

供暖管理服务部

2020-2021
供暖季节



NEW YORK CITY
**HOUSING
AUTHORITY**



议题

1. 供暖管理服务部概况 (HMSD)
2. 供暖季节
3. 居民沟通/住宅区行动计划
4. 年度维护和运营投资
5. 楼宇管理系统 (BMS)

供暖管理服务部概况 – 我们的使命

“向NYCHA全体居民提供充足的稳定的暖气和热水供应服务。”

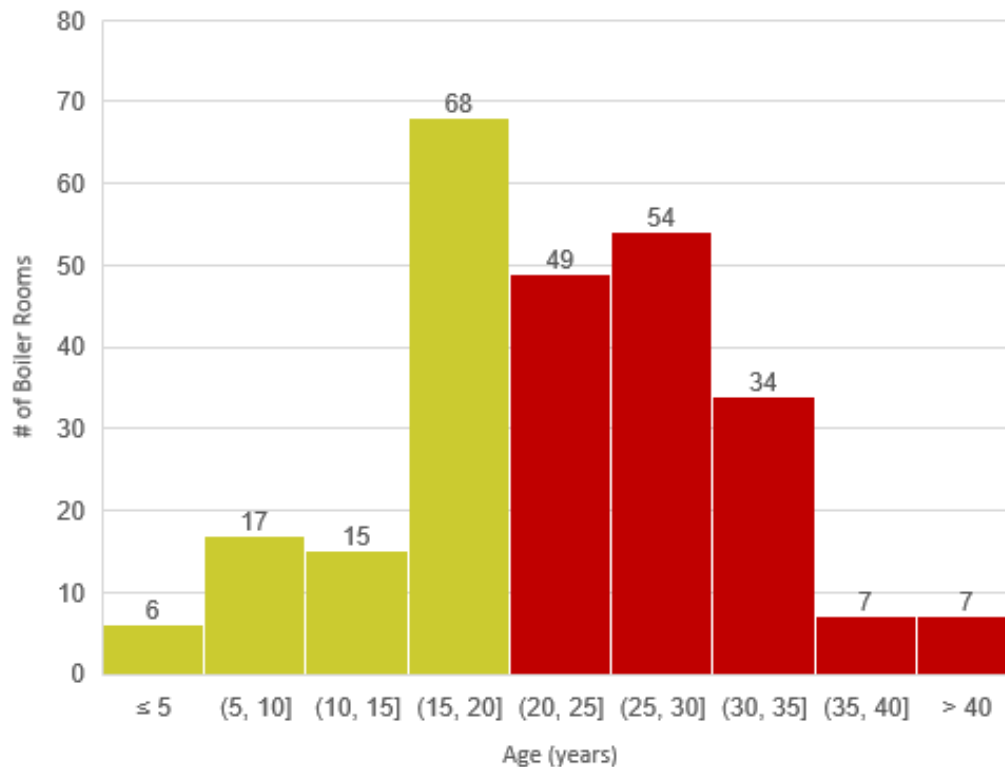
您知道吗？ 将近有500名NYCHA工作人员在供暖季节前后致力于维护和维修供暖设备的工作。

供暖管理服务部概况 – 我们的责任

- HMSD的求助热线每周7天，每天24小时开通 – 跟踪，监管，和呈报所有 "暖气中断"和 "热水中断"的服务中断情况
- 进行年度定期维护和运营投资工作 针对HMSD部门管理的所有供暖设备
- 确定，跟踪并处理所有违规和缺失问题 由第三方机构检查发现的供暖设备问题
- 管理30多个与供暖工作相关的承包商合同 合同价值约9.28千万美元

供暖管理服务部概况 - 我们面临的困难

NYCHA Developments* by Average Boiler Age



许多NYCHA的供暖设备（例如，锅炉，温度控制设备）已经或即将过期。

我们的陈旧的锅炉机房也依赖与住宅楼同样老化的蒸气配送管道。

供暖季节 - 10月1日至5月31日

During heating season, NYC building owners must maintain:

68°F

DAY

**6:00AM-
10:00PM**

**indoor temp when it's
below 55°F outside.**



62°F

NIGHT

**10:00PM-
6:00AM**

**indoor temp regardless
of the temp outside.**



居民沟通 服务中断情况监控系统

HEAT/HOT WATER/WATER (10)

ELEVATOR (27)

ELECTRIC (5)

GAS (64)

HISTORY

GLOSSARY





Current NYCHA Heat & Hot Water Service Interruptions as of October 20, 2020 at 12:29 PM.

| Total | Service Interruptions | Developments | Buildings | Units | Residents |
|-----------|-----------------------|--------------|-----------|-------|-----------|
| Planned | 6 | 5 | 15 | 1,031 | 2,304 |
| Unplanned | 4 | 4 | 4 | 319 | 544 |

CURRENT (10)


RESTORED WITHIN LAST 24 HOURS (7)

UPCOMING PLANNED OUTAGES (42)

| Address | Interruption | Planned | Report Date | End Date | Impact | | | | | | |
|--|---|---|-----------------------|----------------|--|-----------|-------|-----------|----|-----|-------|
| COOPER PARK - Entire Development 275 JACKSON STREET BROOKLYN, NY 11211 |  Hot Water |  Planned | 10/20/2020 9:00 AM | Vendor Working | <table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>11</td><td>700</td><td>1,560</td></tr></table> | Buildings | Units | Residents | 11 | 700 | 1,560 |
| Buildings | Units | Residents | | | | | | | | | |
| 11 | 700 | 1,560 | | | | | | | | | |
| PELHAM PARKWAY Sectional |  Hot Water |  Planned | 10/20/2020 8:00 AM | Vendor Working | | | | | | | |
| Building 12 2354 PAULDING AVENUE BRONX,NY 10469 | | | | | <table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>1</td><td>48</td><td>72</td></tr></table> | Buildings | Units | Residents | 1 | 48 | 72 |
| Buildings | Units | Residents | | | | | | | | | |
| 1 | 48 | 72 | | | | | | | | | |
| Building 14 2324 PAULDING AVENUE BRONX,NY 10469 | | | | | <table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>1</td><td>48</td><td>74</td></tr></table> | Buildings | Units | Residents | 1 | 48 | 74 |
| Buildings | Units | Residents | | | | | | | | | |
| 1 | 48 | 74 | | | | | | | | | |

服务中断情况监控网站: on.nyc.gov/outages

居民沟通 独立行动计划



Heating Action Plan – Individual Action Plan Independence Houses

(Managed by Taylor Street-Wythe Avenue)

Brooklyn

| DEVELOPMENT INFO | |
|--|-------|
| # of Buildings | 6 |
| # of Apartments | 744 |
| Total Population | 1,174 |
| % of Population Over 62 | 22% |
| Self Identified Mobility Impaired Population | 126 |

| CAPITAL INVESTMENTS | |
|--|--|
| <ul style="list-style-type: none"> Underground Steam and Condensate Return Lines (Complete) Replacement of Underground Hydronic Water System Line (Complete) | |

| OPERATIONS INVESTMENTS | |
|------------------------|--|
| • None | |

| OUTAGES | |
|--|------|
| 2017/2018 Heating Outages | 36 |
| 2017/2018 Average Restoration Time (Hours) | 18.9 |
| 2018/2019 Heating Outages | 30 |
| 2018/2019 Average Restoration Time (Hours) | 9.03 |

| HEATING STAFF BREAKDOWN | |
|-------------------------------|---|
| Cluster | BK 4 |
| Management | Heating administrator Cluster Superintendent Cluster Assistant Superintendent |
| Frontline Personnel | HPT (5am-1pm) HPT (8am-4:30pm) HPT (2pm-10pm) |
| HPT= Heating Plant Technician | |

| ASSET SUMMARY | |
|---------------------|----------|
| Plant Configuration | Firm Gas |
| # of Boilers | 3 |
| Distribution System | Hydronic |

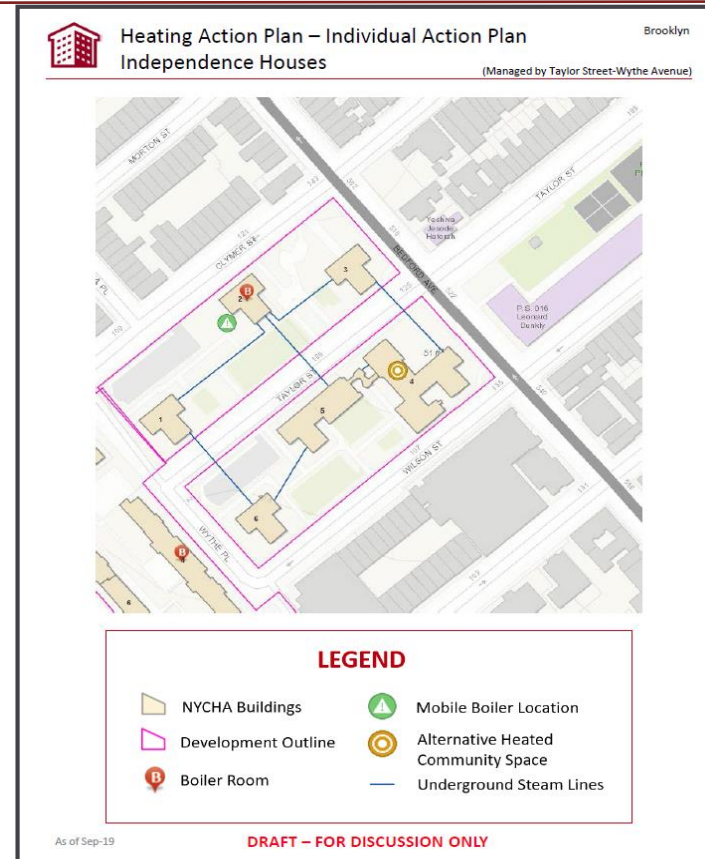
| ASSET CONDITION | |
|-----------------------------|----|
| Boiler Age | 19 |
| Boiler PNA Condition Rating | 4 |

| MAJOR CHALLENGES | |
|--|--|
| Independence Houses has a hydronic system in which maintaining the temperatures have been historically difficult. Additionally, this development is susceptible to flooding. | |

| POTENTIAL ALTERNATIVE HEATED COMMUNITY SPACES | |
|---|--|
| On-site | |
| El Puente De Williamsburg, 114 Taylor Street | |
| Millennium Development, 114 Taylor Street | |
| Off-site | |
| --- | |

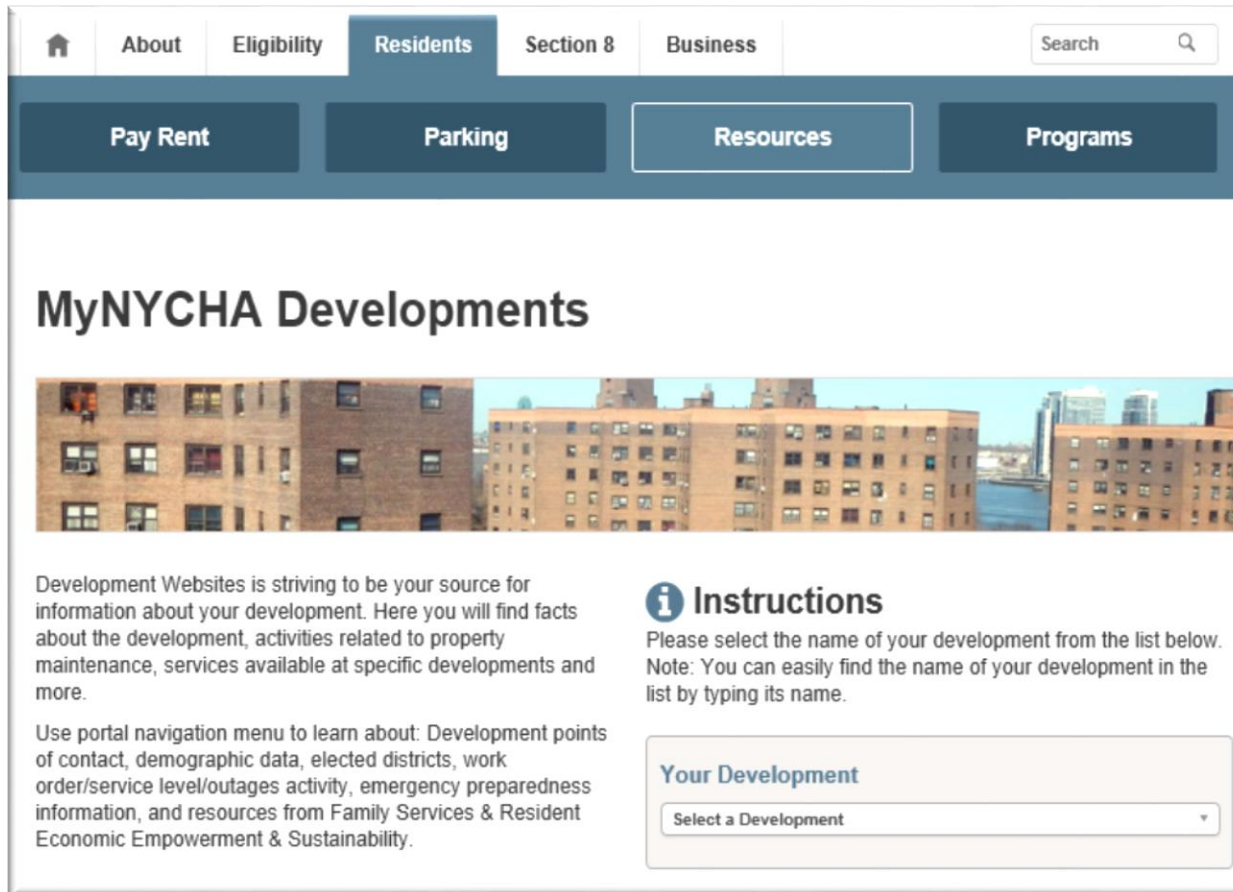
The Office of Emergency Management (OEM) and the Emergency Services Department (ESD) coordinate with the MTA to provide warming buses and transportation to the warming centers.

As of Sep-19 **DRAFT – FOR DISCUSSION ONLY**



NYCHA为每个住宅区制定独立行动计划：每个住宅区的居住人口数量，困难，职员分配规划，以及NYCHA 投资此住宅区的供暖系统的方案的截图。

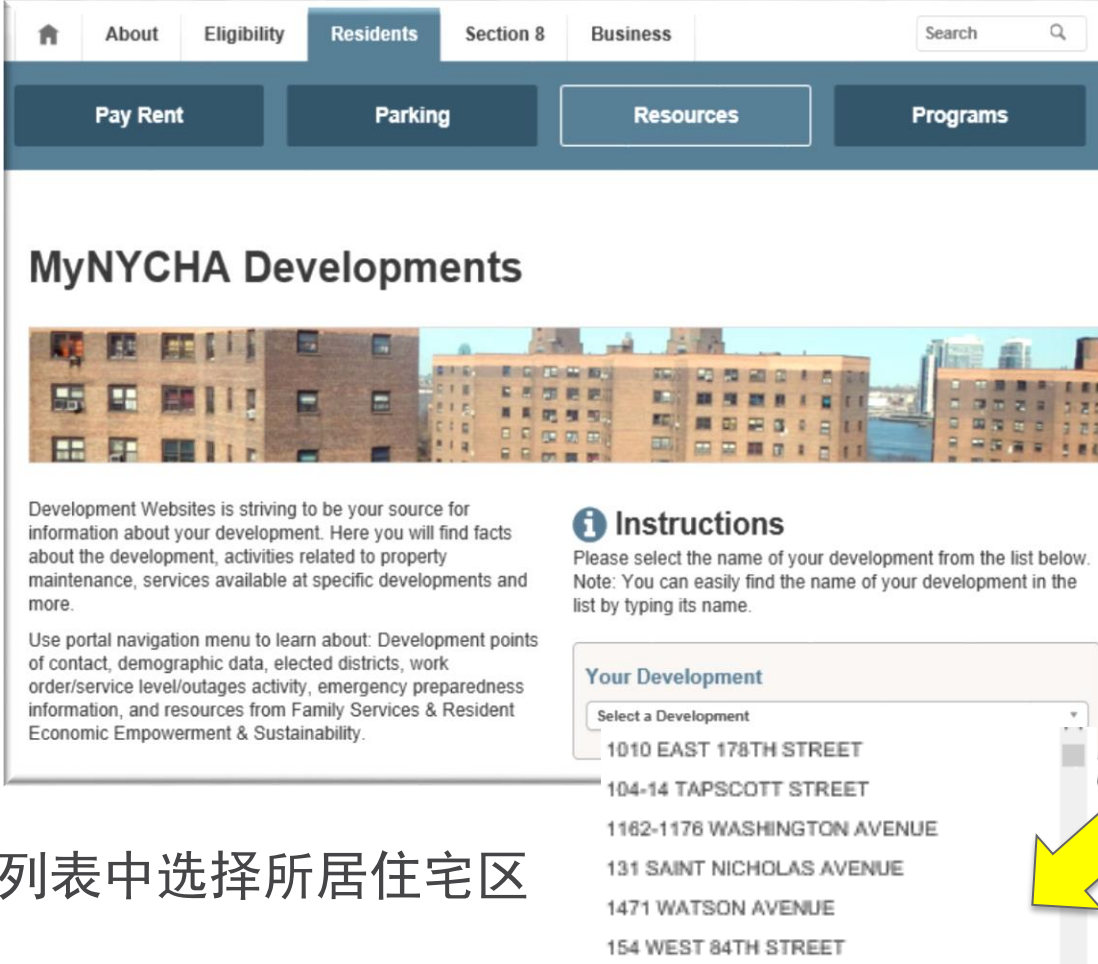
居民沟通 独立行动计划



The screenshot displays the MyNYCHA website's 'DevPortal' section. At the top, a navigation bar includes links for 'About', 'Eligibility', 'Residents' (which is highlighted), 'Section 8', and 'Business'. A search bar is located on the right. Below this, a secondary navigation bar features buttons for 'Pay Rent', 'Parking', 'Resources' (which is highlighted), and 'Programs'. The main content area is titled 'MyNYCHA Developments' and features a banner image of a brick apartment building. Below the banner, there is a paragraph explaining the portal's purpose: 'Development Websites is striving to be your source for information about your development. Here you will find facts about the development, activities related to property maintenance, services available at specific developments and more.' To the right of this text is an 'Instructions' section with an information icon, stating: 'Please select the name of your development from the list below. Note: You can easily find the name of your development in the list by typing its name.' Below the instructions is a section titled 'Your Development' containing a dropdown menu labeled 'Select a Development'.

若要查看住宅区独立行动计划，请浏览网站：my.nycha.info/DevPortal/

居民沟通 独立行动计划



The screenshot shows the MyNYCHA website interface. At the top, there is a navigation bar with links: Home, About, Eligibility, Residents (highlighted), Section 8, and Business. Below this is a secondary navigation bar with buttons: Pay Rent, Parking, Resources (highlighted), and Programs. The main content area is titled 'MyNYCHA Developments' and features a large image of a brick apartment building. Below the image, there is a paragraph of text explaining the purpose of the Development Websites. To the right, there is an 'Instructions' section with a note about selecting a development. Below the instructions, there is a dropdown menu titled 'Your Development' with the text 'Select a Development' and a list of six development addresses. A large yellow arrow points to the dropdown menu.

Development Websites is striving to be your source for information about your development. Here you will find facts about the development, activities related to property maintenance, services available at specific developments and more.

Use portal navigation menu to learn about: Development points of contact, demographic data, elected districts, work order/service level/outages activity, emergency preparedness information, and resources from Family Services & Resident Economic Empowerment & Sustainability.

i Instructions
Please select the name of your development from the list below.
Note: You can easily find the name of your development in the list by typing its name.

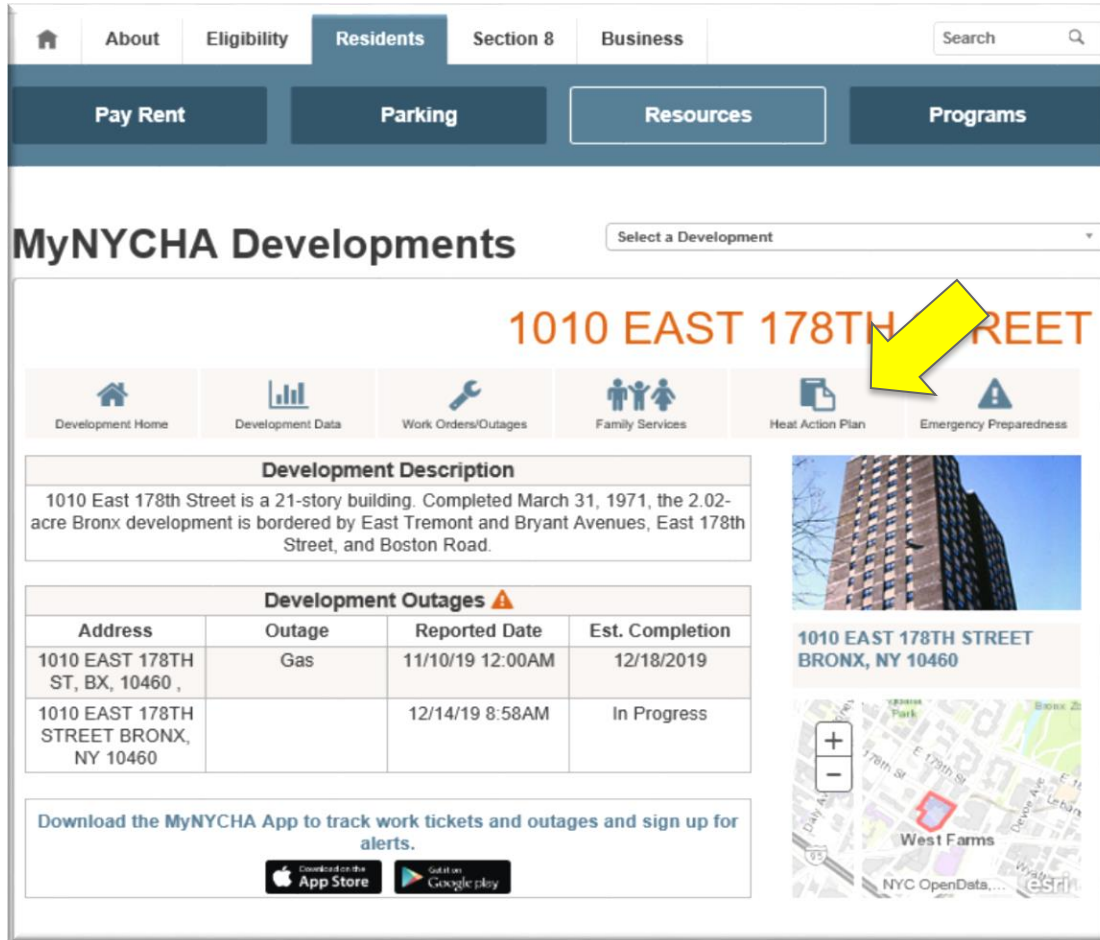
Your Development
Select a Development

- 1010 EAST 178TH STREET
- 104-14 TAPSCOTT STREET
- 1162-1176 WASHINGTON AVENUE
- 131 SAINT NICHOLAS AVENUE
- 1471 WATSON AVENUE
- 154 WEST 84TH STREET

从下拉列表中选择所居住宅区

居民沟通

独立行动计划



The screenshot shows the MyNYCHA website interface. The top navigation bar includes links for Home, About, Eligibility, Residents, Section 8, and Business. Below this is a secondary bar with Pay Rent, Parking, Resources, and Programs. The main content area is titled 'MyNYCHA Developments' and features a dropdown menu to 'Select a Development'. The selected development is '1010 EAST 178TH STREET'. Below the title, there are six icons representing different services: Development Home, Development Data, Work Orders/Outages, Family Services, Heat Action Plan, and Emergency Preparedness. A yellow arrow points to the 'Heat Action Plan' icon. The 'Development Description' section states that 1010 East 178th Street is a 21-story building completed in 1971. The 'Development Outages' table lists two gas outages. At the bottom, there is a prompt to download the MyNYCHA App.

1010 EAST 178TH STREET

Development Home | Development Data | Work Orders/Outages | Family Services | **Heat Action Plan** | Emergency Preparedness

Development Description

1010 East 178th Street is a 21-story building. Completed March 31, 1971, the 2.02-acre Bronx development is bordered by East Tremont and Bryant Avenues, East 178th Street, and Boston Road.

Development Outages

| Address | Outage | Reported Date | Est. Completion |
|--|--------|------------------|-----------------|
| 1010 EAST 178TH ST, BX, 10460 , | Gas | 11/10/19 12:00AM | 12/18/2019 |
| 1010 EAST 178TH STREET BRONX, NY 10460 | | 12/14/19 8:58AM | In Progress |

Download the MyNYCHA App to track work tickets and outages and sign up for alerts.

Download on the App Store | Get it on Google play

1010 EAST 178TH STREET BRONX, NY 10460

Map showing the location of 1010 East 178th Street in the West Farms area of the Bronx, NY.

打开的住宅楼页面后，
点击 "Heat Action
Plan" (独立行动计划)
键

居民沟通

如何保持联系

我们想听取您的宝贵意见！如果您的住房单位的暖气和热水服务出现问题，请通过下列方法通知我们：



致电客户服务中心(CCC)，电话：**718-707-7771**



使用 **MyNYCHA** 应用程序提出维修请求。



上网报修，网址：**nyc.gov/mynycha**

居民沟通 如何保持联系

通过我们的社交媒体平台获取NYCHA 最新消息:



www.facebook.com/NYCHA

www.instagram.com/nychagram



www.twitter.com/NYCHA



www.youtube.com/c/nycha

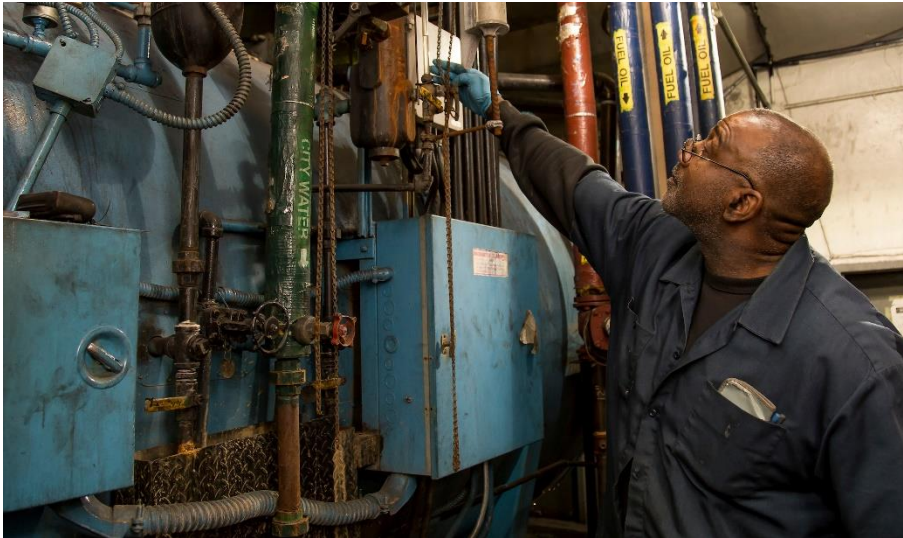


www.linkedin.com/company/new-york-city-housing-authority

年度维护工作

供暖设备年度定期检修工作

我们通过清洁，润滑，调整，维修和更换磨损的部件来恢复和维护设备的运行可靠性。



您知道吗? HMSD 职员定期维护1,425个锅炉，1,775个暖气配送系统，和1,727个热水供应系统。



年度维护工作

供暖设备年度定期检修工作

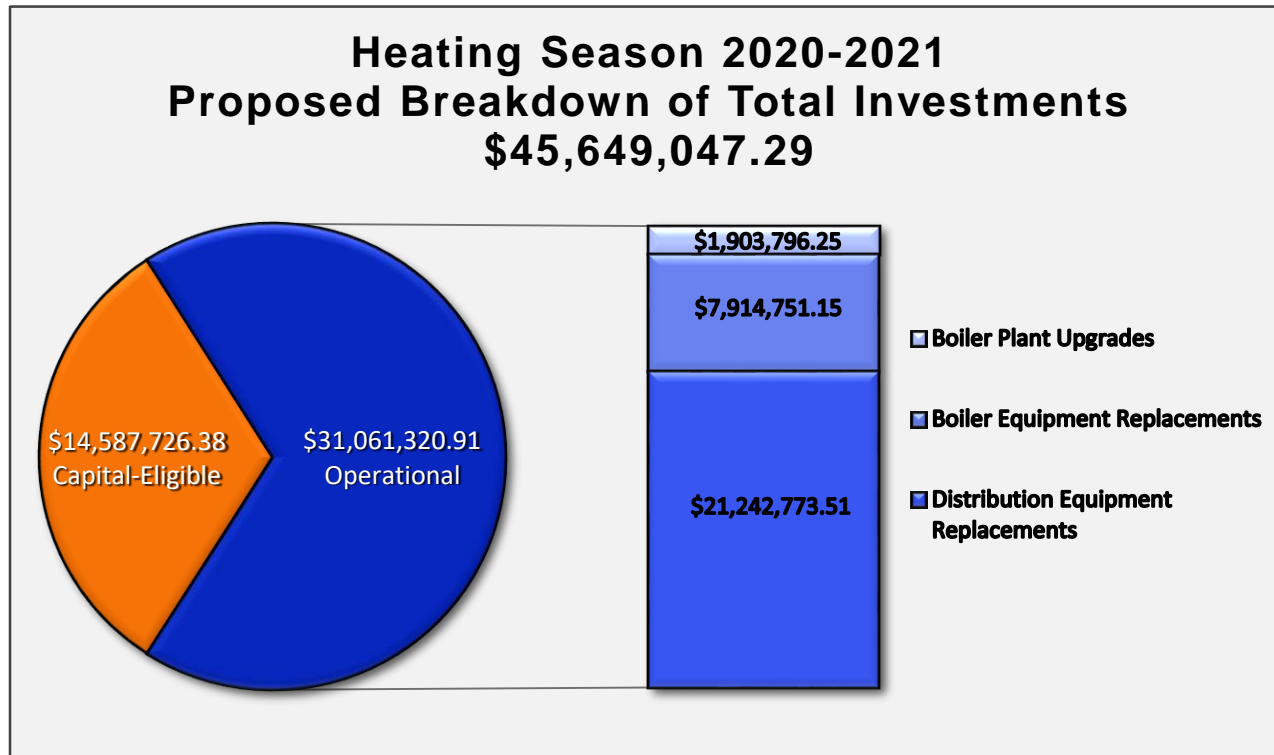


我们对下列设备进行年度定期检修工作:

- 锅炉
- 热水加热器
- 真空油箱

年度维护工作 运营投资

HMSD 和基建工程科将于2020-2021年 投资4.5千万美元更新供暖和热水 设备，以及其它相关的供暖系统所需配件。



年度维护工作 营运投资

HMSD 职员正更换重要的供暖配件，例如真空油箱，供水泵，气体增压泵和区间阀门。

真空油箱



供水泵



气体增压泵



区间阀门



楼宇管理系统

住房单位温度感应器

NYCHA正安排进行66个住宅区的部份住宅楼的室内感温装置的安装工程, 许多感温装置将于2020-2021供暖季节投入使用。



室内感温装置图片

此装置将持续监控住宅区内示范住房单位的室内温度并通过将信号传送至锅炉机房, 相应调整住宅楼的暖气输送。

住宅楼管理系统

住房单位室内温度感应装置




居民和市民可登陆房屋局网站（现正处于制作阶段）关于室内温度感应装置读数的说明查看温度感应装置的读数的详情。：

on.nyc.gov/indoortemp

 Daytime (6:00am to 10:00pm) Temperature Reading Below 68F When Outside is Below 55F

 Nighttime (10:00pm to 6:00am) Temperature Below 62F

[+ Show All](#)

| CASTLE HILL | | | | |
|---|---------------------|-----------------------|------------------------------|----------------------------|
| Building | Total Apartments | Online Sensors | Temperature Exceptions | |
| 080.02 | 138 | 136 | 6 | + Show |
| 080.03 | 141 | 139 | 26 | + Show |
| 080.11 | 135 | 11 | 2 | + Show |
| 080.12 | 137 | 35 | 13 | + Show |
| 080.01 | 131 | 131 | 12 | + Show |
| 080.04 | 143 | 143 | 6 | + Show |
| 080.05 | 43 | 43 | 1 | + Show |
| 080.09 | 17 | 17 | 3 | - Hide |
| TEMPERATURE EXCEPTIONS | | | | |
| Time of Reading | | Apartment Temperature | Average Building Temperature | Actual Outdoor Temperature |
|  | 11/13/2019 12:14 PM | 67.0 | 75.2 | 29.7 |
|  | 11/13/2019 12:24 PM | 60.0 | 75.2 | 29.7 |
|  | 11/13/2019 01:36 PM | 65.0 | 75.2 | 29.7 |

Thank You

谢谢!