NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED AND SEVENTIETH MEETING

Minutes of Board Meeting

Wednesday, January 26, 2022

The meeting was held remotely.* A Quorum being present, the Chair called the meeting to order.

Present:  Gregory Russ, Chair  
          Victor A. Gonzalez, Vice-Chair  
          Joseph Adams, Member  
          Magalie Austin, Member  
          Paula Gavin, Member  
          Emma Wolfe, Member  
          Daniel Sherrod, Chief Operating Officer  
          Jacqueline C. Hernandez, Esq., Corporate Secretary

*Because of the ongoing COVID-19 health crisis and in relation to Chapter 417 of the Laws of 2021, the Board Meeting of the New York City Housing Authority, held on Wednesday, January 26, 2022 at 10:00 A.M., was limited to viewing the live-stream or listening via phone instead of attendance in person.
NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, January 26, 2022

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, December 29, 2021

APPROVED

II. Reports

1. Temporary Suspension Report on Mold and Ventilation Related Contracts
   (Report is attached hereto and incorporated herein)

2. PACT Update (Report is attached hereto and incorporated herein)

3. NYCHA Resident Survey 2021 (Report is attached hereto and incorporated herein)

4. Photo Presentation on items 8 and 9
   (Report is attached hereto and incorporated herein)

III. Authority Calendar

Calendar of Regular Meeting, Wednesday, January 26, 2022

1. Authorization to Enter into an Indefinite Delivery, Indefinite Quantity ("IDIQ") Agreement with Eriksen Translations Inc. ("Eriksen")

   Location: Non-Development
   Administering Department: Communications
   Funding Source: Operating – Federal
   Amount: $2,500,000.00
   Projected Section 3 Hires/Labor Hours: Approved under HUD new rule - Labor Hours

   Authorization is requested to enter into an IDIQ agreement with Eriksen for written translation services, commencing on February 1, 2022 and continuing through January 31, 2027, or commencing on such other date as may be determined by the Chief Procurement Officer or the Chief Communications Officer and continuing for five (5) years thereafter, which includes an initial three-year term and two (2) one-year renewal options to be renewed automatically, unless the Authority, at its sole discretion, provides written notice of its intent not to renew, prior to the expiration of the expiring term.

APPROVED

APPROVED = UNANIMOUS  N/A = NOT APPLICABLE
Authorization to Enter into an Agreement with T-Mobile USA, Inc. ("T-Mobile")

<table>
<thead>
<tr>
<th>Location:</th>
<th>Non-Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administering Department:</td>
<td>IT Infrastructure &amp; Operations</td>
</tr>
<tr>
<td>Funding Source:</td>
<td>Operating – Federal &amp; Section 8</td>
</tr>
<tr>
<td>Amount:</td>
<td>$15,000,000.00</td>
</tr>
<tr>
<td>Projected Section 3 Hires/Labor Hours:</td>
<td>Not Required</td>
</tr>
</tbody>
</table>

Authorization is requested to enter into an agreement with T-Mobile for wireless and cellular devices and usage service, commencing on February 1, 2022 and continuing through January 31, 2027, or commencing on such other date as may be determined by the Chief Procurement Officer or the Executive Vice-President and Chief Information Officer and continuing for five (5) years thereafter, utilizing the terms and conditions of the New York City Department of Information Technology and Telecommunications Master Services Agreement Contract Number CT-1-858-20181400619. There are no renewal options.

APPROVED

Authorization to Enter into an Agreement with Edgewood Partners Insurance Center ("EPIC")

<table>
<thead>
<tr>
<th>Location:</th>
<th>Non-Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administering Department:</td>
<td>Risk Management</td>
</tr>
<tr>
<td>Funding Source:</td>
<td>Operating – Federal &amp; Self-Insurance Fund (GL &amp; WC)</td>
</tr>
<tr>
<td>Amount:</td>
<td>$3,598,750.00</td>
</tr>
<tr>
<td>Projected Section 3 Hires/Labor Hours:</td>
<td>Approved under HUD new rule – Labor Hours</td>
</tr>
</tbody>
</table>

Authorization is requested to enter into an agreement with EPIC for insurance brokerage services, commencing on February 1, 2022 and continuing through January 31, 2027, or commencing on such other date as may be determined by the Chief Procurement Officer or the Chief Financial Officer and continuing for five (5) years thereafter, which includes an initial three-year term and two (2) one-year renewal options to be renewed automatically, unless the Authority, at its sole discretion, provides written notice of its intent not to renew, prior to the expiration of the expiring term.

APPROVED
Authorization to Enter into an Agreement with Marsh USA Inc. ("Marsh USA")

Location: Non-Development
Administering Department: Risk Management
Funding Source: Operating – Self-Insurance Fund (GL & WC)
Amount: $3,870,000.00
Projected Section 3 Hires/Labor Hours: Approved under HUD new rule – Labor Hours

Authorization is requested to enter into an agreement with Marsh USA for risk control consultant services, commencing on February 1, 2022 and continuing through January 31, 2027, or commencing on such other date as may be determined by the Chief Procurement Officer or the Chief Financial Officer and continuing for five (5) years thereafter, which includes an initial three-year term and two (2) one-year renewal options to be renewed automatically, unless the Authority, at its sole discretion, provides written notice of its intent not to renew, prior to the expiration of the expiring term.

APPROVED

Authorization to Ratify the Entering into an Agreement with J.P. West Inc. ("J.P. West")

Location: Non-Development
Administering Department: Risk Management
Funding Source: Operating – Federal & Self-Insurance Fund (GL & WC)
Amount: $2,256,012.00
Projected Section 3 Hires/Labor Hours: Approved under HUD new rule – Labor Hours

Authorization is requested to ratify the entering into an agreement with J.P. West for risk management consulting services, which commenced on January 1, 2022 and is continuing through December 31, 2026, which includes an initial three-year term and two (2) one-year renewal options to be renewed automatically, unless the Authority, at its sole discretion, provides written notice of its intent not to renew, prior to the expiration of the expiring term.

APPROVED
Authorization to Ratify the Award of an Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract for the Purchase and Delivery of Wooden Kitchen Cabinets

Location: Various (Citywide)
Administering Department: Operations
Funding Source: Operating – Federal
Amount: $2,975,000.00
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to ratify the award of this IDIQ contract to the lowest responsive and responsible bidder, Vik-Jay Industries, Inc. The first lowest bidder was deemed ineligible to receive award of this IDIQ contract, as bid documents limit award of no more than one (1) IDIQ contract of this service to any one (1) vendor and the Authority seeks to award one (1) other IDIQ contract to the first lowest bidder. This IDIQ contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

Award of an Indefinite Delivery, Indefinite Quantity ("IDIQ") Contract for the Purchase and Delivery of Wooden Kitchen Cabinets

Location: Various (Citywide)
Administering Department: Operations
Funding Source: Operating – Federal
Amount: $2,975,000.00
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to award this IDIQ contract to the lowest responsive and responsible bidder, Big Apple Sign Corp. The first lowest bidder was deemed non-responsive for the submission of an unrealistic low estimated cost. This IDIQ contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED
Authorization is requested to approve a contract capacity increase to this IDIQ contract awarded to Raz Interiors for maintenance painting of (i) apartments and (ii) interior and exterior public spaces, authorized by Board Resolution 19-7/31-31 and as subsequently amended for an initial two-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on August 3, 2020 and is continuing through August 2, 2022.

APPROVED

Authorization is requested to approve a contract capacity increase to this IDIQ contract awarded to Encore for cleaning of stair halls and floor maintenance, authorized by Board Resolution 21-2/24-10 for an initial two-year term with three (3) one-year renewal options, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on April 13, 2021 and is continuing through April 12, 2023.

APPROVED
Authorization to Amend Board Resolution 20-5/27-3

Location: Various (Bronx & Brooklyn)
Administering Department: Capital Projects Division
Funding Source: N/A
Amount: N/A
Projected Section 3 Hires/Labor Hours: Pending Submission

Authorization is requested to amend Board Resolution 20-5/27-3, which authorized the entering into four (4) Design-Build Heating Contracts (“DBH Contract(s)”) for four (4) projects for design and construction of comprehensive heating systems, to (i) reflect the division of one (1) project into two (2) projects (resulting in five (5) DBH Contracts for five (5) projects), and (ii) include an additional two (2) firms to participate in the submission of proposals under the Request for Proposals stage of the process for the DBH Contracts.

APPROVED

Award of a Contract for Underground Fire and Domestic Water Piping Replacement

Location: Mitchel
Administering Department: Capital Projects Division – Project Management Team 1
Funding Source: Capital – City
Amount: $4,535,335.00
Projected Section 3 Hires/Labor Hours: Approved under HUD new rule – Labor Hours

Authorization is requested to award this contract to the lowest responsive and responsible bidder, JCC Construction Corp.

APPROVED
<table>
<thead>
<tr>
<th>Location:</th>
<th>Vladeck</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administering Department:</td>
<td>Capital Projects Division – Project Management Team 1</td>
</tr>
<tr>
<td>Funding Source:</td>
<td>Capital – City</td>
</tr>
<tr>
<td>Amount:</td>
<td>$17,810,133.38</td>
</tr>
<tr>
<td>Projected Section 3 Hires/Labor Hours:</td>
<td>Approved under HUD new rule – Labor Hours</td>
</tr>
</tbody>
</table>

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Vikrant Contracting & Builders Inc. The first lowest bidder was deemed non-responsive for failure to list the correct Request For Quotations number on its Form of Proposal and bid bond, as outlined in the Authority’s bid documents.

**APPROVED**

<table>
<thead>
<tr>
<th>Location:</th>
<th>Vladeck II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administering Department:</td>
<td>Capital Projects Division – Project Management Team 1</td>
</tr>
<tr>
<td>Funding Source:</td>
<td>Capital – City</td>
</tr>
<tr>
<td>Amount:</td>
<td>$2,681,737.86</td>
</tr>
<tr>
<td>Projected Section 3 Hires/Labor Hours:</td>
<td>Approved under HUD new rule – Labor Hours</td>
</tr>
</tbody>
</table>

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Vikrant Contracting & Builders Inc.

**APPROVED**
Authorization to Ratify a Change Order to Contract No. GR1508590 Awarded to AWL Industries Inc. ("AWL") Related to the Response to and Recovery from Hurricane Sandy

Location: Carleton Manor
Administering Department: Capital Projects Division – Recovery and Resilience
Funding Source: Capital – FEMA
Amount: $103,746.98
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to ratify a change order to this contract awarded to AWL for restoration, authorized by Board Resolution 16-7/27-18 and as subsequently amended for an initial 570-day term, to increase the amount, in order to fund the additional assigned work during the extended 365-day term, which commenced on June 30, 2021 and is continuing through June 29, 2022.

APPROVED

Authorization to Amend and Restate the Authority's Audit and Finance Committee Charter

Location: Non-Development
Administering Department: Strategy and Innovation
Funding Source: N/A
Amount: N/A
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to amend and restate the Authority's Audit and Finance Committee Charter (the "Charter"), adopted pursuant to Board Resolution 21-4/28-2. The amended Charter shall take effect as of January 26, 2022.

The amendment of the Charter shall in no way invalidate, impair or affect any action heretofore taken or anything heretofore done pursuant to Board Resolutions in effect prior to this Board Resolution.

APPROVED
Authorization to Approve the Chair’s Appointment of Victor A. Gonzalez and Emma Wolfe as Members of the Audit and Finance Committee

Location: Non-Development  
Administering Department: Strategy and Innovation  
Funding Source: N/A  
Amount: N/A  
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to approve the Chair’s appointment of Victor A. Gonzalez and Emma Wolfe as Members of the Audit and Finance Committee, pursuant to Section II of the Charter of the Audit and Finance Committee of the New York City Housing Authority, as adopted by Board Resolution 21-4/28-2 and as subsequently amended by Board Resolution 22-1/26-15. The appointment shall be effective January 1, 2022 through December 31, 2022.

APPROVED

Authorization to Approve the Chair’s Appointment of Joseph Adams, Magalie D. Austin, Paula Gavin, and Victor A. Gonzalez as Members of the Resident and Community Affairs Committee

Location: Non-Development  
Administering Department: Strategy and Innovation  
Funding Source: N/A  
Amount: N/A  
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to approve the Chair’s appointment of Joseph Adams, Magalie D. Austin, Paula Gavin, and Victor A. Gonzalez as Members of the Resident and Community Affairs Committee, pursuant to Section II of the Charter of the Resident and Community Affairs Committee of the New York City Housing Authority, as adopted by Board Resolution 21-4/28-3. The appointment shall be effective January 1, 2022 through December 31, 2022.

APPROVED
Authorization to Approve the Chair's Appointment of Joseph Adams, Magalie D. Austin, and Paula Gavin as Members of the Operations, Compliance and Capital Committee

Location: Non-Development  
Administering Department: Strategy and Innovation  
Funding Source: N/A  
Amount: N/A  
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to approve the Chair’s appointment of Joseph Adams, Magalie D. Austin, and Paula Gavin as Members of the Operations, Compliance and Capital Committee, pursuant to Section II of the Charter of the Operations, Compliance and Capital Committee of the New York City Housing Authority, as adopted by Board Resolution 21-4/28-4. The appointment shall be effective January 1, 2022 through December 31, 2022.

APPROVED

Authorization to Approve the Chair’s Appointment of Victor A. Gonzalez and Emma Wolfe as Members of the Governance Committee

Location: Non-Development  
Administering Department: Strategy and Innovation  
Funding Source: N/A  
Amount: N/A  
Projected Section 3 Hires/Labor Hours: Not Required

Authorization is requested to approve the Chair’s appointment of Victor A. Gonzalez and Emma Wolfe as Members of the Governance Committee, pursuant to Section II of the Charter of the Governance Committee of the New York City Housing Authority, as adopted by Board Resolution 21-4/28-5. The appointment shall be effective January 1, 2022 through December 31, 2022.

APPROVED

[Signature]
Jacqueline C. Hernandez, Esq.
Corporate Secretary

1 Board Member Adams abstained from voting on this item.
NYCHA Board Meeting
January 26, 2022

Temporary Suspension Report on Mold and Ventilation Related Contracts

Elena Tenchikova, Senior Director for Office of Mold Assessment and Remediation
Ventilation and Mold Related Contracts

On November 29, 2021, Board Resolution 19-10/30-30 was extended by Board Resolution 21-11/29-2 which now authorizes, as solely related to ventilation contracts and other contracts related to mold detection, inspection and remediation administrated by the Authority’s Capital Projects Division, Operations Department or Healthy Homes, to:

i. Temporarily suspend for 730 days of the prerequisite Authority approval of
   a) Contracts that are valued in excess of $1M; and
   b) Change orders and contract capacity increases.

ii. Provide a quarterly Ventilation and Mold Contracts Report at Board Meetings including, but not limited to, the number of
   a) Contracts awarded; and
   b) Change orders and contract capacity increases entered into, subsequent to the prior report presented to the Board.
The Ventilation Modernization Program consists of three phases:
• Roof fan replacement/installation (in-progress)
• Vent cleaning (in-progress)
• Damper replacement (not started)

The roof fan work and damper work utilize engineering services.

Note: One vendor may be assigned to all three phases or a subset.

Mold assessment and remediation contracts are used as work is assigned.
Roof Fan Replacement/Installation
Temporary Suspension of Board Approval
For Ventilation Related Contracts
Activity for Q4 2021

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Type</th>
<th>Location</th>
<th>Initial Award Date</th>
<th>Term Being Funded and Amount</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2M Architects, Engineers, Land Surveying and Landscape Architecture, D.P.C.</td>
<td>Ventilation – Engineering (IDIQ)</td>
<td>Citywide</td>
<td>June 2020</td>
<td>Initial 2 yr. w/2 automatic 1-yr. renewal periods $250,000</td>
<td>Contract Capacity Increase</td>
</tr>
<tr>
<td>LiRo Engineers Inc.</td>
<td>Ventilation – Engineering (IDIQ)</td>
<td>Citywide</td>
<td>June 2020</td>
<td>Initial 2 yr. w/2 automatic 1-yr. renewal periods $500,000</td>
<td>Contract Capacity Increase</td>
</tr>
<tr>
<td>STV Incorporated</td>
<td>Ventilation – Engineering (IDIQ)</td>
<td>Citywide</td>
<td>June 2020</td>
<td>Initial 2 yr. w/2 automatic 1-yr. renewal periods $500,000</td>
<td>Contract Capacity Increase</td>
</tr>
</tbody>
</table>

Note: Indefinite delivery/indefinite quantity (“IDIQ”) contracts provide for indefinite quantity of supplies or services during a fixed period IDIQ contract. Therefore, the quantity assigned to the vendor may increase as the program progresses over time.

1/14/2022
Roof Fan Replacement/Installation

Program Activity Since Award

All Engineering work is 100% complete.

<table>
<thead>
<tr>
<th>Description</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Fans Installed in Previous Quarters</td>
<td>2,336</td>
</tr>
<tr>
<td>Total Fans Installed in Q3 2021</td>
<td>1,332</td>
</tr>
<tr>
<td>Total Fans Installed in Q4 2021</td>
<td>1,318</td>
</tr>
<tr>
<td><strong>Total Fans Installed</strong></td>
<td><strong>4,986</strong></td>
</tr>
<tr>
<td>Total Fans* Remaining to be Installed</td>
<td>1,339</td>
</tr>
<tr>
<td><strong>Overall Number of Fans to be Replaced by OMAR Project</strong></td>
<td><strong>6,325</strong></td>
</tr>
<tr>
<td><strong>Overall Percentage of Progress to Project Completion</strong></td>
<td><strong>84%</strong></td>
</tr>
<tr>
<td>Total Fans Retained</td>
<td>2,116</td>
</tr>
<tr>
<td><em><em>Total Fans</em> Assigned to OMAR</em>*</td>
<td><strong>8,441</strong></td>
</tr>
</tbody>
</table>

*The following total of number of fans is subject to change as the engineering documents are annotated by OMAR.

Note: This data represents work completed by NYCHA staff and the total number of current roof fan replacement/ installation contracts awarded, including those not subject to the temporary suspension of Board approval.

1/14/2022
### Vent Cleaning
Temporary Suspension of Board Approval
For Ventilation Related Contracts
Activity for Q4 2021

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Type</th>
<th>Location</th>
<th>Initial Award Date</th>
<th>Term Being Funded and Amount</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Quality Maintenance II, LLC/DBA Alliance Maintenance</td>
<td>Ventilation – Vent Cleaning (IDIQ)</td>
<td>Citywide</td>
<td>Feb 2021</td>
<td>Initial 1yr. w/1 1-yr. renewal period $1,753,900</td>
<td>Contract Capacity Increase</td>
</tr>
<tr>
<td>Techclean Industries Ltd</td>
<td>Ventilation – Vent Cleaning (IDIQ)</td>
<td>Citywide</td>
<td>Feb 2021</td>
<td>Initial 1yr. w/1 1-yr. renewal $747,700</td>
<td>Contract Capacity Increase</td>
</tr>
</tbody>
</table>

Note: Indefinite delivery/indefinite quantity (“IDIQ”) contracts provide for indefinite quantity of supplies or services during a fixed period IDIQ contract. Therefore, the quantity assigned to the vendor may increase as the program progresses over time.

1/14/2022
# Vent Cleaning

Program Activity Since Award

<table>
<thead>
<tr>
<th>Description</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Units that had Vents Cleaned in Previous Quarters</td>
<td>22,007</td>
</tr>
<tr>
<td>Total Units that had Vents Cleaned in Q3 2021</td>
<td>20,046</td>
</tr>
<tr>
<td>Total Units that had Completed in Q4 2021</td>
<td>19,329</td>
</tr>
<tr>
<td><strong>Total Units that had Vents Completed</strong></td>
<td>61,382</td>
</tr>
<tr>
<td>Overall Units Attempted/No Access</td>
<td>26,355</td>
</tr>
<tr>
<td><strong>Total Units that had Vents Cleaned or Attempted</strong></td>
<td>87,737</td>
</tr>
<tr>
<td><strong>Overall Percentage of Units that had Vents Cleaned or Attempted</strong></td>
<td>98%</td>
</tr>
<tr>
<td>Total Units that Remaining to Be Attempted/Cleaned</td>
<td>2,140</td>
</tr>
<tr>
<td>Total Units Visited and Confirmed to Not Be Supported by Mechanical Ventilation</td>
<td>15,224</td>
</tr>
<tr>
<td><strong>Overall Units Assigned to OMAR</strong></td>
<td>105,101</td>
</tr>
</tbody>
</table>

Note: This data represents work completed by NYCHA staff and the total number of current vent cleaning contracts awarded, including those not subject to the temporary suspension of Board approval.

1/14/2022
NYCHA Board Meeting
January 26, 2022

PACT Update

Jonathan Gouveia, EVP of Real Estate Development Department
**PACT Projects**

<table>
<thead>
<tr>
<th># Developments</th>
<th># Units</th>
<th>Capital Repairs*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction In Progress or Complete</td>
<td>56</td>
<td>14,742</td>
</tr>
<tr>
<td>Planning and Resident Engagement</td>
<td>77</td>
<td>20,426</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>133</strong></td>
<td><strong>35,168</strong></td>
</tr>
</tbody>
</table>

*Nearly $3.2 billion in capital repairs already completed or underway.*

*Capital Repairs for completed PACT developments reflect both Hard Costs and Soft Costs. For active PACT projects, we use the 5-Year PNA to estimate their capital repairs.*
Round 8

Audubon, Bethune & Marshall; Boulevard, Fiorentino Plaza & Belmont-Sutter; Harlem River; Linden & Penn-Wortman; and Williamsburg

- Three projects closed in December 2021:
  1. Boulevard, Fiorentino Plaza, Belmont-Sutter Area
  2. Linden, Pennsylvania Ave-Wortman Ave
  3. Williamsburg

- Renovations at these developments are beginning now

- Due to lead-based paint, residents at Harlem River and Williamsburg will be required to temporarily move
Round 8 Investments

Williamsburg: Interior Renovations

Linden, Penn-Wortman: Exterior Façade & Lobby Upgrade

Boulevard: Entry & Playground Improvements
Round 9

Edenwald, Frederick Samuel Apartments, and Reid Apartments & Park Rock Consolidated

- Resident review committees evaluated proposals and interviewed development teams with NYCHA last summer
- PACT partners have been selected, and public announcements for Edenwald and Fred Sam were made in December 2021
- Renovations will begin in 2023
Fulton & Elliott-Chelsea

Chelsea, Chelsea Addition, Elliott & Fulton

- Working Group recommendations included a combination of PACT and mixed-use development to fully fund repairs
- A Request for Proposals (RFP) was issued to identify partners to will implement the community’s plan
- Resident leaders joined NYCHA in reviewing proposals, selected partners this fall
- Renovations will begin in 2023
Recent PACT Announcements
Round 10

Ocean Hill & Stuyvesant Gardens; Sack Wern & Clason Point Gardens; Union Avenue Consolidated; and Wilson Consolidation

<table>
<thead>
<tr>
<th>Total Units</th>
<th>Total PNA</th>
<th>Developments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,647</td>
<td>$693.4M</td>
<td>18</td>
</tr>
</tbody>
</table>

- Initial round of resident engagement and education has been completed, including inspections and resident surveys
- Request for Expressions of Interest (RFEI) was released in May
- Resident review committees have been formed and are currently in the process of evaluating proposals
- Citizens Housing and Planning Council (CHPC) is supporting residents during proposal review
Round 11

Boston Secor, Boston Road Plaza & Middletown Plaza; Jackie Robinson & Harlem Scattered Sites; Manhattanville; Murphy Private; and Northwest Bronx Scattered Sites

- Initial round of resident engagement and PACT education has been completed
- We are continuing to conduct apartment inspections and collect feedback on resident goals/priorities
- Request for Expressions of Interest (RFEI) was released in October 2021
- Resident leaders will form review committees to vet proposals and interview teams in the Spring
Round 12

Eastchester Gardens; Moore & East 152nd Street-Courtlandt Avenue; Rangel; and West Brighton

- Initial round of resident engagement and PACT education has started; inspections and resident surveying will start this winter
- Request for Expressions of Interest (RFEI) was released in December 2021
- West Brighton project also includes a partnership with the NYC Department of Housing Preservation & Development (HPD) to finance the construction of new affordable housing and community space

<table>
<thead>
<tr>
<th>Total Units</th>
<th>Total PNA</th>
<th>Developments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,119</td>
<td>$511.7M</td>
<td>6</td>
</tr>
</tbody>
</table>
NYCHA Board Meeting
January 26, 2022

NYCHA Resident Survey 2021

Eva Trimble, EVP for Strategy and Innovation
Methodology & Survey Response

**Methodology:**

NYCHA developed the survey in Fall 2021. Questions were discussed with the Resident Roundtable and the Citywide Council of Presidents (CCOP) before the survey was finalized.

The survey consisted of 31 questions to gauge resident opinions around development conditions, operations, property management office functions, resident associations, and communication strategies.

The survey was distributed in 5 languages beginning November 1, 2021 and closed on January 4, 2022. The survey was distributed via email, flyers with QR codes were posted in management offices, and the survey was promoted on social media.

**Survey Response:**

18,115 resident participants responded to the survey. Approximately 81% of respondents completed all questions in the survey. 9% of surveys were conducted in a foreign language. 75% of foreign language responses were in Spanish.
Overall Conditions

**Apartment**

74% of respondents rated their apartment as “Fair” or “Poor”, compared to 66% in 2020.

**Building**

Responses were comparable to 2020, with only a 3% difference in the percentage of respondents rating the building conditions as “Fair” or “Poor”.

**Development**

82% of respondents rated their development as “Fair” or “Poor”, compared to 76% in 2020.
Overall Conditions

“I am proud to call my development home.”

42% of respondents answered “Yes”, compared to 52% in 2020.

“I would recommend living in my building to a friend or family member.”

33% of respondents answered “Yes”, compared to 40% in 2020.
Safety

“I feel safe at my development.”

Only 38% of respondents answered “Yes”, compared to 47% in 2020.
Top 4 Issues in 2021:

1. Other Repairs
2. Mold
3. Pests
4. Leaks

The increase in heat & hot water issues is likely due to seasonality, as the 2020 survey was launched in August.
Most respondents reported heat & hot water outages every few months, more than once a month or more than once a week. This question was added as a suggestion from the CCOP.
Repairs

Overall Process for Repairs:

83% of respondents rated the process for completing repairs as “Fair” or “Poor”, compared to 78% in 2020.

Willingness to allow employees/vendors to make a repair while resident not home:

11% of respondents would allow an employee in their home unattended, compared to 7% in 2020.

Belief that NYCHA cares about safety when making repairs by using safe chemicals and materials:

Most respondents answered “Neutral”, but 33% of respondents believe NYCHA cares about safety. This was a new question in 2021, added as a suggestion from the CCOP.
Annual Review / Recertification

Responses were comparable between 2020 and 2021, with 54% responding “Fair” or “Poor” in 2021.

Rating the overall process of completing the annual review:

“I submitted an interim recertification in the last three months.”
Customer Service and Professionalism

Management Office

67% of respondents rated the customer service and professionalism of their management office as “Fair” or “Poor”, compared to 61% in 2020.

Maintenance & Repair Staff

53% of respondents rated the customer service and professionalism of maintenance and repair staff as “Fair” or “Poor”, compared to 46% in 2020.
About 75% of respondents are able to host virtual inspections via a smartphone or tablet with video functionality.

“I use the MyNYCHA app on my phone or tablet for requesting work orders (repairs).”

50% of respondents reported using the MyNYCHA App in 2021, compared to 59% of respondents in 2020.
Broadband: 2021

Access to Broadband Network (Cable or Wi-Fi):

81% of respondents reported having access in their apartment.

Reasons for Not Having Broadband Access in Apartment:

Most respondents without broadband (58%) reported that broadband is too expensive.
Translation Services: 2021

14% of respondents stated that they require translation services to speak with NYCHA employees when they are at their apartment.

Top Preferred Languages:

1. Spanish
2. Chinese (Simplified)
3. Chinese (Traditional)
4. Russian

Most respondents who reported their preferred language as “Other” wrote in “English”.

<table>
<thead>
<tr>
<th>Language</th>
<th>#</th>
<th>%</th>
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<tbody>
<tr>
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<tr>
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<td>0%</td>
</tr>
<tr>
<td>Urdu</td>
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</tr>
<tr>
<td>Total</td>
<td>2,500</td>
<td>100%</td>
</tr>
</tbody>
</table>
Communications: 2020 vs. 2021

What are your preferred ways of hearing from NYCHA?

In 2021, most respondents prefer:
1. Email
2. Rent Bills
3. Text
4. NYCHA Website

4% more respondents reported **flyers** as a preferred method of notification in 2021.
Communications, Continued: 2020 vs 2021

Are you getting the information you need from NYCHA?

51% of respondents reported receiving the information they need from NYCHA in 2021, a 10% decrease from 2020.

Is the information clear and understandable?

Only 58% of respondents answered “Yes”, compared to 84% in 2020, a 31% decrease from 2020.
Open-Ended Question: What else can NYCHA do to serve residents better or communicate better with residents?

10,372 respondents answered this question. Responses were tagged with relevant categories.

Other categories which received under 10% of responses include:

- Leases / Rent / Recertification / Transfers
- Lead / Paint / Plaster
- Heat / Hot Water
- Leaks / Mold / Water Issues
- Elevator Issues
- Inspections
- COVID Safety
- Resident Leadership
Most respondents were not familiar with their Resident Association or their Resident Leader. These questions were added based on suggestions from the Resident Roundtable.
Demographics: Age & Tenure of Respondents in 2021

We received the largest number of responses from residents between the ages of 45 – 64 years old and have lived at NYCHA for 11-20 years or 30+ years.
Response by Borough in 2021

Most respondents were from Brooklyn (28%) and Manhattan (27%).

Additional outreach was done via email to encourage responses from Brooklyn and the Bronx.
Top 25 Developments with Highest Responses
Questions?
NYCHA Board Meeting
January 26, 2022

Common Area Painting & Floor Restoration

Cal Bruno, VP for Operational Analysis & Contract Management
Common Area Painting &
Floor Restoration

Board Resolution Items 8 and 9
Johnson Public Hallway Painting
Johnson Stairwell Painting
Woodside Public Hallway Painting
Eastchester Public Hallway Painting
Eastchester Stairwell Painting
Ravenswood Public Hallway Painting
Ravenswood Public Hallway Floor
Sedgwick Public Hallway Floor
Sedgwick Lobby Floor
Morris Public Hallway Floor
Morris Lobby Floor
ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 12:06 P.M.

[Signature]

Jacqueline C. Hernandez, Esq.
Corporate Secretary