



# MNP/W PACT PARTNER

## Social Service Plan

February 7, 2024 at 6:00 PM

Church of the Resurrection  
325 E 101st Street, New York, NY 10029

PRESENTED BY:

THE COMMUNITY  
BUILDERS

ASCENDANT  
NEIGHBORHOOD DEVELOPMENT

MDG  
DEVELOPMENT  
MANAGEMENT  
CONSTRUCTION

W  
WAVECREST  
MANAGEMENT

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# AGENDA

- What is PACT
- Who We Are
- New Lease Overview – Recap
- Social Service Model
- Upcoming Meeting Agenda
- Questions & Answers

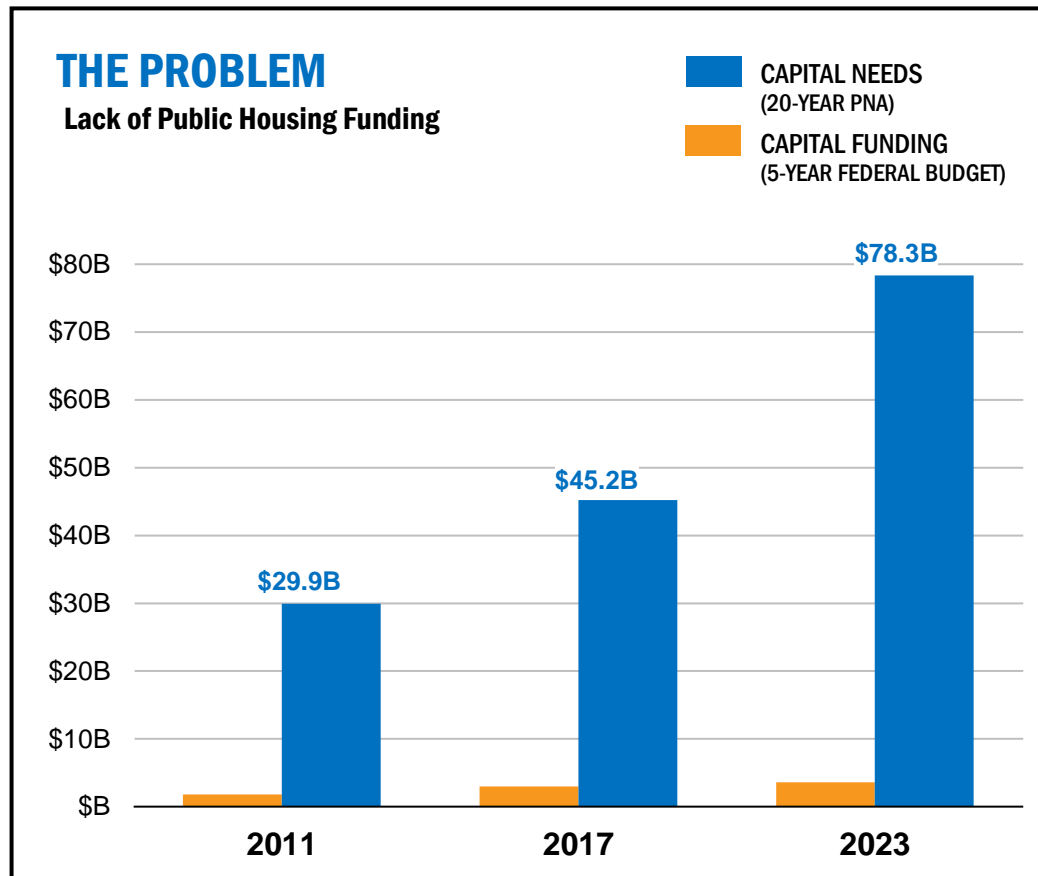


**What is PACT?**



# What is PACT?

- 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 convert 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.





# 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 & 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.



Independence



Ocean Bay (Bayside)



# PACT Resident Protections

- All residents **continue to pay 30% of their adjusted gross household income\*** towards rent.
- Residents do not have to pay **any additional fees or charges** that are greater than what they currently pay.
- All existing households **automatically qualify** for the Project-Based Section 8 program and are offered a new Section 8 lease.
- Lease agreements **automatically renew every year** and cannot be terminated except for good cause.
- Residents have the **right to remain** or, if temporary relocation is necessary, the **right to return** to the property.
- All households who are over- or under-housed are required to **move into an appropriately sized apartment** when one becomes available.
- All **moving and packing expenses are covered** by the PACT partner.
- Residents can **add relatives** to their Section 8 households, and they will have **succession rights**.
- Residents have the right to initiate **grievance hearings**.
- Residents can **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.

\*\*Existing households includes all persons on the public housing lease or in lawful occupancy.



**Who We Are**



# Who We Are

## Development Team, General Contractor, and Property Management Company

THE **COMMUNITY**  
**BUILDERS**

**ASCENDANT**  
NEIGHBORHOOD DEVELOPMENT

**MDG**  
DEVELOPMENT  
MANAGEMENT  
CONSTRUCTION

**WAVECREST**  
MANAGEMENT

## Architects, Landscape Architect, and Sustainability Consultant

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

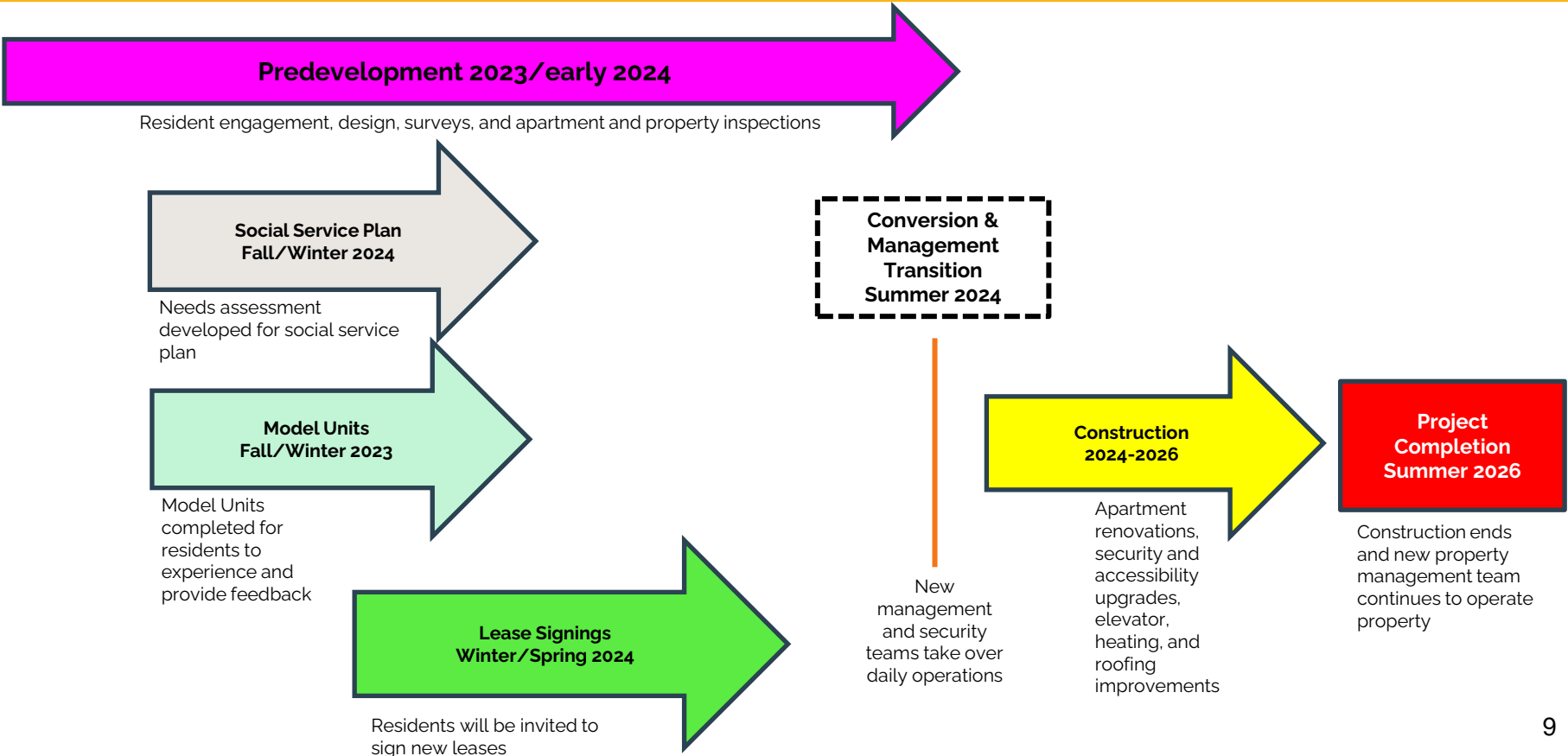
**UAI**  
URBAN ARCHITECTURAL INITIATIVES

**terrain**

**BRIGHT POWER**



# Project Timeline





# Resident Meeting Schedule

PLEASE NOTE: EXACT SCHEDULE SUBJECT TO CHANGE

Meeting	Topic	Date
Past Meetings		
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	<b>Social Service Plan</b>	<b>February 2024</b>
Upcoming Meetings		
9	Lease Review	March 2024
10	Final Design Plans	April 2024
11	Local Hiring Presentation	May 2024
12	Transition Plan, Introduction to Section 8 (co-presented by NYCHA)	June 2024



# Management Transition – Recap

- ❑ **As part of the PACT conversion, all residents must sign new leases**
- ❑ Metro North residents will transition from Section 9 (public housing) to Project-Based Section 8
- ❑ NYCHA Leased Housing Department will continue to:
  - ✓ Recertify residents
  - ✓ Determine the resident monthly rent portion
  - ✓ Process Choice Mobility Section 8 voucher requests
  - ✓ Process requests to add/remove household members through the NYCHA Self-Service Portal
- ❑ Wavecrest team members will be able to assist residents with the self-service 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 violations



# Management Transition – New Leases Overview

- ❑ Current Metro North 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 Metro North Plaza 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.



# Management Transition – Legal Aid

## What is Legal Aid?

The Legal Aid Society is an independent, non-profit organization that will provide **FREE** independent legal advice regarding your new lease.

**This hotline is dedicated to NYCHA PACT program residents:**

**Free Legal Aid Hotline: (212)298-3450**



# Preparing for the Transition – Lease Signings - Recap

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

Wavecrest has reviewed tenant files with NYCHA. In advance of closing, residents should communicate with NYCHA property management to complete and update tenant files.

Sample leases were sent to residents this month. In the coming weeks, the PACT team will conduct outreach to residents to sign their new lease.

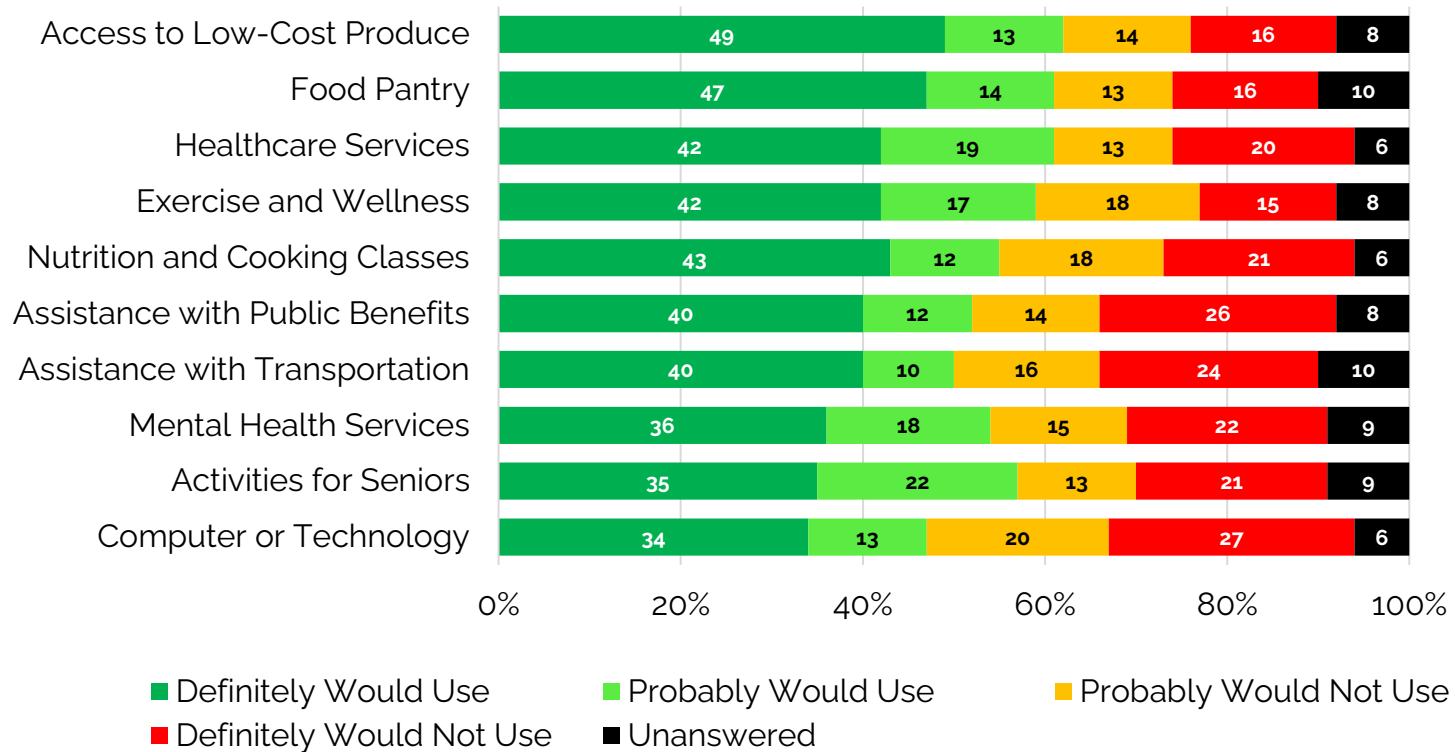


# **Social Service Model**



# Identified Service Gaps

## Top 10 Most Requested Services at Metro North





# Social Service - Goals

## **Strategic Social Service Goals for Metro North Plaza**

- ☐ Support households with arrears
- ☐ Reduce isolation amongst residents
- ☐ Increase access to physical and mental health services
- ☐ Reduce food insecurity
- ☐ Improve financial literacy & credit building
- ☐ Increase voter registration among eligible residents
- ☐ Increase safety and security



# Social Service Coordination Model

**THE COMMUNITY BUILDERS**  
COMMUNITY LIFE

## Lead Service Coordinator

1 full-time CLSC on site  
1-on-1 coaching for residents  
Coordination with PM and NYCHA  
Program oversight and evaluation

## On-site Provider

**UNION  
SETTLEMENT**



## Regular Programming

Mental health workshops  
Health Clinic Days  
Community Engagement Activities  
Safe Neighborhoods Project

*(Above are examples only)*



亞洲人平等會  
ASIAN AMERICANS FOR EQUALITY

## Services for Chinese-Speaking Residents

Language interpretation  
Chinese Case/Social Worker

*(Above are examples only)*

## Additional Programming



# Upcoming Meeting Information

- ❑ Next PACT Meeting
  - ❑ March 6<sup>th</sup>, 2024
  - ❑ Agenda
    - ❑ Lease Review



# PACT Partner Contact Information

## MNP/W PACT

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

**Website:** [MNPWhitePACT.tcbinc.org](http://MNPWhitePACT.tcbinc.org)  
**Email:** [MNPWhitePACT@tcbinc.org](mailto:MNPWhitePACT@tcbinc.org)  
**Phone:** (718) 475-4210

Wavecrest Contact Information:

**Email:** [MetroNorth@twmt.net](mailto:MetroNorth@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](mailto: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 on a lease 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 coordinated and paid for 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 summer 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

