



DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Shaun Donovan, Commissioner

Key Public Service Areas

- ✓ Encourage the preservation and increase the supply of affordable housing.
- ✓ Rehabilitate and sell residential buildings in City management to responsible new owners.
- ✓ Enforce compliance with housing maintenance code standards.

Critical Objectives

- Provide financial assistance, including tax incentives, to preserve and construct housing units.
- Increase opportunities for New Yorkers to own their own home, co-op or condo.
- Provide housing programs to serve people with special needs.
- Prevent the abandonment of privately owned residential buildings.
- Rehabilitate and transfer buildings to responsible private owners.
- Respond to heat, hot water and other tenant complaints.
- Increase the percent of violations corrected.
- Litigate against negligent landlords and assist tenants in getting court orders on housing maintenance code violations.

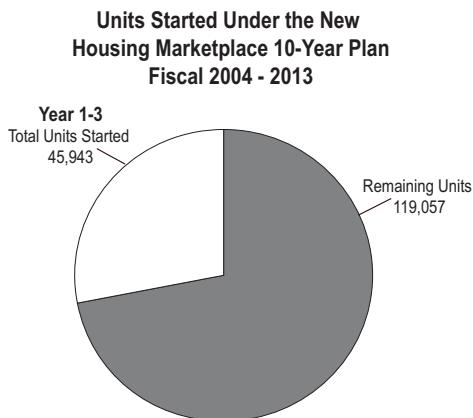
Scope of Agency Operations

Using a variety of preservation, development and enforcement strategies, the Department of Housing Preservation and Development (HPD) strives to improve the availability, affordability, and quality of housing in New York City. As the nation's largest municipal housing agency, HPD works with private, public and community partners to strengthen neighborhoods and enable more New Yorkers to become homeowners or to rent well-maintained, affordable housing.

Performance Report

✓ Encourage the preservation and increase the supply of affordable housing.

- In Fiscal 2006 the New Housing Marketplace Plan was expanded to fund the creation and preservation of 165,000 units from Fiscal 2004 through Fiscal 2013, more than double the Plan's initial goal of 65,000 units over a five-year period. As of the end of the reporting period, total housing starts approached 46,000 units.
- Construction starts and completions exceeded their targets by 15 percent and 3 percent, respectively. Units completed for persons with special needs fell below plan as a result of delays in eight projects. The majority of these units are expected to be finished in the first quarter of Fiscal 2007 as reflected in the revised target. The delayed projects also included 155 units designated for the homeless.



Performance Statistics	A c t u a l					T a r g e t		
	FY02	FY03	FY04	FY05	FY06	Preliminary FY06	Updated FY07	Updated FY07
<i>Total starts financed or assisted under the New Housing Marketplace Plan (units)</i>			10,210	18,340	17,393	15,099	14,048	17,055
- New construction starts - HPD and HDC			5,168	6,964	6,354	6,562	7,539	5,279
- Preservation starts - HPD and HDC			5,033	11,288	10,905	8,262	6,209	11,551
- Number of homeowners receiving downpayment assistance			9	88	134	275	300	225
<i>Planned starts initiated (%)</i>			100%	116%	115%	*	*	*
<i>Total completions financed or assisted under the New Housing Marketplace Plan (units)</i>			7,991	15,173	13,190	12,851	12,534	13,714
- New construction completions - HPD and HDC			2,435	3,550	3,407	3,982	5,055	4,440
- Preservation completions - HPD and HDC			5,556	11,623	9,783	8,869	7,479	9,274
<i>Planned completions initiated (%)</i>			92%	166%	103%	*	*	*



☎ 311 related **Bold** - indicates revisions from the February 2006 PMMR "NA" - means Not Available in this report



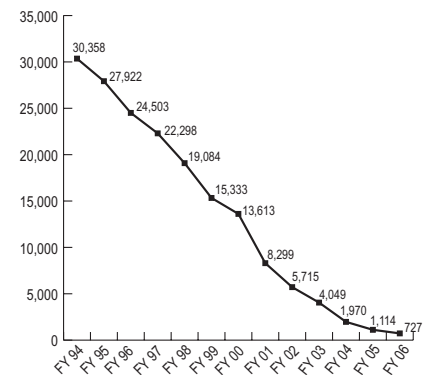
Performance Statistics	A c t u a l					T a r g e t		
	FY02	FY03	FY04	FY05	FY06	FY06	Preliminary FY07	Updated FY07
<i>Units completed for:</i>								
- Homeowners			1,091	1,288	1,264	*	*	*
- Special needs populations	926	507	752	940	393	688	780	1,067
- Homeless individuals and families	282	294	309	391	239	*	*	*
<i>Total properties assessed</i>	6,249	6,276	7,540	7,116	9,025	*	*	*
<i>Total assessed properties with treatment commenced</i>	1,712	2,559	3,387	2,919	3,125	*	*	*
<i>Properties assessed and determined to be at risk of abandonment</i>	1,404	1,330	2,305	1,777	1,851	*	*	*
- At-risk properties with treatment commenced (%)	57%	63%	73%	76%	70%	*	*	*
<i>Properties with completed treatment outcomes</i>	987	958	1,059	1,303	1,420	*	*	*
- Completed repair agreements (%)	16%	14%	23%	12%	22%	*	*	*
- Education/counseling (%)	29%	4%	22%	12%	30%	*	*	*
- Code enforcement actions completed (%)	11%	24%	10%	33%	17%	*	*	*
- Loans committed (%)	5%	10%	15%	13%	14%	*	*	*
- Other (%)	39%	48%	30%	29%	17%	*	*	*

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✓ **Rehabilitate and sell residential buildings in City management to responsible new owners.**

- Through its various disposition programs, the Department continued to successfully transfer units to responsible private owners, including community-based organizations, tenant groups and local entrepreneurs. By the end of the fiscal year the number of units in City management was reduced by 96 percent from Fiscal 1994 levels, and the remaining workload was slightly more than 1,500 units.

Units in Occupied Buildings



Performance Statistics	A c t u a l					T a r g e t		
	FY02	FY03	FY04	FY05	FY06	FY06	Preliminary FY07	Updated FY07
<i>Units sold</i>	2,941	2,493	1,843	1,855	1,483	1,645	468	797
- Sold to tenants (%)	13%	21%	30%	18%	22%	*	*	*
- Sold to nonprofit organizations (%)	47%	43%	31%	54%	25%	*	*	*
- Sold to community-based real estate professionals (%)	40%	36%	39%	28%	53%	*	*	*
<i>Reduction in number of units in City management since 1994 (%)</i>	78%	85%	91%	95%	96%	96%	96%	97%

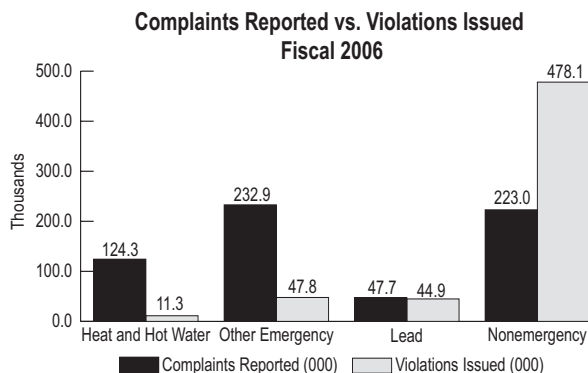
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✓ **Enforce compliance with housing maintenance code standards.**

- Complaints to the 311 Citizen Service Center regarding housing conditions ranging from lack of essential services to less critical maintenance problems continued to climb, as they have since the implementation of 311. During the reporting period total complaints increased by 8 percent. The overall number of emergencies fell, but there was a rise in lead paint complaints and a significant jump in the nonemergency category, which went up by close to one third.



- The number of inspections completed increased, driven by the growth in the number of complaints and improvements in inspector productivity.
- Housing maintenance code violations were 21 percent higher in Fiscal 2006, with the majority of the increase in nonemergency violations, principally due to the impact of the more stringent requirements of the lead law of 2004 and an increase in the number of nonemergency complaints. Lead complaints increased by 14 percent this fiscal year. Inspections for lead conditions, which fall under the emergency category, triggered an uptick in nonemergency violations because surfaces which test negative for lead-based paint result in the issuance of nonemergency violations. Additionally, the milder winter allowed inspectors to inspect more nonemergency complaints during the heat season.
- Implementation of new procedures to administratively remove violations that have been verified as corrected and a greater number of violations re-inspected by HPD staff contributed to a 30 percent increase in violations removed.



Performance Statistics	A c t u a l					T a r g e t		
	FY02	FY03	FY04	FY05	FY06	FY06	Preliminary FY07	Updated FY07
Total complaints reported (000)	296.4	371.0	469.3	582.6	627.9	*	*	*
- Total emergency complaints (000)	212.9	268.8	337.7	414.8	404.9	*	*	*
- Heat and hot water (000)	79.0	104.9	118.5	124.6	124.3	*	*	*
- Lead (000)	9.3	10.2	12.8	41.8	47.7	*	*	*
- Other emergency (000)	124.6	153.7	206.4	248.4	232.9	*	*	*
- Nonemergency complaints (000)	83.4	102.2	131.6	167.7	223.0	*	*	*
Average time to respond to an emergency complaint (hours)	2.5	3.4	14.3	10.9	11.0	*	*	*
Average time to respond to a heat and hot water complaint (hours)					18.3	*	*	*
Inspections completed (000)	NA	490.7	521.1	576.0	599.7	500.0	576.0	576.0
Inspection visits per team per day	9.0	9.3	8.9	9.2	10.5	*	*	*
Ratio of completed inspections to attempted inspections (%)	NA	87.2%	83.7%	75.0%	74.0%	*	*	*
Total violations issued (000)	319.3	314.3	311.5	482.7	582.0	*	*	*
- Total emergency violations issued (000)	61.5	69.6	70.6	84.0	103.9	*	*	*
- Heat and hot water (000)	13.4	14.4	14.5	12.9	11.3	*	*	*
- Lead (000)	8.8	10.6	10.6	35.7	44.9	*	*	*
- Other emergency (000)	39.3	44.6	45.5	35.4	47.8	*	*	*
- Nonemergency violations issued (000)	257.8	244.7	240.9	398.6	478.1	*	*	*
Total violations removed (000)	375.8	416.7	404.0	494.9	643.2	*	*	*
Violations issued and removed in the same fiscal year (%)	21.0%	25.0%	25.0%	25.0%	33.0%	*	*	*
Emergency violations corrected by owner (%)	46.0%	49.0%	49.0%	38.0%	46.0%	*	*	*

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Performance Statistics	A c t u a l					T a r g e t		
	FY02	FY03	FY04	FY05	FY06	FY06	Preliminary FY07	Updated FY07
Emergency violations corrected by HPD (%)	19.0%	17.0%	14.0%	19.0%	17.0%	*	*	*
Average cost of repair work performed by HPD (\$)	\$781	\$681	\$809	\$886	\$966	*	*	*
- Emergency (non-lead) (\$)	\$711	\$613	\$766	\$643	\$764	*	*	*
- Lead (\$)	\$1,771	\$1,752	\$1,369	\$1,934	\$1,575	*	*	*
Total outstanding code compliance cases at start of fiscal year	8,284	8,499	7,890	5,283	5,864	*	*	*
- Code compliance cases closed (%)	75.4%	72.0%	88.0%	72.0%	87.0%	*	*	*
Judgments and settlements collected (\$000)	\$2,006	\$3,282	\$3,727	\$3,633	\$4,205	*	*	*
HPD-managed properties within Citywide Rodent Initiative target areas			2,015	1,278	1,110	*	*	*
- Properties with signs of rodent infestation (%)			10%	6%	3%	*	*	*

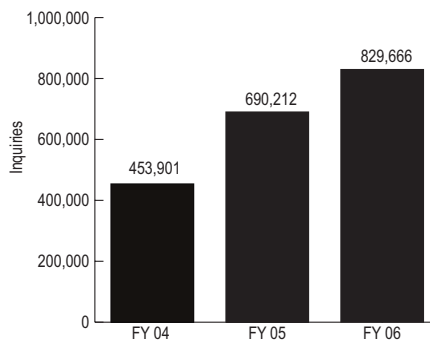
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Inquiries Received by 311 Citizen Service Center



The 311 Citizen Service Center received 829,666 HPD-related inquiries in Fiscal 2006. Agency performance measures related to the top inquiries in the table below are noted with a “311-related” icon - a small telephone symbol - in the Performance Statistics tables in this chapter.

Citizen Inquiries Received by 311



Top 5 HPD - related inquiries:	Total	% of HPD Inquiries
Residential Landlord Complaint - Heat and Water	330,970	40%
Landlord Complaint - Maintenance	247,538	30%
Affordable Housing Information - English	28,095	3%
Service Request Status - Brooklyn	26,055	3%
Tenant and Landlord Disputes Brochure	17,929	2%

Agency Resources

Agency Resources	A c t u a l					Preliminary			Updated
	FY02	FY03	FY04	FY05	FY06	FY06 ¹	FY07 ¹	FY07 ²	
Expenditures (\$ millions)	\$408.0	\$389.9	\$418.6	\$473.9	\$586.9	\$526.4	\$487.5	\$496.5	
Revenues (\$ millions)	\$74.7	\$65.2	\$59.1	\$92.4	\$61.6	\$49.1	\$33.3	\$35.0	
Personnel	2,572	2,420	2,706	2,684	2,665	2,888	2,887	2,909	
Overtime earned (\$000)	\$711	\$765	\$924	\$1,021	\$835	*	*	*	
Capital commitments (\$ millions)	\$438.3	\$312.6	\$283.4	\$423.1	\$342.6	\$615.1	\$454.9	\$515.1	
Work Experience Program (WEP) participants assigned	156	122	214	233	203	*	*	*	

¹ January 2006 Financial Plan ² Authorized Budget Level **Bold** - indicates revisions from the February 2006 PMMR "NA" - means Not Available in this report



Noteworthy Changes, Additions or Deletions

- Due to an increased focus on preservation of affordability in the expanded New Housing Marketplace Plan, the definitions of the indicators ‘Total starts financed or assisted under the New Housing Marketplace Plan (units)’ and its subset ‘Preservations starts – HPD and HDC’ have been revised to include existing housing units whose affordability has been extended as a result of a regulatory agreement or other binding document that imposes income or rent restrictions on a property for ten or more years. Previously only construction starts were included in this measure.
- HPD revised 10 Fiscal 2007 targets; typically, targets are updated following the release of the Preliminary Mayor’s Management Report.

