DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT **Ahmed Tigani, Acting Commissioner**

WHAT WE DO

The New York City Department of Housing Preservation and Development (HPD) promotes quality and affordability of the City's housing, and diversity and strength in the City's neighborhoods. The Agency carries out its mission through the following objectives:

1. Maintaining building and resident safety and health.
2. Creating opportunities for New Yorkers through housing affordability.
3. Engaging New Yorkers to build and sustain neighborhood strength and diversity.

FOCUS ON EQUITY

HPD strives to improve the availability, affordability, and quality of housing in all neighborhoods of New York City, while creating opportunities for economic advancement. By enforcing the Housing Maintenance Code, HPD works to ensure that New Yorkers live in safe and habitable neighborhoods and homes. Through housing development and preservation, marketing, subsidy programs, and the administration of vouchers, HPD seeks to ensure that New Yorkers at all income levels can access stable housing and that they can choose the homes and neighborhoods that best fit their needs. HPD engages communities in shaping developments that pair new housing opportunities with the schools, healthcare facilities, retail stores, parks, community amenities, commercial and open spaces, and other assets that neighborhoods need to thrive.

In June 2022, the City released Housing Our Neighbors: A Blueprint for Housing and Homelessness (the Blueprint), which guides HPD's work. The Blueprint emphasizes the need to invest in the physical and financial stability of the City's existing housing stock and services that benefit New Yorkers with the greatest needs, including those experiencing homelessness, housing instability, and housing quality issues that affect health and safety. HPD is placing an unprecedented focus on reducing administrative burdens and streamlining access to affordable housing and housing supports for households in need, as well as prioritizing the residential stability of households where they live. It also moves forward with many commitments that the City made through Where We Live NYC and Where We Live 2025, which is scheduled to be released on October 1, 2025, as the City's comprehensive plan to affirmatively further fair housing. Under Housing Our Neighbors, HPD is shaping its investments in City-financed affordable housing to support existing homeowners and improve access to homeownership.

HPD is also leading a set of initiatives to advance equity by increasing development opportunities for Black, Indigenous, and People of Color (BIPOC)-led non-profits and Minority- and Women-owned Business Enterprises (M/WBEs), including at the contracting and vendor sourcing stages. These efforts address long-standing barriers to access, including capital, visibility, and capacity-building. Through initiatives like the revamped Pre-Qualified List Application for contractors participating in HPD's Emergency Repair Program (ERP) Program, Tenant Interim Lease (TIL) and Alternative Enforcement Program (AEP) Program, and Demolition Program, HPD's Office of Development Build Up program, and other initiatives, HPD tracks M/WBE engagement across development stages and works to reduce procurement barriers. HPD also embeds workforce and contracting requirements into its Requests for Proposals (RFPs) and many of its term sheets and collaborates with partners like the Department of Small Business Services (SBS) and the Mayor's Office of M/WBEs to strengthen business and talent pipelines. These and other initiatives ensure HPD's investments in housing contribute to long-term economic empowerment for New Yorkers across all communities.

OUR SERVICES AND GOALS

SERVICE 1 Ensure that housing throughout New York City is physically safe and habitable.

Goal 1a Respond to reported housing maintenance complaints efficiently.

Goal 1b Track and promote the resolution of housing maintenance violations.

Goal 1c Resolve significant or persistent housing quality issues through enforcement actions and litigation.

SERVICE 2 Provide opportunities for New Yorkers to live in housing that is affordable and financially stable.

Goal 2a Increase the quantity of affordable housing in New York City.

Goal 2b Ensure housing options in every neighborhood give New Yorkers choice and opportunity.

Goal 2c Increase the quantity of affordable housing for low-income and senior households.

Goal 2d Maintain the physical and financial stability of HPD's affordable housing assets.

SERVICE 3 Efficiently offer New Yorkers housing-related subsidies and support.

Goal 3a Connect New Yorkers to affordable housing.

Goal 3b Optimize rental subsidies for low-income New Yorkers.

Goal 3c Increase the quantity of housing for people experiencing homelessness.

Goal 3d Streamline the process of securing housing (temporary, then permanent) for households displaced by fire or vacate orders.

SERVICE 4 Provide opportunities for New Yorkers to achieve economic advancement through housing-related workforce opportunities.

Goal 4a Promote M/WBE participation in HPD subsidized affordable housing.

Goal 4b Support wage growth and workforce growth in New York City through housing-related City contracting.

HOW WE PERFORMED IN FISCAL 2025

SERVICE 1 Ensure that housing throughout New York City is physically safe and habitable.

Goal 1a Respond to reported housing maintenance complaints efficiently.

HPD protects the quality of New York City's housing stock by enforcing the City's Housing Maintenance Code. Members of the public primarily log complaints through NYC311, which creates a record of housing quality problems reported. Complaints are closed when a tenant verifies the condition is corrected before an inspection is attempted or after an HPD inspection is attempted. If an HPD inspector verifies the existence of a condition, a violation may be issued. Closing of a complaint is an administrative task that happens when any of the following occur: a violation is issued, indicating that the complained condition exists and must be corrected by the owner; the condition is not a violation as observed by HPD upon inspection; the tenant has stated the condition is corrected; or that HPD attempted to inspect but was not able to gain access.

HPD saw a three percent increase in the total number of housing maintenance problems reported in Fiscal 2025 compared to Fiscal 2024, with 835,011 problems reported. While total emergency housing maintenance problems rose only slightly, by two percent, the number of heat and hot water-related issues grew by 12 percent, to 161,773. Non-emergency and other emergency problems declined by three percent and six percent respectively. Problems triggering lead-based paint hazard inspections also decreased by 12 percent. While HPD cannot influence the number of problems reported, the decline in lead-based paint hazard inspections may reflect a normalization following Fiscal 2024, when complaints related to mold, leaks, and paint and plaster saw a significant increase due to heavy rainfall events.

Compared to Fiscal 2024, the number of unique housing maintenance problems closed decreased by three percent, roughly mirroring the change in unique non-emergency housing maintenance problems requiring HPD response, which also decreased by three percent compared to Fiscal 2024. Other categories of closed problems also changed proportionally to those received: the number of heat and hot water-related problems closed increased by 12 percent, while closures of other emergency and lead-based paint-related issues declined by nine and 13 percent, respectively.

HPD achieved faster response and resolution times across multiple categories. Its lead-based paint inspection times improved by half a day from 3.0 days to 2.5 days, and non-emergency inspection times improved by more than a day from 7.1 days to 6.0 days. The faster lead-based paint inspection time is because of the decrease in problems reported in the category and because the Agency continues to prioritize responses to lead-based paint issues. The median time to close non-emergency problems improved from 12 days to 10 days, and the share of emergency problems closed within 21 days rose to 88 percent, up four percentage points from the previous year. Improved response times may be attributed to a summer initiative in Fiscal 2025 in which HPD deployed inspectorial resources to multiple targeted zones across the City, addressing all categories of problems within those areas. The Agency continues to adapt its operations to ensure timely and adequate responses to all types of complaints it receives.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Total housing maintenance problems reported	549,575	694,975	706,738	812,238	835,011	*	*	Up	*
Unique housing maintenance problems requiring HPD response	466,570	583,312	597,620	702,132	694,831	*	*	Up	*
Unique immediate emergency housing maintenance problems requiring HPD response	17,651	21,786	22,564	25,720	25,811	*	*	Up	*
★ Unique emergency housing maintenance problems requiring HPD response	249,542	300,662	303,305	350,720	357,028	*	*	Up	*
— Heat and hot water	120,676	131,603	133,274	144,134	161,773	*	*	Up	*
— Other emergency	128,866	169,059	170,031	206,586	195,255	*	*	Up	*
Unique problems prompting lead-based paint hazard inspections	26,974	39,784	38,753	48,763	42,774	*	*	Up	*
Unique non-emergency housing maintenance problems requiring HPD response	172,430	221,080	232,998	276,929	269,218	*	*	Up	*
Housing maintenance problem inspections attempted	495,505	613,403	636,209	784,225	746,402	*	*	Up	*
Median time to first inspection (days) — Immediate emergency problems	1.8	1.0	1.0	0.9	1.0	*	*	Down	Down
Median time to first inspection (days) — Heat and hot water problems	2.1	2.1	2.0	1.6	1.9	*	*	Down	Down
Median time to first inspection (days) — Other emergency problems	5.5	5.3	6.0	5.2	4.9	*	*	Neutral	Down
Median time to first inspection (days) — Lead-based paint problems	4.7	4.8	3.9	3.0	2.5	*	*	Down	Down
Median time to first inspection (days) — Non-emergency problems	6.2	7.0	7.9	7.1	6.0	*	*	Neutral	Down
Unique housing maintenance problems closed	467,136	577,134	571,703	707,232	686,137	*	*	Up	*
Unique emergency housing maintenance problems closed	250,852	298,644	301,326	353,239	352,869	*	*	Up	*
— Heat and hot water	120,618	131,658	133,247	144,106	161,766	*	*	Up	*
— Other emergency	130,234	166,986	168,079	209,133	191,103	*	*	Up	*
Unique problems prompting lead-based paint hazard inspections closed	26,549	39,791	39,073	48,859	42,630	*	*	Up	*
★ Median time to close emergency problems (days)	4.0	4.0	4.0	3.0	3.0	⇩	⇩	Down	Down
★ Median time to close non-emergency problems (days)	13.0	13.0	13.0	12.0	10.0	⇩	⇩	Down	Down
★ Unique emergency housing maintenance problems closed within 12 days of receipt (%)	76%	74%	74%	75%	79%	⇧	⇧	Neutral	Up
Unique emergency housing maintenance problems closed within 21 days of receipt (%)	86%	85%	84%	84%	88%	*	*	Neutral	Up
Unique non-emergency problems closed within 20 days of receipt (%)	68%	68%	65%	66%	71%	*	*	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1b Track and promote the resolution of housing maintenance violations.

In Fiscal 2025, the total number of violations issued declined by two percent compared to Fiscal 2024, to 878,481. The number of Class A (non-hazardous) and Class B (hazardous) violations decreased by five and two percent, respectively. Class C (immediately hazardous) violations remained stable year-over-year, with an increase of less than one percent to 288,075 violations. Within Class C violations, trends were mixed: heat violations declined by two percent to 9,055 violations, while hot water violations increased by seven percent to 15,190 violations. Lead-based paint hazard violations dropped by seven percent to 20,380 violations, and self-closing door violations remained relatively stable, decreasing by just one percent to 72,714 violations. Although year-over-year growth was minimal, a significant share of Class C enforcement activity was associated with self-closing door violations, which account for about a quarter of all such violations.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Total violations issued	620,022	730,537	722,597	895,457	878,481	*	*	Up	*
Class A non-hazardous violations	222,634	242,459	217,167	228,273	217,595	*	*	Neutral	*
Class B hazardous violations	238,219	298,835	287,550	379,303	372,811	*	*	Up	*
Class C immediately hazardous violations	159,169	189,243	217,880	287,881	288,075	*	*	Up	*
— Heat	3,856	4,875	6,211	9,204	9,055	*	*	Up	*
— Hot Water	6,524	8,198	10,395	14,199	15,190	*	*	Up	*
— Lead-based paint hazard	9,489	15,715	18,112	21,854	20,380	*	*	Up	*
— Self-closing doors	22,890	30,680	49,897	73,325	72,714	*	*	Up	*
— Other Class C	116,410	129,775	133,265	169,299	170,736	*	*	Up	*
Class C violations certified as corrected (%)	38%	37%	41%	42%	43%	*	*	Up	Down
Class C violations for which HPD initiated the emergency repair process (%)	55%	58%	60%	61%	62%	*	*	Up	Up
Class C emergency repair violations corrected by owner (%)	54%	53%	50%	49%	49%	55%	55%	Down	Up
Class C emergency repair violations corrected by HPD (%)	11%	9%	7%	7%	7%	*	*	Down	Down
Class C violations closed (%)	56%	56%	56%	57%	60%	*	*	Neutral	Up
★ Violations issued and removed in the same fiscal year (%)	38%	40%	40%	41%	NA	40%	40%	NA	Up
Violations closed	440,165	554,558	596,736	782,576	847,206	*	*	Up	Up
Inspection visits per team per day	13.7	12.6	14.3	15.2	14.5	*	*	Up	Up
Ratio of completed inspections to attempted inspections (%)	83%	82%	84%	86%	86%	*	*	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1c Resolve significant or persistent housing quality issues through enforcement actions and litigation.

HPD enforces the Housing Maintenance Code through a range of targeted programs designed to improve building conditions and hold owners accountable. The Agency's Office of Enforcement and Neighborhood Services (ENS) coordinates with other HPD divisions and community stakeholders to identify distressed buildings, assess code violations, and implement strategies to bring properties into compliance. ENS also works collaboratively with responsible owners to support sustained improvements.

In Fiscal 2025, 21,934 violations were dismissed as a result of closed comprehensive litigation due to compliance with an Order to Correct, a 39 percent decrease from the prior year. Similarly, the number of units in buildings where comprehensive litigation was closed due to compliance fell by 29 percent to 3,805 units. These decreases are attributed to the delay in obtaining City Comptroller approval of settlements, which is needed to close out cases. As a result, HPD expects to report some Fiscal 2025 activity in Fiscal 2026, after the cases have been finalized.

HPD expanded its reach through alternative enforcement tools, with more buildings taking necessary steps to correct violations and exit enforcement programs in Fiscal 2025 compared to Fiscal 2024. The number of units discharged from the Alternative Enforcement Program (AEP) rose by 36 percent, from 3,374 to 4,592 units. Discharges through the Underlying Conditions (UC) Program grew sharply from 27 to 234 units as program activity resumed following COVID-19 pandemic-era intake pauses. Similarly, 7A program discharges increased from six to 31 units as court activity and compliance efforts also rebounded. Additionally, proactive building visits by the HPD Anti-Harassment Unit increased by 24 percent, from 872 to 1,079, due to the unit being almost fully staffed and fully trained in Fiscal 2025.

HPD also advanced its enforcement impact through emergency repair work. In Fiscal 2025, 177,416 distinct units were affected by emergency repair efforts, an eight percent increase compared to the prior year. Though the number of work orders placed for emergency repairs was slightly smaller in Fiscal 2025 than in Fiscal 2024, emergency repair work orders covered nearly double the amount of buildings in Fiscal 2025 than in the previous year, contributing to an increase in affected units.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties	4,108	5,541	6,007	5,335	3,805	*	*	Neutral	*
★ Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct	17,428	31,787	35,480	36,181	21,934	*	*	Up	*
Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations	52,091	53,687	71,075	164,271	177,416	*	*	Up	*
Units in buildings discharged from the Alternative Enforcement Program due to owner compliance	6,481	4,133	2,810	3,374	4,592	*	*	Down	*
Units in buildings discharged from the Underlying Conditions program due to owner compliance	1,488	223	173	27	234	*	*	Down	*
Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order	23	36	18	6	31	*	*	Down	*
Proactive Building Visits — Heat Sensor Program	537	906	1,738	1,648	1,768	*	*	Up	*
Proactive Building Visits — Fire Vacate Monitoring	2,602	3,934	3,667	3,814	4,075	*	*	Up	*
Proactive Building Visits — Anti-Harassment Unit	1,143	1,053	973	872	1,079	*	*	Down	*
Proactive Building Visits — Self-closing Door Survey	NA	NA	NA	354	338	*	*	NA	*
Proactive Building Visits — Division of Neighborhood Preservation	2,953	3,791	3,322	3,734	3,809	*	*	Up	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 2 Provide opportunities for New Yorkers to live in housing that is affordable and financially stable.

Goal 2a Increase the quantity of affordable housing in New York City.

In Fiscal 2025, the City financed the creation and preservation of 28,281 affordable units, exceeding its target by 41 percent, or more than 8,000 units, and surpassing the Fiscal 2024 total by 10 percent. New construction production accounted for 47 percent of this total, with 13,361 units, the second highest number of new construction units for a fiscal year in the City's history. This increase was driven by an increase in production of 421-a units—apartments within buildings that have received a tax exemption, also known as the Affordable New York program. Preservation made up 53 percent of production, with 14,920 units, the highest number preserved in the last three years. Breaking down creation and preservation totals by ownership status, the Agency financed 26,087 rental units (92 percent), the most rental units in Agency history, and 11 percent more than Fiscal 2024. The Agency also financed 2,194 homeownership units (eight percent), the most homeownership units in the last three years. HPD is committed to investing in the creation and preservation of as many affordable housing units as possible.

In Fiscal 2025, the City also completed 20,975 affordable housing units, exceeding its completions target of 17,500 by nearly 20 percent, but down 18 percent from Fiscal 2024. The decline reflects the lower number of housing starts in Fiscal 2022, driven by increased construction costs and Agency staffing challenges, which impacted the pipeline of projects available to complete in later years. HPD continues to work closely with development partners to keep projects on track and ensure timely completions.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Total affordable housing starts (units)	29,826	17,022	24,689	25,552	28,281	20,000	20,000	Neutral	*
— New construction starts (%)	43%	62%	52%	59%	47%	*	*	Neutral	*
— Preservation starts (%)	57%	38%	48%	41%	53%	*	*	Neutral	*
— Rental starts (%)	61%	94%	96%	92%	92%	*	*	Up	*
— Homeownership starts (%)	39%	6%	4%	8%	8%	*	*	Down	*
★ Total affordable housing completions (units)	15,118	23,190	24,678	25,558	20,975	17,500	18,500	Up	*
— New construction completions (%)	60%	42%	39%	52%	59%	*	*	Neutral	*
— Preservation completions (%)	40%	58%	61%	48%	41%	*	*	Neutral	*
— Rental completions (%)	90%	66%	65%	82%	86%	*	*	Neutral	*
— Homeownership completions (%)	10%	34%	35%	18%	14%	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 2b Ensure housing options in every neighborhood give New Yorkers choice and opportunity.

New Yorkers should have a meaningful choice in the housing market and the opportunity to choose the neighborhood that best meets their individual and household needs. Neighborhoods across the City offer a diverse array of benefits, such as access to transportation, open space, and high-performing schools. HPD supports new housing creation, including both affordable and market-rate homes, as well as the preservation and stabilization of existing affordable housing. The Agency is also committed to building affordable housing in neighborhoods that currently lack other low-cost housing options so that low-income New Yorkers have equitable access to those neighborhoods.

Limited affordability areas are New York City neighborhoods with a critical shortage of affordable rental housing, having few overall affordable units and a low rate of affordability turnover. In Fiscal 2025, 16 percent of HPD's new construction units were in limited affordability areas, a five percentage-point increase from the prior year. HPD has made specific intentional decisions to prioritize the financing of new construction opportunities in limited affordability areas, which is in line with HPD's broader fair housing framework. Additionally, six percent of the Agency's preservation units were in limited affordability areas, a four percentage-point increase compared to last year.

In Fiscal 2025, HPD supported the creation of 13,593 unrestricted housing units, a newly reported indicator and a six percent decrease from last fiscal year. Unrestricted housing units are market rate units produced in mixed income developments for which HPD provided assistance to finance the affordable portion. These units are not income restricted and are not counted toward mayoral housing plans, including the current Housing Our Neighbors plan, but they play a key role in expanding the City's housing supply.

HPD also provided stabilization-related financial assistance, including direct subsidies, tax benefits, or other financial assistance, to a total of 8,650 existing housing units that are not included in the mayoral housing plan count. While these units are not always income-restricted, this investment demonstrates HPD's commitment to preserving and improving the quality of the City's housing stock for current and future residents. In Fiscal 2025, this indicator decreased 31 percent from the prior year largely due to the expiration of the former J-51 tax incentive program and the transition to the newly reauthorized program.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ New construction in limited affordability areas (%)	7%	7%	6%	11%	16%	*	*	Up	*
★ Preservation in limited affordability areas (%)	1%	4%	9%	2%	6%	*	*	Up	*
Additional housing starts (unrestricted units)	NA	NA	13,193	14,516	13,593	*	*	NA	*
Stabilization housing assistance starts (units)	NA	NA	15,060	12,566	8,650	*	*	NA	*
★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None									

Goal 2c Increase the quantity of affordable housing for low-income and senior households.

Through the production of affordable housing, HPD works to address the lack of affordable housing options for low-income individuals and families. In Fiscal 2025, 70 percent of all housing starts were designated for extremely low-income, very low-income, and low-income households earning less than 80 percent of the Area Median Income (AMI), or up to $116,640 for a family of three. Sixteen percent of all housing completions were for extremely low-income households, defined as those earning up to $43,740 for a family of three. This share is consistent with the previous year.

HPD also created and preserved 1,904 affordable units serving seniors in Fiscal 2025, a 34 percent decrease compared to the prior year, reflecting the mix of projects that closed during the fiscal year. Despite the decrease in housing serving seniors, the Agency has made a number of complementary policy and programmatic changes to ensure seniors are offered a wider range of affordability- and accessibility-focused interventions. The Agency remains committed to building housing serving seniors as one of a suite of options for meeting the full range of needs and preferences of the City's diverse older adult population.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Extremely low income (0-30% Area Median Income) starts (%)	18%	22%	23%	21%	20%	*	*	Neutral	*
★ Very low income (31-50% Area Median Income) starts (%)	40%	20%	22%	24%	18%	*	*	Down	*
Low income (51-80% Area Median Income) starts (%)	24%	30%	31%	26%	32%	*	*	Up	*
Extremely low income (0-30% Area Median Income) completions (%)	24%	17%	15%	19%	16%	*	*	Down	*
Very low income (31-50% Area Median Income) completions (%)	24%	36%	33%	28%	25%	*	*	Neutral	*
Low income (51-80% Area Median Income) completions (%)	36%	26%	31%	28%	28%	*	*	Down	*
Units started that serve senior households	3,214	1,051	1,842	2,875	1,904	*	*	Down	*
Units completed that serve senior households	1,324	1,290	1,631	2,906	950	*	*	Up	*
★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None									

Goal 2d Maintain the physical and financial stability of HPD's affordable housing assets.

HPD's Division of Asset Management is responsible for ensuring the longevity and affordability of units the Agency has created and preserved. The Division tracks information on the physical and financial condition of properties, monitors compliance with regulatory requirements, and proactively identifies at-risk buildings and portfolios to stabilize struggling assets. In Fiscal 2025, the number of rental projects in HPD's asset management portfolio grew by 17 percent when compared to Fiscal 2024 to almost 2,500. The number of co-op projects in HPD's portfolio remained steady when compared to last year. The Asset Management portfolio of rental projects has grown as additional HPD-financed affordable housing projects complete construction and transfer to Asset Management. Further housing production is expected to lead to continued growth over the next few years.

In Fiscal 2025, 16 percent of rental projects and 32 percent of co-op projects in the Asset Management portfolio were at high risk of physical deterioration, financial distress, or noncompliance with federal requirements, slightly up from Fiscal 2024. Staff used these risk metrics to prioritize outreach and intervention efforts in collaboration with owners, partners and multiple divisions of HPD. Through interventions such as financial assistance, management changes, and ownership changes, the Agency works to proactively identify and address at-risk projects before physical or financial distress escalates.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Asset management — Rental projects in portfolio	1,659	1,758	1,868	2,090	2,454	*	*	Up	*
★ Asset management — High risk rental projects in portfolio (%)	7%	9%	12%	14%	16%	⇩	⇩	Up	Down
Asset management — Co-op projects in portfolio	1,015	1,022	1,034	1,036	1,038	*	*	Neutral	*
Asset management — High risk co-op projects in portfolio (%)	27%	27%	28%	28%	32%	*	*	Up	Down

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 3 Efficiently offer New Yorkers housing-related subsidies and support.

Goal 3a Connect New Yorkers to affordable housing.

Beyond developing and financing housing, HPD helps New Yorkers who need housing to move into it as efficiently as possible. In line with the goals of Housing Our Neighbors, HPD is streamlining access to affordable housing and reducing administrative burden for residents. HPD seeks to increase the speed and ease with which housing seekers become connected to affordable homes through a lottery process that is fair and provides equal opportunity to all applicants.

In Fiscal 2025, 9,869 applicants (households) were approved for newly constructed units through the affordable housing lotteries available on Housing Connect, the City's online portal to find and apply for affordable rental and homeownership opportunities across the five boroughs. This is a six percent increase compared to the number of households approved for new units in Fiscal 2024, due to more affordable units being produced in previous years and becoming available for occupancy.

In Fiscal 2025, the median time to approve an applicant (household) for a lottery unit decreased by seven weeks to 142 days. Furthermore, the percent of applicants approved for a lottery unit within three and six months increased by eight and 12 percentage points, respectively. These faster times to process applicants for affordable units result from a number of tech performance and usability improvements to the lottery system, as well as programmatic updates to reduce administrative burden for all parties involved in the lease-up process.

The City finances the creation of homeless set-aside units each year, growing the pool of available new and re-rental units over time. In addition, developers may volunteer other affordable units, not originally set aside for the homeless, into HPD's homeless placement process. Department of Homeless Services (DHS) data on shelter exits complements HPD data to provide a more holistic picture of homeless households moving into City-financed affordable housing. In Fiscal 2025, HPD moved 3,743 homeless households into newly constructed units, up 11 percent from Fiscal 2024. The increase in homeless households moving into newly constructed units reflects an increase in volunteer units in recent years, encouraged by the Augmented City Fighting Homelessness and Eviction Prevention Supplement (CityFHEPS) voucher, which subsidizes rent for certain affordable middle-income units filled through HPD's homeless placement process. In Fiscal 2025, HPD moved 908 homeless households into re-rental units, up 41 percent over the same period. Re-rentals are largely driven by the number of units that become available because a tenant moves out.

In Fiscal 2025, HPD saw a four percent increase in median time to lease-up a new construction voluntary homeless placement unit, resulting in a median placement time that was eight days slower than in Fiscal 2024. In Fiscal 2025, the median time to lease up new construction homeless set-aside units increased by 20 percent, to 235 days. Homeless set-aside units have complex qualification steps, particularly related to subsidy processing. Overall, subsidy processing for homeless referrals is an inter-agency process that can take several weeks. The City is working to expedite homeless placement timelines through developing more automated technology systems, intensive inter-agency coordination, and process and policy changes to reduce administrative burden.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Applicants approved for a new construction unit through the lottery	5,343	6,585	8,903	9,305	9,869	*	*	Up	*
★ ✹ Homeless households moved into a newly constructed unit	1,465	1,574	1,989	3,371	3,743	*	*	Up	*
Homeless households moved into a re-rental unit	454	601	548	642	908	*	*	Up	*
Lottery projects — Completed applicant approvals within three months (%)	24%	23%	15%	18%	16%	*	*	Down	*
Lottery projects — Completed applicant approvals within six months (%)	54%	42%	32%	37%	41%	*	*	Down	*
Lottery projects — Completed applicant approvals after two years (%)	12%	26%	13%	9%	NA	*	*	NA	*
Lottery projects — Median time to complete applicant approvals (days)	168	171	262	202	210	*	*	Up	*
Lottery units — Applicants approved within three months (%)	56%	32%	21%	24%	32%	*	*	Down	*
Lottery units — Applicants approved within six months (%)	73%	51%	41%	45%	57%	*	*	Down	*
Lottery units — Applicants approved after two years (%)	2%	5%	5%	5%	NA	*	*	NA	*
★ Lottery units — Median time to approve an applicant (days)	88	163	192	191	142	*	*	Up	*
★ Median time to lease-up a homeless placement set-aside new construction unit (days)	106	203	243	196	235	*	*	Up	*
Median time to lease-up a homeless placement voluntary new construction unit (days)	215	214	142	156	162	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 3b Optimize rental subsidies for low-income New Yorkers.

The federal Section 8 program provides housing stability and mobility for low-income households with Section 8 vouchers. Section 8 funds provide subsidies for low-income households, allowing them to pay 30 percent of their income toward rent to live in housing that meets federal Housing Quality Standards. HPD's overall Section 8 voucher utilization rate was 86 percent at the end of Fiscal 2025, a three percentage-point decrease compared to Fiscal 2024 and below the target of 98 percent. While the number of Section 8 voucher households HPD subsidizes remained relatively steady, the Agency's utilization rate decreased because of increased attrition. The number of vouchers issued decreased by seven percent in Fiscal 2025 compared to Fiscal 2024, to 2,126. The decrease can be partially attributed to pausing the acceptance of new voucher applications due to budget constraints.

In Fiscal 2025, the median time from completed Section 8 voucher application to voucher issuance slowed by 33 days, reaching 77 days compared to 44 last year. Similarly, the median time from voucher issuance to lease-up time increased to 142 days, compared to 81 days the prior year. This change was partly due to a shift in the types of vouchers issued: in Fiscal 2025 a larger portion of incoming households received Tenant-Based Vouchers, while in Fiscal 2024, most received Project-Based (PBV) vouchers. PBVs typically have faster processing and leasing times because eligible households are matched directly with available units and do not need to identify housing on their own. By contrast, Tenant-Based Voucher holders must search for and secure a rental unit on the private market, which adds time and complexity. The number of households assisted through other programs increased by three percent in Fiscal 2025 to a five-year high, driven in part by increased lease-ups through the Emergency Housing Voucher program and NYC 15/15 program—the City's effort to create 15,000 units of supportive housing over 15 years.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Section 8 — Housing choice voucher utilization rate	97%	99%	98%	89%	86%	98%	98%	Down	Up
Section 8 — Housing choice vouchers issued	2,663	1,367	1,311	2,289	2,126	*	*	Neutral	Up
Section 8 — Housing choice voucher households assisted	36,891	37,502	37,444	37,394	36,263	*	*	Neutral	Up
★ Section 8 — Median time from completed application to voucher issuance (days)	26	26	57	44	77	*	*	Up	*
★ Section 8 — Median time from voucher issuance to lease up (days)	133	101	99	81	142	*	*	Neutral	*
Section 8 — Subsidized units in abatement (%)	1%	6%	6%	6%	7%	*	*	Up	Down
Households assisted through other programs	4,385	4,914	6,878	7,838	8,059	*	*	Up	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 3c Increase the quantity of housing for people experiencing homelessness.

HPD is committed to prioritizing the creation of affordable housing for individuals and families who are experiencing homelessness, including supportive housing for homeless New Yorkers who need ongoing services and support to remain stably housed. In Fiscal 2025, HPD created or preserved 4,178 units for homeless households, including 1,962 supportive housing units. This represents the highest number of homeless units and the third highest number of supportive units on record for the Agency, reflecting a one percent increase and a nine percent decrease, respectively, compared to Fiscal 2024. In the same year, HPD completed 2,324 units for homeless households, remaining relatively steady since Fiscal 2024. This figure includes 738 supportive units, a 17 percent decrease from the previous fiscal year. HPD continues to work proactively with its development partners to ensure the timeliness of project completion schedules, including those with homeless units and supportive units.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Units started for homeless individuals and families	2,859	2,305	3,581	4,126	4,178	*	*	Up	*
Supportive units started	1,408	1,216	2,004	2,147	1,962	*	*	Up	*
Units completed for homeless individuals and families	1,884	2,058	2,794	2,377	2,324	*	*	Up	*
Supportive units completed	998	907	1,346	886	738	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 3d Streamline the process of securing housing (temporary, then permanent) for households displaced by fire or vacate orders.

The Division of Emergency Housing Services (EHS) provides emergency relocation services and rehousing assistance to households who have been displaced from their homes as a result of fires or vacate orders. In Fiscal 2025, the emergency shelter census, which measures the number of individuals and households who stayed at least one night in emergency shelters, increased across all household types compared to Fiscal 2024. The census rose by 11 percent for single adults, 14 percent for adult families, and 25 percent for families with children. These numbers typically vary from year to year based on the unpredictable nature of emergencies. The total census for Fiscal 2025 was 739 for single adults, 357 for adult families, and 607 for families with children. The average length of stay in shelters decreased by two percent for single adults and decreased by three percent for adult families, to 564 days and 436 days, respectively. For families with children, the average length of stay increased by 12 percent to 318 days.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Census for single adults	713	697	754	664	739	*	*	Neutral	*
Census for adult families	215	268	298	314	357	*	*	Up	*
Census for families with children	357	389	456	486	607	*	*	Up	*
Average length of stay — Single adults (days)	706	673	617	573	564	*	*	Down	*
Average length of stay — Adult families (days)	400	421	462	447	436	*	*	Neutral	*
Average length of stay — Families with children (days)	328	350	340	283	318	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Provide opportunities for New Yorkers to achieve economic advancement through housing-related workforce opportunities.

Goal 4a Promote M/WBE participation in HPD subsidized affordable housing.

HPD is committed to promoting the participation of M/WBEs in the development and management of affordable housing in New York City. HPD seeks to address demonstrated disparities in M/WBE participation in affordable housing development and create inclusive development opportunities that direct the economic benefits of housing to communities that have historically been deprived of such benefits. HPD seeks to increase contracting opportunities for M/WBEs through the M/WBE Build Up program, in which developers with projects subsidized by HPD or the New York City Housing Development Corporation with funding of $2 million or more are required to allocate at least 25 percent of applicable costs to M/WBE firms. In Fiscal 2025, 84 percent of financed affordable housing projects were subject to the M/WBE Build Up program, a two percentage-point decrease compared to Fiscal 2024. Collectively, these projects are expected to spend over $328 million on M/WBE services. Separately, the total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program declined by 45 percent in Fiscal 2025 compared to Fiscal 2024, totaling just over $249 million. While more projects completed in Fiscal 2025, the individual M/WBE goal amounts for each project were smaller.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Financed affordable housing projects with an M/WBE Build Up goal (%)	82%	75%	75%	86%	84%	*	*	Neutral	*
Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program ($)	$215,779,463	$142,872,610	$240,458,397	$328,206,342	$328,412,938	*	*	Up	*
★ Completed affordable housing projects that met or exceeded their M/WBE Build Up goal (%)	100%	100%	86%	100%	100%	*	*	Neutral	*
Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program ($)	$126,611,722	$146,090,650	$130,734,287	$454,898,226	$249,061,610	*	*	Up	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 4b Support wage growth and workforce growth in New York City through housing-related City contracting.

City investment in the preservation and new construction of affordable housing drives economic growth and creates jobs. In Fiscal 2025, the City invested almost $2.1 billion in subsidies through HPD affordable housing programs, a four percent increase from Fiscal 2024. The number of construction jobs associated with housing production is based on annual construction expenditure figures, particularly hard and soft costs, provided by HPD. These costs decreased significantly from Fiscal 2024 to Fiscal 2025, driving a 38 percent decline in temporary construction jobs, from 37,834 in Fiscal 2024 to 23,412 in Fiscal 2025. This drop was further impacted by a year-over-year decline in new construction, which comprises a major share of total housing production. Permanent jobs associated with housing production also saw a modest decline of five percent, from 713 to 674.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Total direct city subsidy investment	$1,294,188,539	$927,004,191	$1,580,501,114	$1,988,701,575	$2,067,625,413	*	*	Up	*
Employment impacts — Temporary jobs associated with housing production	29,486	25,420	33,194	37,834	23,412	*	*	Neutral	*
Employment impacts — Permanent jobs associated with housing production	622	519	629	713	674	*	*	Up	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
Customer Experience	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
E-mails responded to within 14 days (%)	26%	40%	28%	23%	25%	58%	58%	Down	Up
Letters responded to within 14 days (%)	31%	42%	9%	29%	30%	52%	52%	Down	Up
Average customer in-person wait time (minutes)	0	13	13	21	24	29	29	Up	Down
Visitors to the Division of Tenant and Owner Resources (DTOR) rating customer service as good or better (%)	0%	NA	NA	100%	96%	95%	95%	NA	Up
Completed requests for interpretation	328	NA	127	182	195	*	*	NA	*
CORE facility rating	NA	NA	94	97	98	85	85	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Performance Indicators	Actual					Target		Trend	
Response to 311 Service Requests (SRs)	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Percent meeting time to close - Heating (5 days)	92%	91%	94%	99%	99%	90%	90%	Neutral	*
Percent meeting time to close - Pests (30 days)	61%	59%	59%	61%	66%	60%	60%	Neutral	*
Percent meeting time to close - Paint/Plaster - Ceiling (17 days)	76%	78%	77%	78%	80%	70%	70%	Neutral	*
Percent meeting time to close - Paint/Plaster - Walls (17 days)	64%	62%	64%	67%	70%	69%	69%	Up	*
Percent meeting time to close - Plumbing - Water-Leaks (17 days)	63%	62%	60%	62%	66%	68%	68%	Neutral	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

	Actual[1]					Plan[2]		
Resource Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5yr Trend
Expenditures ($000,000)[3]	$1,129.9	$1,194.4	$1,324.1	$1,871.8	$2,141.5	$2,040.2	$1,611.1	Up
Revenues ($000,000)	$62.3	$94.7	$92.3	$110.1	$131.4	$66.6	$39.5	Up
Personnel	2,335	2,251	2,410	2,433	2,424	2,792	2,861	Neutral
Overtime paid ($000,000)	$2.9	$3.4	$3.8	$3.7	$4.4	$2.9	$4.3	Up
Capital commitments ($000,000)	$1,033.8	$915.7	$1,410.9	$2,400.4	$2,742.8	$3,560.9	$3,252.6	Up

[1]Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. [2]Authorized Budget Level [3]Expenditures include all funds "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.)

Unit of Appropriation	Expenditures FY24[1] ($000,000)	Modified Budget FY25[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$219.5	$225.0	
001 - Office of Administration	$57.0	$59.5	All
002 - Office of Development	$35.6	$35.8	2a, 3a, 4a, 4b
003 - Rental Subsidy Program	$22.4	$26.4	2a, 4a
004 - Office of Housing Preservation	$81.4	$78.1	1a, 1b
006 - Housing Maintenance and Sales	$23.1	$25.1	2a, 3a, 4b
Other Than Personal Services - Total	$1,652.4	$1,916.6	
008 - Office of Administration	$18.7	$14.4	All
009 - Office of Development	$47.6	$81.1	1b, 2a, 4a, 4b
010 - Housing Management and Sales	$22.1	$13.1	1a, 1b, 2a, 3a, 4b
011 - Office of Housing Preservation	$80.7	$70.5	1a, 1b, 4b
012 - City Assistance to NYC Housing	$337.1	$597.6	All
013 - Rental Subsidy Program	$701.9	$822.4	2a, 4a
014 - Emergency Shelter Operations	$444.2	$317.3	1b
Agency Total	$1,871.8	$2,141.5	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. [2] City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. [3] Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- On March 25, 2025, Ahmed Tigani became HPD's Acting Commissioner, replacing outgoing Commissioner Adolfo Carrión Jr.
- The indicator 'Violations issued and removed in the same fiscal year' under Goal 1b is NA. This indicator is currently under review and therefore not available at this time.
- The target for indicator 'Total affordable housing completions' in Goal 2a was updated from 17,500 to 18,500 for Fiscal 2026 to set a more ambitious goal after surpassing recent housing production goals.
- Several indicators had data updated for previous years to reflect finalized information. These include:
  - Values for 'Violations closed' in Goal 1b were updated from 720,831 to 782,576 for Fiscal 2024.
  - Values for 'New construction starts (%)' in Goal 2a were updated from 42 to 43 for Fiscal 2021, from 51 to 52 for Fiscal 2023, and from 58 to 59 for Fiscal 2024.
  - Values for 'Preservation starts (%)' in Goal 2a were updated from 58 to 57 for Fiscal 2021, from 48 to 49 for Fiscal 2023, and from 42 to 41 for Fiscal 2024.
  - Values for 'Total affordable housing starts (units)' in Goal 2a were updated from 25,689 to 25,552 for Fiscal 2024.
  - Values for 'Low income (51-80% Area Median Income) starts (%)' in Goal 2a were updated from 30 to 31 for Fiscal 2023.
  - Values for 'Total affordable housing completions (units)' in Goal 2a were updated from 22,356 to 23,190 for Fiscal 2022, from 24,273 to 24,678 for Fiscal 2023, and from 21,428 to 25,558 for Fiscal 2024.
  - Values for 'New construction completions (%)' in Goal 2a were updated from 36 to 39 for Fiscal 2023, and from 44 to 52 for Fiscal 2024.
  - Values for 'Preservation completions (%)' in Goal 2a were updated from 64 to 61 for Fiscal 2023 and from 56 to 48 for Fiscal 2024.
  - Values for 'Rental completions (%)' in Goal 2a were updated from 89 to 90 for Fiscal 2021, from 64 to 66 for Fiscal 2022, from 63 to 65 for Fiscal 2023, and from 79 to 82 for Fiscal 2024.
  - Values for 'Homeownership completions (%)' in Goal 2a were updated from 11 to 10 for Fiscal 2021, from 36 to 34 for Fiscal 2022, from 37 to 35 for Fiscal 2023, and from 21 to 18 for Fiscal 2024.
  - Values for 'Very low income starts (%)' from Goal 2c were updated from 23 to 22 for Fiscal 2023.
  - Values for 'Very low income completions (%)' from Goal 2c were updated from 36 to 33 for Fiscal 2023, and from 31 to 28 for Fiscal 2024.
  - Values for 'Extremely low income completions (%)' from Goal 2c were updated from 16 to 19 for Fiscal 2024.
  - Values for 'Low income (51-80% Area Median Income) completions (%)' from Goal 2c were updated from 25 to 26 for Fiscal 2022, from 30 to 31 for Fiscal 2023, and from 26 to 28 for Fiscal 2024.
  - Values for 'Units started that serve senior households' from Goal 2c were updated from 3,321 to 3,214 for Fiscal 2021, from 1,792 to 1,842 for Fiscal 2023, and from 2,862 to 2,875 for Fiscal 2024.
  - Values for 'Units completed that serve senior households' from Goal 2c were updated from 1,521 to 1,324 for Fiscal 2021, from 1,276 to 1,290 for Fiscal 2022, and from 1,432 to 1,631 for Fiscal 2023.
  - Values for 'Asset management—High risk rental projects in portfolio (%)' from Goal 2d were updated from 8.6 to 9.0 for Fiscal 2022.
  - Values for 'Asset management—High risk co-op projects in portfolio (%)' from Goal 2d were updated from 26.9 to 27.0 for Fiscal 2022.

- Values for the indicators 'Lottery units—Completed applicant approvals after two years (%)' and 'Lottery units—Applicants approved after two years (%)' in Goal 3a were updated from NA to 9 and 5, respectively, for Fiscal 2024.
- Values for 'Section 8—Housing choice voucher utilization rate' from Goal 3b were updated from 98.8 to 99.0 for Fiscal 2022.
- Values for 'Supportive units started (%)' from Goal 3c were updated from 1,972 to 2,004 for Fiscal 2023, and from 2,155 to 2,147 for Fiscal 2024.
- Values for 'Supportive units completed (%)' from Goal 3c were updated from 1,275 to 1,346 for Fiscal 2023.
- Values for 'Units started for homeless individuals and families' from Goal 3c were updated from 3,565 to 3,581 for Fiscal 2023.
- Values for 'Units completed for homeless individuals and families' from Goal 3c were updated from 1,940 to 1,884 for Fiscal 2021, from 1,981 to 2,058 for Fiscal 2022, and from 2,314 to 2,377 for Fiscal 2024.
- Values for 'Employment impacts—Temporary jobs associated with housing production' from Goal 4b were updated from 28,871 to 29,486 for Fiscal 2021, and from 25,094 to 25,420 for Fiscal 2022.
- Values for 'Employment impacts—Permanent jobs associated with housing production' from Goal 4b were updated from 604 to 622 for Fiscal 2021, and from 507 to 519 for Fiscal 2022.

- Goal 2b was renamed from 'Increase the quantity of affordable housing in areas of New York City where housing will create the greatest benefit for its residents' to 'Ensure housing options in every neighborhood give New Yorkers choice and opportunity,' to reflect HPD's emphasis on creating affordable housing options throughout New York City.
- The indicator 'New construction in limited affordability areas (%)' in Goal 2b was renamed from 'New construction in low affordability areas (%),' and the indicator 'Preservation in limited affordability areas' was renamed from 'Preservation in low affordability areas,' to match updated internal HPD language.
- Two new indicators, 'Additional housing starts (unrestricted units)' and 'Stabilization housing assistance starts (units),' were added to Goal 2b. These new indicators reflect HPD's broader impact beyond the direct financing of income-restricted affordable housing. Through its close work with both public and private partners, HPD contributes to the development and preservation of housing that adds to the City's overall supply and improves stability in ways not captured in existing indicators.
- HPD is transitioning to reporting three indicators without decimal places. Data was rounded for previous years. These include 'Asset management—High risk rental projects in portfolio (%)' and 'Asset management—High risk co-op projects in portfolio (%)' from Goal 2d, and 'Section 8—Housing choice voucher utilization rate' from Goal 3b.
- In the Agency Customer Service section, the indicator 'Visitors to the Division of Tenant and Owner Resources (DTOR) rating customer service as good or better (%)' was renamed from 'Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better' to properly reflect updates to the division name.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Housing Our Neighbors: A Blueprint for Housing and Homelessness:
https://www1.nyc.gov/assets/home/downloads/pdf/office-of-the-mayor/2022/Housing-Blueprint.pdf
- Where We Live:
https://www1.nyc.gov/site/hpd/services-and-information/where-we-live-nyc.page

For more information on the agency, please visit: www.nyc.gov/hpd.