NEW YORK CITY HOUSING AUTHORITY

WHAT WE DO

The New York City Housing Authority (NYCHA), also referred to as the Authority, provides affordable housing to 500,645 authorized residents in 177,565 apartments within 335 housing developments and units leased through the Section 8 program. NYCHA serves 285,055 authorized residents in 149,928 apartments within 227 housing developments through the conventional public housing program (Section 9) and 51,904 authorized residents in 28,637 units within 108 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 83,926 families in locating and renting units in the private market.

NYCHA, which was established in 1934, is at a pivotal moment in its history. Its buildings, the majority of which are more than a half century old, need more than $78 billion in investments to be brought into a state of good repair, the result of decades of government disinvestment. In addition to a $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 the first four months of Fiscal 2026, NYCHA engaged 11,530 residents in the design and implementation of key initiatives, including planning for PACT conversions and the Trust. Three resident association leadership elections were completed during the first four months of Fiscal 2026, all of which required extensive engagement of residents. Resident engagement is central to NYCHA's efforts to deliver better services, transform as an organization, and bring NYCHA buildings the capital investment they need to support the generations of New Yorkers to come. NYCHA also 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. The Trust has hosted visioning sessions with residents to reflect their priorities in repairs, resident members participated in evaluating proposals to select the Design-Builders that would manage the relocation, and the Trust held meetings to inform residents about the details on converting to Section 8 and lease signings in addition to supporting resident events.

As of October 2025, the Trust has four developments with 1,776 units in its pipeline at various stages of pre-development. Planning for comprehensive modernization started at Hylan Houses in Brooklyn in anticipation of a procurement for a design-build partner in Fiscal 2026. Residents have partnered with the Trust throughout the pre-development process, including by serving on the selection committees for the design-builders, sharing priorities for the upcoming renovations and provision of community services and property operations, and learning more about the conversion to the Section 8 funding platform.

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.

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.

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

- Over the past couple of years, NYCHA has been working diligently to improve its rent collection. Rent collection was severely impacted by the effects of the COVID-19 pandemic, which left many NYCHA residents struggling to pay their arrears. As of October 2025, the cumulative rent collection dipped slightly from 67.8 percent during the first four months of Fiscal 2025 to 66.4 percent in the same period in Fiscal 2026; by comparison, the rent collection rate in Fiscal 2019 was 89.6 percent. NYCHA did not meet the target of 97.5 percent. Rent delinquency remained steady at 45.4 percent. There were 62,751 households in rent arrears during the reporting period, a drop of four percent compared to the same period last year (65,519). NYCHA will continue to monitor the rent collection trends through bi-weekly rent collection meetings, which bring departments from across the Authority together to review performance and identify areas for improvement.

- NYCHA showed an overall positive trend in its repair metrics. The average time to resolve emergency repair requests dropped by 30 percent from 19 hours and 9 minutes in the first four months of Fiscal 2025 to 13 hours and 28 minutes for the same period in Fiscal 2026 and remained below the 24-hour target. To achieve this improvement, NYCHA is using enhanced dashboards to track and prioritize emergency tickets and to monitor for any delays and backlogs. Emergency work orders include heat and hot water work orders for individual units, elevator outages, leaks, stove work orders, and gas outages. NYCHA continues to prioritize these time-sensitive work orders to ensure timely completion. The average time to resolve non-emergency repair requests also decreased by three days from 64.5 days in the first four months of Fiscal 2025 to 61.1 days for the same period in Fiscal 2026. The percent of non-emergency repair requests resolved within 15 days, and non-emergency repair requests resolved within 60 days slightly improved too.

- The average days to complete maintenance work orders dropped by 16 percent from 4.90 days in the first four months of Fiscal 2025 to 4.13 days in Fiscal 2026 and was below the target of seven days. The average days to complete skilled trades and vendor work orders decreased by eight percent from 137.22 days to 125.79 days. 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 will end on May 31, 2026. The average time to resolve heat outages remained steady at 7 hours and 18 minutes in October 2025 compared to 7 hours and 19 minutes in October 2024. It was under the target maximum of 12 hours required in the 2019 HUD Agreement. 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.

- NYCHA's buildings stayed steady on the average outages of elevators per month, however, the average time to resolve elevator outages rose by 50 minutes, up to 6 hours and 52 minutes in the first four months of Fiscal 2026 from 6 hours and 2 minutes in Fiscal 2025. The duration was skewed by a long-term outage in a building where there was structural damage and contractors had to replace the entire basement floor. In addition, the elevator pit flooring had to be rebuilt. This elevator had to be taken out of service for the work to be completed. Nonetheless, NYCHA was still below the target of 10 hours. NYCHA exceeded the target of 85 percent for the percentage of elevator outages resolved within 10 hours (89.58 percent). The elevator service uptime was 99.3 percent in the first four months of Fiscal 2026, exceeding the target of 97 percent. 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. The number of alleged elevator injuries dropped by half, from six to three, across comparative periods, and 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, and Compliance Departments 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 include installing new rat slabs that help to prevent mice and rats from entering crawl spaces, containers, and recycling infrastructure. In the first four months of Fiscal 2026, the percentage of rat complaints responded to within two business days was 85.8 percent, up slightly from 85.5 percent in the same period in Fiscal 2025. The percentage of rat complaints responded to within five days increased by nearly three percentage points from 89.2 percent to 91.9 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 still in need of a response, and introduced a mentorship program within the Pest Control Department to facilitate cross-training and uniformity in processes. Finally, NYCHA also periodically shifts exterminators' schedules to divert resources as needed. In the first four months of Fiscal 2026, the percentage of complaints from these pests responded to within seven days increased by 24 percentage points, from 61.7 percent in the first four months of Fiscal 2025 to 85.2 percent in the first four months of Fiscal 2026. Similarly, the percentage of other pest complaints responded to within 10 days increased by 13 percentage points, from 85.2 percent to 97.7 percent, just 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 continues to remediate mold to meet the HUD Agreement goals using tools, such as its Mold and Leak Scorecard data dashboard as well as other analytics, to help identify issues and expedite mold inspection and removal where it is needed most. Additionally, NYCHA is working to reduce the backlog of open mold remediation, tub enclosure, and plumbing work orders to complete mold and leak repairs. NYCHA has significantly improved the mold inspection and remediation process, though more progress needs to be made to meet the associated HUD Agreement targets. The percentage of mold removed within five business days improved by 16 percentage points, from 7.7 percent in the first four months of Fiscal 2025 to 23.3 percent in Fiscal 2026. Simple mold cases completed within seven days improved significantly by 47 percentage points, from 15.4 percent to 62.1 percent. NYCHA also improved its handling of complex mold cases. The percentage of complex mold cases resolved within 15 days increased from 3.0 percent in the first four months of Fiscal 2025 to 11.5 percent in the same period in Fiscal 2026. These complex cases involve multiple skilled trades and visits to address the root cause and perform restoration and cosmetic repairs. All these conditions are exacerbated by the aging of the buildings and the growing capital need. The percentage of mold cases without recurrence increased from 85 percent to 88.4 percent. The improved performance in mold removal and associated repairs is due to NYCHA Operations' prioritization of this work Authority-wide. 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 the first four months of Fiscal 2026, NYCHA abated 53 percent fewer units for lead compared to the same period in Fiscal 2025. This was due to a delay in receiving City funds, which was resolved. The work has resumed to its normal monthly productivity. NYCHA is back on track to meet its annual target of 3,000 units abated by the close of Fiscal 2026.

- The management cost per dwelling unit per month increased by four percent from $1,340 in the first four months of Fiscal 2025 to $1,398 in the same period of Fiscal 2026. The uptick is largely driven by increases in utilities expenses, including electricity, heating gas, and cooking gas.

- The turnaround time to re-occupy apartments dropped 17 percent from 423.1 days in the first four months of Fiscal 2025 to 350.2 days over the same period in Fiscal 2026. Though 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 13 percent more vacant units with turnover in progress (6,345) compared to the same point last year (5,600). 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.

- The number of felony crimes in NYCHA developments reported by the New York City Police Department (NYPD) remained relatively steady over the first four months of Fiscal 2026, with 1,974 major felony crimes compared to 1,933 in the same period of Fiscal 2025. NYCHA continues to strengthen its relationship with law enforcement agencies and takes safety measures such as assigning security guards to 49 senior developments, conducting weekly homeless initiatives with the NYPD and the Department of Homeless Services (DHS), and running Resident Watch as well as an anonymous tip line.

- As of the first four months of Fiscal 2026, the percentage of active capital projects on schedule or with minor delays increased from 73.3 percent to 80.2 percent, exceeding the target of 75 percent that was set in line with industry practice. This improvement is largely driven by a number of projects that were started July 2025 onward that have been on track since becoming active.

- 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 the first four months of Fiscal 2026, through the PACT program, NYCHA preserved seven developments consisting of 17 buildings and 1,452 units. There were no units rehabbed in that time, while 648 were rehabbed in the first four months of Fiscal 2025. The public housing portfolio has decreased as more developments are converting to PACT. NYCHA's conventional Section 9 program now consists of about 149,000 units across 227 developments and 1,841 buildings.

- NYCHA's occupancy rate remained steady at 95.3 percent. The number of applicants placed in public housing dropped by 22 percent from 715 in the first four months of Fiscal 2025 to 559 during the same period in Fiscal 2026. Overall, the number of homeless applicants decreased by 19 percent. Homeless placements dropped by 12 percent from 333 to 294 for public housing and dropped by 26 percent from 392 to 292 for Section 8. The drop in the number of applicants and homeless placements is related to the overall drop in the number of move-ins. NYCHA is diligently working to expedite the rental of vacant units. For the Section 8 program, effective August 1, 2025, NYCHA temporarily paused active outreach, including activities related to the application process, and voucher issuance for applicants on the general Housing Choice Voucher waitlist. This impacted the number of homeless families placed through Section 8.

- As of October 2025, there were about 197,000 families on the Section 8 waiting list, a decrease of three percent from the same period last fiscal year. As of the first four months of Fiscal 2026, the maximum allowable vouchers increased by four percent from 114,579 to 119,470. Funded vouchers increased from 99,760 to 103,018. The number of Section 8 occupied units increased by four percent from 106,310 to 110,222, reflecting new program admissions and PACT conversions.

- The number of applicants placed through Section 8 vouchers increased by 22 percent from 2,813 in the first four months of Fiscal 2025 to 3,430 in the same period in Fiscal 2026 due to PACT conversions.

- 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 21 percent, from 404 in the first four months of Fiscal 2025 to 320 in the same period in Fiscal 2026. The reduction in the number of approved emergency transfers is due to fewer overall emergency transfers requests year-over-year. The processing time for emergency transfers dropped by 10 percent from 12.60 days to 11.36 days and remained well below the 45-day target.

- The percentage of initial social service tenant contacts conducted within five days remained steady at 96 percent as of the first four months of Fiscal 2026. Referrals to supportive services provided to senior residents declined by 25 percent from 12,405 as of the first four months of Fiscal 2025 to 9,370 in the same period in Fiscal 2026. As more apartments are converted to the PACT program, those residents are served by different programs which are not captured in this indicator.

- 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 22 percent from 698 in the first four months of Fiscal 2025 to 543 in the same period in Fiscal 2026. Direct placements dropped 32 percent from 272 to 186. Partner placements decreased by 16 percent from 426 to 357. The transition of Jobs Plus sites to a new provider impacted services and outcomes, including placements. Partner placements also dropped 16 percent due to a lag in reporting data 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, and existing data will be corrected once final counts are available. NYCHA is also seeing a longer retention for the residents hired through the NYCHA Resident Training Academy (NRTA), which has also impacted the overall hires.

- The number of completed customer requests for interpretation increased 21 percent from 47,703 in the first four months of Fiscal 2025 to 57,689 in the same period in Fiscal 2026. The average wait time to speak with a customer service agent dropped by 25 minutes from 38 minutes and 48 seconds in the first four months of Fiscal 2025 to 13 minutes and 43 seconds in Fiscal 2026. The percentage of calls answered within 30 seconds rose by four percent from 19.0 percent to 23.4 percent. NYCHA redistributed customer service representative resources in Fiscal 2024, adding more capacity for customer contact interactions. This has helped reduce wait times and increased completed interpretation calls.

SERVICE 1 **Operate as an efficient and effective landlord.**

Goal 1a Improve rent collection.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Rent collection (%)	62.2%	69.2%	68.6%	97.5%	97.5%	67.8%	66.4%
Rent delinquency rate (%)	45.3%	44.2%	44.3%	*	*	45.3%	45.4%
Households in rent arrears	68,609	64,711	62,144	*	*	65,519	62,751

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

Goal 1b Expedite maintenance and repairs.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
★ Average time to resolve emergency service requests (hours:minutes)	27:49	20:43	17:01	24:00	24:00	19:09	13:28
★ Average time to resolve non-emergency service requests (days)	65.4	65.7	66.0	⇩	⇩	64.5	61.1
Non-emergency service requests resolved within 15 days (%)	71%	75%	77%	75%	75%	75%	77%
Non-emergency service requests resolved within 60 days (%)	82%	85%	85%	100%	100%	85%	86%
Average time to complete maintenance work orders (days)	6.23	5.03	4.06	7.00	7.00	4.90	4.13
Average time to complete skilled trades and vendor work orders (days)	109.04	133.37	129.65	*	*	137.22	125.79
★ Average time to resolve heat outages (hours:minutes)	7:30	6:37	6:50	12:00	12:00	7:19	7:18
★ Average time to resolve elevator outages (hours:minutes)	9:07	6:44	6:03	10:00	10:00	6:02	6:52
★ Elevator outages resolved within 10 hours (%)	77.78%	87.12%	89.65%	85.00%	85.00%	89.55%	89.58%
★ Average outage per elevator per month	0.93	0.78	0.70	1.01	1.01	0.73	0.72
★ Elevator service uptime (%)	98.0%	99.3%	99.4%	97.0%	97.0%	99.4%	99.3%
★ Alleged elevator injuries reported to the Department of Buildings	6	1	11	⇩	⇩	6	3
★ Elevator-related fatalities	0	0	0	⇩	⇩	0	0
★ Rat complaints responded within 2 business days (%)	40.7%	73.6%	90.1%	75.0%	75.0%	85.5%	85.8%
★ Rat complaints responded within 5 days (%)	53.0%	80.2%	93.3%	100.0%	100.0%	89.2%	91.9%
★ Other pest complaints responded within 7 days (%)	17.9%	32.4%	76.2%	75.0%	75.0%	61.7%	85.2%
★ Other pest complaints responded within 10 days (%)	26.4%	52.4%	92.1%	100.0%	100.0%	85.2%	97.7%
★ Mold removed within 5 business days (%)	6.6%	9.2%	11.5%	95.0%	95.0%	7.7%	23.3%
Simple mold repairs completed within 7 days (%)	28.1%	30.2%	28.0%	95.0%	95.0%	15.4%	62.1%
★ Complex mold repairs completed within 15 days (%)	3.6%	3.7%	7.6%	95.0%	95.0%	3.0%	11.5%
★ Mold cases without recurrence (%)	86.7%	83.6%	87.9%	85.0%	85.0%	85.0%	88.4%
★ Units abated for lead	3,267	5,037	5,295	⇧	⇧	2,016	953
Management cost per dwelling unit per month ($)	$1,372	$1,345	$1,419	$875	$875	$1,340	$1,398

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

Goal 1c Optimize apartment usage and ensure rental equity.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
★ Average turnaround time for vacant units (days)	370.0	424.4	371.1	300.0	300.0	423.1	350.2
New move-ins (units)	2,104	3,251	4,630	*	*	1,545	1,476
Vacant units - turnover in process	NA	5,087	5,986	*	*	5,600	6,345

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

Goal 1d Improve safety and security.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
Major felony crime rate per 1,000 residents	17.9	19.4	19.4	*	*	6.6	7.0
★ Major felony crimes in public housing developments	6,062	6,117	5,818	⇩	⇩	1,933	1,974

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Active capital projects on track or with minor delays (%)	NA	67.2%	75.4%	75.0%	75.0%	73.3%	80.2%
★ Active capital projects in construction phase on track or with minor delays (%)	NA	85.1%	82.1%	85.0%	85.0%	84.2%	84.5%
★ Public Housing Portfolio — Unit Inventory (000)	160	156	150	*	*	154	149
Public Housing Portfolio — Buildings	2,063	1,934	1,858	*	*	1,888	1,841
Public Housing Portfolio — Developments	273	248	234	*	*	244	227
PACT Portfolio — Developments preserved	4	25	14	*	*	4	7
PACT Portfolio — Buildings preserved	43	128	76	*	*	46	17
PACT Portfolio — Units preserved	2,597	3,728	5,434	9,000	9,000	1,616	1,452
PACT Portfolio — Units rehabbed	0	3,039	4,191	*	*	648	0
PACT Portfolio — Cumulative developments preserved	62	87	101	*	*	91	108
PACT Portfolio — Cumulative buildings preserved	348	476	552	*	*	522	569
PACT Portfolio — Cumulative units preserved	18,023	21,751	27,185	*	*	23,367	28,637
PACT Portfolio — Cumulative units rehabbed	5,830	8,869	13,060	*	*	9,517	13,060
Section 8 — Housing Assistance Payments funding utilization rate (%)	93.0%	98.0%	105.0%	*	*	104.0%	104.0%

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Apartment attrition rate (%)	3.0%	3.4%	4.1%	*	*	NA	NA
★ Occupancy rate (%)	96.8%	96.3%	95.5%	99.2%	99.2%	95.9%	95.3%
Applicants placed in public housing	1,029	1,215	2,077	*	*	715	559
Homeless applicants placed in housing — Total	4,425	2,635	2,118	*	*	725	586
– NYCHA housing	650	510	1,021	*	*	333	294
– Section 8	3,775	2,125	1,097	*	*	392	292
Working families residing in public housing (cumulative) (%)	38.2%	38.5%	38.3%	*	*	NA	NA

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
✹ Section 8 — Families on waiting list (000)	16	5	197	*	*	204	197
Section 8 — Maximum allowable vouchers	109,823	112,346	116,671	*	*	114,579	119,470
Section 8 — Funded vouchers	97,070	98,947	101,943	*	*	99,760	103,018
Section 8 — Funded vouchers occupied units (%)	97.0%	98.0%	101.0%	97.0%	97.0%	100.0%	102.0%
★ Section 8 — Utilization rate for authorized vouchers (%)	85.0%	85.0%	89.0%	86.0%	86.0%	88.0%	89.0%
★ Section 8 — Occupied units	98,414	104,040	111,164	87,000	87,000	106,310	110,222
Section 8 — Biennial inspections	97.0%	96.0%	98.0%	*	*	97.0%	98.0%
Section 8 — Annual recertifications	99.0%	99.0%	99.0%	*	*	99.0%	99.0%
Section 8 — Applicants placed through vouchers	2,974	6,358	6,320	*	*	2,813	3,430

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Residents approved for emergency transfers	1,552	1,207	1,084	*	*	404	320
★ Emergency transfer disposition time (days)	13.34	10.09	11.68	45.00	45.00	12.60	11.36
★ Initial social service tenant contacts conducted within five days of referral (%)	92%	95%	97%	76%	76%	97%	96%
Referrals to supportive social services for senior residents	38,083	39,684	30,530	*	*	12,405	9,370

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

Goal 3b Increase employment opportunities for NYCHA residents.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Resident job placements — Total	2,652	2,531	2,361	⇧	⇧	698	543
– Direct placements	1,031	854	914	1,593	1,593	272	186
– Program and partner placements	1,621	1,677	1,447	*	*	426	357
– Job training graduates placed (%)	84%	78%	83%	*	*	NA	NA
– Youth placed through youth employment programs	3,630	4,325	4,248	*	*	NA	NA

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Completed requests for interpretation	152,274	131,289	158,052	*	*	47,703	57,689
E-mails responded to within 14 days (%)	82.4%	NA	NA	*	*	NA	NA
Average wait time to speak with a customer service agent (minutes:seconds)	28:42	44:42	33:08	*	*	38:48	13:43
CORE facility rating	95	98	92	*	*	NA	NA
Calls answered within 30 seconds (%)	63.8%	32.5%	27.1%	*	*	19.0%	23.4%
Agency customers surveyed for overall customer satisfaction	27,148	11,135	9,698	*	*	NA	NA
Customers rating service good or better (%)	79.0%	84.0%	94.0%	71.0%	71.0%	NA	NA

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

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26[1]	FY27[1]	FY25	FY26
Expenditures ($000,000)[2]	$4,652.0	$4,052.5	$4,454.6	$5,546.9	$5,568.8	$5,765.7	$1,683.7	$1,816.8
Revenues ($000,000)	$4,704.1	$4,170.1	$4,414.9	$5,329.9	$5,568.8	$5,502.4	$1,646.5	$1,732.8
Personnel	11,891	11,896	11,998	12,368	12,265	12,228	12,024	11,986
Overtime paid ($000,000)	$198.0	$178.6	$161.0	$181.6	$179.8	$178.4	$71.7	$58.6
Capital commitments ($000,000)[3]	$416.6	$862.2	$593.1	$1,279.5	$1,302.5	$723.1	$130.2	$147.6

[1]February 2026 Financial Plan. [2]Expenditures include all funds [3]Includes funds authorized in the City budget only, and excludes federal, State and other capital funds utilized by NYCHA. "NA" - Not Available

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- NYCHA updated the Fiscal 2026 target for the pest metrics to reflect the HUD Agreement timeline. The Agreement (Exhibit B, Paragraph 39) states "Within five years of the Effective Date, NYCHA shall a) respond to 90% of all rat complaints within two business days, and to all rat complaints within five days; b) respond to 90% of all other pest complaints within seven days, and to all other pest complaints within ten days." As of January 1, 2024, NYCHA is now within five years of the Effective Date, so the target requirement has changed from 75 percent to 90 percent for 'Rat complaints responded within 2 days' and for 'Other pest complaints responded within 7 days.'

- In Goal 2b, figures for two indicators were changed for Fiscal 2025 four-month actuals to reflect finalized data. These include 'Homeless applicants placed in housing—Total,' which was corrected from 655 to 725, and 'Section 8,' which was corrected from 322 to 392.

- In Goal 3a, figures for two indicators were changed for Fiscal 2025 four-month actuals to reflect finalized data. These include 'Residents approved for emergency transfers,' which was corrected from 403 to 404, and 'Emergency transfer disposition time (days),' which was corrected from 12.63 to 12.60.

- Fiscal 2026 four-month actual 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://nychamonitor.com/

- The Social Indicators and Equity Report, EquityNYC:
  http://equity.nyc.gov/

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