



**Testimony of  
Victor Bach, Senior Housing Policy Analyst  
Community Service Society of New York  
at  
Oversight Hearings on  
Boston Consulting Group (BCG) Report Concerning NYCHA  
City Council Committee on Public Housing  
New York City Hall  
September 27<sup>th</sup>, 2012**

The Community Service Society (CSS) appreciates the opportunity to comment on the BCG Report and its implications for the future of the New York City Housing Authority (NYCHA) and our public housing communities. We believe the report identifies significant shortcomings in current NYCHA operations and forwards useful recommendations for management reform and structural change that might promote greater efficiencies and effectiveness. Many of the identified problems are already too familiar—long resident waits for needed elevator, building, and apartment repairs; inexplicable delays in capital improvements for which funds are allocated; a recently automated voucher system that issued eviction notices before residents were able to recertify. A number of advocates, resident leaders, and elected officials, including members of this Committee, have been pressing NYCHA on these issues for some time.

That said, we need to acknowledge NYCHA's exceptional history and track record as an institution. For over 75 years, it continues to operate the largest public housing program in the nation, even as federal starvation funding worsens and state and local government have withdrawn their support. It has survived in an industry littered with many large-city casualties—Chicago, St. Louis, Newark, and Atlanta, among others—that have experienced insolvency and undertaken wholesale demolition of public housing. The overall picture—one in which NYCHA's 340 public housing communities still stand, albeit in declining condition, and continue to struggle with these problems—confirms that the Authority, its public housing program, and its resident communities still have considerable strengths. The question is how to preserve and

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deepen these strengths, while NYCHA undertakes the operational and structural reforms it needs to improve performance and mobilizes the resources that would assure its future as an institution.

What are the major implications of the BCG report for the future of NYCHA? Here are a few observations:

***The BCG report sounds an important alarm: that NYCHA should undertake major reforms in its management operations and administrative structure if it is to perform more effectively and make the best use of its limited resources.*** But it is not a simple matter to make such changes in a 75-year-old bureaucracy with a staff of 12,000. The central questions the Council, and the rest of us, need to ask NYCHA Chair, John Rhea, are what operational and structural changes are in store, and how those reforms will be staged and implemented over the near future, without jeopardizing NYCHA communities.

***NYCHA needs to be more cautious of high-tech approaches that are implemented on a large scale, but not adequately tested in advance, in terms of whether they offer real performance improvements for its residents and communities.*** Recent examples offer a timely lesson: The Call Center and the Maximo system were introduced as centralized macro-information systems through which resident complaints about apartment and building conditions were registered, then prioritized and scheduled for repairs. No matter how sophisticated these systems are, they make no sense if the scheduled appointment is a year or two out. Another example: The computerized voucher system was implemented without adequately testing whether residents were prepared to meet its processing requirements, without checking whether it was “user-friendly.” Disastrous results could have been avoided with careful testing and planning.

***The BCG report should not be used by NYCHA as a license for instituting rapid, operational and structural changes behind “closed doors”, without open engagement with residents, advocates, concerned officials, and other stakeholders.*** Transparency and accountability mechanisms have to be used—written plans, a review period, and a public airing—to explore available options and avoid the potential malfunctions that can occur with hasty innovation. Such transparency mechanisms are ultimately a net benefit to NYCHA as it seeks to better serve residents and communities

***The BCG report serves to identify NYCHA's present operational shortcomings and propose directions for improvement and reform. It should not be used, as some media have, to***

*condemn NYCHA as incompetent, or for others to propose sweeping changes in its public housing mission.* Despite the problems identified in the BCG report, NYCHA has an outstanding track record. It has weathered decades of unfavorable, shifting federal and local funding priorities; opened homes to returning veterans; taken on the displacement burdens of local urban renewal, slum clearance, and relocation efforts; survived the waves of crime and trafficking that periodically threaten its communities, faced the accelerating deterioration that comes with chronic underfunding; and, until 2005, opened its doors to the homeless. Unlike the public housing authorities of many large cities, it has preserved nearly all its ailing housing infrastructure—180,000 apartments in over 340 communities across the city—without major demolition and redevelopment. As NYCHA takes the necessary steps to reform its management operations and administrative structure, and develop the revenue sources it needs for adequate operational and capital funding, all of us must see that NYCHA persists in its public housing mission—to provide affordable homes for low-income New Yorkers.

Thank you.



## **Testimony by The Legal Aid Society**

### **Before the New York City Council Committee on Public Housing Oversight Hearing: Review of Boston Consulting Group's Report Concerning NYCHA September 27, 2012**

The Legal Aid Society (the Society) in New York City is the nation's oldest and largest not-for-profit provider of legal help for vulnerable low-income children and adults.

Operating from 25 locations in New York City with a full-time staff of over 1,700, the Society handles more than 300,000 individual cases and legal matters each year. The Society operates three major practices: the Criminal Practice, which serves as the primary provider of indigent defense services in New York City; the Juvenile Rights Practice, which represents virtually all of the children who appear in Family Court as victims of abuse or neglect or as young people facing charges of misconduct; and the Civil Practice, which improves the lives of low-income New Yorkers by helping families and individuals obtain and maintain the basic necessities of life - housing, health care, food, and subsistence income or self-sufficiency.

With a focus on enhancing family stability and security, through a network of neighborhood offices and city-wide special projects in all five boroughs of the City, the Civil Practice helps vulnerable families and individuals with these legal problems: housing, foreclosure and homelessness; family law and domestic violence; income and economic security assistance (such as unemployment insurance benefits, federal disability benefits, food stamps, and public assistance); health law; immigration; HIV/AIDS and chronic diseases; elder law for senior

citizens; low-wage worker problems; tax law for low-income workers; consumer law; education law; community development opportunities to help clients move out of poverty; and reentry and reintegration matters for clients returning to the community from correctional facilities.

Typically, clients seek assistance from the Civil Practice after exhausting all other avenues for assistance. The Society's Civil Practice is the safety net when all other safety nets fail. During the past year, our Civil Practice completed work on over 43,000 individual cases and legal matters, benefiting nearly 100,000 low-income children and adults, with an additional two million low-income New Yorkers benefiting from our law reform and class action litigation.

The Society is counsel on numerous class-action cases concerning the rights of public housing residents and Section 8 tenants and is a member of the New York City Alliance to Preserve Public Housing, a local collaboration of New York City Housing Authority (NYCHA) resident leaders, advocates and concerned elected officials.

We appreciate the opportunity to testify before the City Council's Public Housing Committee concerning the report issued by The Boston Consulting Group (BCG) concerning NYCHA's support functions. Today, our testimony will focus on BCG's findings and recommendations with regard to outsourcing, the Section 8 leased housing program administered by NYCHA and plans to lease NYCHA land to maximize value. We greatly appreciate the leadership of Chair Rosie Mendez and her commitment to public housing and Section 8 residents.

### **The Boston Consulting Group Report**

In March, 2011, NYCHA engaged BCG to help reshape NYCHA's central support (administrative) functions. BCG and NYCHA aimed to identify opportunities and make recommendations for these functions to operate more efficiently and effectively<sup>1</sup>. In August, 2012, NYCHA publicly released a copy of the final report (the Report) issued by BCG entitled "Reshaping NYCHA support functions- BCG Engagement: key findings and recommendations." Some of the many recommendations in the Report include: (1) NYCHA should shift from centralized management of public housing developments to a model with more empowered

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<sup>1</sup> See letter dated August 15, 2012, from BCG to NYCHA, released by NYCHA on August 15, 2012 and posted on its website, [www.nyc.gov/nycha](http://www.nyc.gov/nycha)

property managers; (2) NYCHA should move Leased Housing (Section 8) to a more customer-friendly, efficient service model; and (3) maximizing value from marketable assets such as commercial space, land, parking lots.

The Legal Aid Society is pleased that BCG has identified cost savings and revenue generating opportunities for NYCHA. The Report contains many recommendations, a few of which represent major policy and practice changes, including to the organizational structure of NYCHA, its public housing developments and the Section 8 program. Any implementation of changes that will impact tenants and Section 8 participants needs to be done carefully and only after comprehensive testing and planning. For example, recent negative experiences with the roll-out of the NICE implementation should not be repeated in the future.

### **PROPERTY MANAGEMENT DEMONSTRATION PROJECT AND OURSOURCING**

In the Report, BCG found that the current Borough-centric property management is inefficient, with significant shadow function activity and property staff that lack fundamental property management capabilities. BCG recommends shifting more accountability and ownership for key management activities to the property level. In the Report, BCG recommends implementing a project to test alternative in-house and outsourced private company models of property management- known as the Property Management Demonstration Project (“Demonstration Project”).

#### **Recommendations:**

NYCHA must ensure that tenant and development needs are at the center of any decisions around property management.

NYCHA should conduct a systematic evaluation of residents’ experiences with the outsourcing of property management to private contractors under the Demonstration Project. Any evaluation should include resident surveys and focus group feedback concerning experiences.

In particular, several questions need to be considered:

- How does outsourcing affect the quality of life in public housing communities?

- How does outsourcing affect NYCHA management staff?
- How does outsourcing affect resident access to job and training opportunities?

## **SECTION 8 – LEASED HOUSING PROGRAM**

In the Report, BCG found that the Section 8 program was experiencing significant operational challenges from the recent NICE implementation. For instance, BCG found that tenants and landlords were both experiencing major backlogs and slow turnaround times. Significantly, BCG finds that the Section 8 program has a lot of inefficient processes that were never re-designed during the implementation of NICE, but were simply automated. BCG highlights the fact that the current program is centered on a mail-based process, where forms are mailed out and received back then scanned and reviewed- there is limited online functionality. In the Report, BCG recommends implementing an online portal for landlords and tenants with a self-service model with 90% online usage.

### **Recommendations:**

Recently, in implementing NICE, thousands of Section 8 tenants were improperly terminated from the Section 8 program and at risk of eviction due to “glitches” in NYCHA’s new computer system that had not been properly tested or corrected prior to the roll-out of the program.

To avoid this situation in the future, NYCHA must thoroughly test any new processes, systems or online capabilities prior to going “live”.

Additionally, NYCHA must accommodate those Section 8 participants who do not have access to computers or the internet so that they are not harmed by the move to online usage.

## **LEASING OF NYCHA PROPERTY**

The Report recommends that NYCHA generate additional revenues by improving occupancy, rent rates and rent collection at commercial storefronts at developments. Additionally, on September 24, 2012, at a meeting of the Association for a Better New York, Chairman John B. Rhea announced plans to build new, private housing on NYCHA developments that will generate millions of dollars annually through leases to developers that can be used to help maintain and

preserve public housing. The plan announced by NYCHA will offer NYCHA owned sites for the development of market rate and at least 1,000 affordable housing units for low- and moderate-income families. The current plan is to release Request for Proposals seeking development on sites in early 2013.

**Recommendations:**

NYCHA accountability and resident/community engagement is needed on any proposals to lease and construct buildings on NYCHA-owned land. Each initiative deserves close attention.

We are concerned that development proposals will not be affordable to NYCHA residents and that the loss of open space in dense high-rise communities will have a negative impact on the public housing community.

NYCHA should commit to issuing a written proposal for each development site; providing 45 days for public review of such proposal; and conducting a special NYCHA public hearing on each proposal prior to releasing any Request for Proposal.

We recommend that independent technical assistance be provided to affected resident councils of the developments for which NYCHA intends to issue an RFP under this initiative. Resident associations confronted with development plans are too often unprepared and lack the experience and expertise they need to address them effectively. A portion of the annual HUD Tenant Participation (TPA) funds should be allocated for such assistance to avoid additional costs being imposed on NYCHA.

Thank you again for the opportunity to testify before the Committee on Public Housing.

Respectfully Submitted:

Steven Banks, Attorney in Chief  
Adriene Holder, Attorney in Charge, Civil Practice  
Judith Goldiner, Attorney in Charge, Law Reform Unit  
Lucy Newman, Of counsel  
THE LEGAL AID SOCIETY



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# **NEW YORK CITY COUNCIL HEARING**

## **THE BOSTON CONSULTING GROUP REPORT ON NYCHA**

**SEPTEMBER 27, 2012 1:30PM**  
**CITY HALL**

### **TESTIMONY BY GREGORY FLOYD, PRESIDENT,** **CITY EMPLOYEES LOCAL 237** **INTERNATIONAL BROTHERHOOD OF TEAMSTERS**

**\*MY NAME IS GREGORY FLOYD, AND I AM  
THE PRESIDENT OF TEAMSTERS'  
LOCAL 237.**

**\*MORE THAN 9,000 OF MY UNION  
MEMBERS WORK AT NYCHA AND 30% OF  
THEM ALSO LIVE IN NYCHA  
DEVELOPMENTS.**

**\*THIS REPORT BY THE BOSTON  
CONSULTING GROUP COST \$10 MILLION  
AND 2 YEARS TO PRODUCE.**

**\*WE HAVE A PROBLEM WITH THAT.....**

**\*NO ONE ASKED ME OR MY MEMBERS HOW  
TO IMPROVE NYCHA!**

**\*WE WOULD HAVE GIVEN THE ADVICE FOR FREE, AND GIVEN IT RIGHT AWAY.**

**\*ALSO, FOR THE COST OF \$10 MILLION, THE RECOMMENDATIONS ARE MEAGER.**

**\*I HAVE TO ASK: "WHERE ARE THE DETAILS?"**

**\*THE REPORT'S FINDINGS DO MAKE ONE IMPORTANT POINT, THAT THERE IS "A CULTURE OF FEAR" FELT BY MANY OF OUR EMPLOYEES.**

**\*THAT'S TRUE.**

**\*AND THE RECOMMENDATIONS FOR OUTSOURCING, FOUND THROUGHOUT THIS 111 PAGE REPORT, CERTAINLY ADD TO A CLIMATE OF MISTRUST FELT BY MANY OF OUR MEMBERS.**

**\*IN FACT, WE FIND THE BGC REPORT TO BE INCONSIDERATE OF NYCHA EMPLOYEES.**

**\*MY MEMBERS KNOW PUBLIC HOUSING FROM THE STANDPOINT OF BOTH WORKER AND TENANT.**

**\*JUST LET THEM DO THEIR JOBS! THEY HAVE THE EXPERIENCE AND KNOW-HOW.**

**\*THIS REPORT SHOULD HAVE ASKED THEM HOW TO MAKE PUBLIC HOUSING WORK BETTER.**

**\*I KNOW THE REPORT CLAIMS THAT WORKERS WERE QUESTIONED, BUT I HAVE YET TO FIND ONE WHO SAYS HE WAS INTERVIEWED.**

**\*ALSO, I HAVE A PROBLEM WITH RECOMMENDATIONS THAT DISCUSS SELLING-OFF NYCHA'S "ASSETS".**

**\*IT SEEMS LIKE THEY FORGOT THAT NYCHA'S "ASSETS" ARE NOT JUST PROPERTY.....**

**\*THEY MUST REMEMBER THE PEOPLE WHO CALL THOSE "ASSETS" HOME OR THEIR JOB..**

**\*ACTUALLY, ONE OF MY BIGGEST CRITICISMS OF THIS REPORT AND NYCHA IN GENERAL, IS THAT OVER THE LAST SEVERAL YEARS, THERE HAS BEEN A DISREGARD OF ITS HISTORY AND INTENT.**

**\*NYCHA HOUSING IS NOT A CO-OP IN RIVERDALE OR A CONDO IN BAYSIDE.**

**\*IT IS NOT AN ENTREPRENEURIAL ENTERPRISE!**

**\*NYCHA USED TO BE—AND SHOULD CONTINUE TO BE—A GREAT SOURCE OF MUNICIPAL PRIDE AND A SHINING EXAMPLE OF FAMILIES WORKING TO GET A PIECE OF THE 'AMERICAN DREAM'.**

**\*FORGET THE REPORT. WE HAVE SOME IDEAS ON HOW TO MAKE NYCHA WORK**

**FOR THOSE FAMILIES.**

**\*WE ARE CERTAIN THAT OUR  
RECOMMENDATIONS CAN MAKE A BIG  
DIFFERENCE....**

**\*AND THEY ARE FEW AND FREE:**

**FIRST-**

**\*THE NYPD SHOULD DO A SURVEY TO  
DETERMINE WHERE AND HOW TO PLACE  
SECURITY CAMERAS.**

**\*OUR POLICE FORCE IS SECOND TO NONE  
AND WITH THEIR GUIDANCE, I AM  
CONFIDENT THAT NYCHA HOUSING WILL  
BE SAFER.**

**SECOND-**

**\*THE WORKLOAD IS 2-YEARS BEHIND.  
END THE CALL CENTER AND RETURN TO  
THE PRACTICE OF HAVING THE  
MANAGERS SCHEDULE REPAIRS.**

**\*THIS WOULD RESULT IN GETTING REAL  
WORK DONE IN REAL TIME.**

**THIRD-**

**\*TAKE RECOMMENDATIONS FROM PEOPLE WHO LIVE, WORK AND ARE EXPERTS IN PUBLIC HOUSING. YOU WILL FIND THAT WHAT THEY SAY IS VERY DO-ABLE AND COST-EFFICIENT.**

**\*TOWARD THAT END, I CREATED A TASK FORCE WITH REPRESENTATIVES FROM NYCHA TENANTS GROUPS AND WELL- RESPECTED ORGANIZATIONS HEADED BY INDIVIDUALS SUCH AS BISHOP MITCHELL TAYLOR, DAVID JONES, SONDRY YOUDELMAN AND NICHOLAS BLOOM, WHO AUTHORED THE HIGHLY-REGARDED BOOK ENTITLED: "PUBLIC HOUSING THAT WORKED".**

**\*I ALSO WROTE TO ALL OF MY NYCHA WORKERS AND ASKED FOR THEIR SUGGESTIONS TOO.**

**\*SOON, WE WILL HAVE A COMPREHENSIVE REPORT WITH RECOMMENDATIONS FROM THE REAL EXPERTS.**

**\*NYCHA SHOULD PAY CAREFUL ATTENTION TO THOSE SUGGESTIONS AND DON'T DELAY--- PUT THEM IN PLAY AS SOON AS POSSIBLE.**

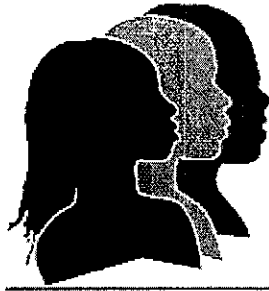
**\*I KNOW I SHARE THE SAME GOAL OF MANY PEOPLE IN THIS ROOM:**

**WE WANT NYCHA RESIDENTS AND WORKERS TO FEEL SAFE AND HAVE A SENSE OF PRIDE IN WHERE THEY LIVE AND WORK.**

**WE ALSO WANT NYCHA TO RECLAIM ITS STATURE AS THE PREMIER PUBLIC HOUSING AGENCY IN THE NATION. THAT WOULD MAKE ALL NEW YORKERS PROUD.**

**\*THANK YOU FOR THIS OPPORTUNITY TO SPEAK HERE TODAY.**





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VOICES HEARD**

fighting for our families, fighting for our communities, fighting for ourselves

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**Shirley Jones**

**NYCHA Public Hearing**

**September 27, 2012**

**My name is Shirley Jones, I am a member of Community Voices Heard and I have lived in Amsterdam Houses for over ~~50~~<sup>36</sup><sub>40</sub> years.**

**This report that cost \$10 million dollars and took a year of organizing for residents of Public Housing to finally see is not worth \$10 million dollars. First of all it is a shame that NYCHA constantly talks about resident involvement and transparency but would not release a report on how to improve our homes takes a year and a whole lot of work for us to see.**

**Anyways, I am not a young chicken so I have seen a lot over the years living at Amsterdam Houses. The report points out something that we all know and experience every day while we are waiting on our second year for a basic repair : that NYCHA does not know where its supplies are. According to the report, NYCHA spent \$5 Million to manage \$5 Million of active inventory and has over 5,000 storerooms and the bottom line of the report: YOU CAN'T PAY A NYCHA EMPLOYEE \$10 MILLION TO FIND OUT WHERE THE SUPPLIES ARE. Ain't that something -\$ all that money and all that supply and no one knows where its at. We know this of course as public housing residents, because after waiting 2 years to get your repair the maintenance worker will come to your door and WILL NOT HAVE THE RIGHT PART! It took them \$ 10 million dollars to figure that out, they could paid me half of that , or I will take a**

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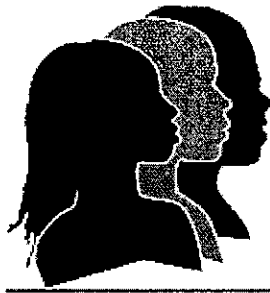
**quarter of that –and I could have told them. But moving forward NYCHA should work to contract with fewer suppliers and use the Just in time inventory model.**

**Another disturbing recommendation that was laid out over and over again is that NYCHA wants to outsource the daily operations of our developments to Private Management Companies. Let me say this right here, I am 72 years old and I, and Community Voices Heard will not support any damn recommendation that will cut the jobs of our union brothers and sisters and that would completely remake the daily life of my Public Housing Community. We know what Outsourcing has done to other Public Housing Authorities and it will not happen in New York City! At least for the next 72 years I got left on this earth.**

**What does make sense that is laid out in the report is for NYCHA to become more decentralized at the borough level and to focus on having better trained management at the development level. This would mean more front-line staffing at the development-level with with more skilled maintenance workers and speedier repairs. Kind of like how it used to be.**

**I want to finish off my testimony, by addressing two more issues that is not in the report. When I opened the report and I saw that the report while talking about how NYCHA can save money here -can save money there, did not mention how NYCHA is giving away our money to the NYPD to do what they are supposed to do. I will give you a report on what would make the whole in my wall or the leaks in my neighbor's apartment better –if NYCHA would end the MOU with the Police Department and STOP giving away the \$98 million dollars and use it to hire public housing residents to make On-Time repairs for our Homes!**

**NYCHA also needs to really let residents be part of the decision making process. We at Community Voices Heard have a proposal for participatory budgeting in NYCHA. Where residents decide on how to spend a portion of the capital budget for their developments. Who would know better on what our development needs than the residents of public housing ? I urge the City Council to tell John Rhea to meet with Community Voices Heard and ensure that Public Housing residents voices are heard!**



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**Ann Valdez**

**NYCHA Public Hearing on Boston Consulting Group**

**September 27, 2012**

**My name is Ann Valdez and I live in Gravesend Houses and am a member of Community Voices Heard. I am going to talk about the Boston Consulting Group report recommendations for NYCHA. First off I want to start by saying that this report should not have cost \$10 million . At a time when NYCHA is talking about deficits, you can throw \$10 million dollars to create a report.**

**The report lays out how NYCHA is currently mismanaging their supply inventory. I know this first hand as I see this firsthand in all the developments that Community Voices Heard works with and at Gravesend and Coney Island Houses which I have called my home for over 50 years. The report recommends that NYCHA needs to scale down from the current supply chain of over 1400 suppliers . The report correctly points out that NYCHA needs to work with fewer suppliers to leverage its scale and to be more efficient and to achieve cost savings. It also recommends that NYCHA use the Just In Time delivery with inventory warehoused at each development. This also is in line with the other key recommendation to put more front-line staffing at the development -level with more skilled**

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**maintenance workers . This is not rocket science, we the residents have been saying this for years but it took NYCHA to spend \$10 million dollars to figure this out.**

**Another key recommendation and is also layered throughout the report is for NYCHA to outsource the daily operations and management of our developments to Private Management Companies. This is a trend and terrible idea with bad consequences for Public Housing Residents. This would mean there would be less staff on site and would take away even more from the community model that we have been to create at our developments. Even though NYCHA needs to do a better job at maintenance of the developments, we like knowing maintenance workers at the property and many of those workers live in public housing. But with this proposed private management companies, there would be more severe cuts to the workforce in the name of the bottom line –profits. Public Housing was not created for private companies to poverty profiteer of f of low-income communities of color. In the report it says that this will be tried at 4 developments as demonstration projects. Which 4 developments are we talking about? This recommendation is also wrong from how it was done. They compared NYCHA to other public housing authorities that are not in the business of Public Housing anymore. The other Housing Authorities they were looking at have moved to either mixed income, mixed finance or mix something and have low levels of tenancy for public housing residents and are much smaller. I am asking the city council today to tell NYCHA to say no to Outsourcing of our developments and to keep our communities WHOLE!**



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**Diane Blanford  
NYCHA Public Hearing  
Boston Consulting Group  
September 27, 2012**

**My name is Diane Blanford and I am from Staten Island and I live in South Beach Houses, and I am a long-term member of Community Voices Heard. I am here today to tell NY City Council and NYCHA that they need to do better. NYCHA overspent \$10 million to have the Boston Consulting Group tell them what is wrong with their operations. They could have asked the residents, we live here –we know what is wrong with NYCHA, and they could have spent that \$10 million towards fixing 100,000 of the nearly half a million of backlog of repairs. This money could have also been used towards hiring more maintenance workers and bringing back the workers that were laid off years ago. This would be in line with one of the key recommendations in the report –to have more front-line staffing at the development-level with more skilled maintenance workers.**

**One of the recommendations that was not in the report is how NYCHA misuses its funds on scaffolding all throughout the developments. NYCHA spends \$25 dollars a day and over \$40 million dollars a year just on scaffolding for the developments. While the report makes important recommendations on NYCHA**

**fixing their supply buying and inventory management, they do not mention the savings that could be had from scaffolding.**

**Another important source of revenue that \$10 million dollars did not look at is the \$98 million dollars that NYCHA double pays the NYPD. This was overlooked. This NYCHA money should be going to NYCHA residents. The \$98 million could fix every backlog repair and every current repair work-order in the system now. I want to know what is the City Council doing to make sure that NYCHA stops paying NYPD our money! The MOU should be ended immediately and that money should go towards hiring residents and fixing OUR HOMES!**

Ms. Vernell Robinson,  
NYCHA Public Hearing  
Boston Consulting Group  
September 27, 2012

I am presenting this testimony in protest of how NYCHA continuously spend money frivolously while allowing repairs in my apartment, my neighbors and friend's apartments. The fact that NYCHA has already wasted 10 million dollars on the Boston Group report I am pleading that the City Council does not allow them to implement many of the very changes which were planned prior to obtaining the report.

I have lived in public housing since 1968 and have witnessed many changes from good to bad to worst as generations have come and gone. For years in the past the process for having residents call into the manager office to report repairs and then a work order would be generated from the office worked well. It was a very efficient way of maintaining repairs however of course NYCHA spent millions of dollars I am sure to change the process which has caused the system to collapse.

One of the key recommendations is to go back to the old system with more front-line staffing at the development through a property management company. We agree this would cut down the red tape and would result in speedier repairs however this would also mean that the housing worker who in many cases is a resident who would become unemployed. Outsourcing will create more havoc for families and the community. The outsourcing to private management companies would only speed NYCHA original plan of privatization. The outsourcing to private management companies will only take away from the community model of work at the development to more of an outsider private company detached from the community of the development.

I have lived in my apartment and raised my four children and grand children within Carleton Manor since 1989. I became involved with the Resident Council in 2000 because of having to take up fighting to receive drinking water and to have NYCHA clear a toxic smell that was emanating into my apartment from the sewage. It took all of eleven years of residents becoming ill before the toxic order was partially corrected, whereas the water issue has ballooned over the last five years into not having any hot water in my bathroom to properly bathe.

The bottom line is that NYCHA has mismanaged money for years and have justified their actions by placing the problems within the structure of NYCHA including the need of repairs on the residents. The fact that the report excludes the 98 million dollars that NYCHA provides to the NYCPD wasn't looked at should raise questions about the report in itself. The stop and frisk practice that the NYCPD operates within the developments only perpetuate racial profiling which contributes to the development of low esteem and other negative factors among our youth. In my humble opinion although the federal government has reduced their funding to public housing and there are no real plans to increase funding levels, this City Council and the Federal Government needs to implement better over sites for NYCHA board level down to management. There are

individuals collecting thousands of dollars for making poor decisions that has contributed to the reduction of federal funding, havoc in communities, the deplorable living conditions and the overall health of our seniors and others with disabilities. The manipulative methods that NYCHA uses to direct resident leaders in their agreeing with certain issues, needs to be addressed also if overall improvements are to be made for the future of NYCHA. Education is key and rather than wasting millions in frivolous spending, dollars should go towards true person centered and social programs, organizing, skill building opportunities and work ethic trainings.

I thank you  
Kennell Robinson



**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: 9/28/12

(PLEASE PRINT)  
Name: John Rhea

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

I represent: NYCHA

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: 9/27/12

(PLEASE PRINT)  
Name: Raymond Ribeiro

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

I represent: 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: 9/28/12

(PLEASE PRINT)  
Name: Andreas Spitzer

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

I represent: NYCHA

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

Please complete this card and return to the Sergeant-at-Arms

**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: Gregory Floyd, President

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

I represent: Teamsters Local 237

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: \_\_\_\_\_

(PLEASE PRINT)

Name: ALLAN FEINBLUM

Address: 1342 E 18th St

I represent: JAIL ACTION COALITION

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: 9/27/12

(PLEASE PRINT)

Name: Shirley Board, President

Address: 317 E Bayview Ave.

I represent: Community Voice 37th & Gravesend

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: \_\_\_\_\_

Name: Diane Blahford (PLEASE PRINT)

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

I represent: \_\_\_\_\_

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: 9/27/12

Name: Shirley Jones (PLEASE PRINT)

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

I represent: \_\_\_\_\_

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: 9/27/12

Name: Vernell Robinson (PLEASE PRINT)

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

I represent: \_\_\_\_\_

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: \_\_\_\_\_

Name: Andrea Jones (PLEASE PRINT)

Address: 247 Westwood

I represent: me self

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: 9/27/12

Name: Judith Goldner (PLEASE PRINT)

Address: 199 Water St., NY NY 10038

I represent: The Legal Aid Society

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: 9/27/12

Name: Louis Chol den-Brown (PLEASE PRINT)

Address: 310 W. 85 St #4B

I represent: \_\_\_\_\_

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

Please complete this card and return to the Sergeant-at-Arms

**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: Shirley Williams

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

I represent: Douglass House

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: 9/27/12

(PLEASE PRINT)

Name: ANTHONY SWELLS - PRES. S SEU K-371

Address: 817 BWAY N.Y. N.Y.

I represent: UNION MEMBERS IN 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: 9/27/12

(PLEASE PRINT)

Name: VICTOR BACH

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

I represent: COMMUNITY SERVICE SOCIETY

Address: 105 E-22 ST NY NY 10010

◆ Please complete this card and return to the Sergeant-at-Arms ◆

**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: \_\_\_\_\_

Name: JOSEPH BAKER (PLEASE PRINT)

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

I represent: \_\_\_\_\_

Address: 12 WILSON ST APT 4F

◆ Please complete this card and return to the Sergeant-at-Arms ◆

**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: \_\_\_\_\_

Name: SOMIA PERSIA (PLEASE PRINT)

Address: CARVER HOUSES

I represent: \_\_\_\_\_

Address: E-106<sup>th</sup> STREET

◆ Please complete this card and return to the Sergeant-at-Arms ◆