



FlexOps | Flexible Operations Expanded Service Hours

RESIDENT FACT SHEET



Flexible Operations: Expanded Service Hours, or FlexOps, is a new initiative to extend property service hours by creating multiple, staggered shifts for NYCHA's frontline staff. The purpose of FlexOps is to improve customer service and the quality of life with extended hours to tackle property cleanliness, repairs and other critical issues.



Property Management

Current Schedule

Office Hours
Mon-Fri
8:30 AM-4:30 PM

FlexOps Schedule

Office Hours	
Mon-Fri	Sat
8:30 AM-4:30 PM	8:30 AM-12:00 PM <i>by appointment</i>



Maintenance & Repairs

Work Order Repair Appointments

Mon-Fri	
Morning	Afternoon
8:00 AM-12:00 PM	12:00 PM-4:00 PM

Work Order Repair Appointments

Mon-Fri		
Morning	Afternoon	Early Evening
8:00 AM-12:00 PM	12:00 PM-4:00 PM	4:00 PM – 7:30 PM

Simple repairs such as basic plumbing (faucet, clearing stoppages), carpentry, hardware for doors and windows: replacing windows guards, smoke detectors, CO detectors, and outlets; and fixing refrigerators and stoves, etc.



Janitorial & Grounds

Cleaning and maintaining the grounds and public spaces.
Mon-Fri
8:00 AM-4:30 PM

Cleaning and maintaining the grounds and public spaces.
Mon-Fri
6:00 AM-7:00 PM

First initial developments will be phased in starting in **spring 2016**.



Schedule routine repairs after work, in the **early evening** from 4:00 pm until 7:30 pm.



Start the day with **cleaner** public spaces and grounds, with caretakers beginning at 6:00 am.



End the day with **cleaner** public spaces and grounds, with caretakers finishing at 7:00 pm.



Schedule a meeting to talk with property management on **Saturdays** (8:30 am – 12:00 pm).