



NEW YORK CITY HOUSING AUTHORITY

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WHAT WE DO

The New York City Housing Authority (NYCHA), also referred to as the Authority, provides affordable housing to 497,649 authorized residents in 177,565 apartments within 335 housing developments and units leased through the Section 8 program. NYCHA serves 275,546 authorized residents in 145,347 apartments within 216 housing developments through the conventional public housing program (Section 9) and 56,164 authorized residents in 32,218 units within 119 developments that were converted to the Permanent Affordability Commitment Together (PACT) program. Through federal rent subsidies (Section 8 Leased Housing Program), NYCHA also provides rental subsidies to 82,970 families in locating and renting units in the private market.

NYCHA, which was established in 1934, is pursuing innovative ways to generate the funding its properties desperately need. Its buildings, the majority of which are more than a half century old, need \$78 billion in investments to be brought into a state of good repair, the result of decades of government disinvestment. In addition to an over \$5 billion capital projects portfolio, through PACT, the New York City Public Housing Preservation Trust (the Trust), and Comprehensive Modernization (the Authority's large-scale renovation program of its public housing developments), NYCHA is undertaking comprehensive renovations to dramatically improve residents' quality of life while preserving resident rights and protections and providing economic opportunities. Through its Transformation Plan, NYCHA is strengthening as an organization and fundamentally changing how it operates. And through compliance with the 2019 federal Department of Housing and Urban Development (HUD) Agreement, NYCHA is improving how it delivers services to residents in key areas, including heat and elevator services, lead, mold, and pest/waste management.

FOCUS ON EQUITY

NYCHA promotes equity through its mission to provide quality housing for low-income New Yorkers that is sustainable, inclusive, and safe, while fostering opportunities for economic mobility for its residents. NYCHA develops programs, policies, and partnerships to support residents with employment, training, education, and health.

In Fiscal 2026, NYCHA engaged 76,522 residents in the design and implementation of key initiatives, including planning for PACT conversions and the Trust. NYCHA completed 61 resident association leadership elections during Fiscal 2026, all of which required extensive engagement of residents. Resident engagement is central to NYCHA's efforts to deliver better services, reorganize in order to meet residents' needs, and bring NYCHA buildings the capital investment they need to support the generations of New Yorkers to come.

NYCHA continues to facilitate an engagement plan for planning the future of the Trust. Over 3,200 residents live at properties that will be converted to the Trust. As part of the Trust's Modernization and Preservation (Trust Mod) program, the Trust has engaged residents through visioning sessions to understand their priorities for building repairs and provided opportunities for resident members to participate in the evaluation process for selecting the Design-Builders responsible for managing the relocation. The Trust has also held meetings to keep residents informed about the Section 8 conversion, the Design-Build process, and lease signings. In addition, once a Design-Build team is onboard, the Design-Build team works directly with residents through design workshops, meetings, surveys, and other activities to refine project design, gather feedback, and provide project progress.

As of July 2026, the Trust has four developments with 1,776 units in its pipeline at various project stages. Over the past year, the Trust selected Design-Build partners for Bronx River Addition, Nostrand Houses, Unity Towers, and Hylan Houses. Following procurement, the Design-Build teams at Bronx River Addition and Nostrand Houses partnered with residents through design workshops, resident meetings, model unit tours, apartment finish selections, and Construction Council meetings to refine project designs and prepare for construction. The Trust also supported lease signings at Bronx River Addition and Nostrand Houses as part of the transition to the Section 8 funding platform and conducted the public comment period on the draft Trust leases for Unity Towers and Hylan Houses. At Hylan Houses, the Trust established a Resident Review and Advisory Committee (RRAC) to partner with the Design-Build team throughout project planning and design.

OUR SERVICES AND GOALS

SERVICE 1 Operate as an efficient and effective landlord.

- Goal 1a Improve rent collection.
 - Goal 1b Expedite maintenance and repairs.
 - Goal 1c Optimize apartment usage and ensure rental equity.
 - Goal 1d Improve safety and security.
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SERVICE 2 (Re)build, expand, and preserve public housing and affordable housing stock.

- Goal 2a Preserve the public and affordable housing asset.
 - Goal 2b Optimize access to affordable housing in public housing developments to income-eligible families.
 - Goal 2c Increase access to affordable housing in privately owned units.
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SERVICE 3 Engage residents and connect them to best-in-class social services.

- Goal 3a Connect all residents to critical services in their communities.
- Goal 3b Increase employment opportunities for NYCHA residents.

HOW WE PERFORMED IN FISCAL 2026

SERVICE 1 Operate as an efficient and effective landlord.

Goal 1a Improve rent collection.

NYCHA's rent collection efforts have been severely impacted by the effects of the COVID-19 pandemic, which left many NYCHA residents struggling to pay their arrears. The Emergency Rental Assistance Program (ERAP), the NYS Funded COVID-19 Rental Assistance Program (CRA), and the federally funded HOME American Rescue Plan Program (HOME-ARP) brought relief to some residents, but have now had their funding exhausted, and many challenges continue to hamper NYCHA's rent collection efforts. As of June 2026, cumulative rent collection dropped nine percentage points from 68.6 percent in Fiscal 2025 to 59.8 percent in Fiscal 2026. NYCHA did not meet the target of 97.5 percent. However, the cumulative 12-month rent collection percentage excluding arrears and rental assistance was 84 percent as of June 2026. Rent delinquency increased two percentage points from 44.3 percent to 46.0 percent. There were 61,970 households in rent arrears during the reporting period, a slight drop compared to last year (62,144). In addition to an awareness campaign aimed at residents about how and why to pay rent and access assistance such as payment plans, NYCHA continues to monitor the rent collection trends through monthly rent collection meetings, which bring departments from across the Authority together to review performance and identify areas for improvement.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Rent collection (%)	66.8%	62.2%	69.2%	68.6%	59.8%	97.5%	97.5%	Neutral	Up
Rent delinquency rate (%)	44.5%	45.3%	44.2%	44.3%	46.0%	*	*	Neutral	Down
Households in rent arrears	68,459	68,609	64,711	62,144	61,970	*	*	Down	Down
Rent collection without arrears (%)	NA	NA	NA	NA	84%	*	*	NA	Up
★ Critical Indicator Equity Indicator "NA" Not Available ↕ Directional Target * None									

Goal 1b Expedite maintenance and repairs.

NYCHA continued to show an overall positive trend in its repair metrics. The average time to resolve emergency repair requests remained steady at 16 hours and 57 minutes in Fiscal 2026 compared to 17 hours 1 minute in Fiscal 2025 and remained below the 24-hour target. The average time to resolve non-emergency repair requests decreased by four percent from 66.0 days in Fiscal 2025 to 63.3 days in Fiscal 2026. The percent of non-emergency repair requests resolved within 15 days remained steady at 76 percent and exceeded the target of 75 percent. The percent of non-emergency repair requests resolved within 60 days also held steady at 86 percent in Fiscal 2026 compared to 85 percent in Fiscal 2025.

The average days to complete maintenance work orders dropped by two percent from 4.06 days in Fiscal 2025 to 3.98 days in Fiscal 2026 and was below the target of seven days. The average days to complete skilled trades and vendor work orders dropped by eight percent from 129.65 days in Fiscal 2025 to 119.14 days in Fiscal 2026. While still facing incredible challenges with the aging infrastructure and staggering capital needs, NYCHA has continued to improve repair times through stronger coordination and sequencing of work orders with Neighborhood Planners and Skilled Trade Teams. This includes better planning and scheduling, improved communication with residents, increased worker accountability and productivity, systems enhancement, and better data tools to increase transparency and facilitate performance monitoring. Most notably, NYCHA has placed greater emphasis on reducing missed appointments for skilled trades by collaborating with its Federal Monitor on a new dashboard system that enables detailed insight into each skilled trade appointment and has allowed NYCHA to reduce the rate of missed appointments. (The Federal Monitor was established pursuant to a 2019 agreement with the federal Department of Housing and Urban Development (HUD) to enforce standards for NYCHA apartments.) NYCHA also regularly holds detailed reviews with its Neighborhood Planners and Skilled Trade Supervisors to improve their overall performance and remove bottlenecks from their workstreams.

Heat outage figures are reported for the heating season, which began on October 1, 2025, and ended on May 31, 2026. The average time to resolve heat outages increased by five percent from 6 hours 50 minutes to 7 hours and 12 minutes but remained under the target maximum of 12 hours required in the 2019 HUD Agreement, and 17 hours less than the 24-hour requirement for New York City's private landlords. New York City experienced a much colder winter season than in recent years, which increased the number of outages and impacted the resolution time. During this heating season, NYCHA continued to use a dedicated heating team to resolve service interruptions 24/7 and activated the NYCHA Emergency Operations Center during periods of extreme cold.

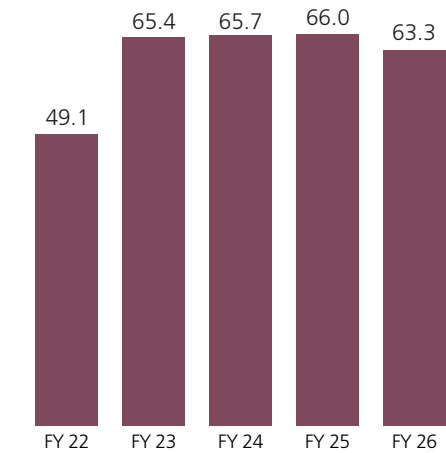
The average time to resolve elevator outages rose by 45 minutes, from 6 hours and 3 minutes in Fiscal 2025 to 6 hours and 48 minutes in Fiscal 2026 but remained below the 10-hour target. The overall duration was primarily impacted by the higher number of low voltage elevator outages. These were precipitated by voltage reductions imposed in certain areas by Con Edison during heat waves. NYCHA resolved 90.39 percent of elevator outages within 10 hours, exceeding the target of 85 percent. NYCHA's buildings experienced four percent fewer average outages of elevators per month in Fiscal 2026 (0.67) compared to Fiscal 2025 (0.70). The elevator service uptime was 99.4 percent in Fiscal 2026, exceeding the target of 97 percent and consistent with Fiscal 2025. NYCHA's Elevator Department continues to use the 90-Minute Report, which prioritizes difficult elevator repairs for supervisor or specialized assistance to cut down on outage time and to track progress on repairs. There was one fewer alleged elevator injury in Fiscal 2026 (10) compared to Fiscal 2025 (11). No elevator-related fatalities were reported. NYCHA offers ongoing training and safety communication to field staff and residents to help reduce these occurrences. NYCHA's Elevator Department also works with NYCHA's Environmental Health and Safety Department and Compliance Department to identify and resolve hazards and potential safety risks.

NYCHA continues to make significant progress towards compliance with the 2019 HUD Agreement, especially in the areas of pests and mold. NYCHA continues to make systems enhancements and diligently use analytical tools to closely monitor performance and identify areas needing attention. NYCHA continues to work with its Federal Monitor to improve its compliance with these requirements. The HUD Agreement commits NYCHA to invest in capital upgrades for its outdated pest and waste management infrastructure. These efforts have included the installation of new rat slabs that help to prevent mice and rats from entering crawl spaces, containers, and recycling infrastructure. In Fiscal 2026, the percentage of rat complaints responded to within two business days was 90.8 percent, up slightly from 90.1 percent in Fiscal 2025. The percentage of rat complaints responded to within five days increased by two percentage points from 93.3 percent to 95.4 percent.

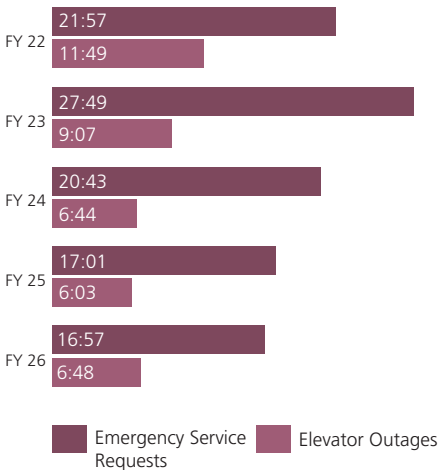
For other pests (bedbugs, mice, and roaches), the continued focus on thoroughness of response and on identifying the root cause of infestations has also led to faster response times. NYCHA made reporting enhancements to better query the resident complaint data and improve monitoring. NYCHA also holds daily close-of-business meetings with all Borough Exterminator Supervisors to review scheduled work orders that are pending a response and continues the mentorship program within the Pest Control Department to facilitate cross-training and uniformity in processes. NYCHA also periodically shifts exterminators' schedules to divert resources as needed. In Fiscal 2026, the percentage of complaints from other pests responded to within seven days increased by 14 percentage points, from 76.2 percent in Fiscal 2025 to 90.0 percent in Fiscal 2026. Similarly, the percentage of other pest complaints responded to within 10 days increased by six percentage points, from 92.1 percent to 98.3 percent, less than two percentage points shy of achieving full compliance with the HUD Agreement at 100 percent. NYCHA will continue to focus on these areas to ensure a timely response.

NYCHA is moving closer to meeting its HUD Agreement goals using dashboards and analytics tools (such as the Mold and Leak Scorecard) to identify high-need areas and by deploying operational resources (such as specialized teams through its Mold and Leaks Restore and Renew Program) to expedite mold inspections, mold removal and associated skilled trade repairs. Although NYCHA has significantly improved its mold inspection and remediation process and response times, more progress is needed to meet HUD Agreement targets. Specifically, the percentage of mold removed within five business days improved by 16 percentage points, from 11.5 percent in Fiscal 2025 to 27.0 percent in Fiscal 2026. Simple mold cases completed within seven days improved significantly by 32 percentage points, from 28.0 percent to 59.5 percent. NYCHA also improved its handling of complex mold cases. The percentage of complex mold cases resolved within 15 days increased from 7.6 percent

**Average Time to Resolve
Non-Emergency Service Requests (days)**



**Average Time to Resolve Emergency Service
Requests and Elevator Outages (hours:minutes)**



in Fiscal 2025 to 16.6 percent in Fiscal 2026. These complex cases involve multiple skilled trade visits to address mold's root cause and perform restoration and cosmetic repairs. Mold issues are exacerbated by aging buildings and growing capital needs. The percentage of mold cases without recurrence declined from 87.9 percent in Fiscal 2025 to 85.2 percent in Fiscal 2026 but still exceeds the compliance target of 85 percent. The improved performance in mold removal and associated repairs is due to NYCHA Operations' prioritization of mold work Authority-wide, as well as to NYCHA's Mold and Leaks Restore and Renew Program, launched in August 2025. NYCHA's targeted mold and leak work order backlog reduction initiatives have improved NYCHA's compliance with HUD Agreement goals. Also aiding compliance is the Operations Daily Summary Dashboard, created in January 2025, which NYCHA Operations uses to quickly identify and address aging mold inspections and work orders. NYCHA will continue to work diligently towards meeting the HUD Agreement goals.

In Fiscal 2026, NYCHA substantially increased its lead abatement efforts, completing work in 6,063 units, which was 15 percent more units compared to Fiscal 2025 (5,295) and exceeded the annual target of 3,000. NYCHA plans to sustain this level of activity in the upcoming fiscal year to continue advancing the program's objectives and to ensure that NYCHA meets the lead abatement goals outlined in the HUD Agreement.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Average time to resolve emergency service requests (hours:minutes)	21:57	27:49	20:43	17:01	16:57	24:00	24:00	Down	Down
★ Average time to resolve non-emergency service requests (days)	49.1	65.4	65.7	66.0	63.3	↓	↓	Up	Down
Non-emergency service requests resolved within 15 days (%)	74%	71%	75%	77%	76%	75%	75%	Neutral	Up
Non-emergency service requests resolved within 60 days (%)	85%	82%	85%	85%	86%	100%	100%	Neutral	Up
Average time to complete maintenance work orders (days)	8.10	6.23	5.03	4.06	3.98	7.00	7.00	Down	Down
Average time to complete skilled trades and vendor work orders (days)	77.40	109.04	133.37	129.65	119.14	*	*	Up	Down
★ Average time to resolve heat outages (hours:minutes)	8:16	7:30	6:37	6:50	7:12	12:00	12:00	Down	Down
★ Average time to resolve elevator outages (hours:minutes)	11:49	9:07	6:44	6:03	6:48	10:00	10:00	Down	Down
★ Elevator outages resolved within 10 hours (%)	71.80%	77.78%	87.12%	89.65%	90.39%	85.00%	85.00%	Up	Up
★ Average outage per elevator per month	1.07	0.93	0.78	0.70	0.67	1.01	1.01	Down	Down
★ Elevator service uptime (%)	97.8%	98.0%	99.3%	99.4%	99.4%	97.0%	97.0%	Neutral	Up
★ Alleged elevator injuries reported to the Department of Buildings	6	6	1	11	10	↓	↓	Up	Down
★ Elevator-related fatalities	0	0	0	0	0	↓	↓	Neutral	Down
★ Rat complaints responded within 2 business days (%)	44.2%	40.7%	73.6%	90.1%	90.8%	90.0%	90.0%	Up	Up
★ Rat complaints responded within 5 days (%)	52.7%	53.0%	80.2%	93.3%	95.4%	100.0%	100.0%	Up	Up
★ Other pest complaints responded within 7 days (%)	30.0%	17.9%	32.4%	76.2%	90.0%	90.0%	90.0%	Up	Up
★ Other pest complaints responded within 10 days (%)	35.5%	26.4%	52.4%	92.1%	98.3%	100.0%	100.0%	Up	Up
★ Mold removed within 5 business days (%)	2.9%	6.6%	9.2%	11.5%	27.0%	95.0%	95.0%	Up	Up
Simple mold repairs completed within 7 days (%)	17.9%	28.1%	30.2%	28.0%	59.5%	95.0%	95.0%	Up	Up
★ Complex mold repairs completed within 15 days (%)	2.1%	3.6%	3.7%	7.6%	16.6%	95.0%	95.0%	Up	Up
★ Mold cases without recurrence (%)	87.9%	86.7%	83.6%	87.9%	85.2%	85.0%	85.0%	Neutral	Up
★ Units abated for lead	621	3,267	5,037	5,295	6,063	3,000	3,000	Up	Up
Management cost per dwelling unit per month (\$)	\$1,197	\$1,372	\$1,345	\$1,419	\$1,493	\$875	\$875	Up	*
★ Critical Indicator	✱ Equity Indicator	"NA" Not Available		↑↓ Directional Target		* None			

Goal 1c Optimize apartment usage and ensure rental equity.

The turnaround time to re-occupy apartments dropped by four percent from 371.1 days in Fiscal 2025 to 357.6 days in Fiscal 2026. Though the turnaround time remains above the target of 300 days, NYCHA has made significant progress through improved coordination between the environmental, trade, and developments teams to rehab and rent units more promptly and has received and used additional City funding for supplies and environmental work. There were nine percent more move ins in Fiscal 2026 (5,059) compared to last year (4,630). The number of vacant units with turnover in process in Fiscal 2026 (6,172) increased by three percent compared to Fiscal 2025 (5,986). This is primarily due to the return to the rent roll of units that were previously held for activities such as relocation for the comprehensive modernization projects at some NYCHA developments and other resident relocation efforts.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Average turnaround time for vacant units (days)	160.8	370.0	424.4	371.1	357.6	300.0	300.0	Up	Down
New move-ins (units)	NA	2,104	3,251	4,630	5,059	*	*	NA	*
Vacant units - turnover in process	NA	NA	5,087	5,986	6,172	*	*	NA	*
★ Critical Indicator 🌱 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1d Improve safety and security.

The felony crime rate in NYCHA developments reported by the New York City Police Department (NYPD) dropped 14 percent from 19.4 per 1,000 residents to 16.7. The number of major felony crimes dropped seven percent from 5,818 in Fiscal 2025 to 5,431 in Fiscal 2026. NYCHA continues to strengthen its relationship with law enforcement agencies and takes safety measures such as assigning security guards to 43 senior buildings, conducting weekly homeless initiatives with the NYPD and the Department of Homeless Services (DHS), and running the Resident Watch as well as an anonymous tip line. The weekly homeless outreach initiatives with the NYPD have been expanded from one day per week to three days per week.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Major felony crime rate per 1,000 residents	17.6	17.9	19.4	19.4	16.7	*	*	Neutral	Down
★ Major felony crimes in public housing developments	5,859	6,062	6,117	5,818	5,594	⬇️	⬇️	Neutral	Down
★ Critical Indicator 🌱 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 (Re)build, expand, and preserve public housing and affordable housing stock.

Goal 2a Preserve the public and affordable housing asset.

The percentage of active capital projects on schedule or with minor delays increased from 75.4 percent in Fiscal 2025 to 80.0 percent in Fiscal 2026, exceeding the target of 75 percent that was set in line with industry practice. This is a five percent increase in completing work within the forecasted schedule and is the result of improvements in project control measures implemented by NYCHA Asset & Capital Management department in late 2025.

The percentage of active capital projects in construction phase on track or with minor delays dropped from 82.1 percent to 77.0 percent. This represents a five percent decrease, primarily due to delays in regulatory agency signoffs, construction closeout activities performed after most physical work was completed, and vendor performance issues encountered during the construction phase. NYCHA is actively working on improvements in those areas, through regular senior coordination meetings with regulatory agencies, improved asset turnover coordination with property management in key areas, and active vendor management measures that use qualitative and quantitative assessments to evaluate vendor performance.

The PACT program leverages public-private partnerships to complete comprehensive repairs in NYCHA developments. NYCHA's goal is to convert 62,000 apartments to PACT. Through PACT, developments are included in the federal Rental Assistance Demonstration (RAD) program, which converts them to a more stable, federally funded program called Project-Based Section 8. This allows NYCHA to unlock funding to complete comprehensive repairs, while also ensuring homes remain permanently affordable, and ensuring that residents have the same basic rights as they possess in the public housing program. In Fiscal 2026, through the PACT program, NYCHA preserved 18 developments consisting of 56 buildings and 5,033 units. There were 3,906 units rehabbed in Fiscal 2026 and nearly 17,000 cumulative since the inception of the program. The public housing portfolio has decreased as more developments are converting to PACT. NYCHA's conventional Section 9 program now consists of about 145,000 units across 216 developments and 1,802 buildings.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Active capital projects on track or with minor delays (%)	NA	NA	67.2%	75.4%	80.0%	75.0%	75.0%	NA	Up
★ Active capital projects in construction phase on track or with minor delays (%)	NA	NA	85.1%	82.1%	77.0%	85.0%	85.0%	NA	Up
★ Public Housing Portfolio — Unit Inventory (000)	162	160	156	150	145	*	*	Down	*
Public Housing Portfolio — Buildings	2,106	2,063	1,934	1,858	1,802	*	*	Down	*
Public Housing Portfolio — Developments	277	273	248	234	216	*	*	Down	*
PACT Portfolio — Developments preserved	8	4	25	14	18	*	*	Up	*
PACT Portfolio — Buildings preserved	79	43	128	76	56	*	*	Neutral	*
PACT Portfolio — Units preserved	5,909	2,597	3,728	5,434	5,033	9,000	6,000	Up	*
PACT Portfolio — Units rehabbed	2,625	0	3,039	4,191	3,906	*	*	Up	Up
PACT Portfolio — Cumulative developments preserved	58	62	87	101	119	*	*	Up	*
PACT Portfolio — Cumulative buildings preserved	305	348	476	552	608	*	*	Up	*
PACT Portfolio — Cumulative units preserved	15,426	18,023	21,751	27,185	32,218	*	*	Up	*
PACT Portfolio — Cumulative units rehabbed	5,830	5,830	8,869	13,060	16,966	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b Optimize access to affordable housing in public housing developments to income-eligible families.

NYCHA's occupancy rate remained steady at 95.1 percent in Fiscal 2026. The number of applicants placed in public housing increased three percent from 2,077 in Fiscal 2025 to 2,147 in Fiscal 2026 due to increased apartment turnover and availability. Overall, the number of homeless applicants placed in housing decreased by eight percent. Homeless placements in public housing increased by two percent from 1,021 to 1,045 but dropped by 17 percent from 1,097 to 908 for Section 8, due to notification from HUD that funding would end for the Emergency Housing Voucher (EHV) program, a program created by federal COVID-19 pandemic response legislation, in Calendar 2026. As such, effective August 1, 2025, NYCHA paused active outreach, including activities related to the application process, and voucher issuance for applicants on the general Section 8 voucher waitlist, impacting the number of homeless families placed in this housing.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Apartment attrition rate (%)	3.2%	3.0%	3.4%	4.1%	4.5%	*	*	Up	*
★ Occupancy rate (%)	97.5%	96.8%	96.3%	95.5%	95.1%	99.2%	99.2%	Neutral	Up
Applicants placed in public housing	1,362	1,029	1,215	2,077	2,147	*	*	Up	Up
Homeless applicants placed in housing — Total	1,842	4,425	2,635	2,118	1,953	*	*	Down	*
– NYCHA housing	668	650	510	1,021	1,045	*	*	Up	*
– Section 8	1,174	3,775	2,125	1,097	908	*	*	Down	*
Working families residing in public housing (cumulative) (%)	42.8%	38.2%	38.5%	38.3%	38.4%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2c Increase access to affordable housing in privately owned units.

As of June 2026, there were about 202,000 families on the Section 8 waiting list, an uptick of three percent compared to the last fiscal year. In Fiscal 2026, the maximum allowable vouchers increased by six percent from 116,671 to 123,276 due to PACT conversions. Funded vouchers increased eight percent from 101,943 to 109,807. The Section 8 housing assistance payments funding utilization rate dropped five percentage points, from 105 percent to 100 percent, due to program efforts to align expenses with the program’s budget authority. The number of Section 8 occupied units remained steady at about 111,000 units. The percentage of biennial inspections and the percentage of annual Section 8 recertifications completed were stable at 98 percent and 99 percent, respectively. The number of applicants placed through Section 8 vouchers increased 19 percent, from 6,320 in Fiscal 2025 to 7,546 in Fiscal 2026, due to PACT conversions.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Section 8 — Families on waiting list (000)	17	16	5	197	202	*	*	Up	Down
Section 8 — Maximum allowable vouchers	108,410	109,823	112,346	116,671	123,276	*	*	Up	*
Section 8 — Funded vouchers	93,570	97,070	98,947	101,943	109,807	*	*	Up	*
Section 8 — Funded vouchers occupied units (%)	99.0%	97.0%	98.0%	101.0%	100.0%	97.0%	97.0%	Neutral	Up
Section 8 — Utilization rate for authorized vouchers (%)	84.0%	85.0%	85.0%	89.0%	88.0%	86.0%	86.0%	Neutral	Up
Section 8 — Housing Assistance Payments funding utilization rate (%)	100.0%	93.0%	98.0%	105.0%	100.0%	*	*	Neutral	*
Section 8 — Occupied units	93,028	98,414	104,040	111,164	111,538	87,000	87,000	Up	Up
Section 8 — Biennial inspections	85.0%	97.0%	96.0%	98.0%	98.0%	*	*	Up	Up
Section 8 — Annual recertifications	99.0%	99.0%	99.0%	99.0%	99.0%	*	*	Neutral	Up
Section 8 — Applicants placed through vouchers	6,660	2,974	6,358	6,320	7,546	*	*	Up	Up
Critical Indicator Equity Indicator “NA” Not Available Directional Target None									

SERVICE 3 Engage residents and connect them to best-in-class social services.

Goal 3a Connect all residents to critical services in their communities.

NYCHA’s emergency transfer priority is available to NYCHA residents who are victims of domestic violence, intimidated victims, intimidated witnesses, or child sexual assault victims, as well as all categories defined under the Violence Against Women Act (VAWA). VAWA includes victims of domestic violence, dating violence, sexual assault, or stalking. The emergency transfer priority is intended to enhance safety for at-risk residents by providing confidential relocation to another NYCHA development.

The number of residents approved for this category of emergency transfer dropped by 17 percent, from 1,084 in Fiscal 2025 to 901 in Fiscal 2026. The reduction in the number of approved emergency transfers is due to approximately 15 percent fewer overall emergency transfers requested year-over-year. The processing time for emergency transfers increased by five percent from 11.68 days to 12.31 days due to staff turnover but remained well below the 45-day target.

The percentage of initial social service tenant contacts conducted within five days remained steady at 98 percent in Fiscal 2026. Referrals to supportive services for senior residents declined by 17 percent from 30,530 in Fiscal 2025 to 25,460 in Fiscal 2026. Two contributing factors were the reduction in Elderly Safe at Home sites from 14 to 12 in an effort to prevent duplicating services from an onsite Older Adult Center, as well as staff turnover and long-term absences. To mitigate this downward turn, supervisory staff were hired to provide support and guidance on increasing services.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Residents approved for emergency transfers	1,783	1,552	1,207	1,084	901	*	*	Down	*
Emergency transfer disposition time (days)	12.20	13.34	10.09	11.68	12.31	45.00	45.00	Neutral	Down
Initial social service tenant contacts conducted within five days of referral (%)	91%	92%	95%	97%	98%	76%	76%	Neutral	Up
Referrals to supportive social services for senior residents	34,263	38,083	39,684	30,530	25,460	*	*	Down	Up
Critical Indicator Equity Indicator “NA” Not Available Directional Target None									

Goal 3b Increase employment opportunities for NYCHA residents.

Resident job placements include direct placements through NYCHA's Office of Resident Economic Empowerment and Sustainability (REES) and Human Resources Department, as well as partner placements. Overall placements decreased 19 percent from 2,361 in Fiscal 2025 to 1,915 in Fiscal 2026.

Direct placements dropped 34 percent from 914 to 606, and the percentage of job placements to program graduates declined by three percentage points from 83 percent in Fiscal 2025 to 80 percent in Fiscal 2026, due in part to graduates of the NYCHA Resident Training Academy (NRTA) Janitorial Track experiencing longer placement times, creating a bench of residents awaiting placement. NRTA Janitorial cohorts graduating in the latter part of Fiscal 2026 will be placed in Fiscal 2027. Partner placements decreased by 10 percent from 1,447 to 1,309. This is a result of a decrease of 140 placements reported by Jobs-Plus sites, as well as a lag in data reporting from REES partners on residents who may have completed programming in the current quarter. This data may not be reported by partners until future quarters.

The youth placed in jobs through youth employment programs rose 26 percent from 4,248 in Fiscal 2025 to 5,334 in Fiscal 2026. In addition to the youth directly hired through its seasonal program and other positions, NYCHA continues its collaboration with Department of Youth and Community Development and their providers on the Summer Youth Employment Program Career FIRST and MAP to Success programs.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Resident job placements — Total	1,663	2,652	2,531	2,361	1,915	↑	↑	Neutral	Up
– Direct placements	1,110	1,031	854	914	606	1,593	1,593	Down	Up
– Program and partner placements	553	1,621	1,677	1,447	1,309	*	*	Up	*
– Job training graduates placed (%)	71%	84%	78%	83%	80%	*	*	Neutral	Up
– Youth placed through youth employment programs	3,516	3,630	4,325	4,248	5,334	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

The number of completed customer requests for interpretation decreased three percent from 158,052 in Fiscal 2025 to 153,936 in Fiscal 2026. The average wait time to speak with a customer service agent dropped by 64 percent from 33 minutes and 8 seconds in Fiscal 2025 to 12 minutes and 2 seconds in Fiscal 2026. The introduction of a Virtual Agent as well as staff reassignment have reduced wait times significantly. The percentage of calls answered within 30 seconds dipped slightly from 27.1 percent to 25.4 percent. New staff learning to navigate the system impacted the percentage of calls answered within 30 seconds. The customers' rating from the survey was three percentage points lower than in Fiscal 2025, at 91 percent, after surveys of more than double the customers that were surveyed in Fiscal 2025. This measure still remained higher than the previous years.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	167,095	152,274	131,289	158,052	153,936	*	*	Neutral	*
E-mails responded to within 14 days (%)	98.4%	82.4%	NA	NA	NA	*	*	NA	Up
Average wait time to speak with a customer service agent (minutes:seconds)	40:54	28:42	44:42	33:08	12:02	*	*	Down	Down
CORE facility rating	99	95	98	92	94	*	*	Neutral	Up
Calls answered within 30 seconds (%)	67.5%	63.8%	32.5%	27.1%	25.4%	*	*	Down	Up
Agency customers surveyed for overall customer satisfaction	25,167	27,148	11,135	9,698	23,120	*	*	Down	Up
Customers rating service good or better (%)	73.0%	79.0%	84.0%	94.0%	91.0%	71.0%	71.0%	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$4,035.3	\$4,652.0	\$4,052.5	\$4,454.6	\$5,600.9	\$5,568.8	\$5,765.7	Up
Revenues (\$000,000)	\$3,948.4	\$4,704.1	\$4,170.1	\$4,414.9	\$5,559.5	\$5,568.8	\$5,502.4	Up
Personnel	11,772	11,891	11,896	11,998	11,612	12,265	12,228	Up
Overtime paid (\$000,000)	\$155.7	\$198.0	\$178.6	\$161.0	\$195.7	\$179.8	\$178.4	Up
Capital commitments (\$000,000)	\$235.1	\$416.6	\$862.2	\$593.1	\$755.1	\$1,302.5	\$840.8	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, 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 ⁴ Includes funds authorized in the City budget only, and excludes federal, State and other capital funds utilized by NYCHA. "NA" - Not Available * None								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Lisa Bova-Hiatt continues to serve as Chief Executive Officer of the New York City Housing Authority.
- The indicator ‘Rent collection without arrears (%)’ was added to Goal 1a to provide more context on current rent collection efforts on a rolling 12-month basis, in addition to the existing indicator on the rent collection rate, which includes historical arrears in its total.
- Fiscal 2026 data for ‘Emails responded to within 14 days (%)’ is NA as NYCHA no longer collects this data.

ADDITIONAL RESOURCES

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

- NYCHA’s Transformational Plan:
https://www1.nyc.gov/assets/nycha/downloads/pdf/NYCHA_Transformation_Plan_Final.pdf
- NYCHA’s Federal Monitor:
<https://www.nychamonitor.com/>
- PACT Project Progress & Compliance Oversight:
<https://my.nycha.info/publicsite/pactprogress>
- The Social Indicators and Equity Report, EquityNYC:
<https://equity.nyc.gov/>

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