

WELCOME!

Residents of Saratoga Village

PACT PARTNERS MEETING

Introducing New Property Management
&
Construction Readiness Logistics

Monday, June 09, 2025
Saratoga Village Community Center
@ 940 Hancock Street



Today's Agenda

Who We Are

- PACT Overview
- Introducing Wavecrest Management
- The Preservation Logistics Team

Catching You Up

Getting Ready for Construction

- Keeping Residents Up To Date
- Where Will I Stay During Construction?
- Tenant Preparation
- Construction Schedule
- Temporary Relocation
- Q&A

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WHO WE ARE

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 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.

PACT Investments & 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 & 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.



Betances



Ocean Bay (Bayside)

** PACT uses the Rental Assistance Demonstration (RAD), which was designed to ensure that as developments transition to the Section 8 program, homes remain permanently affordable, and residents have the same basic rights as they possess in the public housing program.*

PACT Resident Protections

RENT CALCULATION

Residents **continue to pay 30% of their adjusted gross household income** towards rent.*

*Exceptions may apply to households who pay flat rent; are current tenant-based Section 8 participants; are a mixed family as defined by HUD; or who signed a non-public housing over-income lease.

FEES & CHARGES

Residents do not have to pay **any additional fees, charges, or utility expenses** that are greater than what they currently pay.

SECTION 8 ELIGIBILITY

Federal rules prohibit the rescreening of current households for Section 8 eligibility. This means that all existing households residing at the development will **automatically qualify** for the Project-Based Section 8 program regardless of their income eligibility, criminal background, or credit history.

AUTOMATIC LEASE RENEWAL

Households will sign a new PACT Section 8 lease, which emulates the Public Housing lease; it **automatically renews** each year and cannot be terminated except for good cause.

TEMPORARY RELOCATION

In some cases, due to the extent of the construction work, temporary moves may be necessary. Residents have the **right to return** to their original apartment after the renovations are complete, and the PACT partner will pay for any packing and moving expenses.

RIGHT-SIZING

All households who are over- or under-housed must **move into an appropriately sized apartment** when one becomes available within their development. This is a Public Housing and Section 8 requirement.

RESIDENT ORGANIZING

Residents continue to have the **right to organize**, and resident associations will receive \$25/unit in **Tenant Participation Activity (TPA) funding**.

GRIEVANCE HEARINGS

Residents continue to have the **right to initiate grievance hearings** with a third-party mediator.

JOB CREATION

The PACT partner is required to set aside 25% of all labor hours **for NYCHA residents** seeking employment in construction or property management.

For more detailed information, please scan the QR code or visit the Resident Resources page on our PACT Website: on.nyc.gov/nycha-pact



Your PACT Partners

Development Team

Property Management

General Contractor

Resident Engagement

Non-Profit Partner



&



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INTRODUCING WAVECREST

Who We Are

- At Wavecrest Management, we know that **understanding the needs of our residents** helps us to provide the necessary services and programs to make our company credible and successful.
- Wavecrest Management has operated for over 40 years in New York City, providing comprehensive property management services with a focus in affordable housing.
- By anticipating the needs of our residents, while providing the resources, tools, and support for success, the buildings can operate at optimum levels, and the residents see the value of living there.

But we go beyond just bricks and mortar for our residents...

- We create homes for individuals & families
- We create stability & healthy living
- We provide educational programs
- We create jobs & income equality opportunities
- We provide outstanding services and generate trust through our work

Our Experience - At a Glance

- ✓ Over **40 years** of experience with over **30,000 units** under management across all five boroughs, Nassau and Westchester counties
- ✓ Number of properties: **450**
- ✓ Number of residents served: Over **100,000**
- ✓ Oversees more than **650 maintenance staff**
- ✓ Over **200 staff** members that provide full management services

Wavecrest Management Services

- Property Management
 - ✓ Accounting
 - ✓ Legal
 - ✓ Compliance
 - ✓ Repairs
 - ✓ Insurance
 - ✓ Filings
- Development
 - Tax credit/HUD and Section 8 services:
 - ✓ Leasing
 - ✓ Compliance
 - ✓ Filings



Our PACT Experience

- ✓ One of the most experienced PACT property management firms
- ✓ Approximately 10, 000 Project Based Section 8 Units

Project Location	Number of Units
Ocean Bay Bayside – Far Rockaway, Queens	1,395
Betances Houses – Mott Haven, Bronx	1,088
Williamsburg Houses – Williamsburg, Brooklyn	1,620
Eastchester Gardens – Pelham Gardens, Bronx	1,850
Boston Secor, Boston Road Plaza, Middletown Plaza (BBM) – Northeast Bronx	1,600
Bushwick Hope Gardens	1,321
PACT Renaissance Collaborative – Manhattan Bundle	1,718



THE PRESERVATION LOGISTICS TEAM

Who We Are



Preservation Logistics has been engaged to perform resident engagement and relocation services



Our Resident Coordinators are dedicated to ensuring the active participation, comfort, and safety of residents during construction/relocation



NYCHA PACT experience

Boston Secor, Boston Road Plaza, Middletown Plaza



Our Location: 150 Malcolm X Blvd., Apt 1K

Contact us at: (917) 487-8473

What We Assist With

Each resident will be assigned a Resident Coordinator, who will provide support in the following areas:

Keeping residents informed about ongoing construction plans

Confirming residents' availability for scheduled construction work

Assisting residents with securing reasonable accommodations

Communicating any construction-related concerns to ETC, the project's general contractor

Assisting residents with prepping the unit for upcoming construction

Providing storage options for your belongings

Coordinating the moving process for temporary relocations

Connecting residents with essential resources through our partnership with Bedford Stuyvesant Restoration Corporation

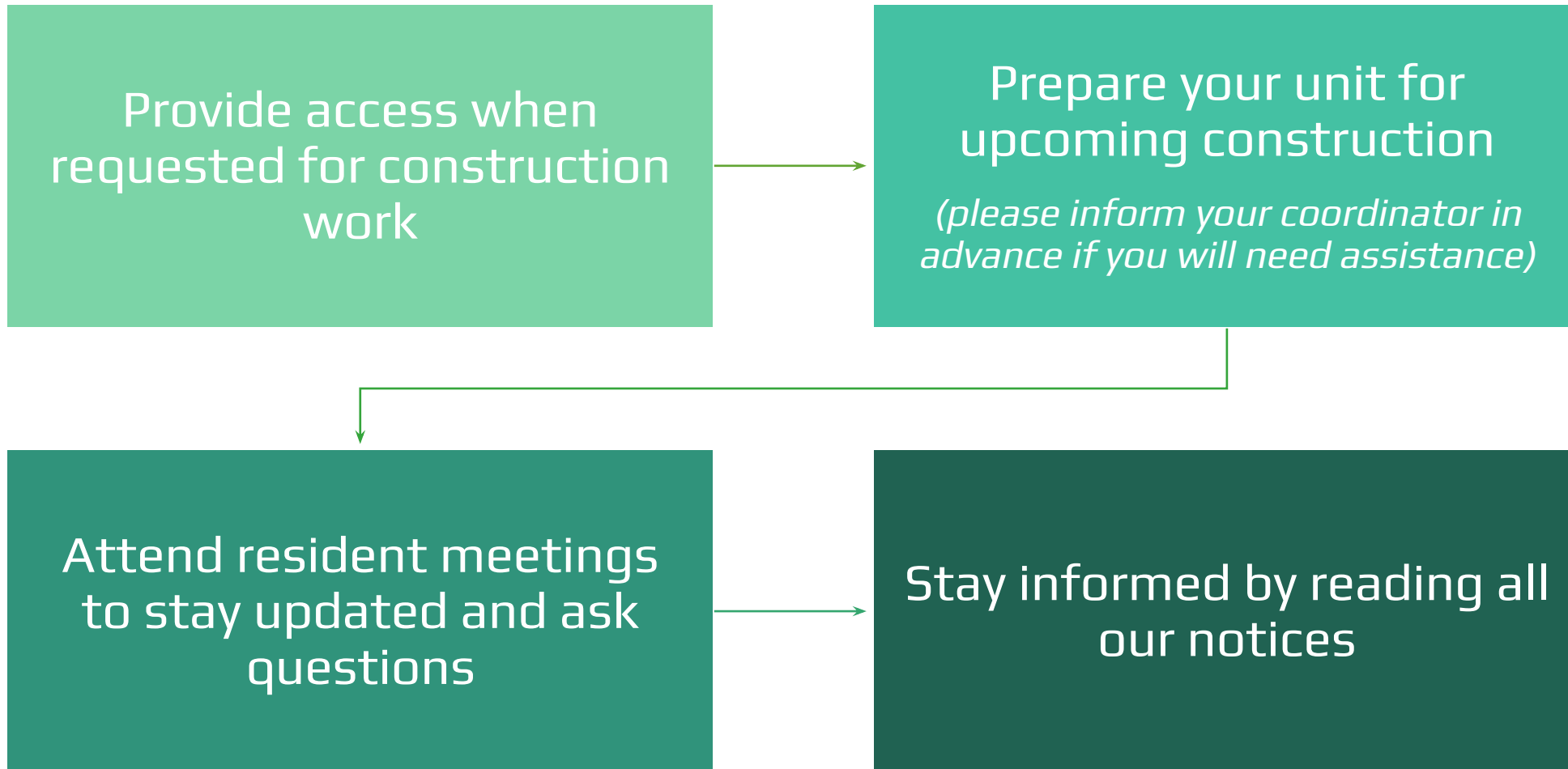
Your Role in the Process

Provide access when requested for construction work

Prepare your unit for upcoming construction
(please inform your coordinator in advance if you will need assistance)

Attend resident meetings to stay updated and ask questions

Stay informed by reading all our notices



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CATCHING YOU UP

Milestones and Next Steps

COMPLETED MILESTONES

- PACT Partners Introduction Meeting
- Bathroom and Kitchen Design Charrette Workshop
- Landscaping, Social Services and Waste Management Workshop
- Interior Design and Common Spaces Workshop
- Lease Signing Meeting
- Model Unit Completed (Several tours conducted)
- Some fun events!

WHERE WE ARE NOW

- Lease Signings
- Introducing Property Management
- Preparing for Construction

WHAT'S NEXT

- Meeting on Section 8 transfer, final design scope and social services
- Closing - Summer
- Construction Begins
- Ongoing Communications and Updates

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Getting Ready for Construction

KEEPING RESIDENTS UP TO DATE

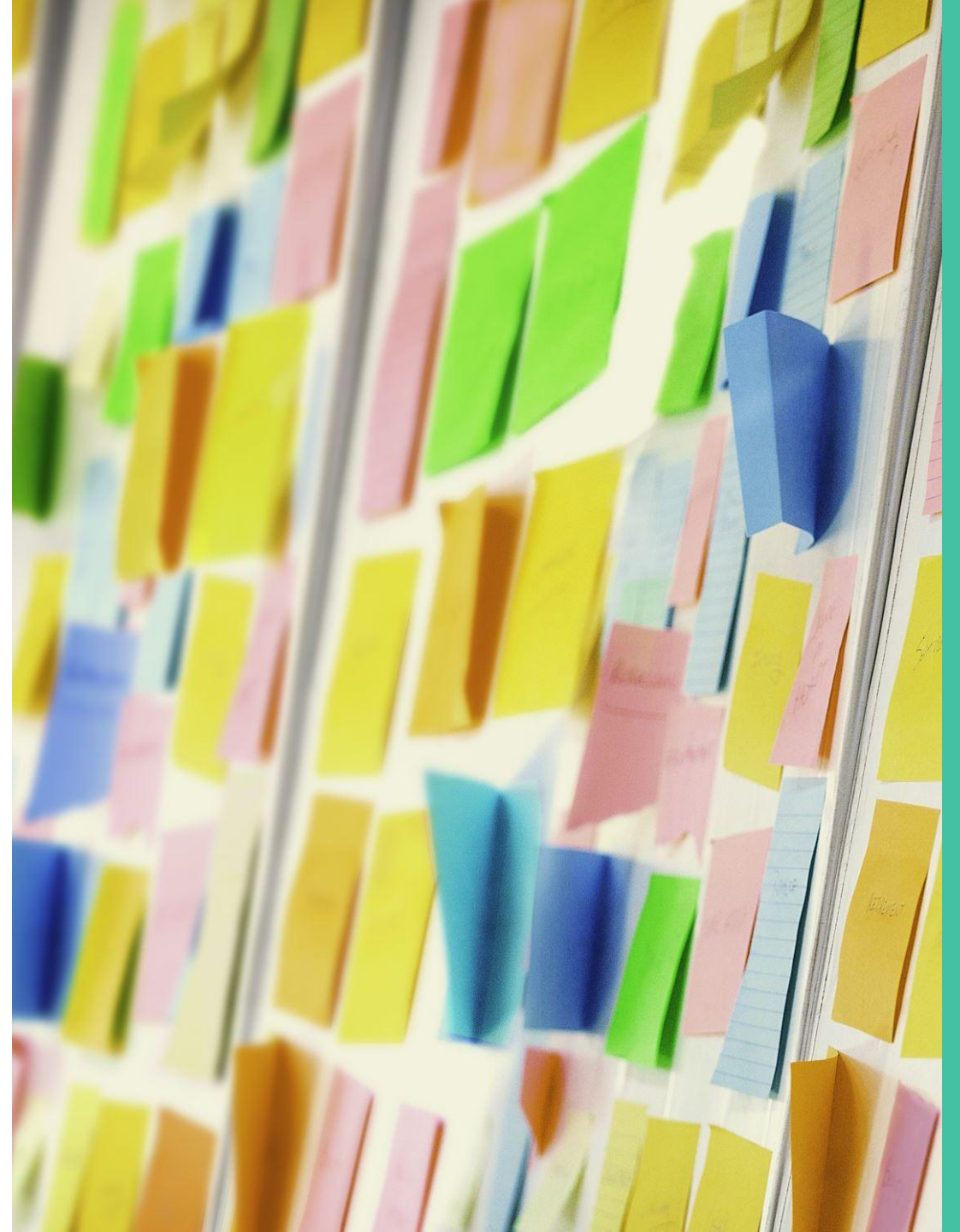
Noticing



- During the construction and relocation phase, residents will be notified in advance of each phase of work. This includes invasive and/or non-invasive, interior and/or exterior, as well as building wide and/or unit-specific work
- When possible, residents will receive notice at least 30 days in advance, with a minimum of 7 days' notice prior to any scheduled activity
- Emergency notifications will be posted as promptly as possible, ensuring a minimum notice of 24 hours

Notification Methods

- **Door Postings:** Notices/flyers/letters are taped on your door or placed in a protective sleeve hung on the doorknob.
- **Hand Delivery:** Notices/flyers/letters are given directly to resident.
- **Common Areas:** Non-unit specific general notices/flyers/letters are to be posted in all public areas.
- **Unit Visits:** Coordinators will visit residents in their home to explain upcoming construction and/or confirm your availability.
- **Phone/Text/Email:** including contacting any emergency contacts and/or other persons listed on file (please make sure your coordinator has your up-to-date contact information).



Where Will I Stay During Construction?

Renovation Plans

Tenant-In-Place

- Construction happens in your unit between 8:00 am -5:00 pm.
- Hospitality suites will be available for your use while construction is ongoing.
- You may return to your unit each day after 5:00pm. Depending on the type of work being performed, you may also have the option to remain in your unit during construction.
- Estimated total duration of construction is less than 30 days.



Hospitality Suites

- Fully furnished suites available from 8:00 am to 5:00 pm in your development
- Living room, dining room, fully equipped kitchen, WiFi, and Cable



TENANT PREPARATION

Preparing for Tenant-In-Place Construction



Packing and moving resources will be provided to you.



Your Resident Coordinator will notify you 21-days in advance of your scheduled construction start date.



Start packing all non-essential items or items likely not to be used during the time your unit is under construction.



Feel free to start packing in advance of your 21-day notification.

Preparing for Tenant-In-Place Construction

Essential Items

VS.

Non-Essential Items

Essential Items will remain in your apartment for you to access and use throughout construction.

Non-Essential Items will be packed up and put in temporary storage.



What You Should Pack – Non-Essential Items



DÉCOR: STATUES,
PICTURES, PAINTINGS,
THROW PILLOWS, RUGS



NON-SEASONAL
CLOTHING AND SHOES



LINENS AND TOWELS:
ANYTHING MORE THAN
WHAT'S LIKELY TO BE
USED OVER A 30-DAY
PERIOD



DISHES AND
COOKWARE: ANYTHING
MORE THAN WHAT'S
LIKELY TO BE USED
OVER A 30-DAY PERIOD



CHILDREN AND PET
ITEMS: ANYTHING MORE
THAN WHAT'S LIKELY
TO BE USED OVER A
30-DAY PERIOD

- Non-essential items will be placed in temporary storage
- Depending on its size some furniture may be required to go into temporary storage
- Moving resources will be provided to you to ensure the safe and secure transport of your items to and from the temporary storage unit

What You Should Not Pack – Essential Items

- Identification, contracts, medical records, or anything critical.
- Valuables: Jewelry, small electronics, or other high-value items.
- Medications: Daily prescriptions and emergency medication.
- Toiletries: Toothbrush, toothpaste, soap, and other hygiene essentials.
- Clothing: A few changes of clothes and weather-appropriate items.
- Special Needs: Personal items for children, pets, or unique circumstances. Chargers: For phones, laptops, or other devices.
- Bedding and towels
- A few regularly used plates, cookware and cooking utensils
- Personal accessories and appliances such as purses, hair dryers, and curling irons
- Living Room furnishings: Seating, table, TV (not mounted on wall)
- Dining Room furnishings: Table and Chairs
- Bedroom(s) furnishings: Bed/sleeping arrangement and boxes/suitcases of clothing and other necessities.

CONSTRUCTION SCHEDULE

Construction Schedule

Day 1

- Replacing all your windows



Day 2

- Smoke Detectors
- Light Fixtures
- Dedicate Circuits
- Entry Door



Days 3 to 5: Bathrooms

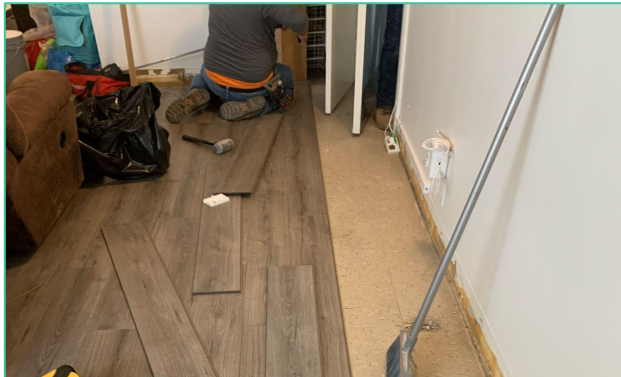
- Walls
- Tub
- Tile Flooring
- Vanity
- Accessories
- Toilet



Construction Schedule Continued

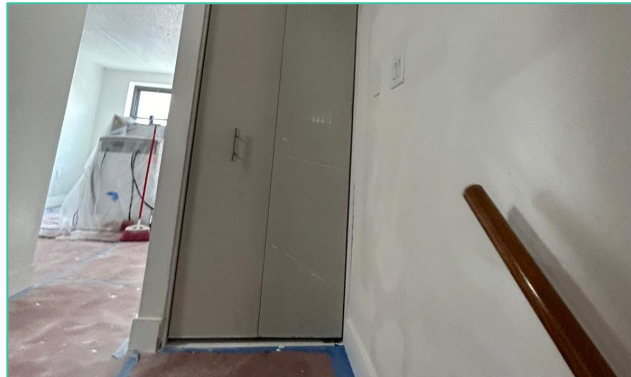
Days 6 to 9

- Kitchens and Flooring
- Unit Flooring
- Countertops
- Cabinets
- Appliances: Stove, Refrigerator, Oven



Day 10 to 12

- Painting



Days 13 to 15

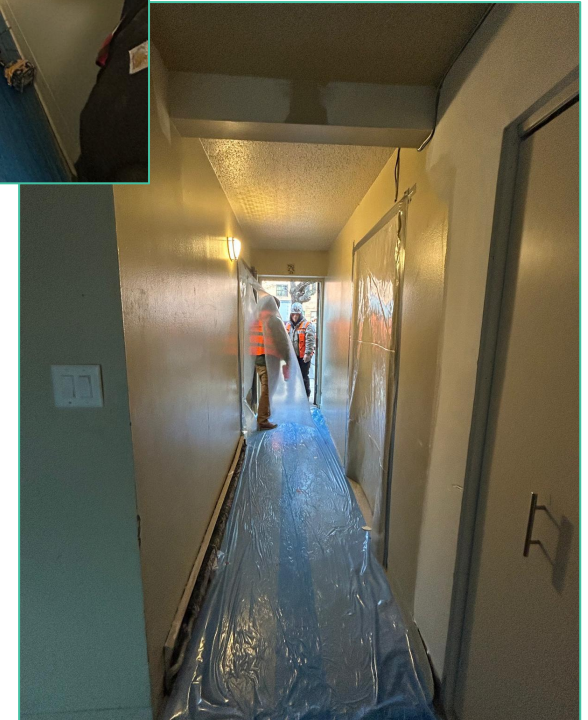
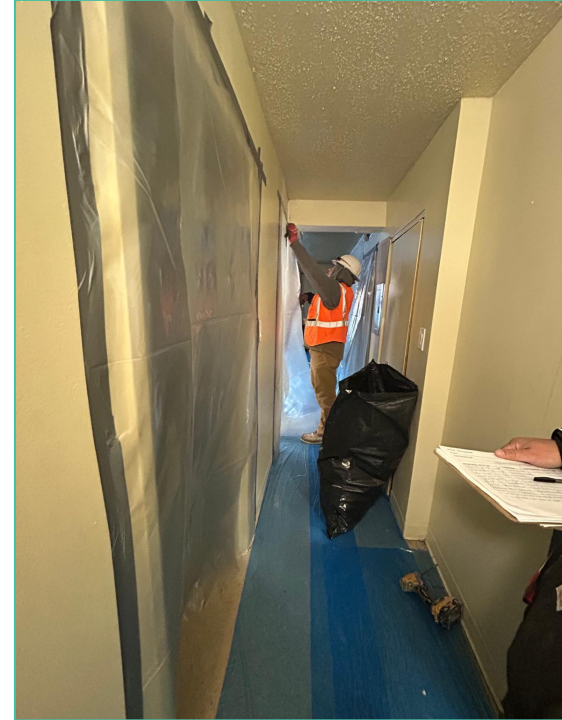
- Blinds and Punchlist



Safety Precautions

Safety measures are taken at every step to ensure that you and your family are safe throughout the duration of construction.

- Layering of protective materials
- Pretesting to determine hazards that may be present
- Daily cleaning of in-unit construction areas



TEMPORARY RELOCATION

Temporary Relocations

You and your family could potentially be relocated to a completed vacant unit for the duration of construction

Three Reasons for Temporary Relocations

- 1 **Environmental hazards:** If there are hazards such as lead or asbestos detected in your home you will be relocated for less than 5 days while the hazards are removed.
- 2 **Accessible Units:** If your unit has been selected to be modified with larger doorways, a roll-in shower, etc. to accommodate persons with disabilities, your coordinator will work closely with ETC to ascertain a return date, communicating all updates regarding the return date to you.
- 3 **Reasonable Accommodations:** If you have a health issue that may be impacted by the ongoing construction in your unit you can apply to be relocated while your unit is under construction. The relocation would be less than 30 days.

Step I: Notification

- 30-60 days prior to construction start date you will be notified.
- Residents will receive the following documentation:
 - Non-Displacement Notice
 - 30 Day Notice
 - Packing Instructions
 - Resident Move Guide
 - Construction Schedule/Handbook
- Resident Coordinators will visit each unit to confirm and/or modify relocation needs/requests, disabilities, resident installed unit upgrades, washing machines, extermination requirements, environmental concerns, social service needs, and rescheduling issues.

Step II: Deployment of Resources

Building on information gathered during resident interviews or surveys, Resident Coordinators will refer residents to various services to address access issues or resolve unsafe living conditions. This includes but is not limited to:

- Extermination
- Hoarding Specialist
- Social Workers
- Public Benefits
- Packing



Step III: Temporary Relocation

- 30 days prior to the scheduled construction start date your Resident Coordinator will reach out to you to inform you of your assigned unit/destination and schedule the move which will be 1 week prior to or no later than 48 hours (about 2 days) prior to your construction start date.
- Resident Coordinators will facilitate all moving logistics including:
 - Movers: Professional movers and packers will be provided
 - Storage: A specific storage space will be identified and communicated to residents
 - Mailbox access, keys



Step IV: During Temporary Relocation

- Resident Coordinators will conduct weekly follow-ups with relocated tenants to ensure the relocation is progressing smoothly.
- Simultaneously, they will coordinate with the General Contractor (GC) to ensure the renovation work is proceeding at the appropriate pace.
- This dual follow-up process aims to ensure residents can return to their units within their scheduled timeframe.



Step V: Return

- Resident Coordinators will facilitate all return logistics including but not limited to:
 - Working closely with the GC to ascertain a return date
 - Communicating all updates regarding the return date to the resident
 - Activating packers and movers
 - Retrieving resident items from storage



Building Skills

- Building Skills NY (BSNY) is a nonprofit construction workforce development organization connecting underemployed and unemployed New Yorkers to construction training and job opportunities throughout New York City.
- We will be working with BSNY's hallmark job placement program to reduce the barriers to entry for prospective workers with job training and job placement opportunities both at OHSG and other projects across the city.



Available Resources for Residents



PACT Hotline: (212) 306-4036

Email: PACT@NYCHA.NYC.GOV

Website: <http://on.nyc.gov/nycha-pact>

Contact PACT Resources with questions about:

- PACT Program
- Project-Based Section 8
- How rent will be calculated
- Resident rights and protections

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

Contact CCC with questions about:

- Repairs in your apartment or in a public space
- Concerning heat and hot water issues
- For information about housing applications offices

PACT PARTNERS:



Email: info@ohsgcommunity.com

Contact us if you have questions about the following topics:

- Presentation material
- Design and construction
- Future meeting dates and topics
- Hiring and training

Q & A