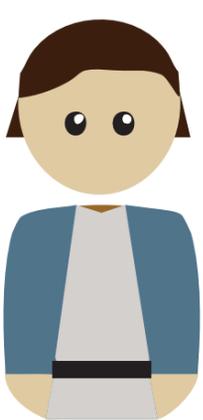


A New Pilot Program to Enhance Customer Service

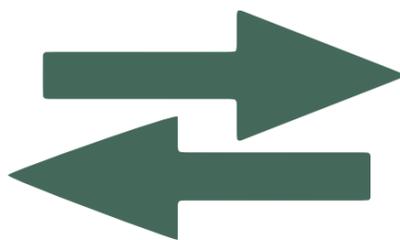


Goals

1. Collaboration with residents



Property Manager



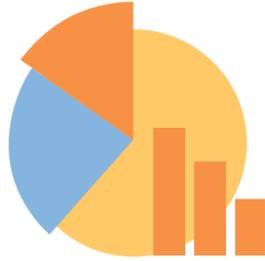
Resident Leadership

Resident Leaders and Property Managers will work collaboratively to make decisions that are in the best interest of the development and the residents.

2. Improve customer service



Consistent levels of professionalism



Performance metrics



Clear standards based on best practices

3. New ways to work

Property Manager responsible for:

- Development operations
- Flexible decision making processes
- Establishing staffing levels using the new budget

Who will report to the Property Manager?

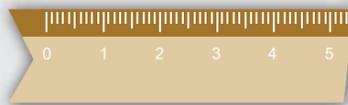
- All location staff
- Skilled trades for the development



4. Better financial management



Bottom-up budgeting process incorporates resident and staff input



Budget decisions tailored to each development's needs



Use of central office services can be customized for each development



18 Participating developments

Bronx

- Melrose
- Mitchel
- Mill Brook
- Mott Haven
- Patterson

Brooklyn

- Brownsville
- Howard
- Langston Hughes
- Seth Low
- Tilden
- Unity Plaza
- Van Dyke
- Woodson

Manhattan

- East River
- Jefferson
- Lincoln
- Wagner
- Wilson/White/Metro North

*Sites selected upon proximity to each other to work as clusters.

Timeline



- Launches **January 1, 2015**
- Best practices from pilot: **Implemented immediately**
- Full implementation: **3-5 years**