

**TESTIMONY FROM NYCHA CHAIR & CEO SHOLA OLATOYE  
CHRONIC HEAT AND HOT WATER FAILURES IN NYCHA HOUSING  
COMMITTEE ON PUBLIC HOUSING WITH THE COMMITTEE ON OVERSIGHT &  
INVESTIGATIONS  
TUESDAY, FEBRUARY 6, 2018 – 10:00 AM  
COUNCIL CHAMBERS, CITY HALL, NEW YORK, NY**

Speaker Corey Johnson, Chairs Alicka Ampry-Samuel and Ritchie Torres, members of the Committees on Public Housing and Oversight and Investigations, and other distinguished members of the City Council: good morning. I am Shola Olatoye, Chair and CEO of the New York City Housing Authority.

I am pleased to be joined by Deborah Goddard, NYCHA's Executive Vice President for Capital Projects, and Cathy Pennington, Acting Executive Vice President of Operations. Vito Mustaciuolo is also with us – an HPD institution who will be joining NYCHA later this month as Acting General Manager. Vito's experience and expertise will greatly benefit our NextGeneration NYCHA turnaround efforts.

Before we start, I'd like to extend congratulations to all the new leadership at the Council: Speaker Johnson, Chair Torres, and especially Council Member Ampry-Samuel, for your recent appointment as Chair of the Committee on Public Housing. On behalf of NYCHA, we look forward to partnering with you.

Basic services, like heat and hot water, go to the heart of NYCHA's responsibility as a landlord. This winter presented the longest stretch of below-freezing days the city has experienced in nearly 60 years. Even with significant preparation, NYCHA's aging infrastructure and dedicated staff were no match for the historic weather in early January. As temperatures dipped and heating systems failed, our residents bared the brunt of these outages – something we can all agree is unacceptable.

We have been candid about NYCHA's financial challenges: a \$3 billion loss in funding since 2001, leading to a daunting backlog in capital improvement needs. We understand what it means to our residents when NYCHA doesn't get the funding we need to carry out our mission. We are doing everything we can, working around the clock to restore heat for residents as quickly as possible. However, if we truly want to resolve this issue,

we must address the root cause of these problems and secure sufficient funding.

We would like to thank Mayor de Blasio for making unprecedented investments to strengthen and preserve public housing in New York City. He has committed \$1.3 billion to fix nearly 1,000 roofs and more than \$500 million to repair facades at more than 400 buildings. The Mayor has also relieved NYCHA of nearly \$300 million in payments to the City since 2014.

With the Mayor's recent \$13 million investment for immediate boiler repairs, we will be able to shore up equipment and respond faster to heating emergencies. And with his most recent commitment of \$200 million to fund heating infrastructure upgrades, we will be able to replace outdated boilers and modernize heating system controls and hot water-making technology at 20 developments, benefitting 45,000 residents.

To be clear, we did not just turn to investing in our heat-related infrastructure in the last few weeks. We have made significant investments over the years. And as part of our five-year capital plan, we are investing \$772 million in heat-related programs with Federal, State, and City funding as well as investments from our Energy Performance Contracts, an important part of our NextGen Sustainability Agenda.

As much as we know that replacing our aging infrastructure is the key to reducing the number and duration of outages, we also know that we have an obligation to provide better service to our residents now. We have increased our efforts to ensure our heat and hot water equipment is working efficiently. This includes performing annual summer preventative maintenance on our boilers, making significant welding repairs and repairs to boiler controls.

When there is an outage, the hardworking women and men at NYCHA who serve our residents respond vigorously. Throughout the winter, and particularly during this cold spell, staff labored around the clock in challenging conditions to quickly resolve outages, going above and beyond to serve New Yorkers.

We implemented additional measures aimed at improving our response time and ability to address emergency situations. Starting December 29, when the National Weather

Service first predicted the extreme cold weather, we:

- Activated 24/7 roving teams of specialized staff to respond quickly to outages;
- Launched the Heat Desk, a dedicated triage tool to manage outages;
- Established a “Situation Room” staffed by our Office of Emergency Management, Operations, the Heating Department, Procurement, Resident Engagement, and External Affairs to coordinate quick responses to the outages. From January 4 through January 10, the Situation Room was staffed around the clock. From January 11 through January 12, it was staffed from 7 a.m. to 11 p.m.;
- Initiated 16- or 24-hour boiler watches at problematic boiler plants;
- Increased the number of staff working at the Customer Contact Center;
- Activated emergency contracts to procure heating equipment and temporary boilers;
- Partnered with other City agencies for additional resources;
- Notified residents about outages and completed repairs through robocalls, flyers, and social media; and
- Communicated with elected officials by assigning a dedicated contact person in our Office of Intergovernmental Relations for each borough and through regular email updates.

Through these efforts, we were able to resolve 89 percent of outages within 24 hours during the cold spell.

As we take a close look at our operations, the fact is that the failure of our equipment during the extraordinary weather conditions is exactly what disinvestment looks like. The sustained and severe lack of funding for vital infrastructure over decades is what you, Chair Torres, have described as “demolition by neglect.”

We agree wholeheartedly that residents shouldn’t have to put up with heat and hot water outages. So I hope that this hearing is, in part, a call to action: NYCHA needs more funding to replace infrastructure past its useful life and maintain our buildings in a state of good repair.

We know that the issues brought by decades of neglect will not be solved overnight. But

we look forward to working with the City Council and other partners to corral the resources NYCHA needs and residents deserve. Until then, NYCHA is committed to responding to every outage as quickly as possible and continuing to improve our customer service. Thank you for your support. We are happy to answer any questions you may have.



OFFICE OF THE PRESIDENT  
BOROUGH OF MANHATTAN  
THE CITY OF NEW YORK

1 Centre Street, 19th floor, New York, NY 10007  
(212) 669-8300 p (212) 669-4306 f  
431 West 125th Street, New York, NY 10027  
(212) 531-1609 p (212) 531-4615 f  
[www.manhattanbp.nyc.gov](http://www.manhattanbp.nyc.gov)

Gale A. Brewer, Borough President

**February 6, 2018**

**Gale A. Brewer, Manhattan Borough President  
Testimony before the New York City Council  
Committee on Public Housing  
Committee on Oversight & Investigations  
On Chronic Heat and Hot Water Failures in NYCHA Housing**

My name is Gale Brewer and I am the Manhattan Borough President. Thank you, Chair Ampry-Samuel and Chair Torres, and the members of the Committee on Public Housing and the Committee on Oversight and Investigations, for holding this hearing.

We all know why we're gathered here today: in the face of an unusually cold season, many NYCHA buildings have experienced heat and hot water outages. In Manhattan, my staff members were informed of service failures in at least 14 developments: Baruch Houses, Carver Houses, Douglass I and Douglass II Houses, Grant Houses, Jacob Riis Houses, Johnson Houses, King Towers, LaGuardia Houses, Lillian Wald Houses, Marble Hill Houses, Metro North, PS 139 Conversion, Sandra Thomas Apartments, and the WSURA Brownstones.

I want to acknowledge NYCHA's staff, many of whom worked round-the-clock to restore the outages and were responsive to my office's inquiries throughout the process. The heating technicians, plumbers, electricians, and other maintenance workers — some of them volunteers — deserve particular recognition for all the hours they put into tackling the growing list of service outages. According to data provided by NYCHA, during the two-week period between 12/27/2017 and 1/10/2018, on-the-ground staff resolved over 10,000 heat and hot water tickets in Manhattan and over 59,000 citywide. Outages were resolved on average within five hours. While there are still many outstanding heat and hot water complaints, I know these specialists will continue to restore services as quickly as possible.

However, to truly address heat and hot water issues, we need to distinguish between band-aid fixes and long-term solutions. It is certainly important to restore outages. Yet without long-term solutions, NYCHA will find itself in the same predicament each time weather conditions go beyond what the agency's aging housing stock can withstand.

The most pressing need is to upgrade boilers and, in some cases, to separate the production and delivery of heat and hot water so that a failing boiler doesn't cut out two essential services. On January 31, Mayor de Blasio committed \$200 million to upgrade the heating systems of 20 NYCHA developments over three years. For the upcoming fiscal year (FY2019), \$82 million is allocated to replace 39 boilers in 104 buildings.

In a February 2 joint-letter, I joined Bronx Borough President Ruben Diaz Jr. and over 50 elected officials urging NYCHA to declare emergency on the heat and hot water crisis. Under emergency declaration, acquisition of new boilers can proceed via a streamlined procurement process.

Immediate response is critical, but we must also consider the long-term implications that this crisis has uncovered. As of 2017, NYCHA has 316 developments totaling 2,266 residential buildings citywide, including 97 developments in Manhattan with 53,000 units across 537 residential buildings.<sup>1</sup> A total of 1,379 boilers provide heat for all NYCHA developments and 45% of them are over 25 years old, fast approaching a boiler's life span of 30 years.<sup>2</sup> Even if the full \$200 million that Mayor de Blasio promised becomes available tomorrow to fully upgrade the 20 designated buildings, this would mean only 6.3% of NYCHA developments will benefit while the rest continue to depend on boilers approaching their useable life expectancy.

Additionally, during the cold spell, calls to NYCHA's Customer Contact Center (CCC) exceeded capacity and inquiries were rerouted to 311. For years, I and many others have called for CCC to be integrated into 311. The expanded capacity would allow NYCHA to more accurately anticipate and address resident needs. To start, we must know the volume and types of calls that both CCC and 311 have received to date. Data analytics can optimize operations in government agencies, and understanding the gaps in the CCC system will ensure resident inquiries can be resolved more efficiently going forward.

The solution to NYCHA's predicament is simple: more funding is needed. The perennial question is from where and how much funds are available. This includes capital funding to thoroughly upgrade aging systems in all buildings that are showing signs of heat and hot water interruption, as well as funding to support NYCHA's long-range planning, energy efficiency initiatives, and CCC operations.

Specifically, improving energy efficiency will lighten the load under which many NYCHA buildings currently operate, so unusually harsh weather conditions won't overstrain their systems to the point of outage. Among NYCHA apartments, 85% were built prior to 1980 when the first energy code was implemented in New York City, and 92% are heated with steam, the most inefficient way to heat buildings.<sup>3</sup> NYCHA's sustainability team has developed a \$330 million plan to retrofit aging developments and small buildings over 10 years, reinforce resiliency efforts in anticipation of climate change, and generate alternative energy through installing solar panels.

As an elected official, I have been frustrated that not all of NYCHA's energy and resiliency initiatives are capital-eligible. Yet the goals set forth in the NYCHA NextGen Sustainability plan are the very solutions that address the root causes of recent outages. It is imperative for the Administration as well as for State and Federal agencies and energy authorities to make it a priority to fund, and ideally expand and accelerate, NYCHA's energy efficiency and building retrofit initiatives.

---

<sup>1</sup> NYCHA Development Data Book 2017, <http://www1.nyc.gov/assets/nycha/downloads/pdf/pdb2017.pdf>. The figures do not include additional buildings and units that NYCHA manages under various special programs.

<sup>2</sup> NextGen NYCHA Sustainability Agenda, NYCHA, April 22, 2016.

<sup>3</sup> *Ibid.*

Any discussion of NYCHA's long-term fiscal viability must include programs under NextGen NYCHA. Under NextGen Neighborhoods, half of the revenues from the developer's upfront payment of leasing public land goes toward the capital needs at the NYCHA development on which the infill structure is built, while the other half goes toward the capital needs of other NYCHA developments. From the two Manhattan examples at Holmes Towers and LaGuardia Houses, we know that these two developments' share of expected revenues will not fully meet their capital needs. Particularly in the case of Holmes Towers where half the new units will be market rate, NYCHA is leasing high-value, waterfront land on the Upper East Side to a private developer at prices well below what the market can command. I urge NYCHA to reevaluate and more accurately assess the value of its proposed infill sites so that NextGen Neighborhoods can maximize resources for existing NYCHA housing.

Unfortunately, federal tax policy has undermined HUD's Rental Assistance Demonstration (RAD) program. RAD partially relies on low-income housing tax credits for financing, and the value of tax credits are expected to diminish as a result of lower tax rates. Where NYCHA can continue to leverage RAD to bring in capital funds for its most under-funded developments, the process must be transparent and with constant communication with tenants.

Finally, NYCHA has established the Fund for Public Housing as a nonprofit entity to supplement the finances and services of operating NYCHA buildings. In fall 2017, the Fund for Public Housing launched crowdfunding projects for establishing a community garden at Millbrook Houses and partnering with Green City Force to launch composting at Queensbridge Houses. Perhaps the Fund can scale up the model to crowdfund for items such as new boilers, operating and staffing of community heating centers (similar to cooling centers during the summer), and installation and monitoring of technology such as Heat Seek devices, just to name a few potential project ideas. The Fund for Public Housing has already set up the platform, so why not use it to harness the crowdsourcing culture to fund projects and services that can mitigate a potential heat and hot water outage?

I hope I have made it clear that NYCHA is in need of a large amount of sustained funding to fully resolve the outages. Specifically:

- The goals outlined in NYCHA's sustainability plan address the root causes of heat and hot water outages and should be allocated more funding to accelerate NYCHA-wide building retrofits and energy efficiency upgrades.
- NextGen Neighborhoods revenues must be maximized, especially in areas of high real estate value where developers will benefit from building 50% of market rate units.
- NYCHA's Fund for Public Housing should leverage its crowdsourcing platform to provide supplementary resources toward resolving heat and hot water issues.

Thank you for the opportunity to testify today. I look forward to working with members of both committees and with NYCHA to resolve the heat and hot water crisis.



**Ruben Diaz Jr.**  
**Bronx Borough President**

**John DeSio**  
**Communications Director**

**\*FOR IMMEDIATE RELEASE\***  
February 6, 2018

**TESTIMONY OF BRONX BOROUGH PRESIDENT RUBEN DIAZ JR.  
BEFORE THE NYC COUNCIL COMMITTEES ON PUBLIC HOUSING  
AND OVERSIGHT AND INVESTIGATION ON NYCHA HEAT AND HOT  
WATER FAILURES**

**FEBRUARY 6, 2017**

Good morning, Chairwoman Ampry-Samuel and Chairman Torres, my name is Marricka Scott-McFadden. I am the Deputy Borough President of the Bronx and I am here this morning to share the views of Bronx Borough President Ruben Diaz Jr. regarding the failure of New York City Housing Authority (NYCHA) to provide adequate heat and hot water to its 400,000 residents this winter.

The recent “bomb cyclone” that struck the northeast region caused dangerous drops in temperatures across the five boroughs. Nowhere was this extreme weather event felt more dramatically than within NYCHA developments, where nearly half of all boilers are beyond their useful life and many developments are forced to rely on ineffective temporary boilers to provide heat and hot water.

The hundreds of thousands of individuals and families who call public housing home should not be forced to suffer in the cold. Our office has received numerous complaints from residents of NYCHA developments across the Borough. When seeking answers on when new boilers would be installed NYCHA advised my office in a meeting on January 18, 2018, that their hands were tied by the procurement process, contrary to recent statements by City Hall. That is no comfort to a family forced to live in a frigid apartment on the coldest days of the year.

I know that the chronic lack of heat and hot water in NYCHA housing is an emergency. Formally declaring a state of emergency is a common sense act and the morally correct action NYCHA can take to streamline the procurement process. Such a declaration would allow your agency to jump-start the procurement process

and install much-needed, permanent boilers that are already in the pipeline at a swifter pace.

Further, if some aspect of Federal law hinders the emergency procurement process, it is incumbent upon City Hall, with all its resources at its disposal, to take action and build coalitions for change, not to throw up its hands.

The process to replace boilers in NYCHA developments takes far too long, and does not reflect the urgent need for these critical repairs. For example, the Patterson Houses in The Bronx have been forced to subsist using inadequate temporary boilers since 2011. NYCHA has not even begun the RFP process to replace these boilers, which means that even in a best-case scenario new boilers will be years away. The recent extreme weather event showed us just how vulnerable temporary boilers are to very low temperatures, and we have no reason not to expect similar extreme weather in the future. NYCHA tenants should not have to wait a decade for the basic human right of reliable heat and hot water.

We must act to cut red tape during this time of severe crisis. While the recent announcement of some new funding for boilers is a step in the right direction, the situation remains an emergency, and NYCHA has told our office that red tape ties their hands. An emergency must be declared.

We would not accept this kind of behavior from a private landlord. NYCHA tenants are entitled to warm apartments, just like anyone else.

Treating this situation as the true disaster it is will help provide heat to families faster, and your agency should declare an emergency immediately and show leadership in cutting the red tape at any and all levels of government, that NYCHA has stated deprives residents of adequate heat.

Thank you.



## **City Council**

### **Joint Committee on Oversight and Investigations and Public Housing**

#### **Testimony of Brooklyn Borough President Eric L. Adams**

**Tuesday, February 6, 2018**

My name is Eric L. Adams and I am the Brooklyn borough president representing 2.6 million Brooklynites, including 99 New York City Housing Authority (NYCHA) developments, roughly equivalent to the population of Utica, NY.

In the past few weeks, I have heard from at least 19 developments facing heating complaints, potentially impacting nearly 40,000 residents during one of the coldest stretches over the past year.

Too many tenants did not get the services they deserve, and I appreciate that our City recognizes the need for immediate action.

New York City has been the sole government stakeholder to take any semblance of responsibility for this crisis, putting real money on the table to address emergency repairs and its infrastructure backlog, most recently by announcing the allocation of \$200 million in long-term funding for heating upgrades. Despite this needed injection of funding, this amount still only represents 0.8 percent of NYCHA's estimated "State of Good Repair" capital funding deficit of \$25 billion.

NYCHA has put forward some of these ideas through its NextGen proposals, and we should see those proposals, and any others involving City assets, further discussed through a robust community process. However, beyond this, more clearly needs to be done to meet the increasing and ongoing demand to provide safe, secure, and healthy housing for the hundreds of thousands of residents across the City who call NYCHA developments home.

Even without Albany and Washington, NYCHA has the ability to meet this challenge by better prioritizing its existing resources, expediting its bureaucratic

procurement process, and improving its communication and transparency with its tenants.

Yesterday, I organized scores of NYCHA tenants at the Gowanus Houses in Brooklyn to call on NYCHA, the Fund for Public Housing, and the State to do just this by addressing low-hanging fruit actions that will go a long way to recapture existing savings, generate additional resources through further public-private partnerships, and cut red tape in order to speed up project implementation.

To start, NYCHA must do more to reinvest the savings it has accrued through its important energy efficiency programs and retrofits.

According to "Room to Breathe," from July 2017 by the Citizens Budget Commission (CBC), NYCHA saved \$48 million in utility costs from 2013 to 2016 due to lower natural gas cost expenditures, which were made possible from converting from oil to natural gas heating systems.

Unfortunately, that \$48 million was not dedicated specifically to reinvestment in additional conversions but rather went back to the NYCHA General Fund. This revenue stream should go directly to more conversions so cost savings can increase, creating a virtuous cycle of support for NYCHA.

This is a perfect example of smart policy leading to substantial savings and we need to continue down this path until we are certain all residents have a 21<sup>st</sup> century heating system that is reliable and clean.

History has shown us that we shouldn't expect additional funding from Albany, but today we're demanding action from the State.

Last week, myself, and more than 50 other elected officials demanded an "emergency declaration" to expedite funding and resources to make crucial improvements to NYCHA infrastructure. To date, the City and State have not declared such an emergency even though it is needed yesterday.

More importantly, Governor Cuomo and the State Legislature must act to empower New York City by passing "Design-Build" legislation to fast track project implementation.

Design-Build allows one contractor to design, build, and install necessary infrastructure, shaving months off the implementation of projects.

Governor Cuomo has empowered his own agencies to use this tool to fast track State projects, but in the constant game of political gamesmanship between the Governor and the Mayor, the Governor has held New York City residents and taxpayers hostage by failing to empower City agencies to use this cost and time-savings tool.

We also must do more to foster public-private partnerships to support current NYCHA residents. There are thousands of former residents who have gone on to live successful lives. My office has been reaching out to high-profile NYCHA alumni in an effort to reconnect them to NYCHA as a way to give back to the neighborhoods that fostered them and provided the foundation for their success. This effort also includes initial conversations with the Fund for Public Housing on how to leverage this potential public-private support for capital investments.

Finally we must empower residents with information.

NYCHA must stop viewing tenants as “the opposition.” They should be our ‘NYCHA’ first responders. They are living and breathing the environment every day and we must empower them with real-time data and information to help guide project implementation. I call for the creation of a publicly-accessible NYCHA Capital Project Dashboard that goes beyond just listing whether a reported issue is in progress. This aligns previous efforts from my office to successfully secure maps and a dashboard to publicly track Build It Back and Sandy recovery resiliency projects from the New York City Mayor’s Office of Recovery and Resiliency.

While a Mayor’s Capital Project Dashboard exists for the entire city, we need a project dashboard specifically for NYCHA capital investments. With a citywide residential population in NYCHA that is larger than most US cities, including Cleveland and St. Louis, we need to do better to ensure that integral projects being undertaken to improve the infrastructure and quality of life for residents are on track and are being implemented in a transparent manner.

I look forward to continuing to work with NYCHA, the residents, this committee, and any and all partners in government to advocate for the resources that residents need and deserve. Thank you.

FOR THE RECORD

Manhattan  
Legal  
Services



**TESTIMONY OF LEGAL SERVICES NYC REGARDING CHRONIC HEAT AND HOT  
WATER FAILURES IN NYCHA HOUSING**

**New York City Council  
Committees on Public Housing and Oversight & Investigations  
February 6, 2018**

Legal Services NYC welcomes the opportunity to give testimony before the New York City Committees on Public Housing and Oversight & Investigations. We urge the City Council to continue its inquiry into chronic heat and hot water failures in NYCHA housing throughout the city.

Legal Services NYC is one of the largest providers of legal services for low-income people in New York City. With five borough offices and numerous outreach sites, Legal Services NYC's mission is to provide expert legal assistance that improves the lives and communities of low income New Yorkers. Legal Services NYC annually provides legal assistance to over 70,000 low-income clients throughout New York City. Currently, Legal Services NYC's largest practice area is housing.

Throughout our practice, Legal Services has assisted clients bring claims of inadequate heat and hot water in both public and private housing developments. In 2016, our office, along with *pro bono* counsel from King & Spalding, and the Public Advocate Letitia James' office, filed a group case against NYCHA for its failure to adequately provide heat to tenants in housing complexes throughout the city. That case was predicated on a forwarded email received by our office from NYCHA counsel on November 25, 2015, in which the NYCHA Director of Heating Services, stated that NYCHA's official policy was to shut off heat between 10 P.M. and 5 A.M. when the outside temperature was above 20 degrees. In justifying this policy, NYCHA claimed that the language of heat law at the time required only that they "maintain" the temperature at 55 degrees between the hours of 10 pm and 6 am when the outside temperature is below 40 degrees and that maintaining the homes at this temperature did not require them to actually turn on the heat. NYCHA argued that if the heat was on during the day, a minimum temperature of 55 degrees could be maintained throughout the night without actually turning the heat on.

That case was ultimately settled amicably with this NYCHA policy no longer being promulgated and our clients were adequately provided heat for the past two heat seasons.

However, as is evidenced by the recent New York Times article<sup>1</sup>, these clients were not the only ones who suffered from inadequate heating. Nor have all the heat and hot water issues been resolved.

Legal Services understands and appreciates the difficult mandate that NYCHA is tasked with carrying out. The agency has limited resources that are already stretched thin. However, it is essential that NYCHA's efforts to confront its financial challenges do not place undue burdens on the low income families for whose benefit NYCHA was created. With the ongoing affordable housing crisis, NYCHA apartments stand as some of the only affordable units available to many of our clients, all of whom are low-income, most of whom are minorities, and many of whom suffer from both physical and mental disabilities. These already vulnerable individuals and families are entitled to safe, habitable housing, with adequate heating systems that are operated in accordance with our heat laws.

We thank the City Council for its diligent efforts to address these important issues and urge these Committees to continue to inquire into NYCHA's heat and hot water policies to ensure that vulnerable, low-income New Yorkers aren't subject to unnecessary hardship in these cold winter months.

Respectfully submitted,



Ami Shah  
On Behalf of Legal Services NYC  
40 Worth Street  
New York, NY 10013

---

<sup>1</sup> <http://mwr.nytimes.com/2018/01/05/nyregion/for-many-public-housing-residents-its-cold-inside-too.html>

**Joint Committee of Oversight and Investigating and Public Housing  
Committee.**

**This is a Statement from Mr. Daniel Barber, Board Chair of the Citywide Council of Presidents Inc., Chairman of the Bronx South District Council of Presidents Inc. and President of Jackson Houses Resident Association Inc.:**

**Good morning Madam Chairwoman. Congratulations on your new appointment. We wish you well and we are looking forward to working with you. Mr. Torres, congratulations on your new appointment as well. I am glad that you both hosted this hearing and Hope that a Committee of RESIDENTS and Elected Officials can come together for Oversight of Funds and Services rendered to NYCHA for the Greater Good of the Residents of Public Housing.**

**The Residents of Public housing held a meeting about the heat issues on the 19<sup>th</sup> of January at the THROGGS NECK HOUSES, hosted by the RESIDENT ASSOCIATION PRESIDENT Ms. Monique Johnson and the Association's Resident board. The Irony of this meeting was having a Heating meeting in a space that was Colder than it was outside!**

**I have been watching the issues being reported by the media from REDFERN HOUSES, SOTOMAYOR, CASTLEHILL, DOUGLAS, MORRISANIA CONCOLIDATION and Patterson Houses Whose Boiler Room is Condemned and must rely on Three (3) Mobil Boilers that must supply HEAT TO Twenty Plus buildings (20) and many more Developments Citywide. The sad part which adds insult to injury is that the Resident Leaders have been reaching out and no one from NYCHA has been responding back for hours or days later. If we speak with the media then NYCHA Operation, Resident Engagement and Most of all Heating NO LONGER RETURN CALLS or Do Not Respond to the emails unless we add the Elected Officials.**

**The NGO Developments in the South Bronx have had major issues with repairs and service and this Program was supposed to give the Operation of the development to the Manager and Superintendent but things have gotten Worse Especially Heating and Hot water as We briefly described about Patterson Houses. There are 5 NGO Developments in the South Bronx (Mitchel, Mott Haven, Patterson, Millbrook and Melrose) and they are ALL still experiencing interruptions and partial services at these**

developments. While we here" WE ARE WORKING ON IT" the RESIDENTS ARE TOTALLY SUFFERING AND FEELING THE AFFECTS.

*The HUD Regulations and The Federal Law 24 C.F.R. 964.100 Federal Regulations provide NYCHA Residents Councils with the opportunity to "Actively Participate through a working Partnership with (NYCHA) to Advise and assist in all aspects of Public Housing. Then you have 24 C.F.R. 964.135 "Residents shall be involved and participate in the Overall Policy development and direction and other interested Residents at the Development through education and Direct participation in all phases of the Budgetary process.*

*Mr. Torres your Committee is Oversight and you have heard the Issues many times. You have been given proof of NYCHA's failures over the years. WE NEED ACCOUNTABILITY AND WE NEED IT NOW! We the Residents of Public Housing are letting you know that from TODAY moving forward the Residents NO LONGER will Accept the Third World treatment and the Below Standard treatment that has Strong Similarities to Modern Day SLAVERY. We Shall NOT and Will NOT Except NYCHA Disrespect and Poor Treatment Any Longer. Thank You for this opportunity to Address this Committee.*

# ALFRED E. SMITH HOUSES RESIDENT ASSOCIATION, Inc.



## 史密斯居民協會通

## ASOCIACIÓN DE RESIDENTES DEL RESIDENCIAL ALFRED E. SMITH, Inc.

---

Aixa Torres  
President  
Jerry Carter  
Vice- President  
Monique Harris  
Secretary  
Nancy Hecker  
Treasurer  
Candace Eng,  
Sergeant-at-Arms

February 6, 2018

The Committee of Oversight and Investigations  
The Committee of Public Housing

There is a saying that says the water dripped until it broke the rock. Smith Houses has been complaining to NYCHA for over 20 years about the broiler system and the problems we have with heating and the constancy of water leaks. The heating system is over 65 years old and probably in violation of several codes. The disinvestment of public housing by HUD has taken its toll on the infrastructure of the building where we live in.

### OFFICERS

---

17 Saint James Place -  
New York, NY 10038

In Smith Houses decisions were made by previous resident leaders that are now ours to fix. The responsibility of these

conditions in which we are living in now belong to all especially those that ran the NYCHA in the past 20 years at the expense of the residents in public housing with their health and safety.

In Smith Houses' case, the previous administration chose to endanger the lives of our residents by deciding not replace gas pipes that desperately needed to be changed only by the "GRACE OF THE LORD" did we not have a massive explosion in Smith Houses.

Another, example was they created 718-707-7771 that is a failure and has contributed to the massive repairs in NYCHA. Another, was centralizing skilled services and removing them from the developments or out sourcing the work to contractors who thought they are doing us a favor for a job well paid. The disrespect displayed by some was criminal and an injustice to residents. Most importantly, stopped placing people in positions of authority by merit instead of who's your Godfather instead and not understanding or respecting residents. All done at the expense of Public Housing Residents.

However, this administration has tried to address the issues something else comes up. What Smith houses needs are new broilers. The apartment in some buildings are extremely cold or hot depending on the line you live in. The pipe system needs to be replaced so that heat rises properly to the apartment instead of leaks in them.

While this administration has tried to address this problem in three-half years; it cannot fix the negligence of 20 years nor can NYCHA correct overnight or in 31/2 years especially without funds. In Smith Houses, we have had to prioritize the needs based on safety and the well-being of the residents, so our first priority was replacing gas pipes which were done under this administration because the previous administration held us hostage because we refused to sign off on the land lease. Our priority now is acquiring funds for the pipe system and

broilers in Smith Houses. We have families having to endure no heat or being over heated because of the broilers and pipes which are eroded. This problem begins to effect the health of residents especially the elderly and children including the residents that have cardiac or respiratory conditions.

Finally, our question today is what investment the City Council and New York State Legislators is are going to do in supporting Public Housing residents given the budget cuts from Washington, DC. to Public Housing in the city and state of New York. Our state and city government must invest in supporting our homes. We demand as tax payers and citizens of this country that you invest and support resident of public housing.

Respectfully submitted,

  
Aixa O. Torres, President



ALFREDESMITH.TA@GMAIL.COM



@ SMITH HOUSES



FAX/PHONE:646-707-0995

FOR THE RECORD

**Testimony of Aaron Rooney, LMSW – Stanley M. Isaacs Neighborhood Center**  
**New York City Council Committee on Public Housing**  
**February 6, 2018**

I'd like to thank Chair Ampry-Samuel, Chair Torres and the Members of the Committees on Public Housing and Oversight and Investigations for holding this hearing, and their attention to these critical issues. My name is Aaron Rooney, I am the Clinical Director at Stanley M. Isaacs Neighborhood Center. In my role at the Isaacs Center I oversee Case Management and clinical services provided to the older adult residents of our NORC Program (Naturally Occurring Retirement Community), at the Isaacs Houses and Holmes Towers NYHCA Developments. This includes 1830 First Avenue, 1780 First Avenue, 405 East 92<sup>nd</sup> St, 419 East 93<sup>rd</sup> St, and 1806 First Avenue.

I respectfully submit this testimony to attest to numerous concerns we have regarding the heating failures in these buildings, which has resulted in elderly residents going without heat for up to two weeks at a time. With the extreme cold temperatures we have been experiencing in New York City this winter, it is a significant danger for anyone to go without heat for this long. When these issues impact older adults, the risk is all the more serious. Based on the most recent data, it is estimated that between 40-50% of the population at the Isaacs/Holmes Development are over the age of 62. At the Isaacs Center we have daily interaction with a great number of these residents through our programing. Many will come to us with maintenance and repair needs, with others we learn through outreach calls and regular assessments. In the last 30 days alone, we have advocated on behalf of at least 10 older adult residents reporting no heat in their apartments. We also know that there are others who let heat problems go unresolved.

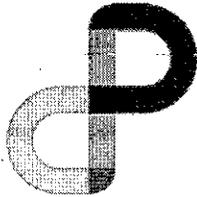
I would like to share an example of a recent scenario in which it took several professionals and family members to address an issue in which heat was not getting into the bedroom of an 83-year-old woman who is physically and cognitively impaired. She resides in 1830 First Avenue, which is the building that we have received the largest number of heat complaints from over the last month. In mid-January it was reported by this resident's grandson that there was no heat in her bedroom, and that he called in an emergency maintenance ticket that day, to be responded to within 24 hours. The issue was not addressed, and when her social worker attempted to put in a new ticket, we were told the ticket was still open but there was no update. Attempts to follow usual channels within the development yielded no results. After several days, our Deputy Executive Director made contact with senior officials at NYCHA, and the family reported the heat was back on in the bedroom the following day. All told, it took 12 days from the initial call for the heat to be fixed in this woman's bedroom.

In some cases, heat has been restored within the 24-hour window for an emergency ticket. But in most cases, clients are waiting longer than that, and many older adults are not able to advocate for themselves to assure these items are handled with the immediacy they deserve. It is my recommendation today that the heat systems in this development be investigated by NYCHA. I also recommend additional channels for reporting emergency heat problems be made available specifically for items concerning older adults and people with disabilities.

I would also like to express concern about the request for social security information by the automated call system to report heat and hot water issues to NYCHA, particularly for older adults. With the growing prevalence of phone scams targeting older adults, the message from service providers and law enforcement is not to give social security information over the phone under any circumstances. Many of our clients have expressed discomfort providing that information over the NYCHA system and, in some cases, this has prevented them from pursuing the complaint. I strongly recommend NYCHA updating this system to allow for emergency heat and hot water complaints to be made using the automated system without the requirement to enter social security information.

Thank you for your time and for the opportunity to provide this testimony today.

FOR THE RECORD



# PRATT CENTER

FOR COMMUNITY DEVELOPMENT

## **Broken boilers: inadequate reporting obscures depth of problem Oversight – Chronic Heat and Hot Water Failures in NYCHA Housing**

Testimony to New York City Council

Chair Ampry-Samuel of the Committee on Public Housing  
Chair Torres of the Committee on Oversight and Investigations

Elena Conte, Director of Policy  
February 6, 2018

Chairs Ampry-Samuel and Torres, thank you for the opportunity to submit testimony and for holding this important hearing on an urgent and devastating problem. Pratt Center for Community Development works for a more just, equitable, and sustainable New York City by supporting low- and moderate-income communities to plan for and realize their vision. In the service of this mission we have partnered with and provided technical assistance to dozens of community-based organizations. We are currently working with the Turning the Tide Collective, comprised of groups that organize and serve public housing residents in Red Hook and Gowanus, Brooklyn, such as Red Hook Initiative, Families United for Racial and Economic Equality (FUREE), and Fifth Avenue Committee. Turning the Tide works to increase climate change resiliency specifically in these public housing communities.

As the climate change-influenced extreme weather of “Bomb Cyclone” Grayson was approaching, we wanted to visualize the extent to which people in NYCHA developments were being impacted by heat and hot water outages, and we set out to gather data to create a map.

**What should have been a simple task we soon realized was impossible; instead our effort is a testament to what is wrong about the reporting systems for problems in NYCHA developments and with the information that the City makes available to the public about conditions within NYCHA.** Of course this is information that our community partners have been saying for years, but we want to take this opportunity to support their lived experience and to further elaborate on the ways in which these systems prevent NYCHA from gaining the full picture of what is wrong (and robs them of the opportunity to respond), and prevents the public from understanding the extent of the problems. These realities hamper our collective ability to arrive at the solutions that the 400,000 residents of public housing need, and compromise our mission as a city to preserve affordable housing and ensure safe and healthy housing conditions for all – especially the most vulnerable among us.

To find out where there were outages, we first started cataloging news stories. 5 media outlets<sup>1</sup> generated a list of more than 20 developments<sup>2</sup> with outages. We then went to reference NYCHA's own data. They have a [page](#) just for elevator, gas, heat, and hot water outages: Reported outages and estimated completion dates are listed on this web page.

However, there are a number of limitations to this site that might interfere with the completeness of the data we obtained.

- Previous outage data is deleted when the page is updated and is then no longer publicly available
- It is updated with unknown frequency, meaning that in theory it could have been updated more than once between the times that we checked and downloaded data, causing us to miss information.

We downloaded NYCHA data three times: on January 5<sup>th</sup>, January 8<sup>th</sup>, and January 9<sup>th</sup>, generating a list of 6 developments, none of which contained developments from the list of 20 in the news media. This means that either NYCHA did not have that information in its data set, OR that its system of clearing tickets and removing the complaints while failing to keep a publicly accessible comprehensive list obscures the full picture from the public. Additionally, the way that 311 complaint data about NYCHA residences is captured also has a high probability of causing records of reported outages to be "lost."

Beyond these failures of data disclosure, we have other reasons to believe that the map we created (see attachment) is incomplete. Community-based partners and residents also self-reported outages at Gowanus Houses and in the Coney Island area, but since we were not able to get detailed information about those issues, and we did not cast a wide request for self-reports, we opted not to map those. **However, we believe that the outages for heat and hot water during this period were more extensive than shown on the map.**

The public needs to have access to NYCHA data on Open Data NYC or on NYCHA's website in order to:

- o understand NYCHA properties' conditions better;
- o advocate more effectively; and
- o oversee the budget for repair allocations.

**The public data needs to be comprehensive and integrated**

- o Currently, NYCHA does not publicly disseminate most of data the agency collects:
  - NYCHA's data should be inclusive of all types of data collected and in all time spans data is collected. NYCHA should adhere to New York City Open Data Law (local law 11 of 2012).

---

<sup>1</sup> ABC Eyewitness News, NBC New York, Patch New York, BK Reader, NY Daily News

<sup>2</sup> Harborview Terrace, west side; The Woodside Houses; Tilden Houses; Pink Houses; Sedgwick Houses; Patterson Houses; Jefferson Houses; Lower East Side Rehab; Rutland Towers; Independence Houses; Redfern Houses; Forest Houses; West Brighton II development; Red Hook West -one building-; Randall Avenue; Balcom Av Development; Sotomayor Houses; Rosebank Houses; Reid Houses; Haward Houses

### ~~The data needs to be explained~~

- When the agency publishes data (for example through "My NYCHA Developments") it should (but currently does not) come with comprehensive metadata; which is information about the method of data collection (who collected it, when, how, etc.)

### The data provided should be easy to manipulate

- The Open Data Law calls for data to be available in a format "that allows for automatic processing" which means both that it should be in one place or linked and that it should be in machine readable format (i.e. in spreadsheet/database formats like Excel sheets that can be manipulated/analyzed and not PDFs)

### Conclusion

In short, it's clear that the extent to which there are heat and hot water outages in NYCHA residences is massive and unacceptable, whether there is "extreme weather" or not. Climate change also alters our notion of "extreme" weather, as we are forced to adapt to the "new normal." The trauma of surviving outages of this sort impact residents long after the specific incidents and the cumulative toll of ongoing incidents causes stress levels to rise to dangerous levels. The point of today's hearing is to raise up this reality, and to attempt to comprehend the extent of and source of the issues so that as a city we can move swiftly to address the need. And yet, the systems for even assessing that need are deeply broken. **Pratt Center calls on NYCHA and Mayor de Blasio to increase transparency around those systems and others, to heed the calls of the most directly impacted people, and to fully invest in preserving our largest single stock of affordable housing by making sure it is safe and healthy.**

Thank you.

For additional information, please contact:

Elena Conte, Director of Policy, [econte@prattcenter.net](mailto:econte@prattcenter.net) 718-399-4416  
Sadra Shahab, GIS Specialist/Planner, [sshab@prattcenter.net](mailto:sshab@prattcenter.net) 718-646-8647

Attachment: ***Heat and Hot Water Outages in NYCHA During Extreme Weather: "Bomb Cyclone" Grayson and Aftermath Map***

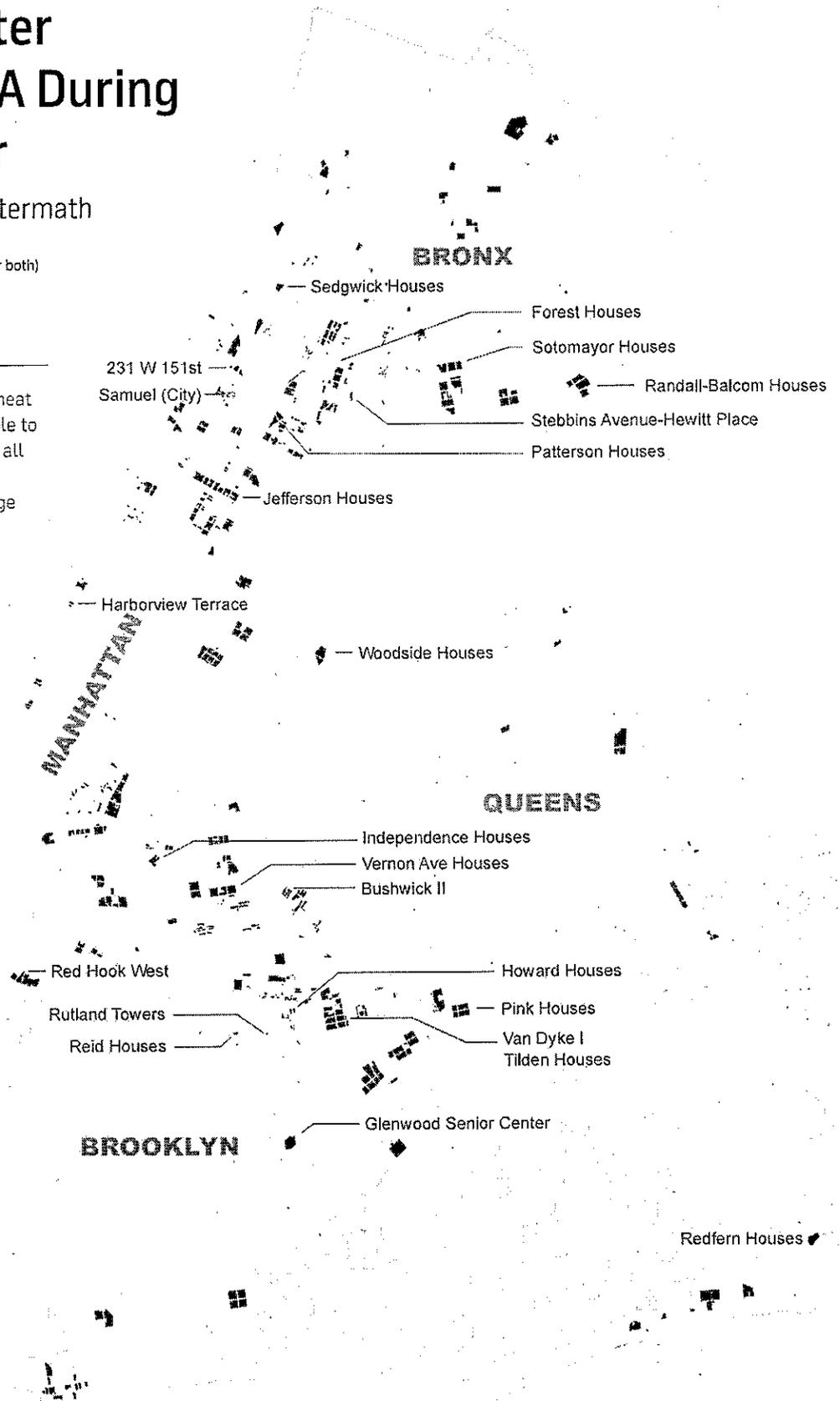
*NOTE:* This testimony was prepared by the Pratt Center for Community Development. It does not necessarily reflect the official position of Pratt Institute.

# Heat and Hot Water Outages in NYCHA During Extreme Weather

"Bomb Cyclone" Grayson and Aftermath

- NYCHA properties with no heat or hot water (or both)
- All other NYCHA properties

This map shows NYCHA properties with no heat and hot water for which Pratt Center was able to retrieve data. It does not necessarily include all NYCHA properties with these outage issues. For example, people with firsthand knowledge of the conditions in Gowanus Houses and in developments in Coney Island reported outages personally to Pratt Center.



Data sources: NYCHA, 311 complaints, media scan of outage-related stories.  
Data retrieved between 1/4/18 and 1/10/18

City Hall

2/6/18

FOR THE RECORD

My Name is Mary Riddick, I am the Secretary for the Executive Board of Pink Houses. I live on the 8th Fl. When there is no heat coming up on the 8th Fl. It is very cold. Especially when NYCHA send very little heat up.

We have six boilers, and we also have 22 buildings in our development. We have 15 ~~units~~ <sup>hundredth</sup> units

All six boilers are <sup>over</sup> 50 yrs old, and none of these boilers are regulated properly. We need new boilers, and if we get heat on the top floor, the first floor will burn up. The people on the first floor will complain of too much heat, NYCHA will turn the heat down and the people on the top floor will get very little heat, it will be cold up on the top floor.

*My name is Karen Caldwell. I'm the Resident Association President for Louis Pink Houses.*

*Louis Pink is 59 yrs old - (9-30-1959)*

FOR THE RECORD

*A development of 22 buildings, 8 stories ea  
And total 1500 units.*

*We need new Boilers- We have six Boilers  
over 50 yrs old. It is not a question of if the  
Boilers will fail to provide heat but when - We  
have more days without heat than with.*

*Fri, January 5th at 11:30am the emergency  
service and the Boro ofc worked to put 2  
Boilers back on, left bldg 16, Apt 7D at 12:00am still  
no heat.*

*Sat, January 6 from 9:30am til Sunday Jan 7,  
7am to put one Boiler back in SVC. It was 5  
degrees, Jan 6. My seniors are in their Apts  
all day and night without heat.*

(1)

FOR THE RECORD

2/6/18

My name is Louise Green

I'm the resident association vice president for Lewis H. Park Houses.

I have been a resident for approximately 38 years. The quality of life for residents of Lewis H. Park Houses have been on a downward decline for the last ten years. Park Houses was built 9-30-1959 (59 years ago)

The development has 22 buildings, 8 stories, 63 families per building (approximately 5000 residents), and a total of 1,500 units. Approximately 5 years ago Park Houses had a boiler. Blow up. We had temporary boiler provided by ESU assigned to the development for several months.

At this time Park Houses was promised New Boilers. Since this incident occur the residents had to suffer for a lack of heat or hot water on the weekends.

FOR THE RECORD

" Never Both at the Same Time,  
This January 2018 was the coldest  
winter we had in 35 years.

No heat from January 2, 2018 until  
Sunday 7, 2018. The temperature was  
5 degrees on January 6, 2018. The  
development consist of the elderly,  
the handicapped, and young children.

" No one should have to live like this.  
Several calls were made to 718.707-1777  
Hollman on 1-6-2018 regarding serious  
cold weather effect and that the residents  
of Louis Park Houses did not have  
any heat. Bldg 16 (1260 Long Ave)  
entire Bldg 63 apartment  
using the stove as a source  
of heat. This is an NO because  
this could lead to other  
problems for the residents.

We need new boilers, we have  
a total of 6 boilers, but only  
three was working during the bitter  
cold week. NCHA must stop  
using a bad - aide to fix the  
problem. The only solution is NCHA  
must provide new boilers. The these  
resident can no longer live in these  
terrible condition  
Thank You  
Louise Green



Alicka Ampry-Samuel,  
NYC Councilmember CD 41 &  
Public Housing Committee Chair  
Council Chambers - City Hall  
Jointly with the Committee on Oversight & Investigations

**Subject: Oversight Hearing Chronic Heat and Hot Water Failures in NYCHA Housing.**

February 6, 2018

We are here today on behalf of South Brooklyn NYCHA residents and community based organizations, Fifth Avenue Committee (FAC) and Families United for Racial and Economic Equality (FUREE). FAC and FUREE have formed two community collaborative endeavors to work with local public housing residents from Gowanus Houses, Wyckoff Gardens, and Warren Street Houses to advocate for environmental, economic and housing justice in Southwest Brooklyn, namely Turning the Tide (T3) and the Gowanus Neighborhood Coalition for Justice (GNJC). We also collaborate with Red Hook Initiative (RHI) on similar issues of concern for Red Hook Houses East & West.

In the beginning days of the 2017-2018 winter season, residents in both Gowanus Houses & Red Hook Houses found themselves without heat or hot water for what has now been recognized as one of the longest cold snaps to hit the city in modern history. Both of these communities were impacted by Hurricane Sandy, and eerily similar to what happened 5 years ago during Sandy, Gowanus Houses, was not even acknowledged by NYCHA as an impacted property during the aftermath of "Bomb Cyclone" Grayson.

What has become increasingly clear from our interactions with residents of Gowanus Houses is that there have been a number of systemic failures with both communication and infrastructure within the New York City Housing Authority (NYCHA), which has led thousands of tenants over to suffer for many weeks without consistent heat or water. Unfortunately this is not a new problem. The only difference this time has been the length and the severity of the outages and the widespread number of developments across NYC in duress (again similar to Sandy).

We believe it is unjust for Federal, State and City agencies to continually operate Public Housing outside of Department of Housing Preservation and Development (HPD) Code Enforcement rules and regulations in regards to heat and plumbing repairs, as well as mold and lead remediation. We also wish for this hearing to address the need for improved emergency response protocols when buildings experience system failures creating life threatening emergencies such as no heat or water in extreme temperature situations. We have included with this testimony a list of resident recommendations on how to address some of these concerns.

We also want it to be noted that \$200 million announced by NYC to address boilers seems to have very little to no connection to the developments that were impacted by this most recent heating crisis. It appears to us that this \$200 million may just be the Energy Performance Contract (EPC) money already earmarked so regardless this money to fix boilers will do nothing to solve the outages at the recently impacted developments since they are not the same and there is nothing allocated to assist the five South Brooklyn developments we work with through T3 & GNCJ that are suffering.

We also believe it is equally important to include other public agencies, such as the Department of City Planning, and private investment commitments for local public housing outside of those currently planned by the housing authority - such as the developments that have been selected for market rate units. There also continues to be compounded urgency and additional repairs needed, as suggested by a recent report by the Citizens Budget Commission on the most recent estimate for NYCHA capital needs at \$25 billion and the list of crises that has impacted the capacity of the authority to meaningfully address the problems of residents, the most recent being the heat and water outages and lead investigations.

As part of the GNCJ priorities, our platform seeks the protection, connection and preservation of local public housing, and its residents in regards to the anticipated upcoming rezoning of the Gowanus neighborhood. We want the tale of two Cities to stop now and for NYCHA and the City of New York to stop operating in silos, and work together to save the most deeply affordable housing that exists in NYC.

### **What We Learned**

During the Gowanus Houses Resident Council meeting on January 16<sup>th</sup>, 2018, residents expressed their frustration with the Manager, who was also in attendance, because many buildings experienced outages and numerous repair tickets filed were subsequently closed with no response from NYCHA or explanation for their removal from system logs.

One of the reasons residents were given about the no heat and no hot water issue was the failure of two of the five boilers that serve the Gowanus Houses development. The fact that these boilers were not working properly was apparently not conveyed to the Manager even though maintenance workers employed by NYCHA had known about this problem days before the cold snap. Some tenants on specific apartment lines said they never get heat, while others complained about way too much heat on average. Either way this is unacceptable and if we are to reach 20/30 or 80/50, these issues will have to be addressed and residents need to live in adequately provided for housing with communications and response protocols enacted when there are such life threatening emergencies as no heat or water in extreme temperature situations.

### **Below we have listed FINDINGS, QUESTIONS & RECOMMENDATIONS from Gowanus Houses residents based on their experiences during the recent heat and water outages:**

- Heat technicians are getting improper temperature readings because residents are using personal space heaters, ovens and stovetops to create steam to heat rooms when heat is out. (This also creates excessive moisture and creates and increases mold growth.)
- During the weekend and when there are weather events residents stop calling the central call center number out of frustration. The wait time during the cold snap was over 20 minutes and in some cases if you waited the 20 minutes out, the line automatically disconnected the residents from the call center.

- We recommend a development wide 24 hour number that the tenants can leave a recorded message so the local management can monitor the calls specific to each development.
- The Gowanus Houses rooftop water tank pipes burst around 9pm during the cold snap and tenants watched water cascading down the stairwells until the pipe was shut off subsequently creating a water outage and forcing the tenants outside in the cold to get water from a truck.
- Temp boilers should be supplied to buildings where heat is out for more than 24 hours.
- Electric space heaters should be supplied to residential units when heat is out for more than 24 hours. Many residents are keeping ovens turned on for warmth and that could lead to gas leaks and fire risks.
- Since these are Sandy impacted FEMA buildings why wasn't FEMA notified to help with response to the heat and water crisis at these developments?
- We recommend that NYCHA stays abreast of any upcoming weather events and any FEMA designated Sandy Recovery building that is in the weather crosshairs gets a boiler-person on site for the duration of the weather event.
- Residents should be given rent abatements and reimbursement for any water or heater purchases made.

#### Activating & communication around emergency response protocols for heat & water outages

- Lack of overall communication from NYCHA about crisis; daily updates for each development should be provided when there is an emergency outage.

Only 1 out of the 11 NYCHA Cold Weather Updates sent to community based groups, like the update the Fifth Avenue Committee, received had any development specific details about which developments had outages.

- Lack of communication from NYCHA to and from property managers.

We found out many days into the crisis at Gowanus Houses RA meeting on Jan 16<sup>th</sup> that Gowanus Houses has 5 boilers in 1 boiler-room and two of those boilers have been out for over a week during the cold snap.

**When there is a building wide outage or multiple unit outages within a building, residents should not be told that the only way to request services is to put in a repair ticket; there must be a difference between repair requests and activating emergency response protocols for water & heat outages during extreme weather / disaster.**

- What establishes the need for local warming centers and how are tenants notified?
- 311 protocols must be standardized to accept all complaints from NYCHA residents.

- NYCHA notices need to be provided and assistance given to getting folks to warming centers.
- Vulnerable populations, including, but not limited to seniors & disabled; babies, and residents with special needs, need to be checked on.
- CB6 NYCHA Community Emergency Response Teams (CERT) teams should also be developed and activated to assist in emergency response.
- Heating Plant Technicians (HPT) capacity to respond must be improved.
- Provide Technicians with temperature heat guns to quickly measure temps indoors.
- There needs to be at minimum one heating technician supervisor per development. There is severe uneven heat distribution across the buildings.

We hope that you can enact these recommendations while addressing the Housing Authority's need to be brought into compliance with basic housing code enforcement and that sufficient funding will be sought by all means necessary so residents will not have to ensure another season of suffering.

Sincerely yours on behalf of FAC & FUREE,



Sabine Aronowsky  
 South Brooklyn Accountable Development Initiative  
 Fifth Avenue Committee  
 621 Degraw Street  
 Brooklyn NY 11217  
 (718) 237-2017, ext. 117  
[saronowsky@fifthave.org](mailto:saronowsky@fifthave.org)



Michael Higgins Jr.  
 Organizer  
 Families United for Racial and Economic Equality  
 388 Atlantic Ave, 2<sup>nd</sup> floor  
 Brooklyn, NY 11217  
 (718) 852-2960, ext. 202  
[michael@furee.org](mailto:michael@furee.org)



Gowanus

Houses

Residents

Getting Water

from truck

During Jan 15<sup>th</sup>

Bomb Cyclone 1

January 22, 2018 6:00 a.m.

Op-ed

Housing Authority's energy follies: There's a better way  
Energy-efficiency upgrades can create a virtuous cycle of cost savings and repairs

By Charlene Nimmons

The finger-pointing among government officials began quickly this month after thousands of New York City Housing Authority residents were literally left out in the cold as the temperature dropped to record lows.

So far, unsurprisingly, no one is taking the blame for the unacceptable state of public housing's heating infrastructure, which failed in dozens of buildings. Yet resident leaders have been calling for upgrades for years, warning that exactly what did happen would happen.

But NYCHA residents don't need a culprit—they need action. And while the heating crisis prompted new promises from elected officials for new spending on infrastructure, forgive us residents if we are skeptical that the work will get done any time soon.

For instance, it was reported this week that \$100 million allocated in 2016 to NYCHA by the state—which should have gone to new boilers—ended up going toward roof repairs, security cameras and cosmetic upgrades. Other programs, like the Energy Performance Contracts, are woefully behind in replacing NYCHA boilers with ones that use natural gas instead of less-efficient heating oil, and making heating systems more energy-efficient.

Elected officials have also been laying blame for heating problems at the feet of the federal government. It is certainly true that federal cuts have hit NYCHA hard. But that is no excuse for failing to protect the vulnerable residents of public housing.

What NYCHA residents need is a dedicated, uninterrupted source of funding for heating upgrades that is not dependent on politics or bureaucrats.

NYCHA is now saving tens of millions of dollars a year in fuel costs after converting a number of its buildings from heating oil to natural gas over the past few years, which is significantly cheaper. That money should be dedicated to further conversions, thereby creating a virtuous cycle where NYCHA is saving millions and millions more each year to fund its own capital

program.

Those funds can also be used to greatly improve energy efficiency, saving even more money on fuel costs. For example, in Wyckoff Garden Houses—where I was the resident association president for 12 years and a resident for 30 years—the apartment windows are in terrible shape, allowing heat (and money) to fly out.

This past winter freeze was a prime example: The heat was on, but the windy conditions entered our homes with a vengeance, causing a severe drop in temperature inside. So the buildings blast hot steam, wasting fuel and roasting residents.

A simple weatherization program would significantly reduce fuel costs for Wyckoff and other complexes alike, while improving quality of life, and better protect the environment.

There are hundreds of such examples across the city. These upgrades would add to fuel-cost savings and help fund additional infrastructure upgrades, accelerating needed repairs until the system is finally safe and sound for residents.

There is one potential problem with this plan, however: New York City is already maxing out on available natural gas during its coldest days. According to Con Ed, natural-gas demand has increased 25% in the past six years.

And the city's largest source of natural gas, Transco, set new records this month in the amount of fuel delivered. Groups like the New York Building Congress have warned this will lead to supply issues soon because there are not enough pipelines coming into the city.

So government officials must also allow new connections to existing natural-gas supply to fuel NYCHA's conversions to natural gas, creating our cycle of costs savings and repairs.

Specifically, one project up for approval is the Northeast Supply Enhancement line, which would guarantee the supply needed for new conversions and increased demand. It must be built.

By taking these prudent steps, our government officials can stop the blame game and immediately start delivering results for NYCHA residents who remain at great risk as the winter continues. There's no excuse to leave us out in the cold.

Charlene Nimmons is the former resident association president for Wyckoff Garden Houses in Brooklyn and the CEO of Public Housing Communities Inc.

To New York's government leaders:

We write to you on behalf of more than 600,000 NYCHA residents, concerned that New York City's current infrastructure is inadequate to meet the natural gas needs of NYCHA complexes.

In recent years, NYCHA has greatly benefited from the increased use of natural gas. Conversions of boilers that burn dirty heating oils to natural gas heating systems has significantly lowered energy costs while improving air quality, increasing the quality of life for residents.

According to a report from the Citizens Budget Commission, NYCHA saw a \$48 million decrease in utility costs between 2013 and 2016, in large part due to costs savings from increased natural gas use, which is cheaper than heating oil. Those cost savings can allow for much-needed capital upgrades in our buildings, that use natural gas. New York City is also experiencing its cleanest air on record, as conversions in private and public buildings from heating oil to natural gas have resulted in a 67 percent reduction in air pollution over the last decade.

The benefits of natural gas have also greatly increased demand, however—and supply is now running short. National Grid projects it will need additional supply as soon as the winter of 2019/2020.

At the same time, HUD is proposing devastating cuts to NYCHA, which puts our residents at risk of even higher rents, a continuation of deteriorating infrastructure and a lower quality of life.

And our complexes are still vulnerable to major storms. As we learned with Sandy, without reliable energy infrastructure, our residents can easily lose power and heat—the solution to which has been to run noxious oil-burning generators attached to our buildings for months while repairs are made.

Fortunately there is a proposal on the table to construct a new natural gas connection to New York City, which would provide vital, affordable energy supply to NYCHA homes and other city residents, and create a far more dependable energy infrastructure. The Northeast Supply Enhancement (NESE) project is also privately funded, and would not divert public money away from other improvements to our energy infrastructure.

By providing the needed supply, NESE will allow NYCHA to continue upgrades to its infrastructure and, with it, greater and greater energy cost savings. Those savings from natural gas should be immediately reinvested into boiler conversions and other infrastructure upgrades to improve quality of life at NYCHA complexes.

We believe that natural gas is the right energy right now for NYCHA residents, and the NESE project is critical to keeping our utilities costs down and continuing capital improvements to our buildings. We strongly encourage you to support the Northeast Supply Enhancement project.

Sincerely,

2-6-18

Oversight & Investigations Joint Committ  
Hearing

Good morning ladies and gentlemen.  
My name is Crystal Glover and I'm a  
resident at Washington houses.

I want to thank Mr. Victor Bach & Jonathan Ettricks  
for inviting me to the Oversight & investigations joint  
committee hearing. I'm a former resident association  
president and yes, I'm running for the 2018 presidency.

Residents have always shown concerns about the lack of heat  
and hot water but 2017 seem to be the most disturbing.  
We went without heat & hot water on one of the  
most important days of the year, Thanksgiving. That  
was just shocking! No explanation from management period.

And if that wasn't bad enough, we were again  
inconvenienced Christmas eve, Christmas day and  
half of the day after. I had contact the TV news  
and 15 minutes before they got to my apartment, the  
water turned hot. I also went knocking on doors  
on the 24 of December because I didn't have heat  
or hot water. I said to myself, am I the only  
one experiencing this or what? I have  
signatures of residents that went through the  
same thing that day.

I'm a firm believer in following NYCHA policy & rules. I call the Customer Contact Center and put tickets in as needed. Tickets get closed often before any maintenance worker comes. If they come and cannot gain entrance, there is a ticket they're suppose to leave at the door. I have many ticket no. that were closed before the work was done.

Another thing particularly troubling, is the amount of residents that complain about no heat and/or hot water on higher floors. My development's buildings are 14 flights high. I live on a lower floor. A few friends of mine that live on the 13th, 12th and even 10th floors complain about water pressure. Some-time residents complain about not having water at all.

~~I~~ I called NYCHA emergency services many times, emailed I've contacted Manhattan borough office, I ~~called~~ Public advocate Letitia James. It can be very exhausting running behind NYCHA employees who get paid to do a job but don't seem to want to work or just don't know what to do. While there are people that work for housing like HPTS Carlos Aliveras that try and is very nice, we as tenants and residents need more transparency and inclusion on heat and hot water issues from the NYCHA. Thank you once again and have a nice day.

**GOOD MORNING, MY NAME IS KEVIN NORMAN - DIRECTOR FOR HOUSING DIVISION MEMBERS AT LOCAL 237 I.B.T. I AM HERE TODAY WITH MY COLLEAGUE BERTHA AIKEN THE DIRECTOR OF TRAINING AND EDUCATION AT LOCAL 237 I.B.T.**

**PRIOR TO JOINING LOCAL 237 ALMOST 3 YEARS AGO I WORKED FOR 25 YEARS AT THE NEW YORK CITY HOUSING AUTHORITY STARTING IN JUNE 1990 AND ENDING APRIL 2015.**

**THE FIRST TEN YEARS OF MY CAREER SIX AS A CARETAKER; 3 AS A HEATING PLANT TECH(C) AND ONE AS A MAINTENANCE WORKER(C) ARE UNIQUELY RELEVANT TO TODAY'S HEARING.**

**THE NEXT FIFTEEN YEARS WERE A COMBINATION OF CIVIL SERVICE SUPERVISORY AND MIDDLE MANAGEMENT ROLES AS FOLLOWS:**

<b>ASST. SUPERINTENDENT(C)</b>	<b>- FOREST HOUSES - (2000 - 2002)</b>
<b>SUPERINTENDENT(C)</b>	<b>- THROGGS NECK HOUSES (2002-2004)</b>
<b>SUPERINTENDENT(C)</b>	<b>- CASTLE HILL HOUSES (2004 - 2006)</b>
<b>BOROUGH ADMIN.</b>	<b>- BROOKLYN MGMT. (2006 - 2007)</b>
<b>DEPUTY DIRECTOR</b>	<b>- BROOKLYN MGMT. (2007 - 2010)</b>
<b>DEPUTY DIRECTOR</b>	<b>- MIXED FINANCE (2010 - 2012)</b>
<b>DIRECTOR</b>	<b>- MIXED FINANCE (2012 - 2015)</b>
<b>DIRECTOR</b>	<b>- OPMOM/NEXT GEN (1/2015 - 4/2015)</b>

**IN EACH OF THESE TITLES CIVIL SERVICE OR APPOINTED, I EARNED GROWING RESPONSIBILITY, AND PROUDLY WORKED FOR RESIDENTS OF NYCHA AT MORE THAN HALF NYCHA'S DEVELOPMENTS, INCLUDING RECENTLY SEPARATED FOREST HILLS CO-OPS AND OTHER PRIVATELY MANAGED NYCHA LOCATIONS.**

**WE ARE HERE TODAY ON BEHALF OF PRESIDENT GREGORY FLOYD TO, WILLFULLY, AND ACCURATELY REPRESENT OUR MEMBERS AND THEIR DESIRE TO SERVE THESE RESIDENTS AND COUNTER NOTIONS THAT WE ARE NOT OF ONE ACCORD WITH THE MISSION OF THE AUTHORITY WHICH IS TO ITS RESIDENTS FIRST AND FOREMOST, AND AS I REMEMBER, TO PROVIDE SAFE, CLEAN, AND DECENT AFFORDABLE HOUSING DESPITE RECENT REBRANDING FOR CONVENIENCE.**

FOR CLOSE TWO YEARS NOW, I HAVE ATTEMPTED TO USE THOSE YEARS OF SERVICE, EXPERIENCE, AND INTERACTIONS TO IMPROVE THE RELATIONSHIP BETWEEN HOUSING EXECUTIVES AND LEADERSHIP AND LOCAL 237 FOR THE SOLE PURPOSE OF AVOIDING DAYS LIKE THIS FOR BOTH THE RESIDENTS AND OUR MEMBERS.

THE RESPONSE HAS BEEN SOME VERY TOKEN CONVERSATIONS, SWIPES AT THE CONTRACTS AND PROMOTIONAL OPPORTUNITIES OF OUR MEMBERS AND CONSTANT ALLEGATIONS THAT WE ARE NOT FLEXIBLE OR HAVE PROHIBITIVE COST. I CAN'T UNDERSTAND HOW THAT STATEMENT DOESN'T RESONATE WITH RESIDENTS THAT ARE ONE THIRD OF THE AUTHORITY WORKFORCE. BUT I THINK ONE DAY IT WILL ADD UP.

TODAY'S CONVERSATION ABOUT THE EGREGIOUS CONDITIONS THAT THE RESIDENTS ENDURED DURING THE SO-CALLED BOMB CYCLONE SHOULD BE A SURPRISE TO NO ONE. OVER THE PAST 18 MONTHS WE HAVE TRIED TO SPEAK TO, EDUCATE, AND WARN NYCHA OFFICIALS THAT THEIR PRACTICES MAY BE FLAWED.

WE KNOW BECAUSE THE MEMBERS STATE TO US OVER AND OVER HOW ARE WE SUPPOSED TO PROVIDE SERVICE TO THE RESIDENTS THIS WINTER WHEN WE DON'T HAVE WHAT WE NEED? MOTHER NATURE IS UNDEFEATED NYCHA, YOU NEED TO RETHINK THIS.

CLEARLY SOME OF THE PROBLEMS ARE NOT CAUSED BY THE HOUSING AUTHORITY. FEDERAL AND OTHER FUNDING SHORTFALLS ARE WELL DOCUMENTED FOR OVER A DECADE.

BUT NYCHA HAS DECIDED FOR US ALL TO BE HERE BY NOT USING AND SUPPORTING ITS GREATEST ASSET - THE WORKFORCE OF LOCAL 237.

THERE IS NO LACK OF POTENTIAL RESOURCE IN THIS CASE THAT IS NOT THE CHOICE OF THE HOUSING AUTHORITY. IT IS UNFAIR FOR ANYONE TO IMPLY SUCH AND CONTRADICTS THE SIMPLE AND EXPECTED PREMISE OF AGENCY EXECUTIVES BEING STRATEGIC.

FOR ALMOST TWO YEARS NYCHA HAD LOCAL 237 IN A HOLDING PATTERN REGARDING THE "BEST IN CLASS" TRAINING THAT WE OFFER OUR MEMBERS SEEKING PROMOTION.

AT THEIR REQUEST TO IMPROVE WHAT THEY CLAIMED WERE A LACK OF BASIC SKILLS, THAT CHANGED TO TOOL AND TECHNICAL SKILLS, THEN MORPHED TO HIGH TECH SKILLS FOR NEW EQUIPMENT, WE PAUSED TRAINING AND STARTED MEETING WITH NYCHA.

WE EXPLORED, SUGGESTED AND OFFERED EVERY OPTION TO IMPROVE TRAINING FROM RESTORATION OF AN ADVANCED PROGRAM THAT THE AGENCY LET DIE IN 2009 THAT ADDRESSED ADVANCED SKILLS FOR HEATING STAFF AND PAID THEM \$6500 MORE THAT WAS FUNDED BY LOCAL 237 IN PERPETUITY. NO GOOD.

WE ASKED AND GOT NYCHA TO BRING THEIR TRAINING PARTNERS TO THE TABLE FROM WITHIN THE AGENCY'S OWN TRAINING UNIT AS WELL AS THE DEPARTMENT OF RESIDENT EMPOWERMENT AND ECONOMIC SUSTAINABILITY (REES).

THEY COOPERATE WITH THE EXTERNAL ORGANIZATION TESTING AND TRAINING RESIDENTS FOR CURRENT EMPLOYMENT OPPORTUNITIES WITH NYCHA. THEY FACILITATE TRAINING AND STAGING HUNDREDS OF RESIDENTS FOR HIRE AT NYCHA. STILL, NOT A GOOD ENOUGH IDEA AND NO STAFF BEING REPLACED AS THEY LEFT, NO PLAN TO DO SO.

THIS SUMMER THEY MADE INTENTIONS CLEAR TELLING US PRIVATIZING 69 BOILER PLANTS WAS THE ANSWER. WE REVIEWED THE REQUEST, THE INDUSTRY STANDARD AND RESPONDED THAT WE COULD DO IT AT HALF THE COST INTERNALLY INCLUDING NEW HIRES AND ADVANCED TRAINING TO STAY CURRENT WITH INCOMING SYSTEMS.

THEY RESPONDED IN WRITING "THIS IS A SERVICE ENHANCEMENT INITIATIVE, RATHER THAN A COST SAVINGS INITIATIVE." IT IS IMPOSSIBLE TO ARGUE THE NEED FOR SERVICE ENHANCEMENTS TO THE RESIDENTS. IT'S HARDER TO ARGUE FOR THIS AGENCY PAYING TWICE AS MUCH WITH FISCAL RESTRAINTS AND GETTING THE SAME OR LESSER RESULT.

**THERE ARE STILL MANY UNANSWERED QUESTIONS AND REQUESTS THAT WE HAVE OF NYCHA. WE ARE AVAILABLE TO ANSWER YOURS OF US AT THIS TIME.**

February 6, 2018

Ms. Audrey Clemmons, President  
120 W. 140<sup>th</sup> St. Apt. 2NK  
New York, NY 10030  
[ps139conversion@yahoo.com](mailto:ps139conversion@yahoo.com)

**New York City Council  
Oversight Committee  
250 Broadway  
New York, NY 10001**

**RE: Boilers/No and Low Heat**

Dear Oversight Committee:

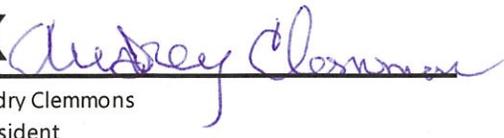
My name is the Audrey Clemmons and I'm the President of NYCHA's PS 139 Conversion-Senior Development.

On December 18, 2017, the boiler(s) completed went out on all 125 units on both the north and south sides of the building. This is an old building, former middle school, PS 139 in Central Harlem between 7<sup>th</sup> and Lenox Avenues. The history of this building states that all the original equipment is in tack because they've never been replaced including windows (conversion date unknown).

It was only after countless number of complaints and the assistance of Councilman Bill Perkins' office did the boilers get repaired and the heat restored. Since that time, our seniors, who are most vulnerable to sickness, sit in hope that this won't happen again.

We look forward to the day that the boilers will be replaced so that we won't live in fear that we will suffer another cold spell and face hospitalization or a long illness.

Sincerely,

X   
Audry Clemmons  
President

## **Elderly residents at Harlem housing complex complain of bitter cold, saying little has been done to fix chilly problem (January 29, 2014)**



(1) Chilled residents of PS 139 Conversion sit bundled up near a space heater in the Harlem building's lobby. (JAN RANSOM/NEW YORK DAILY NEWS)

(2) Resident Verlia Watkins, 72, keeps her heater running all day to stay warm. (JAN RANSOM/NEW YORK DAILY NEWS)

Residents at P.S 139 Conversion have made 77 “no heat” complaints since 2012, including 13 filed this year, according to the New York City Housing Authority — but elderly tenants claim little has been done to fix the problem.

“It’s been very brutal,” said Verlia Watkins, 72, who has lived in the building since 2006. “You wake up in the morning and it’s cold. Can you imagine how it is to wake up cold, hands cold, feet cold . . . your face is always cold?”

Bone-chilling drafts seep through towering windows at the five-story, 125-unit converted school building on 140th St. near Lenox Ave., where 55 residents signed a petition last year calling on NYCHA to improve the windows and pump up the heat. One tenant there took the city to court in 2011 to force repairs.

“The New York City Housing Authority staff works diligently to respond to complaints of no heat on an emergency basis and dispatches teams to the site of such outages as quickly as possible,” said NYCHA spokeswoman Sheila Stainback.

A crew was in the building last week making repairs to the boilers, but residents say without improvements to the windows the heat will continue to escape.

“Something needs to be done — every winter we go through this,” said Audrey Clemmons, 70, who covers her windows in plastic, always wears a robe in the house, runs an electric heater and often cranks up the oven to keep warm. “We’re supposed to be comfortable in here. We’re paying rent.”



Frederick E. Samuel Resident Association  
103-05 W. 143<sup>rd</sup> Street  
New York, NY 10030  
646-524-7351 ■ fredsamuelra@yahoo.com

---

Diana Blackwell  
*President*

Bridgette Bethea  
*Vice President*

Lucia Moreira  
*Secretary*

Jacqueline Robinson  
*Treasurer*

Loray Hodge  
*Sergeant-at-Arms*

---

New York City Council  
Oversight Committee  
250 Broadway  
New York, NY 10001

**RE: Boilers/No and Low Heat**

Dear Oversight Committee:

My name is the Diana Blackwell and I'm the President of Fred Samuel Apartments in NYCHA.

I'm here on behalf on my 40 buildings in Central Harlem which the majority have low heat, but a few 'No Heat'. This problem has escalated to point that many of our residents have successfully reached out to a television station and have had their complaint aired. Their problem got fixed while others I am working with our management to get a resolution; but without boiler replacements these problems are only a temporary fix; that is a bandage on long term aging problem.

These non-traditional NYCHA buildings were purchased in the late 90's. Of the 40 buildings I cannot testify that any of these boilers have been replaced. Therefore, due to their age they are in need of a replacement. If they are 20 years they are past the life expectancy of most equipment of this caliber and have need of replacement.

To my knowledge there is no preventive maintenance performed in the summer to assess the future need of the equipment so when winter is upon us the boiler breaks down and there is minimal staffing to repair them in a timely manner. Given the age of the boilers when it stops, the order time for the broken part takes longer because it is no longer in stock or must be ordered from a distant place. This keeps the tenant waiting longer that it should be for a repair.

**Physical location: 2453 Adam Clayton Powell Blvd (entrance on W. 143rd St.)**



Frederick E. Samuel Resident Association  
103-05 W. 143<sup>rd</sup> Street  
New York, NY 10030  
646-524-7351 ■ fredsamuelra@yahoo.com

What is not recognized in the complaints at Fred Samuel is that here the electricity is paid by the tenant -separately. Many of the seniors have expressed that they are using their ovens with water on top, but when it comes to using their heaters they rather not because it will increase their ConEd bill. In other words, they must make a choice between being cold or finances that is not having enough money for the following month's medicine or food. This is unacceptable!

The lack of Federal funding is understood, but failure to prevent what is fixed upon demand is not. It is my hope that there is an immediate change to the current practices that gets a repair done when brought to forefront when pressured from the media. Prioritizing preventive maintenance as a 'must' in the off season is a necessary tools while waiting for the replacement boilers. My hope is that this is taken in serious consideration for the future.

On behalf of the 40 buildings representing over 1,600 residents, we ask for your advice and assistance with this problem. It is greatly appreciated and on behalf of the Fred Samuel residents, I thank this committee for allowing our voice and concerns to be expressed and heard.

Sincerely,

A handwritten signature in purple ink that reads "Diana Blackwell".

Diana Blackwell

Clay Avenue Tenants Association, Inc.  
1236 Clay Avenue, Suite 1A  
Bronx, New York 10456  
(P) 917-557-4933 - (F) 718-588-7588  
[clayaveta@yahoo.com](mailto:clayaveta@yahoo.com)

FOR THE RECORD

January 24, 2018,

Dear Oversight & Investigations Joint Committee:

We the residents of Clay Avenue Tenants Association belong to a NYCHA Development called Claremont Consolidated, which open in early 1985. There are over 750 apartment units, with 7 Tenant Association Presidents. President Maria Forbes since 1985, she stated the heating conditions have always been poor. She became the President of the Tenants Association in 1990. I, Althea Campbell-Wyse, am a resident of Claremont Consolidated since 1995, and I later became vice-president of Clay Avenue Tenants Association in 2017. The heating and window conditions have always been a problem in the winter months, due to the old, **poorly installed windows and old boiler's, which fails to produce enough heat for our apartments.** I've endured Bells Parsley in 1998, from the lack of any heat in my apartment, from the freezing temperature outside. My newborn son was diagnosed with asthma due to the lack of heat, and the freezing apartment and floors. We now have a new boiler, and are still encountering the same issues, **we know and believe that NYCHA has always brought the cheapest equipment for our development.** I'm not only speaking about the neglect of the Clay Avenue Tenants Association residents, but all the residents of Claremont Consolidated. My documents will show that NYCHA have disregarded the development for many years. **Let us also mentions the most of our apartments have windows in our BATH ROOMS, which are useless against the cold. I have plastic and a washing machine cover on my bathroom window, and it's still freezing.**

Our development **pays Con Edison**, which means, in the winter months our pockets are taxed to the amount of at least \$300 or more, depending on the severity of the cold, and the amount of rooms in each apartment. This is because we have to buy heaters for each room, and have them constantly running, so we can have a semblance of normalcy in our homes. We are **not entitled to any assistance from HEAP**, so we are on our own, along with a monthly loss. Our president Maria Forbes, stated that NYCHA chair Shola in 2016, asked her if the heating conditions became

Clay Avenue Tenants Association, Inc.  
1236 Clay Avenue, Suite 1A  
Bronx, New York 10456  
(P) 917-557-4933 – (F) 718-588-7588  
[clayaveta@yahoo.com](mailto:clayaveta@yahoo.com)

better, since she took over. Maria stated the heating remained poor, due to the windows and boilers.

It is imperative that the windows and the boilers are addressed here at Claremont Consolidated, and Clay Avenue Tenants Association. The reason being, the whole development is rehabbed, ***we do not live in fire retardant apartments like the Conventional developments. We now know why we are called a non-conventional development, because we have labels on the back of our apartment doors, stating we are combustible.*** NYCHA continues to lie to the government about addressing these imperative issues, concerning fire safety. ***For 3 years several of our buildings had Fire Safety Security, due to fire violations that NYCHA had not address.*** They are not educating the residents in this development, concerning the dangers of using their ovens to heat themselves, in these ***combustible apartments.***

On January 18, 2018 Mayor De Blasio allocated \$13 million to address NYCHA's Response to Heat Outages and Replacement of these Equipments. ***This is a disrespect of our given Housing Tenant Statutory Rights, we are Humans first and second pay Rent;*** we have been paying our rents for years to receive such deplorable services. When our President Maria Forbes contacted NYCHA Heating Department and ask how did the mayor find \$13 million in the middle of the night, and how was the Developments selected, there wasn't any answers forthcoming, we are not sure who is playing a game with our lives. ***Here at Claremont Consolidate Senior Building 1020 College Avenue, they have over 90 apartment units, they also have terrace doors in their BED ROOMS, and the replacement of these doors needs to be addressed because of the cold temperature.***

The Mayor and NYCHA still refuse to address the real problem at our development; because it was indicated to our President, Maria Forbes, that the ***money allocate is only to replace the window balances instead of the windows.*** Our President Maria Forbes is now a United Nations Habitat Delegate for the New Urban Agenda and is

Clay Avenue Tenants Association, Inc.  
1236 Clay Avenue, Suite 1A  
Bronx, New York 10456  
(P) 917-557-4933 (F) 718-588-7588  
[clayaveta@yahoo.com](mailto:clayaveta@yahoo.com)

attending her 2<sup>nd</sup> World Urban Forum Conference with the theme of Cities 2030. *She will be informing the world of the deplorable conditions we face here in New York City being the largest Housing Authority in the country, which should be called SLUM LORDS.*

On January 25, 2018, an emergency tenant association meeting was held with NYCHA staff, NYPD, FDNY, American Red Cross, City Councilmember Vanessa Gibson, and Assemblywoman Latoya Joyner. We were informed by NYCHA staff, that there was **NO SUMMER OVERHAUL DONE TO ANY NYCHA BUILDINGS IN 2017, TO PREPARE THE BOILERS FOR THE UPCOMING WINTER SEASON.**

When will the Window & Boiler Replacement be address here at Claremont Consolidate?

Thank you, for addressing this matter, if any further information is need. Please feel free to contact us at 917- 557-4933 or 917-402-2292.

Sincerely

Maria Forbes, President  
Clay Avenue Tenants Association

Althea Campbell-Wyse, Vice-President  
Clay Avenue Tenants Association

Clay Avenue Tenants Association, Inc.  
1236 Clay Avenue, Suite 1A  
Bronx, New York 10456  
(P) 917-557-4933 (F) 718-588-7588  
[clayaveta@yahoo.com](mailto:clayaveta@yahoo.com)

See Attach:

Letter, Meeting Agenda's, News Article, and Emails Dated as follows:

June 3, 2014

July 8, 2014

April 8, 2016

October 6, 2017

January 8, 2018

January 2, 2018

Subject: **Re: No heat**

---

From: mariaforbes168@yahoo.com  
To: icortes@cityhall.nyc.gov; clayaveta@yahoo.com  
Date: Monday, January 08, 2018 04:34:10 PM

---

Omg, I lost your info. So sorry, but I did checked with Derek Powell who stated PM does not cover windows:0. Here is my email address: xiomara.carcamo@  
Sent from my iPhone Maria Forbes

On Jan 8, 2018, at 2:45 PM, maria forbes <[mariaforbes168@yahoo.com](mailto:mariaforbes168@yahoo.com)> wrote:

There is still no heat and tickets are still open  
READ BELOW  
MARIA FORBES  
917557-4933  
Sent from my iPhone Maria Forbes

Begin forwarded message:

**From:** clayaveta <[clayaveta@yahoo.com](mailto:clayaveta@yahoo.com)>  
**Date:** January 8, 2018 at 12:52:33 PM EST  
**To:** Waheera from Joyner's office Assembly <[Mardahw@nyassembly.gov](mailto:Mardahw@nyassembly.gov)>  
**Subject:** No heat

**January 7,2018**  
**NO HEAT NYCHA**

**JANUARY 7-2018 11:28am**

**1236 Clay Ave apt 1A**

**110989519668 no heat**

**2:09pm no heat ticket still open**  
**56249148**  
**7:19 no heat still open**  
**1:57am no heat ticket still open**

**Windows 4:02**  
**56251768 entire apt**  
**February 8 repair date**

**1236 Clay Ave apt 1C**

**6:44 tenant association office**  
**Windows entire apt**  
**Operated #7627**  
**56253271 April 10**  
**56253291 April 11**  
**56253315 April 11**  
**56253339 April 12**  
**56253348 april 12**  
**56253362 April 17**

**Heat 56253230**

**1195 7:05 community center**  
**Heat 56253412**  
**Windows**  
**56253440April 18**  
**56234455 April 19**  
Sent from my iPhone Maria Forbes  
Sent from my iPhone Maria Forbes

Subject: No heat

From: mariaforbes168@yahoo.com

To: Javier.almodovar@nycha.nyc.gov

Date: Sat, Jan 13, 2018, 10:37:48 PM

Request for windows to be covered

From: clay ave <clayaveta@yahoo.com>

To: robert.knapp@nycha.nyc.gov <robert.knapp@nycha.nyc.gov>

Sent: Wednesday, January 10, 2018, 2:23:24 PM PST

Subject: Fw: Fwd: Heat complaint from January 2,2018

**Subject: Heat complaint from January 2,2018**

Please let's be mindful that if these tenants in our development don't get there windows cover people are going to start turning on there ovens and our buildings are combustibile

I then requested the windows at the Apts below have there windows covered

This tenant has a respiratory problem and receives SSD for her condition  
1232 Clay Ave Bronx NY 10456  
Althea Cambell-Wyse Apt 2B 917-402-2292

This tenant has a handicap child in her apartment  
Jullo & Marisol Yone Apt 1A  
646-492-1226

Senior  
Amable Villaman Apt 2C  
718-681-1237

1195 Clay Ave Bronx NY 10456  
Ermina Parker Apt 4C handicap Senior  
718-293-7542

Joann Long Apt 2B cancer patient with radiation treatment  
646-972-3634

Seniors  
Linda Tusen Apt 4D  
646-464-3889  
Gloria Zapata Apt 4A  
646-737-55  
46  
Sudden Brown Apt 4B  
949-215-8093

1236 Clay Ave Bronx NY 10456  
Maria Forbes Apt 1A  
917-557-4933  
Defected windows household and son has asthma

Also the clay ave tenants association can not work out of the community center  
1195 clay ave or the tenants association office 1236 Clay Ave apt 1C

This is our Senior Building 1/4/2018

Blessings. Good morning Mr. ray Branson from 1020 College Ave. just called and indicated there was no heat at 1020 College Ave.

1020 college ave is also having problems in try to get contact numbers now  
Ray Brunson  
(347) 787-5351  
(347) 740-2751  
Tenant patrol supervisor  
Mea Johnson  
718-587906

Mea Johnson  
718-538-7906  
tenant patrol supervisor  
She indicated there is a homeless man who has started fires in the building to keep warm  
1020 college ave east 165th st  
The 44pct was contacted with this information

1/8/2018 NYCHA STAFF

Omg, I lost your info. So sorry, but I did checked with Derek Powell who stated PM does not cover windows:0. Here is my email address: [xiomara.carcamo@nycha.nyc.gov](mailto:xiomara.carcamo@nycha.nyc.gov)

THIS discuss started with Vanessa Gibson and Latoya Joyner's office on January 2, 2018

Yes very low most of the developments heat is very low and due to the very poor window condition here at Claremont it feels like there is no heat we have also have very poor boilers that are not producing enough heat and the windows are defective

management indicates they are short of staff either way and is addressing the snowstorm first  
When I call the chairwoman office on Tuesday to request overtime to address the windows before the storm they didn't want to address this matter any way

I understand the condition of the windows however the temperature is going to drop and it is going to be even colder in these tenants apartments

Claremont consolidation has 7 tenants association presidents and 28 buildings 750 apt units  
Clay ave tenants association has 10 buildings

Please Allow me to inform you that 3 new boilers was installed here at this development in 2015 1236 Clay Avenue 1115 Clay Ave and 335 E. 166 Street and none of these buildings had adequate heat

Please feel free to contact me for further information

Maria Forbes  
President  
Clay ave tenants association  
917-557-4933

I will also be sending information verifying that we requested capital to address the windows here at this development since 2014 and then was discussed again in 2016 the meetings were held with Mr. House then general manager and 2014 and later discussed with Mr. Brian Clarke in 2016

Sent from my iPhone Maria Forbes

June 3, 14

Mr. Ceil House  
General Manager  
NYCHA  
250 Broadway, 12<sup>th</sup> Fl.  
New York, NY 10007

Re: Repairs

Greetings, Mr. House

We The Tenants Association Presidents (7)

Clay Avenue,	Maria Forbes
1162 Washington Avenue	Marcella Brown
1100 Teller Avenue	Elise Deans
Teller Avenue	Mr. M. Peterson
1020 College Avenue	Mea Johnson
1150-1156 College Avenue	Lutrell Simmons
Findlay Avenue	Audrey Henry

Of Claremont Consolidate at 1052 Teller Avenue, Bronx, New York 10456, are requesting that you address the following problems at this development. I Maria Forbes attend the executive Board meeting held on May 21, 2014 only to understand that NYCHA is spending \$5,220,608.80 (Telesector Resources Group) and our INTERCOMS are not in service, \$1,168,645.35 for (Painting Materials) and our STAIR HALLS AND HAND RAILS have not been painted in over 10 years, \$3,682,528.00 (P.C. Richard & Son: Gas and Electric Ranges) and we have not had NEW STOVES in over 15 years which are due. It's sad to see the budget you have for Roof Repairs: \$14,301,381.09 (Taylor Street) \$10,072,894.47 (La Guardia) \$14,470,867.06 (Taft) \$19,632,282.67 (Roosevelt) \$11,699,066.82 (South Beach) and if you sent an INSPECTOR to check all of the upper apartments which have tickets in for ROOF LEAKS. Then NYCHA should have add Claremont Consolidate to this list for ROOF REPAIRS. Your \$29,444,803.92 budget and total roof repairs could address MAJOR REPAIR PROBLEMS here at Claremont Consolidate, not to forget the \$9,552,392.00 (Prospect Plaza) Retail Stores. "It's Resident Board Member indicated HER T A President was present and happy to receive this allocation." Our RETAIL STORES have not been address in over 15 years. How does NYCHA expect to earn any money? With over 5 STORES CLOSED.

Now we The Tenants Association Presidents would also like you to address the following Repairs:

Floor Tiles & Sub-Wooden Floors, Windows & Window Frames, Stair Hall Steps, Lobby Doors, and Night Security for our Senior Building.

There was also a grant allocated by State Senator Ruth Hassell-Thompson, for Security Cameras, at the following locations 1162 Washington Avenue, 1020 College Avenue, and 1100 Teller Avenue. This allocation was made in the following year of 2011 or 2012. This matter has not been address, please locate this Funding and address this matter.

Mr. House we The Presidents of Claremont Consolidate would like you to visit our development for 3 hours to take a tour at length to see all 7 location with each T A President. I would recommend that you bring 2 vans to hold all 7 T A Presidents and Staff. We would meet at 1195 Clay Avenue T A room first for introduction and to discuss concerns, then tour development. Please arrange enough notice to allow T A Presidents to meet your schedule.

Thank you, in advance for addressing this matter. Please feel free contact Maria Forbes at 917 557-4933.

Sincerely

Maria Forbes  
Clay Avenue Tenants Association

Marcella Brown  
1162 Washington Avenue Tenants Association

Elise Deans  
1100 Teller Avenue Tenants Association

Audrey Henry  
Findlay Avenue Tenants Association

Mr. M. Peterson  
Teller Avenue Tenants Association

Mea Johnson  
1020 College Avenue Tenants Association (Senior Building)

Lutrell Simmons  
1150-1156 College Avenue Tenants Association

# Claremont Consolidate

July 8,14

## Introduction

Concerns, Needs, and Repairs

Needs & Repairs

2 Caretakers

1 Grounds Men

2 Housing Assistance

1 New Truck for Trash Collection

750 New Stoves

Inspection of all above Apts. For Roof Leaks

Renovation of all 5 Retail Stores

Painting of Tenants Apts. & Public Space

Floor Tiles & Sub-Wooden Floors Replacement

Public Space Floor Tiles Replacement

Windows & Window Frames Replacement ✓

Stair Hall Steps

Lobby Doors

Security Cameras

Senior Community Center

Tour of Development

Clay Avenue Tenants Association & Retail Stores

Teller Avenue (2 Tenants Association)

Findlay Avenue & Retail Stores

College Avenue (2 Tenants Association) & Senior Community

Washington Avenue

Claremont Consolidate

Clay Avenue Tenants Association – 1100 Teller Avenue – 1020 College Avenue

Findlay Avenue – Teller Avenue – 1162 Washington Avenue

April 8, 2016

**INTRODUCTION**

**OLD ITEMS**

- 750 New Stoves – 750 New Refrigerators
- Inspection of all Apartments for Roof Leaks
- Renovation of all Retail Stores
- Painting of Public Space
- Replacement of all Public Space Floor Tiles
- Replacement of all Apartment Windows
- Repair of all Stair Hall Steps & IN FRONT OF BUILDINGS
- Upgrade of all Lobby Doors and Intercoms
- Security Cameras
- Use of Senior Community Center for Tenants Association Meetings (1020 COLLEGE AVE)

**NEW AGENDA ITEMS**

- Open Requirement Contracts Needs to be Address to Assist Claremont Consolidate
- Roof Fans Cleaning
- Recycle Program Needs to Address
- 5 Caretakers (CHECK TIME AND MOTION NEEDS TO BE ADDRESS DUE TO THE DISTANCE & WALK UPS)
- 1 Assistant Super (NEEDS TO BE ADDRESS DUE TO THE OVERWHELEMING AMOUNT OF AREAS)
- 1 MAINTENANCE WORKER
- 1 New Housing Assistant (Disrespectful Behavior Needs to be Address – HA NEEDS TO BE REMOVED)
- 1 F450 New Truck Needed to Address Trash Collection
- SEWAGE BACK UPS-HOUSE STOPPAGES NEEDS TO BE ADDRESS (CLEANING MONTHLY)
- UPGRADE OF ALL LIGHTING INSIDE & OUTSIDE OF BUILDINGS
- NEW TRASH CANS FOR ALL BUILDINGS
- DIAMOND PLATE BINS NEEDS TO BE BUILT FOR ALL BUILDINGS TO ADDRESS
- **RATS & RECYCLE PROGRAM**
- **EXTERMINATOR SUPPLIES NEEDS TO BE ADDRESS TO MEET STEP STREET PROJECT & RECYCLE**
- **2 NEW EXTERIOR COMPACTOR NEEDS TO BE REPLACE & TO ADDRESS RECYCLE PROGRAM**
- **CLEANING PRODUCTS NEED TO BE ADDRESS & MAINTENANCE SUPPLIES**
- **PAINTING OF ALL PUBLIC SPACE**
- **CLAREMONT CONSOLIDATE UPGRADE OF ALL BUILDINGS- BATHROOMS-KITCHINS-CLOSET DOORS**
- **CARETAKERS ARE NOT CLEANING HOPPER COMPACTERS & WINDOW CELICS**

## REQUEST FOR REPAIRS

CLAY AVENUE: MARIA FORBES, T A PRES. (1115-1195-1228-1232-1236-1240-1244-1248-1252-1278)

- 1195 CLAY AVE - HAS CRACKS IN BASEMENT FOUNDATION (BASEMENT IS BEING HELD UP BY BEAMS)
- 8 BUILDINGS NEED TO BE PAINTED OUTSIDE TO UPGRADE TO LOOK OF THE BUILDINGS
- 10 DIAMOND PLATE BINS NEED TO BE BUILT FOR RECYCLE & TRASH CANS
- ROOF LEAKS TO ALL 10 BUILDINGS SUB-FLOOR NEEDS TO BE RE-PLACE IN ALL APTS. & TILES

1162 WASHINGTON AVENUE: MARCELLA BROWN, T A PRES.

- UPGRADE LOBBY DUE TO VANDALIZ KEYS DO NOT WORK
- NEED NEW BOILER (VERY COLD EVERY WINTER) ✓
- EXTERMINATION NEED FOR PUBLIC SPACE (GARBAGE LEFT IN PUBLIC SPACE & RATS IN HALLWAY)
- UPGRADE MAILBOX
- 4 EXIT DOORS ARE ALWAYS OPEN WHICH ALLOWS LOITERING IN BUILDING  
COMMUNITY CENTER NEEDS TO RENOVATED, NO PLACE TO HOLD T A MEETINGS

TELLER AVENUE: MR.PETERSON, T A PRES. (1046-1052-1068-1064-1072-335 EAST 166<sup>TH</sup> ST.-1105-1129)

- CAMERAS FOR PROTECTION OF TENANTS & DEVELOPMENT
- UPGRADE OF INTERCOMS & LOBBY DOORS
- SUBFLOORING OF APT. FLOORS & TILES
- UPGRADE OF BOILER POOR HEATING IN THE WINTER TIME ✓
- SKILL TRADED & PLASTER-PAINTING-MAINTENCANCE, ETC.

FINDLAY AVENUE: AUDREY HENRY, T A PRES. (1113-1114-1128-1131)

- INSIDE STAIR-HALL & OUTSIDE STEPS NEEDS TO BE REPLACE
- SEWER BACK UPS
- REPLACEMENT OF ALL TENANTS WINDOWS ✓
- THERE IS NO COMPACTOR IN LOBBY, WHICH HAS 4 APTS; THERE IS ONLY 1 TRASH CAN IN FRONT OF BUILDING, HOW ARE WE GOING TO ADDRESS THIS & RECYCLE PROGRAM?
- REQUESTING UPGRADE OF BOTH PARKS, WITH NEW BENCHES & TABLES

1100 TELLER AVENUE: ELIES DEANS, T A PRES.

- LIGHTING IN LOBBY
- CAMERAS IN FRONT OF BUILDING & IN BOTH ELEVATORS
- FOUNDATION OF THIS BUILDING NEEDS TO BE CHECK. THE BUILDING SHAKES WHEN A BIG TRUCK PASSES BY. IN TENANTS APTS. CONCRETE PIECES HAVE FALLEN & THE CARPENTER HAD TO COME TO REPAIR TENANTS FLOORS SO IT COULD MEET THE WALL.
- POINTS NEED TO BE REPAIRED IN FRONT OF THE BUILDING; WHERE THE TENANT PATROL ROOM IS, ✓  
WHEN IT RAINS, WATER POURS INSIDE THE ROOM MAKING EVERYTHING UNDER THE WINDOW SILLS ✓  
WET. ✓
- REQUESTING NEW LOBBY DOOR & INTERCOM, AND IT OPENS WITHOUT USING A KEY.

• **1020 COLLEGE:** RAYMOND BRUNSON, T A PRES.

- ENTIRE BUILDING NEEDS PAINTING & NEW FLOOR TILES
- LOBBY & BOTH ELEVATORS NEEDS CAMERAS
- NEED NEW MAIL BOX IN LOBBY
- LOBBY DOOR & INTERCOM NEEDS TO BE REPLACED
- SPACE NEEDED TO HOLD MONTHLY T A MEETINGS, WE HAVE 90 APT. UNITS LOBBY IS TOO SMALL
- WHY CAN'T WE HOLD MEETING IN COMMUNITY CENTER?
- 

**1150 COLLEGE AVENUE:**

(1150-1152-1154-1156)

- UPGRADE LOBBY DOORS & INTERCOMS
- RENOVATION OF ALL 5 RETAIL STORES
- RATS ARE LIVING IN RETAIL STORES & ARE TRAVELING IN BUILDING TO TENANTS APTS.
- REQUESTING GATE TO BE REPLACE WITH INTERCOM, ON OUTER BUILDING AGAIN TO KEEP LOITERING OUT OF OUR SITTING AREA
- REQUEST THAT BENCHES AND TABLES B REMOVED
- TENANT HAS KEY TO WATER SUPPLY & IS USING IT FOR RE-REACTION, THEN WATER IS LEFT ON WHICH DRAIN INTO THE BASEMENT, WHICH WAS JUST REPAIRED DUE TO SINKING. PLEASE ADDRESS THIS MATTER
- REQUEST A TALLER GATE TO BE PLACE BETWEEN WALK WAY OF FINDLAY & COLLEGE TO KEEP DOGS OUT. WE HAVE TENANTS WHO WANT TO USE THIS AREA FOR PLANTING FLOWERS IN THE SUMMER.
- ALL ROOF DOORS NEED TO BE REPAIR

**TOUR OF DEVELOPMENT**

**CLAY AVENUE BETWEEN EAST 169<sup>TH</sup> - 166<sup>TH</sup> STREET (MARIA FORBES, T A PRES.)  
1115-1195-1228-1232-1236-1240-1244-1248-1252-1278 (10 BUILDINGS)**

**1162 WASHINGTON AVENUE BETWEEN EAST 168<sup>TH</sup> - 167<sup>TH</sup> STREET (MARCELLA BROWN, T A PRES.)**

**TELLER AVENUE (HAS 2 T A PRESIDENTS) BETWEEN EAST 165<sup>TH</sup> - 167<sup>TH</sup> STREET  
1052-1-64-1072-1105-1129-1068-1046-335 EAST 166<sup>TH</sup> STREET (MIGUEL PETERSON T A PRES.)**

**1100 TELLER AVENUE (ELISE DEANS, T A PRES.)**

**FINDLAY AVENUE BETWEEN EAST 167<sup>TH</sup> - 166<sup>TH</sup> STREET (AUDREY HENRY, T A PRES.)  
1128-1131-1114-1113**

**COLLEGE AVE (HAS 2 T A PRESIDENTS) BETWEEN EAST 165<sup>TH</sup> - 167<sup>TH</sup> STREET**

**1020 COLLEGE AVENUE (RAYMOND BRUNDON, T A PRES.)**

**COLLEGE AVENUE BETWEEN EAST 166<sup>TH</sup> - 167<sup>TH</sup> STREET  
(1150-1152-1154-1156)**

## Lack of Sprinkler Systems, Alternative Exits Cited

# HA Tenants Still Have Concern About Safety Issues That Drove London Fire

By BOB HENNELLY

New York City Housing Authority residents who live in combustible buildings told the City Council they want sprinkler systems installed, more-stringent fire-code enforcement and tenant education about what to do in the event of a fire.

### Cited Design Problems

Their testimony was offered at last week's City Council Committee on Fire and Criminal Justice Services hearing on the lessons to be learned from June's Gren-

fell Tower fire in London that killed 80 people. The 24-story residential tower was a public-housing project.

In the investigation of the London fire, an exterior cladding material used for the building's facade was faulted for the rapid spread and ferocity of the blaze. But experts also faulted the building's design for the high body count. It had only one means of egress, no sprinkler system and no way for officials to communicate with the tenants. There was also the official operating assumption that the building was sufficiently fireproof

that residents should stay in their apartments if they weren't on fire.

According to officials, most of NYCHA's buildings are considered fireproof because they are high-rises constructed of concrete and cinderblock. Tenants are advised to shelter in place unless their apartment is the scene of the fire. But one in four NYCHA complexes consists of five and six-story buildings that are combustible. In the event of a fire, all residents in those buildings are advised they

Continued on Page 10



The Chief-Leader/Rebecca White

**FIRE SPRINKLERS A SOCIAL-JUSTICE ISSUE?:** Maria Forbes, a tenant president with the Claremont Consolidated NYCHA apartments in The Bronx, and her fellow activist, Audrey Henry, told the City Council that the combustibles apartments they live in should have fire sprinklers.

## HA Tenants Still Have Fire Concerns

Continued from Page 3

should evacuate immediately, no matter where the fire originated.

Maria Forbes a tenant-association president for the 750-unit, 28-building Claremont Consolidation project in The Bronx, called for "equipping all of the buildings that are combustible with water-sprinkler systems" telling the Council panel, "we are sheetrock with a little insulation, no protection whatsoever. We know this."

She raised the concern that the City Code, which requires only residential buildings built after 1999 to have fire sprinklers, meant that "only modern buildings, wealthier buildings, are established with certain fire protections, but they are not willing to protect low-income residents at the cost it would be." She added, "There should be a law that is put in place that protects everyone."

### 'Sprinklers Save Lives'

Melissa Barbour, representing the New York Mechanical Contractors Association, agreed, telling the panel that the Grenfell tragedy could have been prevented if "modern and properly-functioning fire sprinklers could have suppressed the fire within the unit where it began and prevented it from spreading, undoubtedly saving lives."

"Grenfell Towers exposed the inequity of outdated laws that govern fire safety worldwide," Ms. Barbour said. "Grenfell Towers, a 24-story public-housing development, was home to 350 low-income residents. While New York City is further along than many in fire safety, the truth is fire safety remains one of the starkest examples of inequity in our city. The existing laws protect occupants of newer, more-modern and, in many cases, more-affluent buildings."

She continued, "In contrast, residents of older, often low-income buildings remain without adequate protections such as fire sprinklers. This extends to the 400,000 New Yorkers who reside in NYCHA developments

results of a Department of Investigation audit last year that indicated that out of 188 NYCHA apartments audited 106 units were found not to have working smoke detectors.

"It seems that although we are making sure other landlords in the city follow the rules that our own Housing Authority is not making sure tenants in NYCHA buildings are safe," Ms. Crowley said.

The DOI audit was sparked by an April 2016 fire in the Butler Houses that claimed the lives of an 18-month-old and a 2-year-old. Tenants reported they did not hear smoke detectors go off. A review of the records for that apartment showed that just hours before, a NYCHA maintenance worker had been in the apartment and learned the smoke detector was broken, but checked off that it was working. Investigators found that 56 percent of the units they audited were deficient in one or more of six critical safety items, "including numerous missing smoke and CO detectors and missing or damaged fire-safety notices."

### Fire-Safety Campaign

When asked about the DOI report after the London fire, a NYCHA spokesperson wrote in an email that "over the past year, NYCHA has taken action to raise awareness on fire safety with a campaign targeting both residents and employees."

At last week's hearing, Mr. Sudnick committed that the FDNY would "work with NYCHA to ensure that they have enough smoke detectors in their dwelling units to make sure they are properly protected."

The city's panel included Wendy Wong of the Department of Buildings and Emergency Management Commissioner Joseph Esposito.

In the Grenfell Tower tragedy, that building's reliance on just one way out was also flagged as a major contributor to the fire's toll. Ms. Crowley heard first-hand from NYCHA resident Magdalene Perez, from Red Hook, who lives in a six-story complex, that her unit has only one exit.

throughout the five boroughs. She added that the additional protection provided by sprinklers was even more essential today than in the past, because "modern residential fires grow hotter, more toxic and burn 800 percent faster than they did just 40 years ago, and fire sprinklers are the first line of defense, controlling 99 percent of all fires."

Committee Chair Elizabeth Crowley asked the FDNY Chief of Fire Operations John Sudnick and Chief Edward Ferrier of the Bureau of Fire Prevention if they were aware that one in four of NYCHA's buildings were combustible. "I don't have the exact number, but most of the NYCHA buildings I have seen are non-combustible," said Mr. Ferrier.

#### Don't Check Apartments

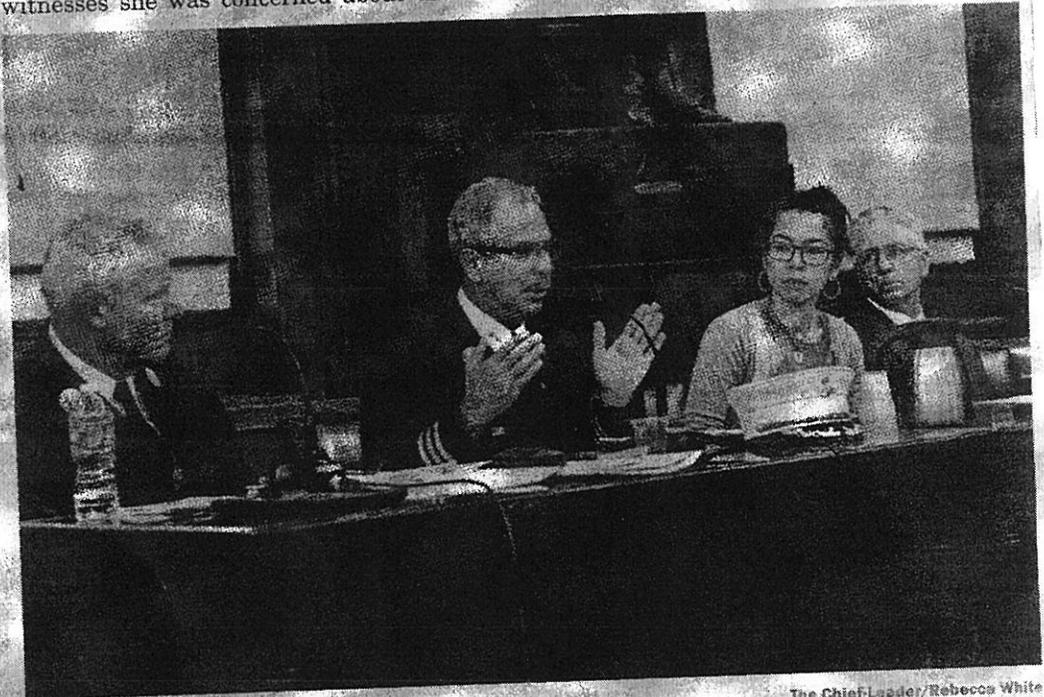
Ms. Crowley asked if the FDNY actually inspected individual apartments in NYCHA buildings, and was told by Mr. Sudnick the department did not inspect individual dwelling units in public or private apartment buildings. The Council chair told the FDNY witnesses she was concerned about the re-

#### 'Fire Starts, I'm a Goner'

"There are no sprinklers in the rental community in public housing. There is one staircase. We do have the alarms and the carbon monoxide," Ms. Perez said. "We have those two, but that is all we have. The only exit—I live on the sixth floor—is the front door so if there is a fire in my house I am a goner. There is no way out."

She continued, "There is no fire escape in the Red Hook public housing. The only thing... we got to tie up the sheets really quick and get them wet and put them out the window, and that is the only way I would be saved."

After the hearing, Ms. Crowley said, "There are serious concerns right now that the Buildings Department and the Fire Department do not seem to be aware of. Certainly the residents of the public housing brought to our attention about not having two means of egress. According to the Buildings Department, every unit, whether a high-rise or a low-rise, has two means of egress, but from what we are hearing, that is not true."



The Chief Leader/Rebecca White

**TAKING HEAT ON NYCHA:** FDNY Chief Edward Ferrier of the Bureau of Fire Prevention told City Council Fire Committee Chair Crowley that most Housing Authority apartments were non-combustible. FDNY Chief of Fire Operations John Sudnick (left), Wendy Wong of the Department of Buildings and Emergency Management Commissioner Joseph Esposito were also on hand to field the panel's questions about lessons that could be learned from the Grenfell Tower fire in London.

FOR THE RECORD

2/6/18

Testimony for Beatriz Badra  
Housing Court Answers Line  
BX NYCHA Assistant  
~~Beatrizbadra~~ beatrizb@hcanswers.org.

Hello,

I work for Housing Court Answers as a  
BX NYCHA Assistant.

HCA provides unrepresented litigants in  
housing court with information on the  
housing court process providing referrals to  
legal counsel assistance with filling out  
legal documents as well as information  
and trainings on how to avoid eviction.

My position as a BX NYCHA Assistant  
is not an easy one. Each and every  
day NYCHA tenants ask me why or  
how is it that they can take their landlord  
NYCHA to court for lack of repairs and  
services and yet nothing gets done.  
Heat and hot water are not restored, lack  
of services continue.

What do I tell these residents when  
they ask me how the given the Justice  
System cannot force NYCHA to  
follow the law. What do I tell tenants  
when they tell me they've already filed  
3, 4, 5 HP actions. And what the  
next step is. I don't know what  
the next step is.

I implore NYCHA to act in a way  
that restores NYCHA tenants' faith  
in the justice system.

NYCHA is not above the law and  
they need to be held accountable for  
violating the basic human rights of  
NYCHA tenants.

Thank you,

Beatriz Badra



**Joint Testimony by The Legal Aid Society and the Community Service Society**  
**Before a Joint Hearing of the New York City Council Committees on Oversight and**  
**Investigations and Public Housing**  
**Oversight Hearing: Chronic Heat and Hot Water Failures in NYCHA Housing**  
**February 6, 2018**

**Introduction**

The Legal Aid Society, (the Society) is the nation’s oldest and largest not-for-profit legal services organization advocating for low-income individuals and families across a variety of civil, criminal and juvenile rights matters, while also fighting for legal reform. The Society has performed this role in City, State and federal courts since 1876. With a staff of more than 2,000 lawyers, social workers, investigators, paralegals and support and administrative staff; and through a network of borough, neighborhood, and courthouse offices in 26 locations in New York City, the Society provides comprehensive legal services in all five boroughs of New York City for clients who cannot afford to pay for private counsel. The Legal Aid Society's unique value is an ability to go beyond any one case to create more equitable outcomes for individuals and broader, more powerful systemic change for society as a whole. In addition to the annual caseload of 300,000 individual cases and legal matters, the Society’s law reform representation for clients benefits more than 1.7 million low-income families and individuals in New York City and the landmark rulings in many of these cases have a State-wide and national impact.

The Society is counsel on numerous class-action cases concerning the rights of public housing residents and is a member, together with the Community Service Society, 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.

The Community Service Society (CSS) is a city-based, non-profit social welfare organization that – for over 170 years – has sought to improve conditions and opportunities for low-income New Yorkers. It conducts research and strategic advocacy in several policy areas, including housing, health, employment, and youth policy.

We appreciate the opportunity to testify before the City Council’s Oversight and Investigations Committee and the Public Housing Committee on this important issue and thank Chairs Ritchie Torres and Alicka Ampry-Samuel for their commitment to public housing residents.

### **Background on NYCHA’s Financial Crisis and Deteriorating Conditions in NYCHA Buildings**

Any discussion of current conditions within NYCHA buildings requires an understanding of the financial pressures that NYCHA faces. The fundamental mission of NYCHA is to provide *safe, decent, affordable housing* for low-income people. In recent years, NYCHA’s ability to fulfil this mission has been severely affected by starvation funding from all levels of government. This chronic underfunding has saddled NYCHA with annual structural operating deficits and billions of dollars in deferred capital repairs, which in turn has led to cost-cutting measures and the accelerated deterioration of conditions for the hundreds of thousands of New York City residents who call NYCHA home.

As a landlord, NYCHA is legally obligated to provide heat and hot water to its residents. Unfortunately, as recent events in January of this year demonstrated, NYCHA’s aging infrastructure and years of deferred maintenance means that NYCHA is failing to comply with its obligations – forcing thousands of residents to endure long periods without heat and hot water in their homes.

### **Decades of Disinvestment at All Levels of Government**

After years of operating deficits, NYCHA finally ended 2016 with a \$21 million operating surplus, the first surplus in a decade – which suddenly evaporated in March, 2017 after HUD announced \$35 million cut to funding for 2017. As of today, NYCHA has more than \$17 billion of unmet capital needs to its aging buildings, a figure expected to grow by several billion when NYCHA’s latest Physical Needs Assessment is completed. NYCHA did not get into this

troubled financial state by itself. Over the last few decades, NYCHA has experienced a decline in funding on which it is dependent, from all levels of government— Federal, State and City.

At the federal level— the amount of operating and capital subsidies that NYCHA receives from HUD has not been sufficient to cover its costs and needs for over a decade. Between 2001-2013, NYCHA estimates that it suffered a cumulative operating and capital subsidy loss of nearly \$2 billion. In March, 2017, the Trump administration proposed a \$4.7 billion, or 15% cut to HUD’s total budget for FY2018. NYCHA estimates that its capital subsidies would be cut by \$210 million, or 67%, impairing its ability to make major capital improvements and reduce its \$17 billion backlog in infrastructural needs. Operating subsidies would be cut by \$130 million, or 11%, setting NYCHA back more than a decade when it ran annual deficits to the order of \$100-235 million.

Decades ago, the State and City built 26 developments and provided operating and capital funding for them for many years. In 1995, five developments were transferred to the public housing program and received federal subsidies. The State and City continued to provide operating and capital funding to the remaining 21 developments – until 1998, when the State eliminated its operating subsidy and 2003 – when the City followed suit. In 2001, the State reduced its capital contributions from \$15 million to \$6.4 million. In 2010, the majority of City and State developments were federalized, but NYCHA continues to operate 4,207 units without subsidies. These developments currently “share” in the federal funds provided for NYCHA’s public housing— this costs NYCHA more than \$23 million a year.

In recent years, Mayor de Blasio has expanded NYCHA resources, by relieving NYCHA in 2014 of the \$73 million annual payments for police services and the \$32 million annual PILOT payments in lieu of property taxes. We commend the Mayor for committing an additional \$1 billion over 10 years for NYCHA preservation – bringing the City’s total to \$1.4 billion since he took office. The State’s investment in NYCHA preservation has been far less generous. Since 2015, the State committed only \$300 million for NYCHA improvements— \$100 million of which was used for “quality-of-life” improvements rather than for infrastructure which is so badly needed.

## Recent Heat and Hot Water Outages Throughout NYCHA Developments

Between late December and early January of this year, New York City experienced record-breaking devastating cold weather conditions. The Arctic winter weather caused numerous cities in the northeastern United States to experience one of the coldest two-week periods on record,<sup>1</sup> and New York City was not exempt; the cold outbreak was among the top five on record in the city for the most number of days in a row 32 degrees or lower.<sup>2</sup> In addition, “bomb cyclone” blizzard conditions led Governor Cuomo to announce a state of emergency for New York City, Long Island, and Westchester.<sup>3</sup>

In the middle of this prolonged freeze, more than 50 NYCHA developments experienced heat and boiler outages,<sup>4</sup> some throughout the entire development, and others in individual buildings. Around 15,000 NYCHA residents were without heat at some point during the storm<sup>5</sup> due to failed boilers. The harsh conditions highlighted the widespread problem of the aging boilers in NYCHA developments which frequently break down and lead to chronic heat and hot water shortages. Many of the boilers in NYCHA buildings are more than 30 or 40 years old; at least one is over 50 years old.<sup>6</sup> During January’s winter storm, thousands of residents without heat or hot water, were forced to endure the cold by layering clothes and blankets, and dangerously, turning on ovens and stoves as a source of heat.<sup>7</sup> This is unacceptable; NYCHA residents should neither be subject to prolonged periods of below-freezing temperature, nor be forced to take risky measures that further imperil their physical safety in order to stay warm.

These boiler outages led the Mayor in mid-January to initially commit \$13 million to improve the city’s response to the instant boiler outage. The funding supported the hiring of repair staff to respond to outages, renting three mobile boilers, and sealing windows.<sup>8</sup> At the end of January,

---

<sup>1</sup> <https://weather.com/storms/winter/news/2018-01-01-arctic-record-cold-outbreak-forecast-midwest-east-south-early-january>

<sup>2</sup> <https://weather.com/storms/winter/news/2018-01-01-arctic-record-cold-outbreak-forecast-midwest-east-south-early-january>

<sup>3</sup> Amy Plitt, “NYC winter snowstorm 2018: The latest on the ‘bomb cyclone’” Curbed NY (Jan. 5, 2018)

<https://ny.curbed.com/2018/1/4/16849736/nyc-winter-storm-bomb-cyclone-weather-updates>

<sup>4</sup> <http://www.nydailynews.com/new-york/mayor-de-blasio-200m-vow-fix-boilers-nycha-tenants-article-1.3790992>

<sup>5</sup> James Barron, “For Many Public Housing Resident’s, It’s Cold Inside Too,” NY Times (Jan. 5, 2018)

<https://www.nytimes.com/2018/01/05/nyregion/for-many-public-housing-residents-its-cold-inside-too.html>

<sup>6</sup> Lorena Mongelli and Natalie Musumeci, “Some NYCHA complexes still without heat after ‘bomb cyclone,’” (Jan. 5, 2018) <https://nypost.com/2018/01/05/residents-at-nycha-apartments-say-heat-is-still-too-low/>

<sup>7</sup> Lorena Mongelli and Natalie Musumeci, “Some NYCHA complexes still without heat after ‘bomb cyclone,’” (Jan. 5, 2018) <https://nypost.com/2018/01/05/residents-at-nycha-apartments-say-heat-is-still-too-low/>

<sup>8</sup> Yoav Gonen, “De Blasio funding \$13M to improve NYCHA housing,” (Jan. 18, 2018)

<https://nypost.com/2018/01/18/de-blasio-funding-13m-to-improve-nycha-housing/>

2018, the Mayor announced an additional \$200M investment to replace boilers and upgrade heating systems at 20 NYCHA developments. The funds will support renovations to be finished by 2022. Specifically, they will be devoted to replacing outdated boilers at ten developments with chronic outages, modernizing heating system controls at twelve, and installing new heating controls at fifteen developments.<sup>9</sup>

**Recommendations:**

**(1) NYCHA should be subject to the same code enforcement system as private landlords in NYC**

NYCHA is required by federal Housing Quality Standards, New York State Multiple Dwelling Law, the City's Housing Maintenance Code, Building Code and Health Code to maintain certain housing standards. These laws delineate minimum standards for light and air, fire protection and safety, sanitation and health. The laws also set forth an owner's and tenant's responsibility concerning compliance, registration requirements and enforcement mechanisms, including the imposition of civil penalties.

In New York City, the agency responsible for housing code enforcement is the Department of Housing and Preservation ("HPD"). A tenant in a privately owned building who has conditions in his/her apartment can call "311" to report the conditions and if necessary, an HPD inspector will be scheduled to come and inspect the apartment. If conditions are found that violate the code, a violation is placed, classified into non-hazardous ("A"), hazardous ("B") or immediately hazardous ("C"). Once a violation is placed, the landlord is notified and given a date by which the violation has to be repaired. Fines accrue based on a schedule set out in the law. Significantly, violations are made public and are accessible on HPD's website for the tenant and public at large to see.

A "gentleman's" agreement between NYCHA and HPD has meant that NYCHA is not subject to code enforcement by HPD. NYCHA residents who need repairs made, call NYCHA's internal Customer Contact Center ("CCC") and work-orders are placed and access dates scheduled by NYCHA. None of the information recorded by CCC concerning complaints, repair orders and responses, or outstanding, potentially serious violations is available outside of

---

<sup>9</sup> NYC Office of the Mayor, Press Release (Jan. 31, 2018) <http://www1.nyc.gov/office-of-the-mayor/news/072-18/mayor-de-blasio-invests-200-million-replace-boilers-upgrade-heating-systems-20-nycha>

NYCHA. NYCHA's lack of HPD code enforcement and oversight enables NYCHA to self-report on the way it handles violations.

Residents need to have greater transparency and accountability concerning complaints, repairs and code violations in their homes. As Victor Bach from the Community Service Society points out in his report from July, 2014 entitled "Strengthening New York City's Public Housing— Directions for Change": "Once the facts are known— NYCHA has greater incentive to reform its housing management practices, even within current funding constraints to better serve residents."<sup>10</sup>

The Legal Aid Society and the Alliance to Preserve Public Housing have been calling on HPD and NYCHA to bring NYCHA under the umbrella of HPD's code enforcement for a number of years – but the City and NYCHA have refused. The time has come for this to happen. City code enforcement and open records on code violations would put NYCHA residents on parity with tenants in private multiple dwellings and would give them greater leverage over NYCHA to get repairs and improvements.

**(2) NYCHA needs to immediately implement a plan for this winter to ensure rapid responses to outages**

While the effects of years of disinvestment cannot be fixed overnight, there are steps that NYCHA can take now to help reduce the impact of outages for the remainder of this heat season.

We urge NYCHA to work with the City's Department of Housing Preservation and Development Emergency Repair Unit to secure access to mobile boilers that can be deployed quickly to a development in the event of a boiler outage.

When the heat index is dangerously high in summer, NYCHA routinely provides "cooling centers" in NYCHA facilities, including community centers. We urge NYCHA to set up warming stations in community centers in the event that a building and/or development suffers a heat outage.

**(3) NYCHA should give rent abatements to all residents that suffered heat and/or hot water outages in December and January**

In every residential lease, the warranty of habitability implies a covenant that the premises rented and all common areas are fit for human habitation and for the uses

---

<sup>10</sup> [http://lghhttp.58547.nexcesscdn.net/803F44A/images/nycss/images/uploads/pubs/CSS\\_NYCHA\\_FinalWeb.pdf](http://lghhttp.58547.nexcesscdn.net/803F44A/images/nycss/images/uploads/pubs/CSS_NYCHA_FinalWeb.pdf)

reasonably intended by the parties and free from conditions dangerous to life, health and safety. Under New York law, a lack of heat and/or hot water is a breach of the warranty of habitability and a tenant is entitled to damages, generally calculated in terms of an abatement of rent.

NYCHA should immediately calculate rent abatements for any tenant that suffered a loss of heat and/or hot water during the end of December and beginning of January, 2018.

**(4) Additional Funding Needed**

As stated above, both the City and State have contributed to NYCHA's dire financial situation as a result of withdrawing both ongoing operating and capital subsidy support. The City needs to contribute more money to NYCHA to ensure the preservation of public housing.

We urge the City to commit to a 10 year capital commitment of \$1 billion a year to help NYCHA catch up with its backlog of capital repairs and restore decent living conditions for the hundreds of thousands of residents that call NYCHA "home."

**CONCLUSION**

Thank you again for the opportunity to testify.

Respectfully Submitted:

Seymour W. James, Jr., 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  
199 Water Street  
New York, New York 10038  
(212) 577-3466

**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: Deborah Goodard

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

I represent: EVP of Capital

Address: NYCHA

**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: Cathy Fennington

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

I represent: Acting EVP of Operations

Address: NYCHA

**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: Shola Olatoye

Address: Chair

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: Feb. 6, 18

(PLEASE PRINT)

Name: Dorothy Gray

Address: 107 West 109th St RD

I represent: With Tenant, Neighbor

Address: 368 Ave. 255

**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: February 6, 2018

(PLEASE PRINT)

Name: Kerri Jew

Address: 250 Broadway NY NY 10007

I represent: NYCHA

Address: 250 Broadway NY NY 10007

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. NYCHA Boiker Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: 2/6/18

(PLEASE PRINT)

Name: Diana Blackwell

Address: 158 W. 144th St 2B NY 10030

I represent: Fred Samuel Res Assoc

Address: 103-05 W. 143rd St. New York, NY 10030

**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: 2/6/18

(PLEASE PRINT)

Name: ROBERT MARANO

Address: 876 HILLSDALE AVE HILLSDALE NJ

I represent: NYCHA

Address: 250 BROADWAY NY NY

**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: 1/6/18

(PLEASE PRINT)

Name: Zachary W. Carter

Address: 100 Church St. New York NY

I represent: Corporation Counsel NYC

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: 2/6/18

(PLEASE PRINT)

Name: Bomee Jung

Address: 90 Church St.

I represent: NYCHA

Address: 90 Church St.

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: Javieron Almadover

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: Vito Mustaciuolo

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

I represent: HPD

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: Bomee Jung

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: \_\_\_\_\_

(PLEASE PRINT)

Name: Bob Marcano

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: \_\_\_\_\_

(PLEASE PRINT)

Name: Vito Mustacchio

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

I represent: NYC HHS Deputy Commissioner

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: Javier Almodovar

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

I represent: Deputy Director

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: Tony Herbert - Civic Engagement  
affair

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

I represent: NAACP - NYCHA Branch

Address: 1656 E. 93rd St.

**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: 2-6-18

(PLEASE PRINT)

Name: Bronx Deputy Borough President

Address: Marricka Scott -

I represent: McFadden

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: Crystal Glover

Address: 225 E. 99th St. #5F

I represent: Washington Houses

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: 2/6/18

(PLEASE PRINT)

Name: DANIEL BARBER

Address: 765 COURTlandt AVE. Bx NY 10451

I represent: City wide Council of President Chairman

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: 2-6-18

(PLEASE PRINT)

Name: Carman Quinones

Address: 240 Columbus Ave.

I represent: Darlass 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: 2.6.18

(PLEASE PRINT)

Name: Evangelina Williams

Address: 150 W. 174th St Bx NY

I represent: Sedgwick House

Address: 150 W. 174th St Bx

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: 2/6/18

(PLEASE PRINT)

Name: Ramon Condoso

Address: 280 Madison St apt 75

I represent: my self

Address: office for condoso 250 Madison St.

**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: Louise Green

Address: 1260 Loring Ave Apt 7D

I represent: Louis H. Pink Houses Vice President

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: 2/6/2018

(PLEASE PRINT)

Name: KEVIN NORMAN

Address: I.B.T. TEAMSTERS LOCAL 237

I represent: LOCAL 237 - MEMBERS

Address: 216 W. 14<sup>TH</sup> ST. NY, NY 10007

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: 2/6/2018

Name: BERTHA L. AIKEN (PLEASE PRINT)

Address: 216 West 14th Street, NY, NY 10011

I represent: TEAMSTERS UNION LOCAL 237

Address: 216 West 14th Street NYC

**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: 2/6/18

Name: Judith Goldiner / Lucy Newman (PLEASE PRINT)

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

I represent: The Legal Aid Society

Address: 199 Water St NY NY 10038

**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: Karen Blondell (PLEASE PRINT)

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

I represent: Red Hook

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: Cherry Shiver

Address: 272 Wyckoff St.

I represent: Wyckoff Gardens

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: Rose Fernandez

Address: Carver Houses

I represent: CUH

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: 2/6/18

(PLEASE PRINT)

Name: Rose Clifton

Address: 44 BRADFORD ST

I represent: BROOKLYN NY 11212

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: 2/6/18

(PLEASE PRINT)

Name: Vic Bach

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

I represent: Community Service 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: 2/6/18

(PLEASE PRINT)

Name: Curly Santos

Address: 415 W 25th St

I represent: Elliott Chelsea House C.U.I.T.

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: 2/6/2018

(PLEASE PRINT)

Name: Claudia ~~Robins~~ Perez

Address: 225 EAST 99th Street #17g

I represent: Washington Houses

Address: Housing

**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: Lisa Keener

Address: 422 Blake Ave

I represent: Van Dyle Houses

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: Daniel Harpen

Address: 3 Harbor Hill Drive

I represent: Huntington N.Y. 11743

Address: Professional Engineer

**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: Esther Dwork

Address: Community Center

I represent: Heart

Address: 221 E 15th St

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: 2/6/18

(PLEASE PRINT)

Name: MARY RIDDICK

Address: 1260 LEXINGTON AVE, BRICKTON NY

I represent: PINK HOUSES

Address: 1260 LEXINGTON AVE

**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: 2/6/18

(PLEASE PRINT)

Name: KAREN CUBBER

Address: 1260 LEXINGTON AVE

I represent: PINK HOUSES

Address: 1260 LEXINGTON AVE

**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: 2/6/18

(PLEASE PRINT)

Name: VICTOR BACH

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

I represent: COMMUNITY SERVICE SOCIETY

Address: 633 Third Ave, NY 10017

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: Dyana Riveron

Address: 2370 2nd Ave.

I represent: One with CH

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: ROBERTO WANAGEL

Address: 55 RUTGERS STREET

I represent: 18 GUARDIA HOUSES

Address: 250 MADISON CT

**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: 2/6/18

(PLEASE PRINT)

Name: LEHA BROOKS

Address: 560 BALCON AVE

I represent: Throgs Neck Resident Council

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: Mildred Martinez

Address: 643 E 13th St # 7A

I represent: Com Voices Head

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: DANIEL CHRISTMAN

Address: 31

I represent: The plumbers + steamfitters

Address: LIC

**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: Feb 6 2018

(PLEASE PRINT)

Name: Levora Fulani

Address: 543 W. 42nd Street

I represent: MIC NY 10034

Address: Committee for Independent  
Community Action

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: 2-1-6/18

(PLEASE PRINT)

Name: Ciprian Noel

Address: 301 Sutter Ave 17B

I represent: Langston Hughes

Address: Brooklyn N.Y 11212

**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: Beatriz Badra

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

I represent: Housing Love Answers Inc

Address: 50 Broad Street

**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: 2/6/18

(PLEASE PRINT)

Name: ROXANNE PEIA

Address: 635 CABLE HILL AVE

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: 2/6/18

(PLEASE PRINT)

Name: Miriam Golden (Golden)

Address: 40 Madison St (40 Madison St)

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: February 6, 2018

(PLEASE PRINT)

Name: Anthony Drummond

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

I represent: Brooklyn Borough President Eric Adams

Address: 209 Tompston Street

**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: 2-6-18

(PLEASE PRINT)

Name: Aixa Torres

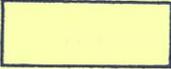
Address: 7 St James

I represent: Alfred E Smith

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: 2/6/2018

(PLEASE PRINT)

Name: ALTAGA CAMPBELL W/SE

Address: 1232 Clay Ave #2B BX NY 10456

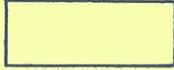
I represent: CLAREMONT Consolidated Rehab 2

Address: 1095 Clay Ave BX NY 10456

Chronic Heat +  
Hot water failures  
Public Housing  
oversight +  
investigation

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: 2/6/2018

(PLEASE PRINT)

Name: Manhattan Borough President Gale A Brewer

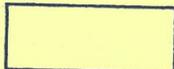
Address: 1 Centre Street, 19th floor

I represent: Gale A. Brewer

Address: 401 1 Centre Street, 19th floor

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: 2/6/17

(PLEASE PRINT)

Name: LARRIE GADSDEN

Address: Reg. 423 BALTIC ST

I represent: FOREE -

Address: 388 Atlantic Ave

**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: Lisa Kenner (PLEASE PRINT)

Address: 422 Bake Ave

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: Charlene Nimmons (PLEASE PRINT)

Address: 272 Wyckoff Street

I represent: Public Housing Communities Inc

Address: 1767B Sterling Place

**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: Jack DAVIS (PLEASE PRINT)

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

I represent: CAKE

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: Amanda Septimo

Address: 2040 Marilla St

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: Calvin Drumgo

Address: 10609 Glenwood Ln

I represent: Breukelen Tenants Assoc.

Address: 254 Stanley Ave

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