

Testimony from NYCHA's Chief Operating Officer Eva Trimble
Mayor's Management Report: Agency Performance in Delivering Housing & Services
Committee on Oversight and Investigations
Wednesday, November 1, 2023 – 1 p.m.
New York City Hall Council Chambers

Chair Gale Brewer, members of the Committee on Oversight and Investigations, other distinguished members of the City Council, NYCHA residents, community advocates, and members of the public: good afternoon. I am Eva Trimble, NYCHA's Chief Operating Officer.

Thank you for this opportunity to discuss our efforts to become the landlord that residents deserve. We are making progress in addressing issues that are critical to residents' quality of life, and we are intensely committed to the areas that need improvement. The information outlined in the annual Mayor's Management Report (MMR) is an expression of our values as an agency, guiding our focus and investment of resources. Together with our stakeholders, including residents and members of the Council, we will continue to transform our organization using the data we're collecting.

In line with the mandates of the HUD Agreement, NYCHA made progress in the past year in areas such as mold, elevators, and heat service. For example, in Fiscal Year (FY) 2023, NYCHA met our goal to prevent the return of mold following remediation and repairs: 87 percent of mold cases were not recurrences, exceeding the HUD Agreement target of 85 percent. We abated mold in nearly 3,300 apartments in FY 2023, a 426 percent increase over the prior year. The average time to resolve elevator outages dropped by 23 percent: from 11.8 hours in FY 2022 to 9.1 hours in FY 2023, below the HUD Agreement target of 10 hours. The average outage per elevator per month also decreased from 1.07 to 0.93. We reduced the average time to resolve heat outages by 10 percent: from 8.3 hours to 7.5 hours, well below the HUD Agreement target of 12 hours.

In addition to demonstrating where we are making progress, the MMR highlights areas we need to improve. For instance, rent collection is well under our target of 97.5 percent, standing at 62.2 percent in FY 2023. To help address this, we will apply ERAP funding we are receiving from the State to residents' arrears, and will work with our residents to connect them to support services. Additionally, the average time to resolve emergency repair requests did not meet our 24-hour target in FY 2023, and the time to resolve non-emergency and skilled trades repairs

also increased – as we've discussed, it's a struggle to keep up with the needs of our aging buildings; due to decades of insufficient federal funding, there are more than \$78 billion in capital needs across the portfolio. However, the average time to complete maintenance work orders, which are typically minor repairs, decreased from 8 days in FY 2022 to 6.2 days in FY 2023. Our Work Order Reform and Neighborhood Model initiatives are helping to improve service to residents through increased staffing, better work order planning and scheduling, enhanced communication with residents, and increased staff accountability and productivity through continuous monitoring. Another area that requires improvement is the time it takes to prepare vacant apartments for new occupants; as we discussed with the Council earlier this year, NYCHA apartments require extensive health and safety work once vacated due to their age and often deteriorated condition. Thanks to City funding, we are prioritizing the turnover of vacant apartments and are closely monitoring these efforts.

We are happy to discuss more details with you and answer any questions you may have. As always, we look forward to continuing our partnership with the Council in service to residents. Thank you.