

# MNP/W PACT

## NYCHA - PACT 10 Q & A Notes

## Gaylord White Resident Meeting 04/26/2023

### Attendance/Presenters, Company – Role:

Brian Backscheider – TCB  
Derek Gaskill – AND  
Diaa Hassan – UAI  
Matthew Rooney – MDG  
Michael Parkinson – NYCHA

Sandra Chung – TCB  
Jodi Ann George – Wavecrest  
Mike Rooney Sr. – MDG  
Samuel Levine – NYCHA

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0100. **Purpose of Meeting:** To introduce rehabilitation project to residents at Metro North Plaza and Gaylord White Houses and answer resident questions.

0201. **Question 1:** Will there be Wi-Fi installed?

**Answer:** We will be partnering with a wi-fi service provider to provide wi-fi for building residents.

0202. **Question 2:** As part of the inspections, will stairwells be inspected?

**Answer:** As part of the building inspections, all parts of the buildings will be inspected, including stairwells.

0203. **Question 3:** Will we be able to have a shower stall instead of a bathtub?

**Answer:** Shower stalls can be arranged, with a doctor's note. Bathrooms are part of the inspection survey.

0204. **Question 4:** For the Section 8 voucher – are the tenants going to be receiving Section 8 vouchers? Or only those who qualify?

**Answer:** Under the PACT program, all residents automatically qualify for Section 8. You don't have to do anything. You get it no matter what. Under this program, all residents will automatically qualify. However, for a mobility voucher, you need to be approved.

0205. **Question 5:** My apartment is on the S line and my apartment is very, very noisy – can you put windows that make it more comfortable for our apartments inside?

**Answer:** Yes, we will be replacing the windows, and the windows will be an upgrade from the windows that are there now. Part of the requirement is that they limit the sound levels coming in and also some of the envelope work within the walls will also help minimize the amount of noise coming in.

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0206. **Question 6:** You can hear people next door snoring, are you going to soundproof, or make the interior walls thicker so that doesn't happen?

**Answer:** As we do the resident surveys, that's something that we want to know so that we can include those types of things in the plans. That's really helpful and we're taking notes during this Q and A to make sure that we're incorporating it going forward.

0207. **Question 7:** Are you going to make the apartment wider or bigger?

**Answer:** Generally speaking, the layout of the apartment will remain the same. For the sake of the presentation, we picked one to show, as we can't show everyone every version. But we are not planning on reconfiguring the apartments.

0208. **Question 8:** The boiler in the building, is that for the whole area? Will electrical service be repaired? How about technology assistance?

**Answer:** Currently, there's one boiler that serves the entire residential building at Gaylord White. That boiler will be replaced with a new heating system as part of this work. The second question about electricity – maybe this is more of a management question about the current electrical usage, but as part of this work, we will repair and upgrade the electrical service in the building as well. The third question was about assistance for technology. Right now, NYCHA is still the property manager, and if there are questions about technology repairs, they're still the best point of contact. Once we convert on the property, then Wavecrest will be the property manager and we'll also be working with a social service provider – some combination of those two groups will be able to assist.

0209. **Question 9:** We live in 15M, and 2 or 3 weeks ago, we called about the toilet, and somebody came to look at the toilet and said, "this toilet is old, we don't have parts for it," and left. We've been calling for quite a while. I took two wires and fixed it, but it still needs to be fixed. I understand in a few months I'm going to get a new toilet, but meanwhile, what are we going to do about the toilet right now?

**Answer (NYCHA):** Unfortunately, we don't have a magic bullet to fix all things before they're converted, what I can do in this circumstance is, I can speak with you directly afterwards; I can get a ticket number and I can work on behalf of you to try and push that order up. I'm happy to speak with everyone who has pressing issues currently in their apartment and have submitted work orders, or needs to submit work order. Unfortunately, this is something that Brian and their team is not in a position of dealing with right now. We're not ignoring them; I understand that the urgency of this but unfortunately, this is not something that the development team is in a position to address before they take over management, so please let's talk about this as soon as they're done, and I'm happy to do what is in my power to move that along as possible.

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0210. **Question 10:** I live on Second Avenue. Someone went to my apartment to look at the faucets in the kitchen, since some of the screws are not working. It's been one month since they came to look, but no one came to fix it.

**Answer (NYCHA):** The development team right now, isn't able to assist, but NYCHA is here, and I will take down ticket numbers and will help to push that forward in the current NYCHA property management process.

0211. **Question 11:** Do we move during repairs when you come to make them?

**Answer:** The current plan is to do all the repairs and improvements with tenants in place, so you won't have to move out. But we will have the opportunity for residents to go to hospitality suites during the day while work is going on. So, those will be apartments that are set up with couches and chairs and a fridge where you can stay while there is work going in if you're not comfortable being in the apartment while work is happening. But you won't have to move out. That's the plan, that's how we're moving forward with everyone's apartment – to minimize disruption by not requiring relocation.

0212. **Question 12:** My question is about the exterior – how are you going to do the construction to the outside of the building? Are you going to rebuild? How will it be done structurally?

**Answer:** As part of our inspections that we are doing right now in the building, we are inspecting everything inside and outside of the building, so that's being by architects, engineers, and contractors that are familiar with this type of work. And as part of the renovation scope that comes out of that, we will address any issues. Right now, the main work that's anticipated on the exterior is repairing any of the bricks that's been damaged or the mortar that's between the bricks that has been washed out over time. The outside of the buildings will probably look pretty similar to what they look like now, but they will be repaired and cleaned up, so they will be in good condition going forward.

0213 **Question 13:** It's very difficult for us to open the door. It's a matter of safety. We should be able to access the building comfortably.

**Answer:** Thank you. We need to know about these large, fundamental issues that we will be incorporating into our plans for going forward. For now, until then, you still need to go through the NYCHA property management channels. The NYCHA reps that are here today will be able to help facilitate any of those issues.

0214. **Question 14:** I live in Metro North. Sandy destroyed everything, and access to go into the building. How are you going to build access to the building in case something like Sandy happens again?

**Answer:** Good question. Resiliency is a name for how to address things like climate

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change and flooding. Resiliency is part of what we're looking at for both Gaylord White and at Metro North as part of our scope of work. For example, at Gaylord White, the boiler and the electrical service are in the cellar of the building. If there was flooding there those services would be compromised, so the scope that we're looking at is how to address the potential for flooding in the future.

0215. **Question 15:** Accommodations for immobile residents. We wanted a ramp on the street, on the Second Avenue side of the street, to allow for those coming out of taxis, ambulances, to be able to come easily into the building. For the interior, is GW going to have washing machines?

**Answer:** By ramp, do you mean the curb cut, and not the sidewalk?

**Resident:** Yes.

**Answer:** Ok, that's something we can definitely look into and incorporate into the plans. About the washing machines – we're looking at the possibility of adding hookups for washing machines in apartments, as well as a laundry room. But it's still early in the process, and a decision has yet been made.

0216. **Question 16:** Sidewalks are in terrible condition. The 104<sup>th</sup> Street corner of 2<sup>nd</sup> Avenue has a hole all the way from one side of the sidewalk to the other. All those people with walkers and wheelchairs have a hard time getting through that. We called 311 and they said it was NYCHA's responsibility to fix the sidewalks.

**Answer:** You're right, the property owner is responsible for repairing their sidewalks, and so right now, it's still NYCHA. So, it's certainly good to put in work tickets and go through the current NYCHA property management process, but going forward, as part of the repairs, we'll be repairing the landscaping and the sidewalks and then maintaining them going forward. The NYCHA reps are here. Might be good to talk to them to expedite this.