



FlexOps is now at your development!

Flexible Operations: Expanded Service Hours, or FlexOps, is a 4 month pilot program to extend property service hours by creating multiple, staggered shifts for NYCHA’s frontline staff. FlexOps is intended to improve customer service and quality of life by extending service hours to tackle property cleanliness, repairs and other critical issues.



Property Management

Old Schedule		FlexOps Schedule	
Office Hours		Office Hours	
Mon-Fri		Mon-Fri	<i>Tuesday</i>
8:30 AM-4:30 PM		8:30 AM-4:30 PM	<i>4:30 PM-8:00PM by appointment</i>



Maintenance & Repairs

Work Order Repair Appointments		Work Order Repair Appointments		
Mon-Fri		Mon-Fri		
Morning 8:00 AM-12:00 PM	Afternoon 12:00 PM-4:00 PM	Morning 8:00 AM-12:00 PM	Afternoon 12:00 PM-4:00 PM	<i>Early Evening 4:00 PM – 7:30PM</i>

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.	Cleaning and maintaining the grounds and public spaces.
Mon-Fri	Mon-Fri
8:00 AM-4:30 PM	<i>6:00 AM-7:00 PM</i>

Call the Customer Contact Center at 718-707-7771 to schedule routine repair appointments between 4:30pm - 7:30pm.

Contact your Property Management office to schedule an evening appointment to meet with office staff.