

BLOCK BY BLOCK: THE HOUSING PLAN FOR A NEW ERA

Indicator name:	Total affordable housing starts (units)
Description:	The total number of housing units (starts) created or preserved and counted by HPD. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source:	Office of Development
Indicator name:	- Preservation starts
Description:	The number of HPD housing units where construction was completed that were preservation. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Stabilization housing assistance starts (units)
Description:	The number of housing units supported by HPD through direct subsidy, tax benefit, or other financial assistance to foster building improvements and/or stabilization. Financial assistance units are not counted towards a Mayoral housing plan and may not be income restricted.
Source:	Office of Development
Indicator name:	Median time to close emergency problems (days)
Description:	The median number of calendar days to close a unique emergency housing maintenance problems received before or during the period in a privately-owned building that was closed within the reporting period. An emergency problem can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Median time to close non-emergency problems (days)
Description:	The median number of calendar days to close a nonemergency problem in a privately-owned building received before or during the period that was closed during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Median time to first inspection (days)—Heat and hot water problems
Description:	The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to an original (non-duplicate) problem related to heat or hot water received within the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from enforcement programs: 7A, Alternative Enforcement Program, & Underlying Conditions
Description:	Units in buildings discharged from 7A, AEP, and Underlying Conditions programs for owner compliance or the discharge of a 7A administrator.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Proactive building visits by HPD Office of Enforcement and Neighborhood Services
Description:	The number of building visits attempted within the reporting period to monitor compliance with HPD Vacate Orders/Orders to Repair issued in response to fire events, where maintenance-based harassment may be occurring, that all doors are self closing, to conduct building surveys/assessments, monitor buildings discharged from the Alternative Enforcement Program, monitor compliance with Voluntary Repair Agreements (VRAs) and investigate issues reported via correspondence and communication with Elected Officials and Community Advocates, and to monitor compliance with the Heat Sensor Program.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Active capital projects on track or with minor delays (%)
Description:	Percent of all active capital projects that are on schedule or have minor delays (six months or less)
Source:	Asset & Capital Management
Indicator name:	Average time to complete maintenance work orders (days)
Description:	The average days to complete a work order performed by a Maintenance Worker from the date the work order is created to the date the work is completed.
Source:	Performance Tracking and Analytics
Indicator name:	Average time to complete skilled trades and vendor work orders (days)
Description:	The average days to complete a work order performed by a skilled trades worker (i.e. carpenter, painter, plasterer, plumber, etc.) from the date the work order is created to the date the work is completed.
Source:	NYCHA Systems
Indicator name:	Simple mold repairs completed within 7 days
Description:	The percentage of simple mold repairs that can be performed by a Maintenance Worker or Caretaker within 7 days. The numerator is the number of mold simple repairs completed within 7 calendar days and the denominator is the total number of verified mold simple repairs.
Source:	Performance Tracking and Analytics
Indicator name:	Complex mold repairs completed within 15 days (%)
Description:	The percentage of complex mold repairs that must be performed by skilled trade workers or other specialized staff (in one or more visits) that are completed within 15 days. The numerator is the number of mold complex repairs completed within 15 calendar days and the denominator is the total number of verified mold complex repairs.
Source:	Performance Tracking and Analytics
Indicator name:	PACT and Trust Portfolio—Cumulative units preserved
Description:	The total number of developments that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 201 or to the NYCHA Trust program.
Source:	Performance Tracking and Analytics
Indicator name:	Average turnaround time for vacant units (days)
Description:	The average time from when a unit becomes vacant to when it's re-occupied.
Source:	Information Technology
Indicator name:	Elevator outages resolved within 10 hours (%)
Description:	The percentage of elevator service interruptions resolved within 10 hours. The numerator is the number of elevator disruptions lasting 10 hours or less and the denominator is the total number of elevator disruptions.
Source:	Performance Tracking and Analytics

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Indicator name:	Units abated for lead
Description:	The number of units abated for lead each month at NYCHA developments at the 0.5 mg/cm2 threshold established by NYC as of December 1, 2021.
Source:	Lead Hazard Control
Indicator name:	Resident job placements
Description:	The sum of NYCHA Direct Placements and Partner Placements
Source:	Resident Economic Empowerment and Sustainability and Human Resources
Indicator name:	NYCHA Section 9 developments with an active resident association (% of total)
Description:	The percentage of NYCHA Section 9 developments with an active resident association
Source:	Real Estate Development Department
Indicator name:	Cumulative apartments with heat pumps installed
Description:	The total cumulative number of public housing and PACT apartments in which heat pump systems have been installed.
Source:	Heating Services Management Department
Indicator name:	Affordable units created and preserved
Description:	The total number of affordable housing units (starts) created or preserved and counted by HPD plus the total number of units that were transitioned from public housing to the RAD/PACT program. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal. For the units that transitioned from public housing to the RAD/PACT program, the first was the Ocean Bay conversion in 2016.
Source:	HPD Office of Development, NYCHA Performance Tracking and Analytics
Indicator name:	Extremely low income (0-30% Area Median Income) starts (%)
Description:	The percentage of housing units created or preserved for housings earning 0-30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	Office of Development
Indicator name:	Very low income (31-50% Area Median Income) starts (%)
Description:	The number of housing units created or preserved for households earning 31%-50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	Office of Development
Indicator name:	Low income (51-80% Area Median Income) starts (%)
Description:	The percentage of housing units created or preserved for households earning 51%-80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	Office of Development

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Indicator name:	Additional housing starts (unrestricted units)
Description:	The number of new market rate units in new construction or adaptive re-use mixed affordable and market rate housing projects that HPD supported. Such support includes financial assistance, tax benefit, land subsidy, and/or density bonus for the affordable units in those projects. These additional housing start units are part of mixed-income developments that include both affordable and market rate housing. These units are not counted toward a Mayoral housing plan and are not income-restricted yet add to the city's overall housing supply.
Source:	Office of Development
Indicator name:	Homes projected through land use actions reviewed by the City Planning Commission
Description:	The number of homes that could be built based on approved land use actions at the City Planning Commission. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source:	Land Use Review and Planning Support Divisions—Zoning Application Portal
Indicator name:	Affordable homes projected through land use actions reviewed by the City Planning Commission
Description:	The number of affordable homes that could be built based on approved land use actions at the City Planning Commission. A home is considered "affordable" if a family spends approximately one third or less of its income to live there. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source:	Land Use Review and Planning Support Divisions—Zoning Application Portal
Indicator name:	Homes approved by the City Planning Commission
Description:	The number of homes proposed through private and public land use applications that enter the public review process and are approved by the City Planning Commission.
Source:	Land Use Review and Planning Support Divisions
Indicator name:	Applicants approved for a new construction unit through the lottery
Description:	Number of applicants approved for a new construction unit through lottery.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery units—Median time to approve an applicant (days)
Description:	Median days from the certificate of occupancy issuance to applicant approval for a lottery unit.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Construction-related incidents with injury
Description:	An accident is an incident caused by construction activity on a construction site, or on an adjoining site, which results in a fatality or injury requiring medical attention.
Source:	DOB—FDC of Development & Tech Affairs Unit
Indicator name:	Priority A (emergency) complaints received
Description:	The number of complaints describing emergency (Priority A) conditions received by DOB. Priority A complaints include all accidents (construction and non-construction related), fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.
Source:	BIS mainframe maintained by DOB
Indicator name:	Priority B (nonemergency) complaints received
Description:	The number of complaints describing nonemergency (Priority B) conditions received by DOB. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	BIS mainframe maintained by DOB

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Indicator name:	Average time to respond to Priority A complaints (days)
Description:	The average number of work days it took DOB to conduct a field visit for complaints describing emergency (Priority A) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all accidents (construction and non-construction related), accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source:	BIS mainframe maintained by DOB
Indicator name:	Average time to respond to Priority B (nonemergency) complaints (days)
Description:	The average number of work days it took DOB to conduct a field visit for complaints describing nonemergency (Priority B) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of space, excessive debris, failure to erect a sidewalk shed or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	BIS mainframe maintained by DOB
Indicator name:	Applications received—Senior Citizen Homeowners' Exemption
Description:	The number of SCRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	SCRIE Unit
Indicator name:	Applications received—Disability Homeowners' Exemption
Description:	The number of DRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	DRIE Unit
Indicator name:	Homeownership starts (% of total affordable housing starts)
Description:	The percentage of counted housing units (starts) created or preserved by HPD that are for homeownership.
Source:	Office of Development
Indicator name:	Homeless households moved into a newly constructed unit
Description:	Number of homeless households that moved into a new construction unit through HPS.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Homeless households moved into a re-rental unit
Description:	Number of homeless households that moved into a re-rental unit through HPS.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Total supportive housing units
Description:	Total count of supportive housing units in CAPS
Source:	HRA's Coordinated Assessment & Placement System (CAPS)
Indicator name:	Supportive housing—Median time from determination to referral (days)
Description:	Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client moves into a Supportive Housing unit.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)
Indicator name:	Supportive housing—Median time from determination to move-in (days)
Description:	Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client gets referred to a Supportive Housing unit.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)

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Indicator name: Supportive units started

Description: New construction and preservation units started and counted by HPD with contracts for supportive services.

Source: HPD Office of Development

Indicator name: Units started for homeless individuals and families

Description: New construction and preservation units started and counted towards by HPD that are restricted for homeless individuals and families.

Source: HPD Office of Development