

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Adolfo Carrión Jr., Commissioner



WHAT WE DO

The NYC Department of Housing Preservation and Development (HPD) promotes quality and affordability in the city's housing, and diversity and strength in the city's neighborhoods. The Agency carries out its mission through the following objectives:

1. Ensure the physical safety and quality of NYC homes in order to maintain the health and well-being of those who live in them.
2. Create, maintain, and expand opportunities for New Yorkers to achieve the economic and social benefits of housing affordability.
3. Conduct publicly-inclusive planning, engaging NYC residents and communities to strengthen neighborhoods.

FOCUS ON EQUITY

HPD strives to improve the availability, affordability, and quality of housing in all neighborhoods of New York City, while creating opportunities for economic advancement. By enforcing the Housing Maintenance Code, HPD works to ensure that New Yorkers live in safe and habitable neighborhoods and homes. Through the development, preservation, marketing, and subsidizing of housing, HPD seeks to ensure that New Yorkers at all incomes can access stable housing and that they can choose the homes and neighborhoods that best fit their needs. Through neighborhood planning, HPD engages communities in shaping developments that pair new housing opportunities with the schools, healthcare facilities, retail, parks, community, commercial and open space, and other assets that neighborhoods need to thrive.

In June 2022, the City released *Housing our Neighbors: A NYC Blueprint for Housing and Homelessness*, which guides HPD's work. The Blueprint emphasizes the need to invest in housing and services that benefit New Yorkers with the greatest needs, including those experiencing homelessness, housing instability, and housing quality issues that affect health and safety. It also moves forward with many commitments that the City made through *Where We Live NYC*, the City's comprehensive plan from 2020 to affirmatively further fair housing. Under *Housing Our Neighbors*, HPD is shaping its investments in City-financed affordable housing to prioritize housing stability for renters, support existing homeowners and improve access to homeownership, increase development opportunities for Black, Indigenous, and People Of Color (BIPOC)-led non-profits and Minority- and Women-Owned Business Enterprises (M/WBEs), and preserve the quality and affordability of the affordable housing stock, among other goals. HPD is also placing an unprecedented focus on reducing administrative burdens and streamlining access to affordable housing and housing supports for households in need.

OUR SERVICES AND GOALS

SERVICE 1 Ensure that housing throughout NYC is physically safe and habitable.

- Goal 1a Respond to reported housing maintenance complaints efficiently.
 - Goal 1b Track and promote the resolution of housing maintenance violations.
 - Goal 1c Resolve significant or persistent housing quality issues through enforcement actions and litigation.
-

SERVICE 2 Provide opportunities for New Yorkers to live in housing that is affordable and financially stable.

- Goal 2a Increase the quantity of affordable housing in New York City.
 - Goal 2b Increase the quantity of affordable housing in areas of New York City where housing will create the greatest benefit for its residents.
 - Goal 2c Increase the quantity of affordable housing for low-income and senior households.
 - Goal 2d Maintain the physical and financial stability of HPD's affordable housing assets.
-

SERVICE 3 Efficiently offer New Yorkers housing-related subsidies and support.

- Goal 3a Connect New Yorkers to affordable housing.
 - Goal 3b Optimize rental subsidies for low-income New Yorkers.
 - Goal 3c Increase the quantity of housing for people experiencing homelessness.
 - Goal 3d Streamline the process of securing housing (temporary, then permanent) for households displaced by fire or vacate orders.
-

SERVICE 4 Provide opportunities for New Yorkers to achieve economic advancement through housing-related workforce opportunities.

- Goal 4a Promote M/WBE participation in HPD subsidized affordable housing.
- Goal 4b Support wage growth and workforce growth in New York through housing-related City contracting.

HOW WE PERFORMED

- HPD saw a slightly lower number of housing maintenance problems reported in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024. Nearly 223,000 total housing maintenance problems were reported in the first quarter of Fiscal 2025 compared to over 227,000 in the prior year. The Agency saw a decrease across most of its categories of problems, including a seven percent decrease in problems related to heat and hot water and a four percent decrease in problems related to lead-based paint. Non-emergency problems remained stable, increasing by one percent to 99,730 housing maintenance problems.
- HPD inspected problems related to lead based paint more quickly in the first four months of Fiscal 2025 than the same period in Fiscal 2024, at 3.0 days compared to 3.3 days. The Agency's response time to heat and hot water complaints remained steady at 1.3 days, while its response time to other emergency problems was faster by more than half a day, at 4.1 days in the first four months of Fiscal 2025. This decrease may be attributed to the lower number of housing maintenance problems for heat and hot water, which allowed HPD to respond to other emergency problems more quickly. Another contributing factor could be that new housing inspectors hired in prior fiscal years started working independently in the field after reaching the end of their training period. In the first four months of Fiscal 2025, the Agency first inspected non-emergency problems in 5.3 days, faster than the seven days it took to respond to non-emergency problems in the same period in the prior year. This can also be attributed to the slightly lower number of total housing maintenance problems reported.
- Across comparative reporting periods, HPD closed five percent more housing maintenance problems, totaling over 219,000 problems closed in the first four months of Fiscal 2025. Housing maintenance problems close because of an inspection, because of a callback to tenant verifying that the condition was corrected, or because an attempt to access the home is unsuccessful and the tenant does not call for an appointment. The Agency closed emergency problems in an average of five days, staying on pace with the first four months of Fiscal 2024, and closed non-emergency problems in an average of nine days, two days faster. The Agency also closed 73 percent of emergency problems within 12 days, an increase of one percentage point, and closed 87 percent of emergency problems in 21 days, an increase of two percentage points compared to the first four fiscal months of Fiscal 2024.
- In the first four months of Fiscal 2025, HPD issued 13 percent more violations compared to the same period of Fiscal 2024, reaching 290,523 violations. The Agency issued more violations across all complaint categories except heat and hot water, where a decrease was likely due to overall warmer weather temperatures than during the previous reporting period. Class A non-hazardous violations increased by 15 percent to 57,447 violations, Class B hazardous violations increased by 13 percent to 140,395 violations, and Class C immediately hazardous violations increased by 11 percent to 92,681 violations. Notably, within these categories, Class C lead-based paint hazard violations increased 15 percent. These increases can be attributed to additional violations that inspectors observe while they are conducting inspections for reported conditions, as well as better access to reported conditions due to an increase in inspection appointments. As the Agency's new inspectorial workforce gains experience, they have a better ability to observe additional violating conditions while conducting inspections for reported conditions.
- In the first four months of Fiscal 2025, the number of violations dismissed in buildings with comprehensive litigation decreased by 20 percent to 13,612. The number of violations dismissed has been decreasing since Fiscal 2022 and is attributed to a decrease in comprehensive case initiations. Although comprehensive case initiations have decreased, there has been an increase in initiations of other case types, primarily tenant action cases. There were 2,334 units in buildings where comprehensive litigation was closed due to compliance with the Order to Correct and/or payment of civil penalties, a 17 percent decrease compared to this time Fiscal 2024.
- In the first four months of Fiscal 2025, there was a 38 percent increase in units discharged from the Alternative Enforcement Program (AEP) due to owner compliance compared to the same time in Fiscal 2024, totaling 1,173 units. This increase is attributed to AEP discharging, on average, both more and bigger buildings during the reporting period.

- HPD conducted fewer proactive building visits for the Heat Sensor Program, at 181 visits for the first four months of Fiscal 2025 compared to 288 visits in the same period of Fiscal 2024, because of local law amendment that required inspections twice a month instead of every two weeks. HPD conducted more proactive building visits across comparative reporting periods due to the hiring of additional field staff at the end of Fiscal 2023 and beginning of Fiscal 2024.
- In the first four months of Fiscal 2025, housing starts increased by four percent compared to the first four months of Fiscal 2024, totaling 4,018 units. Total affordable housing completions dropped by 21 percent to 3,341 units across comparative reporting periods. While these fluctuations reflect the first few months of the fiscal year, HPD's housing production is best assessed on a full fiscal year basis. HPD is on track to meet its target of creating or preserving 20,000 units of affordable housing in Fiscal 2025 and completing 17,500 affordable housing units in the same timeframe. The same is true of production of senior housing, which is also down across comparative reporting periods.
- In the first four months of Fiscal 2025, 13.3 percent of rental projects and 30.1 percent of co-op projects in the Asset Management portfolio were classified as high risk, facing potential physical deterioration, financial distress, or noncompliance with federal regulations, a similar performance to last year at this time. These risk metrics were used to guide outreach and intervention efforts, working closely with owners, partners, and various HPD divisions. Through targeted actions such as financial support, management adjustments, and ownership changes, the Agency focused on proactively identifying and addressing at-risk projects to prevent further physical or financial decline.
- The number of homeless households moving into re-rental units significantly increased in the first four months of Fiscal 2025, up to 434 from 175 households, a 148 percent increase across comparative reporting periods. HPD also increased the number of homeless households moving into newly-constructed units by 33 percent to 1,056 households. These increases are attributed to the timing of housing unit completions and closings, as well as the mix of projects that start and complete within the first four months of the fiscal year.
- HPD's Section 8 voucher utilization rate was 89.0 percent in the first four months of Fiscal 2025, a nearly eight percentage point decrease compared to the same time last year. The lower rate is because of a planned transfer from New York City Housing Authority (NYCHA) that saw 3,000 vouchers added to the Agency's baseline in a strategy aimed at expanding HPD's leasing capacity and assisting more households. The speed at which these additional vouchers are utilized is dependent upon current and future Housing and Urban Development (HUD) renewal funding. The number of vouchers issued by the Agency increased by 26 percent, a reflection of the response to the expanded baseline and to meet increased capacity. In the first four months of Fiscal 2025, the median time from completed Section 8 voucher application to voucher issuance took twice as long as the previous reporting period, increasing from 36 to 77 days. The median voucher issuance to lease-up time increased by 29 percent, up 128 days from 99 days in the first four months of Fiscal 2025 compared to Fiscal 2024. The Agency continues to address operational backlogs and resolve older and more complex cases and expects performance to improve once the backlog is cleared.
- In the first four months of Fiscal 2025, the Agency more than tripled its units started for homeless individuals and families with 518 units compared to 159 units in the same period last year. Units completed for homeless individuals and families increased by 10 percent, up to 676 units from 615 units, and supportive units completed decreased by 11 percent to 316 units. These changes are due to the timing of closings and completions, as well as the mix of projects underway. A full fiscal year provides a more accurate picture of affordable housing production, including production for homeless and supportive households.
- In the first four months of Fiscal 2025, the number of letters responded to within 14 days increased 22 percentage points, due to the hiring of new staff in relevant roles towards the end of Fiscal 2023 and the beginning of Fiscal 2024.

SERVICE 1 Ensure that housing throughout NYC is physically safe and habitable.

Goal 1a

Respond to reported housing maintenance complaints efficiently.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total housing maintenance problems reported	694,975	706,738	812,238	*	*	227,333	222,898
Unique housing maintenance problems requiring HPD response	583,312	597,620	702,132	*	*	214,239	210,614
Unique immediate emergency housing maintenance problems requiring HPD response	21,786	22,564	25,720	*	*	9,002	8,332
★ Unique emergency housing maintenance problems requiring HPD response	300,662	303,305	350,720	*	*	90,294	86,838
— Heat and hot water	131,603	133,274	144,134	*	*	20,226	18,870
— Other emergency	169,059	170,031	206,586	*	*	70,068	67,968
Unique problems prompting lead-based paint hazard inspections	39,784	38,753	48,763	*	*	16,442	15,714
Unique non-emergency housing maintenance problems requiring HPD response	221,080	232,998	276,929	*	*	98,501	99,730
Housing maintenance problem inspections attempted	613,403	636,209	784,225	*	*	223,491	237,211
Median time to first inspection (days) — Immediate emergency problems	1.0	1.0	0.9	*	*	1.0	1.0
Median time to first inspection (days) — Heat and hot water problems	2.1	2.0	1.6	*	*	1.2	1.3
Median time to first inspection (days) — Other emergency problems	5.3	6.0	5.2	*	*	4.9	4.1
Median time to first inspection (days) — Lead-based paint problems	4.8	3.9	3.0	*	*	3.3	3.0
Median time to first inspection (days) — Non-emergency problems	7.0	7.9	7.1	*	*	7.0	5.3
Unique housing maintenance problems closed	577,134	571,703	707,232	*	*	208,647	219,518
Unique emergency housing maintenance problems closed	298,644	301,326	353,239	*	*	87,183	88,882
— Heat and hot water	131,658	133,247	144,106	*	*	18,774	18,826
— Other emergency	166,986	168,079	209,133	*	*	68,408	70,056
Unique problems prompting lead-based paint hazard inspections closed	39,791	39,073	48,859	*	*	15,832	15,793
★ Median time to close emergency problems (days)	4.0	4.0	3.0	↓	↓	5.0	5.0
★ Median time to close non-emergency problems (days)	13.0	13.0	12.0	↓	↓	11.0	9.0
★ Unique emergency housing maintenance problems closed within 12 days of receipt (%)	74%	74%	75%	↑	↑	72%	73%
Unique emergency housing maintenance problems closed within 21 days of receipt (%)	85%	84%	84%	*	*	85%	87%
Unique nonemergency problems closed within 20 days of receipt (%)	68%	65%	66%	*	*	72%	75%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None			

Goal 1b Track and promote the resolution of housing maintenance violations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total violations issued	730,537	722,597	895,457	*	*	257,851	290,523
Class A non-hazardous violations	242,459	217,167	228,273	*	*	50,107	57,447
Class B hazardous violations	298,835	287,550	379,303	*	*	123,964	140,395
Class C immediately hazardous violations	189,243	217,880	287,881	*	*	83,780	92,681
— Heat	4,875	6,211	9,204	*	*	63	52
— Hot Water	8,198	10,395	14,199	*	*	3,220	2,746
— Lead-based paint hazard	15,715	18,112	21,854	*	*	6,072	6,962
— Self-closing doors	30,680	49,897	73,325	*	*	22,295	23,989
— Other Class C	129,775	133,265	169,299	*	*	52,130	58,932
Class C violations certified as corrected (%)	37%	41%	42%	*	*	41%	40%
Class C violations for which HPD initiated the emergency repair process (%)	58%	60%	61%	*	*	61%	60%
Class C emergency repair violations corrected by owner (%)	53%	50%	49%	55%	55%	NA	NA
Class C emergency repair violations corrected by HPD (%)	9%	7%	7%	*	*	NA	NA
Class C violations closed (%)	56%	56%	57%	*	*	NA	NA
★ Violations issued and removed in the same fiscal year (%)	40%	40%	41%	40%	40%	NA	NA
Violations closed	554,558	596,736	720,831	*	*	220,190	266,433
Inspection visits per team per day	12.6	14.3	15.2	*	*	14.6	13.6
Ratio of completed inspections to attempted inspections (%)	82%	84%	86%	*	*	85%	84%

★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None

Goal 1c Resolve significant or persistent housing quality issues through enforcement actions and litigation.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties	5,541	6,007	5,335	*	*	2,818	2,334
Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct	31,787	35,480	36,181	*	*	17,018	13,612
Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations	53,687	71,075	164,271	*	*	63,773	64,445
Units in buildings discharged from the Alternative Enforcement Program due to owner compliance	4,133	2,810	3,374	*	*	851	1,173
Units in buildings discharged from the Underlying Conditions program due to owner compliance	223	173	27	*	*	21	54
Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order	36	18	6	*	*	6	6
Proactive Building Visits — Heat Sensor Program	906	1,738	1,648	*	*	288	181
Proactive Building Visits — Fire Vacate Monitoring	3,934	3,667	3,814	*	*	1,461	1,325
Proactive Building Visits — Anti-Harassment Unit	1,053	973	872	*	*	329	369
Proactive Building Visits — Self-closing Door Survey	NA	NA	354	*	*	152	54
Proactive Building Visits — Division of Neighborhood Preservation	3,791	3,322	3,734	*	*	999	1,199

★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None

SERVICE 2 Provide opportunities for New Yorkers to live in housing that is affordable and financially stable.

Goal 2a Increase the quantity of affordable housing in New York City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Total affordable housing starts (units)	16,960	24,273	25,266	20,000	20,000	3,859	4,018
— New construction starts (%)	62%	51%	58%	*	*	74%	80%
— Preservation starts (%)	38%	49%	42%	*	*	27%	20%
— Rental starts (%)	94%	96%	92%	*	*	97%	99%
— Homeownership starts (%)	6%	4%	8%	*	*	3%	1%
★ Total affordable housing completions (units)	22,356	23,468	21,428	17,500	17,500	4,243	3,341
— New construction completions (%)	42%	36%	44%	*	*	81%	76%
— Preservation completions (%)	58%	64%	56%	*	*	19%	24%
— Rental completions (%)	64%	63%	79%	*	*	97%	98%
— Homeownership completions (%)	36%	37%	21%	*	*	3%	3%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2b Increase the quantity of affordable housing in areas of New York City where housing will create the greatest benefit for its residents.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
New construction in low affordability areas (%)	7%	6%	11%	*	*	NA	NA
Preservation in low affordability areas (%)	4%	9%	2%	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2c Increase the quantity of affordable housing for low-income and senior households.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Extremely low income (0-30% Area Median Income) starts (%)	22%	23%	21%	*	*	NA	NA
Very low income (31-50% Area Median Income) starts (%)	20%	23%	24%	*	*	NA	NA
Low income (51-80% Area Median Income) starts (%)	30%	31%	26%	*	*	NA	NA
Extremely low income (0-30% Area Median Income) completions (%)	17%	15%	16%	*	*	NA	NA
Very low income (31-50% Area Median Income) completions (%)	38%	36%	31%	*	*	NA	NA
Low income (51-80% Area Median Income) completions (%)	25%	30%	26%	*	*	NA	NA
Units started that serve senior households	1,051	1,792	2,862	*	*	57	47
Units completed that serve senior households	1,276	1,432	2,899	*	*	575	128
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2d Maintain the physical and financial stability of HPD's affordable housing assets.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Asset management — Rental projects in portfolio	1,758	1,868	2,090	*	*	2,002	2,112
Asset management — High risk rental projects in portfolio (%)	8.6%	12.2%	9.4%	*	*	11.9%	13.3%
Asset management — Co-op projects in portfolio	1,022	1,034	1,036	*	*	1,035	1,036
Asset management — High risk co-op projects in portfolio (%)	26.9%	28.1%	28.1%	*	*	28.5%	30.1%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 3 Efficiently offer New Yorkers housing-related subsidies and support.

Goal 3a Connect New Yorkers to affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Applicants approved for a new construction unit through the lottery	6,585	8,903	9,305	*	*	3,189	3,280
★ ● Homeless households moved into a newly constructed unit	1,574	1,989	3,371	*	*	795	1,056
Homeless households moved into a re-rental unit	601	548	642	*	*	175	434
Lottery projects — Completed applicant approvals within three months (%)	23%	15%	18%	*	*	NA	NA
Lottery projects — Completed applicant approvals within six months (%)	42%	32%	37%	*	*	NA	NA
Lottery projects — Completed applicant approvals after two years (%)	26%	13%	NA	*	*	NA	NA
Lottery projects — Median time to complete applicant approvals (days)	171	262	202	*	*	NA	NA
Lottery units — Applicants approved within three months (%)	32%	21%	24%	*	*	NA	NA
Lottery units — Applicants approved within six months (%)	51%	41%	45%	*	*	NA	NA
Lottery units — Applicants approved after two years (%)	5%	5%	NA	*	*	NA	NA
★ Lottery units — Median time to approve an applicant (days)	163	192	191	*	*	NA	NA
★ Median time to lease-up a homeless placement set-aside new construction unit (days)	203	243	196	*	*	NA	NA
Median time to lease-up a homeless placement voluntary new construction unit (days)	214	142	156	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

Goal 3b Optimize rental subsidies for low-income New Yorkers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Section 8 — Housing choice voucher utilization rate	98.8%	98.2%	89.1%	98.0%	98.0%	96.7%	89.0%
Section 8 — Housing choice vouchers issued	1,367	1,311	2,289	*	*	757	956
Section 8 — Housing choice voucher households assisted	37,502	37,444	37,394	*	*	37,235	37,093
★ Section 8 — Median time from completed application to voucher issuance (days)	26	57	44	*	*	36	77
★ Section 8 — Median time from voucher issuance to lease up (days)	101	99	81	*	*	99	128
Section 8 — Subsidized units in abatement (%)	6%	6%	6%	*	*	6%	6%
Households assisted through other programs	4,914	6,878	7,838	*	*	7,199	7,877
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

Goal 3c Increase the quantity of housing for people experiencing homelessness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Units started for homeless individuals and families	2,305	3,566	4,085	*	*	159	518
Supportive units started	1,216	1,972	2,155	*	*	25	154
Units completed for homeless individuals and families	1,981	2,794	2,314	*	*	615	676
Supportive units completed	907	1,275	786	*	*	356	316
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

Goal 3d

Streamline the process of securing housing (temporary, then permanent) for households displaced by fire or vacate orders.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Census for single adults	697	754	664	*	*	476	450
Census for adult families	268	298	314	*	*	214	211
Census for families with children	389	456	486	*	*	296	314
Average length of stay — Single adults (days)	673	617	573	*	*	592	616
Average length of stay — Adult families (days)	421	462	447	*	*	464	445
Average length of stay — Families with children (days)	350	340	283	*	*	337	300
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 4 Provide opportunities for New Yorkers to achieve economic advancement through housing-related workforce opportunities.

Goal 4a

Promote M/WBE participation in HPD subsidized affordable housing.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Financed affordable housing projects with an M/WBE Build Up goal (%)	75%	75%	86%	*	*	NA	NA
Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program (\$)	\$142,872,610	\$240,458,397	\$328,206,342	*	*	NA	NA
★ Completed affordable housing projects that met or exceeded their M/WBE Build Up goal (%)	100%	86%	100%	*	*	NA	NA
Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program (\$)	\$146,090,650	\$130,734,287	\$454,898,226	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 4b

Support wage growth and workforce growth in New York through housing-related City contracting.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total direct city subsidy investment	\$927,004,191	\$1,580,501,114	\$1,988,701,575	*	*	NA	NA
Employment impacts — Temporary jobs associated with housing production	25,094	32,782	35,773	*	*	NA	NA
Employment impacts — Permanent jobs associated with housing production	507	601	755	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
E-mails responded to within 14 days (%)	40%	28%	23%	58%	58%	31%	36%
Letters responded to within 14 days (%)	42%	9%	29%	52%	52%	40%	62%
Average customer in-person wait time (minutes)	13	13	21	29	29	21	23
Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)	NA	NA	100%	95%	95%	NA	NA
Completed requests for interpretation	NA	127	182	*	*	196	215
CORE facility rating	NA	94	97	85	85	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Response to 311 Service Requests (SRs)							
Percent meeting time to close - Heating (5 days)	91%	94%	99%	90%	90%	97%	97%
Percent meeting time to close - Pests (30 days)	59%	59%	61%	60%	60%	69%	74%
Percent meeting time to close - Paint/Plaster - Ceiling (17 days)	78%	77%	78%	70%	70%	84%	83%
Percent meeting time to close - Paint/Plaster - Walls (17 days)	62%	64%	67%	69%	69%	73%	75%
Percent meeting time to close - Plumbing - Water-Leaks (17 days)	62%	60%	62%	68%	68%	69%	70%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$1,194.4	\$1,324.1	\$1,871.8	\$1,993.1	\$2,040.2	\$1,689.2	\$531.5	\$771.6
Revenues (\$000,000)	\$94.7	\$92.3	\$110.1	\$39.4	\$66.6	\$39.5	\$39.8	\$36.3
Personnel	2,251	2,410	2,433	2,721	2,792	2,834	2,488	2,393
Overtime paid (\$000,000)	\$3.4	\$3.8	\$3.7	\$2.9	\$2.9	\$2.9	\$1.5	\$0.9
Capital commitments (\$000,000)	\$915.7	\$1,410.9	\$2,400.4	\$2,151.9	\$3,560.9	\$3,267.9	\$24.1	\$335.7
¹ January 2025 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY24 ¹ (\$000,000)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$219.5	\$237.1	
001 - Office of Administration	\$57.0	\$62.6	All
002 - Office of Development	\$35.6	\$39.2	2a, 3a, 4a, 4b
003 - Rental Subsidy Program	\$22.4	\$28.1	2a, 4a
004 - Office of Housing Preservation	\$81.4	\$81.0	1a, 1b
006 - Housing Maintenance and Sales	\$23.1	\$26.2	2a, 3a, 4b
Other Than Personal Services - Total	\$1,652.4	\$1,803.2	
008 - Office of Administration	\$18.7	\$14.2	All
009 - Office of Development	\$47.6	\$66.5	1b, 2a, 4a, 4b
010 - Housing Management and Sales	\$22.1	\$11.9	1a, 1b, 2a, 3a, 4b
011 - Office of Housing Preservation	\$80.7	\$66.9	1a, 1b, 4b
012 - City Assistance to NYC Housing	\$337.1	\$603.6	All
013 - Rental Subsidy Program	\$701.9	\$704.3	2a, 4a
014 - Emergency Shelter Operations	\$444.2	\$335.7	1b
Agency Total	\$1,871.8	\$2,040.2	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Fiscal 2024 Preliminary Mayor’s Management Report (PMMR) value for the indicator ‘Violations closed’ was amended from 202,790 to 220,190 to reflect updated and finalized data.
- Preceding the Fiscal 2025 PMMR, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/hpd.

