

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND NINETY- FIFTH MEETING

Minutes of Board Meeting

Wednesday, September 30, 2015

The meeting was held at the office of the Authority, 250 Broadway, New York City. A Quorum being present, the Chair called the meeting to order.

Present: Shola Olatoye, Chair
Richard Baron, Member
Beatrice Byrd, Member
Derrick D. Cephas, Member
Victor A. Gonzalez, Member
Willie Mae Lewis, Member
Michael P. Kelly, General Manager
Vilma Huertas, Corporate Secretary

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, September 30, 2015

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, July 29, 2015

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, September 30, 2015

1 Authorization to Approve Investment Transactions

Location:	Non-Development
Submitting Department:	Treasury
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested to approve the investment transactions that were performed by the Authority's Treasury Division for the Quarter Ended June 30, 2015, in accordance with the United States Department of Housing and Urban Development ("HUD") Office of Public and Indian Housing Notice PIH 2002-13.

APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Authorization to Award the Authority's Property and Terrorism Insurance Policies

Location:	Non-Development
Submitting Department:	Risk Finance
Funding Source:	Operating – Federal
Amount:	\$11,218,722.00
Projected Section 3 Hires:	N/A

Authorization is requested to award the Authority's Property and Terrorism Insurance Policies to provide \$425,000,000.00 (M) of property insurance subject to a \$7.5M per occurrence deductible for named storm and flood, \$1M deductible for all other perils and, through a separate placement, \$100M of terrorism insurance subject to a \$100,000.00 deductible, commencing on October 30, 2015 and continuing through October 29, 2016.

APPROVED

3 Authorization to Submit (i) a Significant Amendment to the Authority's Fiscal Year 2015 Annual PHA Plan and the Five-Year PHA Plan for Fiscal Years 2015-2019 and (ii) the PHA Certifications of Compliance with the PHA Plans and Related Regulations to HUD

Location:	Ocean Bay Apartments (Bayside)
Submitting Department:	Research & Management Analysis
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested to submit (i) a significant amendment to the Authority's Fiscal Year 2015 Annual Public Housing Agency ("PHA") Plan and the Five-Year PHA Plan for Fiscal Years 2015-2019 to convert public housing subsidies to Project Based Vouchers at Ocean Bay Apartments (Bayside - NY005010980) as part of the Rental Assistance Demonstration Program, pursuant to the guidelines provided by HUD Office of Public and Indian Housing Notice PIH 2012-32 REV-2, and (ii) the PHA Certifications of Compliance with the PHA Plans and Related Regulations to HUD, in accordance with Section 511 of the Quality Housing and Work Responsibility Act of 1998.

The Annual PHA Plan provides details about the PHA's current programs and the resident population served, as well as the PHA's strategy for addressing the housing needs of currently assisted families and the larger community. The Five-Year PHA Plan describes the mission of the PHA and the PHA's long-range goals and objectives for achieving its mission over a five-year period.

APPROVED

- 4 Authorization to Submit (i) the Authority's Fiscal Year 2016 Annual PHA Plan and (ii) the PHA Certifications of Compliance with the PHA Plans and Related Regulations to HUD

Location:	Non-Development
Submitting Department:	Research & Management Analysis
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested to submit (i) the Authority's Fiscal Year 2016 Annual PHA Plan, and (ii) the PHA Certifications of Compliance with the PHA Plans and Related Regulations to HUD, in accordance with Section 511 of the Quality Housing and Work Responsibility Act of 1998.

The Annual PHA Plan provides details about the PHA's current programs and the resident population served, as well as the PHA's strategy for addressing the housing needs of currently assisted families and the larger community.

APPROVED

- 5 Authorization to Amend the Section 8 Administrative Plan

Location:	Non-Development
Submitting Department:	Leased Housing
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested to amend the Authority's Section 8 Administrative Plan, most recently amended by Board Resolution 14-9/24-5, in accordance with HUD regulation 24 CFR 982.54(d)(1) governing the Section 8 Housing Choice Voucher Program, to (i) revise policies to be consistent with new HUD guidelines on subsidy standards, special housing programs and Housing Quality Standards inspections, and (ii) address minor edits to provide better clarification of existing policies.

APPROVED

6 Authorization to Amend the Agreement with Building Management Associates, Inc.

Location:	Various (Bronx – BX1)
Submitting Department:	Mixed Finance Asset Management
Funding Source:	Operating – Federal
Amount:	\$440,433.45
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Building Management Associates, Inc. for private management services, authorized by Board Resolution 13-1/30-10 for an initial three-year term with either a one (1) one-year or a one (1) two-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial three-year term, which commenced on April 1, 2013 and is continuing through March 31, 2016.

APPROVED

7 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Bronx – BX2)
Submitting Department:	Mixed Finance Asset Management
Funding Source:	Operating – Federal
Amount:	\$1,047,287.78
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-11 for an initial three-year term with either a one (1) one-year or a one (1) two-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial three-year term, which commenced on April 1, 2013 and is continuing through March 31, 2016.

APPROVED¹

8 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Manhattan & Brooklyn – M/B1)
Submitting Department:	Mixed Finance Asset Management
Funding Source:	Operating – Federal
Amount:	\$640,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Kraus Management Inc. for private management services authorized by Board Resolution 13-1/30-13 for an initial three-year term with either a one (1) one-year or a one (1) two-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial three-year term, which commenced on April 1, 2013 and is continuing through March 31, 2016.

APPROVED¹

9 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Forest Hills Co-op
Submitting Department:	Mixed Finance Asset Management
Funding Source:	Operating – Federal
Amount:	\$214,818.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-11/20-2 for an initial two-year term with a 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 initial two-year term, which commenced on December 1, 2013 and is continuing through November 30, 2015.

APPROVED¹

10 Authorization to Amend the Agreement with Center for Employment Opportunities, Inc.

Location:	Various (Citywide)
Submitting Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$596,698.95
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Center for Employment Opportunities, Inc. for work crews to perform various maintenance and janitorial tasks, authorized by Board Resolution 12-11/21-5 for an initial three-year term with two (2) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services for the remainder of the initial three-year term, which commenced on March 18, 2013 and is continuing through March 17, 2016.

APPROVED

11 Authorization to Increase the Not-To-Exceed Amount of the Requirement Contract for Service of Intercom Systems

Location:	Various (Queens & Staten Island)
Submitting Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$526,311.49
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of this requirement contract with American Security Systems Inc. for service of intercom systems, by 50% as permitted by the original requirement contract which was authorized by Board Resolution 13-6/5-7 for an initial two-year term with one (1) one-year renewal option, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on February 25, 2014 and is continuing through February 24, 2016.

APPROVED

12 Award of a Requirement Contract for Boiler Welding and Repair Services

Location:	Various (Brooklyn)
Submitting Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$1,902,862.60
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, New York Boiler, Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

13 Authorization of a Change Order to Requirement Contract No. 1336634 Awarded to The Maramont Corporation

Location:	Various (Citywide)
Submitting Department:	Community Programs & Development
Funding Source:	Operating – Federal Grant
Amount:	\$5,225,819.09
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this requirement contract awarded to The Maramont Corporation for the Child and Adult Care Food Program, authorized by Board Resolution 13-10/23-12 and as subsequently amended, to increase the not-to-exceed amount, in order to fund (i) the continued provision of services for the remainder of the exercised first one-year renewal option, which commenced on November 1, 2014 and is continuing through October 31, 2015, and (ii) the second one-year renewal option, commencing on November 1, 2015 and continuing through October 31, 2016.

APPROVED

14 Authorization to Amend the Agreement with Automotive Rentals, Inc.

Location:	Various (Citywide)
Submitting Department:	General Services
Funding Source:	Operating – Federal
Amount:	\$3,300,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Automotive Rentals, Inc. for maintenance and repair services for the Authority's official vehicles and horticultural equipment, authorized by Board Resolution 13-10/23-11 for an initial two-year term with two (2) one-year renewal options, to increase the not-to-exceed amount, in order to fund the first one-year renewal option for the continued provision of services, commencing on December 1, 2015 and continuing through November 30, 2016.

APPROVED

15 Authorization to Amend the Agreement with Trigyn Technologies, Inc.

Location:	Non-Development
Submitting Department:	Human Resources & Information Technology
Funding Source:	Operating & Capital – Federal & Section 8
Amount:	\$1,600,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Trigyn Technologies, Inc. ("Trigyn") for staff augmentation services, authorized by Board Resolution 13-10/23-28 and as amended by Board Resolution 14-11/26-4 for an initial one-year term with an option to extend for periods cumulatively not to exceed an additional four (4) years, to increase the not-to-exceed amount, in order to fund the continued provision of services for the remainder of the term through December 4, 2015, by reallocating the funds initially authorized by Board Resolution 13-10/23-28 for an agreement with IT Trailblazers, LLC to Trigyn.

APPROVED

16 Rejection of All Bids for Kitchen Upgrade

Location:	572 Warren Street
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority.

APPROVED

17 Rejection of Sole Bid for Senior Center Renovation

Location:	Betances I
Submitting Department:	Capital Projects Administration
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of the sole bid is recommended in the best interest of the Authority.

APPROVED

18 Authorization to Enter into an Agreement with Ameresco, Inc.

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – EPC
Amount:	\$869,105.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with Ameresco, Inc. for energy performance contracting services, commencing on October 7, 2015 and continuing through October 6, 2016, or commencing on such other date as may be determined by the General Manager or the Interim Executive Vice-President for Capital Projects and continuing for one (1) year thereafter.

APPROVED

19 Award of a Contract for Replacement of Condensate Lines

Location:	Cassidy-Lafayette
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$5,138,500.00
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the lowest responsive and responsible bidder, D.D.S. Mechanical Plumbing & Heating Corp.

APPROVED

- 20 Authorization of a Change Order to Requirement Contract No. BW1229585 Awarded to Sharan Builders, Inc.

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal, City, Mixed Finance & Other
Amount:	\$7,500,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this requirement contract awarded to Sharan Builders, Inc. for façade restoration, authorized by Board Resolution 13-10/23-16, to increase the not-to-exceed amount, in order to cover the costs for additional scope of work.

APPROVED

- 21 Authorization for a Change Order to Contract No. BW1319354 Awarded to Lakhi General Contractor Inc.

Location:	West Brighton I & Richmond Terrace
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal & Bond
Amount:	\$1,375,327.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this contract awarded to Lakhi General Contractor Inc. for exterior restoration and roofing replacement, authorized by Board Resolution 14-6/18-9, to increase the amount, in order to cover the costs for replacement of additional sealant at masonry openings and additional façade repairs.

APPROVED

- 22 Authorization of a Change Order to Job Order Contract No. 1316523 Awarded to Jemco Electrical Contractors, Inc. Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$5,500,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this job order contract awarded to Jemco Electrical Contractors, Inc. for apartment renovation, which did not require initial Board approval, to increase the not-to-exceed amount, in order to allow for the capacity to complete ongoing repairs.

APPROVED

- 23 Authorization of a Change Order to Contract No. HE1124898 Awarded to Kordun Construction Corp.

Location:	Edenwald
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$59,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this contract awarded to Kordun Construction Corp. for the replacement of boilers, authorized by Board Resolution 12-5/23-4, to increase the not-to-exceed amount, in order to cover the costs for the installation of a new gas train.

APPROVED

24 Award of a Contract for Boiler Room Demolition Related to the Response to and Recovery from Hurricane Sandy

Location:	Red Hook East & Red Hook West
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$3,748,000.00
Projected Section 3 Hires:	5

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Kordun Construction Corp.

APPROVED

25 Award of a Contract for Boiler Room Demolition Related to the Response to and Recovery from Hurricane Sandy

Location:	Carleton Manor, Hammel, Ocean Bay Apartments (Bayside) & Redfern
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$3,484,000.00
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Maric Mechanical, Inc.

APPROVED

- 26 Award of a Contract for Boiler Room Lighting and Power Related to the Response to and Recovery from Hurricane Sandy

Location:	Red Hook East & Red Hook West
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$1,099,500.00
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the sole responsive and responsible bidder, Meco Electric Co., Inc.

APPROVED

- 27 Award of a Contract for Boiler Room Lighting and Power Related to the Response to and Recovery from Hurricane Sandy

Location:	Carleton Manor, Hammel, Ocean Bay Apartments (Bayside) & Redfern
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$1,180,000.00
Projected Section 3 Hires:	4

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Meco Electric Co., Inc.

APPROVED

28 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal & Mixed Finance
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

WITHDRAWN

29 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal & Mixed Finance
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

WITHDRAWN

- 30 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal & Mixed Finance
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

WITHDRAWN

- 31 Board Member Gonzalez moved that the Members be authorized to meet in Committee and Executive Sessions today and on any adjourned or rescheduled future date, to discuss tenancy termination proceedings, grievances, real estate, and financial matters concerning the Authority.

APPROVED



Vilma Huertas
Corporate Secretary

¹ Board Member Gonzalez abstained from voting on these items.



NYCHA Board Calendar Meeting

Chair's Report

September 30, 2015



Agenda

- NextGen Neighborhoods

New Construction Program

100% Affordable

10,000 Units

Sites: All 5 boroughs

Affordability: All levels

50% Aff/50% Market

~6,000 Units

Sites: Higher-value

Affordability: 60% AMI

(up to \$46,600 for a family of 3)



Site Selection Considerations

- Existing conditions of NYCHA Development and Capital Needs
 - Total capital need that could be addressed at the development
- Development Opportunity
 - Constraints (Zoning and Current Land Use) and;
 - Potential (Increased Density and Mixed-Use)
- Proximity to other Public Investments in the Neighborhood
 - Infrastructure, Re-zonings, HPD/EDC projects
- Partnership Opportunities
 - Federally qualified health center, UPK, and Healthy Food Initiatives
- Potential monetary return to NYCHA



NextGen Neighborhoods Sites

Capital Need Priorities at Holmes	
Roofs, Parapets and Brickwork	\$2M
Apartment Kitchens	\$8M
Apartment Bathrooms	\$12M
Windows	\$7.5M
Site Work (landscape, paving & playground)	\$2M

Capital Need Priorities at Wyckoff	
Building Interior Stairs	\$3M
Roofs, Parapets and Brickwork	\$5M
Apartment Bathrooms	\$13M
Apartment Kitchens	\$7.5M
Entrances and Exit Doors	\$5M

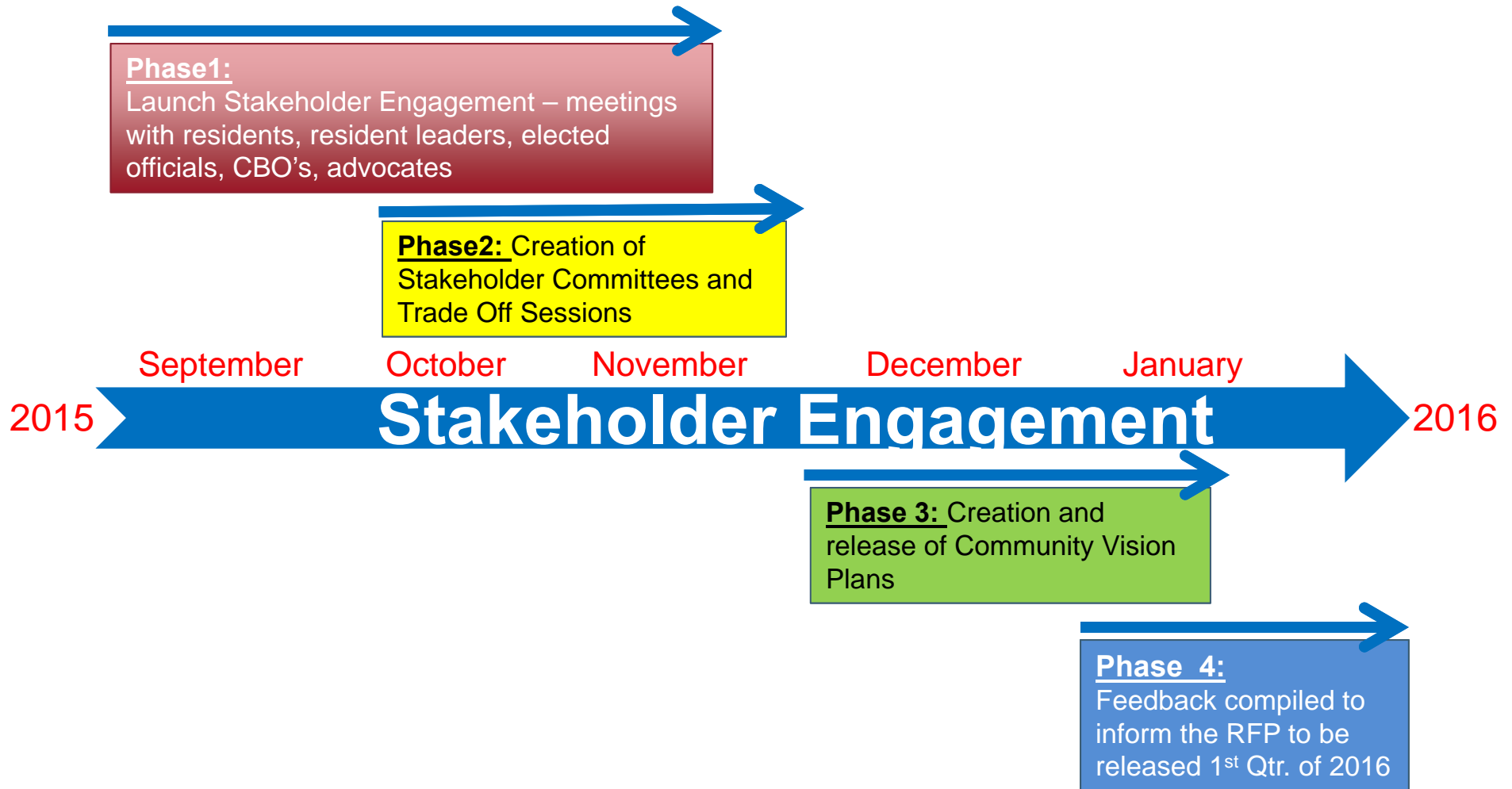


Guiding Principles



- Transparent resident and stakeholder engagement process
- Affordable units target no more than 60% AMI
- Ground lease (with upfront lease payments)
- Mixed incomes in one building
- Market rate units are rentals (vs. condos)
- Revenues generated will be used to address capital needs on site and for NYCHA's financial health

Stakeholder Engagement Timeline



Stakeholder Engagement

☐ Status:

- In September 2015, resident and stakeholder engagement started at NextGen Neighborhood sites -Holmes Towers (Manhattan) and Wyckoff Gardens (Brooklyn.)

☐ Results:

- On September 9, 2015 and the September 13, 2015, City Hall conducted robo calls informing Wyckoff Gardens and Holmes Towers residents about NextGen Neighborhoods
 - ❖ 38 residents at Wyckoff Gardens and 11 at Holmes Towers requested to be called back
 - ❖ Resident Engagement Department team called back residents and encouraged residents to attend lobby meetings
- On September 17, 2015, the Community Development team sponsored a tent event at Wyckoff Gardens where over 70 residents received information. In addition, the Resident Engagement team conducted canvassing and door knocking to 526 apartments which included special outreach to the vulnerable population.
- On September 21, 2015 and September 23, 2015, Community Development Department conducted 10 lobby meetings :
 - ❖ 6 at Wyckoff on September 21st – attendance was over 80
 - ❖ 4 at Holmes on September 23rd – attendance was over 50
- Chair sent letters to residents at both developments regarding upcoming meetings scheduled for Wyckoff Gardens on October 5th and at Holmes Towers on October 7th
- A series of engagement meetings have also taken place with elected officials, CBO's and other stakeholders
- Meetings will continue throughout the Fall 2015





NYCHA Board Calendar Meeting

General Manager's Report

September 30, 2015

NextGen@nycha.nyc.gov



Agenda

- Operational Initiatives Updates
 - Optimal Property Management Operating Model (OPMOM)
 - ❖ Balance Score Card

 - Fix-it-Forward
 - ❖ MyNYCHA App
 - ❖ Real Time Repairs

OPMOM

- ❑ Launched in January 2015, local property managers at 18 pilot developments are supported in building their own budgets and determining staffing needs with the goals of decreasing maintenance times and improving customer service

Brooklyn

Howard
Tilden
Seth Low
Langston Hughes
Woodson
Unity Plaza
Van Dyke
Brownsville

Bronx/Manhattan

Mill Brook
Patterson
Mott Haven
Mitchel
Melrose
East River
Wilson/White/Metro North
Jefferson
Wagner
Lincoln

- ❑ Effective September 28, 2015, Janet Abrahams has been appointed as the new Vice-President for Operations overseeing OPMOM



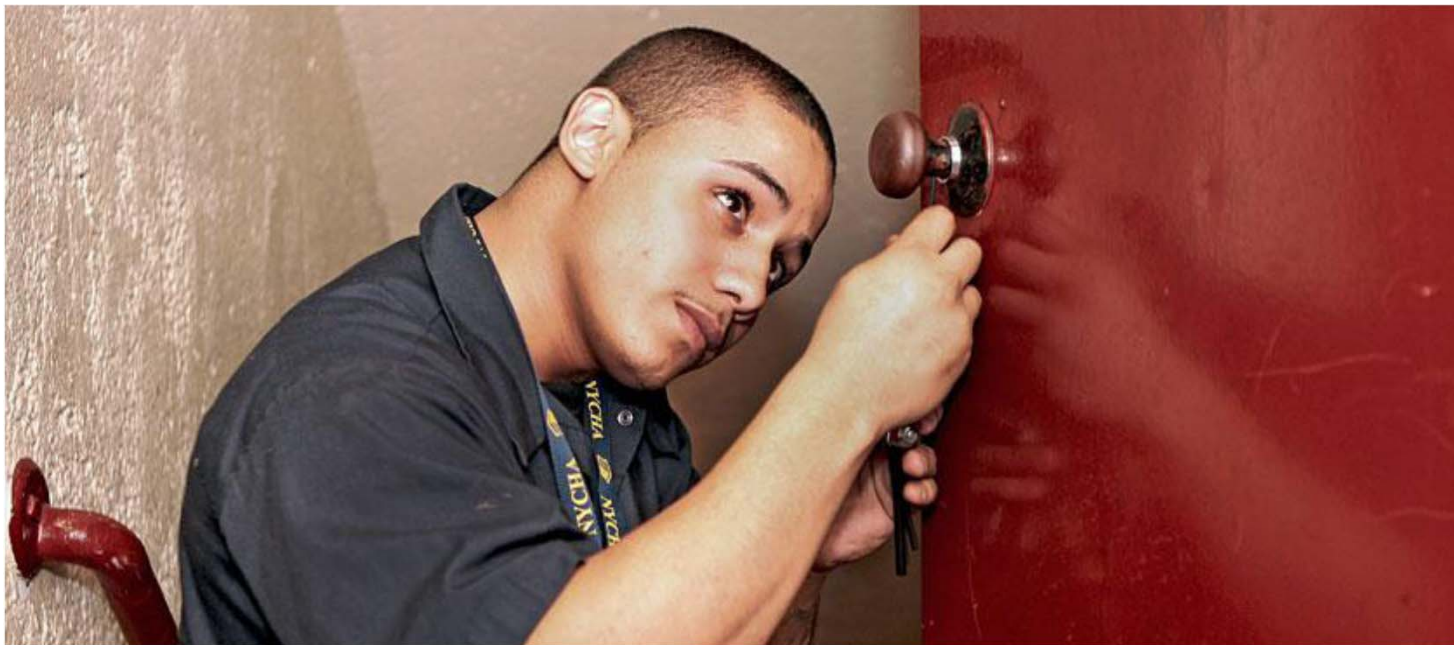
OPMOM

□ Results:

- Research and IT (with input from Operations) developed the Balanced Scorecard for the OPMOM developments to provide a view of the management performance in four key areas: Financial, Internal Business Processes, Customer Service, and Learning and Growth Perspective
- Since February 2015, the scorecards have been used to monitor progress at the monthly review meetings with the regional and property managers
- We have begun to see promising results in the management of work orders and apartment prep time and turnaround:
 - ❖ Service level for maintenance work orders reduced from 21.5 days in January 2015 to 7.5 days in August 2015
 - ❖ Emergency service level remains under the 24 hour target
 - ❖ Apartment turnaround time decreased by 87% from 89.8 days in January 2015 to 48 days in August 2015
 - ❖ Apartment prep time also decreased by 62% from 48.5 days in January 2015 to 29.9 days in August 2015

Fix-it-Forward

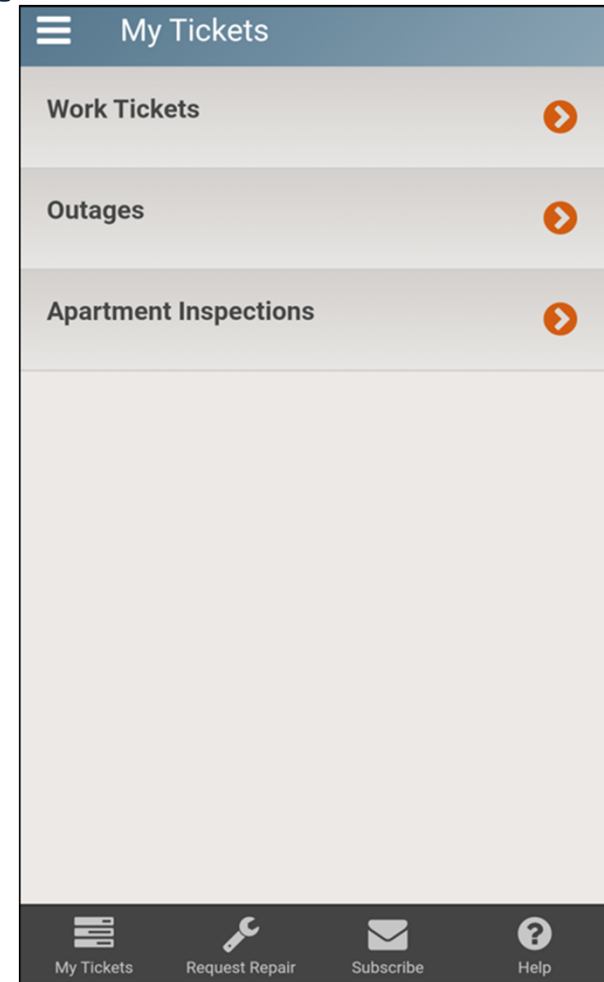
Overhaul of maintenance and repairs to advance the NextGeneration NYCHA goal of operating as an efficient and effective landlord



MyNYCHA App

With this mobile app, NYCHA public housing residents are able to:

- Request repairs
- Schedule repairs
- Cancel repairs
- View building alerts and outages
- View scheduled apartment inspections
- Subscribe to email notifications for work ticket updates and outages
- Provide feedback



MyNYCHA App

❑ Status:

- September 2015 - Live in all developments NYCHA-wide

❑ Results:

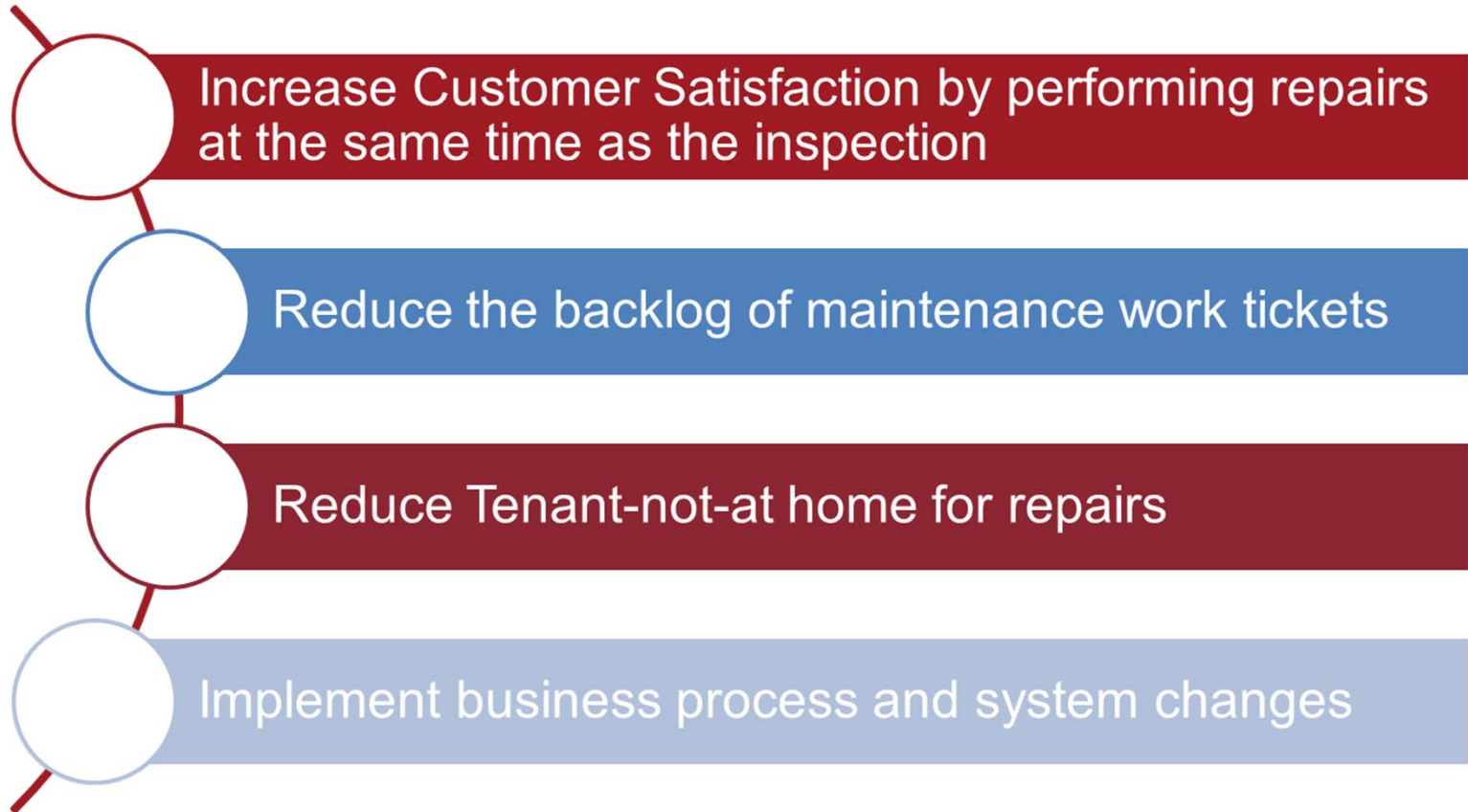
- As of September 29, 2015
 - ❖ Over 4,600 downloads
 - ❖ 3,744 unique user logins
 - ❖ 3,456 updates to subscriptions (email ids, contact numbers)
 - ❖ 3,300 work tickets created
 - ❖ 2,607 tickets have been scheduled by the resident
 - ❖ 2,115 tickets have been closed

❑ Feedback:

- “Amazing helpful time saving. You can boldly explain your problem. I am very happy that I used this app last night on 8/28/15 and forwarded my problem the very next day the maintenance staff quickly responded which I highly appreciate.”
- “This is very good. As I am hard of hearing, this is very much appreciated. Again thank you!”
- “The app is awesome! It’s great that I can feel like I have NYCHA right in the palm of my hands, in which I don’t have to pick up my phone and wait for someone to put in a ticket for me. It’s fast, simple, and very efficient. Greatest thing thus far!”



Real-Time Repairs



Real-Time Repairs

❑ Status:

- On September 23, 2015, Phase III commenced with an additional 15 developments resulting in the program operating at 52 developments

❑ Results:

- As of September 29, 2015
 - ❖ Approximately 2,900 apartments have been inspected at 52 developments
 - ❖ Approximately 5,400 simple repairs have been completed

THREE-THOUSAND NINETY-FIFTH MEETING

Wednesday, September 30, 2015

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:36 A.M.

A handwritten signature in black ink, appearing to be 'V. Huertas', written over a horizontal line.

Vilma Huertas
Corporate Secretary