



## NYCHA's Maintenance and Repair Action Plan: Q & A with GM Cecil House

By Eric Deutsch

**N**YCHA's maintenance and repair Action Plan to reduce its backlog of work orders by the end of the year is leading to significant results – the number of outstanding work orders as of May 1 is down to less than 274,000, a decrease of approximately 149,000. NYCHA General Manager Cecil House answered questions for the *Journal* to give residents more details about how the Action Plan benefits them.

**How is the maintenance and repair experience different for residents? If a resident makes a request for repairs today, will it be fulfilled in 7-15 days, or will it be fulfilled sometime much later?**

We are improving our processes to make sure our employees have all of the necessary supplies on the day they need them. Residents will not have to make multiple calls anymore to have work orders completed. Our focus right now is on old work orders that are long overdue. Currently, new requests still will be scheduled for some time in the future

as we work hard to reduce the backlog. To reach our goal by the end of the year, we need to reduce the backlog by a little more than 1,000 work orders per day. Once we reach our target level, then requests will be fulfilled within an average of seven days for basic repairs, and 15 days for repairs that require skilled trades workers. As always, we respond to emergency repair requests within 24 hours.

**How does NYCHA determine what is an emergency repair or a non-emergency repair?**

We take every maintenance and repair request seriously. So while we certainly will fix the plaster on your wall, we ask you to recognize that your neighbors next door might have water dripping from a leak in their ceiling that we need to fix first. We consider emergency repairs items like heat not working, someone stuck in an elevator, having no electricity or a gas leak. (Ed. note: to see a list of emergency and non-emergency items as defined by NYCHA, you can go to its website at [on.nyc.gov/11RGHlm](http://on.nyc.gov/11RGHlm)).

**What will NYCHA do to prevent the backlog from getting big again?**

There always will be new work orders; we get about 10,000 new maintenance and repair requests at the Customer Contact Center every weekday. But the backlog is made up of our older work orders. Our target level by the end of the year is to have the number of outstanding work orders on any given day be no more than we can handle within our service level expectation. That will allow us to reach our optimum service performance level of addressing all work orders within an average of seven or 15 days, based on the type of repair needed.

**What will happen if NYCHA continues to have funding cuts from the federal government?**

Reducing the maintenance and repair backlog is a major part of Plan NYCHA; it is not our intention to slow down this process. We possibly would have to make more spending cuts in other areas, but this Action Plan is critical to the residents we serve and to



A NYCHA maintenance worker plasters a wall at Marble Hill Houses.

the future of public housing in New York City.

**Will there be changes to NYCHA's policy of what happens if a resident is not home for a scheduled maintenance call?**

For regular repairs, we will go to a resident's apartment at the scheduled time, with all necessary equipment and parts needed, ready to perform the work. If the resident is *continued on page 2* ▶

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## Land Lease Plan: Residents Voice Concerns at NYCHA Meetings

**A**s discussed in Chairman John B. Rhea's message on page 3, NYCHA held roundtable discussions with hundreds of residents, elected officials and community advocates for a second round of meetings about its plan to lease land for the development of new affordable and market-rate housing at eight Manhattan

developments. Residents voiced their concerns and learned more about how the land lease plan will benefit them.

NYCHA emphasized that with the federal government decreasing the amount of money it sends every year, the Authority must be creative in finding other sources of funding, as outlined in Plan NYCHA, its five-year roadmap to

preserve public housing for future generations. NYCHA's plan to lease land on 14 locations at the eight developments will generate \$30-\$50 million in capital funding every year – and every dollar will be spent on fixing buildings.

Following are the most mentioned residents' concerns, and NYCHA's facts about the land lease plan. More information can be found on NYCHA's website at [on.nyc.gov/landlease](http://on.nyc.gov/landlease).

☀ **Resident Concern about the Land Lease Plan:** Whether the land is being sold and NYCHA property will be privatized

**NYCHA Facts about the Land Lease Plan:** NYCHA is not selling any land or privatizing existing public housing developments. It plans to enter into 99-year ground leases with developers. The developers will finance, construct and operate the new buildings, but NYCHA still will own the public housing land on which the new buildings are built.

*continued on page 2* ▶



NYCHA staff and residents discuss the land lease plan at a community round table meeting at Campos Plaza on April 9, 2013.

#### Land Lease Developments

- Baruch Houses
- Campos Plaza
- Carver Houses
- Douglass Houses
- LaGuardia Houses
- Meltzer Tower
- Smith Houses
- Washington Houses

# NYCHA Board Meetings



Notice hereby is given that the New York City Housing Authority's Board Meetings take place every other Wednesday at 10:00 a.m. in the Board Room on the 12th floor of 250 Broadway, New York, New York (unless otherwise noted). The remaining meetings for Calendar Year 2013 are as follows:

May 22	July 17	September 11	November 6
June 5	July 31	September 25	November 20
June 19	August 14	October 9	December 4
July 3	August 28	October 23	December 18

Any changes to the schedule above will be posted here and on NYCHA's website at [nyc.gov/nycha](http://nyc.gov/nycha) to the extent practicable at a reasonable time before the meeting.

These meetings are open to the public. Pre-registration at least 45 minutes before the scheduled Board Meeting is required by all speakers. Comments are limited to the items on the Calendar. Speaking time will be limited to three minutes. The public comment period will conclude upon all speakers being heard or at the expiration of 30 minutes allotted by law for public comment, whichever occurs first.

Copies of the Calendar are available on NYCHA's website or can be picked up at the Office of the Corporate Secretary at 250 Broadway, 12th floor, New York, New York, no earlier than 3:00 p.m. on the Friday before the upcoming Wednesday Board Meeting. Copies of the Disposition are available on NYCHA's website or can be picked up at the Office of the Corporate Secretary no earlier than 3:00 p.m. on the Thursday after the Board Meeting.

Any person requiring a reasonable accommodation in order to participate in the Board Meeting should contact the Office of the Corporate Secretary at (212) 306-6088 no later than five business days before the Board Meeting. For additional information, please visit NYCHA's website or call (212) 306-6088.

**Resident's Voices** Editor's note: For this issue, Resident's Voices has been moved to page 9.

## Check out NYCHA's Facebook page!

Got a web-enabled smartphone? Now you can access NYCHA's Facebook page and bonus content in this issue by scanning or taking a snapshot of the QR codes. The QR code for NYCHA's Facebook page is on the right.

**Step 1:** Download a QR code scanner application from your phone's marketplace (many of these "apps" are free to download). **Step 2:** Point your phone's camera at the QR image.



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## NYCHA's Maintenance and Repair Action Plan: Q & A with GM Cecil House

not home, we will close that work order and the resident will have to call in a new request. However, for health and safety-related issues, we will make more attempts to enter the home. We will not close a work order that threatens the health or safety of our residents or staff, or that could compromise the integrity of a building, such as a roof leak, without addressing the issue.

◀ continued from page 1

## Land Lease Plan: Residents Voice Concerns at NYCHA Meetings

**Resident Concern about the Land Lease Plan:** Whether the request for proposals (RFP) process is being rushed and if it will include resident input  
**NYCHA Facts about the Land Lease Plan:** The feedback residents provided at the community roundtable meetings provided helpful information that NYCHA is using to draft the RFP. Once the RFP is released, it will take several months to evaluate the proposals, developers are expected to be chosen by the end of the year, and it will be approximately another two years before construction begins. During the entire process, NYCHA plans to continue engaging and working with residents to address any concerns they have.

**Resident Concern about the Land Lease Plan:** Prefer more than 20 percent of the apartments in the new buildings be for affordable housing, and that apartments are not segregated into one area of the buildings

**NYCHA Facts about the Land Lease Plan:** The requirement that 20 percent of all apartments are affordable will be permanent. NYCHA may consider proposals that increase affordability – either through more units or lower income qualifications – however, the goal of the land lease plan is to generate revenue that will enable NYCHA to perform critical capital repairs in existing public housing units. Every affordable unit created in excess of 20 percent reduces the amount

of revenue that can be directed towards capital repairs. The affordable units will be available by a lottery. They will be distributed throughout the buildings and will have a proportional share of apartment sizes.

**Resident Concern about the Land Lease Plan:** Funds generated should be used at the respective development

**NYCHA Facts about the Land Lease Plan:** The amount affected developments receive will be based on how much capital need each development has and other capital funds currently budgeted for the development. The NYCHA Board will consider resident input when making these decisions.

**Resident Concern about the Land Lease Plan:** Removal or relocation of parking spaces, safety of the new locations and how far residents will have to walk to new parking spaces

**NYCHA Facts about the Land Lease Plan:** Parking spaces for all residents with current, legal parking permits will be relocated. Parking spaces either will be replaced prior to construction, or an interim parking solution will be put in place. Residents with permits will continue to have parking available throughout construction without interruption. Safety is a primary concern not only at parking lots but on a development-wide basis, so NYCHA is taking a comprehensive approach to security. Additionally, NYCHA will make reasonable efforts to make the location of new parking spaces as convenient as possible.

**Resident Concern about the Land Lease Plan:** Permanent jobs for development residents  
**NYCHA Facts about the Land Lease Plan:** Part of the land lease plan is the creation of em-

ployment opportunities, both permanent and construction jobs, with priority for qualified residents. NYCHA will provide job training for residents; those who already are qualified may gain more experience at other jobs to improve their qualifications.

**Resident Concern about the Land Lease Plan:** Loss of open space and playgrounds  
**NYCHA Facts about the Land Lease Plan:** In developments where outdoor space is impacted, NYCHA will work with residents to ensure the quality of remaining open space is improved. If a play area is displaced by construction, NYCHA may rebuild the play area elsewhere at the development or, if space is limited, upgrade an existing play area.

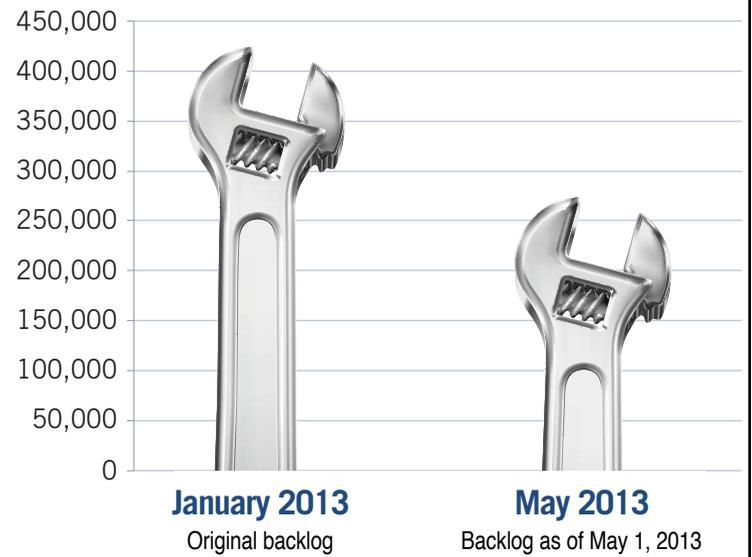
**Resident Concern about the Land Lease Plan:** Security of the new buildings  
**NYCHA Facts about the Land Lease Plan:** In addition to security at the new buildings, security systems, including cameras, will be operable at all NYCHA buildings. Installation would take place along with the construction of the new buildings. NYCHA will be responsible for operating and maintaining the security systems at its developments.

**Resident Concern about the Land Lease Plan:** The height of the buildings and views being blocked  
**NYCHA Facts about the Land Lease Plan:** The height of buildings will be determined by the architectural designs submitted by developers, based on developments' site dimensions set by NYCHA in the RFP. In some cases, zoning directly limits height.



## NYCHA Action Plan

### Reduction of Maintenance and Repair Backlog





## Message from the Chairman

We continue to work together to develop our land lease plan. We held a second round of meetings with residents at the eight Manhattan developments where we propose to lease land for the development of new affordable and market-rate housing and community facilities. I thank all of you who came to the meetings, and I look forward to your ongoing involvement in the process.

While we hear and understand the concerns of residents at the affected developments, the simple fact is that NYCHA does not have nearly enough money to do what is needed to keep the structures, elevators and heating and electrical systems of our more

than 2,500 buildings in proper condition.

Every year, NYCHA receives a decreasing amount of money from Congress to maintain our developments. Since 2001, our operating budget has been underfunded by \$750 million, and our capital budget has been underfunded by another \$875 million. Our plan to lease land – and I once again emphasize we are not selling any of this land – will generate \$30-\$50 million in capital funding every year. That money directly benefits you, as every dollar will be spent on fixing our buildings.

As outlined in Plan NYCHA, our five-year roadmap to preserve public housing for future generations, we must be creative to find other sources of funding and cannot continue to conduct business as usual. The land lease plan is just one of many new

ideas we have to make up for our lack of funding. For example, the mixed finance transaction that federalized 21 developments allows us to receive a dedicated federal subsidy of up to \$65 million every year. More than 21,000 families have their apartments rehabilitated with that money. Or our efforts to improve energy sustainability through programs such as installing more efficient boilers or giving residents LCD light bulbs – we lower our energy costs, and those savings are put back in our budget.

The next step in the process will be to issue the request for proposals (RFP) to identify developers for the land lease sites at 14 locations at the eight developments. The RFP will ask potential companies to submit a proposal to construct the buildings on our land. NYCHA will review each RFP and make a decision on which company, or companies, we will enter into the leases with.

The release of the RFP represents the next phase of our engagement with you. One of the more frequent comments we heard from residents at the round table meetings was that NYCHA is moving ahead with this plan without including resident input. This is not true – we are listening to you. The RFP will take your feedback into consideration. And the RFP process is not being rushed. We expect to take several months to evaluate the proposals, and make our choices by the end of the year. Each of the selected proposals also will be shared with residents to seek input on ways to refine the plans prior to giving control of the sites to the developers.

We look forward to continuing to work with you as we move ahead with the land lease plan.

John B. Rhea

## NYCHA Named Con Edison's Public Partner of the Year

NYCHA was named the Public Partner of the Year by Con Edison for completing a massive energy-efficiency project in 5,300 apartments in the Bronx, Brooklyn and Manhattan.

Through Con Edison's Multi-Family Energy Efficiency Program, NYCHA buildings with between five and 75 units qualified to get at least one of free compact fluorescent lamps (CFLs), shower heads, faucet aerators or smart strips (surge protectors) for electrical appliances. A total of 412 buildings in 91 developments received the items; in addition to the apartments that already have them, installation is underway in another 4,000.

"NYCHA appreciates Con Edison's support in joining us in our efforts to make our buildings greener and more energy efficient," said NYCHA Chairman John B. Rhea. "Through key partnerships such as these, NYCHA is able to invest in energy efficiency upgrades that will benefit our residents, the Authority, the city and the environment for years to come."

NYCHA anticipates an energy savings of at least \$1 million per year through a reduction in energy costs. "This program from Con Edison makes it possible for NYCHA to reduce its carbon footprint, which will benefit all of New York City," said NYCHA Board Member and Environmental Coordinator Margarita López. "With this, we continue to move forward in spreading the importance of greening



A NYCHA employee installs a free compact fluorescent lamp (CFL) at Queensbridge Houses.

and environmental care for future generations."

"This is just one example of the success NYCHA can achieve by working with our local partners," said Director of NYCHA's Department of Energy Finance and Sustainability Management Rory Christian. "The results of these efforts will have lasting benefits to our residents and the organization."

## NYCHA's Garden and Greening Program Recognized for Partnering in The Daffodil Project

Daffodils are blooming throughout NYCHA developments citywide thanks to the efforts of public housing residents and volunteers from New Yorkers for Parks (NY4P), who took on the task of planting thousands of the yellow flower bulbs in 2012 at community centers across the city. NYCHA partnered with NY4P in 2012 for The Daffodil Project, a citywide annual tradition to memorialize those lost during the 2001 terrorist attacks.

NYCHA and NY4P held youth daffodil plantings at Gun Hill Houses in the Bronx; Tilden, Howard and Seth Low Houses in Brooklyn; Clinton Houses in Manhattan; Astoria Houses in Queens; and Todt Hill and South Beach Houses in Staten Island. More than 20,000 daffodil bulbs were distributed and planted, creating vast fields of gold throughout NYCHA developments citywide. NYCHA's Garden and Greening Program was given the Lynden B. Miller Citywide Daffodil Award for giving their time and resources to renew the spirit of New York City and brighten their neighborhoods.

"This wonderful partnership enhanced NYCHA's capacity to provide green programming for our residents and beautify our properties and we look forward to continuing it for years to come," said NYCHA Chairman John B. Rhea during the Daffodil Project Benefit Breakfast held on April 23.

According to NY4P, the 2012 daffodil planting season was the most successful to date. As a result, more than 250,000 new daffodils are blooming this spring, adding to the five million already planted over the past 12 years.



Clinton Houses residents plant bulbs as part of a Daffodil Project event in 2012.

## THE NYCHA NOT WANTED LIST

Below is a partial list of names of individuals who have been excluded permanently from NYCHA's public housing developments. This list keeps residents informed of the Authority's ongoing efforts to improve the quality of life for New Yorkers in public housing and to allow for the peaceful and safe use of its facilities. The full list can be viewed at [on.nyc.gov/nychanotwanted](http://on.nyc.gov/nychanotwanted). The following are the people, with their former addresses, excluded as of November 21–December 5, 2012.

### Prohibited as November 21, 2012

**Charynar Brown** Queensbridge South Houses, 41-10 12th Street, Apt. 1B, Queens  
**Shakeem Bush** Ocean Bay Apartments Houses, 51-45 Almeda Avenue, Apt. 2C, Queens  
**Joseph Crispin** East 180th Street-Monterey Avenue Houses, 2111 Lafontaine Avenue, Apt. 9E, Bronx  
**Jahquan Gray** Ocean Bay Apartments Houses, 51-45 Almeda Avenue, Apt. 2C, Queens  
**Eddie a/k/a Edwin Pedraja** East River Houses, 455 East 102nd Street, Apt. 5E, Manhattan  
**Sean Perry** Polo Grounds Towers Houses, 2931 8th Avenue, Apt. 14F, Manhattan  
**Jeffrey Salgado** Carver Houses, 50 East 104th Street, Apt. 2H, Manhattan

### Prohibited as November 28, 2012

**Anthony Miles** Stapleton Houses, 29 Warren Street, Apt. 2M, Staten Island

### Prohibited as of December 5, 2012

**Lynwood Bennett** Murphy Private Houses, 1528 Hoe Avenue, Apt. 2B, Bronx  
**Charlie Best** Gravesend Houses, 2719 West 33rd Street, Apt. 2G, Brooklyn  
**Jovanni Cabrera** Albany/Weeksville Houses, 1400 Bergen Street, Apt. 7G, Brooklyn  
**Lamar Davis** Ocean Hill Houses, 309 Macdougall Street, Apt. 1F, Brooklyn  
**Santi Deleon** Lower East Side III Houses, 373 East 8th Street, Apt. 2D, Manhattan  
**Jessie Diazgranados** Millbrook Houses, 169 Cypress Avenue, Apt. 9H, Bronx  
**Timothy Diggs** Pomonok Houses, 67-39 Kissena Boulevard, Apt. 2A, Queens  
**Roquan Faulkner** Sumner Houses, 995 Myrtle Avenue, Apt. 6C, Brooklyn  
**Laronn Lewis** Farragut Houses, 111 Bridge Street, Apt. 3G, Brooklyn  
**Derwin Moses** Manhattanville Houses, 1430 Amsterdam Avenue, Apt. 2E, Manhattan  
**Yanira Otero** Gravesend Houses, 2719 West 33rd Street, Apt. 2G, Brooklyn  
**Michael Santana** Surfside Gardens Houses, 3030 Surf Avenue, Apt. 9A, Brooklyn  
**Rodney Vailes a/k/a Rodney Vans** Unity Plaza Houses, 570 Blake Avenue, Apt. 4B, Brooklyn  
**Euris Williams** Howard/Tilden Houses, 300 Dumont Avenue, Apt. 16E, Brooklyn

**Correction:** In the April issue of the *Journal*, the name of the James Weldon Johnson Community Center was incorrectly stated.

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# NYCHA Is on Track to Complete CCTV Installation at 85 Developments by Year's End

*Cameras installed at Smith Houses, Taft Houses, Williams Plaza*



Taft Houses Resident Association President Annie L. Davis speaks at the announcement of new CCTV cameras at her development on April 26, 2013. Joining her were, from left to right, NYCHA Board Member Victor Gonzalez, NYCHA Chairman John B. Rhea, City Council Member Melissa Mark-Viverito, and Taft Property Manager Mohsin Zaman.

Additional reporting by Zodet Negrón

Residents at various developments citywide can feel a bit safer knowing that their buildings are now monitored by additional cameras. NYCHA and elected officials recently announced the completed installation of closed circuit television (CCTV) cameras at Smith Houses and Taft Houses in Manhattan, and Williams Plaza in Brooklyn. These three developments are part of the 85 developments scheduled to receive CCTV and layered access control by the end of this year.

"The installation of these cameras really makes a difference in our community by helping to reduce crime," said Williams Plaza Resident Association President Chaim Babad. "We are delighted that the installation is complete."

NYCHA, Resident Association leaders and the NYPD work together to determine camera locations at each building. The CCTV security systems are placed strategically to monitor key areas such as building entrances, street corners, elevators and equipment rooms. The NYPD can access footage in cases of reported criminal activity. In April, when the NYPD reported the burning of mezuzahs at Independence Towers in Brooklyn, CCTV footage led them to the suspect, who later was arrested for the crime.

"The safety and security of our residents is of great importance to NYCHA, and installing CCTV cameras deters crime and enhances the quality of life of our residents," said NYCHA Chairman John B. Rhea.

Since NYCHA began the CCTV surveillance program in

1997, it has installed more than 7,300 security surveillance cameras at more than 600 buildings in 116 developments. NYCHA does not have the funding to install CCTV at all developments; it installs it where elected officials allocate discretionary funding for security measures.

## CCTV Installation Details

**Smith Houses:** City Council Member Margaret Chin allocated \$679,000. The funding provided for the installation of 78 new cameras located in seven buildings. There are 58 existing cameras at the remaining five buildings, for a total of 136 cameras in all 12 buildings.

**Taft Houses:** City Council Member Melissa Mark-Viverito allocated \$675,000. The funding provided for 81 cameras located in all nine buildings.

**Williams Plaza:** City Council Member Stephen Levin allocated \$430,000. The funding provided for the installation of 30 new cameras, an upgrade to the 43 existing cameras and the infrastructure to connect all the cameras to a Security Operations Center, where all images can be viewed in one place. All five buildings now have CCTV coverage.

## SENIOR NEWS



### EPIC Program Benefits Restored

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## Manhattan Gang Members Busted For Running Cocaine Delivery Service Out of NYCHA Development



NYCHA Chairman John B. Rhea speaks at the announcement of the arrest of more than 40 people in a drug ring based out of Baruch Houses and Campos Houses on April 12, 2013. He was joined by NYPD Commissioner Raymond W. Kelly (right of center) and Manhattan District Attorney Cyrus R. Vance, Jr. (right).

**M**ore than 40 members of two different narcotics trafficking rings were busted in April for drug-related crimes in Baruch Houses and Campos Houses in Manhattan. Many of the people arrested used car services to deliver cocaine to customers throughout Manhattan.

"Unbelievably, they made hundreds of thousands of dollars a year from this service at

the same time they were living in city-subsidized housing as NYCHA residents," said Manhattan District Attorney Cyrus R. Vance, Jr. "Hardworking families should not have to live side-by-side with drug dealers poisoning their communities."

Four of the defendants are charged with Operating as a Major Trafficker, also known as the "Drug Kingpin" statute.

"These drug busts send a

message that we simply will not tolerate criminal behavior in public housing, and the tireless efforts of the NYPD and the Manhattan District Attorney's

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Office have won a significant victory for all New Yorkers – especially residents of the New York City Housing Authority," said NYCHA Chairman John B.

Rhea. "NYCHA works to provide safe and secure housing for its 400,000 residents who deserve an environment that is crime-free."

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# NYCHA Capital Work Continues to Improve Residents' Quality of Life



Hurricane Sandy damaged many playgrounds at NYCHA developments, including this one at Coney Island Houses.

As NYCHA employees informed residents at the land lease plan meetings over the past few months, its capital budget has been underfunded by \$875 million by the federal government since 2001. Despite this ongoing decrease in the money NYCHA needs, the Authority continues to work hard to maintain and repair its buildings.

## Post-Sandy Playground Repairs

Playground areas at 32 locations were damaged by Hurricane Sandy. NYCHA will make temporary repairs to the safety surfaces on the ground before Memorial Day so that the play areas will be usable throughout the summer. NYCHA is identifying any

other playgrounds that need restoration, and those will be fixed as part of future work.

## Shed Removal

As reported on in the April issue of the *Journal*, to address what many residents consider an unpleasant part of the view from their windows, NYCHA started a large-scale effort to remove sidewalk sheds at developments across the city. NYCHA installs sheds to protect residents and people walking by developments from unsafe conditions, such as loose brickwork, broken window sills and improperly installed air conditioners. The New York City Building Code prohibits NYCHA from removing a shed until the unsafe condition is fixed.

However, with the start of

new brick repair contracts in late 2012, NYCHA has increased its efforts to remove sheds, taking down almost 3.6 miles worth of sheds at 41 buildings in 25 developments. The total sheds removed including other contract work performed is 3.8 miles removed at 44 buildings in 28

developments. NYCHA expects to continue removing them throughout 2013.

NYCHA will continue to focus on safety as its highest concern. Residents play a role in keeping areas covered by sheds safe, and in allowing NYCHA to remove them. One of the reasons NYCHA keeps

sheds in place is because of improperly installed air conditioners. NYCHA staff will remove improperly installed air conditioners, and replace them with window guards. NYCHA staff will not install air conditioner units. Please see the sidebar above for NYCHA's rules about installing an air conditioner.

## Install Air Conditioners Safely

Prior to installation of an air conditioner in an apartment, the tenant(s) of record must sign NYCHA form 150.110 Appliance Agreement, that has been executed by the Housing Manager or the latter's designee. The Agreement requires that residents notify NYCHA within three days after installation of the air conditioner has been completed. Air conditioners must be installed at your own expense in accordance with the following specifications:

- Except as otherwise provided below, the air conditioner unit must fit the entire width of the window. There cannot be any open unguarded spaces greater than 4 1/2 inches.
- Two "L" shaped stops are required in the window track when the space between the air conditioner and the fully raised window sash is greater than 4 1/2 inches.
- "L" shaped stops must be installed in both sides of the inside window track to prevent the window from lifting upward.
- The air conditioner is to be permanently attached into the window opening.
- Structurally sound barriers must be installed on one or both sides of the air conditioner when the air conditioner does not fill the entire width of the window and the unguarded space or

spaces would otherwise exceed 4 1/2 inches.

- Bricks, wood, insulation, or any other object, other than the manufacturer's specified brackets, placed under the air conditioner, are prohibited.

You must notify immediately the Management Office or the Centralized Call Center at **718-707-7771** when any air conditioner is to be removed from any window. Upon this notification, you must schedule an appointment during business hours for a maintenance worker to be present when the air conditioner is removed, in order to immediately replace the air conditioner with a window guard.

If, during an inspection, it is determined that your air conditioner is improperly installed and presents a clear and present danger of falling out of the window, it will be removed immediately, and a window guard will be installed in its place. If you are not home to provide access, staff is authorized to enter your apartment on an emergency basis to correct the hazard.

It is vital to the safety and well being of you, your family and your neighbors that window guards and air conditioners are installed in compliance with New York City law and the rules of the New York City Housing Authority. Please make every effort to help us help you!

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## Developments where sheds have been taken down since early April 2013.

Bronx	Adams Houses
Bronx	Betances Houses
Bronx	Jackson Houses
Bronx	McKinley Houses
Bronx	Monroe Houses
Bronx	Edenwald Houses
Brooklyn	Lafayette Houses
Brooklyn	Surfside Gardens
Brooklyn	Weeksville Gardens
Manhattan	Clinton Houses
Manhattan	Riis Houses I
Manhattan	Wise Rehab
Queens	Conlon Lihfe Towers
Queens	Ocean Bay Apartments

## NYCHA to Mold: “Get Out!”

By Eric Deutsch

After Hurricane Sandy brought the scourge of mold to the bathrooms, kitchens and basements of many NYCHA developments across the city, the Authority worked with partners to provide mold awareness training to residents. More than 300 residents have attended the training sessions, held in Coney Island, the Lower East Side, Red Hook, the Rockaways and Staten Island.

“Mold is everywhere,” trainer Jolanta Kruszelnicki told residents at Campos Plaza on April 23. She explained that while it is impossible for any home to be completely free of mold – it even is on skin and clothes – mold can be controlled. Because water is what mold needs to grow, the best ways to prevent it are to keep bathrooms ventilated by opening windows and doors and keeping vents unblocked, wiping water off of tiles and making sure shower curtains are not bunched up.

If mold starts to form, put on rubber gloves and scrub it away with cleaner – any type of detergent will do the job – starting up high and working downward. The cleaner then



Campos Plaza residents get trained on how to prevent and get rid of mold in their apartments on April 23, 2013. Photo by Eric Deutsch.

should be rinsed off and the area dried thoroughly. Residents who came to the training sessions received a bag of free cleaning supplies. “I always use bleach to clean mold, I didn’t realize it’s not what we should use,” said Jean Sparrow, a Campos Plaza resident. “Now I’ll try the cleaner they gave us instead.”

While the easiest way to find mold is by seeing it, it also can be smelled. But Ms. Kruszelnicki said if people live in a home with mold for long enough, they actually may not even be able to notice the smell anymore. “If a guest comes to your home and says they smell a musty or damp smell – even if you don’t notice it anymore – believe them,”

she said.

Keeping mold out of a home can help avoid health problems. Breathing mold in can trigger asthma or make existing asthma worse and can cause allergic reactions.

If mold is a persistent problem, or if an exhaust fan does not work, residents should call NYCHA’s Customer Contact Center (CCC) at **(718) 707-7771**.

The mold training was put together in partnership with the New York City Department of Health and Mental Hygiene, the Mayor’s Fund to Advance New York City and CUNY School of Public Health at Hunter College. To see the training presentation, go to NYCHA’s website at [bit.ly/moldss](http://bit.ly/moldss).

## REES Launches New Website for Resident Opportunities

As part of the Plan NYCHA goal to connect residents to critical services, NYCHA knows that providing information on the services is important to allow residents to make decisions on what is best for them. NYCHA’s Office of Resident Economic Empowerment and Sustainability (REES) has launched a new website, [www.OpportunityNYCHA.org](http://www.OpportunityNYCHA.org), that connects NYCHA residents, partners and community stakeholders to adult education and training, employment, financial empowerment and resident business development opportunities and programs in their neighborhood.

The website’s main purpose is to allow residents to make an informed decision about choosing a service provider partner that best can meet their needs to help them achieve economic self sufficiency. Residents can learn about:

- Service providers – vetted by REES – and their economic opportunity services
- Economic opportunity services offered through city-managed systems, such as the Office of Financial Empowerment or the Mayor’s Office of Adult Education
- REES’s vision, its role in vetting service providers and the services it offers directly, such as a hotline, information sessions and recruitment for the NYCHA Resident Training Academy

Residents should be aware that the website does not include information on services that are not vetted by REES or not associated with a city-managed system.

Once a resident downloads a program information card from the website and reads through the information, they can go to the “Find a Program” page to find services near them. It’s that easy!

Comments? Questions?  
E-mail [Journal@nycha.nyc.gov](mailto:Journal@nycha.nyc.gov).

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111 Livingston St., Brooklyn, NY 11201 (entrance on Boerum Place)  
ADMINISTERED BY NYCCT

## Let's Put Garbage in Its Place!



Residents can help NYCHA avoid unsanitary and unsafe conditions like the one shown by properly disposing of their garbage.

**N**YCHA is committed to keeping its developments – your homes – clean. But we need your help to do so. By making sure you dispose of trash properly, you can help keep developments cleaner and safer, and keep vermin away.

Household trash must be placed in the compactor chutes located in the hallway of each floor in NYCHA's buildings. Large items such as mattresses, furniture and other bulky materials must be placed in the designated trash collection areas of a development. If you are not sure where to dispose of such items, please contact your Management Office. Trash never should be left in the hallway, stairway, lobby, elevator or outside on the sidewalk.

Please help us by disposing of trash properly. **DO...**

- Use small kitchen bags
- Place all household garbage in the garbage chute located in the hallway of each floor
- Take the trash out every night

- Remove large bulky items, such as old furniture and mattresses, from Monday to Friday between 8:00 a.m. and 11:00 a.m.
- Place bulk garbage in designated areas between 8:30 a.m. and 4:30 p.m.
- Throw out kitty litter in the garbage chute

### **DON'T...**

- Throw garbage out windows, as this creates sanitary and safety issues
- Leave household garbage bags or bulky garbage in the hallway, stairway, lobby, elevator, near entrances and exits or on the sidewalk
- Throw out kitty litter in the toilet

Residents who see large amounts of trash or discarded furniture are asked to please report it to their Management Office. Working together, residents and NYCHA can make the developments a home everyone can be proud of!

## Building Skills Program Prepares NYCHA Residents for Work on Affordable Housing Developments

By Sheila Stainback

**"B**efore I started this program, I really didn't know what path I wanted to be on," says DeShaun Waterton, a graduate of a specialized Building Skills NY program. "Now that I'm 23, this is what I can see myself doing at 30. Working for an electrical company, having a family and doing all the things I would like to do."

The Glenwood Houses (Brooklyn) resident now is an assistant electrician and proud to be working to give something back to the community.

NYCHA and its partners Building Skills NY, Goldman Sachs Urban Investment Group, and Brooklyn Workforce Innovation (BWI), run a workforce training program that offers low-income and unemployed New Yorkers free construction training and job placement to work on affordable housing projects in their local communities. NYCHA residents can access Building Skills NY opportunities through the NYCHA Resident Training Academy, which is funded by Robin Hood Foundation.

Building Skills NY provides training in construction math, carpentry, plumbing, electrical, safety and blueprint reading. After completion of the program, graduates possess OSHA 10-hour, asbestos and scaffolding certifications. "This partnership with Building Skills NY will provide NYCHA residents with greatly needed employment opportunities," said NYCHA Chairman John B. Rhea.

Through a \$100,000 grant from the Goldman Sachs Urban Investment Group, Building Skills NY and BWI conduct the training program at New York City College of Technology in Brooklyn. For more information, go to [www.buildingskillsny.org](http://www.buildingskillsny.org).



Glenwood Houses resident DeShaun Waterton (left) talks with NYCHA Chairman John B. Rhea (right) and L & M Development Partners co-founder Ron Moelis at the announcement of the Building Skills NY program for NYCHA residents on April 22, 2013.

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## Finish Your GED in 2013

**N**YCHA's Office of Resident Economic Empowerment and Sustainability (REES) is partnering with the NYC Fund for Public Advocacy to support their 2013 GED Campaign to Finish, which connects qualified test takers to free GED services in New York City. Anyone who has taken and passed a portion of the five-part GED exam, but has not yet passed the full exam, should act now to complete the entire GED exam in 2013. The GED exam will change on January 1, 2014, and once the changes are in place, test takers who have taken sections of the exam in the past automatically will lose their old scores. For free help in finishing the GED exam in 2013 before the changes take place, call **718-557-2525**, text 'GED' to **30644** or go to [www.GEDCompass.org](http://www.GEDCompass.org).



## Residents' Voices

April 18, 2013

(Sent by mail – translated from Spanish)

I am a retired senior but when I was young...I bounced from one place to another with my three small children looking for a better place to raise them. I managed to get into NYCHA and I am happy to be living in one of these housing developments because ever since I moved in everything changed for me and my children. Now I live alone because they have their own families... I bless God and these homes made by man that give comfort to those in need. There are many people who consider us the worst because we live in the "projects." We have all kinds of vices, according to them. Well, I am happy and proud to be living here. My three children are professionals and they don't live in the "projects." God bless all of you who work in this beautiful system.

**F. Castro, Ravenswood Houses**

### Tell us what is on your mind!

Residents' Voices accepts letters, photographs, poems, drawings – anything that allows you to express yourself!

Please include your full name, development name, address and phone number. We will print only your name and development on our pages; we need your address and phone number for verification purposes only.

Please limit written submissions to 250 words.

The Journal reserves the right to edit all content for length, clarity, good taste, accuracy, etc. Because of space limitations, we must limit all contributors to one letter per person per issue.

There are many ways to share your thoughts with us at the Journal:

Send an e-mail to **Journal@nycha.nyc.gov**

Send a snail mail to:  
**NYCHA Journal Letters to the Editor**  
**250 Broadway, 12th floor**  
**New York, NY 10007**

Send a Tweet on Twitter at **twitter.com/NYCHA\_Housing**

Post a message on Facebook at **www.facebook.com/NYCHA**

Send a fax to **212-577-1358**

If you have any questions, please send them to **Journal@nycha.nyc.gov**.

# NOTICE

## New York City Housing Authority Draft Agency Annual Plan for FY 2014

### Availability of the Draft Agency Annual Plan for Public Inspection

The public is advised that the *Draft Agency Annual Plan for FY 2014* will be available for public inspection at NYCHA's principal office, located at 250 Broadway, New York, NY, starting May 17, 2013, from 9:30 a.m. to 4:30 p.m. Please call **(212) 306-3701** to make an appointment to review the *Draft Agency Annual Plan for FY 2014* and supporting documents.

The *Draft Agency Annual Plan for FY 2014* will also be available at the following locations:

- **On NYCHA's webpage, at [www.nyc.gov/nycha](http://www.nyc.gov/nycha).**
- At the Management Office of each NYCHA public housing development during regular business hours.
- At the Community Centers/Borough Offices listed below from 9:00 a.m. to 7:30 p.m.:

Campos Plaza Community Center 611 East 13th Street New York, New York	Sotomayor Houses Community Center 1000 Rosedale Avenue Bronx, New York	Atlantic Terminal Community Center 501 Carlton Avenue, Brooklyn, New York
King Towers Community Center 2 West 115th Street New York, New York	Hammel Community Center 81-14 Rockaway Beach Blvd Rockaway, New York	Breukelen Community Center, 715 East 105th Street, Brooklyn, New York
St. Mary's Park Community Center 595 Trinity Ave Bronx, New York	Queens Community Operations Borough Office 70-30 Parsons Blvd Flushing, New York	West Brighton Community Center 230 Broadway Staten Island, New York

### Public Comment

The public is invited to attend any of the five scheduled Round Table Discussions at which the public may raise questions regarding the *Draft Agency Annual Plan for FY 2014*. These Round Table Discussions will be held from 6:00 p.m. to 8:30 p.m. on the dates and locations shown below. To RSVP for a Round Table Discussion, please call **(212) 306-8248** or send an email to **eventsrsp@nycha.nyc.gov**.

### COMMUNITY ROUNDTABLE MEETINGS – 6:00 P.M. TO 8:30 P.M.

	THURSDAY, JUNE 6, 2013	MONDAY, JUNE 10, 2013	THURSDAY, JUNE 13, 2013
<b>MANHATTAN</b>	<b>Johnson Community Center</b> 1833 Lexington Avenue New York, NY 10029	<b>Electrical Industry Center</b> 67-35 Parsons Boulevard at Jewel Ave Flushing, NY 11365	<b>Gerard Carter Community Center (Stapleton)</b> 230 Broad Street Staten Island, NY 10304
<b>BRONX</b>	<b>Betances Community Center</b> 465 St. Anns Avenue Bronx, NY 10455		
<b>BROOKLYN</b>		<b>Ingersoll Community Center</b> 177 Myrtle Avenue Brooklyn, NY 11201	

The public also is invited to comment on the *Draft Agency Annual Plan for FY 2014* at a public hearing to be held on July 24, 2013, from 5:30 p.m. to 8:00 p.m. at:

### PACE UNIVERSITY

Schimmel Center for the Arts  
3 Spruce Street  
New York, NY 10038

Each location listed above is both handicapped accessible and can be reached using public transportation. For transportation information go to **tripplanner.mta.info** or call the MTA/NYC Transit Travel Information Line at **(718) 330-1234**.

Written comments regarding the *Draft Agency Annual Plan for FY 2014* are encouraged. To be considered, **submissions must be received via United States Postal mail or fax no later than July 24, 2013**. Faxed submissions will be accepted at **(212) 306-7905**.

Comments may be sent to the following address:

### NEW YORK CITY HOUSING AUTHORITY

Public Housing Agency Plan Comments  
Church Street Station  
P.O. Box 3422  
New York, New York 10008-3422

Michael R. Bloomberg, Mayor

John B. Rhea, Chairman

## Resident Art Show Returns

NYCHA's annual Resident Art Show is back! Check out hundreds of works of art by NYCHA residents at the Rutgers Houses Community Center at 200 Madison Street in Manhattan. The art will be on display from June 6 to June 21, on weekdays from 2:00 p.m. to 5:00 p.m.

## CUNY Scholarships for NYCHA Residents

To support the educational pursuits of residents, NYCHA offers two types of scholarships: the NYCHA-CUNY Resident Scholarship for full-time undergraduates at a City University of New York (CUNY) college, and the Regina A. Figueroa Memorial Scholarship for NYCHA residents with disabilities who are enrolled in a CUNY undergraduate program. Scholarships are worth at least \$1,000. To qualify you must:

- Be an authorized NYCHA resident
- Be a full-time sophomore, junior or senior student enrolled in a CUNY Associates or Baccalaureate degree program
- Have a minimum 3.0 GPA
- Demonstrate financial need
- Submit a 500-word autobiographical essay
- For the scholarship for students with disabilities, have a documented disability

The application period is open from **May 1-June 14, 2013**. For more information and an application, go to **www.nyc.gov/nychacunyscholarship**, send an e-mail to **scholarships@nycha.nyc.gov** or call **(212) 306-8491**.

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