

WILSON HOUSES PACT: LEASE SIGNING MEETING

MARCH 28, 2024, 6PM - 8PM

DREAM Charter School East Harlem, 1991 2nd Ave, New York, NY 10029

AGENDA

01. PACT OVERVIEW
02. WHERE WE ARE NOW
03. MEET SHINDA
04. SIGNING YOUR NEW PACT LEASE
05. NEXT STEPS AND CONTACT US
06. 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

- 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.
- Residents have the **right to remain** or, if temporary relocation is necessary, the **right to return** to their original apartment.
- All existing authorized households **automatically qualify** for the Project-Based Section 8 program and be offered a new PACT lease.
- Lease agreements **automatically renew every year**, and cannot be terminated except for good cause.
- All households who are over- or under-housed are required to right-size to **an appropriately sized apartment within their development** when one becomes available.
- All **moving and packing expenses** are covered by the PACT partner.
- Residents can request to **add relatives** to their Section 8 households.
- Residents have the right to initiate **grievance hearings**.
- Residents 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.

02.

WHERE WE ARE NOW



Recap: 4 Community Meetings

August 2023

Exterior Community Spaces

Outdoor community spaces, outdoor fitness areas, seating, landscaping, play areas for children.

June 2023

Interior Community Spaces

Community room, laundry facilities, entrances & lobbies, trash and recycling improvements, security.

November 2023

Introduction to Shinda

New property manager upon conversion to PACT.

February 2024

Interior Apartment and Common Space Renovations

March 2024

Lease Signing

Spring/Summer 2024

Next workshops: Security plan & broadband/internet, social services intro, and prep for conversion

**WE ARE
HERE**

03.



About Shinda Management

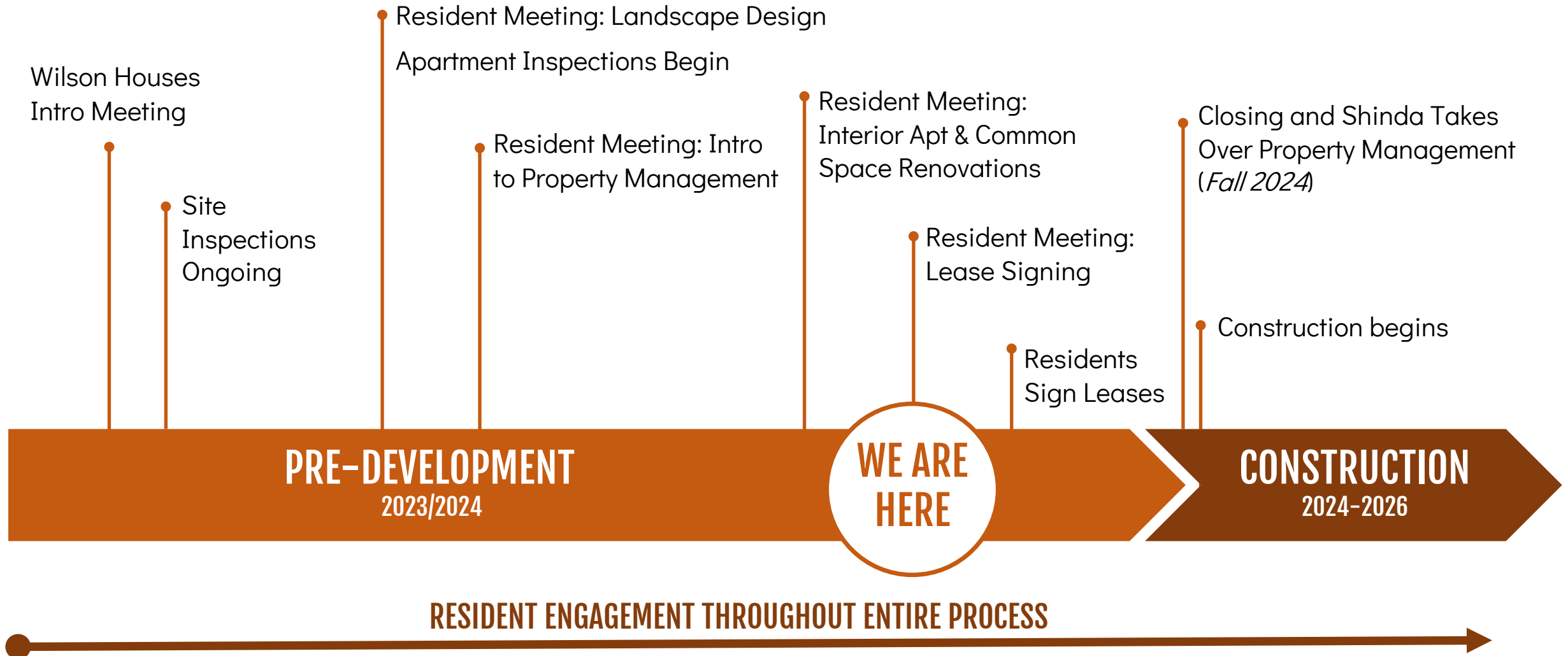
Our Mission

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
- Primary office in New York, NY
- Minority-owned business enterprise
- We prioritize transparency, accountability, and innovation to make our communities better, stronger, and safer



(SHINDA MEANS "TO OVERCOME" IN SWAHILI)

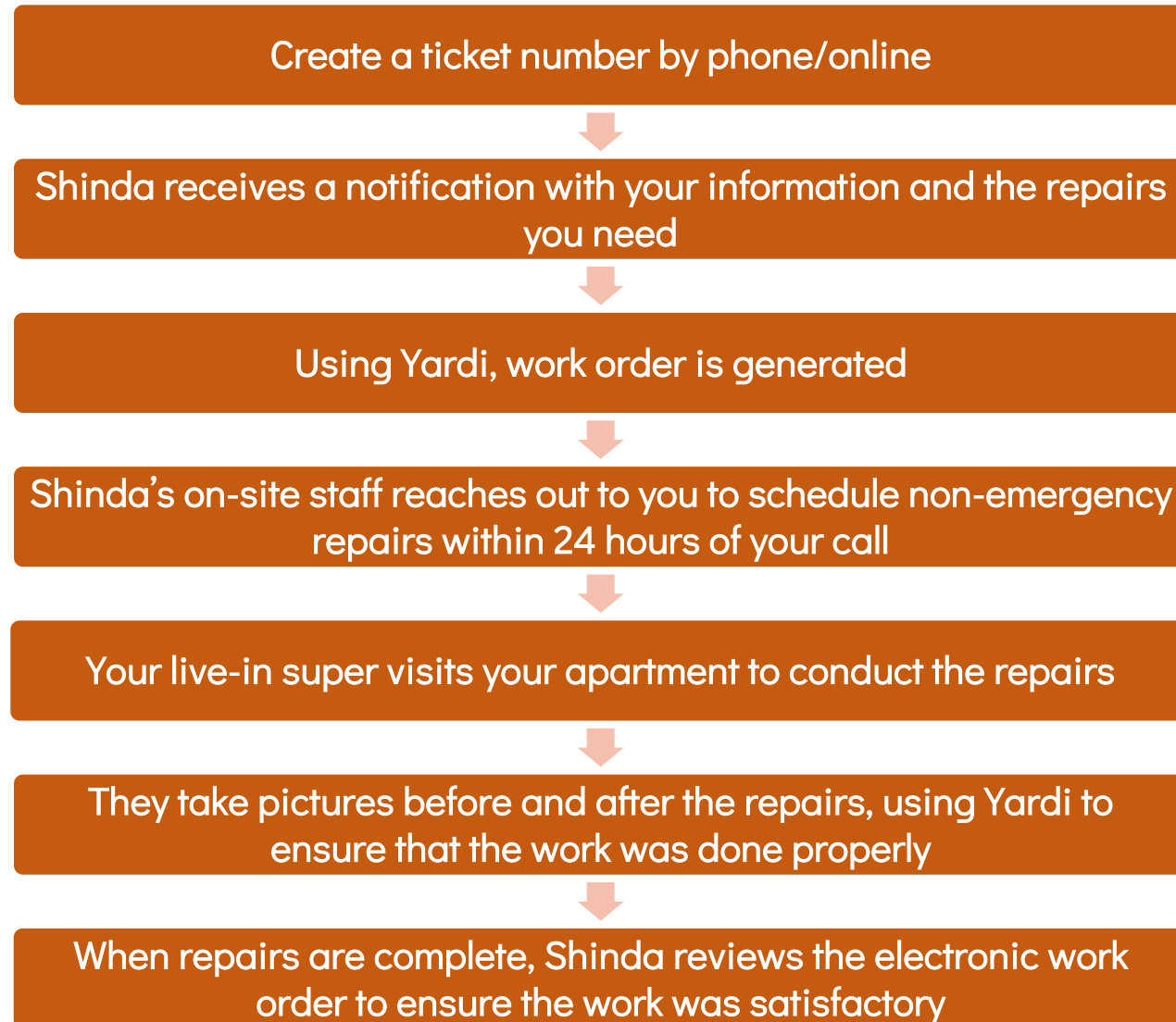
What We Offer

- 24/7 Repair request line where Shinda staff will reach out to you to schedule non-emergency repairs within 24 hours of your call
- Yardi is used to track work tickets and site compliance all in one place
- Online, efficient rent payments
- Violation monitoring
- Enhanced security measures including cameras and intercom systems
- Regular building inspections and preventative maintenance
- Waste management and pest control

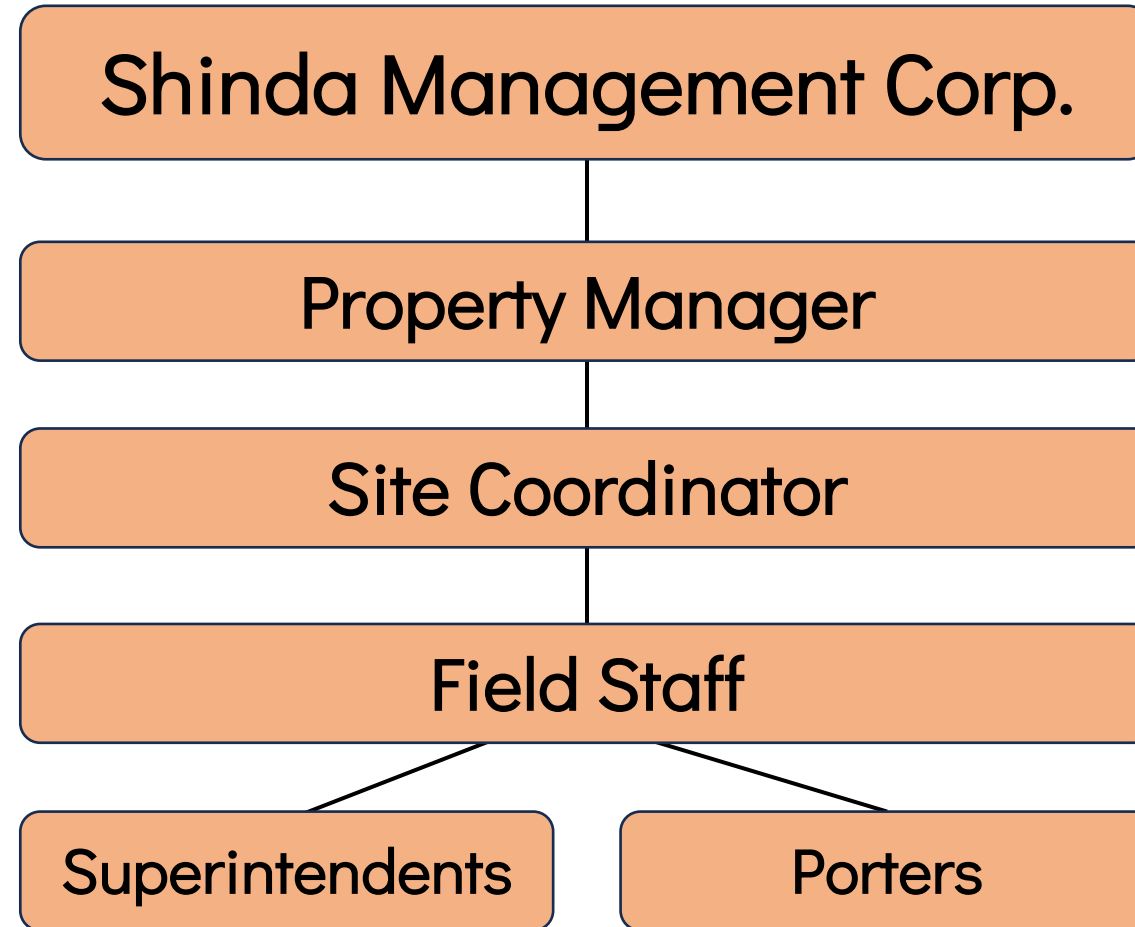


(SHINDA MEANS "TO OVERCOME" IN SWAHILI)

Work Order Process



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.”

“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.

INTRO TO YOUR PACT LEASE

Approved - PACT Lease
(as of 1/6/2023)

RESIDENTIAL APARTMENT LEASE – [DEVELOPMENT]

PERMANENT AFFORDABILITY COMMITMENT TOGETHER (PACT) LEASE

PACT Partner and Tenant make this apartment lease agreement ("Lease") as follows:

PACT Partner Name: _____

PACT Partner Address for Notices: _____

PACT Property Manager Name: _____

PACT Property Manager's Address: _____

Development: _____

Address of "Leased Premises" (including Apt No.): _____

Tenant's Name (person/people signing lease): _____

Section 8 Case Number: _____

Effective Date of Lease: _____, 20__ or the date of the PBV HAP Contract (as defined below) for the Development, whichever is later.

Have Questions About the PACT Conversion or Lease?

- Through PACT, Wilson Houses will be converted to Project-Based Section 8.
- All NYCHA residents have access to independent, free legal services through the **Legal Aid Society** to ask questions about the PACT conversion process or their new PACT lease.
- **Legal Aid Hotline: 212-626-7383**
- **Call the Free Legal Aid PACT Hotline to schedule an appointment: 212-298-3450**

If you would like to request to add the below to your lease:

- **A family member** (in accordance with NYCHA policies)
- **A pet** (cat or dog in accordance with NYCHA policies)
- **An appliance** (for example, a washing machine, freezer, air conditioner unit)

Pre-conversion: contact NYCHA property management for adding the above to your lease.

Post-conversion: the PACT team will work with residents, however residents will need to make requests through NYCHA's Section 8 Portal, which residents will have access to post-conversion.

Residents can request to add an eligible family member at any time, even after you sign your new PACT lease.

Signing Your PACT Lease

Wilson Houses residents will transition from Section 9 (Public Housing) to Project-Based Section 8. Households will continue to pay 30% of their adjusted gross household income towards rent.*

As part of the conversion, all households will be required to sign a new PACT Project-Based Section 8 lease to ensure continued occupancy. This is a critical part of the conversion to Section 8. Only the Head of Household (and/or Co-Head of Household as identified per NYCHA public housing) are required to attend an appointment to sign the PACT lease (photo ID required at lease signing). Tenants should bring government-issued Photo IDs for all members of the household ages 18 and over.

What is a lease?

- A lease is a binding contract between a landlord and tenant for a specified period.
- Lease agreements outline the responsibilities of both the landlord and tenant.
- Lease agreements outline tenant rights.

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

Introduction to Lease Signings

- The PACT lease was developed by NYCHA and has been informed by residents, advocates, and stakeholders. It has also been reviewed by the Legal Aid Society, an independent legal services organization.
- Many of the rights and protections of the PACT Program are documented in the PACT Lease, so signing this new lease ensures that households will remain a tenant under a lease that protects the same basic rights they possess in the public housing program.
- Over the next several months, we will share more information about the lease & conduct outreach to residents to sign their new lease.

House Rules at Wilson Houses

- House Rules are a written list of property rules that you will receive with your PACT lease during your lease signing appointment.
- The House Rules for Wilson Houses were created to enhance the quality of life for all residents. They are subject to approval by NYCHA and the Wilson Houses Resident Association.
- House Rules aid in fostering an environment where all residents can respectfully and peacefully enjoy their home.
- The House Rules include protections for victims of domestic violence, dating violence, sexual assault and stalking through the Violence Against Women's Act (VAWA).
- These protections are available to ALL individuals regardless of sex, gender identity, or sexual orientation.

Recap of lease Signing Process

- Current Wilson Houses authorized residents automatically qualify for Section 8 through PACT.
- Your rent will remain 30% of your total adjusted gross household income*.
- If, at PACT conversion, you are not paying 30% of your household's income towards rent (i.e. flat rent), your tenant rent share will gradually increase to 30% over a 5-year phase in period. *Only households whose rent would increase by more than \$25 a month or 10% of their current rent (whichever is greater) are eligible for this phase-in. Households can be determined eligible for the rent phase-in at their first Section 8 interim or annual recertification after the 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.

Recap of Lease Signing Process (cont.)

- Utilities are included in your rent.
- Vacancies at Wilson Houses will be filled from the development's Site Based Waiting List administered by NYCHA's Leased Housing Department.
- Grievance processes will remain in place.
- Over the next several months, we will share more information about the lease & conduct outreach to residents to sign their new lease.



Lease Signing Appointment

Lease signings will be done by appointments. Residents will be notified of appointments at least two weeks prior to their appointment date. Notices will include a detailed list of all the required documents needed at the time of their appointment.

Shinda Management will maintain open communication with residents throughout this process and address questions and concerns.

Required Documentation for Lease Signing

At the lease signing, the following documents will be required:

- Government issued Photo ID for the (Head of Household and/or Co-Head of Household
 - Examples include Driver's License, Non-Drivers License, Permit, Passport
- Reasonable Accommodation Requests & Supporting Documents (if applicable)



05.

NEXT STEPS AND CONTACT US



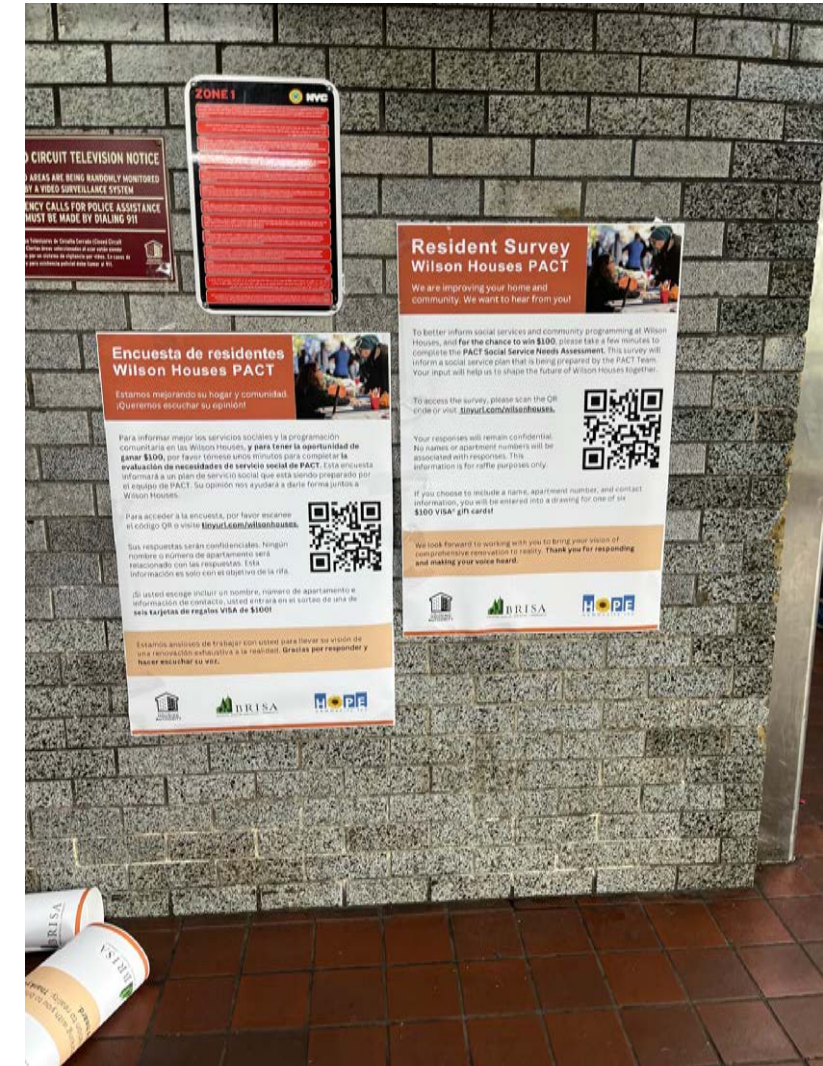
Next: Survey for Interior Apartment and Common Space Renovations

In the coming weeks, a survey will be distributed to gather resident's feedback on:

- Kitchen cabinets, backsplashes, countertops and color patterns
- Bathroom features, flooring, wall tiles and color patterns

We will use your feedback from the survey to help choose the finishes for your kitchens and bathrooms.

The survey can be completed via paper and brought to an upcoming PACT resident meeting, or you can complete it online.



06.

QUESTIONS AND ANSWERS



Contact Us

Contact the PACT outreach team with any questions:

EMAIL: WilsonHousesPACT@gmail.com

PHONE: 917-924-2746

Contact NYCHA PACT with questions about Project-Based Section 8 or the PACT program:

EMAIL: PACT@NYCHA.NYC.GOV

PHONE: 212-306-4036

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



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!

