

WILSON HOUSES PACT: INTRODUCTION TO PROPERTY MANAGEMENT

NOVEMBER 14, 2023 | 3:00PM – 4:00PM | Wilson Houses Community Room, 425 E 105th St, New York, NY 10029

NOVEMBER 14, 2023 | 6:00PM – 8:00PM | DREAM Charter School East Harlem, 1991 2nd Ave, New York, NY 10029

AGENDA

- 01. PACT OVERVIEW**
- 02. WHERE WE ARE NOW**
- 03. INTRODUCTION TO SHINDA**
- 04. NEXT STEPS AND CONTACT US**
- 05. QUESTIONS AND ANSWERS**



01.

PACT OVERVIEW



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 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.

PACT INVESTMENTS AND IMPROVEMENTS



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

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

02.

WHERE WE ARE NOW



Recap: Two Community Workshops

- **First resident workshop: interior community spaces**
June 2023
Community room, laundry facilities, entrances and lobbies, trash and recycling improvements, security
- **Second resident workshop: exterior community spaces**
August 2023
Outdoor community spaces, outdoor fitness areas, seating, landscaping, and play areas for children
- **Wilson Houses Community Event**
December 2023
- **Next workshops: apartment and common space renovations, lease signing, preparing for conversion**
TBD, Winter and Spring 2024



03.

INTRODUCTION TO SHINDA

Wilson Houses PACT Partners



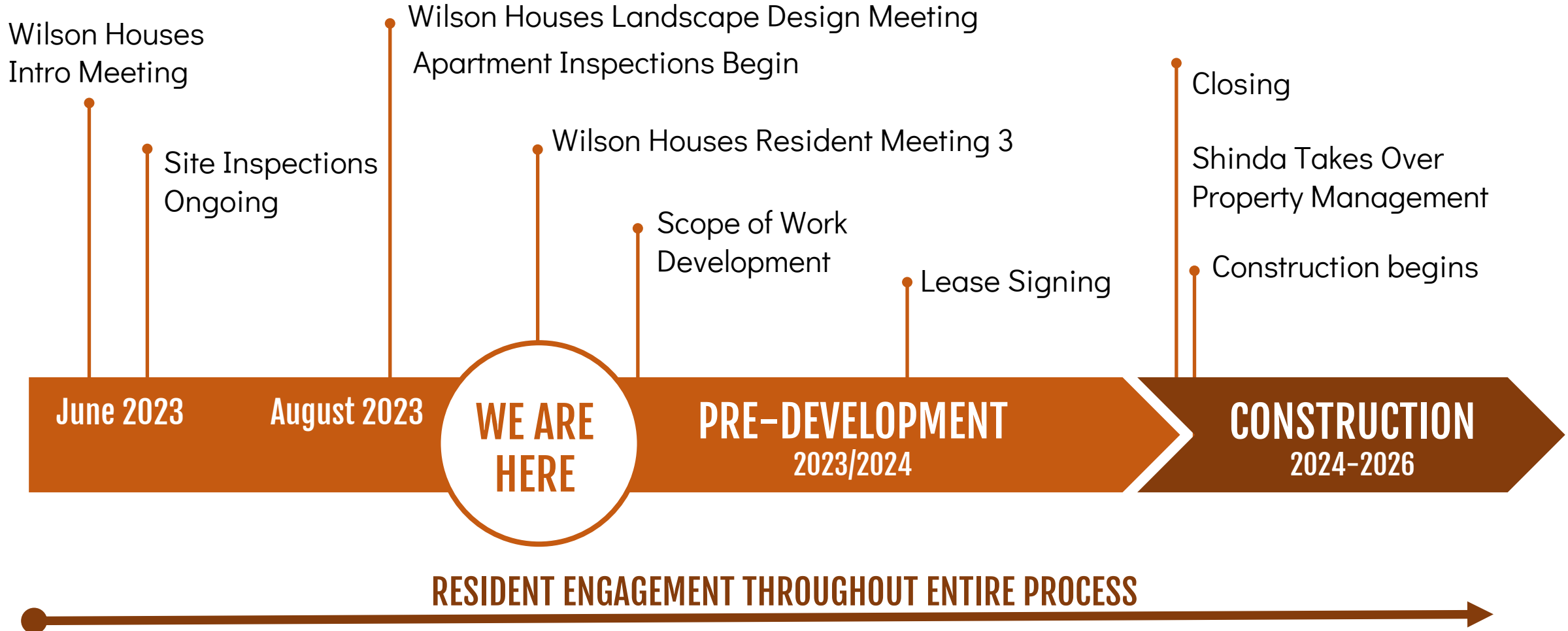
Our Mission

Shinda Management Corporation provides quality property management services at every level of our organization. Every member of our team strives to fulfill our vision of excellent customer services to both our clients and residents. We pledge our commitment to providing quality Real Estate Property Management and Consulting Services.



(SHINDA MEANS "TO OVERCOME" IN SWAHILI)

Project Timeline



Transformation to PACT

- Shinda will take responsibility as new property manager at Wilson Houses on the conversion day (2024)
- To get acquainted with residents and your needs, Shinda has started the onboarding process
- Shinda's management style incorporates technology and innovation, making our community better
- New staff will handle all facets of the buildings management
- NYCHA continues to own the property and oversees the PACT program



(SHINDA MEANS "TO OVERCOME" IN SWAHILI)

Who We Are

- Shinda was created in 1980
- 42 years of successful real estate management
- Managing over 6,000 units in the tri-state area
- Incorporating technology and innovation to property management
- Transparency and accountability are our priority
- Minority owned
- Making our communities better, stronger and safer
- Experienced staff doing quality work for you
- Prop-tech --> best service



(SHINDA MEANS "TO OVERCOME" IN SWAHILI)

What We Offer

- 24/7 Repair request line
- Yardi is used to track work tickets and site compliance
- Online rent payments
- Electronic work orders
- Violation monitoring
- Regular building maintenance
- Maintain security measures, such cameras, new door locks, and video intercoms
- Compliance with laws and regulations
- Regular building inspections
- Preventative maintenance
- Waste management and pest control



Scope of Work: Interior

This scope of work is just a summary and will be further refined with input from residents, resident leaders, NYCHA and the PACT partner team

Apartment Interiors

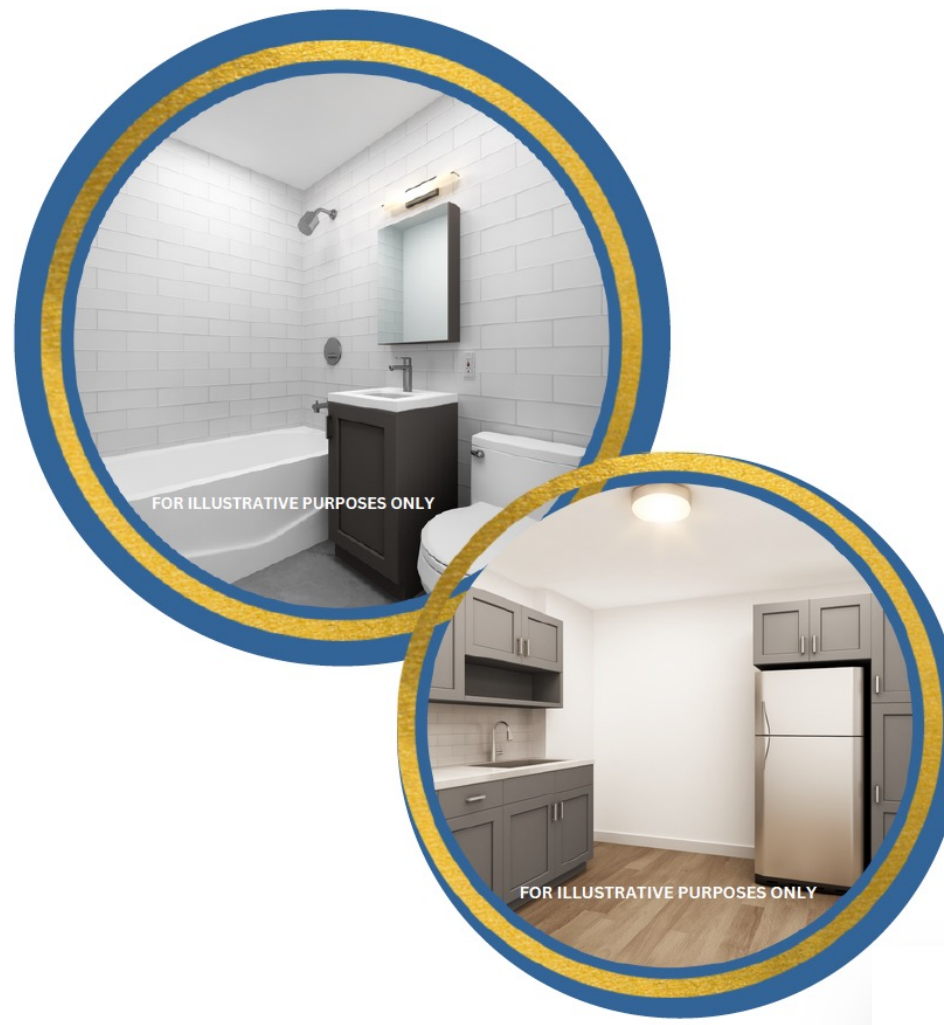
- New cabinets and solid-surface countertops in kitchens
- New vanities and medicine cabinets in bathrooms
- New wall and tub surrounds, new plumbing fixtures
- New energy-efficient light fixtures and appliances
- New flooring throughout
- New doors and hardware

Common Area Improvements

- Lobby and common area beautification
- Enhanced security measures including lighting, cameras, and intercom systems
- New mailboxes

Building Surveys/Inspections

- Apartment inspections
- Common area inspections



Scope of Work: Exterior, Systems Improvements, and More

This scope of work is just a summary and will be further refined with input from residents, resident leaders, NYCHA and the PACT partner team

Building Exteriors

- New energy-efficient and code compliant windows
- Roof replacement and repairs
- New code-compliant building entrances and vestibules
- New lighting at entrances for added safety

Building Systems

- Modernized heating and cooling systems
- Modernization of existing elevators, including cabs
- Back-up power generators

Site Improvements and Amenities

- New landscaping, planters, benches & recreational areas
- Improved sidewalks & fencing
- Renovated community spaces and programs/services
- NYCHA and the PACT partner team

Resident Outreach & Civic Engagement

- Surveys
- Door to door outreach to residents
- Resident meetings and TA meetings
- 24/7 hotline and email



Work Order Process

Create a ticket number by phone/online



Shinda receives a notification with your information and the repairs you need



Using Yardi, work order is generated



Shinda's on-site staff reaches out to you to schedule non-emergency repairs within 24 hours of your call



Your live-in super visits your apartment to conduct the repairs



They take pictures before and after the repairs, using Yardi to ensure that the work was done properly



When repairs are complete, Shinda reviews the electronic work order to ensure the work was satisfactory

"24/7" Tenant Repairs Request Line

 **(585) 332-4871**

After Off. Hrs. Emergency Repairs – **Call (718) 740-0416**

Property Manager's Office Number –

 **Call us**



Calls are logged and recorded as shown below

Log New Request 67 Records Found

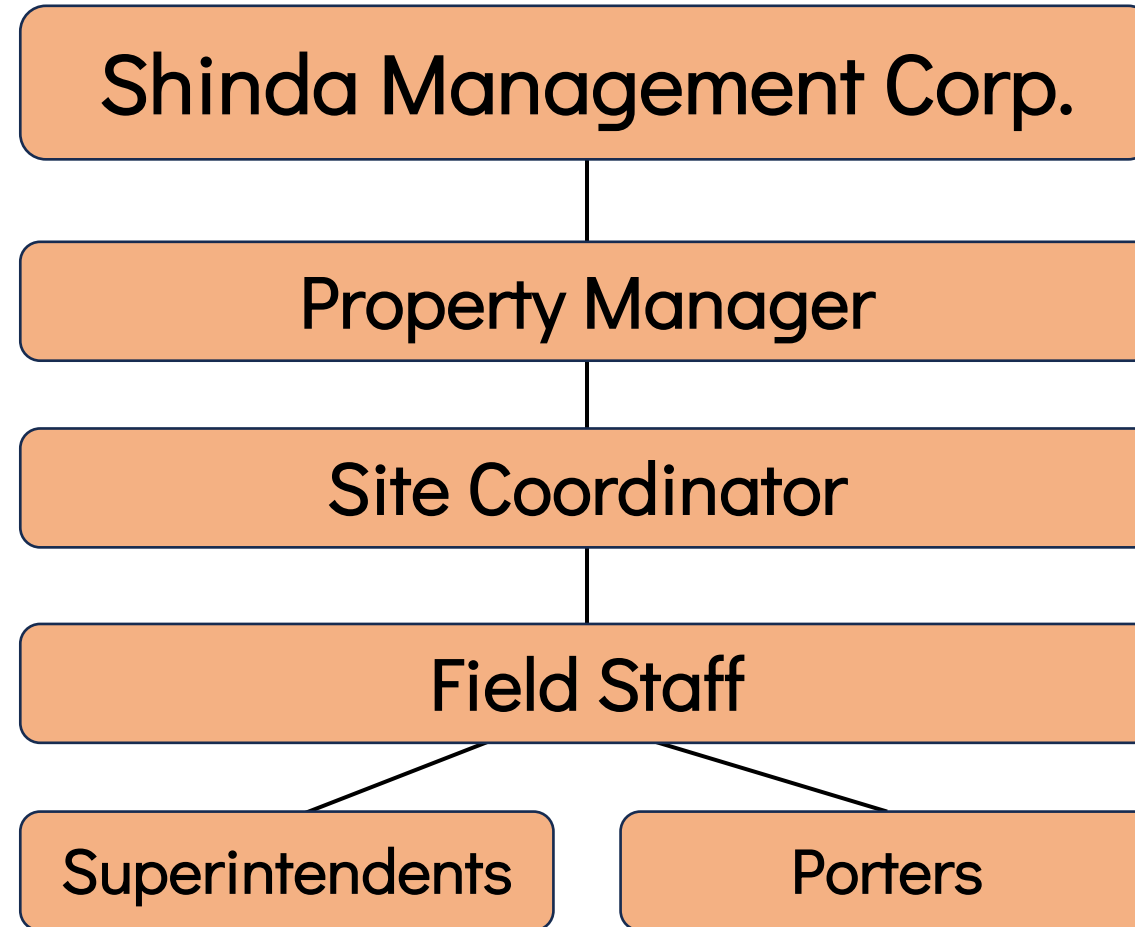
REQUEST #	DATE	PROPERTY	APT #	CATEGORY	TYPE	STATUS
10477	1/6/2020	1 Albany Avenue	3T	Plumbing	Leak	In Progress

Optional Web Account
www.tenantsuite.com

Web Access Code
from property manager



Wilson Houses Staffing Plan



Testimonials from Residents

“Shinda is always on point to help solve the problem.”

“Shinda staff are professional, respectful and resourceful.”

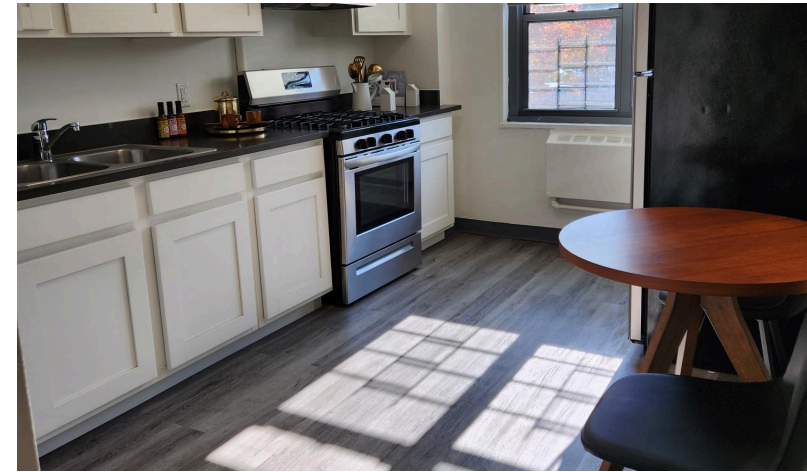
“The building is always clean.”

“Maintenance will be there the same day or next.”

“Shinda has kept the property and its surroundings clean and tidy.”

“I’m very satisfied with my experience.”

“My experience with Shinda has been great.”



04.

NEXT STEPS AND CONTACT US



Apartment Inspections Continue – Oct–Dec 2023

The PACT team is in the process of performing inspections of all apartments for asbestos, mold, radon, and more. We will try to accommodate residents' schedules whenever possible.

Contact Jessie Cohen immediately if you need to reschedule at O: 917-932-0077 ext. 131



How will I be informed of my inspection date?

The PACT team has provided advanced notice of their inspection date two weeks prior via a paper notice on their door, and one week prior via phone.



How should I prepare for my inspection?

Notice will have specific instructions on how to prepare for inspection.

Please make sure to have apartment accessible at the scheduled time and ensure a person 18 years or older is present.

Inspections

- ✓ On May 15, 2023, ALC Environmental began conducting lead, asbestos, mold, and radon inspections within apartments.
- ✓ The team has called and distributed flyers and emails in advance to inform residents of appointment dates and times.
- ✓ Unsuccessful appointments must be rescheduled.
- ✓ Inspections are crucial to ensure the team can remedy any environmental issues that are present before construction begins.
- ✓ Residents will be able to identify all PACT Partners team members by their badges.



NYCHA PACT Partner



John Doe

Wilson Houses PACT

Contact Us

Contact the PACT outreach team with any questions:

PHONE: 917-924-2746
EMAIL: WilsonHousesPACT@gmail.com
WEBSITE: www.WilsonHousesPACT.com

For help with management and repair issues, contact NYCHA's Customer Contact Center (CCC)

PHONE: 718-707-7771

For info on future meetings, updated inspection schedules, and resident engagement opportunities, scan the QR code or visit www.WilsonHousesPACT.com



05.

QUESTIONS AND ANSWERS



THANK YOU!

Wilson Houses PACT Partners is excited to work alongside residents to bring your vision of comprehensive renovation from concept to reality. Thank you for the opportunity!



Wilson Houses PACT Partners

