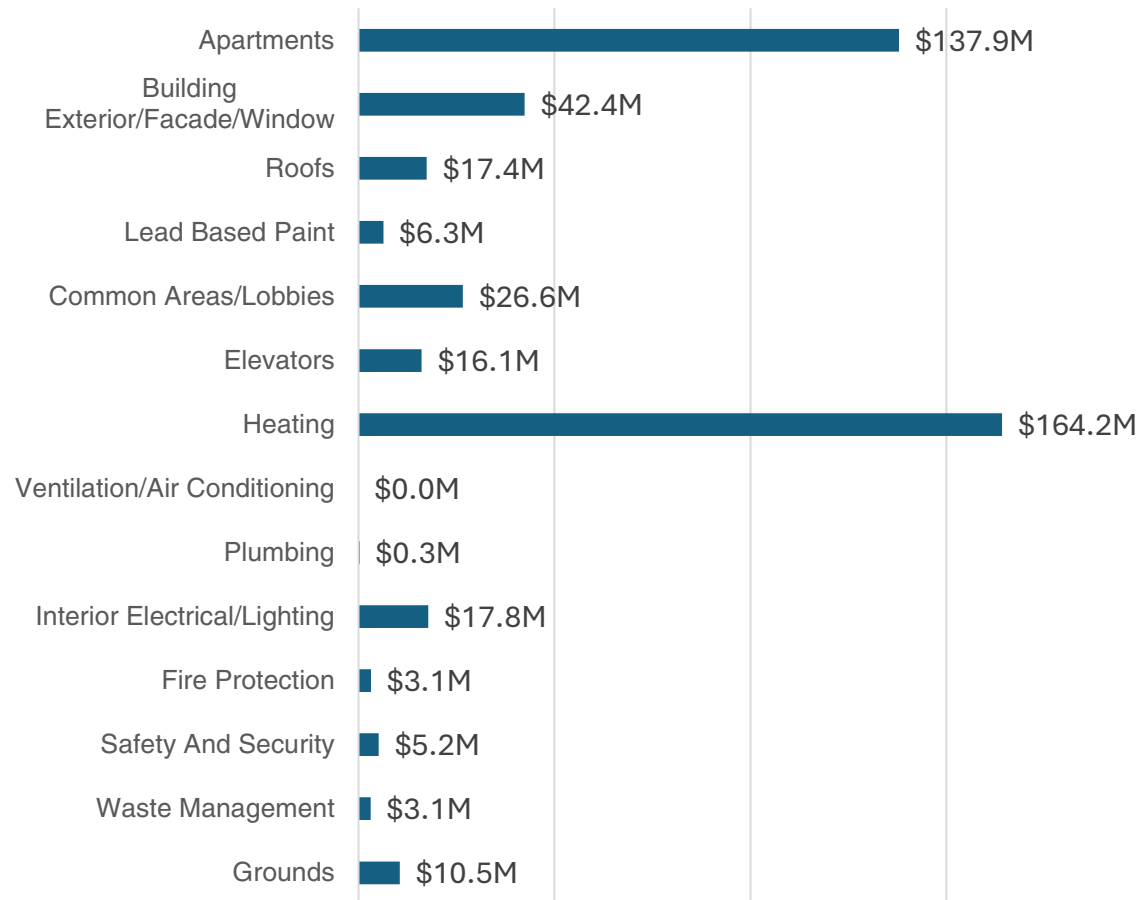
We have determined that PACT is the best way to ensure that your community is preserved and your homes are safe, healthy, and affordable.



Photos show NYCHA developments before PACT conversion.

MAJOR REPAIR NEEDS

Stapleton Total Repair Cost* = \$451M



*Data reflects 20-year PNA (2023)

'It's a mess'; Residents at Staten Island NYCHA development without heat, hot water, elevators

Published: Mar. 20, 2024, 2:21 p.m.

- *silive.com* (2024)

Staten Island NYCHA housing residents left without heat, hot water Thursday

Published: Dec. 13, 2024, 7:18 p.m.

- *silive.com* (2024)

Other Information:

- **1,532 open work orders** in September 2025
- **Lack of heat and hot water** incidents are higher than average at Stapleton (per 100 units) when compared with all NYCHA developments, based on 2021-2023 work order data

WHAT IS PACT?

- Through PACT, developments are included in HUD's Rental Assistance Demonstration (RAD) and transition to a more stable, federally funded program called Project-Based Section 8.
- PACT unlocks funding to complete comprehensive repairs, while keeping homes permanently affordable and preserving resident rights and protections.



HOW PACT WORKS

PACT depends on partnerships with private and non-profit development partners, who are selected based on resident input.

COMPREHENSIVE REPAIRS

Development partners bring design and construction expertise. They address all the physical needs at the development.

PROFESSIONAL MANAGEMENT

Property management partners are responsible for the day-to-day operation and upkeep of the buildings and grounds.

ENHANCED SERVICES

Partnerships with social service providers help improve on-site services and programming through input from residents.

PUBLIC CONTROL: NYCHA & RESIDENTS

Your development will remain under public control. After conversion, NYCHA will continue to own the land and buildings, administer the Section 8 subsidy and waitlist, and monitor conditions at the development. Where needed, NYCHA can step in to resolve any issues that may arise between residents and the new property management team.



Independence

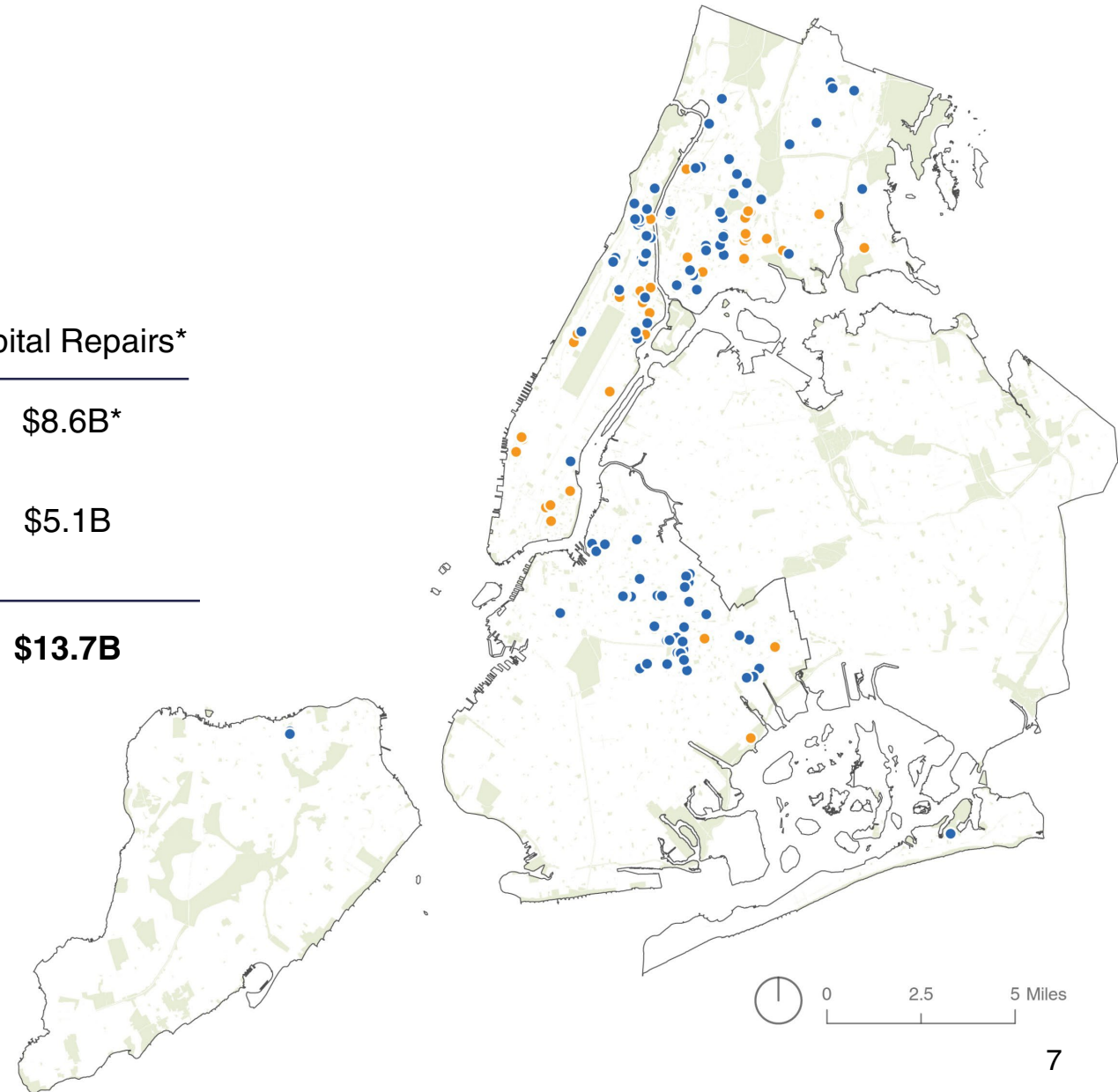


Ocean Bay (Bayside)

PACT PROJECTS

Over \$8.6 billion in capital repairs already completed or underway.

	# Developments	# Units	Capital Repairs*
● Construction in Progress or Complete	108	28,580	\$8.6B*
● Planning and Resident Engagement	38	10,793	\$5.1B
Total	146	39,373	\$13.7B



* Capital Repairs for PACT projects that are complete or under construction reflect the combined hard and soft costs. For PACT projects in the planning and resident engagement phase, we use the 20-Year PNA (2023) as an estimate.

RESIDENT SATISFACTION WITH PACT: SURVEY RESULTS



77%
of respondents

are **very satisfied** with **renovations to the buildings**



87%
of respondents

are **likely or very likely** to **recommend the PACT program** for other NYCHA developments, and to **recommend their development** to their family or friends as a place to live



67%
of respondents

say that their **new management is better than NYCHA**



78%
of respondents

say that the **buildings and grounds are cleaner than before**



70%
of respondents

feel **more stable** in their living situation **under the PACT program**

* NYCHA has partnered with an independent planning and consulting firm to conduct a comprehensive survey of resident satisfaction at our converted PACT sites. So far, four developments have been surveyed and 1,000 surveys were returned.

PACT INVESTMENTS: SITES AND GROUNDS

Baychester

New playground with water fountain



Williamsburg: New basketball court



Williamsburg: Community gardens

PACT INVESTMENTS: BUILDING SYSTEMS AND INFRASTRUCTURE

Independence

Upgraded heating system



572 Warren Street: New solar panels



Williamsburg: New windows



Independence: Upgraded elevators

PACT INVESTMENTS: BUILDINGS AND COMMON AREAS

Independence
Upgraded building entrance



Weeksville: Upgraded vestibule



Independence: New mailboxes



Twin Parks West: Renovated laundry room

PACT INVESTMENTS: SECURITY

Independence

New security booth



Williamsburg: 24/7 security cameras



Independence: New access control panels



Williamsburg: New key fob system

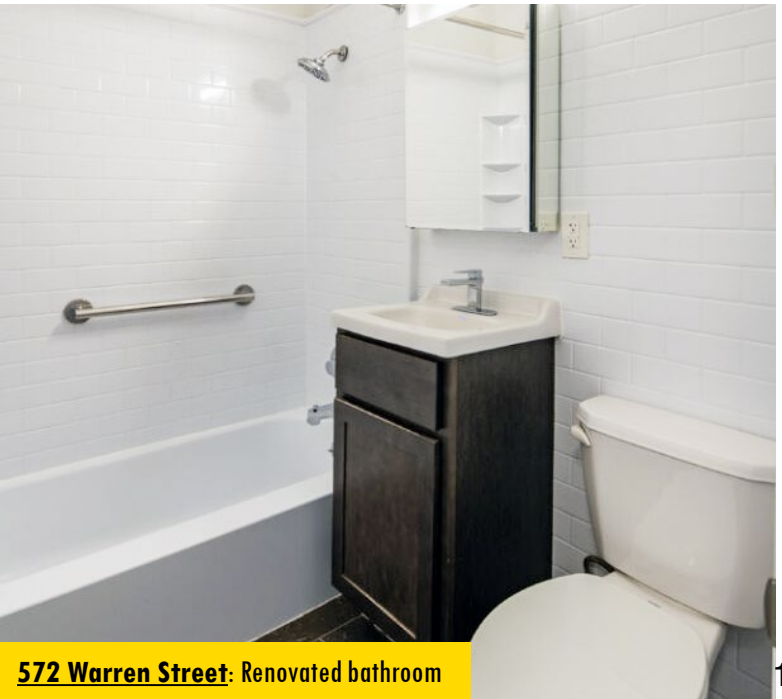


PACT INVESTMENTS: APARTMENTS

Independence
Fully upgraded kitchen



Williamsburg: Renovated living room

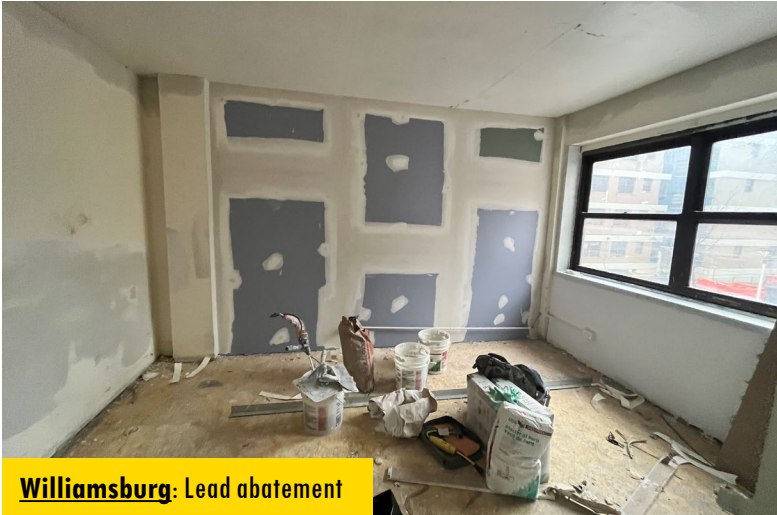


572 Warren Street: Renovated bathroom

PACT INVESTMENTS: HEALTH AND SAFETY

Williamsburg

New plumbing and electrical wiring



Williamsburg: Lead abatement



Harlem River: Lead abatement

ENHANCED MANAGEMENT

PACT property managers are highly responsive, completing work orders in a timely manner.

87%
completed
on time

From August 2024 to July 2025:

PACT property managers completed at least 99% of work orders, with 87% of repairs finished on time.

- **Elevator outages** must be resolved within 4 hours.*
- **Heat outages** must be resolved within 8 hours.*
- **Emergency leaks** must be addressed within 2 days.
- **Mold issues** must be addressed within a month.
- **Rat infestations** must be treated within 2 business days.
- **Other pest issues** must be treated within 7 days.

* Elevator outages resulting in no service must be resolved within 4 hours; Elevator outages that do not result in a no-service condition must be resolved within 10 hours.

* Building-level heating outage must be resolved within 8 hours. Unit-level heating outage must be resolved within 24 hours.



“The maintenance is excellent; if there’s a problem with your apartment, you can put a ticket in and they take care of it immediately. The team is on point and the grounds are much cleaner. Since the renovations, it’s like you’ve heard the tenants’ concerns and what the tenants wanted. There’s been such an improvement since the PACT program came in.”

Ms. Sharon Nesmith
Resident at Twin Parks West



PACT Resident Protections

RENT CALCULATION

Residents **continue to pay 30% of their adjusted gross household income** towards rent.*

*Exceptions may apply to households who pay flat rent; are current tenant-based Section 8 participants; are a mixed family as defined by HUD; or who signed a non-public housing over-income lease.

FEES & CHARGES

Residents do not have to pay **any additional fees, charges, or utility expenses** that are greater than what they currently pay.

SECTION 8 ELIGIBILITY

Federal rules prohibit the rescreening of current households for Section 8 eligibility. This means that all existing households residing at the development will **automatically qualify** for the Project-Based Section 8 program regardless of their income eligibility, criminal background, or credit history.

AUTOMATIC LEASE RENEWAL

Households will sign a new PACT Section 8 lease, which emulates the public housing lease; it **automatically renews** each year and cannot be terminated except for good cause.

TEMPORARY RELOCATION

In some cases, due to the extent of the construction work, temporary moves may be necessary. Residents have the **right to return** to their original apartment after the renovations are complete, and the PACT partner will pay for any packing and moving expenses.

RIGHT-SIZING

All households who are over- or under-housed must **move into an appropriately sized apartment** when one becomes available within their development. This is a public housing and Section 8 requirement.

RESIDENT ORGANIZING

Residents continue to have the **right to organize**, and resident associations will receive \$25/unit in **Tenant Participation Activity (TPA) funding**.

GRIEVANCE HEARINGS

Residents continue to have the **right to initiate grievance hearings** with a third-party mediator.

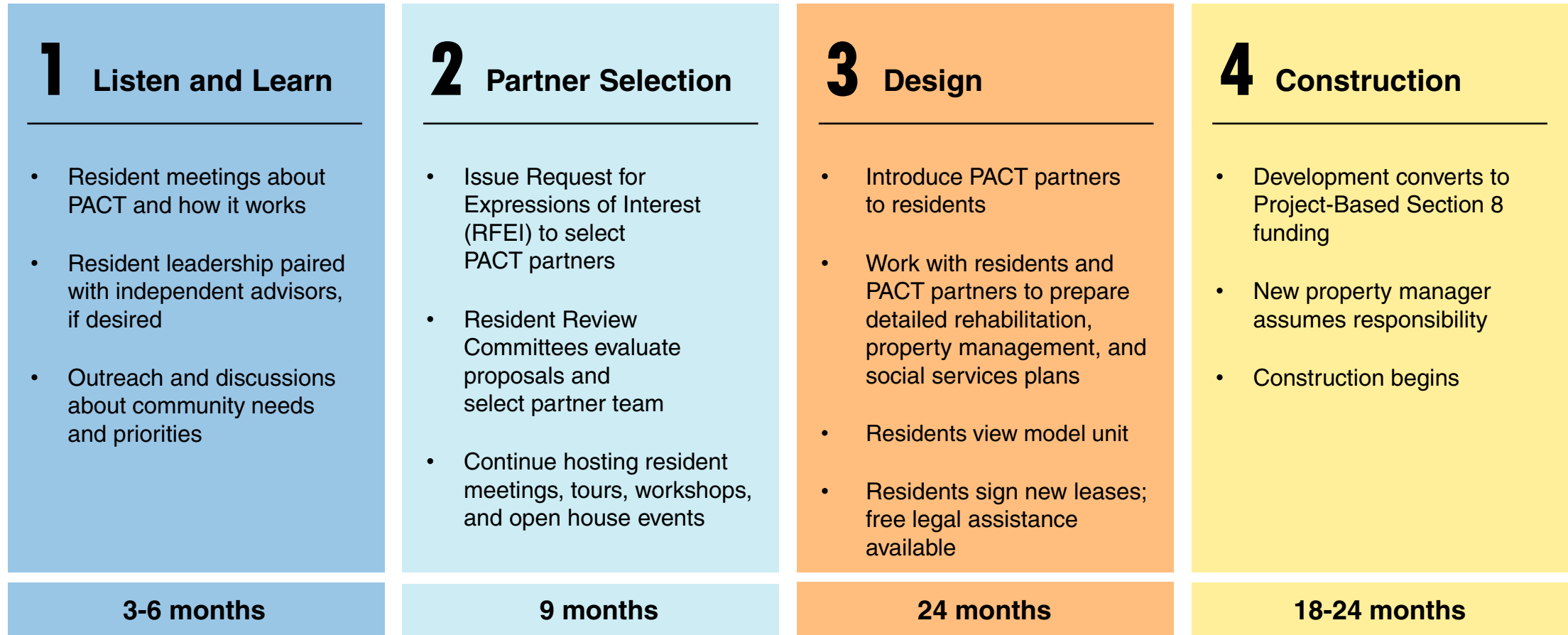
JOB CREATION

The PACT partner is required to set aside 25% of all labor hours **for NYCHA residents** seeking employment in construction or property management.

For more detailed information,
please scan the QR code
or visit the Resident Resources page
on our PACT website:
on.nyc.gov/nycha-pact



PACT Community Planning and Engagement Process



*Timeline above may vary depending on individual project needs

NORTHWEST BRONX PACT COMMUNITY PLAN

JUNE 2025

EASTCHESTER GARDENS COMMUNITY PLAN

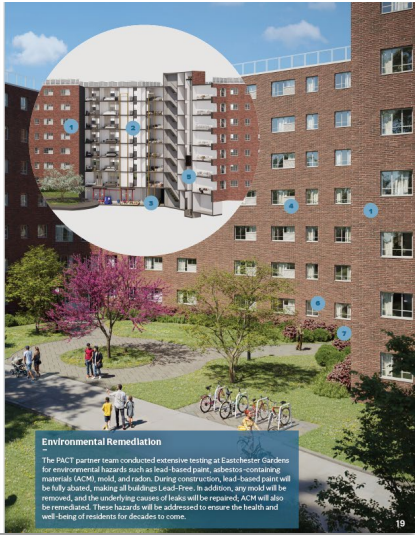
MARCH 2025



Buildings BUILDING SYSTEMS

Building systems will be significantly upgraded to improve comfort, safety, and functionality across the campus. These improvements will ensure a modern, efficient, and long-lasting infrastructure for Eastchester Gardens.

- **Building Envelope**
 - Facade repairs will include color-matched brick and mortar
 - All windows will be replaced with new energy-efficient casement windows, designed to align with Eastchester Gardens' original historical window style
 - **Electrical**
 - New electrical panels will be installed in apartments with GFCI outlets in kitchens and bathrooms
 - **Domestic Hot Water & Plumbing**
 - NYCHA will complete a new energy-efficient geothermal heating system to provide domestic hot water
 - Full water, sanitary, and gas pipe replacement will address existing issues and prevent future leaks
 - **Heating & Cooling**
 - NYCHA's recently completed steam boiler plant will be upgraded with a new efficient hydronic heating system and distribution network including temperature control measures; all existing radiators will be replaced with hydronic radiators
 - Cooling for all households will be provided through new in-window air conditioning units; each household will receive one air conditioner per living area and bedroom
 - **Elevators**
 - Elevators will undergo modernization to ensure reliability
 - **Ventilation**
 - Corridor ventilation will be improved, and first floor interior bathrooms will receive ventilation improvements
 - **Security**
 - New security infrastructure will include secure lobby doors, key fob access control for building entries, video and phone intercom systems, comprehensive camera coverage throughout the buildings, and upgraded LED lighting to improve visibility and safety
- Other building renovations will include:
- Wi-Fi**
 - Broadband infrastructure will be added to provide Wi-Fi free of charge to all residents
 - Stairs**
 - All staircases, including treads, risers and railings will be replaced



Environmental Remediation
The PACT partner team conducted extensive testing at Eastchester Gardens for environmental hazards such as lead-based paint, asbestos-containing materials (ACM), mold, and radon. During construction, lead-based paint will be fully abated, making all buildings Lead-Free. In addition, any mold will be removed, and the underlying causes of leaks will be repaired. ACM will also be removed. These hazards will be addressed to ensure the health and well-being of residents for decades to come.

Community Plans for Northwest Bronx Scattered Sites and Eastchester Gardens

Chelsea Addition Model Unit Viewing



Eastchester Gardens Design Center Opening



Meltzer Tower Design Center Opening



Design Workshop for Ocean Hill and Stuyvesant Gardens I



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in policy, design and engagement to assist them throughout the process.

Working together: See how NYCHA residents are shaping their communities through PACT

NYCHA
6.30K subscribers

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New videos showcase how robust community engagement and resident input shape stronger communities through PACT. Watch to see real stories of resident participation in action in the PACT planning process.

Thank you!

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