

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Total complaints reported
Description:	The number of housing maintenance problems reported in privately-owned buildings recorded by the 311 Customer Service Center and other 311 channels and Code Enforcement Borough Offices. Duplicate problems reported on some building-wide conditions are excluded.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Emergency complaints reported
Description:	The number of heat and hot water, lead-based paint and other emergency problems reported in privately-owned buildings requiring an inspection or other action by HPD. Duplicate problems in the heat and hot water and other emergency categories are excluded.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Heat and hot water
Description:	The number of heat and hot water problems in privately-owned buildings. Duplicate problems are excluded from the count.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Lead
Description:	The number of problems reported in privately-owned buildings for conditions that may cause a lead-based paint hazard, as defined by Local Law 1 of 2004.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Other emergency
Description:	The number of emergency problems (not including heat and hot water or lead-based paint problems) reported in privately-owned buildings. Examples include mold, bed bugs, and water leaks. Duplicate problems are excluded from the count.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Inspections completed
Description:	The number of problem inspections and reinspections completed.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Inspection visits per team per day
Description:	The average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations. A route is comprised of stops (inspections) by an inspection team on any given day.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Ratio of completed inspections to attempted inspections (%)
Description:	The number of completed inspections divided by the number of attempted inspections.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Total complaints closed
Description:	The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Emergency complaints closed
	– Heat and hot water
	– Lead
	– Other emergency
Description:	The total number of emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access and the number closed in each category.
Source:	Office of Enforcement and Neighborhood Services.

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Indicator name:	Average time to close emergency complaints (days)
Description:	The average number of calendar days to close an emergency problem in a privately-owned building during the reporting period. An emergency problem can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Average time to close heat and hot water complaints (days)
Description:	The average number of calendar days to close a heat or hot water problem in a privately-owned building during the reporting period. A heat and hot water problem can be closed due to an inspection, callback to tenant, or inability to access any apartments in the building.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Average time to close lead complaints (days)
Description:	The average number of calendar days to close a lead problem in a privately-owned building during the reporting period. A lead problem can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Average time to close other emergency complaints (days)
Description:	Excluding complaints for lack of heat and hot water and complaints of lead-based paint, the average number of calendar days to close an emergency problem in a privately-owned building during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Average time to close nonemergency complaints (days)
Description:	The average number of calendar days to close a nonemergency problem in a privately-owned building during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Emergency complaints closed within 12 days of receipt (%)
Description:	The number of emergency problems that were closed within 12 days of receipt divided by the number of emergency problems that were closed in the reporting period.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Nonemergency complaints closed within 20 days of receipt (%)
Description:	The number of nonemergency problems that were closed within 20 days of receipt divided by the number of nonemergency problems that were closed in the reporting period.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Total violations issued
Description:	The total number of violations issued.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Emergency violations issued – Heat and hot water – Lead – Other emergency
Description:	The total number of emergency repair-generating “C” violations issued, including heat and hot water, lead-based paint hazards and other emergencies, and the number in each reporting category. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source:	Office of Enforcement and Neighborhood Services.

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Indicator name:	– Nonemergency violations issued
Description:	The total number of “A” violations (non-hazardous), “B” violations (hazardous), and “C” violations issued that do not call for emergency repairs by HPD.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Violations issued and closed in the same fiscal year (%)
Description:	The number of violations closed during the fiscal year that were issued in that fiscal year divided by the total number of violations issued in the same fiscal year.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Emergency violations corrected by owner (%)
Description:	Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Emergency violations corrected by HPD (%)
Description:	Emergency repair-generating violations that were corrected by HPD divided by the total number of emergency repair-generating violations.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Violations closed
Description:	The total number of violations closed during the reporting period regardless of the date the violation was issued. A violation is closed once the violating condition is reinspected by HPD and found to be corrected, if deemed corrected by HPD based on landlord certification, or if administratively removed by HPD.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Violations certified as corrected by owner
Description:	The number of violations for which a property owner/managing agent submits a certification of correction. Certified violations may be reinspected and closed by HPD or may be deemed corrected and closed 70 days after certification (except for lead-based paint violations, heat violations and hot water violations) if HPD does not reinspect. Lead-based paint violations, heat violations and hot water violations can only be closed upon reinspection by HPD or if the conditions are corrected by HPD.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Reinspected violations found falsely certified (%)
Description:	The percent of all violations certified by an owner as corrected and subsequently inspected by HPD and found to be not corrected.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Housing Court cases initiated by HPD
Description:	The number of Housing Court cases initiated by HPD’s Housing Litigation Division (HLD) against private property owners to enforce compliance with the housing quality standards. HLD may seek correction of conditions, civil penalties, appointment of a 7A Administrator, or access warrants.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Housing Court cases initiated by HPD that were disposed
Description:	For cases initiated by HPD, the number of cases with an outcome determined by the Court within the reporting period. Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to Court for further action.
Source:	Office of Enforcement and Neighborhood Services.

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Indicator name:	– Housing Court cases initiated by HPD that were settled
Description:	For cases initiated by HPD, the number of stipulations or orders negotiated by the parties involved (i.e., HPD, tenants, respondents, tenant and/or respondent attorneys) and ordered by a judge during the reporting period. Generally, settlements include orders to correct conditions and civil penalties. Note: Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to court for further action.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Housing Court cases initiated by HPD that resulted in judgments
Description:	Formal decisions made by the Courts for cases initiated by HPD. This includes: Default judgments: Judgments entered for an order to correct and/or civil penalties upon default where there was no appearance in Court by the required respondent(s). Judgments after trial: Judgments awarded by the Court after a trial and presentation of the evidence. Judgments after payment default: Judgments that are imposed after a payment schedule from settlements or consent orders were violated. Note: Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to court for further action.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Total dollars spent on emergency repairs (excluding demolition and AEP) (\$)
Description:	Total cost of emergency repair work completed by HPD's Emergency Repair Program to correct emergency repair-generating Class C violations where the landlord has failed to do so. Costs include both payments to contractors and the direct costs of in-house repairs.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Alternative Enforcement Program
Description:	– Buildings currently active The number of buildings currently active in the Alternative Enforcement Program (AEP). AEP is an enhanced enforcement program, initiated in Fiscal 2008, which provides for the issuance of orders to property owners to correct violations and replace building systems. Failure to meet substantial compliance within four months of the building selection will result in the issuance of the order, regular inspections, significant fees and may result in emergency repair charges and liens.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Buildings discharged (cumulative)
Description:	The number of buildings discharged from the Alternative Enforcement Program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet defined criteria for discharge.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	– Buildings discharged from program (%) (cumulative)
Description:	The number of buildings discharged from the Alternative Enforcement Program as a percent of the total buildings participating in the program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet defined criteria for discharge.
Source:	Office of Enforcement and Neighborhood Services.
Indicator name:	Total dollars spent on emergency repairs in the Alternative Enforcement Program (\$)
Description:	Total cost of all emergency repair work completed by HPD's Alternative Enforcement Program (AEP). Costs include both payments to contractors and the direct costs of in-house repairs.
Source:	Office of Enforcement and Neighborhood Services.

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Indicator name:	Total housing starts under Housing New York (units)
Description:	The total number of housing units (starts) created or preserved and counted towards Housing New York (HNY). Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, homebuyer and homeownership assistance. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source:	HPD Office of Development.
Indicator name:	– New construction starts (HNY)
Description:	The total number of new construction housing units (starts) created and counted towards Housing New York (HNY). Units are created through financed new construction, regulatory agreements creating affordability requirements, homebuyer and homeownership assistance. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source:	HPD Office of Development.
Indicator name:	– Preservation starts (HNY)
Description:	The total number of housing units preserved and counted towards Housing New York (HNY). Preservation is defined as financed rehabilitation or a regulatory agreement extending affordability requirements. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source:	HPD Office of Development.
Indicator name:	Total housing completions (New Housing Marketplace Plan and Housing New York) (units)
Description:	The total number of housing units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source:	HPD Office of Development.
Indicator name:	– New construction completions (NHMP and HNY)
Description:	The total number of new construction units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source:	HPD Office of Development.
Indicator name:	– Preservation completions (NHMP and HNY)
Description:	The total number of preservation units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source:	HPD Office of Development.
Indicator name:	Units completed for homeless individuals and families
Description:	New construction and preservation units that are allocated to homeless individuals and families.
Source:	HPD Office of Development.

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Indicator name:	Total housing completions under the New Housing Marketplace Plan (units)
Description:	The total number of units under the New Housing Marketplace Plan (NHMP) where construction was completed through HPD and HDC programs; where a non-construction loan was closed, including but not limited to the number of homeowners receiving downpayment assistance; or the number of existing units whose affordability was extended for ten or more years as a result of a binding document. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source:	HPD Office of Development and HDC.
Indicator name:	– New construction completions (NHMP)
Description:	NHMP units completed in newly constructed buildings through HPD and HDC programs or on land previously not available for development, or where a non-construction loan was closed, including but not limited to the number of homeowners receiving down payment assistance. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source:	HPD Office of Development and HDC.
Indicator name:	– Preservation completions (NHMP)
Description:	NHMP construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings, or the number of existing units whose affordability was extended for ten or more years as a result of a binding document. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source:	HPD Office of Development and HDC.
Indicator name:	Total housing completions under Housing New York (units)
Description:	The total number of new construction and preservation housing units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source:	HPD Office of Development.
Indicator name:	– New construction completions (HNY)
Description:	The total number of new construction housing units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source:	HPD Office of Development.
Indicator name:	– Preservation completions (HNY)
Description:	The total number of preservation units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source:	HPD Office of Development.

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Indicator name:	Asset management – Rental buildings in portfolio
Description:	The number of rental buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source:	Division of Asset Management.
Indicator name:	Physically and financially distressed rental buildings in portfolio (%)
Description:	Based on the number of rental buildings reported in the asset management portfolio, the percent that qualify as distressed. A building is deemed distressed if, on average, a dwelling unit has more than five open Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations and outstanding municipal arrears (property tax, water charges and emergency repair charges) of \$3,000 or more. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source:	Division of Asset Management.
Indicator name:	Asset management – Co-op buildings in portfolio
Description:	The number of co-op buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source:	Division of Asset Management.
Indicator name:	Physically and financially distressed co-op buildings in portfolio (%)
Description:	Based on the number of co-op buildings reported in the asset management portfolio, the percent that qualify as distressed. A building is deemed distressed if, on average, a dwelling unit has more than five open Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations and outstanding municipal arrears (property tax, water charges and emergency repair charges) of \$3,000 or more. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source:	Division of Asset Management.
Indicator name:	Section 8 – Voucher utilization rate
Description:	The percent of Section 8 vouchers allotted to HPD by the Department of Housing and Urban Development that are used by families to rent housing in the private market.
Source:	Division of Tenant Resources.
Indicator name:	Section 8 – Vouchers issued
Description:	The number of new households receiving assisted rental vouchers for use in the private housing market.
Source:	Division of Tenant Resources.
Indicator name:	Section 8 – Households assisted
	– Housing choice vouchers
	– All other programs
Description:	The total number of households receiving a rent subsidy for a residential unit in the private housing market and the number assisted through the housing choice voucher program and other programs which include enhanced vouchers, project-based vouchers, Mod Rehab and Shelter Plus Care.
Source:	Division of Tenant Resources.

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Indicator name:	Section 8 subsidized units in abatement (%)
Description:	The percent of subsidized units that failed the Housing Quality Standard (HQS) inspection conducted by HPD resulting in a unit being placed in abatement - i.e., the rent subsidy is temporarily suspended until all conditions resulting in failure are corrected by the owner. The percent total is derived from the number of units in abatement at the end of the month (June) divided by the total number of units receiving assistance. HQS standards are established by the Department of Housing and Urban Development's Section 8 program regulations.
Source:	Division of Tenant Resources.
Indicator name:	Housing New York units started – Extremely low income (0-30% AMI)
Description:	The number of housing units created or preserved for households earning 0-30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	HPD Office of Development.
Indicator name:	Housing New York units started – Very low income (31%- 50% AMI)
Description:	The number of housing units created or preserved for households earning 31-50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	HPD Office of Development.
Indicator name:	Emails sent to agency (through NYC.gov or a publicized agency email address)
Description:	The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source:	HPDInfo computer system.
Indicator name:	Emails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	HPDInfo computer system.
Indicator name:	Letters sent to agency
Description:	The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source:	HPDInfo computer system.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	HPDInfo computer system.

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Indicator name:	Visits made to agency walk-in facility
Description:	The number of visits to HPD's Section 8 walk-in facility at 100 Gold Street, officially known as the Division of Tenant Resources, Client and Owner Services resource center.
Source:	Division of Tenant Resources.
Indicator name:	Average customer in-person wait time (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	Division of Tenant Resources.
Indicator name:	Agency customers surveyed for overall customer satisfaction
Description:	The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) at 100 Gold Street who completed the two-question feedback survey used by HPD to assess customer satisfaction.
Source:	Division of Tenant Resources.
Indicator name:	Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)
Description:	The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) who rated their overall customer service experience as good or excellent as a percent of the total number of visitors who completed surveys.
Source:	Division of Tenant Resources.
Indicator name:	Completed customer requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Division of Tenant Resources.
Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.
Indicator name:	311 Service Requests (for specific topic)
Description:	The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source:	Citywide Performance Reporting.
Indicator name:	Percent meeting time to close - (Response to 311 Service Requests)
Description:	The percentage of service requests received that were closed for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting.

