



### Improved the everyday quality of life for the **600,000** New Yorkers who call NYCHA home

- Made critical improvements at **23 developments** (home to 44,000 residents)
  - Started FEMA-funded Sandy construction at **21 developments**
    - Ready to begin construction on first major permanent repairs project in the **Rockaways**
    - An additional **6 major permanent repairs projects** have been put out to bid
  - Renovated **216 Sandy-damaged first floor apartments** at **10 developments**
  - Replaced **19 of 26 roofs** at **Queensbridge North and South** with **\$87M** in City capital funding
- Improved the speed and ease of our customer service
  - Launched localized property management at **18 properties** and reduced work order completion time to 6.2 days from 21 days
  - Distributed 4,300 handheld devices to staff for dispatch and inventory at **3 developments**
  - Deployed the MyNYCHA app and portal in English and Spanish
    - **23,600** MyNYCHA app downloads to date
    - Approximately **96,000** work orders created through the app (11% of all work orders)
  - Created Section 8 online recertification; **41,000** recertifications submitted to date
  - Piloted online public housing annual income reviews at **3 developments**
- Created safer communities
  - Completed a **\$4.8M** energy-efficient lighting project at **Polo Grounds Towers**
  - At **15 MAP developments**, installed CCTV, lighting, doors, and layered access



### Partnered with City agencies and nonprofits to provide residents with best-in-class services

- Connected residents to quality career opportunities
  - Graduated **350 residents** from the NYCHA Resident Training Academy and **84 residents** from the Food Business Pathways program
  - Launched a workforce development initiative with **East Harlem Employment Services**
- Connected residents to services from City agencies
  - To improve social services delivery to residents, **24 community centers** and **17 senior centers** are now managed by **New York City Department of Youth and Community Development (DYCD)** and the **Department for the Aging (DFTA)**
- Connected residents to resources to support their financial planning
  - Launched a pilot at **St. Nicholas Houses** to reduce the overall rent delinquency rate by targeting households that may have challenges paying rent on time
  - Completed approximately **7,200 automated calls** at **3 developments**, and expanded this rent reminder campaign NYCHA-wide
  - Trained **700+ NYCHA** staff on new rent procedures to improve customer service on rent collection, including referring residents to financial counseling services



### Laid the groundwork to generate much-needed revenue for NYCHA

- Released an RFP to upgrade **1,400 public housing units** in the **Far Rockaways** through HUD's Rental Assistance Demonstration (RAD) program
- Created **15 new leases** for formerly vacant commercial and community space
- Reduced central office costs
- Engaged **600+ residents** in **36 meetings** at **Holmes Towers** and **Wyckoff Gardens** as part of the NextGen Neighborhoods program