

## 2020-2021 Heating Season



# Agenda

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1. Overview of Heating Management Services Department (HMSD)
2. Heating Season
3. Resident Communications/ Development Action Plans
4. Annual Maintenance and Operational Investments
5. Building Management Systems (BMS)

# Overview of HMSD - Our Mission

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***“The delivery of adequate and consistent heat and hot water service to all NYCHA residents.”***

**DID YOU KNOW?** Nearly 500 NYCHA staff are dedicated to maintaining and repairing heating equipment throughout both the heating season and the off season.

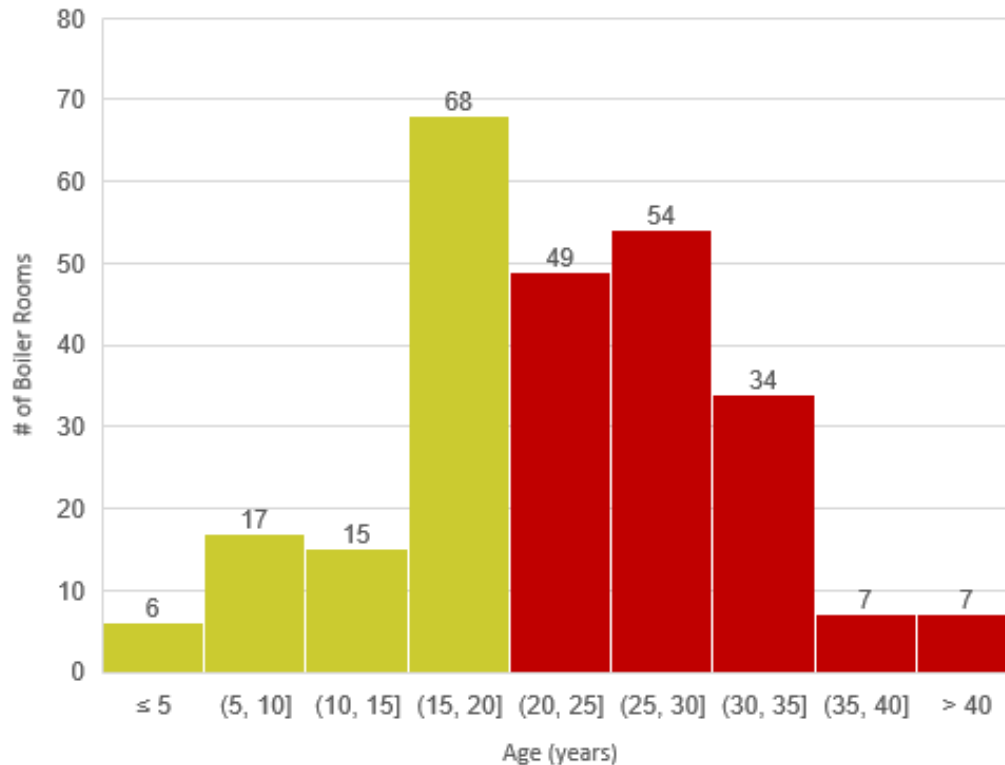
# Overview of HMSD – Our Responsibilities

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- Operate the 24/7 HMSD Heat Desk - tracking, monitoring and reporting all “No Heat” and “No Hot Water” service disruptions
- Conduct yearly preventative maintenance and operational investment work across HMSD’s portfolio of heating equipment
- Identify, track and cure all violations and deficiencies issued to the department’s heating equipment during external inspections
- Manage over 30 heating-related vendor contracts worth approximately \$92.8 million

# Overview of HMSD - Our Challenges

**NYCHA Developments\* by Average Boiler Age**



Much of NYCHA's heating equipment (e.g., boilers, temperature-regulation tools) are, or will soon be, past their useful life.

Our aging boiler rooms also rely on deteriorating distribution lines that are often as old as the buildings themselves.

# Heating Season - October 1 to May 31

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**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.**



# Resident Communications – Service Interruptions Dashboard

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						
<b>COOPER PARK - Entire Development</b> 275 JACKSON STREET BROOKLYN, NY 11211	 Hot Water	 Planned	10/20/2020 9:00 AM	<b>Vendor Working</b>	<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									
<b>PELHAM PARKWAY</b> Sectional	 Hot Water	 Planned	10/20/2020 8:00 AM	<b>Vendor Working</b>							
<b>Building 12</b> 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									
<b>Building 14</b> 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									

Outage Dashboard Website: [on.nyc.gov/outages](https://on.nyc.gov/outages)

# Resident Communications – Individual Action Plans



## Heating Action Plan – Individual Action Plan Independence Houses

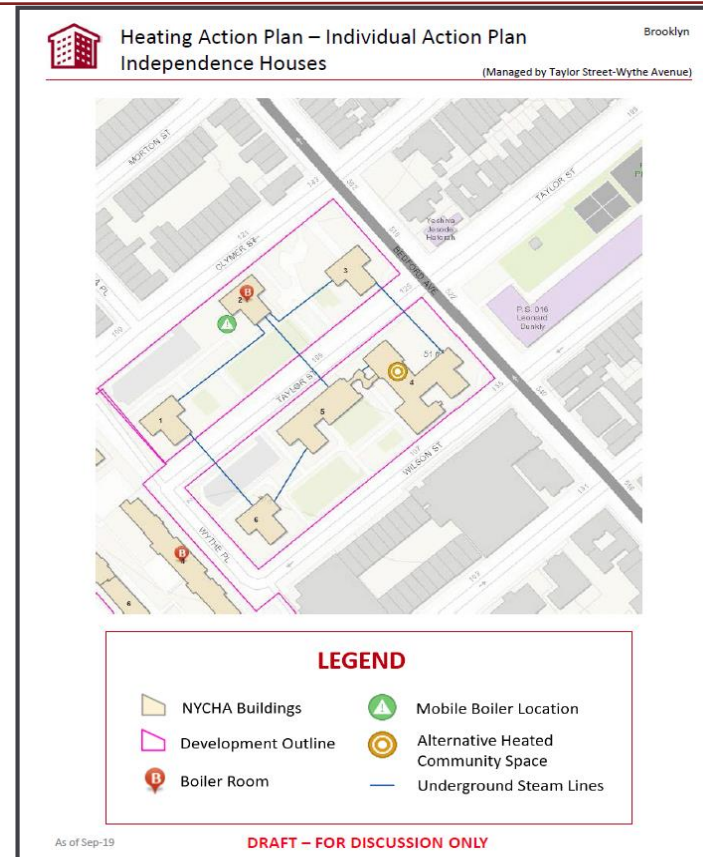
(Managed by Taylor Street-Wythe Avenue)

Brooklyn

DEVELOPMENT INFO		CAPITAL INVESTMENTS	
# of Buildings	6	• Underground Steam and Condensate Return Lines (Complete)	
# of Apartments	744	• Replacement of Underground Hydronic Water System Line (Complete)	
Total Population	1,174	OPERATIONS INVESTMENTS	
% of Population Over 62	22%	• None	
Self Identified Mobility Impaired Population	126	OUTAGES	
ASSET SUMMARY		2017/2018 Heating Outages	36
Plant Configuration	Firm Gas	2017/2018 Average Restoration Time (Hours)	18.9
# of Boilers	3	2018/2019 Heating Outages	30
Distribution System	Hydronic	2018/2019 Average Restoration Time (Hours)	9.03
ASSET CONDITION		HEATING STAFF BREAKDOWN	
Boiler Age	19	Cluster	BK 4
Boiler PNA Condition Rating	4	Management	Heating administrator Cluster Superintendent Cluster Assistant Superintendent
MAJOR CHALLENGES		Frontline Personnel	HPT (5am-1pm) HPT (8am-4:30pm) HPT (2pm-10pm)
Independence Houses has a hydronic system in which maintaining the temperatures have been historically difficult. Additionally, this development is susceptible to flooding.		HPT= Heating Plant Technician	
POTENTIAL ALTERNATIVE HEATED COMMUNITY SPACES		Permanent Affordability Commitment Together (PACT)	
On-site		Independence is currently in the PACT conversion pipeline.	
El Puente De Williamsburg, 114 Taylor Street			
Millennium Development, 114 Taylor Street			
Off-site			
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\*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.\*

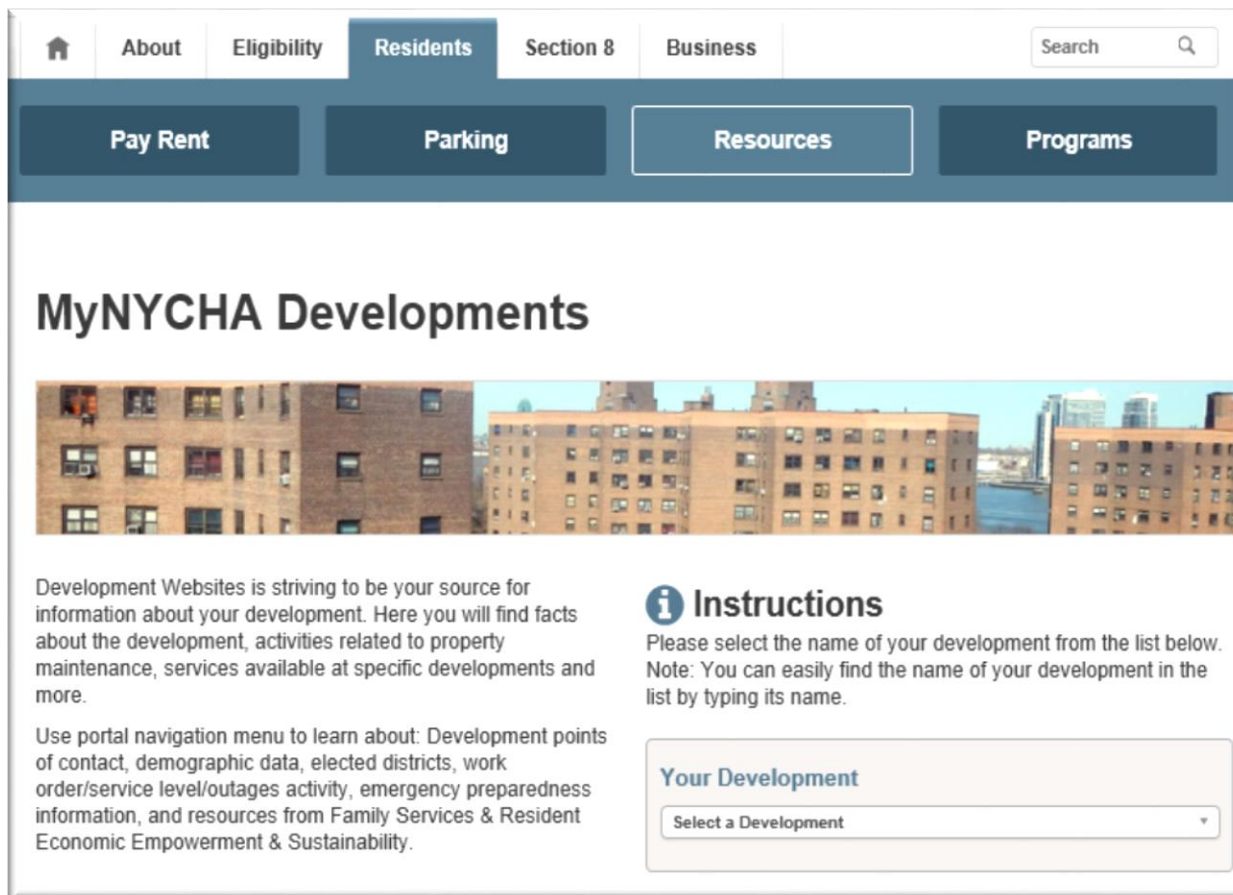
As of Sep-19
DRAFT – FOR DISCUSSION ONLY



NYCHA created Individual Action Plans for each development: a snapshot of each development's population, challenges, and staffing plans, plus how NYCHA is investing in that development's heating system.



# Resident Communications – Individual Action Plans



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. A search bar is located in the top right corner. 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 of this text is an 'Instructions' section with a dropdown menu labeled 'Your Development' and a placeholder text 'Select a Development'.

Home About Eligibility **Residents** Section 8 Business Search

Pay Rent Parking **Resources** Programs

## MyNYCHA Developments

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.

### Instructions

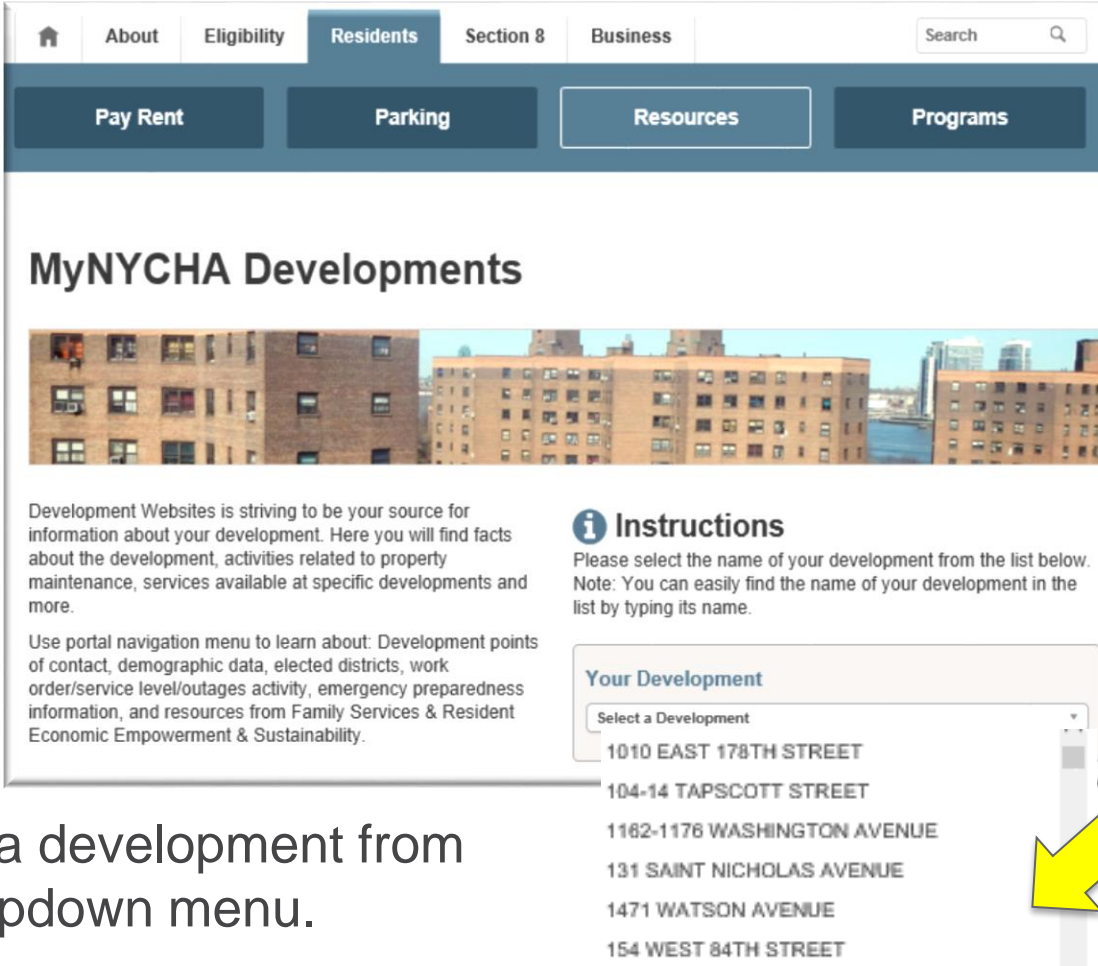
Please select the name of your development from the list below.  
Note: You can easily find the name of your development in the list by typing its name.

**Your Development**

Select a Development

To view an Individual Action Plan, visit: [my.nycha.info/DevPortal/](https://my.nycha.info/DevPortal/)

# Resident Communications – Individual Action Plans



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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.

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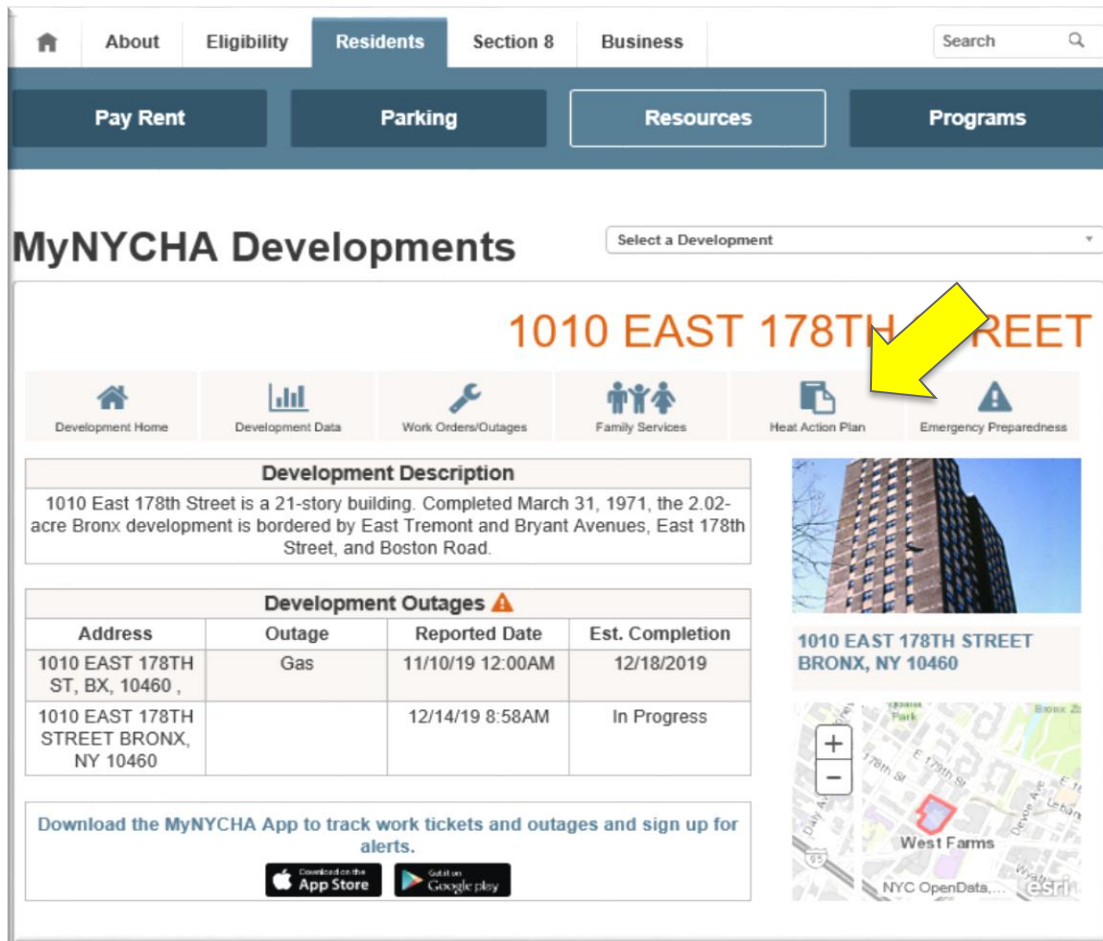
**i Instructions**  
Please select the name of your development from the list below.  
Note: You can easily find the name of your development in the list by typing its name.

**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

Select a development from  
the dropdown menu.

# Resident Communications – Individual Action Plans



The screenshot shows the MyNYCHA website interface. At the top, there is a navigation bar with links: Home, About, Eligibility, Residents (selected), Section 8, and Business. Below this is a secondary navigation bar with buttons: Pay Rent, Parking, Resources, and Programs. The main content area is titled 'MyNYCHA Developments' and features a dropdown menu '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 (highlighted with a yellow arrow), and Emergency Preparedness. The 'Heat Action Plan' button is a blue icon with a white flame. To the right of the icons is a photograph of the building at 1010 East 178th Street. Below the photograph is a map of the area, showing the building's location in the West Farms neighborhood of the Bronx. The map is labeled '1010 EAST 178TH STREET BRONX, NY 10460' and 'West Farms'. The map also shows nearby streets like E 178th St, E 179th St, and E 180th St, and landmarks like Van Dyke Ave and Lefferts Pl. The map is credited to 'NYC OpenData, Mapbox, and Esri'.

**MyNYCHA Developments** Select a Development

**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

West Farms

NYC OpenData, Mapbox, and Esri

Once the development page opens, click on the “Heat Action Plan” button.

# Resident Communications – How to Keep in Touch

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We want to hear from you!

If you are having an issue with your heat or hot water, please let us know:



Call the Customer Contact Center (CCC) at  
**718-707-7771**



File a complaint via the **MyNYCHA app**



Report your issue online at **[nyc.gov/mynycha](https://nyc.gov/mynycha)**

# Resident Communications – How to Keep in Touch

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Get the latest NYCHA news on our social media platforms:



[www.facebook.com/NYCHA](https://www.facebook.com/NYCHA)

[www.instagram.com/nychagram](https://www.instagram.com/nychagram)



[www.twitter.com/NYCHA](https://www.twitter.com/NYCHA)



[www.youtube.com/c/nycha](https://www.youtube.com/c/nycha)

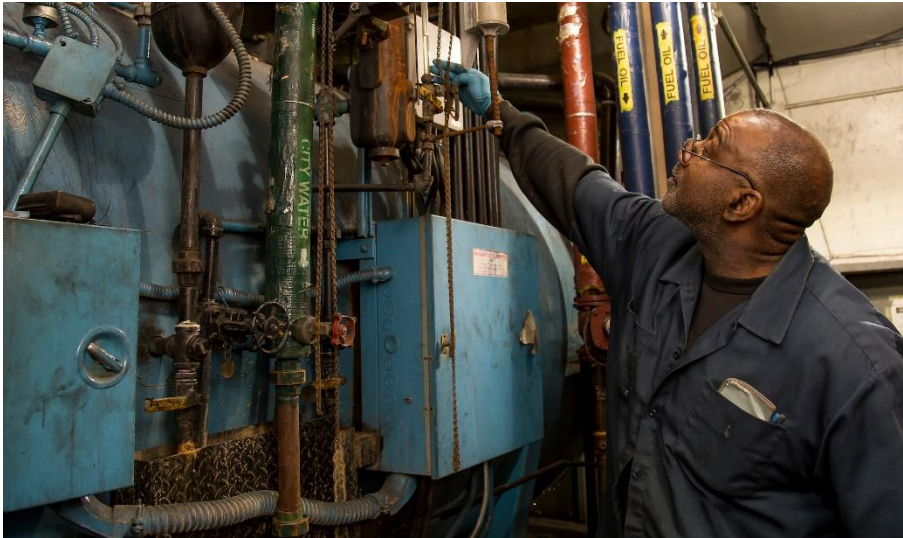


[www.linkedin.com/company/new-york-city-housing-authority](https://www.linkedin.com/company/new-york-city-housing-authority)



# Annual Maintenance - Yearly Equipment Preventative Maintenance

We restore and preserve equipment reliability by cleaning, lubricating, adjusting, repairing and replacing worn components.



**DID YOU KNOW?** HMSD staff conducts preventative maintenance on over 1,425 boilers, 1,775 heating distribution systems and 1,727 hot water systems.



# Annual Maintenance - Yearly Equipment Preventative Maintenance

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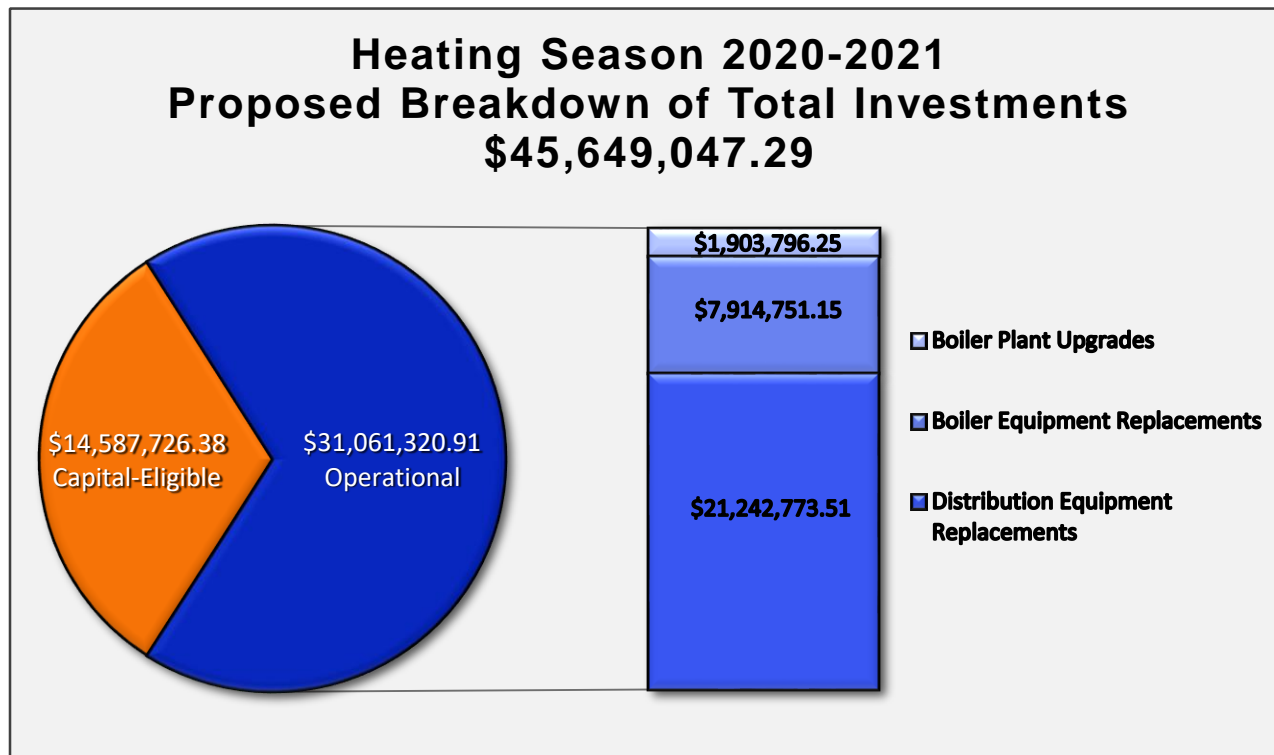


We conduct annual preventative maintenance on:

- Boilers
- Hot water heaters
- Vacuum tanks

# Annual Maintenance – Operational Investments

HMSD and Capital Projects will invest over \$45M from 2020–2021 to upgrade heat and hot water equipment as well as related heating system parts.





# Annual Maintenance – Operational Investments

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HMSD staff are replacing key heating equipment like vacuum tanks, feedwater pumps, gas booster pumps and zone valves.

**Vacuum Tank**



**Feedwater Pump**



**Gas Booster Pump**



**Zone Valve**



# Building Management System – Apartment Temperature Sensors

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NYCHA is scheduled to install indoor temperature sensors, many of which will go live over the 2020-2021 heating season, in select apartments at 66 developments.



Sample of an indoor  
temperature sensor

This device continually monitors indoor temperatures across a sample of units in a development and adjusts the temperature of the building accordingly by sending signals to the boiler room.

# Building Management System – Apartment Temperature Sensors

Residents and the public can access the temperature sensor readings by visiting the Indoor Temperature Sensor Readings portion of NYCHA's website (which is currently in development):

**[on.nyc.gov/indoortemp](https://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	<a href="#">+ Show</a>
080.03	141	139	26	<a href="#">+ Show</a>
080.11	135	11	2	<a href="#">+ Show</a>
080.12	137	35	13	<a href="#">+ Show</a>
080.01	131	131	12	<a href="#">+ Show</a>
080.04	143	143	6	<a href="#">+ Show</a>
080.05	43	43	1	<a href="#">+ Show</a>
080.09	17	17	3	<a href="#">- Hide</a>

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

Please send all questions to:  
[resident.engagement@nycha.nyc.gov](mailto:resident.engagement@nycha.nyc.gov)