



NEW YORK CITY HOUSING AUTHORITY

MURPHY PRIVATE RESIDENT PRIORITIES

Common Priorities (all developments)

1. Building Systems and Infrastructure

Security

- Update the current security monitoring systems and install cameras in areas where Tenant Association (TA) Representatives advise.
- Replace all doors and install key fob access for all entrances.

Environmental Remediation

- Inspect and remediate the presence of asbestos across all developments.
- Engage with the relevant government agencies to test local water supply for all harmful substances and use recommendations to remediate the quality of water for residents.

Trash and Sanitation

- Contract with and maintain regular exterminator presence on site to abate all infestations present in buildings
- Increase the size of trash compactors to accommodate large loads, prevent clogage, and implement routine maintenance and cleaning.
- Replace all garbage cans along the exterior of the building and install pest-proof cans.

Accessibility, Plumbing, and other Physical Improvements

- Ensure that all buildings are properly sealed, ventilated, and routinely maintained to ensure resident comfort over time.
- Replace all roofs and facades.
- When replacing all façades, ensure use of code-compliant, fire-resistant materials.
- Ensure that the building is energy-efficient and constructed in a way which reduces costs for residents and remains easy to maintain over time.
- All buildings must be brought up to code and be fully ADA-compliant – this includes all entrances, means of egress and the routine maintenance of all property grounds (i.e., sidewalks, accessible curb infrastructure, etc.).
- All elevators shall be replaced with ADA-compliant elevators.
- In apartment buildings where the number of elevators present is insufficient to adequately provide means of egress for the apartment complex in question, consider whether an additional ADA – compliant elevator can be installed.
- Inspect and repair all broken and poorly constructed plumbing connections in the building, including units.

- Inspect and implement the repairs necessary to ensure that all fire exits are code compliant and free of all obstructions.

2. Property Management

Security

- On-site security guards with a security office located at all building entrances.
- Security must have experience working in low-income communities and must clear background checks.
- All visitors must be directed to the security desk, sign in and provide ID.
- On-site, live-in superintendent hired through the Section 3 provision.
- Install a key fob security system for all exterior gates and building entrances.
- Install a video intercom system.
- Video security systems must be live monitored 24/7.

Maintenance

- Overhaul and maintain a high standard for waste and pest management systems.
- Management should have contingency plans and designated centers for weather- and climate-related emergencies, including but not limited to cooling centers, emergency blankets, and backup power generators.
- Management should maintain a 24/7 confidential, accessible resident portal and / or phone hotline to report any issues, complaints, and property damage.

Interfacing with Residents

- Management must implement high-quality customer service and maintain effective communication with residents.
- Enforcement of all house rules to prevent loitering, drug use, and parties in shared spaces.
- Install new lighting system for interior hallways and outdoor spaces.
- Maintain and enforce equitable Section 3 hiring post-rehabilitation. Provide exceptions for staff with criminal records who provide consistent, high-quality service to tenants.
- Over the long term, management shall implement a system of quarterly reviews and welcome open feedback from tenants.
- Larger families must be given priority for larger apartments.
- Overall, management should prioritize the well-being of families and the elderly.
- Apartment Insurance: allow residents to gain access to renters' insurance in the case of flooding or damage to items in apartment.

3. Apartments

- Replace and install higher quality sheetrock for interior apartment walls.
- Install ventilation systems in kitchens and bathrooms.
- All flooring and finishes must be replaced.

- All materials for all finishes (including, but not limited to, exterior doors) must be of quality, durable and easily maintained.
- Allow residents the option to choose their own finishes in the kitchens and bathrooms.

4. Common Areas

- Better and consistent enforcement of house rules affecting common areas.
- Help to build a better relationship between security staff and local Public Safety Officials to curb illegal activity in common areas.
- Provide space for mail and packages to be received.
- Ensure the presence of accessible, fob-entry meeting spaces across all developments regardless of size.

5. Sites and Grounds

- Install key fob access to the driveway and parking lots.
- Enforce community rules and install cameras and security measures to prevent loitering and illicit drug use.

Other Development-Specific Priorities

Bryant Ave – E. 174th

1. Building Systems and Infrastructure

- Abate the infestation consisting of mold on the façade surface.
- Thoroughly inspect terrace drainage systems and implement the appropriate repairs.
- Implement routine maintenance and cleaning of compactors.
- Install a new camera system with live monitoring throughout the building, especially in the elevators and all stairwells.
- Replace and upgrade intercom system.
- Test water for harmful levels of all hazardous substances (lead, arsenic, etc.).
- Engage with the appropriate local government agencies to test local water supply for the above chemicals and bacteria.
- Replace all pipes including stormwater and drinking water supplies. Areas identified by residents that are routinely flooded: Lobby, Fourth (4) Floor.

2. Property Management

- Equitable access to superintendent and other maintenance-related jobs.
- Heating must be maintained 24/7. Residents must be notified in a prompt, accessible and transparent manner if there is to be scheduled maintenance.

3. Apartments

- Install new security gates on apartment windows facing the sidewalk.
- Update and reconstruct all sliding closets.

4. Common Areas

- Management should ensure equal access to laundry facilities and to the community room for all residents.
- Management should encourage, support, and prioritize positive recreational and educational use of the community center.
- Expand the size of the current lobby and provide seating for residents.

5. Sites and Grounds

- Repair sidewalk in front of building in coordination with the appropriate city agency.
- Install automatic LED security lighting from the building entrance at 1705 Hoe Avenue to the end of E 173rd.
- Repair and increase the size of the current playground.

Longfellow Ave Rehab

1. Building Systems and Infrastructure

- Enforce pet policy so that pets residing in apartment units are under 25 lbs.
- Replace and upgrade the failing heating system throughout the building.

2. Property Management

- Police must be notified of all incidents on site involving property and residents' safety.
- Management should maintain a 24/7 confidential, accessible resident portal and / or phone hotline to report any issues, complaints, and property damage.
- Implement a quiet-hours policy from the hours of 8pm to 8am.

3. Apartments

- Replace and level flooring in all units.

4. Common Areas

- Reopen and upgrade community room for resident use.
- Provide space for motorcycle parking that's not disruptive to residents.
- Enforce quiet policy in lobby.

5. Sites and Grounds

- Reopen the backyard to residents and enforce stated use of the space.

East 173rd Street – Vyse Avenue

1. Building Systems and Infrastructure

- Contract with and maintain regular exterminator presence on site.
- Install security cameras on premises.
- Repair and upgrade heating system to code-compliance.
- Address ADA-compliance deficits including but not limited to: ADA access to upper floors, ramps to exterior entrances.

2. Property Management

- Management must coordinate pest abatement with other private landlords in the area.

3. Apartments

- Kitchens and bathrooms must be properly ventilated.

4. Common Areas

- Provide a designated space for shared resident use and community meetings.

5. Sites and Grounds

- Provide and enforce a designated parking space for residents.