

NEW YORK CITY HOUSING AUTHORITY  
THREE-THOUSAND ONE HUNDRED AND NINETY-SEVENTH MEETING

Minutes of Board Meeting

Wednesday, June 26, 2024

The meeting was held at the office of the Authority, 90 Church Street, New York City. A Quorum being present, the Chair called the meeting to order.

Present: Jamie Rubin, Chair  
Victor A. Gonzalez, Vice-Chair  
Greg Belinfanti, Member  
Paula Gavin, Member  
James McKoy, Member  
Raymond Miller, Member  
Sheena Wright, Member  
Lisa Bova-Hiatt, Chief Executive Officer (CEO)  
Jacqueline C. Hernandez, Esq., Corporate Secretary

# ***NEW YORK CITY HOUSING AUTHORITY***

## ***Office of the Corporate Secretary***

### ***Minutes Regular Meeting Wednesday, June 26, 2024***

#### **I. Authority Minutes**

Adoption of Minutes of Regular Meeting, Wednesday, May 29, 2024

### **APPROVED**

#### **II. CEO's Remarks**

Emergency Rental Assistance Program ("ERAP")/ Rental Arrears

- As of May 31, 2024, tenant arrears totaled \$456 million.
- NYCHA has submitted ERAP payment requests to the Office of Temporary and Disability Assistance ("OTDA") on behalf of 29,944 households, totaling \$160 million. Payments received from OTDA total about \$157 million for 26,817 tenants. ERAP funds have already been applied to 25,017 resident accounts, totaling \$147 million. NYCHA continues to receive payments from OTDA and apply them to tenants' accounts.

Housing Choice Voucher ("Section 8") Program Waitlist

- The application period for the Section 8 waitlist was from Monday June 3, 2024 through Sunday June 9, 2024.
- There were 8,000 people in the waiting room just before the application opened at midnight. There were 31,000 users in the system within the first couple of minutes.
- 633,000 applications were received online and the deadline for paper applications is June 28, 2024.
- As of June 18, 2024, 2,420 paper applications were received for scanning.
- A lottery will be conducted to select 200,000 people from among the 633,000 people. These 200,000 people will be placed on the Section 8 waitlist. It is anticipated that the waitlist will be established by August 1, 2024. Initially, the process will continue to pull people from the current waitlist before transitioning to the new waitlist.
- **Member Gavin:** Just an extraordinary achievement by the Information Technology ("IT") team and all who worked on it. That is quite amazing.
- **CEO Lisa Bova-Hiatt:** It was a collaborative effort among IT, the Section 8 group and legal.

- **Member Wright:** The demand really comes from the unprecedented housing crisis. The most recent vacancy survey showing 1.4% vacancy, the lowest in 50 years, and for affordable apartments, it is less than 1%. So, the work that NYCHA is doing to expand affordable options to 200,000 New Yorkers is significant, as well as the work it continues to do to support its existing residents who have a level of affordability. This shows how important NYCHA is.

### III. Report

Operations Update – Eva Trimble, Chief Operating Officer (“COO”)  
(Report is attached hereto and incorporated herein)

#### Heating Management Services

**Chair Rubin:** When we say “no heat or hot water” but includes planned outages, I assume that when there are planned outages, we ensure that residents are not left without heat or hot water. Do we use a mobile boiler or another solution to maintain service during planned outages?

**COO Trimble:** It depends. If there is no hot water then there is sometimes heat. If there is heat, sometimes no hot water. Sometimes there is one or the other. There are instances where we do have to take down the service to do the work. During heat season, we try to keep that to any days that are over fifty-five (55) degrees. The unplanned outages for hot water have increased. The reason for that is because, sometimes, we take advantage when the temperature is over fifty-five (55) degrees to do work on a system. We may be focused on the hot water side and there is no heat requirement when it is over fifty-five (55) degrees. So, there would be no partnered heat outage but there is a hot water outage to do work on the system. So that unfortunately creates unplanned outages because we are taking advantage of the temperature. For it to be a planned outage, we must give forty-eight (48) hours notice to the residents. As a result, we have an increase in the unplanned outages.

**Member Wright:** If the outage is planned, the tenants still do not have heat or hot water?

**COO Trimble:** That is correct. Most of that occurs outside of the heating season. In some cases, we are able to do our overhaul on one boiler at a time. We do have redundancy as you have seen. Where we have maybe five (5) or six (6) boilers in the heating plant, we can work on two (2) and still provide heat with the remaining boilers.

**Member Belinfanti:** The improvements are extraordinary. What would you attribute the improvements to and how do you continue to make that type of improvement going forward?

**COO Trimble:** I think there are two main drivers here. The first is the investment that we are doing in the off season on the equipment and on the overhaul process. So, we are spending just over \$20 million a year on equipment upgrades and that is through our capital budget. About \$20 million a year is spent in capital to replace vacuum tanks, valves or whatever is needed. We do operational upgrades throughout the year. We identify needs through our summer overhaul process, which we have tightened up. We review our overhaul metrics every Wednesday morning with the Heat Team and focus on what are the plants that are having the most trouble, what is needed next year to take them off that list of the most troubled sites. We go site by site.

Second, we invested in significant staffing for the Heating Department to arrange our Neighborhood Model, so the staff are coordinating directly with the properties. We have invested in additional Heating Plant Technicians and Managers to oversee the foregoing and stay on top of it. Those investments over the past few years paid off and we are definitely concerned about being able to keep up with those investments in the next year.

**Vice-Chair Gonzalez:** I notice that the graphs show a life expectancy of twenty (20) to twenty-five (25) years, and that, I am assuming, is with the new boilers that are being put in place. What percentage is that compared to the other boilers that we still have to improve on? Now I understand that there is an issue because we need funding in order to get the other ones going, but what percentage exactly is that compared to the entire portfolio of boilers?

**COO Trimble:** That life expectancy is both of a new boiler and of the old boilers. There is a pretty standard life expectancy. Our average age of our current boilers is twenty-six (26) years, so we are over the life expectancy.

#### Maintenance and Skilled Trade Update

**Vice-Chair Gonzalez:** In reference to the work orders, I know we are closing the work orders, and they are generating new work orders. Do you mean the Child tickets or completely new work orders?

**COO Trimble:** It depends on the type of repair because in some cases they may be Child tickets to the inspection and in some cases the maintenance worker will be creating all new work orders. So, these are work orders that we are creating on behalf of the residents so that the resident does not have to call the Customer Contact Center to get it done. We are taking those next steps to get the repairs done.

**Vice-Chair Gonzalez:** So, this number depicts that as well?

**COO Trimble:** Yes.

**Vice-Chair Gonzalez:** So I recall a couple of years back, I forgot exactly who it was that came up with this wonderful idea about being able to do multiple tickets in one particular unit at a time, and I remember there was a little difficulty in the beginning, but then it started to take hold. Are we still, at the local level, following that policy of doing multiple tickets in one unit, so that the resident will not have to spend many more days waiting for other repairs to be done?

**COO Trimble:** Where that can happen is with the maintenance worker. So, when a maintenance worker comes to an apartment, we made changes to the maintenance workers' handholds, so they can see every open work order in a unit. That was not a functionality that previously existed. They should be able to see everything that is open for the maintenance craft and take care of that. Otherwise, if there are open work orders that may require a specific skill trade craft, we need that skill trade to come and do the job. As part of the work order reform effort and the 'repairs to schedule' slip that the residents now receive, the maintenance worker is supposed to ensure that, as they look around the apartment, they are opening all relevant skill trade tickets. They should mark that on the slip when they hand it to the resident to speak with their planner. The planner is also supposed to look at everything open and schedule everything when they are on the phone with the resident.

**Vice-Chair Gonzalez:** So now they are able to assess the situation in the apartment and then have someone provide a ticket to get repairs done, and do not have to wait?

**COO Trimble:** Yes. The resident can call the planner at any time and speak with the neighborhood planner. The neighborhood planner can also see all open tickets in the apartment and schedule the repairs all at once.

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, June 26, 2024

1 Authorization to Award the Authority's General Liability Insurance Program Policies, Including Automobile Liability Coverage

Location:	Non-Development
Administering Department:	Risk Management
Funding Source:	Operating – Self-Insurance Fund
Amount:	\$6,784,721.00
Projected Section 3 Hires/Labor Hours:	Not Required

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Authorization is requested to award the Authority's General Liability Insurance Program Policies to (i) Lloyd's of London, (ii) Group Ark Insurance Limited, a White Mountains Insurance Group, Limited subsidiary, (iii) MS Transverse Specialty Insurance Company, a MS&AD Insurance Group Holdings, Incorporated subsidiary, (iv) Lancashire Insurance Company Limited, a Helix Global Underwriting Partners subsidiary, (v) SiriusPoint International Insurance Corporation, an Arcadian Risk Capital subsidiary, (vi) Endurance American Specialty Insurance Company, a SOMPO Holdings, Incorporated subsidiary, (vii) Lexington Insurance Company, an American International Group, Incorporated subsidiary, (viii) RSUI Indemnity Company, an Alleghany Corporation subsidiary, (ix) Westchester Surplus Lines Insurance Company, a Chubb Limited subsidiary, (x) Hamilton Re, Limited, a Hamilton Insurance Group, Limited subsidiary, (xi) Markel Insurance SE, a Markel Corporation subsidiary, and (xii) Somers Re Limited, a Helix Global Underwriting Partners subsidiary, to provide insurance coverage for torts above the Authority's \$5,000,000.00 self-insured retention in the amount of \$100,000,000.00 per occurrence and \$100,000,000.00 in the aggregate (including \$100,000,000.00 of automobile liability), and terrorism coverage, commencing August 1, 2024 and continuing through July 31, 2025.

**APPROVED**

- 2 Authorization to Ratify the Entering into an Agreement with Cablevision Lightpath, LLC ("Cablevision")

Location:	Various (Citywide)
Administering Department:	IT Infrastructure & Operations
Funding Source:	Operating – Federal & Section 8
Amount:	\$5,000,000.00
Projected Section 3 Hires/Labor Hours:	Other Economic Opportunities

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Authorization is requested to ratify the entering into this agreement with Cablevision for internet circuits, maintenance, services and support, which commenced on April 19, 2024 and is continuing through April 18, 2029, utilizing the terms and conditions of the New York City Office of Technology and Innovation Telecom Enterprise Agreement, formerly known as the Master Services Agreement Contract Number CTI-858-20228803572. There are no renewal options.

**APPROVED**

- 3 Authorization to Ratify a Contract Capacity Increase ("CCI") to the Indefinite Delivery, Indefinite Quantity ("IDIQ") Agreement with Athenica Environmental Services Inc. ("Athenica")

Location:	Various (Citywide)
Administering Department:	Healthy Homes
Funding Source:	Operating & Capital – Federal
Amount:	\$3,000,000.00
Projected Section 3 Hires/Labor Hours:	Pending Submission

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Authorization is requested to ratify a CCI to this IDIQ agreement with Athenica for lead-based paint inspection quality assurance services, authorized by Board Resolution 19-5/29-6 and as subsequently amended for an initial two-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the extended twelve-month term, which commenced on July 15, 2022 and continued through July 14, 2023.

**APPROVED**

- 4 Authorization to Ratify a Contract Capacity Increase to Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract No. 2216332 Awarded to Abatement Unlimited, Inc. ("Abatement Unlimited")

Location:	Various (Citywide)
Administering Department:	Healthy Homes
Funding Source:	Capital – City
Amount:	\$15,000,000.00
Projected Section 3 Hires/Labor Hours:	25,200 of 100,800 Hours

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Authorization is requested to ratify a contract capacity increase to this IDIQ contract awarded to Abatement Unlimited for lead-based paint abatement in occupied and unoccupied apartments, authorized by Board Resolution 22-12/21-13 for an initial two-year term with three (3) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial two-year term and the first one-year renewal option term, which commenced on January 13, 2023 and is continuing through January 12, 2026.

**APPROVED**

- 5 Authorization to Ratify a Contract Capacity Increase to Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract No. 2216359 Awarded to AGD Contracting Corp. ("AGD")

Location:	Various (Citywide)
Administering Department:	Healthy Homes
Funding Source:	Capital – City
Amount:	\$15,000,000.00
Projected Section 3 Hires/Labor Hours:	16,250 of 65,000 Hours

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Authorization is requested to ratify a contract capacity increase to this IDIQ contract awarded to AGD for lead-based paint abatement in occupied and unoccupied apartments, authorized by Board Resolution 22-12/21-10 for an initial two-year term with three (3) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial two-year term and the first one-year renewal option term, which commenced on March 2, 2023 and is continuing through March 1, 2026.

**APPROVED**

- 6 Award of an Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract for Layered Access Control, Closed-Circuit Television and Intercom Systems Repair and Maintenance

Location:	Various (Citywide)
Administering Department:	Property Management – Bronx
Funding Source:	Operating – Federal
Amount:	\$10,000,000.00
Projected Section 3 Hires/Labor Hours:	2,000 of 4,000 Hours

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Authorization is requested to award this IDIQ contract to the lowest responsive and responsible bidder, CSI Security & Electric, Inc. DBA Centennial Security Integration. This IDIQ contract also provides for two (2) one-year renewal options to be exercised at the Authority's sole discretion.

**APPROVED**

- 7 Award of an Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract for Layered Access Control, Closed-Circuit Television and Intercom Systems Repair and Maintenance

Location:	Various (Citywide)
Administering Department:	Property Management – Manhattan
Funding Source:	Operating – Federal
Amount:	\$10,000,000.00
Projected Section 3 Hires/Labor Hours:	7,500 of 30,000 Hours

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Authorization is requested to award this IDIQ contract to the lowest responsive and responsible bidder, Interface Cable Assemblies and Services Corp. The first lowest bidder was deemed ineligible to receive award of this IDIQ contract, as bid documents limit award of no more than one (1) IDIQ contract of this service to any one (1) vendor, and the Authority seeks to award one (1) other IDIQ contract to the first lowest bidder. This IDIQ contract also provides for two (2) one-year renewal options to be exercised at the Authority's sole discretion.

**APPROVED**



- 8 Authorization to (i) Amend Requirement Contract No. 2000894 Awarded to Waste Connections of New York, Inc. (formerly, "IESI NY Corporation") ("Waste Connections") and (ii) Ratify a Contract Capacity Increase to the Requirement Contract Awarded to Waste Connections

Location:	Various (Manhattan)
Administering Department:	Property Management - Manhattan
Funding Source:	Operating – Federal
Amount:	\$1,185,102.96
Projected Section 3 Hires/Labor Hours:	0 Hires

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Authorization is requested to (i) amend this requirement contract awarded to Waste Connections for bulk garbage carting services, authorized by Board Resolution 20-2/26-28 and as subsequently amended for an initial two-year term with one (1) one-year renewal option, extending the term by an additional one-year term; and (ii) ratify a contract capacity increase to this requirement contract awarded to Waste Connections, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the extended one-year term, which commenced on March 29, 2024 and is continuing through March 28, 2025.

**APPROVED**

- 9 Authorization to Enter into a Design-Build Agreement ("DB Agreement") with Mega/Technico, JV Inc. ("Mega/Technico")

Location:	Gowanus
Administering Department:	Asset & Capital Management
Funding Source:	Capital – Federal, City & State
Amount:	\$148,729,582.00
Projected Section 3 Hires/Labor Hours:	43,750 of 175,000 Hours

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Authorization is requested to enter into this DB Agreement with Mega/Technico for comprehensive modernization design and construction services, commencing on July 1, 2024 and continuing through November 6, 2028, or commencing on such other date as may be determined by the Chief Procurement Officer and continuing for four (4) years, four (4) months and six (6) days thereafter. There are no renewal options.

**APPROVED**

- 10 Authorization to Enter into a DesignBuild Agreement ("DB Agreement") with Mega/Technico, JV Inc. ("Mega/Technico")

Location:	Wyckoff
Administering Department:	Asset & Capital Management
Funding Source:	Capital – Federal, City & State
Amount:	\$68,260,000.00
Projected Section 3 Hires/Labor Hours:	21,875 of 87,500 Hours

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Authorization is requested to enter into this DB Agreement with Mega/Technico for comprehensive modernization design and construction services, commencing on July 1, 2024 and continuing through March 17, 2027, or commencing on such other date as may be determined by the Chief Procurement Officer and continuing for two (2) years, eight (8) months and seventeen (17) days thereafter. There are no renewal options.

**APPROVED**

- 11 Authorization to Ratify (i) an Amendment to Indefinite Delivery, Indefinite Quantity ("IDIQ") Job Order Contract ("JOC") No. GR1925097 Awarded to WDF Inc. ("WDF") and (ii) a Contract Capacity Increase to the IDIQ JOC Awarded to WDF

Location:	Various (Bronx, Brooklyn & Manhattan)
Administering Department:	Asset & Capital Management
Funding Source:	Capital – Federal, City & State
Amount:	\$12,000,000.00
Projected Section 3 Hires/Labor Hours:	5 Hires

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Authorization is requested to ratify (i) an amendment to this IDIQ JOC awarded to WDF for general construction, authorized by Board Resolution 20-9/30-11 and as subsequently amended for an initial two-year term with two (2) one-year renewal options, extending the term by an additional one-year term; and (ii) a contract capacity increase to this IDIQ JOC awarded to WDF, to increase the not-to-exceed amount, in order to fund the additional assigned work during the remainder of the second one-year renewal option term and the extended one-year term, which commenced on November 10, 2023 and is continuing through November 9, 2025.

**APPROVED**

12 Authorization to Approve the Issuance of the Authority's Fiscal Year 2023 Audited Annual Financial Statements

Location:

Administering Department:

Funding Source:

Amount:

Projected Section 3 Hires/Labor Hours:

Non-Development

Financial Accounting and Reporting  
Services

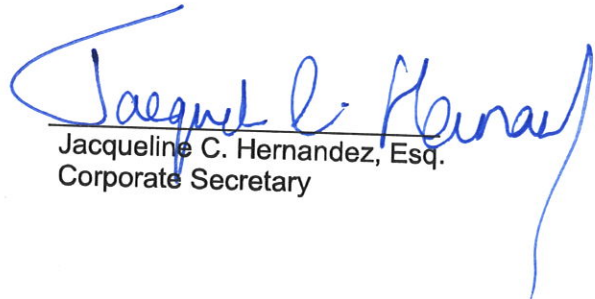
N/A

N/A

Not Required

Authorization is requested to approve the issuance of the Authority's Fiscal Year 2023 Audited Annual Financial Statements, presented in accordance with accounting principles generally accepted in the United States of America, and as recommended by the Authority's Audit and Finance Committee, in compliance with the Audit and Finance Committee Charter, adopted pursuant to Board Resolution 21-4/28-2 and as subsequently amended by Board Resolution 22-1/26-15.

**APPROVED**



Jacqueline C. Hernandez, Esq.  
Corporate Secretary



# NYCHA Board Meeting

June 26, 2024

Operations Update

Eva Trimble, Chief Operating Officer



NEW YORK CITY  
**HOUSING  
AUTHORITY**





# Heating Management Services Department

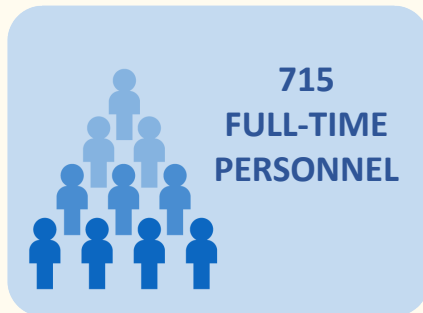
## End of the 2023 -2024 Heating Season Report



# Department Overview

The Heating Management Services Department (HMSD) is dedicated to provide consistent and adequate heat and hot water to NYCHA residents citywide. HMSD is responsible for the maintenance of NYCHA's building heating systems, encompassing boiler plants, heat distribution pipes, and apartment radiators.

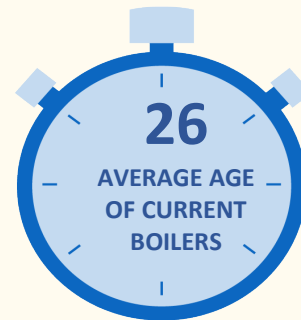
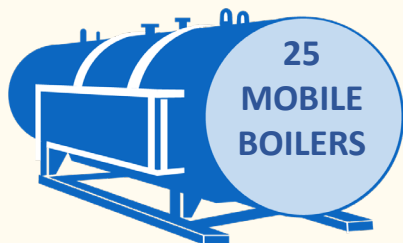
## HMSD BY THE NUMBERS



**\$124**  
MILLION  
BUDGET



- **917** BOILERS
- **1,757** DISTRIBUTION SYSTEMS
- **1,571** HOT WATER SYSTEMS



**20-25**  
AVERAGE EXPECTED  
USEFUL LIFE OF  
A BOILER

## October 1, 2022 to May 31, 2023 vs October 1, 2023 to May 31, 2024 Two Heating Seasons - Comparison

In the 2023-2024 Heating Season, NYCHA took on control of all 54 third party managed heating plants, saving \$16.7M in annual operating costs. Despite the increased workload we achieved meaningful improvements:

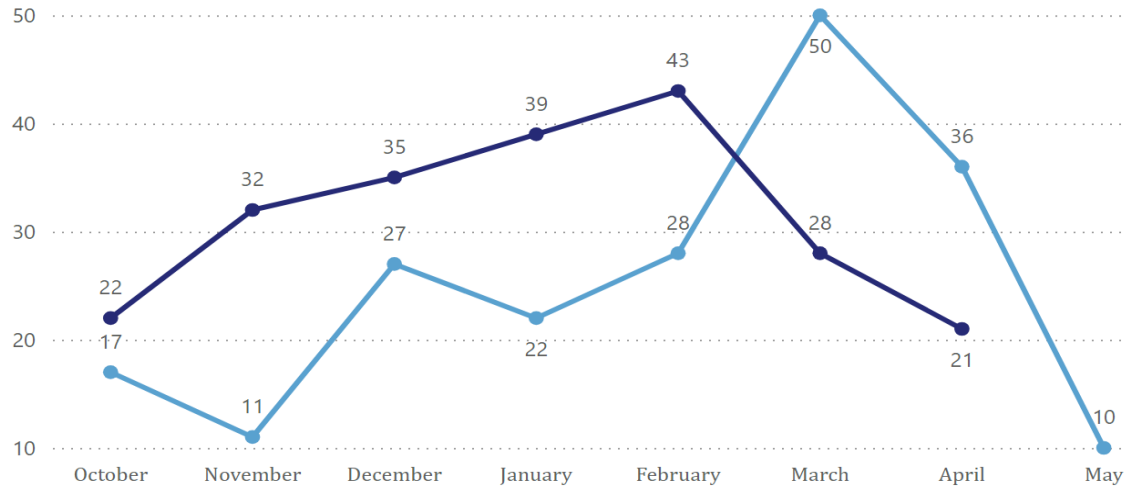
Year	Outage Type	# Of Outages	Average Hours
<b>2022-2023</b>	<b>No Heat or Hot Water</b>	<b>2,337</b>	<b>8</b>
<b>2023-2024</b>	<b>No Heat or Hot Water</b>	<b>2,075</b>	<b>7</b>
2023-2024 vs. 2022-2023	<b>No Heat or Hot Water</b>	<b>-262</b>	<b>-1</b>
Percent (%) change	<b>No Heat or Hot Water</b>	<b>-11%</b>	<b>-13%</b>

- We saw an overall reduction in outages and an increase in planned vs. unplanned outages:
  - 5.8% more of our outages were planned compared to the 2022-2023 season.
  - This is evidence of proactive/preventative maintenance which reduces total outages, prolonged outages and minimizes resident impact.
- Outage Duration
  - In the 2023-2024 Heat Season, we reduced the total number of outages over 12 hours by 70
  - In the 2023-2024 season no outages lasted for over 48 hours. This is a first since signing the HUD agreement

# 2022 - 2023 vs 2023-2024 Heating Season Comparison Analysis Per Month

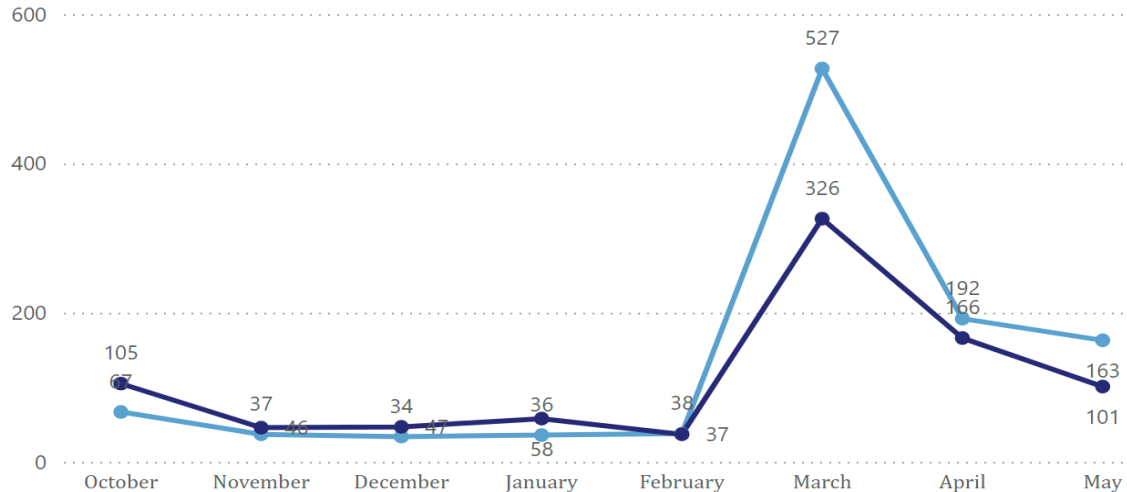
## Planned Heat Outages by Month

Heating Season ● 2022-2023 Heating Season ● 2023-2024 Heating Season



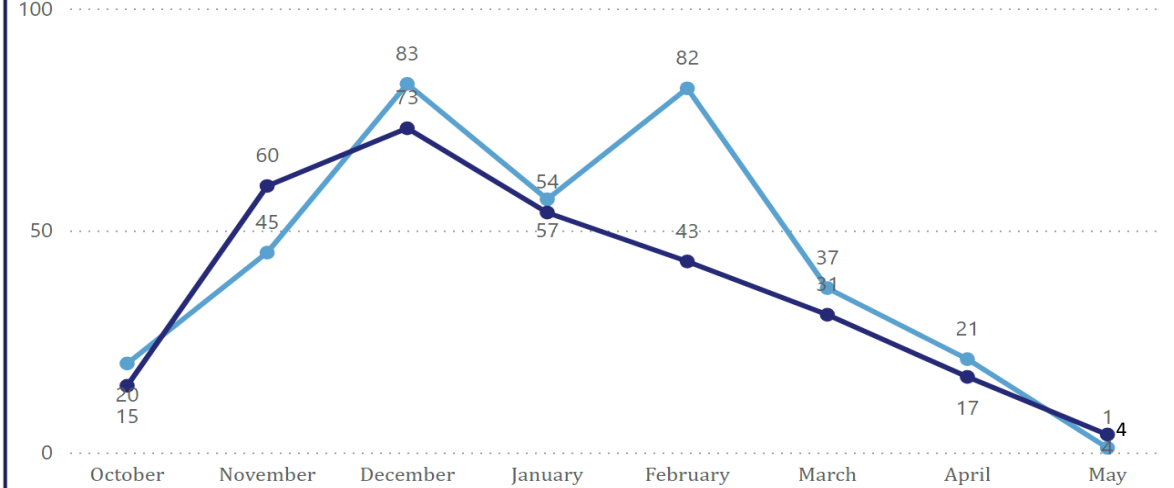
## Planned Hot Water Outages by Month

Heating Season ● 2022-2023 Heating Season ● 2023-2024 Heating Season



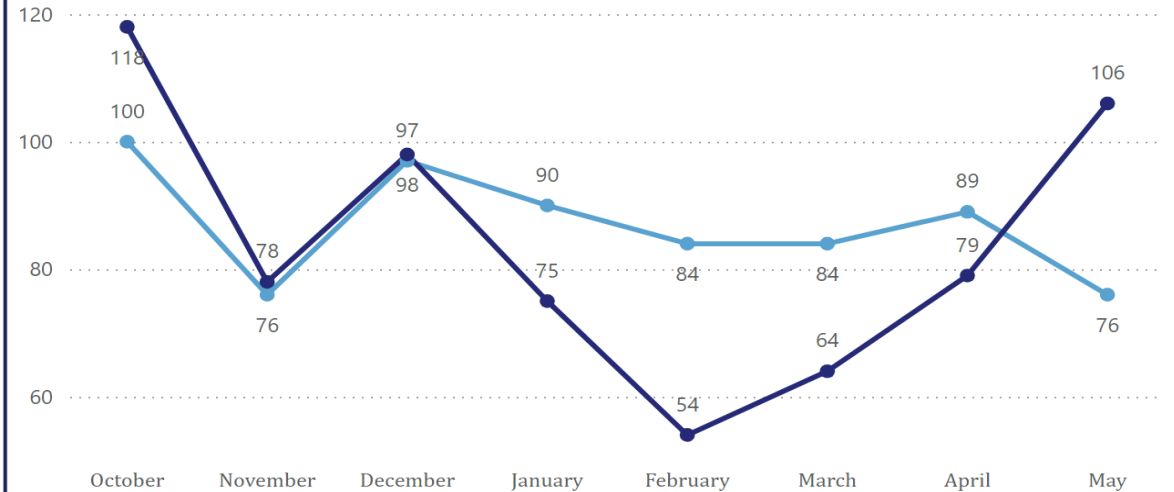
## Unplanned Heat Outages by Month

Heating Season ● 2022-2023 Heating Season ● 2023-2024 Heating Season



## Unplanned Hot Water Outages by Month

Heating Season ● 2022-2023 Heating Season ● 2023-2024 Heating Season





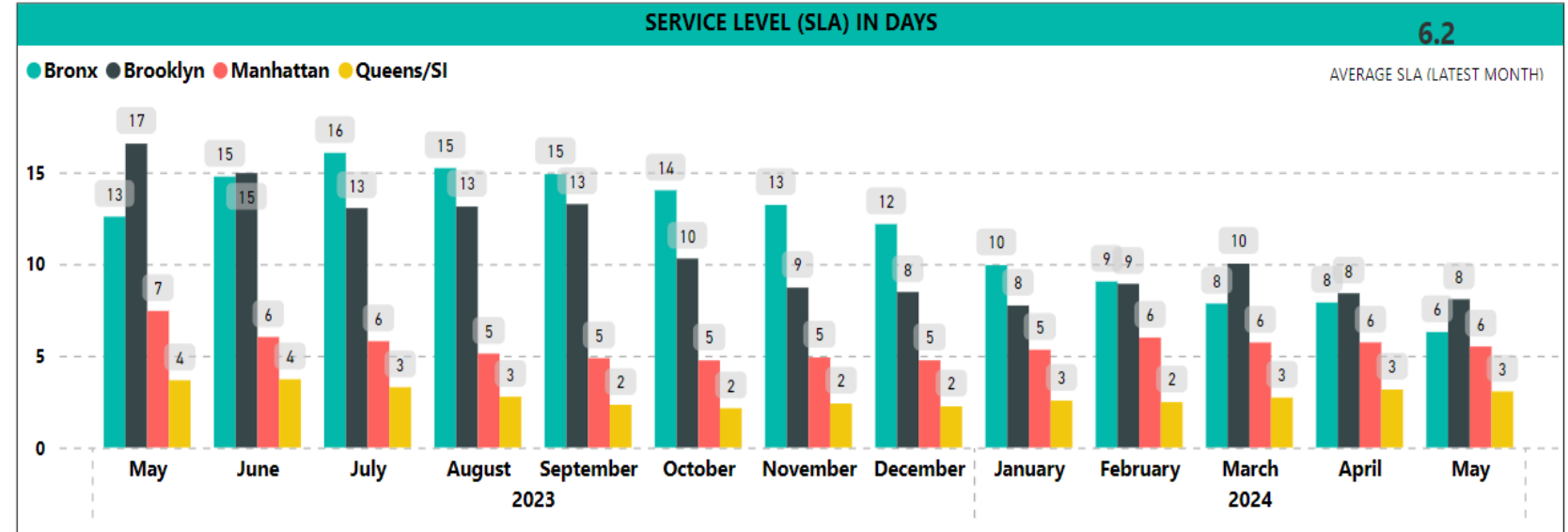
# Property Management Department

## Maintenance and Skilled Trade Update



## Maintenance Work Order Update

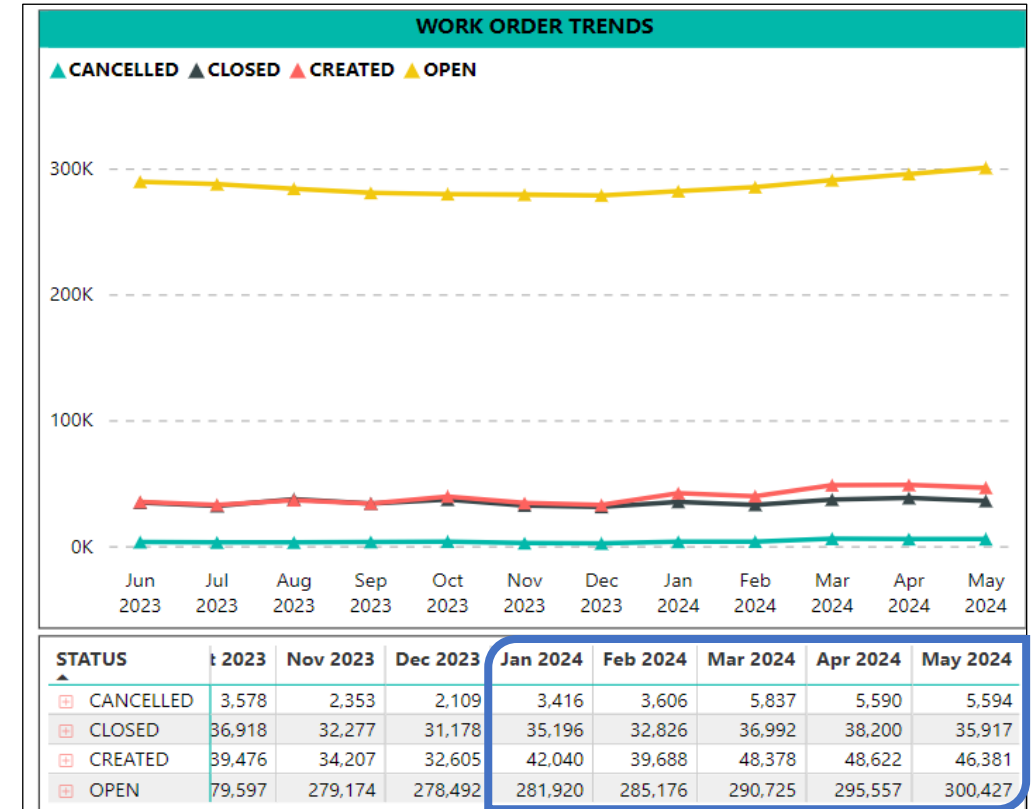
- Response time for maintenance work orders is 6.2 days, a significant improvement since May 2023.
- Following Work Order Reform, maintenance workers are closing more work orders with actual repairs. In May 2023, 76.9% of maintenance work orders were closed with repairs, a 5.8% improvement from May 2022.
- NYCHA maintenance workers are on track for completing 100% apartment inspections this year. NYCHA has already completed over 85,000 apartment inspections (57%).



Borough	Total # of Occupied Units	Inspections Completed	Percent Complete
Queens	18,661	10,820	58.87
Brooklyn	44,714	26,635	58.57
Bronx	36,722	21,611	57.71
Manhattan	47,199	25,990	55.00
Total	147,296	85,056	57.26

## Borough Skilled Trade Work Order Update

- Since January 2024, the skilled trade work order backlog has increased by 18,507 work orders. This is because the annual apartment inspections are generating more work orders and due to on ongoing HUD NSPIRE inspections.
- Of these 18,507 work orders, more than 6,600 are for electricians due to new NSPIRE requirements and over 5,400 are for painting. In contrast, the backlog for plasterers has declined and backlog for plumbers has seen only a moderate increase.
- On June 3, 2024, Operations reassigned over 100 painters and paint supervisors to the Neighborhoods to address more painting needs.
- Following Work Order Reform, trades are closing more work orders with actual repairs. In May 2023, 75.6% of trade work orders were closed with repairs, a 5.9% improvement from May 2022.



BY FAILURE & PROBLEM CODE, FOR SELECTED DATE RANGE						
FAILURE & PROBLEM CODE	TOTAL CREATED	TOTAL CLOSED	TOTAL CANCELLED	CURRENT # OPEN	AVG DAYS OPEN	CHANGE IN # OPEN
ELECTRICALOUTLET	13,591	5,368	434	9,762	105	6,657
PAINT	36,765	20,206	10,478	65,834	446	5,447
KITCHENCABINET	8,113	6,530	705	22,611	676	837
BATHTUBSHOWER	9,716	8,466	290	12,208	334	772
DOORINTERIOR	9,125	8,307	339	15,318	506	626






# Property Management Department

## NSPIRE Status Report



## NSPIRE: Improved Resident Communications

- Department of Communications (DOC) sent one-page notification document (about NSPIRE / annual apartment inspections) to residents in rent inserts
- DOC publishes monthly notices of scheduled NSPIRE inspections in NYCHA Journal
- COO sent residents email re: NSPIRE
- Property Management places notices under doors and posts at least 10 days prior to NSPIRE inspections
- Other communication strategies would be the team's collaboration with DOC to discuss creating a video for NSPIRE / apartment inspections

**NEW YORK CITY  
HOUSING AUTHORITY**

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
**NSPIRE**  
NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

### HUD's NSPIRE Inspections at NYCHA: What to Know

The U.S. Department of Housing and Urban Development (HUD) may conduct an inspection of your apartment under a newly improved inspection model to reduce health and safety hazards in homes. The apartments are selected randomly by the HUD inspector.

The **National Standards for the Physical Inspection of Real Estate (NSPIRE)** model prioritizes the health and safety conditions of apartments over appearance and increases the objectivity, accuracy, and consistency of inspections.

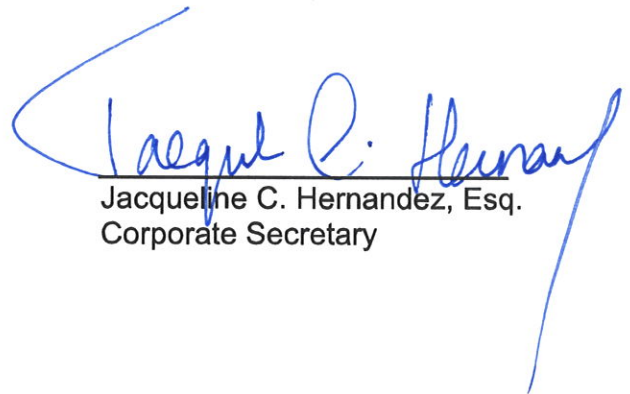
NSPIRE implements inspection protocols which accurately reflect any substandard conditions within a property. This will promote better living conditions for residents.

As required by HUD, **please be prepared to provide access to your home** for an NSPIRE inspection.  
The HUD inspector will be accompanied by NYCHA staff.

THREE-THOUSAND ONE HUNDRED AND NINETY-SEVENTH MEETING

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:11 A.M.



Jacqueline C. Hernandez, Esq.  
Corporate Secretary