



MNP/W PACT PARTNER

Social Service Needs Assessment Results

November 29, 2023 at 1:00 PM

Union Settlement Community Center
237 E 104th Street, New York, NY 10029

PRESENTED BY:
THE COMMUNITY
BUILDERS

ASCENDANT
NEIGHBORHOOD DEVELOPMENT
BUILDING HOMES
RAISING UP COMMUNITIES

MDG
DEVELOPMENT
MANAGEMENT
CONSTRUCTION

W
WAVECREST
MANAGEMENT

terrain



AGENDA

- What is PACT
- Who We Are
- New Lease Overview
- Social Service Needs Assessment Findings
- Upcoming Meeting Agenda
- Questions & Answers

What is PACT?

What is PACT?

PACT Investments & Improvements

- NYCHA needs \$78.3 billion to fully renovate and modernize its housing, but the federal government has provided only a fraction of the funding needed.
- Through PACT, developments are included in the Rental Assistance Demonstration (RAD) and converted to a more stable, federally funded program called Project-Based Section 8.
- PACT unlocks funding to complete comprehensive repairs while keeping homes permanently affordable and ensuring residents have the same basic rights as they possess in the public housing program.



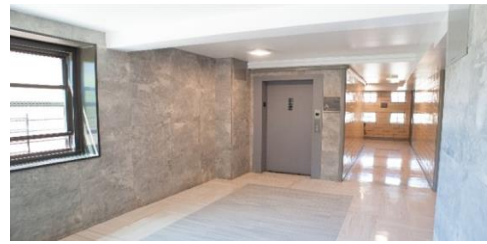
Renovated apartment at Twin Parks West



Site improvements at Baychester



Repaired roof and solar panel system at Ocean Bay (Bayside)



Renovated building entrance at Ocean Bay (Bayside)

How PACT Works

PACT depends on partnerships with private and non-profit development partners, who are selected based on resident input.

COMPREHENSIVE REPAIRS

Development partners bring design and construction expertise. They address all the physical needs at the development.

PROFESSIONAL MANAGEMENT

Property management partners are responsible for the day-to-day operation and upkeep of the buildings and grounds.

ENHANCED SERVICES

Partnerships with social service providers help improve on-site services and programming through input from residents.

PUBLIC CONTROL: NYCHA AND RESIDENTS

Your development will remain under public control. After conversion, NYCHA will continue to own the land and buildings, administer the Section 8 subsidy and waitlist, and monitor conditions at the development. Where needed, NYCHA can step in to resolve any issues that may arise between residents and the new property management team.

PACT Resident Protections

- **Rent** will be **30% of your household's income**.*
- You will have the right to **organize**.
- **Resident associations** will continue to receive funding.
- You will have the right to **renew your leases**.
- Your application will **not be re-screened** upon conversion.
- You will be able to **add relatives** to your household.
- You will continue to have **succession rights**.
- You will be able to have **grievance hearings**.
- You will have the opportunity to **apply for jobs** created by PACT.

*Exceptions may apply to households who pay flat rent, are current tenant-based Section 8 participants, or a mixed family, as defined by HUD.

Who We Are

Who We Are

Development Team, General Contractor, and Property Management Company

THE **COMMUNITY**
BUILDERS

ASCENDANT
NEIGHBORHOOD DEVELOPMENT

BUILDING
HOMES,
RAISING UP
COMMUNITIES

MDG
DEVELOPMENT
MANAGEMENT
CONSTRUCTION

WAVECREST
MANAGEMENT

Architects, Landscape Architect, and Sustainability Consultant

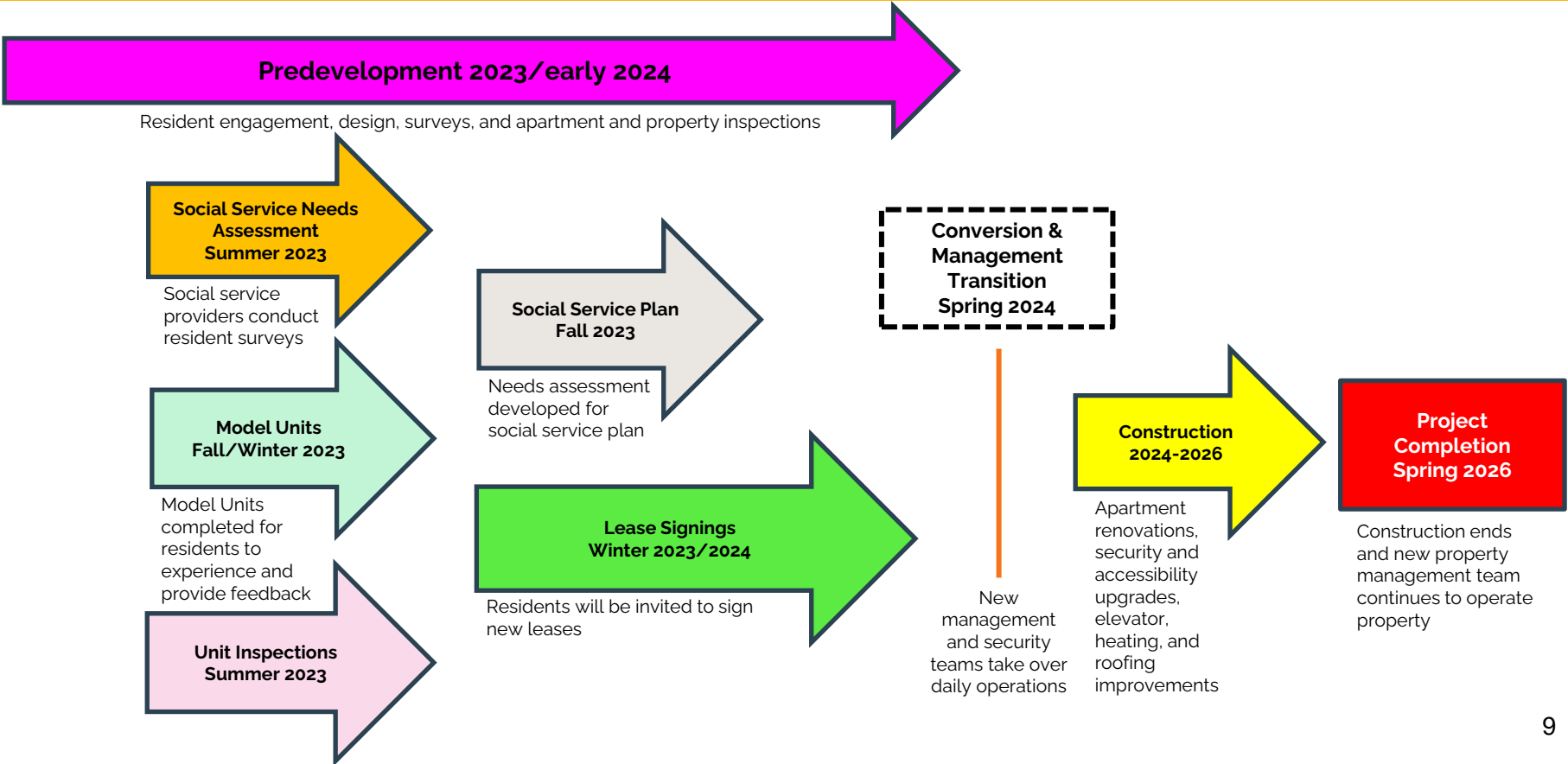
**PAUL A.
CASTRUCCI,
ARCHITECTS**
PASSIVE HOUSE DESIGN FIRM

UAI
URBAN ARCHITECTURAL INITIATIVES

terrain

BRIGHT POWER

Project Timeline



Resident Meeting Schedule

Meeting	Topic	Date
1	Project Kickoff: Introduction to PACT Partners	February 2023
2	Unit Inspections/Scope of Work/Design Kickoff	April 2023
3	Design Charrette & Resident Surveys	May 2023
4	HQS Inspections & Design Charrette Follow-Up	June 2023
5	Introduction to Management Team and Leasing	September 2023
6	Leasing Presentation	October 2023
7	Social Service Needs Assessment Results	November 2023
8	Social Service Plan	January 2024
9	Final Design Plans	February 2024
10	Local Hiring Presentation	March 2024
11	Transition Plan, Introduction to Section 8 (co-presented by NYCHA)	April 2024

PLEASE NOTE: EXACT SCHEDULE SUBJECT TO CHANGE

Management Transition – Overview

- ❑ **As part of the PACT conversion, all residents must sign new leases**
- ❑ Gaylord White residents will transition from Section 9 (public housing) to Project-Based Section 8
- ❑ NYCHA Leased Housing Department will:
 - ✓ Recertify residents
 - ✓ Determine the resident monthly rent portion
 - ✓ Process Section 8 vouchers
 - ✓ Process requests to add/remove household members through the NYCHA Self-Service Portal
- ❑ Wavecrest team members will be able to assist residents with the portal at our site office.
- ❑ Repairs, rent payments, etc. will transition to the new property management team: Wavecrest Management
- ❑ New house rules will be put in place and new management will be responsible for upholding the new house rules and addressing infractions

Management Transition – New Leases Overview

- ❑ Current Gaylord White residents, on the lease, will automatically qualify for Section 8 through the PACT program
- ❑ Tenant rent portion will remain at 30% of adjusted gross household income*
- ❑ Tenants who are paying a flat rent will have their rents increased to 30% over a five-year phase-in period
- ❑ Residents will sign a 1-year lease and be granted an automatic renewal upon annual recertification
- ❑ Utility & air-conditioning surcharges will remain the same
- ❑ In accordance with NYCHA's Pet Policy, pets (one dog or one cat) are permitted for current residents. You must register your pet(s) with NYCHA before the conversion
- ❑ New residents to Gaylord White Houses will come from NYCHA Section 8 waitlists, which are administered by NYCHA's Leased Housing Department
- ❑ Residents will still have access to grievance hearings
- ❑ Independent legal advice regarding your new lease is available from Legal Aid – *free of charge!*
 - **Free Legal Aid Hotline:** (212)298-3450

*Exceptions may apply to households who pay flat rent, are current tenant-based Section 8 participants, or a mixed family, as defined by HUD.

Preparing for the Transition – Lease Signings

At lease signing, the following paperwork will be required:

- ☐ Government-Issued Photo ID for all household members, 18 and over
 - *Examples: Driver's License, Non-Drivers License, Permit, Passport*
- ☐ Social Security Card for all household members
- ☐ Birth Certificates for all household members
- ☐ Pet and/or Washing Machine registration documents
- ☐ Reasonable Accommodation requests & supporting documents
- ☐ Any special requests you would like our construction partners, MDG, to note

Over the next several months, we will share more information about the lease & conduct outreach to residents to sign their new lease

Social Service Needs Assessment Findings

**MNP/W
PACT**

**METRO NORTH PLAZA AND GAYLORD WHITE HOUSES SITES
RESIDENT SURVEY**

YOUR RESPONSES ARE CONFIDENTIAL AND ARE SOLELY FOR THE PURPOSE OF UNDERSTANDING
RESIDENT OPINIONS ABOUT SOCIAL SERVICES PROVIDED AT YOUR DEVELOPMENT.

Thank you for taking the time to participate in this survey.

PART I. Contact

The PACT Partner Team will be conducting more inspections and repairs in apartments to prepare for Housing Quality Standard (HQS) repairs. Please let us know how best to reach you for scheduling. This information is optional to provide and will not be shared with anyone outside the development team.

Name: _____

Address: _____ Apartment number: _____

Who should we contact to coordinate with your household?

Best Phone Number to use: _____

Best Email to use: _____

Best time to Contact: ☐ Morning ☐ Afternoon ☐ Evening

Summary

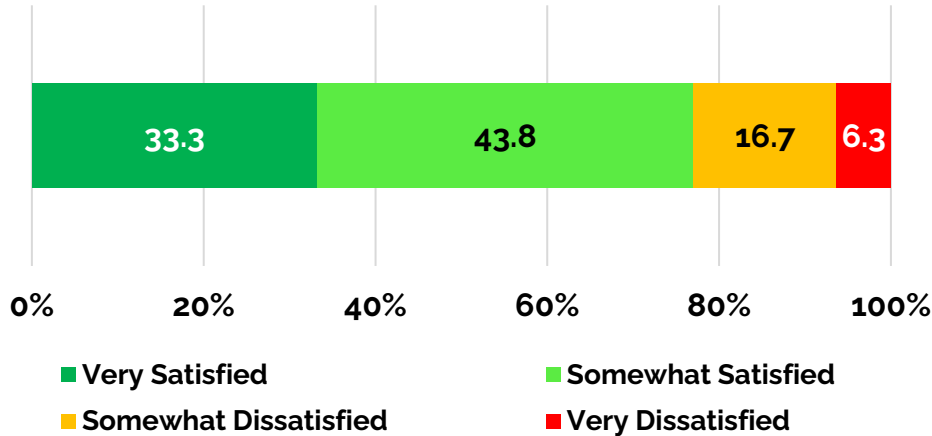
- Survey developed by MNP/W PACT and TA
- LSA Family Health Services (LSA) & Asian Americans for Equality (AAFE) conducted surveys
- Between late-June to late-August
- 45% response rate!

Key Takeaways

- High *Satisfaction*
- Some *Safety* concerns
- Need for more *Services*

Overall Satisfaction

Overall, how satisfied are you living at Gaylord White Houses?

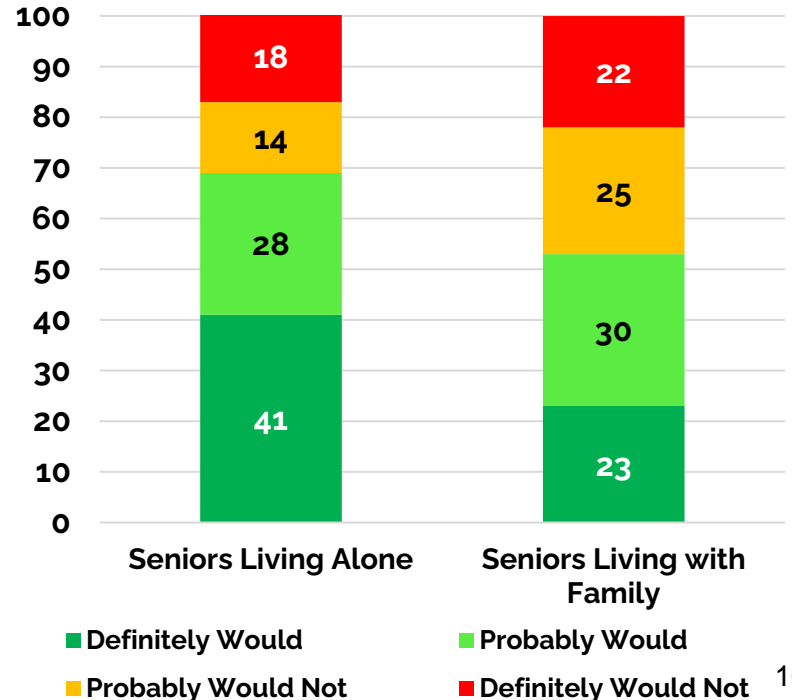


77% are ***satisfied*** living at Gaylord White Houses

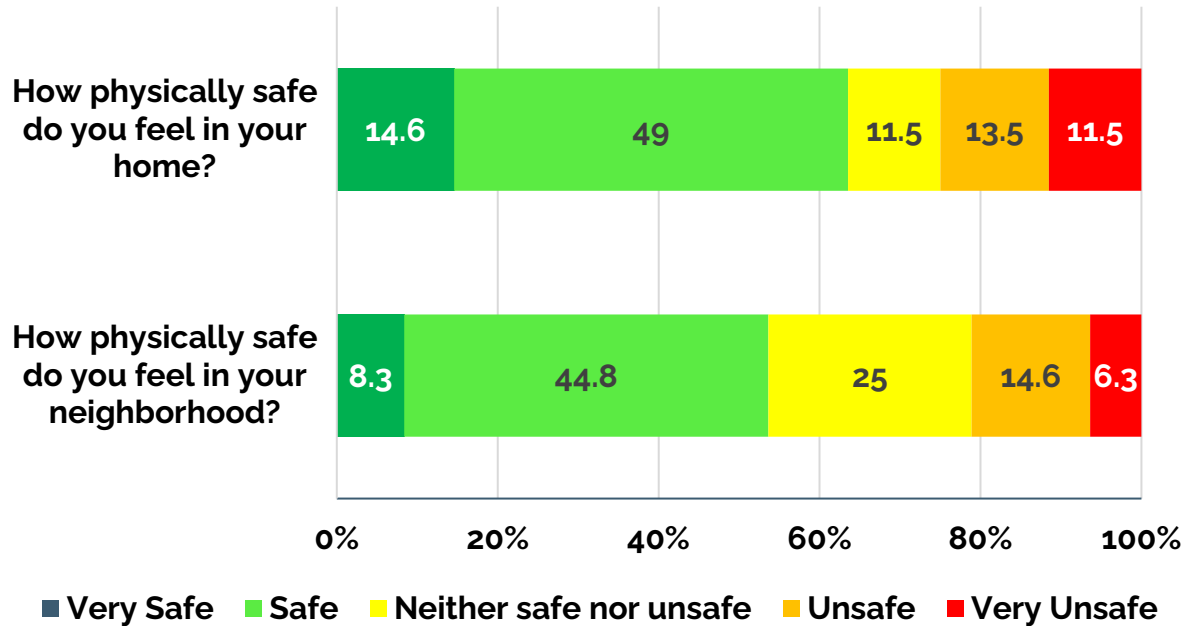
Overall Satisfaction

How likely are you to recommend Gaylord White Houses to the following people as a good place to live?

- ☐ 69% would **recommend** Gaylord White Houses to *seniors living alone*
- ☐ 53% would **recommend** Gaylord White Houses to *seniors living with family*



Safety- Home



☐ **64% feel physically safe**
inside the *home*

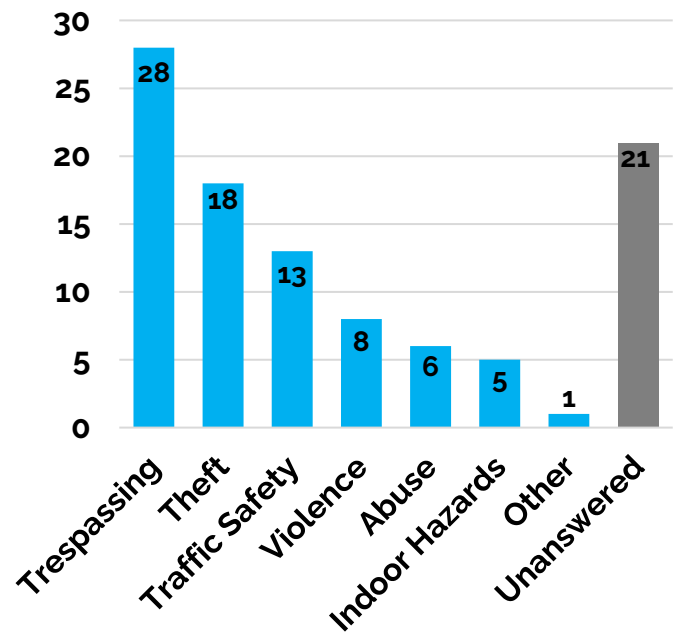
☐ **53% feel physically safe**
in the *neighborhood*

Safety – Neighborhood

What are the biggest safety issues near your home?

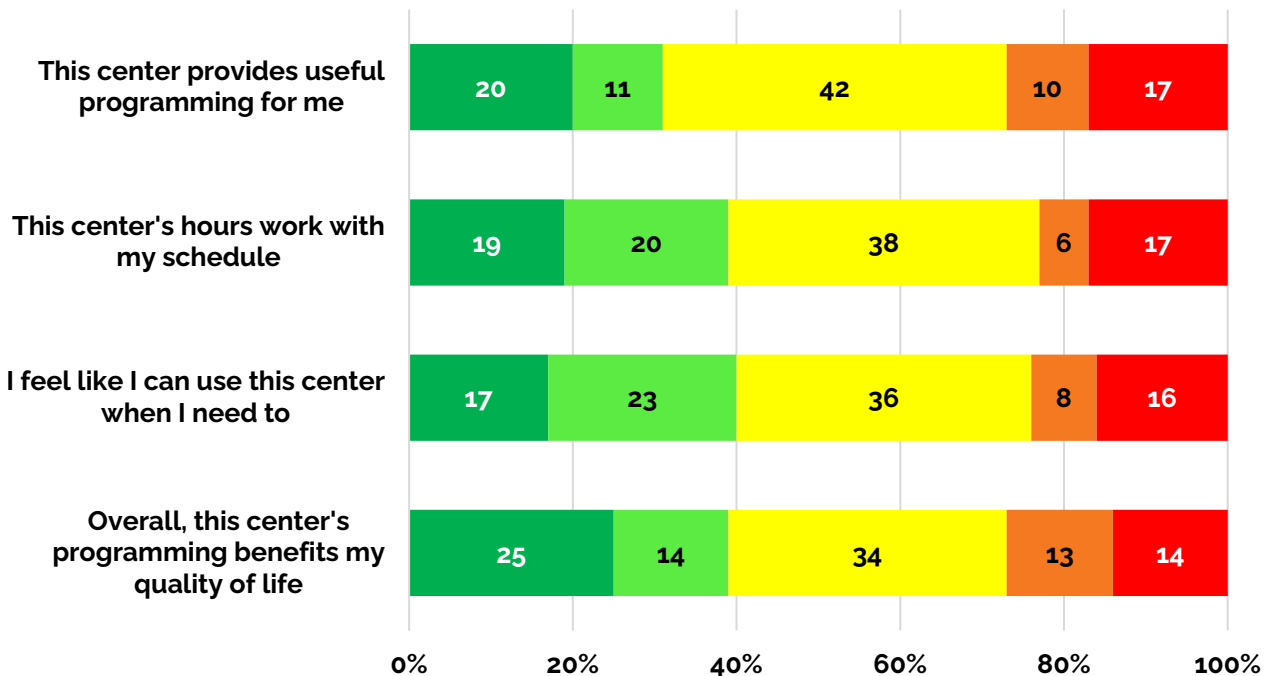
Top 3 Safety Concerns

1. Trespassing
2. Theft
3. Traffic Safety



Onsite Social Service Offerings

How do you view the current social service offerings onsite
(Union Settlement Older Adult Center)?

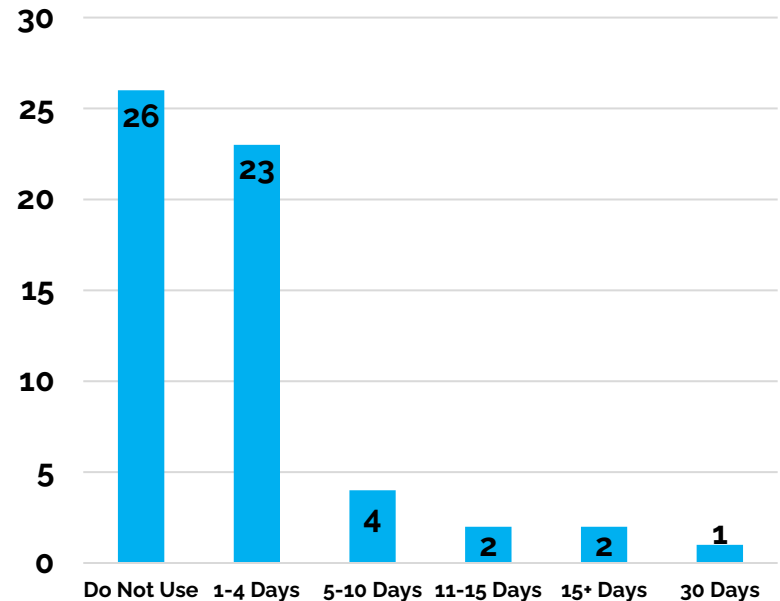


- ☐ 69% feel **neutral or disagree** that Union Settlement provides *useful programming*
- ☐ 61% feel **neutral or disagree** that the center's *hours work with their schedules*
- ☐ 60% feel **neutral or disagree** that they *can use the center when they need to*
- ☐ 61% feel **neutral or disagree** that the center's programming *benefits their quality of life*

Onsite Services – Union Settlement

On average, how many days per month do you access Union Settlement Older Adult Center?

- ❑ **Majority** of respondents either ***do not use*** the Union Settlement Older Adult Center or use it ***only 1-4 days per month***



Top 10 Most Requested Services

1. Language Interpretation (60%)
2. Access to Low-Cost Produce (60%)
3. Activities for Seniors (59%)
4. Food Pantry (59%)
5. Exercise and Wellness (49%)
6. Assistance with Public Benefits (49%)
7. Healthcare Services (46%)
8. Nutrition and Cooking Classes (44%)
9. Mental Health Services (39%)
10. Computer or Technology (38%)

Other Services

Other services, workshops or trainings that you or someone in your household would like to participate in:

- Fitness center/classes
- Cultural cooking classes
- More activities like dancing or learning a musical instrument
- Field trips

What services or programs do you travel to that you would like to see offered in your community or building?

- Doctor/clinic (First Aid)
- Exercise/fitness
- Food pantry
- Group games (dominoes, checkers, billiards, ping pong)
- Chinese case/social worker
- Social services for seniors

Social Service Partners



THE **C**OMMUNITY
BUILDERS

UNION
SETTLEMENT

In Summary

Key Takeaways

- Most residents are satisfied living at Gaylord White Houses
- Residents would like **increased services**, such as language interpretation, activities for seniors, access to food, exercise and wellness, assistance with public benefits, cooking classes, and healthcare services
- Residents' top **safety concerns** are trespassing, theft, and traffic safety

Identified Needs to Address in the Social Service Plan*

- Safety and security
- Language interpretation, activities for seniors, access to food, exercise and wellness, assistance with public benefits, cooking classes, and healthcare services

*Not an exhaustive list

Social Service – Next Steps

Next Steps:

- ❑ Identify service gaps
- ❑ Choose a model for services that best addresses the identified needs

Upcoming Meeting Information

- ❑ Next PACT Meeting
 - ❑ January 31st, 2024
 - ❑ Agenda
 - ❑ Social Service Plan

PACT Partner Contact Information

MNP/W P A C T

For information about MNP/W PACT 10 and upcoming meetings, visit our website or contact us below:

Website: MNPWhitePACT.tcbinc.org
Email: MNPWhitePACT@tcbinc.org
Phone: (718) 475-4210

Wavecrest Contact Information:

Email: GaylordWhite@twmt.net
Phone: (718) 475-4210

To learn more about the PACT program, your rights and protections, and other PACT projects visit:
<https://www.nyc.gov/site/nycha/about/pact.page>



PACT Hotline: 212-306-4036
Email: PACT@NYCHA.NYC.GOV
Website: <http://on.nyc.gov/nycha-pact>

Contact PACT Resources with questions about:

- The Permanent Affordability Commitment Together (PACT) Program
- Project-Based Section 8
- How rent will be calculated
- Resident rights and protections

Please note: Day-to-day management and repair issues should be directed to NYCHA until conversion.

Customer Contact Center (CCC): 718-707-7771

Frequently Asked Questions

➤ **Do residents have to qualify/recertify for Section 8?**

Under the PACT program all current residents automatically qualify for Project Based Section 8.

➤ **During the renovation, where will the tenants go?**

It is anticipated that during most of the renovation tenants will remain in their apartments. Hospitality suites will be provided as a respite during working hours. Some work may require temporary moves to an on-site or nearby apartment which will be coordinated by the MNP/W PACT team.

➤ **When will Wavecrest take over as manager?**

The MNP/W PACT team, including Wavecrest, will begin to operate the building at property conversion which is currently anticipated for spring 2024. NYCHA property management will continue to service the property until that time.

➤ **Following renovation, how will the property be secured?**

The renovation will include new front doors with access control and new security cameras and lighting inside and outside the building. The property will have an on-site manager and super.

Questions and Answers

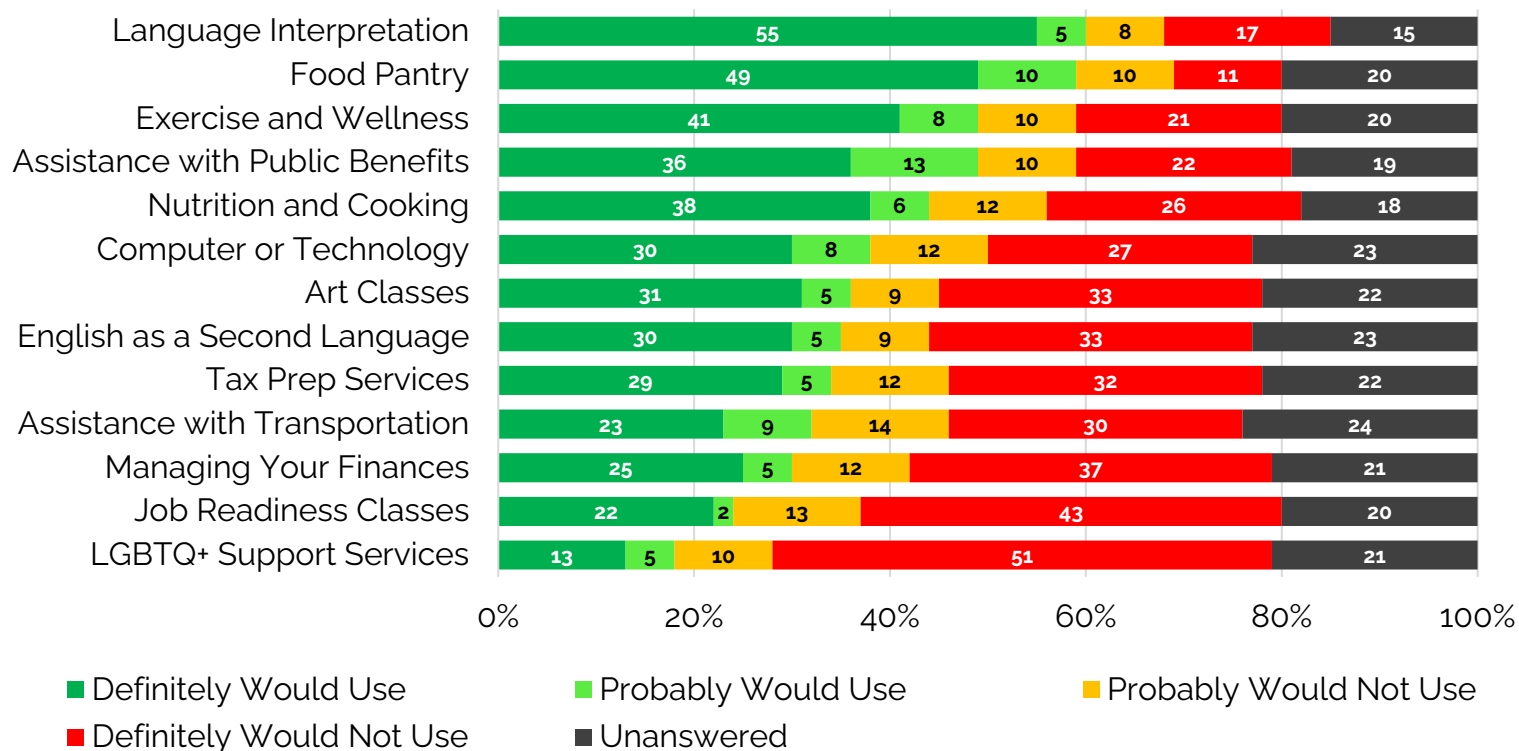


Appendix

Appendix

Appendix: Services

Indicate whether service listed below is one that you or someone in your household might need



Appendix: Services

Indicate whether the service listed below is one that you or someone in your household might need

