

Resident Roundtable

June 2021 Full Meeting – Outstanding Q&A from Zoom Chat

Last updated: 6/21/21

**Question: Will we be getting the slides?**

Answer: Yes, the slides were sent to you in the follow-up email on Thursday, June 10.

**Question: What does AWS stand for?**

Answer: Alternative Work Schedules.

**Question: My question is about stairways and elevators what NYCHA is planning to deal with people who are defecating and urinating in our elevators and stairways?**

Answer: We hope that the proposed changes to AWS will result in more attention of caretakers at the buildings to address these kinds of issues as they arise.

We also hope that the Resident Roundtable will be able to partner with us to think through how we can ensure that issues like the ones raised in this question can be avoided altogether and responded to more appropriately when they come up.

**Question: Will the Roundtable meetings remain remote, or will we eventually meet in person, or both?**

Answer: Roundtable meetings will be remote for now. We will consider in person meetings in consultation with Roundtable members and in accordance with City and State guidelines in the future.

**Question: My question is what about the call center – how do they take tickets and information? They aren't inputting the information in the system and this causes delays for work to be completed in apartments.**

Answer: We have a few places in the Transformation Plan that touch on the Customer Call Center (CCC) and tracking of work orders – for example the Work Order Reform and Closed Work Ticket projects. However, if you would like to focus on this issue in the Roundtable, we would be more than happy to create a subcommittee to connect you with the appropriate staff in IT to walk you through how the CCC process works. We'd also welcome your suggestions as to how to improve it to increase efficiency and transparency.

**Question: There isn't any fresh air in the elevators and they become humid. Are there going to be cameras in the elevators?**

Answer: We have an elevator replacement program underway and will share the need for ventilation and cameras to be included in those replacements with our Office of Safety and Security.

**Question: Property management is not walking the property. We also need more security.**

Answer: The new AWS program will increase attention to the grounds. This will also help with providing a safer environment.

**Question: Something needs to be done about motor cycles parking in the hallway lobbies and trash let in hallway.**

Answer: We can look into this issue at Kingsborough.

**Question: We need management to be trained in many areas of their duties, they lack of quality training.**

Answer: Training across NYCHA is a critical aspect of the Transformation Plan. We would welcome your ideas and thoughts about how specifically training(s) could be improved for which staff and functions. We are also happy to have our Learning and Development team come brief the Roundtable – or a subcommittee – on the current state of training at NYCHA.

**Question: If a manager came from the bottom up, it will probably be a better outcome because they may have started as a caretaker.**

Answer: We always encourage and prefer to promote from within. NYCHA needs to invest in training and development and is looking into how to invest in those needs in order to retain staff over time.

**Question: The caretakers also need safety equipment when mopping and waxing floors.**

Answer: We can look into this issue. We also hope that the Roundtable will work with us to make suggestions and recommendations about safety and security across NYCHA.

**Question: What happens when you have Neighborhood Administrators that don't work with the Resident leadership? What does the RA do?**

Answer: As part of the new Neighborhood Model, Neighborhood Administrators are required to meet with RA leadership once per month. If they do not, RA leadership should notify their Borough VP. In

addition, we expect future performance reviews to include an indicator about the frequency of these meetings.

**Question: Why can't residents get first priority with a job with NYCHA? Why do they have to take a test?**

Answer: NYCHA has to comply with civil service requirements and there is no legal provision to hire directly from the resident population.

**Question: Will meetings between Neighborhood Administrator, property manager, and tenant association be public information?**

Answer: No. These will not be public meetings nor will they have minutes published.

**Question: Is there a checklist of the duties that caretakers must do on a daily, weekly, or monthly basis?**

Answer: Yes, but this is being revised and refined as part of the AWS project. The AWS project also involves a new supervision process and schedule to ensure accountability of the work.

**Question: Will we get ID's?**

Answer: We do not anticipate Roundtable members needing NYCHA IDs at this time.

**Question: Will we meet every first Friday of the month?**

Answer: No. The regularly recurring full Roundtable meeting will be determined by members' response to the survey that was sent out with this Q&A.

**Question: Is the same email going to be used for subcommittee meeting?**

Answer: Subcommittees and assignments will be determined during the July full Roundtable meeting. It is likely that NYCHA's Resident Engagement will send out the calendar invitations for subcommittee meetings (just as was done for the full Roundtable monthly meeting), but this is yet to be confirmed 100%. We will confirm either way during the July full Roundtable meeting.

**Question: Are we getting the survey in the mail?**

Answer: The survey was sent to you via email, accompanying this Q&A document.

**Question: Does joining NYCHA's Transformation Plan Priority Project Workstreams change your stipend?**

Answer: The stipend will remain the same. It does not change if you join these workstreams.

**Question: I suggest that you call people when you send out emails.**

Answer: We will continue calling Roundtable members in June and July to remind them of key deadlines and submissions.