



# Quality of Life

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RECOMMENDATIONS

# Subcommittee Members

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Dominique  
Arrington

Aissata Diaby

Nancy  
Johnson

Muriel Logan

Kimberly  
Richardson

Bernice  
Swinton

Cai Wiggins

Herbert  
“Daniel”  
Wool

# Mission Statement

Quality of life is "the standard of health, comfort, and happiness experienced by an individual or group." -- Oxford Languages

This definition guided what our mission is and has been useful to us as we navigate how we define the role of our subcommittee.

As a result, we employ a holistic approach to the resident; that is, tending to their individual bodies, minds, and spirits in order to achieve the goal of increasing the overall standard of "health, comfort and happiness" for each NYCHA resident and, by extension, the overall group collective.

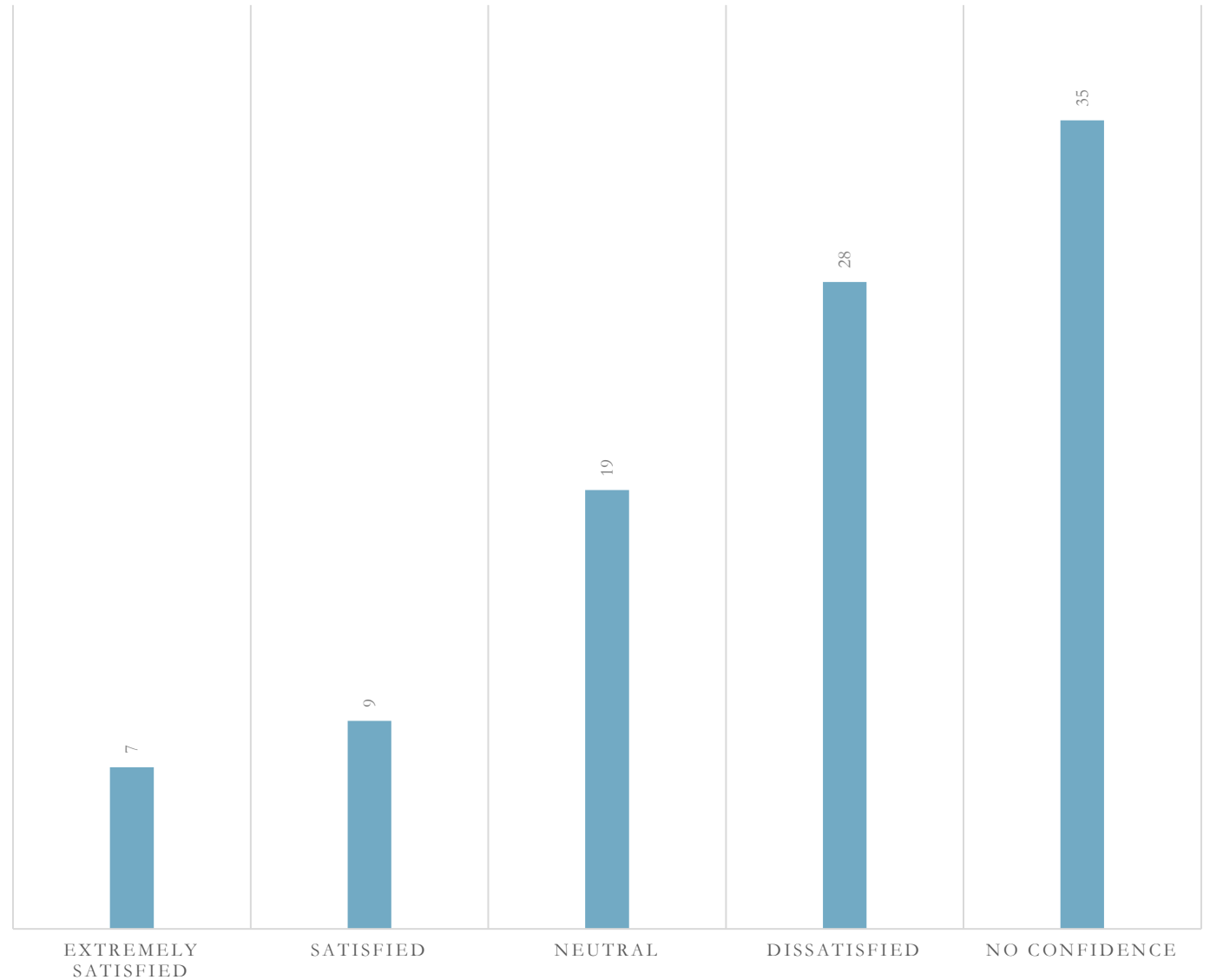
# Social Services Result Snapshot

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Internal Survey Result

98 Total Response

How satisfied are you with the Tenant/Resident Association at your development?

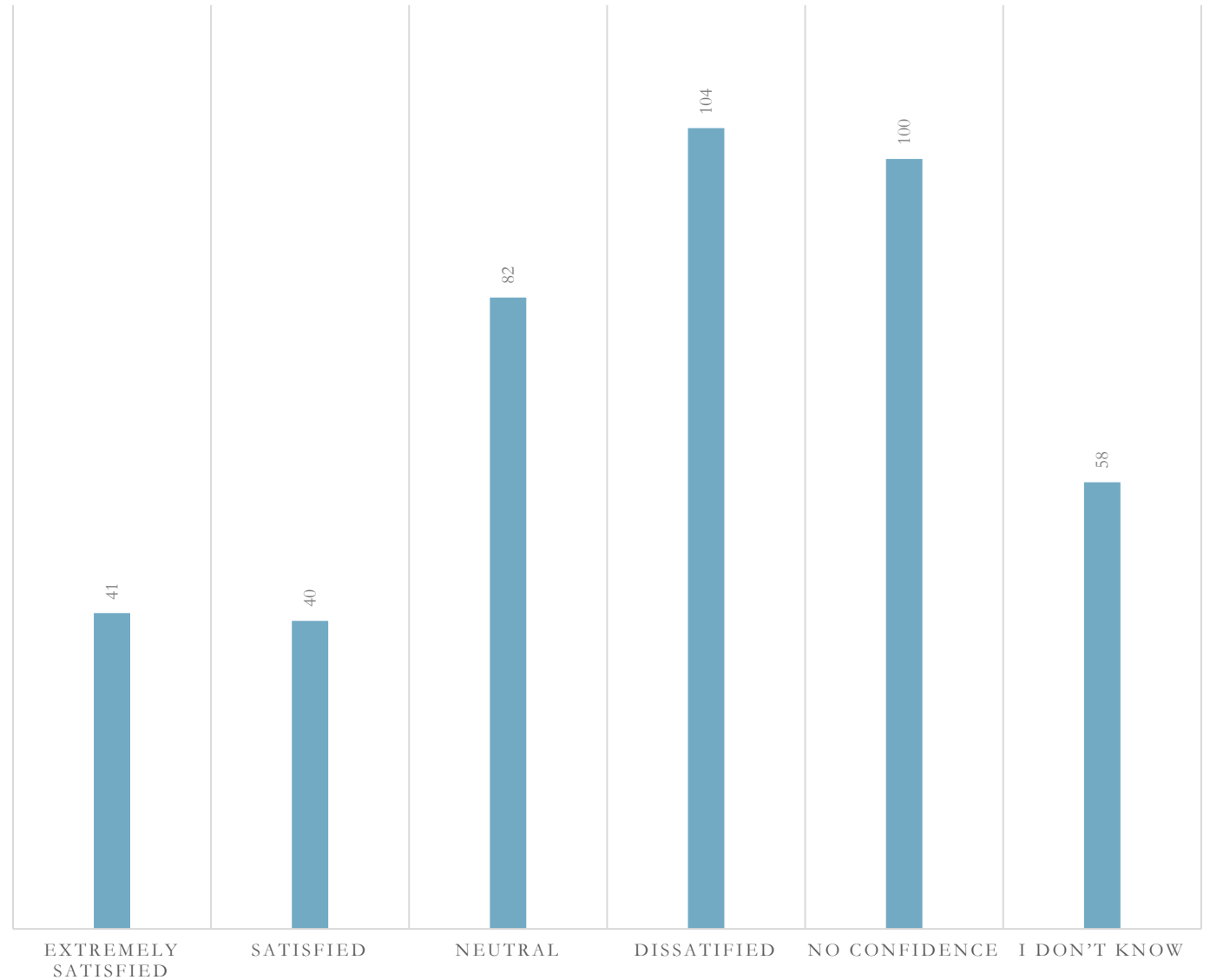


# Social Services Result Snapshot

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Total NYCHA Survey Results

425 Response



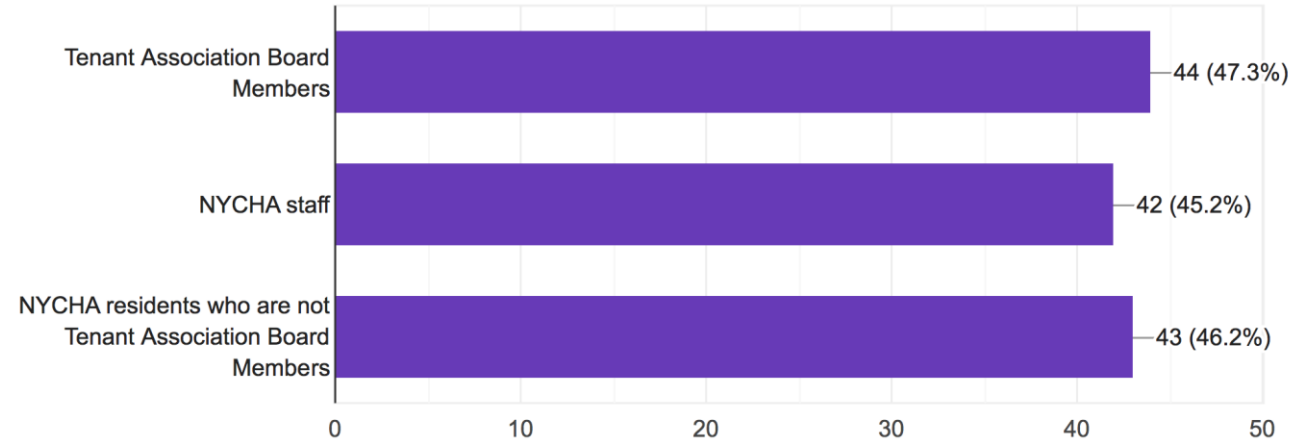


# Social Services Result Snapshot

Most respondents (95%) were not aware of Tenant Participatory Activity Fund

Who do you feel should be responsible for the Tenant Participatory Activity Fund?

93 responses

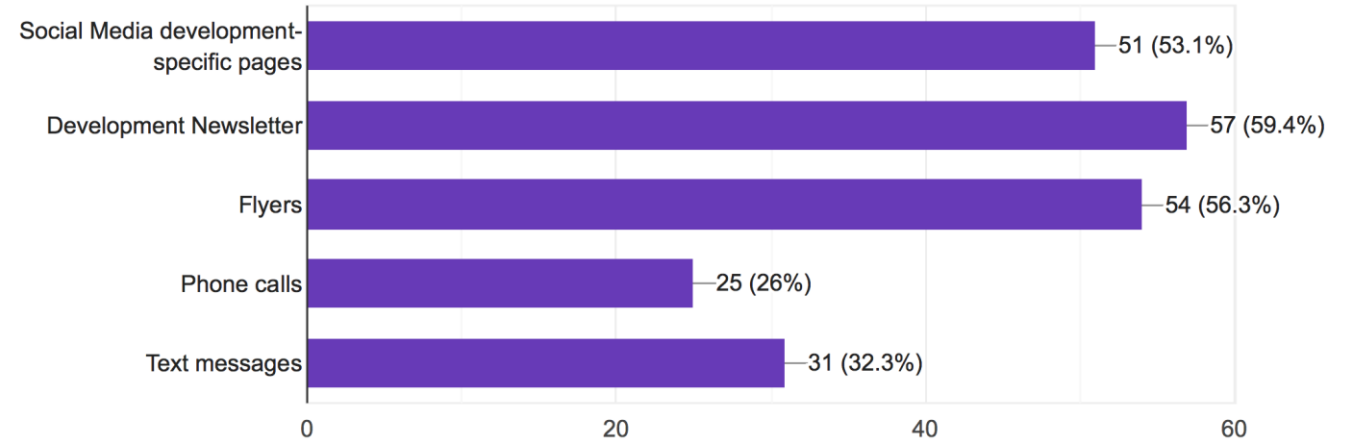


# Social Services Result Snapshot

Internal Survey result

How would you like to stay connected to your development?

96 responses

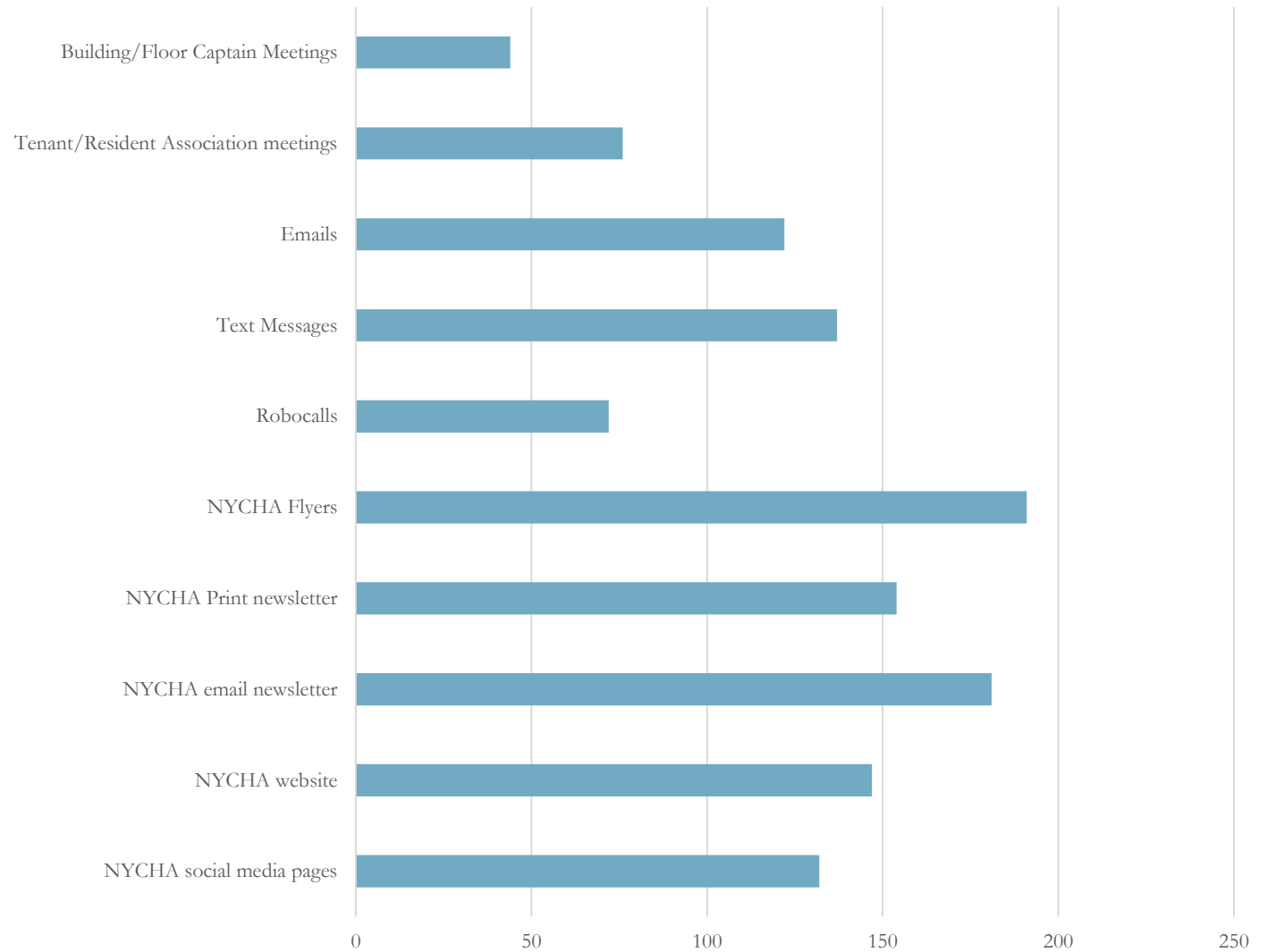


# Social Services Result Snapshot

Total NYCHA Survey Result

426 Total Responses

Top 3 choices: Flyers,  
newsletters, website





# Social Services Result Snapshot



Most respondents (68%-75%) wanted to see increase of services at their developments



Health/social services



Indoor/outdoor recreation



Employment, education related services was the most popular result in the NYCHA wide survey

# Social Services

## ❖ Recommendations:

- ❖ Establishing a central hub of information online and onsite at developments
  - ❖ Give information about tenant associations and background
  - ❖ Provide list of health and social services offering
  - ❖ Provide referral to CBOs(Community Based Organizations), agencies, resources, etc. to address different needs such as employment, education, training, financial literacy assistance
  - ❖ Create development specific pages to provide relevant information and contacts (management, TA, CBOs)
- ❖ Expanding services that are currently offered throughout NYCHA, as well as creation of new and reopening of previous health/social service centers based on unused space audit with community feedback



Creating an oversight committee consisting of tenant, tenant association board member and NYCHA staff to monitor Tenant Participatory Activity Fund



Adding to NYCHA Annual Notices question on how tenant would best like NYCHA to communicate with them



Provide incentives to participate in programs(education, employment training) and services (Metrocards, stipends, etc.)



Partner with CBOs (Settlement houses, clinics, local volunteer organizations, etc.) and other agencies (i.e., NYC Health & Hospital, OMH, DYCD, SYEP, etc.) to host events (resource fairs, recreational events, informational events)

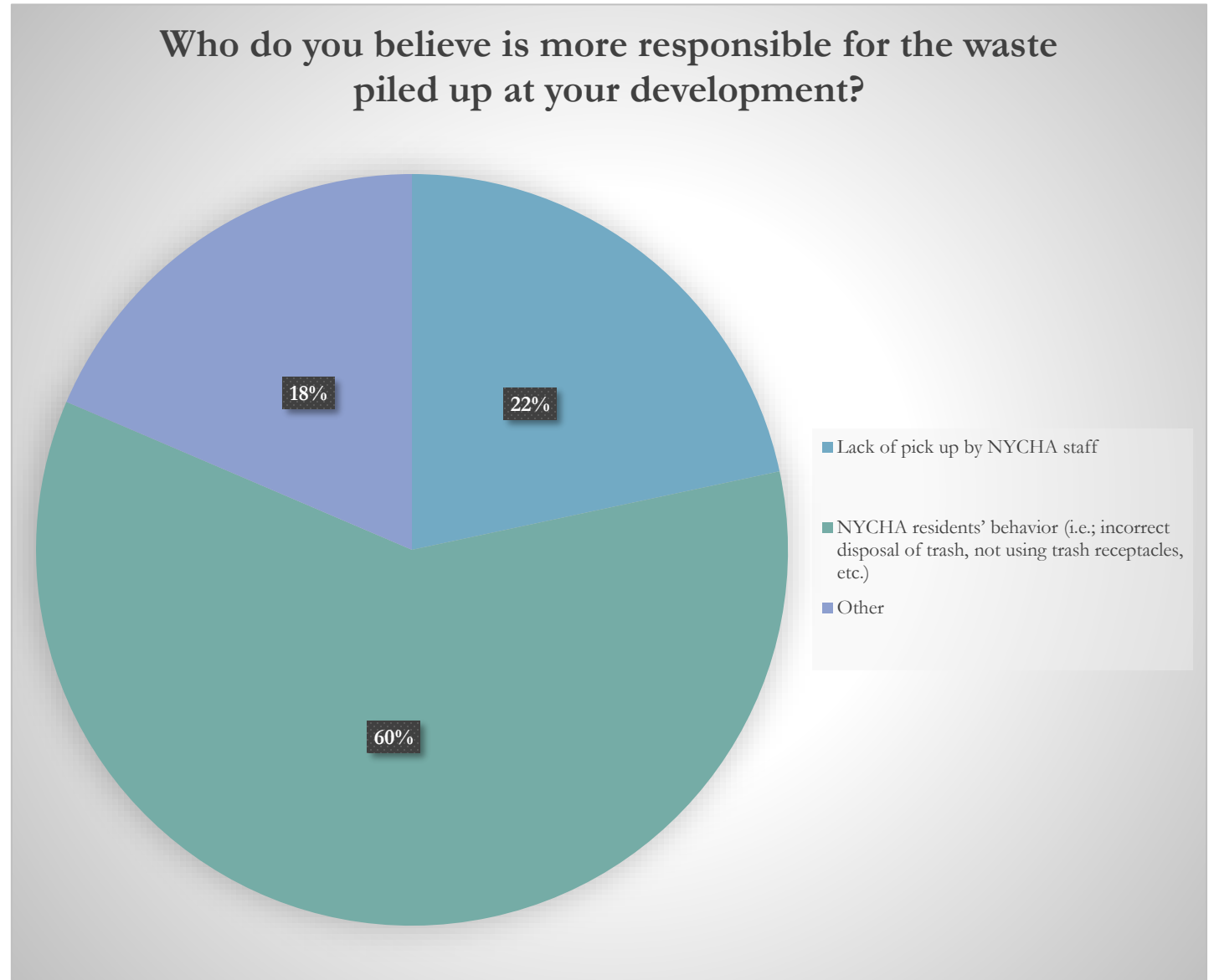


Expanding access to current NYCHA social service department (i.e., NYCHA Family Partnerships, NYCHA REES)

# Social Services Resolution

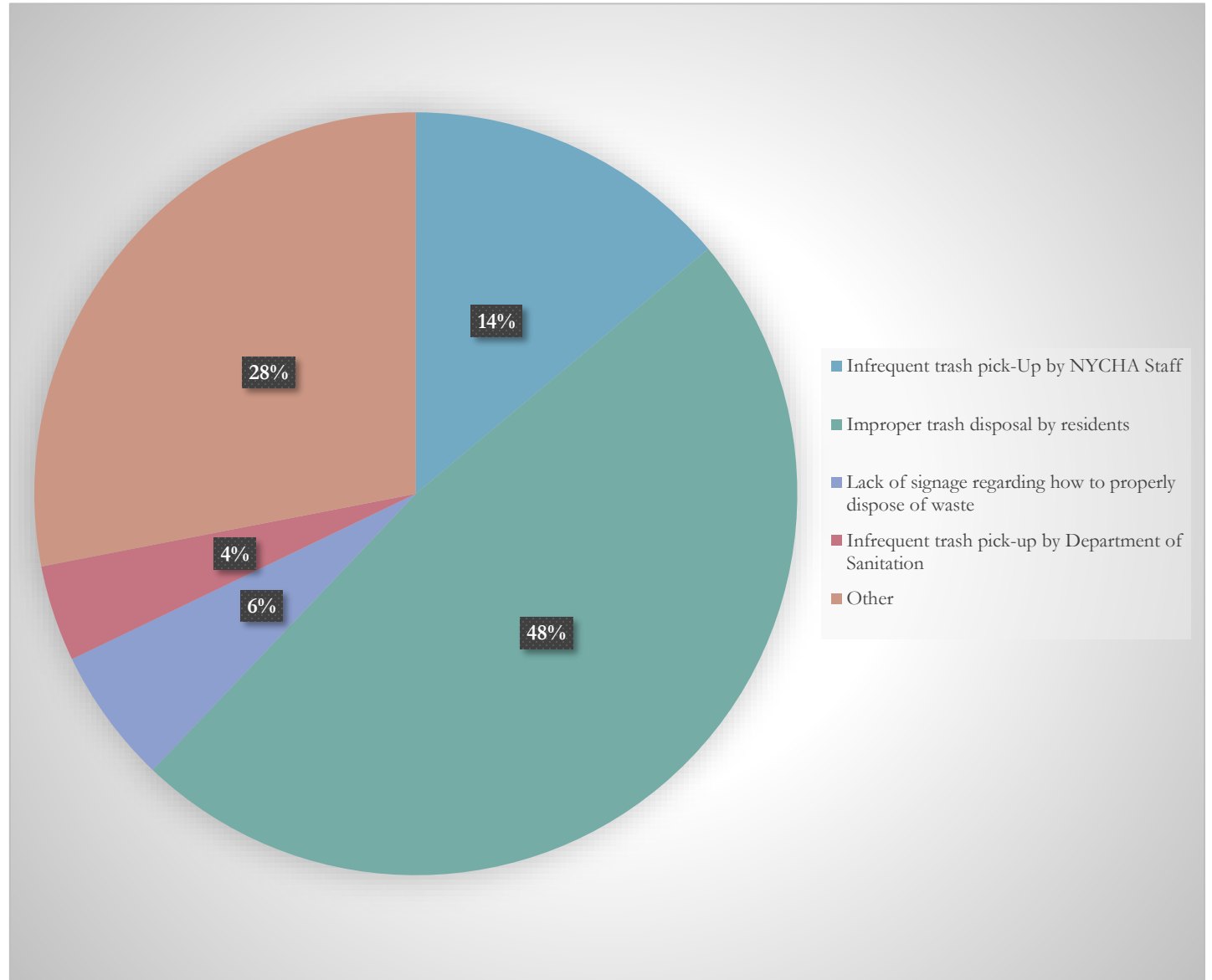
# Waste Management Result Snapshot

- Internal Results
  - 99 Total Responses
- Most respondents believe that residents' behavior is a major contributor to waste piled up on the development.



# Waste Management Result Snapshot

- Total NYCHA Survey
- 426 Total Responses

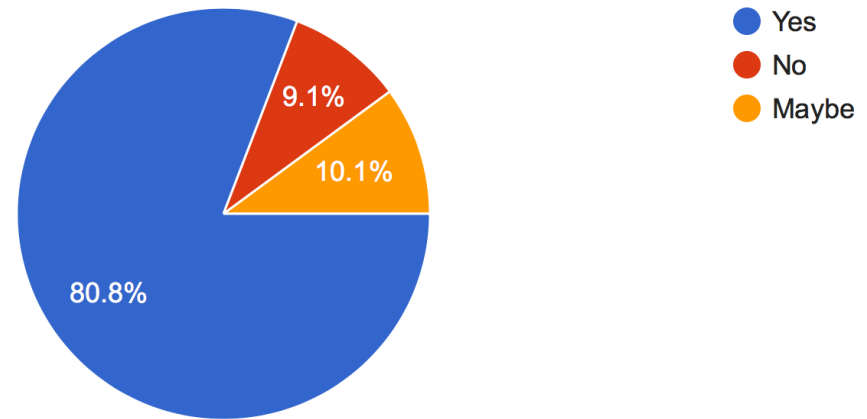


# Waste Management Result Snapshot

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- Most believe there should be penalties for improper trash practices

Should there be penalties for incorrect trash disposal, dumping, etc.?  
99 responses

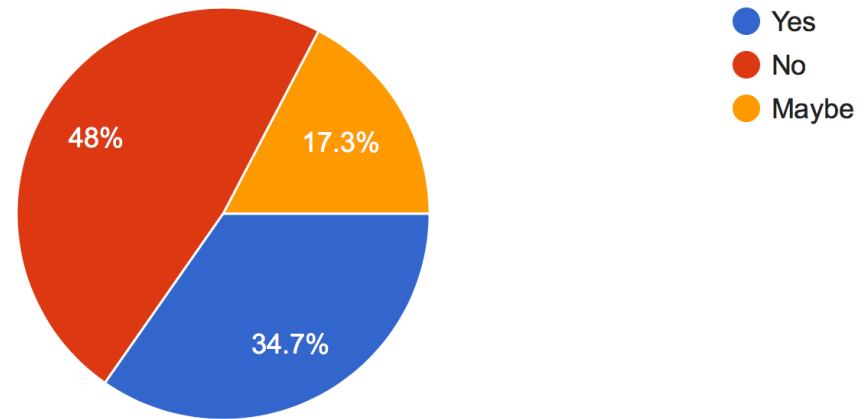


# Waste Management Result Snapshot

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Most were willing to volunteer to help clean or maintain their building

Would you be willing to volunteer to help clean or maintain your building?  
98 responses





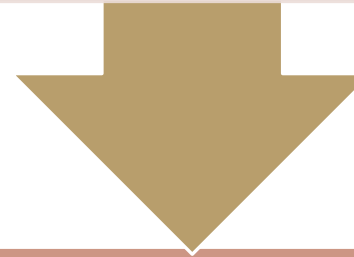
# WASTE MANAGEMENT

Since most respondents believe the residents' behavior is more responsible for waste pile up, we recommend:

New tenants should be properly onboarded on trash disposal policy and practices

Annual notices sent to residents akin to window guards with information on proper trash disposal practices and policy expectations (to be signed)

Immediate installation of larger hoppers for larger bags



Most respondents agreed that there should be penalties for incorrect trash disposal practices, we recommend:

Implementing a fair penalty/warning system for those who commit improper trash disposal practices

Working with NYCHA staff on identifying issues and steps to fix incorrect practices; NYCHA staff monitoring the state of garbage around development and taking appropriate action

Creating an enrollment system so residents can volunteer to help maintain their building

# Waste Management Resolutions

## Fair Penalty/ Warning system

- Utilizing CCTV, tenant patrol and maintenance to monitor improper trash disposal practices
- Provide clear guidelines to tenants and staff on proper policy and practices

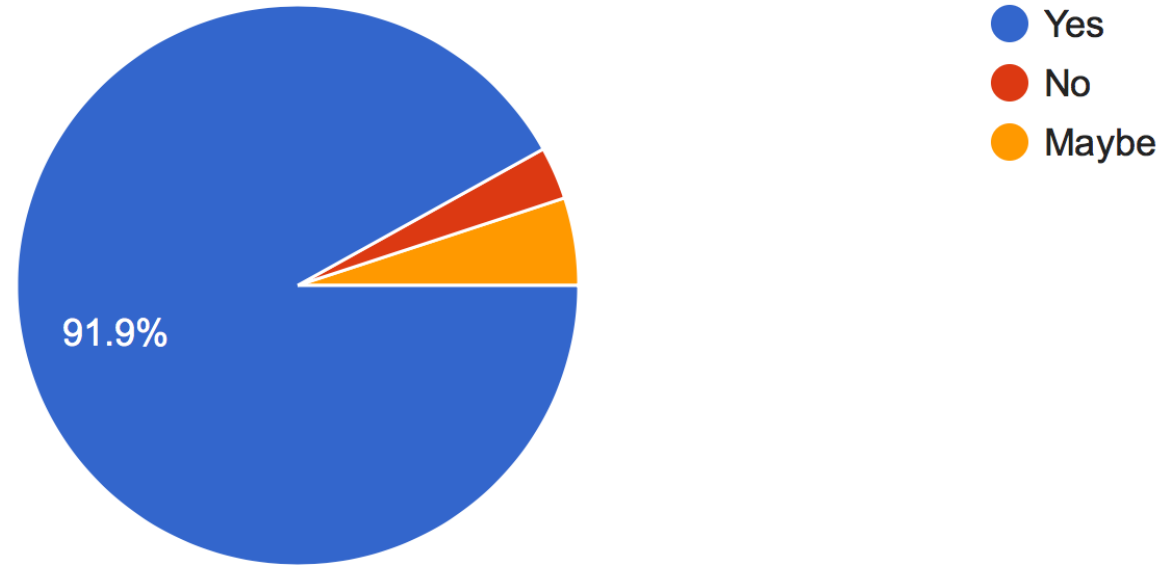
## Working with NYCHA Staff

- NYCHA staff (maintenance, super, housing assistants or managers) expected to monitor the state of cleanliness of their development and taking appropriate actions (i.e., reporting to supervisors, follow-up with tenants, cleaning, or submitting a ticket for repair)

*We believe our recommendations are in conjunction with NYCHA's pest management efforts which will lead to improved quality of life and less vermin issues.*

Would you like to see the addition of Development Beautification (Gardens/Flower Beds, Murals, etc.)

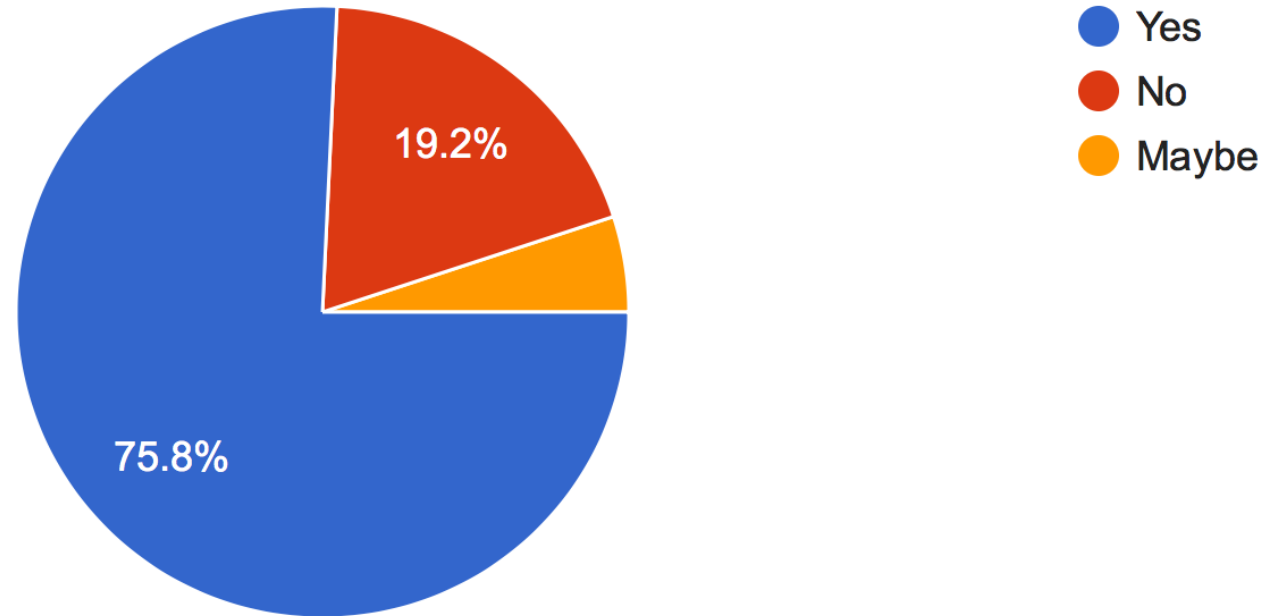
99 responses



Operational Services  
Result Snapshot

## Would you like to see the addition of Playground/Seating areas

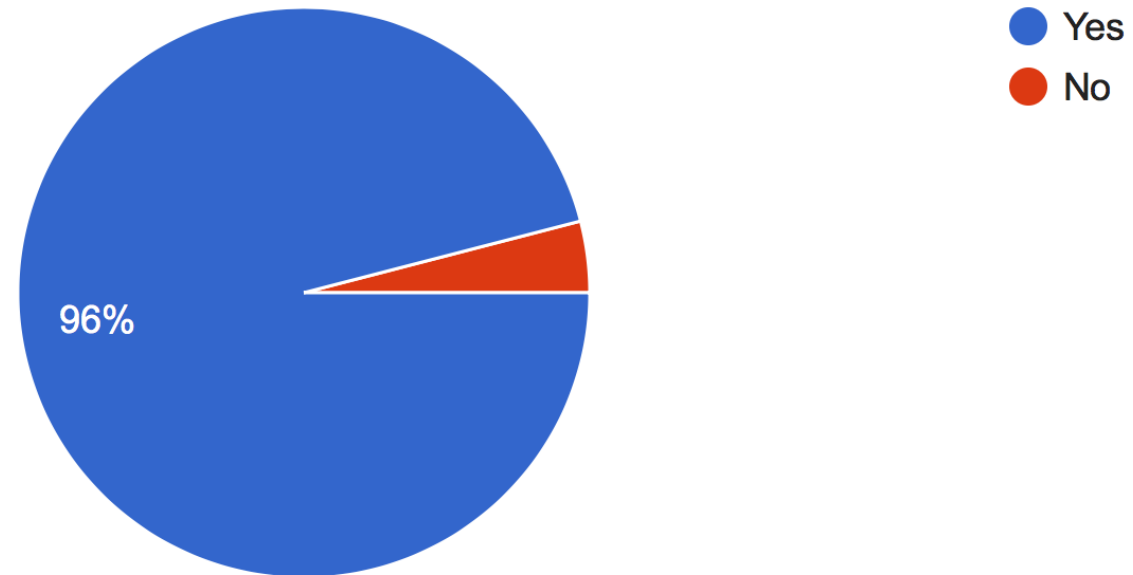
99 responses



Operational Services  
Result Snapshot

Would you like to have availability of a FREE shared space at your development for use by NYCHA residents (i.e.; a community room, office, computer lab, etc.)?

99 responses



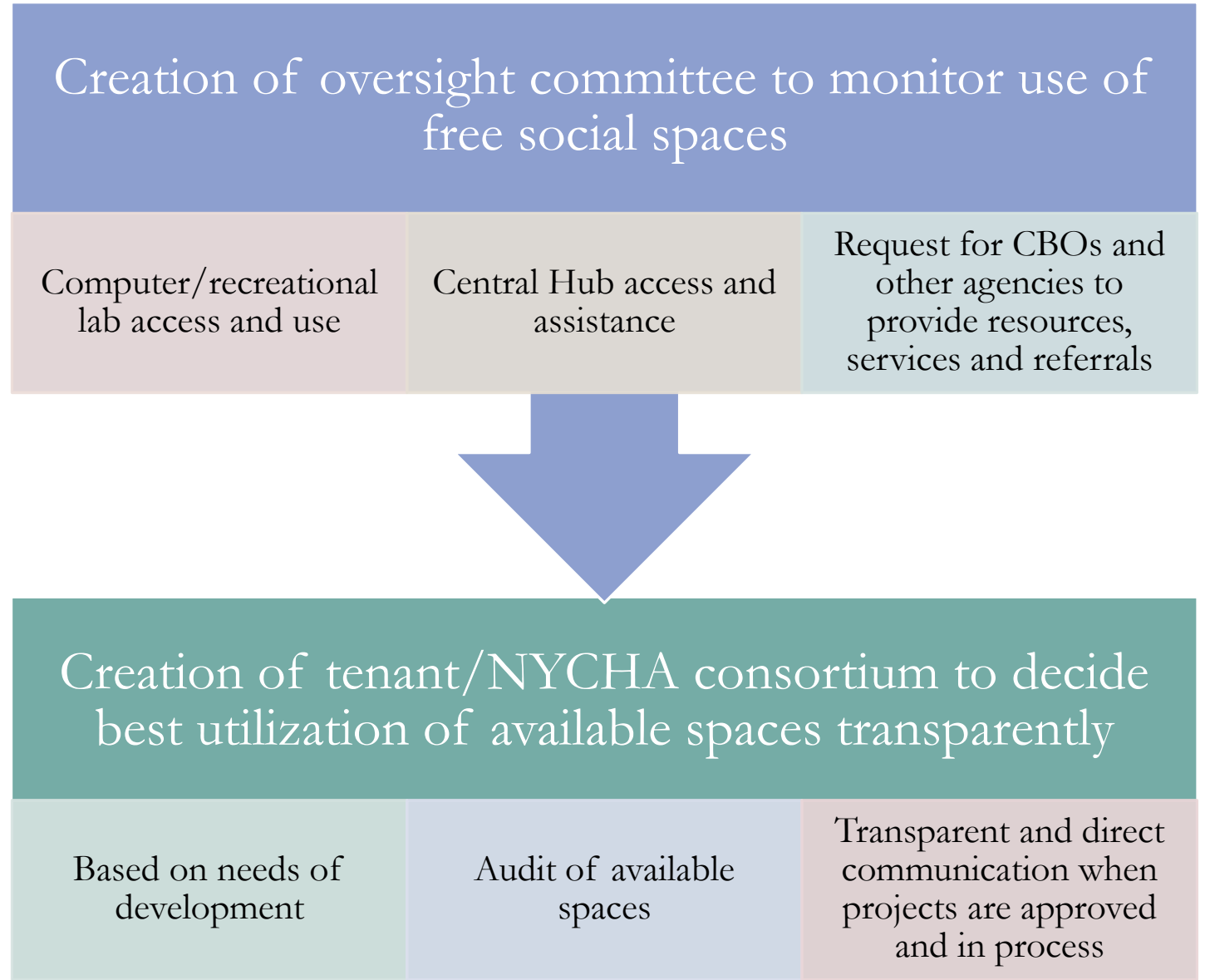
Operational Services  
Result Snapshot

# Operational Services

## ❖ Recommendations

- ❖ Better utilization of unused spaces to help better serve the whole tenant, via NYCHA and tenant consortium discussion of unused space audit (with feedback and recommendations)
- ❖ Increasing seating areas for adults
- ❖ Providing access to shared community spaces
  - ❖ Computer lab
  - ❖ Lounge/meeting area
  - ❖ Exercise space
  - ❖ Key card to tenants to provide accountable/secure access
- ❖ Bringing in a rotation of CBOs to highlight, host events/training opportunities that can empower tenants

# Operational Services Resolution





# Central Hub Suggestion

Manned Resource Space

Kiosk (like LinkNYC, Polo  
Grounds Digital signage but  
interactive)

Website





FEEDBACK

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THANK YOU!