

# DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Adolfo Carrión Jr., Commissioner



## WHAT WE DO

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

1. Ensure the physical safety and quality of New York City homes in order to maintain the health and wellbeing of those who live in them.
2. Create, maintain, and expand opportunities for New Yorkers to achieve the economic and social benefits of housing affordability.
3. Conduct publicly-inclusive planning, engaging New York City residents and communities to strengthen neighborhoods.

## FOCUS ON EQUITY

HPD strives to improve the availability, affordability and quality of housing in all neighborhoods of New York City, while creating opportunities for economic advancement. By enforcing the Housing Maintenance Code, which covers the responsibilities of owners, tenants, and the City for maintaining health, safety, repair, and maintenance in dwellings, HPD works to ensure that New Yorkers live in safe and habitable neighborhoods and homes. By developing affordable housing, HPD seeks to serve households of a wide range of incomes, in all neighborhoods. HPD pays special attention to households with extremely low incomes, disabled residents, seniors, and the formerly homeless. Using a targeted, neighborhood-based approach to preservation, HPD is working to protect the ability of low income families to remain in their current neighborhoods if they wish to do so, even as rents increase. At the same time, the Department's neighborhood planning team seeks to engage communities in shaping developments that pair new housing opportunities with the schools, healthcare facilities, retail, parks, community, commercial and open space, and other assets that neighborhoods need to thrive.

In June 2022, the City released *Housing our Neighbors: A Blueprint for Housing and Homelessness*, which guides HPD's work. The Blueprint not only highlights the importance of investing in buildings and services but specifically emphasizes the urgent need to address the needs of New Yorkers who face the highest levels of vulnerability. This includes individuals and families living in shelters or enduring chronic housing quality issues. Moreover, the Blueprint builds upon the commitments outlined in *Where We Live NYC*, the City's comprehensive plan introduced in 2020, to actively advance fair housing practices. By implementing these commitments, the City seeks to create a more equitable housing landscape. One of the key priorities outlined in the Blueprint is an unprecedented expansion of enforcement measures aimed at eradicating source-of-income discrimination in New York City's highly competitive housing market. This initiative aims to help the lowest-income New Yorkers who rely on rental assistance programs, ensuring they have access to a wider range of housing options and are free from the scourge of discriminatory practices of some landlords and brokers. By empowering these individuals with better choices, the City aims to address inequities and promote greater housing stability. Additionally, the City increased down payment assistance for low-income homebuyers from \$40,000 to \$100,000 through its HomeFirst program, which is administered by HPD. This substantial budget increase will enable more first-time homebuyers to access the resources they need to purchase high-quality homes in diverse neighborhoods throughout the City. By expanding homeownership opportunities, the City aims to foster economic mobility and promote community development. Through these strategic investments and initiatives, the City sets forth a comprehensive plan to address housing disparities, promote inclusivity, and enhance the quality of life for all New Yorkers.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Ensure that housing throughout NYC is physically safe and habitable.**

- Goal 1a Respond to reported housing maintenance problems efficiently.
  - Goal 1b Track and promote the resolution of housing maintenance violations.
  - Goal 1c Resolve significant or persistent housing quality issues through enforcement actions and litigation.
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### **SERVICE 2 Provide opportunities for New Yorkers to live in housing that is affordable and financially stable.**

- Goal 2a Increase the quantity of affordable housing in New York City.
  - Goal 2b Increase the quantity of affordable housing in low affordability areas of New York City.
  - Goal 2c Increase the quantity of affordable housing for low-income and senior households.
  - Goal 2d Maintain the physical and financial stability of HPD's affordable housing assets.
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### **SERVICE 3 Efficiently offer New Yorkers housing-related subsidies and support.**

- Goal 3a Connect New Yorkers to affordable housing.
  - Goal 3b Optimize rental subsidies for low-income New Yorkers.
  - Goal 3c Increase the quantity of housing for people experiencing homelessness.
  - Goal 3d Streamline the process of securing housing (temporary, then permanent) for households displaced by fire or vacate orders.
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### **SERVICE 4 Provide opportunities for New Yorkers to achieve economic advancement through housing-related workforce opportunities.**

- Goal 4a Promote M/WBE participation in HPD subsidized affordable housing.
- Goal 4b Support wage growth and workforce growth in New York through housing-related City contracting.

## HOW WE PERFORMED

- HPD saw a 19 percent increase in the total number of housing maintenance problems reported for Fiscal 2024 compared to the same period in Fiscal 2023. Over 227,000 housing maintenance problems were reported during the first four months of Fiscal 2024 compared to over 190,000 for the same time period in the prior year. There was a greater than 15 percent increase in every category of problems except for problems related to heat and hot water. This is due to a significant increase in problems caused by heavy rainfall, including mold, heavy leaks, and paint and plaster. The increase in housing maintenance problems reported resulted in similar increases in related indicators like problems closed and violations issued. For example, the total number of problems closed increased by 22 percent, which is consistent with the percent increase in problems reported. Housing maintenance problems reported significantly drives our inspection workload. HPD inspects for violating conditions primarily in response to reported problems. So, similarly, violations issued increased by 22 percent.
- Newly featured in this report, the median time to first inspection shows improvement in HPD's response times. In the first four months of Fiscal 2024, there was a reduction in the median number of days it took the agency to respond to a housing maintenance problem across all categories of problems compared to the same period in the prior year. HPD attributes this reduction to the Agency's efforts to increase the number of Housing Inspectors. HPD saw reductions in response times for heat and hot water problems and for problems prompting lead-based paint hazard inspections, which decreased by 33 percent and 31 percent, respectively. This reflects HPD's commitment to prioritizing these types of housing maintenance problems.
- The addition of new Housing Inspectors and the improved time for the first inspections also contributed to the increase in violations issued. In the first four months of Fiscal 2024, HPD issued 257,851 violations, a 22 percent increase compared to the same time last year. There was an increase in all violation hazard classifications. There was a 12 percent increase in Class A non-hazardous violations, a 25 percent increase in Class B hazardous violations and a 23 percent increase in Class C immediately hazardous violations. This increase is consistent with an increase in housing maintenance problems reported during the same period. Class C violations can trigger additional HPD action to ensure that landlords correct the condition or lead to HPD initiating the repair and billing the property for expenses. In the first four months of Fiscal 2024, 61 percent of all Class C violations resulted in additional HPD monitoring after the violation was issued.
- In the first four months of Fiscal 2024, heat violations decreased by 66 percent compared to the same period in Fiscal 2023 most likely due to the warmer temperatures in October 2023 compared to October 2022. There was a 37 percent increase in the number of self-closing door violations compared to the same period in Fiscal 2023. This increase is the result of HPD's continued focus on inspecting doors in public areas. In addition, HPD issued 38 percent more hot water violations than last year because the agency increased its number of housing inspectors and reduced response times to this type of complaint, contributing to the increase.
- In the first four months of Fiscal 2024, the number of violations dismissed in buildings with comprehensive litigation increased by 23 percent to 17,018. There were 2,818 units in buildings where comprehensive litigation was closed due to compliance with the Order to Correct and/or payment of civil penalties, a 52 percent increase. These increases are attributed to the processing of outstanding New York City Comptroller approvals that were needed to post payments previously collected and subsequently close the related cases.
- In the first four months of Fiscal 2024, the number of units affected by emergency repair work completed pursuant to HPD emergency repair generating violations significantly increased to 63,773, a 245 percent increase compared to the same period in the prior year. Compliance with self-closing door public area violations significantly affected this category. Self-closing door violations are a subset of Class C immediately hazardous violations. Self-closing door violations increased to 22,295, a 37 percent increase compared to the same period in the prior year.

- In the first four months of Fiscal 2024, there was a 50 percent increase in units discharged from the Alternative Enforcement Program (AEP) compared to the same period in Fiscal 2023. This is because there have been more buildings and buildings with a larger number of units discharged from the program than previous reporting periods.
- Total affordable housing starts (units) for the first four months of Fiscal 2024 was 27 percent higher than in the same period in the prior year. In the same period, total affordable housing completions (units) has increased by eight percent. HPD is on track to meet its target of creating or preserving 20,000 units of affordable housing in Fiscal 2024.
- In the first four months of Fiscal 2024, HPD increased the number of rental projects in its portfolio by 19 percent compared to the same time last year. HPD's Asset Management's portfolio of rental projects has grown as additional affordable housing units financed by HPD are leased up and transferred to Asset Management. Growth is expected in future years as housing production increases.
- In the first four months of Fiscal 2024, nearly 12 percent of rental projects and 29 percent of co-op projects in the Asset Management portfolio were at high risk of physical deterioration, financial distress, or noncompliance with federal requirements. Staff used these risk metrics to prioritize outreach and intervention efforts in collaboration with owners, partners, and multiple divisions of HPD. Through interventions such as financial assistance, management changes, and ownership changes, the agency worked to proactively identify and address at-risk projects before physical or financial distress escalates.
- HPD issued 65 percent more Section 8 vouchers in the first four months of Fiscal 2024 compared to the same Fiscal 2023 period because of additional space within its voucher cap. At the same time, the agency's voucher utilization rate decreased to 97 percent because of higher attrition rates. The median time from completed application to voucher issuance and the median time from voucher issuance to lease-up were both slower by two days. This change is due to HPD shifting priorities away from the Emergency Housing Voucher program as that program winds down to focus on the regular Housing Choice Voucher portfolio.
- HPD started 134 units for homeless households, including 25 supportive housing units, in the first four months of Fiscal 2024, down 65 percent and 90 percent, respectively compared to the same period in the prior year. However, in Fiscal 2023, HPD created or preserved 3,574 units for homeless households, including 1,923 supportive housing units, the highest homeless and supportive production on record for the Agency. In the first four months of the Fiscal 2024, the Agency completed 496 units for homeless households, including 245 supportive housing units compared to the same period in Fiscal 2023. HPD also started 57 units that serve senior households, a 78 percent decrease and completed 575 units that serve senior households, a 158 percent increase. HPD is committed to prioritizing the creation of affordable housing for individuals and families who are experiencing homelessness, including supportive housing for homeless New Yorkers and senior households who need ongoing services and support to remain stably housed. Marked differences in housing starts during the first four months of the fiscal year are often due to the timing of closings and the presence or absence of a few large projects.
- During the first four months of Fiscal 2024, the emergency shelter census, a measure of the number of individuals in the Emergency Housing Services (EHS) emergency shelters, showed an increase in the number of shelter residents in most categories during the first four months of Fiscal 2024. The number of single adults decreased by seven percent, adult families increased by eight percent, and families with children also increased by six percent, compared to the same period in Fiscal 2023. The overall census in Fiscal 2024 is 476 single adults, 214 adult families, and 296 families with children. The average length of stay declined by eight percent for single adults to 592 days, increased by one percent for adult families to 464 days, and decreased by four percent for families with children to 337 days.

# SERVICE 1 Ensure that housing throughout NYC is physically safe and habitable.

## Goal 1a Respond to reported housing maintenance problems efficiently.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total housing maintenance problems reported	549,575	694,975	706,738	*	*	190,748	227,333
Unique housing maintenance problems requiring HPD response	466,570	583,312	597,620	*	*	176,646	214,239
Unique immediate emergency housing maintenance problems requiring HPD response	17,651	21,786	22,564	*	*	7,809	9,002
★ Unique emergency housing maintenance problems requiring HPD response	249,542	300,662	303,305	*	*	76,575	90,294
— Heat and hot water	120,676	131,603	133,274	*	*	21,255	20,226
— Other emergency	128,866	169,059	170,031	*	*	55,320	70,068
Unique problems prompting lead-based paint hazard inspections	26,974	39,784	38,753	*	*	12,437	16,442
Unique non-emergency housing maintenance problems requiring HPD response	172,430	221,080	232,998	*	*	79,825	98,501
Housing maintenance problem inspections attempted	495,505	613,403	636,209	*	*	172,928	223,491
Median time to first inspection (days) — Immediate emergency problems	1.8	1.0	1.0	*	*	1.0	1.0
Median time to first inspection (days) — Heat and hot water problems	2.1	2.1	2.0	*	*	1.8	1.2
Median time to first inspection (days) — Other emergency problems	5.5	5.3	6.0	*	*	5.2	4.9
Median time to first inspection (days) — Lead-based paint problems	4.7	4.8	3.9	*	*	4.8	3.3
Median time to first inspection (days) — Non-emergency problems	6.2	7.0	7.9	*	*	7.1	7.0
Unique housing maintenance problems closed	467,136	577,134	571,703	*	*	170,863	208,647
Unique emergency housing maintenance problems closed	250,852	298,644	301,326	*	*	74,355	87,183
— Heat and hot water	120,618	131,658	133,247	*	*	20,638	18,774
— Other emergency	130,234	166,986	168,079	*	*	53,717	68,409
Unique problems prompting lead-based paint hazard inspections closed	26,549	39,791	39,073	*	*	12,357	15,832
★ Median time to close emergency problems (days)	4.0	4.0	4.0	↓	↓	5.0	5.0
★ Median time to close non-emergency problems (days)	13.0	13.0	13.0	↓	↓	13.0	11.0
★ Unique emergency housing maintenance problems closed within 12 days of receipt (%)	76%	74%	74%	↑	↑	67%	72%
Unique emergency housing maintenance problems closed within 21 days of receipt (%)	86%	85%	84%	*	*	84%	85%
Unique nonemergency problems closed within 20 days of receipt (%)	68%	68%	65%	*	*	70%	72%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total violations issued	620,022	730,537	722,597	*	*	211,564	257,851
Class A non-hazardous violations	222,634	242,459	217,167	*	*	44,656	50,107
Class B hazardous violations	238,219	298,835	287,550	*	*	98,873	123,964
Class C immediately hazardous violations	159,169	189,243	217,880	*	*	68,035	83,780
— Heat	3,856	4,875	6,211	*	*	184	63
— Hot Water	6,524	8,198	10,395	*	*	2,341	3,220
— Lead-based paint hazard	9,489	15,715	18,112	*	*	5,954	6,072
— Self-closing doors	22,890	30,680	49,897	*	*	16,300	22,295
— Other Class C	116,410	129,775	133,265	*	*	43,256	52,130
Class C violations certified as corrected (%)	38%	37%	41%	*	*	39%	41%
Class C violations for which HPD initiated the emergency repair process (%)	55%	58%	60%	*	*	60%	61%
Class C emergency repair violations corrected by owner (%)	66%	65%	63%	55%	55%	NA	NA
Class C emergency repair violations corrected by HPD (%)	14%	12%	9%	*	*	NA	NA
Class C violations closed (%)	56%	56%	57%	*	*	NA	NA
★ Violations issued and removed in the same fiscal year (%)	38%	40%	40%	40%	40%	NA	NA
Violations closed	440,165	554,558	596,736	*	*	180,164	202,790
Inspection visits per team per day	13.7	12.6	14.3	*	*	12.7	11.6
Ratio of completed inspections to attempted inspections (%)	83%	82%	84%	*	*	82%	85%
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties	4,108	5,541	6,007	*	*	1,857	2,818
Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct	17,428	31,787	35,480	*	*	13,835	17,018
Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations	52,091	53,687	71,075	*	*	18,463	63,773
Units in buildings discharged from the Alternative Enforcement Program due to owner compliance	6,481	4,133	2,810	*	*	568	851
Units in buildings discharged from the Underlying Conditions program due to owner compliance	1,488	223	173	*	*	18	21
Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order	23	36	18	*	*	0	6
Proactive Building Visits — Heat Sensor Program	537	906	1,738	*	*	273	288
Proactive Building Visits — Fire Vacate Monitoring	2,602	3,934	3,667	*	*	1,176	1,461
Proactive Building Visits — Anti-Harassment Unit	1,143	1,053	973	*	*	310	329
Proactive Building Visits — Self-closing Door Survey	NA	NA	NA	*	*	NA	152
Proactive Building Visits — Division of Neighborhood Preservation	2,953	3,791	3,322	*	*	1,272	999
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None							

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Total affordable housing starts (units)	29,447	16,767	24,090	20,000	20,000	3,012	3,838
— New construction starts (%)	42%	62%	51%	*	*	79%	73%
— Preservation starts (%)	58%	38%	49%	*	*	21%	27%
— Rental starts (%)	61%	94%	96%	*	*	95%	97%
— Homeownership starts (%)	39%	6%	4%	*	*	6%	3%
Total affordable housing completions (units)	15,232	21,025	21,185	15,000	15,000	3,373	3,625
— New construction completions (%)	60%	38%	32%	*	*	81%	81%
— Preservation completions (%)	40%	62%	68%	*	*	19%	19%
— Rental completions (%)	89%	62%	60%	*	*	95%	97%
— Homeownership completions (%)	11%	38%	40%	*	*	5%	3%
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

### Goal 2b Increase the quantity of affordable housing in low affordability areas of New York City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
New construction in low affordability areas (%)	NA	9%	8%	*	*	NA	NA
Preservation in low affordability areas (%)	NA	10%	17%	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Extremely low income (0-30% Area Median Income) starts (%)	18%	22%	23%	*	*	NA	NA
Very low income (31-50% Area Median Income) starts (%)	40%	20%	23%	*	*	NA	NA
Low income (51-80% Area Median Income) starts (%)	24%	30%	31%	*	*	NA	NA
Extremely low income (0-30% Area Median Income) completions (%)	24%	17%	15%	*	*	NA	NA
Very low income (31-50% Area Median Income) completions (%)	24%	38%	36%	*	*	NA	NA
Low income (51-80% Area Median Income) completions (%)	36%	25%	30%	*	*	NA	NA
Units started that serve senior households	3,321	1,051	1,697	*	*	234	57
Units completed that serve senior households	1,523	1,197	1,285	*	*	223	575
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Asset management — Rental projects in portfolio	1,659	1,758	1,868	*	*	1,682	2,002
Asset management — High risk rental projects in portfolio (%)	7.0%	8.6%	12.2%	*	*	9.0%	11.9%
Asset management — Co-op projects in portfolio	1,015	1,022	1,034	*	*	1,018	1,035
Asset management — High risk co-op projects in portfolio (%)	27.0%	26.9%	28.1%	*	*	28.0%	28.5%
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

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

### Goal 3a Connect New Yorkers to affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Applicants approved for a new construction unit through the lottery	5,343	6,585	8,903	*	*	3,143	3,189
★ Homeless households moved into a newly constructed unit	1,465	1,574	1,989	*	*	524	795
Homeless households moved into a re-rental unit	454	601	548	*	*	187	175
Lottery projects — Completed applicant approvals within three months (%)	24%	23%	15%	*	*	NA	NA
Lottery projects — Completed applicant approvals within six months (%)	54%	42%	32%	*	*	NA	NA
Lottery projects — Completed applicant approvals after two years (%)	12%	26%	NA	*	*	NA	NA
Lottery projects — Median time to complete applicant approvals (days)	168	171	262	*	*	NA	NA
Lottery units — Applicants approved within three months (%)	56%	32%	21%	*	*	NA	NA
Lottery units — Applicants approved within six months (%)	73%	51%	41%	*	*	NA	NA
Lottery units — Applicants approved after two years (%)	2%	5%	NA	*	*	NA	NA
★ Lottery units — Median time to approve an applicant (days)	88	163	192	*	*	NA	NA
★ Median time to lease-up a homeless placement set-aside new construction unit (days)	106	203	243	*	*	NA	NA
Median time to lease-up a homeless placement voluntary new construction unit (days)	215	214	142	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Section 8 — Housing choice voucher utilization rate	97.2%	98.8%	98.2%	98.0%	98.0%	100.0%	96.7%
Section 8 — Housing choice vouchers issued	2,663	1,367	1,311	*	*	459	757
Section 8 — Housing choice voucher households assisted	36,891	37,502	37,444	*	*	37,563	37,235
★ Section 8 — Median time from completed application to voucher issuance (days)	26	26	57	*	*	34	36
★ Section 8 — Median time from voucher issuance to lease up (days)	133	101	99	*	*	97	99
Section 8 — Subsidized units in abatement (%)	1%	6%	6%	*	*	6%	6%
Households assisted through other programs	4,385	4,914	6,878	*	*	5,336	7,199
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Units started for homeless individuals and families	2,859	2,305	3,574	*	*	381	134
Supportive units started	1,408	1,216	1,923	*	*	250	25
Units completed for homeless individuals and families	1,940	1,957	2,651	*	*	875	496
Supportive units completed	963	907	1,197	*	*	541	245
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			



**Goal 3d**

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Census for single adults	713	710	841	*	*	512	476
Census for adult families	215	275	348	*	*	198	214
Census for families with children	357	408	573	*	*	279	296
Average length of stay — Single adults (days)	706	661	552	*	*	645	592
Average length of stay — Adult families (days)	400	406	391	*	*	459	464
Average length of stay — Families with children (days)	328	327	276	*	*	352	337
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

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

**Goal 4a**

Promote M/WBE participation in HPD subsidized affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Financed affordable housing projects with an M/WBE Build Up goal (%)	82%	75%	75%	*	*	NA	NA
Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program (\$)	\$215,779,463	\$142,872,610	\$240,458,397	*	*	NA	NA
★ Completed affordable housing projects that met or exceeded their M/WBE Build Up goal (%)	100%	100%	86%	*	*	NA	NA
Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program (\$)	\$126,611,722	\$146,090,650	\$130,734,287	*	*	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

**Goal 4b**

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total direct city subsidy investment	\$1,294,188,539	\$927,004,191	\$1,580,501,114	*	*	NA	NA
Employment impacts — Temporary jobs associated with housing production	28,871	25,094	32,782	*	*	NA	NA
Employment impacts — Permanent jobs associated with housing production	604	507	601	*	*	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

**AGENCY CUSTOMER SERVICE**

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
E-mails responded to in 14 days (%)	26%	40%	28%	58%	58%	15%	32%
Letters responded to in 14 days (%)	31%	42%	9%	52%	52%	20%	36%
Average customer in-person wait time (minutes)	0	13	13	29	29	33	21
Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)	0%	NA	NA	95%	95%	NA	NA
Completed customer requests for interpretation	328	NA	127	*	*	222	196
CORE facility rating	NA	NA	94	85	85	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual		
	FY21	FY22	FY23	FY24	FY25	FY23	FY24	
Response to 311 Service Requests (SRs)								
Percent meeting time to close - Heating (5 days)	92%	91%	94%	90%	90%	97%	97%	
Percent meeting time to close - Pests (30 days)	61%	59%	59%	60%	60%	63%	69%	
Percent meeting time to close - Paint/Plaster - Ceiling (17 days)	76%	78%	77%	70%	70%	79%	84%	
Percent meeting time to close - Paint/Plaster - Walls (17 days)	64%	62%	64%	69%	69%	63%	73%	
Percent meeting time to close - Plumbing - Water-Leaks (17 days)	63%	62%	60%	68%	68%	62%	69%	
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None								

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 <sup>1</sup>	FY25 <sup>1</sup>	FY23	FY24
Expenditures (\$000,000) <sup>2</sup>	\$1,129.9	\$1,194.4	\$1,324.1	\$1,413.2	\$1,810.2	\$1,786.6	\$680.2	\$531.5
Revenues (\$000,000)	\$62.3	\$94.7	\$92.3	\$39.5	\$74.2	\$39.4	\$30.0	\$39.8
Personnel	2,335	2,251	2,410	2,695	2,695	2,689	2,223	2,488
Overtime paid (\$000,000)	\$2.9	\$3.4	\$3.8	\$3.0	\$3.0	\$3.0	\$0.7	\$1.5
Capital commitments (\$000,000)	\$1,033.8	\$915.7	\$1,410.9	\$2,506.1	\$2,688.7	\$2,148.1	\$38.2	\$24.1
<sup>1</sup> January 2024 Financial Plan. <sup>2</sup> Expenditures include all funds      "NA" - Not Available								

## SPENDING AND BUDGET INFORMATION

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

Unit of Appropriation	Expenditures FY23 <sup>1</sup> (\$000,000)	January 2024 Financial Plan FY24 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$191.8	\$221.0	
001 - Office of Administration	\$50.6	\$57.2	All
002 - Office of Development	\$30.8	\$37.5	2a, 3a, 4a, 4b
003 - Rental Subsidy Program	\$19.9	\$21.4	2a, 4a
004 - Office of Housing Preservation	\$68.4	\$79.9	1a, 1b
006 - Housing Maintenance and Sales	\$22.1	\$25.1	2a, 3a, 4b
Other Than Personal Services - Total	\$1,132.3	\$1,589.2	
008 - Office of Administration	\$17.4	\$16.7	All
009 - Office of Development	\$60.3	\$40.3	1b, 2a, 4a, 4b
010 - Housing Management and Sales	\$13.4	\$14.6	1a, 1b, 2a, 3a, 4b
011 - Office of Housing Preservation	\$72.7	\$64.5	1a, 1b, 4b
012 - City Assistance to NYC Housing	\$279.1	\$298.7	All
013 - Rental Subsidy Program	\$621.2	\$691.1	2a, 4a
014 - Emergency Shelter Operations <sup>4</sup>	\$68.3	\$463.3	1b
Agency Total	\$1,324.1	\$1,810.2	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. <sup>4</sup> This UA originated in Fiscal 2022.      "NA" Not Available      * None			

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In Fiscal 2024, HPD completed a review of indicators in Service 1 resulting in significant updates to the Agency chapter. Changes include the full retirement of indicators, replacement of previously published indicators to ensure the data reflects the new scope of work or improved methodology, renaming to accurately reflect what is captured by the indicator, and the addition of entirely new performance indicators. Additionally, as part of its routine updates and data clean-up efforts, HPD revised previously reported data. The changes are listed below by goal:
- Goal 1a
  - Goal 1a was updated from ‘Respond to reported housing maintenance complaints efficiently’ to ‘Respond to reported housing maintenance problems efficiently’.
  - ‘Total housing maintenance problems reported’ was added.
  - ‘Total complaints reported’ was renamed ‘Unique housing maintenance problems requiring HPD response.’ Data was revised for Fiscal 2021, 2022, and 2023.
  - ‘Unique immediate emergency housing maintenance problems requiring HPD response’ was added.
  - ‘Emergency complaints reported’ was renamed to ‘Unique emergency housing maintenance problems requiring HPD response’ and now excludes lead-based paint problems. Data was revised for Fiscal 2021, 2022, and 2023.
  - Data for ‘Unique emergency housing maintenance problems requiring HPD response — Heat and hot water’ was revised for Fiscal 2021, 2022, and 2023
  - Data for ‘Unique emergency housing maintenance problems requiring HPD response — Other emergency’ was revised for Fiscal 2021, 2022, and 2023
  - ‘Complaints prompting lead hazard inspections’ was renamed to ‘Unique problems prompting lead-based paint hazard inspections.’ Data was revised for Fiscal 2022.
  - ‘Unique non-emergency housing maintenance problems requiring HPD response’ was added.
  - ‘Inspections completed’ was replaced with ‘Housing maintenance problem inspections attempted’.
  - ‘Median time to first inspection (days) — Immediate emergency problems’ was added.
  - ‘Median time to first inspection (days) — Heat and hot water problems’ was added.
  - ‘Median time to first inspection (days) — Other emergency problems’ was added.
  - ‘Median time to first inspection (days) — Lead-based paint problems’ was added.
  - ‘Median time to first inspection (days) — Non-emergency problems’ was added.
  - ‘Total complaints closed’ was renamed to ‘Unique housing maintenance problems closed.’ Data was revised for Fiscal 2021, 2022, and 2023.
  - ‘Emergency complaints closed’ was renamed ‘Unique emergency housing maintenance problems closed’ and now excludes time to close lead-based paint problems.
  - Data for ‘Unique emergency housing maintenance problems closed — Other emergency’ was revised for Fiscal 2021, 2022, and 2023.
  - ‘Complaints prompting lead hazard inspections closed’ was renamed to ‘Unique problems prompting lead-based paint hazard inspections closed.’

- ‘Average time to close emergency complaints (days)’ was replaced by ‘Median time to close emergency problems (days)’ and now excludes time to close lead-based paint problems.
  - ‘Average time to close non-emergency complaints (days)’ was replaced by ‘Median time to close non-emergency problems (days)’ and now excludes time to close lead-based paint problems.
  - ‘Emergency complaints closed within 12 days of receipt (%)’ was replaced with ‘Unique emergency housing maintenance problems closed within 12 days of receipt (%)’ and now excludes time to close lead-based paint problems.
  - ‘Non-emergency complaints closed within 20 days of receipt (%)’ was replaced with ‘Unique non-emergency housing maintenance problems closed within 20 days of receipt (%)’ and now excludes time to close lead-based paint problems.
  - Unique Emergency problems closed within 21 days of receipt (%)’ was added.
- Goal 1b
    - ‘Nonemergency violations issued’ was replaced by ‘Class A Non-hazardous violations’ and ‘Class B hazardous violations’.
    - ‘Emergency violations issued’ was replaced by ‘Class C immediately hazardous violations’.
    - ‘Emergency violations issued—Heat and hot water’ was replaced with ‘Class C immediately hazardous violations—Heat’ and ‘Class C immediately hazardous violations—Hot water’.
    - ‘Class C immediately hazardous violations—Self-closing doors’ was added.
    - ‘Other Class C immediately hazardous violations’ was added.
    - Violations certified as corrected by owner was replaced with ‘Class C violations certified as corrected (%)’
    - ‘Class C violations Closed (%)’ was added.
    - ‘Emergency violations corrected by owner (%)’ was replaced with ‘Class C emergency repair emergency violations corrected by owner (%)’.
    - ‘Emergency violations corrected by HPD (%)’ was replaced with ‘Class C emergency repair emergency violations corrected by HPD (%)’.
    - Data for ‘Violations closed’ was revised for Fiscal 2021.
  - Goal 1c
    - ‘Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations’ was modified to include repair work that was initiated by HPD but canceled because the owner later complied.
    - Data for ‘Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties’ was revised for Fiscal 2023.
    - ‘Proactive Building Visits—Heat Sensor Program’ was added.
    - ‘Proactive Building Visits—Fire Vacate Monitoring’ was added.
    - ‘Proactive Building Visits—Anti-Harassment Unit’ was added.
    - ‘Proactive Building Visits—Self-closing Door Survey’ was added.
    - ‘Proactive Building Visits—Division of Neighborhood Preservation’ was added.

- Preceding the Fiscal 2024 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

## ADDITIONAL RESOURCES

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

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

For more information on the agency, please visit: [www.nyc.gov/hpd](http://www.nyc.gov/hpd).

