



**TESTIMONY**

Presented by

**Karen Taylor**  
**Assistant Commissioner, Community Services**

on

**Oversight: Aging in Place – Home Repairs for Seniors**

before the

**New York City Council**  
**Committee on Aging**

on

**Wednesday, February 28, 2018**  
**10:00 A.M.**

at

**Council Chambers, City Hall**  
**New York, NY 10007**

Good morning, Chairperson Chin and members of the Aging Committee. I am Karen Taylor, Assistant Commissioner for the Bureau of Community Services at the New York City Department for the Aging (DFTA). I am joined today by colleagues from the New York City Department of Housing Preservation and Development (HPD). On behalf of Commissioner Donna Corrado, I would like to thank you for this opportunity to discuss aging in place and home repairs for seniors.

## **AGING IN PLACE**

Seniors represent the fastest growing segment of New York City's population. In 2015, New York City's population aged 60 and older comprised nearly 1.6 million adults, or approximately 19 percent of the City's population.<sup>1</sup> By 2040, New York City's 60 and older population will significantly increase to a projected 1.86 million, an increase of almost 50 percent from 2000.<sup>2</sup> Older adults who were less than one in every six New Yorkers in 2000 will be more than one in every five in 2040. In addition, as individuals age, their range of mobility decreases and the need for appropriate in-home services, adaptive equipment and the least restrictive environment increases.<sup>3</sup> In 2015, 36 percent of all older New Yorkers reported some level of disability, including: physical disabilities that affected walking, climbing stairs, reaching, or lifting; conditions that restricted their ability to go outside the home; mental, cognitive or emotional conditions; limitations in their ability to perform self-care activities, such as dressing and bathing; hearing loss; and vision loss.<sup>4</sup>

"Aging in place" describes individuals who continue to live in their homes as they age, rather than relocating. A majority of older adults prefer to age in place.<sup>5</sup> In New York City, 96 percent of older adults are currently aging in place in non-institutional settings.<sup>6</sup> As the population of older New Yorkers continues to increase, homes and communities become more and more important in the aging process as well.

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<sup>1</sup> US Census Bureau. 2015 American Community Survey.

<sup>2</sup> 2000 Census; NYC Department of City Planning. "New York City Population Projections by Age/Sex & Borough, 2010-2040," December 2013.

<sup>3</sup> Westat, Inc. "Highlights from the Pilot Study – First National Survey of Older Americans Act Title III Service Recipients – Paper No. 2," 2002-2003.

<sup>4</sup> *Id.* at 1.

<sup>5</sup> AARP. "Aging in Place: A State Survey of Livability Policies and Practices," 2011.

<sup>6</sup> US Census Bureau. 2010-2014 American Community Survey 5-Year Estimates.

## **LOCAL LAW 51 OF 2015: AGING IN PLACE GUIDE FOR BUILDING OWNERS**

Recognizing that the vast majority of older New Yorkers are aging in place, Int. No. 702-A of 2015, introduced by former Council Speaker Mark-Viverito and Chair Chin, was signed by the Mayor in June of that year as Local Law 51. The law required DFTA, in consultation with HPD, the Department of Buildings, the Mayor's Office for People with Disabilities, relevant businesses, and nonprofit organizations to create a guide for building owners regarding aging in place. As part of Age-friendly NYC, DFTA contracted with the American Institute of Architects New York Chapter Design for Aging (AIANY DFA) Committee, in collaboration with housing experts from across the public and private sector, to produce this guide.

In 2016, DFTA issued the "Aging in Place Guide for Building Owners: Recommended Age-friendly Residential Building Upgrades." The guide recommends residential building modifications to accommodate older tenants. By making these improvements, building owners can help residents remain in their homes as they age – safely, comfortably and independently. While the recommendations are made with older adults in mind, many of the suggested improvements would make buildings and apartments more livable for residents of all ages. In addition, the AIANY DFA Committee secured grant funding to translate the Aging in Place guide. The guide is available in English, Spanish and Chinese.

## **MINOR RESIDENTIAL REPAIRS PROGRAM**

Central to the agency's mission is to ensure the dignity and quality of life of New York City's diverse older adults. DFTA is deeply committed to assisting older adults so they may age safely in their homes, and remain actively engaged in their lives and their communities. The agency's Minor Residential Repairs Program (MRRP) is a small but essential component of DFTA's portfolio of services aimed at assisting older adults in remaining independent and safe in their homes.

Currently, DFTA contracts with New York Foundation for Senior Citizens for the Minor Residential Repairs Program. The program provides more than 6,000 hours of service annually, and in FY '17 served 2,505 seniors. MRRP is designed to assist low-income homeowners in maintaining their residences by providing residential repairs and upkeep tasks. Homeowners are defined as older adults who are aged 60 and older, owning a one to four family home or a unit in

a co-op building or condominium. On a limited basis and with explicit consent of the landlord, and after attempts have been made to have the landlord make the repair, the program can assist renters as well.

As this program is funded through the federal Community Development Block Grant (CDBG), 51 percent of the recipients must have a low-to-moderate income, as defined by the Section 8 income limits, although in fact about 75 percent of the seniors served through this program have low or very low incomes. CDBG is a federal block grant allotted to states and local governments based on a formula to address a wide variety of community development needs.

After an in-home assessment is conducted by a social worker, repair staff members are assigned to perform one of various tasks in the person's home and/or on the person's property. The social worker and other support staff are key to the success of this program, as they determine eligibility, seek to understand and evaluate the person's mental and physical well-being, assess underlying causes for the disrepair, and identify potential issues that may need to be addressed. MRRP staff have an understanding of and linkages with other community based programs for possible referrals and additional needed interventions.

MRRP can assist eligible homeowners, and to a very limited extent renters, with minor residential repairs, upgrades and maintenance tasks. These tasks include:

- **Safety and Security:** Installation of locks, window gates and other security features; screen repairs and window pane repairs and replacements; installing smoke and/or carbon detectors
- **Plumbing:** Faucet repair and installation, unclogging drains, toilet repairs
- **Carpentry:** Securing loose floor boards, stairs and railings, and treads
- **Electric and heating:** Minor non-structural electrical repairs, e.g., changing a light bulb that is out of the senior's reach; address minor heating and cooling problems
- **Home maintenance:** Cleaning and repair of drain pipes and gutters, painting and patching of walls and ceilings
- **Masonry:** Minor cementing, plastering and patching
- **Weatherization:** Caulking windows and installing weather stripping

- **Home Safety:** Install handrails, grab bars or other safety devices

Minor problems in one's home often lead to bigger issues later on if unaddressed, but older adults may find the process of hiring plumbers, contractors or electricians overwhelming, and the prospect of admitting strangers into their homes intimidating. Seniors who are frail or disabled are often more susceptible to crimes, including financial scams, and thus may avoid situations that would increase their sense of vulnerability. Cost is also a factor in not addressing problems immediately; seniors often live on a fixed income with very limited disposable funds to address problems that arise. This free service addresses these and other common concerns.

A concept paper for MRRP was issued last May and an RFP for the program was released last November. New York Foundation for Senior Citizens submitted the winning proposal. The MRRP contract is expected to start in July 2018. The contract is \$1.25 million for the three year term or \$417,000 annually.

#### **PROJECT METROPAIR**

Metropair, a program sponsored by Council discretionary funding, is a free home safety and security program for older adult and people with disabilities throughout all five boroughs of New York City. The goal of the program is to upgrade the soundness of a client's residence to improve its structural integrity and safety.

Highly-skilled and fully equipped, Metropair service technicians travel throughout the City to provide clients with necessary repairs. The Metropair program prevents illness and injury, prevents or postpones institutionalization and improves the overall quality of life for seniors.

Home repairs performed include:

- Installing locks, peepholes, doorbells, window guards, and other security-related hardware
- Installing smoke alarms and carbon monoxide alarms
- Installing bathroom grab bars
- Fixing washers in leaking faucets
- Light carpentry work, such as fixing broken stairs and some furniture

- Fixing damaged drywall
- Replacing or repairing flooring in small areas
- Painting or plastering small areas

Additionally, Metropair staff refer the older adult clients to Met Council for their social service needs, when necessary and appropriate. This program enables seniors to live independently and remain in their home for longer, and also reduces medical bills. Metropair served a total of 1,191 clients in FY '17.

### **AGE-FRIENDLY NYC**

Since its inception, Age-friendly NYC – a partnership of the Administration, the Council and the New York Academy of Medicine – has made access to safe, accessible and affordable housing a priority. In addition to the Aging in Place guide, there are a number of other Age-friendly initiatives that help older adults remain in their homes and communities as they age, including:

- The Department of Health and Mental Hygiene offers a Healthy Homes for Older Adults training program on specific risk factors for injury and illness, and best practices for prevention. Topics include fire, falls, pests, and heat illness. The training is provided to health and social services providers who work with older adults in the home, in order to improve their understanding of the burden of home environmental risks.
- The Mayor's Office for People with Disabilities (MOPD) released the Inclusive Design Guidelines, New York City, Second Edition (IDG) last year, in collaboration with the International Code Council. The aim of the IDG is to create more user-friendly and safe buildings and landscapes that improve the quality of life for everyone – including children, older adults and individuals with disabilities. The IDG offers technical guidance to help designers produce multisensory enhanced environments that accommodate the diverse range of physical and mental abilities of all ages. Recommendations in the IDG can be applied for all use and occupancy classifications, particularly residential and commercial buildings.

- Project Open House (POH), also administered by MOPD, is a home modification program designed to increase independence in the activities of daily living, thus helping people with disabilities remain a part of their communities. Individual eligibility is determined by evaluating income and disability, and is on a first come, first served basis. MOPD conducts outreach in the disability community to seek participants. The City contracts with HPD to operate POH to increase accessibility in the homes of people with disabilities. For FY '17, POH received 102 applications. Services provided include bathroom modifications and installation of a vertical platform lift, handrails and automatic operated doors.
- The Department of Consumer Affairs (DCA) distributes a tip sheet that provides recommendations for home improvement contractors to consider the special needs and circumstances of older adults when making repairs, and how they can help older New Yorkers live more safely at home. It is available online in English and Spanish. DCA also distributes the tip sheet as part of the Home Improvement Contractor license application packet at the DCA Licensing Center and New York City Small Business Support Center.

## **CONCLUSION**

Thank you again for this opportunity to testify on aging in place and home repairs for seniors. I am pleased to answer any questions you may have.

# Aging in Place Guide for Building Owners

RECOMMENDED AGE-FRIENDLY  
RESIDENTIAL BUILDING UPGRADES



Bill de Blasio  
NYC Mayor

Melissa Mark-Viverito  
NYC Council Speaker

**NYC**

Department for  
the Aging

Donna M. Corrado, Ph.D.  
Commissioner



**AIA**  
New York



**AGE  
FRIENDLY**  
NYC

# Aging in Place Guide for Building Owners

## RECOMMENDED AGE-FRIENDLY RESIDENTIAL BUILDING UPGRADES

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# Letter from the Mayor

Dear Friends:

Protecting the health, safety, and well-being of all our residents, no matter their age, background, or the borough they call home, is one of my administration's greatest priorities. This means working to ensure that our city remains a safe place to grow old, and thanks to the efforts of the New York City Department for the Aging and Commissioner Donna Corrado, the Age-Friendly NYC Commission, and leaders such as City Council Speaker Melissa Mark-Viverito and Council Member Margaret Chin, we are making tremendous progress toward achieving this goal.

We are already taking steps to develop more affordable housing for older New Yorkers and increase civic participation, transportation options, and health and social services. To build on this momentum as our senior population continues to grow, we will need the support of communities across our city and from building owners like you.

Thousands of older individuals choose to “age in place,” remaining in the homes and neighborhoods they have helped build and contributed to all their lives. This guide offers a wide range of recommendations for renovations and improvements that will protect the safety of older tenants and improve the quality of life for all residents.

I encourage you to review this guide and consider making some of these important modifications in your buildings. Our older residents play an important role in our communities, and by ensuring they can age with grace and dignity, we can build a brighter, stronger future for all New Yorkers.

Sincerely,

A handwritten signature in black ink that reads "Bill de Blasio". The signature is written in a cursive, flowing style.

**Bill de Blasio**  
Mayor



# Introduction

This “Aging in Place Guide for Building Owners,” created through a collaboration of the New York City Department for the Aging and the American Institute of Architects New York Design for Aging Committee, recommends residential building upgrades to accommodate older tenants. By making these improvements, building owners can help residents remain in their homes as they age – safely, comfortably, and independently. While the recommendations are made with seniors in mind, many of the suggested improvements would make buildings and apartments more livable for residents of all ages.

“Aging in place” describes individuals who continue to live in their homes as they age, rather than relocating. Research suggests that a majority of older people prefer to age in place.<sup>1</sup> Ninety-six percent of older New Yorkers are currently aging in place.<sup>2</sup> As people age, they become predisposed to multiple chronic conditions that can lead to diminished functional capacity. For older people to remain independent, their housing must accommodate their changes in ability.

Many of the guide’s recommended upgrades are designed to help prevent falls. One in three Americans age 65 and older falls each year and one in five falls causes a serious injury.<sup>3</sup> Annually, 2.5 million seniors are treated in hospital emergency departments for fall injuries.

Other recommendations address social isolation, which is common among seniors and can be detrimental to both physical and mental health. Making improvements to building entrances and common areas can address isolation by helping to increase tenants’ interactions with neighbors, family, and friends.

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<sup>1</sup> AARP, Aging in Place: A State Survey of Livability Policies and Practices (2011).

<sup>2</sup> U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates.

<sup>3</sup> Centers for Disease Control and Prevention. Important Facts About Falls.

## NEW YORK CITY LOCAL LAW 51

Local Law 51 of 2015 – introduced as Int. No. 702 by Council Speaker Melissa Mark-Viverito, Chair of the Council Committee on Aging Margaret Chin, and several Council members – was signed by Mayor Bill de Blasio in June 2015. The law requires the Department for the Aging, in consultation with the Department of Buildings, the Department of Housing Preservation and Development, the Mayor’s Office for People with Disabilities, relevant businesses, and nonprofit organizations to create a guide for building owners regarding aging in place. As part of the Age-Friendly NYC initiative, the Department for the Aging contracted with the American Institute of Architects New York, in collaboration with housing experts from across the public and private sector, to produce this guide.

## WHY MAKE MODIFICATIONS?

Nearly 1.4 million adults age 60 and over live in New York City, a number projected to increase by 40.7% over the next 24 years to almost 2 million people in 2040. The need for age-friendly residential buildings has never been greater. Older tenants in residential buildings can increase neighborhood stability and provide “eyes on the street” during business and school hours. They are often vital members of building and neighborhood social networks and are reliable customers of local businesses. Since aging is a universal process, the building modifications suggested in this guide can benefit all long-term tenants as well as resident building owners. They will also reduce the risks of falls and other injuries, which could result in legal issues and additional costs for the building owner.

## USING THE GUIDE

This guide offers recommendations for renovations to existing multi-unit residential buildings, with and without elevators, from two-family houses to apartment buildings of all sizes. Suggestions range from simple, do-it-yourself modifications to larger alterations requiring skilled expertise. Recommendations should be implemented where possible; some require sufficient space, budget, or staff.

The first section of the guide, *Throughout the Building*, outlines building modification strategies for all exterior and interior building areas. The following sections – *Building Entry and Exterior Areas*, *Interior Common Areas*, and *Apartments* – illustrate age-friendly retrofits for those three primary spaces of an apartment building. For more information about financial incentives, design guidelines, and legal questions, please consult the *Resources* section in the back of the guide.

## OLDER ADULTS IN NEW YORK CITY

Of New Yorkers age 65 and over, 27% report ambulatory difficulty,<sup>4</sup> yet in New York City, only 51% of units in multifamily buildings with elevators and 3% of units in multifamily buildings without elevators are fully accessible.<sup>5</sup> Many households lack inexpensive improvements that can prevent falls, like bathroom

grab bars.<sup>6</sup> Of the New York hospitalizations due to falls, 53% (approximately 9,400) occur in the home, as compared to 7% in the street.<sup>7</sup> Additionally, half of older adults in New York live alone.<sup>8</sup> Living alone is a risk factor for social isolation, which is associated with negative health outcomes.<sup>9,10</sup> Changes to the built environment that enhance safety and encourage social cohesion can mitigate these risks. This guide presents a series of low-cost improvements to housing that can improve the overall health and well-being of older New Yorkers and maximize their social, physical, and economic participation in their communities.

Senior tenants can be vulnerable to harassment and displacement. They are protected by regulations, including the New York City Commission on Human Rights Law, which calls for reasonable accommodations for people with disabilities.

This guide is an initiative of Age-Friendly NYC, a partnership of the Office of the Mayor, the New York City Council, and the New York Academy of Medicine to maximize the social, physical, and economic participation of older people and thereby improve their overall health and well-being. Access to safe, accessible, and affordable housing has been a priority for Age-Friendly NYC since its inception in 2007.

Guide recommendations may not achieve full-building accessibility for people with all types of disabilities, as this may not be feasible for many existing buildings. The guide also does not cover new construction. However, many of the principles presented here can apply to the design of new buildings or building additions.

The information contained in this publication is being provided for informational purposes only. This publication and the information contained herein should not be a substitute for the advice of a registered professional architect, a licensed contractor, a licensed attorney, or other licensed and accredited professional. Building retrofits must comply with all national, state, and local laws.

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<sup>4</sup> U.S. Census Bureau. American Community Survey, 2008-2012 American Community Survey 5-Year Estimates (2013).

<sup>5</sup> U.S. Census Bureau. New York City Housing and Vacancy Survey. 2014:Table 96.

<sup>6</sup> Office of the City Comptroller John C. Liu. Housing in New York City : The Coming Crisis. New York (2013).

<sup>7</sup> Epi Data Brief - Falls among Adults Age 65 Years and Older in New York City. New York City (2012).

<sup>8</sup> U.S. Census Bureau

<sup>9</sup> Steptoe A, Shankar A, Demakakos P, Wardle J. Social isolation, loneliness, and all-cause mortality in older men and women. *Proc Natl Acad Sci U S A.* 2013;110(15):5797-5801. doi:10.1073/pnas.1219686110.

<sup>10</sup> Mistry R. Social isolation predicts re-hospitalization in a group of older American veterans enrolled in the UPBEAT Program. *Int J Geriatr Psychiatry.* 2001;16(10):950-959.



# Throughout the Building

The strategies below can help make interior and exterior building areas more accommodating for aging residents. These overarching recommendations complement the information specific to different building areas in the sections that follow.

## FLOORING AND WALKING SURFACES

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Slippery or irregular walking surfaces, including natural surfaces, can be unsafe for people who have difficulty walking or use mobility devices. By installing non-slip, evenly textured flooring and walking surfaces throughout the building and site, building owners can help prevent falls.

### FLOORING MATERIALS

Install soft, resilient interior flooring materials such as cork, rubber, or linoleum

- These surfaces are gentler under foot than harder materials and can lessen the impact of falls
- For surfaces requiring floor wax, use a product that produces a non-glossy surface

### CARPET

If installing carpet, use a tight-looped version with a low profile (up to 1/2" high) and a thin pad (10-pound density) or no pad, and attach securely to the floor beneath with a direct glue-down application

- While carpet can absorb sound and feel warmer, thick carpet pile and paddings can be tripping hazards
  - Large area rugs should be secured to the floor with non-slip mats or double-sided tape
  - Throw rugs should be avoided
- Carpets should be kept taut and free of bumps

## LEVEL CHANGES

Signal floor material and level changes with a change in texture, color, or light

- Combining strategies helps accommodate multiple users
- Avoid glare and excessive contrast and patterns on floors, which can be perceived as changes in level, or conceal actual changes in level
- Level changes are potential trip hazards



For more information, see:

*International Code Council (ICC) A117.1-2009  
Section 302: Floor Surfaces*

*American Speech-Language-Hearing  
Association: Preventing Falls*



## HANDRAILS AND GRAB BARS

**To prevent falls and accommodate residents with difficulty walking, handrails should be installed along pathways and grab bars should be installed in bathrooms.**

### HANDRAILS

Install dual handrails on both sides of stairs, ramps, and hallways, at high and low levels, to prevent falls for taller and shorter residents

- High handrails should be installed 34" to 38" above stair treads or floor; low handrails should be placed at 27" maximum
- Handrails should be 1-1/4" to 2" in diameter with a slip-resistant surface for a secure grip, and should extend 1' beyond the edge of the top stair and 1' plus the depth of a tread at the bottom of the stair

- Provide handrails even if the floor slope is not steep enough to require a handrail by code
- A wainscot trim that protrudes from the wall and is securely fastened can also offer a frame of reference and a touchstone for balance



*Photo courtesy of Christine Hunter.*

## GRAB BARS

Install grab bars with wall reinforcement

- › Grab bars must be installed by a professional and securely anchored to wall studs or masonry
- › Do not rely on towel bars or suction-cup grab bars, as these cannot support enough weight



*For more information, see:*

*International Code Council (ICC) A117.1-2009*

Wide, wheelchair-accessible hallway with handrails and color-contrasting trim marking walkway edges and apartment entrances. Dual-height handrails (not pictured) are also recommended.

## LIGHTING

**By installing appropriate lighting, building owners can help prevent falls and increase building accessibility.**

### LIGHT

Provide sufficient, consistent light levels throughout the building and site, especially on pathways and at entrances

- › Well-lit exterior and interior spaces can help prevent falls and create a safer home
- › Ensure adequate lighting on all stairs by installing overhead fixtures or wall sconces
- › 25 to 30 foot-candles recommended for egress paths
- › Replace toggle light switches with glow-in-the-dark rocker panels at 36" to 44" above the floor

### LIGHTBULBS

When purchasing new lightbulbs, consider the following

- › LEDs use less energy and last longer than conventional or fluorescent bulbs
- › Buy bulbs with a warm color temperature, between 2,700 and 3,000 Kelvin
- › Look for a color rendering index (CRI) close to 100



*Building entry with an easy-to-read building sign; seating; overhead shade and weather protection; automatic glass doors with an adjacent handrail, a well-maintained, wide path; and plants. Photo courtesy of Encore Community Services.*

## INSTALL INDIRECT LIGHTNING

- › Aim lights at a ceiling or wall surface to avoid direct eye exposure to light sources
- › Use two or more fixtures to avoid shadows; for example, use wall fixtures or sconces on each side of a bathroom mirror
- › Under-cabinet and task lighting can also reduce shadows

## AVOID GLARE

- › Glare is caused by a sharp contrast between a light source and its immediate background or by unevenly lit adjacent spaces
- › In entryways, balance interior and exterior brightness to provide consistent light levels
- › Newer dimming devices can balance brightness automatically
- › Provide sun louvers or window blinds

Install **ELECTRICAL OUTLETS** at 18" to 24" above the floor for easier access

 For more information, see:

*Illuminating Engineering Society of North America  
2014 New York City Building Code, Section BC  
1006: Means of Egress Illumination and Section  
1006.2.1: Sensors and Controls*

## DOORS AND ENTRANCES

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**Building and interior entrances should accommodate mobility devices.**

**Residents with arthritis or mobility issues should be able to open all doors easily.**

### DOORS

Install easy-open doors throughout the building

- › Force required to open a door should be 5 pounds or less
- › Install automatic door openers for heavy doors

Provide door openings of 32" clear width minimum, with main entrance doors being at least 36" wide

- › If the frame and door are inadequate, replace or provide offset hinges or install a pocket door

## ACCOMMODATE MOBILITY DEVICES

Remove or lower thresholds to accommodate mobility devices

- › A no-step or compressible rubber threshold, instead of a raised or hard threshold, reduces tripping hazards and eases access for wheelchairs

## HARDWARE

Install lever-type hardware on all exterior and interior doors

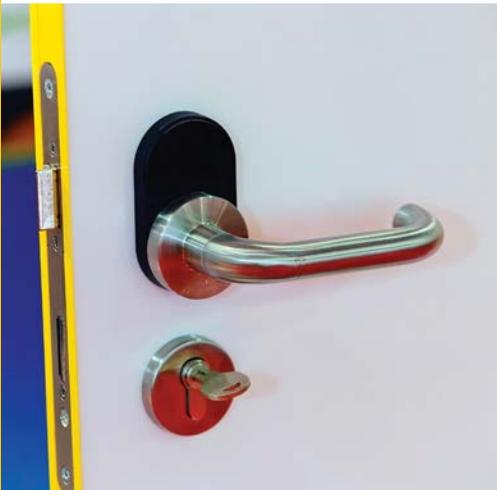
- › Lever-type hardware is easier to use than round knobs or handles, especially for people with arthritis
- › For doors that require locks, use lever hardware that can be operated by an electronic card, requiring only a single motion with one hand to unlock and open the door
- › If a traditional key is used, provide extra lighting or color contrast to make the keyhole visible

## PEEPHOLES

Install exterior and interior entry doors with dual-height peepholes, a viewing panel, or security technology

- › Residents should be able to see who is outside
- › Upper peephole should be placed at 62", and the lower at 48" for use by people in wheelchairs

**FOR PACKAGES**, provide a shelf or other surface next to building and apartment doors and at mailroom or mailboxes



## WAYFINDING

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Wayfinding strategies can help residents with visual or memory impairments find their way around the building. These techniques work best when integrated with architectural and interior design.

### VISUAL CUES

Use redundant visual cues to help residents find their way around the building

- › Each floor can have a visual theme to allow residents with visual or memory impairments to remember a color or picture instead of just a floor number
- › For example, use changes in wall and floor color and texture, pictures, and furniture to differentiate areas

### SURFACES

Use consistent surfaces for similar areas

- › For instance, all corridors should have a similar treatment

- › Use a change from one material to another to signal the beginning of stairs or a ramp or changes in level

### PLANTS

Select plants for fragrance, color, tactile qualities, movement, and seasonal color change

- › Plantings should not only contribute to beautification and environmental benefits, but also residents' health and well-being
- › Avoid poisonous vegetation or vegetation that is irritating to the touch, as well as plants that tend to attract stinging insects



 For more information, see:

*New York City Inclusive Design Guide, Section 714*

*Font size, contrast, and location: International Code Council (ICC) A117.1-2009, Section 703; American Foundation for the Blind*

*Accessible entrance signage: 2012 NYC Local Law 47 and 2014 NYC Building Code Section 1110.2*

*Landscaping: The Horticultural Society of New York*

## SEATING

Seating can encourage socialization and accommodate residents with limited mobility.

### BENCHES

Install a mix of benches, chairs, and tables in high-usage areas

› Tables should be 28" to 34" tall with an adjacent 30" x 48" clear floor space for wheelchair usage and 27" minimum knee clearance

Seating should have arms and backs

› Provide sturdy, comfortable seating  
› Seat height should be 17" to 19"; depth no more than 24"

Provide **WASTE RECEPTACLES** in seating areas

*Outdoor common spaces should have sturdy benches with armrests, clear wide pathways with an even, hard surface, and ample lighting. Photo courtesy of Seong Kwon Photography and Magnusson Architecture and Planning.*

## TECHNOLOGY AND COMMUNICATION

**Building technology and communication systems can help accommodate residents with hearing, visual, or mobility impairments. Appropriate strategies depend on a building's size, budget, and staff.**

### INTERCOM

Install and maintain an easy-to-use intercom system connecting the building front door to individual apartments

- › A visual intercom system accommodates tenants who are deaf or hard of hearing and can increase security
- › Consider additional intercom units in bedrooms and kitchens

### PA SYSTEM

A public address (PA) system can be an inexpensive, effective means of communication, especially in emergencies

- › Install small speakers in each apartment and larger ones in common areas to allow building staff to share information throughout the building, even during a power outage
- › A PA system can be installed using existing intercom wiring

### ADDITIONAL BUILDING SYSTEMS

If sufficient building staff, such as a 24-hour doorman, is available, consider installing:

- › Help buttons or pull stations in isolated and hazard-prone building areas such as bathrooms
- › CCTV two-way communication units in apartments of tenants who need full-time observation

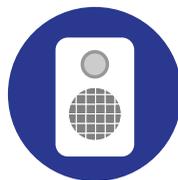
### ALERT DEVICES

In addition to building systems, residents may wear medical alert devices

- › Building owners may be able to purchase an alert system at a group rate
- › Medical alert devices without GPS capabilities may result in false alarms; for example, the fire department may arrive at a resident's apartment if she signals the device while away from home

 For more information, see:

*New York City Inclusive Design Guidelines, Section 702*



# Emergency Planning

The following recommendations to building owners are adapted from New York Academy of Medicine's Resilient Communities: Empowering Older Adults in Disasters and Daily Life. New York City requires emergency plans for buildings located in flood zones.

- *Keep an updated registry of all tenants and their emergency needs*
- *Consult residents on all aspects of disaster planning*
- *Provide training to building staff on how to meet the needs of older people in an emergency*
- *Plan for the reality that individual residents may not comply with mandatory evacuation orders*
- *Support tenant organization*



- *Utilize communal spaces to build social cohesion and promote residents helping each other*
- *Get to know local emergency management personnel*
- *Identify partners to help meet tenants' needs in an emergency (e.g. community- and faith-based organizations, local businesses) and formalize relationships through a memorandum of understanding or other mechanisms*
- *Connect with nearby housing providers to pool resources*



- *Consider resources for redundant power, such as a mobile or built-in generator*
- *Provide tenants with advance notice if elevators or power will be turned off*
- *Distribute emergency information and supplies to every floor*
- *Install a symbol on the front door of every apartment in which a person with a disability or special needs resides to alert responders in case of emergency*



## PEST MANAGEMENT

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Cockroaches and mice are common in New York City. These pests and others affect indoor air quality and can trigger allergic reactions or asthma attacks in some people. Asthma affects more than 1 million New Yorkers. Property managers and building owners can manage pests throughout the building to help keep residents healthy.

### INTEGRATED PEST MANAGEMENT

Follow integrated pest management (IPM) best practices to reduce health risks for older adults

› IPM is a prevention-based pest management method that provides long-lasting pest control, improves building conditions, and is less harmful to residents and pets than traditional pest control

To implement IPM at your building, please review the New York City Department of Health and Mental Hygiene Integrated Pest Management Toolkit for Building Owners, Managers and Staff, which will

- › Provide guidance on adopting building-wide IPM
- › Provide recommendations on hiring a pest management professional
- › Provide a sample scope of work for IPM services
- › Outline pest prevention measures that can be used at unit turnover or during building renovation
- › Outline pest-proofing tactics for residential units
- › Provide tenant guidelines for pesticide use
- › Provide guidance on waste management related to pests

 For more information, see:

*New York City Health Homes Guide: How to Control Pests Safely*

*U.S. Environmental Protection Agency Guidance on Pesticides*

*Stop Pests in Housing website*



# Building Entry and Exterior Areas

All residents should be able to move comfortably and safely from outdoors to their apartments.

## SITE AREAS

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### SLIP-RESISTANT

Install slip-resistant walking surfaces outside and inside

- › Avoid slippery or uneven materials
- › Check walkways for loose pavers and keep paths clear of debris

### SIDEWALK

Maintain the sidewalk adjacent to the building

- › New York City property owners are responsible for installing, repairing, and maintaining sidewalks adjoining their property

### PLANTS

Include plants to promote residents' well-being

### MARKED WALKWAYS

Mark safe-walking areas with contrasting textures and colors

- › Use color and/or texture to identify potential trip hazards such as sidewalk and ramp edges

### PARKING

Provide well-lit parking with a pedestrian path to the building entry

- › Provide accessible parking spaces close to the entry
- › Drop-off areas should be well-lit, with a well-marked and accessible dropped curb at the access point to the adjacent sidewalk or building entry

## LIGHTING

---

### ADEQUATE LIGHTING

Provide and maintain adequate lighting at signs, stairs, pathways, doors, and vestibules

Eliminate dark spots, even on public sidewalk

- › Locate light fixtures to avoid dark spots and shadows
- › Pay special attention to the transition from sidewalk to entry, where falls often occur

## SEATING

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### SEATING AND TABLES

Install seating and tables in shady and sunny areas near the building entrance

- › Place in level, paved areas
- › Avoid sloped zones

Locate seating in high-usage exterior and interior areas

- › Arrange in clusters to encourage socialization

## STAIRS

---

### HANDRAILS

Provide dual handrails (high and low) on both sides of stairs

- › See Throughout the Building

### RAMPS

Provide ramps with dual handrails for people using wheelchairs or walkers

### SLIP-RESISTANT

Provide slip-resistant adhesive strips in a contrasting color at the edge of each stair tread

### STAIRS

When replacing stairs, provide an easier rise and run than required by code

- › For interior stairs, risers should be 4" to 7" and treads 11" to 14"
- › Exterior stairs should have risers no more than 6" tall and treads at least 12" deep

### CLEAR OF DEBRIS

Keep stairs and landings clear of debris and obstructions

Provide **WEATHER PROTECTION** for exterior stairs

### LEVEL LANDING

Provide a level landing at top and bottom of each stair

Install identifying **SIGNAGE** at each floor level

- › Slope should not exceed 1:48
- › Landings should be the width of the stair and 5' clear



## SIGNAGE AND WAYFINDING

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### HOUSE NUMBERS

Add easy-to-read house numbers and directional signage

- › Signs should be visible from the street and sidewalk

### LETTERING

Use big lettering in a contrasting color

- › Minimum character height: 5/8" for text that will be read up close and 1-1/4" for text that will be read from up to 6' away
- › Light-colored lettering on a dark background is generally most legible

Define **ENTRYWAY** with contrasting materials, finishes, and colors

Illuminate **SIGNAGE** with down-lighting to make it visible at night

Add emergency **EXIT** signage

- › Aids in emergency egress in case of fire or loss of power

**USE PICTOGRAMS** such as wheelchair symbols

Add **BRAILLE** signage

## ENTRANCE

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### DOORS

Provide easy-open doors with lever handles and viewing panels

- › Install automatic door operators for heavy doors
- › Viewing panels allow users to see inside and outside

Provide **NO-STEP THRESHOLDS**

- › Use no-step or compressible, rubber thresholds to reduce tripping hazards
- › Thresholds should be no more than 1/2" tall with 1:2 max bevel edges

Provide shade and **WEATHER PROTECTION** on approach to entry

### SIGNAGE

Provide signage directing toward the nearest accessible entrance, if applicable, including a phone number for building staff

**STAIR Lift** no other accessible entrance option is available, consider installing a stair lift

### SIDEWALK

Maintain sidewalk and paths free of snow, ice, leaves, and debris

- › Electric/radiant and similar sidewalk heating systems can melt ice and make a safer walking path

## COMMUNICATION

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› Install and maintain an easy-to-use **INTERCOM** system

› Provide an easy-to-read **TENANT DIRECTORY**



*Social space providing a mixture of moveable chairs with arms and backs, benches, and tables in bright colors with ample lighting, and a view of the outdoors. Photo courtesy of Redtop Architects and Andrew Ruge.*

# Interior Common Areas

Well-designed common areas can encourage socializing and reduce feelings of isolation. The recommendations below are for the most typical apartment building common areas. Where space allows, rec rooms, gyms, community gardening areas, communal kitchens, and other common rooms can also promote active use and recreation.

Encouraging and enabling tenants to become acquainted with one another and develop an intra-residential community is likely to increase safety and security, and can help improve building maintenance.

## LOBBY

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Install **SLIP-RESISTANT** surfaces

### COLORS

Add contrasting colors at material and level changes

› Signal level changes to help prevent falls

### HANDRAILS

Add handrails along circulation routes

› See *Throughout the Building*

### FLOORS

Avoid slippery floors in wet weather

› Install a non-slip entrance floor mat  
› Provide umbrella bags

Provide a **SHELF** or other surface at the front door and mailroom or mailboxes for bags and packages

Provide a **RAMP** or platform lift at level changes

### EMERGENCY ITEMS

Stock lobby storage closet with accessible and emergency items

› Items stored may include mobility device, portable stair climber, evacuation chair, dedicated power outlet, emergency phone charging station, and small lockers for tenants' devices and valuables

## LIGHTING

---

### ADEQUATE LIGHTING

Provide and maintain adequate lighting at signs, stairs, pathways, mail rooms, entrance, directories, and unit entrances

› See *Throughout the Building*

Provide **EMERGENCY LIGHTING** with battery pack along egress routes

## SIGNAGE AND WAYFINDING

---

### DIRECTORY

Add signage for apartment directory, elevator, and apartment door numbers

Use **BIG LETTERING** in a contrasting color

- › Minimum character height: 5/8" for text that will be read up close and 1-1/4" for text that will be read from up to 6' away
- › Light-colored lettering on a dark background is generally most legible

Use pictograms, such as wheelchair **SYMBOLS**

### COLOR

Use color identification for wayfinding

- › Use contrasting door colors for apartment entrances, service, elevator, and stairs

Add **BRAILLE** signage



## SEATING

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### SEATING AND TABLES

Locate seating and tables in high-usage areas

› Place close to building entry, with views to outside, near elevators and near common areas such as laundry rooms

› Arrange in clusters to encourage socialization

## COMMUNICATION

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### BULLETIN BOARD

Install a bulletin board or digital display

› Post tenant notifications in large, easy-to-read font

› Post information on local senior programs, such as a local senior center program calendar

## LAUNDRY ROOM

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### WASHERS AND DRYERS

Provide front-loading washers and dryers on a raised platform

› Bottom of washer and dryer openings should be 19-1/2" to 34" above the floor (IDG 611.4)

› Ensure appliance controls can be easily reached

› Many manufacturers offer ADA compliant appliances

### BULLETIN BOARD

Provide a bulletin board and shelving for book exchange or other in house programs

› Encourages socialization

Install task **LIGHTING** to illuminate washers and dryers and areas for folding clothes

Install an overflow **WATER SENSOR** alarm

### NON-SLIP FLOORING

Avoid accidents by installing non-slip flooring

› Laundry room floors are often damp or wet

Provide **ACCESSIBLE STORAGE** for tenants' detergents and other supplies

### COUNTERS

Add dual-height counters or tables for folding clothes

› Providing folding surfaces at 28" and 34" allows residents to sit or stand

Provide wheeled laundry **CARTS**



# Apartments

Apartment renovations can help improve quality of life, especially for residents who are not fully mobile, and can prevent falls in the bathroom and other areas.

## LIVING AREAS AND THROUGHOUT THE APARTMENT

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Install **SLIP-RESISTANT** surfaces

Provide **NO-STEP THRESHOLDS**

- › Use no-step or compressible rubber thresholds to reduce tripping hazards
- › Thresholds should be no more than 1/2" tall with 1:2 max bevel edges
- › Providing a threshold in a contrasting color improves visibility and can reduce falls

### CLEAR PATHS

Provide clear, wide paths of travel

- › Keep hallways and pathways clear of furniture and protruding objects
- › Avoid throw rugs and clutter

### GRAB BARS

Add grab bars or handrails along circulation routes

- › See *Throughout the Building*

### COLORS

Add contrasting colors at material and level changes

- › Avoid strong patterns and shiny surfaces

### RAMP

Provide a ramp or platform lift at level changes

### DOORS

Install doors to swing into rooms

- › Bathroom doors are an exception and should swing out

Provide a **SHELF** or other surface at the front door for bags and packages

When replacing **WINDOWS**, consider awning-type units, which are easiest to operate

Provide more **ELECTRICAL**

**OUTLETS** than required by code, at 18" to 24" above the floor

Install **SMOKE AND CARBON**

**MONOXIDE DETECTORS** and test regularly, as required by NYC law

## LIGHTING

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### ADEQUATE LIGHTING

Provide and maintain adequate lighting along pathways and at entrances

› See *Throughout the Building*

Provide motion-sensor **NIGHT LIGHTS** in all rooms and hallways



.....  
*Switching to energy-efficient LED lighting saved us money, allowing us to make other building improvements*

JASA HOUSING STAFF  
.....

### LIGHTING

Provide lighting in all closets with a protective fixture to avoid bulb breakage

› Lighting can be programmed to turn on automatically when the closet door opens

Provide multiple **LIGHTING OPTIONS**, including dimming, to increase user control

## BATHROOM

---

### SLIP-RESISTANT

Provide slip-resistant flooring and an anti-slip bathtub or shower mat

› Use a contrasting color for the bath or shower

› Base-row wall tiles should provide a clear contrast from floor tiles, so that the distinction between floor and wall can be readily perceived

### DOOR

Install the bathroom door to swing out or use a sliding pocket door

› Consider clear offset or expandable hinges to provide a wider door opening  
› Install hardware that allows the door to open easily

### GRAB BARS

Install grab bars at tubs, showers, and toilets

› Install vertical grab bars at the tub or shower threshold

› Towel racks do not provide enough support

› See *Throughout the Building*

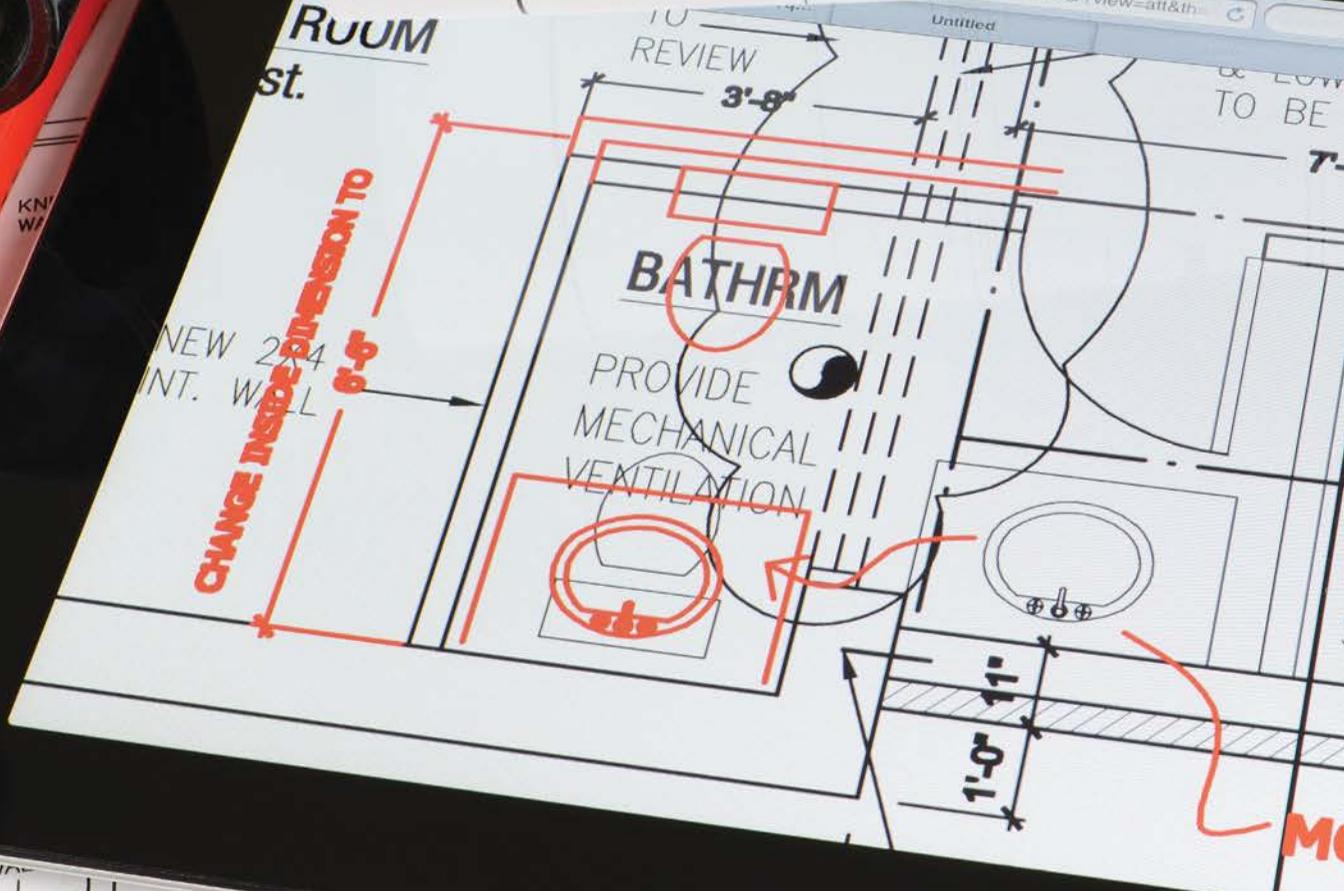
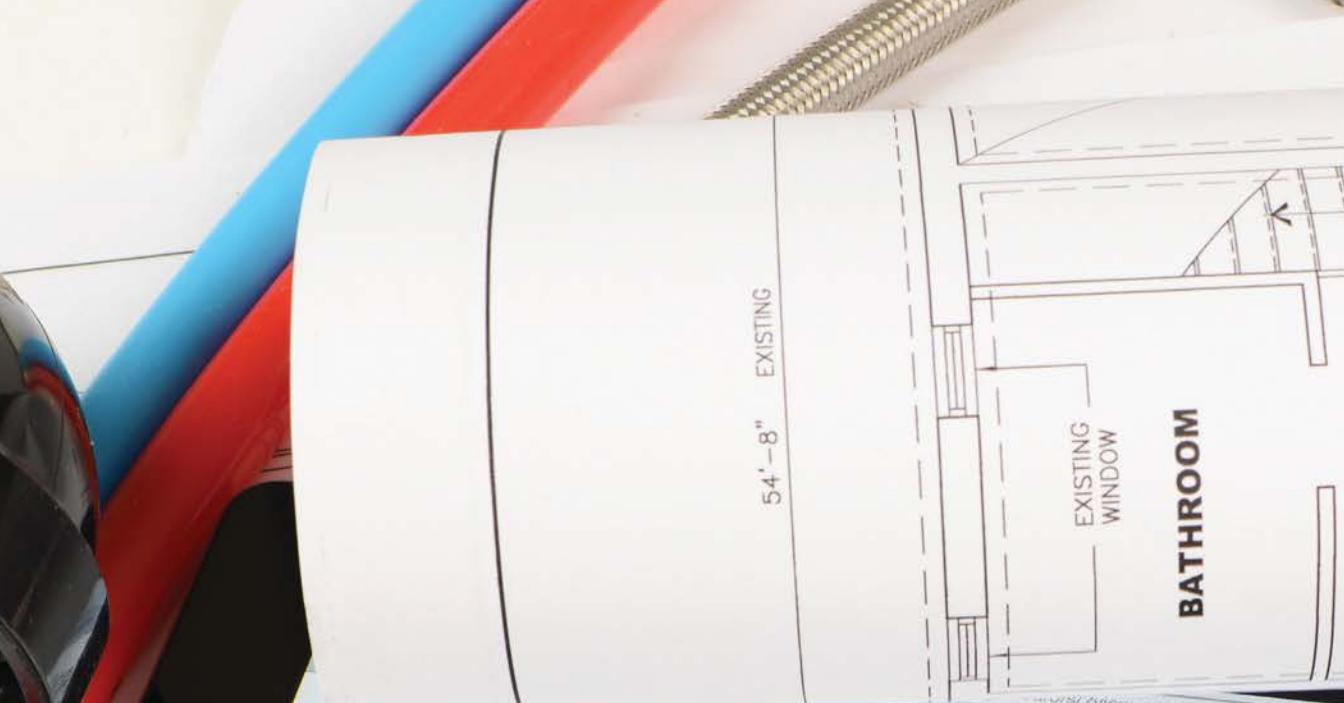
### CABINET

Install sink with removable cabinet below and a reachable mirror and medicine cabinet

› Sink height should be 34" maximum

› Medicine cabinets should be placed at 35" to 40" from the floor to the bottom of the cabinet

› Install an anti-fog mirror or use anti-fog spray



## HARDWARE

Provide easily reachable, lever-type hardware for sink, shower or bath, and toilet

- Lever handles are easier to use than round knobs or handles
- Locate shower or bath controls for caregiver access or provide two sets of controls

## SHOWER

Install a walk-in or no-threshold shower with appropriate drainage

- Install curbless shower doors or provide a shower curtain rod
- Shower-door tracks should not be installed on the bathtub rim as they can impede entry
- Bathtub enclosures should not obstruct controls, faucets, shower and spray units

Install handheld and adjustable shower head

- Allows shower to be used while standing or sitting
- Use non-positive shutoff and 59" minimum hose

Install a **SHOWER SEAT**

- Avoid a flip-down type to prevent injury



.....  
*The new shower with the hose is much more convenient.*

JASA HOUSING SENIOR TENANT  
.....

## ADA COMPLIANT

Install an ada compliant toilet

- Or use a toilet seat riser to provide 17" to 19" height
- Consider a bidet toilet seat unit
- Look for easily visible, lever-type flush controls rather than push button or rounded
- Locate the toilet paper holder so it can be easily reached from the toilet

Install **GLOW-IN-THE-DARK** light switches

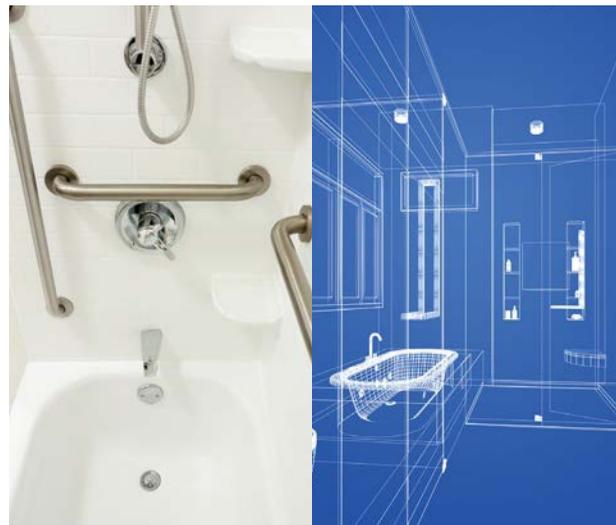
Install **ANTI-SCALD** water devices

- Water temperature should be 120 degrees maximum

Install a water overflow detection **ALARM**

Insulate **EXPOSED PIPES**

Install **GROUND FAULT CIRCUIT INTERRUPTER (GFCI)** outlets



## BEDROOM

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### CLEAR PATHS

Provide clear paths of travel

- › Maintain a clear floor space adjacent to the bed

### LIGHTS

Install two-way switches controlling lights at the bedroom entrance and by the bed

- › Install general and task lighting adjacent to the bed

### REMOTE CONTROLS

Provide remote controls adjacent to the bed

- › For lighting, fan, video, audio, phone, and other types of wireless controls

Install **SMOKE AND CARBON MONOXIDE DETECTORS** and test regularly, as required by NYC law

Provide a **FIRE EXTINGUISHER**

## KITCHEN

---

Install **APPLIANCES** that are compliant with the Americans with Disabilities Act (ADA)

### HARDWARE

Provide lever-type hardware for sink and storage closet doors

- › Lever handles are easier to use than round knobs or handles
- › Install a faucet spray unit, soap dispenser, and a water filter with a remote (accessible) switch

### CABINETS

Install soft-closing cabinets and a removable under-sink cabinet

- › Provide D-type pulls on cabinets and drawers to allow easier opening
- › Install drawers instead of base cabinets
- › Install at least one upper cabinet so that bottom shelf is at 48" above the floor

Do not install cabinets over the stove

- › Locate cabinets so that they do not require reaching over hot surfaces

Provide anti-tip **BRACKETS** on appliances, especially stove

- › Brackets are installed on the back of a stove to keep it from tipping over

### WORK SURFACES

Provide adequate work surfaces and pull-out cutting boards if necessary

- › Provide a countertop section or table at 34" to create a work area accessible from a seated position

Locate wall ovens and microwaves at countertop level, adjacent to an accessible horizontal surface

Install an exhaust hood, ducted where possible

Install task lighting at the sink, stove, and other work areas

**INSULATE** exposed piping

Install smoke and carbon monoxide **DETECTORS** and test regularly, as required by NYC law

Provide a **FIRE EXTINGUISHER**

## STORAGE

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### WHEELCHAIR-ACCESSIBLE

Provide at least one wheelchair-accessible closet

- › Maximize closet door openings to allow easy access to contents
- › See Inclusive Design Guide Section 1005.1 Closets

Provide an adjustable-height

### CLOTHES RACK

### LIGHT

Install a closet light with a control switch located outside the closet

Provide **DEDICATED STORAGE** for mobility devices

Provide trash and recycling **RECEPTACLES** with secure lids and adjacent plastic bag storage

## COMMUNICATION

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### INTERCOM

Install and maintain an easy-to-use intercom system connecting to the building front door

### DOORBELL

Install a doorbell with a strobe signaler or adjustable volume

- › Redundant cues accommodate residents with sight and hearing disabilities
- › Wireless doorbells with a strobe feature can be plugged into an electrical outlet

### PEEPHOLES

Provide peepholes at two levels

- › Upper peephole should be placed at 62", and the lower at 48" for use by people in wheelchairs

### SYMBOLS

Add symbols or decal designator at unit entrance

- › Alert first-responders to check unit in an emergency

For apartments with two or more levels, consider a **STAIR LIFT**



.....  
*I like the new closet with lower shelving, which they renovated according to my requests.*

JASA SENIOR TENANT  
.....



*Apartment entry marked by redundant visual cues: hallway indentation, wall color change, door wreath, and shelf with distinct objects. Design by Perkins Eastman; photo courtesy of Eric Cohen.*



*This guide covers multi-unit residences, from two-family houses to large apartment buildings. Photo courtesy of Christine Hunter.*

# Resources

## FINANCIAL

Many of the building upgrades in this guide are low- or no-cost. Some, such as converting to LED lighting, can help save money over time. For more information on construction costs, see the AARP HomeFit Guide and RSMeans construction cost estimating books.

One in eight New Yorkers is identified as having a disability. Many seniors fall into this category, making some senior-friendly building upgrades eligible for the federal and New York State financial incentives listed below. Consult the resources below and a tax professional to determine for which incentives you may qualify.

### FEDERAL TAX INCENTIVES FOR BUSINESSES

The U.S. government provides two business tax incentives to cover the costs of making access improvements for customers with disabilities. The two incentives below may be used together by eligible businesses, if expenditures qualify under both.

#### Disabled Access Tax Credit

Small businesses with 30 or fewer employees, or with a total revenue of \$1 million or less in the previous tax year, that remove access barriers from their facilities, provide accessible services or take other steps to improve accessibility for customers with disabilities may use the Disabled Access Credit (IRS Code Section 44; form 8826).

Any small business that falls within the definition and removes barriers (for example, constructing a ramp at a building entrance or providing tenant information in alternate formats such as Braille) can take advantage of the credits. Eligible small businesses may take a credit of up to \$5,000 (one-half of eligible expenses up to \$10,250 with no credit for the first \$250) to offset their costs for access improvements. Examples include:

- › Removal of barriers, by widening doors, building a ramp, installing a lift, and making toilet room accessible with handle bars and ample space
- › Provision of accessibility services such as hiring a sign language interpreter or a Communication Access Realtime Translation (CART) transcriber
- › Provision of printed material in alternate formats such as large-print, Braille, and audio
- › Implementation of screen-reader technology

### **Business Expenses Tax Deduction**

Businesses of all sizes may take a Business Expenses Tax Deduction for removing access barriers to individuals with disabilities or the elderly in their facilities and vehicles of up to \$15,000 (See: IRS Code Section 190; publication 535). Barrier removal could include widening doors, building a ramp, installing a lift, making toilet rooms accessible, installing an induction loop or other assistive listening system, or installing an automatic door.

For more information about these tax incentives, visit the IRS website or call 800-829-3676 (voice); 800-829-4059 (TTY).

### **NEW YORK STATE**

The following are descriptions are excerpted from New York State Homes and Community Renewal (HCR) online program statements.

#### **Access to Home Program**

The New York State Homes and Community Renewal (HCR) Access to Home Program provides financial assistance to property owners to make dwelling units accessible for low- and moderate-income persons with disabilities. Homeowners and renters may qualify for loan assistance through the municipality or nonprofit entity under the following criteria:

- › The occupant is physically disabled or has substantial difficulty with an activity of daily living because of aging;
- › The dwelling unit is a permanent residence; and,
- › Total household income does not exceed 80% of area median income, or 120% of area median income if person in need of modifications is a disabled veteran (proof that person was disabled due to service is required).

#### **Weatherization Assistance Program**

The New York State Homes and Community Renewal (HCR) Weatherization Assistance Program may provide financial assistance for building improvements that are energy-related, such as the installation of energy-efficient lighting. Households with incomes at or below 60% of state median income are eligible for assistance. Program services are available to both homeowners and renters, with priority given to senior citizens, families with children, and persons with disabilities. Applications are accepted from renters, homeowners, and rental property owners.

## DESIGN

For further design guidelines and remodeling assistance, see

- › International Code Council (ICC): Inclusive Design Guidelines, New York City, 2nd Edition (available July 2016)
- › International Code Council (ICC): Code Source Accessibility: Codes, Standards, and Guidelines
- › AARP: HomeFit Guide
- › New York City: Active Design Guidelines and Shaping the Sidewalk Experience
- › Enterprise Community Partners, Inc.: 2015 Green Communities Criteria, Aging-in-Place Recommendations; Aging in Place Existing Conditions Checklist; and Aging in Place Prioritization Charrette Tool
- › National Association of Home Builders (NAHB): Certified Aging-in-Place Specialist program
- › American Occupational Therapy Association: Resources for the Aging
- › NCARB: Accommodations for Seniors
- › Lighthouse International: Designing for People with Partial Sight and Color Deficiencies
- › Center for Inclusive Design & Environmental Access: The NYC Guidebook to Accessibility and Universal Design (p 8-10)

## REASONABLE ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES

Under the New York City Commission on Human Rights Law, a building owner is responsible for providing a “reasonable accommodation” at the owner’s expense as long as the accommodation requested is technically feasible and does not cause an “undue hardship.” The owner is obligated to provide desired accommodations both in the common areas of the building and within a disabled person’s apartment.

For more information on New York City regulations, see

- › New York City Commission on Human Rights
- › 2014 New York City Building Code

For more information on Federal Regulations, see

- › United Spinal on the Federal Fair Housing Act
- › ICC A117.1-2009 Accessible and Usable Buildings and Facilities
- › 2010 ADA Standards
- › ASME A18.1 Safety Standards for Platform Lifts and Stairway Chair Lifts

## TENANTS’ RIGHTS

The New York City Human Rights Law and the Federal Fair Housing Act outline tenants’ rights. To file a complaint, call 311.

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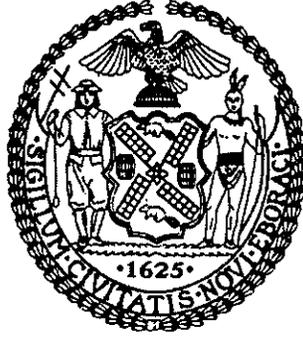
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*Photos courtesy of Christine Hunter.*





**Testimony of the New York City Department of Housing Preservation and Development to  
the New York City Council Committee on Aging**

**Aging in Place: Home Repairs for Seniors**

**February 28, 2018**

Good morning Chair Chin and members of the Committee. My name is Kim Darga, and I am the Associate Commissioner for Preservation at the New York City Department of Housing Preservation and Development (HPD). I appreciate the opportunity to testify on the steps HPD is taking towards supporting New York's senior citizens as they age in place in HPD supported affordable housing.

Since Mayor de Blasio launched the Housing New York Plan in 2014, New York City has accelerated the construction and preservation of affordable housing to levels not seen in 30 years, but we know that we can do more. With the foundation built these past four years, HPD is now positioned to speed up and expand on Housing New York and our original goal of constructing or preserving 200,000 homes by 2024. Now, with Housing New York 2.0, we will accelerate and expand the plan to build or preserve an additional 100,000 units, for a total of 300,000 homes by 2026.

As a part of Housing New York 2.0, HPD is doubling down on our commitment to serve the City's seniors. To expand affordable housing options for seniors, the Administration committed as part of Housing New York to create or preserve 15,000 senior homes and apartments. Through our new expanded plan, we will now be serving a total of 30,000 senior households residing in affordable apartments. To meet this additional commitment, we are launching Seniors First, a three-pronged strategy to better serve seniors: make more homes accessible to seniors and people with disabilities; build new 100 percent affordable senior developments on underused NYCHA land and other public and private sites; and preserve existing senior housing developments. These initiatives will increase the number of affordable senior housing units within the City, as well as improve the ability of seniors who live in affordable housing today to age comfortable and safely in their current home.

Today I would like to focus on our commitment to making improvements and modifications in the affordable senior homes over the course of the next eight years. This will

enable seniors to stay in their home and community as they age and create inclusive neighborhoods for people with disabilities. To meet this goal we are expanding the requirements for preservation projects, which are existing buildings that receive funding for renovations and agree to adopt regulatory protections for residents. New HPD-funded rehabilitation projects will be required to include accessibility improvements in their scopes of work, identified through an enhanced building physical needs assessment. Buildings will now be assessed through a holistic lens that not only identifies basic building system needs, like a roof or heating system, but also building-wide improvements to help seniors age safely in their homes. In addition to the building-wide assessment, we will be offering existing senior residents modifications within their homes to help these residents live more comfortably in their homes and reduce the risk of falls. Simple changes can make staying in one's home a viable, safer option and create a more accessible city for all New Yorkers. Making it possible for more seniors to stay in the homes they live in, many of whom have lived in their homes for decades, is an important anti-displacement tool as we work towards protecting our more vulnerable residents. We are very excited to launch this historic initiative, and look forward to sharing our progress with the Council when the rollout is further along.

HPD is excited to build on previous successful collaborations with DFTA through our expanded focus on seniors, and we are grateful for the information and assistance they have offered on our new tool to help the seniors in our portfolio age in place. As DFTA mentioned in their testimony, we were part of the Advisory Committee for DFTA's "Aging In Place Guide for Building Owners." HPD believes it is a tremendous resource for private landlords who are interested in making changes to their buildings to enable their residents to continue living in their homes as they age and their needs shift. It is one of the aging-in-place guides that we are referencing as we develop our Seniors First initiative.

HPD is constantly looking for new ways to support the seniors in our affordable housing portfolio, preserve existing affordable senior housing, and to create new opportunities for senior housing. Our HUD Multifamily program provides resources for owners of HUD-assisted senior housing, including HUD 202 properties, to ensure buildings remain affordable and in good condition. In the last few years we have expanded work with HUD to reach out to and engage with owners to make sure that they are aware of how the City and federal government can help. Our new construction term sheets encourage intergenerational housing, and we are now seeing some of the first projects close as a result of the Zoning for Quality and Affordability (ZQA) amendment, which makes it easier and less expensive to create quality, affordable senior housing. We recently released three RFPs for dedicated affordable senior housing on NYCHA land, and we have continued to add to our affordable senior housing stock through our Senior Affordable Rental Apartments Program (SARA). We are also working to launch our Housing+ initiative, designed to add new housing on underutilized land while addressing the rehabilitation and financing needs of existing developments, which will provide opportunities for senior housing through ZQA. At the same time as HPD works on strategies to create and preserve affordable senior units, the City has also been working hard to increase enrollment in SCRIE,

which freezes rents for seniors living in rent-regulated apartments through an increased income eligibility level and dedicated outreach. This helps ensure that more of our seniors living in rent-regulated apartments can stay in their homes and the City they love without the fear of being displaced by escalating rents.

We are encouraged by the progress we have been able to achieve over the last four years through Housing New York, and are excited to see the results of our strong commitments going forward for the next four years under Housing New York 2.0. Thank you for your time, and I am happy to answer any questions.

**New York City Council  
Committee on Aging, Chair, Council Member Chin  
February 28, 2018  
Oversight: Aging in Place: Home Repairs for Seniors**

LiveOn NY thanks Council Member Chin and the entire Committee on Aging for holding this hearing on aging in place, with emphasis on home repairs for seniors in New York City.

First and foremost, LiveOn NY is proud to note the work of our Affordable Senior Housing Coalition, which is comprised of more than 20 of the leading not-for-profit developers of affordable senior housing in the city. This Coalition recognizes that enabling seniors to age in place is about more than bricks and mortar, but about fostering connections to the community and promoting healthy living overall. Given the mission-driven nature of these organizations, many offer social services such as senior centers or service coordinators that enrich the lives of thousands of older New Yorkers each year in addition to an affordable roof over these tenants' heads. We believe that in addition to the housing itself, these types of community-based services are integral to fostering the aging-in-place model.

For seniors, the ability to age in place can have a positive effect on overall health, including improving cognitive outcomes, reducing rates of depression, and preventing social isolation. HUD has found that 89% of American's over 50 wish to age in place for as long as possible. Further, as highlighted in an AARP study, supporting aging in place can help to ward against "overcare", which occurs when individuals are forced to make the costly move to nursing homes simply due to the fact that residential options are unavailable, unaffordable, or inaccessible.

Beyond the internal value for seniors who are able to age in place, the presence of older New Yorkers in the neighborhoods they have helped to build has a positive impact on the entire community. Seniors improve our communities in droves through their commitment to civic engagement, volunteerism, and assisting with the care of younger future generations. In effect, the *inability* for seniors to age in place would not only have a negative impact on their own quality of life, but would tear at the fabric that makes New York's communities so vibrant and cohesive.

With New York's vacancy rate hovering around 4%, and the sparse availability of affordable housing, many New Yorkers, especially older New Yorker's living on fixed incomes, face limited options for housing that meets their needs. To make matters worse, it is important to keep in mind that nationwide, currently less than 5% of housing is considered accessible for individuals with even moderate mobility difficulties, and less than 1% of housing is accessible for individual wheelchair users.<sup>1</sup> In a city of high-rises and walkups, it is likely that the situation is increasingly bleak.

With New York's senior population rapidly approaching a diverse 1.8 million by 2040, and a growing percentage of that demographic being individuals over the age of 85, the need for accessible, affordable housing is only forecasted to grow. In order to meet this need and allow seniors to age in their communities, emphasis must be placed not only on constructing new, accessible, and affordable senior housing, but in rehabilitating and modifying the existing housing stock to be accessible for all mobility levels.

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<sup>1</sup> <https://www.huduser.gov/portal/sites/default/files/pdf/accessibility-america-housingStock.pdf>



Making New York a better place to age

In Housing 2.0, LiveOn NY was pleased to see increased emphasis on the needs of seniors related to housing. In the plan, Mayor de Blasio has increased the city's commitment to not only construct or preserve a total of 15,000 units of senior housing, but to serve an additional 15,000 seniors through age-friendly improvements and modifications. LiveOn NY is excited to collaborate with the Department of Housing Preservation and Development to ensure the success of all facets of the Mayor's Seniors First Initiatives within Housing 2.0. We believe that home modifications can be a low-cost and cost-effective way to improve the stock of affordable housing in New York City and the lives of an aging population. LiveOn NY encourages the city to collaborate with affordable senior housing providers as this program moves forward.

LiveOn NY also recognizes the importance of the modest, yet impactful, Minor Repairs program run by the Department for the Aging.

It is also important to note that Naturally Occurring Retirement Communities (NORCs) are increasingly popular programs that assist residential complexes and neighborhoods with a notably large cohort of older residents. The NORC program represents a creative program that supports the aging in place model. NORC supports are utilized to empower seniors to age independently in their homes through the efficient placement of service providers on location. NORC funding should be prioritized in the upcoming budget to ensure stability of program resources for providers and the senior tenants.

Similarly, service coordinators in affordable senior housing buildings represent a strong opportunity to enable seniors to age in their homes. Service coordinators have been found to positively impact the health of the senior tenants. Selfhelp Community services recently conducted research on such impact; finding that residents with access to a service coordinator as compared to other seniors in the community, experienced:

- 68% lower odds of being hospitalized
- \$1,778 average Medicaid payment per person, per hospitalization for Selfhelp residents, versus \$5,715 for the comparison group
- 53% lower odds of visiting an emergency room compared to a non-Selfhelp resident

These programs all serve to highlight the myriad of ways in which government investment can support seniors seeking to age in place.

We thank Council Member Chin and the rest of the Committee for the opportunity to testify on the importance of supporting a senior's ability to age in place.

## Testimony to the NYC City Council Hearing held by the Committee on Aging

**Christine Hunter, AIA LEED AP BD & C**  
*Principal, Magnusson Architecture & Planning PC*  
*Co-Chair, AIA New York Chapter DESIGN FOR AGING Committee*

**Wednesday, February 28, 2018**

Good morning. My name is Christine Hunter – I'm a Principal at Magnusson Architecture & Planning P.C. in New York City and also a current Co-Chair of the Design for Aging Committee at the American Institute of Architects New York Chapter (AIANY). Over the past eight years, our interdisciplinary committee of architects, interior designers and other professionals has been looking at the environmental challenges facing the growing number of seniors who will be aging in place over the next quarter century, in neighborhoods throughout the five boroughs. Not only do most older New Yorkers prefer to stay in their homes and communities as they grow older, but we believe that they are also an important and positive resource for those communities, and for the city overall.

That said, many existing buildings, not to mention the infrastructure of many neighborhoods, were not designed to conform with current accessibility code provisions, and present hazards for older residents or limitations to their mobility. As they grow more frail, some seniors become isolated because it's not easy to navigate from their apartment to the street. In other cases they experience preventable falls that lead to hospitalizations. We applaud the City Council for their prior initiatives and concern regarding how to improve these conditions. Following the Council's mandate in Local Law 51 of 2015, the ***Aging in Place Guide for Building Owners*** was originally created in 2016 in English by the Department for the Aging, with the assistance of our committee and AIANY. In 2017 it was updated with Mandarin and Spanish versions, through grant funding provided by AIANY to the Committee. The ***Guide*** includes suggestions for modest modifications to apartment or house interiors, as well to the exteriors, entries and common areas of multi-family buildings, in order to make them safer and more comfortable for residents as they age.

For those of you not yet familiar with it I've brought copies of the ***Guide*** today, as well as information cards that provide digital links to the downloadable versions. Over the next few weeks we plan to send packages of these materials to all the local Council Offices, in the hope that seniors and their families as well as building owners will receive and use the information.

In terms of next steps, the challenge is how to encourage or incentivize private owners to make what are in most cases fairly simple changes, both within the dwelling units of older tenants and throughout the common areas of a building. Financial rebates or credits might get the widest participation by owners, but at the very least would take time and a lot of political will to put in place. A more immediate way to advance awareness of the need and potential for change would be funding and documentation of a pilot renovation project, perhaps in buildings owned by a non-profit where there are numerous older tenants.

AIANY and the Design for Aging Committee have been collaborating for a number of years with the New York Academy of Medicine on their Age-Friendly Neighborhood Initiative as well as with numerous City Agencies including HPD, DFTA, the DOB, and NYCHA. We look forward to continued work together to help the city's seniors, who are ultimately all of us, to be safe, healthy, and fully engaged in the life of the city.

Thank you.

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**Testimony of Cathy Kim  
Program Director, Most Vulnerable Populations  
Enterprise Community Partners, Inc.**

**To the New York City Council  
Committee on Aging  
Aging in Place: Home Repairs for Seniors**

**February 28, 2018**

On behalf of Enterprise Community Partners, I would like to thank Chair Chin and the City Council Committee on Aging for convening today's hearing, further demonstrating your continued advocacy and compassion for New York's aging population. I would also like to thank HPD for launching the 'Seniors First' program as part of the new 'Housing 2.0' plan, their continued work to preserve HUD 202 developments, and their investment in senior housing citywide. These initiatives are important tools to ensure that seniors in New York City can remain here and age safely.

Enterprise is a national non-profit organization that provides capital for affordable housing and community development, advocates for policies that advance these goals, and supports local groups working on these issues. Since our New York office opened in 1987, we have committed nearly \$3.4 billion in equity, loans, and grants to help create or preserve over 60,000 affordable homes for nearly 160,000 residents in the region.

Today's hearing provides an important opportunity to talk about protecting New York's vulnerable seniors. Our work with housing providers throughout the city has shown that many unregulated affordable housing residents live in two- to five-story walk-up buildings that are disconnected from health and social services. As the city's population of low-income elderly residents increases, more and more seniors are aging in housing that was not intended for older adults. If current trends continue, the number of seniors age 65 and older is projected to rise 40 percent by 2025 nationally.<sup>i</sup> Unless we intervene now, the number of elderly New Yorkers living in unsuitable housing will continue to skyrocket, increasing negative impacts on senior health and wellbeing. Without age-appropriate physical design and service support, low-income older adults face threats including health complications and injuries from falls.



**Enterprise has developed solutions to address this need in New York City.** In 2016 Enterprise released [Aging in Place Design Guidelines](#), a set of best practices for property owners to ensure that the physical environment can accommodate the needs of older adults. Enterprise also contributed to New York City's [Aging in Place Guide for Building Owners](#).

In 2017 our New York office launched our **Healthy Aging in Place Demonstration Project** working with local service organizations and community development corporations in East Harlem to:

- connect older adults in non-age restricted affordable housing to social support services;
- enhance their living environments for accessibility, to prevent falls and facilitate activities of daily living;
- reintegrate homebound residents into their community; and
- improve overall quality of life for residents aging in affordable housing.

To do this, Enterprise conducts one-on-one needs assessments with seniors to determine the necessary service connections and home modifications. Participants are then connected to social services in their neighborhoods and those with mobility impairments are relocated to accessible apartments whenever possible. Building owners then complete age-friendly home modifications based on home safety assessments completed by occupational therapists. In certain cases, it is imperative for tenants to relocate to appropriate units. However, relocating tenants in need of more accessible accommodations has proven to be very difficult due to low vacancies in affordable housing, and because of restrictions around income and household size.

Our Healthy Aging in Affordable Housing Demonstration has shown that age appropriate modifications improve the daily lives of seniors. Specifically,

- 75% of participants who were connected with an occupational therapist during the demonstration reported that they are now able to perform activities of daily living independently or with greater ease.
- 100% of participants who received home modifications reported that they can perform more activities independently in their homes than they could before their participation in the demonstration.



- 100% of participants who received home modifications reported that they feel “safer” or “a lot safer” in their homes.

Enterprise also believes that affordable, age-friendly senior **housing must be paired with services**. Improving senior residents’ access to health care services has proven to reduce hospital admissions and Medicaid costs. A study conducted by Enterprise of seniors in Oregon showed a 16% decrease in Medicaid expenditures just one year after moving into affordable housing with services. Furthermore, a national study of HUD-assisted senior housing properties showed an 18% reduction in acute inpatient hospital admissions when there was an on-site service coordinator present. Modeled after the successful HUD 202 program, resident service coordinators allow seniors to remain in their homes and avoid costly and undesirable outcomes like hospitalization or premature nursing home stays.

All of these programs not only meet a critical and growing need, they are smart investments for the city. **Thank you and we look forward to working with the Council to ensure that New Yorkers of all ages have access to a safe, affordable home.**

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<sup>i</sup> Enterprise Community Partners and the Harvard Joint Center for Housing Studies, Projecting Trends in Severely Cost-Burdened Renters, 2015: <http://www.jchs.harvard.edu/research/publications/projecting-trends-severely-cost-burdened-renters-2015%E2%80%932025>

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Name: *Alexander Ryley*

Address: *111 Livingston St., 7<sup>th</sup> Fl., Brooklyn*

I represent: *The Legal Aid Society*

Address: *111 Livingston St.*

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Name: *Karen Taylor*

Address: *Assistant Commissioner, Bureau of Community*

I represent: *Services*

Address: *DFA*

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I represent: *HPD*

Address: *100 Gold St*

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Name: Christine Hunter

Address: 42 W. 39<sup>th</sup> St.

I represent: AIA NY Chapter

Address: La Guardia Place

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Name: Andrea Cianfrani

Address: \_\_\_\_\_

I represent: Live On NY

Address: \_\_\_\_\_

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Name: Dr. Indira Etworo

Address: 1368 Fulton St., Brooklyn, NY 11216

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