



DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Mathew M. Wambua, Commissioner

What We Do

Using a variety of preservation, development and enforcement strategies, the Department of Housing Preservation and Development (HPD) strives to improve the availability, affordability, and quality of housing in New York City. As the nation's largest municipal housing agency, HPD works with private, public and community partners to strengthen neighborhoods and expand the supply and affordability of the City's housing stock and keep people in their homes.

Our Services and Goals

Service 1: Enforce the Housing Maintenance Code.

Goal 1a: Close housing maintenance complaints promptly.

Goal 1b: Improve compliance with the Housing Maintenance Code through enforcement.

Service 2: Preserve and create quality affordable housing.

Goal 2a: Increase access to and improve the quality of affordable housing.

Service 3: Manage HPD affordable housing assets and federal rent subsidies.

Goal 3a: Ensure continued viability of existing affordable housing.

Goal 3b: Maximize federal rent subsidies to make housing affordable for low income New Yorkers.

How We Performed: July-October

- HPD experienced a nearly 23 percent decrease in complaints compared to the same four months a year ago when housing-related complaints were at a five-year high. All complaint categories saw sizeable decreases.
- On average, the time to close emergency complaints improved by almost two days to 10.7 days, largely due to the lower volume of complaints. While nonemergencies were also handled more quickly, and most likely were also affected by the drop in complaints, a comparison to Fiscal 2012 is less straightforward. In Fiscal 2012 HPD completed a clean up of older nonemergency complaints that met specific criteria. This drove the average time to close nonemergency complaints higher, with the July to October 2011 average reaching 69.1 days. The average time to close a nonemergency complaint for the four-month period ending October 2012 was 11.9 days.
- Significantly fewer violations were issued in July through October 2012 than in the previous year, also as a result of the decrease in the number of complaints received.
- Total housing starts and completions from July through October 2012 were comparatively lower than the July to October 2011 period, which included two large preservation projects that accounted for more than 1,600 units. There can be marked differences in performance from year to year depending on the presence or absence of a few large projects, construction schedules, and annual targets. Units started this fiscal year will bring total NHMP housing starts to more than 94 percent of the Plan's overall goal of 165,000 units.
- In May 2012 the Department gained access to the electronic financial data of approximately 300 Low Income Housing Tax Credit projects that are part of its asset management portfolio. This has enabled the Agency to conduct more in-depth analysis of the portfolio's finances, but has resulted in fewer financial reviews. As a result, HPD completed approximately one-third fewer financial reviews of projects - 98 compared to 141.

- HPD issued more Section 8 rental assistance vouchers during the current reporting period in order to maintain an optimal utilization rate of 96 percent.

Service 1: Enforce the Housing Maintenance Code.

Goal 1a: Close housing maintenance complaints promptly.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Total complaints reported	616,408	611,989	589,245	*	*	205,783	159,515
★ - Emergency complaints reported	409,354	407,772	388,276	*	*	127,568	97,615
- Heat and hot water	114,009	115,629	99,409	*	*	16,354	12,100
- Lead	40,109	38,749	39,340	*	*	15,752	11,048
- Other emergency	255,236	253,394	249,527	*	*	95,462	74,467
- Nonemergency complaints reported	207,054	204,217	200,969	*	*	78,215	61,900
Inspections completed	689,872	678,038	697,736	600,000	600,000	216,242	207,954
Inspection visits per team per day	11.0	11.3	11.8	*	*	10.0	11.2
Ratio of completed inspections to attempted inspections (%)	72%	71%	71%	*	*	67%	70%
Total complaints closed	613,836	612,428	599,374	*	*	199,861	158,243
- Emergency complaints closed	407,826	408,379	389,952	*	*	118,966	96,898
- Nonemergency complaints closed	206,010	204,049	209,422	*	*	80,895	61,345
★ Average time to close emergency complaints (days)	12.0	12.3	10.3	*	12.0	12.6	10.7
★ Average time to close non-emergency complaints (days)	19.1	16.8	41.7	*	30.0	69.1	11.9
★ Outstanding emergency complaints at end of month	12,210	11,603	10,089	*	11,000	20,205	10,806
★ Outstanding nonemergency complaints at end of month	14,365	14,533	6,229	*	14,500	11,853	6,784

Goal 1b: Improve compliance with the Housing Maintenance Code through enforcement.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Total violations issued	495,726	462,721	468,644	*	*	171,867	134,120
- Emergency violations issued	97,506	88,342	92,665	*	*	29,189	23,431
- Heat and hot water	12,436	12,945	10,869	*	*	1,846	1,472
- Lead	26,022	21,973	20,496	*	*	8,116	4,803
- Other emergency	59,048	53,424	61,300	*	*	19,227	17,156
- Nonemergency violations issued	398,220	374,379	375,979	*	*	142,678	110,689
★ Violations issued and removed in the same fiscal year (%)	38%	41%	43%	*	38%	NA	NA
★ Emergency violations corrected by owner (%)	55%	56%	57%	*	55%	NA	NA
Emergency violations corrected by HPD (%)	15%	14%	15%	*	*	NA	NA
Violations removed	608,214	556,777	536,010	*	*	188,684	153,062
Housing Maintenance Code compliance							
- Cases opened	14,233	13,687	13,251	*	*	3,596	3,016
- Cases closed	15,226	14,846	14,109	*	*	4,584	3,553
Average cost of repair work performed by HPD (\$)	\$737	\$657	\$537	*	*	NA	NA
- Emergency (non-lead) (\$)	\$635	\$562	\$465	*	*	NA	NA
- Lead (\$)	\$2,338	\$2,623	\$2,302	*	*	NA	NA
Alternative Enforcement Program							
- Buildings currently active	NA	478	473	*	*	NA	NA
- Buildings discharged (cumulative)	NA	322	527	*	*	NA	NA
- Buildings discharged from program (%) (cumulative)	NA	40%	53%	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Service 2: Preserve and create quality affordable housing.

Goal 2a: Increase access to and improve the quality of affordable housing.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Total starts financed or assisted under the New Housing Marketplace Plan (units)	14,767	15,735	16,942	14,500	14,500	2,519	1,209
- New construction starts	3,144	3,873	2,521	5,515	4,042	234	414
- Preservation starts	11,337	11,680	14,298	8,835	10,458	2,243	795
Planned starts initiated (%)	102%	109%	117%	*	*	17%	14%
★ Total completions financed or assisted under the New Housing Marketplace Plan (units)	16,946	13,914	13,069	11,763	11,227	4,524	1,571
- New construction completions	5,281	7,738	4,482	3,705	4,150	1,845	879
- Preservation completions	11,665	6,176	8,587	8,058	7,077	2,679	692
Planned units completed (%)	101%	99%	125%	*	*	43%	11%

Service 3: Manage HPD affordable housing assets and federal rent subsidies.

Goal 3a: Ensure continued viability of existing affordable housing.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Asset management							
- Projects in workload	1,861	1,861	1,861	*	*	1,861	1,861
- Financial reviews completed	534	486	258	*	*	141	98
- Buildings inspected	377	476	474	*	*	150	138

Goal 3b: Maximize federal rent subsidies to make housing affordable for low income New Yorkers.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Section 8							
- Utilization rate	97.3%	96.8%	97.1%	*	96.0%	96.9%	98.0%
- Vouchers issued	1,456	1,821	2,786	*	*	408	724
- Households assisted	33,453	36,259	37,116	*	*	36,255	37,460

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY12	FY13
E-mails responded to in 14 days (%)	64%	48%	58%	58%	*	62%	73%
Letters responded to in 14 days (%)	57%	54%	49%	49%	*	53%	45%
Response to 311 Service Requests (SRs)							
Percent meeting time to action (close) – Heating (5 days)	68	NA	83	76	*	76	83
Percent meeting time to action (close) – Non-Construction - Vermin (17 days)	46	NA	65	56	*	61	70
Percent meeting time to action (close) – Paint/Plaster - Ceiling (17 days)	65	NA	74	70	*	72	82
Percent meeting time to action (close) – Paint/Plaster - Walls (17 days)	61	NA	72	67	*	68	81
Percent meeting time to action (close) – Plumbing - Water-Leaks (17 days)	59	NA	71	65	*	69	82

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$727.9	\$705.4	\$731.3	\$571.3	\$659.9	\$559.8	\$305.1	\$280.1
Revenues (\$000,000)	\$60.1	\$72.4	\$43.8	\$18.8	\$31.2	\$21.8	\$15.3	\$13.9
Personnel	2,424	2,282	2,153	2,397	2,401	2,387	2,215	2,107
Overtime paid (\$000,000)	\$0.7	\$0.4	\$0.4	\$0.8	\$1.2	\$0.8	\$0.2	\$0.1
Capital commitments (\$000,000)	\$292.8	\$342.9	\$297.7	\$453.5	\$1,245.2	\$358.8	\$37.7	\$26.1
Work Experience Program (WEP) participants assigned	382	260	234	*	*	*	260	271

¹January 2013 Financial Plan ²Expenditures include all funds.

NA - Not Available in this report
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- HPD revised Fiscal 2012 New Housing Marketplace (NHMP) data for starts financed or assisted to reflect an increase of 441 preservation units.
- All previously reported NHMP data for units completed has been updated, resulting in a net increase of approximately 2,000 units. Prior to Fiscal 2011 units in the down payment assistance program were only counted as starts; the revision counts the corresponding completions, adding 1,500 units to the overall number of units completed. The other adjustments, or 500 units, reflect updates resulting from HPD's ongoing and detailed review of all NHMP projects.
- The Department added three indicators about the Alternative Enforcement Program and removed the two indicators that reported on the percent of pending non-lead emergency C violations as well as the metric that reported on the amount of judgments and settlements collected from housing litigation cases. Additionally, HPD will no longer report data on the number of homeowners receiving down payment assistance as a separate category under the NHMP statistics for units started.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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