

An aerial photograph of a city park, likely Central Park in New York City, showing several tall, multi-story brick apartment buildings surrounding a central area of green trees. In the background, a city skyline is visible under a blue sky with scattered clouds. The text is overlaid on the left side of the image.

# Management Practices Subcommittee Final Recommendations

**Team members:**

**Ms. Greene**

**Mr. Johnston**

**Ms. Perez**

**Ms. McCoy**

**Ms. Ortiz**

**Mr. Sankarsingh**

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# Mission Statement

In the Black Law Dictionary Management means: "The people in an organization who are vested with a certain amount of discretion and independent judgement in managing it's affairs"

Our Mission in Management Practices:

- Is to increase better practices throughout NYCHA Management
- Create an order of operation that is constructive and efficient in handling residents concerns
- Enable Management to be more visible and Break Barriers in Tenant-Management Relations in accord with their development.

- The Management Practices Subcommittee focuses on improving three major aspects of residents' experience with the work performed by the Property Management (PM): (1) **Inspections**, (2) **Residents experience with PM**, and (3) **Policy and Procedures**.
- In regard to **Inspections**, this Subcommittee seeks to improve residents' overall experience when work is being completed in their units by ensuring that there is accountability through various forms, including gauging residents' view on having a checklist for inspections being performed.
- **Residents experience with PM** will focus on understanding the types of transactions/services that residents should be able to do or be provided with when conducting business with management? For example, should residents be able to obtain the status of a repair by visiting the PM office or via the MyNYCHA App.
- **Policy and Procedures** – this Subcommittee will propose new guidance on what should be the proper chain of command residents should follow when PMs are not properly addressing queries related, but not limited to, inspections, transactions, etc. In addition, the Subcommittee will propose new policies and procedures that will help ensure that there is more accountability to staff and residents.

## Subcommittee's Focused Area of Work

## ***Subcommittee's Roundtable Survey Questions***

To help in the process of drafting recommendations in the areas mentioned prior, the Subcommittee asked NYCHA residents the following questions:

- **Do you know who your development's Property Manager is? (Q6)**
- **Which would most improve your experience with the Property Management Office? (Q7)**
- **Are you aware of how NYCHA staff are supposed to conduct inspections in your apartment? (Q13)**
- **Do you use the MyNYCHA App (Q14)**
- **Are you familiar with NYCHA's Transformation Plan (Q15)**



***Responses range from 432 - 401***



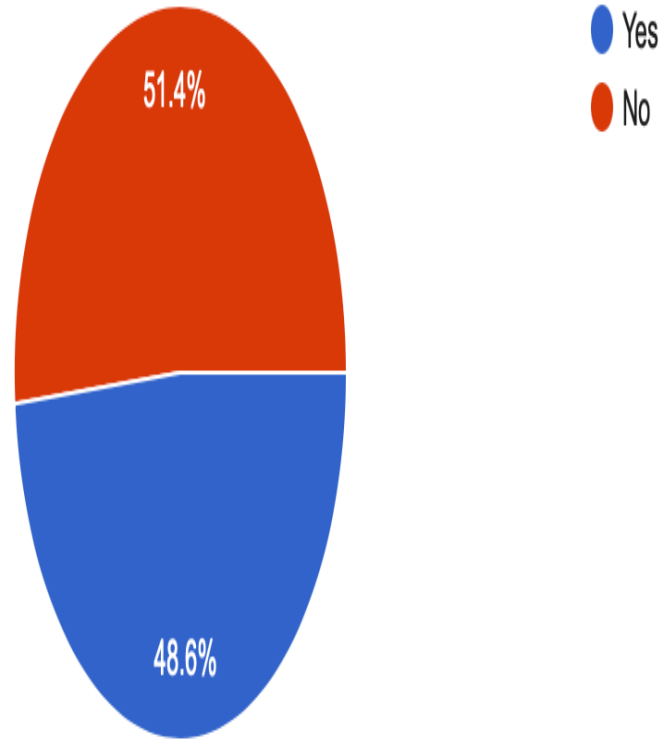
***Combined results from Subcommittee's Neighborhood Portfolio's and Compiled Roundtable Survey***

# *Survey Results*



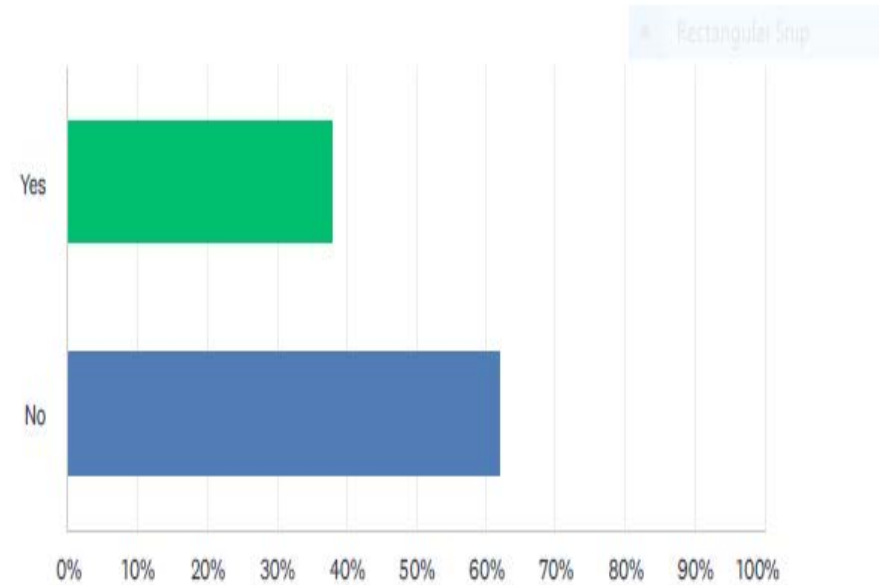
# Do you know who your development's Property Manager is?

74 responses



Yes	38
No	36
<b>Total</b>	<b>74</b>

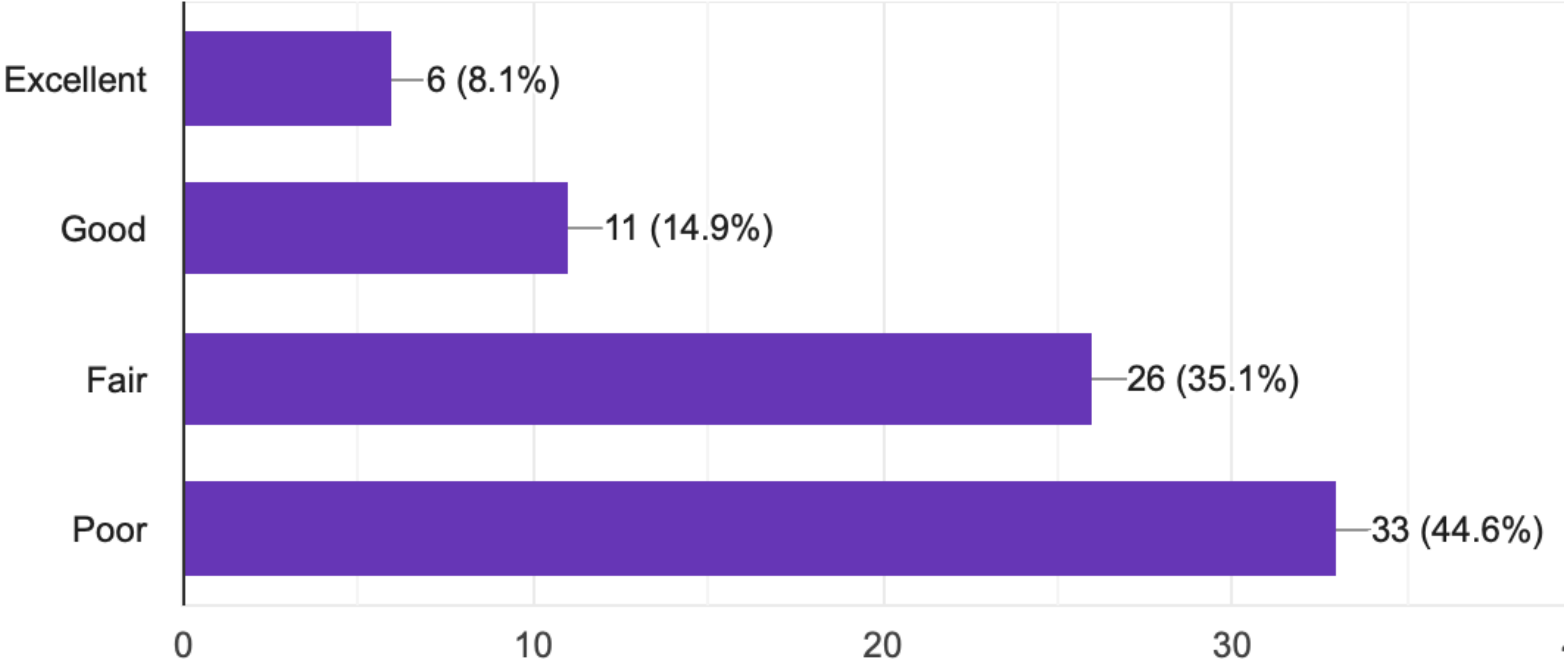
Answered: 358 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	37.99%	136
No	62.01%	222
<b>TOTAL</b>		<b>358</b>

# How would you rate your experience when visiting the Management Office?

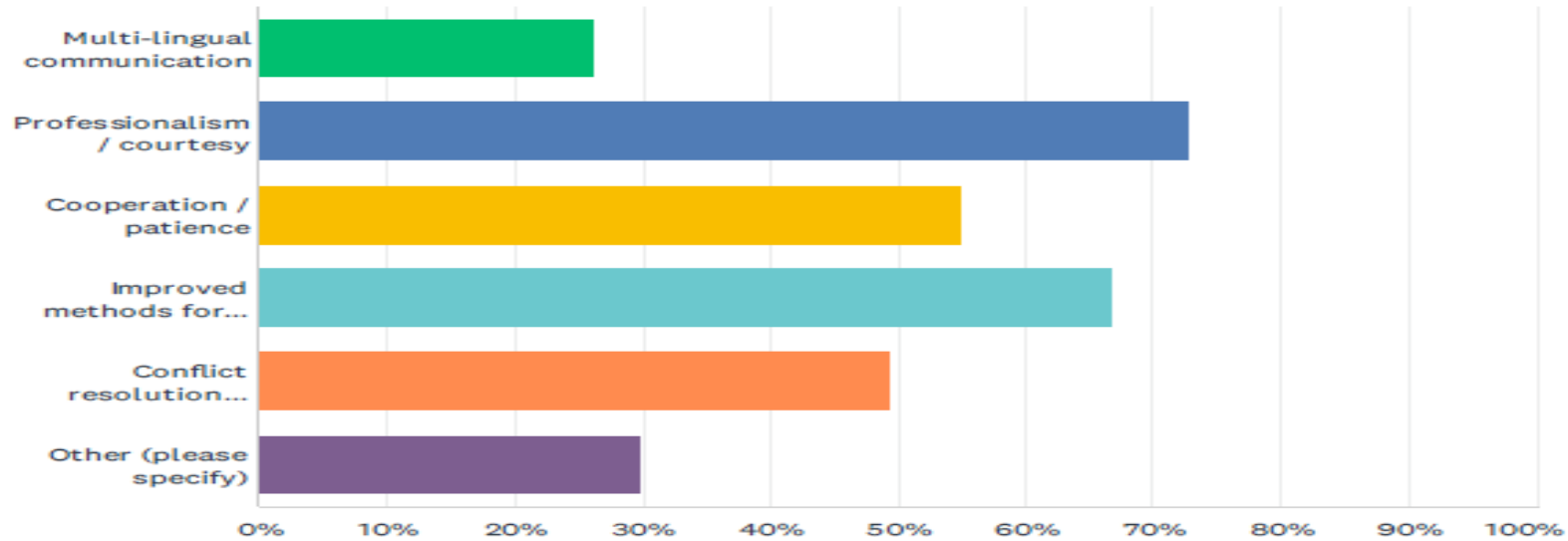
74 responses



NYCHA Survey - By Residents, For Residents

Q7 Which would most improve your experience with the Property Management office? (Select the top three.)

Answered: 358 Skipped: 37

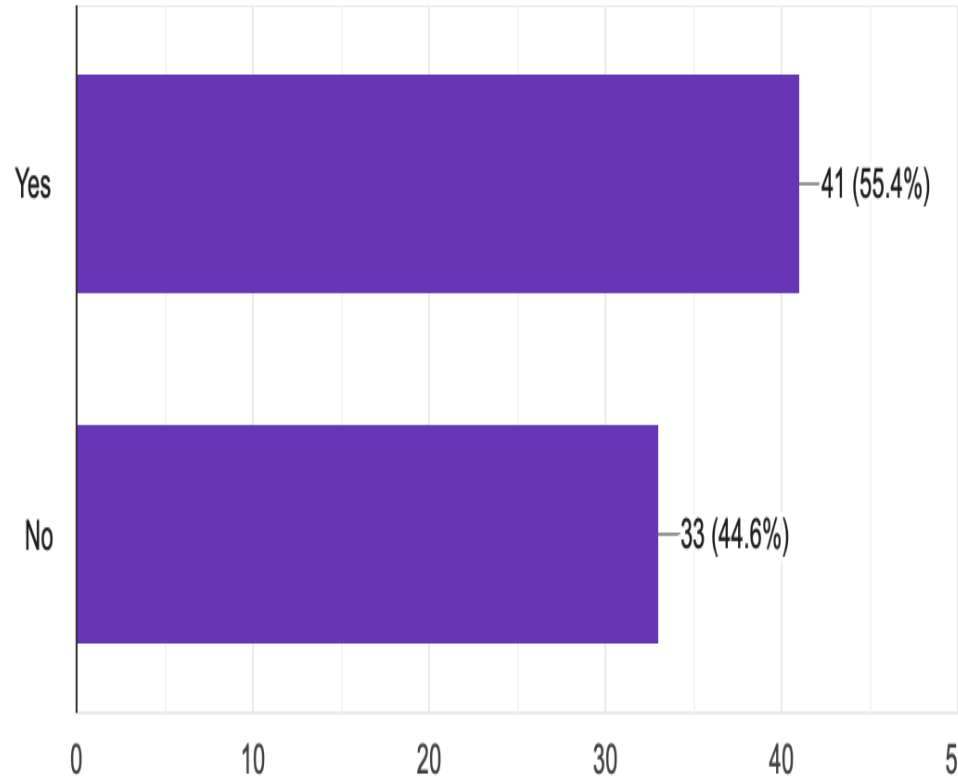


ANSWER CHOICES	RESPONSES	
Multi-lingual communication	26.26%	94
Professionalism / courtesy	72.63%	260
Cooperation / patience	55.03%	197
Improved methods for addressing questions and concerns	66.76%	239
Conflict resolution support	49.44%	177
Other (please specify)	29.89%	107
Total Respondents: 358		

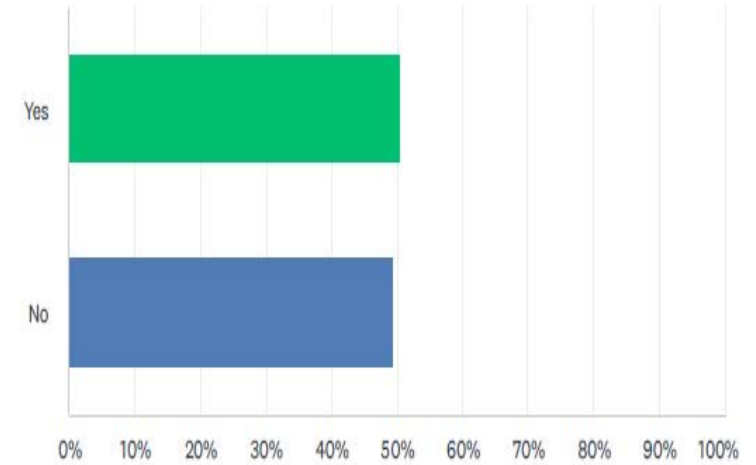


# Are you aware of the proper procedure when inspections are conducted?

74 responses



Answered: 327 Skipped: 68

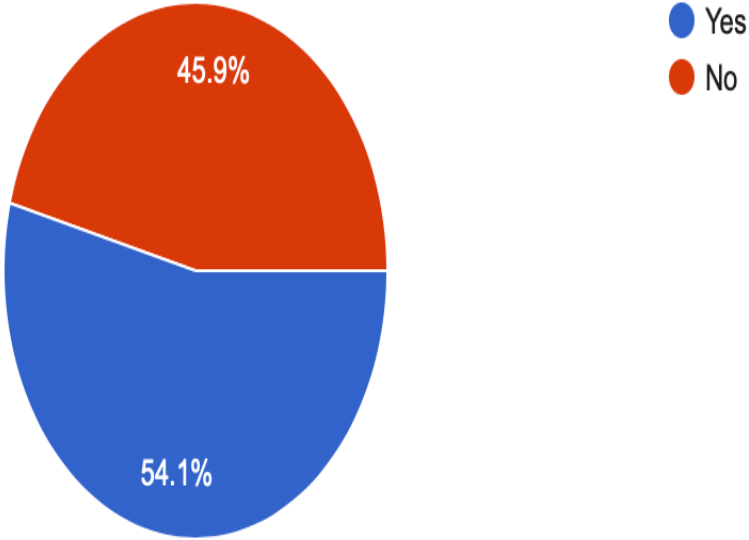


ANSWER CHOICES	RESPONSES	
Yes	50.46%	165
No	49.54%	162
TOTAL		327



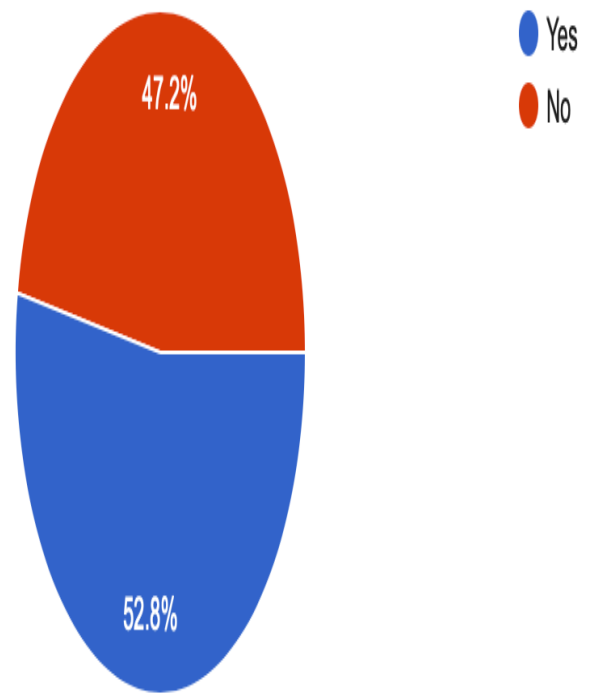
# Are you aware of the MYNKYCHA App?

74 responses



# Do you use the MYNYCHA App

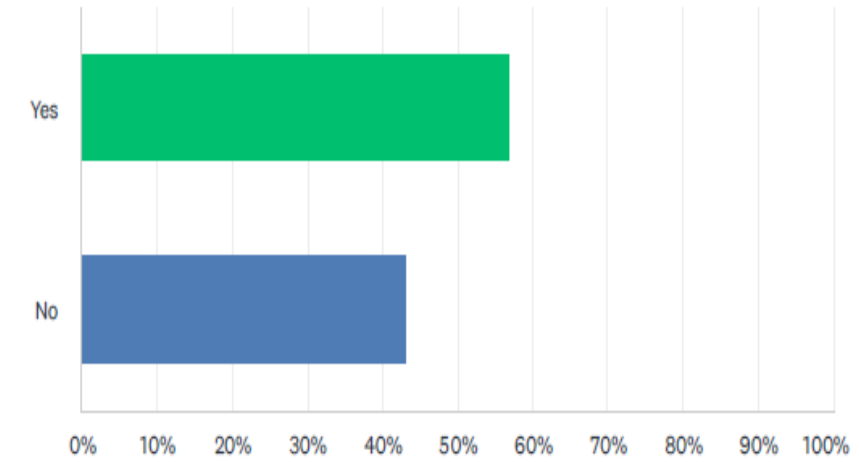
72 responses



Yes	34
No	38
<b>Total</b>	<b>72</b>

## Q14 Do you use the MyNYCHA App?

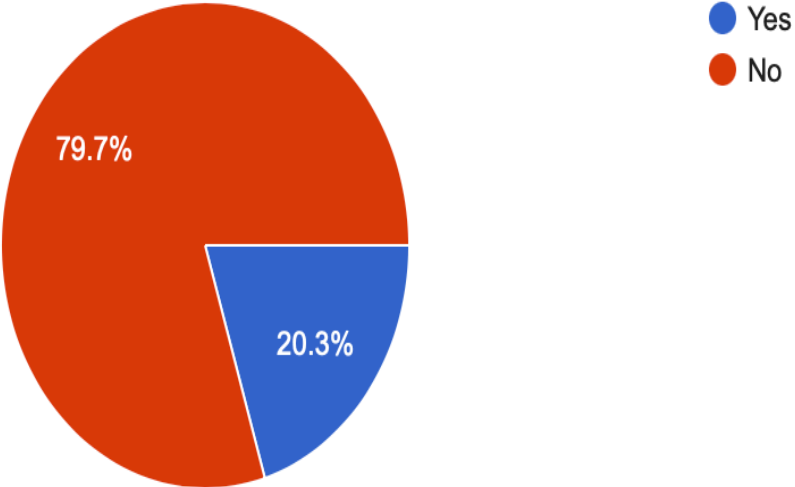
Answered: 327 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes	56.88%	186
No	43.12%	141
<b>TOTAL</b>		<b>327</b>

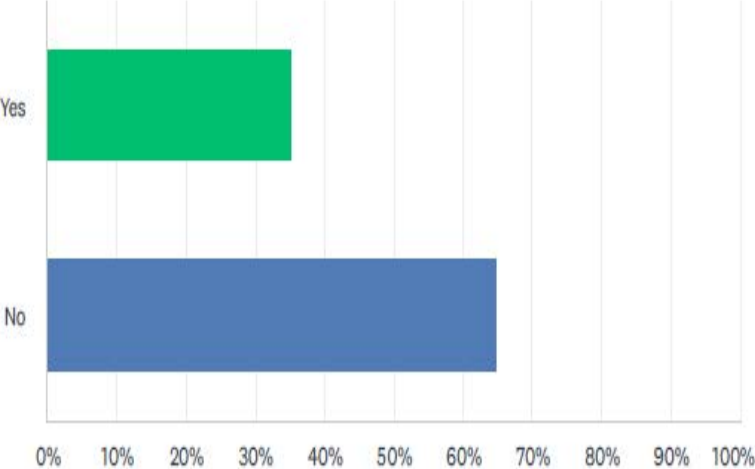
# Are you familiar with NYCHA's Transformation Plan?

74 responses



Yes	59
No	15
<b>Total</b>	<b>74</b>

Answered: 327 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes	35.17%	115
No	64.83%	212
TOTAL		327



*Subcommittee's  
Final  
Recommendations*





# ***Subcommittee's Final Recommendations***

- 1. Training for Management and Office Staff**
  - Customer Service
  - Conflict Resolution
  - Mandatory Mental Health Awareness
  - Crisis Management
- 2. Create a Management Outreach Activities Group**
  - Residents Bi-Monthly or Qrtly Mandatory Meetings
  - Residents Input
- 3. Hire additional staff –**
  - Trained Maintenance Staff
  - Trained Management Staff
  - Resident Aid
- 4. Provide Updates MYNYCHA App –**
  - NYCHA App Training
  - Provide IT Support
  - Layout
  - Rating/Comments
  - Live Chat



**The Subcommittee recommends that NYCHA incorporate, mandatory participation from the PM staff in all outreach events.**



**NYCHA should dedicate an e-mail group for inquiries regarding complaints or other issues, when live chat is not available.**



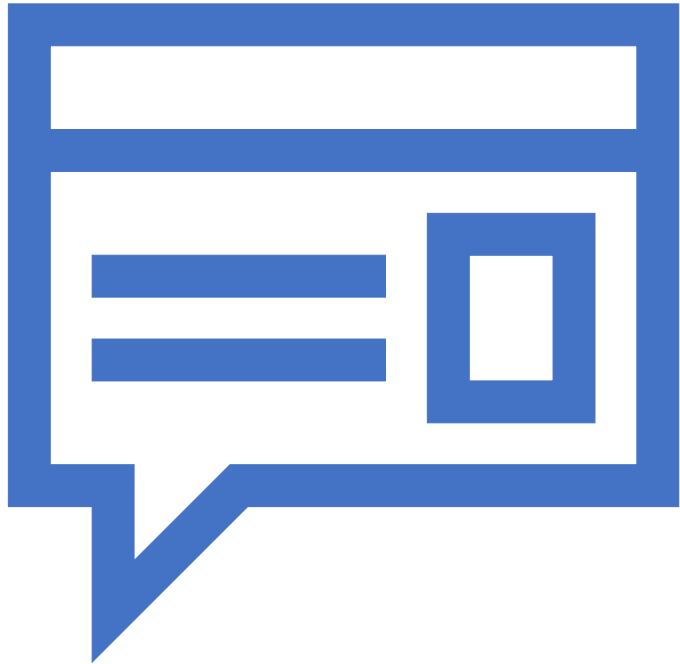
**When an inspection is scheduled, the following details should be included (shared via the MyNYCHA App):**

Name of the staff

Ticker number

Date and time range

Repair and/or inspection details



*Feedback?*  
*Questions?*  
*Concerns?*  
*Comments ?*  
*Complaints ?*