

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Total housing maintenance problems reported
Description:	The number of all housing maintenance problems reported in privately-owned buildings recorded by the 311 Customer Service Center and Code Enforcement Borough Offices. Duplicate problems reported on building-wide conditions are included.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique housing maintenance problems requiring HPD response
Description:	The number of reported housing maintenance problems reported in privately owned buildings recorded by the 311 Citizen Service Center and Code Enforcement Borough Offices excluding duplicate problems. Duplicate problems are problems reported on building-wide conditions when an original problem has not yet been actioned by the agency and which does not result in direct action by the agency. Primarily, duplicate problems are heat or hot water problems.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique immediate emergency housing maintenance problems requiring HPD response
Description:	This number is a subset of unique housing maintenance problems requiring HPD response that represents a category of problems reported for dire conditions such as no electricity or water supply to an entire apartment or building or collapsing ceilings. This category of problems is highly prioritized by HPD for action. Lead-based paint problems are excluded from this category.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems requiring HPD response
Description:	This number is a subset of unique housing maintenance problems requiring HPD response that represents a category of problems reported for emergency conditions such as heat and hot water, mold, water leaks, broken/missing doors and cracked paint/plaster. Lead-based paint problems are excluded from this category.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems requiring HPD response—Heat and hot water
Description:	This number is a subset of unique emergency housing maintenance problems requiring HPD response related to the lack of or inadequate heat or hot water.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems requiring HPD response—Other emergency
Description:	This number is a subset of unique emergency housing maintenance problems requiring HPD response , reflecting non-heat, non-hot water and non-lead-based paint problems reported as emergency conditions.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique problems prompting lead-based paint hazard inspections
Description:	This number is a subset of unique housing maintenance problems requiring HPD response. It includes problems reported in privately-owned buildings for conditions that require HPD to conduct an inspection for a lead-based paint hazard as defined by Local Law 1 of 2004.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique non-emergency housing maintenance problems requiring HPD response
Description:	This number is a subset of unique housing maintenance problems requiring HPD response. It includes problems reported in privately-owned buildings for non-emergency conditions such as pests, slow leaks and accumulation of garbage.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Housing maintenance problem inspections attempted
Description:	This is the number on inspections attempted within the reporting period by a Housing Inspector assigned to any Enforcement Unit in response to a housing maintenance problem reported to HPD within the reporting period. There may be more than one inspection attempted for a problem received.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Median time to first inspection (days)—Immediate emergency problems
Description:	The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of an immediate emergency problem (i.e. no electricity, no water) received within the period.
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:	Median time to first inspection (days)—Other emergency problems
Description:	The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of an emergency problem (not including heat/hot water or lead-based paint hazard problems) received within the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Median time to first inspection (days)—Lead-based paint problems
Description:	The median number of days it takes a Housing Inspector with an EPA Lead Certification to make the first physical inspection attempt in response to reported conditions that requires a lead-based paint hazard inspection, as defined by Local Law 1 of 2004, in an apartment where a child under six resides or visits received within the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Median time to first inspection (days)—Non-emergency problems
Description:	The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of a non-emergency problem (not including lead-based paint hazard problems) received within the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique housing maintenance problems closed
Description:	The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems closed
Description:	The total number of unique emergency housing maintenance problems received before or during the period closed during the period due to an inspection, callback to tenant, or repeated attempts for access. Not directly related to the number of problems received in the period. This is not a subset of unique housing maintenance problems received.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems closed—Heat and hot water
Description:	The number of emergency heat and hot water problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Unique emergency housing maintenance problems closed—Other emergency
Description:	The number of unique other emergency problems received before or during the period that were closed during the period due to an inspection, callback to tenant, or repeated attempts for access. This is not a subset of unique housing maintenance problems received.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique problems prompting lead-based paint hazard inspections closed
Description:	The number of lead emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services
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:	Unique emergency housing maintenance problems closed within 12 days of receipt (%)
Description:	This is a calculation of unique emergency problems closed within 12 days of receipt divided by the number of unique emergency problems closed within the reporting period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique emergency housing maintenance problems closed within 21 days of receipt (%)
Description:	This is a calculation of unique emergency problems that were closed within 21 days of receipt divided by the number of unique emergency problems closed within the reporting period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Unique non-emergency problems closed within 20 days of receipt (%)
Description:	This is a calculation of unique nonemergency problems closed within 20 days of receipt divided by the number of unique nonemergency problems closed within the reporting period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Total violations issued
Description:	The total number of violations issued.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class A non-hazardous violations
Description:	The total number of hazard class “A” violations issued within the reporting period. These are violations classified as non-hazardous.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class B hazardous violations
Description:	The total number of hazard class “B” violations issued within the reporting period. These are violations classified as hazardous.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Class C immediately hazardous violations
Description:	The total number of hazard class “C” violations issued within the reporting period. These are violations classified as immediately hazardous.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C immediately hazardous violations—Heat
Description:	A subset of total class “C” violations, the total number of hazard class “C” violations issued within the reporting period for inadequate or no heat.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C immediately hazardous violations—Hot water
Description:	A subset of total class “C” violations, the total number of hazard class “C” violations issued within the reporting period for a lack of or inadequate hot water.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C immediately hazardous violations—Lead-based paint hazard
Description:	A subset of total class “C” violations, the total number of lead-based paint “hazard” violations.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C immediately hazardous violations—Self-closing doors
Description:	The total number of hazard class “C” violations issued within the reporting period for apartment entrance doors or doors in the public area of a building that do not self-close.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Other Class C immediately hazardous violations
Description:	The total number of all other types of hazard class “C” violations issued within the reporting period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C violations certified as corrected (%)
Description:	The percentage of class C violations issued within the reporting period for which a property owner/managing agent submits a certification of correction. Certified violations may be reinspected and closed by HPD or may be deemed corrected and closed 70 days after certification (except for lead-based paint violations, heat violations and hot water violations) if HPD does not reinspect. Lead-based paint violations, heat violations and hot water violations can only be closed upon reinspection by HPD or if the conditions are corrected by HPD. This indicator is the number of hazard class “C” violations for which a property owner/managing agent submits a valid certification of correction timely.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C violations for which HPD initiated the emergency repair process (%)
Description:	Percentage of Class C violations issued in the Fiscal Year for which HPD initiated the emergency repair process.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C emergency repair violations corrected by owner (%)
Description:	Percentage of Class C emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied by August 31st of the following Fiscal Year divided by the total number of class C emergency repair-generating violations issued in the reporting period. The deemed complied process, which is a legally defined process for closing certified violations, requires 70 days after the closed of the fiscal year to be completed.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Class C emergency repair violations corrected by HPD (%)
Description:	Percentage of Class C emergency repair-generating violations issued in the Fiscal Year that were corrected by HPD by August 31st of the following Fiscal Year, divided by the total number of class C emergency repair-generating violations issued in the Fiscal Year.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Class C violations closed (%)
Description:	Percentage of Class C violations issued in the Fiscal Year that were closed by August 31st of the following Fiscal Year divided by the total number of class C violations issued in the Fiscal Year.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Violations closed
Description:	The total number of violations closed during the reporting period regardless of the date the violation was issued. A violation is closed once the violating condition is reinspected by HPD and found to be corrected, if deemed corrected by HPD based on landlord certification, or if administratively removed by HPD.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Inspection visits per team per day
Description:	The average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations. A route is comprised of stops (inspections) by an inspection team on any given day.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Ratio of completed inspections to attempted inspections (%)
Description:	This indicator represents the proportion of times that HPD was required to engage in more than one attempted inspection in order to finish actioning a problem via inspection. The final action may or may not have resulted in access or a new violation being issued—this indicator does not speak to any actual outcome specifically. An attempted inspection is each attempt to observe conditions related to an individual problem. A completed inspection is the final inspection attempt of an individual problem. In some cases, HPD policy dictates that a problem may automatically have multiple inspection attempts if there is not access to observe all problems on the first attempted inspection (examples, lead-based paint problem inspections) and in some cases, HPD only makes one attempt to gain access and the inspection is considered completed whether or not access is gained to observe the problem as reported. In other cases, not gaining access on the initial attempted inspection may lead to second attempts (but not always) and the inspection may be considered completed on the first attempt. The ratio is the number of completed inspections divided by the number of attempted inspections.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties
Description:	HPD pursues comprehensive litigation in Housing Court when there are conditions warranting litigation for multiple violations or building system issues or agency-issued Orders. The closing of a case based on the owners compliance with the Court Order indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which have addressed the majority of the violations that were the subject of the order and have paid any civil penalties obtained during the action.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct
Description:	A count of violations dismissed as a result of the comprehensive cases closed due to compliance with the order.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations
Description:	The Emergency Repair Program completes work in a case where an immediately hazardous violation is issued by an HPD Inspector and the owner fails to correct the condition. The work may be limited to a repair in one apartment or affect multiple apartments in a building (for example, replacement of a heating plant). This count is of units affected by the repair. Includes lead and non-lead work. AEP units are not included in this count.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from the Alternative Enforcement Program due to owner compliance
Description:	The Alternative Enforcement Program (AEP) is an enhanced enforcement program which addresses the “most distressed” buildings (as defined by statute). Buildings can be discharged from the program for owner compliance when the owner reduces the violations, complies with an order (if issued), pays outstanding charges and registers the building. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from the Underlying Conditions program due to owner compliance
Description:	The Underlying Conditions Program is an enhanced enforcement program which addresses buildings with a significant number of mold and leak violations (as defined in rules). Buildings can be discharged from the program for owner compliance when the owner reduces the violations and complies with an order to have the building assessed for underlying causes of the mold/leaks. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order
Description:	HPD pursues the appointment of a 7A Administrator in Housing Court when a building is in significant distress and the owners are unresponsive to other enforcement efforts. In some cases, the agency enters into a consent order with the owners to make repairs and in some cases a 7A administrator is appointed. The closing of a case based on the owners compliance with the Court Order or the discharge of a 7A administrator indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which meet the above criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Proactive Building Visits—Heat Sensor Program
Description:	The number of building visits attempted within the reporting period to monitor compliance with Local Law 18 of 2020 which mandates HPD to select and monitor buildings that will be required to install internet capable temperature reporting devices.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Proactive Building Visits—Fire Vacate Monitoring
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.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Proactive Building Visits—Anti-Harassment Unit
Description:	The number of building visits attempted within the reporting period to conduct comprehensive inspection in buildings where maintenance-based harassment may be occurring.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Proactive Building Visits—Self-closing Door Survey
Description:	The number of building visits attempted within the reporting period to conduct a survey to ensure that all doors within the building are self-closing as mandated by Local Law 71 of 2022.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Proactive Building Visits—Division of Neighborhood Preservation
Description:	The number of building visits attempted within the reporting period 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.
Source:	Office of Enforcement and Neighborhood Services
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:	New construction starts (%)
Description:	The percentage of counted housing units (starts) that were created by HPD. Units are created through financed new construction, regulatory agreements creating affordability requirements, 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 percentage of counted housing units that were preserved by HPD. Preservation is defined as financed rehabilitation or a regulatory agreement extending affordability requirements. HNY 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:	Rental starts (%)
Description:	The percentage of counted housing units (starts) created or preserved by HPD that are rental.
Source:	Office of Development
Indicator name:	Homeownership starts (%)
Description:	The percentage of counted housing units (starts) created or preserved by HPD that are for homeownership.
Source:	Office of Development

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Indicator name:	Total affordable housing completions (units)
Description:	The total number of new construction and preservation HPD housing units where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued.
Source:	Office of Development
Indicator name:	New construction completions (%)
Description:	The percentage of HPD housing units where construction was completed that were new construction. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Preservation completions (%)
Description:	The percentage 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:	Rental completions (%)
Description:	The percentage of HPD housing units where construction was completed that were rental. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Homeownership completions (%)
Description:	The percentage of HPD housing units where construction was completed that were homeownership. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	New construction in limited affordability areas (%)
Description:	The percentage of new construction housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas which fall below the 30th percentile citywide on the total existing stock of affordable housing units and the number of affordable housing units whose current residents moved in within the last five years.
Source:	Office of Development
Indicator name:	Preservation in limited affordability areas (%)
Description:	The percentage of preservation housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas which fall below the 30th percentile citywide on the total existing stock of affordable housing units and the number of affordable housing units whose current residents moved in within the last five years.
Source:	Office of Development
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

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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:	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
Indicator name:	Extremely low income (0–30% Area Median Income) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed for households 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) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed 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) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed 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
Indicator name:	Units started that serve senior households
Description:	New construction and preservation started units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source:	Office of Development
Indicator name:	Units completed that serve senior households
Description:	New construction and preservation completed units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source:	Office of Development

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Indicator name:	Asset management—Rental projects in portfolio
Description:	The number of rental buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source:	Division of Asset Management
Indicator name:	Asset management—High risk rental projects in portfolio (%)
Description:	The percentage of total rental projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical, or financial distress, or noncompliance with regulatory requirements. A project is deemed high risk if it meets certain criteria in at least one of three areas: physical health, financial health, or federal HOME and LIHTC compliance. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Project financial health is measured by municipal arrears, and tax lien sale history. HOME and LIHTC compliance is measured by instances of HOME or LIHTC non-compliance in the project. Fiscal year first quarter data is used as a proxy for the October year-to-date number reported in the Preliminary Mayor's Management Report.
Source:	Division of Asset Management
Indicator name:	Asset management—Co-op projects in portfolio
Description:	The number of co-op buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source:	Division of Asset Management
Indicator name:	Asset management—High risk co-op projects in portfolio (%)
Description:	The percentage of total co-op projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical or financial distress. A project is deemed high risk if it meets certain criteria in at least one of two areas: physical health or financial health. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Project financial health is measured by municipal arrears, and tax lien sale history. Fiscal year first quarter data is used as a proxy for the October year-to-date number reported in the Preliminary Mayor's Management Report.
Source:	Division of Asset Management
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:	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 (DHO)
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:	Lottery projects—Completed applicant approvals within three months (%)
Description:	Percent of lotteries that have approved applicants for 95% of the total marketed units within three months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity (DHO)

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Indicator name:	Lottery projects—Completed applicant approvals within six months (%)
Description:	Percent of lotteries that have approved applicants for 95% of the total marketed units within six months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery projects—Completed applicant approvals after two years (%)
Description:	Percent of lotteries that took longer than two years from the certificate of occupancy issuance to approve applicants for 95% of the total marketed units.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery projects—Median time to complete applicant approvals (days)
Description:	Median days from the certificate of occupancy issuance to approval to completion of 95% of applicant approvals for a lottery project.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery units—Applicants approved within three months (%)
Description:	Percent of lottery units with applicants approved within three months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery units—Applicants approved within six months (%)
Description:	Percent of lottery units approved within six months of lottery project TCO issuance.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Lottery units—Applicants approved after two years (%)
Description:	Percent of lottery units with applicants approved within a timeframe longer than two years of the certificate of occupancy issuance.
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:	Median time to lease-up a homeless placement set-aside new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project received TCO and the homeless household exited shelter. Homeless set-aside units are the units designated for homeless households. Median days from TCO to shelter exit date for set-aside units.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Median time to lease-up a homeless placement voluntary new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project revealed TCO and the homeless household exited shelter. Voluntary units are additional affordable units developers chose to lease-up for homeless households through HPS. Median days from TCO to shelter exit date for voluntary units.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Section 8—Housing choice voucher utilization rate
Description:	The percent of Section 8 Housing Choice Vouchers (HCV) allotted to HPD by the Department of Housing and Urban Development that are used by families to rent housing in the private market.
Source:	Division of Tenant and Owner Resources (DTOR)

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Indicator name:	Section 8—Housing choice vouchers issued
Description:	The total number of new households receiving assisted rental vouchers for use in the private housing market through the Housing Choice Voucher (HCV) program.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Section 8—Housing choice voucher households assisted
Description:	The number of households receiving a rent subsidy for a residential unit in the private housing market through the tenant-based Housing Choice Voucher programs as well as Project-Based Vouchers.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Section 8—Median time from completed application to voucher issuance (days)
Description:	The average time from application received by to the issuance of a voucher in the Housing Choice Voucher tenant-based program. Includes both complete as well as incomplete applications, which require additional information in order to proceed to voucher issuance, impacting the amount of time.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Section 8—Median time from voucher issuance to lease up (days)
Description:	The average time from voucher issued to successful lease up in the Housing Choice Voucher tenant-based program. Includes both HPD processing times, as well as search times for the voucher holder.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Section 8—Subsidized units in abatement (%)
Description:	The percent of subsidized units that failed the Housing Quality Standard (HQS) inspection conducted by HPD resulting in a unit being placed in abatement—i.e., the rent subsidy is temporarily suspended until all conditions resulting in failure are corrected by the owner. The percent total is derived from the number of units in abatement at the end of the month (June) divided by the total number of units receiving assistance. HQS standards are established by the Department of Housing and Urban Development's Section 8 program regulations.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Households assisted through other programs
Description:	Total number of households assisted through Shelter Plus Care (SPC), NYC 15/15, and MOD Rehab. These are separate from housing choice vouchers.
Source:	Division of Tenant and Owner Resources (DTOR)
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:	Office of Development
Indicator name:	Supportive units started
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	Office of Development
Indicator name:	Units completed for homeless individuals and families
Description:	Completed HPD new construction and preservation units that are restricted for homeless individuals and families.
Source:	Office of Development

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Indicator name:	Supportive units completed
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Census for single adults
Description:	The number of single adults housed in HPD Emergency Facilities.
Source:	Emergency Operations Division
Indicator name:	Census for adult families
Description:	The number of households comprised of two or more adult household members in HPD Emergency Facilities.
Source:	Emergency Operations Division
Indicator name:	Census for families with children
Description:	The number of households with children under the age of 18 in HPD Emergency Shelters.
Source:	Emergency Operations Division
Indicator name:	Average length of stay—Single adults (days)
Description:	The average number of days single adult households stay in HPD Emergency Facilities.
Source:	Emergency Operations Division
Indicator name:	Average length of stay—Adult families (days)
Description:	The average number of days of adult families stay in HPD Emergency Facilities.
Source:	Emergency Operations Division
Indicator name:	Average length of stay—Families with children (days)
Description:	The average number of days families with children under the age of 18 stay in HPD Emergency Shelters.
Source:	Emergency Operations Division
Indicator name:	Financed affordable housing projects with an M/WBE Build Up goal (%)
Description:	The percent of affordable housing projects created or preserved by HPD that have an M/WBE Build Up goal associated with it. Through the Build Up program, developers with projects receiving Housing Preservation and Development (HPD) or Housing Development Corporation (HDC) funding greater than \$2 million are required to spend at least 25% of HPD/HDC-supported costs on M/WBE services. All payments to certified M/WBEs performing construction or providing professional services count toward the goal.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program (\$)
Description:	The total M/WBE goal amount for all projects subject to the M/WBE Build Up program that started within the Fiscal Year.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Completed affordable housing projects that met or exceeded their M/WBE Build Up goal (%)
Description:	The percent of projects that completed construction within the Fiscal year that have fulfilled the requirements under the M/WBE Build Up program by either meeting or exceeding their M/WBE spending goal.
Source:	Division of Housing Opportunity and Program Services

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Indicator name:	Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program (\$)
Description:	The total dollar amount spent on M/WBE sub-contractors for projects subject to the M/WBE Build Up program that completed construction.
Source:	Division of Housing Opportunity (DHO)
Indicator name:	Total direct city subsidy investment
Description:	Total city subsidy investment associated with new construction and preservation starts. City subsidy includes City Capital, HDC Reserves, Housing Infrastructure Fund, Reso A, 421-a Fund, and OurSpace.
Source:	Office of Development
Indicator name:	Employment impacts—Temporary jobs associated with housing production
Description:	The number of temporary construction jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year.
Source:	Office of Development
Indicator name:	Employment impacts—Permanent jobs associated with housing production
Description:	The number of permanent operations jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year. Permanent operations jobs are those that relate to the operation of new residential, commercial, or community space created.
Source:	Office of Development
Indicator name:	Human services contracts
Description:	The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source:	Mayor's Office of Contract Services
Indicator name:	Human services contract registration within 30 days of the contract start date (%)
Description:	The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source:	Mayor's Office of Contract Services
Indicator name:	Total dollars disbursed for human services contracts (\$000,000)
Description:	The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source:	Mayor's Office of Contract Services

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Indicator name:	E-mails responded to within 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	HPDInfo computer system
Indicator name:	Letters responded to within 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	HPDInfo computer system
Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Visitors to the Division of Tenant and Owner Resources (DTOR) rating customer service as good or better (%)
Description:	The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) who rated their overall customer service experience as good or excellent as a percent of the total number of visitors who completed surveys.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	Completed requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Division of Tenant and Owner Resources (DTOR)
Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations—SCOUT

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Indicator name:	Heating—% of SRs Meeting Time to Close (5 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Non-Construction—Pests—% of SRs Meeting Time to Close (30 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Paint/Plaster—Ceiling—% of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Paint/Plaster—Walls—% of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Plumbing—Water-Leaks—% of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting