Office of the
NYCHA FEDERAL MONITOR
Bart M. Schwartz
Pursuant to Agreement dated January 31, 2019
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11th Floor
New York, New York 10017
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Transmittal

To: **Greg Russ, Chair and CEO, NYCHA, via email**
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From: **Bart M. Schwartz NYCHA Federal Monitor**

Date: **December 9, 2020**

Subject: **Transmittal of Approved Action Plan -Annual Inspections**

Transmitted herewith, after consultation with each of your offices, attached you will find in final version, the *NYCHA Annual Inspection Action Plan*, pursuant to ¶¶ 47 through 49 of Exhibit B of the Agreement and subject to ¶¶ 36 through 43 of the Agreement, which I, as Monitor, have approved.

Please contact either Joseph Jaffe or Mary Stutzman should you have any questions.

Thank you for your efforts and help in completing this.

                                                    Bart M. Schwartz

NEW YORK CITY HOUSING AUTHORITY
ANNUAL INSPECTION ACTION PLAN

Table of Contents

I. Executive Summary

For ease of reference, below is a table of action items, which lays out each of the actions NYCHA will take pursuant to the text of this Action Plan in an easily trackable table, along with a binding date for completion:

Agreement Obligation	Action Item	Complete(d) By
B.E.47-49	Improving 2020 Annual Inspection Program	
	Standard Procedure	January 31, 2021
	Training on Standard Procedure	June 30, 2021
	Develop Resident Engagement Plan	February 28, 2021
	Procure Vendor to Add Capacity	June 30, 2021
	Operations to Conduct Oversight	Ongoing
	Quality Assurance and Compliance Oversight Methodology	January 31, 2021
	NSPIRE Readiness Working Group	Ongoing

II. Introduction

The New York City Housing Authority ("NYCHA") owns, operates, and maintains approximately 170,000 units across more than 300 developments. The United States Housing Act of 1937 requires that all Public Housing Authorities (PHAs) "make an annual inspection of each public housing project to determine whether units in the project are maintained in accordance with the requirements" 42 U.S.C. § 1437d(f) (the "Statute").

In addition, the January 31, 2019 Agreement between NYCHA, the U.S. Department of Housing and Urban Development ("HUD"), and New York City (the "Agreement"), requires, under Exhibit B, Section E, Paragraphs 47-49 of the Agreement:

B. E. 47. "NYCHA will conduct annual inspections of developments. To complete its annual inspections, NYCHA shall either: (a) inspect each occupied unit in each year; or (b) inspect its units pursuant to such other program of annual inspection that is consistent with HUD Public Housing Management E-Newsletter, Vol. 3, Issue (January 2012)."

B. E. 48. "By and after ninety (90) days after the Effective Date of this agreement, annual inspections shall include having the person conducting the inspection perform any minor repairs during the inspection.

B. E. 49 "By one hundred and twenty days (120) after the appointment of the Monitor (the "Monitor"), NYCHA will submit an action plan (the "Action Plan") to the Monitor for complying with the requirement to conduct annual inspections and perform minor repairs during such inspections. The Action Plan shall include procedures for (i) on-site completion of minor repairs during inspections, and (ii) the scheduling of other inspection-identified deficiencies for subsequent repair."

This Action Plan is a Phase I Action Plan and will cover NYCHA's annual inspection process through 2021. A Phase II Action Plan that incorporates changes resulting from actions completed in Phase I -- the new standard annual inspection procedure, the inclusion of third-party assistance in the annual inspection process and the introduction of a new oversight regimen -- and addresses NYCHA's response to possible regulatory changes (unit sampling size, NSPIRE) will be completed by June 30, 2021.

III.   Current State of Annual Inspections at NYCHA

Beginning in 2017, NYCHA established an annual inspection program pursuant to which Maintenance Workers would inspect approximately fifty percent (50%) of all units at each development, each year. Since 2018, NYCHA has alternated each year between inspecting units on (i) even numbered floors, and (ii) odd numbered floors at each development to ensure that each unit is inspected at least once during a two-year cycle. Thus, in 2018 NYCHA's Information Technology department ("IT") generated work orders in Maximo, NYCHA's asset management software, for the inspection of units on even numbered floors, and in 2019 NYCHA generated work orders for the inspection of units on odd numbered floors. An annual inspection work order is appended here as Appendix 1. The annual inspection work order is also currently being enhanced to conform to NYCHA's new standard procedure (as discussed below). In 2020, IT generated work orders for the inspection of the 83,786 units on even numbered floors (which was reduced to 75,859 units because of conversions through the PACT program, move-out inspections and for other reasons), as outlined below –

Year	Worker Order Count	Generation Rule
2019	86,941	Odd Floor
2020	75,859	Even Floor

After IT generates inspection work orders based on this model, NYCHA's borough offices and property management schedule inspections and deploy Maintenance Workers to conduct the annual inspections. In

2019, NYCHA's Maintenance Workers completed an inspection on average in forty (40) minutes (0.67 hours) based on Maximo data.

Data from Maximo for 2019 shows the following with respect to NYCHA's current state of compliance with Paragraph 47 –

Category	Total Number of Units	Percentage
Annual Inspection Work Orders Generated[1]	86,941	
Inspections Entered as Completed[2]	61,201	70.4%
Inspections Never Attempted[3]	12,460	14.3%
Inspections Attempted but not Completed[4]	13,281[5]	15.3%

In 2019, NYCHA Maintenance Workers identified, on average, 2.3 deficiencies per completed apartment inspection. Note that, in addition to being an average, the total number of "deficiencies" also does not necessarily reflect items that were satisfactorily repaired on the spot during an inspection. The data for 2019 shows that 58,317 child work orders were generated for both Maintenance Workers and Skilled Trades during an annual inspection. In addition, 8,478 "high priority" work orders[6] were generated and required immediate repair during or after an inspection.

The table below shows for 2019: (i) the number of work orders created that are specifically for Maintenance Workers; (ii) the number of work orders for Maintenance Workers that were closed on the same day as the inspection (note that this number can also include some work orders previously opened

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prior to the inspection); and, (iii) the number of work orders for Maintenance Workers that were closed by the end of the year –

Category	Total Number
New Child Work Orders for Maintenance Workers	13,560
Child Work Orders for Maintenance Workers Closed Same Day	6,911
New Child Work Orders for Maintenance Workers Closed by End of Year	13,000

In 2020, before annual inspections were suspended due to the COVID-19 pandemic in mid-March, NYCHA had: (i) completed 17,757 unit inspections; and, (ii) attempted to complete 5,019 unit inspections, or about 30% of the 75,859 units where an inspection work order was generated because an inspection was required for this calendar year. NYCHA had also generated 5,270 child work orders for Maintenance Workers, of which 3,771 were closed the same day.

HUD recently published Notice PIH 2020-12 (HA), REV-1, which waived the requirement that NYCHA make an annual inspection of each public housing project during calendar year 2020 due to the COVID-19 pandemic. It is anticipated that NYCHA will recommence inspection of units at each project pursuant to the Statute during calendar year 2021. Presently, NYCHA contemplates completion of inspections of: (i) the 58,102 units on even floors where an inspection was not completed in 2020 due to the COVID-19 pandemic; and, (ii) the 25,741 units on odd floors where an inspection was not completed in 2019.

IV.   Action Items

1.   Action 1 – Standard Procedure

NYCHA has observed the below shortcoming in its current annual inspection regime:

Principle	Current NYCHA Model
NYCHA's annual inspections should be conducted pursuant to a single, current standard procedure, rather than by reference to a range of existing, sometimes outdated procedures.	Currently, procedures for inspections and for conducting minor repairs are included across three separate documents and are not integrated. In some cases, the legacy standard procedures have not been updated in many years.

While there is generally standardization in how apartment inspections are currently conducted, there is no single standard procedure that governs their method. Instead, a variety of legacy standard procedures, each of which are incorporated herein by reference, are used, including:

- SP040093 Periodic Apartment Inspections (2015)
- SP040094 Planning and Managing Maintenance Inspections (2011)
- SP060611 Preventative Maintenance Procedure (1985)

In accordance with the timetable set forth below, NYCHA Operations—in collaboration with the Law Department, Compliance, and other departments— will compile an updated standard procedure that will govern annual inspections, including required assessments and a definition of minor repairs in accordance with the timetable below. The standard procedure will be fully completed by January 31, 2021. The standard procedure will codify NYCHA's existing procedures, with some modifications and additions. This new version of the Standard Procedure will conform with existing HUD regulations. Thereafter, NYCHA will update the document to comply with new regulations, if any.

Action	Date of Completion
Assemble working team including individuals from the Compliance Department's Policies and Procedures unit, Public Housing Operations, Law and the Chair's Office.[7]	Completed
Survey existing Standard Procedures in use	Completed
Conduct analysis of historical data to compile list of minor repairs	Completed
Draft proposed Standard Procedure	Completed
Legal and Compliance review	Completed
Final Standard Procedure completed	January 31, 2021
Develop training module and rollout schedule	March 31, 2021
Train development staff	June 30, 2021

2. Action 2 – Comprehensive Resident Engagement

NYCHA recognizes that engaging residents is critical in order to ensure inspectors have more success accessing units for an annual inspection. Operations will enlist the Resident Engagement Department to develop a comprehensive resident engagement plan by February 28, 2021. This plan will be shared with the Monitor prior to finalization. Operations expects that the plan will enhance generalized efforts to provide information to residents regarding the importance of an annual inspection and the regulatory requirements. For example, the resident engagement plan will have the goal of ensuring inspectors have a posture of service rather than an authoritative posture so that residents should expect that an annual inspection is about understanding the maintenance needs of an apartment, and not about enforcement.

In addition, the Standard Procedure will also codify efforts to enhance notification schedules and protocols. In the last year, NYCHA has adopted the following notification schedule and made corresponding updates to Maximo:

1. 21 days prior to their scheduled inspection, property staff will provide residents with a NYCHA Form 040.671, *Notice of Apartment Assessment, First Attempt* (*see* Appendix 3).
2. Seven days prior to the inspection, the Property Manager will assign Caretakers to deliver a second form—040.671A, *Notice of Apartment Assessment – First Attempt Reminder*.

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[7] This working team includes a VP of Operations, a Deputy Director in Operations, a Project Manager in Operations, a Senior Manager in the Compliance Department, and a Deputy Director in the Compliance Department, an Agency Attorney in the Law Department, and the Special Counsel in the Chair's Office.

3. One day prior to the inspection, residents will also receive a robocall as a final reminder.

As part of the resident engagement plan, NYCHA is also updating its *Notice of Apartment Assessment* to include a set of Frequently Asked Questions, including a description of the general items to be inspected and the on-the-spot repairs that will be conducted by a Maintenance Worker during the course of an inspection.

3. Action 3 – Adding Vendor Capacity

NYCHA presently lacks sufficient capacity to inspect and make minor repairs in every unit every year. In anticipation of the possibility that NYCHA may need to inspect more than half of its units, Operations, Procurement and Law have been working on a Request for Proposals ("RFP") to onboard a vendor that will add to NYCHA's inspection and minor repair capacity. NYCHA completed a demonstration with one potential vendor in February 2020, has finalized the RFP language and is now drafting a cost estimate.

NYCHA has also been considering a model for overseeing and administering this kind of large contract across its portfolio. For example, NYCHA is contemplating utilization of supervisors at each development, combined with a team of either additional quality assurance vendors or existing central office staff, to oversee the work of contractors when they are on site at a development. Depending on the repair capabilities of the contractors, NYCHA would also either rely on the contractor to make any minor repairs, or else deploy a team of floating Maintenance Workers to track inspectors as they make their way through the development so that any minor repair could be made on the spot. Though NYCHA is actively planning for these potential contingencies, operationalizing and deciding on this oversight structure will also depend on the responses NYCHA receives to the RFP.

NYCHA plans to release the RFP by February 28, 2021 and select a vendor (assuming one will meet the minimum qualifications) by June 30, 2021. Prior to its release, NYCHA will share the RFP again with the Monitor.

The Phase II Action Plan will take into account increases in capacity resulting from the vendor contract.

4. Action 4 – Inspection Oversight

With over 170,000 units, ensuring compliance across developments is critical to an effective inspection program. To accomplish this mission, first, NYCHA will create a dashboard confirming the date that: (i) notices were printed and robocalls were conducted; (ii) an inspection was completed; and, (iii) any repairs during or subsequent to an inspection were completed. This dashboard will ensure Operations can generate a report, monthly, for each RAM to review the progress conducting inspections for the applicable calendar year. This dashboard will be completed by January 31, 2021.

RAMs will then be obligated to meet monthly with Property Managers and Property Maintenance Supervisors to review inspection reports that: highlight the units that staff could not access; units that require additional follow-up: and, data related to the time a Maintenance Worker expended to inspect a unit and/or make any required repairs. The reports will cover information input by a Maintenance Worker into Maximo. RAMs, with the assistance of Property Maintenance Supervisors, also will take a sample of

completed inspection work orders performed by each Maintenance Worker to ensure data was inputted correctly and the work is being done properly.

If a Maintenance Worker is found, through this sampling method, to be deficient in the work (e.g., by spending too little time in an apartment, failing to conduct minor repairs or any other issue), the RAM and Property Maintenance Supervisor will conduct a further investigation by visiting a unit, if necessary. Finally, the Property Maintenance Supervisor will be responsible for correcting such issues through the normal disciplinary process with the Maintenance Worker.

As RAMs are responsible for assigning floating Maintenance Workers to different developments, they will also be responsible for monitoring the pace of inspections across their portfolio and reallocating Maintenance Workers between properties to complete inspections at an acceptable pace. Property Maintenance Supervisors—who review open work orders daily—must ensure that any unit with scheduled maintenance work does not have a past-due apartment inspection in Maximo. If a past-due inspection exists, the Supervisor must assign the Maintenance Worker to complete the inspection and the existing work order concurrently.

The Compliance Department and the Quality Assurance Department are also actively reviewing potential strategies for monitoring and conducting field oversight with respect to a sample of annual inspections. Compliance and QA will complete a sampling methodology by January 31, 2021. Working with the Monitor, NYCHA will identify specific actions for operations and the oversight units to ensure compliance and quality assurance with respect to annual inspections which will be included in the Standard Procedure.

5. Action 5 – NSPIRE Readiness Working Group

On August 21, 2019, HUD issued a Notice of Demonstration to Assess the "National Standards for the Physical Inspection of Real Estate and Associated Protocols" (24 CFR Parts 5 and 200) (the "**NSPIRE Demonstration**"). The notice announced that 4,500 properties would participate in the NSPIRE Demonstration over the course of two years. The NSPIRE Demonstration will be used to test a new concept for property inspection standards ahead of a nationwide rollout in order to eventually replace the existing Uniform Physical Conditions Standards. As of late May 2020, 3,400 properties had applied to participate in the NSPIRE demonstration, but HUD has suspended all field testing due to the COVID-19 pandemic until further notice.

NYCHA will need to ensure it is ready to implement any new inspection standards once the standards are rolled out nationwide, as well as a possible new requirement, which may require an inspection in each individual unit each year. NYCHA has stood up a working group to assess proposed standards and to meet with HUD officials in order to prepare for the rollout. The working group includes representatives from the Monitor, Operations, Law, IT, Compliance and PTAD. NYCHA will ask HUD to nominate an individual from the Real Estate Assessment Center (REAC) to participate in this working group.

Appendix 1 – Annual Inspection Work Order

New York City Housing Authority Work Order

WO #:	Reported By: **MXINTADM** Parent:	Actual

Craft: **MAINT**	Work Type: **IN**	Print Count: **0**	
Reported: 11-21-2018 04:53 PM Priority: **3**	Status: **APPR**	Sub Work Type: **APARTMENT**	Scheduled: **01/23/2019**
Ownergroup: **DEV**	Resolution:	Court Date:	**PM Shift** 6.0

Location Details		Resident Information	
Development:	**Child Under 6:** N	**Name:**	
Location:	**Child Under 11:** N	**Apt:**	**Permission to Enter:** [ ]
Description:	**Senior Citizen:** Y	**Phone:** 3	
Address:	**Life Support:** N		
Location Type: APARTMENT	**Apt Size:** 3	**Caller Information**	
	Apt SEC 8: N	**Caller Phone:**	
Class:	**Smoke Detector:** BT	**Caller Name:**	
Problem:	**Dust Wipe Pending:** N	**Call Taken By:**	

Work Order Description	Last Insp Date: 12/12/2017
Apartment Inspection 2019 - HH	

Workorder Status	( ) Completed	( ) Resident Not at Home	**Safety Information:**
	( ) Material not in Stock	( ) Interrupted	N/A

Notes:

21-NOV-18 Apartment Inspection 2019 - HH Apartment Inspection 2019 - HH

Door Apartment Entry

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Apartment Entrance Door	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Fire Safety Notice	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

Kitchen

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Air Conditioning	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
CFM	( ) 0 - 20			
Cabinets	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Ceilings	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electrical Outlets	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Heat	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Light	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Medical Alert System	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Mildew Condition	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sink	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sprinklers	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Walls	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Water	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Decorative Gates	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Glass	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Guard	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

Stove

Stove	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Stove Make	Original Value:HOTPOINT New Value:			
Stove Model	Original Value:n/a New Value:			
Stove Serial Number	Original Value:N/A New Value:			
Stove Type	Original Value:GAS New Value:			

Fridge

Refrigerator	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Refrigerator Make	Original Value:HOTPOINT New Value:			
Refrigerator Model	Original Value:HTH16BBX2RWW New Value:			
Refrigerator Serial Number	Original Value:MT786318 New Value:			

Bathrooms

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

WO #:	Reported By: **MXINTADM** Parent:	Actual	Craft: **MAINT**	Work Type: **IN**	Print Count: **0**
Reported: 11-21-2018 04:53 PM Priority: **3**			Status: **APPR**	Sub Work Type: **APARTMENT**	Scheduled: **01/23/2019**
Ownergroup:			Resolution:	Court Date:	**PM Shift** 6.0

Bathrooms

Air Conditioning	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Bath Tub / Shower	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
CFM	( ) 0 - 20			
Cabinet - Medicine	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Ceiling	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Doors	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Dryer Rack	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electrical Outlet	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Heat	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Leak From Above	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Light	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Medical Alert System	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Mildew Condition	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sink	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Soap Dish Holder	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sprinklers	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Tissue Holder	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Toilet	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Towel Rack	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Vanity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Walls	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Water	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Decorative Gates	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Glass	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Guard	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

Bedrooms

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Air Conditioning	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Ceilings	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Closets	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Doors	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electrical Outlet	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Heat	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Light	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Medical Alert System	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Mildew Condition	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sprinklers	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Walls	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Decorative Gates	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Glass	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Guard	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

Living Room

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Air Conditioning	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Ceilings	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Closets	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Doors	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electrical Outlet	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

New York City Housing Authority Work Order

WO #:	Reported By: **MXINTADM** Parent:	Actual	Craft: **MAINT**	Work Type: **IN**	Print Count: **0**
Reported: 11-21-2018 04:53 PM Priority: **3**		Status: **APPR**	Sub Work Type: **APARTMENT**	Scheduled: **01/23/2019**	
Ownergroup:		Resolution:	Court Date:	**PM Shift**	6.0

Living Room

Heat	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Light	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Medical Alert System	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Mildew Condition	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sprinklers	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Walls	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Decorative Gates	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Glass	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Guard	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

Foyer-Hallway

Please check install dates on the CO/Smoke Detectors or if applicable on Combo Detector. If a date is not entered OR older than 7 years a NEW Combo Detector must be installed.

504 Retrofit	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Air Conditioning	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
CO Detector - Install Date:05-FEB-13	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Ceilings	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Closets	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Doors	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electrical Outlet	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Heat	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Intercom	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Light	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Medical Alert System	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Mildew Condition	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Smoke Alarm - Install Date:	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Sprinklers	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Stairs	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Walls	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Decorative Gates	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Glass	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Window / Guard	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Combo Detector - Install Date:	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory

General

Apartment Temperature	Notes:			
CAT	( ) Yes ( ) No			
DOG	( ) Yes ( ) No			
Deep Freezer	( ) Yes ( ) No			
Dish Washer	( ) Yes ( ) No			
Dryer	( ) Yes ( ) No			
Electricity	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Extermination	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Floor Tiles	Notes:			
Hot Water Temperature	Notes:			
House Keeping	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Paints	( ) Corrective Action Taken	( ) Not Applicable	( ) Satisfactory	( ) Unsatisfactory
Washing Machine	( ) Yes ( ) No			
Washing Machine Hooked Up Incorrectly	( ) Yes ( ) No			

Started:	Completed:	How Many Installed:

New York City Housing Authority Work Order

WO #:	Reported By: **MXINTADM** Parent: Actual

WO #:	Reported By: **MXINTADM** Parent:	Actual	Craft: **MAINT**	Work Type: **IN**	Print Count: **0**
Reported: 11-21-2018 04:53 PM Priority: **3**			Status: **APPR**	Sub Work Type: **APARTMENT**	Scheduled: **01/23/2019**
Ownergroup: **DEV**			Resolution:	Court Date:	**PM Shift** 6.0

To be Completed by the Resident

Resident Satisfied?:   Yes( ) No( )   **Resident Confirmed Work:**

_____ Start   _____
Date/Time   End Date/Time:

Resident Refused Work: I, the resident of this apartment, refuse to allow NYCHA to complete the repair work listed in this work ticket.

Resident (print and signame):_____   **Resident Refused to Sign: Yes( ) No( )**

Resident Comments:

BADGE#	**WORKER SIGNATURE/DATE**	**RESIDENT SIGNATURE/DATE**	**SUPERINTENDENT SIGNATURE/DATE**

Appendix 2 – List of Minor Repairs

Appendix 2

The following minor repairs should be made and must be attempted during an apartment inspection.

Repair Type
1. Smoke and CO detectors
Replace sealed battery smoke and carbon monoxide combination detectors
Replace hard wired smoke and carbon monoxide combination detectors
2. Entrance door
Thumb latch/lock
Dust covers (plate)
Mortise lock replacement
Knobs
Peep hole cover
Replace the fire safety notice stickers
Adjust the hinge (door self-closing)
3. Closets
Door knobs
Door hinges
4. Kitchen cabinets
Latches
Hinges
Knobs
5. Electrical outlets
Replace the cover
Replace the outlet
6. Light switches
Replace the cover
Replace the switch
7. Leaky sinks and stoppages
Compression nuts
Washers
Tail piece
Waste "L" stoppage
8. Leaky faucet
"Delta" Kit (faucet component replacement)
Handles
Stem
Seat
Washers

9. Window balances and latches

Sash cam (window balance retainer)

10. Window guards

11. Minor refrigerator repairs

Loose handles

Light bulbs

12. Handles and stove repairs

Ignition switches

Burners

Knobs

13. Toilet repairs

Handles

Flapper

Fluid master

Stoppage

14. Bathtub and shower

Shower – overflow cover plate

Shower diverter

Shower head

Stoppage

15. Electricity

Reset breaker/replace fuse

Appendix 3 – Notice of Apartment Assessment

NEW YORK CITY HOUSING AUTHORITY
NOTICE OF APARTMENT INSPECTION

Date:

Dear NYCHA Resident:

The New York City Housing Authority (NYCHA) is performing **mandatory** inspections of all public housing apartments. The purpose of the inspection is to ensure that your apartment is safe, well maintained, and to address any potential health and safety issues.

Your apartment inspection has been scheduled between the hours of   and   on   .

In preparation for the inspection, you **MUST**:

- Provide the inspector access to all rooms and areas of your apartment
- Have an adult (18 years of age or older) present for the inspection
- Check to determine whether smoke alarms and carbon monoxide detectors are in working condition

If an adult cannot be home for the scheduled appointment, or if you have any questions, please contact your Property Management Office.

When the Maintenance Worker comes to inspect your unit please point out any repairs you need. During this inspection the Maintenance Worker will try to make all maintenance repairs required in your apartment. For any repairs that cannot be completed at the time of the inspection, NYCHA will contact you to schedule the repairs. You can check on the status of outstanding repairs online by subscribing to NYCHA Alerts at *www.nyc.gov/nycha.*

Please note that your apartment may be randomly selected at another time for NYCHA staff to conduct a quality assurance review. This visit will occur after the first inspection has already been conducted.

Enclosed is a list of Frequently Asked Questions regarding this inspection.

At NYCHA we remain committed to serving you and working together to preserve public housing.

Sincerely,

Property Manager

A Translation of this document is available in your management office.
La traducción de este documento está disponible en la Oficina de Administración de su residencial.
所居公房管理處備有文件譯本可供索取。
Перевод этого документа находится в офисе управления Вашего комплекса.

NYCHA 040.671 (Rev. 11/6/15) V3   **NOTICE OF APARTMENT INSPECTION, FIRST ATTEMPT**