

# NEW YORK CITY HOUSING AUTHORITY



## SAFETY AND SECURITY TASK FORCE REPORT



# The Safety and Security Task Force



February 2011

Dear Residents, Colleagues, Elected Officials and Friends:

In September 2009, at the request of public housing resident leadership, the New York City Housing Authority (NYCHA) met with the Citywide Council of Presidents (CCOP) to hear directly from them which issues were most important. The police officer/resident relationship and community safety were among the top concerns. As a result, CCOP and NYCHA met with leaders of the New York City Police Department (NYPD) to discuss ways to address those concerns. The message was clear: something needed to be done.

The Safety and Security Task Force was created to foster an atmosphere of positive interaction and feelings of mutual respect between residents and those committed to serving them. A partnership among the CCOP, NYCHA and NYPD presents a unique opportunity to work together to find solutions that will improve safety in NYCHA communities and strengthen relations among residents, NYCHA management and police officers. Furthermore, the Task Force was created to complement existing methods for resident governance, not to supplant them. NYCHA and the NYPD will continue to engage with the duly elected resident leaderships of the CCOP, the Resident Advisory Board, the District Council of Presidents and the Resident Associations.

The Safety and Security Task Force also fits with NYCHA's current efforts to produce a new Plan to Preserve Public Housing. Scheduled to be finalized in 2011, the Plan to Preserve Public Housing includes increasing safety and security in NYCHA communities as one of the mandates that will steer the Authority's course of action for the next five years.

Producing this report on the Task Force's activities is a vital part of the process. We want to be transparent and comprehensive about the decisions we make, how we reached those decisions and how they affect residents' lives. The Task Force's agenda centers on a specific goal – making public housing safer and creating a better living experience. The Task Force thanks Police Commissioner Raymond W. Kelly for ensuring the NYPD's full cooperation in this critically important effort.

Although the Task Force has accomplished much already, our work is not done. Many items in this report still are in development; we plan to look at additional areas that need to be addressed. Future progress reports will update you on how we are proceeding. We are counting on your support, and we thank you for your commitment to the safety and security of public housing in New York City.

Sincerely,



John B. Rhea  
Chairman,  
New York City Housing Authority



Reginald Bowman  
President,  
Citywide Council of Presidents

## TABLE OF CONTENTS

Introduction	1
Resident Safety and Security Survey Committee	2
Resident Engagement Committee	4
NYCHA Rules and Regulations Committee	12
Security Measures Committee	16
NYPD Policies and Relationships with Residents Committee	18
Conclusion	20
Appendix I	21
Appendix II	23
Appendix III	24
Appendix IV	25
Appendix V	30
Appendix VI	34
Appendix VII	35
Appendix VIII	36
Appendix IX	37
Appendix X	38
Appendix XI	39
Appendix XII	43
Appendix XIII	45

## **Introduction**

NYCHA always has had police officers dedicated solely to keeping public housing in New York City safe. Since 1995, when the NYCHA Police Department was merged into the NYPD and renamed the Housing Bureau, the officers' focus has remained on the unique policing needs of public housing and they continue to work with NYCHA's property management and community operations departments to address how to best serve residents.

The Safety and Security Task Force convened for the first time in December 2009, a collaboration among NYCHA, NYPD and the Citywide Council of Presidents (CCOP), which is comprised of elected representatives from Resident Associations. The Task Force was charged with reviewing the policies and procedures that guide the relationship among residents, NYCHA and the police, with the goal of improving safety in developments and the quality of life for residents.

At the initial meeting, the Task Force established specific issues to be tackled; the group's scope was put in focus; additional members were named; and timelines were established. In time, additional partners were added to ensure that input from pertinent external stakeholders was included, including the Office of the Mayor; the Office of the Special Narcotics Prosecutor for New York City; the New York City Department of Youth and Community Development; the New York County District Attorney's Community Affairs Unit; the Office of the New York City Public Advocate ; and the John Jay College of Criminal Justice (See Appendix I for a list of the Task Force members).

The Task Force broke into five subcommittees, each with the responsibility of making recommendations to improve the living environment for residents:

- Resident Safety and Security Survey
- Resident Engagement
- NYCHA Rules and Regulations
- Security Measures
- NYPD Policies and Relationships with Residents

The subcommittees went to work to address their areas of focus, honing in on what changes could be made that would have a positive and significant effect on residents. The Safety and Security Task Force continued to meet every month, bringing in guest speakers with a wide range of expertise (See Appendix II for a list of the speakers and meeting dates).

The recommendations made by the Safety and Security Task Force covered diverse areas, such as the volunteer Resident Watch, Family Day policies, closed circuit television (CCTV), new patrol guidelines for NYPD and signage on rules and regulations. This report outlines the recommendations, and looks at what their implementation will mean for the future of safe and secure housing for NYCHA communities.

## Resident Safety and Security Survey Committee

One of the most important goals of the Safety and Security Task Force is to improve relations among residents, NYCHA and the NYPD. A survey of residents provided data that will allow NYCHA and the NYPD to better understand the safety and security issues that residents face on a day-to-day basis. A separate youth survey will gauge young residents' perception of police and interest in youth programs.

### Survey

#### *Details and Benefits*

In collaboration with the Resident Associations, NYCHA and the NYPD developed the Resident Safety and Security Survey to gauge the thoughts of a cross-section of residents on the safety and security in their developments. NYCHA will use the data obtained to inform decisions on where to focus its efforts. The survey was translated into Spanish and mailed with a postage-paid return envelope to more than 10,000 households in 12 developments in May 2010. The developments were selected because they represented a mix of NYCHA developments: very large or small; served by Police Services Areas (PSAs) or local police precincts; with and without closed circuit television cameras (CCTV); high to low crime rates; and two elderly-only developments (See Appendix III for the list).

#### *Measures of Success*

NYCHA received a statistically valid number of responses that will allow the Authority to draw conclusions.

#### *Current Status*

More than 1,100 completed surveys were returned to NYCHA, and the highlights of the results are below. The overall survey results can be seen in Appendix IV and a sample blank survey can be seen in Appendix V.

- More than half (59%) of the respondents reported serious crime in their development in the past 12 months and 61% reported that they were either dissatisfied or very dissatisfied with the quality of life in their development.
- Selling drugs, using drugs and the use of guns (gun shots) were the most frequently cited crimes by the respondents at their development.
- 3 out of 4 respondents reported they were very or somewhat fearful of crime in their development and 30% reported that their fear of crime has increased over the past 12 months. More than half (55%) of respondents reported that they do not leave their apartment due to fear of crime in their development.
- Urination in public spaces such as elevators, lobbies and stairways was reported by an overwhelming number of respondents (74%). Loitering, broken locks and doors and unsecured doors also were frequently cited by the survey respondents.
- While a low percentage of respondents reported themselves or their family/visitors being randomly stopped or randomly frisked by officers assigned to the area's police precinct or Police Service Area, about 30% reported observing the NYPD taking police action in NYCHA buildings and grounds.
- More than half (54%) reported they were satisfied or very satisfied with the police who served their development and 73% agreed or strongly agreed that they were treated with courtesy, professionalism and respect in their or their family/visitors' interaction with the police.



- The most frequently cited requested actions of police by respondents were increasing efforts to keep unauthorized persons from trespassing (60%) and increasing the number of officers patrolling the developments (57%).

## **Youth Survey**

### *Details and Benefits*

The Resident Survey Committee is working with NYCHA's Research Department to create a youth survey separate from the larger resident survey.

### *Measures of Success*

A statistically valid sample will need to be obtained that NYCHA can use to draw conclusions.

### *Current Status*

The survey is expected to be created and administered in 2011.



## Resident Engagement Committee

When residents are involved in the activities in NYCHA housing, it fosters an environment that enhances the safety and security of their communities. The Safety and Security Task Force provides numerous opportunities for residents to influence their surroundings and events held by NYCHA. The Task Force also focuses on bringing the NYPD into non-enforcement contact with residents, especially youths, in order to improve relations and communications.



### Family Day

#### *Details and Benefits*

Hundreds of NYCHA developments hold a Family Day every year, meant to provide residents with fun summer activities and the chance to come together as a community. In previous years, some unauthorized events that escalated into incidents of violence mistakenly were categorized as Family Days. To ensure each development's celebration is an enjoyable and safe experience for all NYCHA residents, elected officials and their guests, the Safety and Security Task Force recommended clear guidelines and new rules. This included mandatory orientation for resident organizers, which provided them the opportunity to meet with NYCHA and NYPD officials during the planning stage.

#### *Measures of Success*

In 2010, 197 Family Day celebrations were held from June 11 to October 9. This is a 10 percent increase in the number of authorized and safe Family Days that were held in 2009, when there were 178.

#### *Current Status*

The following recommendations were implemented, and will continue to be used in the future:

- A contract between each Resident Association and NYCHA that outlines resident responsibilities, prohibited activities and consequences for failure to comply with the agreement (See Appendix VI for a sample contract).
- Mandatory orientation for all residents who organize their development's Family Day.
- Posters and flyers highlighting the rules of Family Days and advertising the events posted in public areas (See Appendix VII for examples of the posters).
- Ensure Family Days are not held on holiday weekends and during major parades.
- Creation of official identification badges to identify Family Day organizers and volunteers.
- Ensure hours of approved Family Day activities take place only between 12:00 p.m. and 8:00 pm.



- Ensure Family Day organizers and NYCHA staff remain on scene until the end of the event to ensure all attendees leave safely.

## **Resident Watch**

### *Details and Benefits*

Resident Watch consists of resident volunteers who monitor their developments and report and discourage any negative behavior using their best judgment possible. Volunteering allows residents to help ensure their homes are safe and secure and can provide them with a sense of ownership of their development. It also answers the call from Mayor Bloomberg’s NYC Service initiative encouraging all New Yorkers to commit to public service. The volunteers’ presence can serve as a deterrent for loitering, vandalism and other criminal activity. To help in this effort, volunteers receive training with the NYPD and NYCHA in techniques specifically tailored to Resident Watch. Although Resident Watch is new in its current form, residents have been volunteering their time for more than 40 years to enhance the safety and security of their communities through the former Tenant Patrol program.



### *Measures of Success*

The Resident Safety and Security Survey found that 48% of respondents stated their development does not have a Resident Watch. NYCHA’s goal is to increase volunteerism at every development.

### *Current Status*

Resident Watch began at a kickoff event on June 29, 2010. The new Resident Watch logo was unveiled, along with new jackets, caps and t-shirts for the volunteers. These materials were purchased with the assistance of a grant for \$85,000 from the Office of the Mayor.



The NYPD, in cooperation with resident leaders, Resident Watch supervisors and NYCHA, revised the training curriculum, which will be administered to all Resident Watch supervisors. A Task Force subcommittee plans to mirror portions of the NYPD Auxiliary Police Officers training curriculum. In Brooklyn, the NYPD has piloted an effort involving designated officers to coordinate efforts and ensure increased communication between the NYPD and Resident Watch members.

## **Link Social Services Case Management and Workshops to Safety and Security**

### *Details and Benefits*

This strategy has a four-part approach:

- Increase public awareness of available social services by enhancing the existing social services section of NYCHA’s website with more information and links to other resources and an online survey, and by creating and displaying posters in management offices, community centers, senior centers, social services offices and Resident Associations rooms.

- NYCHA now offers more direct engagement with residents and resident leaders through presentations on social services at Citywide Council of Presidents meetings with additional presentations to be given at Resident Association meetings on request. A referral form for residents to make direct and anonymous referrals was created and was sent to all Resident Association presidents. The form will be made available on NYCHA's website. This is expected to increase the number of residents who take advantage of the many social services available to them, which can improve their quality of life and their neighbors' lives.
- Trainings for NYCHA staff on how to make referrals to social services for residents who may need supportive services to function well within their NYCHA community.
- Create liaisons between NYPD and NYCHA Social Services to share information. The goal is to enhance safety and security when police involvement is necessary with residents who have been engaged by Social Services.

### *Measures of Success*

NYCHA will track the number of self-referrals and referrals made by resident leaders to the Social Services Department to see if there is an increase. Through the use of the online survey, NYCHA will track the number of people accessing resources and how helpful the resources are.

### *Current Status*

- Informational posters were sent to all residents with their rent bills in September 2010, and also were distributed to all property management offices, community and senior centers, police service areas and social service offices. The posters were translated into Chinese, Russian and Spanish. The enhancements to the website are being planned.
- Workshops were held for resident leaders that will help them to identify, engage and submit referrals for fellow residents who need case management services. NYCHA has held workshops at seven CCOP meetings and more than 20 Resident Association meetings to date. A form allowing residents to refer fellow residents who may need social services was developed and sent to all Resident Association presidents to facilitate the making of referrals.
- NYCHA management staff received training, and refresher trainings will be held every January. A similar training program is being developed for community center and senior center staff.
- Discussions are underway between NYPD and NYCHA regarding the creation of liaisons and sharing information.

## **Anti-Bullying Training**

### *Details and Benefits*

NYCHA provided an anti-bullying presentation to summer seasonal staff and training to full-time staff at community centers through a contract with Utterly Global, a company that offers programs to allow schools and communities to create bully-free environments. The training offers a framework for understanding the dynamics of bullying and proactive strategies for prevention and intervention to create a safe environment that reduces bullying.



*Measures of Success*

It is expected that the training will produce camaraderie, a decrease in combativeness and less behavioral problems among youth as well as a safe community environment through positive character development.

*Current Status*

Summer seasonal staff were given an anti-bullying presentation in July 2010. Training for full-time staff was completed in August 2010, and will continue in an ongoing basis for current and all new employees. Approximately 675 seasonal and full-time staff received training. Training components may be added to further enhance intervention and prevention strategies.



**Recruit for NYPD Youth Police Academy and Explorer Academy**

*Details and Benefits*

The NYPD currently is recruiting NYCHA residents for enrollment in the Youth Police Academy, Law Enforcement Exploring and the Explorer Academy. The Youth Police Academy is a six-week summer program for young people that reinforces life skills and aims to provide positive recreation. The Law Enforcement Exploring program is designed to promote an interest in law enforcement among young people between the ages of 14-20. The Explorer Academy is a free summer program that enables Explorers to become responsible individuals by teaching positive character traits, career development, leadership and life skills so they can make the right choices and achieve their full potential. Police officers serve as mentors and participate in activities alongside the youths. NYCHA will assist the NYPD in promoting awareness about these youth-related programs.

*Measures of Success*

NYPD will track the number of NYCHA youth who participate. It is expected that resident awareness of youth programs offered by the NYPD will increase.

*Current Status*

NYPD has begun making presentations at NYCHA social services offices and borough offices about the programs.

## **NAHRO Poster Contest (National Association of Housing and Redevelopment Officials) – What Home Means to Me**

### *Details and Benefits*

As part of its 2010 Housing America campaign, the National Association of Housing and Redevelopment Officials (NAHRO) held a poster contest for children associated with affordable housing and community development programs owned or administered by NAHRO member agencies. The contest is a collaborative effort of NAHRO's chapter/state, regional and national organizations. Contestants were encouraged to focus on NYCHA housing being not just a development, but a home, and to exhibit a sense of pride in one's community. The expectation is that participants will be motivated to take a greater interest in their home's safety and security, among other benefits. More than 260 valid posters were submitted by NYCHA-operated community centers (See Appendix VIII for examples of the posters).

### *Measures of Success*

By having the participants take a holistic look at what they consider to be "home," the youths created artwork that represents their ideal neighborhood and community environment. The hope is that the participants now will be motivated to help those ideals become reality.

### *Current Status*

The posters were submitted to NYCHA in August 2010. Six semi-finalists in two categories (elementary and middle school) were chosen by an independent panel of judges for submission to the national competition. These semi-finalists received a \$50 United States Savings Bond, and all participants received a certificate from the Metropolitan Chapter of NAHRO (See Appendix IX for the letter the semi-finalists received from NYCHA Chairman John B. Rhea).

"I felt surprised, it was the first time being selected for anything that I have done. I didn't think that this painting would have a big impact on the judges," said 12-year old Andre Delgado of Parkside Houses in the Bronx, one of the semi-finalists. "I always will remember this."

## **NYCHA Internal Poster Contest**

### *Details and Benefits*

NYCHA plans to create a new entry category in the Annual Resident Art Show which will focus on safety and security. The program particularly will target youths to impact the next generation of residents.

### *Measures of Success*

By having residents create artwork focusing on safety and security, the hope is that they will form an increased sense of pride in their home and community. NYCHA will track how many residents enter artwork in the new category.

### *Current Status*

This program is under development. The next NYCHA Annual Resident Art Show is scheduled to be held in summer 2011.



## Cops and Kids

### *Details and Benefits*

NYCHA and NYPD are partnering to increase the involvement of police officers in community center programs and activities, providing opportunities for NYCHA youth and officers to interact in a positive environment. Examples include:

- Gateway Overnight Camping (see below for detailed information)
- A Staten Island program pairs NYCHA youth with members of the Police Athletic League to go bowling
- Law Enforcement Explorers and Housing Bureau Cadets assist in a number of events initiated by NYCHA's Department of Citywide Programs, such as:
  - Annual Kids Walk – This event in Cloves Lake Park in Staten Island provides NYCHA youth with recreational and educational activities that focus on nutrition and promoting a healthy lifestyle.
  - Annual Talent Show – Showcases the talents of residents, six years old and up, in music, dancing, comedy, poetry and singing, with a two-hour show presented every spring at a professional venue.
  - Citywide Carnival – A fun-filled day held at various parks in the city during the summer. Resident children enjoy games, carnival attractions, prizes and rides.
  - Citywide Olympics – Winners from each borough's summer Track and Field Day compete in this event, which includes the 50-meter dash, 100-meter dash, relay races, discus, hammer throw, javelin and shot put.
  - Education Through Sports Day – A series of instructional clinics in each borough that teach the fundamental movements of traditional and non-traditional sports such as bowling, chess, golf, lacrosse, martial arts, soccer and volleyball.
  - Holiday Toy Drive – NYCHA youth have an opportunity to celebrate the holiday season with donated toys, refreshments, photo opportunities with Santa Claus (a NYCHA staff member) and other entertainment.
  - Holiday Show – Showcases the talents of the NYCHA Youth Chorus, Senior Chorus and Symphony Orchestra, with holiday-themed music performed in December at an outdoors professional venue.
  - Resident Art Show – Showcases artistic expression of NYCHA's children (and adults and seniors) through hundreds of visual artworks, with more than 1,000 entries exhibited and judged by three art professionals.

- Staten Island Yankee Day – More than 5,000 NYCHA youth, seniors and resident leaders from across the city attend a minor league baseball game, with some youths serving as guest public address announcers and participating in skits held on the field in between innings.

### *Measures of Success*

The Resident Safety and Security Survey found that 5% of respondents recognized police officers being involved in children’s activities over the past year. It is expected this program will foster better relationships and interactions among residents of public housing and the NYPD. The program also will increase police presence in the community and offer opportunities for officers and residents to develop mutual respect.



### *Current Status*

NYPD continues to review the portfolio of services provided by Community Operations. For example, NYPD is interested in participating in NYCHA’s Creative Arts Unit Comic Book Program, in which children create characters of themselves using their personal traits which give them “super powers.” NYCHA is exploring the feasibility of establishing the “Overcoming Obstacles” component which was instituted in the Gateway Overnight Camping program (see next item).

## **Gateway Overnight Camping**

### *Details and Benefits*

NYCHA and the NYPD partnered this year to facilitate the attendance of police officers at the overnight camping. Officers from the Police Service Areas of the participating developments joined the campers in cooking and eating their meals and engaged them in a fireside chat. The fireside chat incorporated an interactive component entitled “Overcoming Obstacles” outlined by the NYPD’s Youth Services Section. “Overcoming Obstacles” had the youths participate in an abridged version of the obstacle course done in the police academy designed to test physical capability and promote teamwork. The youths then were engaged in a rap session in which they discussed ways to overcome certain obstacles in life such as gangs, peer pressure and difficult subjects in school.



NYCHA youth from eight developments attended Ecology Village, a one-day camping experience at Floyd Bennett Field in Gateway National Recreation Area in Brooklyn. The program is an outdoor experience stressing the importance of environmental awareness and group cooperation. Campers learn about composting, recycling and explore the natural and cultural resources of Floyd Bennett Field. Through Ranger-led activities, and exploration of uplands and marine environment, campers discover the joys of camping and the great outdoors. The National Park Service provides tents, cooking equipment and resource specialists to support the program. The overnight camping was held on four different nights.

### *Measures of Success*

More than 100 NYCHA youth participated and were able to have direct engagement with NYPD officers and develop camaraderie with them. The program will foster better relationships and interactions among NYCHA youth and the NYPD. The program also will increase police presence in the community and diminish any misperceptions that may exist.

“I had such a great time and was sad when it was over,” said one youth who participated.



### *Current Status*

The Gateway Overnight Camping program was completed in 2010. It is scheduled to be held again in 2011, with plans to expand the program.

## **Intergenerational Program to Match Seniors with Volunteer Visitors**

### *Details and Benefits*

A pilot program will be held among residents at Pelham Parkway Houses in the Bronx at the Sue Ginsburg Senior Center. Seniors and youths will work together to create works of jewelry, half of which will be donated to homebound senior citizens and delivered by the artists. Intergenerational projects can assist in learning about different cultures, creating a bond between generations, facilitating communication and building communities. The home visits will promote socialization and prevent isolation among seniors.

### *Measures of Success*

The measures of success of the pilot program are being developed.

### *Current Status*

The pilot program is being developed.



## NYCHA Rules and Regulations Committee

Previously, different developments had different signs with different language to explain NYCHA's rules. This led to frequent confusion among residents and their guests about exactly what the standards are for living in or visiting a NYCHA development. The Rules and Regulations Committee standardized important signage and implemented several new policies.



### **Create and Post Signage for Rules**

#### *Details and Benefits*

Standardized signage did not exist in NYCHA buildings. Every lobby and front entrance in every building now will have a sign posted that will ensure all residents, invited guests and people with legitimate business on NYCHA premises are aware of the behavior expected in common areas. Examples include that there is no trespassing, and that anyone on NYCHA property is expected to cooperate with inquiries from NYCHA management, security guards, Resident Watch and NYPD regarding compliance with any rules. In addition, signs will be posted at all roof entrances informing residents that there is no access allowed except for authorized personnel (See Appendix X to see the text of the signs).

#### *Measures of Success*

Baseline levels will be established for violations of NYCHA rules and regulations in common areas. NYCHA will track and compare this data after the signage is installed.

#### *Current Status*

The wording for the signs has been finalized. The signs are scheduled to be posted during the second quarter of 2011.

### **House Rules – Create a Document Highlighting Rules and Regulations to be Mailed Annually**

#### *Details and Benefits*

Every NYCHA apartment received a mailing that highlights NYCHA's lease requirements, house rules and regulations, general provisions of law and Authority policies. Every apartment will receive an updated mailing every year with their annual recertification papers to remind residents of NYCHA's rules and regulations (See Appendix XI to see the document).

#### *Measures of Success*

NYCHA will measure resident compliance by tracking how many tenancy cases are submitted to management offices and the Law Department for breach of rules and regulations and non-desirability.



#### *Current Status*

The mailing was completed in December 2010.

## **Moving and Furniture Delivery Rules**

### *Details and Benefits*

NYCHA previously had not established regulations regarding when residents can move in or move out. This can interfere with the regular flow of people in and out of buildings and can create noise that disturbs residents at inappropriate times. The time when residents can move has been set at Monday-Friday, between 9 a.m. and 5 p.m. Any resident moving will be issued a permit with a permit number for a specific day, time period and elevator car assignment which must be shown upon request. There is no charge to obtain a permit (See Appendix XII for a sample permit).

### *Measures of Success*

It is the expectation that building lobbies and elevators will have better flow and be less cluttered with the new regulation. NYCHA will track the number of documented violations of moving and furniture delivery regulations. NYCHA also will track the number of permits issued measured against the number of move-outs.

### *Current Status*

The new moving rules became effective on January 3, 2011.



## **Dog identification Tags**

### *Details and Benefits*

To ensure NYCHA's developments are as safe as possible for all residents, every dog living in NYCHA housing must be registered. All dogs on NYCHA property must have an Authority-issued dog tag on their collars when in common areas of NYCHA property. Residents who have dogs on NYCHA property without NYCHA tags will be in violation of their lease and subject to termination of tenancy. This policy continues to prohibit non-residents from entering NYCHA grounds with dogs, helps staff and police identify unregistered dogs and allows staff to follow up appropriately. The policy also aims to address the concerns that some residents have about dogs living in the developments – 59% of respondents in the Resident Safety and Security Survey said NYCHA residents should not be allowed to have dogs.

### *Measures of Success*

NYCHA will track if there is an increase in the number of registered dogs.

### *Current Status*

A letter outlining the new policy effective July 1, 2010, was mailed to residents in June 2010.

## **Parks and Play Areas Safety**

### *Details and Benefits*

Residents often face confusion when using parks, playgrounds and sitting areas, sprinklers and water parks on NYCHA property, as the hours of use are not properly posted. This affects the quality of life for NYCHA residents. Property Managers, Property Maintenance Supervisors, Resident Association presidents and police representatives surveyed the signage beginning in May 2010. The survey reviewed signage requirements and allowed NYCHA to develop and purchase standardized signage for these areas, to ensure that the rules and regulations that guide the use of each area are clearly displayed to provide safe and secure recreational environments. A letter will be sent to all residents before the signs are posted.

### *Measures of Success*

NYCHA will ensure that all necessary areas have appropriate signage. The Authority also will track the number of resident complaints to Property Managers regarding activities in park areas to see if there is a decrease.

### *Current Status*

All surveying is complete. The mailing is scheduled to be sent and the signs are scheduled to be posted during the second quarter of 2011.

## **Enhancement of Parking Enforcement by NYPD**

### *Details and Benefits*

Unauthorized vehicles parked on NYCHA property can have a negative effect on residents' quality of life. The NYPD enforces parking regulations in NYCHA parking lots and will issue summons to illegally parked vehicles. NYCHA development staff will continue to monitor NYCHA parking lots and alert NYPD when appropriate. A pilot program employing private towing companies will remove unauthorized vehicles from NYCHA parking spots, parking lots and non-parking areas. This includes vehicles without NYCHA parking permits or with inaccurate or expired permits, improperly parked vehicles and vehicles under repair. The pilot is in 14 Manhattan developments utilizing two towing companies licensed by the New York City Department of Consumer Affairs.



### *Measures of Success*

NYCHA will track the total number of vehicles towed from Authority parking spots, parking lots and non-parking areas.

### *Current Status*

The pilot towing program will begin in early 2011.



## **Welcome Committee – Fact Sheet and Training**

### *Details and Benefits*

New residents first moving into NYCHA housing can have many questions and be overwhelmed. This makes it important for current residents to be available to interact with them, from the first day. A Welcome Committee at every development comprised of residents will meet with each new resident and transferee to inform them about living in NYCHA housing, opportunities for residents to positively participate in community life and the services available in their new development and community. NYCHA staff will distribute their development's Welcome to Your New Home fact sheet and other materials to all new residents (See Appendix XIII for sample fact sheet).

### *Measures of Success*

NYCHA's goal is to have a Welcome Committee established and operating at every development.

### *Current Status*

This program is under development.



## Security Measures Committee

NYCHA plans to use a three-pronged approach to improving security measures at the developments. Selected developments will participate in a pilot program that improves access control to buildings, incorporates updated closed circuit television technology and hires NYCHA residents as security guards. The criteria for which developments will take part in the pilot included crime rate, demographics, functionality of current front lobby entrances and availability of funding. Mott Haven Houses in the Bronx is the first pilot location, and other sites will be chosen in the future.



### Access Control Recommendations

#### *Details and Benefits*

NYCHA plans to enhance and standardize the security devices used to control how residents access buildings. Controlling access to development buildings is vital to keeping NYCHA housing safe and secure. However, the current access control systems have vulnerabilities.

- The electromagnetic locks and intercoms can be bypassed by people who do not have authorization to enter development buildings.
- The Authority does not have complete control over issuance and retrieval of keys to lobby doors because they can be duplicated without NYCHA's knowledge.
- A majority of intercoms are dependent on telephone company infrastructure, so when residents change their telephone service provider, they lose the ability to use the intercom.
- The physical design of entrance security is not durable enough to handle the high level of traffic and vandalism that the entrances encounter.

The Resident Safety and Security Survey found that 50% of respondents reported a broken intercom in their building, 48% reported unsecured lobby doors and 48% reported broken locks. In addition, 78% stated they felt either very fearful or somewhat fearful about crime in their development.

NYCHA has identified the need to secure building entrances as a priority that is essential to improving the security of the developments. To correct the above conditions, NYCHA plans to install “multi-layered” access control, consisting of mechanical door locking hardware, electronic access control and direct call intercoms. This design will provide a higher level of security by eliminating the need for keys (residents will be issued electronic key tags), adding intercoms that do not rely on telephone company infrastructure and providing more durable components to withstand the traffic and reduce the effects of vandalism that building entrances encounter.

#### *Measures of Success*

The ultimate measure of the success of enhanced access control will be the overall reduction in criminal activity and the improvement of the quality of life for NYCHA's residents. These aspects will be measured through the analysis of NYPD crime data and “satisfaction surveys” of residents to gauge the effectiveness of the initiative. In addition, it is expected that the enhanced access control initiative will reduce incidents of vandalism in NYCHA's developments, specifically to the lobby entrances. NYCHA will measure this through the analysis of work tickets related to vandalism to determine the return on investment realized from this initiative.

### *Current Status*

Mott Haven Houses in the Bronx received a \$250,000 grant from the federal Department of Housing and Urban Development (HUD) for new building entrance door locks and a new wireless intercom system. The contract is scheduled to be awarded in the summer of 2011.

## **Closed Circuit Television (CCTV) Recommendations**

### *Details and Benefits*

Currently, 102 buildings have closed circuit television (CCTV) for security purposes. However, the current system has several drawbacks, including the need to retrieve recordings manually; no ability for the system in each building to communicate with other systems, even within the same development; and no automated notification for malfunctions. NYCHA would procure updated technology and equipment that would address these issues.

### *Measures of Success*

NYCHA expects to demonstrate that the CCTV systems can be one element of a successful strategy to fight crime. The Authority plans to measure criminal activity, including quality of life offenses and incidents of vandalism. NYCHA also will track corresponding repair costs to public spaces and costs associated with the purchasing, operation and maintenance of these systems.

### *Current Status*

NYCHA is working with elected officials to reallocate funding for CCTV to also include layered access control.

## **Security Guard Training**

### *Details and Benefits*

NYCHA currently utilizes security personnel in senior developments and believes that there are benefits to having security personnel deployed in additional developments to perform access control, respond to emergencies, enforce NYCHA rules and regulations and act as liaisons with NYPD. NYCHA would hire security personnel and would train them to staff developments.

### *Measures of Success*

The effectiveness of security personnel will be measured through the analysis of criminal activity at developments. In addition, because this initiative also will provide residents with employment opportunities, the number of residents employed will be tracked.

### *Current Status*

Levels of coverage, cost proposals, job descriptions and guidelines are being developed with the assistance of the NYPD. Planning is expected to be completed by the end of 2011.



## NYPD Policies and Relationships with Residents Committee

The NYPD is taking a proactive approach to improve communications and relations with NYCHA residents. Police officers are receiving updated training that stresses the importance of having positive relationships with residents. The Resident Safety and Security Survey found that 73% of respondents either agreed or strongly agreed that they or their family members and visitors were treated with courtesy, professionalism and respect in their interactions with police officers. 54% said they either were very satisfied or satisfied with the police who serve their development.



### New Patrol Guidelines

#### *Details and Benefits*

During the initial conversations that led to the creation of the Safety and Security Task Force, it came to light that public housing residents felt that a disconnect existed between them and NYPD. All parties concerned wanted to work together to form a more beneficial relationship. To help address this, new patrol guidelines have been developed for the NYPD in public housing were developed with significant input from residents and the Safety and Security Task Force. The guidelines are based on the principle that police officers are “service providers.”

#### *Measures of Success*

The NYPD will solicit feedback at community meetings and other forums. The NYPD already has a policy in place to accept a civilian complaint and forward it to the appropriate oversight entity. The NYPD also will track the number of summonses issued against residents for trespass and disorderly conduct (these measures also may be affected by other factors). In addition, NYCHA will survey residents for feedback on the new patrol guidelines.

#### *Current Status*

The new policy has been issued, and nearly 3,000 officers have been trained. Nearly all officers assigned to the Housing Bureau and the Precinct Housing Teams have received the training. In 2011, the remainder of the Department is scheduled to be trained and the previously mentioned officers will receive a refresher course. The training has been added to the required curriculum for all new police recruits.



## **Training Video**

### *Details and Benefits*

A new training video for the NYPD will be created with input from the Safety and Security Task Force that will focus on mutual respect and courtesy. It will present scenarios designed to encourage positive working relationships between the groups and reinforce the NYCHA patrol training.

### *Measures of Success*

The NYPD will monitor feedback from residents on how their relations are with officers and will review other indicators as well.

### *Current Status*

The Committee has reviewed existing training videos and is helping to develop the script, lesson plan and scenarios to present in the video. The video is expected to be completed by the summer of 2011.



## **Enforcement of Rules and Regulations**

### *Details and Benefits*

As a result of the work of the Safety and Security Task Force, standard signs were developed explaining to all residents and visitors the behavior expected of them, as detailed in the Rules and Regulations section. The Task Force will develop methods to ensure that rules are enforced appropriately.

### *Measures of Success*

NYCHA and NYPD will track the number of violations and whether appropriate enforcement is applied.

### *Current Status*

The enforcement methods are under development.

## Conclusion

The Safety and Security Task Force has made great strides in improving the lives of public housing residents in New York City. Expectations of the behavior of residents and visitors have been standardized, the NYPD has revised its guidelines for patrolling NYCHA property, youth are being engaged, the new Resident Watch is involving more residents and the planned makeover of entrances at Mott Haven Houses is just the first development that will see layered access control. These measures create an environment that is safer and more secure in NYCHA developments and the surrounding communities and provide an improved quality of life.

During the coming year, the Task Force has many recommendations that still need to be implemented, including methods that will be used to enforce rules and regulations, a training video for NYPD officers, a pilot program for enhanced parking enforcement, adding security guards to certain developments and forming Welcome Committees. In addition, the results from the Resident Survey will be analyzed and used to determine future courses of action.

The Task Force also plans to incorporate initiatives that are a result of the Plan to Preserve Public Housing, NYCHA's ambitious and strategic plan to set the Authority's goals and vision for the next five years. Enhancing safety and security for residents and NYCHA staff is a major goal of the Plan to Preserve Public Housing, and the Task Force will work in conjunction with Plan teams to ensure they are in sync. This includes integrating the information gathered at resident and staff focus groups into the planning process. The Plan to Preserve Public Housing is scheduled to be released in summer 2011.

Resident leaders expressed a desire to continue the Safety and Security Task Force, and it will continue to meet on a regular basis. What originally was intended to be a temporary initiative, lasting no more than one year, now is an integral part of working collaboratively to improve public housing communities. This allows NYCHA, NYPD and residents to maintain and strengthen the relationships that have formed as they work to improve safety in developments and the quality of life for residents.

## Appendix I – Members of the Safety and Security Task Force

Yvette Andino  
Senior Manager, Resident Communications and  
Language Services, NYCHA

Raymond Ballard  
First Vice President, Citywide Council of Presidents

Rosemary Bergin  
Board Member, Citywide Council of Presidents

Reginald Bowman  
President, Citywide Council of Presidents

Bridget G. Brennan  
Special Narcotics Prosecutor, City of New York

Charlene Brown  
Deputy Inspector, NYPD

Diane Chehab  
Project Manager, Department of Information  
Technology, NYCHA

Brian Clarke  
Assistant Deputy General Manager of Operations,  
NYCHA

Ann Cotton-Morris  
Board Member, Citywide Council of Presidents

Lance Dashefsky  
Information Technology Risk Manager, NYCHA

Elizabeth Davis-Moorer  
Executive Assistant to the Assistant Deputy General  
Manager of Community Operations, NYCHA

Assistant Chief Edward Delatorre  
Executive Officer, NYPD Housing Bureau

Eric Deutsch  
Journal Editor, NYCHA

Brian Donaghy  
Assistant Director, Data Communications, NYCHA

Gloria Finkelman  
Deputy General Manager for Operations, NYCHA

Anne-Marie Flatley  
Director, Research and Management Analysis, NYCHA

Kirsten John Foy  
Director, Intergovernmental Affairs, Office of the New  
York City Public Advocate

Cristiana Fragola  
Deputy Director, Strategic Planning and Change  
Management, NYCHA

Deidra Gilliard  
Assistant Deputy General Manager of Community  
Operations, NYCHA

Kristine Hamann  
Executive Assistant District Attorney, Office of the  
Special Narcotics Prosecutor for the City of New York

Joyce Harrison  
Deputy Director, Resident Relations, NYCHA

Kevin Hurley  
Coordinator of Technical Services, Police Service  
Areas/Closed Circuit Television Unit, NYCHA

Robin Jackson  
Director, Procedures Development and Administration,  
NYCHA

Chief Joanne Jaffe  
Chief, NYPD Housing Bureau

John Johnson  
Board Member, Citywide Council of Presidents

Michael Kelly  
General Manager, NYCHA

Jenna Lawrence  
Deputy Director, Office of Strategic Planning and  
Change Management, NYCHA

Loretta Masterson  
Board Member, Bronx North District

Greg Mayers  
Senior Policy Advisor, Capital Development and  
Strategic Planning, Office of the Mayor

Elizabeth McCabe  
Director, Government Relations, John Jay College of  
Criminal Justice

## Appendix I – Members of the Safety and Security Task Force continued

Monique McLeod  
Executive Assistant to the Deputy General Manager of  
Community Operations, NYCHA

Walter McNeill  
Resident Association President, Edenwald Houses

Charlene Nimmons  
Board Member, Brooklyn West District

Patrick O'Hagan  
Director, Security, NYCHA

David O'Keefe  
Senior Trial Counsel, New York County District  
Attorney's Office

Anthony Palermo  
Program Manager, Premise Broadband Initiatives,  
NYCHA

Geraldine Parker  
Board Member, Citywide Council of Presidents

Nazli Parvizi  
Commissioner, Mayor's Community Affairs Unit

Anthony Passaniti  
Project Manager, Office of the Chief Information  
Officer, NYCHA

Lester Paverman  
Deputy Managing Attorney, Legal Bureau, NYPD

Alan Pelikow  
Assistant Director, Tenancy Administration, NYCHA

Rosanne Pisem  
Associate General Counsel, NYCHA

Steve Rappaport  
Assistant General Counsel, NYCHA

Darryl Rattray  
Assistant Commissioner, Beacon and Work Readiness  
Programs, Department of Youth and Community  
Development

Nora Reissig  
Director, Social Services, NYCHA

John B. Rhea  
Chairman, NYCHA

Atefeh Riaz  
Chief Information Officer, NYCHA

Andrea Richardson  
Administrator for the Deputy General Manager for  
Operations, NYCHA

Vincent Salerno  
Deputy Inspector, NYPD Housing Bureau

David Schmid  
Assistant Commissioner, Mayor's Community Affairs  
Unit

Calvin Solomon  
Director, Community Outreach, Office of the Special  
Narcotics Prosecutor for the City of New York

Hugh Spence  
Deputy General Manager of Community Operations,  
NYCHA

Lisette Uribe  
Staff Analyst, Strategic Planning and Change  
Management, NYCHA

Ethel Velez  
Board Member, Citywide Council of Presidents

Robert Volpe  
Development Officer, Office of Public/Private  
Partnerships, NYCHA

Anil Wadhvani  
Deputy Director, Closed Circuit Television Unit,  
NYCHA

Herma Williams  
Board Member, Citywide Council of Presidents

Rosia Wyche  
Second Vice President, Citywide Council of Presidents

Rosemary Yu  
Assistant District Attorney, New York County District  
Attorney's Office

## Appendix II – Safety and Security Task Force Meeting Dates and Speakers

Meeting	Organization	Speakers
December 10, 2009	None	None
January 14, 2010	None	None
February 4, 2010	Spring Creek Towers Department of Public Safety	Gerard Tuomey, Director Robert Rivera, Deputy Director Vidal Rivera, Integrity Control
February 25, 2010	Utterly Global	Laurie Sanchez, Founder Carol Blank, Director of Training and Programs
March 18, 2010	Kings County Attorney's Office	Mary Hughes, Prosecutor Nicole Barron, Program Director Stacey Michaels, Program Director
April 8, 2010	FJC Technologies  Securitech Group Xtra Sales/Keri Systems	Frank Califano, Jr., President Daniel Kime, Senior Vice President David Gonzalez, Sales Engineering Consultant Mark Berger, President Peggy Caruso-Miller, President
April 29, 2010	Special Narcotics Prosecutor for New York City	Bridget Brennan, Special Narcotics Prosecutor
May 20, 2010	NYPD Housing Bureau NYPD Juvenile Robbery Intervention Program	Chief Joanne Jaffe Lieutenant David Glassberg
June 10, 2010	Nature's Security Team	Charlene Nimmons, Executive Director Sherwood Muhammad, Chief Executive Officer Richard Hermitt, Chief Operating Officer Phillip Hannah, Director of Security Steven Muhammad, Human Resources
July 1, 2010	NYCHA	Brian Clarke, Assistant Deputy General Manager of Operations Patrick O'Hagan, Director of Security
August 5, 2010	Office of the Deputy Mayor for Health and Human Services  City Year New York	Andrea Batista Schlesinger, Special Advisor to the Mayor  Diana Vining, Outreach Manager
September 16, 2010	Safe Horizon	Michele Kirschbaum, Director of Brooklyn Mediation Program Rochelle Arms, Community Outreach Coordinator Jessica Hillard, Senior Case Manager
October 14, 2010	Hudson Link  Proud Neighbor	Sean Pica, Executive Director  Zoe Rose, Chief Executive Officer
November 4, 2010	New York County District Attorney's Office	Lee Llambelis, Special Assistant District Attorney for Community Affairs
December 9, 2010	Bronx County District Attorney's Office	Barbara-Robles-Gonzalez, Director for Community Affairs

### Appendix III – Developments Participating in Resident Safety and Security Survey

Development	Borough	Elderly Only	Households	Survey Responses	Percent Responses
Morris I	Bronx	No	1,073	91	8%
Morris II	Bronx	No	794	69	9%
Pelham Parkway	Bronx	No	1,258	61	5%
Sedgwick	Bronx	No	769	104	14%
West Tremont Avenue-Sedgwick Avenue Area	Bronx	Yes	146	7	5%
Marcy Houses	Brooklyn	No	1,695	225	13%
Van Dyke I	Brooklyn	No	1,586	162	10%
Van Dyke II	Brooklyn	Yes	111	29	26%
Chelsea Houses	Manhattan	No	423	51	12%
King Towers	Manhattan	No	1,367	198	14%
Astoria Houses	Queens	No	1,097	118	11%
Stapleton Houses	Staten Island	No	546	51	9%

## Appendix IV – Results from the Resident Safety and Security Survey

### Section A. Perception/Identification of the Crime Problem

1a. To the best of your knowledge, have any serious crimes occurred in your development in the past 12 months?

Response	Number	Percent
Yes	625	59%
No	435	41%
Total	1,060	
No Answer	106	

1b. Which of the following types of serious crimes do you know to have occurred in your development in the past 12 months? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Type	Number	Percent
Auto-Theft	63	5%
Burglary	75	6%
Rape	103	9%
Grand Larceny	141	12%
Robbery	157	13%
Domestic Violence	227	19%
Assault	233	20%
Gun Crime	281	24%
Murder	305	26%
Using Drugs	580	50%
Use of Guns (Shots)	583	50%
Selling Drugs	636	55%

1c. How did you find out about these crimes? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number surveys received (1,166).*

Knowledge of Crime	Number	Percent
NYPD at Community Meeting	67	6%
Victim	68	6%
Newsletter	137	12%
NYPD/NYCHA Poster	145	12%
Witness	173	15%
Know Victim	186	16%
Media	277	24%
Conversation w/Neighbors	641	55%

### Section B. Fear of Crime

2. Overall, do you think you are well informed of crime which occurs in your *development*?

Well Informed?	Number	Percent
Well Informed	90	8%
Informed	158	14%
Somewhat Informed	414	38%
Not Well Informed	428	39%
Total	1,090	
No Answer	76	

3a. How fearful are you about crime in your *development*?

How Fearful?	Number	Percent
Very Fearful	419	38%
Somewhat Fearful	443	40%
Not Very Fearful	157	14%
Not at All Fearful	88	8%
Total	1,107	
No Answer	59	

## Appendix IV – Results from the Resident Safety and Security Survey continued

3b. Over the last 12 months, have your fears about crime in your development ...?

Change of Fear	Number	Percent
Increased	323	30%
Stayed the Same	608	56%
Decreased	153	14%
Total	1,084	
No Answer	82	

3c. How have you changed your daily activities due to your fear of crime in your development? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Change Activities?	Number	Percent
Avoid Elevators	144	12%
Did not Change Behavior	368	32%
Avoid Parks	441	38%
Avoid Stairwell	475	41%
Avoid Teens	539	46%
Do Not Leave Apt	641	55%

4a. How fearful are you about crime in the neighborhood surrounding your development?

How Fearful?	Number	Percent
Very Fearful	355	33%
Somewhat Fearful	465	43%
Not Very Fearful	171	16%
Not at All Fearful	88	8%
Total	1,079	
No Answer	87	

4b. Over the last 12 months, have your fears about crime in the neighborhood surrounding your development....?

Change of Fear	Number	Percent
Increased	307	30%
Stayed the Same	580	56%
Decreased	153	15%
Total	1,040	
No Answer	126	

5. Do any of the following conditions or activities exist in your development now or in the last 12 months? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Condition/Activities	Number	Percent
Prostitution	43	4%
Abandoned Cars	84	7%
Begging	107	9%
Homeless	112	10%
Overgrown Shrubs	148	13%
Truancy	246	21%
Gangs	264	23%
Public Drinking	309	27%
Aggressive Dogs	344	30%
Vandalism/Graffiti	407	35%
Public Drug Sales	434	37%
Loud Noise	445	38%
Poor Lighting	484	42%
Broken Locks	559	48%
Unsecured Lobby Doors	564	48%
Intercom Broken	582	50%
Loitering	586	50%
Public Urination	862	74%

6. How satisfied are you with the quality of life in your development?

Satisfaction	Number	Percent
Very Satisfied	48	5%
Satisfied	354	34%
Dissatisfied	424	41%
Very Dissatisfied	212	20%
Total	1,038	
No Answer	128	

## Appendix IV – Results from the Resident Safety and Security Survey continued

7. Should NYCHA residents be allowed to have dogs?

Allow Dogs?	Number	Percent
Yes	428	41%
No	621	59%
Total	1,049	
No Answer	117	

8. In the past 12 months, have you done any of these things to protect yourself from crime in the home, in a direct response to you or your family's fear of crime? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Crime Prevention	Number	Percent
Own a Dog	93	8%
Tenant Patrol	145	12%
Community Meetings	236	20%
Neighbors Watch	401	34%
Extra Locks	438	38%

9. How effective is the tenant patrol in your development?

Effectiveness	Number	Percent
Very Effective	56	5%
Effective	92	9%
Somewhat Effective	201	20%
Not at all Effective	184	18%
Do not have TP	487	48%
Total	1,020	
No Answer	146	

10. If the tenant patrol in your development is not effective, what are some of the reasons? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Reasons	Number	Percent
No Funding	183	16%
No Police Visits	282	24%
Intercoms Broken	396	34%
Door Locks Broken	401	34%

### Section C. Police Contact/Visibility

11a. Is your development serviced by a Police Service Area (PSA) or local Police Precinct? *Note – table updated as of May 31, 2011.*

PSA/Precinct	Number	Percent
PSA	117	12%
Precinct	124	12%
Both	166	17%
Do not know	600	60%
Total	1,007	
No Answer	159	

11b. How would you best describe you or your family's or visitor's contact with the police? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166). Table is updated as of May 31, 2011.*

Contact Description	Precinct	PSA	Total	Percent of Total Responses
Working with Police	46	51	97	8%
Arrested	45	27	72	6%
Traffic Violation	50	32	82	7%
Smell/Test Beverage	61	62	123	11%
Community Activity	71	90	161	14%
Requested Information	86	97	183	16%
Randomly Frisked	86	65	151	13%
Gave Crime Information	99	64	163	14%
Randomly Stopped	103	85	188	16%
Casual Conversation	110	157	267	23%
Officer Respond to Call	188	147	335	29%

11c. In your interaction with the police or your family's or visitor's interaction with the police, would you state that you were treated with courtesy, professionalism and respect?

NYPD Interaction	Number	Percent
Strongly Agree	143	19%
Agree	402	54%
Disagree	118	16%
Strongly Disagree	86	11%
Total	749	
No Answer	417	

## Appendix IV – Results from the Resident Safety and Security Survey continued

12. In the past 12 months, have you observed any increases or decreases in police officer presence in your development or did the number stay the same?

NYPD Presence	Number	Percent
Increase	247	24%
No Change	448	44%
Decrease	228	22%
Never See Police	105	10%
Total	1,028	
No Answer	138	

13. In the past 12 months, what activities have you seen police doing? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Activities	Number	Percent
Involved with Kids' Activities	61	5%
Talking w/NYCHA Management	95	8%
Attending Community Meetings	144	12%
Attending RA Meetings	151	13%
Greeting Residents	193	17%
Crime Prevention Events	215	18%
Randomly Stopping Residents/Visitors	352	30%

### Section D. Satisfaction with Police/Availability of Police

14. In general, how satisfied are you with the police who serve your development?

Satisfaction	Number	Percent
Very Satisfied	108	11%
Satisfied	413	43%
Dissatisfied	309	32%
Very Dissatisfied	137	14%
Total	967	
No Answer	199	

15. How much work are police doing with the residents of your development to prevent crime and safety problems?

Work with Residents	Number	Percent
A lot	124	13%
Some	326	35%
Very Little	281	30%
Nothing at All	198	21%
Total	929	
No Answer	237	

16. What type of things do you wish the police were doing in your development? *Note – Responses are not mutually exclusive and the percent of responses is based on the total number of surveys received (1,166).*

Activities	Number	Percent
Decrease Efforts to Keep Unauthorized Out	119	10%
Satisfied with Level of Service	145	12%
Assign Same Officers	433	37%
Positive Interaction with Youth	530	45%
Work with the Community to Prevent Crime	573	49%
Increase Efforts to prevent Quality of Life Offenses	575	49%
Increase Number of Officers on Patrol	669	57%
Increase Efforts to Keep Unauthorized Out	699	60%

### Section E. General Information

17a. What is your age?

Age Range	Number	Percent
18 - 20	3	0%
21 - 30	43	4%
31 - 40	136	13%
41 - 50	208	20%
51 - 61	258	25%
62 & Older	387	37%
Total	1,035	100%
No Answer	131	

## Appendix IV – Results from the Resident Safety and Security Survey continued

17b. What is your gender?

<b>Gender</b>	<b>Number</b>	<b>Percent</b>
Female	849	82%
Male	184	18%
Total	1033	100%
No Answer	133	

17c. How long have you lived at your development?

<b>Tenure</b>	<b>Number</b>	<b>Percent</b>
Less than 5 Years	176	17%
5 - 10 Years	225	22%
11 - 15 Years	105	10%
More than 15 Years	524	51%
Total	1,030	100%
No Answer	136	

# Appendix V – Resident Safety and Security Survey

TDS - 026

## NYCHA Resident Safety and Security Survey

### Section A. Perception/Identification of the Crime Problem

1a. To the best of your knowledge, have any serious crimes occurred in your development in the past 12 months?

- Yes  
 No

1b. Which of the following types of serious crimes do you know to have occurred in your development in the past 12 months? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> People selling drugs              | <input type="checkbox"/> Murder   |
| <input type="checkbox"/> People using drugs                | <input type="checkbox"/> Burglary – theft from apartment                    |
| <input type="checkbox"/> Auto-theft                        | <input type="checkbox"/> Robbery – forcible theft of personal property      |
| <input type="checkbox"/> Assault -Violent physical attacks | <input type="checkbox"/> Grand Larceny – Snatch of Cell phone/purse/jewelry |
| <input type="checkbox"/> Crimes committed with guns        | <input type="checkbox"/> Use of Guns (Heard shots fired)                    |
| <input type="checkbox"/> Sexual assault/Rape               | <input type="checkbox"/> Domestic Violence                                  |

1c. How did you find out about these crimes?

- 1 You were victimized  
 2 Someone you know was victimized.  
 3 Witnessed criminal acts in development  
 4 Learned about crime through conversations with neighbors at development  
 5 Received information directly from the local police through community meetings  
 6 Received information from NYPD/NYCHA poster in the development  
 7 Received information from newsletters, pamphlets, crime bulletins, and/or police Internet websites.  
 8 Received information through the media, such as newspapers, television, and radio.  
 9 Other (Specify)

### Section B. Fear of Crime

2. Overall, do you think you are well informed of crime which occurs in your development?

- 1 Well Informed  
 2 Informed  
 3 Somewhat Informed  
 4 Not Well Informed

3a. How fearful are you about crime in your development?

- 1 Very fearful  
 2 Somewhat fearful  
 3 Not very fearful  
 4 Not at all fearful

3b. Over the last 12 months, have your fears about crime in your development ...?

- 1 Increased  
 2 Decreased  
 3 Stayed the same

3c. How have you changed your daily activities due to your fear of crime in your development? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> I avoid the parks in and around the development | <input type="checkbox"/> I avoid groups of teenagers                |
| <input type="checkbox"/> I avoid leaving my apartment at night           | <input type="checkbox"/> I avoid using the elevators                |
| <input type="checkbox"/> I avoid using the stairwell                     | <input type="checkbox"/> I have not changed my behavior due to fear |

TDS - 026

# Appendix V – Resident Safety and Security Survey continued

TDS - 026

**4a. How fearful are you about crime in the neighborhood surrounding your development?**

- 1 Very fearful
- 2 Somewhat fearful
- 3 Not very fearful
- 4 Not at all fearful

**4b. Over the last 12 months, have your fears about crime in the neighborhood surrounding your development ....?**

- 1 Increased
- 2 Decreased
- 3 Stayed the same

**5. Do any of the following conditions or activities exist in your development now or in the last 12 months? (check all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> Abandoned cars                | <input type="checkbox"/> Panhandling/Begging  |
| <input type="checkbox"/> Poor lighting                 | <input type="checkbox"/> Loitering/"hanging out"                                    |
| <input type="checkbox"/> Overgrown shrubs/trees        | <input type="checkbox"/> Truancy/youth skipping school                              |
| <input type="checkbox"/> Illegal public drinking       | <input type="checkbox"/> Transients/Homeless sleeping on benches, streets           |
| <input type="checkbox"/> Public drug sales             | <input type="checkbox"/> Unsecured lobby doors                                      |
| <input type="checkbox"/> Vandalism or Graffiti         | <input type="checkbox"/> Gangs  |
| <input type="checkbox"/> Prostitution                  | <input type="checkbox"/> Urination in public spaces – elevators, lobbies, stairways |
| <input type="checkbox"/> Aggressive Dogs               | <input type="checkbox"/> Loud music/noise   |
| <input type="checkbox"/> Intercom system does not work | <input type="checkbox"/> Locks on lobby doors are broken                            |

**6. How satisfied are you with the quality of life in your development?**

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

**7. Should NYCHA residents be allowed to have dogs?**  Yes  No

**8. In the past 12 months, have you done any of these things to protect yourself from crime in the home, in a direct response to you or your family's fear of crime?**

- |  |   |
|--|---|
| <input type="checkbox"/> You go to community meetings  | <input type="checkbox"/> You have installed extra locks on windows and/or doors |
| <input type="checkbox"/> You and your neighbors have agreed to watch out for each other's safety | <input type="checkbox"/> You have a dog at home                                 |
| <input type="checkbox"/> You have participated in the tenant patrol                              |   |

Are there any other precautions you take that have not been described? (Specify)

**9. How effective is the tenant patrol in your development?**

- 1 Very effective
- 2 Effective
- 3 Somewhat effective
- 4 Not at all effective
- 5 Do not have a tenant patrol at my development

# Appendix V – Resident Safety and Security Survey continued

TDS – 026

**10. If the tenant patrol in your development is not effective, what are some of the reasons?**

- Intercoms do not work
- Locks on lobby doors do not work
- Police do not visit the tenant patrol in the lobby
- Do not have funding from City Council or NY State
- Other

**Section C. Police Contact/Visibility**

**11a. Is your development serviced by a Police Service Area (PSA) or local Police Precinct?**

- 1 Police Service Area
- 2 Police Precinct
- 3 Both – Serviced by both PSA and local precinct
- 4 Don't know

**11b. How would you best describe you or your family's or visitor's contact with the police? (check all that apply)**

	PSA	Precinct
1 Casual conversation with a police officer.	<input type="checkbox"/>	<input type="checkbox"/>
2 Officer responding to your call for service.	<input type="checkbox"/>	<input type="checkbox"/>
3 Gave information to police about a crime or incident (e.g. crime tip).	<input type="checkbox"/>	<input type="checkbox"/>
4 Asked the police for information or advice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5 Participated in a community activity that involved the police. (e.g. clean-up, social event, community meeting).	<input type="checkbox"/>	<input type="checkbox"/>
6 Traffic violations/traffic accidents.	<input type="checkbox"/>	<input type="checkbox"/>
7 Working with police to address specific problems.	<input type="checkbox"/>	<input type="checkbox"/>
8 Randomly stopped by the police in NYCHA building or on grounds	<input type="checkbox"/>	<input type="checkbox"/>
9 Randomly frisked by the police in NYCHA building or on grounds	<input type="checkbox"/>	<input type="checkbox"/>
10 Officer requested to smell or test your beverage container.	<input type="checkbox"/>	<input type="checkbox"/>
11 Arrested	<input type="checkbox"/>	<input type="checkbox"/>
12 Other (Specify) <input style="width: 650px; height: 25px;" type="text"/>		

**11c. In your interaction with the police or your family's or visitor's interaction with the police, would you state that you were treated with courtesy, professionalism and respect?**

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

**12. In the past 12 months, have you observed any increases or decreases in police officer presence in your development or did the number stay the same?**

- 1 Increase
- 2 Decrease
- 3 No change
- 4 Never see police in my development

**13. In the past 12 months, what activities have you seen police doing?**

- Police greeting residents in the development
- Police talking with NYCHA management
- Randomly stopping residents and visitors in NYCHA building or on grounds
- Police attending NYCHA resident association meetings
- Police attending community meetings
- Police involved with kids through recreational or school Activities such "Cops & Kids Basketball" program, etc.
- Police facilitating crime prevention activities such as "National Night Out", etc.
- Have you noticed any other activities? (Specify)

TDS - 026

# Appendix V – Resident Safety and Security Survey continued

TDS – 026

## Section D. Satisfaction with Police/Availability of Police

14. In general, how satisfied are you with the police who serve your development?

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

15. How much work are police doing with the residents of your development to prevent crime and safety problems?

- 1 A lot
- 2 Some
- 3 Very little
- 4 Nothing at all

16. What type of things do you wish the police were doing in your development? (check all that apply)

- 1 Working with the community to prevent crime
- 2 Increasing the number of officers patrolling the development
- 3 Assigning the same officers to my development day in and day out
- 4 More positive interaction with the youth in the development
- 5 Increase efforts to keep unauthorized people out of your building
- 6 Decrease efforts to keep unauthorized people out of your building
- 7 Increase efforts to prevent quality-of-life offenses in your buildings such as graffiti, etc.
- 8 I am satisfied with the level of service from the police
- 9 Other (Specify)

## Section E. General Information (Optional)

17a. What is your age?  18 - 20  21 – 30  31 – 40  41 – 50  51 – 61  62 and older

17b. What is your gender?  Female  Male

17c. How long have you lived at your development?  Less than 5 years  5 – 10 years  11 – 15 years  More than 15 years

17d. How many children under the age of 18 live in your household?  1  2 – 3  4 – 5  More than 5

**Section F. Comments** - Do you have any additional comments or suggestions for NYCHA about safety and security at your development and your relationship with the police?

## Section G. Safety and Security Initiatives (Optional)

If you would like to learn more about volunteering for NYCHA's safety and security initiatives please give us your contact information.

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

**THANK YOU FOR COMPLETING THE NYCHA RESIDENT SAFETY AND SECURITY SURVEY!**

Please return to NYCHA's Research & Management Analysis Department – 250 Broadway, 11<sup>th</sup> Floor

# Appendix VI – Sample Family Day Contract



## FAMILY DAY 2010 AGREEMENT

<b>Development:</b>		<b>Date of Event :</b>	
<b>Resident Association Name:</b>			

### AGREEMENT

In accordance with the New York City Housing Authority's ("Authority") Family Day Guidelines, the Resident Association President and members of the Resident Association Board are responsible for the supervision of Family Day activities at their Development and must abide by the guidelines listed below. In addition the Resident Association President or a designated member of the Resident Association Board must attend a Family Day Orientation session that will be sponsored by the Authority and the New York City Police Department. NYCHA or the NYPD have the right to terminate any prohibited activity discovered during the event.

The Resident Association Board is responsible for:

1. Submit all publicity relating to the event and a listing of all speakers or guests attending or invited to the event to the Community Operations Borough Office.
2. Ensure that no physical alterations are made to the indoor or outdoor spaces
3. Exercise care in the use of the space, compensating for any damages arising
4. Ensure that attendance does not exceed the posted maximum capacity of the premises, if indoor space is used
5. Ensure that the event does not cause a disturbance to the residents who reside in the vicinity of the event
6. Ensure the safekeeping and care of any equipment, furniture, food, supplies or materials stored on Authority grounds prior to and after the event
7. Ensure set-up and proper clean-up
8. Ensure that the hours of operation are in accordance with these guidelines.

**PROHIBITED ACTIVITIES:** The Family Day event shall NOT include the following activities:

- Sale or consumption of alcoholic beverages
- Any form of gambling
- Any other form of illegal activity
- Any sale of tickets or raffles unless prior Authority approval has been granted by the Community Operations Borough Director
- Any commercial enterprise unless prior Authority approval has been granted by the Community Operations Borough Director
- Any activity that interferes with the safety and well being of, or creates a disturbance for, Development residents and the surrounding Community

**Hours for Family Day Events:** Family Day events may be held between the hours of 12:00 PM and 8:00 PM. All Music and/or amplified sound are to be turned off by 7:00PM.

### Required Permits:

**Street Fair Permit:** If the Family Day will involve closing any street to vehicle traffic, a Street Fair permit is required. Any cars used to illegally block off streets may be towed. Permit applications may be picked up at the Office of the Mayor - Street Activity Permit Office 100 Gold Street- 2<sup>nd</sup> Floor or online at [www.nyc.gov/sapo](http://www.nyc.gov/sapo)

**Sound Permit:** A Sound Permit is required if there will be amplified sound. Permit applications may be picked up from the local police precinct. Sound Permit applications must be filed at least 5 days prior to the event.

**Note:** Family Day events may not be advertised and/or posted on any social networking site, such as Twitter, Facebook, or MySpace. The posting of the event may lead to cancellation of the Family Day activities.

**ACKNOWLEDGEMENT OF AGREEMENT:** I acknowledge that I have read and understand the agreement, attended the Mandatory Family Day Orientation and will abide by the terms thereof. Failure to comply with the terms of this agreement may result in cancellation of the event and the refusal to sanction future events. I understand that unforeseen circumstances, as determined by NYCHA or the NYPD, may result in cancellation or postponement of the Family Day Event.

Resident Assoc. President \_\_\_\_\_ Date \_\_\_\_\_  
 \_\_\_\_\_  
 Print Name  
 Resident Assoc. President \_\_\_\_\_  
 \_\_\_\_\_  
 Signature  
 NYCHA Staff Approval \_\_\_\_\_ Date \_\_\_\_\_  
 \_\_\_\_\_  
 Print Name  
 NYCHA Staff Signature \_\_\_\_\_  
 \_\_\_\_\_  
 Signature

Copies to: Manager, Police Service Area (PSA) or Local Precinct, Housing Bureau Command, Housing Bureau Community Affairs

**MUSIC** **2010** **FUN**

**Resident Association**  
**Family Day**

**GAMES** **DEVELOPMENT** **FOOD**

\_\_\_\_\_  
**DATE**  
\_\_\_\_\_  
**TIME**  
\_\_\_\_\_

FAMILY DAY EVENTS MAY BE HELD BETWEEN THE HOURS OF 12:00 PM AND 8:00 PM.  
ALL MUSIC AND/OR AMPLIFIED SOUND ARE TO BE TURNED OFF BY 7:00 PM.

Share this day with  
your family and  
community

**PROHIBITED ACTIVITIES**

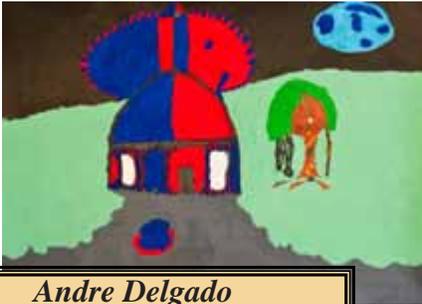
*The Family Day event shall NOT include the following activities:*

- Sale or consumption of alcoholic beverages
- Any form of gambling
- Any other form of illegal activity
- Any sale of tickets or raffles unless prior Authority approval has been granted by the Community Operations Borough Director
- Any commercial enterprise unless prior Authority approval has been granted by the Community Operations Borough Director
- Any activity that interferes with the safety and well being of, or creates a disturbance for, Development residents and the surrounding Community

 **NYCHA has the right to terminate any prohibited activity discovered during the event.**

**Note:** Family Day events may not be advertised and/or posted on any social networking site, such as Twitter, Facebook, or MySpace. The posting of the event may lead to cancellation of the Family Day activities.

**Appendix VIII – National Association of  
Housing and Redevelopment Officials contest posters**



*Andre Delgado  
Age 12, Parkside Houses*



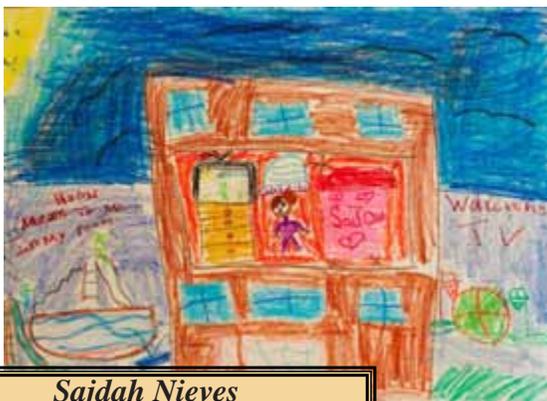
*Alliyah Garcia  
Age 7, Wagner Houses*



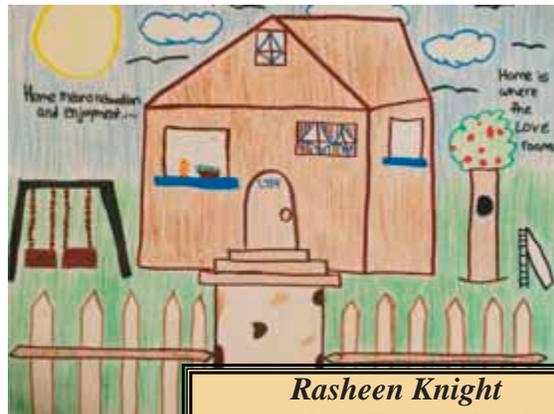
*Janice Rodriguez  
Age 6, Highbridge Gardens*



*Jhane Coello  
Age 12, Parkside Houses*



*Sajdah Nieves  
Age 9, Clinton Houses*



*Rasheen Knight  
Age 12, O'Dwyer Gardens*

# Appendix IX – Letter from NYCHA Chairman John B. Rhea to NAHRO Poster Contest Semi-Finalists



**NEW YORK CITY HOUSING AUTHORITY**  
250 BROADWAY • NEW YORK, NY 10007

TEL: (212) 306-3000 • <http://nyc.gov/nycha>

**JOHN B. RHEA**  
CHAIRMAN  
**EARL ANDREWS, JR.**  
VICE CHAIRMAN  
**MARGARITA LÓPEZ**  
MEMBER  
**VILMA HUERTAS**  
SECRETARY  
**MICHAEL P. KELLY**  
GENERAL MANAGER

November 19, 2010

Congratulations on being named one of six semifinalists for the National Association of Housing and Redevelopment Officials (NAHRO) “What Home Means to Me” poster contest. Your work of art was chosen among more than 260 submissions by NYCHA-operated community centers last summer and that is no small achievement.

The NYCHA family is incredibly proud of you for a job well done and we encourage you to continue to love and care for your community. For you are the greatest partners we have in our struggle to ensure that public housing is around for generations to come.

For 76 years the New York City Housing Authority (NYCHA) has provided affordable housing in a safe living environment for low and moderate-income New Yorkers. A NYCHA home is more than bricks and mortar. A NYCHA home is community, fellowship and support to families, innovative programs to enrich our residents’ lives, and most importantly help to those who need it most. It is evident through your artwork that you too understand the real meaning of home.

Once again, my sincere congratulations on this accomplishment, and I thank you for sharing your vision of home with all of us.

Sincerely,

A handwritten signature in black ink that reads "John B. Rhea".

John B. Rhea  
Chairman

New York City Housing Authority

## Appendix X – Front Lobby Sign

**NYCHA PREMISES ARE FOR THE EXCLUSIVE USE OF RESIDENTS,  
INVITED GUESTS, AND PERSONS WITH LEGITIMATE BUSINESS ONLY**

**NO TRESPASSING**

**OBEY ALL NYCHA POSTED SIGNS**

**THE FOLLOWING ACTIVITIES ARE NOT PERMITTED  
IN NYCHA COMMON AREAS**

(lobbies, corridors, stairs, elevators, terraces, balconies and development grounds)

**Alcohol Consumption and Possessing Open Containers of Alcohol**

**Barbecuing – except by permit**

**Bicycle Riding / Skateboarding / Rollerblading**

**Creating a Disturbance/Engaging in Dangerous Activity**

**Defacing NYCHA Property – by Graffiti or other means**

**Dogs:**

- **Failing to curb a dog and pick up solid dog waste**
- **Possessing dogs not registered with NYCHA**
- **Possessing unleashed dogs**

**Drug Sale, Use, or Possession**

**Entering restricted areas, including a building roof or roof landing**

**Lingering - in common areas of building**

**Littering**

**Playing loud music or creating unreasonable noise**

**Smoking - in common areas of building**

**Riding/Driving unauthorized vehicles on development grounds**

**IN ADDITION TO PENALTIES IMPOSED BY LAW, VIOLATORS MAY BE SUBJECT TO  
EJECTION FROM PREMISES OR TERMINATION OF TENANCY**

**All persons are expected to cooperate with inquiries from NYCHA Management, Security  
Guards, Resident Watch, and the Police regarding compliance with these rules.**

*To report a problem: Call the development management office or 311  
For Emergencies only – call 911*

# Appendix XI – Highlights of House Rules, Lease Terms and Policy

## New York City Housing Authority (NYCHA) Highlights of House Rules, Lease Terms and Policy

This document contains highlights of NYCHA lease requirements, “house rules and regulations,” general provisions of law and NYCHA policy. The document is intended to remind NYCHA residents of these important requirements.

**Note that this document is NOT a lease and NOT a lease addendum.**

**The act of signing this document will not grant any rights of tenancy or authorized occupancy.**

**This document does not waive any lease provision, rule or policy not included here. All provisions of other NYCHA rules, policy or lease clauses not mentioned here remain in full force and effect.**

*Contact your development housing assistant for more details.*

FINANCIAL INFORMATION	
1	<p><b>Annual Review:</b> Every household must submit to NYCHA every year the Annual Review booklet. This lists both the tenants (person(s) who signed the lease) and family members who did not sign the lease but are authorized by NYCHA to reside in the household.</p> <p>Include in the booklet income information for <b>ALL</b> household members. Examples of income include: employment wages, Social Security benefits, Supplemental Security Income (SSI), pension, public assistance, unemployment benefits and income from a business.</p> <p>NYCHA verifies the accuracy of the information reported through US Department of Housing and Urban Development (HUD) databases and other sources.</p>
2	<p><b>Rent:</b> Rent is based on the income of <b>all</b> household members. Rent is based on 30% of household income (less allowable deductions) or the welfare rent, and can not go higher than any rent ceiling in effect.</p>
3	<p><b>Rent Due:</b> Rent for the entire month is due the <b>first</b> day of the month and must be paid entirely, unless the family pays by <i>automatic rent payment</i> (see #5 below), where rent can be paid twice a month.</p>
4	<p><b>Rent Payment Options:</b> Rent is paid <b>once</b> a month, due on the first of the month:</p> <ul style="list-style-type: none"> <li>• <u>by mail</u>: mail your check or money order along with the monthly rent bill,</li> <li>• <u>by phone</u>: call (866) 942-3104,</li> <li>• <u>with cash at a bank</u>, or</li> <li>• <u>with cash at a check cashing store</u>: At Pay-O-Matic.</li> </ul>
5	<p><b>Automatic Rent Payment Options</b> – rent is paid <b>twice</b> a month:</p> <ul style="list-style-type: none"> <li>• <u>Payroll Rent Deduction</u>: available to most New York City municipal employees, including NYCHA employees</li> <li>• <u>Automatic Rent set up by computer</u>: available to any resident whose source of income (for example: wages, pension, Social Security) is <u>directly deposited</u> to their bank account <b>and</b> the resident signs up for automatic rent payment (go to <a href="http://www.nyc.gov/nycha">www.nyc.gov/nycha</a> and select “Online Rent payment”).</li> <li>• <u>Public Assistance</u>: PA recipients whose rent is paid by the Department of Social Services twice monthly.</li> </ul>
APARTMENT INFORMATION	
6	<p><b>Repairs and Inspection:</b> Report needed repairs and emergencies to the Customer Contact Center (CCC) at (718) 707-7771. Residents must help facilitate repairs and inspections by providing access to their apartment as needed.</p>
7	<p><b>Window Guards:</b> Every window in every apartment must have a window guard, even if you don’t have children living in your apartment. If you remove a window guard to install an air conditioner (A/C), you must call the development office because NYCHA must inspect the window to see that the A/C is securely installed.</p>
8	<p><b>Major Appliances:</b> If you want to get a major appliance (air conditioner, freezer, dishwasher or clothes washing machine) you must contact the development office and sign a special appliance agreement. There may be a small electricity or water usage fee involved. <b><i>Clothes dryers are prohibited.</i></b></p>
9	<p><b>Occupancy:</b> Only the tenant(s) and people authorized by NYCHA may reside in your apartment. Unauthorized occupants are not permitted. If an authorized member of your household leaves, you must notify NYCHA and verify that the person moved out.</p>
10	<p><b>Additions to Your Household:</b> Tenants may request permission from NYCHA for another person to reside with them in their apartments. NYCHA may grant permission for an additional person(s), upon certain conditions, including: the tenant is in occupancy and in good standing, and if the additional person is one of the acceptable relationship categories (such as child, sibling, parent, grandparent, spouse or registered domestic partner), meets the occupancy standards and passes a criminal background check.</p>
11	<p><b>Transfers:</b> A tenant may request a transfer to another apartment. NYCHA may grant the transfer if the tenant is in good standing and the reason for transfer falls within one of the allowable transfer categories. If a family is allowed to transfer, the entire family must move and no one is allowed to remain in the old apartment. NYCHA may require a family to transfer if the family underoccupies the apartment or NYCHA needs the apartment for some NYCHA purpose.</p>

# Appendix XI – Highlights of House Rules, Lease Terms and Policy continued

## New York City Housing Authority (NYCHA) Highlights of House Rules, Lease Terms and Policy

12	<b>Emergency Transfers:</b> NYCHA has an emergency transfer program for Victims of Domestic Violence (VDV), Intimidated Witnesses (IW), Intimidated Victims (IV) or Child Sexual Victims (CSV) who meet certain requirements, including submitting documents to prove their status, and who are willing to move to a development selected by NYCHA within their borough of choice. If a family is allowed to transfer, the entire family must move and no one is allowed to remain in the old apartment. The abuser does not transfer and must be excluded from the old apartment.
13	<b>Violence Against Women Act (VAWA):</b> NYCHA will not consider an incident of domestic violence, dating violence or stalking as grounds to terminate the tenancy or occupancy rights of the victim of abuse. A victim of abuse may request an Emergency Transfer if the victim is the tenant and meets the requirements of the Emergency Transfer Program (see #12 above). NYCHA may proceed to terminate the tenancy or occupancy rights of the abuser.
14	<b>Apartment Condition:</b> The apartment must be maintained in a good, clean and sanitary condition. Residents and their guests may not damage, deface or destroy the apartment or any NYCHA property. The tenant will take every reasonable precaution to prevent fires and will not store gasoline or other hazardous flammable substances in the apartment.
15	<b>Waste:</b> The tenant must dispose of all waste and trash properly. Kitty litter shall be placed in the compactor chute with other household garbage and <b>not</b> flushed down the toilet. Large items such as mattresses and other furniture must be disposed of properly and may <b>not</b> be left in common areas.
16	<b>Smoke Alarm / CO2 Detector:</b> The tenant must keep in good condition all smoke or Carbon Monoxide (CO2) detectors. The tenant is responsible for changing the batteries so that they function properly.
17	<b>Moving:</b> <ul style="list-style-type: none"> <li>• Moving is permitted by permit only. Residents must obtain a moving permit from the management office prior to moving.</li> <li>• Moving is permitted only on weekdays, Monday through Friday, between 9:00 AM to 5:00 PM.</li> <li>• Special moving situations must be approved by development management.</li> </ul>
<b>BUILDING AND DEVELOPMENT INFORMATION</b>	
18	<b>Trespassing Prohibited:</b> NYCHA premises are for the exclusive use of residents, invited guests, and persons with legitimate business. All persons are expected to cooperate with inquiries from NYCHA management, contract security hired by NYCHA, Resident Watch, and the police regarding their presence or conduct in any building or on development grounds.
19	<b>Restricted Areas:</b> No persons (including residents) are permitted in restricted areas, for example, roofs, roof landings and maintenance rooms, except for authorized and emergency personnel.
20	<b>TV Antenna / Cable TV Dish Antenna:</b> A resident is prohibited from installing a TV antenna or cable dish antenna either on the roof or on the exterior of the building outside an apartment.
21	<b>Lobby / Stairwell / Elevator:</b> The lobby or stairwell is meant for resident use to either go in or out of the building or to walk from floor to floor. <ul style="list-style-type: none"> <li>• Unlawful activity, lingering, smoking, the consumption of alcohol, and the possession of an open container of alcohol, are prohibited in the lobby, corridors, and stairwell.</li> <li>• Tampering with an elevator or riding on top of an elevator cab is prohibited.</li> <li>• Leaving an entrance or exit door propped open or unlocked is prohibited.</li> </ul>
22	<b>Parking:</b> NYCHA maintains parking lots as part of its residential developments and permits parking by both residents and non-residents. <u>No one may park in a parking lot without a current year parking registration sticker displayed in the windshield.</u> A sticker is valid for one year beginning May 1 <sup>st</sup> . NYCHA charges different parking rates depending on whether the parking applicant is a resident or non-resident, or if the lot desired is a reserved or non-reserved lot. NYCHA also provides parking for persons with disabilities. <b>Vehicle repair other than the changing of tires is NOT permitted in parking areas.</b> Vehicles in violation of these provisions may be subject to summons and/or tow at the owner's expense.
23	<b>Closed Circuit TV:</b> NYCHA installs closed circuit television cameras in various development locations, such as lobby and mail box areas, building entrances and exits, elevators, shops, community centers and other development rooms and ground locations. The cameras are intended to deter objectionable conduct and consequently improve the safety and security of residents, employees and property. Persons may not damage or destroy cameras or obstruct camera views.

# Appendix XI – Highlights of House Rules, Lease Terms and Policy continued

## New York City Housing Authority (NYCHA) Highlights of House Rules, Lease Terms and Policy

24	<p><b>Common Areas, Development Grounds and Recreational Areas:</b> NYCHA common areas are for the benefit of all residents. It is prohibited for any person to obstruct, damage or deface any common area, including playgrounds, picnic or barbecue areas, gardens, trees, shrubs, grass or groundcover, or to violate any of the following:</p> <ul style="list-style-type: none"> <li>• Creating a nuisance or disturbance is prohibited.</li> <li>• Rollerblading, bicycle riding and skateboarding are prohibited.</li> <li>• The consumption of alcohol and possession of an open container of alcohol are prohibited, including in community centers.</li> <li>• Barbecues without a NYCHA permit are prohibited.</li> <li>• Basketball courts close at 10:00PM. All other parks close at dusk, unless otherwise indicated.</li> <li>• Sound amplification devices are prohibited except by NYPD permit.</li> <li>• Littering and illegal dumping are prohibited.</li> <li>• The use of vehicles on sidewalks, internal roadways, and walkways is prohibited except for emergency vehicles and NYCHA authorized vehicles.</li> </ul> <p>All persons must comply with specific signs posted throughout the development regarding their use of or conduct in any area.</p>
<b>GENERAL INFORMATION</b>	
25	<p><b>Pets:</b></p> <ul style="list-style-type: none"> <li>• A family may maintain <u>one dog or one cat</u>, provided that it is registered with the development office. Dogs registered after February 1, 2010 may not weigh more than 25 pounds when full grown. Doberman Pinchers, Pit Bulls and Rottweilers are not permitted.</li> <li>• Dogs or cats NOT registered with NYCHA are prohibited from common areas and development grounds.</li> <li>• All dogs (including dogs that are Service Animals) in common areas and on development grounds must wear a currently valid metal tag issued by NYCHA and must also have a Department of Health and Mental Hygiene metal tag with license number displayed on a collar about its neck at all times.</li> <li>• A family may obtain a Service Animal if a doctor verifies that the animal assists, supports or provides service to a resident with disabilities. Service Animals must be registered with the development office.</li> <li>• Small caged animals, birds or fish (for example: parakeets, canaries, goldfish, hamsters and gerbils - this does <b>NOT</b> include dogs or cats) reasonably maintained are permitted, provided they are not prohibited by law. These animals do not have to be registered with NYCHA.</li> <li>• Dogs in common areas must be restrained by a leash 6 feet or less. Pets are prohibited from roofs.</li> <li>• Dogs must be curbed. Solid dog waste must be picked up.</li> </ul>
26	<p><b>Reasonable Accommodation:</b> NYCHA provides reasonable accommodation to meet the needs of persons with disabilities. To request a reasonable accommodation, contact your development manager or the NYCHA Department of Equal Opportunity, Services for the Disabled.</p>
27	<p><b>Community Service:</b> Every resident must perform 8 hours every month of Community Service or Economic Self-Sufficiency activities unless he or she is exempt. NYCHA notifies a family twice a year of Community Service requirements.</p>
28	<p><b>Termination of Tenancy:</b> NYCHA may start a proceeding to terminate tenancy if a tenant or family member commits a crime, is a source of danger to other residents, causes damage to people or property, creates a nuisance, breaches NYCHA rules or is chronically delinquent in the payment of rent.</p>

# Appendix XI – Highlights of House Rules, Lease Terms and Policy continued

## New York City Housing Authority (NYCHA) Highlights of House Rules, Lease Terms and Policy

*NOTE: The Lease requires that a tenant (lessee) is responsible for the behavior of his/her family members and guests.*

NYCHA requires that the tenants and all authorized household members age 18 and older sign below to indicate they have received and reviewed these highlights of NYCHA’s House Rules, Lease Terms and Policy.

If a household member cannot sign because of a physical or mental disability, or because the person is temporarily away from the apartment (such as in an out-of-town school or away in the military), print that person’s name on a line and state the reason that he or she can not sign.

**Note** that you must separately inform your development housing assistant if a household member was permanently removed from the household.

*Attach an additional sheet with signature lines if necessary.*

_____ Tenant – person who signed the NYCHA lease ( <i>print and sign name</i> )	_____ Date
_____ Tenant - person who signed the NYCHA lease ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date
_____ Authorized Household Member over age 18 ( <i>print and sign name</i> )	_____ Date

## Appendix XII – Sample Moving Permit

<b>NYCHA MOVING / DELIVERY PERMIT</b>	<b>NEW YORK CITY HOUSING AUTHORITY</b>								
Permit # _____ Development Name _____ Management Office Address _____ City, State, Zip Code _____ Telephone Number _____ Address of Move-in / Move-out / Delivery _____ _____ Apt # _____ Lessee Name(s):  <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>First Name</i></td> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>Last Name</i></td> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>Home/Cell phone #</i></td> </tr> <tr> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>First Name</i></td> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>Last Name</i></td> <td style="width: 33%; border-bottom: 1px solid black; text-align: center;"><i>Home/Cell phone #</i></td> </tr> </table> Type of Move: <input type="checkbox"/> Move-in <input type="checkbox"/> Move-out <input type="checkbox"/> Large Appliance / Furniture Delivery Date of Move-in, Move-out or Large Appliance / Furniture Delivery _____  <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border-bottom: 1px solid black; text-align: center;"><i>Day of the Week</i></td> <td style="width: 50%; border-bottom: 1px solid black; text-align: center;"><i>Month/Day/Year</i></td> </tr> </table> Time Slot _____ to _____ Elevator Car Assigned (if multiple elevator building) <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C Housing Assistant _____ <div style="display: flex; justify-content: space-between; width: 100%;"> <span style="text-align: center;"><i>Print Name</i></span> <span style="text-align: center;"><i>Sign</i></span> </div>		<i>First Name</i>	<i>Last Name</i>	<i>Home/Cell phone #</i>	<i>First Name</i>	<i>Last Name</i>	<i>Home/Cell phone #</i>	<i>Day of the Week</i>	<i>Month/Day/Year</i>
<i>First Name</i>	<i>Last Name</i>	<i>Home/Cell phone #</i>							
<i>First Name</i>	<i>Last Name</i>	<i>Home/Cell phone #</i>							
<i>Day of the Week</i>	<i>Month/Day/Year</i>								



NYCHA 040.792 (7/10) & Reverse

## Appendix XII – Sample Moving Permit continued

### MOVING & LARGE APPLIANCE/FURNITURE DELIVERY REGULATIONS

1. Move-in, move-out or delivery of large appliances are restricted to designated time slots, Monday through Friday, 9:00 AM – 5:00 PM in single and multiple elevator buildings.
2. Residents requesting Housing Manager approval for a special weekend moving slot must provide justification for this request.
3. There is no charge to the resident for the NYCHA Moving/Delivery Permit or to replace a lost or stolen permit.
4. If senior citizens, handicapped/disabled persons or NYCHA or emergency personnel require use of the elevator during the actual move, the resident performing the move must allow senior citizens, disabled/handicapped persons or NYCHA or emergency personnel staff use of the elevator before resuming their move.
5. If the elevator scheduled for move-in, move-out or large appliance/furniture delivery for a multiple elevator building is out of service the day and time slot of the move, the resident must contact the development Housing Assistant.
6. If the elevator is damaged during use for a move or delivery of large furniture or appliance, the resident may be subject to a charge for the cost of the elevator repair including any replacement part(s).
7. All boxes, wrappings, old furniture and other debris associated with the move/delivery must be properly disposed of in accordance with development regulations. Please check with your Housing Assistant on location of drop-off sites for old furniture and recyclable materials.
8. Arrangements must be made with the appliance vendor for removal of old refrigerators or ranges from the premises.

SAMPLE



NYCHA 040.792 (7/10) –Reverse

# Appendix XIII – Sample Welcome Committee Fact Sheet



\_\_\_\_\_ *Development Name*

\_\_\_\_\_ *Development Address*

\_\_\_\_\_ *Development Phone Number*

\_\_\_\_\_ *Manager*                      \_\_\_\_\_ *Superintendent*

## WELCOME TO YOUR NEW HOME

<p><b>HOURS OF OPERATIONS</b> <b>Management Office</b></p> <p>The Management Office is open Monday – Friday from 8:30 AM – 4:30 PM Call or visit the office and speak to your Housing Assistant, _____ about any problems you may have.</p>																	
<p><b>REPAIRS</b></p> <p>To report repairs needed in your apartment or public space, please call the Customer Contact Center (CCC) at (718) 707-7771. Apartment Repairs by Appointment 6:00 AM to Midnight; Monday through Friday, 24/7 for Emergencies.</p>																	
<p><b>DEVELOPMENT FACTS</b></p> <p>(Enter Information)</p>																	
<p><b>COMMUNITY RESOURCES</b></p>																	
<p><b>POLICE DEPARTMENT</b> Call 911 for Police Emergencies</p> <p><u>Housing Police Service Area</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">PSA#</td> <td style="width: 55%;">Address</td> <td style="width: 30%;">Tel#</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> </table> <p><u>NYPD Police Precinct</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Precinct#</td> <td style="width: 55%;">Address</td> <td style="width: 30%;">Tel#</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> </table>	PSA#	Address	Tel#				Precinct#	Address	Tel#				<p><b>FIRE DEPARTMENT</b> Call 911 for Fire Emergencies</p> <p><u>Fire Department</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Address</td> <td style="width: 85%;">Tel#</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> </tr> </table>	Address	Tel#		
PSA#	Address	Tel#															
Precinct#	Address	Tel#															
Address	Tel#																
<p><u>Police – Tenant Council Meetings</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 35%;">Location</td> <td style="width: 40%;">Address</td> <td style="width: 25%;">Tel#</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> </table> <p>Date/Time (e.g. 3rd Wednesday of month at 7:00 PM)</p>		Location	Address	Tel#													
Location	Address	Tel#															



## Appendix XIII – Sample Welcome Committee Fact Sheet continued

SCHOOLS				
<u>Elementary School</u>		Name	Address	Tel#
<u>Junior High School</u>		Name	Address	Tel#
<u>High School</u>		Name	Address	Tel#
COMMUNITY BOARD			POST OFFICE	
CB#	Address	Tel#	Address	Tel#
BOARD OF ELECTIONS				
Borough Office		Address	Tel#	
NYCHA SUPPORTIVE OUTREACH SERVICES				
Borough Office		Address	Tel#	
SERVICES FOR ELDERLY				
Name		Address	Tel#	
SERVICES FOR CHILDREN				
Name		Address	Tel#	



## Appendix XIII – Sample Welcome Committee Fact Sheet continued

NYCHA COMMUNITY FACILITIES			
<b><u>Community Center</u></b>			
Name	Address	Tel#	
<b><u>Senior Center</u></b>			
Name	Address	Tel#	
<b><u>Day Care Center</u></b>			
Name	Address	Tel#	
<b><u>Health Clinic</u></b>			
Name	Address	Tel#	
<b>CHILDCARE SERVICES</b>			
Name	Address	Tel#	
<b>PLACE OF WORSHIP</b>			
Name	Address	Tel#	
<b>LIBRARY</b>			
Name	Address	Tel#	
<b>TRANSPORTATION</b>			
<b><u>Subway</u></b>		<b><u>Bus</u></b>	
Line	Directions	Line	Directions

SAMPLE



## Appendix XIII – Sample Welcome Committee Fact Sheet continued

<b>RESIDENT ASSOCIATIONS</b>		
<p>(Insert name of development _____ has an active Resident Association. These are democratically operated organizations that are intended to promote the welfare of the development. The Resident Association members, typically consists of a President, Vice-President, secretary, Treasurer and Sergeant at arms.</p>		
<b>RESIDENT ASSOCIATION PRESIDENT</b>		
Name	Address	Tel#
<b>RESIDENT ASSOCIATION MONTHLY MEETINGS</b>		
Location	Date/Time (e.g. 1st Thursday of month at 7:00 PM)	
<b>COUNCIL OF PRESIDENTS</b>		
<p>The Resident Associations of (insert development name) _____ are members of the Council of Presidents for the (insert COP district) _____. The Council of Presidents are active in advocating for the interests of the residents of public housing.</p>		
<b>RESIDENT WATCH</b>		
<p>The Resident Watch Program at (insert development name) _____ organizes resident volunteer groups that provide Lobby and Youth Patrols in development buildings and grounds. The presence throughout developments of neighbors who care contribute to residents' sense of well-being and makes NYCHA feel like home.</p>		
<b>Resident Watch Supervisor</b>		
Name	Address	Tel#
<b>NYCHA ON THE INTERNET</b>		
<p>You are invited to visit the New York City Housing Authority website at <a href="http://www.nyc.gov/html/nycha">www.nyc.gov/html/nycha</a> which contains important information regarding NYCHA programs, policies and events. Included on the website is information regarding Online Rent Payment and Rent Payment by phone as well as other important information relating to the NYCHA community.</p>		
<b>RESIDENT EMPLOYMENT SERVICES</b>		
<p>NYCHA's Resident Employment Services (RES) works to provide NYCHA residents with the tools and resources they need to reach their employment goals. RES offers career coaching, direct job placement, referrals to high-quality job training and adult literacy programs, and information on key services such as child care and public benefits. Call (718) 289-8100 to make an appointment or to learn more about program offerings.</p>		



THE CITY OF NEW YORK

Michael R. Bloomberg

Mayor

Dennis M. Walcott

Deputy Mayor

NEW YORK CITY HOUSING AUTHORITY

John B. Rhea

Chairman

Earl Andrews, Jr.

Vice-Chairman

Margarita López

Board Member

Vilma Huertas

Secretary

Michael Kelly

General Manager

“Safety and Security Task Force Progress Report” is a publication of  
The New York City Housing Authority.  
(First edition published in 2011)

Produced by the Department of Communications  
Lynn Godfrey, Chief Communication Officer  
Eric Deutsch, Editor

Photographs: Peter Mikoleski, Leticia Barboza, Lloyd Carter  
Printing by NYCHA Print Shop, General Services Department

NEW YORK CITY HOUSING AUTHORITY

250 Broadway, New York, NY 10007

212-306-3000

[nyc.gov/nycha](http://nyc.gov/nycha)

© 2011 New York City Housing Authority

A translation of this document is available in your management office and online at  
[www.nyc.gov/nycha](http://www.nyc.gov/nycha).

La traducción de este documento está disponible en su oficina de administración y en  
Internet en [www.nyc.gov/nycha](http://www.nyc.gov/nycha).

文件譯本可到屋邨管理辦事處或上網址[www.nyc.gov/nycha](http://www.nyc.gov/nycha) 索取。

Перевод этого документа находится в Вашем домоуправлении и на интернете  
[www.nyc.gov/nycha](http://www.nyc.gov/nycha).

