FlexOps | Flexible Operations Expanded Service Hours

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	*Monday*
8:30 AM-4:30 PM	8:30 AM-4:30 PM	*4:30 PM-8:00PM* *by appointment*

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	***6:00 AM-4:30 PM***

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.