



# First 100 Days: NextGen Fact Sheet



## TRANSPARENCY & ACCOUNTABILITY

### NYCHA TRANSPARENCY

*Webpage intended to improve NYCHA communications, transparency and accountability with residents and the public.*

Key components of [NYCHA Transparency page](#):

- **NYCHA Metrics**—NYCHA’s [metrics database](#), which tracks repairs and program data by [development](#).
- **Physical Needs Assessment** – A [summary](#) of the existing building conditions at each development. The Physical Needs Assessment is conducted every 5 years and an updated assessment is currently underway.
- **Contract Disclosure**— [Details](#) on all open capital construction contracts from the past 5 years.
- **Award Results** – Monthly updates on [award results](#) on all contracts, proposals and bids.

### SUPPLY CHAIN & INVENTORY OVERHAUL

*Initiative to reform NYCHA’s inventory management and procurement systems to improve efficiencies, eliminate waste and make smarter decisions on supplies based on use and demand.*

- In June, an internal review identified about \$114,000 worth of window guards and window balances collected from NYCHA’s six warehouses; more than 65 percent, or \$75,000 worth of the stock was sent back to developments for use.
- An external working group, which includes participation from NYCHA, HUD, the NYC Comptroller, and independent supply chain experts, formed in July to improve NYCHA’s inventory control system.

## PRESERVATION & STABILITY

### NEXTGEN NEIGHBORHOODS

*Initiative to generate revenue to reinvest into NextGen Neighborhood development sites and across NYCHA by leveraging a 50-50 split of market-rate and affordable housing units built on underutilized NYCHA land.*

- In September, resident and stakeholder engagement started at NextGen Neighborhood sites—Holmes Towers (Manhattan) and Wyckoff Gardens (Brooklyn.) Stakeholder input will inform the size, scope and potential revenues generated by the construction of new housing units.

## MORE AFFORDABLE HOUSING OPTIONS

### AFFORDABLE HOUSING

*Plans to create affordable senior and family housing on underused NYCHA property following an extensive planning process with residents and community advocates at Ingersoll (Fort Greene, Brooklyn), Van Dyke (Brownsville, Brooklyn) and Mill Brook (Mott Haven, Bronx.)*

- In July, NYCHA and HPD released a request for a “Request for Proposal” (RFP) for potential developers to expand 100 percent affordable housing opportunities in Brooklyn and the Bronx. NYCHA will retain rights to the land developed through a long-term ground lease, provide critical oversight to the project, require developers to train and hire NYCHA residents, and proactively engage residents on a regular basis as the project moves forward. NYCHA and the City will require developers to provide stabilized rents and NYCHA residents will have a preference for 25 percent of the units. NYCHA and HPD will begin to review proposals in October.



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## REPAIR & REBUILD

### FIX-IT-FORWARD

*A major initiative to overhaul maintenance and repair operations with common-sense fixes to key parts of NYCHA’s repair process to decrease response times and increase customer satisfaction.*

- **Optimal Property Management Operating Model (OPMOM)** – local property managers at 18 OPMOM test developments have been empowered to build their own budgets and determine staffing needs, which intends to reduce time to deliver basic maintenance to seven days. In the past four months, basic repair times are trending downward, with an average service level time of 5.5 days.
- **Real-time repairs** – Since launching in June, NYCHA has inspected more than 2,400 apartments across 41 developments and performed over 4,000 simple repairs, such as minor plumbing issues, smoke detectors, and window guards at the time of inspection.
- **Real-Time Dispatching** –In its first three months in deployment at Woodside, communication with residents on project repairs from start to finish have significantly improved. Work orders closed because scheduled appointments were missed, have been cut in half since the start of the year—down to 8% in September.
- **One-Call initiative** – rolled out to 5 pilot sites in August, this initiative enables residents and property managers to schedule all necessary components of a repair project with ‘one call,’ instead of requiring multiple calls to schedule subsequent work every time a part of the repair project is complete. To date, 350 units have had an average of 70 multi-skilled trade jobs scheduled, reflecting over 700 skilled trades work orders. This pilot intends to improve customer service and shorten the time to complete repairs by avoiding unnecessary delays between open and closed work tickets related to a project.

### ROOF REPLACEMENT PROGRAM

*\$300 million City investment over the next 3 years to replace some of the worst roofs in NYCHA’s portfolio in order to reduce mold, repair leaks, and restore apartments impacted by aging roof infrastructure.*

- Queensbridge Houses (North & South) construction to replace 26 roofs began in August.
- Parkside Houses construction to replace 14 roofs began in September.

### SANDY RECOVERY

*Nearly \$3 billion in FEMA funding to repair and protect over 200 buildings that sustained significant damage from Superstorm Sandy to achieve more resilient developments.*

- In June, NYCHA signed an agreement (Memorandum of Understanding) with the City of New York’s Department of Investigations for independent auditors to monitor contracts for Sandy-related repairs and restoration.
- In July, FEMA, New York State, and NYCHA reached final agreements for 33 Letters of Undertaking (LOUs) for nearly \$3 billion of repair and restoration work at more than 200 buildings.

### RAD (RENTAL ASSISTANCE DEMONSTRATION PROGRAM)

*A federally-supported program to transition Ocean Bay Apartments – Bayside in the Far Rockaway, from traditional public housing funds to a special project-based Section 8 voucher program in order to finance critical building repairs and achieve operating revenue.*

- NYCHA has held monthly meetings with residents and community groups over the past four months to provide additional information on the RAD program, answer questions and collect feedback.
- In August, NYCHA released a “Request For Proposals” (RFP) for a physical building needs assessment, energy audit and utility consumption analysis of Ocean Bay Apartments-Bayside and Oceanside in order to estimate the total capital needs of the development for participating in the RAD program.



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## SAFETY & SECURITY

### **MAP (Mayor's Action Plan for Neighborhood Safety)**

*A comprehensive initiative to reduce crime and strengthen neighborhoods in the 15 NYCHA developments that accounted for 20 percent of all violent crime in public housing in 2014.*

- As of September, overall crime is down 12 percent and shootings are down 18 percent across MAP sites since last year.
- Construction to install exterior lighting has started:
  - Polo Grounds broke ground on 357 new light fixtures in August.
  - Boulevard Houses broke ground on 498 new light fixtures in September.
  - Bushwick Houses broke ground on 297 new light fixtures in September.
  - Castle Hill Houses broke ground on 703 new light fixtures in September.

## MODERNIZATION

### **myNYCHA**

A mobile app for residents to create, submit, track and update maintenance service requests, view alerts and outages, and schedule inspections 24/7 to achieve enhanced customer service.

- Since being launched in September, the myNYCHA app has been downloaded more than 4,500 times; residents have created nearly 3,150 work orders; and more than 3,350 have subscribed for NYCHA alerts in its first 30 days

### **RENT MADE EASY IN 8 WAYS**

Pilot to test the effectiveness of new tools and approaches to improve the collection of rent and fees to help stabilize NYCHA's finances.

- In August, NYCHA launched new efforts design to improve rent collection with a test of robocalls to residents with rent and other charges in arrears.
- In addition to new tools, a second pilot will launch in the fall to test the benefits of supportive services and early intervention.

### **RECYCLING**

*Initiative to join citywide efforts to reduce waste and implement recycling across NYCHA developments by the end of 2016.*

- As August, more than 460 recycling bins have been placed in designated recycling areas at 34 developments. NYCHA, DSNY, and GrowNYC have hosted nearly 60 educational activities, workshops and other events to promote recycling since launching this spring.