### NEW YORK CITY HOUSING AUTHORITY

### THREE-THOUSAND ONE HUNDRED AND NINETEENTH MEETING

Minutes of Board Meeting

Wednesday, November 29, 2017

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 Derrick D. Cephas, Vice-Chair Jacqueline Arroyo, Member Victor A. Gonzalez, Member Nnenna Lynch, Member Jacqueline Young, Member Michael P. Kelly, General Manager Vilma Huertas, Corporate Secretary

### NEW YORK CITY HOUSING AUTHORITY Office of the Corporate Secretary

### Minutes Regular Meeting Wednesday, November 29, 2017

### I. <u>Authority Minutes</u>

Adoption of Minutes of Regular Meeting, Wednesday, October 25, 2017

### APPROVED

- II. Chair's Report
- III. General Manager's Report
- IV. <u>Authority Calendar</u>

Calendar of Regular Meeting, Wednesday, November 29, 2017

1 Award of a Contract for Exterior Restoration and Roofing Replacement

| Location:   | Bay View (LLC I)               |
|---|--------------------------------|
| Administering Department:   | Capital Projects Division -    |
| 25 Alternative of Statement and a the statement of Sta | Project Management Team 1      |
| Funding Source:   | Capital – City & Mixed Finance |
| Amount:   | \$14,837,326.71                |
| Projected Section 3 Hires:  | 4                              |

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Zoria Housing LLC.

### APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Award of a Contract for Exterior Restoration and Roofing Replacement

| Location:                  | Bay View (LLC I)               |
|----------------------------|--------------------------------|
| Administering Department:  | Capital Projects Division –    |
|                            | Project Management Team 1      |
| Funding Source:            | Capital – City & Mixed Finance |
| Amount:                    | \$28,795,330.47                |
| Projected Section 3 Hires: | 6                              |

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Zoria Housing LLC. The first lowest bidder was deemed non-responsive for failure to submit the required bid bond.

### APPROVED

Award of a Contract for Grounds Improvement

3

| Location:  | Queensbridge North &        |
|--|-----------------------------|
|  | Queensbridge South          |
| Administering Department:  | Capital Projects Division – |
| 2.4 dependences of a second state of the second state second state of the second state second state of the second state of | Project Management Team 2   |
| Funding Source:  | Capital – City              |
| Amount:  | \$1,486,114.02              |
| Projected Section 3 Hires:   | 1                           |

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

4 Rejection of All Bids for a Contract for Upgrade of Play Areas

| Location:                  | Washington & Carver         |
|----------------------------|-----------------------------|
| Administering Department:  | Capital Projects Division - |
|                            | Project Management Team 2   |
| 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. This contract will be re-bid.

### APPROVED

5 Authorization for a Change Order to Requirement Contract No. BW1528389 Awarded to Zoria Housing LLC

| Location:                  | Various (Citywide)             |
|----------------------------|--------------------------------|
| Administering Department:  | Capital Projects Division -    |
|                            | Project Management Team 1      |
| Funding Source:            | Capital – City & Mixed Finance |
| Amount:                    | \$6,000,000.00                 |
| Projected Section 3 Hires: | N/A                            |

Authorization is requested to approve a change order to this requirement contract awarded to Zoria Housing LLC for exterior restoration at site specific developments, authorized by Board Resolution 16-3/30-23 and as subsequently amended for an initial 480-day term, to increase the not-to-exceed amount, in order to fund the additional assigned work during the remainder of the extended 427-day term, which commenced on October 30, 2017 and is continuing through December 31, 2018.

Authorization for a Change Order to Requirement Contract No. BW1528386 Awarded to Vikrant Contracting & Builders Inc.

| Location:                  | Various (Citywide)             |
|----------------------------|--------------------------------|
| Administering Department:  | Capital Projects Division -    |
|                            | Project Management Team 1      |
| Funding Source:            | Capital – City & Mixed Finance |
| Amount:                    | \$15,852,293.63                |
| Projected Section 3 Hires: | N/A                            |

Authorization is requested to approve a change order to this requirement contract awarded to Vikrant Contracting & Builders Inc. for exterior restoration at site specific developments, authorized by Board Resolution 16-3/30-19 and as subsequently amended for an initial 480-day term, to increase the not-to-exceed amount, in order to fund the additional assigned work during the extended 511-day term, which commenced on August 7, 2017 and is continuing through December 31, 2018.

### APPROVED

Authorization for a Change Order to Requirement Contract No. BW1416888 Awarded to Neelam Construction Corporation

| Location:                  | Various (Citywide)          |
|----------------------------|-----------------------------|
| Administering Department:  | Capital Projects Division - |
|                            | Project Management Team 1   |
| Funding Source:            | Capital – Federal           |
| Amount:                    | \$3,000,000.00              |
| Projected Section 3 Hires: | N/A                         |

Authorization is requested to approve a change order to this requirement contract awarded to Neelam Construction Corporation for exterior restoration for site specific developments and emergency sidewalk sheds, authorized by Board Resolution 14-7/30-29 and as subsequently amended for an initial 730-day term, to increase the not-to-exceed amount, in order to fund the additional assigned work during the extended 569-day term, commencing on December 8, 2017 and continuing through June 30, 2019.

#### APPROVED

6

7

Authorization for a Change Order to Contract No. RF1430779 Awarded to Adam's European Contracting Inc.

| Location:   | Cassidy-Lafayette           |
|---|-----------------------------|
| Administering Department:   | Capital Projects Division – |
| un - Endenhammen einen den deuten 🛥 nam - been deuten deuten deuten deuten eine statistienen. | Project Management Team 3   |
| Funding Source:   | Capital – Federal           |
| Amount:   | \$691,957.49                |
| Projected Section 3 Hires:  | N/A                         |

Authorization is requested to approve a change order to this contract awarded to Adam's European Contracting Inc. for exterior brickwork restoration and roofing replacement, authorized by Board Resolution 16-7/27-19 and as subsequently amended for an initial 550-day term, to increase the not-to-exceed amount by the negotiated amount, in order to fund the brick and lintel replacement during the remainder of the initial 550-day term and extended 180-day term, which commenced on October 10, 2016 and is continuing through October 10, 2018.

### APPROVED

9 Authorization for a Change Order to Contract No. RF1430779 Awarded to Adam's European Contracting Inc.

| Location:                  | Cassidy-Lafayette           |
|----------------------------|-----------------------------|
| Administering Department:  | Capital Projects Division - |
|                            | Project Management Team 3   |
| Funding Source:            | Capital – Federal           |
| Amount:                    | \$334,432.50                |
| Projected Section 3 Hires: | N/A                         |

Authorization is requested to approve a change order to this contract awarded to Adam's European Contracting Inc. for exterior brickwork restoration and roofing replacement, authorized by Board Resolution 16-7/27-19 and as subsequently amended for an initial 550-day term, to increase the not-to-exceed amount by the negotiated amount, in order to fund the balcony guardrail and screen frame modification for structural stability during the remainder of the initial 550-day term and extended 180-day term, which commenced on October 10, 2016 and is continuing through October 10, 2018.

### APPROVED

8

10 Authorization for a Change Order to Contract No. RF1430779 Awarded to Adam's European Contracting Inc.

| Location:                  | Cassidy-Lafayette           |
|----------------------------|-----------------------------|
| Administering Department:  | Capital Projects Division - |
|                            | Project Management Team 3   |
| Funding Source:            | Capital – Federal           |
| Amount:                    | \$399,039.06                |
| Projected Section 3 Hires: | N/A                         |

Authorization is requested to approve a change order to this contract awarded to Adam's European Contracting Inc. for exterior brickwork restoration and roofing replacement, authorized by Board Resolution 16-7/27-19 and as subsequently amended for an initial 550-day term, to increase the not-to-exceed amount by the negotiated amount, in order to fund the concrete repairs of cracks undisclosed prior to construction during the remainder of the initial 550-day term and extended 180-day term, which commenced on October 10, 2016 and is continuing through October 10, 2018.

### APPROVED

11 Authorization for a Change Order to Contract No. RF1430779 Awarded to Adam's European Contracting Inc.

| Location:                  | Cassidy-Lafayette           |
|----------------------------|-----------------------------|
| Administering Department:  | Capital Projects Division - |
|                            | Project Management Team 3   |
| Funding Source:            | Capital – Federal           |
| Amount:                    | \$434,380.75                |
| Projected Section 3 Hires: | N/A                         |

Authorization is requested to approve a change order to this contract awarded to Adam's European Contracting Inc. for exterior brickwork restoration and roofing replacement, authorized by Board Resolution 16-7/27-19 and as subsequently amended for an initial 550-day term, to increase the not-to-exceed amount by the negotiated amount, in order to fund the painting of balconies and spalled areas during the remainder of the initial 550-day term and extended 180-day term, which commenced on October 10, 2016 and is continuing through October 10, 2018.

Authorization to (i) Ratify an Owner's Agreement with Sunset Park Redevelopment Committee, Inc. ("SPRC") and (ii) Amend the Owner's Agreement with SPRC

Location:

Administering Department:

Funding Source: Amount: Projected Section 3 Hires: Howard Avenue & Belmont-Sutter Area Capital Projects Division – Sustainability Programs Operating – Federal \$467,392.17 N/A

Authorization is requested to (i) ratify this owner's agreement with Sunset Park Redevelopment Committee, Inc. for administration of energy conservation measures, for the amount of \$320,253.84, which commenced on April 21, 2016; and (ii) amend this owner's agreement with SPRC, to increase the amount by \$147,138.33, in order to fund the continued provision of services for the assigned work.

### APPROVED

13 Authorization to Amend the Agreement with Sungard Availability Services, LR

| Location:                  | Non-Development                 |
|----------------------------|---------------------------------|
| Administering Department:  | IT Infrastructure               |
| Funding Source:            | Operating – Federal & Section 8 |
| Amount:                    | \$1,196,316.00                  |
| Projected Section 3 Hires: | N/A                             |

Authorization is requested to amend this agreement with Sungard Availability Services, LR for Information Technology disaster recovery services for the Authority's mission critical application and database systems, which did not require initial Board approval and as subsequently amended for an initial one-year term with four (4) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remaining three (3) one-year renewal options, for the not-to-exceed amount, commencing on January 1, 2018 and continuing through December 31, 2020.

#### APPROVED

12

4 Authorization to Enter into an Agreement with Dell Marketing L.P.

| Location:                  | Non-Development                 |
|----------------------------|---------------------------------|
| Administering Department:  | IT Infrastructure               |
| Funding Source:            | Operating – Federal & Section 8 |
| Amount:                    | \$6,032,131.46                  |
| Projected Section 3 Hires: | N/A                             |

Authorization is requested to enter into this agreement with Dell Marketing L.P. for various Microsoft products, a Government Cloud Subscription and support services, commencing on December 1, 2017 and continuing through November 30, 2020, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President and Chief Information Officer and continuing for three (3) years thereafter, for the not-to-exceed amount, pursuant to the terms and conditions of the NYS Office of General Services Contract Number PS67650 (Award Number 23047, Group Number 76000).

#### APPROVED

15 Authorization to Enter into an Agreement with HD Supply Facilities Maintenance, LTD.

Location: Administering Department: Funding Source: Amount: Projected Section 3 Hires: Various (Citywide) Administration – Procurement Operating – Federal \$136,719,000.00 N/A

Authorization is requested to enter into an agreement with HD Supply Facilities Maintenance, LTD. for maintenance, repair and operating supplies, commencing on November 30, 2017 and continuing through December 31, 2021, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Administration and continuing for four (4) years and thirty-two (32) days thereafter, for the not-to-exceed amount, with a 333-days term extension option to be exercised at the Authority's sole discretion, pursuant to the terms and conditions of the US Communities Government Purchasing Alliance Contract Number 16154.

### APPROVED

14

16 Award of an Indefinite Delivery, Indefinite Quantity Contract for Maintenance Painting of (i) Apartments and (ii) Interior and Exterior Public Spaces

| Location:                  | Various (Citywide)  |
|----------------------------|---------------------|
| Administering Department:  | Operations          |
| Funding Source:            | Operating – Federal |
| Amount:                    | \$2,500,000.00      |
| Projected Section 3 Hires: | 5                   |

Authorization is requested to award this Indefinite Delivery, Indefinite Quantity contract to the lowest responsive and responsible bidder, Adel-Fia Contracting Corp., for the notto-exceed amount. The first and the second lowest bidders were deemed nonresponsive for failure to submit the required bid bonds. There are no renewal options.

### APPROVED

17 Award of an Indefinite Delivery, Indefinite Quantity Contract for Maintenance Painting of (i) Apartments and (ii) Interior and Exterior Public Spaces

| Location:                  | Various (Citywide)  |
|----------------------------|---------------------|
| Administering Department:  | Operations          |
| Funding Source:            | Operating – Federal |
| Amount:                    | \$2,500,000.00      |
| Projected Section 3 Hires: | 5                   |

Authorization is requested to award this Indefinite Delivery, Indefinite Quantity contract to the lowest responsive and responsible bidder, New Aps Management Corp, for the not-to-exceed amount. The first lowest bidder was deemed non-responsive for the submission of an unrealistically low bid that it appears unlikely the vendor will be able to perform the contract work satisfactorily and pay prevailing wages. The second, third, fourth and fifth lowest bidders were deemed non-responsive for failure to submit the required bid bonds. There are no renewal options.

18 Award of an Indefinite Delivery, Indefinite Quantity Contract for Maintenance Painting of (i) Apartments and (ii) Interior and Exterior Public Spaces

| Location:                  | Various (Citywide)  |
|----------------------------|---------------------|
| Administering Department:  | Operations          |
| Funding Source:            | Operating – Federal |
| Amount:                    | \$2,500,000.00      |
| Projected Section 3 Hires: | 2                   |

Authorization is requested to award this Indefinite Delivery, Indefinite Quantity contract to the lowest responsive and responsible bidder, Bloom Construction, Inc., for the not-to-exceed amount. There are no renewal options.

#### APPROVED

19 Award of an Indefinite Delivery, Indefinite Quantity Contract for Maintenance Painting of (i) Apartments and (ii) Interior and Exterior Public Spaces

Location: Administering Department: Funding Source: Amount: Projected Section 3 Hires: Various (Citywide) Operations Operating – Federal \$2,500,000.00 5

Authorization is requested to award this Indefinite Delivery, Indefinite Quantity contract to the lowest responsive and responsible bidder, Mt. Olympos Restoration Inc., for the not-to-exceed amount. There are no renewal options.

20 Authorization to Enter into a Supplemental Long Term Power Supply Agreement with New York Power Authority

| Location:                  | Various (Citywide)       |
|----------------------------|--------------------------|
| Administering Department:  | Finance – Energy Finance |
| Funding Source:            | N/A                      |
| Amount:                    | N/A                      |
| Projected Section 3 Hires: | N/A                      |

Authorization is requested to enter into this Supplemental Long Term Power Supply Agreement with New York Power Authority for electricity, commencing on January 1, 2018 and continuing through December 31, 2027, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Finance and continuing for ten (10) years thereafter, in furtherance of the Application for Service authorized by Board Resolution 76-7/14-14 and as supplemented by the agreement authorized by Board Resolution 08-6/11-9.

### APPROVED

21 Authorization of a Change Order to Requirement Contract No.1329785 Awarded to Power Mechanical Inc.

| Location:                  | Various (Citywide)            |
|----------------------------|-------------------------------|
| Administering Department:  | Operations Support Services – |
|                            | Technical Services            |
| Funding Source:            | Operating – Federal           |
| Amount:                    | \$1,795,000.00                |
| Projected Section 3 Hires: | N/A                           |

Authorization is requested to approve a change order to this requirement contract awarded to Power Mechanical Inc. for rental and installation of temporary steam or hot water heating boilers, heating exchangers and temporary oil tanks, authorized by Board Resolution 13-10/23-13 for an initial two-year term with one (1) one-year renewal option and as subsequently amended for an extended one-year term, to increase the not-toexceed amount, in order to fund the continued provision of services during the additional extended one-year term, which commenced on November 17, 2017 and is continuing through November 16, 2018.

22 Authorization to (i) Rescind Board Resolution 17-7/26-28 and (ii) Reject All Bids for Award of a Job Order Contract for Plumbing

| Location:                  | Various (Brooklyn & Staten Island) |
|----------------------------|------------------------------------|
| Administering Department:  | Capital Projects Division –        |
|                            | Project Management Team 3          |
| Funding Source:            | N/A                                |
| Amount:                    | N/A                                |
| Projected Section 3 Hires: | N/A                                |

Authorization is requested to (i) rescind Board Resolution 17-7/26-28, which authorized award of this job order contract to the lowest bidder, Richards Plumbing and Heating Co., Inc., due to this job order contract not providing for the proper wage rate to be applied to a certain percentage of the work to be performed; and (ii) reject all bids in the best interest of the Authority. This job order contract will not be re-bid.

### APPROVED

23 Authorization for a Change Order to Job Order Contract No. PL1520078 Awarded to Richards Plumbing and Heating Co., Inc. Related to the Response to and Recovery from Hurricane Sandy

| Location:                  | Various (Bronx & Manhattan)      |
|----------------------------|----------------------------------|
| Administering Department:  | Capital Projects Division -      |
|                            | Recovery & Resilience            |
| Funding Source:            | Capital – Federal, FEMA, CDBG-DR |
|                            | & Insurance                      |
| Amount:                    | \$3,000,000.00                   |
| Projected Section 3 Hires: | N/A                              |

Authorization is requested to approve a change order to this job order contract awarded to Richards Plumbing and Heating Co., Inc. for repair work, authorized by Board Resolution 15-12/23-19 for an initial three-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the increased capacity during the remainder of the initial three-year term, which commenced on February 5, 2016 and is continuing through February 4, 2019.

4 Authorization for a Change Order to Job Order Contract No. PL1520075 Awarded to Richards Plumbing and Heating Co., Inc. Related to the Response to and Recovery from Hurricane Sandy

| Various (Brooklyn & Staten Island) |
|------------------------------------|
| Capital Projects Division -        |
| Recovery & Resilience              |
| Capital – Federal, FEMA, CDBG-DR   |
| & Insurance                        |
| \$3,000,000.00                     |
| N/A                                |
|                                    |

Authorization is requested to approve a change order to this job order contract awarded to Richards Plumbing and Heating Co., Inc. for repair work, authorized by Board Resolution 15-12/23-20 for an initial three-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the increased capacity during the remainder of the initial three-year term, which commenced on February 5, 2016 and is continuing through February 4, 2019.

#### APPROVED

25 Board Member Young moved that the Members be authorized to meet in Executive Session today to discuss the Civil Investigative Demand.

APPROVED

Vilma Huértaš Corporate Secretary

24



# NYCHA Board Calendar Meeting

**Chair's Report** 

November 29, 2017





# **Overview**

### I. In Focus: Residents' Health and Safety

• Operations Overhaul and Lead Compliance

### II. NextGen NYCHA Updates

### Operate

NGO Expands Across Manhattan

### (Re)Build

- Sandy Construction Begins in Queens
- New Center for Low-Income Chelsea Residents

### Engage

- New Jobs Plus Center
- First Cohort of Graduates From Sandy Job Training Program
- Fund for Public Housing Updates





# In Focus: Residents' Health and Safety





# **Accountability: Lead-Based Paint**

**Status:** "NYCHA residents have a far lower likelihood of exposure than residents of private housing in NYC. Very few children in NYCHA housing have elevated lead levels due to exposures at home." - Dr. Mary Bassett, Commissioner of the New York City Department of Health and Mental Hygiene

**Objective:** *Effectively manage public housing units that potentially contain lead-based paint in order to meet all local and federal requirements.* 

### Lead Poisoning in NYC is at Historic Lows

80%

of NYC children are tested at least once before their third birthday. .3%

Less than 0.3% of the 300,000 New York City children tested for lead had elevated blood lead levels in 2014.

# Down

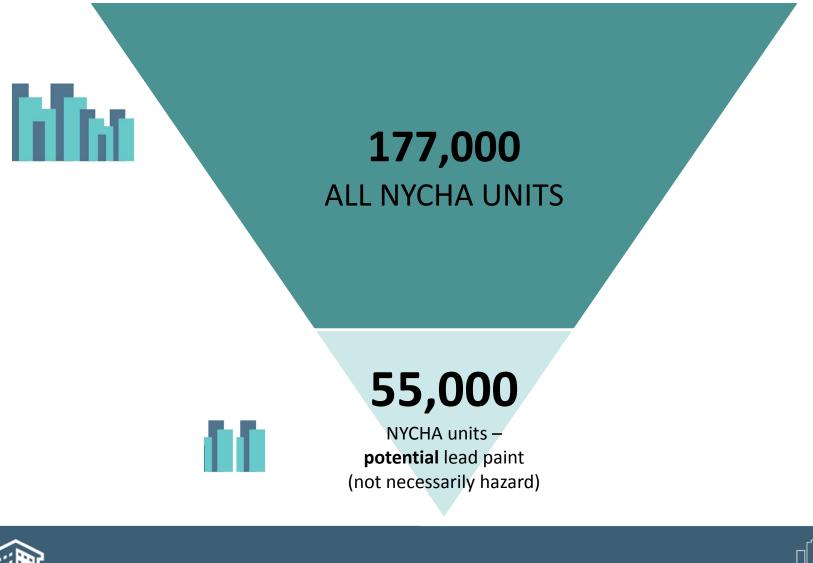
**69%** 

The number of children in NYC with lead poisoning, defined as a blood lead level (BLL) of 10 mcg/dL or greater, has declined 69% between 2005 – 2014. (DOHMH)





# **Accountability: Lead-Based Paint**







# **Operations Overhaul and Comprehensive Plan**

- NYCHA conducted inspections in apartments with children under 6 in 2016 and is doing so again in 2017, to ensure that these households are free of lead-based paint hazards.
- Inspections for 2017 will be completed or attempted by the end of the year.
- Any potential lead-based paint hazards found in those apartments will be remediated.
- As an extra precaution, we will offer **every apartment** we inspect this year a **full apartment painting**, even if no hazard was identified.
- If your apartment will be inspected, we will reach out to schedule an inspection.
- Please contact the **Customer Contact Center (CCC) at 718-707-7771** to report peeling paint concerns.





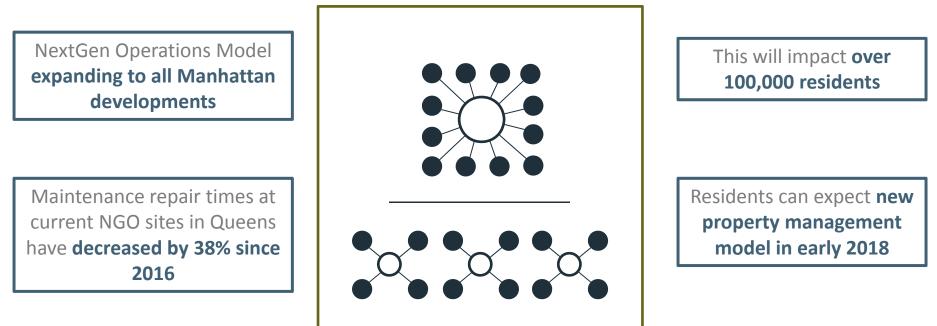
# **NextGen NYCHA Updates**





## **Operate | Next Gen Operations Takes Manhattan!**

NextGen Operations Model



"The diffusion of decision making power to property managers, will help streamline onsite repairs, and improve the quality of life for residents. I believe residents will soon see the tremendous benefits of a more highly trained staff determined to take care of the tenants they serve" - **Councilmember Ritchie Torres** 





# (Re)Build | Sandy Construction Begins in Queens

- **\$123 million** Sandy construction project begins at Redfern Houses in Queens
- NYCHA will replace roofs, install cameras, renovate playgrounds and lighting, and build a new community center, childcare center, and boiler building
- This project will repair and replace vital infrastructure and protect buildings from future storms, benefitting **nearly 1,500 residents**
- All work expected to be completed by summer of 2019







# (Re)Build | NYCHA + Hudson Guild Provide New Center for Low-Income Chelsea Residents

- On November 2<sup>nd</sup>, groundbreaking of Fulton Center celebrated by NYCHA, DFTA and Hudson Guild
- Fulton Center will provide state-ofthe-art programming and opportunities to seniors, residents of NYCHA's Fulton Houses, and greater Chelsea Community
- Community Partner Hudson Guild will operate the upgraded Center, offering programs, senior meals and more



An interior view of the newly redesigned Fulton Center





## Engage | New Jobs Plus Center at Penn-Wortman Houses

Will serve hundreds of public housing residents

Penn-Wortman center is first federally-funded site in New York City

Offers career and financial opportunities

Three main components of Jobs Plus:

- 1. Employment and Career Advancement
- 2. Rent-Based and Other

Financial Incentives to "Make Work Pay"

**3. Community Support for Work** 



HUD officials join ribbon-cutting ceremony at Penn-Wortman Jobs Plus Center





# **Engage | NYCHA Honors First Cohort of Sandy Job** Training Graduates



Sandy-impacted resident graduates of the NYCHA-sponsored Pathways to Apprenticeship course





## **Engage | Fund for Public Housing Updates**

Plus Pool Honors President of Fund for Public Housing for Outstanding Commitment to NYC Community

NYCHA and Kaboom! build playground at Pomonok Houses in <u>6 hours!</u>





# I am NextGeneration NYCHA



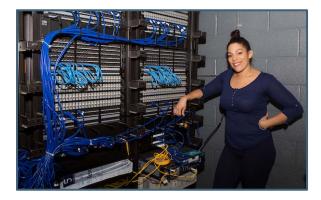
Safe

Clean





### Connected









# NYCHA Board Calendar Meeting

### **General Manager's Report**

November 29, 2017





# Agenda

### □ NYCHA Key Performance Indicator (KPI) Report





# **Key Performance Indicator (KPI) Report**

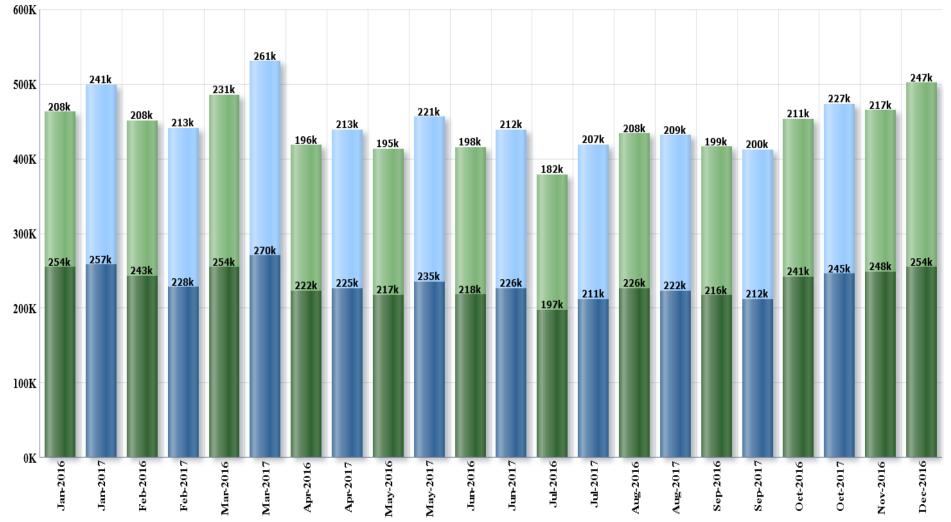
- □ The Key Performance Indicator (KPI) report tracks NYCHA's performance in three main areas:
  - Work Orders (Emergencies, Maintenance and Skilled Trades)
  - Vacancies (Apartment Turnaround Time)
  - Customer Satisfaction (Residents satisfied with repairs)





### Work Orders (in thousands)

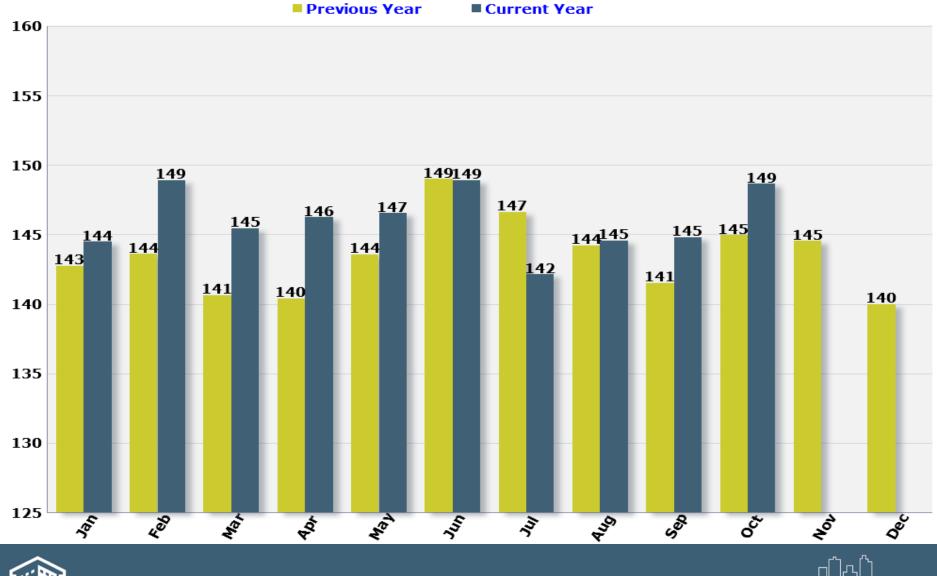
CREATED, 2016 CREATED, 2017 CLOSED, 2016 CLOSED, 2017







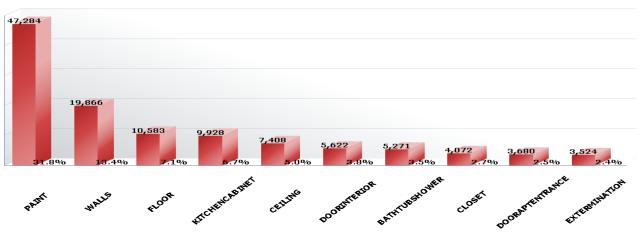
## **Open Work Orders** (in thousands)



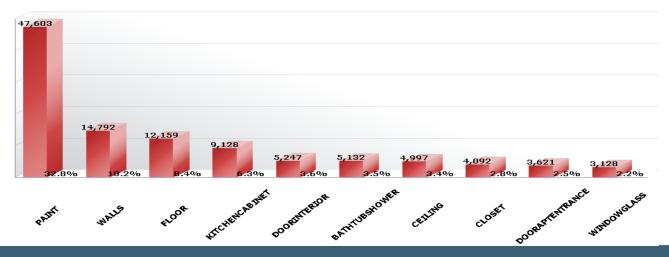
MEN YORK CITY HOUSING AUTHORITY

## **Top 10 Open Work Orders Categories**

#### Top 10 Failure Categories of Open Work Orders - Oct-2017



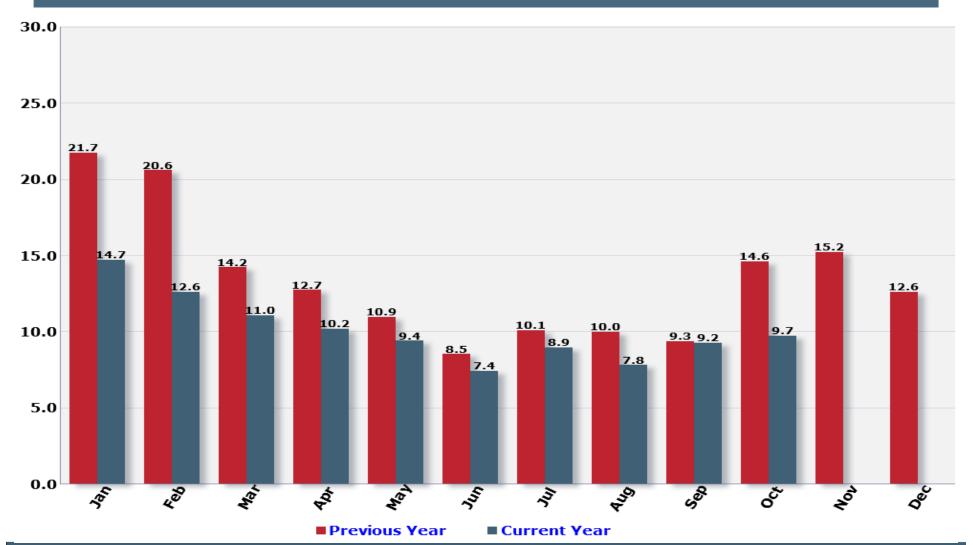
**Top 10 Failure Categories of Open Work Orders - Oct-2016** 





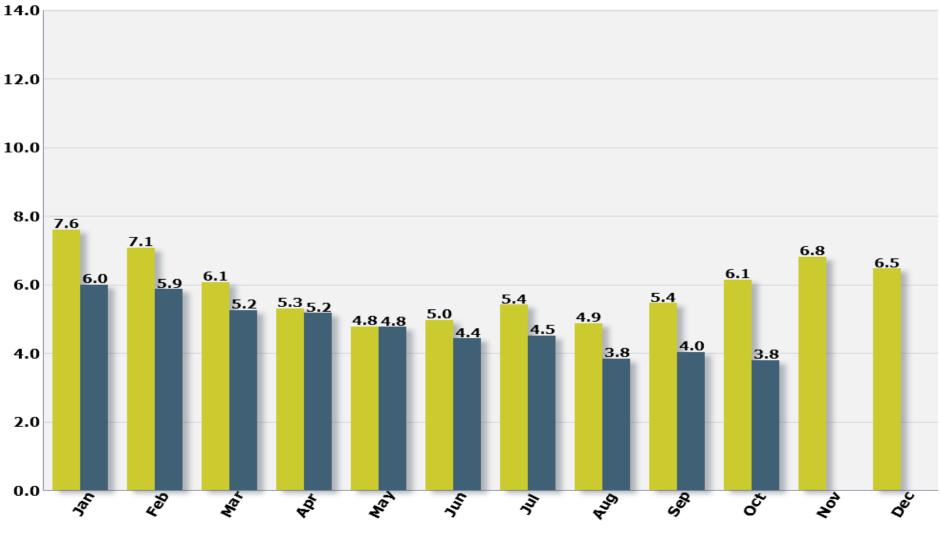


# **Emergency Work Orders (in Hours)**





# Maintenance Work Orders (in Days)



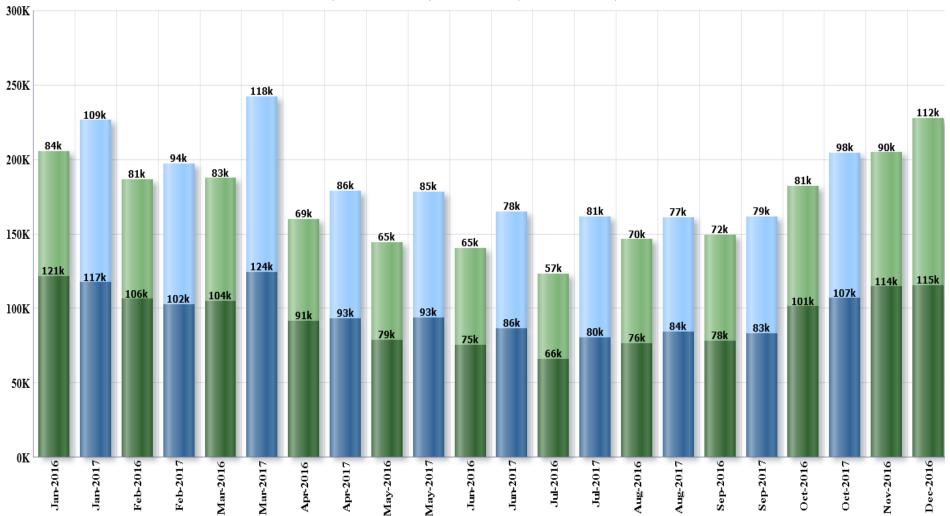
Previous Year Current Year





### **Skilled Trades Work Orders (in thousands)**

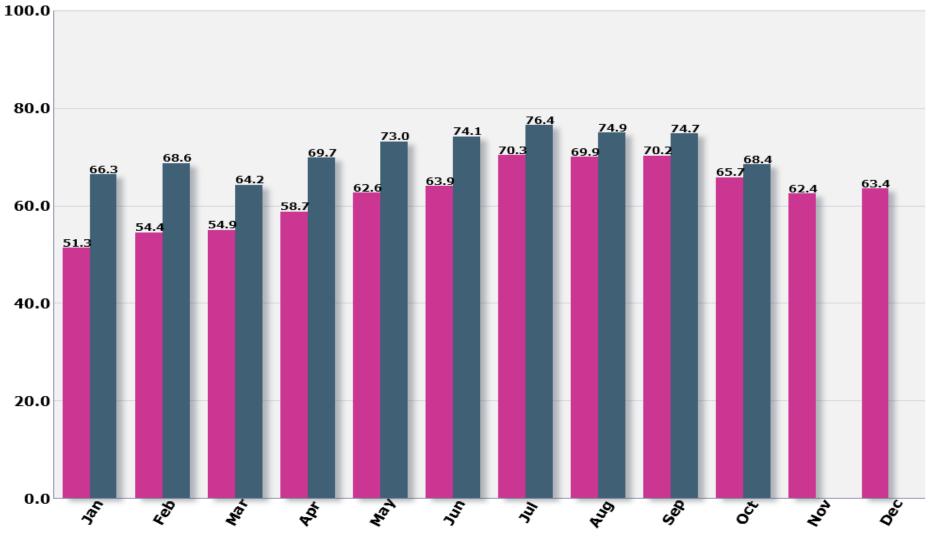
CREATED, 2016 CREATED, 2017 CLOSED, 2016 CLOSED, 2017







# **Skilled Trades Work Orders (in Days)**

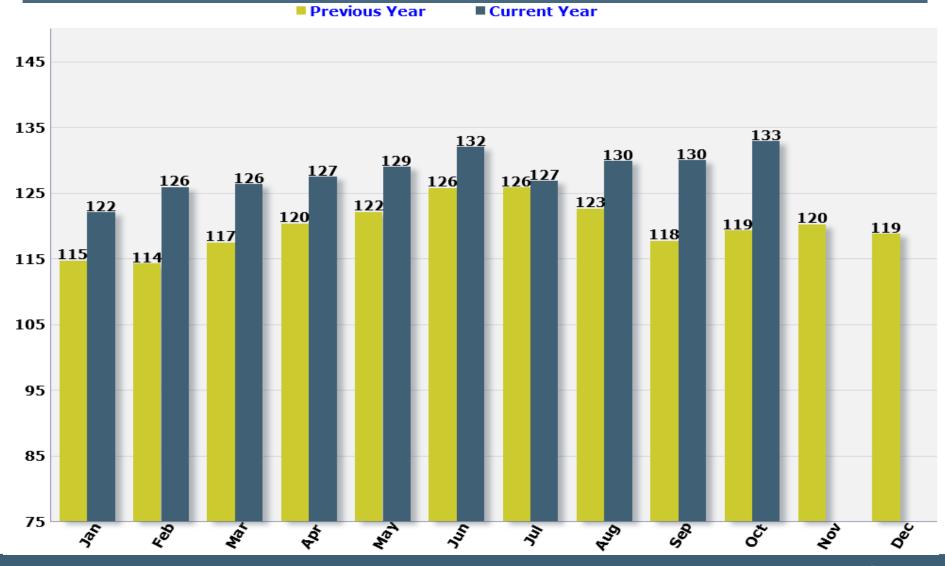


Previous Year Current Year





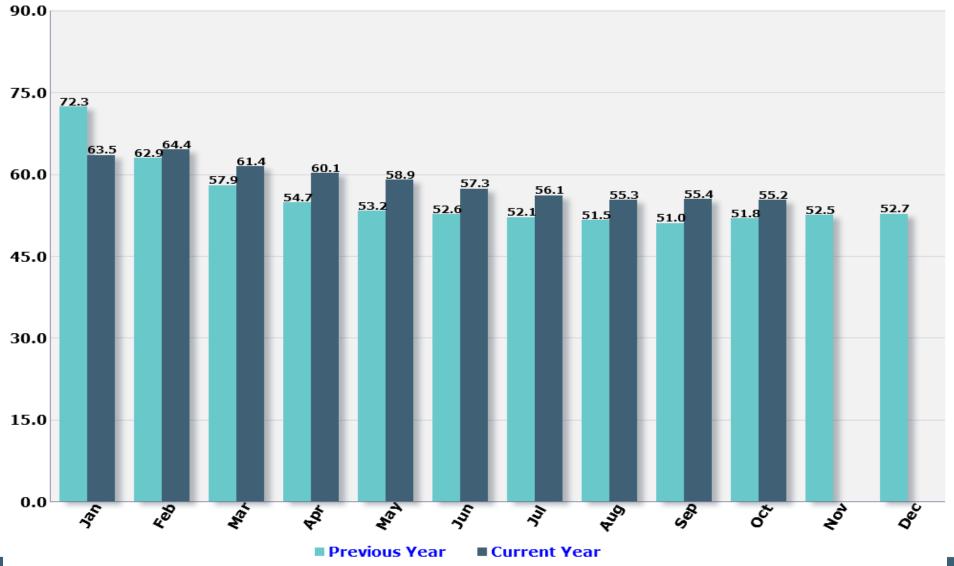
### **Open Skilled Trades Work Orders (in thousands)**







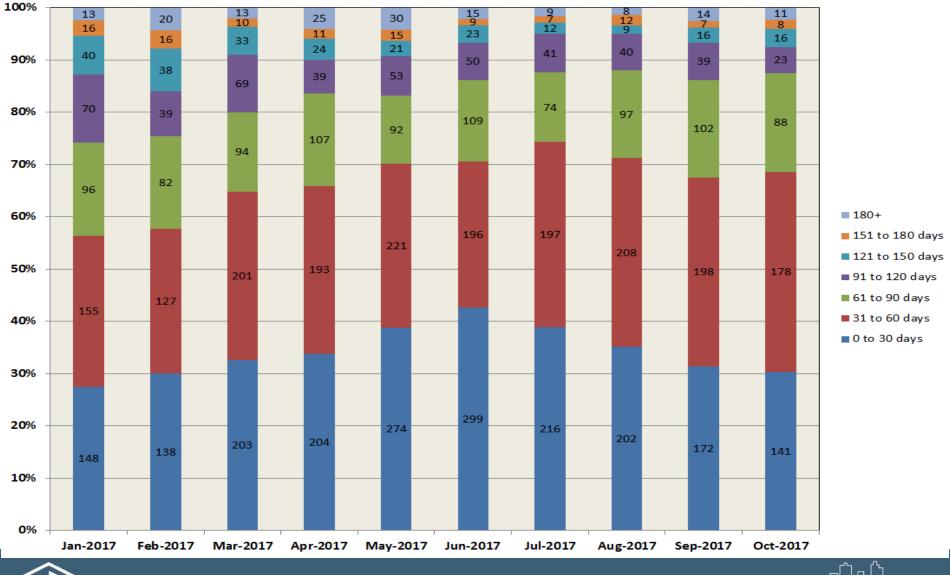
## **Apartment Turnaround Time (in Days)**





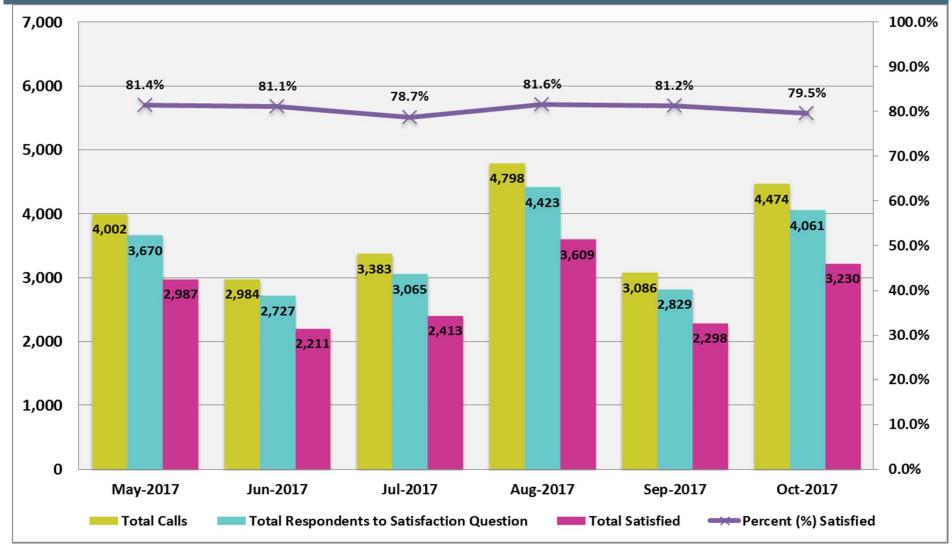
NYCHA

### **Apartment Turnaround: Units by Aging Category**





# **Customer Satisfaction**





### THREE-THOUSAND ONE HUNDRED AND NINETEENTH MEETING

Wednesday, November 29, 2017

### **ADJOURNMENT**

On Motion, without objection, the meeting was duly adjourned at 11:23 A.M.

Vilma Huertas I

Corporate Secretary