

Building #11



MODERNIZATION AND PRESERVATION PROGRAM AT **BRONX RIVER ADDITION**

RESIDENT PRIORITIES REPORT

November 2024



New York City
Public Housing
Preservation Trust



Table of Contents

- 01 About the Resident Report04**
 - Trust Modernization
 - Engagement Goals and Methodology
 - Feedback Topics
 - Purpose of the Report
- 02 Acknowledgments07**
- 03 Summary of Key Priorities09**
- 04 About Bronx River Addition10**
- 05 What We Heard13**
 - ADA Accessibility
 - Site and Grounds Modernization
 - Waste and Pest Management
 - Apartment Interiors Modernization
 - Indoor Common Areas Modernization
 - Building System Modernization
 - Kitchen Modernization
 - Bathroom Modernization
 - Construction Phasing and Temporary Moves
- 06 Appendix28**
 - Engagement Strategy
 - Engagement Collaterals

01 About the Resident Report

TRUST MODERNIZATION

The New York City Public Housing Preservation Trust (the Trust) safeguards public housing as a sustainable foundation for community and opportunity. By empowering residents and modernizing our buildings, the Trust secures a vibrant future for generations of New Yorkers.

[The Trust's Preservation and Modernization \(TrustMod\) Program](#) comprehensively renovates buildings and increases funding for operations and capital repairs using the federal Section 8 program. Residents must vote to opt in to the program and help drive the priorities for the renovation project, select the contractors to perform the work, and oversee the quality of work completed. The New York City Housing Authority (NYCHA) continues to manage the property, but the Trust oversees NYCHA's operations and holds the contractors accountable for performing to industry standards.

Bronx River Addition is the second NYCHA development to vote to become a Trust site, after a 30-day election period. One hundred and twenty-two residents voted, representing 61 percent of heads of households. Residents' voices were heard, and residents had ownership in shaping the future of their homes.

ENGAGEMENT GOALS AND METHODOLOGY

NYCHA and the Trust are committed to collaboratively addressing resident needs. Together, they organized a series of gatherings for residents to discuss priorities, share feedback, and learn about the Trust Mod Program. Inclusive measures, such as language interpreters, translated materials, and spontaneous interpretation services, ensured all residents could participate.

This initiative empowered residents to shape their community and have their input considered in the final scope of work. From late June to early September, over 70 residents contributed through 45 surveys and two in-person visioning sessions.

The Trust hired the Grain Collective, a community engagement consultant, to document the feedback and create a comprehensive priorities report based on resident input from these engagement touchpoints.

FEEDBACK TOPICS

The key element of a community-driven process is ensuring that residents have a voice in the renovation designs for their apartments from the preliminary stages. Residents were engaged on topical issues and potential scope items that included:

- **ADA accessibility:** interior accessibility, exterior accessibility
- **Site and grounds modernization:** landscape, outdoor safety, and outdoor amenities
- **Waste and pest management:** dog waste management, pest management, and interior waste facilities
- **Apartment interiors modernization:** doors, windows, floors, walls, and ceilings
- **Indoor common area modernization:** community spaces, lobby and hallways, doors and windows, stairways
- **Building systems modernization:** indoor security, elevators, drains, plumbing and domestic hot water, heating, cooling, gas and alarms, relocated electrical panel, additional and new electrical outlets, new and energy-efficient light fixtures, ventilation
- **Kitchen modernization:** layout, cabinetry, appliances, countertops and backsplash, and other fixtures
- **Bathroom modernization:** fixtures, cabinetry and vanity, tiles, grout, and finishes
- **Construction phasing and temporary moves:** phasing options, temporary move planning

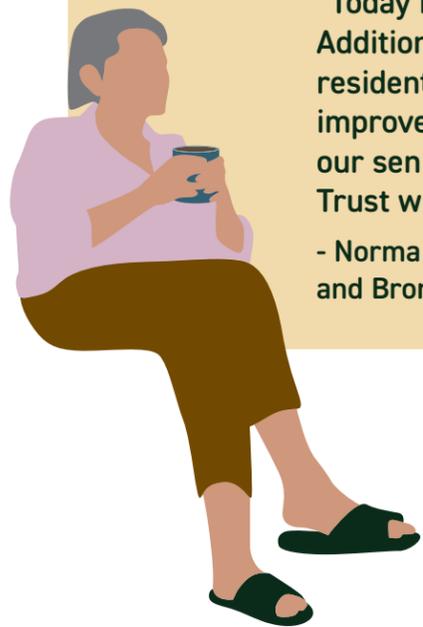


Residents attending the Renovation Scope and Construction Phasing Visioning Session on August 15, 2024

PURPOSE OF THE REPORT

The Trust is committed to undertaking a comprehensive revitalization, repair, and modernization of Bronx River Addition, moving beyond the current minimal repairs approach. The Bronx River Addition Resident Priorities Report outlines the community's key priorities for this major renovation project, addressing everything from desired improvements to the logistics of temporary relocations. This report will be included in the procurement package for shortlisted design and construction firms, serving as a guiding document to shape their proposals for the renovation of Bronx River Addition.

The proposals from design and construction firms will be evaluated and selected through a procurement process known as design-build. The design-build project delivery model will result in a single contract award to a firm responsible for both design and construction. By having the designer and builder work together from the outset, the design-build model fosters collaboration, prioritizes quality, and ensures a commitment to project excellence. Importantly, the Trust will not award its design-build contracts based solely on the lowest bid. The selection team, which includes resident representatives and property management, will evaluate additional factors, such as the design-build team's experience and qualifications, resident impact, and the quality of the design-build team's proposed design.



"Today is a new beginning for our vibrant, tightly knit Bronx River Addition community. It's been a fantastic experience having our residents decide how to obtain much-needed funding for long overdue improvements to their homes, and we're all looking forward- especially our seniors- to seeing the change that the Public Housing Preservation Trust will bring to the development."

- Norma Saunders, Resident Association President of Bronx River Addition and Bronx River Houses

02 Acknowledgments

This engagement process would not have been possible without the partnership of the Bronx River Houses and Bronx River Addition Resident Association led by President Norma Saunders, whose insight and guidance have been invaluable in engaging residents. We also commend NYCHA's outreach team for their efforts to increase community participation which resulted in valuable feedback.

We would like to thank NYCHA's Family Partnerships Department, especially Jose Vicenty, the case manager at Bronx River Addition, for his incredible support. We also extend our thanks to Acacia Network and Children's Art & Science Workshops, the social service providers at Bronx River Addition Senior Center, for their assistance in providing meeting space.

Above all, we appreciate the time and dedication of the Bronx River Addition residents who participated in these conversations.



Residents attending the Trust Introduction Meeting on May 22, 2024

03 Summary of Key Priorities

This chapter offers a short summary of key priorities shared by the residents at Bronx River Addition, emphasizing a strong consensus on the need for modernization. Residents expressed a unanimous desire for upgraded modern interiors that are senior-friendly, safe, practical, and visually appealing. Chapter 5 of the report, titled “What We Heard,” provides a detailed account of this feedback, recording residents’ perspectives comprehensively.

- **ADA accessibility:** Residents highlighted the critical need for accessibility in the renovation process. They stressed that all new installations, both indoors and outdoors, should be fully accessible, and that residents with disabilities should retain access to their support systems during any temporary relocations. They specifically requested automatic doors with push buttons throughout the campus, especially in common areas like the lobby, for ease of access.
- **Elevators:** Residents reached a strong consensus on the urgent need for repaired elevators, as they are frequently out of order. This issue significantly impacts their daily lives and mobility within the building.
- **Safety and security:** A major concern among residents was safety and security. Suggested steps to improve the overall environment included implementing secured key-fob entries and functioning intercoms at entrances, as well as installing security cameras throughout the campus and in common spaces such as lobbies and staircases. Additionally, residents recommended regular patrols and security personnel to guard the buildings and campus, to deter outsiders from loitering.



Residents attending the Renovation Scope and Construction Phasing Visioning Session on August 15, 2024

- **Community Facilities:** Residents expressed a strong desire for upgraded community facilities as part of the renovation. They highlighted the need for a communal laundry room. They also emphasized the need for a community gathering space. Many recalled having these amenities in the past and the desire to see them restored for group celebrations and recreational use. They particularly emphasized the importance of an indoor gathering space for use during the colder months.
- **Address dog waste and waste disposal protocols:** Residents highlighted the ongoing issue of dog waste across the campus, which significantly hampers the usability of outdoor spaces. They emphasized the need for better waste management practices, including the installation of more accessible waste bins to prevent spillage and littering. Additionally, residents called for education on proper waste disposal for pet owners and also urged action to address those who dispose of trash inappropriately, such as by throwing trash out of apartment windows.
- **Bathrooms:** There was a strong desire for updated bathrooms with accessibility features, like grab-bars, stand-up or walk-in showers, and higher toilet seats, to enhance convenience for senior residents.
- **Kitchens:** Residents indicated that they wanted fully renovated kitchens. They suggested increased storage, high-quality fixtures and material finishes, improved utility access, and pest-resistant features.
- **Heating System:** Residents called for a more dependable heating system that allows for individual temperature control, aiming to prevent issues related to excessive or insufficient heat and to improve overall comfort.
- **Apartment utilities and interiors:** Residents highlighted the urgent need for substantial repairs to the leaky plumbing system and more accessible electrical outlets. They also prioritized improved lighting in living rooms and requested a refreshed aesthetic, including new paint and repaired tiles, to enhance the overall appeal of their apartments.
- **Grounds improvements:** Residents are seeking an updated exterior landscape that includes more outdoor fitness options for older adults, social amenities like gathering areas for conversation and table games, improved lighting, and a welcoming atmosphere. They envision open spaces that are senior-friendly and enhanced landscape design to activate these outdoor areas.

04 Bronx River Addition



Site Plan



Gathering Area at Building #11



Building #11 Lobby



Building #11 Entrance

Bronx River Addition is a public housing development located in the Soundview section of the Bronx. It is composed of two **senior-only buildings**, with predominantly Spanish-speaking residents, situated across from the Bronx River Houses on East 174th St.

Through the Trust Mod Program, the Trust will partner with NYCHA to bring funding for repairs and upgrades to Bronx River Addition's apartments, buildings, and grounds. Rents will remain at 30percent of household income and resident rights will remain unchanged.

KEY FACTS

- Built Year: 1966
- Total Area: 62,500 sq ft
- Total Building Area: 12,286 sq ft
- No. of Residential buildings: 2
- Building height: 6 and 14 stories
- No. of Residents:
 - Building 11: 144 residents across 156 units
 - Building 12: All residents temporarily relocated



Residents attending the Renovation Scope and Construction Phasing Visioning Sessions



05 What We Heard

Residents actively participated in community events and provided input through various engagement formats from late June to September 2024, identifying key concerns and making specific requests on a range of topics. With the Trust's leadership, Grain Collective documented and analyzed this feedback to create a comprehensive report outlining resident priorities at Bronx River Addition. A documentation of detailed engagement materials is included in the appendix section of the report.

As a recap, the topical issues discussed were:

- **ADA Accessibility**
- **Site and Grounds Modernization**
- **Waste and Pest Management**
- **Apartment Interiors Modernization**
- **Indoor Common Areas Modernization**
- **Building Systems Modernization**
- **Kitchen Modernization**
- **Bathroom Modernization**
- **Construction Phasing and Temporary Moves**

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ADA ACCESSIBILITY

Scope Items: Interior Accessibility, Exterior Accessibility

Interior Accessibility:

- Residents pointed out that the elevators often don't work, which makes it hard for some people to get around. Upgrading the elevator system overall was highly requested.
- Some residents find the shower facilities hard to use, so they asked for walk-in showers with grab bars to make them safer for people with disabilities.
- Overall, residents want better accessibility in the buildings, including ramps, wider doors, and easier access to electrical panels.



Elevators in building #11

Exterior Accessibility:

- Senior residents and those with disabilities expressed a desire for an automated door-opening button at the building entrance to enhance their ease of access.

SITE AND GROUNDS MODERNIZATION

Scope Items: Landscape and Urban Design, Outdoor Safety, Outdoor Amenities

Landscape and Urban Design:

- Non-residents have been using the open space as a dog park, often with large, aggressive dogs, which has made many residents hesitant to use the area. They suggest installing a sign with clear rules and hours of use. Residents believe the open spaces are underutilized and poorly maintained, calling for improved design and upkeep to enhance usability.
- While some residents appreciate the gathering and seating areas, others are unaware that these spaces are for them due to neglect, safety concerns, and the presence of outsiders. Additionally,

many outdoor areas are often closed, restricting residents' access.

- There is a strong need for enhanced landscaping throughout the campus, including improved lighting to increase visibility, security, and aesthetics. Residents also seek better signage and the addition of leisure and recreational amenities, particularly for seniors. Additionally, they suggested incorporating community murals or art features to further enhance the campus.

Outdoor Safety:

- Some residents believe that feeding the birds in the area should be discouraged.
- Residents have reported that dogs run loose on the campus, including some large dogs. This situation creates an unsafe and unwelcoming environment for others who wish to explore the grounds. Additionally, the park behind the building has become a site for drug use, making it unsafe.

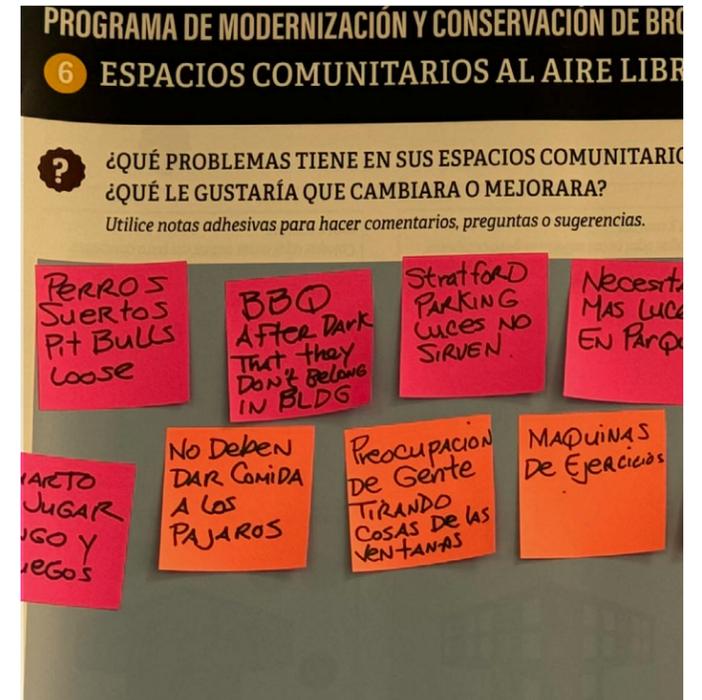
Outdoor Amenities:

- Residents requested the addition of benches in the back of the campus to create a defined seating area for relaxation and socializing, though they expressed concerns about potential safety issues from objects being thrown from windows.
- Residents expressed a strong desire for outdoor fitness equipment specifically for seniors to promote physical activity, enhance overall health, and encourage social interaction within the community.



"The fences are always locked in the outdoor space outside building 11."

- Resident, Bronx River Addition



"People who don't live here come in to smoke and bring their dogs. I am afraid of encountering delinquents."

- Resident, Bronx River Addition

WASTE AND PEST MANAGEMENT

Scope Items: Dog Waste Management, Pest Management, Interior Waste Facilities



“There is no control over pet waste.”
- Resident, Bronx River Addition

Dog Waste Management:

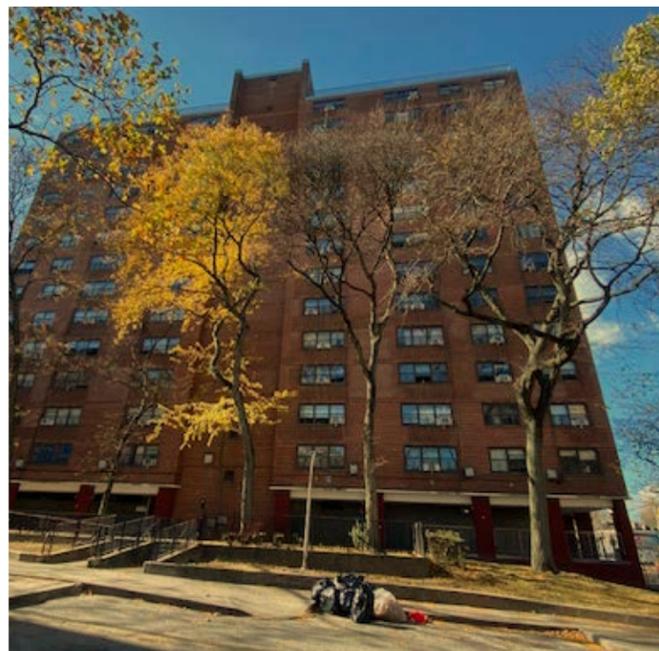
- Residents are requesting signs to remind people to pick up dog waste and to provide bins specifically for poop bags. They noted that some pets relieve themselves in the lobby and common areas, creating unsanitary conditions, and suggested offering educational resources on responsible pet ownership.

Pest Management:

- Many residents expressed frustration about the persistent presence of pests throughout their apartments, whose presence is not deterred by residents' repeated cleaning and extermination efforts.
- Small mice and roaches are currently able to enter apartments via existing vents, pipes, and radiators, which frustrates residents and highlights the need for more frequent and effective extermination services.

Interior Waste Facilities:

- Residents would like more bins and recycling facilities to help manage waste properly. They noted that some tenants are leaving garbage in these areas, which creates frequent maintenance issues, and called for improvements in waste and recycling services.



Building #11

APARTMENT INTERIORS MODERNIZATION

Scope Items: Doors, Windows, Floors, Walls, and Ceilings

Doors:

- Residents requested new doors for the apartments, closets, bedrooms, and bathrooms, noting that the current bathroom doors are uneven.

Windows:

- Residents expressed concerns about their current windows and suggested replacing them with casement windows, which are easier to clean and maintain. They also highlighted the need for window guards and screens to combat mosquitoes.

Floors:

- The floor tiles throughout the apartment are broken, cracked, or missing, making their repair a high priority. Residents are seeking new, modern flooring that is both aesthetically pleasing and easy to clean and maintain.

Walls and Ceilings:

- The plaster on the walls is deteriorating, with persistent peeling on both the walls and ceilings, and mildew accumulating in areas like the kitchen ceiling.
- Complaints have been raised about the existing half-painted ceilings, highlighting the need for a complete redo of the walls and ceilings. Residents are interested in changing the paint colors to achieve a more aesthetic and refreshed look.
- On a positive note, residents appreciate that the apartment interiors are very soundproof, with no noise from neighbors.

INDOOR COMMON AREAS MODERNIZATION

Scope Items: Community Spaces (mail room, community center, laundry room), Lobby and Hallways, Doors and Windows, Stairways

Community Spaces:

- **Mail Room:** Residents requested better locks for the mailboxes and expressed a desire for larger, new mailboxes overall. They also emphasized the need for secure handling of packages to ensure their safety.

- **Community Center/Community Room:** Residents expressed a desire for a dedicated community room for gatherings, recalling the one that was eliminated in Building 11. They suggested using the lobby or a separate space for hosting events and recreational activities. Key features requested for this area include a pool table and options

for multi-functional table games like dominoes and chess. Additionally, residents would like opportunities to engage in senior-specific programming and activities.

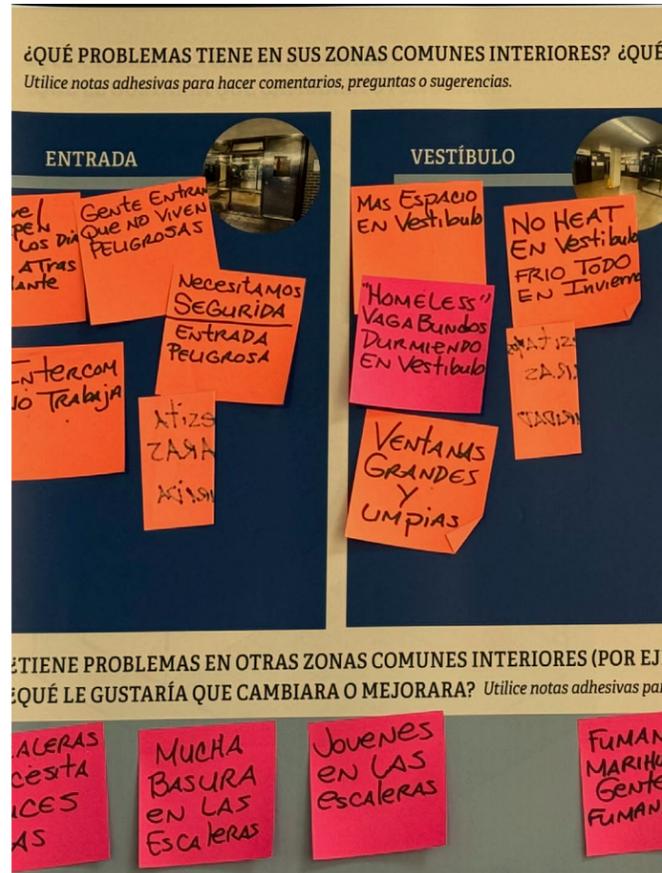
- **Laundry Room:** A communal laundry room was a highly requested space by the residents.

Lobby and Hallways:

- Residents have encountered unhoused individuals sleeping in the lobby and emphasized the need for adequate services and relocation support for these individuals. Outsiders loitering and littering in the lobby and hallways were common concerns among residents.

Doors and Windows:

- The current doors and windows are neither secure nor sturdy. The building door does not lock properly and is damaged, preventing it from closing effectively, which compromises access control. Additionally, the hallway doors often get jammed, further exacerbating the security issues.



Stairways:

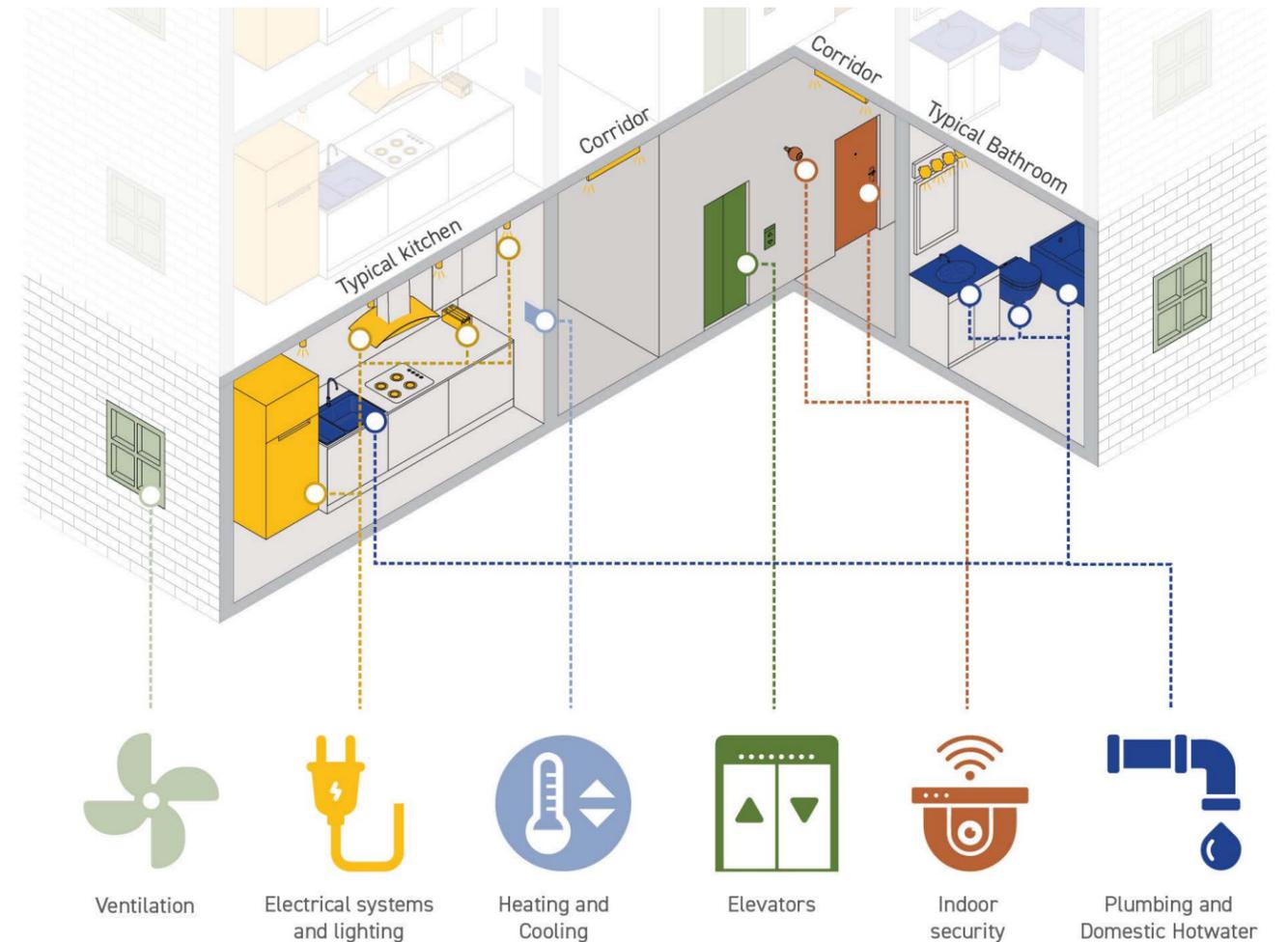
- Residents noted that the staircase needs upgrades, maintenance, and additional cleaning to ensure safety and cleanliness, stating that its current condition makes it unsafe for use. They also identified the need for safety measures, such as installing cameras, due to non-residents (primarily youth) loitering in the area.



“People who don’t live in this building are loitering here.”
- Resident, Bronx River Addition

BUILDING SYSTEMS MODERNIZATION

Scope Items: Indoor Security (security cameras, secured locks, patrolling/security personnel, intercoms), Elevators, Drains, Plumbing and Domestic Hot Water, Heating, Cooling, Gas and Alarms, Relocated Electrical Panel, Additional and New Electrical Outlets, New and Energy-Efficient Light Fixtures, Ventilation (windows, exhausts and vents, mold/asbestos/lead)



The above diagram is for illustration purposes only and is not a real representation of the interior systems.

Indoor Security:

- **Security Cameras:** Residents requested the installation of security cameras throughout the development to enhance safety and surveillance. They specifically asked for cameras to be placed in indoor common areas as well as outdoors, covering all sides of the development.
- **Secured Locks:** Resident preferences are divided between modern electronic key fobs or traditional physical keys, but either way want to see steps implemented to improve security at building and apartment entrances.
- **Patrolling/Security Personnel:** Residents requested the recruitment of a security guard to oversee both the

interior and exterior of the building 24/7, providing continuous day and night surveillance for enhanced safety. They suggested having the security officers positioned throughout the campus.

- **Intercoms:** Residents requested a new intercom system to regulate access to the building and enhance convenience. They noted that the current intercoms are non-functional, leading them to forget they even exist.



"I would like to buzz people in."
- Resident, Bronx River Addition

Elevators:

- Residents expressed the need for new, modern, and safe elevators, as the currently operating ones are often out of service, get stuck frequently, and create a sense of insecurity. They emphasized the importance of installing surveillance cameras inside the new elevators to enhance trust, responsibility, and safety.
- The button board is in poor condition, and there are ongoing cleanliness issues with the elevators. Residents requested improved cleaning measures, as some individuals from outside the property misuse the elevators.

"We need cameras everywhere"
- Resident, Bronx River Addition



Drains, Plumbing and Domestic Hot Water:

- **Drains:** Residents reported issues with drainage in the bathroom floors, resulting in pools of water accumulating.
- **Address Leaks:** There are ongoing issues with leaks below the sink, causing rust and damage. Residents frequently report excessive leaks under the sink that affect the electric sockets and need prompt repair. They also mentioned ongoing issues with leaks from the bathroom walls, as well as clogged pipes that need to be addressed. It was also mentioned that the radiators in the apartments leak water, causing a hazard.
- **Hot-Cold Water, Water Pressure and Moisture:** Residents reported frequent clogs leading to inconsistent water pressure and moisture buildup, which is causing water-related problems in the hallways. They also complained about low cold-water pressure in their bathrooms and noted an occasional lack of domestic water. Additionally, many residents experience unreliable hot water.

Heating, Cooling, Gas and Alarms:

- **Temperature control:** Residents highlighted ongoing issues with temperature control, including both overheating and insufficient heating, highlighting the need for a more reliable heating system.
- **Air Conditioning:** Residents have air conditioning units- either provided by NYCHA or purchased independently- but they emphasized the need for support brackets for safety.
- **Smoke Detectors and Fire Alarms:** Residents requested the installation of smoke detectors and fire alarms throughout apartments.

Relocated Electrical Panel:

- Existing leaks around the circuit breaker box have been noticed by a few residents, and they seek a prompt solution. Residents want an upgraded electrical system to improve the functionality of their electric appliances.

Additional and New Electrical Outlets:

- Residents are seeking new and additional outlets as the existing ones are scarce and often malfunctioning. They specifically request new, functioning outlets throughout the apartment, with a particular emphasis on the kitchen.

New and Energy-Efficient Light Fixtures:

- Residents desire new lighting fixtures throughout the apartments and common areas to improve visibility and energy efficiency, specifically requesting more ceiling-mounted light fixtures in the

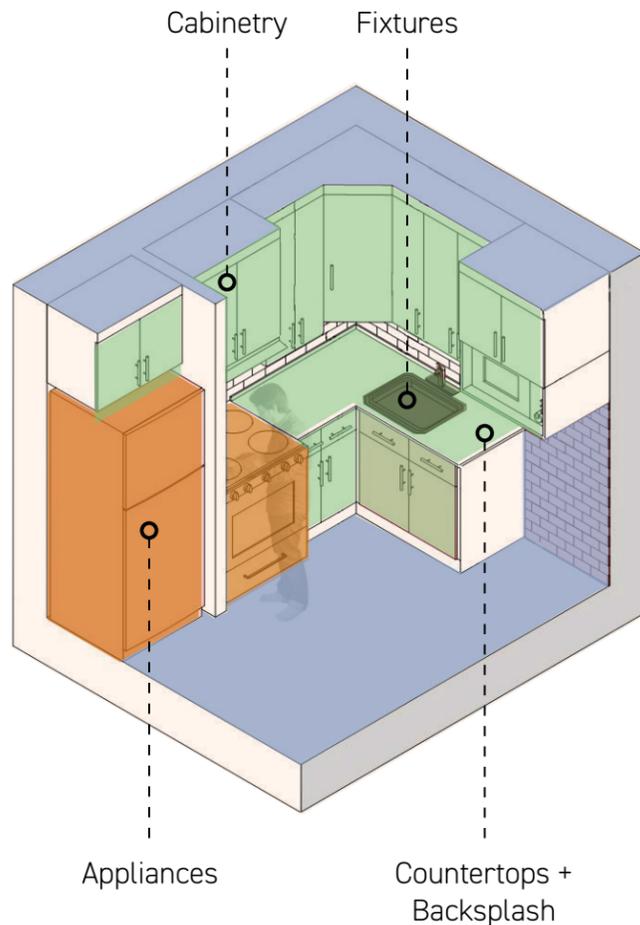
living room and bathroom, making it consistent. They seek better and additional lighting throughout the building and campus to enhance security and increase visibility in common areas, as the current lighting is inadequate.

Ventilation:

- **Windows:** Residents request the replacement of existing windows with casement windows that are easier to clean and maintain. They also noted the lack of windows in the bathrooms, resulting in poor ventilation.
- **Exhausts and Vents:** Residents have complained that the vents are not working properly and are filled with dust, even after cleaning. They would like property management to implement more frequent system cleanings. Additionally, the ventilation system in the bathrooms is inadequate, as odors from upstairs neighbors are often transferred.
- **Mold/Lead/Asbestos:** Residents expressed concern about mold, lead, and asbestos buildup in their homes, citing inadequate ventilation as a contributing factor despite ongoing cleaning efforts. This was a recurring theme, and they requested urgent environmental hazard remediation.

KITCHEN MODERNIZATION

Scope Items: Cabinetry, Appliances, Countertops and Backsplash, and Other Fixtures



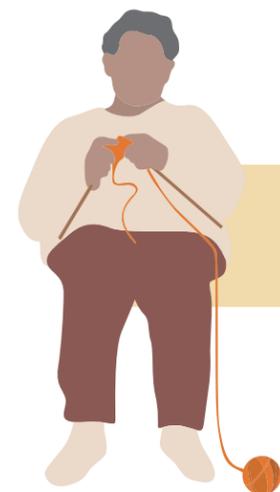
The above diagram is for illustration purposes only and is not a real representation of the kitchen interiors.

Cabinetry:

- Residents expressed a strong desire for new cabinets that maximize storage efficiency and feature pulls and handles for easier opening. They prefer a modern kitchen aesthetic and, in some cases, suggested a wooden finish similar to the existing cabinets. It was noted that some apartments have cabinets in poor condition, with issues like rust, physical damage, or missing pieces, resulting in a significant demand for replacements.
- There were suggestions to hang the cabinets to keep the floor space open, facilitating easier cleaning and maintenance.

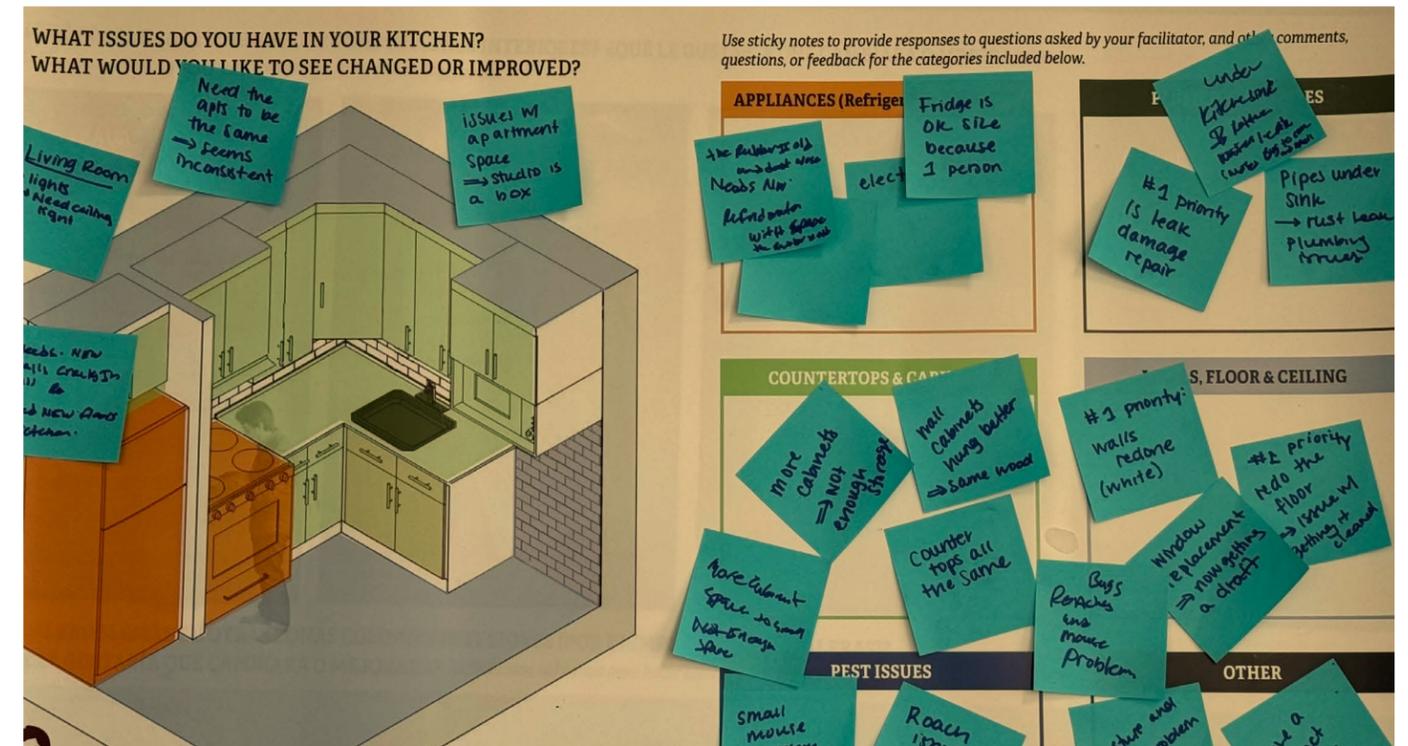
Appliances:

- Residents prefer modern, energy-efficient appliances, including stainless steel refrigerators and stoves. Current issues with the refrigerators include excessive noise, leaks, and the lack of a handle for easier access.



"It would be nice to have more space for our dishes."

- Resident, Bronx River Addition



- There is a strong demand for new stoves with functional fans and working burners, and residents are flexible regarding the stove type, whether gas or electric. Overall, improving appliance functionality and convenience is a priority for residents.

Countertops and Backsplash:

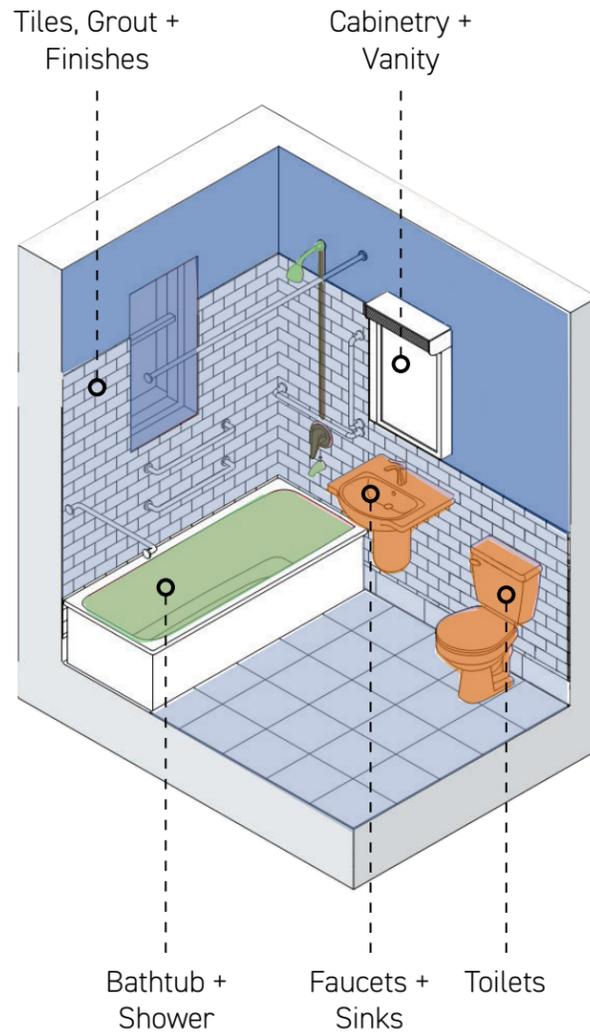
- Residents report that the current countertops are in poor condition and need replacement. A common concern is the lack of adequate counter space for food preparation, with many requesting additional and larger surfaces.
- Some residents expressed interest in high-quality backsplashes that effectively manage grease and are easy to maintain. They prefer durable materials that are visually appealing, with ceramic being a desirable option.

Other Fixtures:

- Suggestions were made to install fire extinguishers in addition to the overall alarm system in every kitchen.
- Residents also reported that the existing faucets are not functioning and need replacement, along with addressing the ongoing leak issues.

BATHROOM MODERNIZATION

Scope Items: Fixtures (faucets/sinks, bathtub/shower, toilet), Cabinetry and Vanity, Tiles, Grout, and Finishes



The above diagram is for illustration purposes only and is not a real representation of the bathroom interiors.

Fixtures:

- Toilet:** Residents highlighted the need for higher toilets, citing accessibility issues and discomfort with having to squat down. They noted that taller toilets would improve comfort. Additionally, some apartments have broken toilets that require full replacement. Many pointed out that the internal components of the toilets are old and rusty, and there was consensus on the necessity for new, modern toilets with better water pressure.
- Faucets/Sinks:** Residents mentioned that the sinks are outdated and expressed a preference for modern, larger sinks. They highlighted the persistent mold buildup in the current ones and emphasized the importance of having sinks that are easier to clean and maintain. Additionally, residents expressed interest in a vanity faucet that provides more storage space underneath.
- Bathtub/Shower:** Residents primarily preferred walk-in, roll-in, or stand-up showers with grab bars. Some also requested detachable or handheld shower-heads for added convenience. They noted that the current bathtubs are old, and rusty and would need to be re-glazed if restored.



Cabinetry and Vanity:

- Residents requested additional storage cabinets throughout the bathroom, particularly located above the toilet. They also requested the installation of a new medicine cabinet to enhance organization and accessibility. They would also like the provision of other accessories like a towel bar, toilet paper holder, and a shower curtain rod.

Tiles, Grout and Finishes:

- Residents expressed a need for new floor tiles, favoring ceramic options but remaining open to other materials as long as they are durable, easy to clean, and have a modern appearance. They noted that the current tiles on both the walls and floors are broken or missing and require replacement.

"I would like an emergency cord in the bathroom in addition to more ventilation systems."
- Resident, Bronx River Addition



CONSTRUCTION PHASING AND TEMPORARY MOVES

Scope Items: Phasing Options and Temporary Move Planning

The objective of this topic was to inform residents about the necessity of temporarily relocating during building renovations. This is crucial for ensuring resident safety, as the construction work may involve hazardous materials that could pose risks to residents. Residents were given a phased relocation plan (floor by floor, line by line, or entire building) to facilitate discussion and sharing of opinions. The process started with an explanation of the principles behind each phased option, followed by a debate on their pros and cons.



Phasing Options:

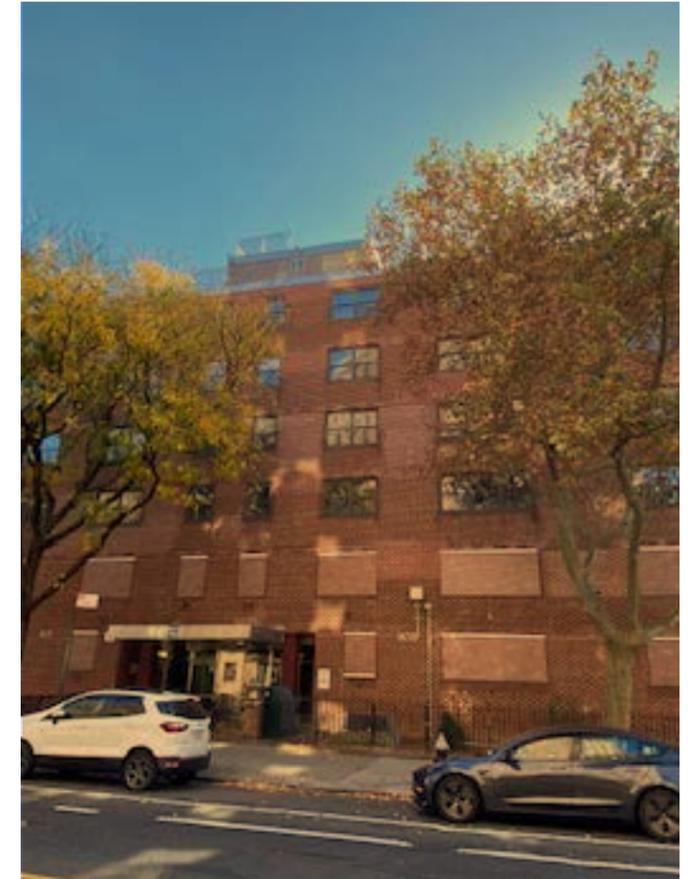
- A majority of the residents agreed on the entire building option based on its ability to complete the project faster and the avoidance of unpleasant and hazardous worksite conditions during the renovation.
- The comments in support of the 'floor by floor' and 'line by line' approaches reflected concerns with the disruption of having to move out of their apartment and felt debris could be well-contained during construction. Some residents felt these options would be faster and well-coordinated due to the vertical nature of building utilities.
- Residents wanted to understand the project timeline concerning construction and relocation well ahead of any impacts to their living situations.



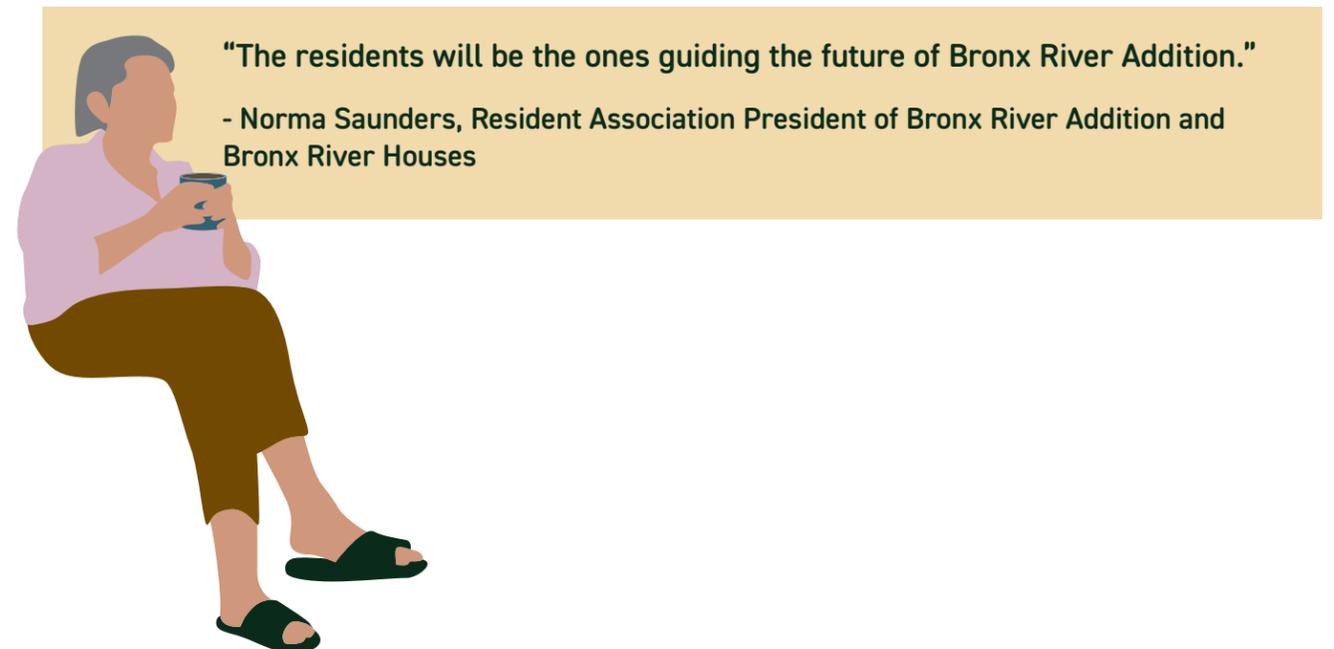
Building #11 entrance

Temporary Move Planning:

- Residents expressed a desire to be relocated as close as possible to their current location to maintain access to essential community services, such as clinics, hospitals, pharmacies, libraries, and public transit.
- Residents requested further clarification regarding their rights and protections during the temporary relocation, as well as the process for returning to their apartments once the work is completed. They also raised concerns about signing the project-based Section 8 lease.
- Older adults, disabled residents, and those with medical conditions were concerned about the availability of support services during their move.
- Downsizing during the move concerned residents and they wanted to know how apartments will be selected.



Building #12



06 Appendix

ENGAGEMENT STRATEGY

The Trust Team worked closely with the Bronx River Addition Resident Association President, Ms. Saunders, to organize an in-person, large-scale visioning session. In a collaborative effort, and at her request, an additional visioning session was held specifically for residents temporarily relocated from Building 12, which is currently vacant. Both sessions focused on the languages spoken predominantly in the community, Spanish and English.

To gather feedback, the Trust utilized interactive engagement materials during the visioning sessions. NYCHA supported the process by phone banking to confirm attendance and providing transportation for the temporarily relocated residents. Flyers were also distributed to inform all residents about the meetings.

Before the sessions, the Trust coordinated virtual training for facilitators and note-takers, equipping them with a facilitator's guide and a run-of-show document. These materials included detailed prompts, talking points, and interactive activities designed for each table to ensure smooth facilitation.

To further broaden engagement, the Trust partnered with the Bronx River Addition case manager from NYCHA's Family Partnerships Department to administer a paper-based survey, helping residents provide feedback on capital repair needs. The survey was available in both English and Spanish. A total of 45 surveys were collected, representing 31 percent of the residents currently living in the development.



Residents attending the Renovation Scope and Construction Phasing Visioning Session on August 15, 2024

METHODOLOGY

A series of in-person visioning sessions, along with surveying, was conducted to engage and inspire residents. All materials were multilingual and available in print. Residents enthusiastically participated in guided prompts and interactive activities, sharing valuable feedback to identify their needs and priorities. The Trust encouraged residents to provide input on their homes, common areas, and grounds to gather insights on current usage, needs, and future aspirations.

Below is a visual that represents the number of engagement touchpoints during summer 2024.



VISIONING SESSIONS

Two in-person visioning sessions were conducted to gather detailed information on the previously described topical issues. The two events were held on different days to maximize participation. Extensive outreach was conducted with the support of NYCHA's Resident Outreach for Conversion and Modernization Services Department (ROCM), Bronx River Houses Resident Association leadership, and periodic updates through the Trust's website and social media accounts. The project team members present included members from the Trust, Resident Association Board, property management, NYCHA staff volunteers, and interpreters. They served as welcome greeters at the sign-in tables, facilitators and note-takers at small group discussions, and presenters and floaters to facilitate a seamless engagement session.

Visioning Session 1

This in-person visioning session took place on Thursday, August 15 from 10am to 12pm at the Bronx River Addition Senior Center (at 1619 East 174th Street). Upon entering, the participants (approximately 30) were asked to sign in and were directed to one of the four tables available, based on their language preference. Three tables were designated for Spanish, and one was designated for English.

The session began with an overview of the purpose and goals of the visioning session, accompanied by a verbal presentation on the Trust Mod Program (without a digital slideshow). A welcoming speech energized residents and created an inspirational atmosphere about the upcoming renovations. Following a brief Q&A, the majority of the session focused on small group discussions. The discussions were conducted for over an hour by a key facilitator (some of whom were also language interpreters) and note-taker who encouraged participation to gather input. Each table discussed three of the seven topics, pre-assigned to ensure a diversity of input and full coverage of the seven issues. After the facilitated discussions, a volunteer from each table stepped up and summarized key highlights from their group's conversations. As the groups shared and the meeting came to a close, attendees cheered for the choices they were expressing and their excitement about the Trust's role in the future of Bronx River Addition.



Residents attending the Renovation Scope and Construction Phasing Visioning Session on August 15, 2024

Visioning Session 2

This in-person visioning session took place on Thursday, September 12 from 11am to 12:30pm at the Family Service Office (1350 Manor Avenue, Apt. 5M). This visioning session was hosted specifically for currently relocated residents in a small-group setting. Upon entering, the participants (approximately five) were directed to their seats where they were presented the different topics on the activity sheets and discussed them in both English and Spanish. Their feedback was recorded for a comprehensive analysis.



Residents attending the Renovation Scope and Construction Phasing Visioning Session on September 12, 2024

● COMMUNITY PRIORITIES SURVEYS

The Trust, in partnership with the Bronx River Addition case manager from NYCHA's Family Partnerships Department, conducted and assisted residents in completing the Community Priority Survey, which included a section on capital repair needs. This provided an additional opportunity to engage residents and gather feedback on their vision for the renovation. The survey was available in both English and Spanish, and 45 responses were collected.

● RESIDENT PRIORITY REPORT SHARE-OUT

This community touchpoint will be coordinated by the Trust and the Resident Association President at a future date. The session will report back to residents on the engagement that was done and the feedback that was collected.

ENGAGEMENT COLLATERALS

A toolkit of multi-lingual materials was created for project outreach as well as to gather broad and targeted community feedback. All materials were translated from English into Spanish. For more information on these materials, please contact the Trust at trust@nycha.nyc.gov.

PROJECT OVERVIEW HANDOUT

This handout includes key information about the project and informs residents on ways to be in touch with the project team.

MODERNIZATION & PRESERVATION PROGRAM

The New York City Public Housing Preservation Trust is a new government agency, with a mission to safeguard public housing. The Trust will provide comprehensive building renovations and additional funding through the Modernization & Preservation (Trust Mod) Program. Residents must vote to opt in into the program and the Trust will convert the property's funding source to the federal Project - Based Section 8 Program to fund the renovations at developments.

PUBLIC - PUBLIC PARTNERSHIP MODEL

The Trust relies on a *public-public partnership* a collaboration between two public entities—in this case, NYCHA and The Trust—to provide comprehensive renovations. As a result, the properties will remain entirely public, and the workforce will also remain public.

HOW THE TRUST WORKS
The Trust is 100% public.

- COMPREHENSIVE RENOVATIONS**
The development will undergo a comprehensive renovation to enhance livability, sustainability, and health, guided by a Trust-created plan based on resident feedback and executed through vendor contracts.
- PUBLIC PROPERTY MANAGEMENT**
NYCHA will maintain its oversight of the day-to-day operations and management of the properties. NYCHA Property Management will develop an enhanced operational plan to safeguard the completed renovations for residents.
- IMPROVED COMMUNITY SERVICES**
NYCHA Resident Services will continue helping residents access social services, while the Trust will create a Community Resource Plan to identify and offer additional services during pre-development and construction.

COMPREHENSIVE RENOVATION SCOPE

The exact renovation and rehabilitation scope will be determined based on thorough site investigations, identifying needs such as interior apartment conditions, common areas, building systems (boilers, hot water, elevators, etc.), and outdoor spaces. Additionally, there will be resident partnership throughout the development process, with multiple opportunities for residents to provide feedback in shaping the final scope of work. Potential categories include:

- Kitchen and Bathroom Renovations
- Hazardous Material Abatement
- Exterior Repairs
- Elevator Improvements
- Ventilation Improvements
- Pest and Waste Management
- Heating Optimization
- Plumbing and Electrical Upgrades

PROJECT SCHEDULE

The Modernization & Preservation Program will start after residents vote to participate in the process. It will take approximately two years of planning and design work before construction starts.

YEAR 1: PROJECT SCOPING AND PREPARATION PHASE	YEAR 2: DEVELOPMENT PHASE	YEAR 3+: CONSTRUCTION PHASE
NYCHA property management continues operations		
Scope of work developed	New Section 8 lease signing begins	Project converts to Section 8 program
	Design and construction plans are finalized	Construction begins
Site investigations and apartment inspections		
Resident Partnership and Community Touchpoints		

RESIDENT PARTNERSHIPS

The Trust and NYCHA will organize gatherings to provide residents with the opportunity to discuss priorities, feedback, and inform residents about topics critical for the project implementation. All residents will have the opportunity to participate through:

- Surveys
- Tabling/ Pop-up Events
- Visioning Sessions
- Office Hours
- Large - Group Resident Meetings

STAY INFORMED!

You can learn more about the Modernization & Preservation Program by contacting us via email at trust@nycha.nyc.gov, call 212.306.3660, or visit our website at www.preservationtrust.org.

ACTIVITY SHEETS

During visioning sessions, these content-specific boards were utilized by facilitators to guide conversations around resident priorities on different topics.

All activity sheets were translated for use by different language groups at the visioning sessions.

MODERNIZATION & PRESERVATION PROGRAM AT BRONX RIVER ADDITION VISIONING SESSION

7 CONSTRUCTION PHASING & TEMPORARY MOVES

TEMPORARY MOVE SAMPLE SCENARIO

A temporary move will be necessary due to the extensive nature of work planned for your apartment, the requirements to remediate any environmental hazards, which will keep all residents safe.

- Removal of lead-based materials and mold
- Large and extensive nature of work
- Ensuring the fastest and safest means

SITE-WIDE PHASING

Phase 1: 1, 2
Phase 2: 1, 2
Completion: 1, 2

The need for **TEMPORARY** move

ANY CONCERNS ABOUT TEMPORARY MOVE?

WHAT ARE YOUR THOUGHTS ON THE DIFFERENT PHASING APPROACHES?

Note: All relocation options have different issues of time and inconvenience. The Trust and NYCHA are aiming for the safest and quickest option with fewest disruptions in people's daily lives. Use a dot to indicate your preferred option for phasing. Place sticky notes to explain your choice, provide comments, questions, or feedback.

FLOOR-BY-FLOOR
Place a dot sticker here, if this is your preference.
Place sticky notes here to share pros and cons for this choice.

LINE-BY-LINE
Place a dot sticker here, if this is your preference.
Place sticky notes here to share pros and cons for this choice.

ENTIRE BUILDING
Place a dot sticker here, if this is your preference.
Place sticky notes here to share pros and cons for this choice.

LEAD LAWS

Effective December 1, 2021, New York City has a new standard for defining the presence of lead in paint, in accordance with Local Law 66 of 2019. This new standard defines lead-based paint as having 0.5 milligrams of lead per square centimeter or more. NYCHA has already tested most apartments at Nostrand Houses; however, if your unit has not been tested you will be required to coordinate access in the future.

Construction Phasing + Temporary Moves

2 BATHROOM

? WHAT ISSUES DO YOU HAVE IN YOUR BATHROOM?
WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED?

Use sticky notes to provide responses to questions asked by your facilitator, and other comments, questions, or feedback for the categories included below.



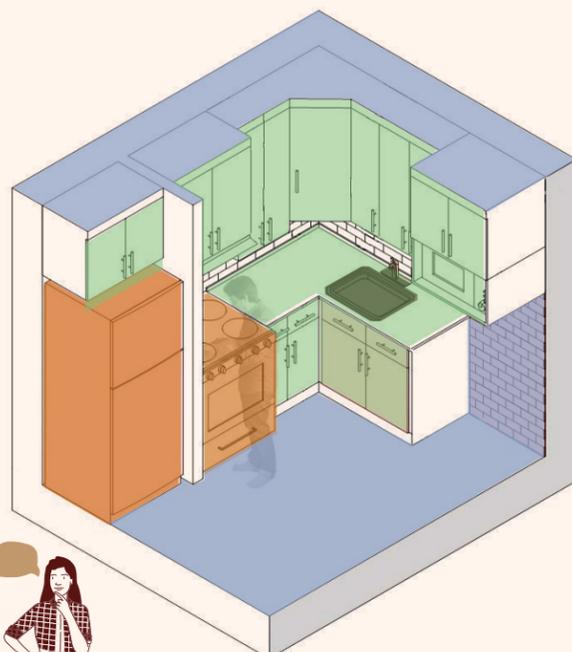
BATHTUB/ SHOWER	PIPES & PLUMBING FIXTURES
SINK & TOILET	TILES, MOLD, MILDEW & GROUT
WINDOWS, WALLS & VENTS	OTHER

Bathroom

1 KITCHEN

? WHAT ISSUES DO YOU HAVE IN YOUR KITCHEN?
WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED?

Use sticky notes to provide responses to questions asked by your facilitator, and other comments, questions, or feedback for the categories included below.



APPLIANCES (Refrigerator and Stove)	PLUMBING FIXTURES
COUNTERTOPS & CABINETS	WALLS, FLOOR & CEILING
PEST ISSUES	OTHER

Kitchen

3 INDOOR COMMON AREAS

? WHAT ISSUES DO YOU HAVE IN YOUR INDOOR COMMON AREAS? WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED?
Use sticky notes to provide comments, questions, or feedback.

ENTRANCE	LOBBY	ELEVATOR	MAIL AREA
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? DO YOU HAVE ISSUES IN OTHER INDOOR COMMON AREAS (EG. STAIRWAYS)?
WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED THERE? Use sticky notes to provide comments, questions, or feedback.

Indoor Common Areas

4 APARTMENT INTERIORS

? WHAT ISSUES DO YOU HAVE IN YOUR APARTMENT INTERIORS?
WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED?
Use sticky notes to provide feedback in the categories included below.

WINDOWS	WALLS & CEILING	FLOORS	OTHER
DOORS	LIGHTING	OUTLETS & WIRING	

Apartment Interiors



WHAT ISSUES DO YOU HAVE IN YOUR OUTDOOR COMMUNITY SPACES? WHAT WOULD YOU LIKE TO SEE CHANGED OR IMPROVED?

Use sticky notes to provide comments, questions, or feedback.



WHICH COMMON AREAS WOULD YOU LIKE TO SEE CHANGED? WHICH COMMON AREAS NEED SAFETY IMPROVEMENTS?

Use sticky notes to mark them on the map below. Use red dots to show areas that feel unsafe.

Outdoor Areas + Safety



LOCAL LAW 97

Buildings are the single-largest source of greenhouse gas emissions in the city of New York. Local Law 97, passed in 2019, requires that large existing buildings in NYC increase their sustainability by reducing their emissions by 40% by 2030 and 80% by 2050.

A typical NYCHA development employs a large central steam plant to provide heat and domestic hot water. Two-thirds of energy is lost between the heating plant and when it reaches an apartment. This system does not allow for cooling, ventilation, or humidity control.

There is new technology to improve these systems.

EXAMPLES OF EFFICIENT SYSTEMS

Included below are a few examples of energy efficient systems that are both sustainable and provide indoor comfort.

Smart ACs: allow you to maintain your home temperature using a smartphone. You can save cost and energy by setting your temperature preferences.

Heat pumps: are more efficient than a typical steam plant - allows individual temperature control, heating, cooling, and fresh air.

Centralized Building Management Systems: monitor and control a building's mechanical and

WHICH CATEGORIES WOULD YOU LIKE TO SEE IMPROVED?

Use the dot stickers to select your preference.

WHAT KIND OF HEATING AND COOLING ISSUES HAVE YOU EXPERIENCED?

Use sticky notes to provide comments, questions, or feedback.



Heating + Cooling

COMMUNITY PRIORITIES SURVEYS

This survey form allowed the project team to gain insights on a wide range of topics. It was made available as a paper-based version as well as online.

Modernization & Preservation Program
Community Priorities Survey (CPS)

NYCHA and the Trust invite you to complete this survey. This is your chance, as a resident of Bronx River Addition, to provide feedback that will help shape a vibrant future for your home and community. Your responses will help guide building renovations, enhance safety and security, improve well-being and social interactions, upgrade property operations, and identify needed social services and resources.

Complete the entire survey for a chance to win one of four \$150 supermarket gift cards! Thank you very much for your time!

Note: Sharing your information is optional, but required to be entered into the raffle. We take the security of your data seriously. The data collected from this survey will be used for analysis and recommendation purposes only. Personal information from this survey will not be shared with NYCHA Property Management, Legal or third-party vendors.

THIS SURVEY IS ONLY FOR RESIDENTS OF BRONX RIVER ADDITION

This survey is optional. Your choice to take this survey or not will not negatively impact your housing, or participation in the Section 8 program.

Name: _____ Apartment #: _____
Phone No.: _____ Email: _____
Address: _____

Modernization & Renovation Improvements

The Trust will comprehensively renovate your apartment, building, and development. Your input will be used to help us prioritize the scope of repairs.

BATHROOM

1. Which of the following issues are you experiencing in your bathroom? (select all that apply)

- Mold or mildew
- Leaks
- Missing/broken wall tiles
- Missing/broken floor tiles
- Peeling paint
- Other (please list) _____
- Sink malfunction
- Toilet malfunction (i.e., leaks, noise)
- Shower malfunction
- Bathtub malfunction
- Ventilation fan malfunction

7. How often do you experience the following issues in your apartment? (select one box in each row)

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
Lack of hot water	<input type="checkbox"/>				
Lack of heat	<input type="checkbox"/>				
Lack of gas	<input type="checkbox"/>				
Lack of electricity	<input type="checkbox"/>				

8. Do you have an AC in the living room of your apartment? (select one)

Yes, it is energy efficient Yes, but it is not energy efficient
 No, I don't have AC

9. If you could pick the most needed improvement in your apartment, which would it be? (select top 3)

More reliable heating Improved bathroom
 Improved kitchen Environmental hazard removal (mold/lead/asbestos)
 Pest control management
 More reliable hot water
 Other (please list) _____

BUILDING

10. Which improvements are most needed in the common spaces of your building? (select all that apply)

Repaired elevators Improved lighting
 Accessible entrance New security system (cameras + intercom)
 Better mailboxes Community mural
 Improved lobby Improved laundry facilities
 Upgraded and safer staircase Enhanced community/meeting rooms
 Other (please list) _____

11. Which type of common amenities are most needed in your building? (select all that apply)

Community/meeting rooms Laundry facilities
 Bike parking/storage Outdoor exercise facilities
 Improved waste/recycling rooms
 Other (please list) _____

Building #12



New York City
Public Housing
Preservation Trust

grain

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Prepared for the New York City Public Housing Preservation Trust by Grain Collective