

MIDDLETOWN PLAZA

COMMUNITY PLAN SEPTEMBER 2024



ABOUT THIS PLAN

In September 2024, the New York City Housing Authority (NYCHA) transitioned Boston Secor, Boston Road Plaza, and Middletown Plaza (BBM) to Project-Based Section 8 through the Permanent Affordability Commitment Together (PACT) Program, which will provide these communities with much-needed building and apartment improvements and enhanced property management, public safety, and social services. PACT represents a significant opportunity to improve the quality of life for BBM residents, while keeping rents permanently affordable and preserving tenant protections.

NYCHA and the selected PACT partners – led by Beacon Communities, Kalel Companies, and MBD Community Housing Corporation – worked closely with residents over the past several years to design every aspect of BBM’s transformation. After many months of community engagement, the plans for the large-scale renovation have been completed and are described in this document.



Conceptual rendering of Middletown Plaza



PROJECT SUMMARY

Built in 1973, Middletown Plaza is a public housing development exclusively for seniors, consisting of a 15-story residential tower and senior center. The development contains 179 units and is home to almost 200 residents.

The Middletown Plaza PACT partner team is led by Beacon Communities; Kalel Companies, an African American-owned New York-based firm; and MBD Community Housing Corporation, a Bronx non-profit. The team also consists of Wavecrest as property manager and Notias Construction as general contractor. Wavecrest manages over 26,000 affordable housing units in New York City, including four PACT developments, while Notias has rehabilitated over 11,000 apartments locally.

APARTMENTS & BUILDINGS

Improvements include extensive repairs to the building envelope to mitigate water and mold infiltration, increasing the useful life of the buildings and improving indoor air quality. Comprehensive interior improvements to enhance safety and quality of life include modernized kitchens and bathrooms; redesigned common areas with new amenities for residents; enhanced security systems; and upgraded electrical, heating, and ventilation systems to ensure residents have reliable heating and cooling throughout the year.

PROPERTY MANAGEMENT & SECURITY

The new property manager, Wavecrest, has created a multi-layered property management model based on their experience overseeing other PACT developments. The development will be staffed with experienced, bilingual employees trained to navigate the Section 8 program and with the capacity to respond to work orders within 24-48 hours and deliver repairs within 72 hours. Management staff will collaborate with social service partners to ensure seamless rent payments. and residents may elect to have their rent payments reported to credit bureaus to improve their credit scores. A keyless layered access control system for building entries will be established to improve resident safety and community well-being.

SOCIAL SERVICES

The PACT partners will partner with Regional Aid for Interim Needs, Inc. (R.A.I.N.) to deliver enhanced social services for Middletown Plaza residents. R.A.I.N. will coordinate on-site programming to address priority community needs, including health and nutrition, transportation, and financial literacy. Caseworkers will also work directly with households to identify needs, provide referrals to relevant services, and track progress towards individualized goals. The existing on-site social service provider, R.A.I.N. Older Adults Center, will continue to serve the community and collaborate with the PACT partners to expand resident participation.

PROJECT TIMELINE

Wavecrest Management will take over management duties from NYCHA in September 2024, at which point construction will also begin. The PACT partner team will distribute a detailed construction schedule prior to any work beginning on-site. Construction will be phased across the campus and is expected to last approximately two years. However, the work in each apartment is expected to require only two to three weeks.



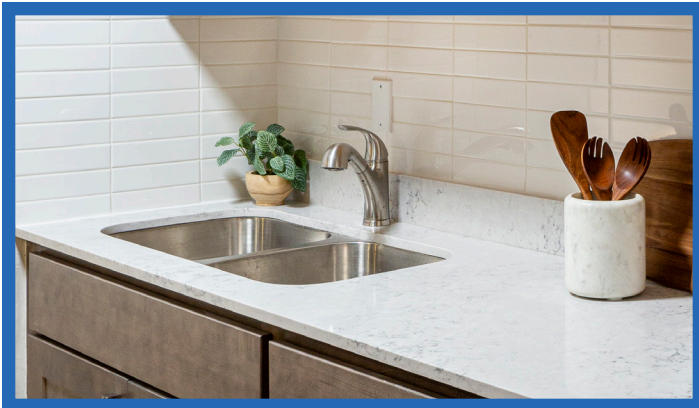
Resident meeting at Middletown Plaza, June 2023



Resident meeting at Middletown Plaza, June 2023

KEY PRIORITIES & PLANNED INVESTMENTS

The Middletown Plaza Community Plan reflects key resident priorities, including:



APARTMENT RENOVATIONS

The PACT partners will replace flooring, kitchens, bathrooms, windows, and heating and cooling elements and repaint each room in all apartments. All existing kitchen cabinets and countertops will be replaced with new wood-stain cabinets and solid-stone countertops. Every bathroom will be completely redone with a new tub surround, tile floors, low-flow faucets, and shower bodies and tubs. Material selections for kitchens and bathrooms were chosen through resident-led design workshops and surveys.



COMMON AREA RENOVATIONS

The building will be modernized to provide fully accessible entrances. The lobby will be renovated with new tile floors where needed and expanded to provide a new seating area and package room. The existing laundry facility will be enhanced with new lighting, washers, and dryers. Entry into the laundry room will be key fob-controlled to prevent non-residents from entering.



SITE IMPROVEMENTS

Site improvements will ensure the landscape supports recreational activity, community health, and climate resilience. The campus will be made more accessible to pedestrians by installing new lighting, creating new paths, and removing fencing and trip hazards. New benches, dining tables, and game tables, along with enhancements to mitigate the heat island effect and stormwater runoff, will create safe, accessible, and attractive spaces to encourage outdoor activity throughout the year.



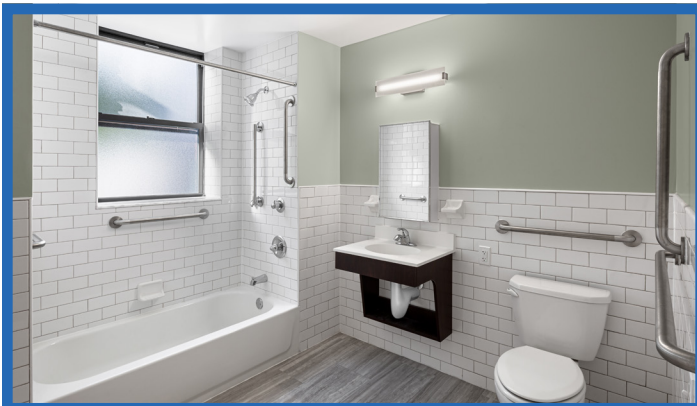
ROBUST PROPERTY MANAGEMENT

A property management plan has been designed to streamline repairs and promote residents' financial well-being. Expanded on-site management staff will allow for rapid response to work orders and repairs within 72 hours for issues not requiring third-party vendors. Staff will support residents with questions related to Section 8 and other leasing issues. Management will also work with the social service provider to assist households facing financial challenges.



ENHANCED SOCIAL SERVICES

The PACT team will partner with Regional Aid for Interim Needs, Inc. (R.A.I.N.) to deliver enhanced social services to residents. R.A.I.N. will expand its programming to address community needs, including health, nutrition, transportation, and financial literacy. Caseworkers will assist households in identifying needs, making referrals, and tracking progress. The R.A.I.N. Older Adults Center will continue to serve the community and collaborate with partners to increase participation.



AGING IN PLACE

Apartments will be equipped with various features to ensure that residents will be able to live safely and comfortably, regardless of their mobility levels or state of health. Grab bars and roll-in showers will be provided to households in need of reasonable accommodation. Additional enhancements to common areas and outdoor spaces, such as accessible mailboxes and repaved pathways, will allow residents to navigate the development with greater independence and minimized risk of injury.



SITE SECURITY

New security systems and lighting will be located at storefront entrances, parking lots, and pedestrian pathways across the campus. The security plan will include a new key fob system, intercoms, and improved visibility to deter non-residents from entering buildings and discourage illicit activity. State-of-the-art cameras will cover all entrances, corridors, hallways, and shared spaces.

**Image from completed PACT project at Williamsburg Houses*



FREE COMPLEX-WIDE WI-FI

Wi-Fi access points will be installed throughout the building to ensure every resident can benefit from free wireless internet.

APARTMENTS

KITCHEN RENOVATIONS

1 Appliances:

- New EnergyStar-Certified stainless steel electric range with recirculation hood
- New EnergyStar-Certified stainless steel refrigerator

2 Fixtures:

- New stainless steel kitchen sink
- New water-conserving faucet

3 Countertops: New 3/4" solid-surface quartz countertops

4 Backsplash: New glazed-tile backsplash

5 Cabinets: New base and upper wood cabinets with a recycling pull-out cabinet in each kitchen

APARTMENT RENOVATIONS

6 Walls:

- Repainted walls, trim, and ceilings
- Plaster to be repaired and patched for all walls
- New 4" wood baseboards at all walls

7 Flooring: New non-toxic and water-resistant flooring and sound-absorbing underlayment in all rooms

Other apartment renovations will include:

■ Doors:

- All apartment doors will be replaced
- New keyed-entry hardware at apartment entries

■ Closets:

- All closets to be refurbished with new paint, hanging rods, and swing doors
- Shelving to be replaced as needed

- **Lighting:** All light fixtures replaced with energy-efficient LED fixtures, with additional light fixtures added in each apartment



Image of model unit kitchen



APARTMENTS

BATHROOM RENOVATIONS

1 Fixtures:

- New durable, high-quality vanity with integrated porcelain sink bowl
- New single-handle stainless-steel faucet
- New toilets in all bathrooms

2 Tub & Shower:

- New bathtub surround
- New shower curtain rod in all showers
- Remediation of existing mold

3 Mirror: New vanity mirror with medicine cabinet

4 Flooring: New tile flooring and tile base

5 Walls:

- New toilet tissue dispenser
- New soap dispenser
- Grab bars will be installed where requested
- * Grab bars will comply with the Uniform Federal Accessibility Standards (UFAS) and Americans with Disability Act (ADA) rules.

6 Lighting: New vanity lighting

7 Cabinets: New wood-stain cabinets



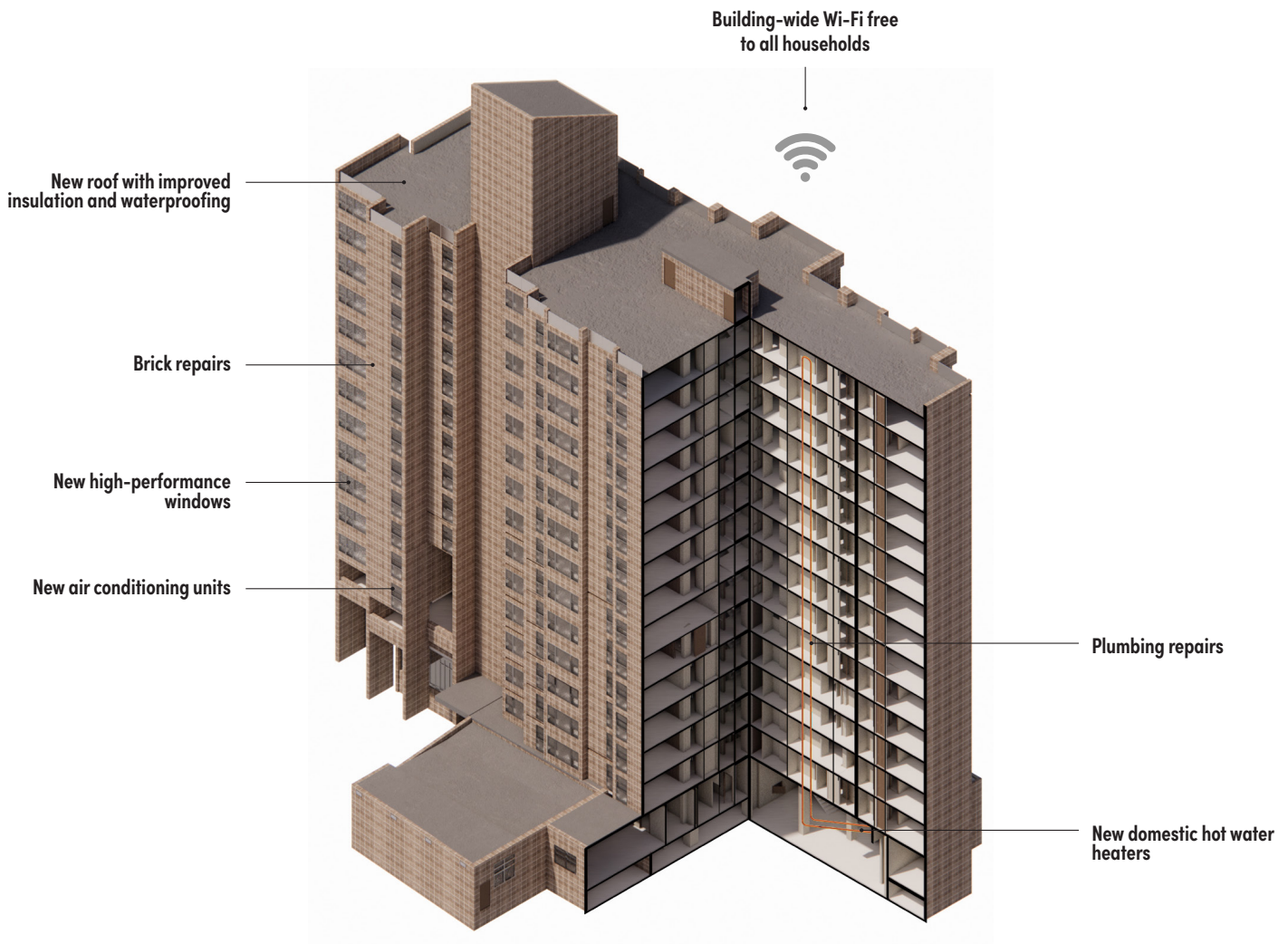
Image of model unit bathroom



BUILDING

BUILDING SYSTEMS

- **Heating and Cooling:** Heating elements will be replaced as needed and heat sensors will be added so that all residents have reliable heat through winter. All apartments will receive new radiator covers. The PACT partners will provide and install air conditioning units and dedicated outlets in each living room and bedroom.
- **Domestic Hot Water:** The existing system will be replaced with high-efficiency gas-fired hot water heaters with new storage tanks to ensure consistent hot water.
- **Plumbing and Sanitary Risers:** Existing hot/cold water risers, valves, and plumbing fixtures for apartment kitchens and bathrooms, as well as sanitary and vent risers throughout the building, will be repaired or replaced as needed. This work will reduce the prevalence of leaks and mold.
- **Elevators:** Elevator systems will be replaced and modernized, including new cabs and intercom systems.
- **Ventilation:** All existing bathroom and kitchen exhaust systems will be fully replaced, with any remaining ducts fully cleaned and sealed. Constant Air Regulator (CAR) dampers will be installed in all apartments and public corridors to maintain proper ventilation volume levels.
- **Security:** New wireless intercom systems will be provided in each apartment, along with new cameras and monitors. A new key fob system will be installed at the front lobby entrance, rear entrance, laundry room, package room, and community spaces.
- **Roofs:** The roof will be comprehensively replaced with improved insulation, a new waterproofing membrane, and new flashing at all seams. Damaged storm drain piping will also be replaced.
- **Wi-Fi:** Building-wide wireless internet will be available for free to all households.
- **Windows:** New double-hung sash and high-performance windows will be installed within the historic window frame to improve comfort with improved insulation and noise reduction.
- **Electrical:** Upgrades will be made to electrical service to prepare for future electrification of building systems and reduce power outages.
- **Façade:** Façades will undergo updates by re-pointing brick mortars and removing any organic material, such as moss or algae, to reduce water infiltration.



ENVIRONMENTAL REMEDIATION

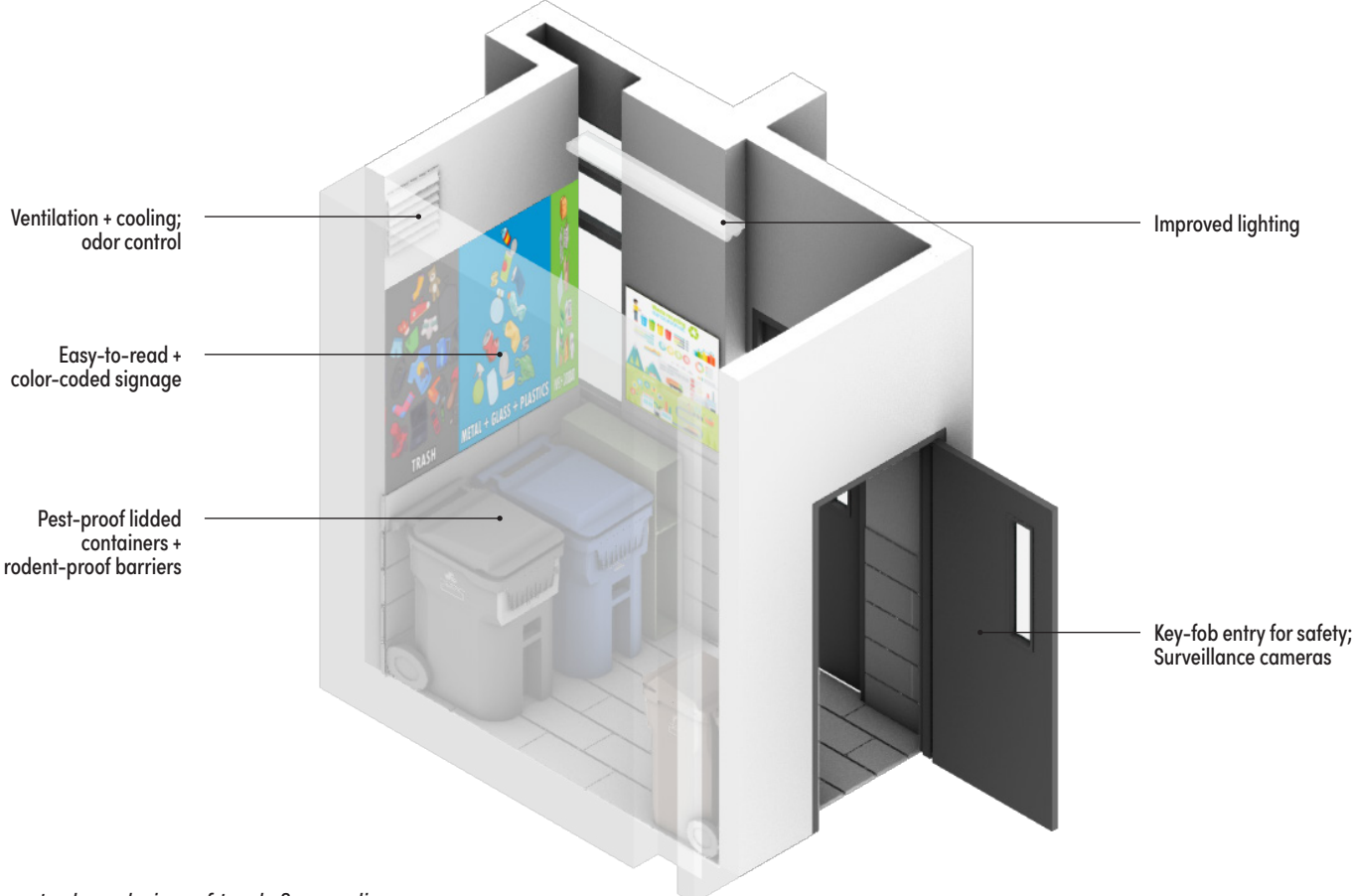
Where found, all environmental health hazards within apartments and buildings, including lead, radon, and asbestos, will be remediated and monitored during construction. Mold prevention will be addressed through the repair of old or damaged plumbing, roofs, and facades, as well as through improved ventilation. If apartments contain hazardous materials, require extensive construction, or where a resident with a documented health concern requests reasonable accommodation, temporary moves will be required to ensure resident health and safety during the renovation. All households will have the right to return to their home following the renovation. The PACT partner team will coordinate with all households requiring temporary moves and will assist in the process and ensure it is as seamless as possible. The PACT partner will pay for all associated costs, including packing supplies and movers.

COMMON AREAS & COMMUNITY SPACES

- **Building Entrances:** The building entry will be renovated with a new vestibule, lighting, keyless fob entry system, wireless intercom system, and accessibility upgrades.
- **Lobby Upgrades:** The lobby and mail area will be refurbished with new ceramic tile walls, new paint, and enhanced lighting. The existing lobby flooring will be kept at locations that will not be disturbed. Any flooring disrupted by construction will receive new ceramic tiles to complement the original historic color palette.
- **Mail & Package Area:** New accessible mailboxes with enlarged lockers for packages and a package room for large objects will be installed.
- **Trash & Recycling Areas:** A new indoor waste-management room will be added with access from the lobby.
- **Hallways:** Public corridors will receive new flooring, signage, and paint.
- **Laundry Rooms:** A new laundry facility with new machines, clothing-folding tables, and improved security features will be installed.
- **Stairwells:** All lighting fixtures in stairwells will be replaced with new energy-efficient lighting with vacancy-sensor controls. Stairwell flooring will be replaced, and stairs and walls will be repainted.
- **Resident Association Office:** A new Resident Association office will be built in unit 5A, offering dedicated space to convene and discuss important matters. The restroom will comply with the Americans with Disabilities Act (ADA) rules.
- **Property Management Office:** A new property management office will be built at 3035 Middletown Road, providing easy access for repair requests and other inquiries.
- **Community Center:** The existing community center will be modified to be wheelchair-accessible and receive roof repairs. The center will also undergo interior upgrades to create an attractive and inviting space. After construction, the community center will comply with the Americans with Disabilities Act (ADA) rules.



Conceptual rendering of upgraded lobby



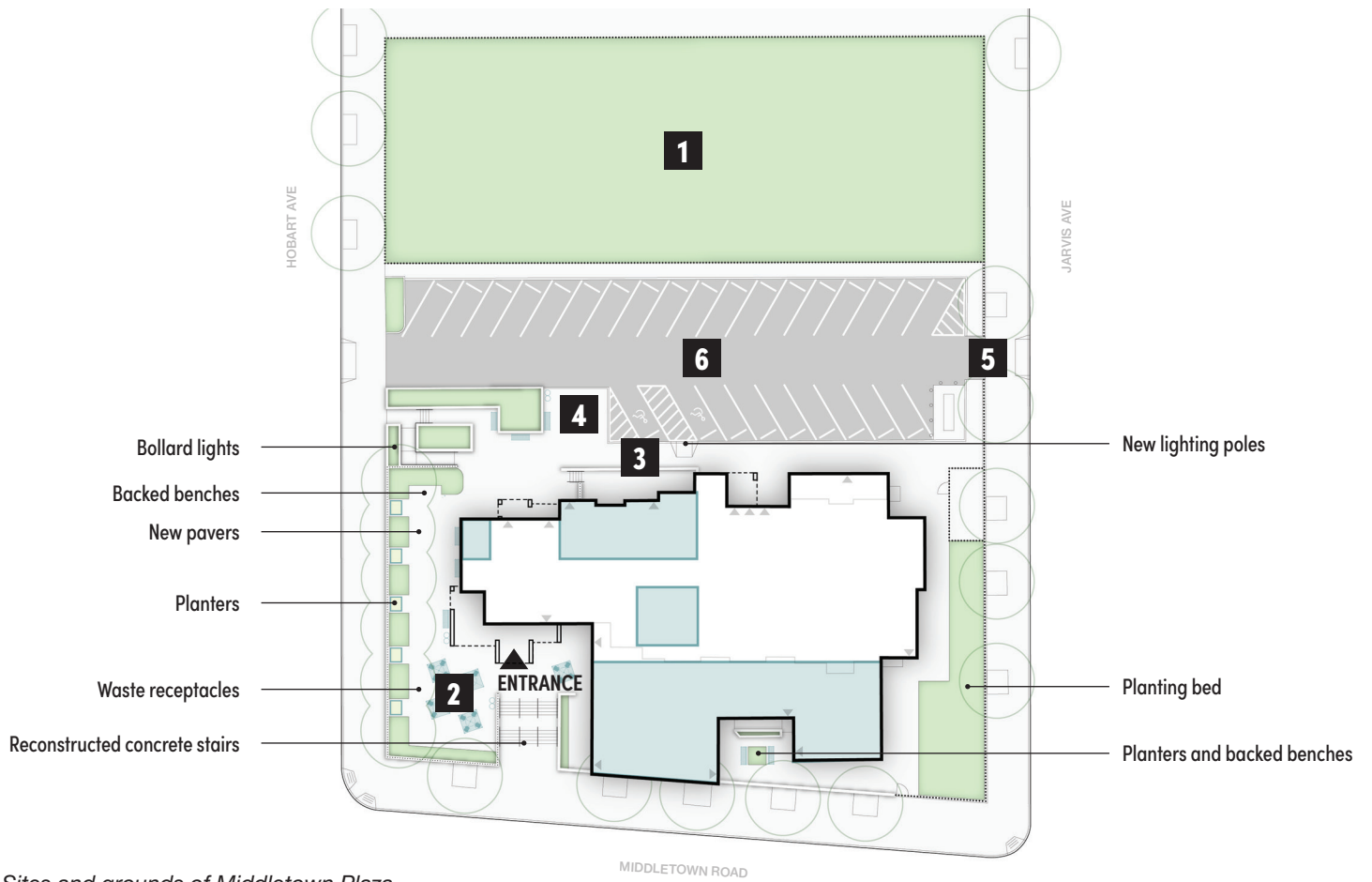
Conceptual rendering of trash & recycling area

SITES & GROUNDS

- 1 Landscaping:** Native perennials and shrubs will make the grounds attractive and welcoming year-round. Existing trees will be protected, and new ornamental and shade trees will be added.
- 2 New Site Furnishings, Seating & Tables:** New outdoor furniture will include benches, tables and chairs, umbrellas, waste receptacles, and water fountains. These features will balance contemporary aesthetics, durability, comfort, and accessibility.
- 3 New accessible ramp:** This area will be turned into a new pedestrian ramp, which will be wheelchair-accessible to comply with the Americans with Disabilities Act (ADA) rules. This ramp will connect the lobby to Hobart Avenue and the parking lot.
- 4 Access-A-Ride Pickup:** A new pickup location for Access-A-Ride will be provided at the corner of the parking lot near the new accessible ramp.
- 5 New Parking Lot Exit:** An additional exit from the parking lot onto Jarvis Avenue will be added. This will allow vehicles to enter the parking lot and accessible drop-off and pick-up area from Hobart Street and exit onto Jarvis Avenue without having to turn around in the parking lot.
- 6 Resurfaced Parking Lot:** Parking lots will be resurfaced and restriped to improve accessibility, safety, traffic flow, and stormwater management. Management will be responsible for maintaining parking lots in clean, accessible conditions.

Other site and ground improvements will include:

- **Pavement Improvements:** Concrete pavement and other hard surfaces will be enhanced to prioritize accessibility, safety, and sustainability, while elevating campus aesthetics and wayfinding.
- **Improved Accessibility:** Accessible routes will be provided from parking facilities to building entrances and site amenities. Outdoor common areas will have accessible features. All accessible features will comply with the Americans with Disabilities Act (ADA) rules.
- **Exterior Lighting:** New, energy-efficient, DarkSky-rated lighting by pathways, building entrances, common areas, recreation spaces, and parking lots will enhance campus safety and promote active use of outdoor areas.
- **Storm Drainage & Irrigation:** A new storm drainage system will be installed to reduce flooding, and a new irrigation system will be provided to enhance the health and beauty of new landscaping.



Sites and grounds of Middletown Plaza



Conceptual rendering of renovated seating area

PROPERTY MANAGEMENT & SECURITY

Wavecrest Management will enhance property management. As Middletown Plaza converts to Project-Based Section 8 through the PACT program, Wavecrest will be responsible for all aspects of the property's maintenance and operations. At this transition, NYCHA and Wavecrest will distribute welcome packets with details on new management procedures, such as making rental payments or reporting maintenance and repair issues.

Wavecrest will ensure that Middletown Plaza residents enjoy a safe, well-maintained place to live where staff are responsive to residents' needs.

MANAGEMENT OFFICE

The Wavecrest management office will be at 3035 Middletown Road, Bronx, New York 10461. Hours of operation will be from 9 am to 5 pm, Monday through Friday.

- Phone & Voicemail: (347) 632-2168
- Email: MiddletownPlaza@twmt.net
- Website: NYCHAPactBBM.com

MAINTENANCE STAFF

Wavecrest's dedicated on-site staff will allow more repairs to be completed without outside vendors or technicians. A preventative maintenance schedule will be created to mitigate long-term repair needs. All repairs, maintenance, and supply expenses will be monitored using Wavecrest's purchase order system. Residents may submit work orders online, by phone, or in person. Maintenance coordinators will perform intake on all work orders and select outside vendors as needed. This system allows for central tracking of work orders and ensures timely coordination with vendors.

Staff working out of the management office will include:

- **Superintendent (1):** Oversees work of site staff and outside vendors
- **Porters (4):** Responsible for cleaning buildings and grounds

WASTE & PEST MANAGEMENT

Wavecrest will introduce a detailed waste management plan that comprehensively addresses the collection, transport, and removal of waste from the property. A collaborative approach to waste management relies on daily maintenance porters, the Department of Sanitation, and additional waste-removal services to uphold the cleanliness, sanitation, and appearance of all buildings and grounds.

Through measures improving the ease of daily trash disposal, including expanding access to recycling stations, establishing specific drop-off locations, and enhancing containers and bins to be pest-proof, the waste management plan will incentivize resident participation in maintaining a clean campus.

Management will work with a pest control vendor, Dial-A-Bug, to handle pests and infestations. At the start of construction and on a regular schedule thereafter, each building will undergo a thorough walk-through to assess pest control needs. Rodent bait stations will be installed as needed, and any access holes identified by staff will be sealed. Buildings will receive pest treatments twice a month. In-unit bed bug inspections and treatments will be conducted within 24 hours of suspicion of infestation. Additionally, compactors and chutes will be power-washed quarterly.

SECURITY

The security plan for the development includes state-of-the-art cameras and access control technology. Cameras will cover all entrances, corridors, hallways, play areas, parking lots, and shared spaces. Real-time, 24-hour surveillance monitoring will ensure rapid response by property management when an infraction occurs. Additionally, the layered key fob access control system will deter non-residents from entering the building and discourage illicit activities within the development.

SOCIAL SERVICES & COMMUNITY SUPPORT




As part of Middletown Plaza’s transformation through the PACT program, new social services and community programs will be brought directly on-site and tailored to meet the diverse needs of the residents. The PACT team has selected R.A.I.N. as the social service provider, and they will hire an on-site program director and caseworker responsible for delivering programs for every member of the Middletown Plaza community. The caseworker will also partner with individual households to identify areas of need, connect them with appropriate resources, and track outcomes. The existing on-site provider, the R.A.I.N. Older Adults Center, will continue to offer programs for residents and coordinate with the PACT partners to ensure resident needs are addressed.

In the months leading up to conversion, the PACT partner and R.A.I.N. worked to identify specific areas of need in the Middletown Plaza community through household surveys administered by a local non-profit, BronxWorks, and ongoing conversations with resident leadership.

Based on their findings, areas of programming will include:

- **Assistance Navigating Public Benefits and Services:** R.A.I.N. will assist residents in outreach, communication, and advocacy with governmental and other agencies in response to residents’ needs and concerns. The case worker will also support residents in accessing benefits and entitlements such as Medicaid , SNAP, Access-A-Ride and homecare.
- **Financial Literacy:** R.A.I.N. will offer financial literacy workshops facilitated by external partners. Topics will include savings, retirement, investment strategies, credit building, and debt reduction. Residents in need of individualized support achieving economic stability and financial wellbeing will be referred to external resources.
- **Older Adult Services:** Older adult residents will be able to engage in an extensive range of activities offered on-site, including social and recreational activities, such as arts and crafts, board games, and daytrips, health management workshops, exercise classes, health promotion activities, intergenerational engagement, as well as congregate lunch meals. Workshops on Medicare, managed care and managed long-term care are also offered, as well as evidence-based health management classes for diabetes and other chronic conditions.

CONTACT US!

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