

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Vicki Been, Commissioner



WHAT WE DO

The New York City Department of Housing Preservation and Development (HPD) is the largest municipal housing preservation and development agency in the nation. The agency promotes the construction, rehabilitation and preservation of affordable, high quality housing for low- and moderate-income families in thriving and diverse neighborhoods in every borough by enforcing housing quality standards, financing affordable housing development and preservation and ensuring sound management of the City's affordable housing stock.

FOCUS ON EQUITY

Using a variety of preservation, development and enforcement strategies, HPD strives to improve the availability, affordability and quality of housing in all neighborhoods of New York City. In enforcing the Housing Maintenance Code, HPD works to ensure that all New Yorkers live in safe and habitable neighborhoods and homes. In developing affordable housing, HPD seeks to serve households of a wide range of incomes, in all neighborhoods, with special attention to those with special needs, seniors and the formerly homeless. Through the Housing Connect lottery and marketing and outreach efforts, HPD has expanded the number and diversity of households applying to live in affordable housing, and ensures that eligible applicants have an equal and fair chance of receiving housing. Using a targeted, neighborhood-based approach for strategic preservation, HPD is working to protect the ability of low-income families to remain in their current neighborhoods even as rents increase. At the same time, the Department's development and preservation initiatives seek to open up new housing opportunities for even the lowest income households.

OUR SERVICES AND GOALS

SERVICE 1 Enforce the Housing Maintenance Code.

- Goal 1a Resolve housing maintenance complaints efficiently.
- Goal 1b Improve compliance with the Housing Maintenance Code through enforcement.

SERVICE 2 Preserve and create quality affordable housing.

- Goal 2a Increase access to and improve the quality of affordable housing.

SERVICE 3 Effectively manage HPD affordable housing assets and maximize federal rent subsidies.

- Goal 3a Improve financial and physical stability of existing affordable housing.

SERVICE 4 Provide affordable housing opportunities for the lowest income New Yorkers.

- Goal 4a Maximize federal rent subsidies to make housing affordable for low-income New Yorkers.
- Goal 4b Target HPD financed housing to the lowest income New Yorkers.

HOW WE PERFORMED

- HPD issued more violations in the first four months of Fiscal 2016 due, in part, to the increase in total complaints reported. The number of total violations issued increased by 11 percent to 150,652, while emergency violations decreased by one percent to 22,753. Concurrently, because of an increase in both violations certified as corrected by the owner and owner requests for violation reinspection, the agency closed 14 percent more violations than in the same period in Fiscal 2015, closing a total of 178,740.
- The average time to close emergency complaints was unchanged at 12.6 days but grew longer by seven days to 27.4 days for nonemergency complaints. The increase is largely the result of a special initiative to close older complaints.
- Total housing starts for the first four months of Fiscal 2016 were 20 percent lower than in the same Fiscal 2015 period, 1,924 units compared to 2,409 units. There can be marked differences in performance during the first four months of the fiscal year, depending on the timing of closings and the presence or absence of a few large projects. HPD is on track to meet or exceed its goal of creating or preserving 18,000 units of affordable housing in Fiscal 2016.
- HPD increased the rental buildings in its asset management portfolio by eight percent, to 3,406, while also adding three co-op buildings to the portfolio. The increase in the number of buildings in asset management represents the natural growth of the portfolio over time as additional HPD housing projects are transferred to asset management. The agency tracks information on the physical and financial condition of properties, as well as oversees compliance with regulatory agreements, partly to detect and mitigate potential risks to buildings and affordability. Based on the program's criteria, less than one percent of the rental portfolio and 3.6 percent of the co-op portfolio were identified as distressed in the first four months of Fiscal 2016.
- In order to maximize the usage of allowable vouchers and to increase funding for Calendar 2016, which is based on prior year expenditures, HPD doubled the number of Section 8 vouchers issued, from 634 to 1,274. Twenty-four percent of the vouchers issued in the current reporting period were for veterans and victims of domestic violence. At the same time, the agency's voucher utilization rate increased to nearly 94 percent.

SERVICE 1 Enforce the Housing Maintenance Code.

Goal 1a Resolve housing maintenance complaints efficiently.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Total complaints reported	541,397	548,626	553,135	*	*	159,075	178,383
★ - Emergency complaints reported	364,627	363,501	348,447	*	*	86,782	100,430
Inspections completed	661,206	675,760	664,960	600,000	600,000	200,557	223,132
Inspection visits per team per day	12.2	12.3	12.2	*	*	11.1	11.7
Ratio of completed inspections to attempted inspections (%)	72%	78%	80%	*	*	79%	76%
Total complaints closed	540,035	544,229	547,823	*	*	153,497	180,587
- Emergency complaints closed	364,049	363,995	346,603	*	*	83,163	98,955
- Heat and hot water	108,742	120,106	122,753	*	*	13,032	17,581
- Lead	34,022	33,600	32,528	*	*	10,432	11,749
- Other emergency	221,285	210,289	191,322	*	*	59,699	69,625
★Average time to close emergency complaints (days)	10.2	11.9	13.3	12.0	12.0	12.6	12.6
★Average time to close nonemergency complaints (days)	14.5	18.1	27.9	20.0	20.0	20.4	27.4
★Emergency complaints closed within 12 days of receipt (%)	73%	72%	70%	↑	↑	NA	65%
Nonemergency complaints closed within 20 days of receipt (%)	82%	78%	69%	*	*	NA	75%

★ Critical Indicator "NA" - means Not Available in this report * No Target ↓↑ shows desired direction

Goal 1b

Improve compliance with the Housing Maintenance Code through enforcement.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Total violations issued	385,507	390,951	408,874	*	*	135,564	150,652
- Emergency violations issued	78,564	77,909	75,122	*	*	22,985	22,753
- Heat and hot water	12,216	12,352	10,478	*	*	1,437	1,737
- Lead	13,615	13,046	11,132	*	*	4,213	3,951
- Other emergency	52,733	52,511	53,512	*	*	17,335	17,065
- Nonemergency violations issued	306,943	313,042	333,752	*	*	112,579	128,019
★ Violations issued and removed in the same fiscal year (%)	41%	38%	38%	40%	40%	NA	NA
★ Emergency violations corrected by owner (%)	53%	51%	53%	55%	55%	NA	NA
Emergency violations corrected by HPD (%)	15%	14%	12%	*	*	NA	NA
Violations closed	433,960	416,454	458,863	*	*	156,317	178,740
Violations certified as corrected by owner	134,369	118,867	141,484	*	*	42,278	52,606
Housing Court cases initiated by HPD	5,376	6,824	6,299	*	*	1,085	941
Housing Court cases initiated by HPD that were disposed	4,769	6,183	6,365	*	*	1,354	1,347
- Cases settled	3,301	4,802	4,827	*	*	883	828
- Cases resulting in judgments	610	571	721	*	*	215	315
Total dollars spent on emergency repairs (excluding demolition and AEP) (\$)	\$11,077,244	\$11,360,685	\$11,234,213	*	*	NA	NA
Alternative Enforcement Program - Buildings currently active	498	502	581	*	*	NA	NA
- Buildings discharged (cumulative)	702	885	1,056	*	*	NA	NA
- Buildings discharged from program (%) (cumulative)	59%	64%	65%	*	*	NA	NA
Total dollars spent on emergency repairs in the Alternative Enforcement Program (\$)	\$4,234,010	\$3,980,941	\$3,878,569	*	*	NA	NA

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SERVICE 2 Preserve and create quality affordable housing.

Goal 2a

Increase access to and improve the quality of affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Total housing starts under Housing New York (units)	NA	8,990	20,327	18,000	20,000	2,409	1,924
- New construction starts	NA	2,737	8,485	7,257	8,000	1,237	901
- Preservation starts	NA	6,253	11,842	10,743	12,000	1,172	1,023
★ Total housing completions (New Housing Marketplace Plan and Housing New York) (units)	NA	8,636	9,129	11,708	11,872	3,807	1,801
- New construction completions	NA	2,103	3,313	4,912	5,304	879	1,313
- Preservation completions	NA	6,533	5,816	6,796	6,568	2,928	488

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SERVICE 3 Effectively manage HPD affordable housing assets and maximize federal rent subsidies.

Goal 3a Improve financial and physical stability of existing affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Asset management - Rental buildings in portfolio	2,651	3,110	3,396	*	*	3,157	3,406
Physically and financially distressed rental buildings in portfolio (%)	0.7%	0.6%	0.5%	*	*	0.7%	0.5%
Asset management - Co-op buildings in portfolio	1,069	1,151	1,207	*	*	1,206	1,209
Physically and financially distressed co-op buildings in portfolio (%)	4.8%	3.9%	3.5%	*	*	3.6%	3.6%

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SERVICE 4 Provide affordable housing opportunities for the lowest income New Yorkers.

Goal 4a Maximize federal rent subsidies to make housing affordable for low-income New Yorkers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Section 8 - Voucher utilization rate	98.2%	98.2%	93.3%	98.0%	98.0%	93.0%	93.8%
- Vouchers issued	1,404	1,138	2,960	*	*	634	1,274
- Households assisted	37,232	36,859	38,128	*	*	37,392	38,303
Section 8 subsidized units in abatement (%)	NA	3%	2%	*	*	3%	2%

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Goal 4b Target HPD financed housing to the lowest income New Yorkers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Housing New York units started – Extremely low income (0-30% AMI)	NA	NA	1,126	*	*	152	77
Housing New York units started – Very low income (31%- 50% AMI)	NA	NA	2,228	*	*	207	434

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
E-mails responded to in 14 days (%)	60%	56%	76%	58%	58%	72%	78%
Letters responded to in 14 days (%)	53%	49%	47%	52%	52%	43%	56%
Average customer in-person wait time (minutes)	30	43	36	29	29	NA	NA
Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)	99%	NA	85%	95%	95%	NA	NA
Completed customer requests for interpretation	1,611	1,053	1,526	*	*	NA	NA
CORE customer experience rating (0-100)	87	89	90	85	85	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Response to 311 Service Requests (SRs)							
Percent meeting time to close - Heating (5 days)	84%	83%	82%	78%	78%	87%	80%
Percent meeting time to close - Pests (30 days)	66%	64%	55%	59%	59%	60%	58%
Percent meeting time to close - Paint/Plaster - Ceiling (17 days)	76%	74%	69%	71%	71%	71%	76%
Percent meeting time to close - Paint/Plaster - Walls (17 days)	74%	70%	61%	69%	69%	64%	67%
Percent meeting time to close - Plumbing - Water-Leaks (17 days)	75%	69%	60%	68%	68%	68%	68%

"NA" - means Not Available in this report * No Target

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$675.3	\$690.0	\$718.4	\$753.0	\$1,118.1	\$876.2	\$320.8	\$345.9
Revenues (\$000,000)	\$78.9	\$52.6	\$64.7	\$22.6	\$32.8	\$23.6	\$19.7	\$20.0
Personnel	2,062	2,001	2,130	2,375	2,483	2,462	2,025	2,165
Overtime paid (\$000,000)	\$1.7	\$1.7	\$1.9	\$0.7	\$2.0	\$1.7	\$0.4	\$0.6
Capital commitments (\$000,000)	\$375.7	\$415.4	\$412.8	\$826.5	\$1,070.3	\$669.5	\$16.7	\$53.8
Work Experience Program (WEP) participants assigned	162	134	115	*	*	*	142	131

¹January 2016 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- HPD updated Fiscal 2014 housing completions data for both the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) for a revised overall total of 8,636 units. NHMP completions decreased by a net of 707 units and HNY preservation completions increased by 174 units. The subset of NHMP and HNY units completed in Fiscal 2014 for homeless individuals and families rose to 688.
- HPD updated four-month and annual Fiscal 2015 data for HNY starts; four-month data for total starts was revised from 2,094 to 2,409 and annual data increased by one new construction start for a revised total of 20,327 units. HPD also updated four-month and annual housing completions data for both NHMP and HNY for a revised overall total of 3,807 for the four months and 9,129 for the full year. NHMP completions increased by 458 for the four-month period and by 144 for the full fiscal year. HNY completions decreased by 15 for the four-month period and increased by one for the full fiscal year. The subset of NHMP and HNY units completed in Fiscal 2015 for homeless individuals and families rose to 1,027.

- HPD also made minor updates to four-month Fiscal 2015 data of three violations indicators.
- Beginning with the Fiscal 2016 Mayor’s Management Report, the agency resources indicator ‘Work Experience Program (WEP) participants assigned’ will be replaced with ‘Work Experience Program (WEP) Enrollment’ to better reflect actual program participation.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Housing New York: A Five-Borough, Ten-Year Plan:
<http://www.nyc.gov/html/housing/pages/home/index.shtml>

For more information on the agency, please visit: www.nyc.gov/hpd.