

Community Advisory Committee Meeting

Monday, October 7, 2019

Meeting Participants:

Bart M. Schwartz, NYCHA federal Monitor

Asha Muldro, Resident Engagement Team Leader

Robert Hall, Gun Hill Houses Resident Association President

Nancy Ortiz, Vladeck Houses Resident Association President

Tamika Williams-Moore, Pomonok Houses Resident Association President

Alicka Ampry-Samuel, New York City Council Member & Chair of Committee on Public Housing

Daniel W. Sherrod, U.S. Department of Housing and Urban Development, Prevention, Recovery, and Transformation

Kevin Brennan, Fire Department of the City of New York Deputy Assistant Chief of Fire Prevention

Fabricio Caro, Fire Department of the City of New York Director of Community Affairs

Haley Stein, Senior Advisor to the Deputy Mayor for Housing and Economic Development

Eva Trimble, NYCHA Executive Vice President for Strategy & Innovation, Office of the Chair

Denise Guess, NYCHA Resident Engagement Department Manager

Brenda Allen, NYCHA Regional Asset Manager

Darryl Rattray, NYC Department of Youth & Community Development Associate Commissioner

Suzanne Myklebust, NYC Department for the Aging Deputy Director for Public Affairs

J.T. Falcone, Policy Analyst for United Neighborhood Houses

Bart M. Schwartz: Hello everyone and welcome to our third Community Advisory Committee Meeting, our third CAC Meeting. I'd like to first thank all of the people who were able to make it to the meeting live to join us. Unfortunately, the regional HUD Administrator, Lynne Patton, will not be able to join us today. But Sherrod is here from HUD and is fully familiar with the all the matters that we've been working on.

Bart M. Schwartz: I'm not going to spend time telling you again who I am and how I got here. I'd want to first talk about how we've changed the format of the meeting and explain the reason for it. The first two meetings accomplished two very important things, which was to get the CAC members to get to know each other. And also, to give the residents an opportunity to talk to us, and to get us to listen to them.

Bart M. Schwartz: But what I found was that we couldn't accomplish a working type meeting in that meeting. And so, what I've asked that we do ... And if this doesn't work, we'll find another format. But I'm hoping this is a helpful format, is to have the working meeting, which is what this is, to be streamed live. I think it's on YouTube and phones and otherwise, so it's streamed live so it continues to be a meeting that the public has access to and can see.

Bart M. Schwartz: But we will then separately have a community meeting as part of the CAC process. And we'll be giving notification to everybody on our website and elsewhere, where and when it is. But I also want to tell you today, since we know, that we'll be holding it on Tuesday, November 12th at 6:00 PM in a location on Staten Island. That's one of the other commitments I made was to try to get to every borough each year. So next will be Staten Island on November 12th.

Bart M. Schwartz: Before we even begin to get into some of the other issues, I want to highlight something that Alicka Ampry-Samuel brought up recently through eyewitness news, and I think through other methods about the lighting at NYCHA facilities. And the obvious connection between the lighting and security and so forth. Now that's not particularly something that's set out in the agreement that appointed me, but security is part of that agreement.

Bart M. Schwartz: It occurred to me that it might be helpful to raise it here. And one of the things I'm going to ask this committee to talk about today is whether we might serve as a funnel for anyone who has complaints about lighting? Send it to us. We'll package them all together so that they're not just one off going to NYCHA or to the PD or wherever they may go.

Bart M. Schwartz: Let's go get them all together in one place, package them together. Perhaps add some of the little additional information if we have it, and then get

that to the right people. So, it's something that I'd like to see if you think that, that's something we should be doing?

Bart M. Schwartz: Another thing I'd like to address, and I know I spoke to many of you already about this, is the state's commitment to \$450 million for NYCHA. There's a lot of misunderstanding about what that \$450 million is for, and how it becomes available. There isn't a pot of cash sitting somewhere that NYCHA can draw on, and just start spending that money. The agreement, I'm not a party to the agreement, but I'm named in it, and I have some responsibilities, which I'll describe in a moment.

Bart M. Schwartz: But the agreement was designed to ensure that the \$450 million was spent on what the City, NYCHA, and the Governor agreed it should be spent on, and that is essentially boilers and elevators. The way that is accomplished is that NYCHA presents, what we'll call an action plan, about how that money should be spent for those purposes. I have to approve the action plan. That's one area where I'm involved.

Bart M. Schwartz: Then the money gets spent according to the action plan. I certify that it is spent according to the action plan. And then NYCHA is reimbursed by the state for the money that is spent. So, it's not just simply having access to a fund or an account to draw on. First, NYCHA has to do the planning, which you'd expect in any event. And NYCHA has to decide how to use it.

Bart M. Schwartz: Then use it and use it usually effectively according to the plan. Then apply for the reimbursement and get the reimbursement. So that's not been clear. I should also add that the funds are to be used for capital expenses. So that an elevator, which needs to be replaced would be a capital expense. An elevator that's not working because of some other kind of operational problem is not a capital expense and the money wouldn't be available for that.

Bart M. Schwartz: So that, just again, since I've heard a lot of descriptions, including in the press, which really have described it as if \$450 million are sitting around waiting to be used, that's not the case. NYCHA is moving to do what you need to do to get the plans done, and get the plans approved, and do it in an orderly fashion.

Bart M. Schwartz: I want to give you a bit of an update on some of the areas that are in the agreement, and then we'll move on. The most important one was, it's on everybody's mind, is heat and getting ready for the heating season. As you may know, there's an action plan that was required to be submitted by NYCHA.

Bart M. Schwartz: But I want to make a very important distinction. There's a big difference between an action plan and action taking place. And we have been spending our time with the NYCHA personnel on seeing that action is taking place. I was appointed in March. They started working in February to get ready for this winter. We've sat through, we had biweekly meetings with our staff and the NYCHA staff.

Bart M. Schwartz: We've brought in our experts to sit in with the NYCHA experts and the NYCHA employees. The new CEO, Gregory Russ, chaired a meeting of all the parties from my team, from NYCHA, who were involved in getting ready for the heating season. Gave a chance for, frankly, for our team to ask tough questions about what was going on, how was it done, and so forth.

Bart M. Schwartz: It was a very productive meeting. And gave, I think many of us, including me, a good feeling about the kind of preparation that's going into this winter. That doesn't mean there aren't going to be outages. It doesn't mean there aren't going to be problems, that's bound to happen. But the implementation, we worked on implementation rather than simply having a plan.

Bart M. Schwartz: A plan without implementation is not going to be helpful to anyone. So that's how we've approached to heat. And to give you the technical aspects of it, the plan was due to us on October 1st. We got it on September 27th. We've commented on it. We haven't accepted it as such because we think there are some things that need to be changed. We've asked that we get those changes back by Friday of this week. But we have every expectation that the plan with the changes will be approved.

Bart M. Schwartz: But as I said, the important thing is that the work that that plan calls for has been in place for quite some time. So that takes care of the heat. Elevators are also a part of a plan that we've been working on with NYCHA. That will be really rolled into probably a larger plan, which includes the money that's available for reimbursement from the state. To make sure that those funds are spent in an integrated way and in a positive way.

Bart M. Schwartz: Mold, the Baez team, which is not part of our team, but court appointed, the Baez ombudsman has been appointed. We're working on our own steps relating to mold. But we're also letting the Baez team work because they have a system to see if they can get it done. We have talked to them about whether it makes sense to join in as one team. For the moment, there's no need for that, but we'll see how that goes.

Bart M. Schwartz: I don't want to marginalize it, but I won't spend too much time on lead paint. Because I've talked about that quite a bit publicly and privately

about that. And my biggest concern continues to be being able to identify the true population of apartments with children under six. And to be able to get enough certified people to do the work that has to be done.

Bart M. Schwartz: It is very technical and can be very complicated. And has to be done in a very definite order, in order to ensure that you're not creating a problem instead of curing your problem. So that's something we're working on. Similarly, for pests, I think we'll have more about that in the second report, so I'm not going to say too much about that now.

Bart M. Schwartz: One of the other important elements of the agreement was to ... And it's important because it has an ongoing and lasting effect, was to create three new departments at NYCHA. And the three departments are Compliance, Environmental Health and Safety, and Quality Assurance. Each of those departments has been set up. Each has either an appointed head or an interim head.

Bart M. Schwartz: They are working together focusing on their individual responsibilities. But it looks like that's off to a good strong start, so that as issues arise, they will get to the right people inside NYCHA and be dealt with. We continue to work with them to see that if they need any assistance on that, that we can be helpful to them.

Bart M. Schwartz: I'm not going to go into the details on each of the three departments. There was some of that in the first report. There'll be more of that in the second report. Since we've added some more on resident engagement, just to give you a report card on what we've been doing. We've now spoken to 199 resident association presidents.

Bart M. Schwartz: I know we have visited either senior people on the team or investigators out in the field. We have visited well over 230 developments so far. We really use that information. It's very important to us to hear from the residents. That's been a priority of us from the beginning, and we don't want to lose that. CAC is a big part of that.

Bart M. Schwartz: As I've said in the past, I think as we start implementing some of the changes that are supposed to be systemic and long-lasting and effective changes, it's going to be the residents and CAC that tell us whether it's working or not. That's going to be critical information for us.

Bart M. Schwartz: Oh, yes, I should tell you the second report that we have, it covers the quarter of July, August and September. Not among the busiest quarters in the calendar, but, well, we were busy. NYCHA was busy. A lot was done. And as with the first report, I'm hoping to get that out within approximately three weeks of the close of the quarter. So sometime later in October we'll get that report out, I hope.

Bart M. Schwartz: I'm actually have the first draft right behind me that I'm going to be looking at and getting a sense of how much work we have to do. I think we're going to try ... I've got ahead of myself. I think in this report we're going to try to use more charts. So, it'll be easier to follow progress or a lack of progress on our part as we go from quarter to quarter.

Bart M. Schwartz: But we'll try to figure out a better, not so much better, but an easier way to follow what is going on. Again, we may have to work with that a little bit. When you get the second report, if you have any comments about how we're presenting it, that would be very helpful for us to hear. So, we can make sure we do present it in the way that gets that's across what we're doing or we're not doing.

Bart M. Schwartz: So, I think that concludes it for me in terms of any kind of formal or semi-formal comments. And I'm going to turn it over to Asha from here. Thank you.

Asha Muldro: Thank you, Bart, for that update. And thank you again to everyone around the table, everyone who's watching via YouTube, and everyone who's on the phone. We really appreciate all of your being here and your support and continued work on the Monitorship's team through the CAC.

Asha Muldro: So today, as Bart mentioned, we're doing something a little differently, largely because we've realized in talking with each of you that you're such a wealth of information from your independent vantage points that we wanted to have an opportunity for you to talk about what you're seeing, what you're thinking, and also have the opportunity to talk amongst each other to share ideas and put our heads together and to see if we can together come up with some potential recommendations or solutions. So, we're not expecting any recommendations this evening, but what we're hoping to do is really begin the process of collaboration and a discussion through this roundtable today. So again, thank you all for being here and I am looking forward to a fruitful discussion. Again, just raise your tent cards if you'd like to be called on to participate. So first we're going to go through the agenda. We've heard our opening remarks from Bart. We have some of our CAC members who are going to talk about some of the issues that they've been digging into.

Asha Muldro: And just to be clear, those issues are born out of issues that we've been hearing from the residents as we do a lot of these visits. We're hearing a lot of concerns over and over and we've heard collectively a lot of concerns from residents in our prior two CAC

meetings. So, these issues really reflect what we're hearing in the field. And we're hoping that from your different vantage points, you can really help us dig into those issues that don't necessarily relate to the core components that the monitorship is looking at. Not necessarily lead, heat, hot water, elevators, but many of the other issues that affect daily life and safety for residents in NYCHA. And then by way of introduction, I've met many of you before. For those who haven't met me, I do work on the monitor's executive team. I lead the resident engagement portion of the monitorship as well as I'll be working on compliance team's assessment. And I've had the privilege of working with Bart Schwartz for many years. Prior to this monitorship, we worked together on the General Motors monitorship.

Asha Muldro:

And I am an attorney by training. I've been practicing for almost 20 years as a federal prosecutor for many years as well. And most importantly and main reason why I'm passionate about this project is because I'm also a daughter of NYCHA. So, my grandmother moved into the Lincoln in 1937 when they first put the buildings up, raised my mother and my four uncles there. And when I came home from the hospital, that's where I went. So, for me, this is home and getting it right is really important. So, with no further ado, why don't we jump right in. One of the first issues that our Council Member and Chair of the Committee on Public Housing, Alicka Ampry-Samuel, has raised, and we've heard again from so many people that we've spoken to, is the concern around what's happening once elected officials give funding. So, from your vantage point as an elected official, I wanted you to talk about that issue and some of the concerns you have.

Alicka Ampry-Samuel:

So good evening everyone. I know that this is a round table discussion and I actually put together a whole PowerPoint presentation about it. But that's not necessary at this point. What I've noticed, not just as an elected official but also serving as staff to other elected officials prior to becoming elected and also just a concerned community resident and going into a lot of community meetings, the one thing that we constantly hear is elected officials will stand up and talk about the work that they're doing within their respective chambers. So, you'll hear your state assembly members, or your state senators and your city council members say, "I've allocated X, Y, Z dollars to NYCHA for this particular project." And the response from residents is always, "Well, when will we see that money? When will we see the projects actually happening?" And followed by, "Well, we put the money in, but we're not exactly sure when the elevators will be fixed or when the

playground is going to be repaired or when you're going to receive a new refrigerator and stove."

Alicka Ampry-Samuel: And so, what we realize is that there's a need, especially now, to be able to come together and take a look at all of the funding that has been allocated over the past several years by elected officials and to determine what is happening. One, figure out where the money is in the pipeline. Figure out if there's been any kind of a movement. Was the project Rapped out? Was there a contractor on board? What's the timeline? Were residents involved at all sitting down with scoping? Whatever the project is. And so, what we've been able to do so far in the Council, and I have copies for everyone, is we've pulled together since 2015 a list of all of the capital projects that were funded by the Council. And to compare that with just asking NYCHA if these ... There we go. Oh wait, make sure that one is ... Okay ... And to work with NYCHA to find out where we are in all of these projects.

Alicka Ampry-Samuel: And what we've also been able to do is reach out to our colleagues in the state and get a list. I don't have that list tonight, but we asked our colleagues for the same list. And so, some of the more recent numbers are clearly within the \$450 million with the boilers and elevators. But there was an initial batch of \$100 million that was allocated to playgrounds and refrigerators installs as well as security cameras and layered access doors. And that's separate from the \$450 million. And so, we have been just trying to get a sense of where that money is, and a list of every single state elected. And so, the state elected officials are working on that because we've put that request in. And we also reached out to our liaison in the Governor's office to get that separate list as well and to work with them on how that money is going to move through DASNY.

Bart M. Schwartz: Sorry. Is that where all the money resides even for these? Is it in DASNY?

Alicka Ampry-Samuel: And so, the list that you have in front of you is NYCHA. This is not DASNY.

Bart M. Schwartz: I know DASNY is often used as a vehicle for work.

Alicka Ampry-Samuel: Not for this.

Bart M. Schwartz: Okay.

Alicka Ampry-Samuel: Maybe some of the newer funds in 2020 but not this list. And so, I did just pull out just a couple of things. When I looked at the 36th Council District, which is my colleague Robert Cornegy, just over the past couple of years, he's allocated \$8.6 million just within his own council funding to capital needs within again just his district. And so, if you look at those numbers, that's pretty significant. And we really see a need to be able to track because if we're looking at a \$32 billion capital repair need, and then we also look at the funding that has already been allocated for specific projects, it'd be great to get a sense of how much money has been allocated for security cameras.

Alicka Ampry-Samuel: And as I close, we conducted a hearing in the spring about the safety and security of NYCHA residents. And what we found out during that hearing was that a lot of the cameras were not working. And there was a number of some, like 88% of cameras at any given time is not operable. But when you take a look at all of the funding that has been allocated, there's so much directed to safety and security. And so, we have to take a look at that. And so that's something that I'll be working on in collaboration with the residents.

Bart M. Schwartz: I've got a question. Just one.

Alicka Ampry-Samuel: Okay, Bart.

Bart M. Schwartz: This is the right place to sit with the system you're using. When an elected official announces something, is there a system? Is there a document, a form? Is there some clear path of things to do in order to make sure that the information gets to the right place? Or is that something that ought to be part of what we look at?

Alicka Ampry-Samuel: So that should be part of something that we're looking at. But I will say that in 2015-2016 when the first \$100 million was allocated to NYCHA from the state, there was a working group set up within NYCHA that included Intergov of course along with someone from Community Engagement. There was somebody from Capital Division as well as the resident leader when they were discussing that particular development. And so, there was something happening. And I think it would be great to be able to figure something out.

Bart M. Schwartz: It would be a good starting place if there was a committee. You're right.

Asha Muldro: Okay. And I'll go around this table with questions. All right, we're actually going to go this way. So, Ms. Ortiz.

Nancy Ortiz: Okay. Relative to the cameras, what I have found is that the council does allocate funding. The development takes that funding and puts a set of cameras, but it's not enough. So, then they wait for more funding and then they come in and put newer cameras where now it's not coinciding with the older system. So now the older system needs to be upgraded to coincide with the newer system. So, what's happening is what they're doing is that they're just taking the money and doing it in phases. And I'm going to tell you what worked in Vladeck. I have 384 cameras in Vladeck.

Bart M. Schwartz: How many?

Nancy Ortiz: 384. What I did was I allowed the pot to build. Every year my council person was putting funding towards Vladeck for the cameras. And when I reached a substantial amount, we brought the contract during and they did the entire development in one sweep with one system. The system has been working flawlessly. I did have excess money. And with that excess money, I was able to do eight layered access doors. So, I get it that we want the security, we want the cameras, but sometimes if you just wait a little bit and let the pot build, you'll get one system, the most updated system. And it'll work cohesively together.

Alicka Ampry-Samuel: So, you're saying that the pot builds for two and three years

Nancy Ortiz: Four. I let my pot build for four years. My cameras came up to \$5.7 million.

Alicka Ampry-Samuel: Okay. Okay.

Nancy Ortiz: I was a patient.

Bart M. Schwartz: Were your residents?

Alicka Ampry-Samuel: Yeah.

Nancy Ortiz: Yes, they were.

Asha Muldro: That's something...

Alicka Ampry-Samuel: Well, I'm getting beat over the head for cameras now.

Asha Muldro: Yeah, the camera issue is so important. Okay. Mr. Sherrod.

Daniel Sherrod: Couple of things. One, this is a great list, really great list. What's the source of funds? Is it city revenue, regular taxes, or is it an allocation of community block grant?

Alicka Ampry-Samuel: I have no idea. We would have to take a look to see where it was allocated from.

Eva Trimble: This is city capital funding, so this is-

Daniel Sherrod: Tax revenue?

Eva Trimble: It's general obligation debt on behalf of the city.

Daniel Sherrod: Okay. So not federal?

Eva Trimble: No, it's bonded a general obligation debt.

Daniel Sherrod: Okay. And what was my second question? I forgot.

Asha Muldro: Okay. Was there another question on this issue? Mr. Hall?

Robert Hall: First of all, I really want to thank Alicka Ampry-Samuel for this list. It's fantastic. I think Nancy Ortiz hit it on the head with regards to the cameras. But not only that, who is viewing the cameras? That becomes the pragmatic question. Is it the police department? Is it your PSAs? This becomes the next issue of major concern. All right? No one has any definitive action plan as it lends itself to who is policing the cameras. That needs to come to fruition. It is very important. All right? Another thing, when we talk about funding from elected officials, the TA Presidents have to become more involved and they are, but there needs to be a better transparency as it lends itself to capital projects with the needs of the equipment or whatever issues are concerned in their particular developments. A good case in point, my Councilman Andy King has donated a lot of money for Gun Hill Houses, of which I'm the President. But I have to be a construction guru to keep up with capital projects to know where the money spent to make sure that I'm at every one of the meetings. I forgot what they call them.

Nancy Ortiz: Project based meetings.

Robert Hall: Project based meetings. There you go. Thank you. These meetings are very important. It is really important that the TA Presidents keep up and have a dialogue with the elected officials. All right? Now, I'm very fortunate because my Assemblyman is Carl Heastie and I know he already granted a \$100 million with regards to the

mold issue within NYCHA. Okay? He just did that before the session ended. I'm meeting with Congressman Eliot Engel on Friday. So, I'm in touch with the elected officials, but it's important that every TA President does this, and I don't want to blame them. What I would like is for NYCHA to become more transparent and give the TA Presidents the opportunity to discuss their needs as well as what is in the pipeline. Transparency is the key word. Thank you.

Asha Muldro:

Thank you Ms. Ortiz and Mr. Hall too for giving the perspective from the resident council presidents because you're seeing whether or not the money's actually coming in and how to actually best use it. And another issue that we're hearing a lot in the field too about the cameras that even when you have the cameras, are they in the best places? Are they ...? And to your point, Mr. Hall, are they really being watched when things are happening? Are they being used to proactively prevent crime as well as reactively respond to issues? So, it's a whole host of issues surrounding the cameras specifically. But and thank you so much Councilwoman for bringing in this list because it really shows how much money is getting generously donated by all of these members that are going to so many important projects and whether or not the work is being done on the ground is important issue.

Asha Muldro:

So, this really highlights it and we appreciate your work on this important issue. And let us know, because everyone around the room as you can see is touched by this issue, how we can all work together and help you and assist you in that. We do have another two members who are on the CAC who couldn't be with us today who are also TA Presidents that want to focus on this issue. And we'll make sure that we put you in touch so that you can work together. And certainly, we have NYCHA representatives around the room too, so that if you have questions ... And this goes for all of the issues. Our protocol going forward is that if you have questions specifically for NYCHA, if you could send me the questions and I will send them to our NYCHA representative, Eva Trimble, who will help coordinate getting us the answers and getting us in touch with the people who actually know what's going on at NYCHA so that hopefully we can have lines of communication be opened up around all of these issues.

Bart M. Schwartz:

How early a stage do you find out about the capital projects at your development? Is it when they show up with the steam shovels, or is it when? I mean...

Alicka Ampry-Samuel:

No, it's public.

Bart M. Schwartz: I mean they're posted; I assume.

Nancy Ortiz: No, no. They have to have a meeting with the resident leader.

Bart M. Schwartz: Okay.

Nancy Ortiz: They're supposed to contact the resident leader.

Bart M. Schwartz: Right.

Nancy Ortiz: The first phase of the meeting is they come in and they discuss that the funding has been released and then they do the drawings. And they ask you what it is that you want, what you're looking for. They go back, they do the drawings, and then they come back. So, they put an RFP out.

Bart M. Schwartz: So, the opportunity is there to participate.

Nancy Ortiz: Everything is there. Yes, everything is there.

Robert Hall: But not only that, some presidents are more outspoken than others. In some instances, NYCHA feels that they know the best direction as it lends itself to the money that's there. And if the President is introverted in any way, shape, or form, they end up doing what they feel is in the best interest of the development when in fact that TA President ... And I always say this, you represent all of your residents and you better show it. It is very important that you be paramount when this type of situation presents itself because these are dollars and cents. Now we have people who get along with us. We have people who don't want to see us succeed. However, this is paramount. This is what it's all ... This is the nuts and bolts. When this money comes out, it is paramount that the TA President stands up and represents the best interest of that development whatever the circumstances are. And this needs to happen. It was just mentioned at a RAB meeting recently that more transparency is needed in order for the Presidents to understand their position and the Capital Projects Division represent themselves as to what is in the pipeline for that particular development in question.

Asha Muldro: Mm-hmm. And let's hear from another president, Ms. Williams.

Tamika Williams: Good evening everyone. Just to piggyback off of what Mr. Hall said, I am in total agreement in that I think a lot of times the TA Presidents don't have the technical ability to really go into these meetings and ask for what really needs to be had in these communities. A lot of times you have these cameras up and they're

grainy. You can't see anything. We just had something happen in my development on Memorial Day and there was a shooting. There are cameras in that area, but it's very dark so the cameras aren't catching anything. Also, they're very grainy. So, I'm just talking about the technical aspect of the equipment that is being used. Sometimes you have these contractors that come in and they're only giving you a portion of what you could have. Okay? So, specifications are very, very important when it comes to cameras. And we need to know what specifications are going to be suitable for our environments because not all cameras are conducive for our environments.

Tamika Williams:

Secondly, the cameras that we do have, they don't do a 360 rotation. They're focused on one area. That area is dark. Maybe you have some bushes. You have people running low and they know how to get around the cameras. So that is another issue. Sometimes we don't get enough funding to fund the entire community. In my development, one half of the community has cameras, the other side doesn't. So, the people of the community know that. They do their crimes on one part of the community. And then when you go back to your Senators, your Congressman, your Councilman, they say that they don't want to invest in more cameras. So, it's kind of a catch-22.

Bart M. Schwartz:

Who looks at the cameras? Who's watching that screen?

Tamika Williams:

So, we just had an incident in Pomonok, and I called the manager myself, the property manager. And I called the police department, PSA. And I had them go over there and view the cameras. So, there's no one. There's no staff that's dedicated to viewing the cameras. They do it by incident. So, if there's an incident, then they will go back, and they will view the cameras. This is just in my experience.

Bart M. Schwartz:

Are they at a 30-day rotation, which is very common?

Tamika Williams:

I'm not sure what the rotation is.

Bart M. Schwartz:

Yeah.

Tamika Williams:

But they're going to ask you the day, the time, what did the assailant have, what are we looking for, things of that sort. And even if you give them all of that information, they still can't locate where the event happened.

Nancy Ortiz:

Can I just piggyback very quickly?

- Asha Muldro:** Please, yeah.
- Nancy Ortiz:** Request the contract for those cameras. When they signed that contract, that contract is very specific as to who was supposed to view the cameras, including the resident leader. It's supposed to let you know that the Manager or the Superintendent is supposed to do random views of each camera to see what's going on. If there's any type of vandalism, they're supposed to view the cameras. If there is a crime that was committed or caught on it, they hold the timeline. They call the PSA. The PSA comes in and gets the film. View the contract.
- Tamika Williams:** I'll just go back. You're 100% correct. I have had the opportunity to view the cameras myself, but I also work full time. So, I send my colleagues in and I believe that NYPD is one of my colleagues and I utilize them in that way. If something happens, I pull in NYPD immediately. I give them all of the information. They go out and gather all of the evidence that they need to conduct their investigation. So that's how we operate there.
- Asha Muldro:** Thank you all. Let's move on to the next presentation. But this highlights how important this issue is and we'll continue to all work together on it. I would like to next turn to FDNY Assistant Chief, the Bureau of Fire Prevention, Kevin Brennan and the Director of Community Affairs, Fabricio Caro. If you could please talk about fire prevention and safety.
- Kevin Brennan:** Good evening everybody. Just to follow up from our last meeting what we're doing about access and to limit damage to the buildings if we respond there for any type of emergency or fire. All our units have been issued the key fobs for the new type of entry, modern entry into the buildings. I've been told that not all the NYCHA buildings have key fobs. So, with that in mind, some of our units do have keys to get in, regular manual keys. Speaking with Ms. Ortiz prior to the meeting and in her development, she was telling me that the local firehouse does have keys, but the issue with that is, and we have to follow up further and expand that, is because a lot of times if that's the only firehouse with keys, a lot of times they could be out at another incident and not available when an emergency or something comes in at this complex. And they are going to have other units show up that may not have the key. We're going to have to look into that to provide more field units with keys to these buildings who do not have the key fob and so increase our access so we're not forcing doors in that manner.
- Kevin Brennan:** So, I'm going to look into that. I know it was brought up about the post office having a master key at our last meeting. And I'm not sure if every complex has different keys or there's a master that opens up every

complex. I'd have to speak out, get in touch with someone in NYCHA who could give us that information as far as if every complex has their own unique master key. That's fine. As long as we can get enough of them to get to the right units. Elevated machinery rooms. We had a lot of issues with that. My understanding, I've been told that all our field units have been issued keys to access the elevator machinery rooms to deal with these stuck elevator problems. So, there should be less damage of forcing entry into those doors. And that's about it right now from a fire operations end. But we will follow up on this key issue further to equip more of our field units with keys where the residents don't have the fobs yet.

Bart M. Schwartz: Thank you.

Asha Muldro: Yeah, that's important. Thank you so much.

Kevin Brennan: Yeah. And passing now to Fabricio.

Fabricio Caro: Yeah. From the safety end, the department has taken vital steps in terms of really developing its efforts to be more robust in terms of its fire safety outreach. In particular with NYCHA, we've worked with partners at this table, especially in terms of working with Department of Youth and Community Development and working with both the Resident Engagement Division and also with the cornerstone programs and really tackling from a two way approach, so not only working with resident organizations but with the youth programming as well. Because when talking about fire safety, it's about working with the vulnerable populations of both senior and youth. So, we've taken an approach of developing coordinated events across the city, targeting every borough by development right now. We started this initiative about two years ago. I don't have the numbers in front of me, but we've done quite tremendous work. I mean, we haven't completed every development, but it's on track.

Fabricio Caro: In addition, the only thing that we have done differently now is that in terms of our education material, we've expanded the language access and really encompassing all our material to be in over 80 languages basically to provide that to the diverse community.

Asha Muldro: Did you say over 80?

Fabricio Caro: Over 80 languages on our FDNY Smart website and basically making it interactive as well. The one thing that we have been trying to do in working with NYCHA is find a way of developing a closer tight knit relationship I would say with the Resident Engagement Division of how to get material out and to be a bit more creative. Beyond presentations of working of course with DYCD and NYCHA, the turnout isn't always there. So ultimately, we're trying to see in which way we can get that

message, reinforce the message, especially in advance. Right now we are hitting the fire season or the fire months with the winter approaching and we're really trying to tackle head on of exactly getting that message out while in advance when it comes to public education and really working with Resident Association Presidents in terms of developing that collaborative effort.

Asha Muldro: So, what kind of specific information is included in this initiative? What are you doing?

Fabricio Caro: So with any general residential fire safety, it's basically all practices or best practices to perform within a household ranging from knowing how to maintain and know what a working smoke detector is, knowing the difference between a fireproof versus non fireproof building, what to do in the event of a fire if it's a non-fireproof or fireproof building, the dangers of candle safety, electrical safety, and leaving children unattended with open flames.

Bart M. Schwartz: So, some buildings we know it takes ... The electric power is out for long periods or it's reduced and there are a lot of hot plates being used and things of that nature. Do you do any special training for that or focus on buildings that are in that condition?

Fabricio Caro: Yeah, so terms of electrical outreach, I mean we do provide general information in terms of the wattage and what's UL approved and what's approved to be used ultimately when it comes to electrical appliances. So, we do have that and cover that within all our material in all our presentations as well.

Asha Muldro: Oh, that's great. One of the concerns I had heard early on in our discussion, Chief Brennan, was having the markings on the outside of the buildings that will say line A, E, D, etc., making sure that those are accurate and updated. And so, since then on my visits, and we've been to well over 200, I've been paying attention and noticing that there were pretty much always there, which is great. And I wanted to know, has there been any confirmation as to whether or not that's a universal practice? Or are there any that still need to get marked?

Kevin Brennan: As far as I know that it's all NYCHA building should be marked like that with the apartment lines on the exterior of the building. I've never seen any in my field experience that haven't been marked.

Asha Muldro: Oh, good. Okay.

Kevin Brennan: Some may be weathered and unable to read that well. They may have to be re-painted, but they should be marked. That does assist us, especially we have to locate somebody.

Fabricio Caro: Right.

Kevin Brennan: If we get reports of someone trapped in an apartment line, it's much easier to visually see from the outside what line that is and if it's within reach of ladders would be much quicker to get a ladder to that person's location.

Kevin Brennan: And if it's within reach of ladders, it would be much quicker to get a ladder at that person's location knowing the line.

Asha Muldro: Right.

Kevin Brennan: Because without any markings, it's difficult to surmise from the outside what line is what.

Asha Muldro: Mm-hmm (affirmative).

Kevin Brennan: So that is a big benefit to us.

Asha Muldro: Okay, great. Now let me go down the line with questions. I have Mr. Hall.

Robert Hall: First of all, in Gun Hill, we just got our markings. And it was a great job. And I have noticed that you've worked with DYCD because you've had the fire dog and everything in the community center, which was great. What I was thinking about suggesting to you is that maybe your fire department can do an open house because there are some public schools.

Kevin Brennan: Oh, we just had them this weekend.

Robert Hall: Okay. Yeah, that would be ... I did see that on News 12. But that being said, when I saw it, I said, "You know what, maybe the smartest group in a particular class would come to the firehouse and they could see" ... Like the little kid said about the water coming on the back. And you're educating. You're educating young people.

Kevin Brennan: Oh, we can arrange those.

Fabricio Caro: So, we actually do it on two fronts. I mean, in the past we did open houses right around the June, May timeframe. But of course, fire prevention week falling under the second week of October, right in the heels of fire season. Right? We decided at this point it's the smart thing to do. Let's do something grandiose where the message is getting out there a bit stronger. So, bringing our open houses this past weekend to kick off fire prevention

week, which we're currently in, was a good benefit. We're still getting the stats right now of how many people attended. In addition, we were distributing smoke detectors as well. We worked with partners like DYCD, Department of Education. We did send it to Resident Engagement in NYCHA as well who blasted all the information out.

Fabricio Caro: But to further your point, in terms of working with NYCHA residents, we did develop another program throughout the year targeting specifically youth from NYCHA communities working primarily through the cornerstone programs of DYCD focusing on stats where fire incidents occur based off high numbers of injury and death. We provided that data to DYCD which then targeted community and cornerstone programs based off developments. And we basically opened our firehouse doors basically to get students from those respective programs out for a day of interactive learning where they could bring that information back to home.

Robert Hall: Okay.

Fabricio Caro: So, we've been doing that, and we've been thinking of other creative ways. But I mean in terms of expanding any efforts like the open house or partnerships like DYCD, we're always open to that and even expanding further to potentially work with DOE on a more comprehensive basis as well.

Robert Hall: Okay.

Asha Muldro: That's great. And it sounds like I'm hearing that working together with a lot of folks around the room. You have your NYCHA representative, you have the DYCD representative, DFTA of course because the aging population is vulnerable and your resident leaders. So hopefully we can all figure out ways to work together to help get the word out.

Kevin Brennan: Just a comment. I worked Saturday. I had the citywide duty on Saturday. I was a Tour Commander for Saturday's open houses. And we had them, like Fabricio said, Saturday and Sunday. And I actually was at a firehouse out in Queens in Jackson Heights and it was packed. I mean, Fabricio was there too. We had a very large turnout and I think we ran out of smoke detectors. Right? We had to go around the firehouse to get more, but there was a big interest in fire safety. People want to know about it. They wanted to get a smoke detector. There's a lot of public interests, so it was very successful.

Asha Muldro: Good.

Kevin Brennan: Yeah.

Asha Muldro: Good. Thank you. Any other questions on this issue before we turn to our next issue? Ms. Williams?

Tamika Williams: Yes. I would just like to suggest something. So, my full-time job is construction. I work on a lot of construction jobs within NYCHA's portfolio. I've been at numerous developments where we, the contractor ... I'm not the contractor. I'm with the CMA and we enforce the contract, but I've been on several projects where the contractor has knocked out the gas. Okay? When they knock out the gas, what happens? NYCHA comes in. They give you a single burner and that's how you're cooking your food and preparing your meals for your families. I think that when the gas is knocked out, NYCHA needs to contact FDNY. FDNY needs to come out, speak to the residents. Also, when your heat is out, people are using heaters to keep themselves warm. I think that when that happens and there's a notification that the building is out of heat or the development is out of heat, that FDNY should be notified. FDNY should come out and make a visit, do a pep talk or give the people the information that they need in order to stay safe while they are trying to feed their families and heat their homes.

Kevin Brennan: Now are you referencing ... Are you talking about gas knocked that is by accident or on purpose for construction purposes?

Tamika Williams: No, it's definitely by accident or negligence.

Kevin Brennan: Okay. Because they're supposed to find out where they're digging, I mean, so it doesn't happen by accident.

Tamika Williams: This is true. This is true. We have to contact 811, have them come out and do those markings. But unfortunately, due to extenuating circumstances, it happens, and it happens often. And what happens is once you have one of those pipes, they're broken. Now you have to turn off the gas in the buildings. Once you turn off the gas, now the risers have to change. And then to get the work to get the tickets to get the equipment to have it fixed, it takes a long time. The development that I'm at right now, Baruch Houses, their gas has been out for four months. For four months. This is a potential hazard and now we're going to heating season.

Asha Muldro: Right.

Tamika Williams: So now what happens?

Kevin Brennan: We can definitely assist in some way in that. Coming to your point, I mean with the gas out like that in that circumstance, we want to show people and the electric hot plates come out and just maybe more prone to a fire or some kind of accident happening.

Tamika Williams: Exactly.

Kevin Brennan: Yeah.

Fabricio Caro: But I think in of education we've actually explored because at the same time around last year, incidents were popping up and we were trying to be proactive from the department standpoint of working with NYCHA facilities of developing some level of notification. It just became in terms of the frequency versus staffing on our end. Now, maybe what we could do on our end is look at operations and see how we could potentially work with the local units. Similar to like how we do when we do fatal fire outreach campaigns where the local units disseminate information. Maybe we could equip the local units in the event of something, which they're working more on a 24/7 basis.

Kevin Brennan: And we have the bandwidth.

Fabricio Caro: Correct. And they have the bandwidth. Then at that point we could possibly implement something, but we'd have to bring that back to operations ultimately.

Tamika Williams: Yeah.

Kevin Brennan: I'll bring that up to our chiefs in operations. We can explore that.

Tamika Williams: Okay.

Kevin Brennan: Okay?

Tamika Williams: Okay. Thank you.

Asha Muldro: Great. Excellent. Well thank you for that great suggestion and proactively looking into that. That's perfect. Let's turn to our next issue. Oh, sorry. Ms. Ortiz, before your presentation, your question on this?

Nancy Ortiz: Yes. I want to piggyback on what she said regarding Baruch Houses.

Asha Muldro: Yeah.

Nancy Ortiz: Last week, a cement truck ... Don't ask me how, but it tipped over. And it knocked out the electricity and it knocked out the gas. Well, they turned off the gas just for cautionary purposes and the electricity for precautionary purposes because they weren't sure what the truck did. They turned on the electricity. Now, I don't want to point fingers, but a lot of the lengthy return of gas to many of these buildings is Con Edison. I have a

building who has been waiting for Con Ed for over a month. DOB passed it. The plumber's passed it. Con Ed is still waiting to come.

Nancy Ortiz: This particular site, Baruch Houses, because there was no damage, they just simply turned off the gas for precautionary purposes. Con Ed should have sent someone out immediately. They have not. 571 FDR which is the one that's out, they're waiting for Con Ed to come and approve the turn on. They have not shown up. I point the finger where it needs to be pointed. In this case, whenever it's a gas outage, it's not the New York City Housing Authority or the Department of Buildings. It is Con Edison. They are the delays. And the hot plates, they need to be upgraded. The hot plates that they give out have been sitting in an inventory stock room for God knows how long and half of them don't work. And to give a family of four or five one hot plate, that's not correct. They really should give them what they need. Thank you.

Tamika Williams: I'm sorry, Asha. Can I just respond to her question?

Asha Muldro: Yes, thank you.

Tamika Williams: Her statement. So, we all know about what happened at Baruch Houses because it was flooded all over the news.

Nancy Ortiz: No, I was there.

Tamika Williams: Okay, that's fine. I was there as well. And so, what happens is that once you turn off the gas in these buildings, because the risers have not been changed in years, that's what creates the problem.

Robert Hall: Yeah.

Tamika Williams: Okay? So, once the gas goes off, now you have to change the risers. The reason why that hasn't happened in building three, which this cement truck, it toppled over. And what happened was we had built a trench. So, we're building a wall there. So, when they built the trench, the cement truck fell into the trench and there was an exposed gas pipe. And so yes, the gas was turned off as a precaution and so was the electricity as a precaution. But reluctantly the riser in that building was changed in the last 10 years. And so, they had the opportunity to turn off the gas and turn it back on without incident.

Nancy Ortiz: Absolutely.

Tamika Williams: So, what happened in the other building, why the gas has not been turned on for months is because not only has that riser been there since the existence of the building, there's also a trickle down as to ... Remember

these projects are already funded. They're already funded. The budget is what it is. The scope of work is what it is. So now you have an additional scope of work. So now that goes into negotiations. Who's going to foot the bill? Okay? So that's another issue. So now you have to send out an RFP if it's going to be a different contractor and not the contractor that did the actual incident. So, there's a lot of things that that are involved in that. So, it's not just as simple as we turn off the gas, turn it back on.

Bart M. Schwartz: Con Edison has an ombudsman.

Tamika Williams: And Con Ed is there. They're there right away.

Nancy Ortiz: They were sending it.

Bart M. Schwartz: They were there?

Tamika Williams: Right away they were there.

Nancy Ortiz: They turned it off.

Tamika Williams: They were there right away.

Asha Muldro: Mm-hmm. Well and you highlight an important thing that it's really complicated and there are a lot of layers, but at the end of the day it's still the residents who are suffering and waiting or with inadequate hot plates for months on end. So, I think we can look at all of the stages in between to think, well, what are at least the smaller ways that we could bring some relief sooner, even if the bigger issue still needs to get addressed. New hot plates, for example, might be a relatively small thing that goes a long way or are making them make sure that they're at least more fire safe.

Nancy Ortiz: Absolutely.

Asha Muldro: So that's an important discussion that we'll continue. Next, actually, let's talk to you because particularly as a Tenant Association President, I know a lot of people talk to you, Ms. Ortiz, about the problems they're having with the recertification process and so forth. And you've become almost an expert on the system to help people navigate that process, which is frustrating for so many to say the least. So, if you could talk about that issue and what you're finding.

Nancy Ortiz: It is. What I've begun to see ... I'm sorry. I'm so sorry. I keep forgetting. What I have begun to see is that a lot of the property managements are now allowing Sybil, which is the computerized recertification program that was implemented two and a half years ago. They're allowing the computer to do the work for them versus the human piece of it is to review

the document that is in the system to make sure that the system is recognizing the document appropriately. The system does not recognize a lot of the documents appropriately, which causes wrong rents. Some people are being charged more rent versus others who are being charged too little rent because they're not ... Again, you still need that human factor to review the document and do manual input and corrections.

Nancy Ortiz:

So, what's happening is ... So for example, if you have a resident that has not worked for three years, a member of the family that has not worked for three, four years while they were full time student and now they started working, they're entitled to what's called an earned income deduction. Year one, the income is not recorded. Year two, 50% of the income is recorded. What is happening is when they bring in their income, the computer's now recognizing that they haven't worked X amount of years and now they're including the income, doubling the rent in one shot. A lot of times with seniors, seniors are entitled to Medicare deduction, prescription deduction, medical deductions. Sybil is not acknowledging that. And then when the resident goes back and says, "You didn't calculate this," they make them go through a grievance three-step program where yes, they have to file a grievance and then they go and they see their manager and then they go to step two and then they go to step three.

Nancy Ortiz:

I have a resident that lives in the Lower East Side. She's on her third step. And the manager said to her, "Well, it takes time." I did her annual and that was 16 months ago. And she still paying the wrong rent. In addition, with all of the issues that Sybil is having, it's creating an enormous backlog where in the backlog, when you're not meeting your numbers, you're losing money, you're losing funding. You have to meet a certain criteria percentage of your annual reviews on a quarterly basis, and that is not happening. Also, Sybil, sometimes ... You have a scanning unit. A lot of residents don't do electronics, so they do their paperwork and according to the packet you're supposed to mail it to the scanning unit. Sometimes the scanning unit doesn't scan it. Or if they are scanning it, they're not double checking to make sure every piece of that document has been scanned and it goes into a queue.

Nancy Ortiz:

The queue is not queuing because what's happening is, they're sending, now they're mailing back that packet to the development. And the development then turns around and takes the packet and puts it in the folder. And now their stuff is in queue, but nobody is picking it up. And what happens is now they start to get letters that they failed to file their annual review. They are having to go to hearings. And after an investigation and they finally decide to go to the resident's file, they find that their annual reviews are in there, but nobody bothered to look at them. My question is this, why would you have to mail your annual review to a

scanning unit when you can just walk it to your management office, have them stamp it, and this is your proof that they have it?

Nancy Ortiz: Many residents are having their rents miscalculated. Many residents are being forced to go to hearings unnecessarily so because no one gets up and does the human part of the job, which is double check, which is review, which is go to the folder and check. If the resident is saying, "I sent it, I sent it," go to their folder and check. But there's no communication because you can't argue with a computer. So, I really think that with the Sybil system, I really think that they need to take a step back. They need to review it because I did database building at one time and what's the problem with Sybil is whoever created the system for Sybil created it based on a Section 8 application, not a NYCHA recertification, two very different types of recertifications. So, the tables are not connecting with each other. They're not communicating. Because if this table has a comma and this table doesn't have it, it's not going to find it. So, the communication is not there.

Nancy Ortiz: If they get rid of the AS400 in its entirety, you're going to lose not only the resident's history, but you're going to lose the history of that apartment. And you don't want to do that. So, I've been arguing that you can't close out the AS400. You have to keep it until you've corrected and ensured that everything from the AS400 has properly transferred over to Sybil. And it has not. Right now, Sybil is kicking out old annual reviews. If you want to look for your annual review, let's say from 2017, you can't find it. Hence, the horror of Sybil.

Asha Muldro: Okay, thank you for that. And yeah, I am hearing so often in the field, frustration from residents who say it's A, an onerous process. They do it, mail it off, and then they're getting letters saying you didn't recertify.

Nancy Ortiz: And it's still even wrong because they'll have people that have to do community service sending them threatening letters, but yet these are working people. I'll give you a better one. My grandchildren have to do community service and they're 12 and 13.

Asha Muldro: Yeah.

Nancy Ortiz: Yes, I got a letter.

Nancy Ortiz: Yes.

Daniel Sherrod: Can I get a copy of that?

Nancy Ortiz: Sure. Absolutely. My daughter, they asked for community service. Not only is she a disabled veteran, but she works full time. My son got

community service. He's a disabled veteran. I got community service and I give more community service hours than half of the people that work. So, I don't get it.

Asha Muldro: Right, right.

Nancy Ortiz: But yeah, this is what I'm saying. The human component is no longer there. No one's checking because the mindset is now the computer does it.

Asha Muldro: It's important. Mr. Hall, did you want to comment on that issue?

Robert Hall: Absolutely. Nancy hit it right on the head when you talked about Sybil. I'm a federal. I don't have Section 8 in Gun Hill. The paperwork, they want to go paperless. And they push it at any cost. I was just told by my chair, Lily Lozano, that they're sending some residents to the district on Fordham Road because they don't want to have anything to do in the particular developments as it lends itself to some of the problems with the leases. And they're saying, "We're not going to handle it. Go to the district office." And this is what's going on. She just said, "I'm going to bring it to the chair." You see, this is man's inhumanity to mankind along with the fact that what you just heard about children getting community service. All right? This goes on and on. All right? You cannot sanction a person who's lived in NYCHA for 30 years and because he's 72 years old and doesn't believe in computers, you're running them ragged. And this is what's happening. All right? And the next thing you know, it's a medical issue.

Asha Muldro: Yeah. That's right.

Robert Hall: And I'm seeing it. I'm living it because I watch all the time. So, I'm glad you mentioned that.

Asha Muldro: Thank you. Councilwoman?

Bart Schwartz: Sherrod.

Asha Muldro: And Sherrod. Both of you.

Alicka Ampry-Samuel: No, you go first.

Daniel Sherrod: According to the rule, you next.

Alicka Ampry-Samuel: Oh really?

Daniel Sherrod: That's how it is.

Asha Muldro: Oh. Going down the line.

Robert Hall: Ladies go first.

Alicka Ampry-Samuel: What I find interesting is, well of course I get a ton of constituent services related to the annual recertifications and the error with the ... We see it all, but it's always done on or handled on a case by case. And so, it just sounds more systematic than it actually is, just case by case. So, we should be addressing this overall. But I think back to all the hearings we had related to Sybil and Maximo not talking to each other. And that was a lot. And in the end, we were told that the system is working now. Everything has been converted over and we live in the perfect world now. And so, this sounds very similar to the conversation we had two years ago about the two systems not talking to each other.

Nancy Ortiz: Well, on those systems, may I reply? Sybil was created through Oracle. Maximo is not Oracle.

Alicka Ampry-Samuel: Mm-hmm. Yeah.

Asha Muldro: Well, and to your point, it's definitely sounds like there's systemic concerns that still need to get addressed. And to both of your points, there's a human toll. And so, the human piece of it really needs to get reinserted. Thank you for highlighting that. And then Sherrod, I'm going to turn to you to highlight on this issue and also to ask you if you could please turn to your issue, which are discussing the 964 regulations.

Daniel Sherrod: Well, I have a question. You have to give NYCHA's compliance departments some credit. In the NYCHA last certification to HUD, they acknowledged that they had a hangover recertification issue. So NYCHA self-acknowledged it. So now we know that there was a problem and through that self-acknowledgment, I am more than confident in that compliance department that we will get to the bottom of this. And since I am going to put this on my part of my plate so we can hopefully get this done quicker and with more examples of actual data of the error that Sybil is creating.

Bart M. Schwartz: Is Sybil used other places?

Daniel Sherrod: Oh no, I've never heard of this. Most people use a plethora of programming, but by law I can't say their names. They use a lot of different programs. This is the first time I've heard of Sybil. But I'm a big fan of the manual process. I was trained under the manual process. I can calculate a 5/8 in my sleep. So, I know the manual

process. I don't know what Sybil is doing. Once I get my hands on Sybil, I can tell ... I don't have to make it gender neutral, but I'll tell it what it is doing wrong because this is one of the few areas where I know the entire federal regulation. And if Sybil was created on a Section 8 platform, it would be a 5/9 instead of being created on the 5/8, which is the public housing platform, being there is an inherent problem. But I have to publicly state the compliance department acknowledged it. So, you can't beat up NYCHA because NYCHA said, "Hey, we got a problem." So, they acknowledged this. So now it's up to NYCHA to correct it and I'm going to work with NYCHA to correct that.

Asha Muldro: Great. That's so important.

Daniel Sherrod: So that's my commitment to you all-

Nancy Ortiz: Okay, good.

Daniel Sherrod: ... because I want to make sure this is done. Because I've never heard of a 12-year-old having to do community service. I mean unless they got in trouble with the law and I don't see the police here so I can't comment on that.

Nancy Ortiz: 12 and 13.

Daniel Sherrod: Okay. So, but that's a good transition to what I want to talk about, which is the 964 regulations.

Asha Muldro: I'm going to ask you to bring your mic a little closer to you please.

Daniel Sherrod: Okay. Can you hear me now? All right. So, if you look at all the issues that you've been addressing today, especially dealing with the contract management with NYCHA Resident Engagement, it all stems to what I'm going to call the Resident Engagement Department's understanding of the 964 regulations. It's primary goal forces that one department to actually be the advocate to NYCHA leadership. They should be able to translate what the tenants are saying to NYCHA leadership. The problem is their relationship, based on observational data and based on talking with residents, not just Presidents, just regular residents, that relationship has been broken.

Daniel Sherrod: So now we're going to work on getting that relationship mended. It's not going to be perfect, but it's going to be mended because the regulations require both residents, resident councils, and NYCHA to have a constructive relationship. It's actually required under the regulations.

That's what we're going to be working on. We're putting together some trainings, NYCHA specific trainings first. The resident council trainings are going to be second because we can't train the resident councils first because we have to make sure NYCHA's policies are written, or in this case revised, to make sure that they are in compliance with the regulations. We've been working on issuing technical guidance to NYCHA first. Then we have a series of trainings that we're going to send out to the TA presidents and those presidents we're going to ... Initially we had a list of where we were going to go. We're going to do this first, second, third, but we are going to ask the President.

Daniel Sherrod: They're going to get another email from me. They've already gotten one that said, "Hey, the training is coming." But now we're going to send out another email that say, "Hey, here's the topics that we're thinking about training you on. Let us know if this is what our observations are correct or if it's something more deeper they too want us to get into because we don't want to give you something that you don't want although some of it is what you need." I wouldn't be morally correct if I said it's all on NYCHA. It's not. In observing some of the resident councils and how they operate, we've got some work on having them to work on themselves because some of them don't get along with each other. Some of them dislike the CCOP and the CCOP may not like them as well. I don't know.

Daniel Sherrod: But we have to work on that relationship because that's a unified voice. NYCHA has too many resident councils to be all scattered. It's like trying to herd cats. That's not NYCHA's job to herd the cats. It's actually the CCOP's job to herd the cats. But the cats, which is the resident councils, your jobs to make sure that you're actually voicing what your residents have told you. Case in point, you may think in the Bronx at your development, you need cameras. If I come audit your minutes and I don't see any mention of cameras in your minutes, I'm going to ask you as resident council president, where did that priority come from? Because that's not what your residents are saying. So, your residents may be saying, "Hey, we don't want you to petition the city for money for cameras. We want to petition the city for money for our roof so that we can give it to NYCHA and NYCHA can fix our roof."

Daniel Sherrod: But we want to make sure in these trainings that you are actually espousing what your residents want because 964, it's clear the resident is the most important person in the entire equation. Not the resident council president, not the resident council itself, not NYCHA. It's the resident. So that's what we're going to be working on over this next period of time is working on that relationship. Is it broken? Yes. Can it be fixed? Yes, it can. Is it going to be tough? Yes, it will be. It's going to be some people feelings may get hurt, but it's all for the better good. So that's what we're

going to be working on with my little group, me and I think it's three of us or two.

Asha Muldro: Thank you though. That's really important and I'm glad to hear that you're taking the two-pronged approach, working with NYCHA, looking at their policies and regulations, making sure they are compliant. And then because they need to be given consistent messaging as TA presidents have questions on issues-

Daniel Sherrod: Right.

Asha Muldro: ... and then doing that training directly as well too. That's really important. So, thank you for stepping up on that important issue. Okay. It looks like there are a couple of questions and then we're going to transition to the next part of our agenda. Ms. Williams?

Tamika Williams: So, I'm going to be very brief. I'm going to say thank you because we all need that training, all of us. We know and we understand that 964 regulations are important. It is the vital substance of what we do. And we need to hold ourselves accountable. We also need to hold NYCHA accountable. And we are accountable for our residents. So, I want to thank you for that.

Daniel Sherrod: No problem.

Asha Muldro: Thank you. Mr. Hall? Briefly.

Robert Hall: Yeah, I'm going to agree with what was just said because I do realize the change that's necessary. The way we were structured with CCOP being the head and then you had underneath, you had the districts. All right? Now you have NYCHA trying to disseminate that. But I just say thank God for the Federal Monitor because now you have this operation of checks and balances because when one thing is not done on a certain time, somebody else has that pleasure to take care of it. And everybody's got a timeline, but there needs to be a mutual understanding. But I understand. And you're right, a lot of egos are going to get hurt. But if it's in the best interest of progress, let it be.

Daniel Sherrod: I'm going to point back to this video.

Asha Muldro: All right. Okay, Ms. Ortiz ... and thank you to the three of you too. I know that, of course, the resident population is not a monolith, but we really appreciate you being here as current residents who are leaders and your developments, and we really appreciate your voice on this. Go ahead.

Nancy Ortiz: Thank you. I will echo what my co-resident leaders here have said, but like you said, egos will be hurt. I really truly believe that the CCOP needs to learn that they need to be more transparent. The CCOP needs to bring to the table, to the resident leadership, during their DCOP meetings all that is discussed in those backdoor rooms. It's no longer business as usual with the nine people behind the room, making deals and not talking to anybody. That's not acceptable, and that needs to cease. We need to make them more transparent and accountable for everything they say, and everything they do. They do not speak for all of us if they are not communicating with all of us. They must communicate. That is my main goal. Thank you.

Asha Muldro: And I think that echoes throughout. Transparency, accountability, communication. That's for all of the issues. Now I want to segue, and I thank everyone for taking the time to do a deep dive on some of the issues that you're looking at. Now, if we could just briefly go around to the other CAC members who haven't spoken yet about the issues you're looking at. We're not going to do the deep dive on your issue tonight. We'll save that for future meetings, but just announce what your issue is so that we can all hear it and think about ways that we could start helping you work on the issue.

Asha Muldro: Did you first want to say something? Go ahead, please Bart.

Bart M. Schwartz: Councilwoman Ampry-Samuel, I don't know if you were here when I first I went through my introduction, and I talked about the focus you put on lighting at the developments, and how that relates to security and the importance of it. I suggested that maybe the CAC could serve as a vehicle for collecting information from all the residents who want to contact anybody, and package it together for NYCHA so they can get a sense of where the issues are, compare that to crime statistics, whatever they do, to start prioritizing. Maybe when we go around the room if anybody has an opinion on whether we should do that, then we'll do scaffolding after that, but first we'll do lighting. Thank you for focusing us on that this past week.

Asha Muldro: Yes, thank you for that. Okay, so next I want to turn please to our three NYCHA representatives, who are all focusing on the same issue, and I will turn then to Eva Trimble at the end of our table please.

Eva Trimble: Hi. Thank you. Just wanted to thank you for organizing this. It's been a really enlightening conversation for me to listen to. I'm new to this committee. I'm also new to NYCHA. I have been with NYCHA for about a month now, but I've been with the city, in various capacities, for almost 20 years, and have spent a lot of time in my career focusing on funding issues as well as operations and organizational change. I'm very excited to be a part of NYCHA and to be a part of this committee, so that I can

continue to hear what you are all doing working on these issues, and bring that back to NYCHA as we work through both the action plans that are required in the agreement, on the specific pillar areas.

Eva Trimble: As Bart mentioned before, but also thinking through the bigger organizational changes and organizational planning work that lies ahead for the organization. I will be leading that effort on behalf of NYCHA, and so it's really important for me to hear all of these issues, so that I make sure as we plan the organizational changes, we are planning in order to address them and to help resolve some of these issues for you. I know I'm only supposed to speak on my issue, but I do want to just say that I am well aware of the issues with Sybil that Ms. Ortiz mentioned, and that's already on my to-do list, and I look forward to working through some of the other issues that came up tonight, as I think they're all really critical issues.

Eva Trimble: Communication. I don't have too much to report just yet on that, since I am still getting up to speed on all the work of this committee, but I know that the Chair is very committed to increasing his communication across the organization, both for employees and for residents. I know that he's looking at ways to be more accessible and transparent. We started that with the board meeting this past September, just a few weeks ago, or last week. It seems like ages. Time goes by very quickly at NYCHA. We changed the format of that board meeting ever so slightly, so that it was the first time we were really reporting out on progress towards working with the monitor towards the agreement. We want to maintain that transparency going forward, as we have the action plans, and we have very specific deliverables in those plans to continue to report out our progress, to show where we are in compliance and where we are not, and make sure that we are as up front with that as possible at all times.

Eva Trimble: I know that the chair is looking at doing increased communications down to staff. Communication is also hand-in-hand with training. We want to make sure that everyone understands the agreement, understands what we're working towards, and why we're changing, why we're doing what we're doing. Thinking about how we train the organization and even residents on what the agreement means for them. Those are some of the things we're just starting to think about, and I hope maybe at our next meeting I can report more fully on those.

Asha Muldro: Great. Thank you. Okay. Next, if we could turn, please, to our representative from the Mayor's office, Haley Stein.

Haley Stein: Thank you. This is my first CAC meeting, so thank you all for welcoming me and having me here. As Asha said, I am with Deputy Mayor Vicki Been's office. She's Deputy Mayor for Housing and Economic

Development. NYCHA, and working with NYCHA, is priority for the Deputy Mayor. I started at City Hall just probably two months ago at this point, but it feels like maybe a little longer. My whole role is to work on NYCHA issues, so I'm one of four people that have been assigned at City Hall to focus on these issues, and assisting NYCHA and working with the monitors team to ensure that the agreement pillars are addressed and NYCHA is equipped to meet these milestones, and also to look at this in a systematic way.

Haley Stein: I am replacing John Cohen, who had previously served on the CAC. The role of City Hall and of the Deputy's Mayor's office has traditionally been, and continue to be, that of facilitator engaging with different city agencies. I've worked with a number of you at the table already on issues that have come up. We recently identified a protocol for the monitor for communicating between NYCHA and agencies and identifying emergency issues that can be addressed in a short period of time.

Haley Stein: We look forward to continuing developing those relationships, and also flagging things that City Hall, and the Deputy Mayor in particular, have a unique role, and where our office can really be leveraged to help the residents of NYCHA. Thank you.

Asha Muldro: Great, thank you. Haley and Eva, we're really hoping that both of you will be instrumental as we look at these issues and others, to work together with NYCHA and work together with the Mayor's office, because it really needs to be a collaboration for anything to be successful. Thank you for being here and thank you for your continued work in collaboration with us on that. Then let's turn please to DYCD, Darryl.

Darryl Rattray: Good evening. Since our last session, our priority continues to be working with our nonprofit providers, working with NYCHA, to identify any repair issues that are needed at the centers that we are located at, and ensure that we're expediting those issues, and that we're working with our providers to ensure that programming does not stop. Some innovative approaches have come out of that.

Darryl Rattray: We had situations ... I'm not going to name this center, because I know we're streaming live and it wouldn't be fair to the residents, but we had a situation in Brooklyn where debris was being thrown from windows onto the rooftop of the center, which caused damage to the roof, which because of the rain, eventually caused holes in the sensor, flooded the kitchen, and a lot of damage that happened. The initial part was the work on repairing the roof and what that took, but they didn't happen again, and it continued to happen, and we said, "Wow, we need a different approach here."

Darryl Rattray: We came together with NYCHA, with the resident council, with our provider, and they did an information session for the residents. Did you know that if you throw something out the window, it causes damage, and this is what happened to the center? We're looking at other areas where we might have to take that innovative approach. Current is, of course, is heating season is coming upon us relatively quickly, so we're working with NYCHA to ensure that all of our centers, whether the HVACs are converted to heating, or whether their current heating is up and running by the middle of the month.

Asha Muldro: Thank you. DFTA please, Suzanne Myklebust.

Suzanne Myklebust: Hi. Our ongoing purpose for serving on this committee is similar to DYCD, in that we operate about 94 programs for older adults in NYCHA facilities. We're working to improve the quality and safety for the older adults in those NYCHA facilities, and expedite any repairs that are happening, and speaking with NYCHA, and working with DYCD, and talking over maybe a new MOU to help expedite those repairs.

Asha Muldro: Great, thank you. Mr. Hall?

Robert Hall: Okay. Now that I'm supposed to talk about my area of expertise ... been talking all night. In any event, I came from a consolidated development. It's one of the worst things you can ever do. I don't know why. I believe it was shafting of the numbers, but for 11 years my development was consolidated with another development, Parkside, which was about nine blocks away. For 11 years, folks would go to Parkside, management was located at Parkside. All that was in Gun Hill for 11 years was a supervisor of caretakers, along with three to four caretakers. These are six 14 story buildings, and we dealt with it. When you talk about egos and what have you ... I was deplorable. People said the President likes living in squalor, because he's not doing anything.

Robert Hall: I had to create an action plan in order to get this done. I actually took kids away to the girl scout facility, Edith Macy, up in Chappaqua. I came back with the kids, and they had a very good time, many of which had never been away before. I learned from them you need to give kids a chance. I then came to the residents, and we have all types of residents. People who don't care or want to see you fail. I said, "We're going to do a march, because we need cameras. We need to start with cameras." Everyone was asking for cameras. I asked the folks to come out. What did the folks do? They looked out their windows, they said, "Let's see what he's going to do now." But what happened? Those kids stayed in that community center and they came out. Not only did they come out, they came out with posters, and they said, "We want cameras now." I was very fortunate,

because Councilman Andy King called me that night and said he had a bone to pick with me, because I never told him that I needed cameras.

Robert Hall: \$963,000 later, we got 70 some odd cameras and everything changed. Then the gentleman by the name of Brian Clar decided to listen in a meeting to my problem. He said I was professional about complaining, that I'm in a consolidated situation, and he dealt with me. He gave us our independence back, and he apologize for interrupting our independence. We're going to be 70 years old next year, Gun Hill. We were with Parkside for so long, but we're very fortunate because the folks in Parkside had an opportunity to either come to Gun Hill or stay in Parkside, and a lot of people left and came to Gun Hill, but we got our independence back.

Robert Hall: Now we're sound. People are still happy. Now we have all this new concrete. The complaints I have now is one part of the concrete is one color and the other part's another color. See, this is what happens. Complaining is an addiction, and this is what happens. Nevertheless, I am very appreciative. I am appreciative of Alicka Ampry-Samuel. I'm appreciative of the predecessor, the person before her, because these people came out and they listen, and they came across with the money, and they said, "We'll give you money on the following conditions." We were going through a stragmatic change at that time, and the change was this; NYCHA feels that they can dictate, which before, we used to negotiate as we lend itself to the 964 regs.

Robert Hall: This is the issue at hand. I was embarrassed when I was told with TPA funds that the people who are now in charge ... They said, "We don't know anything about monies before 2006." I know I came up with documents to tell them about TPA funds in 2002 and three, because I was at that arena, but they didn't even want to entertain it, which is why a forensic audit is needed for TPA funds in its entirety, but that's why I look forward to that day and that day that we have coming, because I'll take my share, I'll take my blame. It was an education and I learned, and I just hope that we can go forward with this Monitor, with this entire organization to be progressive.

Asha Muldro: Right.

Darryl Rattray: You on my team?

Robert Hall: I'm on everybody's team.

Bart M. Schwartz: You are now.

Robert Hall: Yeah, absolutely. The same boat.

Asha Muldro: That's important, Mr. Hall. Thank you. You hit an important point, because we are going to visit these consolidations, and there's pros and cons to being consolidated, and one of the things we're looking forward to digging into are a real discussion in our future meetings about what are some of those pros and cons? We'll we look forward to hearing from NYCHA about the process that goes into deciding on consolidations, and whether or not that's necessarily in everyone's best interest going forward. In certain cases, it seems that it helps the development. We'll talk more about that, and I look forward to that discussion going forward.

Asha Muldro: I did want to announce a couple of other topics that our Resident Association President Tamika Williams, who is back in the room. Perfect timing. I will turn to her in a moment. She'll talk about her topic, and Joel Gross is going to be working with Nancy Ortiz on the Sybil re-certification issue. He was really concerned about the leasing process and how that all works, so we'll talk about that in the future. Ms. Williams, I was just going to say you had an important issue that we appreciate you just touching on what that is for us.

Tamika Williams: Okay, so at a large number of developments, we have scaffolding. It's everywhere. It's a local law issue. We're trying to find a way to minimize the scaffolding around a development. It causes crime issues. I'm sorry, I ran to feed my meter.

Tamika Williams: It inhabits the lighting. For developments that are already dark, it further exacerbates that problem. We have people hanging out under the scaffolds. Sometimes the scaffolds aren't kept. They should be inspected every six months. We're not even sure if those inspections are being had. Another issue is, I believe that something else can be done besides scaffolding. There's netting that can be used around the buildings. Why aren't we discussing that? Why isn't NYCHA exploring other venues of keeping the public safe? We understand that the scaffold is important. If you have brick that are going to be falling off these buildings, we need to protect the public. We don't want anyone to get hurt. We don't want anyone to die. We know that there have been instances that this has happened before, but we want to create a system where it's not obstructing the view of the cameras. It is not creating a hangout spot for people to congregate and do illegal activity. We don't want it to be a sore eye for our communities. There are other means and methods that we can be using. Why aren't we exploring those?

Asha Muldro: Perfect. Yeah, that's an important issue. Like you said about scaffolding, it ties into the issue that we had earlier with regard to safety, because the cameras are often impeded, or bad things are happening under the scaffolding, et cetera. There're so many issues. I've gone to places where people have said the scaffolding's been up for two years, five years, or it's

gone up and they don't see any work being done. There's definitely some work that can be done with regards to the timing and the communication around scaffolding issues. We appreciate you looking into that, and hopefully others around the table can help you to get to the bottom of what can be done to really address that. I'm sure it's on Greg Russ' to-do list as well.

Bart M. Schwartz: It's a combination of things. It was Local Law 11, which is designed to protect people, is a critical part of it. We, too, are looking at alternatives that might be used more on the budgeting process for repairing buildings and not having to put up the scaffolding. That's the use of the drones that we talked about and other things. There were some issues relating to that. Scaffolding is definitely a problem. It blocks the cameras; it blocks the light. Just recently, well recently, it's probably a couple of months now, but I saved the article. A woman was hurt from debris that fell off the scaffolding. You're trying to protect people with scaffolding, and then that happens. It's a broader look, and we really ought to push for it over time, but in the meantime, try to just make things better.

Tamika Williams: Can I just add to that? We know that the scaffolding goes up maybe two years, three years ahead of time, because the funding isn't there to start these projects. We also realize that we have an issue within NYCHA itself with people throwing things out of the windows. Now that becomes, that becomes a fire trap or a fire hazard, because you have all of this debris on top of the scaffold, you have the contractor not coming out, they're not changing the lights, they're not cleaning the top of the scaffolds, and all you need is a flick of a cigarette and then you have a fire.

Bart M. Schwartz: But I could see the scaffolding going up when funding is not available, because the problem is that if the wall is deteriorating and you're not repairing it, then the scaffolding goes up to protect people who are walking. There are a lot of things that have to work together to get it done the right way, but it is a problem.

Tamika Williams: It is.

Bart M. Schwartz: It's a very common complaint that everyone has, and it's ugly.

Asha Muldro: Yeah. One question I hear all the time is, whose job is it to clean off the scaffolding? It sounds like the buck keeps getting passed on that too. It's such an important issue, but there's so many working parts, and hopefully we could help facilitate that. And again, I want to now thank United Neighborhood Houses Policy Analyst, J.T. Falcone, for joining us. As Bart has said from the beginning, our CAC is going to continue to grow, expand, rotate. This is not designed to be a static group. We hope that we'll continue to hear more voices and learn from one another, but I did

want to give you a moment if you wanted to just give yourself a more fulsome introduction.

J.T. Falcone: Thanks. Yeah. Hello everyone, I'm JT. I'm with United Neighborhood Houses. UNH represents 42 settlement houses across New York state. 23 of them are located in public housing facilities, so they're running 125 different sites. They've got 250 different contracts, more than that. Things like senior centers, cornerstones, afterschool programs, early childhood education centers, and Jobs Plus programs. We have been working alongside colleagues at DFTA and DYCD to coordinate with NYCHA and figure out what are the unique needs of nonprofits?

J.T. Falcone: Denise came over and helped me with a focus group to figure out when a nonprofit goes to submit a ticket for a work request, what are the protocols and does that actually line up with the need of the nonprofit, because right now that system is built for residents. Do there need to be tweaks for the nonprofit when that happens? It's the technical issues that we've been focusing in on, honing it on, excited to work with all of you, excited to work with my colleagues from DFTA and DYCD to make sure that those social services, which are so important to the communities in public housing continue to be a part of public housing the rest of the time in New York City.

Asha Muldro: Thank you. Again, thank you for joining us. Then at the end of the table, we do have our other two representatives. Thank you for being here again with us, Ms. Brenda Allen, the original asset manager, and Ms. Denise Guess, the resident engagement department manager. I know you're both working on the issue of communication, and you'll to be working with Eva on that. We look forward to hearing from you more on the progress with that at our future meetings. Thank you.

Asha Muldro: With that, that does conclude the formal portion of our meeting. I'm glad we were able to get through a lot of those issues. I want to underscore the fact that these issues again were born out of discussions with each of you, because these are the concerns that residents are raising. We asked you to just pick one issue. We know that you have 50 million on your plates, and on your desk, and in your mind. We appreciate you starting with this one issue, and we will hopefully be able to make recommendations around these issues, work closely together, and with the Mayor's office and with NYCHA to come up with some types of more information around them, and seeing potentially where some of the bottlenecks are that we could help remedy, and help come figure out some solutions around a lot of these very important issues. We ask you to continue to brainstorm, work together, and we will continue to facilitate these discussions, both in this

room and also offline, so that you can have direct access to one another. Again, thank you.

Asha Muldro: I don't know if we have any much time left for questions, but if there was anything that came up, I wanted to open the floor for any final questions or discussion points. I think we hit everything as we went along, so that was really a fruitful discussion. Thank you. Bart?

Bart M. Schwartz: If I could just ... a closing a statement or a discussion. When I first read the agreement, under which I was appointed, and read about the requirement that I have a CAC, I thought it was a terrific idea, and if it wasn't a requirement, I hope I would've thought of doing it. What I've envisioned was an evening just like this, where we got a chance to talk about different issues, to raise new issues. I think we all have our homework assignments, and that's good. I would add that we're available. Anybody on the monitors team, or to facilitate any other discussions, we're available anytime between CAC meetings. You don't have to wait for the next meeting. We want to be as helpful as we can. I really appreciate this very much. I hope a lot of people were streaming and watching and listening, and I look forward to the meeting that we have in November with the residents. Thank you very much. Really terrific. Thank you.

Asha Muldro: Thank you.