

# A Home to Be Proud Of



A handbook for residents





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房屋局網站 (網址: [www.nyc.gov/nycha](http://www.nyc.gov/nycha)) 備有文件譯本可供索取。

Перевод этого документа находится на интернете [www.nyc.gov/nycha](http://www.nyc.gov/nycha).

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## IMPORTANT TELEPHONE NUMBERS

### PROPERTY MANAGEMENT OFFICE

Monday-Friday, 8:30 a.m.-4:30 p.m.

( ) \_\_\_\_\_

### CUSTOMER CONTACT CENTER

24 Hours, Seven Days a Week

**(718) 707-7771**

### HOUSING BUREAU POLICE

(Your Local Police Service Area)

( ) \_\_\_\_\_

### NYC POLICE DEPARTMENT

Your Local Precinct #

( ) \_\_\_\_\_

## POLICE EMERGENCIES, CALL 911

### NEAREST HOSPITAL

Name

( ) \_\_\_\_\_

### NEAREST FIRE STATION

( ) \_\_\_\_\_

### COMMUNITY CENTER

Name

( ) \_\_\_\_\_

## FOR ALL NON-EMERGENCY CITY SERVICES, CALL 311

## WELCOME FROM THE GENERAL MANAGER

Dear NYCHA Resident,

For those of you who are new to public housing, we have prepared this handbook to help answer many of the questions you may have as you settle into your new home and meet your new landlord — the New York City Housing Authority (NYCHA). For those of you who have already made your home with us, this handbook can serve as a valuable reference source, providing information on current NYCHA policies and procedures that pertain to you and your home.



In these pages, you will find information about everything from rent payment procedures to household cleaning tips, from community programming to maintenance and emergency services, from what to do if you are locked out to how to join your Resident Association and Resident Watch. In sum, this handbook will explain clearly the conditions of occupancy we expect you to observe as a resident and, in turn, what you can expect from us, your landlord.

Since 1934, NYCHA staff proudly provide effective housing management and high-quality customer service to countless New Yorkers. We aim to work with you to make sure that your home is a happy and safe one, a home to be proud of.

Sincerely,

A handwritten signature in black ink, appearing to read "Cecil R. House". The signature is stylized and written over a horizontal line.

Cecil R. House  
General Manager

## ABOUT YOUR APARTMENT

### MEET THE STAFF

The Property Manager and Property Maintenance Supervisor direct a staff with well-defined roles to successfully manage and maintain your homes, property grounds, and buildings.

### PROPERTY MANAGER

Your Property Manager is responsible for the overall operation of your development, including the day-to-day management of the apartments, buildings, and grounds. If you live in a large housing development, you also may have an Assistant Manager.

In some Property Management Offices, you will meet the Assistant Manager. This person is responsible for day-to-day management duties, including the supervision of Housing Assistants.

You probably met your Housing Assistant when you signed your lease and picked up your keys. In the months and years ahead, he or she almost always will serve as your contact if there are changes to your income or family composition or you have any new needs that require special attention. Housing Assistants' duties include apartment rentals, inspections, interviewing, complaint resolution, rent collections, and income certification.

You will meet other staff in a typical Property Management Office – Secretaries, Clerical Workers, and the Receptionist. Usually, the Receptionist is the first person you talk to when calling or visiting the office and is chiefly responsible for answering and directing incoming calls.

## PROPERTY MAINTENANCE SUPERVISOR

Your Property Maintenance Supervisor works closely with the Property Manager. Along with his or her staff, the Property Maintenance Supervisor has specific responsibility for the physical welfare of your development. Your Property Maintenance Supervisor and staff see to it that apartments, grounds, and buildings are kept in good repair and that your development's public spaces are kept clean, functioning, and attractive. At some properties, the Property Maintenance Supervisor is assisted by a second-in-command, the Assistant Property Maintenance Supervisor, who is usually responsible for the day-to-day activities of the maintenance staff.

The people you will see every day – who keep the development clean by mopping and moving garbage – are Caretakers, and they are managed by the Supervisor of Caretakers. The Supervising Housing Groundskeeper oversees the staff responsible for the care of the lawns, shrubs, and trees.

Other members of the team include the Maintenance Workers who are trained to make basic repairs in your apartment. Heating Plant Technicians (HPT) would be seen only if you have a problem with heat that requires them to come to your apartment. Generally, they work in the boiler rooms and heating plants and keep heat and hot water services operating properly.

From time to time, you will encounter other professionals — painters, plumbers, bricklayers, elevator mechanics, carpenters – as well as private contractors.

It takes a lot of work to keep your development running properly, and we are proud of our maintenance and management staff. They, in turn, are proud to serve you.

When repairs are needed, call the Customer Contact Center (CCC) at **718-707-7771**. For regular repairs, the CCC will offer you the earliest available appointment. If the repair is urgent, the CCC will let the development know, but will not give you an appointment; development staff will visit your apartment as soon as possible, depending upon the level of the complaint.

## YOUR FIRST LOOK

As a new resident, you are entitled to a pre-occupancy inspection of your new apartment, with your Housing Assistant or other property management

representative, in order to identify items and conditions that may need repair and avoid future charges for them.

Inspect your apartment as soon as you get the keys.

Your apartment should be in good condition, but if you see anything that is missing or in need of repair, please notify the Property Management Office immediately.

If you fail to report problems within a reasonable amount of time, you may be held responsible and face possible costs for the work required.

## APARTMENT REPAIRS

Residents who need any regular service or repairs should call the Customer Contact Center at **718-707-7771**, Monday through Friday, from 6:00 a.m. to midnight.

For emergencies, you can call this number anytime, 24 hours a day, seven days a week.

## ROUTINE MAINTENANCE REPAIRS

Residents will be offered the next available appointment date to have the requested repairs completed. If the next available time slot is not convenient, the resident will be asked to select another time slot (date, plus morning or afternoon).

## EMERGENCY OR URGENT REPAIRS

For emergency maintenance repairs such as elevator breakdowns, floods, lack of heat or hot water, etc., development staff will respond within 24 hours. After regular business hours (8:30 a.m.-4:30 p.m.) when the Property Management Office is closed, staff will be dispatched by NYCHA's Emergency Services Department.

You must be home at the time of your scheduled appointment to allow NYCHA staff to make the necessary repairs. If you are not home, the work order for your request will be closed and you will need to make the request again. However, if your request may impact your safety or the safety of your neighbors, we will not close the work order, and may either drill your apartment door lock to gain access or start a tenancy action to require that

**Residents who need any regular service or repairs should call the Customer Contact Center at 718-707-7771.**

you provide access. This is also true if one of your neighbors has a problem that your apartment may be generating, such as your downstairs neighbor having leaking water because there is a leak in your apartment. You may not even be aware of the leak because it may be behind your wall. When we require such access, it must be provided.

NYCHA retains the right to enter any apartment to perform any essential work or to investigate any violation of rules. Unless there is an emergency such as a fire, gas, or water leak, we normally will enter your apartment only with your permission. In other words, you have NYCHA's assurance that it will not abuse its right of entry. However, failure to provide staff with access can result in administrative action to terminate tenancy for breach of rules and regulations. Check your lease for a complete list of these rules and regulations or turn to page 20 of this handbook for an abbreviated version, under the section entitled "Conditions of Occupancy."

NYCHA also requires residents to provide access for inspections and may drill your locks or start a tenancy action if you fail to provide access for required apartment inspections.

## **NYCHA BUILDING ENTRANCES**

Some of NYCHA's building entrances have been equipped with security features such as locked front doors, intercoms, and/or closed circuit TV (CCTV). As a resident, we ask that you assist with ensuring the security features are used properly, or that a malfunctioning unit is reported promptly. Do not hold a door open with a door stop or a similar device. Help us keep you and your neighbors safe: make sure that doors are closed properly and only known and authorized visitors are admitted into the building.

## **LAYERED ACCESS**

NYCHA has upgraded the lobby entries at some developments with magnetic door locks. These new locks do not require metal keys; you and other tenants of record (TOR) over the age of 13 are provided with a small, round key fob. To release the magnetic lock, the key fob is placed in front of the black panel located next to the door. In these buildings, no metal keys will be issued to gain entry to the building.

If your family composition changes, once the new member has been officially recognized as a TOR, you may request an additional key fob for the new TOR. Should you or another TOR lose a key fob, you must inform the development's Property Management Office immediately. The process for obtaining a replacement key fob is the same as replacing a metal entrance key: You will be charged for the lost or stolen key fob and then issued a replacement. The lost or stolen key fob will be deactivated, rendering it useless for entry into your building.

## **INTERCOMS**

The majority of NYCHA's buildings are equipped with entryway intercoms. Intercoms are a two-way communication system from the front entry into individual apartments. Intercoms currently being installed ring directly on your telephone (land line or mobile – whichever telephone number you provide) and allow you to provide entry to your authorized guests.

As with the lobby doors, please advise the development's Property Management Office if you notice the intercom is malfunctioning.

## **APARTMENT DOOR LOCKS**

The front door of your apartment has been equipped with a good lock. We permit no replacements. If you wish to buy an additional lock, make sure that the lock you buy conforms to our guidelines by checking with your Housing Assistant. You will be responsible for its installation, care, and maintenance. In case of an emergency, the Housing Authority reserves the right to break the lock in order to gain entry, and NYCHA will not be responsible for its replacement.

## **SELF-CLOSING DOORS**

New York City law requires that any door which opens into a hallway, apartment, stairway, or other common passageway (whether enclosed or open) must be self-closing; that is, when opened and released, the door must swing shut and completely close and latch by itself. Self-closing apartment entrance doors help to prevent the spread of fire. Residents are prohibited by law from removing or disabling any self-closing apartment entrance door or permitting such a door to be held open by any device. There are no exceptions to this requirement.

Floor coverings and improperly installed door locks can prevent the self-closing mechanism from working. Any carpeting or matting that impedes the self-closing mechanism should be cut away in the area of the door's swing. The apartment door will be inspected periodically to ensure that it closes properly. Any repairs, improvements, or alterations needed to restore the self-closing feature will be made.



If your apartment door fails to close and latch by itself, please contact the Customer Contact Center at **718-707-7771** to report it. A work order will be created so the door can be repaired.

All apartment entrance doors must have the “Fire Safety Notice” sticker affixed on the inside of the door.

## **WINDOW GUARDS AND STOPS**

The New York City Health Code requires that NYCHA install window guards in every NYCHA apartment where children who are 10 years old or younger live, or at the request of a resident. Your children’s safety is not negotiable. You also should consider having window guards installed if young children regularly visit your apartment.

NYCHA’s goal is to install a window guard in every window. NYCHA will install the guard for free. Do not remove any existing window guards. Window guards may only be removed when an air conditioner is installed permanently in its place.

## **FIRE ESCAPES**

If your apartment has a fire escape, keep the windows leading to it clear of any objects that might obstruct you from exiting. Make sure that the window gates are in good working condition and that everyone in your household knows how to open them. Fire escape gates should be Fire Department-approved; the padlock-type gate is prohibited. For any issues concerning fire escapes or window gates, please contact the Customer Contact Center at **718-707-7771**.

## **SMOKE DETECTORS**

New York City law requires that each apartment be equipped with a smoke detector. You will be charged a one-time fee of \$10 for each smoke detector installed in your apartment. Once a smoke detector has been installed in your apartment, you are responsible for periodically inspecting and testing it to determine that it is in working order. If for some reason the smoke detector is not working, you should contact the Customer Contact Center at **718-707-7771**.

New batteries should be installed at least once a year. It will be easier to remember this task if you install them on a birthday, a holiday, or when you adjust your clocks forward or back in the spring and fall. Many battery-powered units “chirp” or give some other signal when their batteries need replacement. Residents are responsible for the purchase and installation of a new battery.

Federal law requires NYCHA to provide all hearing-impaired individuals with a visual smoke alarm. Please notify your Property Management Office if anyone in your apartment is hearing impaired; a visual smoke alarm will be installed free of charge.

## **CARBON MONOXIDE DETECTORS**

Carbon monoxide (CO) is a colorless, odorless, tasteless, and toxic gas that results from the incomplete combustion of fossil fuels such as gasoline, natural gas, and oil. Dangerous amounts of CO can accumulate when fuel is not burned properly or when rooms are poorly ventilated and the CO is unable to escape.

To help prevent CO poisoning, a law was passed in 2004 that requires the installation of CO detectors in every apartment in New York City where a fossil fuel-burning furnace or boiler is located. These must be installed within 15 feet of each bedroom lawfully used for sleeping. Going above and beyond the law, NYCHA has installed CO detectors in all of its apartments.

The occupant of each apartment is responsible for the maintenance and repair of the detector(s) and for replacing any or all detectors that are stolen, removed, missing, or become inoperable during the occupancy of the apartment. However, NYCHA will replace missing or defective CO detectors prior to a new occupancy and will replace any defective detector within 30 days of notification if the defect occurs within one year of installation and is not the result of resident neglect.

Consistent with the law, NYCHA will charge the occupant of each apartment in which a new CO detector is provided and installed \$25 for the cost of such work. If you do not have a CO detector in your apartment, contact the Customer Contact Center at **718-707-7771** to generate a work order to have a CO detector installed.

If your CO detector goes off, stay calm. Once you determine that it is not your smoke alarm, you should silence the detector by pushing the reset/silence button, open windows, check on the rest of your household members (including pets), and call **911**.

**NEVER USE YOUR STOVE FOR HEATING AS THIS CAN INCREASE THE RISK OF CO POISONING.**

## **INSTALLATION OF TELEPHONES**

You have to make all of your telephone arrangements directly with the telephone company you use.

## **ANTENNAS AND SATELLITE DISHES**

Installation of cable television, which is available in virtually all NYCHA developments, is the responsibility of the resident. Contact your Property Management Office for the names of local cable companies.

NYCHA residents are prohibited from installing any television or other antenna on the window sill or any place outside of their apartment without prior written consent from the Property Management Office. This includes

any type of satellite dish antenna that might be attached to window frames, window guards, or the brickwork on the exterior of the building. Satellite dishes are only allowed inside a resident's apartment. Roof antennas are not permitted. However, a master TV antenna may be available at your development. Contact your Property Management Office for details.

## EXTERMINATOR SERVICE

If you experience any problem with roaches, mice, rodents, or bed bugs, you must call the Customer Contact Center as soon as possible at **(718) 707-7771**. NYCHA will use gels and traps, whenever possible, to reduce the health effects of treating for vermin. If you need treatment for bed bugs, you will need to assist in treating the problem by cleaning and/or encasing your clothing.

You should never use any fogger-type aerosol bug sprays in the apartment.

## WASHING MACHINES AND DRYERS

Residents who wish to install a washing machine in their apartment must obtain management's written approval to do so. Residents will receive a copy of NYCHA's washing machine installation instructions which must be followed and the amount of the monthly recurring charge that will be added to the rent.

Some common problems that can occur as a result of an improperly installed washing machine are a reduction in hot water services and/or hot water gushing out of the cold water faucet.

Residents should use low-suds detergents, both for the efficient operation of your machine and to avoid soap backups into either your or your neighbor's apartment.

The installation of a gas- or electric-powered clothes dryer is not permitted. Residents who hang laundry in their apartment to dry should keep apartment windows open to reduce the possibility of creating an environment for mold to grow.

**Residents who wish to install a washing machine in their apartment must obtain management's written approval to do so.**

## PARKING FACILITIES

Most New York City Housing Authority developments have parking facilities on the property. Parking spaces are rented annually for use by authorized residents and non-residents who obtain a parking permit sticker. Illegally parked vehicles on NYCHA properties can be summoned, ticketed, or towed at the owners' expense. NYCHA's parking facilities are either reserved (the lot and space number are assigned to each renter) or non-reserved, where parking is available on a first-come, first-served basis. However, NYCHA is converting all parking lots to reserved lots. In order to provide improved customer service, the Housing Authority hired a third-party vendor to issue parking permits and enforce parking rules. NYCHA is responsible for the maintenance of the parking facilities. For information on parking availability, fees, and the application process, you can contact your Property Management Office, visit NYCHA's website at [www.nyc.gov/nychaparking](http://www.nyc.gov/nychaparking), or call customer service at **212-268-9418**. NYCHA will not assume any responsibility for any automobile parked on NYCHA property. The duplication or misuse of parking permits may lead to the revocation of the parking permit and/or termination of tenancy proceedings.

## LOCKED OUT?

If you lose your apartment door key and are locked out of your apartment during regular business hours (8:30 a.m.-4:30 p.m.), call the Customer Contact Center to create a work order. Once the work order is generated, the lessee, with proper identification, must go to the Property Management Office to sign the work order. This provides staff with authorization to drill and change the NYCHA lock, if necessary. There will be a \$47.25 charge to the resident's account for the new lock and keys. At the request of the lessee, NYCHA will drill out resident-installed locks, but is not responsible for replacing them.

If you are locked out after business hours (4:30 p.m.-8:30 a.m. and weekends), please contact a locksmith or the Emergency Services Department, who will respond provided the resident is willing to pay a \$50 fee. Special accommodation will be made for seniors and disabled residents who are locked out after hours.

## BARBECUING AREAS

Some NYCHA developments have picnic/barbequing areas for use by residents from May 1 to September 30 between the hours of 10:00 a.m. and 8:00 p.m. Authorization to use these areas must be obtained from your Property Management Office by filling out the “Request to Use Picnic Area” form and submitting it to the Property Management Office at least 10 days in advance of the requested date. The Property Management Office must respond within two days of receiving the request.

Upon approval of the request, you will receive a picnic area key and a copy of the approved request on the day of the picnic if it is held during the week. If the picnic is on a weekend or holiday, you will receive the key on the business day before the picnic. The picnic area key must be returned the first business day following the picnic.

Once approved to use a picnic area, the below rules must be followed:

- A copy of the approved “Request to Use Picnic Area” form must be available at all times during the picnic to show to police officers upon request;
- Only permanently installed charcoal grills may be used in the barbecue area;
- Open or campground fires are not permitted;
- The gates must remain open when the picnic area is in use;
- You will be responsible for the conduct of all family members and guests and for the supervision of minors;
- Alcoholic beverages are not permitted;
- You must connect a garden hose to the water supply spigot or maintain a 16-quart pail of water within reach of the barbecue grill;
- Barbecue grills must be under the continuous care and direction of a person who is at least 18 years old, from the time the fire is lit until it is extinguished; and
- You must clean the picnic area after each use, which includes disposing of all trash and extinguished charcoal in the proper receptacles (enclosed metal containers or drums).

## RENT AND CONDITIONS OF OCCUPANCY

### YOUR SECURITY DEPOSIT

All new residents are required to pay a security deposit before moving into public housing. Public assistance recipients may submit the Human Resources Administration (HRA) Security Agreement as payment of the security deposit. Your security deposit earns interest, and each year the interest earned is credited to your account with February's rent. HRA, not the resident, is credited for all security deposits paid with a Security Agreement.

### HOW RENT IS DETERMINED

Rent is determined by the information each resident submits on the annual income review documents. The rent you pay is either 30 percent of family income (after allowable deductions) or a flat rent that is based on market value, whichever is less (see exclusions below).

There are some exclusions to the 30 percent rule, such as casual or sporadic income; reimbursement for the cost of medical expenses; lump sum death benefits; temporary resident's income; earned income for children under 18 years old; and food stamps. If you believe that you or a family member's income qualifies and should be excluded, please contact your Housing Assistant to discuss the matter.

### RENT DUE DATE

Rent is due on the first day of each month and is considered late if paid after the fifth business day. Residents have many options for paying the monthly rent and/or any charges. Residents are reminded that failure to pay the rent when due can lead to NYCHA terminating your tenancy in a nonpayment action or administrative action for chronic rent delinquency. Therefore, if you are having trouble paying your rent, speak to your Housing Assistant.

### OPTIONS FOR PAYING YOUR RENT

Paying your rent on time is the most important thing you can do every month to support the essential services and amenities in your development. Residents who do not pay their rent on time are subject to legal fees and possible eviction. All payments from NYCHA residents are processed centrally and are not paid at the local Property Management Office.

**Rent is due on the first day of each month and is considered late if paid after the fifth business day.**

Residents receive a “Monthly Billing Statement” with a tear-off coupon called a “Remittance Slip” indicating the amount of rent owed, as well as any additional charges. You can also sign up to receive your monthly rent statement online as an “e-Bill.” Your e-Bill is paperless, convenient, free, and environmentally friendly; and if you sign-up for e-Bills, your online e-check payment is free. Residents should mail their checks or money orders with the Remittance Slip in the enclosed envelopes. The mailing address will automatically show up in the window.

The following is a list of the current options for paying the rent or charges:

- New York City Housing Authority  
Lock Box Unit  
P.O. Box 11834  
Newark, NJ 07101-8133
- Phone - Call NYCHA’s Phone Payment System at **1-866-315-6355**.
- Authorized bank or credit union - Certain authorized bank branches or credit unions. A list can be obtained at your Property Management Office.
- Online – On a computer with an e-check by going to NYCHA’s website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha).
- Your bank’s online system – If you already pay your bills online, you can add NYCHA as a payee to your bank account.
- Authorized payment center – Make a cash payment and obtain an immediate receipt when paying at an authorized center. A list can be obtained at your Property Management Office.
- Payroll deductions – Residents who are City of New York employees may be eligible to participate in NYCHA’s Automatic Payroll Rent Deduction Program and have your rent automatically deducted from your paycheck.
- Payments made by HRA - If your payments are sent directly to NYCHA by HRA, you only need to review the Monthly Billing Statement to be sure that the previous month’s payment was received and that no other charges are due. Any additional charges should be submitted with your check or money order along with the Remittance Slip.
- Payments on behalf of a resident - NYCHA can send monthly billing statements directly to a caregiver of a senior or disabled resident.
- You can contact your Property Management Office or visit NYCHA’s website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha) for any questions or information regarding the rent payment options, locations, and fees.

## ANNUAL INCOME REVIEW

NYCHA is required by the U.S. Department of Housing and Urban Development (HUD) to reexamine every tenant's family composition and income every 12 months. Accordingly, each year residents receive an annual income review booklet that includes the "Occupant's Affidavit of Income" form. The booklet must be completed, signed, and returned to management by the specified date.

After your Housing Assistant's review, he/she may request additional information and/or supporting documents to determine the proper rent. Failure to verify income and family composition every 12 months by the imposed deadline can result in administrative action to terminate tenancy for non-verifiable income. It will certainly result in the resident having to pay a retroactive charge if the correct rent includes an increase. If the new rent is a decrease, it will only be applied to the time when all the required paperwork has been submitted.

Therefore, it is very important that all residents, each year, make the completion and submission of the completed annual income review booklet a priority.

### THE ANNUAL INCOME REVIEW ALSO:

- Certifies current family composition and citizenship status;
- Certifies that the resident's income is within the Administrative Continued Occupancy Limits; and
- Documents resident disabilities and enables them to request reasonable accommodations if needed.
- Residents who own their own businesses must keep verifiable records (such as bills, bank books, and income tax returns) and submit them with the completed annual income review packet as supporting documents in order for staff to check your total annual income.
- Please note that in an effort to verify household income, NYCHA staff will make direct contact with your employer or other agencies. It is important to keep in mind that HUD may perform an annual verification of this information through its Income Verification Program. Resident income data reported to NYCHA may be matched against records kept by the Internal Revenue Service and the Social Security Administration. If a discrepancy is detected, the resident will be notified by letter and asked to contact his or her Property Management Office.

## INCOME AND FAMILY COMPOSITION

Any changes to family income should be reported to your Housing Assistant within 30 days of the change. This will ensure that if you qualify for a rent reduction, an adjustment is processed in a timely manner.

Some examples of changes in income:

If you start or stop receiving public assistance;

The loss or addition of a full-time, employed member of your family; or A family member who becomes unemployed for two months or longer.

Similarly, the law requires you to inform us of any changes in your family composition, such as births, deaths, or any other changes to the number of household members. Keep in mind that family composition determines the appropriate size apartment for your family.

If you wish to bring a relative or other person into your home for anything other than a short visit, you must obtain written permission from your Property Manager. If your request is approved, any additional income received by this person may be added to your total family income to determine your rent.

## COMMUNITY SERVICE

In accordance with the Housing Act of 1998, certain public housing residents must provide eight hours of community service or participate in eight hours of economic self-sufficiency training a month as a condition of their tenancy. Community service is unpaid service to any group, organization, or entity that provides services or opportunities. The community service requirement can be met by volunteering with NYCHA or for federal, state, or municipal agencies or for community- or faith-based organizations. Residents should discuss their concerns with their Housing Assistant before reaching any conclusion as to whether or not they must perform community service.

For many residents, this is nothing new – they have provided such service voluntarily for years. Prime examples are the thousands of residents who volunteer for Resident Watch or parents who provide assistance at their local school.

Economic self-sufficiency refers to programs that NYCHA and others offer to help residents gain employment and become financially self-sufficient. It

**Any changes to family income should be reported to your Housing Assistant within 30 days of the change.**

also refers to programs that assist residents suffering from drug or alcohol abuse to gain control over their lives. Services provided by these programs include training on how to maintain a household budget or fill out a job application, drug abuse counseling, etc.

NYCHA put together a Volunteer Guide to assist you in your search for volunteer opportunities in the City. This guide includes a listing of volunteer opportunities at NYCHA, including NYCHA-operated and sponsored community and senior centers and volunteer referral services where you can seek volunteer opportunities. Please ask your Housing Assistant for a copy or go to NYCHA's website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha).

- Additional community service providers may also be found at:
- NYC Service - [www.nycservice.org](http://www.nycservice.org);
- The Volunteer Match database - [www.volunteermatch.org](http://www.volunteermatch.org); and
- Calling **311**

Residents who must perform community service may also choose a community service provider that is not on these listed databases so long as they obtain the Property Manager's permission beforehand.

In order to be given credit for the performance of community service, someone at the group for which you perform the service must fill out and sign the Community Service Performance Verification form (available from a Housing Assistant). Once the form is completed, you should keep a copy and return the original to your Property Management Office.



## COMMUNITY SERVICE EXEMPTIONS

Community service applies to every household member; however, there are many exemptions for which residents may qualify. An exemption excuses the resident from the performance of community service during the one-year lease term unless the exemption is permanent. NYCHA can identify certain exemptions based on existing data, but most other exemptions may be granted only after submission of a signed Exemption Verification Form. These forms are available from your Housing Assistant or from the NYCHA website. The resident is responsible for obtaining and submitting the signed exemption document to the Property Management Office.

### EXEMPTIONS THAT NYCHA CAN VERIFY WITH PRE-EXISTING DATA (AUTOMATIC):

1. Age – younger than 18
2. Age – older than 62 (permanent exemption)
3. Employed – a single adult with no child younger than 13 in the household and earning at least \$8,034 per year or working a minimum of 30 hours per week
4. Employed – a single-adult family with at least one child younger than 13 in the household and earning at least \$5,356 per year or working a minimum of 20 hours per week
5. Employed – a two-adult family with at least one child younger than 13 in the household; both adults must work and together must earn at least \$9,373 per year or together both must work a minimum of 35 hours per week on average
6. Disability income - receiving Supplemental Security Income (SSI)
7. Public assistance - an individual receiving welfare or included in a family welfare budget

### EXEMPTIONS THAT CAN BE GRANTED WITH SIGNED DOCUMENTATION:

1. Blind/disabled (a permanent exemption will be granted only if the blindness or disability is certified as permanent by a doctor)
2. Receiving Social Security Disability (SSD) Income
3. Primary caretaker for the blind or disabled
4. Vocational educational training (available only one time per any resident)
5. Job skills training directly related to employment (the resident might not be employed currently, but employment may be dependent on successful completion of job training)
6. Education directly related to employment, in the case of an individual who has not received a high school diploma or a certificate of high school equivalency (the resident might not be employed currently, but

- employment may be dependent on successful completion of job training)
7. Satisfactory attendance at secondary school or higher
  8. Satisfactory attendance in a course of study leading to a certificate of general equivalence, if the resident has not completed secondary school or received such a certificate
  9. Work experience (including work associated with the refurbishment of publicly assisted housing) if sufficient private sector employment is not available (e.g., Youthbuild)
  10. On-the-job training
  11. Job search and job readiness assistance – not to exceed six weeks during any lease year – including:
  12. Training in job-seeking skills
  13. Training in the preparation of resumes, job applications, or interviewing skills
  14. Participating in a job club
  15. Other related activities that may assist an individual in securing competitive employment
  16. Child care provider to a NYCHA child resident age 5 or younger, if the child's parent, also a NYCHA resident:
  17. Is performing community service
  18. Is exempt by NYCHA from performing community service because the parent is employed
  19. A child age 6 through 12 also may qualify you if the child does not attend school due to home schooling or home instruction or is exempted by a school from attending for that year.
  20. Child care provider to your own child if child care is otherwise unavailable. In this case:
    - You must be a single-adult family
    - Your child must reside in your apartment
    - Your child must be 5 or younger
    - Your child age 6 through 12 also may qualify you if the child does not attend school due to home schooling or home instruction or is exempted by a school from attending for that year
    - *You must submit letters from two local child care centers, on the center's letterhead, stating that appropriate child care is not available. Each child care center must be licensed by the New York City Department of Health and Mental Hygiene and be subsidized by New York City.*

## **EVICTIION AND TERMINATION OF TENANCY**

Though the most common cause of eviction is failure to pay rent, a tenancy may also be terminated when a resident or a member of a resident's family engages in prohibited conduct, such as:

### **MISREPRESENTATION**

Willful misrepresentation of any material fact relating to eligibility for admission, continued occupancy, or the amount of rent to be paid.

### **BREACH OF RULES AND REGULATIONS**

- Failure to occupy the correct size apartment;
- Failure to provide satisfactory verification of family income;
- Transfer of possession of an apartment for use by a person or persons other than the tenant of record;
- Chronic rent delinquency;
- Poor housekeeping.
- Non-desirability
- Conduct or behavior which presents a danger to the health and safety of neighbors or NYCHA employees;
- Behavior which damages NYCHA property or poses the threat of damage;
- Behavior which is considered to endanger the peaceful occupation of other residents;
- Sexual or moral offenses;
- Common law nuisances.
- Residents and their families also can be evicted for drug activity on or off of NYCHA's grounds, or under the Bawdy House Law, for illegal drug trade or activity on NYCHA premises. Residents are responsible for the conduct of all visitors, family members, and guests to their apartments. Loitering and consumption of alcoholic beverages in public spaces is prohibited.

## THE EVICTION PROCESS FOR FAILURE TO PAY RENT

If you are behind in your rent and have taken no positive steps to resolve the problem, NYCHA may seek your eviction in landlord/tenant court. If the court determines that you must pay your rent or move and you do neither, a warrant will be issued from the court and the City Marshal will serve a 72-hour Notice of Eviction. You can still make arrangements to pay the rent before the warrant is served; however, once the warrant is served, the eviction process will move forward. If you decide to move out on your own accord, keep in mind that you continue to be responsible for unpaid rent.

If you do not move before the eviction date and time, the City Marshal will ask you to leave the apartment, taking only your personal valuables. If you have not made other arrangements, your furniture and other belongings will be taken by the movers and placed in storage.

This experience can be avoided. Should personal problems or financial hardships impact your ability to pay the rent, you should go to your Property Management Office first; then, if necessary, seek public assistance from the New York City Human Resources Administration. Ask your Housing Assistant or another management employee for the nearest location. If you need assistance with budgeting, NYCHA Family Services staff may be able to obtain help for you.

## THE EVICTION PROCESS FOR CRIMINAL ACTIVITY AND OTHER TERMINATION OF TENANCY CASES

The eviction process can be applied to any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the development, any violent or drug-related criminal activity on or off NYCHA grounds, any criminal activity that results in a felony conviction, and other termination of tenancy cases, such as for non-desirability, chronic rent delinquency, or a breach of the rules. Except where criminal activity is involved, you will usually be given an opportunity to discuss the matter with your Property Manager to see if the breach or problem can be resolved. If resolution is not achieved, the case will be forwarded to NYCHA's Law Department, where an administrative hearing before an Impartial Hearing Officer will be scheduled.

An Impartial Hearing Officer acts as a judge, weighing the facts and deciding on the merits of the case. If the decision after the hearing is to terminate the tenancy, the Impartial Hearing Officer does not find in the resident's favor, the Impartial Hearing Officer's findings and recommendation will be to terminate tenancy. The Hearing Officer's decision is final. The case is referred to landlord/tenant court to issue a warrant and have the City Marshal serve a 72-hour Notice of Eviction. You can avoid this process by ensuring that you, the members of your household, and all household guests comply with all NYCHA rules and regulations.

Certain cases involving illegal drug activity can be fast-tracked by going directly to landlord/tenant court under the Bawdy House Law.

## CONDITIONS OF OCCUPANCY

"Conditions of occupancy..." "rules and regulations" – they can be called different things, but they are the basic ingredients of good resident/landlord relationships. More importantly, they also are the basic ingredients in the recipe for being a good neighbor and a caring, responsible part of your development.

- Residents are not permitted to sublease or transfer possession of their apartments, nor are they permitted to use their apartments for any purpose other than as a residential dwelling without prior approval by the Property Management Office.
- Boarders or lodgers are not permitted.
- Please keep your apartment and any other area that is assigned exclusively for your use in a clean, sanitary, and safe condition.
- Dispose of all garbage in a sanitary, safe, and lawful manner and comply with recycling rules (see page 29).
- Please do not shake mops or hang anything outside your apartment windows to air.
- Check with your Property Management Office if you are considering any major redecorating or alteration to your apartment, since you will be held responsible for any resulting damage. Residents are not allowed to alter their apartments or any fixtures or fittings in their apartments without prior written consent.

- Doormats are tripping and fire hazards and are not permitted outside your apartment door. However, you may keep them inside your apartment.
- For safety reasons, no resident is allowed on development roofs at any time.
- For safety reasons, do not clean your windows from the outside.
- Residents are permitted to install the following appliances: washing machines, air conditioners, microwave ovens, refrigerators (up to 18 cubic feet), and freezers (up to 12 cubic feet). Each resident is allowed only one refrigerator and one freezer. Dryers and dishwashers are not permitted. Before installing any appliance, including air conditioners, you must obtain written permission from your Property Management Office. The Property Management Office will advise you regarding installation and charges for additional consumption of electricity and/or water.
- Residents may not place any sign or notice of any kind in their windows, in development buildings, or on development grounds.
- Out of consideration for your neighbors, please keep radios, stereos, and television sets turned low after 10:00 p.m. on Sunday through Thursday, and 11:00 p.m. on Friday and Saturday. These devices sound should not be heard outside your door, and speakers should not be put on windowsills.
- Please cooperate with NYCHA's efforts to comply with all applicable laws, rules, and regulations concerning the installation and maintenance of smoke detectors, window guards, and fire safety notices.
- Only allow people that you know in through the main entrance of your building. If you do not know who is ringing your buzzer, do not respond.
- It is illegal to operate motorized scooters, mini-bikes, dirt bikes, or motor assisted bicycles on sidewalks, public streets, or highways anywhere in New York State. It is also illegal to store gasoline in an apartment and, therefore, keeping a gas-powered vehicle of any type in an apartment is prohibited.
- For the safety of all residents, bicycle riding is prohibited on walkways and sidewalks surrounding the development and within the grounds.

## NYCHA PET POLICY

A household may own either one dog or one cat. There is a size limit for dogs. Dogs that are expected to weigh more than 25 pounds when full grown, based on a veterinarian's estimate, are not permitted. Specifically prohibited dogs (full breed or mixed) include Doberman Pincher, Pit Bull, and Rottweiler.

Dogs and cats must be registered with NYCHA. Dog and cat owners must pay a one-time, non-refundable pet registration fee of \$25. The registration includes a form signed by a veterinarian showing that the NYCHA pet requirements have been fulfilled, that the dog or cat has been spayed or neutered, and that the dog has a current rabies vaccination, is licensed by the New York City Department of Health and Mental Hygiene, and wears the license tag when in public. To find out about licensing your dog, call **311**.

Dogs must always be kept on a leash, six feet long or less, while in a public area, such as lobbies, elevators, and development grounds. Animals that are vicious or threatening are forbidden. Residents can call **311** to report vicious or threatening dogs within their development.

Pets must be kept in a manner that will not create a nuisance. That means they cannot make too much noise, create unsafe or unsanitary conditions, cause harm or threaten other people, and damage any property. Pet owners must clean up after their pets and dispose of pet waste with the trash. It is important not to flush pet waste down the toilet.

In addition, pets are not allowed to enter a "pet-free zone." Signs in the developments must indicate where the "pet-free zones" are. These areas include Property Management Offices, playgrounds, community centers, laundry rooms, basement areas, and picnic areas.



Dog and cat owners who live in a building designated exclusively for senior citizens do not have to pay the \$25 pet registration fee. Residents who submit a doctor's verification showing that they need a service animal do not have to pay the \$25 pet registration fee and may apply for a reasonable accommodation of allowing the dog to be exempt from the size limit. *A service animal is defined as one that assists, supports, or provides service to a person with disabilities. One example is a guide dog for a blind person.*

Reasonable quantities of other pets such as small caged birds (parakeets, canaries), fish and small caged animals (hamsters, gerbils, and guinea pigs), maintained in accordance with the New York City Health Code, are permitted. NYCHA does not require these pets to be registered.

## CRIME AND SAFETY

### THE HOUSING AND PATROL BUREAUS OF THE NEW YORK CITY POLICE DEPARTMENT

The Housing Bureau is the division of the New York City Police Department responsible for maintaining safety in New York City Housing Authority developments. Officers from the Housing Bureau and, in the case of Staten Island and some other borough developments, from NYPD's Patrol Bureau, are assigned to duty from one of nine Police Service Areas (PSA) located throughout the five boroughs.

On page *v* at the front of this handbook, there is a space for your local PSA's telephone number and address. With this number, your 911 emergency police number, and your local NYPD precinct's number filled in, you will be able to respond quickly to any safety emergency. Remember, call 911 in case of an emergency. Call your local PSA or precinct for routine matters.

### THE ANTI-NARCOTICS STRIKE FORCE AND SPECIAL INVESTIGATIONS UNIT

NYCHA places a high priority on the safety and quality of life of our residents. We aggressively target drug users and drug dealers with every resource available, and enlist the aid and support of many of your neighbors.

NYCHA's Anti-Narcotics Strike Force is a team of lawyers and investigators who vigorously pursue evictions of families that use their apartments as drug-selling or drug-using sites. A list of excluded persons appears monthly in the NYCHA Journal. A copy of this list also is provided to all Police Service Areas. If you should see anyone named on the "Not Wanted" List on Housing Authority property, please notify your Property Management Office or the police.

NYCHA's Special Investigations Unit makes periodic visits to ensure compliance with the provisions of the permanent exclusion stipulations. If you suspect drug activity on Housing Authority property, please call any of these numbers: the Special Investigations Unit at **(212) 776-5070**, the Anti-Narcotics Strike Force at **(212) 776-5070**, or the NYPD's Drug Hotline at **(888) 374-DRUGS**. All calls are completely confidential.

## EMPLOYEE ID CARDS

Every NYCHA employee is required to carry an identification (ID) card and to display it when visiting a resident. If the employee does not display an ID card, it is your right to ask to see it. Do not feel that you are being rude in asking to see the card. An official NYCHA employee will provide proper identification. If the employee cannot present an ID card, do not admit that person.



In addition to the employee's name and photograph, the ID card should have an authorization sticker for the current year. Before admitting anyone into your apartment, be sure that the ID you are looking at contains these three features.

## SPEAK OUT AGAINST CRIME, FRAUD, AND CORRUPTION!

If you are aware of crime, fraud, or corruption being committed by NYCHA employees, contractors, vendors, or residents, we urge you to contact the NYCHA Inspector General's Office. We have investigators available to take your complaint in person or on the telephone Monday through Friday, 9:00 a.m. to 5:00 p.m.

Anonymous complaints are accepted. We can be contacted at:

Office of the Inspector General  
250 Broadway, 8th Floor  
New York, NY 10007

**Phone: (212) 306-3355**

**Fax: (212) 306-6484**

E-mail: [nycha\\_oig@nycha.nyc.gov](mailto:nycha_oig@nycha.nyc.gov)

## MOVING OUT

### REQUIREMENTS

Residents who are moving out are required to:

- Visit the Property Management Office and inform the Housing Assistant.
- Complete and sign a “Notice to Vacate” form.
- Give at least 30 days’ notice. If you do not give the required notice, you may be charged for up to 30 days from the time you give notice, or until the apartment is rented.
- Return all of your lobby and apartment keys to the Housing Assistant and leave the apartment clean.
- Remove resident-owned appliances such as refrigerators, washers, and freezers for which charges will be assessed.
- Residents are entitled to an apartment inspection with management staff prior to moving out to identify any items for which they will be responsible.

### MOVING HOURS

Moving hours are Mondays through Fridays from 9:00 a.m. to 5:00 p.m. Before moving in or out, you must obtain a NYCHA Moving Permit, at no charge, from the Property Management Office. This permit must be displayed on the dashboard of any vehicle being used for the move. This includes moving in, moving out, or transferring. Trucks and other vehicles are not permitted on development sidewalks.

### DAMAGE CHARGES

Once you move out of your apartment, it should be left in the best possible condition. You will be charged for any damages, beyond reasonable wear and tear. While you are living in your apartment, you will be charged for the cost of repairing any damage caused by negligence. The amount will be added to your next rent payment.

Check with your Housing Assistant before undertaking repairs or major redecorating in your apartment to avoid problems down the road. The apartment should be left in the same condition as it was when you moved in.

## WITHOUT YOUR HELP

Ever since NYCHA was established, residents and NYCHA employees have worked together to create communities to be proud of in more than 2,500 buildings – communities that are comprised of people who care for and respect each other’s rights and property.

Your development needs your commitment to that kind of care and respect. With your help, the strength of community that exists now – and NYCHA’s ability to provide services – will continue to thrive.



## ELEVATORS

Elevators are easy to break, expensive to fix, and very dangerous when they are not used properly. To help ensure prompt elevator service and avoid breakdowns and accidents, we ask for your fullest cooperation. Here is how you can help to keep your elevator system in good working order:

- Report all incidents of elevator vandalism to your Property Management Office, Resident Association, Resident Watch, or local Police Service Area.
- Avoid overcrowding.
- Do not hold elevator doors open for extended periods of time. If a car stalls between floors, press the emergency button and keep calm. Help will be on the way immediately.
- If an elevator is out of order, report it to the Property Management Office right away. When your Property Management Office is closed, please call the Customer Contact Center at **(718) 707-7771**.
- Never allow young children to ride unsupervised.
- Teach your children the rules of elevator safety.

## GARBAGE DISPOSAL

Compactors are the machines that compress trash after it is deposited in the hoppers located on each floor. Your cooperation in disposing of trash properly and neatly is very important to keeping NYCHA buildings safe and clean.

Here are some rules to follow:

- Only throw trash into the hopper that will slide down easily — don't force it. Anything too large for the hopper should be taken to the designated bulk pick-up area identified by your Housing Assistant or Caretaker. They can also tell you what to do with large amounts of trash.
- Do not dispose of any trash in hallways, stairways, elevators, lobbies, or rear exits.
- Do not throw mops and broomsticks, rags, or old clothes into hoppers.
- Please, if at all possible, place your garbage in the hopper between 9:00 a.m. and 3:00 p.m.
- Never place burning materials into the hoppers.

## RECYCLING

Recycling is one way that you can contribute to the preservation of our natural resources. In New York City, recycling is divided into two types. If your development has designated recycling bins, please recycle all of the following:

Mixed Paper and Cardboard – includes newspapers, magazines, mail and envelopes, paper bags, soft-cover books, cardboard boxes, and cardboard egg cartons and trays. Place all of these recyclables in the bin or slot labeled with a green recycling decal.

Glass, Metal, Plastic, and Cartons – includes glass bottles and jars; metal cans, caps, lids, pots, wire hangers, aluminum foil and trays; and rigid plastic bottles, jugs, jars, caps, lids, food containers, packaging, buckets, and toys. Place all of these recyclables in the bin or slot labeled with a blue recycling decal. Be sure to empty and rinse any containers before recycling them.

Do not recycle plastic foam (Styrofoam), plastic bags, pens and markers, umbrellas, luggage, batteries, electronics, diapers, soiled paper (i.e., paper towels, plates, cups, napkins), and any glass items other than bottles and jars.

Many developments have recycling bins, which are usually located outside, near building entrances. Please be sure to sort your recyclables properly and place them in the appropriate bin or slot. Never throw trash into the

recycling bins. If you have any questions about what to recycle, or where to put it, ask your Housing Assistant or Building Caretaker.

NYCHA is continuing efforts to install recycling bins at all developments. If your development does not currently have recycling bins, your Property Management Office will notify you when they are installed.

## SMOKING

Smoking is not permitted in lobbies, elevators, stair halls, corridors, or any other public space in NYCHA buildings. Smoking is also not permitted inside any NYCHA offices or community centers. Please respect these rules, which are designed to support the health of all residents.

Residents who smoke in their apartments should make sure that cigarettes and matches are completely extinguished before they are thrown into a trash container or compactor chute. Smoking is the leading cause of preventable death in the United States. NYCHA encourages smokers to be considerate of neighbors, especially families that have children and residents with asthma or other health conditions which might be affected by exposure to secondhand smoke.

NYCHA is committed to improving access to information and resources that help residents who want to quit smoking. For help, call **311** or go to [nyc.gov](http://nyc.gov) and search for “NYC Quits.”

## UTILITY COSTS

In most developments, the utility charges for heating, cooking, electricity, and water are included in your rent. Because the New York City Housing Authority pays these utility bills for you in most developments, NYCHA asks for your help to reduce our energy and water usage and ultimately our costs.

We suggest the following ways to save on gas, electricity, and water. Following these simple suggestions year-round should create a significant reduction in energy and water consumption.

**Smoking is not permitted in lobbies, elevators, stair halls, corridors, or any other public space in NYCHA buildings, offices or community centers.**

## Electricity

- Turn off the lights when you leave a room and turn off the television or radio when you are not watching or listening.
- Do not use halogen lamps – they use too much electricity and, if left on for too long, could become fire hazards.
- Use fluorescent bulbs as they fit into most fixtures, provide better lighting, last longer, and are more economical.
- Keep the use of electrical appliances, such as irons, hair dryers, toasters, broilers, and microwaves, to the practical minimum.
- When you are buying an electrical item, make sure it has an Energy Star label.
- Only use air conditioners and fans when you really need them, and do not leave them running when you leave your apartment.
- Please check with your Property Management Office before purchasing an air conditioner to find out about any specifications or fees associated with it.
- When removing an item from your refrigerator, make your selection and close the door promptly. Do not keep the door open.
- If you do not have one of our new energy-efficient, frost-free refrigerators, please defrost your refrigerator periodically. When properly defrosted, refrigerators function better and use less electricity.
- Do not run extension cords out the window.
- In the event of an electrical interruption, use flashlights instead of candles. Always keep spare batteries on hand.

## Cooking

- Use the minimum amount of cooking gas necessary to do the job.

## Heating

- Keep radiator areas clear to let the heat circulate properly.
- Open curtains in the daytime to let the sun warm your apartment naturally.
- Keep blinds and drapes closed at night or on cloudy days to retain heat, and make sure your windows are closed tightly.
- Prevent drafts by covering your air conditioner and by having leaks sealed around your windows.
- Never use your stove to heat your apartment.
- Poisonous carbon monoxide (CO) gas builds up, hour after hour, while the stove burns, and it is deadly. Remember, CO has no odor, smell, or taste. Each apartment should be equipped with at least one CO

detector (see page 8). Natural gas from your oven can also build up. In the event of a strong gas odor in your apartment, notify management immediately and open the kitchen and living room windows to allow fresh air to circulate. Do not light a match or turn on any electrical appliances or light switches until the gas odor disappears.

- Never use kerosene space heaters.

## **WATER**

- Report leaking faucets, showerheads, or toilets to the Customer Contact Center.
- Do not run water excessively for either a shower or for cooking.
- Do not run hot water continuously when washing. Fill the sink only to the required level.
- If you need new drain stoppers, contact your Property Management Office.
- Operate washing machines only as needed, with a full load.

## **NEW APPLIANCES**

Before you sign a contract or make a down payment for a major new appliance, such as a washing machine, refrigerator, freezer, or air conditioner, check with your Property Management Office. Certain sizes and types are prohibited for use in NYCHA apartments because they overload the electrical system. Remember, look for appliances that are deemed energy efficient.

## **FUSE BOXES AND CIRCUIT BREAKERS**

At many developments, old-style fuse boxes have been replaced with much more convenient circuit breakers. As indicated by the name, a circuit breaker is an “on/off” switch that automatically interrupts an electrical current when the electrical lines become overloaded. If your circuit breaker switches the electricity off, you are probably running too many appliances. Stop using one of your electrical appliances and try turning the switch back on, or contact your Property Management Office.

If you have a fuse box and the fuse blows, replace it only with another fuse of the exact same type and size. If the fuse blows repeatedly or a circuit breaker trips repeatedly, please notify your Property Management Office. If you have a “dummy” fuse holder in your fuse box, keep a spare fuse in it. This will ensure that you always have a fuse available. Do not cover or block the fuse or circuit breaker box. Never remove a fuse without replacing it at once.

## HEAT AND HOT WATER

NYCHA provides hot water around-the-clock and heat in accordance with the New York City Administrative Code during the heating season (from October 1 until May 31).

The New York City Administrative Code requires that a minimum temperature of 68 degrees Fahrenheit be maintained in each apartment (70 degrees Fahrenheit for designated senior citizen facilities) when the outside temperature falls below 55 degrees Fahrenheit between 6:00 a.m. and 10:00 p.m. during the heating season.

The Code also requires a minimum temperature of 55 degrees Fahrenheit be maintained in each apartment (57 degrees Fahrenheit for designated senior citizen facilities) when the outside temperature falls below 40 degrees Fahrenheit between 10:00 p.m. and 6:00 a.m.

If you have problems with hot water or heat, call the Customer Contact Center at **718-777-7771**.

**If you have  
problems with  
hot water or  
heat, call the  
Customer  
Contact Center  
at 718-777-7771.**

## FIRE SAFETY

We cannot emphasize enough the importance of keeping self-closing doors fully operable and maintaining ready access to your fire escape, if you have one. Here are some more fire safety tips to minimize the risk of fire for you and your neighbors.

### HOUSEHOLD FIRE HAZARDS

Cooking and smoking cause most residential fires. So, in addition to keeping your stovetop clean, remember to keep flammable materials, such as potholders, towels, newspapers, and plastic bags, away from the stove. Do not leave the stove unattended when you are cooking. Never use water to put out a grease fire; instead, cover the pot or pan with a lid to smother the fire. Never put metal objects into the microwave, as this may create a dangerous condition.

Fires from smoking frequently occur in the living room and the bedroom. Couches and recliners can ignite when people leave burning cigarettes unattended or fall asleep with a cigarette. To avoid fires from smoking, never smoke when medicated or sleepy and never smoke in bed.

Before emptying ashtrays, fill them with water to make sure no ashes are smoldering. Do not balance an ashtray on the arm of a chair or sofa. Instead, keep all ashtrays on a level surface so they cannot tip over. Always keep matches and lighters out of the reach of children.

To avoid electrical fires in your apartment, replace all frayed, cracked, or broken electrical cords with new ones, and do not plug more than one large appliance into a single electrical outlet. Report all broken/damaged electrical outlets/receptacles. Never leave media devices (cell phones, tablets, laptops, etc.) plugged in unattended on beds. Never attempt to extinguish a fire in an electric appliance or outlet with water.

And remember...

It is illegal to store gasoline or kerosene in your apartment or to use, keep, or store in your apartment a space heater or other device using gasoline

or kerosene. Finally, do not leave candles burning when you are out of the apartment, and keep lighted candles away from draperies and other combustible items. If you do use candles, you should place them in an upright position in a container half filled with water.

## **FIRE ALARMS AND STAIRWAY DOORS**

A number of NYCHA apartment buildings have fire alarm systems, consisting of alarms and a panel in the lobby that will indicate the location of a fire to assist firefighters. If you hear the alarm, assume it is a real emergency, unless you have received notice of a test. Report vandalized fire alarms to your Property Management Office immediately.

Stairway doors, including those leading from the lobby, are designed to prevent the spread of fire when closed. Do not obstruct the closing of these doors. Report all doors that do not close by themselves to your Property Management Office.

Familiarize yourself and other members of your household with the fire safety notice that is posted on the inside of your apartment entrance door and with the fire safety plan you will receive each year.

## **IN CASE OF FIRE IN YOUR APARTMENT**

- Close the door to the room where the fire is and leave the apartment.
- Make sure EVERYONE leaves the apartment with you.
- Take your keys.
- Close, but do not lock, the apartment door.
- Alert people on your floor by knocking on their doors on your way to the exit.
- Use the nearest stairwell to leave the building.
- Do not use the elevator.
- Call 911 once you reach a safe location. Do not assume the fire has been reported unless firefighters are on the scene.

**Close the door to the room where the fire is and leave the apartment and call 911 from a safe location.**

## POTENTIAL HAZARDS

### MOLD

Mold is a fungus that grows on, and sometimes in, damp surfaces and objects. In nature, mold helps break down dead material and can be found growing on soil, foods, plant matter, and other items. Mold produces microscopic cells called “spores,” which are very tiny and spread easily through the air. Live spores act like seeds, forming new mold growth (colonies) when they find the right conditions. Mold is most likely to grow where there is water or dampness, such as in bathrooms.

Mold usually appears in its early stages as black circles or blotches. Most types of mold that are routinely encountered are not hazardous to healthy individuals. However, too much exposure to mold may cause existing conditions such as asthma, hay fever, or other allergies to get worse. The most common symptoms of overexposure are similar to the symptoms of overexposure to plant pollen, such as coughing, congestion, runny nose, eye irritation, and aggravation of asthma. Asthma and allergies may be disabilities that give residents a right to reasonable accommodations from NYCHA.

### PREVENTING MOLD

Controlling mold in your apartment

Mold needs water to grow and is most often confined to areas near water sources. Removing the source of moisture by repairs and by providing sufficient ventilation is critical to preventing mold growth.

### THE FRESH AIR CURE

Letting fresh air into your apartment lowers the amount of moisture, which helps to reduce dust mites and cockroaches. Keep your apartment well ventilated by opening windows, using fans, and arranging furniture so that windows are not blocked.

## Other Ideas That Will Help:

- Increase air circulation by moving fans and by moving sofas and other furniture away from walls and corners to promote air and heat circulation.
- Keep your bathroom window open even a little, when weather permits, especially when you are showering or drying clothes.
- If you have an exhaust fan in your bathroom, make sure it is working, and remove any accumulated dust from the vent cover in order to improve air circulation. If your bathroom fan is not working, call the Customer Contact Center at **(718) 707-7771**.
- Keep your apartment clean, dry, and free of clutter.
- Lower humidity in the apartment during humid weather by using an air conditioner and/or a dehumidifier.
- Use your stove only for cooking, never for heating. When cooking, keep pots covered and windows open; even keeping windows slightly open will help.
- Use area rugs that can be taken up and washed often.
- Keep your drapes open during the day.
- Request repair of leaky plumbing or other water leaks as soon as possible.
- Keep the “drip pans” in your air conditioners, refrigerators, and dehumidifiers clean and dry.
- Hang wet clothes to dry in open areas in your apartment, such as on bathroom shower rods, or on drying racks with the window open. Thoroughly wring out clothes prior to hanging. Take slow-drying, heavy items to a laundromat.
- Dry all wet surfaces and reduce the moisture/water source upon discovery of condensation or moisture collecting on windows, walls, or pipes.

## CLEANING MOLD

Mold should be cleaned as soon as it is noticed using regular household cleaners. Never mix products containing ammonia with those containing bleach.

Individuals who are cleaning mold should be free of allergies or symptoms such as nasal congestion, cough, sore throat, or upper respiratory infections. The individual should wear protective clothing as recommended by the

manufacturer of the household cleaner used. The cleaned area must be dried thoroughly with a sponge or rag that should be disposed of immediately and not reused. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

## IF THE PROBLEM PERSISTS

Mold can pose a health hazard for you and your family, so it is important to eliminate the problem as soon as possible. If you have tried cleaning and proper ventilation and nothing seems to work, report the mold problem to the Customer Contact Center at **(718) 707-7771**. A returning mold condition may indicate an underlying problem such as a leak.

## LEAD-BASED PAINT

Many houses and apartments built before 1978 have paint that contains lead, which is called lead-based paint (LBP). If ingested, lead-based paint can pose a serious health hazard that must be taken care of properly. To ensure your safety, NYCHA has a Lead Detection and Abatement Program designed to identify, control, and/or eliminate lead hazards safely and efficiently.

Whether or not your apartment has been tested for lead, you will receive a Lead- Based Paint Disclosure Package. This package contains information that includes: (1) a pamphlet issued by the U.S. Environmental Protection Agency (EPA); (2) a listing of child health clinics in your borough that provide free blood testing for the presence of lead; (3) information on nutrition that can help prevent lead from being absorbed into the body; (4) a form that you must sign, to acknowledge that you have received the information package; (5) a summary of any testing information if your apartment or development was tested; and (6) a summary of any LBP abatement activity if any occurred.

NYCHA is required by law to correct LBP hazards and to abate LBP from friction and impact surfaces when apartments are turned over, and to inform you of these activities.

If you have children under the age of six and your apartment has cracked or peeling paint surfaces, contact the Customer Contact Center at **718-707-7771**.



Listed below are basic steps that you can take to ensure your family's safety:

- Reduce exposure to lead in dust: On a regular basis, clean floors, windowsills, and window wells with a household cleaner. Always have your children wash their hands before eating, taking a nap, or going to bed.
- Reduce exposure to lead-based paint: Report any peeling paint to the Customer Contact Center at **718-707-7771**.
- Reduce exposure to lead in soil: Leave shoes at the door. Do not track dirt through the house. Wash children's hands, bottle's, and toys often.
- Use food to fight childhood lead poisoning: Feed your children foods that are rich in iron, calcium, and Vitamin C. Avoid fatty and fried foods.
- Please read the EPA pamphlet "Protect Your Family from Lead in Your Home." This pamphlet is available in your Lead-Based Paint Disclosure Package. Additional copies can be obtained, free of charge, by calling the NYCHA lead hotline at **(718) 707-5399 or 311**.

Have your children tested for lead: Call the lead hotline at

**(718) 707-5399 or 311** for blood lead testing locations and for additional information.

More information is available from the New York City Department of Health and Mental Hygiene, which can be reached by calling **(646) 632-6023**, Monday through Friday, from 9:00 a.m. to 5:00 p.m.

## ASBESTOS

Asbestos is a naturally occurring mineral that has been used in thousands of products. Because of its unique properties – fire resistance, high tensile strength, resistance to heat, and electrical conductivity – asbestos had many uses in the construction trades. In fact, a great many asbestos-containing materials were used in residential buildings. Roofing material, thermal insulation (pipes and boilers), floor tiles, and fireproofing, for example, typically contained asbestos.

Insulation and fireproofing containing asbestos were banned in the late 1970s, but it is still legal to purchase many other materials containing asbestos. However, NYCHA no longer purchases any materials that contain asbestos.

The adverse health effects associated with asbestos exposure have been studied extensively for many years. It is important to recognize that the majority of people who have experienced adverse health effects as a result of asbestos exposure were workers employed in the mining, milling, manufacturing, and insulating industries, who worked with raw or processed asbestos.

NYCHA established a comprehensive Asbestos Detection and Abatement Program in the 1980s to manage asbestos safely in place. The Program adheres to all federal, State, and City regulations. NYCHA tests building materials for asbestos and repairs asbestos-containing material when repairs can be performed safely. If this is not possible, or when other work being performed may result in the disturbance of asbestos, asbestos-containing materials are removed.

Under no circumstances should a resident attempt to remove material that may contain asbestos, such as floor tile or pipe insulation. Disturbing such material might create a health hazard where none existed before. For more information, guidance, and assistance about asbestos or to have any asbestos condition investigated, please contact the Customer Contact Center at **718-707-7771**.

You may also want to contact the New York City Department of Health and Mental Hygiene, Bureau for Environmental Investigations at **(646) 632-6104** or the Bureau for Environmental and Occupational Disease Prevention at **(646) 632-6102**. You can also call **311**.

## CLEANING TIPS

### APARTMENT FLOORS

Your apartment floors are usually inlaid with vinyl composition tile. For daily care, dry clean by spot mopping or broom sweeping. For a more thorough cleaning, use a mild cleaning solution. Go easy with the water – using too much water can loosen tiles. For waxing, apply a thin coat of liquid wax on the tiles and allow it to dry thoroughly. Never use paste wax.

### WALLS

Your kitchen and bathroom walls have a glossy finish. They are best cleaned with a damp cloth or by a gentle washing with soap and water. Your other walls have a flat paint finish. They can be kept clean with a light rubbing with a damp cloth and soap to remove spots. The light fixtures on your walls are made of tarnish-proof metal – the light switch plates never need to be polished.

### KITCHEN TIPS

For cleaning sinks, use mild soap powder detergents. Do not use bleach or abrasive scouring powder.

To avoid stoppages, never empty grease, coffee grounds, potting soil from flower pots, or other refuse into your sink. If your sink does get stopped up, don't try to fix it yourself; please contact the Customer Contact Center at **718-707-7771**. Never use commercial lye or other drain cleaners to clear stopped sinks. Most of the time, it only will make the problem worse.

Keep the burners on your stove clear and properly adjusted. Burners should light automatically when you turn the knob. A blue flame means there is more heat and pots and pans won't get blackened. Necessary adjustments will be made without charge; to request service, call the Customer Contact Center at **718-707- 7771**. Also, please wipe the stove top clean after each use to prevent grease buildup and avoid grease fires.

For routine care of wood cabinets, wipe with a soft, dry cloth. For soiled cabinets, wipe with a damp cloth and polish dry with a clean, soft cloth. In case of heavy soil and for occasional cleaning, use a wood cleaner preservative. Polish with a soft, dry cloth.

For routine care of laminated plastic countertops, wipe with a cloth dipped into mild dishwashing detergent and water. For stubborn stains, you may apply a small amount of mild powder cleanser with a damp cloth. Rinse several times and wipe dry with a clean, soft cloth.

## REFRIGERATORS

NYCHA replaced all old refrigerators with the best, most energy efficient apartment-sized refrigerators available. These new refrigerators are frost free.

When making ice cubes, make sure you don't fill up the ice trays more than two-thirds of the way. To prevent sticking, place aluminum foil, folded to a double thickness, under the trays. Never use an ice pick or other sharp instrument to loosen trays. Do not touch refrigerated surfaces with wet or damp hands, as they will stick to cold metal.

Disconnect the power cord before cleaning your refrigerator. Using a mild soap and water combination, or mild liquid sprays, will keep the outside of your refrigerator clean. Dry with a clean, soft cloth. Do not use scouring pads, powdered cleansers, bleach, or cleaners containing bleach, as they can scratch and erode the paint finish. Do not wax plastic or vinyl parts of the refrigerator.

It is especially important to keep the door gasket clean. The gasket is the rubber seal around the frame. It keeps the cold air in and the hot air out. Spilled liquids will make the gasket and frame sticky, which may cause the gasket to tear when opening the door. Use a baking soda solution of one to two tablespoons of baking soda per quart of water, soap and warm water, or a mild scouring powder to keep it clean. In addition to using soap and water, you can also use glass cleaners on glass shelves.

## **SINK COVER AND COUNTERTOP**

A sink cover can be used to cover one side of a double sink so that you have more counter area. As with your kitchen countertop, sink covers should not be used for cutting and chopping food (or anything else, for that matter).

## **BATHROOMS**

Follow these guidelines to keep your bathroom looking its best.

Use soap powder or mild detergent and water for cleaning the porcelain enamel bathtub and the sink in your apartment. Never use a bleach concentrate or abrasive scouring powder.

Water and mild detergent should also be used for mopping or scrubbing the bathroom tile.

A damp cloth will do the trick on chrome fixtures. Do not use metal polishes — they will destroy the finish.

Wash your medicine cabinet and mirror with mild soap and water, and dry it thoroughly.

If you have a vent in your bathroom, give it a regular dusting or vacuuming.

## GETTING INVOLVED

### OFFICE OF RESIDENT ENGAGEMENT

NYCHA's Office of Resident Engagement increases, diversifies, and enhances resident participation so that public housing is preserved and the quality of life is improved for all New Yorkers. The partnership between NYCHA and residents is exemplified by the facilitation of resident-driven citywide programs such as the garden program, Resident Green Committees, emergency preparedness training, recycling programs, and the Senior Benefit and Entitlement Fair.

### RESIDENT ASSOCIATIONS

NYCHA's developments have Resident Associations. They are democratically operated organizations that are intended to promote the welfare of their development and, in some instances, the surrounding neighborhood. The Resident Association is the core of resident representation. The Resident Association Executive Board, elected by Resident Association members, typically consists of a President, Vice-President, Secretary, Treasurer, and Sergeant-At-Arms.

NYCHA provides assistance and encouragement to those developments that do not yet have them so that all residents may become formally, effectively, and democratically empowered.

Participation in your Resident Association is an important way to ensure that the Association is active and responsive to resident needs in your development. Joining your Resident Association is one of the easiest and most effective ways to feel like a part of your community. To find out how you can join, contact your local Property Management Office.

### RESIDENT ASSOCIATION COMMITTEES

Each Resident Association may have one or more of the following committees dedicated to specific missions within the development.

The Maintenance/Modernization Committees consult with and assist management, Property Maintenance Supervisors, and contractors on the repair, preservation, and improvement of the physical aspects of their developments. NYCHA finds this program to be of great value. It makes practical sense that residents agree to maintenance and modernization projects before they begin.

## THE CITYWIDE COUNCIL OF PRESIDENTS (CCOP)

The Citywide Council of Presidents (CCOP) is the citywide organization representing resident leaders. Every President of a NYCHA-recognized Resident Association is a member of one of nine districts. Each district has a Chair, and that Chair represents the district on the CCOP.

The Citywide Council voices its position on the many issues affecting life in NYCHA developments, including issues at the local, state, and federal government levels. You can find out more about the CCOP by calling the CCOP Liaison in Community Operations at **(212) 306-8253**.

## THE RESIDENT ADVISORY BOARD (RAB)

The primary function of the Resident Advisory Board is to work with NYCHA in partnership in the creation of the annual Agency Plan that it is required by federal law to submit to the U.S. Department of Housing and Urban Development. The 54 members of the RAB discuss various management issues covered in the Plan, express their concerns, and provide recommendations. These recommendations are reviewed and, if feasible, some may be considered as the Plan is drafted.

## RESIDENT WATCH

NYCHA has a proud tradition of resident volunteers giving their time to enhance the safety and security of their communities. For more than 40 years, thousands of residents have volunteered to provide community service. Resident Watch organizes resident volunteers who patrol in their NYCHA developments. Volunteering enables residents to help make their homes safer and more secure in addition to building communities and providing residents with a sense of pride in their developments.

NYCHA strongly encourages resident volunteers to:

Form Lobby, Roving, or Youth Watch Groups within the Resident Watch Initiative.

Work with your Property Manager to create a safe and supportive environment for yourself, your family, and your neighbors.

To join Resident Watch in your development, contact your Property Management Office for more information.

## COMMUNITY FACILITIES

NYCHA works in conjunction with community-based organizations and sister agencies to facilitate the delivery of social, cultural, educational, and recreational services to residents of NYCHA and neighboring communities. A network of more than 500 community facilities, either operated directly by NYCHA or in partnership with non-profit organizations, makes possible the great variety of programs available to public housing residents. These community centers, senior centers, child care centers, and health-related facilities are located in public housing developments throughout the City.

At community centers, staff and youth engage in educational and recreational programs, such as dance, homework assistance, computer training, exercise, sports, cooking, writing, and chess. Senior centers, which generally operate until 5:00 p.m. on weekdays, also offer a variety of activities, including arts and crafts, exercise, music, dance, and games. In addition, many centers offer nutritious meals through various programs.

For information about the community center closest to you or to find out about other services, health facilities, cultural associations, and the like, contact your Community Operations Borough Office at the number below.

- Bronx .....(718) 409-8620**
- Brooklyn.....(718) 453-1296**
- Manhattan .....(212) 306-3324**
- Queens .....(718) 969-6240**
- Staten Island.....(718) 815-0140**

## RESIDENT PROGRAMS

To find out how you can participate in any of the education, arts, or recreation and sports programs listed below, please call NYCHA's Department of Community Operations, Citywide Programs Division, at **(212) 306-3358**.

## EDUCATIONAL PROGRAMS

NYCHA offers many programs to improve the literacy and learning skills of residents and community members. One collaboration with the New York City Department of Education includes the New York City Early Literacy Learning Program (NYCELL). This program aims to work with parents to develop and strengthen language and pre-reading skills of children between 1 and 3.9 years old so that they enter school ready to learn and succeed.

The I Have A Dream (IHAD) Program has “adopted” hundreds of NYCHA children in the first through third grades from selected developments – so-called “Dreamers” – and tracks their progress from elementary school through high school. The IHAD Foundation provides tuition for “Dreamers” who go on to college or vocational school.

We also partner with the State University of New York (SUNY) to run state-of-the-art Advanced Technology Training and Information Networking (ATTAIN) computer labs where residents of every age group (age six through seniors) have access to the internet, interactive multimedia, occupational and academic life skills, the General Educational Development (GED) program, English as a Second Language (ESL), and other interactive computer courses.

NYCHA also partners with the New York City Department of Information Technology and Telecommunications (DoITT) to bring broadband internet technology to community centers at 12 public housing developments citywide through a NYC Connected Communities grant. These funds allow participants to have better access to broadband internet technology, computer literacy training, and job skills preparation, greatly enhancing their opportunities for success in school and in life.

NYCHA's Digital Vans bridge the technological divide for NYCHA residents. The two vans go to developments that have limited or no access to broadband high-speed Internet service. They include eight laptop computers, printers and wireless Internet access (WiFi), allowing residents to access the Internet to advance their education and careers. The WiFi allows people with their

own laptop computers to be outside the van and access the Internet for free. Operations in one van are funded by the federal government's Broadband Technology Opportunities Program.

## **VISUAL AND PERFORMING ARTS**

Professional artists at the Harborview Arts Center/Visual Arts Program train community center staff to teach arts and crafts, photography, collage, quilting, and other skills to the thousands of residents who utilize these centers. Harborview also organizes numerous exhibitions of resident artwork from participants of all ages during the Annual Resident Art Show and other events throughout the year.

NYCHA's Performing Arts Program introduces residents to a wide range of music, dance, and drama. The Annual Talent Search Competition, a showcase for aspiring stars living in public housing, has entertained audiences for more than 30 years. And NYCHA's Senior Festival is an annual pageant developed and performed by NYCHA seniors.

The NYCHA Youth Chorus has been celebrated all over the metropolitan area, from City Hall to Yankee Stadium, in concerts of classical, gospel, pop, and Latin music. Chorus members, who must audition, receive educational and career guidance. The NYCHA Senior Chorus has also delighted audiences in all five boroughs throughout the years.

## **RECREATION AND SPORTS**

Activities at community centers attract thousands of young people daily. There are weights to lift, dances to perform, a citywide chess program, gymnasiums, and, most important, the support and guidance of dedicated staff.

To further supplement leisure activities for residents and to provide positive alternatives for youth, NYCHA has developed strong partnerships with some of the City's top community-based organizations, like the Police Athletic League (PAL Playstreets), the City Parks Foundation (overnight camping), the New York Junior Tennis League (tennis instruction), and the National Football League (NYCHA/NFL Officiating Academy).

NYCHA's oldest and most beautiful tradition is the Garden and Greening Program. NYCHA staff work with residents of all ages to cultivate vegetable, flower, and children's gardens. The greatest benefit is the opportunity for residents to beautify their communities.

## **NUTRITIOUS MEALS**

Nourishing meals are served at more than 80 senior centers located in NYCHA developments. Our Child Care Feeding Program provides nutritious meals daily to children at community centers across the City.

## HEALTH SERVICES

NYCHA works to increase resident access to information and resources that support health and wellness at every age. This includes efforts to improve access to healthy food and opportunities to remain physically active through fitness and sports. Many community and senior centers offer programs that provide health education and other activities which can help prevent or manage chronic diseases. We encourage you to keep an eye out for ongoing or special activities that can benefit you and your family.



Good health is also dependent on access to quality health care. NY State of Health, the official health plan marketplace, is where New Yorkers can find quality health insurance coverage. Residents who do not have health insurance can learn more and enroll by calling 855-355-5777 or visiting [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov). Most NYCHA residents are eligible for free public health insurance or financial assistance to reduce the cost of private insurance.

Some NYCHA developments have health clinics located on-site that provide health services for the benefit of our residents. Whether you have health insurance or not, there are many ways to see a primary care doctor in New York City. For more information on health insurance and health care resources for the uninsured, you can also visit [nyc.gov/healthstat](http://nyc.gov/healthstat).

NYCHA also works with residents, City agencies, and community partners to reduce violence, especially youth violence involving guns. Youth violence prevention is an important health priority for NYCHA community residents of all ages.

## SENIOR HEALTH

The health of our senior residents is very important to NYCHA, and our goal is to ensure that NYCHA seniors stay connected socially and live independently as long as possible. NYCHA seniors can participate in quality programs at senior centers located within the development or at a community location nearby. Most senior centers offer activities such as recreational workshops, computer access, exercise classes, health and nutrition workshops, and health screenings throughout the year. If you are unsure where the closest senior center is located, you can call **311** or visit [nyc.gov/aging](https://nyc.gov/aging).

Many community-based, faith-based, philanthropic organizations and health care providers collaborate with NYCHA and the New York City Department for the Aging to help our seniors enjoy life to the fullest extent possible.

## SENIOR PROGRAMS

The chief aim of NYCHA's senior services is to enable NYCHA residents 60 years of age and older to live comfortably through the natural aging process in safe and familiar surroundings – in short, to allow residents “to age in place,” with dignity. Senior NYCHA residents participate in the planning of programs that foster independence and incorporate intergenerational and multicultural values.

The Senior Companion Program, funded by the Corporation for National Service, assigns companions through the Henry Street Settlement to conduct friendly home visits to frail and socially isolated residents in Manhattan, Queens, and Staten Island.

Senior Resident Advisor Program (SRA) serves seniors through on-site services at NYCHA developments throughout the City. This innovative program provides assistance to frail, elderly public housing residents to prevent social isolation, victimization, and unnecessary or premature institutionalization in nursing homes. SRAs organize patrols consisting of seniors who volunteer to make daily contact with other seniors on their floor, thereby helping the SRAs to avert crises, particularly among the sick and frail. SRAs work under the supervision of certified social workers.

Service Coordinators Program, funded through a special U.S. Department of Housing and Urban Development grant, utilizes two service delivery models. Service Coordinators are assigned to seniors-only developments or buildings and also to mixed-family developments that have high percentages of elderly and disabled residents. Similar to the SRA model, Service Coordinators provide supportive services and connections to outside service providers to enable seniors to remain living safely and independently in their homes for as long as possible. Service Coordinators also organize senior volunteer floor captains, and work under the supervision of certified social workers.

Elderly Safe-At-Home Program (ESAH) provides crime prevention and social service assistance to seniors and other physically disabled residents at seven developments in the South Bronx. Law enforcement personnel and victims' services organizations conduct monthly crime prevention educational workshops. Additional workshops cover benefits and entitlements and other available forms of support. Referrals are made to the various community-based service providers as needed.

Naturally Occurring Retirement Community (NORC) provides comprehensive social and medical assistance, and recreational and cultural opportunities, to residents aging in place (60 years and older) in select NYCHA developments throughout the City. This program is in partnerships with the New York City Department for the Aging, the United Hospital Fund, and the New York State Office for the Aging.

For more information on senior programs, please contact your borough's Family Services Department (the phone numbers are listed on the following page).

## FAMILY SERVICES DEPARTMENT

NYCHA's Family Services Department is staffed by certified social workers and paraprofessionals. The Department focuses on three key areas: tenancy assistance, resident safety, and senior services. It administers social programs through service coordination, crisis response, and referrals to appropriate community-based resources and citywide agencies. Staff conducts home visits, helps residents to develop service plans, and advocates on behalf of residents, as needed, with outside service providers.

### THE FAMILY SERVICES DEPARTMENT HAS AN OFFICE FOR EACH BOROUGH:

**Bronx: 718-409-8699**

**Brooklyn: 718-498-3243**

**Manhattan: 212-334-2506**

**Queens: 718-206-3286**

**Staten Island: 718-816-1521**

The following programs provide specialized services to meet a wide range of residents' needs:

Supportive Outreach Services (SOS) is based on referrals received from property management, neighbors, family members, and other NYCHA departments, or upon direct request from residents. SOS provides supportive services in order for residents to be able to meet their daily living needs. Staff interviews each resident to help assess their particular situation and assists in determining their needs. Staff helps to develop a service plan and makes referrals as needed. Staff also intervenes in crises involving acute psychiatric emergencies, traumatic incidents, family crises, domestic violence, child abuse/neglect, elder abuse/neglect, and substance abuse.

Emergency Transfer Program (ETP) offers an opportunity for residents and their authorized family members to quickly and confidentially relocate from their present development to one in another area. ETP is available to assist emergency transfer applicants to obtain needed documentation in order to qualify for a transfer as a victim of domestic violence, intimidated victim

or witness, or child sexual abuse victim. Emergency transfer applicants approved for transfers are also referred to counseling, safety planning, and other services related to their need for the transfer.

Witness Relocation Program enables district attorneys, U.S. attorneys, or other appropriate law enforcement agencies to ensure the safety and continued cooperation of intimidated witnesses in the prosecution of criminal cases. Witnesses are given a priority for public housing or Section 8 (when vouchers are available).

Veterans Affairs Supportive Housing (VASH) helps homeless veterans and their families find and maintain affordable, safe, and permanent housing through the use of the U.S. Department of Housing and Urban Development's Section 8 "Housing Choice" rental assistance vouchers and the U.S. Department of Veterans Affairs' (VA) case management services. VASH staff helps eligible veterans referred through the VA to access NYCHA housing utilizing their voucher, assists them with a smooth transition into their NYCHA apartment, and ensures that they remain linked to the VA's case management services.

Family Re-entry Pilot Program helps reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides the returning individual with re-entry services. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services.

Western Queens Family Investment Center provides residents with vital and "real-time" community information. Residents also benefit from economic asset development, youth empowerment programs, community building, and tenancy assistance.

Furniture Distribution Program secures donations of furniture, bedding, clothing, and assorted household items from hotels, motels, and other sources throughout the metropolitan area in order to assist NYCHA residents in need of basic furniture items, primarily due to a fire, a domestic violence or other family turmoil situation, or a natural disaster. In special needs cases, this program also provides furniture to indigent elderly residents in need of replacing old and unusable furniture.

## RESIDENT EMPLOYMENT

NYCHA's Office of Resident Economic Empowerment and Sustainability (REES) supports residents to increase their income and assets through programs, policies, and collaborations in four key areas:

- Employment and career advancement;
  - Adult education and vocational training;
  - Financial empowerment; and
  - Resident business development.
- REES offers a variety of services through partnerships with high-quality service providers. NYCHA recognizes that every public housing community is unique; therefore, REES has divided New York City into 15 geographic “zones” – each with a set of local partner organizations working to provide you with quality services.
- Through REES, you can:
    - Connect with local economic opportunities, such as hiring events and training sessions;
    - Access Section 3 and other local job opportunities more easily;
    - Enroll in adult education programs;
    - Take advantage of various NYCHA rent incentive programs;
    - Improve your credit or manage debt through financial empowerment services; or
    - Learn how to start or grow a business.

### SECTION 3

Section 3 is a U.S. Department of Housing and Urban Development mandate that requires employment and other economic opportunities at public housing authorities to be directed, whenever possible, to public housing residents and other low-income residents. In addition to Section 3 employment, NYCHA created the Resident Employment Program (REP), which requires that 15 percent of the labor costs of NYCHA construction contracts greater than \$500,000 be spent on resident hiring.

To access Section 3 job opportunities, you must have the necessary certifications and qualifications to perform the work on the job site. Interested residents should attend a REES information session, where they

can learn more about Section 3 and undergo an assessment of their skills, interests, and qualifications. Once Section 3/REP jobs become available, REES staff matches qualified candidates with opportunities and provides referrals to contractors for interviews. For each available opportunity, REES refers at least two qualified NYCHA residents, with the contractor selecting the candidate who is the best fit for the available job.

Residents with established businesses can register as “Section 3 Business Concerns” by visiting the “Doing Business with NYCHA” section of NYCHA’s website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha). Please note that such registration is not a guarantee of business contracts with NYCHA or with NYCHA’s vendors.

## **NYCHA RESIDENT TRAINING ACADEMY**

Residents who lack the necessary experience or certifications for Section 3 and other job opportunities can be connected to the NYCHA Resident Training Academy (NRTA) and other training programs available through REES partners.

The NRTA, funded by Robin Hood Foundation, provides employment-linked training opportunities and job placement assistance to NYCHA residents in the construction, pest control, maintenance, and janitorial fields. REES works with successful graduates of the Academy to provide job placement assistance by focusing on jobs with career paths.

### How to Access REES Services

Online: To learn more about REES’ programs and services, we encourage you to visit us online at the “Opportunity NYCHA” website ([www.opportunitynycha.org](http://www.opportunitynycha.org)). You can search for REES partners in your area and register for upcoming events, such as job screenings or testing and application sessions for the NYCHA Resident Training Academy. To stay up to date with REES offerings, please sign up online for our bi-weekly newsletter, where you will receive timely, relevant information about local and citywide initiatives.

Phone: Call REES at **718-289-8100** to speak with a REES Referral Associate for more information about available services and to register for any upcoming recruitment events or information sessions.

Visit your Property Management Office: Most Property Management Offices can make web-based referrals of residents to local REES service providers for

services such as financial counseling or vocational training. We encourage you to speak with your Housing Assistant about referral opportunities available at your development.

Visit our office: REES hosts information sessions two times a week at 787 Atlantic Avenue in Brooklyn at 8:30 a.m. To receive services, you must be a NYCHA or Section 8 resident, and a photo ID is needed to enter the building. If you have a resume, we encourage you to bring it with you. You can register for an information session by calling REES at **718-289-8100**.

## EQUAL OPPORTUNITY

Residents and applicants for housing who believe they are at a disadvantage because of physical or discriminatory circumstances can turn to NYCHA's Department of Equal Opportunity (DEO). DEO provides several services.

In accordance with federal, State, and local law, DEO's Office of Employment and Fair Housing Investigations investigates complaints of alleged discrimination from residents and applicants for housing. The Unit also reviews the applications of applicants who have been found ineligible for public housing and claim a disability-related right. Residents and applicants with disabilities who need help obtaining decent, affordable, and accessible housing or a reasonable accommodation in NYCHA's developments can enlist the assistance of the DEO's Services for People with Disabilities Unit (see below).

### PERSONS WITH DISABILITIES

NYCHA residents with mobility impairments and other physical disabilities may request transfers to apartments that are accessible. An apartment is considered to be accessible if, in addition to necessary modifications to the apartment itself, a mobility-impaired resident can get from the street to the apartment without any obstruction. A resident may also request that his or her current apartment be modified to provide a "reasonable accommodation" for a household member with a disability. A "reasonable accommodation" can be structural, such as the installation of a grab-bar or a roll-in shower.

NYCHA housing applicants and residents with disabilities may have a right to other types of reasonable accommodations. Anyone with a medical, mental, or psychological impairment has a disability that may give the individual a right to reasonable accommodations. Examples of impairments are mobility impairments, sensory impairments (e.g., blindness or deafness), chronic health problems (e.g., asthma), and mental health problems. A reasonable accommodation can be a change in NYCHA policies, procedures, or practices so that individuals with mobility impairments and other physical disabilities have equal opportunities to participate in and benefit from



NYCHA programs. Some examples of reasonable accommodations include:

- Sign language interpreters;
- Documents in Braille;
- Other way of making information and communications accessible to people who have speech, language, or vision impairments;
- Allowing a third party to make rent payments on behalf of a person with a mental disability; and
- For a resident with breathing problems: an additional air conditioner unit if the electrical system permits; transfer to a temporary location during mold and moisture abatement; permanent relocation to other NYCHA housing if the apartment is uninhabitable and another apartment is available; use of low-toxicity fungicides to cover surfaces with mold; and/or the use of appropriate dust suppression methods during mold removal.



To request a reasonable accommodation, you can use NYCHA's Reasonable Accommodation Request form (040:425) and the Disability Verification form (040:426), which are available at each Property Management Office. Hearing-impaired individuals may call TDD (Telephone Device for the Deaf) at **(212) 306-4845** to inquire about transfers and reasonable accommodations. All forms may also be obtained online at [www.nyc.gov/html/nycha/html/community/equalopp.shtml](http://www.nyc.gov/html/nycha/html/community/equalopp.shtml). You can request an accommodation from NYCHA at any time.

A Property Manager or Supervisor will review your request within five days after receiving medical and other documentation. If he or she cannot grant your request, he or she will refer it to the Public Housing Reasonable Accommodations Coordinator, who will have 30 days to make a decision, unless NYCHA needs more time. If NYCHA needs more time, NYCHA will tell you in writing and explain why. NYCHA will send you a notice with the decision. If you do not agree with the decision, you can request a grievance hearing by checking the appropriate box on the notice and returning it to the address indicated within 30 days, or by contacting your Property Management Office.

If you have any questions, you may contact NYCHA's Department of Equal Opportunity.

## KEEPING IN TOUCH

### NYCHA ON THE INTERNET

For the latest news and happenings at NYCHA, log on to [www.nyc.gov/nycha](http://www.nyc.gov/nycha), get our e-newsletter at [on.nyc.gov/1hIShhd](http://on.nyc.gov/1hIShhd), and follow us on Facebook at [www.facebook.com/nycha](http://www.facebook.com/nycha) and Twitter at [www.twitter.com/nycha](http://www.twitter.com/nycha).

### NEW YORK CITY HOUSING AUTHORITY JOURNAL

The New York City Housing Authority Journal is a 16-page, bilingual, tabloid newspaper that is published 10 times a year. The Journal provides a roundup of NYCHA-wide news, with a focus on residents. Each issue includes a column by the NYCHA Chair. The Journal is hand delivered to each of the 178,000 apartments in NYCHA's developments. An archive with every issue from the last 10 years is on NYCHA's website at [www.nyc.gov/html/nycha/html/residents/journal.shtml](http://www.nyc.gov/html/nycha/html/residents/journal.shtml).



### CHECK YOUR BULLETIN BOARD

To keep up with what is going on in your development, check your Property Management Office's bulletin board periodically. The bulletin board will have information about Resident Association meetings, Resident Watch, meeting notices, community events, and other news.

## CONTACT INFORMATION

New York City Housing Authority  
250 Broadway  
New York, NY 10007  
212-306-3000

### Board Members:

212-306-3454  
[board.members@nycha.nyc.gov](mailto:board.members@nycha.nyc.gov)

### Borough Property Management Offices for NYCHA Residents

Bronx..... 718-409-8626  
Brooklyn ..... 718-649-6400  
Manhattan ..... 212-427-8542  
Queens/Staten Island ..... 718-657-8300

### Emergency and Routine Maintenance Repairs for NYCHA Residents

Call the Customer Contact Center (CCC) at 718-707-7771 24 hours a day, seven days a week to report a maintenance emergency. Schedule an appointment for routine repairs Monday through Friday from 6:00 a.m. to midnight.

### Equal Opportunity Department:

212-306-4468

### Freedom of Information Law (FOIL) Requests and Subpoenas:

212-306-8680

## Housing Applications Offices

### Brooklyn/Staten Island

787 Atlantic Avenue, 2nd Fl.  
Brooklyn, NY 11238  
718-707-7771

### Queens

90-27 Sutphin Boulevard, 4th Fl.  
Jamaica, NY 11435  
718-707-7771

### Bronx/Manhattan

478 East Fordham Road  
(1 Fordham Plaza), 2nd Fl.  
Bronx, NY 10458  
718-707-7771

## Inspector General

Report any incidence of fraud, waste, or serious mismanagement at NYCHA: 212-306-3355

## Language Services Unit

212-306-4443

The Language Services Unit translates official NYCHA documents and provides interpreter services to residents and applicants with limited English-speaking abilities to ensure equal access to information and services.

## Law Department

212-776-5000

Legal papers to be served on NYCHA must be served between the hours of 9:00 a.m. and 5:00 p.m. at 250 Broadway, 9th Floor, New York, NY 10007

## Lockbox Unit

For information concerning the processing of public housing monthly rent payments: 212-306-6776

## Media Inquiries

212-306-3322

## Resident Employment Services Hotline

718-289-8100

# New York City Housing Authority

Shola Olatoye  
*Chair & Chief Executive Officer*

Cecil R. House  
*General Manager*

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