

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED MEETING

Minutes of Board Meeting

Wednesday, February 24, 2016

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  
Beatrice Byrd, Member  
Zaire Z. Dinzey-Flores, Member  
Willie Mae Lewis, Member  
Michael P. Kelly, General Manager  
Vilma Huertas, Corporate Secretary

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

***Minutes***  
***Regular Meeting***  
***Wednesday, February 24, 2016***

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, January 27, 2016

**APPROVED**

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, February 24, 2016

1 Authorization to Amend the Agreement with Carahsoft Technology Corp.

Location:	Non-Development
Administering Department:	IT Infrastructure
Funding Source:	Operating & Capital – Federal
Amount:	\$376,748.25
Projected Section 3 Hires:	N/A

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Authorization is requested to amend the agreement with Carahsoft Technology Corp. for the purchase of Symantec software licensing with support services, authorized by Board Resolution 13-3/28-5 for an initial three-year term with one (1) two-year renewal option, to increase the not-to-exceed amount, in order to fund the first year of the two-year renewal option for the continued provision of services, commencing on March 29, 2016 and continuing through March 28, 2017.

**APPROVED**

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

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

Location:	Various (Manhattan)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$1,873,343.50
Projected Section 3 Hires:	1

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, New York Boiler, Inc. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

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

Location:	Various (Bronx)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$1,511,456.13
Projected Section 3 Hires:	1

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Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, New York Boiler, Inc. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

4 Award of a Requirement Contract for Service of Intercom Systems

Location:	Various (Brooklyn)
Administering Department:	Operations Support Services
Funding Source:	Operating – Federal
Amount:	\$1,519,874.45
Projected Section 3 Hires:	1

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, CLC Communications 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**

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

Location:	Various (Citywide)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$1,913,302.00
Projected Section 3 Hires:	N/A

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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 and as amended by Board Resolution 15-9/30-10 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 during the remainder of the initial three-year term, which commenced on March 18, 2013 and is continuing through March 17, 2016, and for the first one-year renewal option, commencing on March 18, 2016 and continuing through March 17, 2017.

**APPROVED**

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

Location:	Various (Bronx Management Area – BX1)
Administering Department:	Operations – Mixed Finance
Funding Source:	Operating – Federal
Amount:	\$5,502,075.30
Projected Section 3 Hires:	N/A

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Authorization is requested to amend this agreement with Building Management Associates, Inc. for private management services, authorized by Board Resolution 13-1/30-10 and as amended by Board Resolution 15-9/30-6 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 one-year renewal option for the continued provision of services, commencing on April 1, 2016 and continuing through March 31, 2017.

**APPROVED**

7 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Bronx Management Area – BX2)
Administering Department:	Operations – Mixed Finance
Funding Source:	Operating – Federal
Amount:	\$2,709,200.98
Projected Section 3 Hires:	N/A

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Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-11 and as amended by Board Resolution 15-9/30-7 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 one-year renewal option for the continued provision of services, commencing on April 1, 2016 and continuing through March 31, 2017.

**APPROVED**

8 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Bronx Management Area – BX3)
Administering Department:	Operations – Mixed Finance
Funding Source:	Operating – Federal
Amount:	\$3,678,408.30
Projected Section 3 Hires:	N/A

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Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-12 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 one-year renewal option for the continued provision of services, commencing on April 1, 2016 and continuing through March 31, 2017.

**APPROVED**

9 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Manhattan & Brooklyn Management Area – M/B1)
Administering Department:	Operations – Mixed Finance
Funding Source:	Operating – Federal
Amount:	\$5,047,917.00
Projected Section 3 Hires:	N/A

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Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-13 and as amended by Board Resolution 15-9/30-8, 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 one-year renewal option for the continued provision of services, commencing on April 1, 2016 and continuing through March 31, 2017.

**APPROVED**

- 10 Authorization of a Change Order to Requirement Contract No. HE1323155 Awarded to Maric Mechanical, Inc. Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$864,000.00
Projected Section 3 Hires:	N/A

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Authorization is requested to approve a change order to this requirement contract awarded to Maric Mechanical, Inc. for the replacement of temporary oil boilers with temporary natural gas boilers, authorized by Board Resolution 13-11/20-19, to increase the not-to-exceed amount, in order to cover the costs for relocating the temporary boilers at Redfern Houses.

**APPROVED**

- 11 Authorization of a Change Order to Requirement Contract No. AS1331681 Awarded to Air Tech Lab Inc. Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$11,326,835.54
Projected Section 3 Hires:	N/A

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Authorization is requested to approve a change order to this requirement contract awarded to Air Tech Lab Inc. for asbestos abatement, cleaning and restoration of crawl spaces, authorized by Board Resolution 15-3/25-11, to increase the not-to-exceed amount, in order to cover the costs for additional scope of work.

**APPROVED**

- 12 Authorization of a Change Order to Contract No. RF1402503 Awarded to R.S.N. Construction Co., Inc.

Location:	Various (Brooklyn)
Administering Department:	Capital Projects Division – Special Projects
Funding Source:	Capital – City
Amount:	\$10,000,000.00
Projected Section 3 Hires:	N/A

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Authorization is requested to approve a change order to this contract awarded to R.S.N. Construction Co., Inc. for exterior restoration and roofing replacement, authorized by Board Resolution 14-5/21-9, to increase the not-to-exceed amount, in order to cover the costs for additional façade repairs.

**APPROVED**

- 13 Award of a Requirement Contract for Exterior Restoration at Site Specific Developments

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, City, Mixed Finance & Other
Amount:	\$19,586,375.00
Projected Section 3 Hires:	10

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Roma Scaffolding, Inc.

**APPROVED**

14 Award of a Requirement Contract for Exterior Restoration at Site Specific Developments

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, City, Mixed Finance & Other
Amount:	\$14,498,465.51
Projected Section 3 Hires:	5

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Vikrant Contracting & Builders Inc.

**APPROVED**

15 Award of a Contract for Building Entrance Improvements

Location:	King Towers
Administering Department:	Capital Projects Division – City Capital
Funding Source:	Capital – City
Amount:	\$1,068,000.00
Projected Section 3 Hires:	1

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Authorization is requested to award this contract to the lowest responsive and responsible bidder, Project Eye Consultants Inc.

**APPROVED**

16 Authorization to Enter into an Agreement with SimplexGrinnell LP

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Construction
Funding Source:	Operating & Capital – Federal
Amount:	\$50,000,000.00
Projected Section 3 Hires:	N/A

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Authorization is requested to enter into an agreement with SimplexGrinnell LP for the design, build and maintenance of fire and smoke alarm systems, commencing on February 29, 2016 and continuing through February 28, 2019, or commencing on such other date as may be determined by the General Manager or the Acting Executive Vice-President for Capital Projects Division and continuing for three (3) years thereafter, with two (2) one-year renewal options to be exercised at the Authority's sole discretion, pursuant to the terms and conditions of the NYC Department of Corrections Contract No. CT107220121436575.

**APPROVED**

17 Award of a Contract for Restoration Related to the Response to and Recovery from Hurricane Sandy

Location:	Smith
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$51,333,000.00
Projected Section 3 Hires:	20

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Authorization is requested to award this contract to the lowest responsive and responsible bidder, Navillus Tile, Inc./DBA Navillus Contracting.

**APPROVED**

- 18 Authorization to Approve the Chair's Appointment of Derrick Cephas as Chair and Victor A. Gonzalez as Co-Chair of the Audit Committee

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

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Authorization is requested, pursuant to Section II of the Charter of the Audit Committee of the New York City Housing Authority, as established by Board Resolution 03-6/18-18 and as subsequently amended, to approve the Chair's appointment of Derrick Cephas as Chair and Victor A. Gonzalez as Co-Chair of the Audit Committee.

**APPROVED**

- 19 Authorization to Approve the Chair's Appointment of Richard Kuo as an Independent Member of the Audit Committee

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

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Authorization is requested, pursuant to Section III of the Charter of the Audit Committee of the Authority, as established by Board Resolution 03-6/18-18 and as subsequently amended, to approve the Chair's appointment of Richard Kuo as an Independent Member of the Audit Committee.

**APPROVED**

- 20 Authorization to Approve the Chair's Appointment of Mark Kaplan as an Independent Member of the Audit Committee

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

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Authorization is requested, pursuant to Section III of the Charter of the Audit Committee of the Authority, as established by Board Resolution 03-6/18-18 and as subsequently amended, to approve the Chair's appointment of Mark Kaplan as an Independent Member of the Audit Committee.

**APPROVED**

- 21 Board Member Dinzey-Flores moved that the Members be authorized to meet in Executive Session today to discuss the litigation matter of New York City Housing Authority v. Federal Insurance Company et al. (Great American Insurance Company of New York, Maiden Specialty Insurance Company and Bedivere Insurance Company F/K/A OneBeacon Insurance Company F/K/A Traders & General Insurance Company).

**APPROVED**



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Vilma Huertas  
Corporate Secretary



# **NYCHA Board Calendar Meeting**

**Chair's Report**

**February 24, 2016**

**[NextGen@nycha.nyc.gov](mailto:NextGen@nycha.nyc.gov)**



# Agenda

- ❑ NextGen Neighborhoods Recap
  - City Council Hearing
  - Community Visioning Sessions at Wyckoff Gardens and Holmes Towers
  
- ❑ Preservation Efforts
  - 1-Year Anniversary Tour – Tri-borough Partnership
  - Rental Assistance Demonstration RFP at Ocean Bay (Bayside)
  
- ❑ NYCHA in the News

# NextGen Neighborhoods Recap

- ❑ City Council Hearing
- ❑ Ongoing Community Visioning Sessions at Wyckoff Gardens and Holmes Towers

# City Council Hearing

- ❑ Chair provided testimony to the Committee on Public Housing at Holmes Towers on 1/26
- ❑ Spoke to the importance of Next Gen Neighborhoods to preserving public housing
- ❑ NYCHA Budget Hearing will take place 3/17 @ 10 a.m. in City Council Chambers



David Farber, Executive Vice President for Legal Affairs and General Counsel, Law Department  
Shola Olatoye, Chair and CEO  
Nicole Ferreira, Vice President for Development

# Community Visioning Sessions

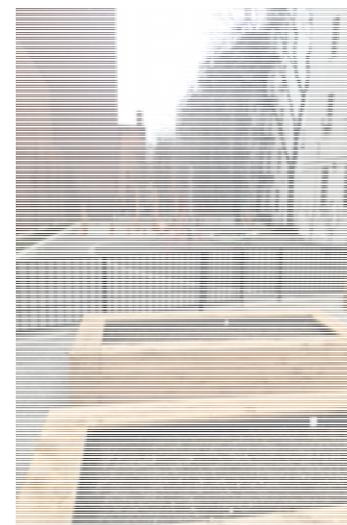
- ❑ Held by NYCHA's CP&D and REDD Team
- ❑ Wyckoff Gardens (2/17 and 2/24)
  - 51 residents
- ❑ Holmes Towers (2/18 and 2/23)
  - 38 residents
- ❑ Topics covered:
  - Possible Building Locations, Site Improvements, Building Height, Building Amenities



Photos from Visioning Session at Wyckoff Gardens

# Preservation Efforts: Anniversary Tour

- 1-year anniversary tour of Millbank-Frawley and East 120<sup>th</sup> Street
  - Guests included City and State elected officials
  - Showcased capital improvements and new management structure 1-year after implementing new HUD funding structure



# Preservation Efforts: RFP at Ocean Bay

- ❑ Rental Assistance Demonstration RFP released at Ocean Bay (Bayside)
  - 24 buildings
  - Approximately 1,400 apartments
  - \$174 million in major improvements and upgrades over next 20 years needed
  - Preservation efforts will allow for increased revenue and necessary repairs
  - Awaiting proposals for financing, major rehabilitation and operations



# NYCHA in the News

- ❑ Fund for Public Housing in the NYTimes
  - Illuminated NYCHA's innovative approach to improve residents' quality of life and decrease deficit
  
- ❑ Nick Bloom's 3-Part series in the Gotham Gazette on NYCHA
  - Rebuilding NYCHA: A Fresh Look
  - Goodbye to 'First Generation' NYCHA
  - Looks Matter: Especially in Public Housing





# **NYCHA Board Calendar Meeting**

**General Manager's Report**

**February 24, 2016**

**[NextGen@nycha.nyc.gov](mailto:NextGen@nycha.nyc.gov)**



# Agenda

- NYCHA Year End Key Performance Indicator (KPI) Report
- Arctic Blast Response

# Key Performance Indicator (KPI) Report

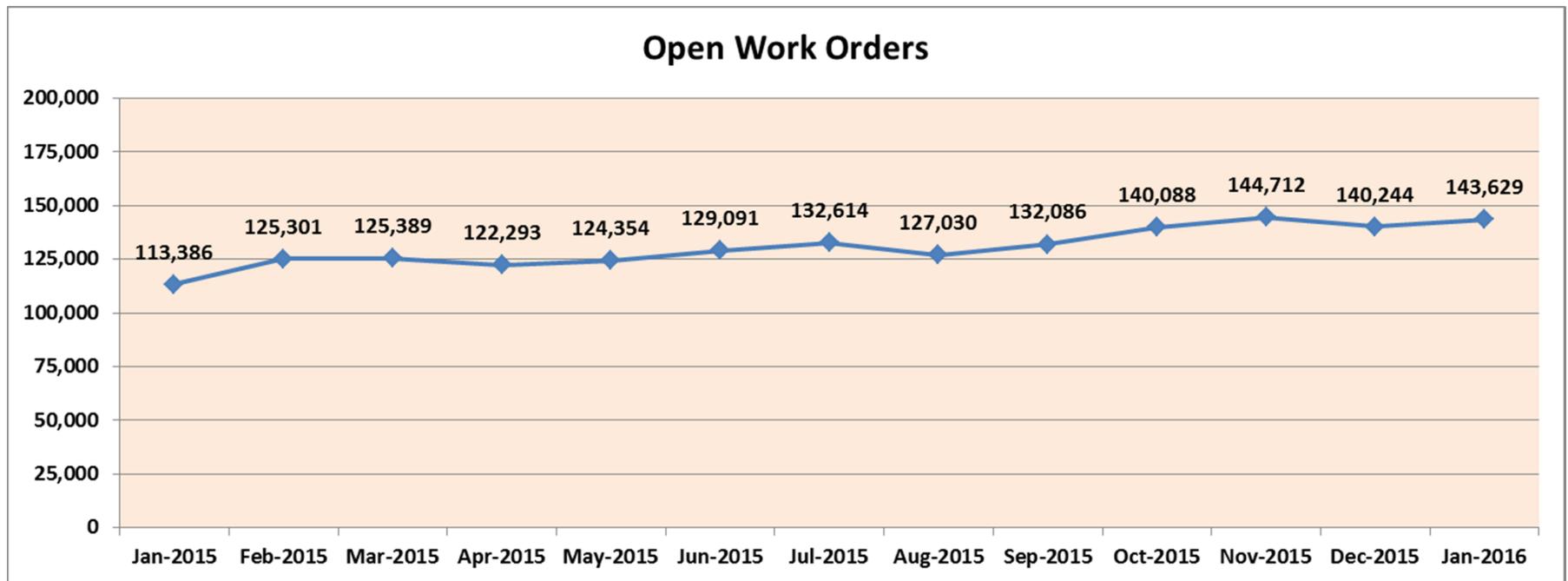
- ❑ The Key Performance Indicator (KPI) report tracks the NYCHA's performance in four main areas:
  - Financial (Rent Collection)
  - Work Orders (Emergencies, Maintenance and Skilled Trades)
  - Vacancies (Apartment Turnaround Time and Occupancy Rate)
  - Customer Satisfaction (Residents satisfied with repairs)

# New Rent Collection Performance Metric

- ❑ The rent collection task force has discontinued using the Gross Potential Rent (GPR) metric and introduced new metrics in January 2016.
- ❑ The new metric will measure the PHAS Tenant Accounts Receivable (TAR) Collection Rate.
- ❑ In January 2016 under TAR, NYCHA collected \$80M total amount due out of \$115M. This is a 70% collection rate. The HUD target is 97.5%.
- ❑ In December 2015, under GPR, NYCHA collected 76%.

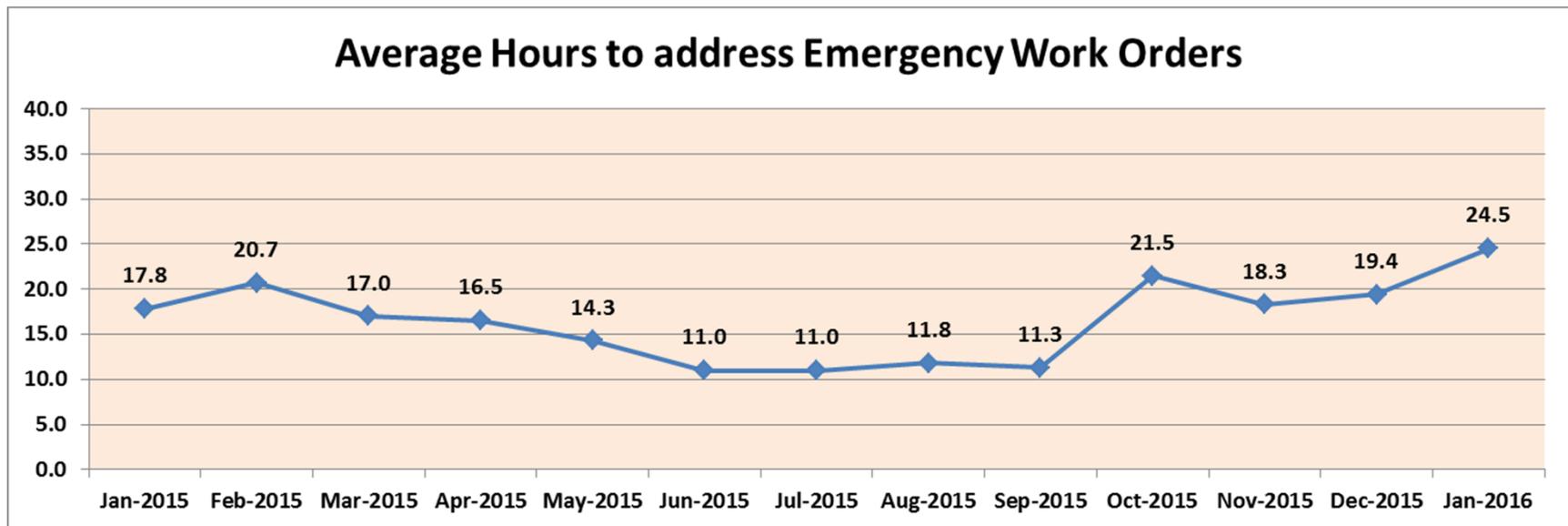
# Work Orders Overview

- As of January 31, 2016, there were 143,629 open work orders. The backlog was higher than in December but it was lower than the peak of almost 145,000 in November 2015.



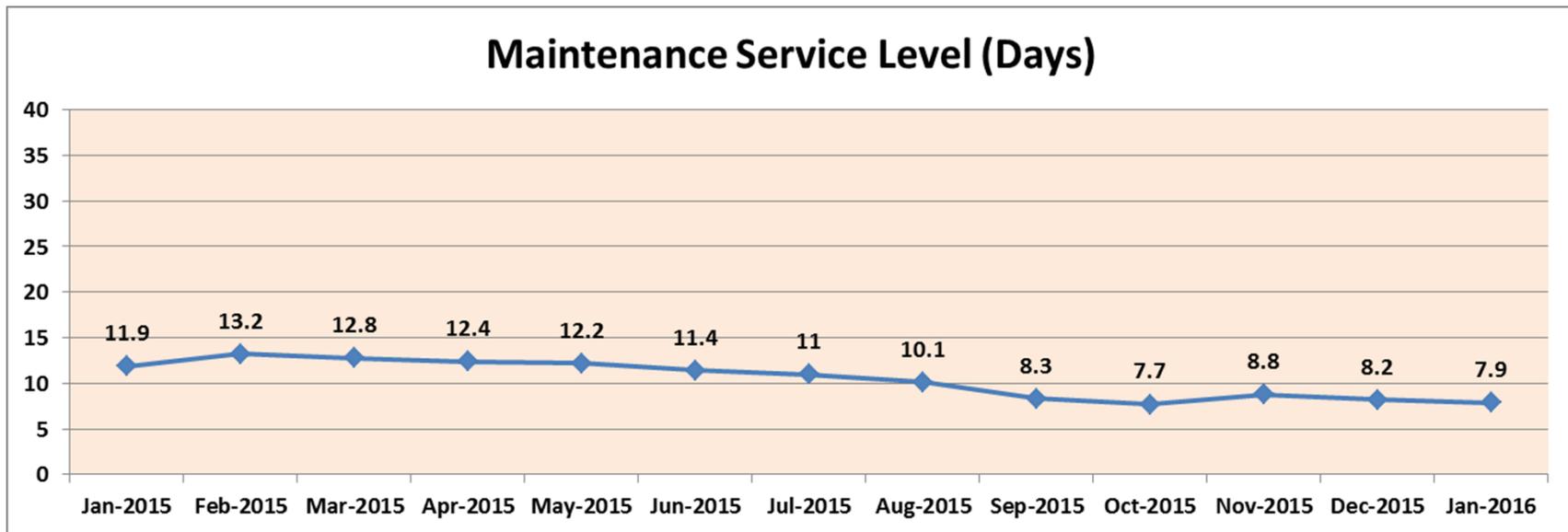
# Emergency Work Orders

- ❑ Emergency work orders are high priority items such as heat and hot water, gas, elevator outages, etc. NYCHA has a target of 24 hours to respond to these conditions.
- ❑ In January 2016, the average time to resolve emergencies was 24.5 hours and over the target of 24 hours. It was the longest time since January 2015.



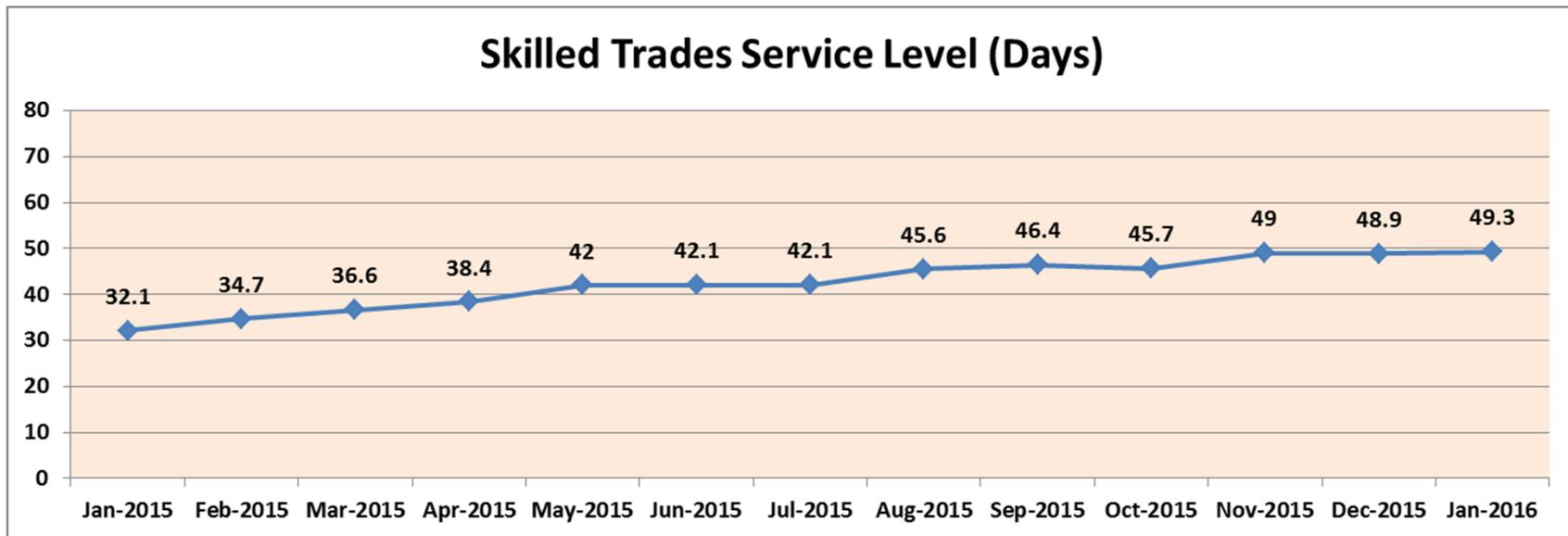
# Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ In January 2016, the service level was 7.9 days, the lowest since October 2015.



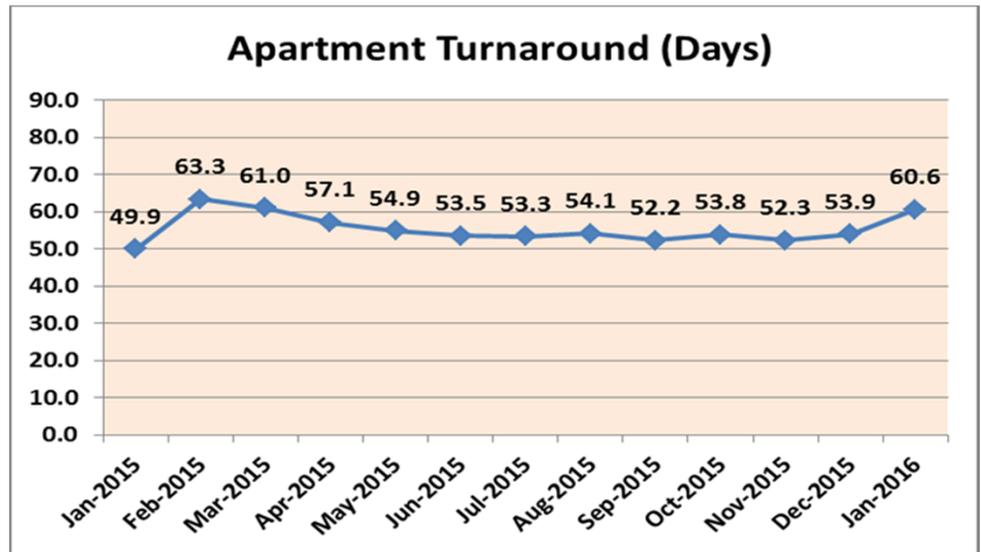
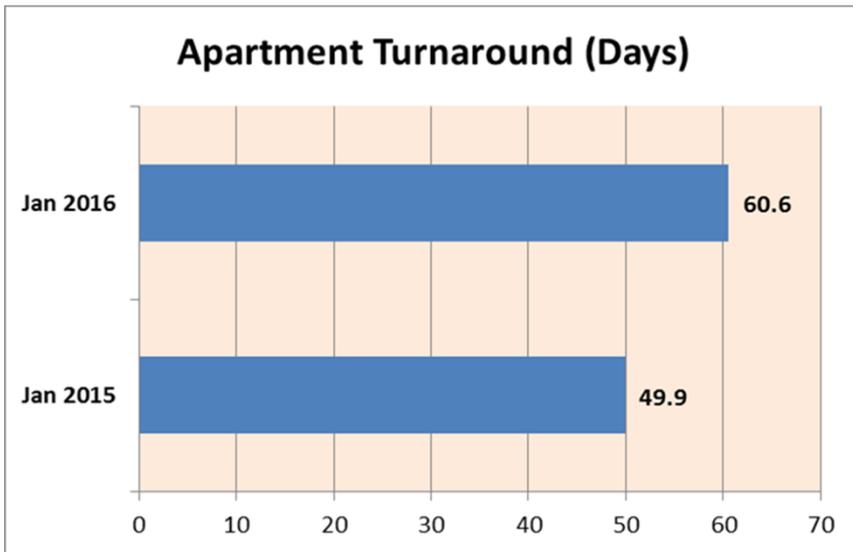
# Skilled Trades Work Orders

- ❑ The Skilled Trades Service Level measures the Authority's performance in addressing more complex repairs such as carpentry, painting and plastering.
- ❑ The service level continues the upward trend. It was 49.3 days in January 2016, the highest since January 2015.



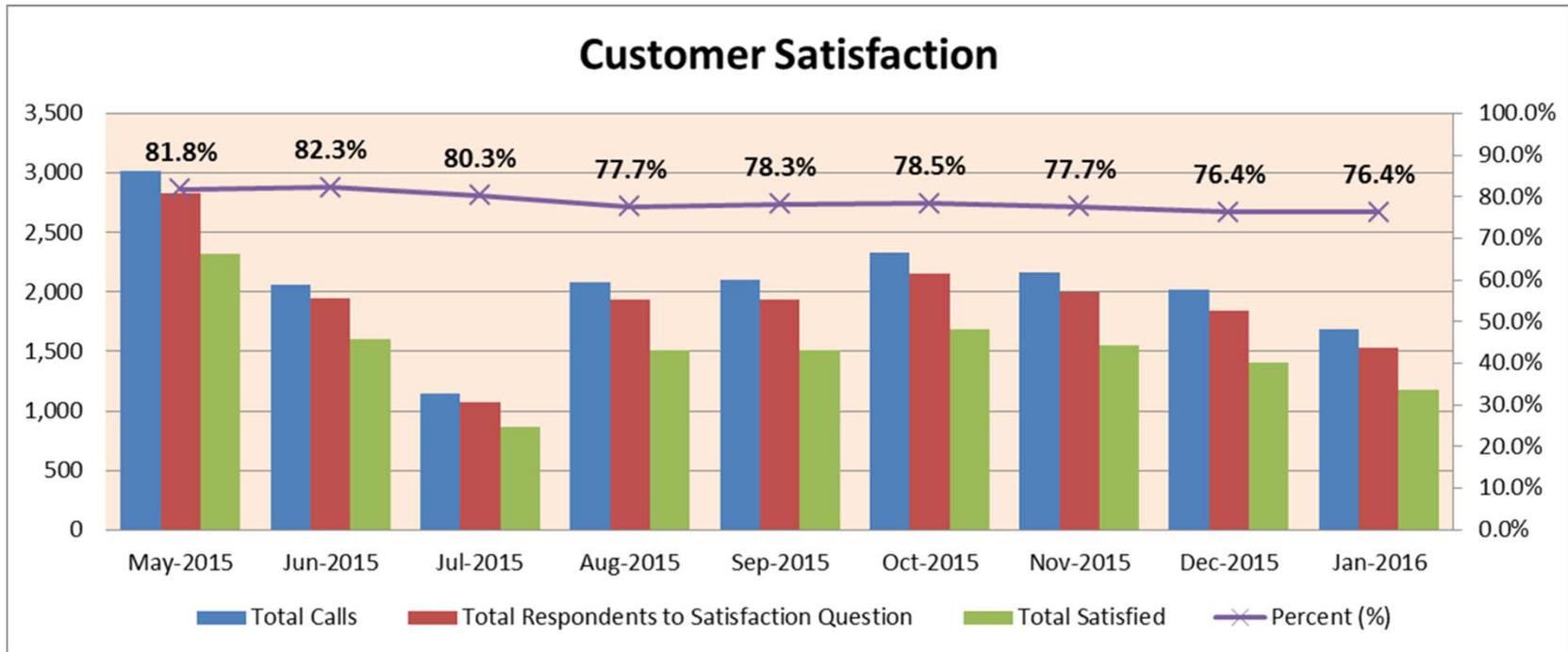
# Apartment Turnaround Time

- ❑ The Apartment Turnaround measures the average days to re-occupy a NYCHA apartment after it has been vacated. The target is 30 days.
- ❑ The year to date turnaround for January 2016 was 60.6 days , an increase of 11.4% compared to 49.9 days last January.



# Customer Satisfaction

- ❑ The Customer Satisfaction measures the percentage of residents satisfied with the overall experience with their repair. This information is obtained from the results of the monthly robocalls conducted by the CCC for closed work orders.
- ❑ In January 2016, 76.4% residents reported being satisfied with their repair.



# Arctic Blast

## Extreme Cold Weekend Weather Event

- ❑ The Event took place from Monday, February 15 through Friday, February 19, 2016.
  
- ❑ **NYCHA Objectives:**
  - Maintain Heat and Hot Water Service.
  - Timely response to mitigate issues or make necessary repairs.
  - Coordinate with citywide partners as needed/requested to fulfill NYCHA's role in the Citywide Winter Weather Emergency Plan.

# Extreme Cold Weekend Weather Event

- ❑ Nearly **2,000 boilers working overtime** to combat arctic blast temperatures. (After years of federal funding reductions and state disinvestment, **nearly 950 boilers—or roughly half**—of NYCHA’s boilers are past their useful life and in need of replacements.)
- ❑ During the peak of the Arctic blast – Saturday & Sunday – **NYCHA responded to heating issues and complaints at nearly 90 developments**.
- ❑ **More than 200** heating technicians, plumbers, electricians, and welders – in addition to outside vendors – worked each day, around the clock, as part of rapid response teams to manage emergency outages Saturday, Sunday and Monday.
- ❑ **24-hour watch teams** are monitoring mobile boilers through the weekend.
  - On-site watch teams enabled NYCHA to immediately respond to heating issues during the arctic blast and deploy rapid response teams as needed.
  - Looking for a total of mobile outages – responses.
- ❑ Contractors were on stand-by in case cold weather conditions cause a water main break in need of immediate response.
  - No water main breaks were reported during the arctic blast.

# Extreme Cold Weekend Weather Event

## Work Order Stats:

- ❑ A total of 12,180 work orders were created of which 2,114 were closed and 9,186 cancelled. The average time to complete was 30.1 hours.
- ❑ Of the work orders closed, 18.3% were unfounded.

	# Work Orders Created	# CLOSED	# CANCELLED	% Work Orders Closed and Cancelled	Average Hours to complete	# Work Orders Unfounded	% Work Orders Unfounded (from closed)
HEAT	8,924	1,635	6,637	92.7%	30.3	321	19.6%
HOT WATER	3,256	479	2,549	93.0%	29.6	65	13.6%
<b>Grand Total</b>	<b>12,180</b>	<b>2,114</b>	<b>9,186</b>	<b>92.8%</b>	<b>30.1</b>	<b>386</b>	<b>18.3%</b>

# Extreme Cold Weekend Weather Event

## Heat and Hot Water Outages

- ❑ 6 *major* heat outages – each outage lasted about 2 hours (exception Samuel [City])
  - Clinton (139 apartments) – broken steam riser (9 complaints - Fri & Sat)
  - Stapleton (45 apartments) – broken supply line (1 complaint – Fri)
  - Leavitt Street-34<sup>th</sup> Avenue (83 apartments) – flooded boiler (1 complaint – Fri)
  - Patterson (895 apartments) – broken equipment (coupling) (71 complaints – Fri & Sat)
  - Independence (125 apartments) – broken pipe (riser); also affected hot water (10 complaints – Fri & Sat)
  - Samuel (City) (20 apartments) – gas service disruption; also affected hot water (12 complaints – Fri & Sat)
  
- ❑ 2 *major* hot water outages –outages lasted an average of 11 hours
  - Hope Gardens (130 apartments) – valve replacement
  - Pomonok (52 apartments) – loss of gas pressure, switched boilers to oil.

# Extreme Cold Weekend Weather Event

Operations / Emergency Services Dept. (ESD) / Heating Management Dept.

- ❑ Staff dedicated to monitor all mobile boilers.
- ❑ Extra staffing on-hand and/or available for response as needed in the following areas:
  - Heating (to include Heating Plant Technicians)
  - Oil Burner Mechanics
  - Plumbing
  - Electrical
  - High-Voltage Electricians
  - CCTV Electricians
  - Welding
  - Central Shops Maintenance

# Extreme Cold Weekend Weather Event

## Disaster Recovery/CPD

- Provided updates through weekend
- Maintained a 24hr Mobile Boiler watch (4 teams) throughout the weekend
- Conducted outreach by phone to vulnerable residence at Sandy impacted developments;
- Encouraged residents to sign up for Notify NYC, the City's free emergency notification system during their outreach

## Supply Management and Procurement

- Two Buyers on standby Saturday and Sunday
- Issued a block of PO's to Operations for use in the event of an emergency
- Grainger on notice in the event electric heaters are needed in quantity quickly
- Water Main Contractors on notice in the event of a break
- Checked with the LIC warehouse for inventory of portable heaters on hand

# Extreme Cold Weekend Weather Event

## Intergovernmental

- Disseminated two emails on the Cold Weather Alert, one on Friday and one on Sunday to elected officials and their staff. In addition, any issues reported to us over the weekend from elected officials we help resolve.
- Notified OEP of cold weather related inquires through Monday.

## CCC

- CCC provided OEP with Heat and Hot Water information at 8AM, 2PM and 8PM through Monday for number of calls received, heat complaints created, hot water complaints in support of NYCHA's role in City plan.
- Mandatory overtime for staff to ensure adequate staffing level over the long weekend.
- From Midnight 2/11/16 through 2PM on 2/12/16: a total of 10,617 heat and hot water calls were received.

# Extreme Cold Weekend Weather Event

## Emergency Preparedness

- Managed Interagency conference calls and distribute notes throughout the weekend.
- Advised City partners of the 24/7 outage tracking available on the My NYCHA Developments webpage (<https://my.nycha.info/DevPortal/>)
- Prepared and updated Situational Awareness reports as needed.

## Communications:

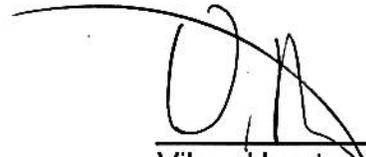
- NYCHA website displayed winter weather and cold weather tips information.
- NYCHA's press release on NYCHA preparations for the extreme cold created and disseminated:  
<http://www1.nyc.gov/site/nycha/about/press/pr-2016/cold-weather-20160212.page>
- Updated Social media sites.

THREE-THOUSAND ONE HUNDRED MEETING

Wednesday, February 24, 2016

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:30 A.M.



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Vilma Huertas  
Corporate Secretary