

**Testimony from NYCHA's Chief Compliance Officer Brad Greenburg
NYCHA's HUD Agreement and Ongoing Federal Monitorship
Committee on Public Housing
Thursday, October 31, 2024 – 1 p.m.
New York City Hall Council Chambers**

Chair Chris Banks, members of the Committee on Public Housing, other distinguished members of the City Council, NYCHA residents, community advocates, and members of the public: good afternoon. I am Brad Greenburg, NYCHA's Chief Compliance Officer. I am pleased to be joined by Chief Operating Officer Eva Trimble and other members of NYCHA's team.

Thank you for this opportunity to discuss how NYCHA is moving forward with our partners to transform the Authority and become a better landlord for the hundreds of thousands of New Yorkers we serve. I would like to acknowledge today's testimony from Neil Barofsky and Matthew Cipolla. The Jenner & Block Monitor team is an important partner, and together we are working to improve the quality of life for NYCHA families.

A Productive Collaboration

First, I'd like to give you a little background on the history of the HUD Agreement and the Monitorship. NYCHA and the City of New York signed the Agreement with HUD in January 2019. The Agreement's overarching goal is to remedy deficient physical conditions in NYCHA properties and to deliver for residents across the city. The Agreement sets performance targets with specific deadlines for seven high-priority focus areas: lead-based paint, mold, heat, elevators, inspections, pests, and waste management.

The work undertaken as part of the Agreement is overseen by a third-party federal Monitor. We also work every day with our federal partners in the U.S. Attorney's Office for the Southern District of New York and in the U.S. Department of Housing and Urban Development.

We have a strong and productive relationship with the Monitor, characterized by robust communication and collaboration. The Monitor's team participates in regular staff meetings to discuss our efforts, and NYCHA leadership speaks frequently with the Monitor's team.

The Infrastructure for Progress

Today, I want to walk you through the Agreement, give you some examples of how we have changed the way we do business to comply with federal law, and then provide you an update on the work we have been doing across the city to improve physical conditions at NYCHA properties.

First, as you can see on **Slide 2**, the Agreement is far reaching. It required the installation of a federal Monitor, and a key early advancement at the outset of the Agreement was the establishment of three new departments and units at NYCHA: the Compliance Department, the Environmental Health and Safety Department, and the Quality Assurance Unit. Crucially, these new teams have established programs for monitoring NYCHA's work at its developments, making recommendations for improvements and then providing technical assistance to development staff to improve performance. We continue to scale up these teams while using data-centered risk assessments, sampling, and field monitoring to ensure NYCHA's compliance with all local, State, and federal regulations as well as internal policies and procedures.

We also established a department, called Strategy and Innovation, to track NYCHA's progress with meeting all the deadlines outlined in the HUD Agreement. In support of this work, we built dashboards and other analytical reporting tools for each pillar area – they provide an array of valuable metrics that guide our efforts. When we are not meeting any of the clearly defined data-driven benchmarks, the teams responsible develop plans to address these issues.

Also on **Slide 2** you can see that the City of New York agreed to provide an additional \$2.2 billion in capital funds over the first 10 years of the Agreement. I'd also like to recognize our partners at the State level who have provided more than \$1 billion in capital funds since the Agreement was signed to help us deliver some of the capital projects I'll discuss today.

NYCHA's Transformation Efforts

As detailed on **Slide 3**, as part of the HUD Agreement obligation to create an Organizational Plan, NYCHA developed a Transformation Plan, issued in March 2021, followed by two Implementation Plans, issued in 2022 and 2023. These plans include a set of strategies to improve the resident experience and set the agency on a path to a stronger future.

The plans outline changes to NYCHA's governance and leadership structure, property management systems, and central support functions. For instance, we implemented the Neighborhood Model, pushing resources and decision-making authority away from the central office and into the 29 "Neighborhood" offices across the city. We also overhauled our processes related to repair and work order management, janitorial work schedules and cleanliness, and lease enforcement issues at developments. At the same time, we are making new investments in staff training so that we can deliver on our mission.

NYCHA's Progress Under the Agreement

Now I would like to take you through some of the progress that NYCHA has made since signing the HUD agreement.

In order to comply with the Agreement and improve performance, NYCHA has re-designed its business process so our staff use handheld devices and our work order system in each of the key areas of focus. These screenshots on **Slide 4** show a portion of what we have built in our work order system so we can comply with federal rules around lead-based paint. NYCHA now collects data every day so we can be as protective as possible when it comes to lead-based paint in NYCHA apartments where children live or visit. Our workers' handheld devices include information on whether a child lives or visits the apartment where they are working and they provide surface-by-surface testing results for that apartment. We have also built our system to flag apartments where lead-safe work practices are mandatory, including apartments where a child lives. If an apartment is flagged, our workers then see mandatory prompts before beginning work so they adhere to lead-safe work practice requirements when they are disturbing lead-based paint. In this process, they can review and select the components they are working on that are positive for lead.

As you can see on **Slide 5**, a foundation of our work has been to test more than 100 surfaces in each NYCHA apartment, beginning with apartments where children reside, so we know exactly which surfaces contain lead-based paint. This information is uploaded into our work order system in a way that is easy to understand so that our staff always have access to this information.

Most importantly, as we report on **Slide 6**, once we have that precise surface-by-surface testing, NYCHA and its PACT partners can then abate and permanently remove lead-based paint from the surface that tested positive at 0.5 milligrams per square centimeter, the strictest standard in the country. To date, NYCHA and its PACT partners have delivered lead-free apartments across 100 percent of the apartments at Williamsburg Houses and more than 87 percent of the apartments at Harlem River Houses. These two properties were named in the original complaint filed against NYCHA, were built in the 1930s, and were the two properties with the most pervasive use of lead-based paint.

NYCHA's TEMPO program has also tested more than 86,000 apartments at the City's standard and determined that 48,000 apartments are negative for lead-based paint. Recently, our TEMPO program hit an important milestone – we have also now abated via removal and delivered 10,000 lead-free apartments that previously tested positive in the public housing portfolio.

The work to fully abate and remove lead-based paint from the NYCHA portfolio, which is unquestionably the largest residential lead-based paint abatement program ever undertaken, is happening at a fast pace. We are testing more than 700 apartments a week and abating around 400 apartments a month in our public housing portfolio.

The pictures on **Slide 7** show what it takes to deliver a lead-free apartment in some cases. In these cases, we are removing paint down to the substrate and then rebuilding the apartment or the component impacted. This work is critical to ensure the safety of residents and is a core obligation of the Agreement.

Slide 8 is a snapshot of one portion of our dashboard to report on NYCHA's compliance with the obligation to restore heat to residents. As you can see, we have made progress each year. In the 2021-2022 heat season, we had 564 outages with an average duration of 8.99 hours. The next year, we had 384 outages with an average duration of 8.22 hours. And last heat season was our best performance yet – we had 303 outages with an average duration of 7.21 hours. Any one outage is an issue, but bending this curve and ensuring we respond quickly is essential to ensure residents get the consistent heat service they deserve.

Slide 9 is a snapshot of our dashboard reporting on our progress to replace more than 500 boilers across the NYCHA portfolio, an Agreement requirement, using both our capital and PACT programs. To date, our capital team has replaced 128 boilers and forecasts that they are on pace to meet the requirement that 297 boilers be replaced by 2026. Our PACT program has already exceeded the goal to replace 200 boilers, having replaced 237 boilers across the program.

Slide 10 shows some pictures of these new boiler plants, including a new boiler at a PACT property, Boulevard Houses, and new boilers at NYCHA-managed properties – Coney Island Houses and Cypress Hills. In many cases, these new systems are easier for our staff to manage because we may also be decoupling hot water systems or providing automated controls. Regardless, we are replacing decades-old, outdated boilers with new heating equipment that provides more reliable service.

Slide 11 shows a snapshot of some visualizations we have developed to report on the HUD Agreement's requirements related to mold in residents' apartments. The first graphic shows that we have, thanks to our Mold Busters Standard Procedure developed with our partners in the *Baez* case, sustained a low re-occurrence rate, ensuring mold is not coming back to a resident's apartment soon after work is initially completed.

The second graphic shows we are struggling to meet the requirement to remediate mold conditions within 7 or 15 days, depending on the complexity of the case. But what it also shows when you look at the green bars is that the number of mold complaints from residents has steadily declined month over month since peaking in 2021. In 2021 we peaked at more than 1,500 mold complaints a month from residents. This year we were steadily around 600 mold complaints per month, peaking in the more humid summer months at around 900 complaints. Again, any one complaint is a problem, and we need to continue to respond faster and more effectively every day. But bending this curve and reducing the occurrence of mold is critical to protecting residents' health.

Slide 12 shows pictures of one of the investments we made to help bring the number of mold complaints down by reducing moisture in our buildings – our investment in new, state-of-the-art roof fans and comprehensive cleaning of the lateral ductwork for our bathroom ventilation systems using a HEPA vacuum to eliminate the dust and debris that had collected over many

decades. This program impacted more than 8,000 individual roof fans and more than 74,000 apartments with mechanical ventilation. When this work is performed, we then measure air flow in each bathroom to ensure the system is working properly.

Slide 13 is a snapshot of our progress year-over-year addressing and reducing the number of elevator no-service conditions. A no-service condition is defined to include situations where a single elevator building or stair hall has no service or all elevators in a bank are out of service. As you can see, these snapshots take data each calendar year up to October 21 and compare it year over year. In 2022, NYCHA had 13,286 no-service conditions at this point in the year with an average duration of 4.67 hours. In 2023, NYCHA had 11,431 no-service conditions with an average duration that ticked up to 4.98 hours. To date, 2024 has been our best year of performance – we have had 9,096 no-service conditions with an average duration of 4.59 hours. Though we do not exactly meet the Agreement’s requirements here, we are seeing steady progress reducing the occurrence of no-service conditions.

As you can see on **Slide 14**, we have also been replacing elevators to meet the Agreement’s requirement that 425 elevators be addressed through our capital and PACT programs. To date, we have replaced 141 elevators through our capital program, which is off the pace we need to hit the Agreement milestone. However, we should be able to catch up and are forecasting that we will exceed the 275 target by replacing a total of 287 elevators through next year. In the PACT program, we have exceeded the obligation to convert 150 elevators.

Slide 15 shows you some pictures of elevator replacements at both PACT sites and NYCHA-managed sites in Manhattan, the Bronx, and Staten Island. When we deliver new elevators, we are also replacing the outdated equipment in the motor room and installing remote monitoring, helping ensure we will be able to improve our management of these elevators in the future.

Slide 16 is a snapshot of one of the reports we have built to report on our progress meeting the pest-related obligations in the Agreement. Here we are obligated to respond to complaints from residents related to public-health pest types – including rats, cockroaches, mice, and bed bugs – on prescribed timelines. As you can see, we really struggled with the time-based requirements in 2022 and portions of 2023 but have seen dramatic improvement in the last 18 months. We now respond, on average, to rat complaints within 2.3 days and for other pest types within 7.5 days.

Because we have improved our use of Integrated Pest Management techniques, we have also seen a reduction in the number of complaints from residents. The number of rat complaints in calendar year 2022 was 2,596, in 2023 it was 2,130, and so far this year it is 1,137. The number of other pest-type complaints in calendar year 2022 was 33,645, in 2023 it was reduced to 30,765, and so far this year it is 21,107.

Slide 17 shows pictures of some of the investments we are also making in our waste infrastructure – our interior compactors and interior compactor rooms in basements. At NYCHA, these rooms have often been a place where pests harbor because of leaks and the presence of a food source. These rooms are now being rehabilitated to prevent infestations from starting in our residential buildings' spaces where waste is managed.

As you can see on **Slide 19**, we have a lot more work to do and we know we need to keep making progress to improve physical conditions for residents. We need to continue to remove lead-based paint across the portfolio; deliver elevator and boiler projects; and we must deliver the other projects funded through our City Capital Action Plan. It is also critical that we push forward our work to reform the repair process at NYCHA so residents get the repairs they deserve. And we must continue to work with the federal Monitor to ensure we comply with the provisions of the Agreement that so far have been difficult to tackle.

Continuing to Make Progress for Residents

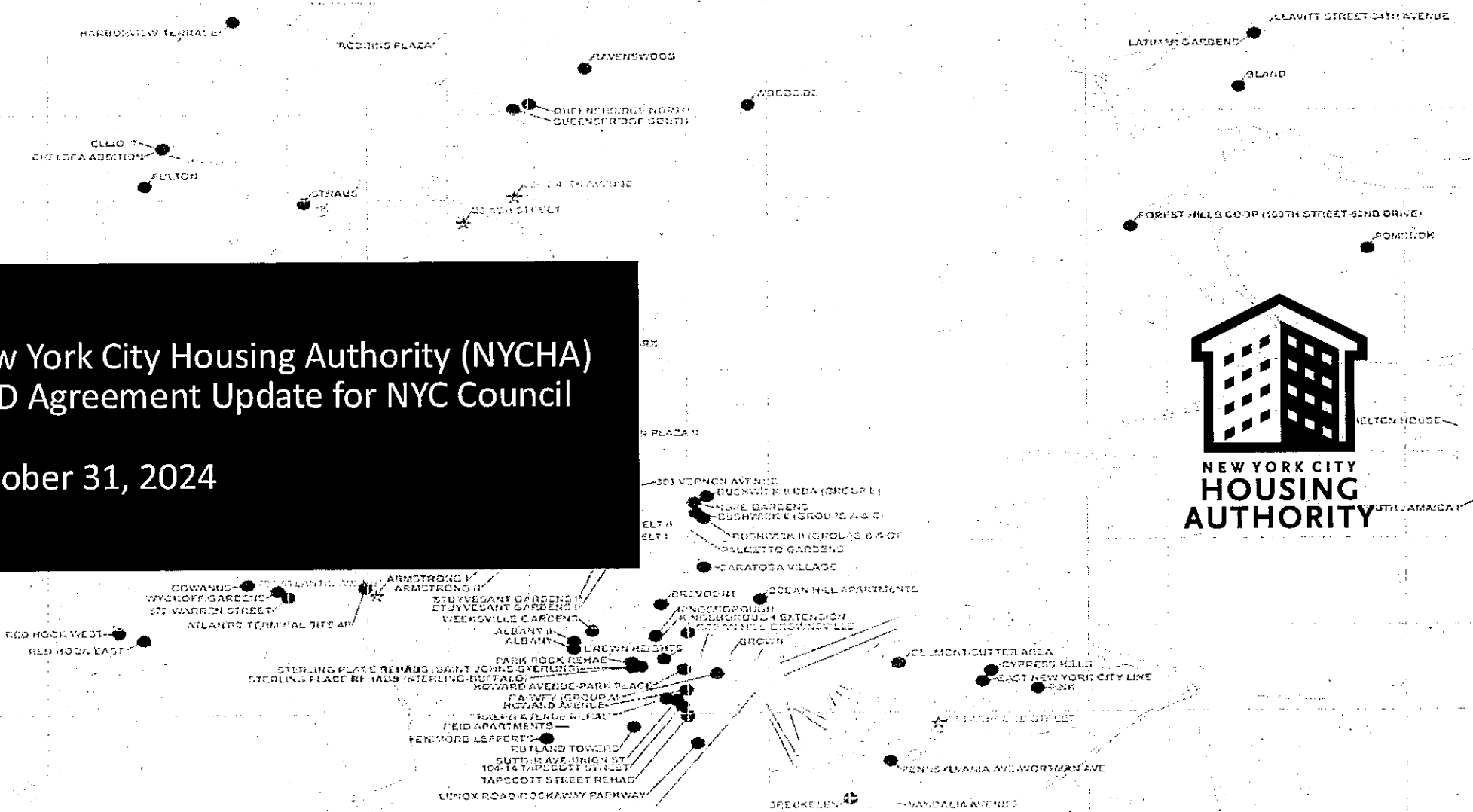
NYCHA has been serving as the most critical source of affordable housing – a platform for opportunity – for countless New Yorkers over its nearly century-long history. The HUD Agreement was a crucial moment in its long history – and we believe it will be a turning point for NYCHA's residents. Strengthening this vital institution so that it can serve the generations to come is at the heart of our mission.

We have made progress with our transformation efforts, but there is still more work to do. NYCHA will continue moving forward, guided by the HUD Agreement and together with the Monitor's team and our federal partners, driven by our shared commitment to improve the quality of life for NYCHA families.

I thank you all for the opportunity to talk about this work, and thank you to our partners, including the Monitor team, HUD, the U.S. Attorney's Office, and members of the Council, for your support. We are happy to answer any questions you may have.

New York City Housing Authority (NYCHA) HUD Agreement Update for NYC Council

October 31, 2024



HUD Agreement

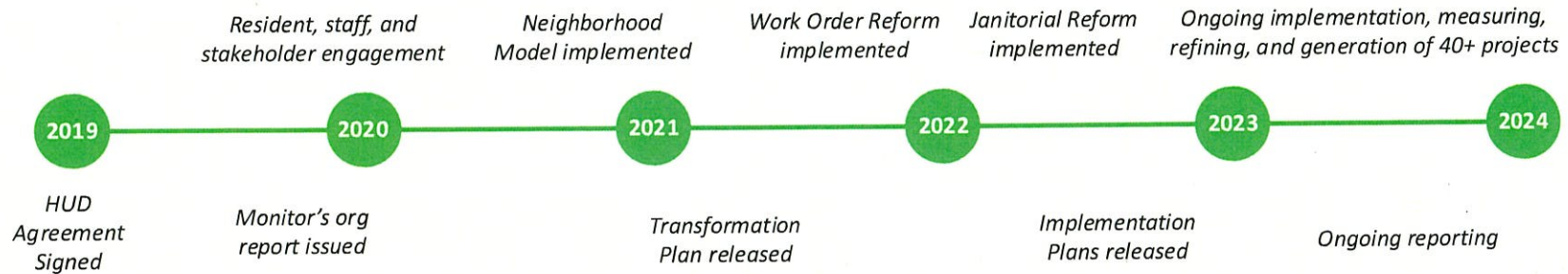
- On January 31, 2019, NYCHA signed an Agreement with HUD and the City of New York, acknowledging that NYCHA is in **substantial default** of its Annual Contributions Contract.
- The Agreement required several changes at NYCHA:
 - Installation of a federal Monitor;
 - Three new oversight departments — Compliance, Environmental Health & Safety, and Quality Assurance;
 - Reorganization of the agency pursuant to an Organizational Plan; and
 - New performance metrics across six focus areas: Lead-Based Paint, Mold/Leaks, Heat, Elevators, Pests/Waste, and Inspections.
- The City agreed to commit an additional \$2.2 billion in capital funds over 10 years to NYCHA, while holding steady the existing funding.
- NYCHA remains subject to this Agreement and several other judicial consent decrees.

AGREEMENT

This Agreement is entered into this 31st day of January 2019, by and between the U.S. Department of Housing and Urban Development ("HUD"), the New York City Housing Authority ("NYCHA"), and New York City ("the City").

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Transformation Plan



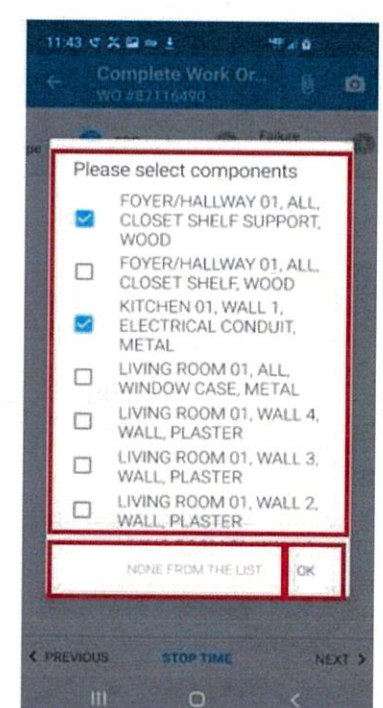
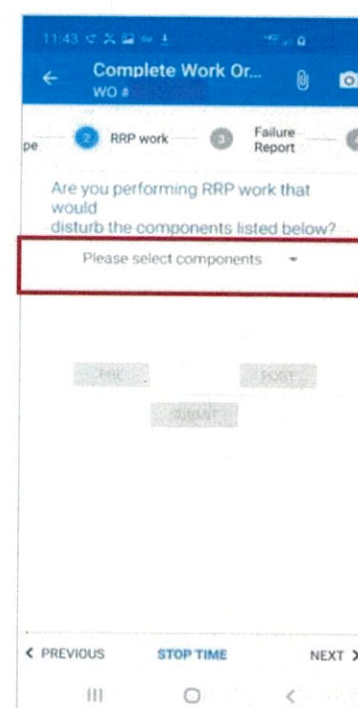
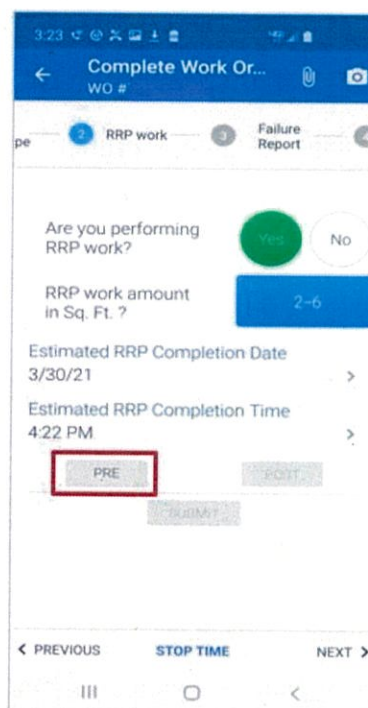
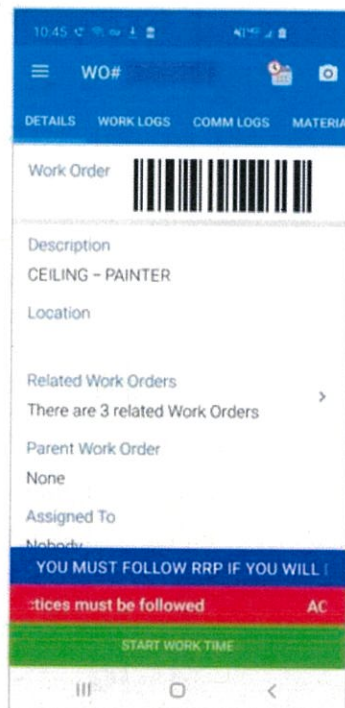
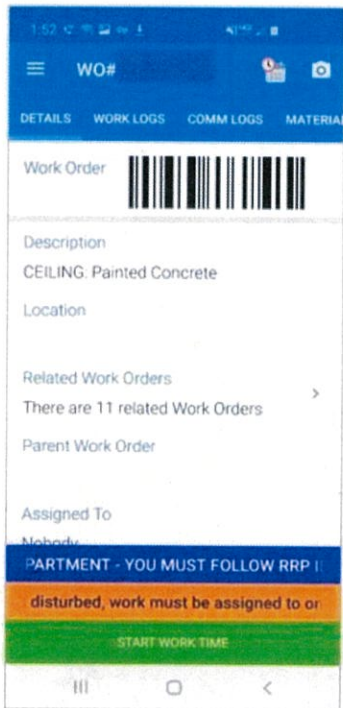
The HUD Agreement required an "Organizational Plan" for the agency to achieve **sustained compliance** with the obligations of the Agreement

NYCHA's Transformation includes over **40 structural, process, and policy changes** to improve the agency and better serve residents

The Authority has **implemented several of the programs to-date** with several more in active implementation today

Lead-Based Paint – RRP Controls, Clearance and Documentation

- NYCHA has worked to automate processes in our work order system and handhelds so staff are prompted to adhere to the requirements of the Lead Safe Housing Rule.
- Prompts and requirements are also based on precise XRF data and Child-Under-6 demographic data:



Lead-Based Paint – Storing XRF Data

- Functionality is added to capture each of these data components. For example, below is how it looks in our work order system when we upload XRF data for a location:

Work Order: 2023 XRF Unit Inspection 0 5 | Parent WO: >> | Site: BK | Status: CLOSE

XRF Details

XRF Testing Result: Positive | Vendor: CORE Environmental Consultants | Data Sheet Uploaded?: | Uploaded date: 4/19/23 10:31 PM
 XRF Data Status: PROCESSED | XRF Instrument Model: SciAps X-550Pb(Rh) | Raw File Uploaded?: | Uploaded date: 4/19/23 9:49 PM
 Archive XRF Testing Result: | XRF Instrument Serial Number: 00709 | Disclosure Letter Uploaded?: | Uploaded date: 4/19/23 9:03 PM
 Location: | SH: 001 | Mac File Uploaded?: | Uploaded date: 4/19/23 9:31 PM
 XRF Inspector Comments: FIELD INSPECTOR COMMENTS: The XRF inspection was performed for action level 0.5. Closest wall paint was similar to adjoining room. | Report Date: | XRF Threshold: 0.5

Related Paint Chip Testing Results | 1 - 75 of 75

XRF Testing Results | 1 - 75 of 75

Upload Date	Reading	Reading Time	Location	Extended Room Location	Inspector	Room	Side	Refractants	Component	Substrate	Color	Paint Condition	Results	PRC Value	Paint Calc Qty	Et
4/19/23 10:31 PM	425				Mario Romero		Calibrate						Positive	1.10		Pc
4/19/23 10:31 PM	426				Mario Romero		Calibrate						Positive	1.10		Pc
4/19/23 10:31 PM	427				Mario Romero		Calibrate						Positive	1.10		Pc
4/19/23 10:31 PM	428				Mario Romero		Calibrate						Positive	1.10		Pc
4/19/23 10:31 PM	429				Mario Romero		Calibrate						Negative	0.00		Ne
4/19/23 10:31 PM	430				Mario Romero		Calibrate						Negative	0.00		Ne
4/19/23 10:31 PM	431				Mario Romero		Calibrate						Negative	0.00		Ne
4/19/23 10:31 PM	432				Mario Romero		Calibrate						Negative	0.00		Ne
4/19/23 10:31 PM	433				Mario Romero	FOYERHALLWAY 01	WALL 1	4	DASHBOARD	METAL	OFF-WHITE	0	Negative	0.10		Ne
4/19/23 10:31 PM	434				Mario Romero	FOYERHALLWAY 01	WALL 1	1	APARTMENT DOOR	METAL	OFF-WHITE	0	Negative	0.00		Ne
4/19/23 10:31 PM	435				Mario Romero	FOYERHALLWAY 01	WALL 1	1	APARTMENT DOOR BUCK	METAL	OFF-WHITE	0	Negative	0.00		Ne
4/19/23 10:31 PM	436				Mario Romero	FOYERHALLWAY 01	WALL 2	1	CLOSET DOOR BUCK	METAL	OFF-WHITE	0	Negative	0.20		Ne
4/19/23 10:31 PM	437				Mario Romero	FOYERHALLWAY 01	WALL 2	1	CLOSET DOOR	WOOD	OFF-WHITE	0	Negative	0.00		Ne
4/19/23 10:31 PM	438				Mario Romero	FOYERHALLWAY 01	CEILING	1	BEAM	CONCRETE	OFF-WHITE	0	Negative	0.00		Ne
4/19/23 10:31 PM	439				Mario Romero	FOYERHALLWAY 01	CEILING	1	CEILING	CONCRETE	OFF-WHITE	0	Negative	0.00		Ne
4/19/23 10:31 PM	440				Mario Romero	FOYERHALLWAY 01	WALL 1	1	WALL	PLASTER	OFF-WHITE	0	Positive	1.00		Pc
4/19/23 10:31 PM	441				Mario Romero	FOYERHALLWAY 01	WALL 2	1	WALL	PLASTER	OFF-WHITE	0	Negative	0.20		Ne

Lead-Based Paint – Apartment Abatement

- Once an apartment is tested, NYCHA and its PACT partners are working to deliver lead-free apartments at the strictest standard in the country.

1. Abate Harlem River and Williamsburg by 2024 (Exh. A, Par. 8)

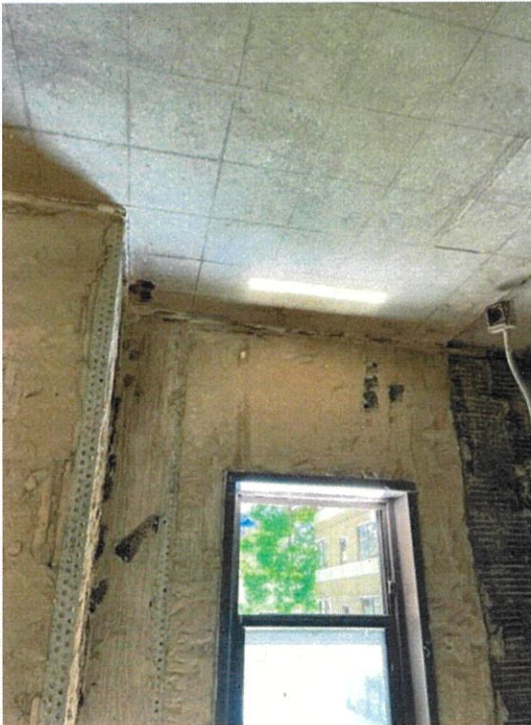
PACT Project	Closing Date	Units Lead Free ¹	Total Units in Transaction	Percentage Complete
Williamsburg	Dec 28, 2021	1,621	1,621	100%
Harlem River I and II	Feb 17, 2022	607	693	87.59%

¹ – Figures based on progress through October 24, 2024, and based on data accessed from Smartsheet on October 24, 2024

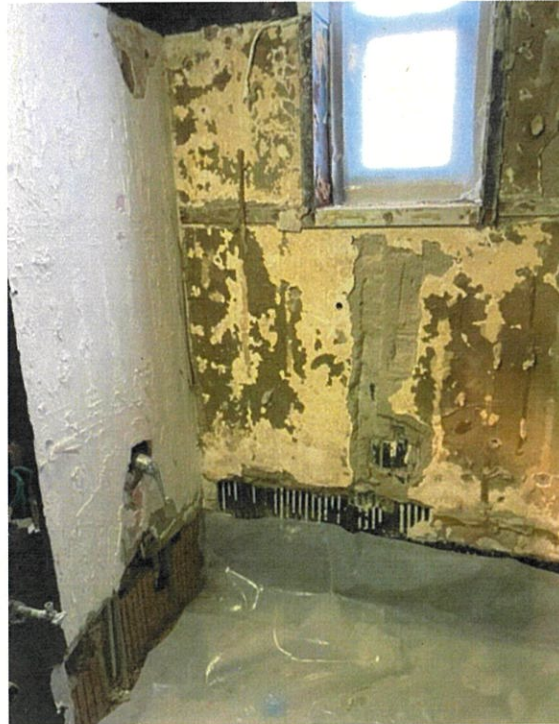
2. Abate the Portfolio by 2039 (Exh. A, Par. 9-11)

- In the public housing portfolio, NYCHA's TEMPO program has tested more than 86,000 apartments at 0.5 mg/cm².
- More than 48,000 apartments have tested negative at 0.5 mg/cm².
- More than 10,000 public housing apartments have been abated and are now lead free.
- NYCHA's scaled-up program tests more than 700 apartments a week and abates approximately 400 apartments a month to be lead free.

Lead-Based Paint – Apartment Abatement Part 2



Abatement via full removal at Williamsburg Houses



Abatement via full removal at Harlem River Houses

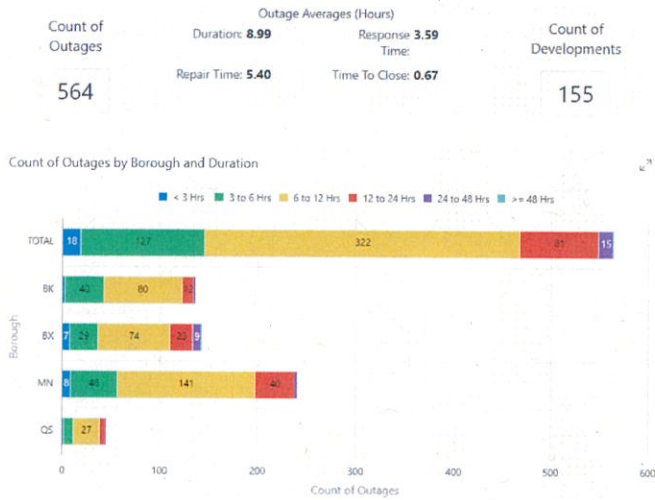


Signage outside a TEMPO abatement apartment

Heat (Operations) – Year-over-Year Improvement on Outage Durations

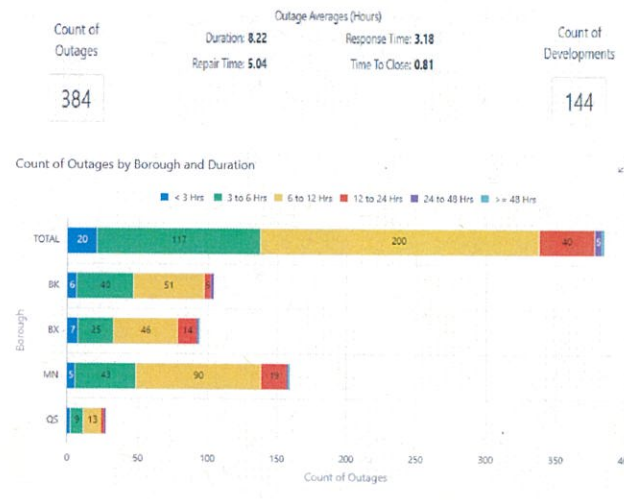
1. Average Time to Restore Unplanned Heat Outages, % Outages Restored w/in 24 Hours, # Outages Restored w/in 48 Hours (Exhibit B, Paragraphs 9-10)

2021-2022 Heat Season



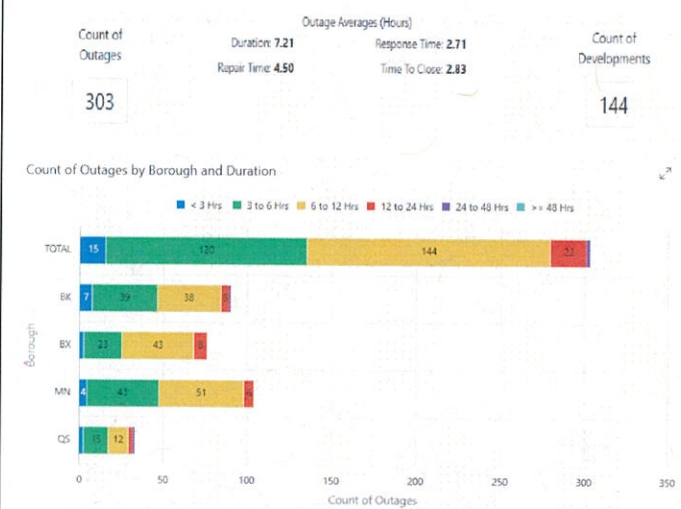
October 1, 2021, through May 31, 2022

2022-2023 Heat Season



October 1, 2022, through May 31, 2023

2023-2024 Heat Season



October 1, 2023, through May 31, 2024

Heat (Capital) – On Target to Meet the Boiler Obligation

1. Progress Replacing Boilers - 500 by 2026, Including 297 via NYCHA Capital Projects and 200 via PACT (Exhibit B Paragraph 14(c))

NYCHA Capital

Boiler Agreement Status

Boilers/Heating - Agreement's Requirement: 297 By 2026

Data as of: 10/21/2024

Total Planned Replacements	Active Replacements (In Progress)	Total Replaced	Total Operational
309	181	128	119

Forecast Year	Agreement Requirement	Actual Replaced	Cumulative Replaced	Forecast Replaced	Cumulative Forecast
2019		27	27	27	27
2020		20	47	20	47
2021		24	71	24	71
2022		11	82	11	82
2023		27	109	27	109
2024	70	19	128	62	171
2025		0	128	73	244
2026	297	0	128	57	301
2027		0	128	8	309

NYCHA PACT

Boilers

HUD Agreement's requirement: 200 repaired or replaced by EOY 2026

By Status	By Phase	
Converted	Construction	278
	Closed	214
	Closeout	23
Planned	Pre-Development	194
	Resident Engagement	0
Converted Total		278
Repaired or Replaced Total		237
Planned Total		194

Boiler Replacement



New boilers at Cypress Hills



New boiler at Boulevard Houses (PACT)

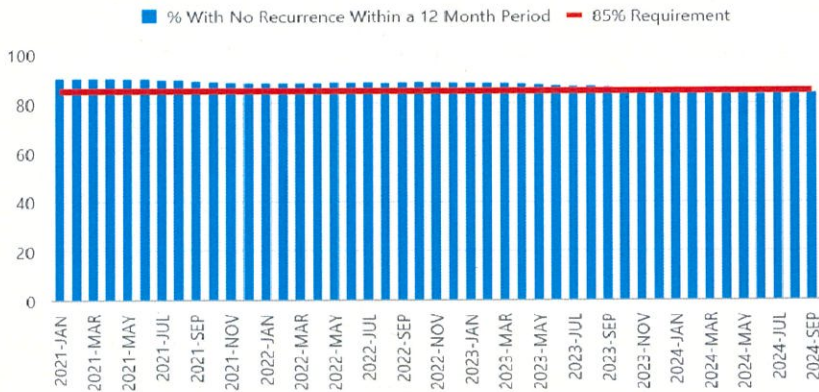


New boilers at Coney Island Houses

Mold – Meeting Recurrence Benchmark, Steady Improvement on Volume Even If Not Hitting Time to Complete Target

1. % of Verified Complaints That Recurred w/in 12-Month Period (Exhibit B, Paragraph 15)

Percent (%) of Mold Recurrences (15A)



2. # of Verified Complaints and % Where Tasks Were Resolved w/in Agreement Timeframes (5 Business Days for Cleaning, 7 Days for Simple Repairs, 15 Days for Complex Repairs) (Exhibit B, Paragraph 17(b))

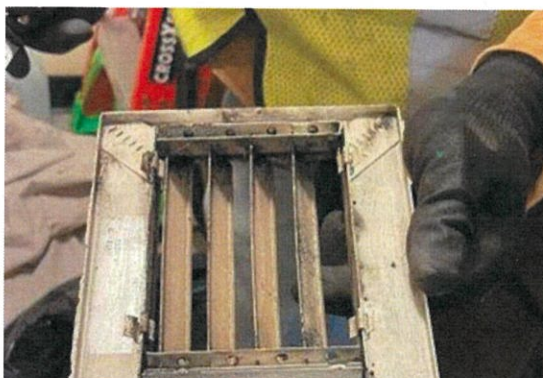
Overall Complaint With 17B Agreement



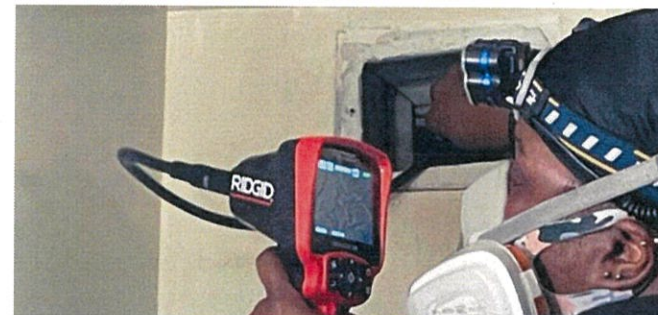
Mold Ventilation Program



New roof fans



NYCHA staff cleaning bathroom vents to improve air flow



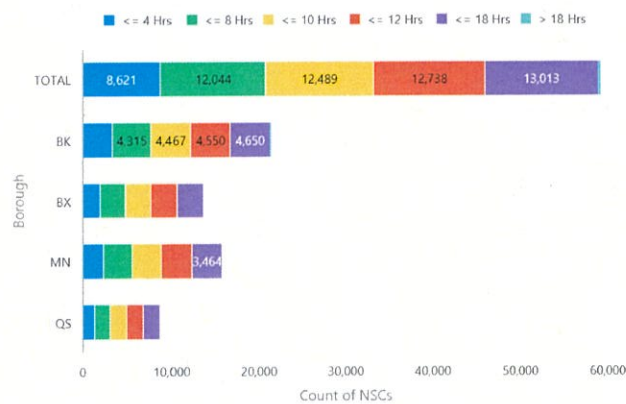
Elevators (Operations – No-Service Conditions)

1. Average Time to Restore Elevator No-Service Conditions (NSC), 85% NSCs Restored w/in 4 Hours, No Outages Restored w/in More Than 12 Hours (Exhibit B, Paragraphs 29(a))

2022 YTD

Count of NSCs	NSC Averages (Hours)			Count of Developments
	Response Time: 2.89			
	Duration: 4.67			
13,286	Repair Time: 3.01	Time To Close: 0.95		223

Count of NSCs by Borough and Duration

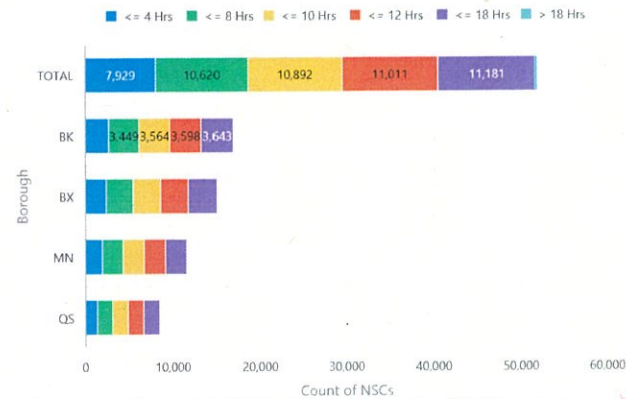


January 1, 2022, through October 21, 2022

2023 YTD

Count of NSCs	NSC Averages (Hours)			Count of Developments
	Response Time: 2.22			
	Duration: 4.98			
11,431	Repair Time: 3.05	Time To Close: 1.04		225

Count of NSCs by Borough and Duration

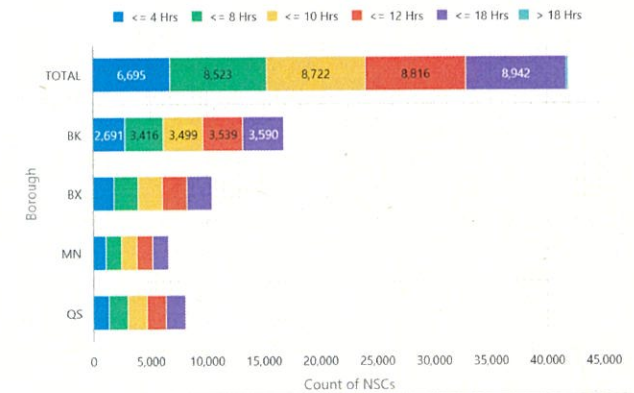


January 1, 2023, through October 21, 2023

2024 YTD

Count of NSCs	NSC Averages (Hours)			Count of Developments
	Response Time: 1.85			
	Duration: 4.59			
9,096	Repair Time: 2.90	Time To Close: 0.62		201

Count of NSCs by Borough and Duration



January 1, 2024, through October 21, 2024

Elevators (Capital)

- 3. Progress Replacing Elevators - 425 by 2024, Including 275 Replaced via NYCHA Capital Projects and 150 Converted via PACT (Exhibit B Paragraph 34(b))

NYCHA Capital

Elevator Agreement Status

Elevator - Agreement's Requirement: 275 By 2024

Data as of: 10/21/2024

Total Planned Replacements	Active Replacements (In Progress)	Total Replaced	Total Operational
301	160	141	141

Forecast Year	Agreement Requirement	Actual Replaced	Cumulative Replaced	Forecast Replaced	Cumulative Forecast
2021		2	2	2	2
2023		56	58	56	58
2024	275	83	141	120	178
2025			141	109	287
2026			141	14	301

NYCHA PACT

Elevators

HUD Agreement's requirement: 150 converted by EOY 2024

By Status	By Phase	
Planned	Pre-Development	225
	Resident Engagement	0
Converted	Construction	146
	Closed	39
	Closeout	29
Planned Total		225
Converted Total		214

Elevator Replacement



New elevators at 344 East 28th Street



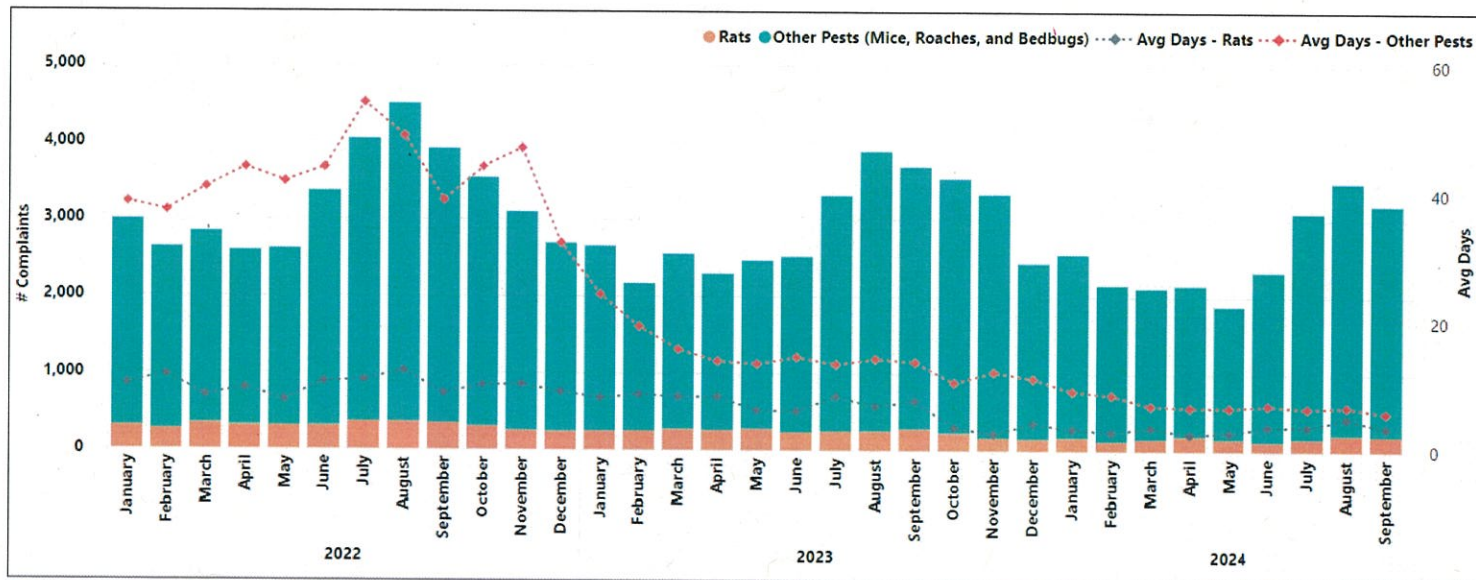
New elevators at Union Avenue Consolidated



New elevators at Richmond Terrace

Pests

- 90% of Verified Rat Complaints w/in 2 Business Days, 100% w/in 5 Calendar Days (Exhibit B, Paragraph 38(a), (b) and (d)); 90% of Verified Other Pest Type Complaints Responded to w/in 7 Days, 100% w/in 10 Days (Exhibit B, Paragraph 38(a), (b) and (d))



RAT COMPLAINTS BY YEAR AND LOCATION									
Year	Apartment			Public Space			Overall Average		
	# WOs	% In 5 Days	Avg Days	# WOs	% In 5 Days	Avg Days	# WOs	% In 5 Days	Avg Days
2022	2,596	61.0%	7.4	967	48.5%	12.8	3,563	57.6%	8.7
2023	2,130	69.2%	5.0	603	44.1%	8.9	2,733	63.7%	5.9
2024	1,137	97.3%	1.6	283	55.8%	5.5	1,420	89.0%	2.3

OTHER PEST COMPLAINTS BY YEAR AND LOCATION									
Year	Apartment			Public Space			Overall Average		
	# WOs	% In 10 Days	Avg Days	# WOs	% In 10 Days	Avg Days	# WOs	% In 10 Days	Avg Days
2022	33,645	30.2%	46.7	872	33.1%	41.2	34,517	30.2%	46.6
2023	30,765	37.5%	17.8	750	66.9%	11.4	31,515	38.2%	17.6
2024	21,107	80.8%	7.5	528	84.1%	6.5	21,635	80.9%	7.5

Interior Compactor Room Rehabilitations



Newly renovated interior compactor room at Rutgers Houses



Newly renovated interior compactor room at Hernandez Houses

What Next?

- NYCHA will need to focus on the longer-term obligations embedded in the Agreement that will continue to drive long-term improvement in the pillar areas. This includes:
 - **Lead abatement** via removal at 0.5 mg/cm² across the entire portfolio;
 - Delivering the projects to **replace elevators and boilers** at a pace that ensures we hit the Agreement milestones and to help reduce the burden on operational units responding to service outages;
 - Delivering **City Capital Action Plan-funded projects** and **ventilation improvements** that will reduce the occurrence of mold and leaks;
 - Pushing forward initiatives like **work order reform** so skilled trades staff respond efficiently and quickly to **mold and leaks in bathrooms and kitchens** and to **remediation tickets** in apartments where a **lead-based paint** deficiency has been identified via a visual assessment; and
 - Working with our new federal Monitor to **amend Action Plans** and agree on metrics that have not yet been solidified, like pest population counts and the apartment temperature sensor obligations.

Testimony of the Co-Monitors for the New York City Housing Authority (NYCHA), Neil M. Barofsky and Matthew D. Cipolla

Committee on Public Housing, New York City Council

October 31, 2024

Good afternoon, Chairman Banks and Members of the Committee. It is a privilege to appear before you today to present and discuss our first report as NYCHA's co-monitors.

My name is Neil Barofsky, and along with Matt Cipolla sitting beside me today, we were appointed to a five-year term as co-monitors starting at the end of February 2024.

To give you a little background about us, Matt and I are partners at Jenner & Block LLP, where we co-chair the firm's Monitorship Practice Group. We are experienced monitors, having served as monitor on behalf of the U.S. Department of Justice, various U.S. Attorneys Offices, as well as the New York State Department of Financial Services. We have monitored a variety of organizations, including the financial services company Credit Suisse, the United Auto Workers Union, and the mining and trading company Glencore. My personal oversight experience dates back to my time in government service, when in 2008 I was appointed by the President to serve as the Special Inspector General over the Troubled Asset Relief Program (TARP), where I monitored and oversaw the \$700 billion bailout of the financial industry during the financial crisis.

In August of this year, we published our first report for the NYCHA monitorship. The report reflects our overall approach to the monitorship and the core values that we intend to prioritize during our term. We would like to briefly summarize those values, which focus on transparency, accountability, and the resident perspective.

Transparency

First, transparency. Our goal for our reports is to give the public and other stakeholders, such as this Committee, a one-stop shop to see exactly how NYCHA is progressing in meeting the goals that it committed to meeting in the HUD Agreement.

Our August report describes a mixed bag, including certain commitments – like addressing overall pest populations or heat failures in individual apartments – that previously were not tracked or measured during the Agreement's first five years. The report also describes certain areas in which NYCHA has made progress, such as its success in identifying and remediating lead paint in more than 10,000 apartments; but, in too many areas NYCHA continues to struggle, including in its slow response times to make repairs, particularly when it comes to basic livability areas such as mold and leaks.

Accountability

Second, accountability. Any future progress is going to demand that shortfalls and failures be identified and remedied.

In our August report, we have identified where NYCHA is falling short in meeting its sacred obligation to assure the safe and healthy living standards set forth in the HUD Agreement for its residents; and we have proposed a series of priorities for NYCHA to focus on to address these failures. In our future reporting, we will continue to closely monitor progress to ensure that NYCHA is held accountable when it fails. And we will hold ourselves to that same standard.

Resident Focus

Third, resident focus. Far too often we have heard from you, residents, and other stakeholders that they feel like the residents and their concerns have not been adequately heard. We have heard that, although NYCHA has made significant progress in certain areas under the Agreement, its progress has not been felt by NYCHA residents, too many of whom continue to live in apartments with mold, leaks, and pests; or who have to live with elevators that do not work, or in apartments that are too cold in the winter.

We have committed to residents to always view this monitorship through their eyes, understanding that for a resident, it does not matter if a boiler is replaced if their own individual apartment is still cold. Or, for a mobility impaired resident, although they may appreciate that the response time to fix a broken elevator has shortened, it is cold comfort if they are unable to get in or out of their apartment more than 12 times a year because of repeated breakdowns.

Of course, our focus on residents would not be possible without their participation and input. For that, we want to recognize and thank the residents and resident leaders who have met with us, sent us emails, hosted our visits, attended our Town Hall, and called us to share their stories and experiences with NYCHA. Many of them have met with us at their developments, facilitated meetings with other residents, and showed us firsthand the state of their apartments. We also want to thank NYCHA for the honest, open, and collaborative approach they have shown since day one.

Priorities

As the end of the 6th year of the monitorship approaches in January, we look forward to working with NYCHA as it sets its priorities for next year. Our work has identified several key areas where we believe progress is particularly urgent:

- **Resident communication.** Too often a repair is not made because either NYCHA does not show up for a scheduled repair, or because a resident was not adequately informed of the appointment and is not home. This must be fixed.

- **Repair times.** NYCHA residents often face long wait times for repair work due to a backlog of hundreds of thousands of work orders.
- **Performance.** Raising the bar for the performance of NYCHA personnel agency-wide, and ensuring accountability for that performance, is critically important.
- **Capital.** The more quickly that capital funds can be deployed to install new elevators, replace plumbing lines, or deploy new boilers, the better positioned NYCHA will be to meet its various HUD Agreement requirements and improve the lives of residents.

We will continue to work on these and other issues in the years to come. We thank you for having us today, and we look forward to answering any questions you may have.

* * *



JUMAANE D. WILLIAMS

**STATEMENT OF PUBLIC ADVOCATE JUMAANE D. WILLIAMS
TO THE NEW YORK CITY COUNCIL COMMITTEE ON PUBLIC HOUSING
OCTOBER 31, 2024**

Since 2019 to today, my office and I have compiled a watchlist of the city's top 100 worst landlords. NYCHA has consistently taken the title of worst overall landlord for six years in a row. NYCHA has and continues to struggle with eradicating repairs—both simple and complex—such as remediating mold, the long wait times for repairs, lack of heat, as well as arsenic in the water. According to the findings for 2023, there are 335 developments on the watchlist with 177,569 units with violations.¹ The average number of open work orders between January 2023 and November 2023 are 618,310.²

The persistent pattern of mismanagement and the multitude and severity of the repairs needed led to the appointment of the federal monitor on January 31, 2019. The federal monitor provided extensive findings that relate to NYCHA's negligence, mismanagement, and lack of compliance with the city, state, and federal regulations. The appointment of a federal monitor was to ensure NYCHA compliance with the court issued consent decree. Phase I was supposed to be completed by January 31, 2021 and Phase II was supposed to be completed by January 31, 2024. The first five-year term has ended and there is a continued need for a federal monitor.

Back in September 2022, my office released a report called, *How the Other Half Lives in Public Housing*, detailing the existing dangerous conditions at NYCHA developments that were reported to my staff. Many NYCHA residents were living in an unsanitary and unsafe environment dealing with mold, leaks, and rodent and insect infestations. At the time when our office conducted our Five Borough Tour, my office and I observed that NYCHA was not in compliance with the January 31, 2021 Phase I deadline. Our office still receives numerous complaints from NYCHA residents about the very same issues we witnessed during our tour two years ago.

The first five-year term ended with the past monitor, Bart M. Schwartz, releasing a comprehensive report on February 27, 2024 as to whether NYCHA has met the obligations of the 2019 consent decree. From the beginning, the Federal Monitor Schwartz anticipated that NYCHA would need more than five years of oversight. Although NYCHA is not entirely compliant with the obligations, they have made notable progress that included a ventilation system upgrade project (6,188 new roof fans), the TEMPO lead program that protects children under six from lead poisoning, cleaned 74,000-bathroom vents, and overall improvements in pest reduction, heating, waste management, and elevator services during a global pandemic shutdown.³ Additionally, NYCHA has established three new departments: Compliance,

¹ <https://www.landlordwatchlist.com/nycha>

² Ibid.

³ <https://img1.wsimg.com/blobby/go/1191cd59-cd0d-4d02-a60c-098cfcfb7ca1/downloads/NYCHA%20Monitor%20Letter%20and%20Final%20Report%203-19-202.pdf?ver=1710889822333>



JUMAANE D. WILLIAMS

Environmental Health and Safety, and Quality Assurance that were required by the agreement.⁴ The report details more accomplishments as the ones listed above are a few.

Despite these accomplishments, the monitor was able to uncover several instances of corruption that significantly harmed NYCHA and their residents.⁵ The monitor held regular operational meetings with NYCHA to address these issues. Some examples of the issues brought up to NYCHA were:

1. vendors' failure to adhere to mold remediation and removal procedures,
2. failure to maintain and audit logbooks for contracted security personnel,
3. failure to perform quality control inspections after various types of contracted work,
4. general lack of oversight of vendors whose presence at developments and team identities were not adequately recorded, and
5. lack of supervision for contracted security personnel who were often not at assigned posts/buildings when required.⁶

Furthermore, the recent indictments of 70 NYCHA workers charged with bribery and extortion offenses, was the largest single-day bribery takedown in history of the Justice Department.⁷ This had an extremely disheartening impact on the residents. Back in 2021, Former NYCHA Chair Greg Russ received a letter from the Department of Investigation that mentions all the findings they found suspicious.⁸ The then NYCHA leadership was notified by the Department of Investigations of its ongoing investigations and suggested recommendations, but they chose not to implement any of the recommendations.⁹ This proves the need for the monitor since NYCHA is still unable or unwilling to weed out corruption.

On February 28, 2024, the newly appointed Monitor commenced the second five-year term. The new Monitor team released their first report on August 21, 2024 describing how NYCHA is now a very different organization compared to the one that signed the HUD Agreement in 2019.¹⁰ There are new leaders and structural changes within NYCHA.¹¹ However, at the same time, there are still issues with lead, mold, and leaks.¹² NYCHA was either delayed on full remediation or entirely not compliant with federal regulations.¹³

Lack of adequate funding is one of the main reasons why NYCHA is unable to make all the repairs needed throughout all their developments. The previous monitor flagged mismanagement as a reason for

⁴ Ibid.

⁵ Ibid.

⁶ Ibid.

⁷ <https://www.justice.gov/usao-sdny/pr/70-current-and-former-nycha-employees-charged-bribery-and-extortion-offenses>

⁸ <https://www.thecity.nyc/2024/02/12/nycha-chiefs-gregory-russ-bribery-investigation/>

⁹ Ibid.

¹⁰ Ibid.

¹¹ Ibid.

¹² <https://citylimits.org/2024/09/04/nychas-new-federal-monitor-issues-mixed-reviews-for-performance-over-the-past-5-years/>

¹³ Ibid.



JUMAANE D. WILLIAMS

NYCHA's inability to make further progress in complying with the agreement drafted for monitorship. In 2017, NYCHA needed \$40 billion worth of capital repairs for all its buildings.¹⁴ Five years later, the amount has almost doubled to \$78 billion.¹⁵ NYCHA receives approximately \$700 million annually from Congress which is a small percentage of what is needed. This long standing chronic budget deficit doesn't allow NYCHA to do overdue and needed capital projects. However, NYCHA must overhaul its procedures to have best management practices in place so that they can plan appropriately for immediate and long term repairs. We need a good functioning management system so that elected officials can advocate for additional funding.

I hope that this hearing provides more information on the progress and failures of NYCHA in the HUD agreement with the Federal Monitor. I would like to know what will happen if NYCHA continues to not meet its benchmarks. I would also like to hear what NYCHA residents have to say about the recent Monitor's report that was released on August 21, 2014. Did NYCHA agree with the findings and did it experience any drastic changes or improvements?

Thank you.

¹⁴ Ibid.

¹⁵ Ibid.

Courtney Bryan, Executive Director

**Center for Justice Innovation
New York City Council
Committee on Public Housing
October 31, 2024**

Good afternoon Chair Banks and esteemed members of the Committee on Public Housing. My name is Daren Sealey, and I serve as the Program Manager for the Housing Resource Center at the Red Hook Community Justice Center, an initiative of the Center for Justice Innovation. Thank you for the opportunity to testify today on behalf of our work supporting New York City Housing Authority (NYCHA) residents.

Across the Center, we work to prevent evictions, respond to hazardous repair conditions, and increase tenant financial and legal well-being. By addressing issues early, we help keep people safely housed and avoid legal system involvement that can affect employment, family security, and future access to stable housing. The Center often serves as a bridge between the court system, city agencies, legal service providers, and communities, developing comprehensive strategies to advance access to housing and reduce housing insecurity. Our neighborhood-based work supports tenants taking actions on repairs, rent, and lease issues in NYCHA.

Since 2001, the Center has operated two neighborhood-based housing courts, in Harlem and Red Hook, Brooklyn. At these locations, housing resource staff provide court navigation, one-on-one assistance, and direct connection to a variety of resources and legal services for tenants. Our housing resource centers support tenants in documenting and tracking their repair needs, as well as accessing and navigating the court system when needed to hold NYCHA accountable. We also work to achieve systemic reform through advocacy, most recently advocating for open data on NYCHA's housing code violations and for improvements to NYCHA's work order systems.

Over the past 23 years, our staff have conducted over 42,000 intakes for residents in Red Hook and Harlem with housing concerns. In just this past year, our housing resource centers worked with 1,753 residents to help them remain safely, affordably housed.¹ Building off of this, the Center has expanded our housing work to Mott Haven and Far Rockaway, based out of our Bronx and Queens Community Justice Centers. In partnership with the Office of Court Administration, the Center also operates the Virtual Court Access Network in Harlem and Red Hook, helping tenants respond to housing court notices and file Housing Part Actions for repairs.

¹ Center for Justice Innovation. (2024). Justice Center Application database. [Data file].

Courtney Bryan, Executive Director

In Red Hook, where I work, we partner with the court system to operate a community-based Housing Court that hears all cases arising from the NYCHA Red Hook Houses. I manage our Housing Resource Center, which provides services to over 1,000 NYCHA residents a year, helping people navigate the court process and helping others avoid court through early engagement and intervention on both apartment conditions issues and issues that might otherwise lead to eviction cases. Today, I would like to tell you two critical issues we see daily in our court and our community arising from the conditions in the Red Hook Houses: challenges with leaks and lead/asbestos abatement.

Since the start of this year, eighty-five housing repair cases have been filed in our Housing Court by NYCHA residents of the Red Hook Houses – many involving problems arising from leaks.² Many of these cases display the inefficiencies of an agency that is not well enough equipped to provide habitable housing for its tenants. Disinvestment and a decline in structural integrity continue to plague the Red Hook Houses. Far too many residents have to bear the brunt of this failure, living in uninhabitable housing conditions. An apartment is your home. It is where you raise your family and where you share precious moments together. We all deserve to feel safe in our own homes. Residents should not have to live with the physical, financial, and emotional consequences of recurrent leaks and mold with no permanent solution in sight.

This is a reality for many housing residents. Leaks lead to mold and mold leads to worsening health conditions. It is far too common for residents to have to submit work order tickets, and then file housing repair cases in court when those go unaddressed, for the same recurring issue year after year. And these issues aren't isolated to Red Hook—my colleagues at our other sites see these same problems at the developments we work at across the city.

NYCHA needs to engage in small Capital plans to resolve leak issues – not just plumbing patch work.

In addition to the need for a more strategic approach to addressing the leak crisis in NYCHA, we also see the need for reforms related to the lead/asbestos remediation process. While the new adaptation of “Healthy Homes” as part of NYCHA’s transformation plan is good progress, we have seen a non-uniform approach to how lead and asbestos abatements are being conducted. Transparency, expediency, and accommodation was the expectation throughout the process, but tenants have instead been left with more questions than answers. Asbestos abatements are the longest standing repair issues on the Red Hook Housing Court docket. Tenants frequently receive prolonged repair timelines for asbestos abatements for floor tiles. When residents are relocated to a hotel in order for the abatement to occur, they are often forced

² New York State Unified Court System. (n.d.). *New York Local Civil Court Search*. Retrieved October 29, 2024, from <https://iapps.courts.state.ny.us/webcivilLocal/LCSearch>

Courtney Bryan, Executive Director

to stay for extended periods of time. In some cases, the delays are so lengthy they are then relocated again to a temporary unit within NYCHA developments. Needless to say, this is extremely disruptive for families and other residents. Considering that the mission of “Healthy Homes” is to eliminate dangerous health-related home hazards, the program should receive the necessary resources to conduct their work expeditiously.

Both of the issues we highlight here today reflect the need for a centralized strategy and more targeted resources to resolve pressing health issues residents are living with in their units. While the Housing and Urban Development (HUD) Agreement has not been transformative up until now, further investment and commitment to the core goals of that agreement could lead to expansive improvements. Indeed, we have seen great progress on similar kinds of challenges at NYCHA recently. We have already seen how the neighborhood model has provided increased transparency to tenants around vendor tickets and minor repair issues.

Safe, affordable housing is foundational to strong, resilient communities. Across NYCHA developments, we see that decades of divestment have resulted in uninhabitable living conditions. These conditions in NYCHA, where 90 percent of residents are people of color, reflect a continuing pattern of marginalization that perpetuates economic and racial discrimination.³ Public housing tenants are repeatedly subjected to living conditions and legal procedures that private tenants are not.

We appreciate this Council’s commitment to improving conditions for the over 300,000 residents of NYCHA developments.⁴ Thank you again for the opportunity to testify.

³ Gavin, P. (2021, February 11). *NYCHA Now*. Philanthropy New York.

<https://philanthropynewyork.org/news/nycha-now>

⁴ New York City Housing Authority. (2023, April). NYCHA 2023 Fact Sheet.

<https://www.nyc.gov/assets/nycha/downloads/pdf/NYCHA-Fact-Sheet-2023.pdf>

ELLIOTT-CHELSEA-FULTON HOUSES HOMEKEEPERS UNION

Hello, dear friends and neighbors. My name is CA GOLDWELL, and I proudly call Elliott-Chelsea my home.

Today, I want to address a critical issue facing our community: the proposed RAD/PAC project at Elliott-Chelsea-Fulton Houses. This initiative, driven by foreign contractors, poses a direct threat to the stability and well-being of our NYCHA residents. I stand before you because we need to speak out against the potential displacement of our neighbors and the ongoing injustices we are facing.

The developer behind this project, Related Companies, led by CEO Steve Ross, is willing to exploit our community in ways that know no bounds. What began as a seemingly benign initiative has revealed itself to be a strategic move designed to destabilize, confuse, and ultimately displace us. This project was framed as a solution to our housing needs, but it is a facade—an elaborate hoax meant to serve the interests of developers rather than the residents of Elliott-Chelsea.

Let's take a moment to consider what happened in March 2023. Jerry Nadler, who does not live in NYCHA, coordinated efforts with Mayor Adams and certain tenant association leaders to manipulate our voices. They conspired behind closed doors, working to convince us that this RAD/PAC project was a result of our own desires, when in reality, it was a plan to demolish our homes.

The so-called "resident survey" they conducted claimed that 84% of residents support keeping their homes. The developers seem unaware that 16% is a vote of no confidence; it's a clear indication of our lack of trust in their plans. This survey was merely a façade, designed to create a false sense of consensus. The reality is that a significant majority of us oppose this project.

Additionally, Related Companies has taken over our tenant association facilities, using them as their business offices without any compensation. This is a blatant attempt to silence us and undermine our community engagement. The management, instead of supporting us in organizing, has actively worked against us. They've removed our flyers, vandalized our property, and even harassed residents for simply trying to communicate with one another. They are silencing us, stifling our opportunities to organize and advocate for our rights.

In addition, we are currently dealing with contractor fraud regarding lead paint inspections in our building. My building, constructed in 1962, never had lead paint, yet we are being threatened with unnecessary inspections. In 2021, my home was tested and found clean, but now we face intimidation tactics that threaten to break down doors and forcibly change locks. This is not just negligence; it is an intentional harassment aimed at creating fear among residents.

Today, we, the residents of Elliott-Chelsea-Fulton Houses, are here to demand accountability. We call for the immediate revocation of the RAD/PAC agreement with Related Companies, citing concerns of racketeering and other serious allegations. This agreement is not just a contract; it represents a threat to our homes, our families, and our future.

We must stand together and make our voices heard. It's time for us to unite and

fight for our rights, for the homes we cherish, and for the community we've built.
We will not be silenced, and we will keep our homes!
Thank you for your time, and let's continue to stand strong together to protect our
community!

To: New York City Council, Public Housing Committee
Re: NYCHA HUD Agreement & Federal Monitor

Good Afternoon,

My name is Christina Chaise, and I am a resident of NYCHA and serve as second Vice President of the Ravenswood Resident Association. I am here today to testify in relation to NYCHA's HUD Agreement and Federal Monitorship.

We still need transparency over contracted labor and oversight over the quality of the work, particularly when it comes to debris from lead and asbestos abatements. Tenants have witnessed sloppy jobs that included debris in the hallways, elevators and outside of the building, including myself.

As mentioned earlier in the hearing and reflected in August's report, although NYCHA has done a better job at responding to elevator outages, the outages are still too frequent. I still remember an outage last year in January 2023 that resulted in me having to carry my newborn son in a heavy car seat down 6 flights of stairs, after having a cesarean section—major abdominal surgery—just a few days before, against medical advisement of no lifting. I'm not sure what irreparable damage I've done to myself simply for taking my son to a doctor's appointment, but this is just an example of the everyday indignities we have to endure, and the indirect ways repair needs impact our health. Our most recent outage was last week. We need a system for preventative maintenance and care, not just responding to repairs—for our elevators and every other pillar. And we need stronger enforcement of regulations from the federal monitor's office.

I'd be remiss to be here and not communicate the concerns of Ravenswood residents. Besides cleanliness of the corridors and public spaces, three items I want to discuss in particular: windows, radiator covers, and NYPD floodlights. My seniors keep asking me how they can get their windows cleaned from the exterior. The management has told me that NYCHA does not clean windows. I'm unsure if this is a liability policy or a funding issue, but our residents should not have to live in dim dingy conditions; they have a right to sunlight. There are residents who've lived in Ravenswood for decades who have windows that are almost opaque. How can we get our windows cleaned? Moreover, we need NYCHA to look at the state of some of these windows because many are so old and need to be replaced. I look forward to engaging both NYCHA, the federal monitor ship, and the city council to ensure our window issues are addressed.

Another concern and policy we would like clarification on are regarding radiator covers. I've been told in the past that NYCHA no longer provides radiator covers, however if we are to take seriously safety, especially for homes with children 6 and under, we must really consider the incorporation of radiator covers. I, myself, have a 21-month old who runs around in the house like most children, and it scares me that at any moment, he can severely burn himself. This is a

concern for many parents of young children and children with disabilities. Again, we ask that NYCHA consider implementing a program for households with young children to have access to radiator covers.

Thirdly, an issue that NYCHA has not addressed is meaningful safety. I think we need to sit down with each other and really discuss what community safety looks like outside of police, cameras, and lights; we're going to need more resources for programming, training and much more. Moreover, we need to remove the NYPD floodlights that are used as a band-aid solution that is killing us slowly. These lights run on diesel, which means they are constantly releasing diesel emissions into the air around us and for some, into our homes. According to the EPA, "Exposure to diesel exhaust can lead to serious health conditions like asthma and respiratory illnesses and can worsen existing heart and lung disease, especially in children and the elderly. These conditions can result in increased numbers of emergency room visits, hospital admissions, absences from work and school, and premature deaths," (EPA, 2024) Our air is already polluted by the Ravenswood generating station, so to have diesels exhaust so acutely located within our community is exacerbating our respiratory health. We deserve to breathe clean air. We also deserve to sleep with lights that do not exceed the [American Medical Association's](#) recommendations for safe BTU exposure, as these lights do. These floodlights are not safe for us. Those NYPD floodlights must go.

Finally, yesterday, NYCHA voted on entering into agreement with private real estate developers, Essence and Related, who want to demolish public housing buildings at Fulton Elliot Chelsea, and Chelsea Addition in favor of building more market-rate housing than the section 8 units they aim to replace. This is the most egregious example of killing Section 9 public housing in New York City. We, the residents of NYCHA, refuse this proposal. We need the people of New York and our elected officials to intervene and say NO. No demolition and no more privatization of our public housing stock. We need true preservation and investment. We need more Section 9 public housing to resolve our housing crisis. Over the past few decades, we have witnessed our neighborhoods, particularly working-class Black and Brown communities, change from places of neglect and disinvestment into spaces of extreme wealth and commercialization. NYCHA's privatization to section 8 alongside City of Yes will further this trend of inequitable development and concretize a housing legacy of segregation and exclusion. Again: we need our City Council to step up and say no. Refusal is powerful, too.

Thank you,

Christina Chaise

2nd Vice President

Ravenswood Resident Association

christinachaise@gmail.com



Testimony for the New York City Council Committee on Public Housing

Good afternoon Chair Banks and members of the Committee. Thank you for allowing me the opportunity to speak on behalf of NYCHA residents today. My name is Renee Keitt, and I am a resident of Elliott Chelsea. I am here to address several persistent issues that undermine the quality of life in NYCHA housing, despite recent monitoring efforts by Neil Barofsky and Matthew Cipolla of Jenner & Block LLP, who were appointed as NYCHA Monitors.

In their inaugural report, released on August 21, 2024, the Monitors highlighted NYCHA's progress in some areas. However, they also acknowledged NYCHA's failures to meet crucial obligations under the Agreement. The Monitors pledged to prioritize resident feedback, transparency, and accountability in their work. Yet, for many of us, this commitment falls short when we see little follow-through on resident concerns and no clear avenues for consistent engagement. During public testimonies, Resident Association Leaders like Dana Elden, St. Marys Park and Cynthia Tibbs, West Side Urban Renewal courageously stated that they were unable to meet with the monitors. Under Bart Schwartz, the monitor meetings were on a YouTube Channel the last meeting was in the Rockaways and wasn't leaving many left out. The monitor need to make their meetings more widely known. This disconnect between what is promised and what is delivered creates distrust among NYCHA residents.

One glaring example of this disconnect is the housing assistant availability. Recently, we received a notice that housing assistants would be available only from 8:30 to 11:30 a.m., Monday through Friday, with no evening hours. This schedule is highly inconvenient for the many residents who work during the day and cannot access critical services during such limited hours. Furthermore, these notices are posted only on the first floor and exclusively in English, despite NYCHA residents' diverse linguistic needs. This lack of accessible communication directly contradicts the annual recertification forms, where residents specify their language preferences.

Another area that demands attention is the oversight—or lack thereof—of NYCHA's capital resources and RAD/PACT developments. Passive oversight has allowed issues to persist, even as third-party providers are dismissed for performance failures, such as the case of Pennrose's dismissal of Pinnacle,

(<https://gothamist.com/news/nyc-public-housing-officials-back-private-firm-fired-from-brooklyn-campus>) which was later allowed to manage West Brighton despite previous issues. This revolving door of contractors highlights an urgent need for effective monitoring and transparency in NYCHA's use of capital resources, particularly when limited funds are already stretched thin.

I also want to address Intro 195, which is a critical measure allowing tenants to report maintenance code violations through 311 and requiring HPD to inspect vacant units that may endanger nearby occupied units.

(<https://council.nyc.gov/carlina-rivera/2024/01/02/the-city-city-council-passes-bill-enabling-tenants-to-report-vacant-apartments/>) Vacant units in NYCHA developments have become breeding grounds for mold, rodents, open windows, gas leaks, and other hazardous conditions that pose a

serious threat to neighboring residents. Expanding the Monitorship to include oversight of vacant unit conditions is essential, and I support Councilmember Gale Brewer's call to amend the monitoring contract to include these inspections. This issue is not just about housing; it is a public health concern that directly impacts the well-being of NYCHA residents.

The Department of Health and Mental Hygiene is necessary. Many of these problems—mold, asbestos, and pests—pose significant health risks to residents. An amended Monitorship that includes public health oversight would allow us to address these issues holistically, with the expertise needed to mitigate and prevent health risks in our buildings.

NYCHA has long served as the foundation of affordable housing in New York City, created nearly a century ago to fulfill a need that the private market would not meet. The challenges facing NYCHA today—disrepair, neglect, and inconsistent oversight—reflect housing issues seen across the city, from rent-stabilized apartments and co-ops to even the so-called luxury developments. NYCHA's struggles are a mirror of New York City's broader housing crisis, yet it remains a vital source of affordable housing for countless residents. We cannot allow it to be sidelined or siloed as an isolated problem.

Finally, the continuing lack of accountability remains a pressing issue. The residents of NYCHA developments depend on the City Council's Public Housing Committee to uphold its commitment to oversight and accountability. We need concrete answers to our questions about RAD/PACT developments, vacant unit conditions, and capital spending. The Monitors' pledges must be backed by measurable outcomes, and there must be a clear path for residents to share feedback and hold NYCHA, the Monitors and the Committee on Public Housing accountable.

In closing, we are not merely tenants; we are members of a community that has withstood years of neglect and mismanagement. We need your support to ensure that the Monitorship addresses these issues with the urgency and accountability we deserve. We urge you to take our concerns seriously, to hold NYCHA accountable, and to ensure that these monitoring efforts translate into real, tangible improvements in our lives.

Thank you for your time and your dedication to NYCHA's residents. We are counting on you.

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Dylan Baker-Rice

Address: _____

I represent: NYCHA Deputy Chief Asset &

Address: Capital Management Officer

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Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Keith Grossman

Address: _____

I represent: NYCHA EVP For Operations

Address: Support Services

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Appearance Card

I intend to appear and speak on Int. No. 92 Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Judy Wade

Address: _____

I represent: Aganis Privatization Authority

Address: First Quarter

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Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Alicia ALICIA GRIGGS

Address: _____

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 10/31/24

(PLEASE PRINT)

Name: Sirde, Bil Fedak

Address: _____

I represent: his resident

Address: _____

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: CAESAR GODWALL

Address: _____

I represent: CHELSEA ELLIOTT-FULTON HOUSE

Address: 415 W 25TH ST

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 10/31/29

(PLEASE PRINT)

Name: Matthew Coppola

Address: _____

I represent: Federal Monitor of NYCHA

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 10/31/29

(PLEASE PRINT)

Name: Christopher Leon Johnson

Address: _____

I represent: STIV

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Aliza Cruz Cruz

Address: 415 W 25 St _____

I represent: Tenant Chelsea / Elliot #1

Address: _____

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 10/31/2024

(PLEASE PRINT)

Name: DAREN SEALEY

Address: [REDACTED] Bklyn NY 11231

I represent: CENTER FOR JUSTICE INNOVATION

Address: 520 E 19th AVE, NY, NY 10018

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Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: _____

Address: _____

I represent: _____

Address: _____

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Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Christina Chaise

Address: [REDACTED]

I represent: Ravenswood RA

Address: _____

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Appearance Card

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I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Eva Trimble

Address: _____

I represent: NYCHA Chief Operating Officer

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

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I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Brad Greenburg

Address: _____

I represent: NYCHA Chief Compliance Officer

Address: _____

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Appearance Card

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I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Neil Balorsky

Address: [Redacted] NY

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Zulay Velazquez

Address: _____ NY NY 10009

I represent: Myself.

Address: _____

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Appearance Card

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in favor in opposition

Date: 10/31/2024

(PLEASE PRINT)

Name: Aixa Torres

Address: _____

I represent: Alfred E Smith

Address: _____

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Appearance Card

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Date: _____

(PLEASE PRINT)

Name: Lucy NEWMAN

Address: The Legal Aid Society

I represent: _____

Address: 49 Thomas Street.

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Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Manuel Mayarez

Address: _____

I represent: Queens South COP District

Address: _____

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