

CITY COUNCIL  
CITY OF NEW YORK

----- X

TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON PUBLIC HOUSING

----- X

February 26, 2025  
Start: 10:19 a.m.  
Recess: 3:59 p.m.

HELD AT: Council Chambers - City Hall

B E F O R E: Chris Banks  
Chairperson

COUNCIL MEMBERS:

Alexa Avilés  
Erik D. Bottcher  
Justin L. Brannan  
Darlene Mealy  
Chi A. Ossé  
Rafael Salamanca, Jr.  
Pierina Ana Sanchez  
Julie Won

## A P P E A R A N C E S (CONTINUED)

Celines Miranda

Marqis Jenkins

Dr. Kesha Crawford

Teresa Scott

Eve

Arvind Sohoni

Executive Vice President of Strategy and  
Innovation at NYCHA

Jonathan Gouveia

Executive Vice President for Real Estate  
Development at NYCHA

Laura Bellarose

Chief of Landlord and Tenant Division at NYCHA

Brian Honan

Executive Vice President for Intergovernmental  
Affairs at NYCHA

Michael Parkinson

Director of Community Planning at NYCHA

Simon Kawitzky

Vice President of Portfolio Planning at NYCHA

## A P P E A R A N C E S (CONTINUED)

Gillian Connell  
Managing Director of Business Operations at  
NYCHA

Maura Hayes-Chaffe  
Deputy Comptroller for Audits

Zulay Velasquez

Veronica Gonzalez

Jason Murillo

Layla Law-Gisiko

Alix Cruz

Renee Keitt

Christina Chaise

Carla Hollingsworth

Manuel Martinez

Ted Burrows

Metin Sarci

Kevin Bravo

Galligno Francois

Christopher Leon Johnson

## A P P E A R A N C E S (CONTINUED)

Sharon Brown

Monica Arroyo Horne

April Summars

Karen Blondel

Simone Hall

Lisa Hall

Christine Burke

Cynthia Tibbs

Ramona Ferreyra

Jeannie R. Lopez

Rosemarie Williams

Danette L. Chavis

Carmen Quinones

Dana G. Elden

Beverly MacFarlane

Louis Bertot

Sadie

## A P P E A R A N C E S (CONTINUED)

Sabrina Dingle

Lisa Hall

COMMITTEE ON PUBLIC HOUSING

6

SERGEANT AT ARMS: Please find your seats. Please find your seats. Good morning. Good morning. Welcome to the New York City hearing on the Committee on Public Housing. At this time, please silence all electronics and do not approach the dais. I repeat, please do not approach the dais. If you haven't filled out a slip and are testifying, please fill out a slip at the back of the room with the Sergeant at Arms. You can submit one online at [testimony@council.nyc.gov](mailto:testimony@council.nyc.gov). That is [testimony@council.nyc.gov](mailto:testimony@council.nyc.gov). Any further questions or concerns, please contact the Sergeant. Chair, you may begin.

CHAIRPERSON BANKS: Thank you. I'm calling this meeting to order. Good morning everyone and welcome to this hearing on the Committee for Public Housing at New York City Council. I am Councilman Chris Banks, the Chair of this Committee, and I'm glad to be joined by my colleague, Justin Brannan, and we're also glad to be joined by the public who's here today. I am also happy to welcome the New York City Comptroller's Office who is here at our hearing this morning, and also I will be expecting the Public Advocate in a few. Today's

hearing focuses on transparency. Transparency is an essential expectation for all city agencies. An essential role of the city of the Council and its demands for transparency when it is not freely given, but transparency is especially vital for NYCHA due to its dual role as both a public authority and a landlord. NYCHA is accountable not only to the city in general, but to its over 300,000 public housing residents who rely on and deserve clear and honest answers about the safety and the conditions of their homes. Without transparency residents are left in the dark about critical issues that affect their daily lives from the physical conditions of their apartments to the decisions about building management and governance. NYCHA should be held at a minimum to the same standard as private landlord in the city, and ideally even a higher standard as the government body tasked with providing safe and affordable for mixed-income New Yorkers. One of the most pressing areas where NYCHA lacks transparency is housing conditions and maintenance. We've heard that residents struggle to access clear and up-to-date information about the status of repairs. Outstanding code violations, long-term capital improvements in

their buildings, and too often work orders are marked as completed when repairs are still unfinished. And there is little visibility into the criteria considered by NYCHA whether it prioritizes maintenance requests or selects contractors to complete repairs. At this hearing, we hope that NYCHA can shed light on these processes, and commit to making that information more accessible to residents moving forward. Another major concern is transparency around Permanent Affordability Commitment Together, or PACT. Under the PACT NYCHA converts conventional Section 9 housing to private management under the federal rental assistance demonstration model. Despite prior hearings by the committee seeking transparency around PACT, NYCHA has not offered clear answers as to how developments are selected for conversions, and what impacts conversions will have on the services and rights available to the residents, and how oversight is maintained once private entities take over. NYCHA has repeatedly affirmed that residents under PACT have the same rights as residents under Section 9 housing. Yet, we've heard that PACT residents are evicted at higher rates, have limited ability to



transfer to new apartments and are not given access to the same services that they were guaranteed under at NYCHA under Section 9, risks that are not informed of before the conversion. As developments continue to be selected for potential conversions to PACT or considered PACT when in the voting process for the permanent housing Preservation Trust, NYCHA has an opportunity to provide greater transparency about these alternatives to ensure that residents can make informed decisions and are not pushed into making a choice that will harm them down the line. Look to hear such commitments from NYCHA today, but if we don't, I have serious reservations about the future of the PACT program and its ability to truly serve the residents. Moving forward, it is imperative that NYCHA provide timely and accurate information to residents about decisions and operations that affect the safety and livability of their homes. Otherwise, harmful cycles of mismanagement, deteriorating living conditions, and erosion of the trust will continue. I hope that today's forum provides an opportunity for us to make meaningful steps towards stopping these cycles and ushering in a new era of proactive transparency in the city's public housing. I would

1 like to thank my staff, Michael Lambert [sp?], along  
2 with the Public Housing Committee staff, Jose,  
3 Charles, Jack, Reese [sp?], Sierra Townsend, and for  
4 all the work they've put in to making this hearing  
5 possible. In keeping with tradition for this  
6 committee, before we hear from NYCHA, we will first  
7 hear from the testimony of a panel of NYCHA residents  
8 and advocates. We will now call for the pre-panel:  
9 Marqis Jenkins, Celines Miranda, and Doctor Kesha  
10 Crawford. I now open the hearing for public  
11 testimony. I remind members of the public that this  
12 is a government proceeding and that decorum shall be  
13 observed at all times. As such, members of the  
14 public shall maintain silent at all times. The  
15 witness table is reserved for people who wish to  
16 testify. No video recording or photography is  
17 allowed from the witness table. Further, the members  
18 of the public may not present audio or radio  
19 recordings at testimony, but may submit transcripts  
20 of such recordings to the Sergeant of Arms for  
21 inclusion into the hearing record. We will begin  
22 with-- Celines, would you like to begin? Thank you.

24 CELINES MIRANDA: My name is Celines  
25 Miranda. I'm here representing the Fulton and

Elliott Chelsea tenants against demolition. We have been fighting with the City against the proposed demolition of our NYCHA building in Chelsea, two separate developments, Fulton and Elliot Chelsea Houses. There are several false narratives being circulated by NYCHA, our City Council Member Erik Bottcher, and the developers Essence and Related Companies regarding the demolition of our public housing. I want to remind the Public Housing Committee that the demolition of public housing in any community threatens the public housing in your respective district as well. We cannot allow this reckless demolition proposal to move forward as it threatens the future of public housing throughout New York City. The following three arguments are being used by NYCHA and the private developers Essence and Related Companies to support the demolition of our public housing. One, the residents want and chose demolition. Two, the buildings are falling apart, and three, it will cost more to renovate. I want to explain how these are all false. First, we have a petition of 949 signatures from the Fulton and Elliott Chelsea tenants who are against the demolition which far exceeds the 550 tenants who

selected new construction. I personally knocked on hundreds of doors to speak with my neighbors about this demolition proposal, and most of them do not want it. Our City Council Member is choosing to side with NYCHA and the developers by ignoring our petition. Two, second, if our buildings were falling apart, they would not be habitable. We would be required to vacate immediately. The fact that families, elderly, the sick, disabled are living there today means that the buildings are habitable. My apartment is in great shape and so are the apartments of many of my neighbors. In addition to this, Essence, Related Companies and NYCHA admitted in a letter to our Community Board that they are not aware of any significant structural damages of our FEC building. In other words, the buildings are not falling apart. And lastly, the cost of demolition-- Related Companies recently admitted at a Community Board meeting that the cost to demolish our buildings and rebuild is higher than the renovation with a total of \$1.9 billion. This is an increase from the original projected cost, while NYCHA said that the renovation of our FEC building would cost more than demolition. NYCHA and the private developers have an

1 agenda. They want to demolish public housing, even  
2 though it's more expensive than rehabilitating our  
3 NYCHA buildings. We demand to view all relevant  
4 documents that are vital to this proposal. Number  
5 one, an independent audit that was completed for  
6 Related Companies. This audit is the one that  
7 demolition proposal is being based on. We have asked  
8 to see this audit, and NYCHA has not answered us. We  
9 need to see the audit conducted by Related Companies,  
10 the one being used to justify the demolition of our  
11 homes. Two, we must see the [inaudible] Report, a  
12 document that is supposed to detail how our buildings  
13 are in disrepair. All housing authorities must  
14 provide all [inaudible] Reports prior to any public  
15 housing demolition-- can I get 30 seconds--

17 CHAIRPERSON BANKS: 30 seconds to wrap it  
18 up.

19 CELINES MIRANDA: according to HUD's  
20 rules. NYCHA has yet to disclose this report. We  
21 have requested this report over and over again. Why  
22 are they not making this available for public  
23 disclosure? We insist that these documents be made  
24 available and our representatives should also be  
25 requesting to see these documents. Otherwise, you

are all allowing the demolition of public housing to continue without any actual proof that anything is wrong with the building. Thank you for the platform.

CHAIRPERSON BANKS: Thank you.

[applause]

CHAIRPERSON BANKS: Order, guys. Order, order. Thank you guys. Please reserve your applause. There's no applause in the committee hearing. Please. Thank you. We're going to maintain order. Marqis?

MARQIS JENKINS: So, I do want to applaud and thank Celines, Lenae [sp?], Jackie [sp?] and the members of FEC, as well as Doctor Crawford who have been fighting this Herculean fight. Going back and continuing what we discussed outside. We have a huge problem with transparency. Everyone in public housing, everyone working with public housing residents wants to see the repairs done. The question is how do we do it, and how do we do it in a way where the residents are at the decision-making table? We have-- or the New York Housing Authority has estimated a \$78 billion deficit, but what continues to get left out of that number is the fact that is a 20-year projection. And so simple math,

when you divide \$78 billion by 20 years, how much money do we need for public housing each year? And why can we not get nearly \$2 billion from all three levels of government? Further, when we look at the \$78 billion deficit and we look at the amount of RAD conversions that have taken place thus far, the New York City Housing Authority has been mentioning the \$78 billion for well over a year, and that number jumped from nearly two years ago. So how is it that we have all of these conversions and yet the deficit is not going down? When we also think about transparency, we're also talking about the access that residents have to the information, not just the information about the repairs that need to be done in their home and how much it cost to do those repairs, but the contracts that are being signed. When tenant association presidents are being asked to sign non-disclosure agreements. That is a problem. It goes completely against their role as tenant association presidents, and when there is a block, something, a physical document that is blocking them from communicating what is happening in their development, that becomes the inability to do their job effectively. And so we need to put measures in to

make sure that tenant association presidents are not signing non-disclosure agreements. The other thing I want to talk about is the evaluation of RAD. We only have one study of RAD and that is the Human Watch Report. New York City with all the RAD that has been conducted, there has been no evaluation on the overall program. And in the New York City Housing Authority will tell you in their testimony that with each conversion they have made changes. So that suggests that they have not created the ideal model of RAD thus far, and part of that is because they haven't included the residents in a real way. We have dozens of organizations all across the city that are perfect experts at community engagement that they should be utilizing. One more thing about transparency is today we will hear from the New York City Housing Authority, but who we will not hear from is the developers. So how much oversight do we truly have over these developers when our residents or when these developments cross over in t their custody. 30 seconds to go-- what we are asking for is we're asking for real resident engagement. Residents, there's no one-size-fits-all plan. So there might be some residents who want RAD, but if we are not arming



residents with the information that they need by conducting an actual evaluation of RAD by conducting actual independent physical needs assessments of their development so that they can understand how much it costs to fix all the repairs and where they can get that funding, and further, we need tools. We need tools to be able to hold private developers accountable. There should be an evaluation mechanism that's put in place to evaluate these private developers on an annual or biannual basis. And finally, we need funding. The scariest part about RAD is that they are taking mortgages out on these properties, and for the first time in history public housing can fall threat to foreclosure. And in putting forth legislation like the Public Housing Preservation Trust, there was no conversation about what happens if there is a default. If the city and the state thinks that this is a great plan, then why not back it up by saying if there's a default, we will guarantee the funding to pay back the funding so that public housing does not go into foreclosure. So, thank you, and I apologize for going over.

CHAIRPERSON BANKS: It's alright. Thank you for your testimony. Dr. Crawford?

DOCTOR KESHA CRAWFORD: Yes. Thank you.

Thank you for the opportunity to be heard. My name is Doctor Kesha Crawford, and I stand before you only as long-- as a long-time resident of Stuyvesant Gardens, but as the duly elected Resident Management Corporation, RMC, Chair. Today, I speak on behalf of the residents who have endured years of neglect, deception and now direct retaliation by RAD/PACT and NYCHA. I have threatened, lied upon, and retal-- excuse me-- retaliated--

CHAIRPERSON BANKS: [interposing] Take your time.

DOCTOR KESHA CRAWFORD: against simply for exercising my rights, advocating for my community and demanding transparency, ability and fairness. I moved into Stuyvesant Gardens with the hope of providing my family with a stable home. Instead, for decades I along with my neighbors have suffered through deplorable living conditions. The lack of installations-- insulation, malfunctioning radiators that spew steam, and the bathroom vents that have never worked have led to chronic mold infestations in our closets and bathrooms. Leaks from above are routinely-- excuse me, y'all, I'm just-- above--

without addressing the root cause, allowing moisture to fester, attracting roaches and mice that scurry through our walls. When we ask about the future of our development, we are met with silence, half-truths, our upright misinformation. I was personally approached by individuals pushing RAD/PACT's agenda, asking me what I wanted. My answer was simple accountability. Instead of a meaningful response, I was told I should simply be happy with a nice apartment and accept whatever is handed to me. That is unacceptable. Renters are being harassed, intimidated, and told that they must sign documents without being given full and honest disclosures. We have seniors in Gardens who were told that the heat would not be turned back on unless they signed new leases. Where's the morality in that? Where is the legal justification? Where is the oversight? We have submitted multiple requests for reasonable accommodations under the Americans with Disabilities Act, ADA, and those requests have been ignored or denied without cause. This is a clear violation of federal law under 24CFR42USC and New York City Human Rights Law. The My NYCHA system is riddled with conflicts of interest, and maintenance tickets are

regularly closed without resolution, allowing these hazardous conditions to persist. Beyond [inaudible] excuse me. Beyond the deteriorating conditions, we are witnessing a coordinated effort to silence and coerce residents into compliance. We have reports of-- we have reports of tenants being told that if they do not open their doors, their locks will be drilled open. Let me ask-- let me ask you this? Is this what transparency looks like? Why is RAD/PACT threatening residents to force them into conversion? Who benefits from this scheme? Certainly not the residents.

CHAIRPERSON BANKS: You have a minute to wrap it up.

DOCTOR KESHA CRAWFORD: Okay. Instead, NYCHA [inaudible] developer's profit-- NYCHA dodges accountability, developers profit, financial institutions rake in the rewards, and tenants left-- and tenants are left in the dark confused, misinformed, and struggling with the mental and emotional toll of this manufactured chaos. Enough is enough. The residents of Stuyvesant Gardens have passed a binding resolution rejecting RAD/PACT [inaudible]. We have asserted our rights, and we

will take [inaudible] legislative and watchdog measures to prevent the conversion of our development. this letter show as a form of cease and desist demand to NYCHA and all associate entities if the harassment, intimidation, and fraudulent tactics do not immediate cease within seven business days, we will number one, file formal complaints with the US Department Of Housing and Urban Development, HUD, the New York Comptroller, the New York Attorney General, and federal watchdog agencies. Two, pursue legal action against NYCHA and all involved parties for violation of federal housing laws, ADA non-compliance, and tenant harassment. Three, petition legislators to conduct oversight hearings into NYCHA's mismanagement and misconduct under RAD/PACT. Four, mobilize media coverage and expose the corruption, intimidation and coercion being exposed on tenants. We will not be forced into conversion against our will. Other developments were given the right to choose their future. Why is that right being stripped from us? We demand a freeze on RAD/PACT-- we demand a freeze on RAD/PACT conversions until a full transparent investigation is conducted, and we demand in-- and we demand an independent

oversight body that does not direct conflict of interest with NYCHA or private developers. Doctor Martin Luther King, Jr. once said, "Our lives begin to end the day we become silent about things that matter." Stuyvesant Gardens matter. Our voices matter. Our rights matter. NYCHA, RAD/PACT and all involved parties, you-- NYCHA, RAD/PACT and all involved parties, you have seven days to correct your course-- your course. If not, we will escalate every legal legislative and public action available to us. We refuse to be ignored, and we refused to be silenced. Respectfully, Doctor Kesha Crawford, Resident Management Corporation Chair, Stuyvesant Gardens. Thank you.

[applause]

CHAIRPERSON BANKS: Thank you. Now, let me-- before we proceed with the pre-panel, I want to recognize some of my colleagues that are here. We have Council Member Darlene Mealy, Council Member Avilés, and also we've been joined by Public Advocate. And before we proceed to the pre-panel, we will have our public advocate give a statement. Thank you.

PUBLIC ADVOCATE WILLIAMS: Thank you so much, Mr. Chair. Thank you for your testimony. As the-- can't hear me? Is that better? Alright, thank you, Mr. Chair. Thank you for your testimony. Thanks for giving me the opportunity to give-- for giving an opening statement. Good morning. My name is Jumaane Williams. I'm Public Advocate for the City of New York. Thank you again, Chair Banks, for holding this hearing and allowing me the opportunity to provide a statement. Over the last few decades, the New York City Housing Authority, NYCHA, has earned the reputation for being one of the worst landlords in New York City. Their physical needs assessment, or PNA, was conducted in 2023 by United States Housing and Urban Development or HUD. There are 335 NYCHA developments consisting of 170,000 units that have violations. NYCHA has been on my New York City Worst Landlord List in prior years for multiple years. Between 2023 to 2024 NYCHA's work orders decreased from 618,310, the most in history, to 600,233. Furthermore, there need to be complete transparency from NYCHA to determine whether repairs were actually addressed, since work order tickets are often closed without repairs being done, and it's

important to know many units have violations today, as well how many are C violations. NYCHA still needs almost \$80 billion with a "b" to resolve necessary repairs across the city. Elected officials continue to hear frustrations of constituents who have had to brave another winter with lack of heat or hot water in their NYCHA buildings, a problem that has been exacerbated as a result of the chronic underfunding by the federal government. The Housing Authority advocated for Emergency Rental Assistance Program, or ERAP, funding and there were other reports that NYCHA was to distribute \$185,000 million to aid households that owed rent. Yet, there's been an increase in nonpayment cases, probably as a result of the pandemic, as well as NYCHA and its residents waiting for ERAP inclusion and dispersement [sic]. NYCHA created the Permanent Affordability Commitment Together, PACT or PACT initiative, as part of the next generation plan back in 2015. Almost 10 years later as of July 2024 it was reported by the CEO Lisa Bova-Hiatt that 138 development across the City are either in the planning and engagement phase, under construction, or have completed the conversion of PACT, resulting in an estimated \$13.2 billion worth



of renovations. 138 out of 335 or 41 percent of NYCHA developments have converted to PACT, but a great number of NYCHA residents have shared mistrust during transition periods at their developments. Unfortunately, we've seen Mayor Adams grow closer to President Trump since November 2024, but it is unclear how their relationship translate into assisting NYCHA and New Yorkers. Moreover, we need to know how Trump heavy-handed federal agency headcount reductions and cuts to agency budgets will impact HUD and public housing residents. While it is clear that NYCHA needs a considerable amount of infusion of cash, they also must do better with transparency and communication when it comes to a variety of issues, such as mold remediations, ground soil arsenic contamination, and automatically closing out work order tickets when someone is not home. I believe NYCHA has failed to create a healthy environment for its residents, because many pre-existing challenges have been exacerbated as a result of the pandemic. Hopefully we can continue to work together to better understand what meaningfully practices NYCHA has taken to strengthen the majority of the residents' quality of life, and that's in

management even without some of the funding, because both of those things are necessary. In terms of RAD/PACT, particularly around Fulton Elliott, this is really, really important to get correct since a lot of people are looking at what's happening here. And I always want to make it clear that many things can be true at the same time. It is 100 percent true that we need funding on multiple years, and it is probably true that we are not going to get much of that funding from the Federal Government. Trying to figure out how we address the tenants' needs are really, really important. Any proposal that's put forward gets pushed back. So we're trying to figure out how best to have tenants themselves lead and what they prefer. Sometimes it's the best on some very tough decisions. That means some residents are going to agree with RAD/PACT, and some are not, and we should allow tenants to be the lead there. What has concerned me about Fulton Elliott is how some of the votes around this took place. And I do think we should take some opportunities here, really dig in just to make sure that tenants have the ability to have their voices heard. I've been really concerned about that, how NYCHA and developer handled that

1 situation. So I would like some more information  
2 about that. But if indeed, it is tenants that have  
3 had their voices heard, and that's the direction  
4 they're going, then we should allow the tenants to  
5 lead. Also, it's really important because we have a  
6 very bad history when it comes to this type of stuff  
7 whether it is NYCHA or others where people are going  
8 to be removed or stay in place or land is going to be  
9 taken. This is very, very valuable land, and the  
10 make-up of NYCHA is that which sometimes those voices  
11 get ignored, particularly when there's land involve.  
12 So this is really, really something we have to pay  
13 attention to and get correct, and I have a lot of  
14 concerns about what's going on. So thank you, Chair,  
15 for doing this hearing.

17 CHAIRPERSON BANKS: Alright, thank you,  
18 Mr. Public Advocate. We're going to proceed with our  
19 pre-panel testimony. We will-- oh, you have a  
20 question? Let me-- what we'll do, let's get through  
21 the panel, then you can ask the question to the  
22 entire. We're going to move forth with Ms. Eve,  
23 Penn-Wortman Houses.

24 EVE: I really [inaudible] speak, and the  
25 reason why I didn't prepare one is because I want to

1 speak freestyle, because everything that NYCHA,  
2 everybody that the PACT/RAD program, all they do is  
3 they say what they going to do-- what they going to  
4 do is what they're not doing and what they're being  
5 very secretive. They keep saying about transparency,  
6 there is no transparency. They keep emphasizing  
7 conversion. It's not conversion. It's coercing, and  
8 what they're doing, they're lying about a lot of  
9 things and they're very bold and they speak to you in  
10 an indignified [sic] way where they treat you not as  
11 tenants, but they treat you as if you're in an  
12 inmate, that you have no rights. Police officers was  
13 called at me, because I'm expressing my rights,  
14 because I refuse to sign an attendance sheet. By  
15 law, there is no law to state that I have to sign any  
16 sheet. I have the right to be there because I'm a  
17 tenant. Whether even if you're a squatter and you  
18 attend and it's a community meeting, you're entitled  
19 to do. So, I was pressured into signing an  
20 attendance sheet. They dictate what we're going to  
21 do. They only allow the board to speak. They say  
22 things that's not correct, and I blame NYCHA, and  
23 NYCHA is the cause of it because they use people to  
24 make people go against. Since the conversion, I've  
25

1                   been harassed. I've been followed. They tried to  
2                   enter my apartment. They make things that's so  
3                   uncomfortable that even family members are going  
4                   against me where we're all at odds, because everybody  
5                   is afraid to speak up and speak out. Like I said  
6                   before, at the end of the day, they stated that the  
7                   reason that they're going private is to be able to  
8                   get the funding. They received the funding and we're  
9                   still at the same place before they got conversion.  
10                  And all they use is Section 8 this, Section 8 that.  
11                  Section 8 has law. The only thing that they're  
12                  trying to do is because they know that Section 9 is  
13                  ironclad and they are purposely not fixing things to  
14                  force the hand at federal-- at the federal government  
15                  for them to be able to get the funding. That's  
16                  number one. And they're very bold. And when I say  
17                  they're very bold, they bold to tell the tenants  
18                  because they know nothing is being recorded. Nothing  
19                  is-- nothing but hearsay. It's for us to prove how  
20                  is it that in-- since they received the contract on  
21                  December 29<sup>th</sup> of 2022, that up until now, Penn-  
22                  Wortman Houses along with Linden Houses, [inaudible]-  
23                  - I'm saying just for Linden, how is that management  
24                  has been switched five times? All they keep is  
25

rolling out, and there are politicians, okay, that are working for L&M that violates people rights and you're a person who says that you want to be in politics where they sit and they watch. They watch when people go to court. I-- the last time I was able to come to speak was April of last year, is because they kept me booked and busy at the courthouses because none of the judges know anything about the PACT/RAD conversions because they don't know. The premise of RAD-- and it's ironclad. There's many things that Brian Honan-- and I want to say one thing with Brian Honan, alright, he saved my life, and the only reason I'm going to say he saved my life is because I'm stressed out. When I say I'm stressed out to the point I can't go to no one. The Police Department is because they have [inaudible] as if I'm crazy. I'm not crazy. The reason why they want to label me as I'm crazy because one, I keep telling them, because we live in public housing whatever it is, doesn't mean that we're dumb. I'm not dumb. And it's because they feel that I am-- I'm a threat. Like I stated, the premise of the tenants signing the lease was for able to get the funding. They got it. They still not doing anything. They

1 didn't change the pipes. Right now, I brought proof  
2 of everything that they're doing. They keeping  
3 things very secret, very quietly. At the end of the  
4 day, there is no way that a person has to go putting  
5 risers where it's not supposed to be. Things-- I  
6 brought proof like I'm done. When I say Brian Honan  
7 saved my life, when I say he saved my life is because  
8 they stressed me out so much, that I called him three  
9 o'clock in the morning. I said, if he didn't answer  
10 that I didn't know what I was going to do. But you  
11 know what, but he answered. So at the end of the  
12 day, like I said, my great nephew is the one who keep  
13 giving me courage, a seven-year-old that keep giving  
14 me courage to keep going is because you know why?  
15 They are our future. People are afraid to speak out  
16 is because they are being harassed. Shootings on--  
17 they put cameras. It's not working. Why? Why? It  
18 makes no sense. They took NYCHA cameras out. Why?  
19 NYPD--

21 CHAIRPERSON BANKS: [interposing] Alright,  
22 you got 30 seconds to wrap it up, Eve.

23 EVE: And the premise six to eight weeks  
24 now, okay, the front door in my lobby has been broke  
25 since a week after Christmas. It's still broke now.

1 And the reason being that it's not fixed is because,  
2 right, they didn't get insurance warranty because  
3 it's vandalism. Does that make sense? They said  
4 this in meeting. Mr. Butler [sic] and Ms.-- it makes  
5 no sense. So I would said-- and there was a  
6 shooting, an attempted-- a lot of things. They just  
7 want to keep everything secret. Like the young  
8 person said, this young lady-- I can't remember if  
9 she said-- right. But at the end of the day, the  
10 Tenant Association President, they're a tenant just  
11 like us. They're supposed to keep us informed. They  
12 don't keep us informed. Had it not be for me to go  
13 to other meetings and I'm saying going across the  
14 tristate for me to be able to know about certain  
15 things here, I would not know about it. I'm tired.  
16 At the end of the day, they can evict me. They can  
17 evict me, but they're still going to have to explain  
18 as to the reason why I am being evicted and people--  
19 okay. A lot of people don't like Trump, but he's  
20 going to-- he's bringing out the fraud, and it's  
21 right, and I'm a Democrat.

22  
23 CHAIRPERSON BANKS: Okay. Alright, Eve,  
24 we got to wrap this up. Thank you for your  
25 testimony. Now we going to--



EVE: [interposing] And I'm going to submit it.

CHAIRPERSON BANKS: Thank you. We have Teresa Scott who's also part of this particular panel and she's on Zoom. Ms. Scott?

TERESA SCOTT: Peace and blessing everyone.

CHAIRPERSON BANKS: Thank you.

TERESA SCOTT: What's happening here is very traumatic to know what people are experiencing. I'm Teresa Scott and I'm one of the leaders of Save Section 9 and thank you all for expressing your pain and your hurt of the disrespect that's happening with us here at NYCHA. I've been living-- I love public housing, because public housing saved my life, and if I hadn't been in public housing I might not be here. By me being part-- by being part of Save Section 9 and other advocate-- advocate for other people, I was able to help other people that are disabled. Also, what they're saying is true. The people are being harassed. My business hasn't been taken over by NYCHA, but there are members who spoke here that I know of that they are being-- NYCHA has been [inaudible] with real estate dealers that have

1 forgotten the promise of public housing. And it seems  
2 the only thing that they seem to be want it just to  
3 privatize everything. There has been a lot of  
4 privacy, like, you know, speaking things and people  
5 are not aware of what's going on. They're not  
6 explained. We work with tenants that they're telling  
7 them to sign, sign paperwork that they don't even  
8 understand what they're signing. So there is no  
9 transparency as far as RAD/PACT. I want to thank  
10 everyone. Thank you for even allowing us to speak.  
11 This is the first time in history that I've ever been  
12 in a hearing where the tenants were able to speak  
13 first. Thank you so much for that. The other  
14 solution is that HUD need to be part of the  
15 community, because HUD is the one who creates what  
16 goes and what doesn't happen in New York. Tenants  
17 have been bullied as they said. There has not been  
18 no transparency. The lack of improvement as the  
19 young lady said, she's living in RAD and she's still  
20 being harassed. She's still not getting treatment.  
21 And we-- and Herman Rice [sic] did a story already to  
22 let us know what was going on, and no one else as Mr.  
23 Marqis said, there has not been no other person who's  
24 done an investigation. I'm asking that the Public  
25

Advocate-- y'all thinking RAD is good for us, but RAD is not good for us. RAD removes our home from public housing and we no longer have public housing, so that means that they're trying to get rid of our house. I would like to know, can I come stay with one of y'all if that happens to me? Because where else am I supposed to stay. I don't-- I am a disabled person and I have lived here and my neighbors help take care of me. I don't have family members that come and see about me like my neighbors, and so-- if I'm put on the street, I have a wheelchair. I'm going to be out in the street in a wheelchair. What I would like for y'all to do is I would like for y'all to adopt a resolution called 0730-205 and conduct a thorough study on the RAD/PACT program to assess the effects of conversion on residents and the program's impacts on tenant rights, security and wellbeing. I'm also asking that the City Council do a meeting to immediately issue a moratorium on NYCHA RAD/PACT conversions pending the completions of the [inaudible] impact studies inclusive for all our properties currently being served by project Section-- project-based Section 8. We ask that the Council hosts the joint hearings with [inaudible]

1 counterpoints on RAD/PACT. During this hearing,  
2 NYCHA and HUD offers a public [inaudible] should be  
3 asked. We need y'all to provide [inaudible] for the  
4 success of the program nationally. Success should be  
5 defined on improving the quality of life for previous  
6 Section 9 tenant living. I'm sorry improving--  
7 improved quality for the life of previous section 9  
8 tenants living in a specific pretty. And explanation  
9 of the lifetime for RAD conversions need to be-- you  
10 know--  
11

12 CHAIRPERSON BANKS: [interposing] You have  
13 a minute to wrap it up.

14 TERESA SCOTT: okay, so now, I want to  
15 explain on how we oppose-- expand on how opposition  
16 is waived in the larger application to Section 9 to  
17 RAD/PACT to section 19 [sic]. And so what I want to  
18 say is that it's sad that we have to come here and  
19 then cry about the abuse and the harassment. How can--  
20 - y'all are giving NYCHA a right to steal our homes,  
21 because-- a lot of people don't even know what  
22 RAD/PACT means. They don't even know. Thy don't  
23 even know that Section 9 is the only affordable  
24 housing, only affordable low-income housing, and it's  
25 based on your income, not based on your zip code,

1 because I live-- I live in a zip code where there are  
2 a million dollar houses, and a lot of times they're  
3 not basing the income when they coming on the  
4 creation that they coming out here an where we live  
5 at. And so we need you to save our home. Our homes  
6 are a part of us. If you move some people out of  
7 their homes, they die instantly. Are you will to  
8 have people's deaths on your hand because you did not  
9 take the time to investigate, and made RAD, make  
10 NYCHA make HUD be accountable for a place to lie that  
11 is called our home. I am a very intelligent black  
12 woman. I just wrote a book called thriving elders.  
13 But if I have to worry about where I'm going to live  
14 at, how can I be thriving elder thriving in this  
15 society if you don't protect me, and y'all have not  
16 protected us.

18 CHAIRPERSON BANKS: Thank you.

19 TERESA SCOTT: I'm so thankful that you  
20 let us speak today. Thank you very much.

21 CHAIRPERSON BANKS: Thank you. Thank  
22 you, Ms. Scott, for your testimony. Now, we going to  
23 move to the Admin. Thank you. Council Member Mealy,  
24 hold on a minute. Did you have any-- you had any  
25 questions. Okay, we'll wait to the regular session

of questions, of testimonies. Thank you to the pre-panel. Thank you for your advocacy. We'll get you that answer. Just wait until-- thank you. We're going to move on to Administration. Thank you, Eve. As the admins takes their seat, we've been joined by Arvind Sohoni who's the EVP for Strategy and Innovation of NYCHA, Jonathan Gouveia, the EVP of Real Estate at NYCHA, Laura Bellrose, the Chief Landlord and Tenant Division of NYCHA, and we've also been joined by Brian Honan, the EV Intergovernmental Affairs for NYCHA.

COMMITTEE COUNSEL: Good morning. If you could all raise your right hand, please? Do you affirm to tell the truth, the whole truth and nothing but the truth before this committee and to respond honestly to Council Member questions?

CHAIRPERSON BANKS: You may begin with your opening statement.

EXECUTIVE VICE PRESIDENT SOHONI: Chair Banks, members of the Committee on Public Housing, residents, and members of the public, good morning. My name is Arvind Sohoni, Executive Vice President for Strategy and Innovation at the New York City Housing Authority. Pleased to be joined by Jonathan

Gouveia, Executive Vice President for Real Estate Development; Laura Bellrose, Chief of the Landlord and Tenant Division; Brian Honan, EVP of Intergovernmental Affairs; and other members of the Authority's leadership team. In 2019, the Authority signed a regulatory agreement with the City, HUD, and the US Attorney's Office for the Southern District of New York. The Agreement was an acknowledgement of the agency's poor performance and mistakes, including a systemic lack of transparency. Over the past six years, we have executed on several reforms to open the doors to the agency. As stated in our Transformation Plan, the Authority is wholeheartedly committed to transparency and accountability. We believe that data about our performance and other matters helps our partners better understand our work while supporting our efforts to transform the Authority and better serve residents. Thank you for this opportunity to discuss how we are ensuring and expanding that transparency. Our website is the primary repository of our publicly available data and information. Service outages, individual work orders, and lead paint testing progress can all be tracked. Reports are available with extensive information

about the capital needs at all our properties and progress with meeting various mandates of the HUD Agreement. The action plans we developed to meet different HUD Agreement pillar areas are also available. Metrics on wide ranging elements of our operations, from the productivity of maintenance workers and the skilled trades staff to the number of vacant apartments and rent collection rates are updated monthly. Dashboards on PACT and our capital projects, including sustainability and Sandy work are also available. The Housing Authority also maintains data in the City's Open Data portal and voluntarily participates in Checkbook NYC. Board meetings can be viewed live in person and on YouTube, where we also keep videos and transcripts of all prior meetings. Our Community Engagement and Partnerships map enables residents to access workforce programs and other vital services and resources available from our partners. We also include background information on the Authority's scope, developments, and population, along with detailed information and reports about our long-term plans, policies, contracts, spending, and resident hiring. We even catalogue the public artwork at Housing Authority developments, which include a



Marion Greenwood mural at Red Hook East and Richmond Barthe's sculptures at Kingsborough and Johnson.

We've also used the MyNYCHA app to connect residents with a wealth of personalized information at their fingertips. In the app, residents can create new work orders, check the status of existing tickets, and find information on service outages. Our Self-Service Portal enables public housing residents to complete their annual re-certifications, request transfers, and more. Section 8 participants and landlords can also access a range of functions through their respective portals. We also believe that transparency and resident engagement are fundamental to the success of our PACT program, which has improved the physical conditions and quality of life for thousands of residents. Residents are not only involved at every step of the PACT planning process but also help lead the selection of development teams. They also prioritize investments and work closely with our PACT partners after conversion. During the planning process, we coordinate with resident leaders to share information, keep residents informed, and answer any questions about the process. With these leaders, we host regular meetings and

conduct tabling, office hours, open houses, info sessions, and workshops. A PACT Resource Team also supports resident leaders by connecting them to trusted, third-party advisors. And free legal assistance is available through a PACT hotline operated by the Legal Aid Society. Resident committees have now selected 21 partner teams. This includes developers, general contractors, property managers, and social services providers who will elevate our residents' quality of life and address community priorities. In the past four years, resident leaders across 76 developments have selected PACT partner teams to provide their communities with tailored investments through the program. Together, our partners and residents are creating detailed community plans to capture their decision-making during the pre-development process. As mentioned, the PACT Dashboard provides an unprecedented level of insight into the PACT program. It is easily accessible from our website, tracks and displays performance metrics on maintenance and repairs, tenancy, construction, and resident hiring. Since we know it is important to the committee, I also want to provide some additional information and context on

1 evictions at PACT sites. The PACT program, in  
2 accordance with federal rules and regulations,  
3 provides strong anti-displacement protections for  
4 residents. At the time of conversion to Project-  
5 Based Section 8, all authorized residents are offered  
6 a new lease regardless of whether they owe back rent.  
7 We also require our PACT partners to work with on-  
8 site social service coordinators to conduct proactive  
9 outreach to help connect families with resources  
10 which would include access to public benefits or  
11 setting up payment installment plans. PACT partners  
12 must make every effort to avoid bringing a lease  
13 issue to Housing Court, and the Housing Authority  
14 closely monitors those outreach efforts. Eviction is  
15 always a measure of last resort, after all other  
16 methods to resolve tenant issues have been exhausted.  
17 Section 8 lease agreements under PACT automatically  
18 renew every year and cannot be terminated except for  
19 good cause, which includes criminal activity and non-  
20 payments. Residents can continue to add people to  
21 their household, and permanent members will continue  
22 to have succession rights. We believe in the power  
23 of affordable housing to stabilize and support  
24 communities and provide a pathway to opportunity, and  
25

our goal at the Housing Authority is to keep residents housed. As a result, eviction rates are very low across the Housing Authority sites, including PACT developments, lower than the citywide rate. Transparency and accountability are core values that drive our work. Providing information to the public about our progress and our ongoing challenges are vital to our efforts to better serve residents. Transparency is also essential for effective collaboration with our partners, including members of the Council. We look forward to our continuing partnership with you and are happy to answer any questions you may have. Thank you.

CHAIRPERSON BANKS: Thank you. Okay, I guess we'll now go into questions. Alright, so, again, thank you guys. Thank you for your testimony. We're going to begin with the questions surrounding transparency around housing conditions and maintenance, and we're going to start with repairs on capital improvements. Why does NYCHA require Section 8 participants to request a reasonable accommodation in order to submit their annual ratification-- I'm sorry-- recertification by mail instead of on self-service portal-- on the self-service portal?

EXECUTIVE VICE PRESIDENT HONAN: So, Council Member, we-- in order to process recertifications, you can do this online. You can do it at the self-- at the kiosk that's at the management office. Housing Assistance can assist you in order to do that. We do prefer that that's the method. You have-- it's immediately received. You also get a receipt, but if you do need-- if you do need a paper copy--

CHAIRPERSON BANKS: [interposing] Excuse me. Hold on one minute, Brian.

EXECUTIVE VICE PRESIDENT HONAN: Yes.

CHAIRPERSON BANKS: There will be order, guys. Everybody will have the opportunity to give testimony if you choose to, but outburst in the audience will not be accepted. You may proceed. Thank you.

EXECUTIVE VICE PRESIDENT HONAN: so, that is the preferred method to do it. It either works-- you know, but if that's not possible for you, we will provide a paper copy, but we would like to see a reason why.

CHAIRPERSON BANKS: Okay. The residents have voiced concerns about the quality of repairs,

1 repair work, by contractors. In November of 2024, it  
2 was reported by the City Comptroller that 30 percent  
3 of the residents rated the work performed by  
4 contractors as poor. And less than half rated the  
5 work performed as good or better. How does NYCHA  
6 obtain feedback from the residents about work  
7 performed by the contractors?  
8

9 EXECUTIVE VICE PRESIDENT SOHONI: Thanks,  
10 Council Member, for that question. I'll say a couple  
11 things to that. One, that is certainly the case.  
12 We've heard that consistently for years. Back in  
13 2019-2020 when I first started here, there's a lot of  
14 engagement on our transformation plan, what residents  
15 were most concerned about. This came up basically in  
16 every single session we had. In the last year or so,  
17 we've actually implemented new policies to do  
18 different kind of oversight for vendor work. So we  
19 have a complete new role at the neighborhood level.  
20 So, neighborhoods, we have 29 of them in the City--  
21 so local governance. A new contract manager has  
22 actually now been installed to oversee all those  
23 contracts locally. That means somebody who's going  
24 to go out and inspect work to make sure we're not  
25 being fleeced by contractors to sort of obviously



of them to make sure the work has been done. That's not going to catch every single instance of a vendor performing poorly, but it's going to catch much more than we have been in the last sort of five, six years.

CHAIRPERSON BANKS: Obviously, that's not enough. What is the timeframe to establish an apparatus or system where we can accurately track or assess the work that's being done by the contractors?

EXECUTIVE VICE PRESIDENT SOHONI: Yeah, we're happy to engage in that question with you, Council Member, and with any of the other members of the committee, too. So, we've had this process in place the last 12 months. We're happy to engage in sort of a more aggressive effort on this if you think there's additional work to do, but we're always trying to continuously improve these efforts. We know this has been a huge pain-point for residents for a long time. We've made the first step on it, but it's really not the last step on this either.

CHAIRPERSON BANKS: The-- that-- as of November 20-- the November 2024 report recommended that NYCHA provide residents an opportunity to rate



the vendors and view other resident's reviews. Does NYCHA plan to implement that recommendation?

EXECUTIVE VICE PRESIDENT SOHONI: There's no immediate plan. That has been under consideration for a while since that came up. It's not been-- it's not been-- it's not sort of imminent right now.

CHAIRPERSON BANKS: Why is it taking so long?

EXECUTIVE VICE PRESIDENT SOHONI: Well, I think we have to sort of put into our existing standard procedures and process. We're not against that suggestion, necessarily, but it's just not--

CHAIRPERSON BANKS: [interposing] What's the hold-up?

EXECUTIVE VICE PRESIDENT SOHONI: It's sort of under consideration. I'm not saying there's against--

CHAIRPERSON BANKS: [interposing] But why is that--

EXECUTIVE VICE PRESIDENT SOHONI:  
[interposing] We're happy to--

CHAIRPERSON BANKS: [interposing] Why is that not a priority?

EXECUTIVE VICE PRESIDENT SOHONI: Well, I think that it is. I think that the response to the--

CHAIRPERSON BANKS: [interposing]  
Obviously, it's not, because we're not seeing a process put in place--

EXECUTIVE VICE PRESIDENT SOHONI:  
[interposing] Sure.

CHAIRPERSON BANKS: to hear from the tenants as to the service that they're getting or the lack thereof service they're getting.

EXECUTIVE VICE PRESIDENT SOHONI: I appreciate that, Council Member. So, one thing I'll say to this--

CHAIRPERSON BANKS: [interposing] I don't want you to appreciate it. We--

EXECUTIVE VICE PRESIDENT SOHONI:  
[interposing] We get it.

CHAIRPERSON BANKS: We want to see something put in place.

EXECUTIVE VICE PRESIDENT SOHONI: Given the new procedure after February of 24 with the bribery issues, we didn't want to load too many things at once. Again, we're happy to prioritize

CHAIRPERSON BANKS: [interposing] So, then, let me ask you a more pointed question. By what date do you plan to commit to implementing the recommendation? Give us a date.

CHAIRPERSON BANKS: [interposing] Well, if  
you can get that date back to us by tomorrow, or--

CHAIRPERSON BANKS: hopefully by the end of this week, we greatly appreciate it.

CHAIRPERSON BANKS: Because it seems like  
force you to prioritize this concern and  
ln't be.

EXECUTIVE VICE PRESIDENT SOHONI: And one thing I will note, I'm talking about the operation side of things. I know we've got some capital programs that are different on this that I also want to have our capital team just mention quickly.

CHAIRPERSON BANKS: Did you want to say something? Go ahead.

COMMITTEE COUNSEL: Sorry, before you begin, can I just give you the oath first? If you could raise your right hand, please? Do you affirm to tell the truth, the whole truth and nothing but the truth before this committee and to respond honestly to Council Member questions?

CHIEF MAVANI: Yes, I do.

COMMITTEE COUNSEL: and if you could state your name and title for the record, too, please.

CHIEF MAVANI: My name is Shaan Mavani. I'm Chief Asset and Capital Management Officer at NYCHA. I just wanted to supplement the answer that my colleague has provided. I think the report that you referred to, Chair Banks, looked at both contractors that are doing smaller scale repairs as Arvind mentioned, in-apartment work, tiles, painting, things like that, as well as large capital contractors. So, on both of your questions, for any type of larger capital contracts, we have daily monitoring of quality of work, photos, things like that that are done on these contracts through construction

management teams that are out there at the site. We review quality throughout the project. We also do independent quality inspections. We do about 4,000 of those a year across all of our projects, and at the end of the projects we go through a quality punch list process where we look through the work. Many of those can involve the resident leader joining that walk-through to assess quality and then to sign off what additional quality work needs to be done to finalize the project. on the second part of your question, we're actually currently working with the citywide Council of Tenant Leader Presidents to design a survey or set up surveys that would be done during capital projects to get feedback from the resident leadership of that property, how they feel about the engagement, the vendor work, our team's engagement with them and coordination, etcetera, and hoping to roll that out during the second quarter of this year after we receive the input from the CCOP and other stakeholders on that. So, on that part of the portfolio where we're spending a large amount of our funding to make renovations to the property, we are moving forward with those recommendations, and in fact, these efforts have been in play for some time.

CHAIRPERSON BANKS: So, your testimony today is that residents who are informed about NYCHA's process selecting contractors?

CHIEF MAVANI: Sorry, could you repeat that?

CHAIRPERSON BANKS: I said your testimony today is that residents from NYCHA are informed about when they selecting of contractors?

CHIEF MAVANI: yeah, for the area that I oversee which again is the capital projects Section 9 work that's grant-funded, yes. After we work through the design with resident input, we then update them after we go through the procurement process and the selection of the contractor as well.

CHAIRPERSON BANKS: Okay. We've heard that when some developments are converted to PACT, the new property manager does not have a functioning work order or services request system is not in place. This leaves residents with a way to document the need for repairs or track maintenance work on their units. How does NYCHA ensure that the PACT partners provide the same or greater level of transparency about repairs to PACT residents?

COMMITTEE COUNSEL: Hi, if you could raise your right hand as well, please? Do you affirm to tell the truth, the whole truth and nothing but the truth before this committee and to respond honestly to Council Member questions? And if you could state your name and title for the record.

MANAGING DIRECTOR CONNELL: Gillian Connell, Managing Director of Strategic Operations in the Real Estate Development Department. So, I think the question was about the work order systems that--

CHAIRPERSON BANKS: [interposing] Re-read it again for you.

MANAGING DIRECTOR CONNELL: Thanks.

CHAIRPERSON BANKS: You could answer it correctly. We've heard that when some developments are converted to PACT, the new property manager does not have a functioning work order or service request system in place. This leaves residents without a way to document the need for repairs or track maintenance work on their repairs. How does NYCHA ensure that PACT partners provide the same or greater level of transparency about repairs to PACT residents?

MANAGING DIRECTOR CONNELL: Sure. So, each of the PACT partners does have an individual

work order system specifically for their sites. And NYCHA collects information on a monthly basis about those work orders from all of our different PACT partners. Additionally, residents have a couple of different ways that they can submit repair requests to our PACT partners. They're able to go into the management office directly and speak to an assistant there. They're able to phone-in a repair complaint. They're able to send an email. So there are a number of different ways that--

CHAIRPERSON BANKS: [interposing] Are you aware of Linden Houses? Are you familiar with Linden Houses?

MANAGING DIRECTOR CONNELL: I'm familiar with Linden Houses.

CHAIRPERSON BANKS: Are you familiar or aware that the management company I think over the last-- maybe the last month or two developed a ticket repair type service where a tenant can call in and get a confirmation number. Are you aware of that?

MANAGING DIRECTOR CONNELL: So, they definitely track tickets on a work order number basis. We're absolutely aware of that, yes.



CHAIRPERSON BANKS: So-- no, no. Are you aware that they just implemented a system I think within the last two months or so? It was brought to their attention that residents would call in and they won't give any type of confirmation number or work order number. Are you aware that they just recently I think within the last month or two when it was brought to their attention at a TA meeting, that they just recently put in a system? And they've had the development for the last three and a half years, going on probably four years??

MANAGING DIRECTOR CONNELL: Right, so they've always been able to track the work orders at the address and the unit level. It sounds like they've recently issued a process where they can communicate that number to residents, and that's a positive--

CHAIRPERSON BANKS: [interposing] Do you think that's important when it comes to tracking repairs, that the tenants get a confirmation number or work order number?

MANAGING DIRECTOR CONNELL: I think the property managers are able to track the work orders regardless of whether a work order number is

distributed, because they're able to track it to the particular unit.

CHAIRPERSON BANKS: Okay. How does NYCHA handle and record the records and work orders from a development once it's converted to PACT?

MANAGING DIRECTOR CONNELL: So, we receive information on a monthly basis from all of our PACT partners about various work orders, and the information about those work orders is ultimately published on our dashboard that's available on our website.

CHAIRPERSON BANKS: Does NYCHA perform any follow-up with the new property manager to verify whether they have all the work orders or service requests information for a newly converted development? So, in the transition-- let me break this question down for you. In the transition, what information is transferred over? Is it a orderly transition when a development is converted?

MANAGING DIRECTOR CONNELL: Yes. So, when the property transitions from NYCHA to PACT, the work orders that were opened under NYCHA are transferred over to the PACT partner, if that's what you're referring to, to close out.

CHAIRPERSON BANKS: Well, let me just go a little further. What about documents? Because we've seen in situations where documents during a conversion are not transferred over to the new management company.

MANAGING DIRECTOR CONNELL: So, all of the relevant documents that the property manager will need in order to operate the site are transferred over at the time of conversion.

CHAIRPERSON BANKS: You will hear testimony down the line where residents have said that there were documents that-- the management company basically said that there were documents that weren't transferred over. So I want to get into whether or not there is an orderly transition of documents, because we're seeing residents being dragged into court because it's like a document chase. Well, we don't have the document. NYCHA has the documents. It's back and forth, and that has been a very contentious issue because residents again are being dragged into court and obviously when there's no clarity on the composition of household, and these controversies arise, and we haven't seen NYCHA engage in these matters at all. So I want to

1 know again, what is being done to track this? What is  
2 NYCHA's engagement?

3  
4 MANAGING DIRECTOR CONNELL: So,  
5 specifically you originally asked about work orders,  
6 for example. So information about work orders that  
7 were open under NYCHA are transferred over to PACT  
8 partners, and then six months after conversion the  
9 PACT partners are required to submit a certification  
10 to NYCHA regarding the closeout of those work orders  
11 to ensure that the open work order tickets were  
12 addressed.

13 CHAIRPERSON BANKS: So, you're tracking  
14 each work order you're saying?

15 MANAGING DIRECTOR CONNELL: So, we're  
16 tracking that each of the work orders have been  
17 closed out, yes.

18 CHAIRPERSON BANKS: So, every work order  
19 that comes through, you're tracking it?

20 MANAGING DIRECTOR CONNELL: So, every new  
21 work order that's created, we're collecting itemized  
22 information about, and the work orders that were  
23 transferred after conversion, we get a certification  
24 from the partners confirming--  
25

CHAIRPERSON BANKS: [interposing] And it's your testimony that every work order that was established under NYCHA up until the conversion was transferred over to the new management company?

MANAGING DIRECTOR CONNELL: That's right.

CHAIRPERSON BANKS: Okay. I beg to disagree, but that's your testimony. Does NYCHA perform any follow-up with the new property manager to verify whether they have all the work orders or service request information for-- did that already. Let's go to the next question. In 2024, NYCHA launched a new version of its capital tracker, a needs tracker, which allows residents to see biweekly updates on building renovations. Has NYCHA received feedback from residents about the usefulness of this tracker?

CHIEF MAVANI: Thank you for the question, Chair Banks. So, this tracker is a version two of the tracker. We had released an earlier one about a year and a half before that. In the development of both trackers, we did seek input from residents and from resident leaders. In particular, when the first tracker was up we put up a public survey so that anybody who was using that tracker

could immediately provide feedback on what they wanted to see improved on that tracker, and on the basis of that feedback we got from residents as well as other public folks and through focus groups where we met with resident leaders to ask them for their feedback and their needs, we designed that second tracker and then launched it. So there are a number of resident committees that NYCHA also works with, the Resident Roundtable, the CAC [sic] where we have regular engagement with different groups of residents to input on NYCHA initiatives. We took the tracker designs to those groups and sought resident feedback there and also incorporated that in what we finally built out.

CHAIRPERSON BANKS: Okay, thank you.

when it comes to complaints and code violations, by what methods can residents file complaints and service requests with NYCHA, and what is the average like wait time to connect with NYCHA staff members when a resident calls a customer contact center, and how does NYCHA track the performance of its customer contact center? And does NYCHA also track the number of times or calls that get disconnected? How does that look?

EXECUTIVE VICE PRESIDENT SOHONI: Thanks, Chair. So, a couple things on this. Residents can create new tickets through, yes, calling the contact center. If they have the MyNYCHA app on their phone they can use that as well. They can actually also create it sometimes in the management office with the receptionist there if they need to. Most new tickets, though, are created through the contact center and the MyNYCHA app. The contract center last year or so in calendar 24 had sort of funding and staff cuts in January of that year. We saw fairly immediate increases in wait times. So what used to be a two to three-minute wait for a call was all of a sudden taking some people 30, 40 minutes. We restored some of those cuts in July of 24 adding staff back, especially temporary floating staff. It is still not back to where it was prior to 23. So we still have long wait times. We do track that and we do report on that, but we're happy also to discuss [inaudible] we're doing there, too.

CHAIRPERSON BANKS: Thank you. Can residents of a PACT development call the customer contact center to report issues or request repairs?

EXECUTIVE VICE PRESIDENT HONAN: So, for repair issues, the residents should go to the management office. They also could go to 311, impact development. If they have Section 8 issues, the issues with their subsidy, they can call the CCC and there is a whole unit there that deals with Section 8 issues.

CHAIRPERSON BANKS: Okay. When there's a conversion that is taking place, are residents informed of this prior to the conversion?

EXECUTIVE VICE PRESIDENT HONAN: It is something that often comes up, because one of the biggest questions during conversion is what is the difference between the two programs.

CHAIRPERSON BANKS: Correct.

EXECUTIVE VICE PRESIDENT HONAN: so, people ask, you know, do I still call the contact center? Will I still have the same management? Will I-- you know, and people want to know the difference. So this is one of the differences in the two programs. You will not be calling the call center, which I know a lot of people complain about. You'll now-- you have the ability to call a new system, whatever the system of that particular management



company has. And in addition, you could also call 311.

CHAIRPERSON BANKS: Local Law 127 during the 2021 allows NYCHA residents to file housing complaints by calling 311. Are you aware of how NYCHA-related calls are logged with 311 as far as the service request system? And are you aware of what residents-- what residents have experienced when they've called 311 with complaints?

EXECUTIVE VICE PRESIDENT HONAN: I don't. I'm not aware of what they experience, because that's a question for DoITT, you know, they manage it. I will say that yes, they do take those calls. They do refer them to us, and so we create work orders, you know, for that and follow up, you know, the same as if they came in through our call center.

CHAIRPERSON BANKS: How many customer contact center-- walk-in centers does NYCHA currently operate?

EXECUTIVE VICE PRESIDENT HONAN: Two. We have two. We have one in Atlantic Avenue and we one in Water Street in the Bronx.

CHAIRPERSON BANKS: Does NYCHA turn away residents who do not have a prior appointment?

EXECUTIVE VICE PRESIDENT HONAN: It is-- since COVID, we-- preferred method is for appointments, and if the day is booked we will turn residents away if everybody else has an appointment, yes.

CHAIRPERSON BANKS: Is there a website or any formal communication that warns residents of this limitation?

EXECUTIVE VICE PRESIDENT HONAN: I'm not aware.

CHAIRPERSON BANKS: You're not aware?

EXECUTIVE VICE PRESIDENT HONAN: I'm not aware, no.

CHAIRPERSON BANKS: Can you commit to changing the name or posting the certifications if residents can't-- they can't-- they have traveling issues? Hold on. Could we go back and get my question together. Can you commit to changing the name or posting a clarification so that residents can avoid traveling to a center just to be turned away?

EXECUTIVE VICE PRESIDENT HONAN: I can commit to raising it. It is something that I've heard not only from you, Council Member, but from

other advocates, and I will speak to leadership about it.

CHAIRPERSON BANKS: Does NYCHA share information publicly or with its residents about the code violations issued about the Department of Preservation-- Housing and Preservation? Is that public?

EXECUTIVE VICE PRESIDENT HONAN: So, we are working literally weekly with HPD to come up with a way that they'll be able to show on their site. We'll be able to show on our site the number of open code violations, and we expect to have that done fairly shortly. But yes, it will be--

CHAIRPERSON BANKS: [interposing] Your testimony is that they don't--

EXECUTIVE VICE PRESIDENT HONAN: [interposing] It's not right now currently, but--

CHAIRPERSON BANKS: provide that information to the residents when there's a--

EXECUTIVE VICE PRESIDENT HONAN: [interposing] Not currently, but we will.

CHAIRPERSON BANKS: code violation? Okay. In 2022, the state passed a law requiring the New York City Department of Housing and Preservation

1 to post NYCHA's housing code violations online. That  
2 means you're not in compliance. It appears that HPD  
3 has not yet complied and leading some tenants to file  
4 lawsuits against HPD.

5  
6 EXECUTIVE VICE PRESIDENT HONAN: I can't  
7 speak to HPD, but I will say that there was a funding  
8 issue, you know, here. The money has been found, and  
9 I will say we literally-- as I stated, you know, just  
10 a few minutes ago, we literally meet weekly in order  
11 to get this up and running. It is a priority for  
12 both agencies and we will see it soon.

13 CHAIRPERSON BANKS: Well, has NYCHA heard  
14 the concern from residents about this issue, and has  
15 NYCHA taken any steps to assist HPD and making this  
16 information public?

17 EXECUTIVE VICE PRESIDENT HONAN: We have  
18 a standing meeting with HPD, and we're happy to give  
19 them all the information that we have so this way it  
20 could be, you know, up on both sites and easily  
21 understand-- easily understood. As to whether we've  
22 heard complaints, I personally have not heard  
23 complaints from residents. I have heard from  
24 advocates, though.

CHAIRPERSON BANKS: While NYCHA is not subject to any obligations under the state law, has NYCHA considered publishing its code violations on its own accord to provide greater transparency to the residents?

EXECUTIVE VICE PRESIDENT HONAN: We-- the code violations that we get are from HPD, and they will-- you know, we will work with them in order to make sure that everything we have is the current--

CHAIRPERSON BANKS: [interposing] Well, the question is will you publicize it to the tenants, to the residents?

EXECUTIVE VICE PRESIDENT HONAN: It will be. It will be up for tenants and residents, both on this site and--

CHAIRPERSON BANKS: [interposing] What's the time--

EXECUTIVE VICE PRESIDENT HONAN: the other site.

CHAIRPERSON BANKS: What's the time frame to?

EXECUTIVE VICE PRESIDENT HONAN: I don't have a timeframe, and believe me, you will know before it-- you know, we will let-- we will let this

committee know before it's out, and we will make sure that it's heavily publicized once it is out. But we do expect it in the next few months.

CHAIRPERSON BANKS: We'll be waiting.

EXECUTIVE VICE PRESIDENT HONAN: Okay.

CHAIRPERSON BANKS: When it comes to financial transparency, we're aware that there's a degree of uncertainty about the status of federal funding from-- for public housing across the country. Has NYCHA taken steps to prepare for potential decreases or pauses in federal funding? And what information has NYCHA provided to the residents about the reality and any potential impacts on Section 9 and Section 8 housing?

EXECUTIVE VICE PRESIDENT HONAN: We're watching what's going on in Washington literally daily, and we are in unprecedented times right now. I will say that. From what-- you know, from what we're hearing, many of our colleagues at HUD who have been there for decades who have been great assets to NYCHA into public housing publicly have now left the agency. But right now, we do not-- you know, until the President's budget comes out which is in a few-- probably a few days, maybe the next few weeks, we

won't have a good idea. I mean, from what I'm hearing is that, you know, public housing should expect very deep cuts. Section 8 probably a bit more stable, but we will have to make real decisions and we will commit to both residents and also to the Council and other elected officials that we will be in close contact to let you know, you know, our plan.

CHAIRPERSON BANKS: The Governor recently released a 2026 Executive Budget proposal which includes about \$25 million for rehabilitation of vacant NYCHA units over five years. How many vacant units could NYCHA rehabilitate for occupancy within the proposed \$20 million?

EXECUTIVE VICE PRESIDENT HONAN: So, the \$25 million which was part of the City of Yes funding--

CHAIRPERSON BANKS: [interposing] Excuse me. Hold on a minute, Brian. Can we maintain order? Everybody will have their opportunity to give testimony, and that will be your opportunity to speak. So, please, while the admin is giving their testimony, we want to make sure we hear clear from them, alright? Thank you. You may proceed.

EXECUTIVE VICE PRESIDENT HONAN: So, the \$25 million that is in the state budget that is part of the City of Yes funding, will contribute to bringing about-- in between somewhere between 500 and 600 apartments back online.

CHAIRPERSON BANKS: You said 500 and 600 apartments?

EXECUTIVE VICE PRESIDENT HONAN: Between 500 and 600, correct.

CHAIRPERSON BANKS: And what's the time frame from starting these repairs?

EXECUTIVE VICE PRESIDENT HONAN: So, it-- state money is not unlike city money, it doesn't automatically go into our account. We will have to negotiate with the state on something that's called the GDA, a grants disbursement agreement, and then we spend the money and they reimburse us. So, a lot has to-- a lot, you know, plays on how quickly we can get that done. I will say to Governor's credit, her team has been very helpful in approving GDAs quickly compared to the last administration. So, we expect a smooth transition, but we'll have to see. We've never negotiated a GDA like this one before.



CHAIRPERSON BANKS: so you're saying that the 5-600 units will be rehabilitated within another year or so?

EXECUTIVE VICE PRESIDENT HONAN: Again, all depending on how the DGA is agreed upon and other factors, but the faster that's agreed upon, the faster we could start, you know, with a plan to do that work.

CHAIRPERSON BANKS: Okay. I'm going to give another round of questions, and then I'm going to hand it over to Council Member Avilés. When it comes to financial transparency,-- hold on. When it comes to transparency around the PACT selection for conversion, since 2023 five NYCHA developments have voted on whether to remain Section 9 public housing, move to the PACT program or join public housing Preservation Trust. How does NYCHA select which development will have the opportunity to vote?

EXECUTIVE VICE PRESIDENT HONAN: Sure. So, the voting came about through legislation that was passed by the State of New York in 2022. We looked-- there were many tenant associations that had very strong opinions on the Trust legislation in that year. Many of them who were in favor of it and really

1 wanted, you know, did advocate in Albany to make sure  
2 that the legislation passed. We did take the desire  
3 for a vote in their development into account, and  
4 that was one of the-- one of the selection-- one of  
5 the criteria. We also looked at conditions of  
6 developments. It's safe to say that almost any  
7 development that you see in New York City can  
8 definitely use an influx of capital in order to bring  
9 about repairs. So we looked at conditions. We looked  
10 at, you know, whether there was support for an  
11 election. We also looked at, you know, can we close  
12 one of these deals once, you know, once we're able to  
13 hold a vote successfully. So all those things were  
14 taken into account.

16 CHAIRPERSON BANKS: When it comes to a RAD  
17 development being select-- or a development being  
18 selected for the RAD program, what engagement is  
19 done, and is there a formal voting process for the  
20 residents?

21 EXECUTIVE VICE PRESIDENT SOHONI: So, I'm  
22 going to ask my colleague Simon Kawitzky from  
23 Portfolio Planning within the Real Estate group to  
24 talk about the extensive engagement that we do. We  
25 typically work with residents for almost a year

1 before we put out a request for expressions of  
2 interest and get into the actual conversion. But  
3 there's significant engagement and we think about  
4 some of the factors--

5 CHAIRPERSON BANKS: [interposing] Yeah,  
6 they--

7 EXECUTIVE VICE PRESIDENT SOHONI:  
8 [interposing] that Brian mentioned.

9 CHAIRPERSON BANKS: We would really like  
10 to-- I hear extensive engagement, but that to me, you  
11 know, we don't see that. But maybe you can--

12 EXECUTIVE VICE PRESIDENT SOHONI:  
13 [interposing] Well, again, as I--

14 CHAIRPERSON BANKS: [interposing] Maybe  
15 you can walk us step by step--

16 EXECUTIVE VICE PRESIDENT SOHONI:  
17 [interposing] I've asked Simon to come up because  
18 it's evolved over the last--

19 CHAIRPERSON BANKS: [interposing] And  
20 [inaudible].

21 EXECUTIVE VICE PRESIDENT SOHONI: several  
22 years.

23 CHAIRPERSON BANKS: Thank you.  
24  
25

COMMITTEE COUNSEL: And before you start, if you could raise your right hand for me, please? Do you affirm to tell the truth, the whole truth and nothing but the truth before this committee and to respond honestly to Council Member questions?

VICE PRESIDENT KAWITZKY: Yes.

COMMITTEE COUNSEL: And if you could state your name and title, please?

VICE PRESIDENT KAWITZKY: My name is Simon Kawitzky. I'm the Vice President for Portfolio Planning in the Real Estate Department at NYCHA. So, good morning, Council Member. Thanks for your question. To give a little bit more detail, the way that we identify developments for the PACT program is pretty straightforward. Where are developments that have the highest level of physical distress that need critical investments? Which developments have serious operational challenges that are difficult for NYCHA to manage? These are developments that are located across many different buildings in a neighborhood where there's no centralized management office, for example. And there are also developments which we have already brought through the program which for various reasons have not been receiving any

1 level of federal support. So, those different  
2 criteria have been really important for us as we  
3 identify developments for the PACT program. When we  
4 have a development that we think could benefit from  
5 these investments, we reach out to the resident  
6 leadership as the first point of contact to describe  
7 the benefits that the program can bring, share  
8 information about how this works, what the process  
9 would look like, and then from there talk to them  
10 about how we would engage with their community and  
11 their residents about moving that process forward.  
12 And I can get into, you know, as much detail as you'd  
13 like--

14  
15 CHAIRPERSON BANKS: [interposing] So  
16 you're saying that the tenant association is working  
17 hand-in-hand with you when you're doing these  
18 community engagements?

19 VICE PRESIDENT KAWITZKY: Resident  
20 leaders are a really critical stakeholder for us, and  
21 absolutely. Before we launch any process at a  
22 development, we engage with the resident leadership  
23 before bringing it to the wider community.

24 CHAIRPERSON BANKS: So, would you agree  
25 that a vote would be-- should be needed to allow the

residents to weigh in when these conversions are taking place?

VICE PRESIDENT KAWITZKY: There's no regulatory or statutory requirement for NYCHA to hold a vote.

CHAIRPERSON BANKS: I'm not talking about what the requirement is. I'm asking you, again, would you agree that residents should have the right to determine how their communities look?

VICE PRESIDENT KAWITZKY: I absolutely agree that residents should inform and help us determine the design and the investments that are coming as part of these initiatives. It is NYCHA's responsibility to maintain habitable communities and make sure that we can preserve our housing stock to serve residents into the future.

CHAIRPERSON BANKS: Is this after you select them?

VICE PRESIDENT KAWITZKY: After we select a development for the PACT program?

CHAIRPERSON BANKS: Yeah, after you select the development, because after you select the development, then you move-- you're moving forward. engagement meetings, you're having these

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 0
- 1
- 2
- 3
- 4
- 5

7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1 inform what those investments are going to look like.  
2 We also at the end of that predevelopment phase  
3 before the renovations actually begin, we publish a  
4 community plan that codifies and documents all of the  
5 investments, physical, programmatic. So, what kinds  
6 of operational enhancements, what kinds of security  
7 and social services are going to be provided? So all  
8 residents across the community can be aware and  
9 informed of what investments are coming.

11 CHAIRPERSON BANKS: I just want to back  
12 up a little when you say that there's misinformation  
13 put out. Can you dive in a little to what type of  
14 misinformation you say is put out about the RAD/PACT  
15 program? Because I-- you know, it's-- we have  
16 multiple developments that already have been  
17 converted. So there's a report card already that  
18 exists, and any misinformation per say would be  
19 coming from the residents who are not in support or  
20 have had-- can talk about the experience under  
21 conversion. So can you give us some of the  
22 misinformation that you say is out there?

23 VICE PRESIDENT KAWITZKY: Absolutely. So  
24 there is a lot of misinformation out there about the  
25 rights and protections that are afforded to residents



1 under the PACT program. I am out in the community  
2 every week talking to residents who are-- we're  
3 engaging with as part of the PACT program and other  
4 initiatives, and I'm always hearing people concerned  
5 about the fact that they would not qualify for  
6 Section 8 and therefore, would not stand to benefit  
7 from the program. So, that is a falsehood, because  
8 any authorized tenant at a development that  
9 transitions to project-based Section 8 through the  
10 PACT program automatically qualifies per federal  
11 regulations. I hear concerns that their rent would  
12 go up, which again is also a falsehood, because rent  
13 is calculated in the same way that it is under the  
14 public housing program.  
15

16 CHAIRPERSON BANKS: let me-- let me  
17 interrupt you on that one so we can go step by step.  
18 The-- there's been reports that residents have to  
19 fill out multiple certifications. Have you heard  
20 about that?

21 VICE PRESIDENT KAWITZKY: are you  
22 referring to income certifications?

23 CHAIRPERSON BANKS: Income  
24 certifications.  
25

VICE PRESIDENT KAWITZKY: So, certain developments, and I believe it's only two developments in our portfolio. I'm speaking to the PACT portfolio specifically that use different sources--

CHAIRPERSON BANKS: [interposing] Well, even--

VICE PRESIDENT KAWITZKY: of funding.

CHAIRPERSON BANKS: Even in the RAD--

VICE PRESIDENT KAWITZKY: [interposing] to finance the renovations, because of the nature of those transactions and the mixing of those sources. There are different levels of income certification that is required, but for all of our other projects, including the ones that are currently going through the pipeline and the planning stages, there's only annual income certification that is required. In addition, any resident can file an interim, same as under the public housing program if they have a change in income and want to adjust their rent.

CHAIRPERSON BANKS: Well, in a RAD/PACT converted development, there's been reports of residents having to have filled out or have to fill out multiple re-certifications--

VICE PRESIDENT KAWITZKY: [interposing]  
That's correct at two developments.

CHAIRPERSON BANKS: At two developments,  
okay.

VICE PRESIDENT KAWITZKY: That have  
already converted, correct.

CHAIRPERSON BANKS: No, I'm talking about  
RAD converted developments, not PACT developments.  
Well, PACT--

VICE PRESIDENT KAWITZKY: PACT is the New  
York City implementation of the RAD program.

CHAIRPERSON BANKS: Correct, right.

VICE PRESIDENT KAWITZKY: So, there are  
two developments that I'm aware of under the PACT  
portfolio where that multiple step income  
verification as--

CHAIRPERSON BANKS: [interposing] well,  
what about under the RAD portfolio?

VICE PRESIDENT KAWITZKY: The RAD and the  
PACT portfolio are one in the same.

CHAIRPERSON BANKS: No, no. There have  
been multiple developments that have been converted  
under RAD/PACT, am I correct?

VICE PRESIDENT KAWITZKY: There are over 160.

CHAIRPERSON BANKS: Right. So, under those particular developments that I'm talking about, particularly Linden Houses, there's been reports that residents had to fill out multiple certifications.

VICE PRESIDENT KAWITZKY: If there are--

CHAIRPERSON BANKS: [interposing] And that's like, say if they did overtime during that month, they would be-- management would reach out to them and inform them that they would have to fill out another certification. So you have this seesaw of--

VICE PRESIDENT KAWITZKY: [interposing] So, there should not be any circumstance where property manager is asking somebody to file an interim re-certification because of a change in income, but if you want to provide us with any specific--

CHAIRPERSON BANKS: [interposing] Yeah, we'll--

VICE PRESIDENT KAWITZKY: circumstances, we can look into that, because that, again, that's not a factor or a facet of the program.

CHAIRPERSON BANKS: Alright. Given that the RAD program does not have a resident voting requirement, NYCHA has previously stated it may transition developments to PACT on its own initiative even absent of a resident vote. Under what circumstance will NYCHA initiate a PACT conversion without a vote?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, again, Simon walked through the engagement process that we've been following over the last few years. Again, we have been in various hearings in the past where we have acknowledged that some of the early PACT conversions, we didn't have the same level of engagement. Over the last three or four years, we do this robust engagement before we even contemplate a conversion, and Simon outlined that. So, what we want to do when we're doing that engagement process is see that there's support from the tenant leadership as well as the broader community.

CHAIRPERSON BANKS: Okay. What criteria does NYCHA consider in making-- when making a decision of such? And are those criteria, is it made public?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes,  
and again, Simon mentioned earlier, it's looking at  
the physical conditions of each of the buildings.  
It--

CHAIRPERSON BANKS: [interposing] Is it  
made public?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes,  
we disclose this all the time, absolutely.

CHAIRPERSON BANKS: Once a NYCHA  
development has been selected for PACT transition,  
what resource if any does residents have to pause or  
stop the transition?

EXECUTIVE VICE PRESIDENT GOUVEIA: I  
mean, once we've made the decision collectively with  
our residents to move forward, we will move forward.  
We don't have the luxury of--

CHAIRPERSON BANKS: [interposing]  
Collectively with the residents the decision is made?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: How does that process  
look?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well,  
we described it earlier, right?

CHAIRPERSON BANKS: I want you to explain it.

EXECUTIVE VICE PRESIDENT GOUVEIA: Like to walk through the process again?

CHAIRPERSON BANKS: How does that process look?

VICE PRESIDENT KAWITZKY: So, again, I want to emphasize that it's NYCHA's duty, right, to invest in our properties to make sure that this is a resource for residents into the future. While we value and very strongly prioritize the input and partnership with our residents, it ultimately is NYCHA's decision to move forward with a PACT transaction.

CHAIRPERSON BANKS: So your testimony is that the residents don't have a say as the direction or how their community looks. NYCHA can usurp their input and move forward with the program.

VICE PRESIDENT KAWITZKY: that's not what I'm saying. What I'm saying is that we seek partnerships with our residents to help inform the future of their communities.

CHAIRPERSON BANKS: But you just said that NYCHA, it's NYCHA's decision to make. They have the final decision.

VICE PRESIDENT KAWITZKY: In the context of making critical investments that we are responsible for making.

CHAIRPERSON BANKS: Right. So, my question to you is should the tenants-- should the tenants make that final decision. Should that decision be made by the majority of the tenants and not NYCHA?

VICE PRESIDENT KAWITZKY: It is NYCHA's responsibility and NYCHA's decision.

CHAIRPERSON BANKS: So, it's-- so the tenants have no-- the level of engagement, once the engagement is done, once input is given they basically-- it's advisory and the NYCHA can just make a decision.

VICE PRESIDENT KAWITZKY: These projects are not going to be successful without resident support and resident input into the plans. So, again, that is a critical facet of what we're doing--

CHAIRPERSON BANKS: [interposing] Well, I mean, the support comes--



VICE PRESIDENT KAWITZKY: [interposing]  
and what we're prioritizing as part of the--

CHAIRPERSON BANKS: [interposing] after  
the fact.

VICE PRESIDENT KAWITZKY: PACT program.

CHAIRPERSON BANKS: But the support comes  
after. It seems like once you tell them that they're  
selected to this program, then you want them to  
comply.

EXECUTIVE VICE PRESIDENT GOUVEIA: That's  
not accurate. Again, we go through our portfolio  
planning process and we identify sites that we think  
would be good candidates for PACT, and then Simon and  
his team begins the engagement process, and talks  
about what PACT could potentially do. And as those  
conversations evolve, as Simon mentioned, we are  
hoping that we will get a place of partnership, and  
over the last several years, for the most part, that  
has been the case. We have been in partnership with  
our residents. They sit on our review committees and  
help select the PACT partners, and that very much  
demonstrates that level of partnership and the  
agreement to move forward with PACT.

CHAIRPERSON BANKS: How are the developers selected? I mean, is it a multitude of developers, go through a real vetting process, and the tenants engaging in that, or has it been-- is it the practice-- is it still the practice that NYCHA selects three developers and then gives it to this particular review committee?

EXECUTIVE VICE PRESIDENT GOUVEIA: We do an annual request for qualifications. So we pre-qualify contractors, developers, and property managers, and from that pool of folks that are within the pre-qualified lists, we invite them to respond to RFEIs, requests for expressions of interest, and the residents review all the responses that we get. They help us select the teams that will be interviewed, and then they help us select the ultimate team that will-- to do the renovations.

CHAIRPERSON BANKS: so, that selection process, that committee, a review committee, how many residents serve on that committee? And is the major-- is the committee composed of a majority of residents?

VICE PRESIDENT KAWITZKY: The committee for purposes of, you know, the practicality of

1 facilitating these processes consists by default of  
2 the Resident Association Executive Board, and we also  
3 defer to the Executive Board to invite other members  
4 of the community into that process as they see fit.  
5 Generally, a board representation would be about five  
6 individuals, but for different projects we have  
7 allowed about 10 or 12 different participants in  
8 those review committees.  
9

10 CHAIRPERSON BANKS: And if the-- are the  
11 majority tenants?

12 VICE PRESIDENT KAWITZKY: They're all  
13 tenants of the developments in question.

14 CHAIRPERSON BANKS: so you're saying that  
15 the majority of the tenants on that committee then  
16 will make a decision?

17 VICE PRESIDENT KAWITZKY: The-- right,  
18 yes. So we have--

19 CHAIRPERSON BANKS: [interposing]  
20 [inaudible] majority--

21 VICE PRESIDENT KAWITZKY: [interposing]  
22 But it's a very formal process that we go through.  
23 For any kind of procurement, we can imagine the--  
24 that it needs to be high-integrity process, and  
25 residents complete score cards ranking each proposal

based on a number of different factors, and those scores are tallied up, and that's used to make a decision.

CHAIRPERSON BANKS: Is that public information?

VICE PRESIDENT KAWITZKY: No, those are, you know, proceedings that take place with the Resident Review Committee as part of the selection process. The Resident Review Committees are also supported by independent resident advisors. These are organizations with experience in affordable housing, real estate, architecture, planning, legal services that the resident committees select, and who provide guidance and support to them in reviewing development proposals and ultimately helping them make a selection.

CHAIRPERSON BANKS: Are those minutes public, made public? Can we request a copy of those minutes of every reviewing committee? Are there minutes made available to the public?

VICE PRESIDENT KAWITZKY: We have documentation of the score cards. We do not maintain minutes of all of our meetings.

CHAIRPERSON BANKS: Well, whatever-- so you have documentation of the actions that come from the committee, or this particular committee?

VICE PRESIDENT KAWITZKY: For projects that are closed out, I don't see an issue if there's a request to provide score cards to validate a selection.

CHAIRPERSON BANKS: Okay. Would NYCHA have the authority to transition a development to PACT even if residents of the development have already rejected the option in a vote?

VICE PRESIDENT KAWITZKY: so, if NYCHA were to facilitate a voting process and residents decide through that voting process that they do not want to move forward with PACT, then NYCHA is going to honor that decision.

CHAIRPERSON BANKS: Are residents informed of this possibility during the engagement period leading up to a vote?

VICE PRESIDENT KAWITZKY: The circumstances of any formal NYCHA voting process are made public prior to that voting process beginning.

CHAIRPERSON BANKS: Alright. I'm going to-- Council Member Mealy, did you have any questions? Council Member Mealy?

COUNCIL MEMBER MEALY: I just have a few questions. You just said that if the TA does not have to agree with you to become RAD and PACT, true or not? Y'all would just do it automatically or take over the building?

VICE PRESIDENT KAWITZKY: When we begin our outreach to--

COUNCIL MEMBER MEALY: [interposing] A yes or no?

VICE PRESIDENT KAWITZKY: When we begin our outreach to resident leaders to start a process for planning for PACT investments, we seek the support of resident leaders, and we have-- today, we have not moved forward with a project where there's not that level of support at the beginning stages of the project.

COUNCIL MEMBER MEALY: How many are they? How many are they that is not in RAD and PACT right now? They chose not to get in?

VICE PRESIDENT KAWITZKY: Oh,--

COUNCIL MEMBER MEALY: [interposing] Could you give me how many?

VICE PRESIDENT KAWITZKY: It's hard to give that number because we're out in the fields constantly talking to people about the PACT program, so it's hard to give an exact number right now.

COUNCIL MEMBER MEALY: Y'all could give me statistics of my district. I'm 41.

VICE PRESIDENT KAWITZKY: Yep.

COUNCIL MEMBER MEALY: Y'all gave Fairstead [sic] 14 developments in my district. They never had no experience with doing development. So, give me how many of those 14 developments agreed to be RAD and PACT. Y'all have people, right?

VICE PRESIDENT KAWITZKY: So, for the Reid and Park Rock consolidated portfolio that you're referring to, Council Member, we did all the robust engagement that we previously described with the resident leaders of those developments.

COUNCIL MEMBER MEALY: [inaudible]

VICE PRESIDENT KAWITZKY: And moved forward based on--

COUNCIL MEMBER MEALY: [interposing] Something different.

VICE PRESIDENT KAWITZKY: that process.

COUNCIL MEMBER MEALY: But how many  
agreed that they want to become RAD and PACT. Could  
you give me that number?

VICE PRESIDENT KAWITZKY: They all did,  
because we did robust engagement with the resident  
leaders at those developments.

COUNCIL MEMBER MEALY: A lot of people  
still do not want to be in RAD and PACT, and they  
saying that y'all moving straight along. So, you  
have to give me some kind of concrete document that  
say everyone said that they wanted to get RAD and  
PACT, and the ones who said no, what are you doing to  
talk to them in regards to it?

VICE PRESIDENT KAWITZKY: Well, again--

COUNCIL MEMBER MEALY: [interposing] Not  
threatening them.

VICE PRESIDENT KAWITZKY: Absolutely.

COUNCIL MEMBER MEALY: Not demanding them  
sign, and that's a issue also. I don't understand  
why people are being harassed in order to find  
documents. Isn't that illegal?

VICE PRESIDENT KAWITZKY: So, well, with  
all respect for your questions, again, I want to say



1                   that we don't seek 100 percent consensus for-- from  
2                   our residents before moving forward with the program,  
3                   and we don't expect that everybody would be in  
4                   agreement all the time either. If there are specific  
5                   instances of, you know, alleged harassment or  
6                   inappropriate communication with our residents at a  
7                   PACT development or elsewhere, we definitely want to  
8                   know about it and can follow up, because that's  
9                   unacceptable. But again--

11                   COUNCIL MEMBER MEALY: [interposing] When  
12                   I--

13                   VICE PRESIDENT KAWITZKY: we're not  
14                   required to hold a vote or to ask every resident if  
15                   they want to participate in the PACT program before  
16                   actually bringing that program to their development.

17                   COUNCIL MEMBER MEALY: So, how-- y'all in  
18                   charge of all of them. How many people have told you  
19                   that they have been harassed? Are y'all keeping a  
20                   database on them?

21                   VICE PRESIDENT KAWITZKY: Any ref--

22                   COUNCIL MEMBER MEALY: [interposing]  
23                   [inaudible]

24                   VICE PRESIDENT KAWITZKY: Any referral to  
25                   NYCHA or our office is going to be followed up on.

Again, we really benefit from specific cases so that we can get to the root of whatever is going on.

COUNCIL MEMBER MEALY: Cases, we just had Stuyvesant just testified and said enough is enough. They going to start going through the federal, state, media, that they're being harassed. You heard from your own ears. You were here. So, that's not on your radar. They never told y'all that they were being harassed.

VICE PRESIDENT KAWITZKY: So, we're certainly aware of the--

COUNCIL MEMBER MEALY: [interposing] so, what is the plan for that? You said you was aware now. What is the plan?

VICE PRESIDENT KAWITZKY: Right, so if there are specific instances where you referenced harassment in the context of--

COUNCIL MEMBER MEALY: [interposing] I didn't reference--

VICE PRESIDENT KAWITZKY: signing a lease or something like that.

COUNCIL MEMBER MEALY: I referenced it because it was just stated here, but y'all swearing

that y'all was going to tell us the truth. She's--  
the tenant just spoke on that.

VICE PRESIDENT KAWITZKY: But--

COUNCIL MEMBER MEALY: [interposing] She  
said she's going to go through the media now. You  
have seven days. So, now, you're aware. So what is  
your plan? And if that's one--

VICE PRESIDENT KAWITZKY: [interposing]  
It's the same thing. It's specifics. And when  
Doctor Crawford was given the testimony, again--

COUNCIL MEMBER MEALY: [interposing] her  
name?

VICE PRESIDENT KAWITZKY: Absolutely, I  
do, because we've been engaging with Doctor Crawford  
for several years now.

COUNCIL MEMBER MEALY: So, you're aware.  
So what have you done? If that's one, it has to be  
others.

VICE PRESIDENT KAWITZKY: Again, we--

COUNCIL MEMBER MEALY: [interposing] What  
plan are you--

VICE PRESIDENT KAWITZKY: [interposing]  
I'm sorry to interrupt you. But again, we need  
specific examples of what's going on.

COUNCIL MEMBER MEALY: [inaudible]

examples, sir.

VICE PRESIDENT KAWITZKY: With Stuyvesant Gardens one, we have been working with that community for several years now to plan for these investments through the PACT program. Doctor Crawford and other members of the board participated in the selection of the PACT partner, and we have been working with her board and my team to really try and form a partnership where we can work collaboratively together not to--

COUNCIL MEMBER MEALY: [interposing]

[inaudible] to go back and forth. You could try to talk-- over talk me, and I could try to over talk you, but I don't want to go there. We already just had a statement that it's a problem. What are your plans to do anything about it? I have another one at Park Rock and Reid. I have community meetings where they come and tell me that they are still putting their stove on. They have heaters. And I keep-- I met with Fairstead the other day, but HPD came to my office in one of my advisory board meetings, and employ [sic] resident tenants to come to my advisory board meeting that we could make a plan that we could

1 all come together and come and stating with one song,  
2 one voice. Y'all are doing something, and it's not  
3 being done correctly. So, with that, HPD now say  
4 that you-- if tenants call them and they are not  
5 getting heat, you can be charged just like if I'm a  
6 landlord if I'm not giving my tenants heat. So the  
7 HPD, HUD, will come and give y'all tickets. Y'all  
8 know that, right? So, now from her coming-- tenants  
9 coming to my meeting, they have tickets now. Now HPD  
10 is coming and investigate to see how the heat is.  
11 They still got their heaters on. So who is lying?  
12 Are the tenants that-- when they do a pop-up--

14 VICE PRESIDENT KAWITZKY: [interposing]

15 So--

16 COUNCIL MEMBER MEALY: A pop-up-- they  
17 didn't know they was coming, but the tenants when  
18 they did come they had their heater on. They had  
19 their stove on. Something is wrong with these  
20 developers.

21 VICE PRESIDENT KAWITZKY: Okay.

22 COUNCIL MEMBER MEALY: the heat is not  
23 being distributed properly to all these developments,  
24 and to get back one last time, you still never  
25 answered my question. If that's one development, how

many other developments are not satisfied with RAD and PACT? Do you have a plan in which you going to address that? Can they fire that developer?

VICE PRESIDENT KAWITZKY: So, thank you for bringing that specific example to our attention. I think that's a really good example of the kind of feedback that we need to be able to take action. I want to-- and we're always happy to coordinate with your office, to be present at any meeting like that where you're fielding complaints from residents, because again, our mission is the same. It's to make sure that residents have safe, decent housing.

COUNCIL MEMBER MEALY: Sir, but you just heard it here.

VICE PRESIDENT KAWITZKY: When-- I also want to clarify--

COUNCIL MEMBER MEALY: [interposing] Just that one.

VICE PRESIDENT KAWITZKY: If I could just also--

COUNCIL MEMBER MEALY: [interposing] I don't need to hear everything else.

VICE PRESIDENT KAWITZKY: answer some of the other questions that you had.

COUNCIL MEMBER MEALY: We got something on the table right now.

VICE PRESIDENT KAWITZKY: The other thing that I want to just point out is that--

COUNCIL MEMBER MEALY: [interposing] that's a [inaudible] issue.

VICE PRESIDENT KAWITZKY: when these properties transition--

CHAIRPERSON BANKS: [interposing] I think she want a specific answer.

VICE PRESIDENT KAWITZKY: to the new property manager--

CHAIRPERSON BANKS: And it seems like you're going around in circles--

VICE PRESIDENT KAWITZKY: [interposing] Well, I'm trying-- I'm trying--

CHAIRPERSON BANKS: not to answer a question.

COUNCIL MEMBER MEALY: Not very good--

CHAIRPERSON BANKS: [interposing] So I would appreciate it if you respect the Council Member and you answer her question. It's very pointed. She wants to know-- you heard testimony from Doctor Crawford as to the harassment that's being done, the

1 breaking into the TA office or the stealing of  
2 petitions, and then she's saying-- she said clearly  
3 that this is because of their opposition to the  
4 RAD/PACT conversion. Can you answer that  
5 specifically? Because you said you've been in talks  
6 and you know Doctor Crawford.

8 VICE PRESIDENT KAWITZKY: So, can you  
9 just clarify what your question is specifically?

10 CHAIRPERSON BANKS: The question is what  
11 is your plan to handle situations like that when one  
12 of those controversies arise. NYCHA-- NYCHA's  
13 supposed to do the oversight, right? Am I correct?  
14 You're part of this community engagement. You said  
15 you've been in talks with her, this particular TA,  
16 for the last three or four years. You have to be  
17 aware of what's going on as far as the harassment.  
18 What are you doing to stop the harassment and listen  
19 to the residents as they've clearly said in this  
20 particular situation they do not want to go RAD?

21 VICE PRESIDENT KAWITZKY: so, we are in  
22 constant communication or we try to be with Doctor  
23 Crawford about some of the concerns that you raised.  
24 I don't have an answer specifically for what we're  
25 going to do regarding the allegation that somebody



broke into the office and stole the petition.

Obviously, we're in touch and try to get to the bottom of whatever situation was happening there.

But any time a resident-- any resident reaches out to us with a complaint or a concern, we try and be as responsive as possible and try and resolve the issue.

CHAIRPERSON BANKS: Well, in a situation like that, have you been in talks with management or with the, I guess, potential management company that is providing the-- I guess the daily management--

VICE PRESIDENT KAWITZKY: [interposing]  
Absolutely, continuous--

CHAIRPERSON BANKS: or the [inaudible].

VICE PRESIDENT KAWITZKY: and constant contact.

CHAIRPERSON BANKS: You're in constant contact.

VICE PRESIDENT KAWITZKY: Absolutely.

CHAIRPERSON BANKS: Have you addressed this concern?

COMMITTEE COUNSEL: Hi, going to do this one more time. If you could raise your right hand, please? Do you affirm to tell the truth, the whole

truth and nothing but the truth before this committee  
and to respond honestly to Council Member questions?

DIRECTOR PARKINSON: Yes.

COMMITTEE COUNSEL: And if you could state  
your name and title for the record, please.

DIRECTOR PARKINSON: Sure, Michael  
Parkinson. I'm the Director of Community Planning at  
NYCHA's Real Estate Development Department. So,  
thank you, Council Member, for the question-- Council  
Members. In that specific instance what I would say  
is that, you know, it takes a partnership to get to  
the bottom of allegations like that. We would love  
to extend and we have extended literally dozens upon  
dozens of offers to form a better working  
relationship and meet more consistently with Doctor  
Crawford and the board. I will say, Doctor Crawford  
had raised, you know, a sort of issue around  
allegations, lack of respect in customer service,  
issues like that, that as my colleague Simon was  
describing. We do take very seriously. We did have  
the opportunity to discuss with the principles of the  
management and the development companies that we're  
working at Stuyvesant One to quash that, to look into  
it and make sure that their team, if there was any

1 truth to the allegations that were being raised, they  
2 would deal with it directly. And we had agreed that  
3 we would take a meeting to discuss those things and  
4 to-date we have not had the opportunity to sit down.  
5 So we would welcome that opportunity to do that.

6 CHAIRPERSON BANKS: So, you would agree  
7 that this adds to the frustration, this-- the  
8 frustration of the tenants. I mean, here you have a  
9 new developer coming in and its taking over the  
10 property or potentially supposed to come in and we  
11 have the property, and they're doing these type of  
12 tactics just because the residents are saying we want  
13 to stay Section 9, we don't want to go RAD/PACT.

14 DIRECTOR PARKINSON: I have no reason to  
15 disbelieve any of Doctor Crawford's allegations, and  
16 I want to work with her and the team to make sure  
17 that we're addressing those, but I do not believe  
18 that the team has any sort of tactic against, you  
19 know, folks that oppose the program. It's our  
20 mission, as Simon was describing-- we want to sit  
21 down with residents who are in support of or in  
22 opposition of the program to really understand what  
23 their issues and challenges are and work together to  
24 solve those problems.  
25

CHAIRPERSON BANKS: But you going to sit down with them after the fact, not after--

DIRECTOR PARKINSON: [interposing] Before, during and after.

CHAIRPERSON BANKS: Right, you're not-- and I think we've said this and over side bar conversations or meetings we've had, that it seems like you're telling the tenants how they should live, and it's after the fact. It's not well, you're coming to the tenants from the beginning and saying is this something you want to do.

DIRECTOR PARKINSON: Yeah. With respect--

CHAIRPERSON BANKS: [interposing] And you're trying to convince them--

DIRECTOR PARKINSON: [interposing] With respect, Council Member--

CHAIRPERSON BANKS: after you--

DIRECTOR PARKINSON: we heard testimony from Doctor Crawford today talking about the very real, very serious issues she's dealing with and her community is dealing with on a daily basis,--

CHAIRPERSON BANKS: [interposing] Yeah, but, no, no--

DIRECTOR PARKINSON: [interposing]

[inaudible] that haven't been cleaned, boilers that--

CHAIRPERSON BANKS: [interposing] But you  
can't-- you can't--

DIRECTOR PARKINSON: are not functional.

CHAIRPERSON BANKS: Sir, sir, sir, I'm  
the Chair.

DIRECTOR PARKINSON: Security--

CHAIRPERSON BANKS: [interposing] I'm the  
Chair. I have the right to interrupt.

DIRECTOR PARKINSON: Understood.

CHAIRPERSON BANKS: You cannot scare the  
residents with saying because they have repair issues  
and things of that nature just to use that as a scare  
tactic then force this program down their throats.

DIRECTOR PARKINSON: We work with the  
residents in advance of any decisions being made  
about who we were working with to understand--

CHAIRPERSON BANKS: [interposing] If that  
was the case--

DIRECTOR PARKINSON: to understand--

CHAIRPERSON BANKS: [interposing] Sir, if  
that was the case, then we wouldn't be in these  
situations where you have like Chelsea-Elliott where

1 residents have said that they don't want this  
2 particular program and you had close to 950 residents  
3 who signed a petition-- you're still going ahead with  
4 a project. Stuyvesant Gardens is the same thing.  
5 There was a petition that has been circulated.  
6 Residents have been weighed in and said they don't  
7 want it. But you're still going ahead. You're  
8 trying to convince them of how they should live.  
9

10 DIRECTOR PARKINSON: We've never seen  
11 such a petition at Stuyvesant One. I'd welcome it if  
12 that petition exists.

13 CHAIRPERSON BANKS: Sir--

14 [audience disruption]

15 CHAIRPERSON BANKS: Order, order. Sir,  
16 you testimony today that a petition has never been  
17 presented to you.

18 DIRECTOR PARKINSON: As far as I  
19 understand.

20 CHAIRPERSON BANKS: But you are aware  
21 there's a petition?

22 DIRECTOR PARKINSON: I've heard Doctor  
23 Crawford reference the petition multiple times.

24 CHAIRPERSON BANKS: And Doctor Crawford  
25 is the elected Tenant Association president?

1 COMMITTEE ON PUBLIC HOUSING 111

2 DIRECTOR PARKINSON: Correct.

3 CHAIRPERSON BANKS: And there's an  
4 Executive Board?

5 DIRECTOR PARKINSON: Correct.

6 CHAIRPERSON BANKS: Correct, okay. Let  
7 me ask you this question.

8 COUNCIL MEMBER MEALY: Chair?

9 CHAIRPERSON BANKS: Yes, Darlene?

10 COUNCIL MEMBER MEALY: They give us what  
11 they going to plan to do in regards to if people have  
12 issues. They got to put something in place now.

13 CHAIRPERSON BANKS: I'll give-- it seem--  
14 I'll give them one more opportunity to answer the  
15 question. I don't think we got a straight answer--

16 COUNCIL MEMBER MEALY: [interposing]  
17 Right.

18 CHAIRPERSON BANKS: from them. So if you  
19 want to take the time to answer the question, you  
20 have the opportunity to do so. If you can't answer  
21 the question, we'll move forward to another question.  
22 Just let us know.

23 DIRECTOR PARKINSON: Can you repeat the  
24 question?

25

CHAIRPERSON BANKS: To-- this was dealing with a plan to deal with the harassment that's being levied, or allegedly that's being levied by the management companies against the tenants association, for those residents who are not interested with going to RAD/PACT. What's is your plan-- how do you-- how you-- what oversight are you providing? What are you doing to deal with that controversy or to mediate it.

DIRECTOR PARKINSON: Sure.

COUNCIL MEMBER MEALY: First, we need a date. We need to know how many are-- want to be in RAD/PACT, y'all already signed them up, and how many do not that-- we as elected officials could give them the support they need that if they do not want to go that route, they shouldn't have to be. They shouldn't have to be threatened to go that route. Some people don't want to go into RAD and PACT. That would change their life. To me-- you know, I'm not even in this. If they don't want to go in RAD and PACT, they should have that option. We need to know how many. I'm just asking, how many do not want to go in RAD/PACT right now, and how many you then did signed up for it and you're working with them? How many no? How many yes? Can anyone tell me that?



DIRECTOR PARKINSON: We wouldn't have that information.

COUNCIL MEMBER MEALY: Why?

CHAIRPERSON BANKS: Hold on. So, the-- you are aware that there are developments that have petitioned and said that they are not interested with going RAD. So you're not aware of that? You're not aware of Stuy Gardens. You just said that. You just said that you spoke to--

DIRECTOR PARKINSON: [interposing] I've never seen those--

CHAIRPERSON BANKS: Doctor Craw--

DIRECTOR PARKINSON: [interposing] I've never seen a petition at Stuy Gardens.

CHAIRPERSON BANKS: You've never seen a petition, but you are aware that there's opposition?

DIRECTOR PARKINSON: Again, I've heard references to the petition, yes.

CHAIRPERSON BANKS: Right, okay. Also, when it comes to Chelsea-Elliott, are you aware that there's been a petition that was collected for 950 residents?

DIRECTOR PARKINSON: Yes, we are aware.

CHAIRPERSON BANKS: Okay. Yeah, guys, please. You'll have your opportunity to give testimony. Let's just get through these questions. Council Member Mealy, were you satisfied?

COUNCIL MEMBER MEALY: [inaudible]

CHAIRPERSON BANKS: Okay. So you weren't satisfied.

COUNCIL MEMBER MEALY: [inaudible]

CHAIRPERSON BANKS: Neither was I, but let's see if they can answer this question straight.

COUNCIL MEMBER MEALY: Okay.

CHAIRPERSON BANKS: What percentage of consensus do you look for from residents before moving forward with a PACT? What's the percentage of the consensus that's needed? How many residents are needed to be on the affirmative in supporting--

EXECUTIVE VICE PRESIDENT GOUVEIA:

[interposing] We do not have a specific target. We work with the resident leadership, and if they signal to us that there is [inaudible] interest with them and their community to move forward, we move forward.

CHAIRPERSON BANKS: Okay. Have there been cases where NYCHA has met a potential PACT candidate and decided not to go through what the PACT

conversion after residents expressed their desire not to go forward?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: There has been. Can you name the development?

EXECUTIVE VICE PRESIDENT GOUVEIA: There were-- we could look back into this and get you a more robust answer--

CHAIRPERSON BANKS: [interposing] Yeah, we would love to have--

EXECUTIVE VICE PRESIDENT GOUVEIA: but off the top of my head, there were a few sites in Rockaway, that after that earlier introduction stage they said they were not interested and we did not proceed.

CHAIRPERSON BANKS: Okay. And they're not even being considered to be selected for the RAD/PACT, for the RAD program even after.

EXECUTIVE VICE PRESIDENT GOUVEIA: No.

CHAIRPERSON BANKS: Okay. NYCHA recently announced that Jacob Riis Houses would vote-- sorry-- would vote between remaining Section 9 or moving to PACT. Why is the third option-- why isn't there a third option of joining the Trust not on the ballot?

EXECUTIVE VICE PRESIDENT GOUVEIA: The entire process has been-- is emblematic of what we've been talking about here today. We worked with resident leadership and the wider resident body over the course of a year and a half at this point to shape the engagement process that took place through 2024, and then the design of vote that is going to be happening in a couple weeks was informed by work that we did with resident leadership. So what they wanted to do in this vote was strictly PACT or stay Section 9. They did not want to have a vote that contemplated the Trust.

CHAIRPERSON BANKS: Okay. Will the voting procedure be the same as the previous votes that included the Trust option?

EXECUTIVE VICE PRESIDENT GOUVEIA: Do you mean for Riis?

CHAIRPERSON BANKS: Yeah.

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, no, because the residents at Riis just wanted-- the vote that is coming up is specifically on PACT or no PACT.

EXECUTIVE VICE PRESIDENT HONAN: Council Member, can I just say, for the most part, yes, the

1 voting will be the same. There'll be only two  
2 options instead of three, but residents will be able  
3 to vote online. They'll be able to vote by mail.  
4 There'll be an independent vote administrator who  
5 will handle the-- all the ballots and the counting.  
6 And then one slight difference is for in-person  
7 voting for the Trust elections, it has been 10 days,  
8 but we made it five days. the reason being is that  
9 on the Trust voting, we find that most people come in  
10 on the first day and the last day, and then we have  
11 those, like, nine days in between where we don't see  
12 a lot of traffic. So this is just more of an  
13 efficiency.  
14

15 CHAIRPERSON BANKS: Alright.

16 EXECUTIVE VICE PRESIDENT HONAN: But  
17 residents still have 30 days in order to vote.

18 CHAIRPERSON BANKS: They have 30 days,  
19 okay. Given the-- given that the federal RAD program  
20 does not have a resident voter requirement, NYCHA has  
21 previously stated that it may transition developments  
22 to PACT or its own initiative. I think I asked that  
23 question already. Am I correct? Again, just want to  
24 make sure that the focus is on the desires and the  
25 wishes of the residents, and would NYCHA consider a

1                   voting, a formal voting process for the RAD or  
2                   selective RAD development?

3                   EXECUTIVE VICE PRESIDENT GOUVEIA: At  
4                   this time, as Simon mentioned earlier, we are moving  
5                   forward with the engagement process that he outlined,  
6                   and if we get resident support, we--

7                   CHAIRPERSON BANKS: [interposing] I'm not  
8                   talking about an engagement process. The engagement  
9                   process--  
10                  process--

11                  EXECUTIVE VICE PRESIDENT GOUVEIA:  
12                  [interposing] But the engagement process informs how  
13                  we--

14                  CHAIRPERSON BANKS: [interposing] is  
15                  starting the program--

16                  EXECUTIVE VICE PRESIDENT GOUVEIA: work  
17                  with the residents, and so at this time, no, we're  
18                  not contemplating specific votes, because--

19                  CHAIRPERSON BANKS: [interposing] So, no,  
20                  you're not going to let the residents be able to vote  
21                  and determine--

22                  EXECUTIVE VICE PRESIDENT GOUVEIA:  
23                  [interposing] Well, in the case of Riis--

24                  CHAIRPERSON BANKS: how their community--  
25

EXECUTIVE VICE PRESIDENT GOUVEIA: the residents asked for a vote, and that is what we're doing there. It's going to be dependent on the developments and the work that we do with the residents.

CHAIRPERSON BANKS: I'm talking about also future developments that are--

EXECUTIVE VICE PRESIDENT GOUVEIA: [interposing] That applies to the future.

CHAIRPERSON BANKS: future developments that are slated to go-- that you're selecting to go RAD. Will you consider allowing those residents to vote on their future?

EXECUTIVE VICE PRESIDENT GOUVEIA: As I said, we will work with residents. As in the case of Riis, we are-- they wanted to do a vote, and we're doing a vote there. So if something like that happens in the future, we will do it again and we will entertain a vote.

CHAIRPERSON BANKS: So you're saying that if a NYCHA development that you selected to go into the RAD program, you will engage them and allow them to have a vote for-- formal voting process.

EXECUTIVE VICE PRESIDENT GOUVEIA: If that is what they want to do, as in the case of Riis, we would do it again.

CHAIRPERSON BANKS: So, Stuyvesant Gardens has requested to a vote as to the future of their development and going RAD. Will you today commit to bringing about allowing a voting process for that particular development?

EXECUTIVE VICE PRESIDENT GOUVEIA: As Michael mentioned, we would like to work in partnership with Doctor Crawford and her residents. That project has been in the works for several years now. The residents were at one time in support of--

CHAIRPERSON BANKS: [interposing] It doesn't matter. It's clear that the residents have stated that they are not interested to go in RAD-- going RAD.

EXECUTIVE VICE PRESIDENT GOUVEIA: I think the first step is to have--

CHAIRPERSON BANKS: [interposing] And you have a voting process that clearly will--

EXECUTIVE VICE PRESIDENT GOUVEIA: [interposing] First step would be have a conversation with Doctor Crawford and work through these issues.



CHAIRPERSON BANKS: So--

EXECUTIVE VICE PRESIDENT GOUVEIA:

[interposing] We've already invested--

CHAIRPERSON BANKS: [interposing] is there  
a commitment--

EXECUTIVE VICE PRESIDENT GOUVEIA: at  
that development-- we've already invested a lot of  
time with the residents at that development in  
planning for the future. We can't keep revisiting  
these plans.

CHAIRPERSON BANKS: Listen sir, you don't  
live there. These folks-- these residents that live  
there, if it takes 10 years to come to a decision,  
they should have that right to do so.

EXECUTIVE VICE PRESIDENT HONAN: So,  
Council Member, I-- you know, so voting came to be in  
2022 with the state legislation for Trust properties.

CHAIRPERSON BANKS: Correct.

EXECUTIVE VICE PRESIDENT HONAN: Even at  
that time before this committee we had said that any  
properties that were engaged and in the pipeline at  
that-- before that date were not going to be  
considered for a vote. In Stuy One and Two, the  
engagement started in 2021. I think what's clear

here is that NYCHA has two obligations. We have an obligation to inform and to work with the residents to make sure that all of their questions are answered, all of their, you know, questions are addressed and they're engaged. We hold meetings. We knock on people's doors. We do phone banking. We meet with people one-on-one because we have office hours at the development. I believe we checked all the boxes there. We also have an obligation--

CHAIRPERSON BANKS: [interposing] Yeah, but you-- but you didn't check the box of getting permission from the residents.

EXECUTIVE VICE PRESIDENT HONAN: I don't-- so, I don't think that-- so I think--

CHAIRPERSON BANKS: [interposing] And I think that's where the issue is.

EXECUTIVE VICE PRESIDENT HONAN: Correct, okay.

CHAIRPERSON BANKS: And the issue lies where it seems as though you're moving forward with this program. You're doing everything. You're checking the boxes for the program, but you're not checking--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] The federal-- the federal--

CHAIRPERSON BANKS: boxes with the  
tenants.

EXECUTIVE VICE PRESIDENT HONAN:

[inaudible] mentioned nothing about permission from  
the residents. But what is important--

CHAIRPERSON BANKS: [interposing] And  
that's the issue, Brian. I think--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] But well--

CHAIRPERSON BANKS: [interposing] that's  
what the--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] You know, you-- the federal government  
could change that, and you know, we would abide by  
that. But what our obligation is--

CHAIRPERSON BANKS: [interposing] Oh, no,  
but we're asking NYCHA to be proactive and since  
you've consistently said that you want to be a  
partner, you want to partner with the residents, why  
not also advocate for them to have a formal voting  
process?

EXECUTIVE VICE PRESIDENT HONAN: The  
second--

CHAIRPERSON BANKS: [interposing] Or  
NYCHA--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] The second part of our obligation is to  
make sure that these buildings are there for the next  
generation and for the generation afterwards. Right  
now, we are not funded to make that guarantee. I  
cannot guarantee that Stuy Gardens will be there for  
the next generation or the generation under-- after  
that, under current funding conditions. I will say  
by bringing investment into that development, we can  
address their chronic heating problems, their  
chronic--

CHAIRPERSON BANKS: [interposing] Okay.  
We-- are you saying NYCHA--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] the elevator issues--

CHAIRPERSON BANKS: did a terrible job  
with--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] the chronic mold issues--

CHAIRPERSON BANKS: managing these properties, we get that.

EXECUTIVE VICE PRESIDENT HONAN: and all the other issues there.

CHAIRPERSON BANKS: We understand that.

EXECUTIVE VICE PRESIDENT HONAN: We need investment in order to--

CHAIRPERSON BANKS: [interposing] Brian, we understand that.

COUNCIL MEMBER MEALY: [inaudible] together, but we can't talk over each other.

CHAIRPERSON BANKS: We understand that. We understand that, Brian. NYCHA has done-- has not done a good job with maintaining these properties, and thus, we understand-- we understand the need to bring in this-- bring in some of the investment. What we're saying is if that if you want to build a true partnership, it needs to be along working with the tenants. The tenants need to have a say, and then, yes, do the investment, but give the tenants a say if they want to do it through RAD or if they want to do it where they want to stay traditional Section 9. That's all we're saying. Give them an opportunity--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] So, Council Member, I think we agree  
that tenants--

CHAIRPERSON BANKS: [inaudible]

EXECUTIVE VICE PRESIDENT HONAN: should  
have a say, and I think in New York City tenants have  
more of a say than in any other housing authority in  
the country when it comes to these conversions. I  
will challenge any--

CHAIRPERSON BANKS: [interposing] Not  
true.

EXECUTIVE VICE PRESIDENT HONAN: Council  
Member or any, you know, resident to show me a city  
that does this different in a more robust way, and if  
they do, we will follow that model.

CHAIRPERSON BANKS: I don't need to show  
you a city--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] But in New York City, residents are  
engaged in these process and in many cases for more  
than a year, in Stuy Gardens for four years, and  
residents were able to--

CHAIRPERSON BANKS: [interposing] Where's the disconnect? What's the disconnect? What's the disconnect at Stuy Gardens?

EXECUTIVE VICE PRESIDENT HONAN: I don't know. I don't-- you know, I-- you know, and I'd be happy to sit with them and to talk to them, you know, along with my colleagues, and I know that they're doing that. However--

CHAIRPERSON BANKS: [interposing] The disconnect is that you're speaking at them. You're telling them how they should live. You're not asking them. That's the disconnect.

EXECUTIVE VICE PRESIDENT HONAN: Don't-- I don't think that's the case, but we can agree to disagree.

CHAIRPERSON BANKS: Well, we can definitely agree to disagree on that, but we have anecdotes. We have members, tenants who live in those developments, that have clearly stated that they don't want RAD and that the level of engagement is not there, because they're being told how they should live, they're not being asked.

EXECUTIVE VICE PRESIDENT HONAN: Council Member, again, I think our obligation is to engage.

Our obligation is not to make sure that we have 100 percent agreement. Our second--

CHAIRPERSON BANKS: [interposing] We're not saying 100 percent. We're talking about--

EXECUTIVE VICE PRESIDENT HONAN: obligation is to make sure--

CHAIRPERSON BANKS: [interposing] a majority of the tenants.

EXECUTIVE VICE PRESIDENT HONAN: Council Member, our second obligation is to make sure that these buildings are around for the next generation and the generation after that. We are not set up to do that currently.

CHAIRPERSON BANKS: You cannot make a major investment like this and leave the wishes and the desires of the tenants on the corner. They have to be at the table.

EXECUTIVE VICE PRESIDENT HONAN: Are we prepared to just give up on those developments?

CHAIRPERSON BANKS: No, we're not prepared, but we're prepared to have you respect those tenants in those developments.

EXECUTIVE VICE PRESIDENT HONAN: But Council Member--



CHAIRPERSON BANKS: [interposing] That's what it's about.

EXECUTIVE VICE PRESIDENT HONAN: So, if we just say okay, we're not going to invest, what is the plan?

CHAIRPERSON BANKS: You're mixing apples and oranges. From the beginning we've clearly stated that there needs to be an investment in NYCHA. What we're saying is that the tenants should make that determination on what program they should go in.

EXECUTIVE VICE PRESIDENT HONAN: Okay, and--

CHAIRPERSON BANKS: [interposing] Are you saying that if they decide not to go-- if they decide to stay in traditional Section 9, that they're going to continue to be in misery?

EXECUTIVE VICE PRESIDENT HONAN: I'm not saying that. I'm saying that's--

CHAIRPERSON BANKS: [interposing] Are you saying that?

EXECUTIVE VICE PRESIDENT HONAN: I'm saying that's the way the federal funding is right now set up. It is not set up for success. It is set up to make sure that crumbs are spread around and

tenants are not getting the services that they deserve.

CHAIRPERSON BANKS: Okay. We're going to move. Let me ask some other questions. When it comes to the general conversation impacts on residents. How many developments have been converted or are in the process of being converted to PACT as of today?

EXECUTIVE VICE PRESIDENT GOUVEIA: We have converted 24,584 apartments, and there are 14,574 that are in pre-development. So that is on a development basis, 92 developments have been converted and 53 are within the pre-development stage.

CHAIRPERSON BANKS: So, those are the ones that are in the process of being converted.

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, those are ones where we have PACT partners identified and they are on-site doing their investigations, engaging with residents, and we're moving towards the conversion.

CHAIRPERSON BANKS: And how many residents-- how many residents are affected by those conversions?

EXECUTIVE VICE PRESIDENT GOUVEIA: You know, it's typically two to three residents per unit. So, call it 28-30,000 or so.

CHAIRPERSON BANKS: Does NYCHA fully inform residents of the potential impacts that conversion to PACT may have on their rights and services available to them?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, we do.

CHAIRPERSON BANKS: Well, can you confirm that as required by federal law residents maintain the same rights they had under the conventional public housing when their developments are converted to PACT?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, they do.

CHAIRPERSON BANKS: So, the rights are the same--

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: under Section 9, transferred to Section 8?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes. They are in some places codified in different places,

1 but the same ultimate result is the same for the  
2 residents.  
3

4 CHAIRPERSON BANKS: Okay. Is NYCHA aware  
5 of any negative impacts that residents have  
6 experienced before, during or after their  
7 developments have been converted to PACT?

8 EXECUTIVE VICE PRESIDENT GOUVEIA: I  
9 mean, we know every day that residents are living  
10 through tenants in-place rehabs and that is  
11 disruptive. Most of the-- by far the vast majority  
12 of the complaints we get deal with the frustration of  
13 living through an in-place renovation, and so we're  
14 always looking for ways to minimize that disruption  
15 to residents so that this program can actually be  
16 successful not just at the end when they're in their  
17 renovated units, but during the renovation process.

18 CHAIRPERSON BANKS: So, when a  
19 development is converted and they're going through  
20 the rehab, they're going through the rehab process,  
21 what is done? What is NYCHA doing to monitor that?  
22 especially when you have residents who have  
23 complained and there's been multiple complaints of  
24 the shabby-- shabby equipment-- not equipment, shabby  
25 materials that are being used to be put in these

apartments, what is NYCHA doing and how is NYCHA monitoring that when those controversies come up and the tenant saying that my apartment is falling apart of this three-week rehab?

EXECUTIVE VICE PRESIDENT GOUVEIA: So, as it relates to the construction oversight, within real estate there's a design and construction team, and we have folks who go out and their whole purpose is to go out and spot check and make sure that the renovations are happening pursuant to the agreements that we struck prior to the conversion, and if there are issues, we make sure that the development teams correct those issues.

CHAIRPERSON BANKS: Those reports that are done, is that done like through a report?

EXECUTIVE VICE PRESIDENT GOUVEIA: Pardon me?

CHAIRPERSON BANKS: Is it done through a report? Is that something we can see for one particular development where there has been complaints particularly after rehab has been done, and is there some type of report created or put out?

EXECUTIVE VICE PRESIDENT GOUVEIA: We don't generate a specific report on that-- of that

1 nature, but we do respond to any of the complaints  
2 that we might get. And again, when our teams are out  
3 there doing this proactive work, we will then have  
4 the conversations with the development teams to  
5 correct in real-time.  
6

7 CHAIRPERSON BANKS: So, the materials,  
8 per say, how are those materials selected? Are the  
9 tenants involved in that process when-- as far as the  
10 type of materials or the quality of materials that  
11 are being--

12 EXECUTIVE VICE PRESIDENT GOUVEIA:  
13 [interposing] In our most recent projects, yes. One  
14 of the things that we've been doing-- we did not  
15 again, we did not do it in our very first PACT  
16 conversions, but over the years we've done a few  
17 things. Number one, in every PACT development there  
18 is a model unit that is built where residents can see  
19 what a renovated apartment could look like. They are  
20 often given samples of flooring materials, kitchen  
21 cabinets, backsplashes, kitchen tiles, you know,  
22 bathroom tiles, the whole range, and residents can au  
23 pine on what finishes, what products they would like  
24 to see in the apartments. And again, I want to be  
25 clear, I admit we did not do that in the very

beginning, but it is reflective of the way that the program has evolved.

CHAIRPERSON BANKS: Let me just point out a material that's being-- well, material that's being used, flat paint. Do you know the difference between flat paint--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] Yes.

CHAIRPERSON BANKS: and oil-based paint?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: Okay. Would you put flat paint on an apartment? Would you use flat paint on an apartment and say it's a finished apartment?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, my apartment does have flat paint, so yes.

CHAIRPERSON BANKS: But we know flat paint is not normally used if you're talking about, you know, duration or something that will last over time, am I correct?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, yes, obviously a flat paint would need to be refreshed more often than other types of finishes, but that is the responsibility of the PACT partner to continue to refresh and maintain the properties.

CHAIRPERSON BANKS: The-- now, let me go on to-- how many-- let me just do--

COUNCIL MEMBER MEALY: [interposing]  
Chair, could I ask a question on that?

CHAIRPERSON BANKS: Oh, yeah, Darlene, go ahead. You could ask a question.

COUNCIL MEMBER MEALY: You talk about the flat paint, that's the one that you could touch and it get dirty so quick. That's not good. And how much subcontracting did y'all do with minorities?

EXECUTIVE VICE PRESIDENT GOUVEIA: Can you speak to that? Yeah, we have-- this is on our dashboard.

COUNCIL MEMBER MEALY: Because y'all making a lot of money and you say you remodeling these apartments, and I just drove through Howard Avenue and I saw all refitted tubs. So why couldn't you just-- if you really going to give people quality of living, why not just put a brand new tub? Y'all have the money. Y'all just doing all re-fitting tubs. True or not?

EXECUTIVE VICE PRESIDENT GOUVEIA: That's not true.



COUNCIL MEMBER MEALY: Sir, you can go on  
Howard--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] It's not true. There are some--

COUNCIL MEMBER MEALY: Avenue and St.  
John. It's about five trucks-- refitted tubs. It has--  
-

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] There are some developments-- you're  
correct. There are some developments where they've  
used the bath-fitter and there are other developments  
where they're replaced the tubs.

COUNCIL MEMBER MEALY: So why did you  
choose to replace some and keep just the re-fitting  
tubs? Shouldn't everyone have a remodeled brand new  
apartment?

EXECUTIVE VICE PRESIDENT GOUVEIA: It  
depends on the needs of the development. It's part  
of a complex decision-making around what each  
development needs.

COUNCIL MEMBER MEALY: A tub to be  
refitted, you might as well just put in a tub. So  
that's why it came to my realization. Tell me about  
how many contracts did minorities get in this whole

1                   RAD and PACT? Since you want to use an outside entity  
2                   just to refit tubs-- so you had to put maybe the  
3                   remodeling of the floors. What local contract was  
4                   done? We have a lot of them right on Bedford Avenue.  
5                   How many did y'all use with all this millions of  
6                   dollars--

7                   EXECUTIVE VICE PRESIDENT GOUVEIA:

8                   [interposing] So--

9                   COUNCIL MEMBER MEALY: [interposing] that  
10                  y'all gave back to the community since we are  
11                  partners.

12                 EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.  
13                 So, we do have MWBEs are part of our program.

14                 COUNCIL MEMBER MEALY: How many?

15                 EXECUTIVE VICE PRESIDENT GOUVEIA: We  
16                 require that every project have a partner who is a  
17                 MWBE.

18                 COUNCIL MEMBER MEALY: Have a list?

19                 EXECUTIVE VICE PRESIDENT GOUVEIA: I'm  
20                 getting to that. So, yes, we have that on our  
21                 website, and we can provide you with a detailed list,  
22                 but it is a requirement of the program that MWBEs  
23                 play a significant role in the rehabilitation of  
24                 these properties.  
25

COUNCIL MEMBER MEALY: So, nobody local in Brooklyn or in those boroughs are qualified to do MWBE?

EXECUTIVE VICE PRESIDENT GOUVEIA: I didn't say that.

COUNCIL MEMBER MEALY: So, you say we can look on the website, but y'all should know. Y'all should be proud to be talking about that y'all gave local developments or local organizations or businesses some city contracts. You can't name one for me?

EXECUTIVE VICE PRESIDENT GOUVEIA: We can give you a list.

COUNCIL MEMBER MEALY: That's locally?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, first of all, NYCHA does not directly enter into the contracts with the trades that do the PACT rehabs. We select the joint venture between the developer, the general contractor and the property manager, and they in turn hire the various trades which is why I can't name--

COUNCIL MEMBER MEALY: [interposing] But who is watching them hire these people? Is it a database?

EXECUTIVE VICE PRESIDENT GOUVEIA: We get reporting from our PACT partners on this, so this is why I can't name because we did not specifically hire and MWBE trade, but we can provide you with list of all the-- and it's actually part of the transparency report. It has all of our contractors who are part of the projects.

COUNCIL MEMBER MEALY: Who's in charge of that? I could speak to Brian Honan about it? Because I must say that's the only one I could ever reach. I thank you. I talk about you when you bad. I talk about you when you're good, too. But out of the whole NYCHA, that's the only one I could talk to. So, I could speak to him and see where locally contractors was involved in this. And I have one more question, because now it makes no sense to even be here because I'm not hearing anything real and concrete. Are the young men just-- oh, Mr. Brian Honan said that if Stuyvesant do not go RAD and PACT, it may not be there for the future. Did--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] Brian, do you want to respond to that?

COUNCIL MEMBER MEALY: Sorry, Brian. I'm coming for you.

EXECUTIVE VICE PRESIDENT HONAN: Sure.

COUNCIL MEMBER MEALY: Because you made a face like that--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] Yeah, no, yeah. No, I get it.

COUNCIL MEMBER MEALY: I got to check--

EXECUTIVE VICE PRESIDENT HONAN:  
[interposing] I think it-- yeah, and I don't mean that as fear. I really do.

COUNCIL MEMBER MEALY: That's almost a fear tactic.

EXECUTIVE VICE PRESIDENT HONAN: I didn't--

COUNCIL MEMBER MEALY: [interposing] And that's almost bullying.

EXECUTIVE VICE PRESIDENT HONAN: Council Member, it's not bullying, and I don't mean it as fear. I do have a fear for the public housing program in general. It has not been funded the way it is-- was supposed to be funded for generations, for as long as I've been doing this which is quite some time now.

COUNCIL MEMBER MEALY: I know.

EXECUTIVE VICE PRESIDENT HONAN: So, we are seeing issues that have never seen before. We had to tell all the residents that live in Bronx River addition that they couldn't live there anymore because we couldn't provide heat. In Council Member Banks' former district at Farinto [sp?] Plaza, before--

COUNCIL MEMBER MEALY: [interposing] I know--

EXECUTIVE VICE PRESIDENT HONAN: [interposing] before we converted when it was--

CHAIRPERSON BANKS: [interposing] It's the 42<sup>nd</sup>. It's still the 42<sup>nd</sup>.

COUNCIL MEMBER MEALY: Alright.

EXECUTIVE VICE PRESIDENT HONAN: Oh, okay. But there are more and more conditions I'm seeing that are so serious that I do fear for the long-term health of those developments.

COUNCIL MEMBER MEALY: Okay, then. So, if they don't go RAD and PACT, because like all the other--

EXECUTIVE VICE PRESIDENT HONAN: [interposing] If it doesn't have to be RAD and PACT, we have to find investment. If we can find

investment another way, you know, that's fine. But right now, the only thing that the federal government is offering for public housing developments is RAD. They're not offering--

COUNCIL MEMBER MEALY: [interposing] Okay, we can-- because things could change.

EXECUTIVE VICE PRESIDENT HONAN: It could

COUNCIL MEMBER MEALY: So, and that gets me to the next question I want to ask. You just said that-- someone talked about foreclosure. So, if no one do anything with RAD and PACT or if any TA President as a collective fire development, and it go in disrepair--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] Right.

COUNCIL MEMBER MEALY: and since I just heard today that they taking loans out already, if it do go in foreclosure, would it not come back to NYCHA, because they only lease the land?

EXECUTIVE VICE PRESIDENT HONAN: Correct.

So and I'll let Jonathan speak more to that.

COUNCIL MEMBER MEALY: Please.

EXECUTIVE VICE PRESIDENT HONAN:

Especially when it comes to the--

COUNCIL MEMBER MEALY: [interposing]

Because it still go back to NYCHA. You still go to fix it no matter what.

EXECUTIVE VICE PRESIDENT HONAN: We do.

And in those cases--

COUNCIL MEMBER MEALY: [interposing] So,

that tactic was not nice--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] So, Jonathan-- I don't think it's a question of nice. I think what's happened to public housing residents for more than a generation has not been nice.

COUNCIL MEMBER MEALY: Hold that, because

we in this predicament because NYCHA didn't live up to what they should have been doing all along.

EXECUTIVE VICE PRESIDENT HONAN: I don't-

-

COUNCIL MEMBER MEALY: [interposing] So,

going forward, I just feel that we shouldn't be kind of--

EXECUTIVE VICE PRESIDENT HONAN:

[interposing] Yep.

COUNCIL MEMBER MEALY: scare tactics

where some NYCHA developments want to stay



independent, and you never know, next year somebody could come up with some money. We have a new president.

EXECUTIVE VICE PRESIDENT HONAN: I'm using--

COUNCIL MEMBER MEALY: [interposing] I ain't saying he's going to do it, but--

EXECUTIVE VICE PRESIDENT HONAN: [interposing] Council Member, you're--

COUNCIL MEMBER MEALY: you never know. We can't just close the door.

EXECUTIVE VICE PRESIDENT HONAN: Okay.

COUNCIL MEMBER MEALY: So, if those developments do not want to go to RAD and PACT because it's a different thing with RAD-- Section 9 and 8.

EXECUTIVE VICE PRESIDENT HONAN: That's correct.

COUNCIL MEMBER MEALY: I feel people are getting evicted quicker now, and not having a recourse to go to NYCHA and have a fair hearing case. So that's why some people do not want to go and lose Section 9.

EXECUTIVE VICE PRESIDENT HONAN: Right.

COUNCIL MEMBER MEALY: so, you said someone else was going to speak, and I'll be done. I should have been-- please.

EXECUTIVE VICE PRESIDENT GOUVEIA: So, I think the question that Brian referred to me is about, you know, the debt and going into default. So, a few things. There's almost a year-long process, sometimes even longer.

COUNCIL MEMBER MEALY: Are you going foreclosure, if--

EXECUTIVE VICE PRESIDENT GOUVEIA: [interposing] No, no, no, no, no, no. Before we even convert. From the time we have selected a development and we are working and doing the engagement, the developers are going into the sites and doing invasive investigations to really inform the scope of work and making sure that they have fully thought through the scope of work that needs to happen, and we are overseeing that process to make sure that the scope of work is going to address today's needs, and it was mentioned in one of the pre-panels, making sure that the 20-year needs are addressed.

COUNCIL MEMBER MEALY: If it's not--

EXECUTIVE VICE PRESIDENT GOUVEIA:

[interposing] And it-- well, hang on. As-- once that scope of work--

COUNCIL MEMBER MEALY: [interposing]

[inaudible]

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, I need to give you a full answer. So, once the scope of work has been developed, then it gets costed out and we know what the budget is. So, we NYCHA review that budget and approve that budget, and we go back and forth to make sure we get to a place where we're okay--

COUNCIL MEMBER MEALY: [interposing] We passed that.

EXECUTIVE VICE PRESIDENT GOUVEIA: Then there is the City's Housing Finance Agency, HDC, that also reviews and approves, and then of course, there's the federal government. We have to submit financing plans to the federal government to show that we have a viable project, and they approve the subsidy that's going into the projects. They--

COUNCIL MEMBER MEALY: [interposing]

That's how we got here.

EXECUTIVE VICE PRESIDENT GOUVEIA: They approve the costs, and they move forward with the project. All of that is to say the risk of a default by the time we get to a conversion is extremely low, because it's been vetted, and the project has been developed and vetted by these three entities.

COUNCIL MEMBER MEALY: So, have any development stated they did not want to be in RAD and PACT, and development company that is doing their project, they do not want them? Have anyone said that as of yet?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, that's a different than financial default.

COUNCIL MEMBER MEALY: Yeah, but it goes hand in hand. If the-- that TA president or that development do not want it, and they don't-- do not want that developer-- so now, they made up their mind.

EXECUTIVE VICE PRESIDENT GOUVEIA: Okay, well, alright. So changing gears then to--

COUNCIL MEMBER MEALY: [interposing] But it could go in default because if we don't hurry up and get a new CBO or a new organization to take over where the TA's fired that contractor-- if that's a

long process, it could go in disrepair and it could go into financial ruin. True or not?

EXECUTIVE VICE PRESIDENT GOUVEIA: No, because if we--

COUNCIL MEMBER MEALY: [interposing] If we don't find someone to take over if we dismiss a development.

EXECUTIVE VICE PRESIDENT GOUVEIA: If we are in a situation where residents, you know, are second-guessing their original thought and maybe they don't want to be in PACT anymore--

COUNCIL MEMBER MEALY: [interposing] They said no.

EXECUTIVE VICE PRESIDENT GOUVEIA: We have not-- at that point, we have not closed. We have not converted. Therefore, there's no risk of a default, because there hasn't been a conversion yet. It's still Section 9.

COUNCIL MEMBER MEALY: Okay, alright. It makes-- thank you.

CHAIRPERSON BANKS: You've been satisfied. So, I know the-- we spoke about the RAD/PACT when it comes to the engagement, and I just want to-- I have just a couple of questions about,

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

So, again, we have our ongoing oversight which happens through our asset management team. NYCHA also has a compliance team. There's also leased housing that administers the subsidy. So there's a lot of different ways in which NYCHA looks at these properties, and if there are issues including resident complaints, we will take immediate action. And there are two cases where we have removed a property manager, one at Hope Gardens and one in the Manhattan bundle. At Hope Gardens is what Pinnacle, and that's Manhattan bundle. It was Cornell Pace [sic], and we have replaced both of those property managers with Wave Crest.

CHAIRPERSON BANKS: And that process also involved the tenants getting their input.

EXECUTIVE VICE PRESIDENT GOUVEIA: I

mean, yes, a lot of it was driven by feedback we were getting from residents about what they felt was the poor level of service under the original property managers so we responded.

CHAIRPERSON BANKS: Is there a formal process for that, or is that just through protest or the residents coming together after? Was there a formal process or a period that set up where that review can take place?

EXECUTIVE VICE PRESIDENT GOUVEIA: It's not responding just to protest. As I said, there was these three bodies within NYCHA that are constantly overseeing these properties. So we have a real-time sense of whether customer service is being delivered in the way that we expect. And so-- and so, you know, it is based on both what we are seeing on the properties, but also in feedback from the residents. But there's not a formal mechanism at this point.

CHAIRPERSON BANKS: Okay. We talked about evictions. Has NYCHA heard concerns from residents that eviction-- that the eviction rates at PACT developments are higher than the conventional public housing?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

And I'll ask Gillian to respond specifically to some of these questions.

DIRECTOR CONNELL: Sure. We have heard that concern and the difference between the eviction rate at NYCHA properties, traditional Section 9 and the PACT-converted properties is actually very minimal. It's less than one quarter of one percent.

CHAIRPERSON BANKS: Has NYCHA heard concerns about the eviction rates at any particular developments or by particular property managers?

DIRECTOR CONNELL: So, the eviction rates across the various PACT properties are also relatively consistent.

CHAIRPERSON BANKS: Okay. Is heightened vulnerability to eviction a risk that NYCHA has communicated at resident information sessions or outreach events when discussing the potential impacts of RAD/PACT conversion?

DIRECTOR CONNELL: Definitely residents rights are discussed when a conversion is contemplated. In particularly many of those rights related directly to eviction prevention. Specifically that includes ongoing rights for



1 residents to recertify should there be a change to  
2 their household income or to their household  
3 composition. They have right to grievance hearing.  
4 So they have all the equivalent rights. We make sure  
5 that those are communicated to them prior to  
6 conversion.  
7

8 CHAIRPERSON BANKS: Is there any  
9 displacement-- anti-displacement language in the  
10 RAD/PACT program?

11 DIRECTOR CONNELL: Yeah, the Housing  
12 Stability and Retention Guidelines are including in  
13 our deal documents, and those set clear expectations  
14 for protocols around eviction prevention and outreach  
15 that PACT partners must follow.

16 CHAIRPERSON BANKS: Okay. The New York  
17 City Comptroller released an audit in December 2024  
18 finding that the eviction rate at PACT developments  
19 is significantly higher than the eviction rate in  
20 conventional public housing and is now comparable to  
21 the citywide eviction rate. The audit also found  
22 that PACT eviction rates have more than doubled in  
23 the last year. Is there anything you would like to  
24 comment about-- around the finding of this particular  
25 findings in this audit?

DIRECTOR CONNELL: Yeah, so we disagree with that characterization that there has been a significant increase from pre-conversion to post-conversion, and in fact the data that's presented in the audit report supports that, and it actually shows that the change between the pre-conversion rate, Section 9 rate, and the PACT rate is again less than one quarter of a percent. So we do not feel that that's significant.

CHAIRPERSON BANKS: Okay. The December 2024 audit found that the eviction data reported to NYCHA by the PACT property managers was incomplete and inaccurate. What steps does NYCHA currently take to verify the information reported by PACT property manager?

DIRECTOR CONNELL: Sure. So, we review the information from our PACT property managers that they submit to us per the Housing Stability and Retention Guidelines on a monthly basis, and we look at those in detail. And we, again, disagree with the characterization that some of that information is inaccurate and not reported correctly.

CHAIRPERSON BANKS: The-- well, I guess let's talk about-- we can go into transfers. Let's

1 stay in evictions. The-- we've gotten complaints  
2 again of residents being dragged into court, and the  
3 fear of their apartments or having housing has-- is  
4 basically-- it has existed. It's something that  
5 currently is a frustration of the residents here in  
6 NYCHA, particularly in the RAD/PACTs. When there is  
7 a process or eviction that is being executed or that  
8 particular process is starting, what role does NYCHA  
9 play in that process?

11 DIRECTOR CONNELL: So, the property  
12 manager is the lead in terms of conducting any pre-  
13 eviction outreach, connecting residents to resources  
14 and working with the social services provider to do  
15 that. They're also responsible for initiating the  
16 legal proceeding process. NYCHA is responsible for  
17 reviewing the monthly reports that the partners  
18 submit carefully, questioning them about them on a  
19 monthly basis, ensuring that they're complete and  
20 accurate, and that's the oversight role that we have  
21 as it relates to the eviction proceedings.

22 CHAIRPERSON BANKS: So, the social  
23 service provider that's a partner with the particular  
24 developer or management company, is there talks-- are  
25

there communication between NYCHA and that particular social service provider?

DIRECTOR CONNELL: So, there's nothing preventing that from happening, and there can and has been. When it comes to specific discussions regarding evictions, that's obviously a very one-on-one discussion that would need to be had between either the property manager and the social services provider directly should something like a recertification or needs to be pursued. So that's more of a one-on-one conversation that a resident would have with a social services provider.

CHAIRPERSON BANKS: We'll come back to evictions. We're going to have a conversation about transfers. Has NYCHA heard concerns from residents about the transfer process at PACT developments? Has NYCHA heard of concerns from residents about the transfer process?

EXECUTIVE VICE PRESIDENT GOUVEIA: Do you mean going from one-- from a PACT development to another PACT development or to a Section 9?

CHAIRPERSON BANKS: Yeah.

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, we have, and we are trying to find a way to

facilitate such moves, but it's not currently permissible.

CHAIRPERSON BANKS: Have you heard of reports of residents being removed from transfer wait lists when their buildings are being converted to PACT?

EXECUTIVE VICE PRESIDENT GOUVEIA: No. Again, if you have some specifics, we will look into it, but I've not heard of that.

CHAIRPERSON BANKS: Okay. Is potential change in transfer policy or removal from a transfer wait list a risk that NYCHA communicates to residents when discussing the impact of a PACT conversion?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes. Transfer policy?

VICE PRESIDENT KAWITZKY: Oh, apologies, Council Member. Yes, any questions that come up at our meetings about transfer policy are addressed. We also have a meeting that's specific to different things that you need to be aware of prior to the conversion, and as my colleague Brian mentioned, where we walk through, you know, how to apply for a reasonable accommodation, how you would pay your rent, where you would go to file income certification

under project-based Section 8 or Section 9, those are all explained at a very specific PACT welcome meeting prior to the conversion taking place.

CHAIRPERSON BANKS: So, it's your testimony you explain to the residents about the--

VICE PRESIDENT KAWITZKY: [interposing]  
The transfer policy, correct.

CHAIRPERSON BANKS: transfer policy, okay. And this is done through the engagement process.

VICE PRESIDENT KAWITZKY: Correct. this is done at a-- there is a specific resident meeting that goes through that and other topics related to how the new property manager and NYCHA would interact with residents after the conversion takes place, but we field questions like this all the time through our office hours, our phone banking, our hotline, and just our regular communication outreach.

CHAIRPERSON BANKS: How many community engagement meetings are held in the beginning process of a RAD/PACT converted development?

VICE PRESIDENT KAWITZKY: It would depend on the specific development and the kind of feedback we get in working with resident leaders about how to

best reach residents. We use a variety of different outreach tactics. So we host typically at least two or three town hall style meetings before we release a request to identify developers. We also are running weekly office hours. We're sending out text messages and emails. We're making phone calls. We're doing workshops. So, there's a whole range of different activities, and it really depends on things like the size of the development and the kind of guidance that we get from resident leaders.

CHAIRPERSON BANKS: When a development converts to PACT, all existing transfer request close? SO, during that transition--

VICE PRESIDENT KAWITZKY: [interposing]  
Yes, yes, yes. The answer is yes. Residents receive a notice that their open transfer request is closed prior to the conversion taking place.

CHAIRPERSON BANKS: So my question then, why is that-- why is that the outcome or why is the transfer closed? Shouldn't that just be transferred over to the new management company?

VICE PRESIDENT KAWITZKY: So, if they have a transfer request--

CHAIRPERSON BANKS: [interposing]  
Documents?

VICE PRESIDENT KAWITZKY: Yeah, so I can  
clarify.

CHAIRPERSON BANKS: Requests?

VICE PRESIDENT KAWITZKY: Yeah, so  
there's different kinds of requests. Under the  
project-based Section 8 program residents can now  
currently request a transfer between a Section 8  
development and a public housing development or  
between different Section 8 developments, but if they  
have a request to move to say a larger apartment to  
accommodate their family size within that  
development--

CHAIRPERSON BANKS: [interposing] Right.

VICE PRESIDENT KAWITZKY: that is still  
relayed to the PACT partners, and then they would  
work through a process to facilitate transfers as  
apartments are available.

CHAIRPERSON BANKS: That's transferred  
over to the PACT partner.

VICE PRESIDENT KAWITZKY: Those requests  
are transferred over and made aware of-- the PACT  
partners are made aware, correct.



CHAIRPERSON BANKS: Is it true even when residents are seeking reasonable accommodations of emergency transfers? Has that-- has that been something you've heard about? Has that been a constant with residents who are seeking reasonable accommodations? Or emergency transfers?

VICE PRESIDENT KAWITZKY: So, apologize. Just getting some information from my colleagues. So if a reasonable accommodation request has been made and can be accommodated on site, efforts are made by the PACT partner to accommodate those needs. If there's an emergency transfer request to move to a different location, again, because of the restrictions on how transfers can take place between different developments, we would-- the option that we would offer to the resident is housing choice voucher--

CHAIRPERSON BANKS: [interposing] Right.

VICE PRESIDENT KAWITZKY: which would allow them to move offsite to a different property.

CHAIRPERSON BANKS: Does NYCHA currently permit transfers within and between PACT portfolios?

VICE PRESIDENT KAWITZKY: No, as I mentioned, current regulations prohibit us from

facilitating those transfers between PACTs developments.

CHAIRPERSON BANKS: Will NYCHA eventually permit transfers between PACT developments and Section 9 developments?

VICE PRESIDENT KAWITZKY: It's something that we're looking at and working to facilitate.

CHAIRPERSON BANKS: Which regulations prohibit that, or what regulation prohibits a resident transferring to a PACT, a different PACT portfolio or to a Section 9 development or traditional NYCHA development?

VICE PRESIDENT KAWITZKY: We can get you more details, but it sounds like it's in the Section 8 admin plan, but again, we can get you more specifics on where that's-- where that's codified.

CHAIRPERSON BANKS: Okay. When a PACT resident needs to transfer that cannot be accommodated at their development, what are their options?

VICE PRESIDENT KAWITZKY: So, as I mentioned previously, the main option we have in that circumstance is to offer the resident a housing choice voucher which would allow them to move,

basically port over their subsidy to rent an apartment in the private market.

CHAIRPERSON BANKS: There's been reports that source of income discrimination combined with skyrocketing rents across the city make it incredibly difficult for voucher recipients to find housing, so if they do choose transfer or port that voucher, take that voucher and leave NYCHA. A 2020-23 report by NYU Furman Center found that nearly half of NYCHA's Section 8 voucher recipients lose their vouchers because they were unable to find housing. It is NYCHA's position that the receipt of a Section 8 voucher is equivalent to the right of a tenant to have conventional public housing or to transfer to conventional public housing or to developments across the NYCHA portfolio.

VICE PRESIDENT KAWITZKY: So, unfortunately, we're not the Department that typically manages helping residents navigate the identification of homes with a housing choice voucher, but we can get you more information about the different initiatives that NYCHA has to support our residents making those moves.

CHAIRPERSON BANKS: When it comes to transaction transparency, at a hearing in April of 2024 before this committee NYCHA testified that it does not publish the documents that govern its transactions with PACT partners. Is this still the case, and-- is this still the case?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, that is still the case.

CHAIRPERSON BANKS: And are there any plans to begin by making these documents public?

EXECUTIVE VICE PRESIDENT GOUVEIA: We actually have transact-- template transaction documents on our website so people can see how the deals are generally structured, but we have not really--

CHAIRPERSON BANKS: [interposing] Or the actual deal itself.

EXECUTIVE VICE PRESIDENT GOUVEIA: We have not really specific deal documents. Ultimately, we want to be able to preserve our ability to negotiate the best possible deal whenever we're doing--

CHAIRPERSON BANKS: [interposing] Well, we're talking about after the deal is negotiated and agreed to.

EXECUTIVE VICE PRESIDENT GOUVEIA: But that could impact negotiations on future deals.

CHAIRPERSON BANKS: So, that particular document is not released or it is not made public you're saying. That particular deal for that particular development is not public.

EXECUTIVE VICE PRESIDENT GOUVEIA: Not closed, not converted projects, no.

CHAIRPERSON BANKS: At the same hearing also NYCHA testified that the reason it does not make those documents public is to preserve the ability to negotiate competitive agreements with each PACT partner. Can you explain why withholding prior transactional documents is necessary to ensure that the contracts with PACT partners meet the needs of NYCHA residents?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, obviously, to get-- you know, we want to get the best deal to make sure we're getting the best pricing and that we've got best scope of works that we can serve residents. That's the whole point.

1 That's why we want to make sure we're getting the  
2 best-- structuring the best deals and that we are  
3 doing this to favor NYCHA as an organizations and our  
4 residents, not necessarily the other side.

6 CHAIRPERSON BANKS: But do you think it's  
7 in the best interest of the residents to keep that--  
8 keep those deals or keep those negotiations private  
9 or keep the deal, the final deal that comes out of  
10 those negotiations to keep it private. You don't  
11 think that should be given to the tenant so they can  
12 see and examine--

13 EXECUTIVE VICE PRESIDENT GOUVEIA:  
14 [interposing] And we do a lot with residents so that  
15 they-- as we've discussed through our engagement  
16 process--

17 CHAIRPERSON BANKS: [interposing]  
18 [inaudible]

19 EXECUTIVE VICE PRESIDENT GOUVEIA: We do  
20 a lot as it relates to helping them shape--

21 CHAIRPERSON BANKS: [interposing] I'm  
22 talking about the documents.

23 EXECUTIVE VICE PRESIDENT GOUVEIA: scope  
24 of work and all the oversight that we provide. And  
25 again, we've made-- we've looked at these issues that

CHAIRPERSON BANKS: so, this is not-- this is-- okay. This is the frustration. This is not-- what happened to the engagement, the community engagement, the resident engagement? This is information that the residents should be privy to. Let me ask you this, then. Can you point to an example where making a prior transactional document public have jeopardize the contract with a PACT partner?

CHAIRPERSON BANKS: So you're saying by releasing this document it would jeopardize future agreements?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes,  
and we want to again, preserve--

CHAIRPERSON BANKS: [interposing] You're  
saying--

EXECUTIVE VICE PRESIDENT GOUVEIA: our  
ability to negotiate the best deals.

CHAIRPERSON BANKS: So you're saying  
being-- not being transparent to the residents who  
ultimately will-- whatever this agreement that is  
done now in secret, that the residents are basically  
left in the dark, and NYCHA--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] I didn't say we did anything in secret.

CHAIRPERSON BANKS: then NYCHA--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] Or that we weren't transparent. Again,  
we do a lot to be transparent. We share the scope--

CHAIRPERSON BANKS: [interposing] Well,  
you just said that you--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] We share the scope. We develop the  
scopes of work with the residents. They are very  
much aware of the scopes of work. They know the  
overall value of the projects, right? And as was



1 mentioned earlier, we also produce these community  
2 plans so that they can-- so for folks who may not  
3 have been in part of the engagement process, they  
4 will see exactly the kind of renovations they're  
5 getting. So they have ample insight into what the  
6 renovations are going to be.  
7

8 CHAIRPERSON BANKS: Well, do you believe  
9 that allowing residents to access those transition  
10 documents would allow them to make a more fully  
11 informed decision about whether to vote for PACT  
12 conversion or any-- at their development?

13 EXECUTIVE VICE PRESIDENT GOUVEIA: Again,  
14 the template documents are online. Basic framework  
15 of these deals is online, and anyone can look at them  
16 at any time.

17 CHAIRPERSON BANKS: We're not talking  
18 about a template. Template doesn't show the details  
19 as to what is being negotiated. We're talking about  
20 after NYCHA negotiates, why isn't this information  
21 made public to the residents?

22 EXECUTIVE VICE PRESIDENT GOUVEIA: As I've  
23 explained, we want to preserve our ability to  
24 negotiate in the future.  
25

CHAIRPERSON BANKS: Okay. These transactional documents also contain provision protecting residents' rights and obligating developers to make certain repairs that go beyond what is contained in the PACT leases. However, in 2022 Human Rights Watch Report reported that residents faced difficulty enforcing these rights because only NYCHA and HUD can enforce the underlining contract. Can you walk us through how NYCHA enforces its PACT contracts to ensure that residents rights are being protected?

EXECUTIVE VICE PRESIDENT GOUVEIA: So--

CHAIRPERSON BANKS: [interposing] I'm going to repeat this again, please guys, everyone will have an opportunity to give testimony. If you call out or make-- interrupt the proceedings, you will be removed. Remove him. Remove him. Thank you. You may proceed.

VICE PRESIDENT KAWITZKY: Chair, I can take a-- I can't take a crack at answering that. So, the different rights and protections related to the PACT transaction are contained in different documents. That includes the lease which is probably the most significant source in terms of regulating

rent and other specifics. There's also regulatory agreements. There's a ground lease. There's a control agreement. Those are just a few of the different legal documents that we have to hold our partners accountable. And you know, again, as we've mentioned, if there are specific instances of violations related to those different obligations that our partners have, we can always step in per the terms of those documents and correct. But again, without specific information, it's difficult for us to respond in a general way.

CHAIRPERSON BANKS: Well, how will the residents what's a specific violations if you refuse to release the document to the public?

VICE PRESIDENT KAWITZKY: Sure, so-

CHAIRPERSON BANKS: Because NYCHA, I know NYCHA provides oversight.

VICE PRESIDENT KAWITZKY: Yeah.

CHAIRPERSON BANKS: But when there is a breach--

VICE PRESIDENT KAWITZKY: [interposing]  
Sure.

CHAIRPERSON BANKS: Where's the resident engagement? Where's the resident empowered then to

be a part of this process or to give input? That's what's missing, because--

VICE PRESIDENT KAWITZKY: [interposing]  
Yeah, so are you referring to after the conversion has taken place or during the whole process overall?

CHAIRPERSON BANKS: During the negotiation process.

VICE PRESIDENT KAWITZKY: Oh, okay, during the negotiation process. so, you know, as I mentioned, we do a whole lot of work to just make sure that residents are informed about the program, how it works, what their rights and protections are. once the partner team comes on board and they start conducting inspections across the community to really determine what are the conditions that need to be addressed as part of this project, they start-- they reflect that information back, and we want to hear from residents about, you know, their experience. So, that involves, you know, walking apartments with residents, understanding, you know, in a really detailed way where does it leak in your home when there's a rainstorm. What are some of the really challenging issues that you struggle with in your apartment? Matching that up with the information

that's gleaned from the tenant co-inspections, using that information to come up with a draft plan. That plan is communicated with residents at public meetings. It's put on the website. There are a whole host of different activities that take place where we want to hear from residents about is this the plan that's going to ensure success for your community? And residents have opportunities to tell us yes, these needs to be prioritized or I don't see you talking about how to handle cleaning of our property in a positive way. So that needs to be something that's put forward. And those are the kinds of conversations that we have. Ultimately, that information, that plan is codified in a community plan document which is shared with every resident at the development, and that describes in a lot of detail what kind of infrastructure upgrades are going to be made, what the apartments are going to look like. And again, that is based on the model units that are designed with residents, and also the types of security, public safety, social service, property management strategies that are going to be implemented. So that is really in terms of what residents can use to make sure that the things they



1 don't care as much about that, we're constantly  
2 behind the scenes with the partner team trying to  
3 negotiate what can the project afford, what is going  
4 to be too costly, and where can we compromise to make  
5 sure that this project is financially sustainable but  
6 also addresses residents' needs.

8 CHAIRPERSON BANKS: It sounds like it's  
9 set [inaudible] and it's done.

10 VICE PRESIDENT KAWITZKY: Very  
11 challenging.

12 CHAIRPERSON BANKS: And I know it's  
13 challenging. In the late 2023 property-- I'm sorry.  
14 In late 2023, the property manager from Hope Gardens  
15 was replaced by the PACT developer. Was NYCHA  
16 involved in that decision, and do PACT developers  
17 need NYCHA's approval to replace a property manager?

18 VICE PRESIDENT KAWITZKY: Yes to both.

19 CHAIRPERSON BANKS: Did NYCHA have  
20 advanced notice of this decision?

21 VICE PRESIDENT KAWITZKY: Yes.

22 CHAIRPERSON BANKS: And did it share this  
23 information with the residents?

24 VICE PRESIDENT KAWITZKY: Yes, there was  
25 an engagement process, and again, I mentioned this

earlier, we were all collectively responding to a number of things including resident input in the couple of years leading up to the change. And so we agreed with resident leadership and with the development team to make a change in terms of the property management.

CHAIRPERSON BANKS: Okay. Could NYCHA initiate a replacement of a PACT property manager on its own without approval from the PACT developer?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: Could residents initiate a replacement on their own?

EXECUTIVE VICE PRESIDENT GOUVEIA: Again, yes. We respond to feedback from our residents.

CHAIRPERSON BANKS: You respond. So if the residents came and said this particular management company, this owner has to go and they can-- if they did it through petition, they did it through a vote, or some type of resolution that reflected the will of the majority of the residents, would that be enough to remove a owner of management company?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, we don't wait for those types of issues to crop



up. We are monitoring these properties on a day-to-day basis. Again, within the real estate team, the asset management part of the real estate team, within the compliance group, within leased housing, there's a lot of eyes on these projects. So we already have a sense of what's going on and whether things are working as optimally as we would like. So there's not a surprise. There's not a surprise with Hope Gardens. There wasn't a surprise with the Manhattan bundle. And we try to work with resolution with the existing teams, because replacing a partner is disruptive, so we hope that there can be some corrective action. If all parties eventually decide that there's no path forward, then we will work to remove. So, again, I don't see a world where we don't know anything about it and then the residents come with petition. We are actively hearing things from residents on a day-to-day basis.

CHAIRPERSON BANKS: During the resident-- during resident engagement prior to PACT conversion or voting, does NYCHA inform the residents about the process of replacing PACT developers?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, I mean, we talk all the time about how we have the ability to replace PACT partners.

CHAIRPERSON BANKS: So, you explain, okay.

EXECUTIVE VICE PRESIDENT GOUVEIA: And I would let Simon chime in with more detail of where in the engagement process that happens, but yes, we absolutely do.

CHAIRPERSON BANKS: So, the residents are aware that a PACT developer and management company can be removed?

VICE PRESIDENT KAWITZKY: It's part of our standard talking points when we give a introductory presentation about the PACT program.

CHAIRPERSON BANKS: Okay. We've heard reports that tenants at some developments have been asked to sign leases with the PACT partners prior to HUD approval. Have you heard of this happening?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, I'm not sure what's meant by HUD approval, because there's actually a couple layers of approval. I think what is meant by that, and I don't mean you and folks that have relayed this to you, is that the

1 leases need to be signed before the conversion can  
2 happen. So that is absolutely true. HUD is very  
3 much aware of our projects well before we even do a  
4 conversion. We have to submit initial plans. We  
5 have to go through a number of steps with them and  
6 demonstrate that we've done engagement. We have to  
7 submit the financing plan. We have to submit the  
8 scopes of work. so HUD gives us various approvals  
9 along the way, and so again, it is true, though, that  
10 these leases need to be signed before the actual  
11 conversion takes place, because that is what allows  
12 legally, you know, the subsidy to flow and all of the  
13 rights and protections that we've been talking about  
14 in this conversation to actually be in effect.

16 CHAIRPERSON BANKS: So, is your testimony  
17 that the-- once the conversion is-- the early process  
18 has started, the transferring over from Section 9 to  
19 Section-- there's no approval, direct approval that's  
20 needed from HUD, or the early-- because it seems as  
21 though residents are saying that there's a move, a  
22 early move to try to rush folks to sign onto the  
23 Section 8 lease.

24 EXECUTIVE VICE PRESIDENT GOUVEIA: They  
25 sign the lease, but it's not in effect the day they

sign it. The lease becomes effective of the date of the conversion.

CHAIRPERSON BANKS: Okay. How do PACT partners have authority to send out leases and if they don't yet have HUD approval to take over the management of a development? How do they begin that process if there's no approval to take over a particular development?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, again, the leases are not in effect unless and until the conversion actually happens. So, that's thing number one, right? The fact that they-- if you have a conversion happening in March and a resident signed it in December, it doesn't matter because it takes effect in March. So, there's no risk. There's no downside to the resident signing it prior to the closing. The benefit is that we need to get these things in order so that it is an orderly transition at the closing, so that everyone is on the rent roll, we know what's going on at the conversion.

CHAIRPERSON BANKS: Okay. So, if a resident decides not to sign a Section 8 lease, will you drag them into court or will the management

company drag them into court to evict them, thus making them homeless?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, eventually, they have to sign a lease. I mean, you have to have an effective lease, and at the conversion, the prior Section 9 lease falls away. So they would need to have an active lease for the project-based Section 8 conversion, yes.

CHAIRPERSON BANKS: So if-- and then that goes back to the early point I was making with the need for community engagement and having the residents give permission before we even get to this process. if a tenant opts out of signing the lease and is not in support of the conversion, or you have a situation where you have a development that is not in support of the conversion, and NYCHA goes ahead and they put this particular development in-- and it selects them to be a part of the program, how do you get residents to sign onto a lease where they're not in support of the program? How do you force them to do that, and then dangle over their head their right to have an apartment, a roof over their head? How do you do that over a piece of paper?

EXECUTIVE VICE PRESIDENT GOUVEIA: We have not had that situation yet. I know we've been speaking about the situation with Doctor Crawford, and again, we keep saying we will have-- we want to have meaningful conversation with her about how to move forward, but leaving that specific project aside, we have managed with all of our other projects to work through issues with the residents and get them on board over time to sign their leases, but it's in their interest to sign the lease.

CHAIRPERSON BANKS: Is NYCHA aware-- we know NYCHA is supposed to provide oversight, and when these types of controversies come into play, NYCHA's supposed to mediate. Is NYCHA aware of any developments that have been converted over to RAD/PACT-- we're talking about past developments, obviously-- where there are tenants who have not signed over to the Section 8 lease? Do you know the count? Is there a specific number where you--

EXECUTIVE VICE PRESIDENT GOUVEIA: [interposing] I don't know if we have a specific number. Yes, we--

CHAIRPERSON BANKS: [interposing] But is legal action being taken against those tenants?

EXECUTIVE VICE PRESIDENT GOUVEIA: We are aware that some people have not signed leases and converted sites, and Gillian, I don't know if you have specific numbers there. But--

CHAIRPERSON BANKS: [interposing] Yeah, if we could get specific numbers.

EXECUTIVE VICE PRESIDENT GOUVEIA: what we want to do, as we've said--

CHAIRPERSON BANKS: [interposing] With the amount of tenants and where they're at, and what development they're in.

EXECUTIVE VICE PRESIDENT GOUVEIA: Do you have that breakdown?

DIRECTOR CONNELL: No, we don't have that breakdown here, but immediately after conversion it is definitely a top priority to identify any residents that have not signed the PACT lease, and then continue to work with them to educate them about the rights that the PACT lease affords them, and work with them to sign it. That--

CHAIRPERSON BANKS: [interposing] Let me ask you this question. If a tenant doesn't sign a PACT lease, is their apartment still rehabbed?

DIRECTOR CONNELL: Yes, the apartment would still be rehabbed in the long-run. It is extremely important that the residents sign the lease in order for all of their rights to be codified.

CHAIRPERSON BANKS: So, it's your testimony that even if they don't sign a Section 8 lease, they still entitled to have their apartment rehabbed?

DIRECTOR CONNELL: Partners will continue to work with the resident, yes. I just want to add--

CHAIRPERSON BANKS: [interposing] In the same time while they're trying to evict them?

DIRECTOR CONNELL: parallel they do continue to work with the residents. Additionally, I just want to add that conversations with residents after conversion who have not signed leases, we may even refer them to a third party such as Legal Aid to have an additional conversation further clarify the terms of the PACT lease in case there are any lingering concerns that they might have tone courage them to sign.

CHAIRPERSON BANKS: Well, do you have any numbers showing the amount of folks you've added to the homeless roll?



DIRECTOR CONNELL: Excuse me?

CHAIRPERSON BANKS: I said do you have any numbers showing how many residents that chose to opt out of signing a Section 8 lease? Those folks who have been evicted that you've added to the homeless role? Do you have those numbers?

DIRECTOR CONNELL: So, we continue to work with residents who have not signed lease with the ultimate goal of having them sign a lease and have all of their rights retained.

CHAIRPERSON BANKS: Are there at least situations where residents have been evicted for not signing over to a Section 8 lease?

DIRECTOR CONNELL: I don't have any information about that in front of me today.

CHAIRPERSON BANKS: So there's no reporting done? I mean, that to me is a serious move when any time a tenant is evicted from an apartment, especially because they don't want to sign over to a Section 8 lease. So you're saying you have no information on tenants being evicted, those tenants who have been evicted because they refuse to sign a Section 8 lease.

DIRECTOR CONNELL: We would have to follow up.

CHAIRPERSON BANKS: It would be good to get that information. It would make sense. You should have that information readily available when there's been allegations or complaints--

EXECUTIVE VICE PRESIDENT GOUVEIA: [interposing] Just to be clear, we know how many--

CHAIRPERSON BANKS: and contention about the aggressive tactics being used by management companies, and the high rates of evictions in some of the RAD/PACT portfolio.

EXECUTIVE VICE PRESIDENT GOUVEIA: so, we absolutely know the total number of evictions. What Gillian is saying we do not know in front of us today when we'll get you the information, the number of people that have been evicted because they did not sign a Section 8 lease? We know the total--

CHAIRPERSON BANKS: [interposing] No, no, no, no. I know you know the total, but I'm saying specifically for that, because that's important. Am u correct? Okay. Because you constantly talk about the need to have a partnership, and obviously if a resident's not pleased-- would have to sign over to

1 this program, because they think that it's-- you  
2 know, it's not in their best interest-- making them  
3 homeless because of that is unacceptable. We've also  
4 heard that resident leaders at some of the  
5 developments have been asked to sign a non-disclosure  
6 agreements for their participation in their  
7 development's PACT conversion process. Are you aware  
8 of any such non-disclosure agreements? And why  
9 would a tenant leader be asked to sign a non-  
10 disclosure agreement?

12 EXECUTIVE VICE PRESIDENT GOUVEIA: So,  
13 this is part of the RFEI process. So when we are  
14 reviewing with the residents submissions for PACT  
15 projects and selecting the developer, and Simon's  
16 team oversees that specific process, so he can give  
17 you a little bit more detail, but yes, they do sign  
18 these agreements.

19 VICE PRESIDENT KAWITZKY: So, as I  
20 previously described the resident review committee  
21 that the tenant association forms to evaluate  
22 proposals, that committee is required to sign a  
23 confidentiality and conflict of interest agreement,  
24 and what that does is it protects the procurement  
25 process that we're going through to make sure that if

1 it were challenged, we can ensure integrity in the  
2 process. It also ensures that there's no conflict of  
3 interest of any review committee member in connection  
4 with the candidates that they're interviewing. So,  
5 say somebody maybe works for a property management  
6 company that they're interviewing, the agreement just  
7 requires them to disclose that conflict to us so that  
8 we can take appropriate action. There's also no  
9 recourse if any information that's confidential is  
10 shared. It would just result in that member not being  
11 permitted to remain on the committee. But again,  
12 there's a lot of sensitive information contained in  
13 those proposals, as you can imagine, and if any of  
14 that information were disclosed publicly or leaked,  
15 it could lead to one of the applicants having a  
16 disadvantage, and that could jeopardize the entire  
17 process and require us to start over again. So,  
18 that-- those are the reasons why we require the  
19 members to sign those agreements. And lastly, again,  
20 they do have that technical assistance, the  
21 independent advisors that work with them, along with  
22 NYCHA to explain all of the reasoning and also to vet  
23 that agreement to make sure that everything is  
24 proper.  
25

CHAIRPERSON BANKS: Okay. When it comes particularly dealing with Fulton Elliott-Chelsea, NYCHA has proposed the demolition and a redevelopment of the Fulton Elliott-Chelsea campuses. Has NYCHA received approval from HUD to bring the FEC campuses under the RAD program?

EXECUTIVE VICE PRESIDENT GOUVEIA: As I mentioned, it's any of these projects that we do. There are multiple steps that we go through with HUD and other agencies. HUD is very much aware of the proposal. They have not granted final approval of the project. We are going through the environmental review process.

CHAIRPERSON BANKS: Let me just make-- just make it clear, there's been no approval given by HUD to move forward with this particular project?

EXECUTIVE VICE PRESIDENT GOUVEIA: There hasn't been final approval to move forward, but we have-- they are very much aware--

CHAIRPERSON BANKS: [interposing] There have been no final approval.

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: By HUD to move forward with this particular project.

EXECUTIVE VICE PRESIDENT GOUVEIA:

Correct.

CHAIRPERSON BANKS: Has HUD approved a Section 18 application for the demolition or a disposition of the FEC campuses?

EXECUTIVE VICE PRESIDENT GOUVEIA: No, not yet.

CHAIRPERSON BANKS: Okay. Were these applications submitted as single applications for both developments or was it submitted for multiple applications?

EXECUTIVE VICE PRESIDENT GOUVEIA: I think it'll be done as-- yeah, I think it's one.

CHAIRPERSON BANKS: So, they submitted separate applications for each?

EXECUTIVE VICE PRESIDENT GOUVEIA: We have not submitted yet, but-- go ahead.

VICE PRESIDENT KAWITZKY: We can follow up. I don't want to misspeak, but we can get you that information.

CHAIRPERSON BANKS: You can get that information, appreciate it. We heard reports that tenants are seeing Section 8 recertification showing up in their self-service portal? How is this

possible if the project has not yet been-- yet received HUD approval?

VICE PRESIDENT KAWITZKY: Yeah. There is a development that's part of the Fulton Elliott-Chelsea project that currently has Section 8 tenants, so that might be reason, but we can follow up and get you more information on that.

CHAIRPERSON BANKS: Please. Has any-- has there been any reports produced for the project as required for Section 18 applications. And if so, can you share a copy of the report?

VICE PRESIDENT KAWITZKY: What kind of report? What do you mean?

CHAIRPERSON BANKS: The-- I think this the Obsolescence report-- Obsolescence, sorry about that-- Obsolescence report.

EXECUTIVE VICE PRESIDENT GOUVEIA: That hasn't been completed yet. That would be part of the whole package that gets submitted.

CHAIRPERSON BANKS: Has an independent audit been conducted as required by HUD for RAD applications and if so, can you share a copy of that audit?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, there's two things that you might be referring to. One is the physical needs assessments, and I think it was made reference to in one of the pre-panels. So that's done every five years. The most recent one was done in 2023, and that's online and it's actually part of that capital projects tracker that you asked about earlier so residents can go and look at all the campuses of Fulton Elliott-Chelsea and see exactly, you know, what that reveals. There's another piece called and CAN that we have to when we get into an actual project, and that is underway.

CHAIRPERSON BANKS: Okay. Before development partner was selected for FEC, what was NYCHA's estimated cost for renovation of the FEC campuses? And can you provide us with documentation supporting whatever estimate that was reported?

VICE PRESIDENT KAWITZKY: Sure, we can provide documentation. When we started this project or the engagement process associated with this project, NYCHA had estimated the physical needs assessment at about \$344 million, but after NYCHA conducted its required five-year-- its physical needs assessment that is required for NYCHA to do every



1                   five years, that was released and had shown that  
2                   costs has ballooned to closer to about a billion  
3                   dollars. So those are the costs that, you know, we  
4                   have. Those are also consistent with what the  
5                   selected development partner had presented to us as  
6                   part of their investigations as well.

7                   CHAIRPERSON BANKS: So, you'll be able to  
8                   provide that documentation?

9                   VICE PRESIDENT KAWITZKY: We can provide  
10                  the physical needs assessment.

11                 CHAIRPERSON BANKS: Physical needs  
12                  assessment, okay. After Related and Essence were  
13                  designated as PACT development partners for FEC, what  
14                  was the estimated cost of the renovation of the FE  
15                  campus? And can you provide us with documentation  
16                  supporting that estimate?

17                 VICE PRESIDENT KAWITZKY: Chair, it's the  
18                  same response. That when we first solicited  
19                  proposals for that project, NYCHA based on our  
20                  physical needs assessment assumed the cost would be  
21                  about \$344 million. After the team had been selected  
22                  and as they were conducting their own due diligence,  
23                  NYCHA updated its physical needs assessment, and that  
24                  showed costs ballooning to about a billion dollars.  
25

CHAIRPERSON BANKS: Okay. What is the current estimate cost for the proposed FEC demolition and redevelopment, and can you provide us with the documentation supporting that particular estimate?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, so that's still being developed, but for the replacement to build new buildings, and this would be inclusive of the demolition cost and the reconstruction of the NYCHA buildings. It's about \$1.7 billion.

CHAIRPERSON BANKS: Is there any part to the proposal that includes doing infill on the property?

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, yes, because the entire-- both Fulton, Elliott-Chelsea, and Chelsea addition will all be completely rebuilt.

CHAIRPERSON BANKS: Will there be a infill or-- on the existing property once the-- you know, if the proposal goes forth on the existing property. Will there be any fair market units added to the property?

EXECUTIVE VICE PRESIDENT GOUVEIA: The current proposal calls for the replacement of all

2,056 apartments. The addition of 1,000 new affordable units on top of the replacement units, as well as about 2,400 market-rate units.

CHAIRPERSON BANKS: Okay. I just want to go back to the community engagement piece when it comes to Chelsea-Elliott. Can you describe the informal survey that was conducted at FEC to justify the demolition?

EXECUTIVE VICE PRESIDENT GOUVEIA: So, we did the survey in the first half of 2023. It was part of a whole engagement process that we had designed with the tenant association presidents at the time from Fulton and Elliott-Chelsea, as well as the elected officials who represent the area. And we decided jointly that we would put together this survey that would be accompanied with pretty in-depth engagement on a weekly basis. So we were holding three or four town hall style meetings every week. We were taking residents on tours of new affordable construction that they could see in Long Island City as well as Roosevelt Island, and we talked about the benefits and the trade-offs associated with rehab versus new construction, and then residents had the ability to use this survey to register their

preference for either sticking with the rehab plan or the new construction plan.

CHAIRPERSON BANKS: So, were residents clearly told how the survey would impact their development?

EXECUTIVE VICE PRESIDENT GOUVEIA: We believe so.

CHAIRPERSON BANKS: Okay. NYCHA's metrics on the dashboard shows that as of January 2025 there are no vacant apartments in the FEC developments. However, NYCHA has previously stated that residents who would need to relocate would be moved into a vacant NYCHA-- into vacant NYCHA units within FEC developments or other nearby affordable units. How many vacant units are there currently at the FEC developments? And if there are no or fewer vacant units, where will residents be relocated to?

EXECUTIVE VICE PRESIDENT GOUVEIA: Currently, there are enough vacant units to relocate, temporary relocate everyone from Fulton 11 and Chelsea addition. So, that-- those residents can be accommodated at their host community if they so choose.

CHAIRPERSON BANKS: Repeat that again.

EXECUTIVE VICE PRESIDENT GOUVEIA: We

have enough vacant units at Fulton Houses which could then accommodate residents who have to be temporarily relocated from Fulton 11 which would be the first building at Fulton to be rebuilt. Similarly, we have enough vacant units at Elliot-Chelsea to accommodate residents from Chelsea addition who would be temporarily relocated from that building so it can get be built.

CHAIRPERSON BANKS: How does NYCHA intend

to-- intend to fill vacant units at the FEC developments if for relocation? How does NYCHA plan to move relocated tenants to the top of the wait list?

VICE PRESIDENT KAWITZKY: So, NYCHA's

been reserving vacant apartments as tenants have been leaving at the Fulton, Elliott-Chelsea campuses for this explicit purpose of accommodating temporary moves. For under 120 households are going to have to temporarily relocate while the new building-- denser new buildings are going up. That represents just about six percent, or actually I think it's about four percent of the total number of households that will have to temporarily relocate. Everybody else

1 will move directly into their new home once the new  
2 buildings are constructed. As part of the whole  
3 process for facilitating the relocations, we're  
4 working to develop a HUD-required relocation plan  
5 with a relocation specialists who would be  
6 responsible for working directly with households to  
7 assess their needs, support them during that move  
8 process, and ensure that they're accommodated with an  
9 appropriately sized apartment.  
10

11 CHAIRPERSON BANKS: Okay. And how does  
12 NYCHA plan to keep track of these relocated tenants?

13 VICE PRESIDENT KAWITZKY: So, that's part  
14 of the relocation plan that's under development right  
15 now. This is something that many other housing  
16 authorities have done in other jurisdictions, and so  
17 the process of tracking households is done by the  
18 liaison as well as with NYCHA, but again, part of the  
19 reason that we are facilitating vacant move--  
20 temporarily relocations within the home campuses is  
21 so that we don't lose anybody. We don't want people  
22 to move off-site into private developments not  
23 managed by NYCHA where there could be a risk of  
24 losing track of folks. So, having everybody within  
25 our communities will allow us to keep better track of

everybody and ensure that they're guaranteed the right to return to their newly-constructed home at the appropriate time.

CHAIRPERSON BANKS: Since January 2021, how many FEC tenants have been offered a Section 8 voucher to move out of the development?

VICE PRESIDENT KAWITZKY: I'm not aware that anybody has been offered a Section 8 voucher in connection with this project, but I can look into that and get back to you.

CHAIRPERSON BANKS: Can you repeat that again?

VICE PRESIDENT KAWITZKY: I'm not aware of anybody being offered a Section 8 voucher in connection with the Fulton, Elliott-Chelsea redevelopment project. There may be certain circumstances where, you know, to facilitate an accommodation request or an emergency transfer, but as part of the project related to the redevelopment plan, there have not been offers made as far as I'm aware. But again, I will get back to you to make sure that I'm giving you the accurate information.

CHAIRPERSON BANKS: Okay. When it comes to reporting requirements under Local Law 65-- in

2024, the Council passed Local Law 65 requiring and reporting on the impacts of the PACT program to increase transparency around the impacts of PACT conversions on residents. NYCHA submitted its first report on November 2024. The law requires that the report be made publicly available online where they can report-- where can the report currently be accessed? Is there any--

EXECUTIVE VICE PRESIDENT GOUVEIA: It's on our website, on the PACT section of the NYCHA website.

CHAIRPERSON BANKS: You said it's on the website?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: And as of February 20<sup>th</sup>, the committee staff, we were unable to locate the report on NYCHA's website. Can you be more specific about where to find the report on the website?

EXECUTIVE VICE PRESIDENT GOUVEIA: Sorry, I misspoke. It's actually-- so it's on the NYC DoITT website. So we can provide a link for you.

CHAIRPERSON BANKS: Can you repeat that?



EXECUTIVE VICE PRESIDENT GOUVEIA: It is on the main New York City website. So we can send you that link.

CHAIRPERSON BANKS: So, it's not on NYCHA's website?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes, I misspoke. It's actually on the DoITT website. So we can send you that link.

CHAIRPERSON BANKS: By what date do you commit to having this report made publicly available online and accessible to the public?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean it is online now, right? So--

CHAIRPERSON BANKS: [interposing]  
Accessible. It seems like we--

EXECUTIVE VICE PRESIDENT GOUVEIA:  
[interposing] Today, it is online, and--

CHAIRPERSON BANKS: [interposing] We've been unable to find it.

EXECUTIVE VICE PRESIDENT GOUVEIA: Well, we'll send you the link and we'll make sure that people know about it.

CHAIRPERSON BANKS: Okay. the report--  
hold on, let me-- I want to walk through some of the

requirements of Local Law 65 and where they might be met or not be met. In the first PACT report, the report must include the date each PACT development was selected for inclusion in PACT. Where in the report it states this information: those columns refer to PACT project name, NYCHA consolidation name, NYCHA development name. Where in those columns can I find the date that each PACT development was selected for inclusion in the PACT?

EXECUTIVE VICE PRESIDENT GOUVEIA: I believe we do, and again, we will send you the link so that you have it and you can see all the information, but I think we've complied with all the requirements.

CHAIRPERSON BANKS: Okay. The report must also includes languages that outreach materials were available in each PACT development. Where in the report is that information?

EXECUTIVE VICE PRESIDENT GOUVEIA: Same answer. I mean, the full-- there's a report and then there's a couple of appendixes that has, you know, what we think is responsive to the request.

CHAIRPERSON BANKS: So, the letters that is reported in the particular report doesn't provide

for that in the columns. So can you walk us through that?

EXECUTIVE VICE PRESIDENT GOUVEIA: I mean, we can follow up with you. I--

CHAIRPERSON BANKS: [interposing] The report is not in front of you?

EXECUTIVE VICE PRESIDENT GOUVEIA: I have a report here, but they're not columns named, so I can't really walk it through with you.

CHAIRPERSON BANKS: Well, this is the report we have right here, and it clearly states that the date such development was selected for inclusion. It goes through the requirements, am I correct?

EXECUTIVE VICE PRESIDENT GOUVEIA: Yes.

CHAIRPERSON BANKS: [inaudible] the columns on the report, it's basically blank. There's no names as to what's in these particular columns.

EXECUTIVE VICE PRESIDENT HONAN: Council Member-- so, Council Member, we provided the committee the report before it was even-- on the same day that it was published online, so just want to make it clear that there is no-- you know, we were not hiding anything here. If you want to go over the details of the report, we'd be happy to set up a

meeting with you in committee, you know, to go over that and walk it through, and if there's things that you think in the next report would be helpful in order to, you know, make it better, we'd like to hear you out.

CHAIRPERSON BANKS: I think we got to point this out that the report stated in the law that the report must include languages of outreach materials in each PACT development. That's not available? The report also says that there must include outreach that NYCHA conducted before and during the conversions of the PACT development. It's not listed. The report must include NYCHA's oversight of the development partner or property manager for the PACT development. That's not there. The report must also include outreach for the NYCHA conducted before and during the conversions of each PACT development. Where on the report is that information?

EXECUTIVE VICE PRESIDENT GOUVEIA: Again, I'm not sure what you're looking at. We have the report. We can have a meeting and go through the report with you. We think we've been responsive.

CHAIRPERSON BANKS: You know, this report is public and folks can read and assess as they read, but it doesn't seem like the report is in full compliance with the law.

EXECUTIVE VICE PRESIDENT GOUVEIA: I think we disagree.

CHAIRPERSON BANKS: Well, we would love to hear your position and those holes that we actually pointed out so we can get an accurate report.

EXECUTIVE VICE PRESIDENT GOUVEIA: Okay.

CHAIRPERSON BANKS: The report-- there's another one. The report also says it must include the breakdown of the cost and time it took to complete the repairs and upgrades following the conversions at each PACT development including, but not limited to, work to address environmental hazards. Where in the report is that information as well?

EXECUTIVE VICE PRESIDENT GOUVEIA: The same answer again. I have a report here, and I don't know if you're looking at the same thing, but appendix A to your specific question right now has that information.

CHAIRPERSON BANKS: Okay. We'll move on to the Comptroller's office and their report audit. Okay. I believe we've asked every question. I don't know if we got every question answered. We're hoping to get information or get some clarity on the report that you're required to release, and that's if we find the report wherever you-- you said you released it, or you claim that it's that. Hopefully get some clarification on where the report is at. Again, thank you so much for your time and your patience, and hopefully we can get those follow-up responses. Have a good day.

EXECUTIVE VICE PRESIDENT GOUVEIA: Thank you.

CHAIRPERSON BANKS: We will now bring up the Deputy Comptroller, Maura Hayes-Chaffe. She still here? Come on up. And we do welcome NYCHA to please stay behind to hear from the residents that you work for.

COMMITTEE COUNSEL: Good afternoon. As we get resituated, can I ask you to raise your right hand, please? Do you affirm to tell the truth, the whole truth and nothing but the truth before this

committee and to respond honestly to Council Member questions?

DEPUTY CHANCELLOR HAYES-CHAFFE: Yes, I do.

COMMITTEE COUNSEL: Thank you. You may proceed when you're ready.

DEPUTY CHANCELLOR HAYES-CHAFFE: Good afternoon Chair Banks and members of the Committee on Public Housing. My name is Maura Hayes-Chaffe. I'm the Deputy Comptroller for Audit within the New York City Comptroller's Office. Thank you for convening this hearing and for the opportunity to give testimony today on behalf of the Comptroller's Office. Since the beginning of his term in January 2022, Comptroller Lander has prioritized the collection of input from NYCHA residents to inform which areas of NYCHA's performance to audit. While many previous Comptrollers have conducted many audit of NYCHA, this was the first time NYCHA resident input was sought and collected on a large scale. In 2022, the Comptroller's Office launched a multi-lingual public engagement process through surveys and town halls to ask residents about the issues they face and seek suggestions for audits. We then formed

the first-ever NYCHA Resident Audit Committee who were presented with several ideas to choose from before voting and selecting the two audits that were subsequently conducted, one on NYCHA's oversight of a repair contractors and another assessing eviction rates at PACT housing. The results of both audits have been published and are a matter of record, so I'll focus my comments today on findings related specifically to transparency and engagement issues that were identified. The contractor audit found, for example, that NYCHA does not seek feedback from NYCHA residents concerning contractors or the quality of the work they performed, even when the work was conducted in their apartments. The auditors conducted 1,005 survey responses from residents living in 44 developments. Thirty percent of the residents indicated work performed was poor, and only 46 percent rated the work performed as good or better. Had NYCHA communicated with residents concerning their experiences with contractors, they would have this information. Shockingly, 93 percent of respondents who answered this question indicated they were never asked by NYCHA to rate their satisfaction with the work performed, and only 35



percent rated NYCHA's responsiveness in responding to issues with repairs as good or better. That means 65 percent of residents, of surveyed residents, rated NYCHA's responsiveness below this level. NYCHA does not currently evaluate contractors hired to perform jobs valued at or below \$50,000. Various developments do not share information concerning issues that have been encountered with NYCHA's central office or with other developments and has indicated above they make no concerted effort to collect data from residents concerning contractor performance. This is a missed opportunity. As laid out in a recent report, our office recommends creating a Yelp-like tool for NYCHA residents to give direct feedback on vendors. Those reviews would generate vendor score cards that staff can use to assess performance when selecting a contractor. This would help hold contractors accountable, increase transparency and ensure that repairs actually get done while rebuilding resident trust and improving living conditions for the one in 17 New Yorkers who call NYCHA home. The NYCHA Resident Audit Committee also voted on an audit to examine eviction rates for PACT properties, compared to traditional Section 9

NYCHA developments. The audit found that eviction rates at PACT developments are higher than Section 9 NYCHA units and are now closer to eviction rates of the citywide private rental housing market. The eviction rates vary dramatically among PACT property managers, and these range from zero to 1.11 percent, which is nearly twice the citywide rate.

Additionally, NYCHA did not ensure that PACT property managers follow standard operating procedures for pre-eviction outreach and tenant protections. This means residents living in a PACT development may have receive less counseling and fewer opportunities to cure nonpayment or holdover issues before eviction proceedings were begun. NYCHA also failed to ensure that PACT property managers reported all eviction and pre-eviction activity as required. As a result, residents relying on data published by NYCHA to make decisions concerning their homes only have access to incomplete and inaccurate eviction data. Residents facing eviction for reasons other than nonpayment are not entitled to a separate administrative proceeding before court proceedings are begun. This is information that NYCHA should ensure is clearly shared with residents. As the capital needs for

1 NYCHA developments across the city continue to grow,  
2 residents are being faced with incredibly difficult  
3 choices. As some developments already have, many  
4 residents will be deciding whether they want to stay  
5 in Section 9, join the Preservation Trust, or convert  
6 to PACT in the coming years. It is key that  
7 residents have all of the information available about  
8 the rights as a tenant and potential outcomes as they  
9 make these consequential decisions. The  
10 Comptroller's Office will continue to prioritize  
11 responses to suggestions of residents on the issues  
12 they see in public housing. Whether about conversions  
13 or repairs, NYCHA must strengthen its oversight  
14 capacity to provide transparency for the over 500,000  
15 NYCHA residents in New York City. Our office looks  
16 forward to working with the City Council to ensure  
17 NYCHA provides the transparency NYCHA residents  
18 deserve. Thank you.

19  
20 CHAIRPERSON BANKS: Thank you, Deputy  
21 Comptroller. Just want to ask you a few questions.  
22 Based on what you've observed and learned through  
23 your audits of NYCHA, what are your biggest concerns  
24 about transparency or lack of transparency at NYCHA?

DEPUTY CHANCELLOR HAYES-CHAFFE: I think within the context of the report, of the two reports that we're here to talk about, our biggest concern with PACT reporting is that it's not accurate and it's not complete. When the auditors approached this question, they looked at the reporting that NYCHA had gathered and published. We also went to PACT housing, to the developments themselves and collected paperwork to review and see where there were inconsistencies. We finally looked at court filings and actual evictions from the New York City Housing Court and found that the numbers were not consistent, and that's a serious concern. You know, NYCHA residents needs to know when they're making decisions. The other thing that's very striking when you look at the PACT evictions is that there's a very big difference between-- among developers. If you-- rather than developers, managers. If you get one property manager, you know, there were several that had zero eviction rates. There were others that have markedly higher. And the ones that had the highest eviction rates differed between fiscal year 23 and fiscal year 24.

CHAIRPERSON BANKS: What single change in NYCHA's operations would you make the biggest-- would make the biggest difference in increasing transparency for residents?

DEPUTY CHANCELLOR HAYES-CHAFFE: I think for the PACT housing they need to do better job of validating the information that they're collecting from the developers, or rather the property managers. Our impression, having looked at this, was that the reports come in and the reports while possibly reviewed are not validated. So the results should be validated before they're made public. That would ensure accuracy.

CHAIRPERSON BANKS: A big focus of this hearing is the challenges faced by residents and other members of the public in accessing information about NYCHA's decision-making operations. In your work, have you faced challenges in assessing or receiving information from NYCHA?

DEPUTY CHANCELLOR HAYES-CHAFFE: That's an interesting question. I mean, we ultimately received everything we requested, but it was a very lengthy process and involved a lot of repeated

requests. But as I said, ultimately what we needed to complete the two audits was provided.

CHAIRPERSON BANKS: Do these challenges relate to like NYCHA's record-keeping practices?

DEPUTY CHANCELLOR HAYES-CHAFFE: I think in some cases they do. If you look at the contractor audit, there is a particular reference to records being in disarray. At one point we were going to developments and asking for records and looking for records, and found that NYCHA needed hours to go and identify the records that we were seeking.

CHAIRPERSON BANKS: Have you observed or faced resistance from NYCHA officials with regard to implementing transparency measures recommended by your office?

DEPUTY CHANCELLOR HAYES-CHAFFE: I don't know if I would call it resistance. I think as NYCHA stated themselves, they do not believe that the results of our evictions evaluations are correct. They do not-- they have not committed so far to validating the results that they received from property managers. And if you looked at the recommendation section of the report, you'll see that NYCHA committed to implementing four or five and

disagreed with a series of others. In the contractor audit they agreed overwhelmingly to implement. They agreed to implement I think 12 of 14 or 10 of 14-- 10 of 12. So it's a much higher rate of agreement.

CHAIRPERSON BANKS: To your knowledge, has NYCHA implemented any of the 14 recommendations from your December 24 audit report on evictions? And if NYCHA does not implement all 14 recommendations, are you concerned that problems revealed by the audit such as the inaccurate reporting from the PACT managers will persist?

DEPUTY CHANCELLOR HAYES-CHAFFE: We don't know the current status or practices to follow up roughly three to four months after the audit is issued. So our first follow-up should be coming up now.

CHAIRPERSON BANKS: Okay.

DEPUTY CHANCELLOR HAYES-CHAFFE: But yes, we share concerns. When we write recommendations, there are things that we are asking the auditee to consider, and we hope that they will implement.

CHAIRPERSON BANKS: Thank you. Based on your work around NYCHA, how would you assess NYCHA's communication and outreach as they compare with-- do

they compare between residents in Section 9 housing versus residents in the PACT developments?

DEPUTY CHANCELLOR HAYES-CHAFFE: Yeah, the audit didn't cover a comparison in terms of communication. We assume that there is better outreach at NYCHA, traditional NYCHA, because the eviction rates are lower. You know, those outreach efforts are designed to give residents as much opportunity to cure the defects that are underpinning the evictions before they go forward. We think, and it's speculation, but we think that there's less outreach. In fact, there was less outreach documented, and there are much higher eviction rates. I know that the eviction rates overall are still very low. For example, in all three in the city as well they're under 100 percent-- sorry, under one percent, but if you look at the comparison between traditional NYCHA and PACT, it's a very big difference.

CHAIRPERSON BANKS: Thank you so much for your testimony.

DEPUTY CHANCELLOR HAYES-CHAFFE: Oh, you're very welcome.

CHAIRPERSON BANKS: Thank you. Okay, we are now going to go into public testimony. I'll now



open up the hearing for public testimony. I remind members of the public that this is a government proceeding and that decorum shall be observed at all times. As such, members of the public shall remain silent at all times. The witness table is reserved for people who wish to testify. No video recording or photography is allowed for the witness table. Further, members of the public may not present audio or video recordings as testimony, but may submit transcripts of such recordings to the Sergeant of Arms for inclusion into the hearing record. If you wish to speak at today's hearing, please fill out an appearance card with the Sergeant of Arms and wait to be recognized. When recognized, you will have two minutes to speak on today's hearing topic of transparency at NYCHA. If you have a written statement or additional written testimony and you wish to submit for the record, please provide a copy of that testimony to the Sergeant of Arms. You may also email written testimony to [testimony@council.nyc.gov](mailto:testimony@council.nyc.gov) within 72 hours of the hearing. Audio and video recordings will not be accepted. So, we're going to begin with Zulay Velasquez, Verurdy [sic] Gonzalez, Jason Murillo, and

1 April Summars-- April Summars. Ms. Sandra Bumpers  
2 [sp?]? She left. Carole Barnes [sp?]. She left.  
3 Layla Gisiko? Okay. Those are the four. Okay, we  
4 can begin to our right. You have two minutes.

5 LAYLA GISIKO: Good afternoon. Is it on?  
6 Oh, yes, it is. Thank you so much. Thank you for  
7 really a very, very substantial hearing. We really  
8 appreciate all the pointed questions that you have  
9 already asked. My name is Layla Law-Gisiko. I am the  
10 President of the City Club of New York. I am also  
11 the Democratic District Leader representing Chelsea.  
12 Today, I will be testifying on my own behalf.  
13 Chelsea has two very large NYCHA developments, Fulton  
14 and Elliott-Chelsea. Both are undergoing federal  
15 environmental review, and both are slated for full  
16 demolition according to NYCHA. In the course of  
17 engaging with this project, it has been incredibly  
18 difficult to get information from NYCHA. As you've  
19 heard today, a number of documents related to this  
20 very controversial proposal are still not available  
21 to the public. Among those, the Obsolescence Report  
22 which is a document that is necessary to establish  
23 that the development must be demolished has yet to be  
24 provided by NYCHA. I have submitted already three  
25

1  
2 separate FOIA requests, requesting a total of 10  
3 separate documents. I have only received one, and I  
4 received it yesterday. It is heavily redacted and  
5 does not provide the financing information that we  
6 should be entitled to.

7 CHAIRPERSON BANKS: Can you make sure  
8 that red-- the red button is on?

9 LAYLA GISIKO: Is It on?

10 CHAIRPERSON BANKS: Okay, now it's on.

11 LAYLA GISIKO: Much better. Okay. I  
12 will just go very quickly to add we also have  
13 submitted a request to IBO, the Independent Budget  
14 Office, asking them to do an investigation and an  
15 audit of this particular proposal. We urge the City  
16 Council to help get access to the documents requested  
17 through FOIL and also to support this request to IBO  
18 to get us information. Transparency is lacking.  
19 There is no trust without transparency. The project  
20 for Chelsea is billed at \$1.9 billion. We need to  
21 know how these monies are going to be spent. Thank  
22 you.

23 CHAIRPERSON BANKS: Thank you for your  
24 testimony. Thank you. You may begin.

VERONICA GONZALEZ: Yes, hi, good afternoon. Thank you for having us again. My name is Veronica Gonzalez. I represent myself, but not only myself, my fellow tenants and also others that are suffering through the hands of NYCHA and also RAD/PACT. I'm here to be a voice for everyone, and basically we're going to summarize what I'm here for. I've seen my families who suffered through the hands of NYCHA for many years. I'm also a child-- a product, child of the lower east side for over 40 years, and I firsthand seen my family being affected by this, of NYCHA with their negligence and the way they're handling things and the fact that they don't care about their own tenants. They are a profit. They are not what they care about at the end of the day. And for me particularly, the reason why I'm here to voice other people and help them, and also to be part of the community and let their voices be heard and be seen. And when RAD came here, PACT really, and they came here to tell the lie and deceit to us the public about what they're doing for us, they're not. They're here to look out for themselves. End of the day, I hope and pray that everything you hear-- when I spoke about them, and you make a final decision and



1 regarding this issue very soon. But here's my  
2 official statement. So, I am Jason Murillo, and I am  
3 here today because NYCHA residents, our neighbors,  
4 our families are being left to suffer. For years we  
5 watched public housing fall into deeper despair.  
6 We're seeing broken elevators, toxic mold, crumbling  
7 ceilings, no heat in the winter, no gas in the  
8 summer. We seen lives put at risk, seniors trapped  
9 in their apartments, children breathing in hazardous  
10 conditions, and have our so-called leaders done?  
11 They have handed our homes over to PACT/RAD, a  
12 privatization scheme designed as a solution stood by--  
13 I'm sorry. They promised us better conditions, but  
14 what have we gotten instead? More evictions, more  
15 neglect, more mismanagement. They're taking public  
16 housing out of public hands, stripping residents of  
17 their rights and silencing the very people who built  
18 these communities. And Council Member Carlina Rivera,  
19 Assembly Member Harvey Eptstein, and Governor Hochul  
20 stood by as they-- this all has happened, and they  
21 told us they will fight for public housing, but when  
22 the time came, they failed us, and they let NYCHA  
23 deteriorate. They let private developers take over  
24 and let the people, our people, be pushed out.  
25

CHAIRPERSON BANKS: Thank you for your testimony.

JASON MURILLO: Thank you.

CHAIRPERSON BANKS: Next.

ZULAY VELASQUEZ: Hi, my name is Zulay Velasquez from Riis, and I just want to talk about a few things. So, one thing I want to say is that me and a few other people started petitioning against the privatization, and we gathered here. We have over 600 petitions that state that we the residents basically have not given the tenants association any verbal or written permission to make decisions on our behalf regarding RAD, especially one so sensitive that could displace us, right? The tenant association process even the CCOP or the DCOP, that whole structure is compromised, right? But not only is it compromised, from the top-- like, they have-- NYCHA's controlling that. How is NYCHA controlling this, right? So, they're controlling this, and at this point, even though they say that they are the elected people, right, the process in which they do it is not good. But here it says, "Has the tenant association asked you your opinion about RAD/PACT?" Now, the residents-- we are all the members. They're

1 all operating with bylaws that are over 30 years old.  
2 Not good. So in there it says collect fees. In  
3 there it says the membership is-- they're committees,  
4 but you know what, we are all members. So they  
5 didn't come to us and say, hey, do you want this  
6 before they came in. They just said we're going to  
7 do it, but we are members, all of us, and all these  
8 600+ people which I'm going to submit as evidence is  
9 basically saying no. No to RAD already. We've  
10 already said no to that, okay? Now, in regards to  
11 the voting process, we had a tenant association  
12 election and they stopped it. They stopped it because  
13 they tampered with our process. They changed order  
14 around, put people in different places, and then  
15 wanted us to go through with election. It was a  
16 recording that stopped it, but they could have also  
17 done the right thing, but instead of doing the right  
18 thing, they just cancelled it so they can pause just  
19 in enough time to the RAD/PACT election.  
20

21 CHAIRPERSON BANKS: Thirty seconds to  
22 wrap it up.

23 ZULAY VELASQUEZ: Okay. RAD/PACT  
24 election-- and so now they're knocking on people's  
25 doors, and they even violated the ADA rules for the



1 people who are disabled. Blind lady doesn't know  
2 what's going on at Riis, okay? You have people who  
3 are being told at the door-- basically they called me  
4 yesterday to sign. So they're getting signatures  
5 from people. The ballot is really unclear. They'll  
6 say in the package, I think, that you're going to get  
7 a physical ballot. So this is going to be a mail--  
8 like a virtual kind of ballot. They can falsify  
9 that. They say we only got five apartments. We got  
10 over 100 empty apartments. So how-- yeah, exactly.  
11 So I mean, we need to make sure that those empty  
12 apartments don't get votes. That's number one.  
13 Number two, told them to start an election over  
14 again, not the nomination process for the TA, but  
15 what they're doing at Riis is that since I ran on a  
16 platform against the privatization, they stopped  
17 that, because if it goes through the other current TA  
18 and they say yes, then I can't stop it when I get in.

19 CHAIRPERSON BANKS: Right, right.

20 ZULAY VELASQUEZ: And that's what's going  
21 on here, because they could have paused and not done  
22 anything, we just continue elections, and they didn't  
23 do that.  
24

CHAIRPERSON BANKS: Thank you for your testimony. We'll now have Renee Keitt, David Holowach [sp?], Lydia Andre [sp?], and Alixa Cruz. Thank you guys. Alixa Cruz? You're here? Thank you, Ms. Cruz. Lydia Andre? She left. David Holowach? David? And Alixa Cruz?

ALIXA CRUZ: Yes.

CHAIRPERSON BANKS: Sorry about that. And Renee? Renee Keitt, okay. Sorry about that, Ms. Cruz.

ALIXA CRUZ: That's okay.

CHAIRPERSON BANKS: Karen Blondel? Ms. Blondel? Caesar Godwell [sp?]?

ALIXA CRUZ: He's gone.

CHAIRPERSON BANKS: Christina Chaise? And Carla Hollingsworth? We will get to you, sir. Order. Okay, we're going to-- oh.

[audience disruption]

CHAIRPERSON BANKS: Okay, we're going to begin to our right. Thank you, ma'am. You may begin. Well, my right. Sorry. So, since it's-- unless you want to-- okay. You want to start, Ms. Cruz? Ms. Cruz, go ahead, Ms. Cruz, and then we'll--

UNIDENTIFIED: Hi. Sorry

ALIXA CRUZ: Hi.

CHAIRPERSON BANKS: Ms. Cruz is going to then we'll go this way.

UNIDENTIFIED: [inaudible] first, yeah.

ALIXA CRUZ: No, problem. You can go--

CHAIRPERSON BANKS: [interposing] You may begin, Ms. Cruz.

ALIXA CRUZ: The elderly, right? Thank you. Good afternoon. I'm a residents of NYCHA for a long time. I've been a resident since 1969, and I feel that NYCHA is giving us a slap in the face. You can see the empty room, that they don't even want to listen to our testimony, you know. They don't care. I believe that-- I believe in Section 9. I want no demolition in Chelsea, Elliott and Fulton, and I believe that these people are land grab, money grab people that don't care about the low income people, and I believe we are all going-- within time, we're going to go homeless. There's going to be a lot of homelessness. We have homelessness as it is from other buildings, and what they're doing is trying to get rid of us from the City and where are we going? Where are we going? Nowhere. We don't have no money to buy a house. We have no money. There's no need.

1                   The only thing that saved me for years was NYCHA,  
2                   because I worked on low income, and I'm retired and  
3                   it's scary, and I come here for help and I beg you to  
4                   take into consideration all the tenants and all the  
5                   people that are homeless. With all those empty  
6                   apartments that they have in NYCHA, the 5,000  
7                   apartments, they could put homelessness-- the  
8                   homeless people in there and we can continue with the  
9                   Section 9. Thank you.

11                  CHAIRPERSON BANKS: Thank you for your  
12                  testimony, Ms. Cruz. Go ahead ma'am. You may begin.

13                  CARLA HOLLINGSWORTH: Thank you for the  
14                  opportunity to be heard.

15                  CHAIRPERSON BANKS: Make sure the red  
16                  light is on.

17                  CARLA HOLLINGSWORTH: Yes.

18                  CHAIRPERSON BANKS: And just put the mic  
19                  in front of your mouth. There we go.

20                  CARLA HOLLINGSWORTH: Thank you for the  
21                  opportunity to be heard. My name is Carla  
22                  Hollingsworth, and I'd like to speak about something  
23                  that I am really passionate about, living at  
24                  Stuyvesant Gardens. I moved in on May 23<sup>rd</sup>, 1990  
25                  with my three children. I've had to endure deplorable

conditions for decades, and I have lived in three different buildings of the development. The non-existent insulation compounded with the radiators that shoot steam at times causes mold to grow in our closets, and the bathroom vents have never worked-- caused the mold to grow in our bathrooms. Then there are the leaks from above that are covered up and never found. By covered up I mean they will open up the ceiling or the wall and eventually close it back up without finding the leak. The dampness attracts the roaches which live in the walls, co-existing with the mice that you can often hear scurrying in the walls. After attending meetings where I've asked what the permanent plans are for our development which was originally built as temporary housing, I've never received an answer. I was asked by one of the people who descended on the development, knocking on doors and spreading misinformation about PACT, what I wanted, and when I answered accountability, I was told that I should be happy with a nice apartment. I keep being told that I have no choice, because NYCHA doesn't have the money to do the necessary repairs. This is not the fault of the tenants. I keep being told that NYCHA has been underfunded for decades, but

1                   they don't mention the misappropriated funds  
2  
3                   throughout the decades. And in light of all that we  
4                   have been through over the years, we are now being  
5                   told that we have to trust the entity that has not  
6                   done the right thing by us to be the oversight of the  
7                   entities that they have chosen to do what they  
8                   couldn't. Unfair. But so they tell me we don't have  
9                   a choice. Why? Other developments got the  
10                  opportunity to choose.

11                 CHAIRPERSON BANKS: Thirty seconds to  
12                  wrap up.

13                 CARLA HOLLINGSWORTH: Other developments  
14                  got the opportunity to choose the route they wanted  
15                  to take moving forward. Why not us? Thank you for  
16                  listening.

17                 CHAIRPERSON BANKS: Thank you for your  
18                  testimony. Ms. Renee?

19                 RENEE KEITT: So, in 2019, the discussion  
20                  was the possible demolition of two Fulton Houses  
21                  buildings. Now, we're on the verge of trying to  
22                  demolish 22 buildings in Fulton and Elliott-Chelsea.  
23                  What I'd like to discuss the subject of the survey  
24                  brought up by Public Advocate Williams. The problem  
25                  is not how the votes took place. There wasn't a

1 vote. It was a survey, a temperature check as Simon  
2 Kawitzky, VP of Portfolio Planning has said. May  
3 20<sup>th</sup>, the survey closed. May 26<sup>th</sup>, draft PHA annual  
4 agency plan for fiscal year 2024, you see marked  
5 demolition and disposition, six days later.  
6 Impossible. Manufacture's consent. The survey  
7 wasn't for PACT, but for new construction and  
8 rezoning, or in reality, demolition or  
9 rehabilitation. The NYCHA RFP to implement a  
10 community-driven preservation and investment strategy  
11 for Fulton and Elliott-Chelsea key updates in the  
12 third round of questions and answers. NYCHA wants to  
13 remind applicants that this RFP includes the option  
14 to submit an additional alternative scenario that  
15 deviates from the recommendations of the Chelsea  
16 Working Group, but still achieves the goal of  
17 providing comprehensive repairs to the four  
18 properties and creating an enhanced built environment  
19 with additional amenities for NYCHA residents. The  
20 important part, applicants are encouraged to think  
21 creatively about design interventions. They may not  
22 have been considered a part of the working group  
23 process and should clearly explain the benefit that  
24 provides to NYCHA residents. The Resident Review  
25

Committee must select a project that is financially sound, and that may mean a proposal that is different from the proposed development scenario recommended by the working group. First thing the working group said: no demolition. This tells us there was a lack of transparency. Only through back-tracking were we able to find these. It tells us from the beginning this was a convoluted plan. Yes, a plan to unhome us.

CHAIRPERSON BANKS: Thirty seconds to wrap it up.

CARLA HOLLINGSWORTH: Okay. And also, residents who participate in the resident review committee will also sign a confidentiality and conflict of interest agreement. This was never in the thought of the residents. We are real estate to them. They are leveraging us, our lives, our homes. This needs to be understood. We are not here for anyone's profit or gain.

CHAIRPERSON BANKS: Thank you for your testimony. Ms. Chaise, you may begin.

CHRISTINA CHAISE: Good morning. My name's Christina Chaise. I am an Advocacy coordinator at Take Root Justice, but above all I'm a



long-term NYCHA resident and have been for almost 30 years. I have a lot to say, but I will start the fact that there's no transparency on how a NYCHA property is selected to convert to the RAD/PACT program despite what we've heard. Conversions that have taken place are in neighborhoods experiencing rapid gentrification and pose a real estate investment rather than a commitment to meaningfully serve the longstanding residents who built that community. We are seen as joint ventures, not families living in homes. There's no transparency for residents who do not want RAD/PACT. Those are the residents who are often intimidated and silenced, but we the tenants who are here today will no longer live in fear and refuse to be quiet. We do not want RAD/PACT for our homes and for the City of New York at-large. We understand the consequences of this conversion as lease holders and as citizens, and the erosion of Section 9 public housing that results from these conversions. The erosion of the right to housing as a public good. Residents have lost the right to transfer despite their right to reasonable accommodations. Even if they've been waiting for several years, their accommodation request are

1 canceled. We do not even know the implications for  
2 domestic violence survivors and if their rights to  
3 transfer are being honored or if their emergency  
4 situations necessitating relocation are being  
5 ignored. I have residents calling me scared that the  
6 RAD/PACT team is at their development and being  
7 harassed and intimidated to sign leases for a  
8 conversion that HUD has not even approved, as in the  
9 case of Boston Secor who actually testified here not  
10 too long ago. This is unlawful. There are residents  
11 who have converted to RAD/PACT who are pleading to go  
12 back to Section 9, but there's no reversal to such a  
13 permanent decision that reduces our public housing  
14 stock and endangers our rights as public housing  
15 residents. To NYCHA this is a real estate  
16 transaction. To us this is our lives, this is our  
17 homes. Stop playing with our lives. I would be  
18 remiss not to mention our brothers, sisters and  
19 siblings over at Fulton, Elliot and Chelsea Houses.  
20 BFEC [sic] plan is an example of the most egregious  
21 and extractive plan for a public housing conversion  
22 that is blatantly about green and profit than it is  
23 about providing dignified home for NYCHA residents.  
24 We need our Council Members to step up and say no to  
25

1 demolition, not to privatization, and no to giving  
2 our city-owned land away to private developers. We  
3 need an investigation both into RAD/PACT as well as  
4 infill. We also want to know where all the money  
5 from infill and transfer of development rights is  
6 going, especially the monies that are supposed to go  
7 back into the development. Until there is proper  
8 investigation and resolution, we need the City  
9 Council to put a moratorium on all RAD/PACT  
10 conversions as well as infill. Thank you.

12 CHAIRPERSON BANKS: Okay, panel, thank  
13 you for your testimony. We're going to move on to  
14 Reginald Bowman [sp?]. Amelia Walden [sp?], Ms.  
15 Walden? Mr. Martinez, Manuel? And Ted Burrows. And  
16 can we have Metin Sarci? We may begin. We can start  
17 with Mr. Martinez.

18 MANUEL MARTINEZ: Okay, red is-- okay.  
19 Red means go, right? I'm sorry. Thank you for  
20 having this hearing. I just want to commend the Chair  
21 for conducting a well-presented questioning of NYCHA.  
22 My name is Manny Martinez. I'm the Resident Council  
23 President for South Jamaica Houses, also once the  
24 Queens CCOP Chair. I mean, once the Queens South  
25 District Chair. I would like to start off the

statement with a regulation to answer NYCHA's comment of only having two obligations. They forgot this one. This is 964135C which says while the Housing Authority has the responsibility for management operations, it shall ensure strong resident participation in all issues and facets of its operations through the duly elected resident councils at public housing developments, something that's not happening. Many resident councils exercise their autonomy with signed resolutions publicly presented denouncing and dissolving CCOP, the NYCHA created permanent citywide resident organization. Today, I stand with the voices of resident councils across this city that have denounced CCOP and declared NYCHA's recognition of CCOP a lie. For 34 years CCOP has been NYCHA's greatest fraud. A 218 resident council wide wall built to block real resident power. It stops us from influencing NYCHA's workplace rules, rules that control our economic rights, our safety and our dignity in the very buildings we call home. Matters of Section 3 compliance are made up by NYCHA's executives and staff inconsistent with the law and changing with every meeting. NYCHA itself recently admitted to the Chair of this committee that

it created CCOP. NYCHA decided the structure, picked its procedures and without shame declared its belief that it can speak and decide for us as if we are assets owned, not people served. May I have 30 seconds?

CHAIRPERSON BANKS: Yes, 30 seconds to wrap up.

MANUEL MARTINEZ: Resident Councils are elected by public housing residents on the authority of federal legislation to represent our communities with strong participation of all matters concerning NYCHA. We see NYCHA's deception in real dollars. A million dollar city allocation secured by this council's first Black Speaker was quietly slashed by 60 percent without telling residents, without telling the Speaker, only revealing it months before construction was set to begin. And where's CCOP? In secret weekly Zoom meetings with NYCHA every Thursday, not to hold them accountable, but to serve as NYCHA's cover, a box checked off while NYCHA cuts out the voice of resident populations-- while NYCHA cuts out the voices of a resident population the size of the 50<sup>th</sup> largest city in the US. CCOP is a wall that keeps us away from NYCHA's top executives while

1 they cut deals collectively totaling billions of  
2 dollars with contractors, developers, and nonprofits  
3 at our expense. Resident councils and residents  
4 continue to express deep confusion about RAD/PACT  
5 changes and their rights while NYCHA claims that  
6 everything is working great. This is because CCOP  
7 blocks resident councils from changing NYCHA's  
8 policies on its approach to RAD. They haven't--  
9 they've stated that they haven't heard complaints  
10 from residents on RAD. That's because the eight CCOP  
11 members are the only residents they listen to. It's  
12 time to tear this NYCHA-created CCOP wall down. We  
13 demand the rights of our representation restored. We  
14 denounce and demand this dissolution of CCOP. NYCHA  
15 does not speak for us. Our rights are not  
16 discretionary. Thank you.

18 CHAIRPERSON BANKS: Thank you for your  
19 testimony. Ms. Walden?

20 AMELIA WALDEN: Hi, I'm from Penn-Wortman  
21 Houses and--

22 CHAIRPERSON BANKS: [interposing] Ms.  
23 Walden, pull that mic down to you. Pull the mic  
24 down.

1  
2 AMELIA WALDEN: Can we rescind our  
3 conversion with PACT/RAD? Can we?

4 CHAIRPERSON BANKS: That's a discussion  
5 that needs to be held.

6 AMELIA WALDEN: Okay. Penn-Wortman was  
7 not given the opportunity to accept or deny PACT/RAD.  
8 Management, some of the management is disrespectful.  
9 We always tell them respect us as we respect you.  
10 They give you short appointments when they have  
11 construction going on. You may only be notified a  
12 week before and they expect you to be in, and I was  
13 told by one manager that they don't give  
14 appointments. I was the one that got management at  
15 914, the main office, to give us confirmation ticket  
16 numbers. When they have appointments, they are not  
17 respecting appointment dates. Sometimes they don't  
18 even show up. I still have work orders from 2023. All  
19 of these are my work orders. So when they say that  
20 they come out, they don't do what they need to do.  
21 Okay, can we request like [inaudible] meetings from  
22 them from December of 2021? Because a lot of  
23 discrepancies is in a Zoom meeting that they had.  
24 And I'm understanding--  
25

2 CHAIRPERSON BANKS: [interposing] You mean  
3 from the--

4 AMELIA WALDEN: [interposing] From when  
5 they started.

6 CHAIRPERSON BANKS: You mean, the--

7 AMELIA WALDEN: [interposing] because  
8 COVID came into play.

9 CHAIRPERSON BANKS: the developers, the  
10 owners, or the builders or the management team?

11 AMELIA WALDEN: The managers.

12 CHAIRPERSON BANKS: Okay.

13 AMELIA WALDEN: Okay. I understand RAD is  
14 a program and not law, and we received letters from  
15 NYCHA at one point stating that tenants cannot opt  
16 out. If you did not sign, you will be evicted if you  
17 do not sign the lease.

18 CHAIRPERSON BANKS: Thirty seconds, Ms.  
19 Walden, to wrap up.

20 AMELIA WALDEN: No voting-- as far as no  
21 voting, they only needed 20 percent, they're saying,  
22 of the tenants to agree. Under the RAD program, you  
23 understand there's about 57 percent of tenants being  
24 evicted. And we had a power outage. Management  
25 swore that they notified us which they did not. So



1 we hope that doesn't happen again. The pipes and the  
2 plumbing was never changed. We're still having leaks  
3 in the apartments, in the walls, and in the lobby.  
4 Elevators are constantly out of order. And NYCHA has  
5 one tenant in court in Housing Court. Other tenants  
6 have been to Housing Court, but NYCHA only showed up  
7 at one tenant's court appearance, and we would like  
8 to know why was that. When you call in for the  
9 repairs at night, there's no numbers given. And I  
10 would also like--

12 CHAIRPERSON BANKS: [interposing] You mean  
13 there's no confirmation or order numbers?

14 AMELIA WALDEN: I have it [inaudible] was  
15 the first manager, I went and told her NYCHA gave  
16 confirmation numbers, and she did give it. So they  
17 put it at the top of the paper.

18 CHAIRPERSON BANKS: But it wasn't  
19 automatic confirmation number given to you.

20 AMELIA WALDEN: I have so many here.

21 CHAIRPERSON BANKS: Okay.

22 AMELIA WALDEN: But when you go back--  
23 because I still have orders from previous, same  
24 complaint. When you go back, what they do is give  
25 you that same repeat paper because they say the

1 ticket is not closed out, but they have the date, the  
2 new date that you did come in at the very, very  
3 bottom.  
4

5 CHAIRPERSON BANKS: Okay. Thank you for  
6 your--

7 AMELIA WALDEN: [interposing] And I would  
8 also like to note I have an apartment door and its  
9 defected. It has about almost not quite a half a inch  
10 gap at the door side and the bottom, because HUD had--  
11 - HPD had to come in when the management refused to  
12 correct the door correctly, but now they want to put  
13 weather stripping on my door rather than the new door  
14 they put-- they want to put weather stripping, and I  
15 refuse to have weather stripping, because that can  
16 also catch fire. The way the gap is now, if there's  
17 a fire, smoke will come into the apartment. Slam  
18 locks, I'd like to know if you could look into that.  
19 Is that mandatory? Because that put everyone at  
20 risk, even the disabled people or people that's not  
21 able to get around, like if they go to empty their  
22 garbage and-- or the home attendant, you know, they  
23 get locked out, then your patient is at jeopardy for  
24 not being able to get to that patient at a timely  
25 manner.

CHAIRPERSON BANKS: Thank you for your testimony and those concerns. We'll reach out. You are a constituent in my districts. I'm well aware of the slam lock issue that's been going at Linden--

AMELIA WALDEN: [interposing] Oh, and they do come into your apartment without your permission.

CHAIRPERSON BANKS: Thank you.

AMELIA WALDEN: They came in on me while my family was there because we had agreement to relocate me for the renovation, and I wasn't refusing, but I told him I'm not going to let them come in and dig up my wall and my closet and put me at jeopardy. So, when they come in for your renovations, you got to make sure they have the right equipment. If you don't speak up and speak out, you will be a lost cause.

CHAIRPERSON BANKS: Thank you for your testimony, Ms. Walden.

TED BURROWS: Hi, Council. My name is Ted, Ted Burrows. I represent a nonprofit organization that I founded called A Vision for Change, and my take here is to essentially have been-- to be a consultant and to help a lot of the tenant presidents who are going through this forced

1 conversion. But I wanted-- before I got into the  
2 forced conversion, I just wanted to say really  
3 quickly this is so much more than just about a forced  
4 conversion or just about the NYCHA problem. This is  
5 a Black and Brown problem that is being amplified  
6 through gradual gentrification, okay. They are  
7 trying to kick out the low-income residents of these  
8 developments, and they're doing it in a hurry, and  
9 they need to bypass resident presidents. They need  
10 to bypass residents' desires in order to make this  
11 happen. They have to have a steamroll model, and  
12 that's what they're using. One of the things I'd  
13 like to specifically address is that for instance  
14 I've been helping out Stuyvesant Gardens, and I  
15 witnessed firsthand that for instance the president  
16 would put up advertisements for the tenant  
17 association meeting, and then the next day or within  
18 hours there would be advertisements right next to  
19 hers from RAD/PACT. We hear the residents calling  
20 her specifically stating that RAD/PACT is threatening  
21 them, telling them that their locks will be drilled  
22 and they will be-- the unit will be forcibly entered  
23 if they do not comply. These are all against the  
24 law. What I wanted to really wrap this up, though,  
25

1 and say is that every last one of these developments  
2 still have recourse and they are not actively using  
3 that. Where NYCHA presents that there's three  
4 options, the Trust, RAD/PACT, or Section 9, I would  
5 actually argue that there are four choices. The  
6 fourth choice is a resident management corporation  
7 which can be specifically established--

9 CHAIRPERSON BANKS: [interposing] Thirty  
10 seconds to wrap it up.

11 TED BURROWS: Thank you, sir. Which can  
12 be-- resident management corporation could be  
13 specifically established to push back against NYCHA.  
14 Residents can actually come together, form this type  
15 of corporation and request funds from HUD directly  
16 and do not need to go through NYCHA, but they do not  
17 tell us that this option exists. I will be helping  
18 several developments to convert and to understand  
19 their rights under 24964.18.430 under 42USC under the  
20 numerous state laws that also protect tenants and  
21 then as well under the New York City laws. There are  
22 several options and I think that going forward we  
23 need to let the tenants know that they have an option  
24 to self-manage.

CHAIRPERSON BANKS: Thank you for your testimony. Mr. Metin?

METIN SARCI: Thank you, Chair Banks. My name is Metin Sarci. The opinions shared in this testimony are based upon my own experience and do not necessarily represent the views of the Housing Authority as an employee. If you have time to go through thousands of pages related to practices, policies, and procedures, then you already know how NYCHA works on paper. To NYCHA's credit, these sources are publicly available. I use them regularly to avoid retaliation, because outspoken employees are targets. However, my issue isn't what's on paper. My issue with transparency at NYCHA stems from the fact that they are forced to comply with the system that regularly pits city interest of those of our residents. The Office of the Mayor has direct control over the performance of this authority through their ability to appoint leadership. NYCHA's board is too small. They do not meet for every committee under the federal agreement, and this guarantees that the authority is only as effective as its Mayor will allow. This year's Mayor's Management Report, for example, uses broken repair metrics to

hide the true length of time it takes for residents to receive repairs or rehabilitate vacant units.

Where NYCHA appears in the MMR, they do not appear in the city's adopted budget. Funding allocations are made through individual agencies, identifying NYCHA as a footnote, making it difficult for the public to obtain qualitative information on the city's agenda.

NYCHA's 2023 physical needs assessment purposely omits the existence of over 400 community facilities to inflate the cost of repairs per unit. Meaning if you were to look at the capital tracker versus the capital needs tracker, you will only see community centers in one of those. When the city makes decisions on rezoning, it does so without our residents sneaking disposition through NYCHA's draft agency plan. Instead, residents are offered the illusion of choice: privatize, join the Trust or enjoy government enforced misery. If this city cares about affordable housing, then it's time to redirect the welfare checks from developers to the only true affordable housing stock, and I suggest that if we're going to do that, NYCHA needs a reform. We need to increase the number of board members, diversified that stakeholder, provide actual oversight, remove

mayoral control, and deviate from private partnerships in favor of social enterprise. Thank you.

CHAIRPERSON BANKS: Thank you, panel, for your testimony. We're going to take a five-minute recess, and then we'll be back.

[break]

CHAIRPERSON BANKS: [gavel] This meeting is-- committee hearing is called back to order. I'm going to proceed with our panel for testimony. We have John Mudd [sp?]. He left? Thank you. Monica Arroyo Horne, Ken Bravo, Galligno Francis or Francois, Christopher Leon Johnson, and Sharon Brown. Sharon Brown? Okay.

CHRISTOPHER LEON JOHNSON: Can I go first, or?

CHAIRPERSON BANKS: You may begin, Mr. Johnson. Thank you.

CHRISTOPHER LEON JOHNSON: Yeah, hello, Chair Banks. My name is Christopher Leon Johnson. I'm here to show my support for anybody and everybody that want to make sure that NYCHA stays public and NYCHA gets the real transparency it needs. Now, the issue here is that there's a lot of divide in this



1 NYCHA movement. The people trying to save their  
2 housing while at the same time there's people that  
3 are upset at organizations that are trying their best  
4 to prevent NYCHA being privatized. Those are the  
5 same people that want NYCHA to be privatized. We do  
6 know is it a reason because they're getting-- they're  
7 looking for arts [sic] credit, they're looking for  
8 arts and residency [sic] credits. You know, I tell  
9 people this right now that NYCHA got to be public.  
10 They cannot be privatized. People got to save  
11 Section 9, it cannot go to Section 8. Don't let the  
12 tenant leaders, tenant association presidents that  
13 are getting paid off under the table to guide you and  
14 say that RAD/PACT is good for you guys, because of  
15 repairs and upgrades. Because with those upgrades  
16 and repairs, you're-- you going to be-- it's going  
17 look like Stuy Town [sic] at the expense of you guys  
18 being misplaced. This is all about displacement of  
19 the current tenants of these developments, especially  
20 at Fulton Chelsea, and what they want to do is  
21 replace them with the yimbys [sic], the Open New York  
22 for All, Trans ALT, Open Plans folks, and want to get  
23 rid of the people that's paying about a \$100 a month  
24 in rent. So I'll tell people this right now, you  
25

1 people got to unite. Unite no matter what. Shout to  
2 the PSL [sic] for coming out here today and  
3 supporting. Shout out to Jason Murillo who's running  
4 for City Council the Second District as a Republican  
5 Conservative for supporting. And be careful with all  
6 the people that are backed by Theo Chino [sp?], who's  
7 running for Public Advocate that is pushing for the  
8 privatization of NYCHA. Thank you.

10 CHAIRPERSON BANKS: Thank you for your  
11 testimony. We're going to now move to-- we'll move  
12 to Ken. You may proceed.

13 KEN BRAVO: I'm just here to tell you a  
14 quick story. My next-- first of all, I want-- I  
15 appreciate you asking all those questions, and I  
16 appreciate how I notice you notice they couldn't have  
17 any answers that you were looking for. I appreciate  
18 that. I'd like to say that I have a next door  
19 neighbor who is 84 years old. She's an older,  
20 intelligent Latin woman. She only speaks English-- I  
21 mean, Spanish, and when I told her about one of these  
22 resident engagement meetings she said she couldn't go  
23 because, you know, she's fragile and she couldn't go.  
24 I told her, well, send your son. This way he can  
25 represent you and be there for you. When he went

over to go into this meeting, they didn't let him in because his name was not on the list. They didn't let anyone in unless your name was not on the list. I showed them my press badge. That didn't get me in. The only way I got in was because I am a resident of Jacob Riis Housing. It's obvious that RAD/PACT and NYCHA are together. They-- if you're against them, they will bully you into either deciding yes, fine, I'll go, leave me alone, or you know, let's continue talking about this because I don't think you see the whole thing. In my opinion, what they're doing is they're sending us dreams. Yeah, they can fix our apartments, whatever it is. Yeah, it takes a year and a half to get tiles on my floor that I'm still waiting for, but you know, I am-- you know, and then takes an hour and a half to wait on the phone during the week to get a ticket in. But on a Monday, you can't even get a ticket. They don't answer the phones on Mondays. The reason I'm bringing all this up is because I didn't know RAD/PACT was coming into our Riis until November, and I've been living there for 30 years, okay? The tenant association and RAD/PACT shouldn't be signing NDAs. There's no reason for them to be signing NDAs. What I take from

1                   that is they're being paid under the table to make a  
2                   decision for us, and they don't have the right to  
3                   make that decision for me, because I-- they don't  
4                   even post anything. I just wanted to bring that up to  
5                   you guys.  
6

7                   CHAIRPERSON BANKS: Thank you for your  
8                   testimony, sir.

9                   KEN BRAVO: Thank you.

10                  CHAIRPERSON BANKS: Take care. You can be  
11                  seated until the panel gets up together [inaudible].  
12                  You may begin your testimony, sir.

13                  GALLIGNO FRANCOIS: Hi. My name is  
14                  Galligno Francois. I live in the 41<sup>st</sup> District in  
15                  Tilden Houses development, and I'm just here to bring  
16                  attention how the Tilden management there has been  
17                  asking my family to redo the annual every time. We  
18                  did our annual back in November. The-- we spoke to  
19                  the housing assistant. She give out-- we give her  
20                  all the documents, and everything was approved. We  
21                  got a new lease, but recently before this year  
22                  started in December, they asked again to redo the  
23                  annual. We went down to the office saying, why we  
24                  need to redo the annual? Something wrong with the  
25                  documents we submitted? Her statement was well, I

1 don't know. The head NYCHA office was asking our  
2 family to redo the annual again and everybody in the  
3 building. So I didn't see some-- I just come here  
4 because I don't know what else to do with NYCHA,  
5 because it's not the first time they've been asking  
6 us to redo the annual. It's been a constant-- like,  
7 almost every year, they're doing the same thing with  
8 us. We do the annual. The documents is accepted  
9 according to the housing assistant, and before the  
10 year ends or go into the next cycle, they ask us to  
11 redo the annual again. So I'm just coming out here  
12 to bring out attention for my family and also the  
13 residents of the Tilden development there. What's  
14 going on? Because it's a common occurrence. Thank  
15 you.

17 CHAIRPERSON BANKS: That concludes your  
18 testimony?

19 GALLIGNO FRANCOIS: Yes.

20 CHAIRPERSON BANKS: Alright, thank you so  
21 much, sir, for your advocacy. She's got-- when she's  
22 done, she can-- yeah. It's alright.

23 SHARON BROWN: Hello. My name is Sharon  
24 Brown. Before I begin, remember Israel. Defend  
25 Israel. Release the hostages. Let Yahweh's people

1 go. Okay. For NYCHA, this is one of the other  
2 situations for a City Council hearing that I keep  
3 hearing the same thing over and over about NYCHA.  
4 I've seen them on the news, and the thing that they  
5 keep complaining about is that they haven't had  
6 repairs. I see them during Christmas season. They  
7 don't have heat. They don't have hot water. They  
8 don't have this. They don't have that. They don't  
9 have repairs. Now, they're trying to make them sign  
10 certain things. If I was in those situations I  
11 probably wouldn't want to sign with them again,  
12 because they haven't seemed to meet their end of the  
13 bargain for just the simple repairs. So why would I  
14 trust them once again to go into a contract with them  
15 for something else. So I feel for the people who  
16 live in NYCHA, because for many, many years and  
17 probably decades I've heard things about NYCHA. Now,  
18 I know as America we are wonderful and we do treat  
19 our people good. Probably most of NYCHA doesn't deal  
20 with this kind of situation, but for some reason this  
21 is happening in NYCHA to certain people and they keep  
22 coming back. Two years-- like I saw maybe two or  
23 three years ago someone on TV saying this has been  
24 happening for two years. That was two or three years  
25

ago and it was happening for two years or longer. So there needs to be something down now to get this situation under wraps. There was a tenant, the first panel that came on, she said she doesn't know where she's going to go, where she going to live. Can we find out who she is and get her some help right away to avoid her being homeless? So people can't be evicted until they have comparable accommodations. And in this situation, I don't know if they should be evicted at all. NYCHA is going to wind up owing these tenants money for all the repairs they had to suffer not having. So a lot of the tenants are not-- sorry. They're not in arrears. They're probably owed money by NYCHA, the city or whoever because they had to live in those kind of conditions.

CHAIRPERSON BANKS: Thank you for your testimony. Thank you to this panel. Is Monica Arroyo Horne available? Oh, Monica. Ms. Monica, you're going to press that red button and you can bring the mic closer if you need to.

MONICA ARROYO HORNE: Okay, thank you.

CHAIRPERSON BANKS: Alright, you may begin.

MONICA ARROYO HORNE: Thank you.

CHAIRPERSON BANKS: You may begin.

MONICA ARROYO HORNE: Okay, alright.

Well, as you know-- thank you for taking the time to listen to me. I'm going to make this very quick and brief. Alright. My name is Monica Arroyo Horne, I'm a retired for New York City Police Department. I dedicated 25 years of my life serving the City of New York. I now dedicate much of my spare time serving the elderly in the community as a advocate for the elderly. While living in Linden Houses I've seen many things that most productive and law abiding residents, myself included don't approve of, and it affects the quality of our lives. There are five factors associated with the quality of life: physical health, psychological condition, independence, relationships with others, and the environment in which I live. I'm here to inform you two of those factors, my physical health and my psychological condition have been deeply altered. I recall the day my mother and I moved into Linden Houses. We had to step over blood-stained sidewalk where a crime had occurred. I remember wondering if we made a mistake moving into the development. My mother has passed on, but while she has-- while she was here, we



1 eventually grew to love the place. She was very  
2 active in the community and loved her garden in front  
3 of the building at 295 Cozine Linden Houses which  
4 brought her so much joy. As years passed, I noticed  
5 many changes in the community that definitely  
6 affected the quality of life for many residents.  
7 Outsiders were coming in to the community, harassing  
8 our elderly. Strange men and women who may have been  
9 sexual predators or had criminal records were around  
10 our children and seniors and on a daily basis.  
11 Needless to say, they as well as myself were placed  
12 in potentially dangerous situations.

14 CHAIRPERSON BANKS: You have a minute,  
15 extra minute to wrap it up.

16 MONICA ARROYO HORNE: Yes.

17 CHAIRPERSON BANKS: Alright.

18 MONICA ARROYO HORNE: So, I want to say I  
19 notice this is my first time coming to this meeting.  
20 I didn't appreciate most of the NYCHA individuals,  
21 employees if you will, leaving so soon not hearing  
22 everything, but I'm hoping that they'll see this.  
23 but right now, I think the next time that we do have  
24 a meeting like this, that the federal government  
25 should be here as well, somebody from the federal

government, and also I want NYCHA to pay more attention to the tenants that are now living in this development. I remember years ago when NYCHA-- when people had felony records they weren't allowed to live in there. I live now next door to people that have felony records. I don't know who they are. Some of them are not even on the lease, and it scares me, because I don't know who they are and neither does NYCHA, neither does CNC Management, LM. They don't know who these people are, but I see them and they're in the apartment, and it's frightening to me. I have to worry about my coming and going. So that needs to be rectified again. If people have felony records, they should not be allowed to live next door to other residents, especially our seniors and our elders and our children that's in the neighborhood.

CHAIRPERSON BANKS: Thank you for your testimony.

MONICA ARROYO HORNE: You're quite welcome, Chris.

CHAIRPERSON BANKS: Appreciate you.

MONICA ARROYO HORNE: Okay, bye, bye.

CHAIRPERSON BANKS: Have a good one.

Alright. So, now, that is the end of our in-person

1 testimonies. We will now move to our Zoom testimony,  
2 and we will now turn to the remote testimony. Once  
3 your name is called, a member of our staff will  
4 unmute you and the Sergeant of Arms will give you the  
5 go-ahead to begin. Please wait for the Sergeant of  
6 Arms to announce that you may begin before delivering  
7 your testimony. April Summars?

8  
9 SERGEANT AT ARMS: You may begin.

10 APRIL SUMMARS: I'm here.

11 CHAIRPERSON BANKS: Okay, you may begin.

12 APRIL SUMMARS: Hey. Hello. Thank you.  
13 Good afternoon, Chris and members of the Committee.  
14 My name's April Summars. I'm the Treasurer of the  
15 Tenant Association and resident. I'm here today to  
16 demand action on two urgent crises affecting the  
17 residents of La Guardia Houses, the ongoing neglect  
18 of our living conditions and the blatant misuse of  
19 the federal tenant participation activity funds. For  
20 years, our common areas have been left in filth.  
21 Floors are covered in layers of grime, instructional  
22 stickers from the 70s are faded and peeling, and our  
23 elevators and walls are stained and neglected.  
24 Despite repeated complaints, management continues to  
25 ignore this problem. I personally reached out to

1 Tony Herbert [sp?], NYC NYCHA liaison for the Mayor's  
2 Office, for help. His response, that I should speak  
3 with the president of my tenant association. That's  
4 unacceptable. The Mayor's Office, NYCHA and this  
5 city must take responsibility for ensuring safe,  
6 clean and dignified living conditions for NYCHA  
7 residents. Meanwhile, the trash situation at La  
8 Guardia Houses is appalling. Garbage piles up on  
9 sidewalks and between buildings instead of being  
10 properly disposed of. Loose garbage blows through  
11 our development daily making it look more like a  
12 landfill than a home. This is not just a quality of  
13 life issue, it is a public health crisis. This is an  
14 ongoing failure of NYCHA and this city, and it must  
15 be addressed immediately. Financial mismanagement--  
16 where's the oversight? Beyond sanitation issues,  
17 there's another crisis, the misuse of our federal TPA  
18 funds. Our Tenant Association President Danette  
19 Chavis has been allowed to misuse these funds  
20 unchecked and--

22 SERGEANT AT ARMS: [interposing] Your time  
23 is expired. Thank you.

24 APRIL SUMMARS: nobody is stopping her.  
25 Despite clear HUD regulations--

CHAIRPERSON BANKS: [interposing] Your time has expired.

APRIL SUMMARS: [inaudible] Pardon me?

CHAIRPERSON BANKS: Your time, your time is up, ma'am. Would you like an additional 30 seconds to wrap it up?

APRIL SUMMARS: Yes, I would, please.

CHAIRPERSON BANKS: Okay, you may proceed.

APRIL SUMMARS: Despite the regulations, no one is checking this behavior. Key officials include Eukah Baswith [sp?], Curtis Williams, and Daniel Shirod [sp?]. It's time to hold NYCHA accountable for their failure to maintain sanitary living conditions, conduct an independent audit into the financial mismanagement of the La Guardia House's TPA funds, demand HUD, NYCHA and responsible officials enforce their own financial rules, no exceptions, no excuses. Tenants are not second-class citizens. We work here. We live here. We raise our families here. We're not asking for special treatment. We're demanding the dignity and respect every New Yorker deserves. This council has the power to act and I urge you to use it now. Special

shout out to Rodney, Detective Rodney Rosado of the Fifth. Thank you for your continued support. Thank you very much. I appreciate the time.

CHAIRPERSON BANKS: Thank you for your testimony, Ms. Summars. Karen Blondel?

SERGEANT AT ARMS: You may begin.

KAREN BLONDEL: [inaudible]

CHAIRPERSON BANKS: Ms. Blondel?

KAREN BLONDEL: [inaudible]

CHAIRPERSON BANKS: Okay, there we go. You may begin your testimony.

KAREN BLONDEL: [inaudible] RAD [inaudible] were created by the Obama administration in 2008. It was the only choice at the time, and it was trash [sic] in regards to the residents. I hated RAD back in 2008. But when I see a problem, I immediately look for a solution. My solution was to learn about RAD/PACT and to elevate the residents' concerns, especially in Red Hook, which at the time were [inaudible] fear of being misplaced amongst other concerns. I then advocated for and helped with the creation of New York City Preservation Trust, and this brings me to CCOP, Citywide Council of Presidents. Our job as duly-elected NYCHA

representatives-- I'm the President of [inaudible]  
West-- is to provide the residents with all the  
information on options available, all information and  
options available so that they can decide for  
themselves. Instead, members of CCOP and their  
collaborators [sic] [inaudible], CCOP decided that  
this position is the only position NYCHA residents  
should have. We, the duly-elected resident council  
of Red Hook West, and the Resident [inaudible]  
Association [inaudible] by the New York City Housing  
Authority [inaudible] 1937 [sic] and regulated by  
[inaudible] 964. We ask that CCOP be dissolved  
immediately. CCOP does not [inaudible] houses. CCOP  
has been in this business for 33 years. I think the  
only way we could [inaudible] is when they die. That  
is not acceptable. [inaudible]

SERGEANT AT ARMS: Your time is expired.

KAREN BLONDEL: [inaudible]

SERGEANT AT ARMS: Thank you.

KAREN BLONDEL: residents-- [inaudible]  
I'm just finish. A lot of them--

CHAIRPERSON BANKS: [interposing] Ms.  
Blondel, your time has expired, but I'll give you 30  
seconds to wrap it up.

KAREN BLONDEL: One minute 10 seconds. I'm timing myself, too. Let's just quit all this and go to the other question, Chris. And that is, can you give me the actual number of conversions since you stood behind me and pretty much threatened me in 2000? Thank you.

CHAIRPERSON BANKS: Can you repeat the question, or does that conclude your testimony?

KAREN BLONDEL: Question-- you didn't let me conclude, because I had a whole minute left because I'm timing myself. But anyway, that's neither here nor there. My [inaudible]. my question to you is, I [inaudible] you and you said there were 82 or 83,000 RAD conversions in New York City, and I told you that it was more like [inaudible]. Did you get that number today at this hearing? Thank you.

CHAIRPERSON BANKS: Based of the question, I do remember we were talking about the units that were converted under RAD, am I correct? Right, and we said that there was-- I think it was 80-something thousand units that were converted and another 62,000 slated to be converted. I stand by those numbers. I believe NYCHA did-- they said they were going to get back to us on new numbers today,



and I believe on the PACT side they said it was a 23 or 21,000 units that were converted-- or that were transferred over on the PACT side. Thank you for your testimony, Ms. Blondel. Okay, Simone Hall?

SERGEANT AT ARMS: Your time has begun.

CHAIRPERSON BANKS: Ms. Hall?

SIMONE HALL: Yes, I'm here.

CHAIRPERSON BANKS: Okay, you may proceed.

SIMONE HALL: Thanks for having-- thanks for having me. My name is Simone Hall. I live in Boston Secor Houses in the Bronx. Boston Secor is the federal building and Section 9 is a federal program. Before RAD/PACT things were okay, but now it's different with privatization. Living in NYCHA allowed me to raise three engineers, and then I went to college and earned an associate's degree. We were happy, but not now. Repair tickets were cancelled back then as they are now. Now repairs are not being done at all, and there are new rules and regulations. I always pay my rent on time within the first five days of the month. Now, rent statements arrive here very late in the mail, up to 18 days after the due date. Tenants are scared about being evicted because

1 of all the threats and bullying. [inaudible] extended  
2 [sic]. These threats have extended to my family  
3 members who were led to believe by phone that a real  
4 emergency occurred concerning me, but what was really  
5 the matter was the management was trying to get me to  
6 convince me to sign the PACT lease. So, [inaudible].  
7 I [inaudible] in touch with the executive secretary  
8 through the director of Section 8, Robert Tesarilio  
9 [sp?], and I was told by the executive secretary that  
10 Section 8 was closed in 2009. It wasn't open  
11 legitimately until June 3<sup>rd</sup>, 2024. Several neighbors  
12 said they have been signed up for Section 8 since  
13 March 26<sup>th</sup> of 2024. Surprise, I've never signed  
14 anything, and I want to see my signature. A tenant  
15 was at a meeting and how were we signed up in March.  
16 She said she was unable to get into her tenants  
17 portal. The PACT partner, Samuel Levine, snatched  
18 the microphone out of her hand and shouted, don't  
19 listen to her, don't listen to her--  
20

21 SERGEANT AT ARMS: [interposing] Your time  
22 is expired.

23 SIMONE HALL: Only listen to an authorized  
24 person.

25 SERGEANT AT ARMS: Thank you.

SIMONE HALL: I need more time, just 30 seconds.

CHAIRPERSON BANKS: You have 30 seconds to wrap it up.

SIMONE HALL: Okay. I'm going to hurry.

PACT partner Kedesha Louis [sp?] started screaming repeated, she's a liar. She's a liar. The tenants became upset and the meeting ended with people walking out in disgust. We have no legitimate tenant association and never had a chance to vote for anyone, especially to make Boston Secor private. [inaudible] to be in Boston Secor is a mystery. [inaudible] has a very bad reputation, especially with evictions. And I want to know this-- now this is very important. Why has NYCHA abandoned its tenants, and when did it decide to do so? And there's one thing I want to tell you, Chris, these panelists that appeared today have sworn an oath to tell the truth, but their testimony is questionable and not what residents are really experiencing. And NYCHA and HUD need a forensic audit done to expose the ongoing schemes and scams.

CHAIRPERSON BANKS: Thank you for your testimony--

SIMONE HALL: [interposing] Hello?

CHAIRPERSON BANKS: Ms. Hall. Thank you for your testimony, Ms. Hall. Christine Burke?

SERGEANT AT ARMS: You may begin.

CHRISTINE BURKE: Hello.

CHAIRPERSON BANKS: Hello, Ms. Burke, you may begin.

CHRISTINE BURKE: My name is Christine Burke. I am a resident of Howard Houses, Brooklyn, New York. The RAD process has unfolded in a way that seems both unfair and un-democratic. Residents' voices have been concealed, leaving us without adequate explanation [inaudible] nor genuine participation. To address this, I urge the Council to impose a moratorium on the RAD/PACT program. There should be a minimum threshold of at least 51 percent residents voting for PACT. We also need a moratorium on RAD to ensure that the program is not rolled out without changes, that they address the misleading practice of using survey results as proof of approval. Surveys were distributed during a June 2024 PACT meeting with fewer than 25 residents present. There are 813 apartments in Howard Houses. There was no transparency about how the surveys were-

1 - results would be used, and no follow-up  
2 communication to ensure that the residents fully  
3 understood the implications of their response. The  
4 Tenant Association President, Ms. [inaudible]  
5 Johnson, told me that the PACT representative asked  
6 about the survey. She said she told them the  
7 majority of the residents were--

8  
9 SERGEANT AT ARMS: [interposing] Your time  
10 is expired. Thank you.

11 CHRISTINE BURKE: [inaudible] of the  
12 transition. Thank you.

13 CHAIRPERSON BANKS: Ms. Burke, your time  
14 has expired? Would you like 30 seconds to wrap it  
15 up.

16 CHRISTINE BURKE: Yes.

17 CHAIRPERSON BANKS: Okay. You may  
18 proceed.

19 CHRISTINE BURKE: there were no  
20 discussions or votes in the PACT meeting, nor in the  
21 tenant association meeting to confirm her decision.  
22 Ms. Johnson put Howard Houses in PACT using the  
23 survey. Thank you very much.  
24  
25

CHAIRPERSON BANKS: Thank you, Ms. Burke,  
for your testimony. We'll now proceed to Cynthia  
Tibbs.

SERGEANT AT ARMS: You may begin.

CHAIRPERSON BANKS: Cynthia--

CYNTHIA TIBBS: [interposing] Good  
afternoon. My name is Cynthia Tibbs. I'm the Tenant  
Association President of WSUR Brownstone's 36  
buildings on the upper west side. After watching  
today I'd like to put it in a nutshell. NYCHA's  
nothing but organized crime at its highest. The  
names have been changed. The Godfather is now known  
as resident engagement and the Real Estate  
Department, point blank, period. Simon Gortowsky  
[sp?], what he did today is just a minuscule of what  
he does to us and people going into the RAD  
conversions, bullying, the gas lighting. We deal  
with that on a daily basis. Regarding what Mr.  
Martinez said, I am in 100 percent in favor of the  
abolishment of CCOP. The Citywide Council of  
Presidents is nothing but another Coppa [sic] regime.  
They are not for us. Recently, a lot of Presidents  
were privy to a Zoom meeting that they had in January  
where they referred to all the presidents and they

CHAIRPERSON BANKS: 30 seconds and wrap up.

CYNTHIA TIBBS: They all need to be disband. They all need to be disband. They are corruption at the highest, the highest, and the more that we don't go along, they push back. And yes, the bullying is real and it happens to us also. When we don't go along, they try to replace us with residents that will go along. And I yield. My whole testimony has been submitted. Thank you.

CHAIRPERSON BANKS: Thank you for your testimony, Ms. Tibbs. We will now proceed to Ramona Ferreyra.

SERGEANT AT ARMS: You may begin.

RAMONA FERREYRA: Hi everyone. I was-- you caught me off-guard. I hope everyone is doing okay after such a lengthy and at times contentious hearing. Instead of going over all of the different ways that NYCHA fails us which I think has been clearly outlined by my neighbors and by other allies, I think I'm going to focus on the solution that we're looking for. So, my name is Ramona Ferreyra, and I am the founder of Save Section 9 and we have a set of national solutions that could make NYCHA the most desirable address in New York City. But we know that rehabilitating and expanding public housing is not



only possible, it is necessary. We just need to restructure NYCHA and hold them accountable. Our solutions work towards that. I want to highlight also that on May 7<sup>th</sup>, 2024 NYCHA testified that rehabilitating and [inaudible] may cost \$45,000. And I want to remind everyone that this is taxpayer money, and that no corporate landlord can deliver what NYCHA provides at the cost per unit. So the solutions that we are actually focused on right now include adopting Resolution 0731-2025 to implement a more robust resident engagement and voting process at each NYCHA development considering RAD/PACT conversion. Number two would be to adopt Resolution 0730-2025 which is conduct a thorough study on the RAD/PACT program to assess the effects of conversion on residents and the program's impact on tenant rights, security and community wellbeing. And I do want to explain that currently HUD measures success via the ability to complete needed repairs, but after 40 years of disinvestment and mismanagement there's a critical need for repairs, and we understand that. However, the desire for repairs should not undermine the quality of life of the tenants. We have amassed enough as it is to prove that RAD/PACT is harmful,

and it is now time for NYCHA to analyze the experience of--

SERGEANT AT ARMS: [interposing] Your time's expired. Thank you.

RAMONA FERREYRA: Can I have 30 seconds?

CHAIRPERSON BANKS: Yes, you may have 30 seconds to wrap it up, ma'am. Thank you. You may proceed.

RAMONA FERREYRA: Okay. And the final solution is place an immediate moratorium on all RAD, RAD Section 18 [inaudible] in New York City until that comprehensive third-party impact assessment study is completed. Thank you again for this hearing, and I look forward to working on these solutions with you.

CHAIRPERSON BANKS: thank you so much for your testimony. We'll now move to Jeannie Lopez.

SERGEANT AT ARMS: You may begin.

JEANNIE LOPEZ: Hi, my name is Jeannie Lopez, 4555 [inaudible] Street, Boston Secor in the Bronx, and I advocate for Save Section 9. I've lived in this building for over 19 years, and what once was my home now feels like a place I'm being forced out of little by little. The RAD and PACT program was

presented as a solution, but instead has become a nightmare. I'm expected to sign a lease on the confusing terms while being harassed for rent and withheld a voucher until I do so with exaggerated rent arrears and rent fees that seem to be out of nowhere. HRA does not recognize any of these private companies, so how would I get the rent help once I do sign. Everyone feels that the new rule being thrown at us, making eviction an ever-present threat. It feels like they're setting up some to fail and fall behind just enough to justify them about pushing us out. [inaudible] my future here. NYCHA needs to stop lying on oath no less. It's diabolical. No wonder why the left. I agree-- I never agreed to this process and I certainly never voted for it. We were told that it's just a survey, only to find out later it being used as a vote without full understanding or consent. Meanwhile, construction is being done all around us with carelessness leaving behind dust, toxic fumes, debris that has taken a serious toll on my health. I wake up with headache, nosebleeds, covered in dust. My breathing clearly as y'all hear is affected. I'm stressed out and it's making my mental health spiral. The anxiety of not

1 knowing if I would be able to afford to stay in my  
2 home and dealing with unanswered questions,  
3 unfulfilled promises, and threats of eviction. It's  
4 an ongoing battle. It's a fight for survival in a  
5 place that's supposed to be my safe haven. The  
6 passing of my late mother has affected me, and on top  
7 of grieving now I'm being forced into uncertainty  
8 about my future. I'm trying to rebuild and refine my  
9 career path, but how can I do that when I don't know  
10 if I have a home next month? No one should have to  
11 live like this. I'm calling on the City Council to  
12 conduct an in-depth survey on the RAD/PACT program  
13 to assess the true impact on this conversion--

14  
15 SERGEANT AT ARMS: [interposing] Your time  
16 has expired. Thank you.

17 JEANNIE LOPEZ: on its tenants, our  
18 rights, our safety. I have 30 seconds, an extra 30  
19 seconds.

20 CHAIRPERSON BANKS: 30 seconds to wrap it  
21 up.

22 JEANNIE LOPEZ: This entire plan needs to  
23 be re-evaluated and if not, put on hold entirely. No  
24 New Yorker should be pushed towards homelessness,  
25 especially not any long-term residents like myself

who are simply trying to get back on their feet. We deserve stability, transparency and a fair chance at a future. Thank you, Council.

CHAIRPERSON BANKS: Thank you for your testimony, Ms. Lopez. We'll now move to Brenda Temple.

SERGEANT AT ARMS: You may begin.

CHAIRPERSON BANKS: Brenda Temple? Okay. We'll move it on to Rosemarie Williams.

SERGEANT AT ARMS: You may begin.

ROSEMARIE WILLIAMS: [inaudible] and I'm on camera. You got me doing this on camera. Give it here.

CHAIRPERSON BANKS: You may proceed with your testimony.

ROSEMARIE WILLIAMS: Hello. My name is Rosemarie Williams. I-- I was a presidential candidate in the 2024 election. I'm a public health leader. I have owned a home-based childcare business for 15 years. I've been a lobbyist since I was nine years old. I have worked for Senator Jesse Hamilton [sp?], Mayor Tony Hawk [sp?], Senator Mike Fowler [sp?]. I worked at President Barack Obama's first inauguration. I currently live at Ingersoll Houses,

1 and before this I lived in Eastchester Gardens. My  
2 company and I was featured on NYCHA's Journal  
3 website. So I'm here today to talk about my-- how  
4 public housing has affected me and my family. So  
5 life has never been easy for me. In public housing I  
6 was kidnapped and raped in Eastchester projects.  
7 Staff never requested or questioned why my mother's  
8 name on the birth certificate was different from my  
9 mother's name on the lease, neither did my public  
10 school. Yet, they put me on the lease anyway for 16  
11 years before I ran away. I would wake up wanting to  
12 go to the park, and I couldn't go to the park because  
13 of a baby being thrown in a trash can in the park, or  
14 there was dead bodies lying in the middle of a  
15 walkway right outside. Public housing has never been  
16 safe for children, women, or men or families.  
17 Residents don't respect that. Residents and visitors  
18 are dangerous. I was given a substance in the  
19 Eastchester apartment and I blacked out for three  
20 days, and only after I woke up was I then transported  
21 to a hospital where blood result test said that I was  
22 pregnant. My handler [sic] was on the news for  
23 finding a baby on the ground from the adjacent  
24 building. When I went to the Brooklyn DA's office  
25

1                   they questioned my handlers that raised me in  
2                   Eastchester projects, and they were told you're  
3                   playing with fire; leave it alone. Someone in this  
4                   same family-- I then went to a DV shelter and got an  
5                   apartment with NYCHA on my won. Someone in this same  
6                   family stole this apartment for five years prior to  
7                   me moving in. I've been fighting rats and mice for  
8                   the last nine years in this apartment. The boiler--

9                   SERGEANT AT ARMS: [interposing] Your time  
10                  is expired. Thank you.

11                 ROSEMARIE WILLIAMS: for the building  
12                 under me, as I'm on the first floor.

13                 CHAIRPERSON BANKS: Your time has  
14                 expired. If you would like 30 seconds--

15                 ROSEMARIE WILLIAMS: [interposing] Okay,  
16                 may I have more time?

17                 CHAIRPERSON BANKS: 30 seconds to wrap it  
18                 up, ma'am.

19                 ROSEMARIE WILLIAMS: Alright, so in  
20                 conclusion, I have made reports to Jumaane Williams,  
21                 Reverend Al Sharpton, to the Whitehouse, to FBI,  
22                 nothing has been resolved. My housing manager has  
23                 put his hands on me. They have transients that are  
24                 paid for by NYPD with a partnership with NYCHA, and  
25

1                   they refuse to move these transients. These  
2                   transients have asked me to sell myself, sell drugs.  
3                   I have a home-based childcare business that I've had  
4                   for over 15 years. I'm not able to do that. So,  
5                   I've made all complaints and all human councils, all  
6                   possible authorities, and nothing has been said. I am  
7                   a mandated reporter, and NYCHA should be shut down  
8                   immediately. I'm done. Thank you.

10                  CHAIRPERSON BANKS: Thank you for your  
11                  testimony. We'll now move to Julie Sharpton.

12                  SERGEANT AT ARMS: You may begin.

13                  CHAIRPERSON BANKS: Julie Sharpton?  
14                  Danette L. Chavis?

15                  SERGEANT AT ARMS: You may begin.

16                  DANETTE L. CHAVIS: Hello? Yeah. Hi,  
17                  I'm Danette Chavis. I'm the TA President of La  
18                  Guardia. And first off I want to say, three minutes  
19                  is not nearly enough time to hear all the issues or  
20                  concerns. It's upsetting to attend these hearings  
21                  and hear NYCHA give ample amount of time to say what  
22                  are lies and not have any TA leader have the ability  
23                  to refute it. Anyway, despite the cited violations  
24                  of NYCHA being committed in regards to RAD/PACT and  
25                  the outright rejection of the residents who didn't



1 even have a chance to vote, who were told from day  
2 one that it was survey was given, not a vote. NYCHA  
3 has been allowed to proceed nonstop with RAD/PACT and  
4 has basically nearly completed half their portfolio.  
5 In the midst of that, NYCHA is taking actions that I  
6 believe are account [sic] to or constructive  
7 dismantling of the TA boards themselves. They  
8 arbitrarily make moves to withhold the funding needed  
9 to govern and function these boards, and the training  
10 that's given is substandard. You cannot have a  
11 situation where anybody in a development can run for  
12 office based on compliance and being the right age  
13 only, and then entrust them with thousands of dollars  
14 and give them what amounts to a 15-minute video. No  
15 hands-on training. No way to ascertain if they  
16 understood the training and leave them their hands.  
17 And then at the same time, you cannot force TA  
18 leaders to come into an agreement that they must  
19 sign, and if they don't, withhold their funding which  
20 they've never read or had an opportunity to even  
21 understand what's being written. And that agreement  
22 has more restrictions than the previous agreement  
23 that they signed. So while they say they provide  
24 these boards with the funding needed, they're

restricted by the limitations imposed and then to  
turnaround and literally hold hostage such an  
agreement that you ain't seen, that you ain't read,  
that nobody's communicated to you--

SERGEANT AT ARMS: [interposing] Your time  
is expired. Thank you.

DANETTE L. CHAVIS: what it is, is  
ridiculous. And it needs to be addressed.

CHAIRPERSON BANKS: thank you.

DANETTE L. CHAVIS: May I have 30 seconds  
additional time?

CHAIRPERSON BANKS: You may have 30  
seconds, proceed.

DANETTE L. CHAVIS: We've heard these  
complaints over and over and over again, and I don't  
see or understand what action if any is being taken.  
Thank you.

CHAIRPERSON BANKS: Thank you for your  
testimony. Carmen Quinones?

SERGEANT AT ARMS: You may begin.

CHAIRPERSON BANKS: Carmen Quinones?

CARMEN QUINONES: You hear me?

CHAIRPERSON BANKS: We hear you--

CARMEN QUINONES: [interposing] Do you hear me?

CHAIRPERSON BANKS: Ms. Quinones, you may begin your testimony.

CARMEN QUINONES: Okay. First of all, let me say thank you for this hearing, Chris, and I really appreciate everything and the drilling that you did. It was really, really good. Now, hopefully they can come back and answer most of those questions. Let me start by saying that NYCHA's upper [sic] Council must be dissolved. You know, after admitting to racial bias in 1992, NYCHA built CCOP, a citywide systematic law to stop 400,000 residents from shaping NYCHA's workplace rules and to mock [sic] their representation for over 30 years. You as-- I don't know if you know, but I do have a Resident Management Corporation that I just did a 501C3 to, and I hope that I can sit with you and talk to you about that. But let me tell you want the immediate dissolution of CCOP is. Immediate dissolution of CCOP for no more fake [sic] leadership. Full recognition of 200+ real resident councils that truly represent residents, actual HUD intervention to stop NYCHA's control over resident

1 representation, real oversight over NYCHA and HUD,  
2 ensuring all residents' rights are protected. What's  
3 happening is now is CCOP is-- there's eight people on  
4 CCOP. Eight people make decisions with NYCHA  
5 continuously every week for 400,000+ residents. This  
6 is not-- this is unacceptable. Eight people that  
7 don't even live in our district, and they are made--  
8 those are the representation that NYCHA's staff they  
9 told you about today. Those are the committees that  
10 they're talking about, not tenant association  
11 presidents-- eight people, eight people that are  
12 representing 400,000+ residents. This is  
13 unacceptable. It needs to be looked at. I would love  
14 a meeting with you. We need to sit down, because  
15 this is really bad. It is really bad.

17 SERGEANT AT ARMS: Your time's expired.

18 Thank you.

19 CARMEN QUINONES: Okay, give me them 30  
20 seconds, honey.

21 CHAIRPERSON BANKS: We'll give you 30  
22 seconds, Ms. Quinones. Wrap it up.

23 CARMEN QUINONES: Okay. And again, you  
24 know, this is silencing the TA presidents, and what  
25 is happening is that this-- NYCHA is trying to

dismantle all TA presidents all around, and the only ones they listen to are the TA-- the CCOP chairs which is Danny Barbara [sp?], and so eight people for 400,000 people. You make the math. You make the math. Thank you very much for your time and your patience.

CHAIRPERSON BANKS: Thank you, Ms. Quinones, and we'll be reaching out to you to have that-- set up that meeting. We'll now move on to Jacqueline Lara [sp?].

SERGEANT AT ARMS: You may begin.

CHAIRPERSON BANKS: Jacqueline Lara? Jacqueline Lara? Alright. We'll now go to Dana Elden.

SERGEANT AT ARMS: You may begin.

DANA ELDEN: Thank you. Good afternoon, Chairman Banks. Good to see you again. Hope you come back to [inaudible] to meet with us again.

CHAIRPERSON BANKS: Good to see you.

DANA ELDEN: Yes. So, I'm here to discuss the importance of transparency, truth and respect within the relationship that NYCHA should maintain in serving the residents. During a recent incident my residents were kicked out of our

1 nomination election process to allow NYCHA to promote  
2 their conversion project in a meeting for another  
3 development that has a senior center they could have  
4 used. On November 21<sup>st</sup>, two NYCHA coordinator staff  
5 members and I were denied access to our reserved  
6 lunch room in our center by NYCHA's RAD/PACT staff  
7 holding a meeting for Moore [sic] Houses. This was  
8 unacceptable as I had 17 residents in that meeting  
9 who were from the ages of 60 to 87, where there was  
10 no ventilation, no space for them. NYCHA left us to  
11 dry out as they promote these conversion programs.  
12 This is definitely a difference of what transparency  
13 means to NYCHA and how it relates to the residents.  
14 We have witnessed NYCHA backflip so many issues. The  
15 backflip was the dismissal of the resident leaders  
16 that were left out of the first conception of private  
17 management with the blueprint. When we began these  
18 RPPH [sic], we noted that the violating of HUD  
19 regulations 964.135C where we were supposed to sit at  
20 the table and have input and most certainly how it  
21 was all going to be done and to whom it would be done  
22 to. That is when RPPH came in. We are comprised of  
23 resident leaders who defy the forced actions of NYCHA  
24 upon our residents around the City. When we reminded  
25

1  
2 NYCHA of this terrible action against the residents,  
3 they continued to go forward with these conversions.  
4 I believe that NYCHA has perpetuated their lies--

5 SERGEANT AT ARMS: [interposing] Your time  
6 is expired. Thank you.

7 DANA ELDEN: [inaudible]

8 CHAIRPERSON BANKS: You have 30 seconds  
9 to wrap it up.

10 DANA ELDEN: [inaudible] they bullied us  
11 every day as residents and the pressure that NYCHA  
12 gives towards these conversions has terrorized many  
13 elderly residents like myself at my age, and the fear  
14 as a wheelchair-bound senior that this might one day  
15 come to my development is overbearing. Something  
16 must be done, and NYCHA must fix this voting issue,  
17 as it should be 51 percent of the population of the  
18 development that votes for these conversions, and  
19 what is the trust. And so under this program here, I  
20 don't see any good coming from it, Chairman, and you  
21 have to do something, definitely have to do something  
22 in the way of independent audit, and there must be  
23 some resolution to CCOP, because we're not being  
24 heard. For eight people to speak for all of us, as  
25

we said before, is obnoxious, and at my age, I don't have time to waste. Thank you very much.

CHAIRPERSON BANKS: Thank you for your testimony, Ms. Elden, and good to see you again. Thank you for your advocacy. Now we'll proceed to Shamika Ruiz [sp?].

SERGEANT AT ARMS: You may begin.

CHAIRPERSON BANKS: Shamika Ruiz, you may begin. Shamika Ruiz? Okay. We'll now be moving onto Beverly MacFarlane.

SERGEANT AT ARMS: You may begin.

BEVERLY MACFARLANE: Yes, good afternoon, Chairman Banks.

CHAIRPERSON BANKS: Good afternoon.

BEVERLY MACFARLANE: Thank you for this meeting. I'm here to discuss the section 18. I wish that you can stand with us resident leaders to abolish the Trust. First of all, it was done against the-- violating the 964 HUD regulations that states that the active consent decree were not supposed to be in place in order for NYCHA to start another program. So, that in itself is a violation of the 964 HUD regulation. Section 18 is impacting the demolishing. That's the demolishing of the



1 development. If that portion of-- in the RAD/PACT  
2 and the Trust is taken out in just a [inaudible]  
3 aspect, that will help residents not be displaced or  
4 they're not having the ability-- the development--  
5 developers along with NYCHA to demolish our property.  
6 So, I ask you to stand when we ask you and your  
7 colleagues to demolish the-- or to get rid of the  
8 Trust because it was illegally asked-- passed in the  
9 legislation when not knowing you got-- the elected  
10 official did not understand or did not know the law,  
11 the 964 laws in place. They have an active consent  
12 decree that they have not satisfied with the mold  
13 mediation. So I'm asking you guys to understand what  
14 negative impact these conversions are making on our  
15 lives and our family, and it is changing the fabric  
16 of our community and impacting our lives. I thank  
17 you. I yield.

18  
19 CHAIRPERSON BANKS: Thank you for your  
20 testimony, Ms. MacFarlane. Now, Louis Bertot.

21 SERGEANT AT ARMS: You may begin.

22 LOUIS BERTOT: [inaudible] can you hear--  
23 can you hear me?

24 CHAIRPERSON BANKS: We can hear you, sir.  
25 You may proceed with your testimony.

LOUIS BERTOT: Thank you for allowing me.

I live among the Chelsea Houses, Manhattan, New York, raised two families over a period of 50 years.

Because of state divorce laws I was forced to give up my apartment without getting a chance to go into any other residents of empty apartments here in Elliott-Chelsea Houses. I wanted to co-lease at that moment with my wife, and they-- they did not present any alternative to me except go out the door [inaudible] the bus. At that time, the city was reporting that there were at least 6,000 empty apartments across the City of New York. NYCHA was not created to create homelessness. They're supposed to protect tenants. They're supposed to help the elderly, especially.

I'm pretty sure that my age which now I just turned 79. This just happened last year. You have to find a way to find what the vacancy rate which was already said was unusual and find out what happened to the people that left these apartments. Among them, you'll find heads of households, women mostly who have had to-- who have passed on and their families have been left behind. You'll find also elderly people who were taking care of children and grandchildren, and they passed on and their families

1 have been left behind. And also, you will find of  
2 course some residents who became [inaudible] because  
3 they're not an American citizen, and they also have  
4 been put out under the bus. So you guys got to find  
5 this information and find the real number of how many  
6 units are empty in the City of New York, because  
7 nobody gave NYCHA the mission to create homelessness.  
8 I thank you very much for your time. I will send  
9 these remarks in writing to you with your permission,  
10 and I hope that you can solve the problem of our  
11 needs here. And right now I am homeless. I spent--

12 SERGEANT AT ARMS: [interposing] Your  
13 time's expired.

14 LOUIS BERTOT: Almost a year and a half--  
15 can I get 30 seconds more?

16 CHAIRPERSON BANKS: You may have 30  
17 seconds more to wrap it up.

18 LOUIS BERTOT: Thank you. So, just to  
19 wrap up this up on a very bad note, I was assaulted  
20 here in Elliott-Chelsea Houses when I moved from one  
21 building to take refuge in another. I ended up going  
22 to a city shelter for over a year. I was assaulted  
23 there as well, and suffered an eye injury that I had  
24 to have operation. This is the result of what NYCHA  
25

2 has proposed on our people here in public housing. I  
3 don't think I need to say anymore. Thank you very  
4 much for your time, and I pray for you and Godspeed.  
5 Thank you.

6 CHAIRPERSON BANKS: Thank you for your  
7 advocacy and thank you for your testimony. Lenora  
8 Shoemaker?

9 SERGEANT AT ARMS: You may begin.

10 CHAIRPERSON BANKS: Leona, sorry. Leona  
11 Shoemaker?

12 SERGEANT AT ARMS: You may begin.

13 CHAIRPERSON BANKS: Minevra Diaz [sp?]?

14 SERGEANT AT ARMS: You may begin.

15 CHAIRPERSON BANKS: Minerva Diaz [sp?]?  
16 Michael Sentron [sp?]?

17 SERGEANT AT ARMS: You may begin.

18 CHAIRPERSON BANKS: Michael Sentron? And  
19 last one is Erere [sp?], Erere?

20 SERGEANT AT ARMS: You may begin. Is  
21 there anybody else on to give testimony? That  
22 concludes-- hold on one minute. Okay. Please  
23 unmute-- can you state your name?

24 SADIE: Hello? Oh, can you hear me now?  
25 Okay. Thank you for this platform. My name is

1 Sadie. I'm from Riis, and I'd like to, you know, let  
2 you know how NYCHA has constantly kept violating our  
3 964 regs which is like our Bill of Rights. So, to  
4 name one is-- we had a hearing with you guys on  
5 October 31<sup>st</sup>, and I mentioned about the red and green  
6 dots [sic] with the data how they act as though they  
7 wanted to pursue everything as if that's what we  
8 wanted, which it wasn't. And there was a survey  
9 which they took as a vote, and both times that they  
10 had this, this town hall meeting with NYCHA, this was  
11 the ID-- they ID'd us inside and outside on September  
12 19<sup>th</sup> as well as this past February 13<sup>th</sup>, right? And  
13 when we came to the hearing to speak to you,  
14 Chairman, I mentioned about the red and green and how  
15 they constantly saying that they try to provide us  
16 with healthy homes, which is like them rebranding  
17 their lies. They don't care about our quality of  
18 life. We have constant dirty air, soil's  
19 contaminated. Where I'm at they're about to close  
20 Beth-Israel as of March 26<sup>th</sup>. So a lot of residents  
21 who are sick don't even know they're sick, because  
22 they constantly digging and doing things that we  
23 don't even know the other unknown harms, right? So,  
24 also, on top of that when you ask them for  
25

1 assistance-- I had mentioned to Simon last week on  
2 the-- [inaudible] on February 13<sup>th</sup> about the intro  
3 meeting for PACT, he couldn't answer my questions.  
4 but Jonathan said that he's uncertain as to what is  
5 the correct answer when I said in regards to do you  
6 think the new secretary of HUD is going to fund us,  
7 because they have a deficit of 80-- I think \$80  
8 billion in repair, and he said he doesn't know. But  
9 then Simon said no, no, no, no, no, that's wrong.  
10 But there's never no any transparency. When you ask  
11 for that assistance and for help to have them guide  
12 you as to what's going on-- that's why he said it's  
13 going to take five more sessions. And we're like  
14 five sessions? Because he realized you have to re-  
15 engage to disengage. Us tenants are not for this at  
16 all. That's why we don't want any part of what's  
17 taking place, and when we-- like I said, when you ask  
18 them about how they going to fund Section 8 and  
19 Section 9--  
20

21 SERGEANT AT ARMS: [interposing] Time  
22 expired. Thank you.

23 SADIE: the first thing that comes up is  
24 demolishing.

25 CHAIRPERSON BANKS: Ms. Sadie?

SADIE: Can I--

CHAIRPERSON BANKS: [interposing] Sadie,  
your time has expired.

SADIE: 30 seconds?

CHAIRPERSON BANKS: You can have 30  
seconds to wrap it up if you would like.

SADIE: Okay. And then also, when you  
ask them for your folder, they don't know where your  
folder's at. If you ask them for a ticket, the  
ticket is either non-existent, because like they  
said, we're going to hold up the TA President  
election because we want this PACT to go through, and  
that's what was said to me on the 13<sup>th</sup> when I went to  
the intro meeting for PACT, when we have elections  
coming out of Riis. And tenant power, that's all I  
can say. We have to get this done. Please, I  
implore you, investigate them, audit them for the  
uncollected fines as well as any other bribery. They  
probably not going to tell you bribery going on. You  
need to audit them because they have no numbers.  
They keep giving you vague replies. Please look into  
them, because they're not here for none of us at all.  
At this point in time, it's like, you know,  
premeditated murder, because they're not doing an

1 environmental impact survey on any of this, but  
2 they're getting paid and they can't even tell you if  
3 you're going to still have a home after everything is  
4 said and done. They give you estimates on how long  
5 it's going to take for them to repair your home, and  
6 they don't even-- aren't even certain if you're going  
7 to be able to come back once that's done. Like they  
8 did in Cabrini [inaudible] and [inaudible] in Liberty  
9 Square. I want people to research and empower  
10 themselves and educate themselves as to what they're  
11 doing to us. Okay? Thank you. I appreciate it.

13 CHAIRPERSON BANKS: Thank you for your  
14 testimony, Sadie. Thank you. Please unmute and  
15 state your name. [inaudible]

16 SABRINA DINGLE: Sabrina Dingle.

17 CHAIRPERSON BANKS: There we go. Unmute  
18 and state your name.

19 SABRINA DINGLE: Sabrina Dingle.

20 CHAIRPERSON BANKS: You may begin your  
21 testimony.

22 SABRINA DINGLE: I'm calling-- we already  
23 know how the lack of repairs. I'm talking about the  
24 asbestos that's in the floor, the mold that's inside  
25 the walls. I have two sons. One has a traumatic



1 brain bleed from seizures at the age of 30. The  
2 other one developed seizures November 13<sup>th</sup> at the age  
3 of 34. Now, who do I hold accountable for? Do I hold  
4 NYCHA or do I have to go to federal? Is it city or  
5 fed? Because we're on federal ground, but it is city  
6 building. Can you please advise me? No lawyer is  
7 trying to pick me up because city can't sue city.  
8 So, please advise me.

10 CHAIRPERSON BANKS: Ms. Dingle, we will  
11 be in touch with you. We'll reach out to you. We'll  
12 now move on to Lisa Hall.

13 SERGEANT AT ARMS: You may begin.

14 LISA HALL: Thank you. My name is Lisa  
15 Hall. I reside in the Boston Secor Houses located in  
16 the Bronx, New York, and I would like to discuss the  
17 operations of the RAD/PACT program and how it has  
18 evolved from its stated intentions. There are plenty  
19 of feel good marketing campaigns promoting the  
20 RAD/PACT program, but the actual results do not meet  
21 the expectations or promises made. and what I'm  
22 referring to is when Wave Crest Management and the  
23 PACT program came to the Boston Secor Houses during  
24 the summer cut-over period, NYCHA did not complete  
25 its transition from public to private management,

1 including the transfer and validation of the rent  
2 roll, tenant records, and invalid rent payment  
3 systems that left the tenants between being a public  
4 and private hybrid status. At the same time, HUD in  
5 Washington, D.C., their Special Application Center--  
6 and I was talking to someone between Chicago and  
7 Washington, D.C. They determined that our  
8 development application was not submitted until  
9 September of 2024, making October of 2024 an  
10 unrealistic target date to start the conversion as  
11 confirmed by NYCHA. So, they were already going  
12 forward with an illegality. So the RAD/PACT program  
13 is marketed as a renovation and upgrade to the  
14 apartments. However, the program is really a real  
15 estate arrangement. The lease is a problem also  
16 because a 50-page documents with addendums and riders  
17 can be overwhelming and difficult to understand,  
18 especially for tenants who may not have legal or real  
19 estate experience, and they're also discouraged from  
20 reading the lease before they sign it. It can lead  
21 to confusion and cause tenants to miss important  
22 clauses, leading to unexplained areas like I have  
23 and the process of eviction which already got started  
24 with me. So, the tenants who sign a Section 8 lease  
25

have arears on their rent statement, and the tenants who--

SERGEANT AT ARMS: [interposing] Your time is expired.

LISA HALL: have not--

SERGEANT AT ARMS: [interposing] thank you.

LISA HALL: I need more time. The tenants who have not signed the Section 8 lease also have arears on their rent statement. For example--

CHAIRPERSON BANKS: [interposing] Ms. Hall, your time is expired. You have 30 seconds to wrap it up.

LISA HALL: Thank you. My rent statement is \$15,000 this month, and that's a 5,415 percent of my income, not 30 percent. so I move to ask the City Council and anyone involved in the law to create a suspension immediately for the RAD/PACT program and to also provide inside clarification on the differences between the versions of Section 8, and I thank you for navigating through the people that took the oath on the panel with the exception of Brian Honan, because they were under oath and they did not adhere to that testimony. Thank you.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

COMMITTEE ON PUBLIC HOUSING

300

CHAIRPERSON BANKS: Last call for virtual testimonies. Alright. So guys, we thank everyone for coming out today. Seeing none, any requests to give anymore testimony, we will now be closing this hearing. We obviously thank everyone again for coming out and being a part of this hearing as we continue our pursuit to hold NYCHA accountable and to bring about transparency. This meeting is adjourned.

[gavel]

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

COMMITTEE ON PUBLIC HOUSING

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

COMMITTEE ON PUBLIC HOUSING

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date March 12, 2025