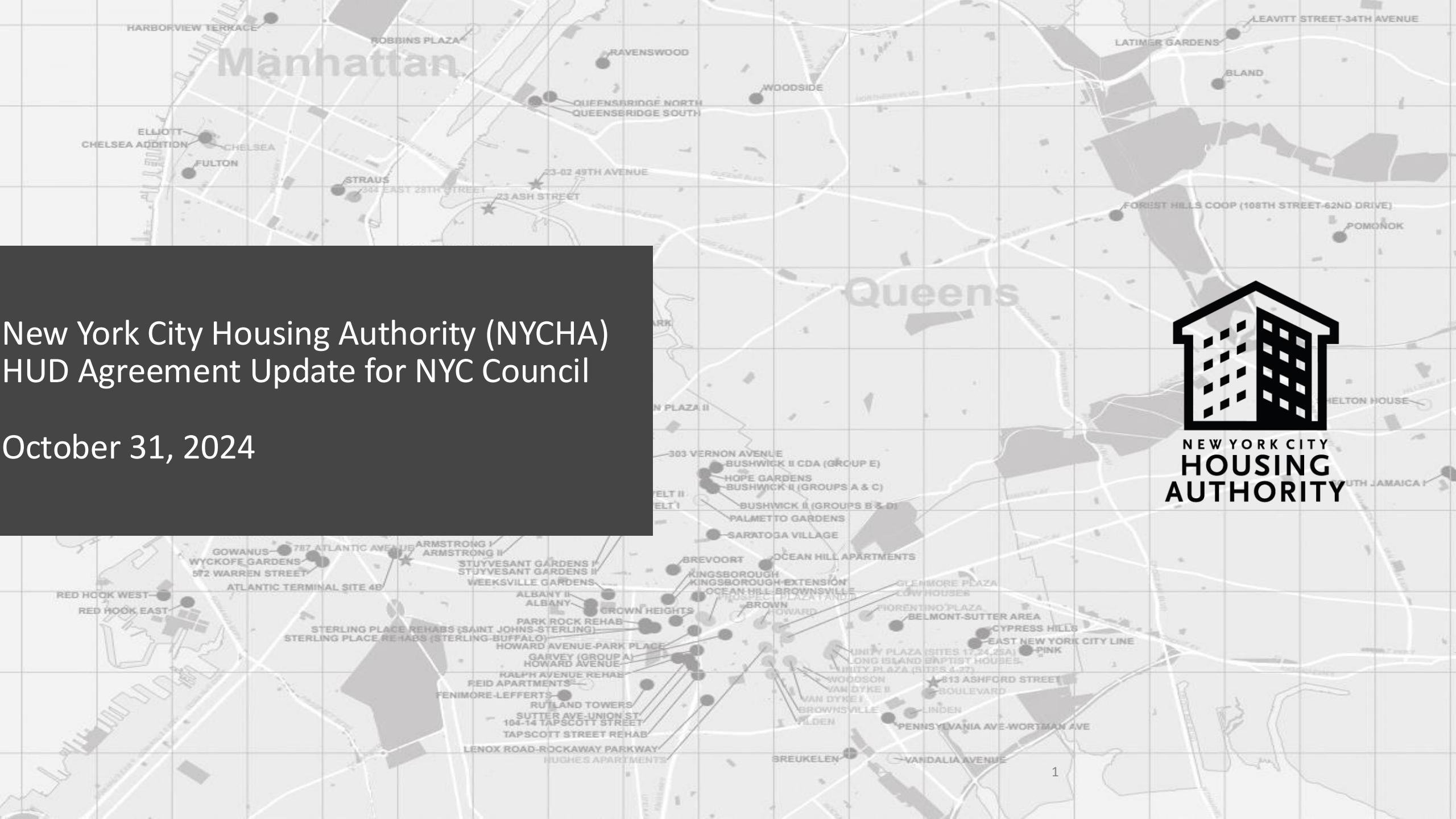


New York City Housing Authority (NYCHA)  
HUD Agreement Update for NYC Council

October 31, 2024



NEW YORK CITY  
**HOUSING  
AUTHORITY**



# HUD Agreement

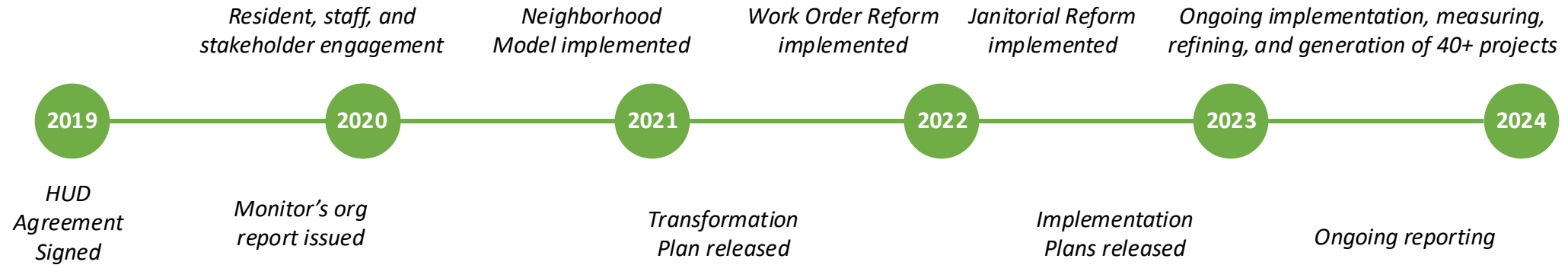
- On January 31, 2019, NYCHA signed an Agreement with HUD and the City of New York, acknowledging that NYCHA is in **substantial default** of its Annual Contributions Contract.
- The Agreement required several changes at NYCHA:
  - Installation of a federal Monitor;
  - Three new oversight departments — 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



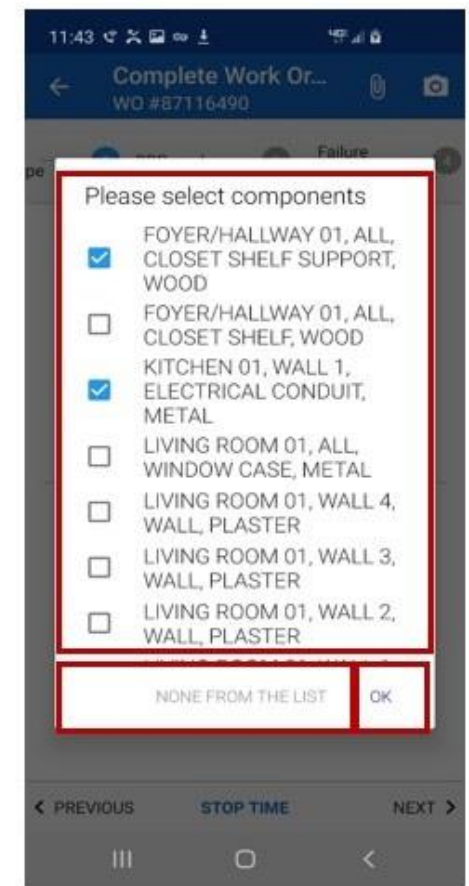
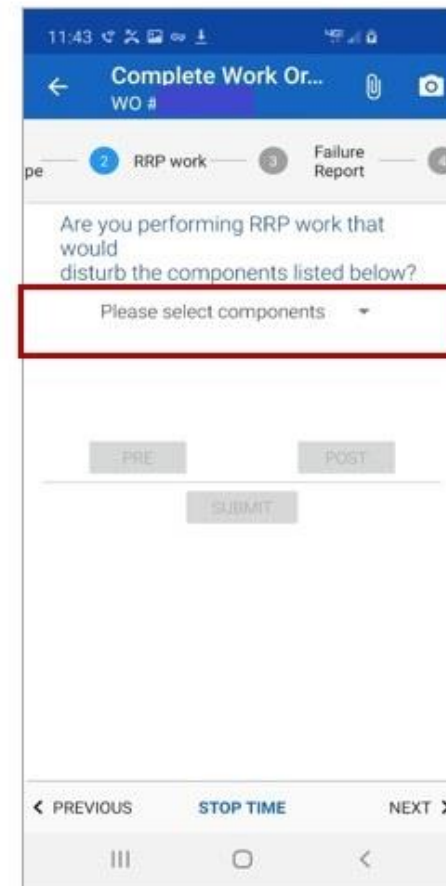
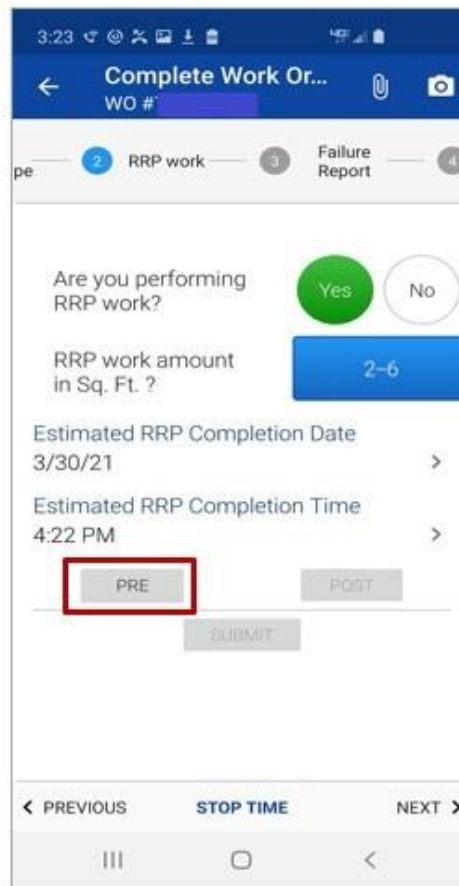
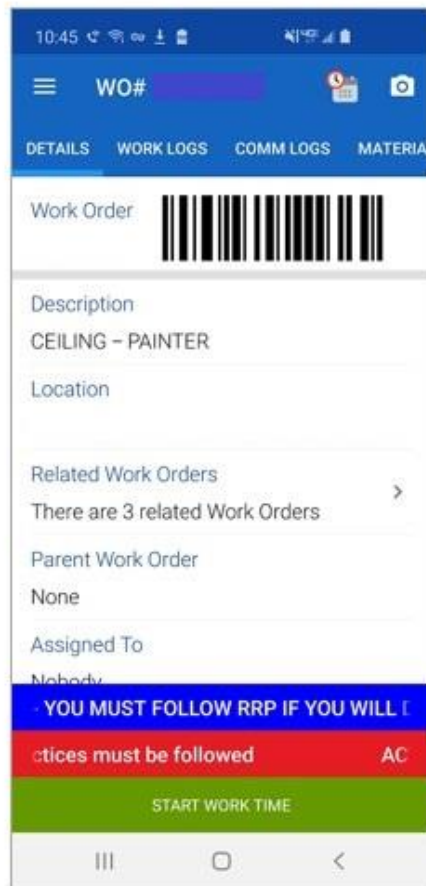
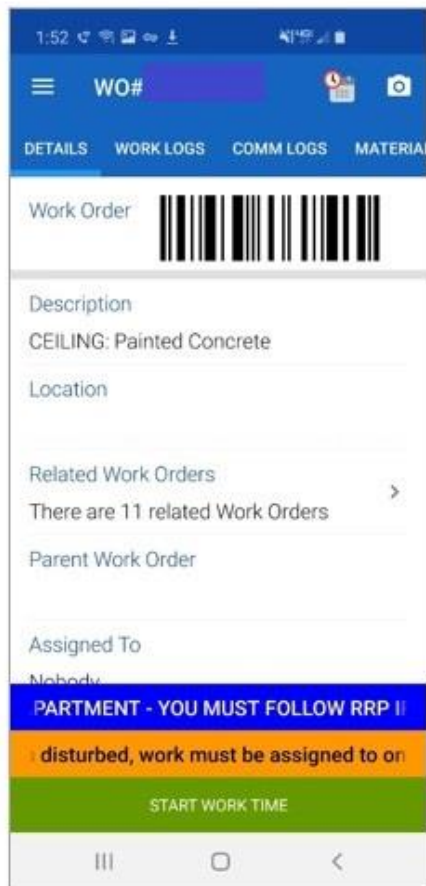
The HUD Agreement required an "Organizational Plan" for the agency to achieve **sustained compliance** with the obligations of the Agreement

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      Misc 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. Closet wall paint was similar to adjoining room.      Report Date:      XRF Threshold: 0.5

**Related Paint Chip Testing Results**      Filter      1 - 76 of 76

**XRF Testing Results**      Filter      1 - 76 of 76

Upload Date	Reading	Reading Time	Location	Extended Room Location	Inspector	Room	Side	Replicants	Component	Substrate	Color	Paint Condition	Results	PBC Value	Paint Chip Qty	El
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		Nr
4/19/23 10:31 PM	430				Mario Romero		Calibrate						Negative	0.00		Nr
4/19/23 10:31 PM	431				Mario Romero		Calibrate						Negative	0.00		Nr
4/19/23 10:31 PM	432				Mario Romero		Calibrate						Negative	0.00		Nr
4/19/23 10:31 PM	433				Mario Romero	FOYER/HALLWAY 01	WALL 1	4	BASEBOARD	METAL	OFF-WHITE	0	Negative	0.10		Nr
4/19/23 10:31 PM	434				Mario Romero	FOYER/HALLWAY 01	WALL 1	1	APARTMENT DOOR	METAL	OFF-WHITE	0	Negative	0.00		Nr
4/19/23 10:31 PM	435				Mario Romero	FOYER/HALLWAY 01	WALL 1	1	APARTMENT DOOR BUCK	METAL	OFF-WHITE	0	Negative	0.00		Nr
4/19/23 10:31 PM	436				Mario Romero	FOYER/HALLWAY 01	WALL 2	1	CLOSET DOOR BUCK	METAL	OFF-WHITE	0	Negative	0.20		Nr
4/19/23 10:31 PM	437				Mario Romero	FOYER/HALLWAY 01	WALL 2	1	CLOSET DOOR	WOOD	OFF-WHITE	0	Negative	0.00		Nr
4/19/23 10:31 PM	438				Mario Romero	FOYER/HALLWAY 01	CEILING	1	BEAM	CONCRETE	OFF-WHITE	0	Negative	0.00		Nr
4/19/23 10:31 PM	439				Mario Romero	FOYER/HALLWAY 01	CEILING	1	CEILING	CONCRETE	OFF-WHITE	0	Negative	0.00		Nr
4/19/23 10:31 PM	440				Mario Romero	FOYER/HALLWAY 01	WALL 1	1	WALL	PLASTER	OFF-WHITE	0	Positive	1.00		Pc
4/19/23 10:31 PM	441				Mario Romero	FOYER/HALLWAY 01	WALL 2	1	WALL	PLASTER	OFF-WHITE	0	Negative	0.20		Nr

# 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 <sup>1</sup>	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/cm<sup>2</sup>.
- More than 48,000 apartments have tested negative at 0.5 mg/cm<sup>2</sup>.
- 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.

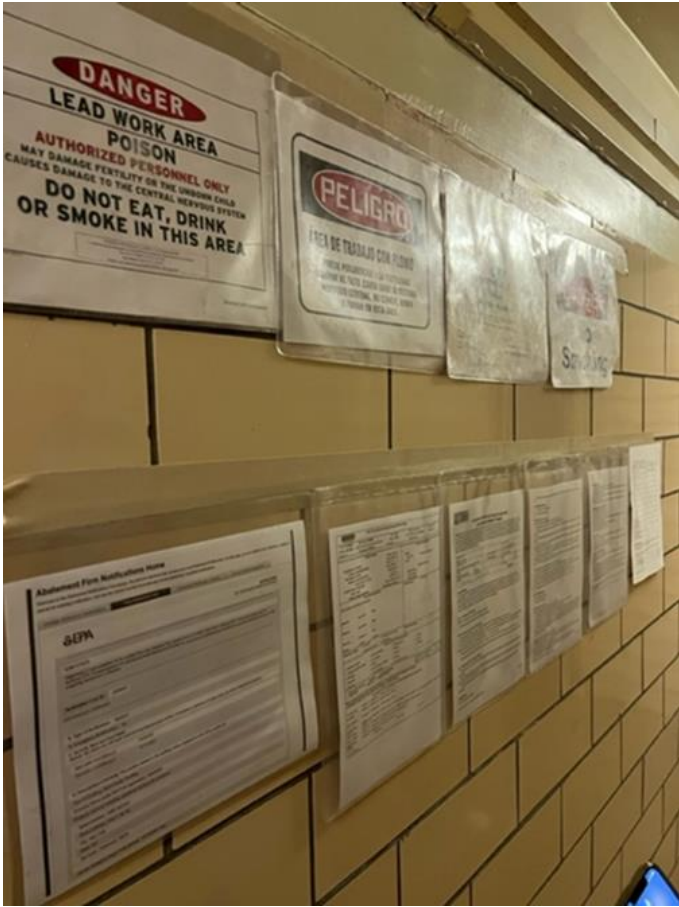
# Lead-Based Paint – Apartment Abatement Part 2



Abatement via full removal at Williamsburg Houses



Abatement via full removal at Harlem River Houses

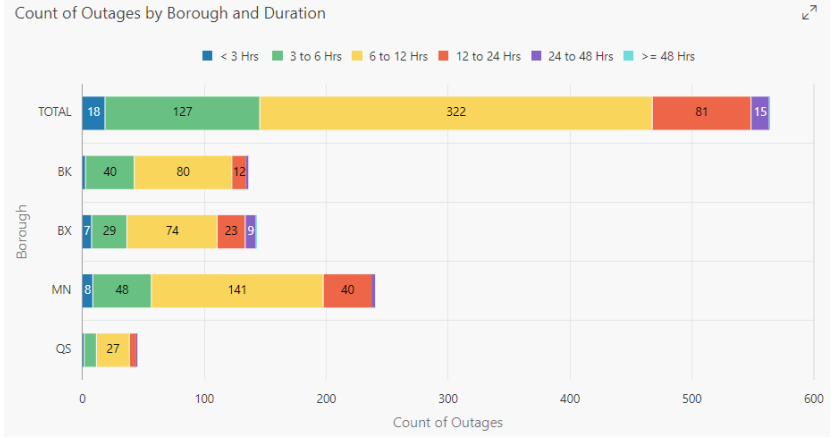
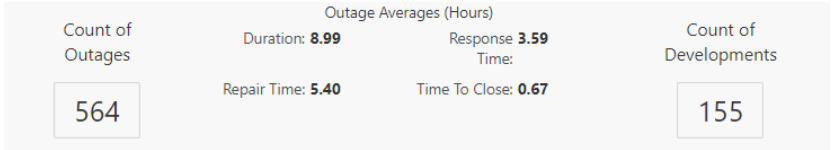


Signage outside a TEMPO abatement apartment

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

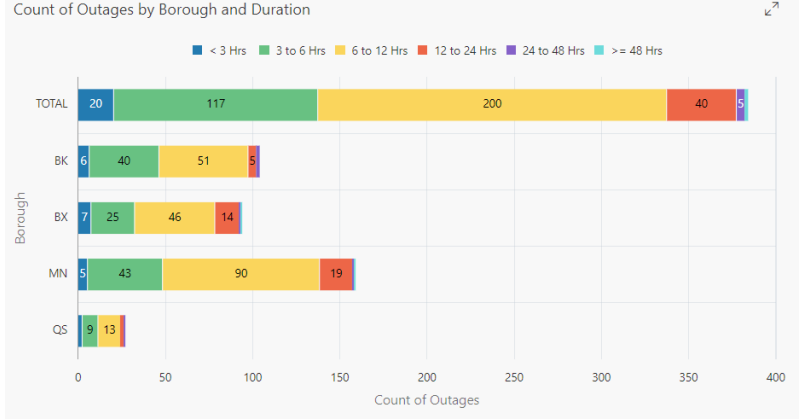
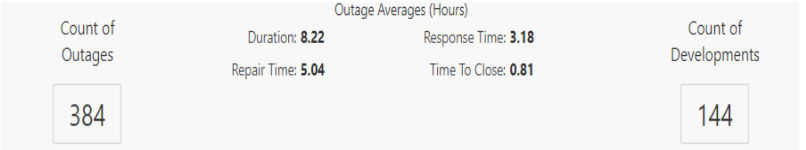
1. Average Time to Restore Unplanned Heat Outages, % Outages Restored w/in 24 Hours, # Outages Restored w/in 48 Hours (Exhibit B, Paragraphs 9-10)

## 2021-2022 Heat Season



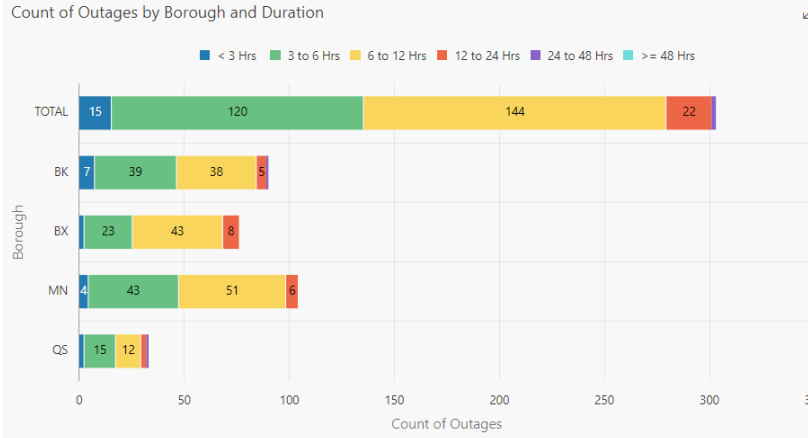
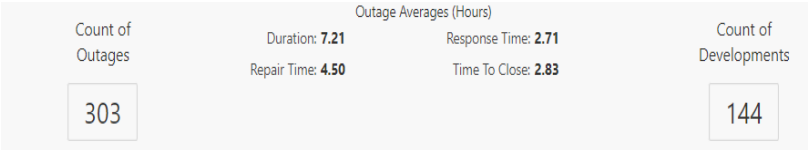
October 1, 2021, through May 31, 2022

## 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

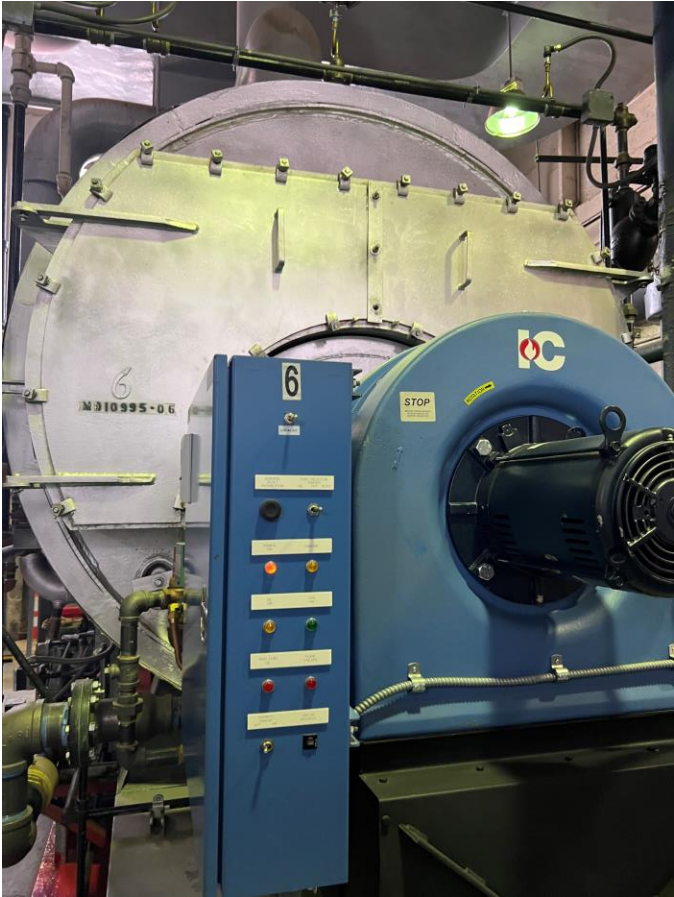
HUD Agreement's requirement: 200 repaired or replaced by EOY 2026

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

# Boiler Replacement



**New boilers at Cypress Hills**



**New boiler at Boulevard Houses (PACT)**

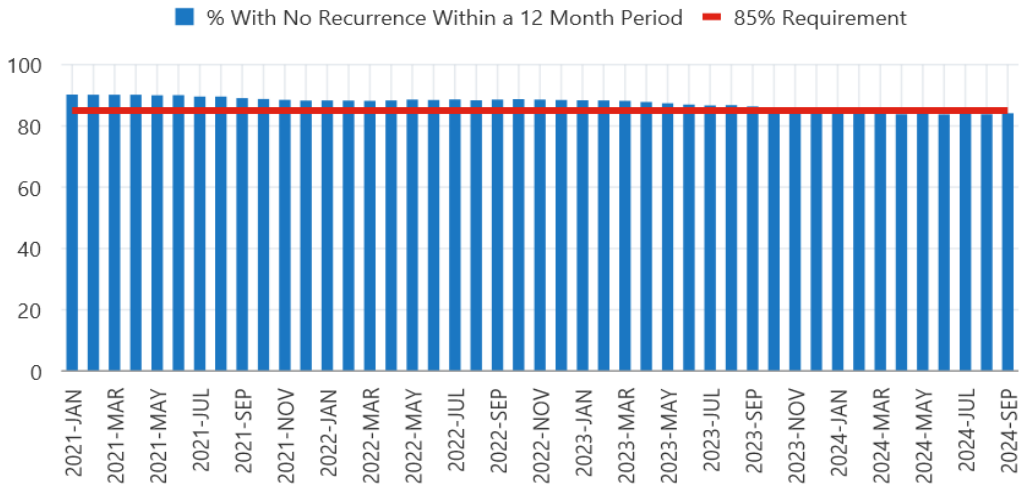


**New boilers at Coney Island Houses**

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

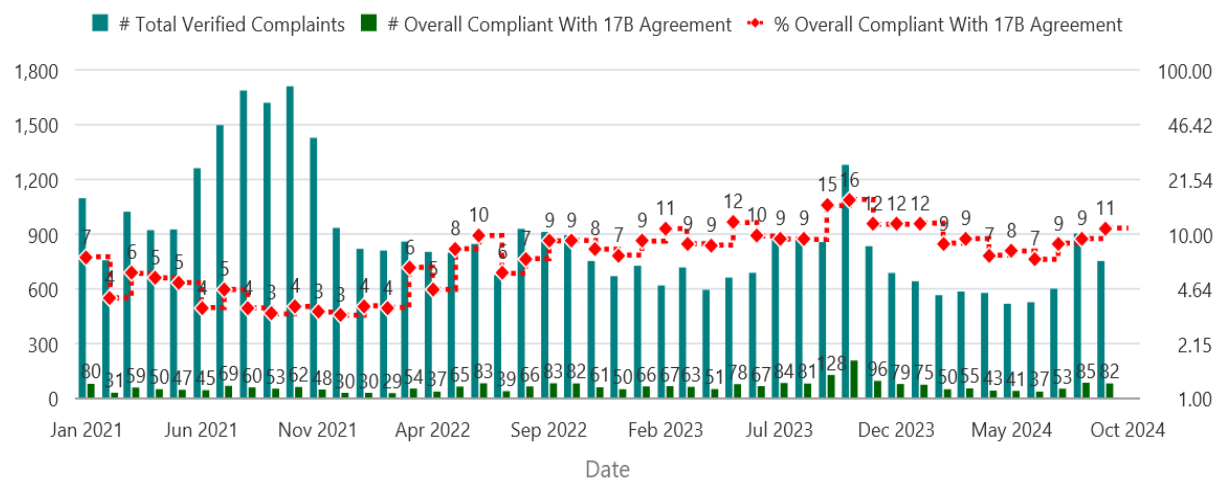
1. % of Verified Complaints That Recurred w/in 12-Month Period (Exhibit B, Paragraph 15)

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 Compliant With 17B Agreement



# Mold Ventilation Program



New roof fans

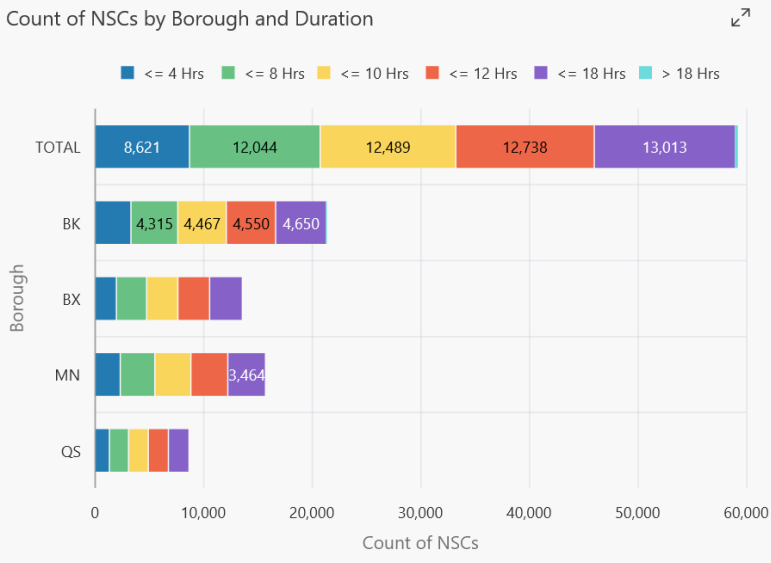


NYCHA staff cleaning bathroom vents to improve air flow

# Elevators (Operations – No-Service Conditions)

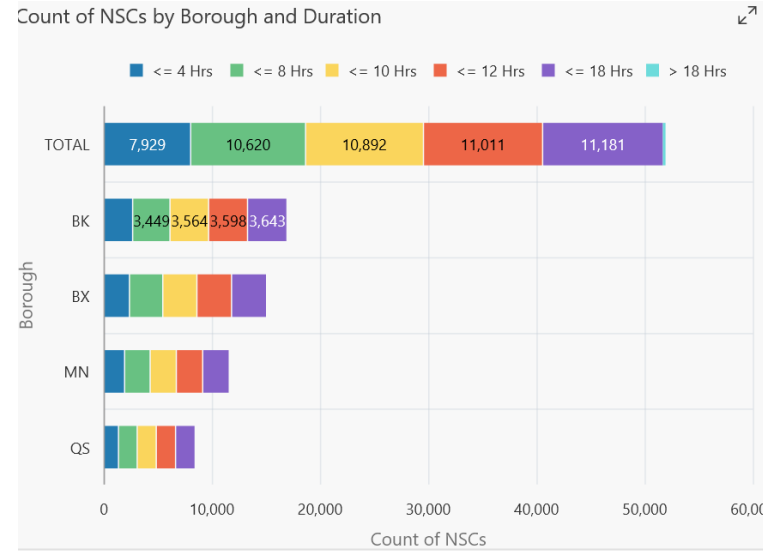
1. Average Time to Restore Elevator No-Service Conditions (NSC), 85% NSCs Restored w/in 4 Hours, No Outages Restored w/in More Than 12 Hours (Exhibit B, Paragraphs 29(a))

## 2022 YTD



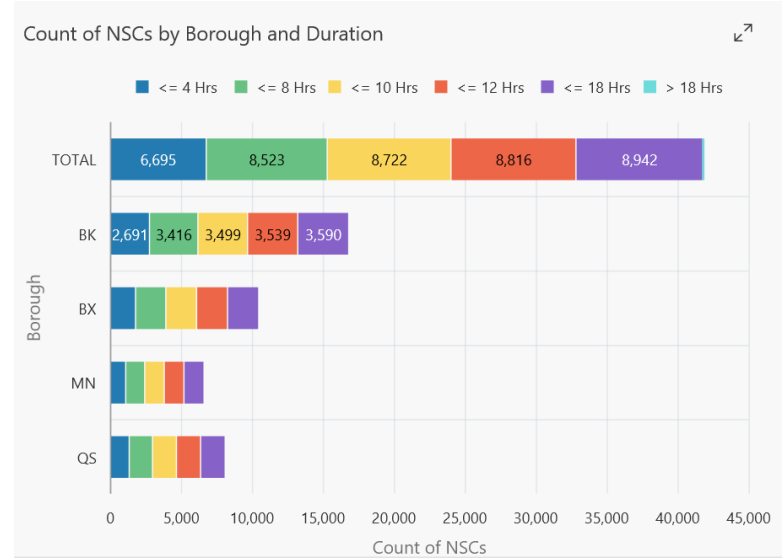
January 1, 2022, through October 21, 2022

## 2023 YTD



January 1, 2023, through October 21, 2023

## 2024 YTD



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
<b>Planned Total</b>		<b>225</b>
<b>Converted Total</b>		<b>214</b>

# Elevator Replacement



**New elevators at 344 East 28<sup>th</sup> Street**



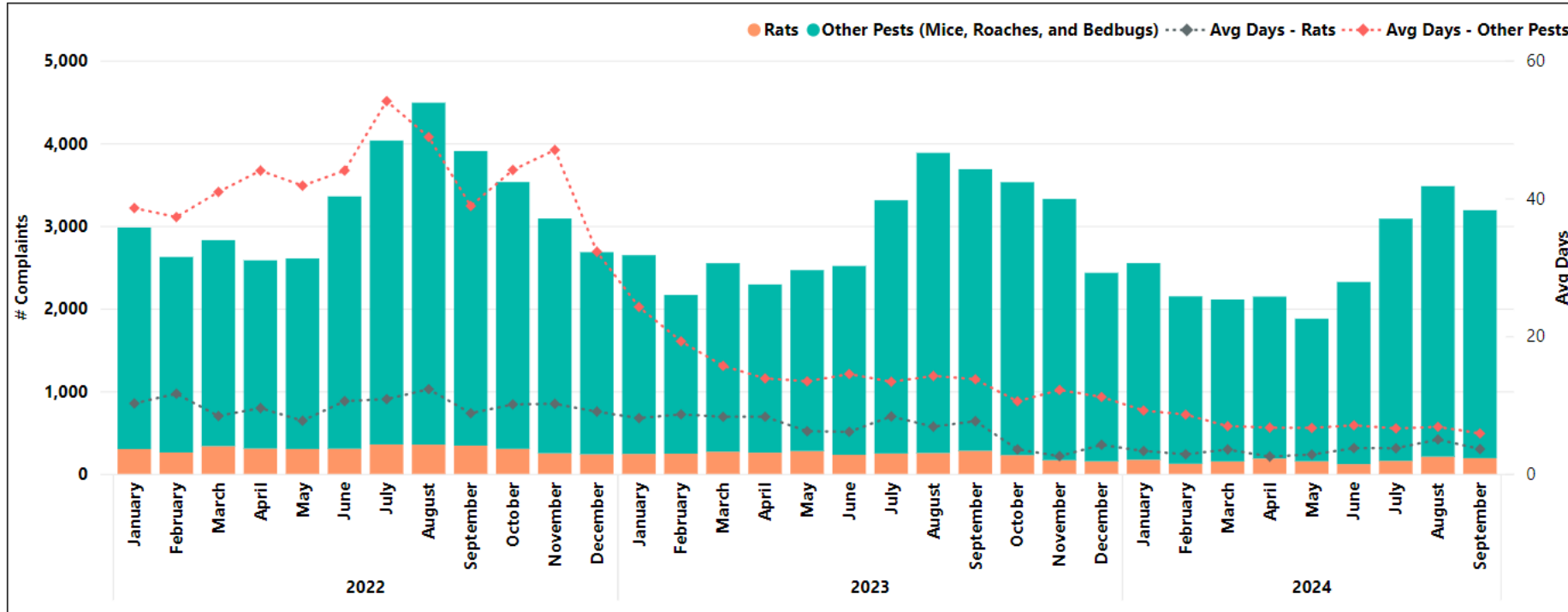
**New elevators at Union Avenue Consolidated**



**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

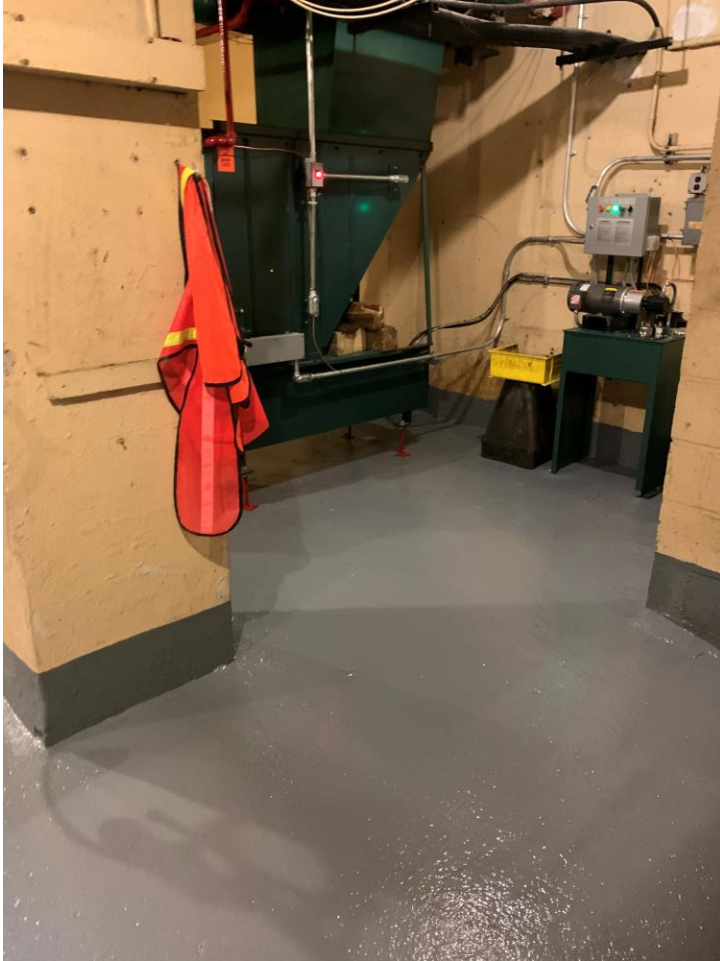
OTHER PEST COMPLAINTS BY YEAR AND LOCATION									
Year	Apartment			Public Space			Overall Average		
	# WOs	% In 10 Days	Avg Days	# WOs	% In 10 Days	Avg Days	# WOs	% In 10 Days	Avg Days
2022	33,645	30.2%	46.7	872	33.1%	41.2	34,517	30.2%	46.6
2023	30,765	37.5%	17.8	750	66.9%	11.4	31,515	38.2%	17.6
2024	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/cm<sup>2</sup> 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.