

New York City Housing Authority Monitorship

Monitors' Report
December 19, 2025

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EXECUTIVE SUMMARY

On January 31, 2019, the New York City Housing Authority (“NYCHA”) committed to implementing essential reforms to improve housing conditions for NYCHA residents through an agreement (the “HUD Agreement” or “Agreement”) with the U.S. Attorney’s Office for the Southern District of New York (“SDNY”), the U.S. Department of Housing and Urban Development (“HUD”), and the City of New York (the “City”). As part of the terms, a monitor was appointed to oversee and evaluate adherence to the Agreement. After the First Monitor completed a five-year term, on February 28, 2024, the current co-Monitors (“Monitors”), Neil Barofsky and Matthew Cipolla of Jenner & Block LLP (“Jenner”), began their five-year term. This is their sixth report.

In their prior reports, available on the Monitors’ [website](#), the Monitors detailed their assessment of NYCHA’s compliance with the HUD Agreement, including NYCHA’s successes and challenges. In this report, and others going forward, the Monitors continue to provide regular updates on NYCHA’s progress in meeting those requirements. This report includes data for August 1, 2025, to October 31, 2025.

NYCHA has continued to build on the progress described in the Monitors’ previous reports and should be commended for those efforts, although several important areas for improvement remain, as detailed below and throughout this report.

The Monitors again recognize and thank those who are working to improve NYCHA and help it fully meet its obligations under the HUD Agreement, including the constructive and collaborative approach taken by NYCHA’s leadership and staff; the vital feedback received from the NYCHA residents and resident leaders who have taken time to engage with the Monitors; and the expertise and engagement from SDNY and HUD officials and other stakeholders.

Property Management

NYCHA committed in the HUD Agreement to various obligations related to heat, elevators, pests and waste, lead, mold, and inspections. Further detail concerning these topics is contained in **Section I** of this report. As described further in that section, NYCHA has achieved significant milestones, including:

- Lead. As of October 31, 2025, NYCHA reports that it has substantially completed all X-Ray Fluorescence (“XRF”) testing and plans to spend the remainder of 2025 returning to any apartments that it could not access in the first instance. NYCHA also reached the milestone of completing abatement of lead paint in more than 15,000 apartments.
- Mold. In the third quarter of Year 7, NYCHA continued to improve its compliance with the HUD Agreement’s requirements to respond to mold conditions in apartments within specific timeframes. More specifically, NYCHA removed mold within five business days 24% of the time, compared to 7% of the time during the same period in Year 6. NYCHA also completed simple repairs within seven days 57% of the time and complex repairs within 11% of the time, compared to 18% and 3% of the time during the same period in Year 6 respectively. Cumulatively, this means that NYCHA completed mold work orders within the HUD Agreement timeframes 28% of the time in the first three quarters of Year 7, compared to 8% of the time in the first three quarters in Year 6. Although NYCHA is still substantially out of compliance with these obligations, the last three quarters show a commendable improvement in NYCHA’s performance and a potential path to compliance.
- Pests. In the third quarter of Year 7, NYCHA significantly improved its response times to pest complaints for mice, cockroaches, and bed bugs. NYCHA responded to 86% of these pest complaints within seven calendar days for the first three quarters of Year 7, 27 percentage points higher than the same period last year. Similarly, NYCHA responded to 96% of these pest complaints within ten calendar days for the first three quarters of Year 7, 14 percentage points higher than the same period last year.
- Inspections. As of October 31, 2025, NYCHA has so far improved its overall NSPIRE pass rate to 63% in 2025 as compared to 43% this time last year, although this

number may change as additional NSPIRE inspections occur and NYCHA's appeals of some of its scores are adjudicated. NSPIRE inspections represent an independent check on the condition of units, including health and safety, and improving scores from HUD inspectors indicate improvements at NYCHA generally.

At the same time, as detailed further in the report, there are several notable areas requiring continued focus from NYCHA, including the following:

- Heat. During the first month of the 2025-2026 heating season, there have been 30 unplanned central heating outages, as compared to four during the first month of last season. These unplanned outages have affected 13% of NYCHA's occupied apartments, as compared to 2% at this time last season.
- Elevators. NYCHA's performance modestly decreased across the board for its elevator-related obligations thus far as compared to this same period last year. Even excluding outages due to low voltage conditions, its performance decreased across most of the obligations.
- Mold. Mold remains a persistent challenge for NYCHA. As described above, although NYCHA is making meaningful improvements, it still is substantially out of compliance with HUD Agreement requirements to address mold in a timely manner. Moreover, its backlog of mold and leak-related work orders remains far too high, with 61,675 work orders that have been pending for 16 days or more.
- Inspections. Three NYCHA developments received very low preliminary scores (pending appeal) in their NSPIRE inspections, indicating HUD identified serious concerns about the physical conditions of those properties. The Monitors are working with NYCHA to assess and improve NYCHA's self-inspection process so that deficiencies are timely remediated, which will improve its HUD inspection scores. For example, the Monitors have reviewed the specific deficiencies identified by

HUD in connection with one development that received a low preliminary score (discussed below) and noted certain deficiencies related to health and safety (including group-fault circuit interrupters (“GFCI”) outlets and smoke detectors) that could have been identified and remediated as part of NYCHA’s self-inspection process.

The Monitors continue to closely observe NYCHA’s activity in all these areas, and the others detailed further in this report, and continue to work collaboratively with NYCHA on further improvements.

Additionally, on October 1, 2025, a 20-story exterior chimney connected to the boiler room at Mitchel Houses in the Bronx collapsed, disrupting heat and hot water service and requiring temporary evacuation of 38 apartments and temporary relocation of approximately 88 residents to hotels. All affected residents returned home the following week. Multiple city agencies are investigating the cause of the collapse, and the Monitors are closely tracking NYCHA’s response and will share findings from these investigations in future reporting.

Organizational Change

NYCHA committed under the HUD Agreement to change its management, organizational, and workforce structure in a manner to ensure sustained compliance with the Agreement’s requirements. That commitment is embodied in the Transformation Plan, which contains both broad principles for improvement and specific initiatives intended to improve NYCHA’s processes and performance. Further detail concerning these topics is included in **Section II** of this report.

As detailed in **Section II**, during the last quarter, NYCHA launched a new initiative that will focus mold and leak repair efforts on some of NYCHA’s developments that are in the highest need, where residents have been awaiting such repairs for unacceptably long times. Specifically, NYCHA, in combination with the Monitors, the Baez Ombudsperson, and the Independent Data Analyst, worked to launch the Mold and Leaks Restore and Renew (“MLRR”) program. As detailed below, in the first two months of the program, it has shown initial signs of success in completing a substantial number of

mold and leak repairs at NYCHA's Sotomayor Houses in the Bronx. As of November 17, 2025, the MLRR team remediated and closed approximately 65% of the targeted work orders, including several deficiencies that have lingered in residents' homes for more than 1,000 days. Although there were initial staffing challenges, the two-year program is making progress.

NYCHA has also continued the process of modernizing and streamlining oversight functions. Specifically, NYCHA, in coordination with the Monitors, has worked over this last quarter to improve its tools for overseeing vendors that are working at NYCHA properties. The Monitor team has assisted NYCHA in updating and improving NYCHA's "Virtual Vendor Logbook" and an associated dashboard, tools that should assist NYCHA's Property Management staff with monitoring when vendors check in and out of NYCHA properties, and to better oversee their work generally.

NYCHA has also continued to develop and improve its training programs. Among several that have been highlighted recently in the Monitors' reports, Section II provides a brief update on the NYCHA Operations Leadership Institute ("OLI"), an intensive 12-week training program led by former NYCHA employees who had leadership roles and experience across a variety of NYCHA roles. NYCHA has cited evidence that the program has been successful in providing robust training to its personnel who are in key leadership roles, like Property Managers, and has shown signs that it may be a factor contributing to improving the performance of their properties.

Finally, NYCHA has continued multiple major IT System overhauls over the last quarter. First, NYCHA is upgrading its maintenance repair IT system, which it calls "Maximo." As the updates below demonstrate, NYCHA and its contractor have been implementing the new cloud architecture and MAS solution, and are in the testing phase now, with training on the new system to begin this month.

Second, NYCHA IT is transitioning its Human Capital Management System ("HCMS"), a centralized IT system for all employee data, from a manual and paper-based system to Workday, which is intended to improve efficiency and reduce HR workload. NYCHA originally planned to complete this project by the first quarter of 2024, but due to delays, the full launch is now scheduled for the first quarter of 2026.

Capital Expenditures

Since the Monitors' September 2025 Report, the Monitors continue to track NYCHA's management of City Capital Action Plan ("CCAP") funding under the HUD Agreement. NYCHA will receive an additional \$200 million in CCAP funds from the City for fiscal year 2026, bringing the total funding under the Agreement to \$1.6 billion. As of October 31, 2025, NYCHA has spent approximately \$760 million and has contracts in place for an additional approximately \$1 billion.¹ The Monitors' ongoing review includes tracking project progress, conducting site visits, examining delays, evaluating the resulting operating impact, and regularly meeting with NYCHA's Asset & Capital Management team.

Stakeholder Engagement

From August 1, 2025, through October 31, 2025, the Monitors have continued to engage with residents and other stakeholders, including, but not limited to, the following activities:

- Development visits to Mitchel Houses in the Bronx and South Jamaica Houses in Queens;
- Testimony before the Public Housing Committee of the New York City Council;
- A Community Advisory Committee Meeting;
- 399 monitoring and inspection visits within 74 different developments;
- Responses to 221 phone calls and emails received from residents through the Monitors' email and phone lines; and
- Regular engagement with SDNY and HUD officials.

* * *

Pursuant to Paragraph 28 of the HUD Agreement, NYCHA does not yet meet the criteria for termination. Further detail is set forth in the remainder of the report.

**SECTION I:
PROPERTY MANAGEMENT**

I.1 Heat

The HUD Agreement requires NYCHA to improve heating conditions for NYCHA residents through a variety of measures, such as (1) replacing a specified number of boilers, (2) establishing systems for responding to apartments affected by heating failures, (3) investigating failures to timely restore heat, (4) notifying residents of heating outages, (5) monitoring the temperature in apartments, and (6) reducing the duration and number of heating failures experienced by residents.²

On October 1, 2025, the first day of the 2025-2026 heating season, a 20-story exterior chimney collapsed at the building located at 205 Alexander Avenue in the Bronx, which contains the boiler room for Mitchel Houses. While there were no injuries or fatalities, residents needed to be temporarily evacuated and, though back in their homes, continue to be affected, including being without cooking gas service as the service lines are inspected and repaired as needed. Moreover, heat and hot water service at Mitchel Houses is being provided by mobile boilers. The Department of Buildings (“DOB”), Department of Investigation (“DOI”), and other city agencies are investigating the cause of the collapse, and as of the date of this report, have not completed their investigation. The Monitors provide an overview of this incident below and will provide an update in future reporting.

With regard to NYCHA’s heating performance more generally, in their last report the Monitors presented data regarding **heating system** performance, including **heating outages** and **in-apartment heating failures**³—collectively referred to as **heating service interruptions**—as well as the amount of time it takes NYCHA to restore heat to individual apartments in response to **verified heating complaints**, for the first time.⁴ This report includes this data again for October 2025, the first month of the 2025-2026 heating season. The Monitors note that this data is limited and may not be indicative of NYCHA’s performance for the remainder of the heating season. The Monitors also discuss NYCHA’s summer maintenance work on heating equipment, which provides insight into how the Heating Management Services Department (“HMSD”) prepared heating systems for the 2025-2026 heating season.

Heating Outage: A failure of the central heating system that prevents the system from delivering heat to multiple apartments. It does not include instances when heat is not being provided only to an individual apartment, such as when a single radiator malfunctions.

Heating System: The full set of equipment and infrastructure required to deliver heat to occupied apartments. This end-to-end system includes central generation equipment (such as boiler plants), distribution components (including tank rooms, pipes, risers, and valves), and in-apartment equipment (such as convectors and radiators). A failure or condition requiring servicing within these components can affect the delivery of heat to apartments.

In-Apartment Heating

Failures: Conditions where the heating system inside an apartment does not function properly due to issues with in-apartment components such as convectors, distribution pipes or related parts, like clogged traps, that require cleaning to restore proper heating.

Verified Heating

Complaints: Resident heating complaints where a NYCHA employee must perform work within an apartment to resolve the condition.

A. Mitchel Houses

On October 1, 2025, in the early morning hours, a 20-story exterior chimney connected to the boiler room at 205 Alexander Avenue collapsed. That boiler room provided heat and hot water to Mitchel Houses, a NYCHA development in the Mott Haven neighborhood of the Bronx with ten residential buildings, more than 1,700 apartments, and approximately 3,900 residents. The chimney was installed separately from the building's structure and was designed to collapse outward without damaging the building, which appears to have limited the extent of the damage. There were no reported injuries or fatalities from the collapse.

Following the collapse, 38 apartments were evacuated and approximately 88 residents were temporarily relocated to hotels. Gas service to the entire development was shut off. By October 8, 2025, NYCHA had installed two mobile boilers to provide heat and hot water service to Mitchel Houses.⁵ Evacuated residents were cleared to return to their apartments beginning on October 9, 2025, though cooking gas service to the development remains out of service. To address the lack of cooking gas, NYCHA provided electric hot plates to residents.

The monitorship team visited Mitchel Houses on October 8 and October 17 to speak with residents about their experiences and to assess the situation.⁶ The team has shared information from these visits with NYCHA, including that residents were experiencing heat and hot water outages repeatedly.⁷ To improve heat and hot water service, NYCHA has since installed a third mobile boiler and resolved specific complaints relayed by the monitorship team.

Multiple city agencies, including the Fire Department of the City of New York ("FDNY"), DOB, and DOI, are investigating the cause of the chimney collapse. NYCHA has reported that it is cooperating fully with these investigations. The Monitors will share findings from these investigations in future reporting, once they are available.

While these investigations are pending, NYCHA continues to perform routine safety checks on its heating equipment, including but not limited to daily safety inspections of boiler rooms, semiweekly inspections of the tank room, quarterly inspections by supervisors, and annual inspections mandated by the DOB.

B. NYCHA’s Boiler Replacements (Requirement No. H1)

The HUD Agreement requires NYCHA to replace 297 boilers by December 31, 2026.⁸ As of October 31, 2025, NYCHA has replaced 178 boilers.⁹ This includes 159 boilers replaced by NYCHA’s Asset & Capital Management Division (“A&CM”). NYCHA also sought approval to count toward the total 19 boilers replaced by HMSD.¹⁰ As the Agreement does not require any particular NYCHA division to replace boilers, the Monitors confirmed with HUD and SDNY that both A&CM and HMSD replacements count toward the requirement. Including boilers replaced by A&CM and HMSD, NYCHA projects that it will complete all 297 boiler replacements by the December 31, 2026 deadline.

C. Heat Demand Variation

Because heating demand fluctuates with outside temperatures, which may impact performance, the Monitors provide data on **Heating Degree Days (“HDDs”)** for the 2024–2025 and 2025–2026 heating seasons. Colder temperatures equate to higher HDDs, which means heating demand increases to keep apartments warm. During the first month of the 2025-2026 heating season, there were 198 HDDs. During the first month of the 2024-2025 heating season, there were 128 HDDs.

Heating Season HDDs		
Month	2024-2025	2025-2026
October	128	198

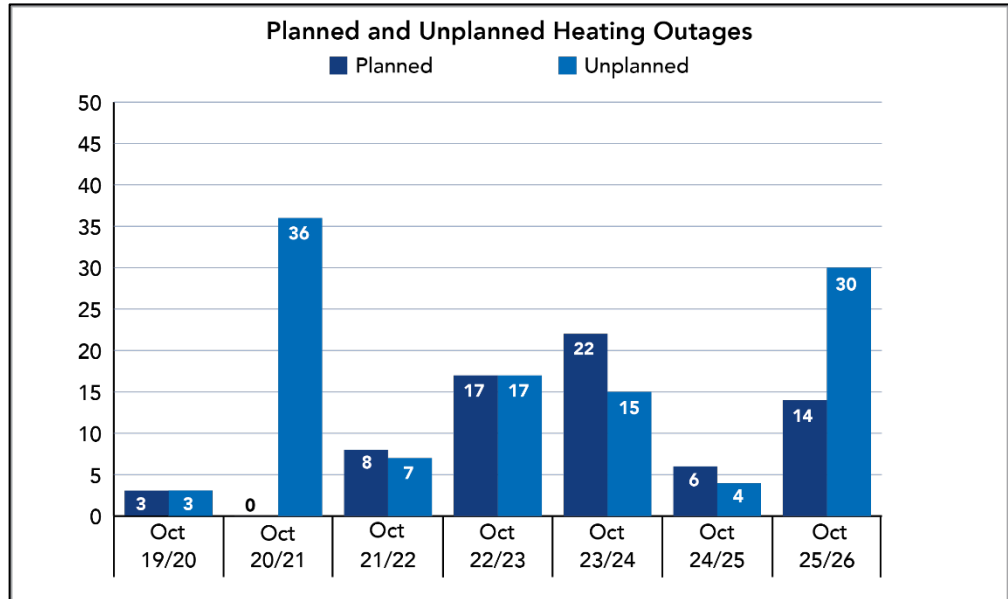
Heating Degree Days (“HDDs”): A measure of how cold it is over a period of time, calculated based on the number of degrees the daily average temperature falls below a set baseline (typically 65°F). Higher HDD values indicate greater demand for heat.

To help interpret NYCHA’s performance, the Monitors reviewed HDDs alongside counts of planned and unplanned outages for October 2024 and October 2025. In October 2025, NYCHA had 14 planned outages and 30 unplanned outages. The number of unplanned outages in October 2025 was significantly higher than in October 2024, when there were four unplanned outages, and was comparable to October 2020, when there were 36 unplanned outages. Despite an increase in the number of heating outages this season, NYCHA has resolved these outages in an average of 7.3 hours, which is on track to meet the Agreement obligation again, as NYCHA has every year of the monitorship. NYCHA and the Monitors

are evaluating potential causes for the increase in heating outages, and the Monitors will share updates in future reporting.

Ancillary Equipment:

Ancillary equipment refers to building level systems that support the delivery of heat and hot water, such as vacuum tanks, zone valves, circulating pumps, instantaneous water heaters, and sump pumps. This also includes boiler room equipment such as condensate tanks, feed water pumps, ejector pumps, gas booster pumps, re-piping of feed water lines, and heat control panels.



D. Annual Overhaul

As the coldest months of the year approach, the effectiveness of NYCHA's preventive and corrective maintenance and operational investments, such as repairing boilers and replacing **ancillary equipment**, will help determine the severity of service interruptions and the impact on residents during periods of greatest demand. NYCHA performs most of this maintenance during the year's warmer months through its **annual overhaul**. This subsection describes the 2025 annual overhaul.

Annual overhaul consists of preventive maintenance, inspections, and corrective maintenance on NYCHA's central heating equipment. NYCHA aims to perform **preventive maintenance** and inspections each summer on all its central generation and distribution equipment, such as its boilers and tank rooms. Through inspections, NYCHA also identifies equipment needing **corrective maintenance**, which it divides into three priority categories based on what is required to safely operate the heating system. Priority 1 comprises the highest priority issues that prevent equipment from being tuned on for the upcoming season. NYCHA aims to complete 90% of its Priority 1 corrective maintenance work orders by October 1, and all of them by October 31. While NYCHA may not complete all

Annual Overhaul:

Annual overhaul refers to NYCHA's yearly preventive and corrective maintenance performed on heating service equipment starting around February and finishing by October, with most of the work taking place in the summer. The annual overhaul involves performing maintenance on all heating equipment (e.g., cleaning, lubricating, replacing worn components), conducting thorough equipment inspections to identify all needed repairs and replacements, and then completing this work.

maintenance by the start of the heating season, it tries to ensure that all developments are **heat ready** before October 1.¹¹

By October 1, 2025, NYCHA completed all preventive maintenance work orders and inspections across its developments for the 2025 annual overhaul. NYCHA did the same before the 2024–2025 heating season. However, in 2025, NYCHA completed preventive maintenance and inspections at a quicker pace and earlier in the summer than in 2024, despite performing more overhauls. This reduced strain on NYCHA’s employees and allowed them to focus more on corrective maintenance work as the heating season approached.

Through inspections, NYCHA identified 65 Priority 1 corrective maintenance work orders during the 2025 annual overhaul. Of these, NYCHA completed 43, or 66%, by October 1, 2025—though NYCHA considered all developments heat ready by October 1. As of October 31, 2025, NYCHA completed 63, or 97%, of Priority 1 corrective maintenance work orders. During the 2024 annual overhaul, NYCHA identified 114 Priority 1 corrective maintenance work orders, completed 91, or 80%, by October 1, 2024, and 100, or 88%, by October 31, 2024.

As in previous years, because of limited staffing and resources, NYCHA was unable to complete all lower priority corrective maintenance work orders during the 2025 annual overhaul.¹² Failing to complete lower priority corrective maintenance work orders may result in outages during the heating season, and reduces the lifespan of NYCHA’s equipment, which is often required to operate beyond its expected life.

E. Mandatory Minimum Indoor Temperature Violations (Requirement Nos. H6-H8)

The HUD Agreement requires NYCHA to ensure apartments stay above the **mandatory minimum temperatures** required by the New York City Code during the heating season.¹³ Beginning with the 2024–2025 heating season, the Agreement sets limits on instances where an apartment’s temperature falls below the mandatory minimum indoor temperature.¹⁴ The Agreement specifies that NYCHA’s compliance with these obligations will be assessed according to procedures agreed upon in an Action Plan.¹⁵

Preventive Maintenance (Heat):

For heating, preventive maintenance consists of cleaning, lubricating, adjusting, repairing, and replacing worn components, and ensuring equipment and mechanical areas are in satisfactory operating condition.

Corrective Maintenance:

Corrective maintenance consists of repairing or replacing damaged or malfunctioning components such as burners, pumps, valves, control systems, and piping; performing hydrostatic tests to detect leaks; and restoring full operational capacity to ensure safe and reliable boiler function.

Heat Ready: Heat ready refers to NYCHA’s assessment that the boilers at a development are capable of providing sufficient heat to the residents of the development in the upcoming heating season. Because many developments have boiler rooms with more than the necessary number of boilers, not all boilers must be operational in a development’s boiler room before NYCHA considers the development to be heat ready.

Mandatory Minimum Temperature: From October 1 to May 31 (the "Heating Season"), during the day (6:00 a.m. to 10:00 p.m.), apartments must be at least 68°F when the outside temperature is below 55°F, and at least 62°F at night (10:00 p.m. to 6:00 a.m.) regardless of the outside temperature.

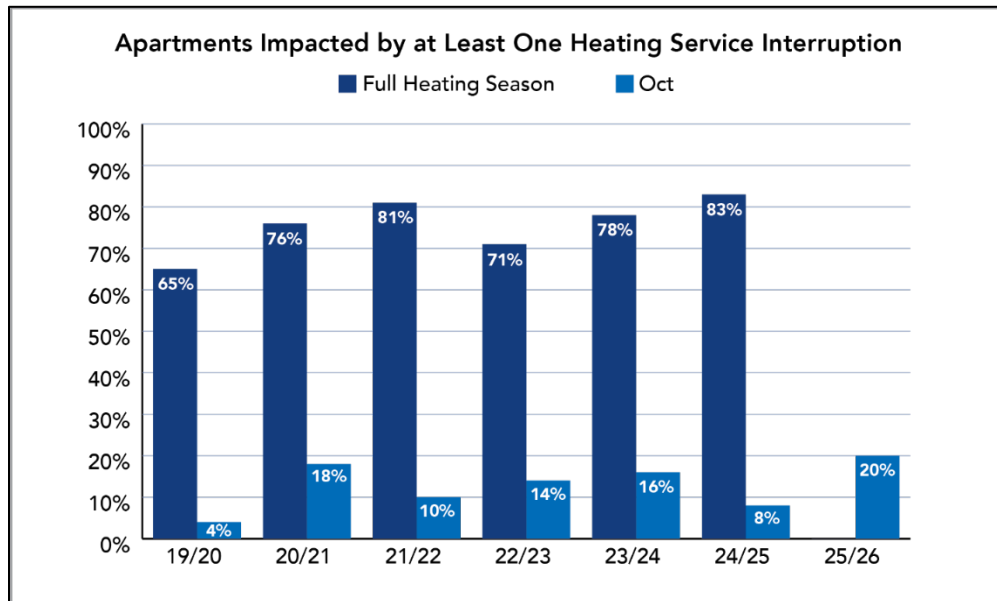
As discussed in the Monitors' September 2025 Report, without reliable in-apartment temperature data, the Monitors use an interim methodology to track occupied apartments affected by heating service interruptions.¹⁶ A key limitation is that this methodology does not indicate whether apartments experienced temperatures below the legal limit.¹⁷ The Monitors use this methodology here to describe heating equipment performance for October 2025.

NYCHA began implementing a methodology on October 1, 2025, to measure in-apartment temperatures when responding to verified heating complaints, which involves taking temperature readings when staff arrive at and depart from an apartment. The Monitors are evaluating whether NYCHA's procedures produce reliable temperature readings that can be used to assess NYCHA's compliance with its obligations under the HUD Agreement. The Monitors will provide a more comprehensive assessment of this methodology in future reports, and will work with NYCHA to incorporate the finalized methodology into an Action Plan.

1. At Least One Heating Service Interruption (Requirement No. H7)

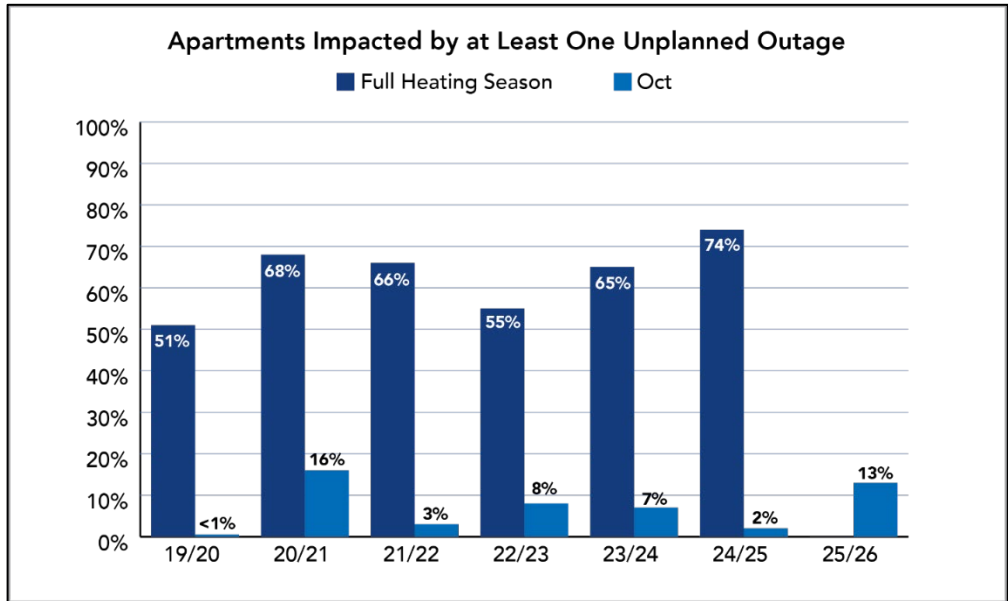
Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to ensure that no more than 15% of occupied apartments experience an instance where temperatures fall below the legal minimum.¹⁸ As discussed above, without reliable temperature tracking in apartments, the Monitors cannot assess NYCHA's performance against this Agreement obligation. Therefore, using the interim methodology, the Monitors measured how many occupied apartments were affected by heating service interruptions, as indicated by NYCHA's repair and maintenance activity.

As of October 31, 2025, 20% of occupied apartments have experienced at least one heating service interruption this season, up 12 percentage points from the same period last season.

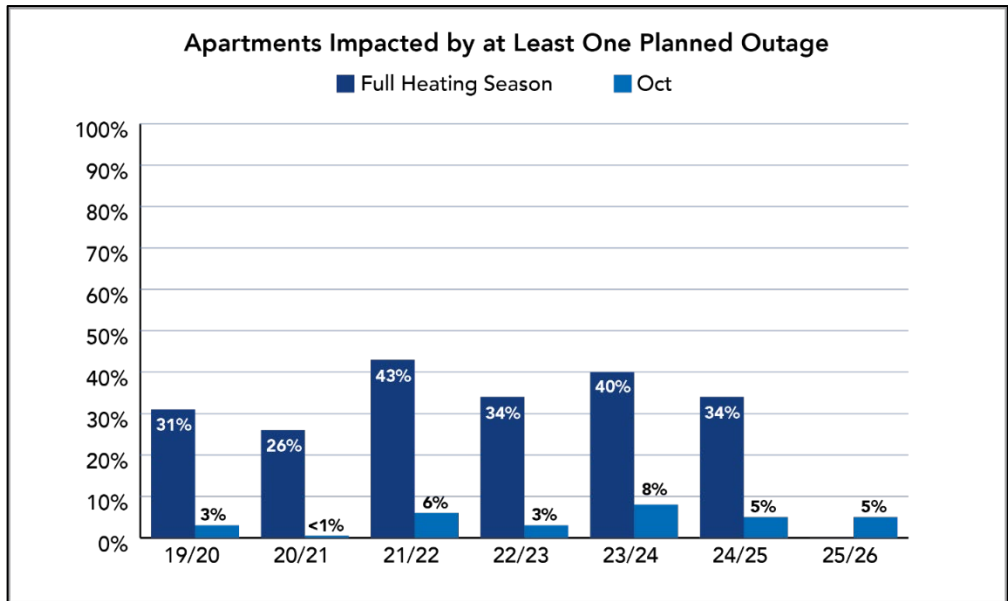


This overall percentage reflects heating service interruptions from three sources: (1) unplanned outages¹⁹; (2) planned outages²⁰; and (3) verified complaints.²¹ Because the overall percentage does not show how each source contributes, the Monitors analyzed each source separately.

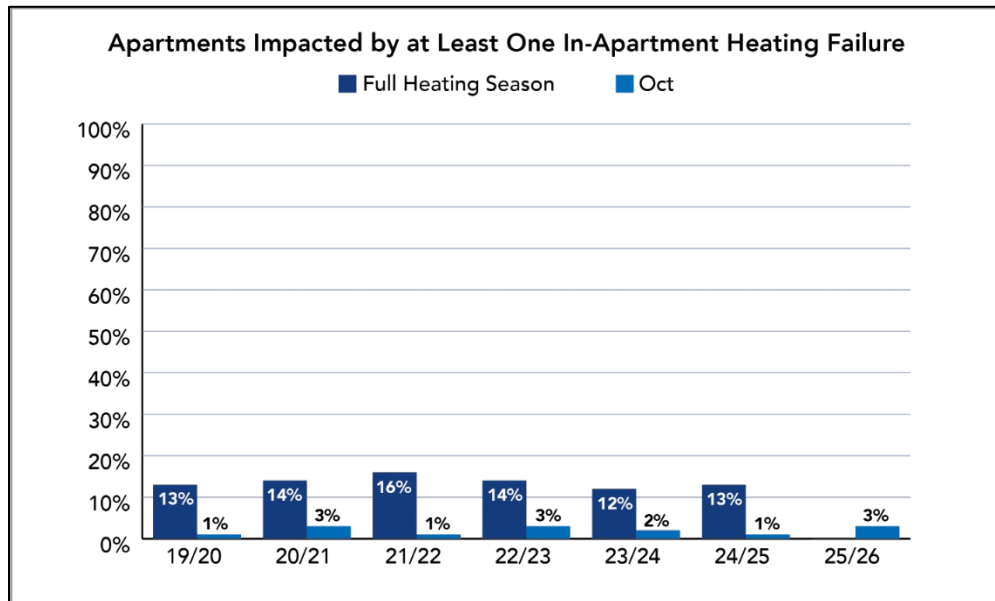
As of October 31, 2025, 13% of occupied apartments were impacted by at least one unplanned outage resulting in a heating service interruption this season, up 11 percentage points from the same period last season.



As of October 31, 2025, 5% of occupied apartments were impacted by at least one planned outage resulting in a heating service interruption this season, matching NYCHA’s performance from the same period last season.



As of October 31, 2025, 3% of occupied apartments were impacted by at least one in-apartment heating failure as identified by residents’ verified heating complaints this season, up two percentage points from the same period last season.

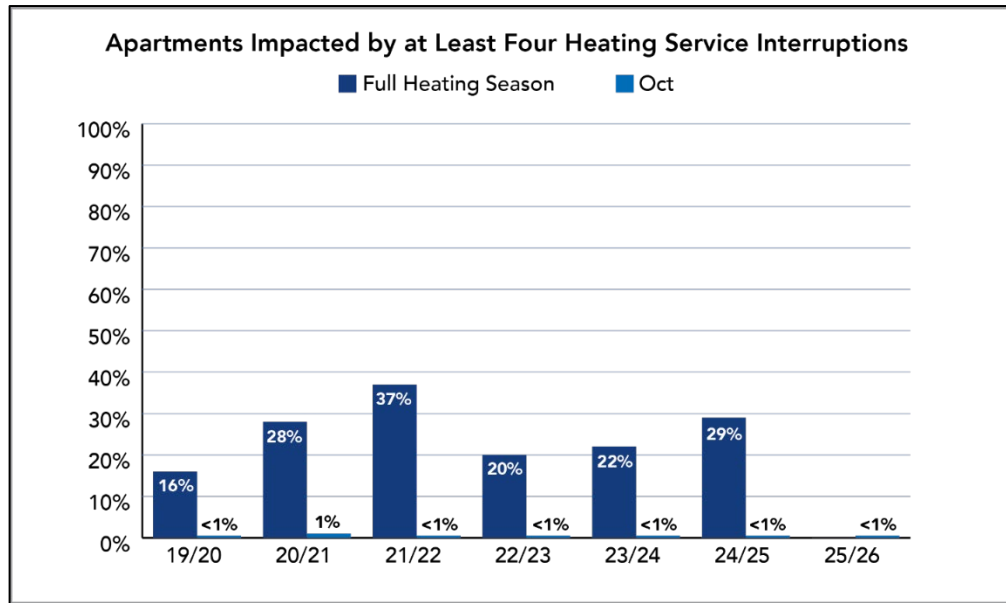


In the Monitors' September 2025 Report, the Monitors also analyzed the duration of heating service interruptions, categorizing apartments by the duration of their longest heating service interruption (e.g., less than six hours, six to 12 hours, 12 to 24 hours). Because this report covers only the first month of the 2025-2026 heating season, the Monitors do not include duration analysis at this time. The Monitors will include duration analysis in future reports as more data becomes available over the course of the heating season, which will provide a more comprehensive assessment of NYCHA's heating performance.

2. At Least Four Heating Service Interruptions (Requirement No. H8)

Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to ensure that no occupied apartment experiences more than three instances where temperatures fall below the legal minimum.²² As discussed above, without reliable temperature tracking in apartments, the Monitors cannot assess NYCHA's performance against this Agreement obligation. Therefore, using the interim methodology, the Monitors measured how many occupied apartments were repeatedly affected by heating service interruptions, as indicated by NYCHA's repair and maintenance activity.

As of October 31, 2025, less than 1% of occupied apartments have experienced at least four heating service interruptions this season, matching NYCHA’s performance during the same period last season.



Like the measure above, this measure includes both in-apartment heating failures, as indicated by verified heating complaints, and heating outages, which affect multiple apartments and can be unplanned or planned.

F. Heat Restoration Obligations (Requirement Nos. H6, H9, H11)

The HUD Agreement requires NYCHA to restore heat in a timely manner when an apartment loses heat. Since its inception, the Agreement has required NYCHA to restore heat to affected apartments, on average, within 12 hours per heating service interruption.²³ Beginning with the 2024–2025 heating season, the Agreement requires NYCHA to restore heat to affected apartments within 12 hours for 85% of heating service interruptions, and to restore heat to affected apartments within 24 hours for all heating service interruptions.²⁴

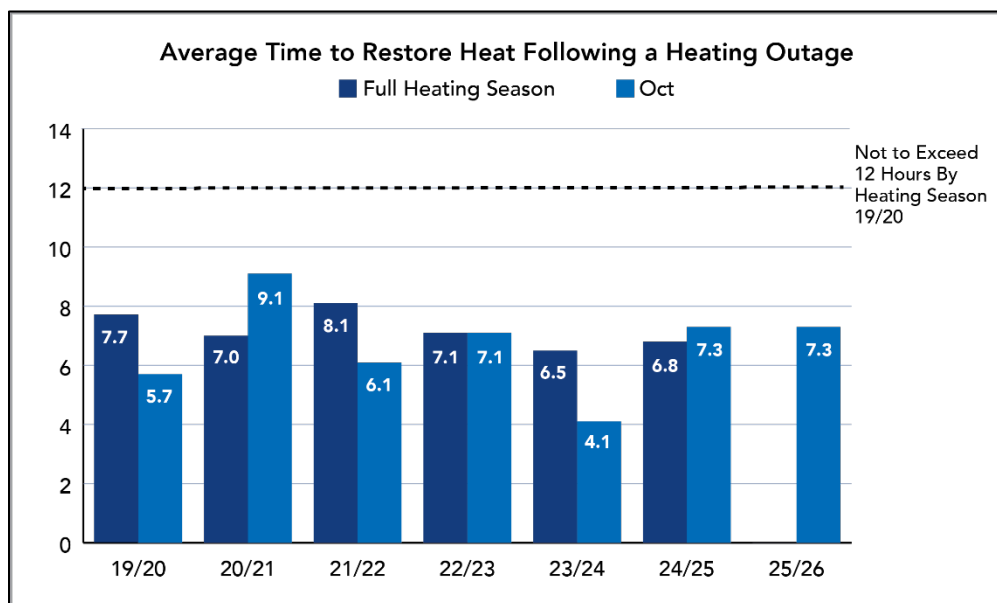
Although the heat restoration obligations apply to both heating outages, which affect multiple apartments, and in-apartment heating failures, neither the prior Monitor nor the Monitors reported

on in-apartment heating failures until the Monitors' September 2025 Report because no agreed-upon methodology was in place.²⁵ Following substantial work by the current Monitors, in the Monitors' September 2025 Report, the Monitors presented NYCHA's compliance with the HUD Agreement obligations for restoration times following in-apartment heating failures for the first time, using the methodology developed by NYCHA and the Monitors to measure restoration times based on residents' verified heating complaints.²⁶ The Monitors use this methodology here to describe NYCHA's response to in-apartment heating failures for October 2025.

1. Twelve-Hour Average Heat Restoration (Requirement No. H9)

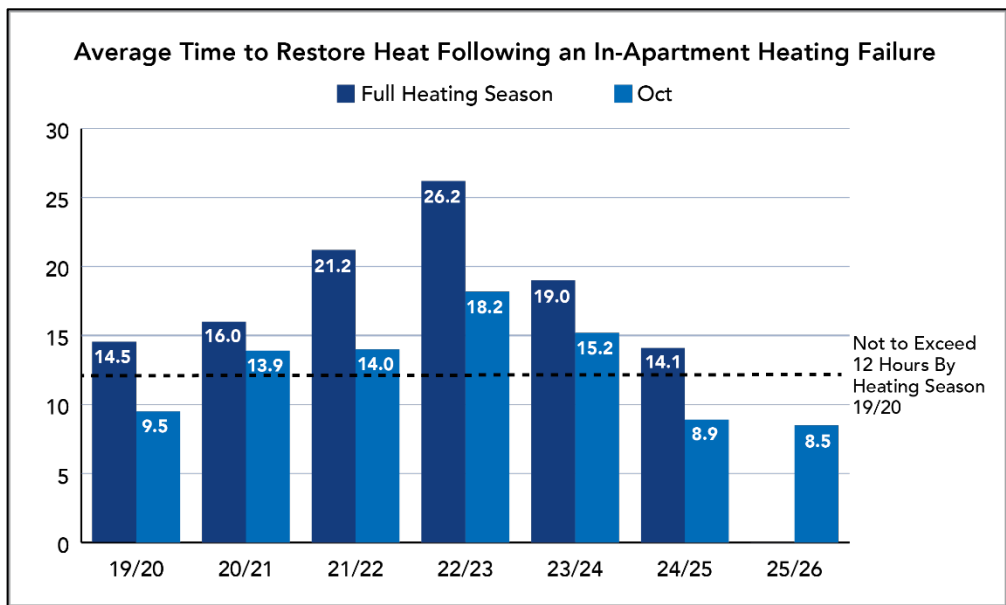
Beginning with the 2019–2020 heating season, the HUD Agreement requires NYCHA to restore heat to affected apartments in an average of 12 hours per heating service interruption.²⁷ As of the first month of the 2025–2026 heating season, NYCHA is on track to meet this requirement for heating outages once again this season, as illustrated in the graph below. NYCHA has met this requirement in every heating season of the monitorship since its inception.

As of October 31, 2025, NYCHA has restored heat to apartments affected by heating outages in an average of 7.3 hours this season, matching its performance during the same period last season.



By contrast, for in-apartment heating failures, NYCHA has not yet met this requirement for an entire heating season. However, NYCHA has improved year-over-year for the past few heating seasons, including during the first month of the current season.

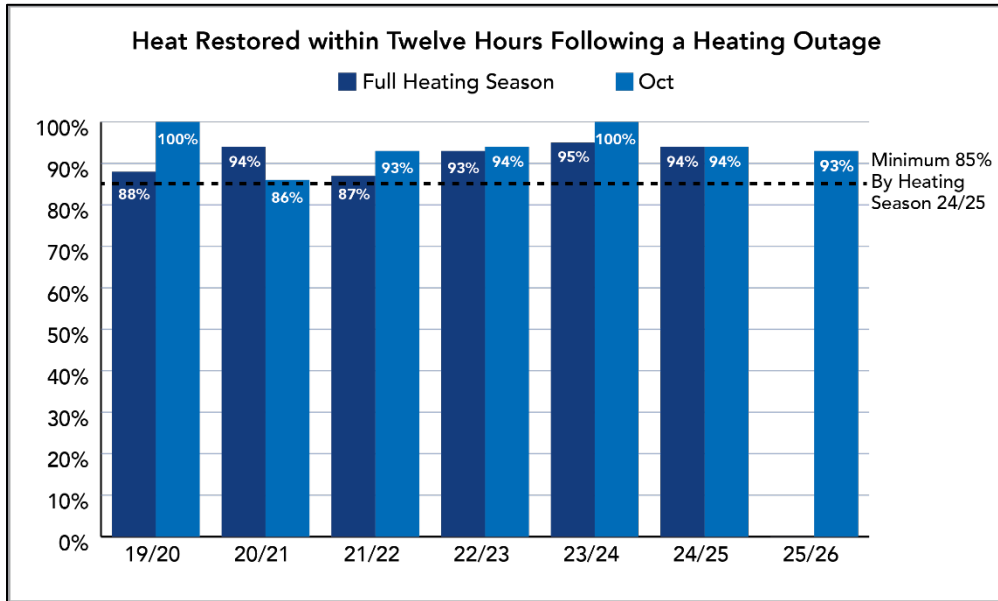
As of October 31, 2025, NYCHA has restored heat to apartments affected by in-apartment heating failures in an average of 8.5 hours this season, 0.4 hours faster than during the same period last season.



2. Twelve-Hour Heat Restoration (Requirement No. H11)

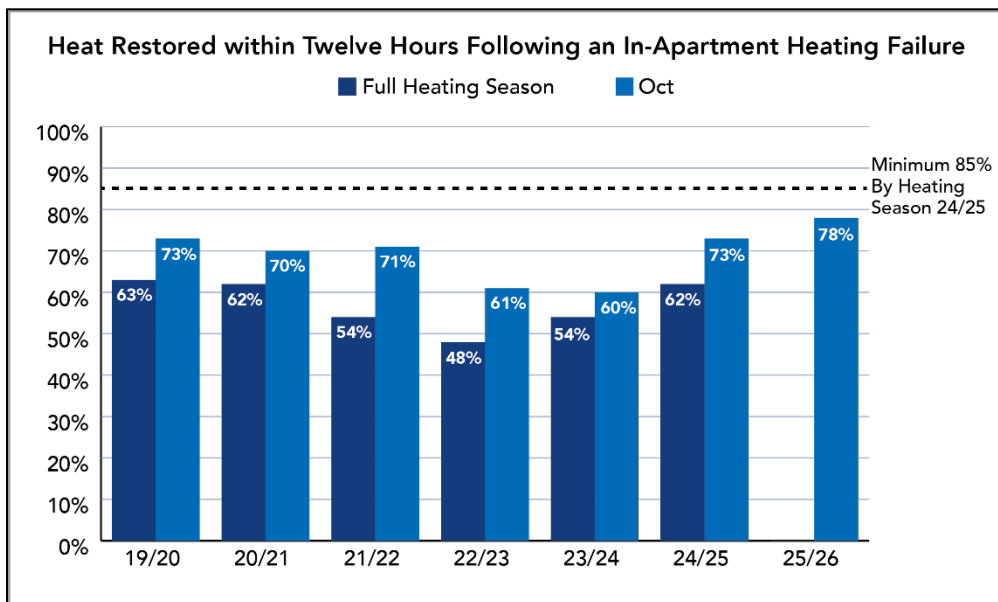
Beginning with the 2024–2025 heating season, the HUD Agreement requires NYCHA to restore heat to affected apartments within 12 hours for 85% of heating service interruptions.²⁸ Unlike the prior obligation, which assessed whether the average restoration time was within 12 hours, this obligation measures the percentage of heating service interruptions addressed within 12 hours. As of the first month of the 2025–2026 heating season, NYCHA is on track to meet this requirement for heating outages this season.

As of October 31, 2025, NYCHA has restored heat to apartments affected by heating outages within 12 hours for 93% of heating outages this season, down one percentage point from the same period last season.



By contrast, as of the first month of the 2025–2026 heating season, NYCHA is not on track to meet this requirement for in-apartment heating failures this season, however, NYCHA has continued to improve its performance year-over-year.

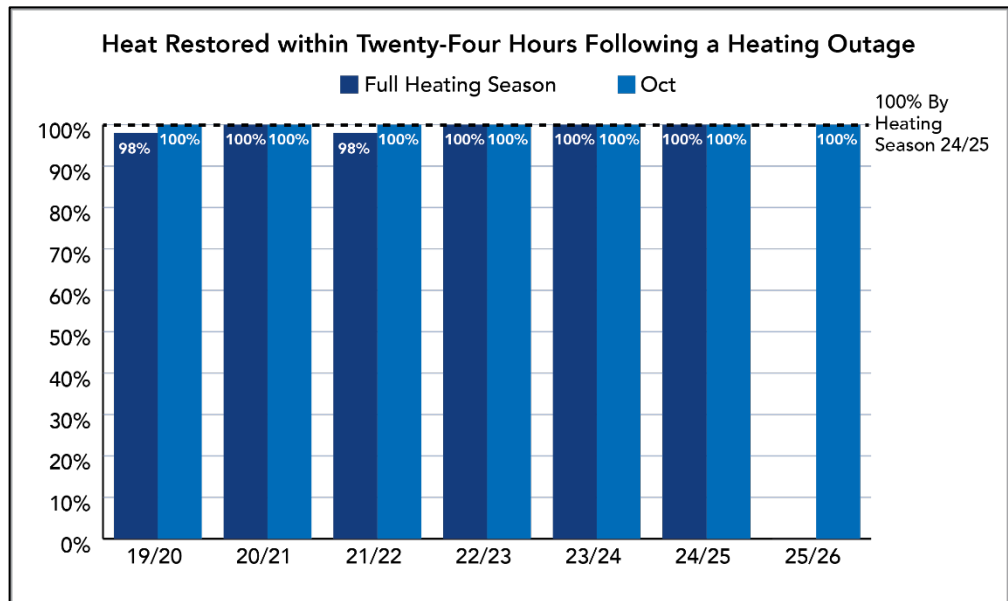
As of October 31, 2025, NYCHA has restored heat to apartments affected by in-apartment heating failures within 12 hours for 78% of in-apartment heating failures this season, up five percentage points from the same period last season.



3. Twenty-Four-Hour Heat Restoration (Requirement No. H11)

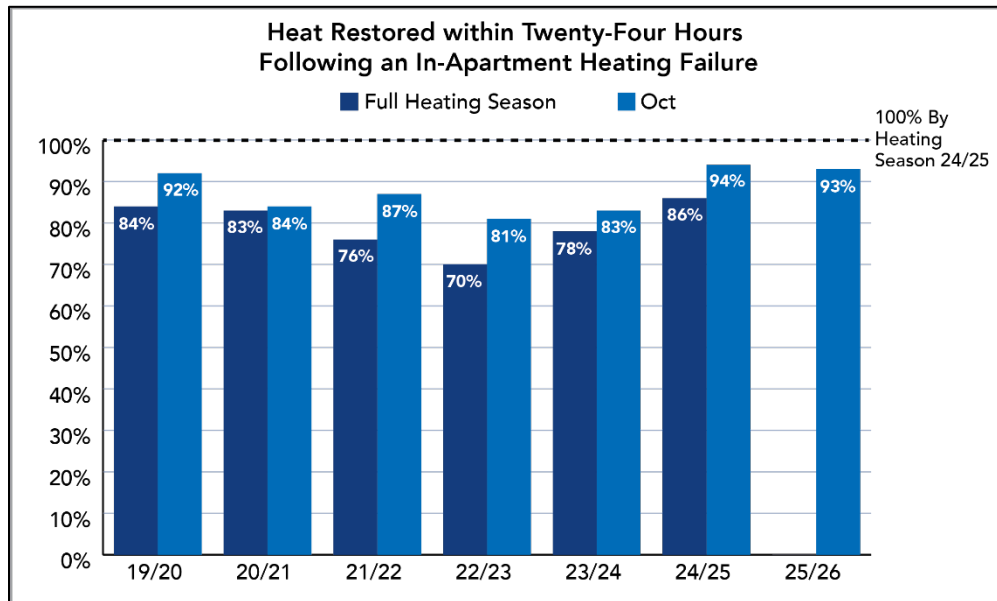
Beginning with the 2024-2025 heating season, the HUD Agreement also requires NYCHA to restore heat to affected apartments within 24 hours for 100% of heating service interruptions.²⁹ As of the first month of the 2025–2026 heating season, NYCHA is on track to meet this requirement for heating outages this season, as it has every season since the 2022-2023 heating season.

As of October 31, 2025, NYCHA has restored heat to apartments affected by heating outages within 24 hours for 100% of heating outages this season, matching its performance during the same period last season.



By contrast, as of the first month of the 2025–2026 heating season, NYCHA will not meet this requirement for in-apartment heating failures this season.

As of October 31, 2025, NYCHA has restored heat to apartments affected by in-apartment heating failures within 24 hours for 93% of in-apartment heating failures this season, down one percentage point from the same period last season.



G. Heating Failure Investigations (Requirement No. H14)

The HUD Agreement requires NYCHA to investigate and report on instances when it takes more than 12 hours to restore heat to a particular apartment.³⁰ NYCHA's Environmental Health and Safety ("EH&S") Department conducts root cause failure analysis investigations for heating outages that impact multiple apartments lasting more than 12 hours and issues recommended corrective actions. In keeping with a focus on residents, beginning this heating season, EH&S will also conduct investigations of certain in-apartment heating failures that last longer than 12 hours.³¹ The Monitors are collaborating with EH&S to develop a methodology to identify which in-apartment heating failures EH&S must investigate.

During the first month of the 2025–2026 heating season, NYCHA had three heating outages³² that lasted longer than 12 hours for which EH&S will conduct root cause failure investigations.

From these investigations during prior heating seasons, EH&S has issued **findings** and made recommendations for corrective action. Of the recommendations made by EH&S in prior heating seasons, as of October 31, 2025, 38 remain open.³³

EH&S Findings: A finding is an issue identified by EH&S through its root cause failure investigations that requires NYCHA to take corrective action. For example, EH&S findings have led HMSN to create borough-specific storerooms in Manhattan and the Bronx for faster access to repair materials, and to improve staffing levels on days forecasted to have below-average temperatures.

Building Management Systems (“BMS”):

Building Management Systems are computerized controls that provide automation, remote monitoring, and remote control for building mechanical systems such as boiler plants.

H. Electronic Temperature Monitoring (Requirement Nos. H4, H5, H15)

As of January 31, 2025, NYCHA met the HUD Agreement requirement to install temperature sensors in at least 30% of the apartments in 44 developments with modernized **Building Management Systems (“BMS”)**.³⁴ NYCHA is continuing its efforts to install BMS and temperature sensors at additional developments, consistent with its 2019 Heat Action Plan.³⁵

Although NYCHA has made real-time temperature data from sensors available to personnel responsible for heating, as well as to the Monitors, HUD, and SDNY, as the HUD Agreement requires, NYCHA is not publishing this data on its website due to concerns about the accuracy of sensor readings.³⁶

I. Completed, In Compliance, and Superseded Obligations

The HUD Agreement obligations that NYCHA met prior to or were superseded before the period covered by this report (**Requirement Nos. H2, H3, H4, H10, H12, H13**) are listed in **Appendix A**.

Overview of Outstanding Heating Obligations

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement through October 31, 2025, the first month of the 2025–2026 heating season, unless otherwise noted, and categorizes each requirement as a one-time requirement (blue); occurrence obligation (yellow); response obligation (orange); or policy and practice obligation (green). Obligations completed in the period covered by this report will be moved to the Appendix in future reports.

Req. No.	Description	Status	Compliance Details
One-Time Requirements			
H1 (Ex. B ¶ 14(c))	Boiler Replacement–NYCHA: NYCHA will replace 297 boilers by December 31, 2026. Of the 297 boilers, 70 will be replaced by December 31, 2022 and another 63 (total of 133) will be replaced by December 31, 2024.	TBD; 178 boilers replaced as of October 31, 2025.	NYCHA met its interim obligation to replace 133 boilers by December 31, 2024. NYCHA projects that it will complete all 297 boiler replacements by the December 31, 2026 deadline.
H5 (Ex. B ¶¶ 6– 7)	Action Plan for Installing Temperature Monitoring and Disclosing Temperature Information. NYCHA will draft an action plan to set electronic temperature	Incomplete	The Monitors will work with NYCHA to update its action plan as needed in light of its concerns regarding the accuracy of the temperature sensors.

Req. No.	Description	Status	Compliance Details
	sensing device installation deadlines for the rest of all the developments and provide an appropriate mechanism for disclosing information from electronic temperature reading devices to the public.		
H6 (Ex. B ¶ 2(a))	<p>Action Plan for Heat Mandatory Minimum Indoor Temperature: NYCHA will establish an Action Plan setting forth a reliable method to measure what percentage of occupied apartments have had the temperatures fall below the mandatory minimum indoor temperature by October 1, 2024.</p>	Incomplete	NYCHA has developed a methodology to measure in-apartment temperatures, which will be evaluated during this heating season. Once it is finalized, the Monitors will work with NYCHA to incorporate it into an action plan. In the interim, NYCHA and the Monitors are tracking the number of occupied apartments affected by heating outages and in-apartment heating failures.

Occurrence Obligations			
H7 (Ex. B ¶ 2(a))	Apartments with One Violation: Beginning in the 2024–2025 heating season, no more than 15% of occupied apartments shall have an occasion in which the temperatures fall below the mandatory minimum indoor temperature.	TBD; based on their interim methodology, the Monitors determined that 20% of occupied apartments have experienced at least one heating service interruption through the first month of the 2025–2026 heating season. The Monitors note that this data does not reflect whether the temperatures in these apartments fell below the mandatory minimum indoor temperature.	NYCHA and the Monitors are unable to measure compliance with these obligations because there is currently no method or procedure to measure temperatures in individual apartments. NYCHA has implemented a procedure to measure temperatures in individual apartments when responding to verified complaints beginning with this heating season. The Monitors commend this effort but note that measuring full compliance with this obligation will not be possible without a corresponding procedure for measuring indoor temperatures during heating outages.
H8 (Ex. B ¶ 2(b))	Apartments with More Than Three Violations: Beginning in the 2024–2025 heating season, no apartment shall have an occasion in which the	TBD; based on their interim methodology, the Monitors determined that less than 1% of occupied apartments have experienced at	NYCHA and the Monitors are unable to measure compliance with these obligations because there is currently no method or procedure to measure temperatures in individual apartments. NYCHA has implemented a

	temperatures fall below the mandatory minimum indoor temperature on more than three separate occasions.	least four heating service interruptions through the first month of the 2025–2026 heating season. The Monitors note that this data does not reflect whether the temperatures in these apartments fell below the mandatory minimum indoor temperature.	procedure to measure temperatures in individual apartments when responding to verified complaints this heating season. The Monitors commend this effort but note that measuring full compliance with this obligation will not be possible without a corresponding procedure for measuring indoor temperatures during heating outages.
Response Obligations			
H9 (Ex. B ¶ 9(a))	Twelve-Hour Average Heat Restoration: Starting with the heating season beginning October 1, 2019, NYCHA will restore heat to apartments affected by a heating failure within an average of 12 hours.	TBD Heating outages: 7.3 hours per heating outage In-apartment heating failures: 8.5 hours per qualifying complaint	Through the first month of the 2025-2026 heating season, NYCHA has restored heat from heating outages impacting multiple apartments within an average of 12 hours. Through the first month of the 2025-2026 heating season, NYCHA has restored heat to apartments affected by in-apartment heating failures within an average of 12 hours.
H11 (Ex. B ¶ 10(a))	Overall Heat Restoration (2024–2029): NYCHA will	On track for partial compliance	Supersedes H10 (Ex. B ¶ 9(b)). Through the first month of the 2025-2026 heating season, NYCHA

	restore heat to affected apartments within (i) 12 hours for 85% of heating failures, and (ii) 24 hours for 100% of heating failures.	Heating outages: (i) 93% within 12 hours; (ii) 100% within 24 hours In-apartment heating failures: (i) 78% within 12 hours; (ii) 93% within 24 hours	has resolved 93% of heating outages within 12 hours, and 100% of heating outages within 24 hours. Through the first month of the 2025-2026 heating season, NYCHA has resolved 78% of in-apartment heating failures within 12 hours, and 93% of in-apartment heating failures within 24 hours.
Policy and Practice Obligations			
H14 (Ex. B ¶¶ 9(c), 10(b))	Heating Failure Investigation: Starting in October 2019, a root cause investigation will be performed for all heating failures where heat was not restored within 12 hours in an apartment. Starting in October 2024, the investigation shall be performed by the Quality Assurance Unit.	Partial compliance	NYCHA is performing the required root cause investigations for all heating outages that lasted more than 12 hours, and some in-apartment heating failures.
H15 (Ex. B ¶¶ 3-5)	Information from Electronic Temperature Sensing Devices: For apartments with electronic temperature	Partial compliance	NYCHA has made live temperature readings that are reported by electronic temperature sensors available to NYCHA development managers, the Monitors, HUD, and SDNY, but

	<p>sensors, NYCHA shall institute and maintain a system that identifies apartments in violation of New York City temperature code requirements and the in-apartment and outside temperatures associated with the violations by April 1, 2019. This information will be available to all NYCHA personnel, the Monitors, HUD, and SDNY.</p>		<p>does not provide this data on its website due to its concerns regarding the accuracy of the temperature sensors.</p>
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I.2 Elevators

The HUD Agreement requires NYCHA to (1) reduce the frequency and duration of occasions when all of the elevator cars in a bank are not in service (“**no-service conditions**”);³⁷ (2) reduce the frequency and duration of outages for all elevator cars;³⁸ (3) give prompt notice about elevator car outages and collect data about them;³⁹ (4) replace a set number of elevators;⁴⁰ (5) install remote elevator monitoring systems;⁴¹ and (6) establish schedules for cleaning elevators and other planned elevator car outages that limit the inconvenience caused to residents.⁴² The section below provides an update on NYCHA’s progress with respect to outstanding elevator-related obligations under the Agreement for the period ending October 31, 2025. The Monitors found modest but consistent declines in elevator performance across multiple obligations during the first three quarters of Year 7. The Monitors will continue to track NYCHA’s performance through the end of Year 7 and will provide a comprehensive assessment of these trends in the Year 7 Annual Report.

A. Elevator Replacements (Requirement No. E1)

The HUD Agreement required NYCHA to replace 275 elevators in its buildings by December 31, 2024.⁴³ NYCHA has not met this obligation, completing 258 total elevator replacements as of October 31, 2025, including 22 replacements in the most recent quarter. NYCHA expects to complete the remaining 17 elevator replacements by the end of 2025.

B. Low Voltage Outages

Low voltage conditions—whether from issues in the electrical grid or local electrical problems—may cause elevators to shut down automatically to prevent unsafe operation. As discussed in the Monitors’ September 2025 Report, Con Edison imposed **voltage reductions**, one type of low voltage condition, in certain sectors of the electrical grid serving New York City to help avoid blackouts during heat waves this past summer. These voltage reductions caused elevator outages at many NYCHA buildings.⁴⁴ Although the HUD Agreement does not exclude outages due to low voltage conditions (“low voltage outages”) from NYCHA’s elevator-related obligations, the Monitors have provided data that illustrates the extent to which low voltage conditions impact NYCHA’s elevator

No-Service Condition:

The HUD Agreement defines “no-service conditions” to include only a situation where all elevators are out of service at one *building*. However, NYCHA, HUD, and SDNY have agreed that it is consistent with the purpose of the Agreement for “no-service conditions” to also include a situation where all elevators that serve an apartment are out of service, which generally means all elevators in one *bank* are out of service. For example, a single building may have one bank of elevators that serves the northern half of the building, and a second bank of elevators that serves the southern half of the building. If all elevators that serve the northern half of the building stop working, that would be considered a no-service condition because the apartments on the northern half of the building cannot be accessed by elevator, even though other elevators in the building continue to function.

Low Voltage

Conditions: Low voltage conditions refer to when an elevator is not receiving enough voltage to continue operating. Many elevators (including NYCHA's) cannot operate at lower voltages. Elevators need a steady supply of electricity to run safely. When the electrical voltage drops too low, the elevator's motor does not have enough power to move the elevator car, and the safety systems automatically shut the elevator down to prevent damage or unsafe operation. Low voltage conditions can occur from widespread (e.g., a grid goes down) or local (e.g., a transformer blows) electrical issues. Low voltage conditions generally require an electrician to resolve the issue at the source of the problem. In responding to all outages, NYCHA mechanics will take voltage readings to confirm if the outage is due to low voltage conditions.

performance. As a general matter, low voltage outages, primarily caused by voltage reductions during the summer, have contributed to a decline in NYCHA's performance for Year 7. When low voltage outages are excluded from the data, for the most part NYCHA either matched its previous performance or its performance has declined a small amount.

The impact of low voltage conditions on residents can be mitigated by installing Automatic Voltage Regulators ("AVRs"). AVRs are devices installed on existing elevators that stabilize incoming electrical voltage, allowing elevators to continue operating safely and reliably despite fluctuations in power supply.⁴⁵ The installation of AVRs on existing elevators helps reduce low voltage outages, including those caused by voltage reductions. As discussed in the Monitors' September 2025 Report, NYCHA previously installed AVRs for 13 elevators, and those elevators have experienced fewer low voltage outages.⁴⁶ Since that report, NYCHA has identified funding to install AVRs for up to 24 more elevators. NYCHA aims to first install nine AVRs, which it already has in stock, in 2026, prioritizing buildings based on the number of low voltage outages experienced in the past, the number of residents in the building, the extent of residents' need for elevator service (including the proportion of senior and mobility-impaired residents), and the height of the buildings.

Only a small fraction of NYCHA's elevators will receive AVRs under projected funding. While voltage reductions typically affect dozens of elevators in specific areas, it is difficult to predict which areas will be affected each year, and more elevators were affected this past summer than are expected to receive AVRs. Additional funding for AVR installation on existing elevators is needed to reduce the impact of low voltage outages.

C. No-Service Conditions (Requirement Nos. E7, E8, E15, E16, E20, E22)

The HUD Agreement requires NYCHA to reduce how often and for how long residents face no-service conditions. The subsections below provide an update on NYCHA's obligations to (1) reduce the frequency of no-service conditions in elevator banks with multiple elevators; (2) reduce the duration of all no-service conditions; and (3) avoid scheduling planned outages that will result in a no-service condition during Agreement-restricted hours (between 6:00 a.m. and 9:00 a.m. and between 4:00 p.m. and 8:00

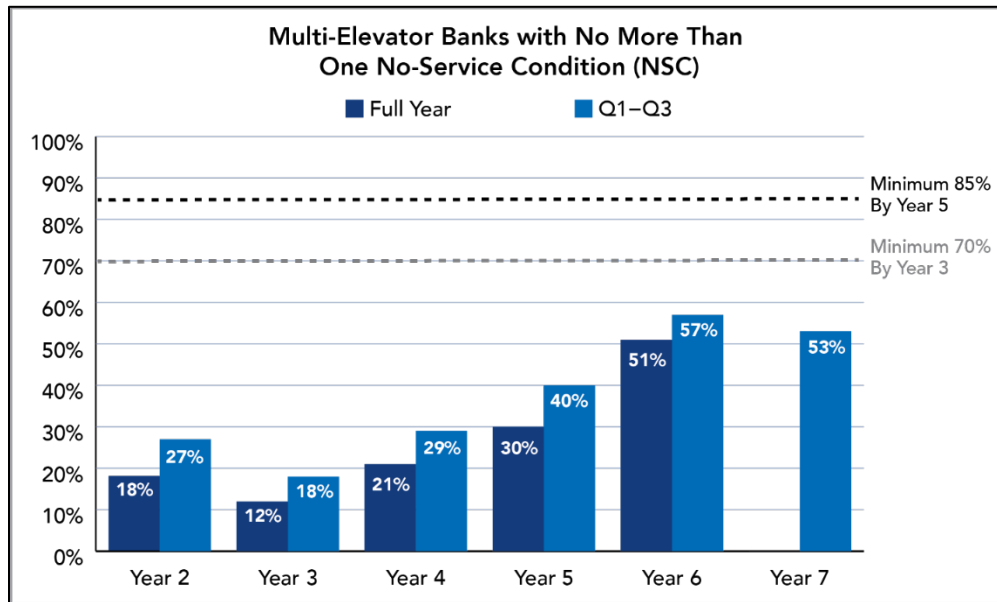
p.m.), and provide at least 24 hours' advanced notice of planned outages to residents.

1. Frequency of No-Service Conditions (Requirement Nos. E7, E8)

The HUD Agreement requires NYCHA to reduce the frequency of no-service conditions in elevator banks with multiple elevators. In NYCHA developments, there are 693 elevator banks with multiple elevators.⁴⁷

a. No More Than One No-Service Condition Per Year (Requirement No. E7)

Beginning in Year 5, the HUD Agreement requires NYCHA to ensure that at least 85% of multi-elevator banks have no more than one no-service condition per year.⁴⁸ As of October 31, 2025, 53% of multi-elevator banks have experienced no more than one no-service condition this year, down four percentage points from the same period last year.



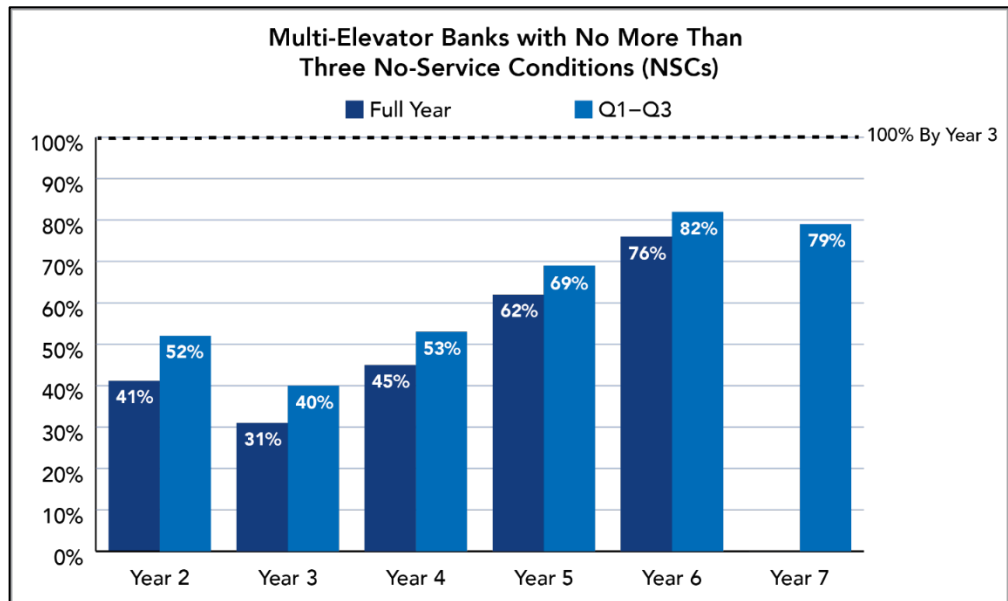
Excluding the low voltage outages from this year and previous years, as of October 31, 2025, 58% of multi-elevator banks have experienced no more than one no-service condition this year, down one percentage point from the same period last year.

Voltage Reductions:

During heat waves, demand for electricity spikes as the use of cooling devices, such as fans and air conditioners, increases. If demand exceeds available capacity, equipment powering the electrical grid can overheat and fail, leading to blackouts. Reducing the voltage provided to the grid reduces overall electricity use, which lowers the risk of equipment failure or blackout.

b. No More Than Three No-Service Conditions Per Year (Requirement No. E8)

Beginning in Year 3, the HUD Agreement requires NYCHA to ensure that no multi-elevator banks have more than three no-service conditions per year.⁴⁹ As of October 31, 2025, 79% of multi-elevator banks have not experienced more than three no-service conditions this year, down three percentage points from the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, 81% of multi-elevator banks have not experienced more than three no-service conditions this year, down two percentage points from the same period last year.

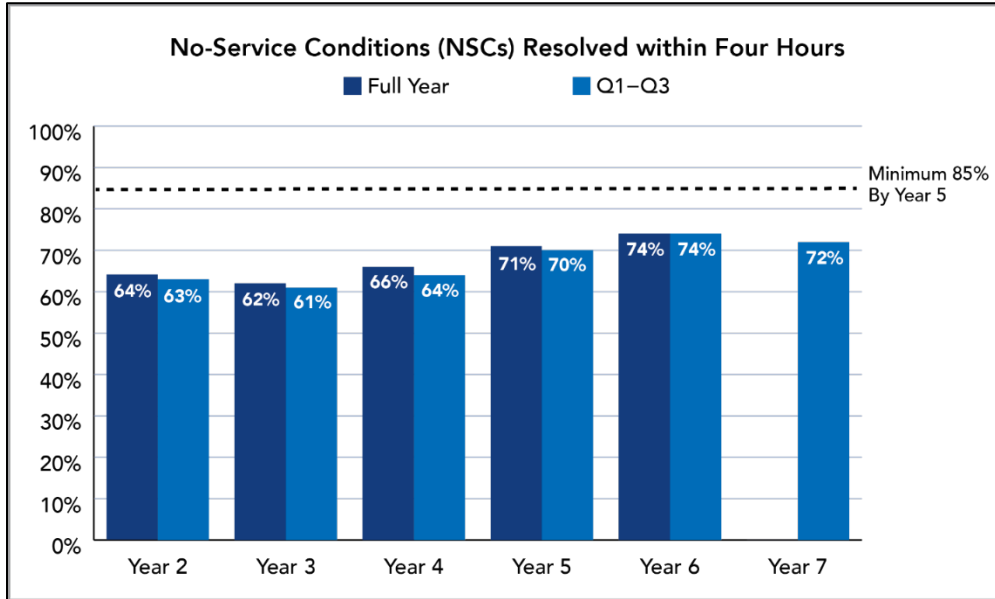
2. Duration of No-Service Conditions (Requirement Nos. E15, E16)

The HUD Agreement requires NYCHA to reduce the duration of all no-service conditions, regardless of whether they occur in multi-elevator banks or single-elevator banks.⁵⁰

a. Four-Hour No-Service Resolution Obligation (Requirement No. E15)

Beginning in Year 5, the HUD Agreement requires NYCHA to resolve 85% of no-service conditions within four hours of learning of

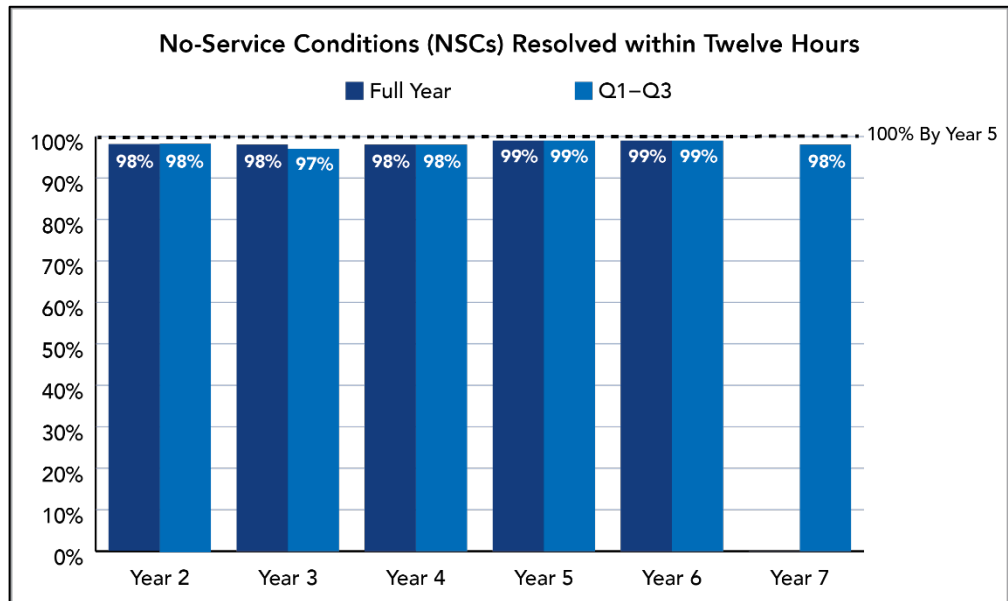
them.⁵¹ As of October 31, 2025, NYCHA has resolved 72% of no-service conditions within four hours this year, down two percentage points from the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, NYCHA has resolved 76% of no-service conditions within four hours this year, up one percentage point from the same period last year.

b. Twelve-Hour No-Service Resolution Obligation (Requirement No. E16)

Beginning in Year 5, the HUD Agreement requires NYCHA to resolve all no-service conditions within 12 hours, with limited exceptions.⁵² As of October 31, 2025, NYCHA has resolved 98% of no-service conditions within 12 hours this year, down one percentage point from the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, NYCHA has resolved 99% of no-service conditions within 12 hours this year, matching its performance during the same period last year.

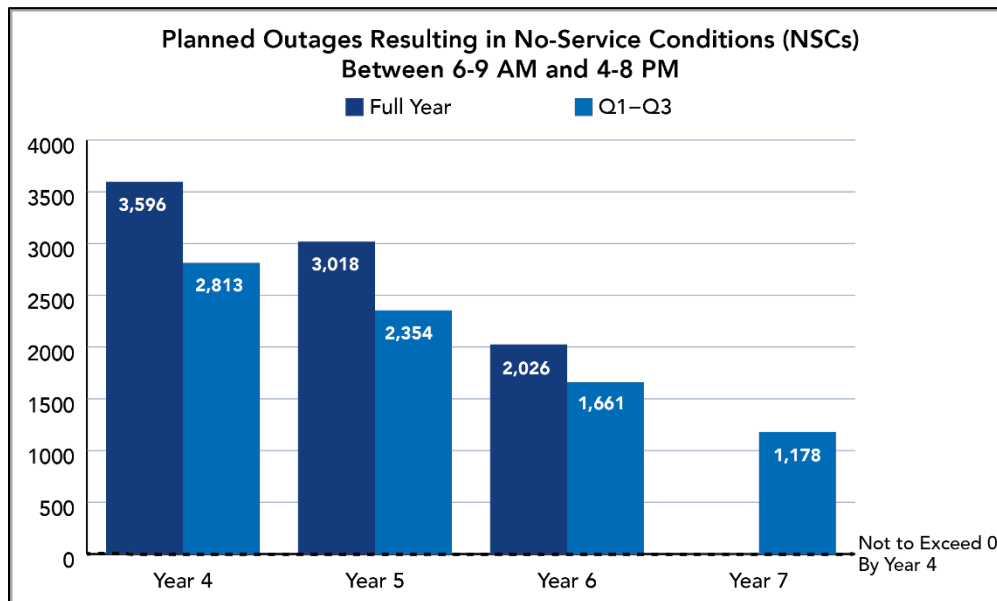
3. Timing of No-Service Conditions and Providing Advance Notice to Residents (Requirement Nos. E20, E22)

To minimize disruptions to residents during specified morning and evening hours, the HUD Agreement requires NYCHA to avoid scheduling planned outages that will result in no-service conditions between 6:00 a.m. and 9:00 a.m. and between 4:00 p.m. and 8:00 p.m., with limited exceptions.⁵³ Additionally, the Agreement requires NYCHA to provide residents with at least 24 hours' advanced notice of planned outages via robocall, postings in the development, and postings on NYCHA's website.⁵⁴

NYCHA has not been in compliance with these requirements. Residents have indicated, and NYCHA has confirmed, that NYCHA frequently shuts down elevators with minimal notice and during the HUD Agreement-restricted hours.⁵⁵ NYCHA has explained that most of these shutdowns are for preventive maintenance, which helps improve elevator performance.⁵⁶ The Monitors acknowledge the benefits of preventive maintenance and continue to discuss with

NYCHA ways to complete preventive maintenance in compliance with the Agreement.

NYCHA has continued to reduce the number of planned outages, including preventive maintenance outages, resulting in no-service conditions during HUD Agreement-restricted hours. As of October 31, 2025, 1,178 no-service conditions have resulted from planned outages, including preventive maintenance outages, during Agreement-restricted hours this year, which are 483 fewer no-service conditions than during this same period last year.



As discussed in the Monitors' September 2025 Report, NYCHA piloted a process for scheduling preventive maintenance and notifying residents by robocall at least 24 hours in advance at South Jamaica Houses earlier this year.⁵⁷ NYCHA plans on expanding this pilot to nearby Baisley Park Houses this winter.

D. Elevator Car Outages (Requirement Nos. E10, E12, E17-E19)

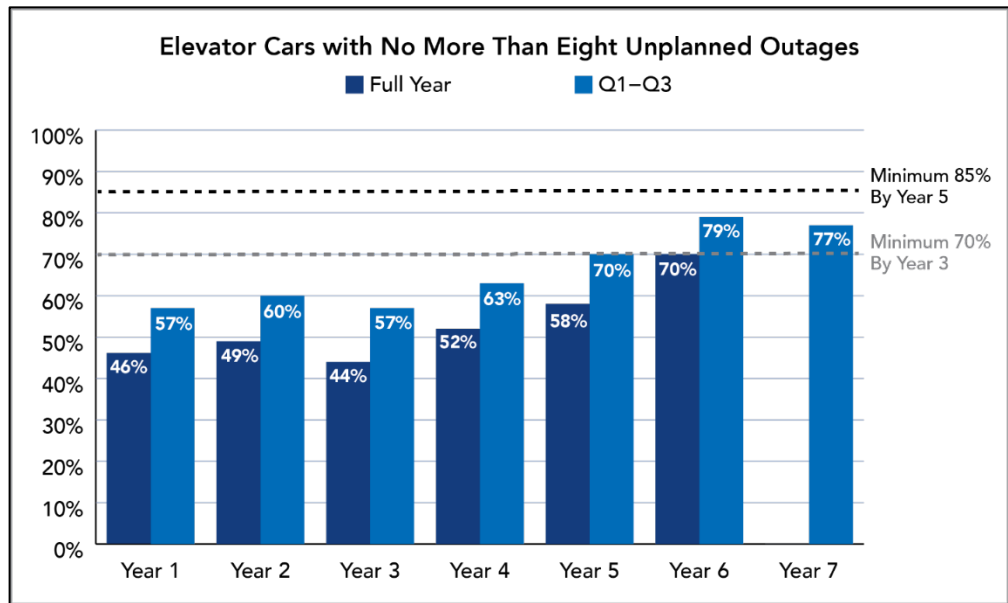
The HUD Agreement requires NYCHA to reduce how often and for how long elevator cars experience service disruptions. The subsections below provide an update on NYCHA's obligations to (1) reduce the frequency of unplanned elevator car outages; and (2) reduce the duration of elevator car outages.

1. Frequency of Unplanned Elevator Car Outages (Requirement Nos. E10, E12)

The HUD Agreement requires NYCHA to reduce the frequency of all unplanned elevator car outages, regardless of whether they occur in multi-elevator banks or single-elevator banks.

a. No More Than Eight Unplanned Outages (Requirement No. E10)

Beginning in Year 5, the HUD Agreement requires NYCHA to ensure that at least 85% of elevator cars have no more than eight unplanned outages per year.⁵⁸ As of October 31, 2025, 77% of elevator cars have not experienced more than eight unplanned outages this year, down two percentage points from the same period last year.

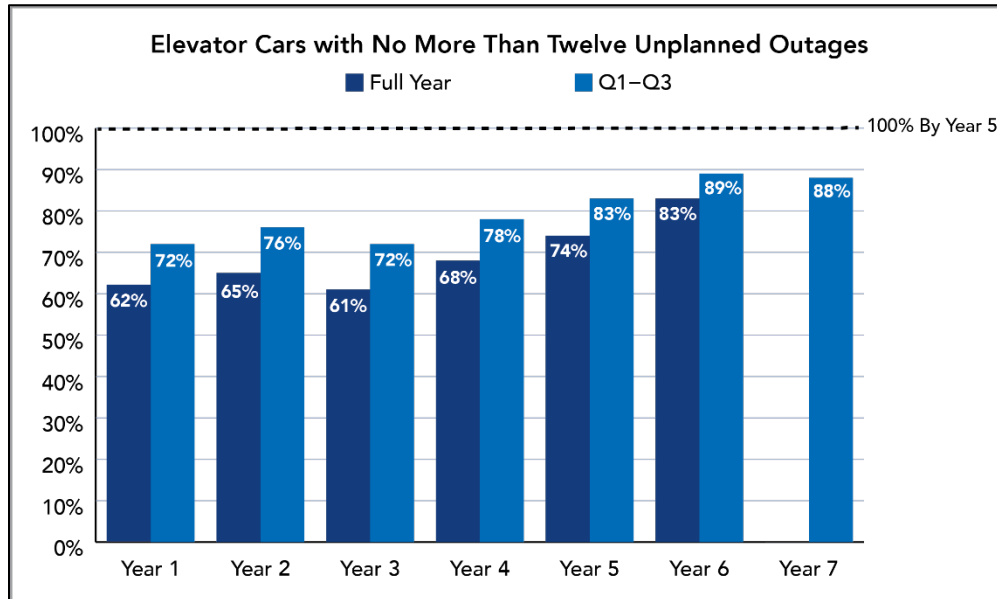


Excluding the low voltage outages from this year and previous years, as of October 31, 2025, 79% of elevator cars have not experienced more than eight unplanned outages this year, down two percentage points from the same period last year.

b. No More Than Twelve Unplanned Outages (Requirement No. E12)

Beginning in Year 5, the HUD Agreement also requires NYCHA to ensure that no elevator car has more than 12 unplanned outages

per year.⁵⁹ As of October 31, 2025, 88% of elevator cars have not experienced more than 12 unplanned outages this year, down one percentage point from the same period last year.



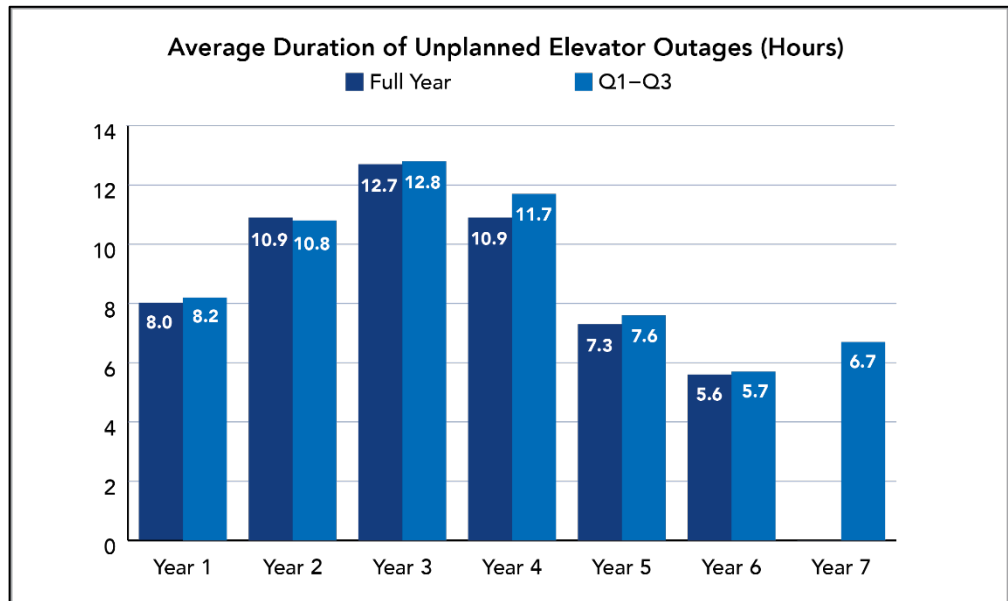
Excluding the low voltage outages from this year and previous years, as of October 31, 2025, 89% of elevator cars have not experienced more than 12 unplanned outages this year, down one percentage point from the same period last year.

2. Duration of Elevator Car Outages (Requirement Nos. E17-E19)

The HUD Agreement requires NYCHA to reduce the duration of elevator car outages as well.

a. Percentage Reduction in Outage Duration (Requirement No. E17)

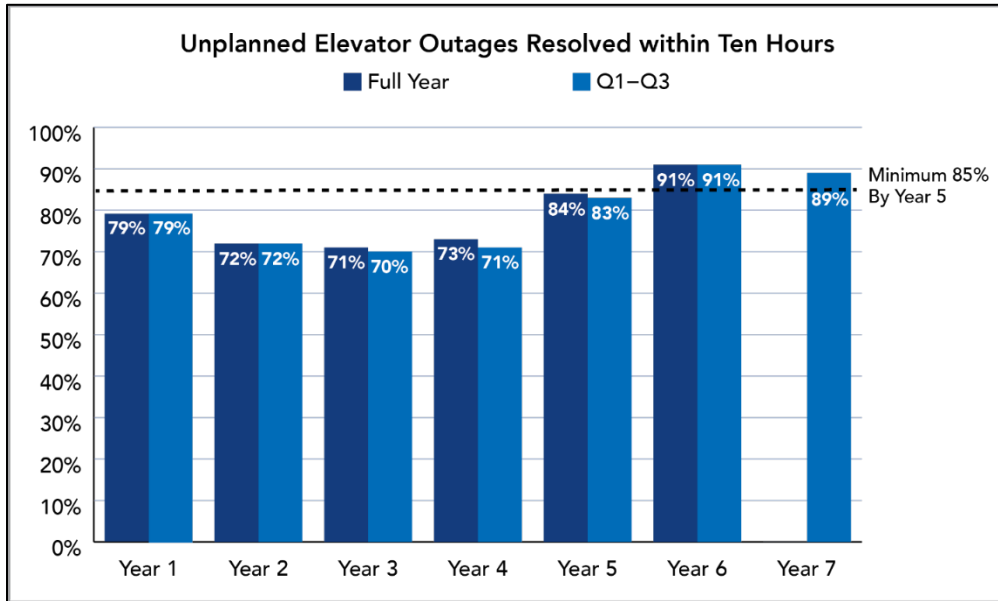
The HUD Agreement has required NYCHA to reduce the duration of service outages by 10% in Year 1 of the monitorship and to then reduce the average outage duration by a rate set by the Monitors.⁶⁰ Before Year 7, NYCHA and the Monitors agreed to target a 10% reduction in Year 7. As of October 31, 2025, NYCHA has resolved unplanned elevator car outages in an average of 6.7 hours this year, which is 18% higher than its average during the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, NYCHA has resolved unplanned elevator car outages in an average of 5.8 hours this year, which is 9% higher than its average during the same period last year.

b. Ten-Hour Outage Obligation (Requirement No. E18)

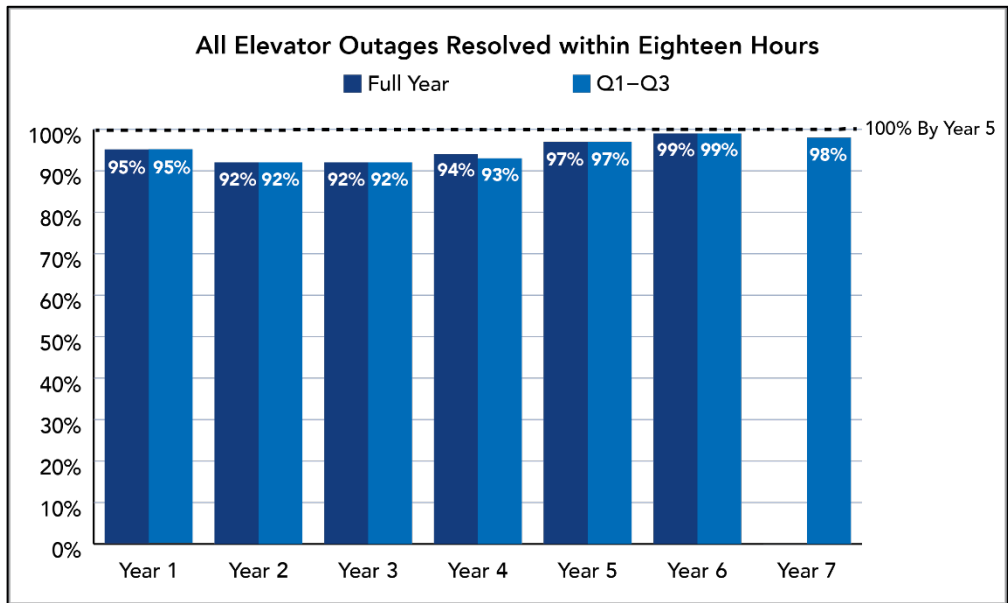
Beginning in Year 5, the HUD Agreement requires NYCHA to resolve 85% of unplanned elevator car outages within ten hours of learning of them.⁶¹ As of October 31, 2025, NYCHA has resolved 89% of unplanned elevator car outages within ten hours this year, down two percentage points from the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, NYCHA has resolved 91% of unplanned elevator car outages within ten hours this year, down one percentage point from the same period last year.

**c. Eighteen-Hour Outage Obligation
(Requirement No. E19)**

Beginning in Year 5, the HUD Agreement also requires NYCHA to resolve all elevator car outages within eighteen hours, with limited exceptions.⁶² As of October 31, 2025, NYCHA has resolved 98% of all elevator car outages within 18 hours this year, down one percentage point from the same period last year.



Excluding the low voltage outages from this year and previous years, as of October 31, 2025, NYCHA has resolved 99% of all elevator car outages within 18 hours this year, matching its performance during the same period last year.

E. Completed, In Compliance, and Superseded Obligations

The HUD Agreement obligations that NYCHA met prior to, or that were superseded before, Year 6 (**Requirement Nos. E2, E3, E4, E5, E6, E9, E11, E13, E14, E23**) are listed in **Appendix A**. Verification of NYCHA’s completion of the Agreement obligations E2 (Ex. B ¶ 34(b)) and E5 (Ex. B ¶ 31) is ongoing.

Overview of Outstanding Elevator Obligations

The following table summarizes the status of NYCHA's compliance with the requirements of the HUD Agreement through October 31, 2025, unless otherwise noted, and categorizes each requirement as a one-time requirement (blue); occurrence obligation (yellow); response obligation (orange); or policy and practice obligation (green).

Req. No.	Description	Status	Compliance Details
One-Time Requirements			
E1 (Ex. B ¶ 34(b))	Elevator Replacement - NYCHA: By December 31, 2024, NYCHA will replace at least 275 elevators.	Not met	By December 31, 2024, NYCHA completed 168 of the required elevator replacements. As of October 31, 2025, NYCHA has completed 258 elevator replacements. NYCHA expects to complete 275 elevator replacements by the end of 2025.
Occurrence Obligations			
E7 (Ex. B ¶ 24(a))	Buildings with One No-Service Condition: Beginning in Year 5, at least 85% of elevator banks with more than one elevator will have no more than one instance per year where all elevators are out of service.	Not in compliance; 53% as of Q3 Year 7	As of October 31, 2025, 47% of multi-elevator banks have experienced more than one no-service condition in Year 7.

Req. No.	Description	Status	Compliance Details
E8 (Ex. B ¶¶ 23(a), 24(a))	<p>Buildings with Three No-Service Conditions: Beginning in Year 3, no elevator bank with more than one elevator shall have more than three no-service conditions per year.</p>	Not in compliance; 79% as of Q3 Year 7	As of October 31, 2025, 21% of multi-elevator banks have experienced more than three no-service conditions in Year 7.
E10 (Ex. B ¶ 24(b))	<p>Eight Unplanned Outages: Beginning in Year 5, at least 85% of all elevators in NYCHA buildings shall have no more than eight unplanned outages per year.</p>	Not in compliance; 77% as of Q3 Year 7	As of October 31, 2025, 23% of elevator cars have experienced more than eight unplanned outages in Year 7.
E12 (Ex. B ¶ 24(b))	<p>Twelve Unplanned Outages: Beginning in Year 5, no elevator shall have more than 12 unplanned outages per year.</p>	Not in compliance; 88% as of Q3 Year 7	As of October 31, 2025, 12% of elevator cars have experienced more than 12 unplanned outages in Year 7.
Response Obligations			
E15 (Ex. B ¶ 29(a)(i))	<p>Four-Hour No-Service Conditions: Beginning in</p>	Not in compliance; 72% as of Q3 Year 7	As of October 31, 2025, 28% of no-service conditions resulting from

Req. No.	Description	Status	Compliance Details
	Year 5, at least 85% of no-service conditions shall be resolved within four hours of the time NYCHA learns of them.		unplanned outages have lasted more than four hours in Year 7.
E16 (Ex. B ¶ 29(a)(ii))	<p>Twelve-Hour No-Service Conditions: Beginning in Year 5, no no-service condition shall last more than 12 hours, with limited exceptions.</p>	Substantial compliance; 98% as of Q3 Year 7	As of October 31, 2025, 2% of no-service conditions resulting from all qualifying outages have lasted more than 12 hours in Year 7. Of the limited exceptions provided for by the HUD Agreement, NYCHA only tracks outages due to elevator rehabilitation or replacement, and no-service conditions resulting from these outages are excluded. NYCHA does not track the industry-accepted repair time or whether the outage requires NYCHA to order unavailable parts. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.
E17 (Ex. B ¶ 28)	<p>Improved Outage Duration: After Year 1, the outage duration</p>	Not on track for compliance; 18% higher average	The Monitors set a target of 10% reduction in outage duration for Year 7. As of October 31, 2025,

Req. No.	Description	Status	Compliance Details
	shall improve over the prior year by a rate set by the Monitors.	unplanned outage duration compared to same period last year	the average unplanned outage duration has increased from 5.7 hours during the first three quarters of Year 6 to 6.7 hours during the first three quarters of Year 7.
E18 (Ex. B ¶ 29(b)(iii))	Ten-Hour Elevator Car Outages: Beginning in Year 5, at least 85% of elevator car outages shall be resolved within ten hours of the time NYCHA learns of them.	On track to comply; 89% as of Q3 Year 7	As of October 31, 2025, 11% of unplanned elevator car outages have lasted more than ten hours in Year 7.
E19 (Ex. B ¶ 29(b)(iv))	Eighteen-Hour Elevator Car Outages: Beginning in Year 5, no elevator car outage shall last more than 18 hours, with limited exceptions.	Substantial compliance; 98% as of Q3 Year 7	As of October 31, 2025, 2% of all qualifying elevator car outages have lasted more than 18 hours in Year 7. Of the limited exceptions provided for by the HUD Agreement, NYCHA only tracks outages due to elevator rehabilitation or replacement, and these outages are excluded. NYCHA does not track the industry-accepted repair time. Accordingly, the Monitors' assessment of NYCHA's performance under

Req. No.	Description	Status	Compliance Details
			this obligation may include such outages.
E20 (Ex. B ¶ 32)	<p>Resident Outage Notification System: NYCHA will provide 24 hours' advanced notice of all planned outages and notice of all unplanned outages within two hours to residents of buildings affected by the outages. Notice shall occur by robocalls and postings in the building and on the NYCHA website.</p>	Not in compliance	<p>NYCHA does not comply with this obligation because it provides adequate notice to residents for some but not all outages. In particular, NYCHA typically does not provide the prescribed notice for outages due to preventive maintenance. In some instances, NYCHA makes postings in the buildings affected by the outages before the preventive maintenance outage, and NYCHA is making efforts to expand that practice. NYCHA currently only sends robocalls for preventive maintenance outages at South Jamaica Houses, where it is conducting a pilot on scheduling preventive maintenance outages and providing at least 24 hours' advanced notice to residents. NYCHA and the Monitors are working to analyze the results of this pilot and look to improve notice for preventive maintenance outages</p>

Req. No.	Description	Status	Compliance Details
			in other NYCHA developments.
E21 (Ex. B ¶ 33)	<p>Monitor Outage Notification: NYCHA will provide the Monitors 24 hours' advanced notice of any planned outage and shall notify the Monitors of any unplanned outage within two hours of learning about it.</p>	Not in compliance	NYCHA does not comply with this obligation because it generally does not provide notice to the Monitors for outages due to preventive maintenance. In Year 7, NYCHA began sharing with the Monitors schedules for outages due to preventive maintenance at selected developments, and NYCHA plans to expand this practice.
Policy and Practice Obligation			
E22 (Ex. B ¶ 27)	<p>Planned Outages: By February 1, 2020, NYCHA shall not have planned outages resulting in a no-service condition between 6:00 a.m. and 9:00 a.m. or between 4:00 p.m. and 8:00 p.m., except for planned elevator rehabilitation or replacement or outages mandated by another</p>	Not in compliance; NYCHA had 1,178 instances of planned outages resulting in a no-service condition during the Agreement-restricted hours as of Q3 Year 7	NYCHA does not comply with this obligation. As of October 31, 2025, planned outages, including service disruptions due to preventive maintenance, continue to result in no-service conditions during the prohibited hours.

Req. No.	Description	Status	Compliance Details
	governmental agency or regulatory entity.		

I.3 Pests & Waste

Pests: Under the HUD Agreement, the term “pests” refers to rats, mice, cockroaches, and bed bugs.

Integrated Pest Management (“IPM”): An environmentally friendly, commonsense approach to pest control. Unlike traditional pest management, which involves the routine application of pesticide, IPM focuses on the prevention of pests and uses pesticide only as needed. It involves multiple forms of pest controls and has a four-tiered approach: (1) identify pests and monitor progress, (2) set action thresholds, (3) prevent pests, and (4) control pests.

Under the HUD Agreement, NYCHA must (1) estimate and report on the size of the pest population at each development and reduce those pest populations by specific percentages over time;⁶³ (2) respond to residents’ **pest** complaints within prescribed deadlines;⁶⁴ (3) apply timely and effective pest management techniques informed by **Integrated Pest Management (“IPM”)** practices;⁶⁵ (4) increase cleanliness at developments by improving waste management practices;⁶⁶ and (5) upgrade specified pest and waste management infrastructure.⁶⁷ The section below provides an update on NYCHA’s progress with respect to pest- and waste-related requirements under the Agreement and waste-management related capital projects for the period from August 1, 2025, to October 31, 2025.

In the third quarter of Year 7, NYCHA has continued to maintain prompt response times to rat complaints, meeting or nearly meeting both rat response time requirements. Additionally, NYCHA has significantly improved its other pest response times compared to the same period last year.

Looking ahead, NYCHA will need to remain vigilant to maintain its success in meeting the reduction targets for mice, cockroaches, and bed bugs. Estimates of the populations for these pests have increased, and although some variation in the estimates is expected, as described in the Monitors’ December 2024, April 2025, and September 2025 reports,⁶⁸ NYCHA will need to continue applying effective pest control methods to ensure the estimates decrease in the future.

A. Pest Population Reporting and Reduction Requirements (Requirement Nos. P7-P11)

Pursuant to the HUD Agreement, the Monitors, in consultation with NYCHA, established reasonable protocols (the “Protocols”) for NYCHA to estimate the pest populations at each development on a quarterly basis.⁶⁹ Using the Protocols, NYCHA must publish those estimates on its website so stakeholders, including residents, can see whether NYCHA is reducing pest populations.⁷⁰ The Agreement also requires NYCHA to meet certain pest population reduction targets.⁷¹

The following subsections provide an update on (1) NYCHA's publishing of the pest population estimates on its website; (2) NYCHA-wide pest population estimates for the third quarter of Year 7; and (3) NYCHA's progress in meeting the outstanding reduction target requirements.

1. Publish Pest Population Estimates

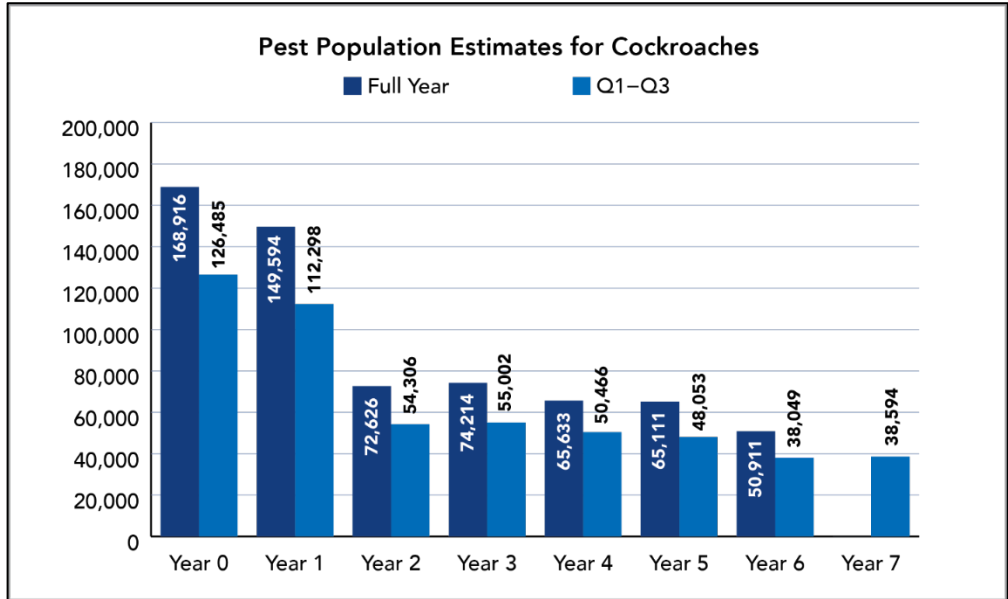
As discussed in the April 2025 Report, the Monitors, in consultation with NYCHA, developed Protocols to establish reasonable estimates of the presence of pests.⁷² These estimates do not count the actual number of pests, as that would be unfeasible. Instead, they are approximations of the pest presence at NYCHA based on residents' pest complaints adjusted for over- and underreporting of pests.

Under the HUD Agreement, once the Monitors establish the Protocols, NYCHA is required to use the Protocols to develop and publish reliable pest population estimates for each development at least quarterly.⁷³ As of October 31, 2025, NYCHA continues to publish the pest population estimates for each development on its website. The pest population estimates can be viewed at NYCHA's website here: <https://www.nyc.gov/site/nycha/residents/pest-population-estimates.page>.

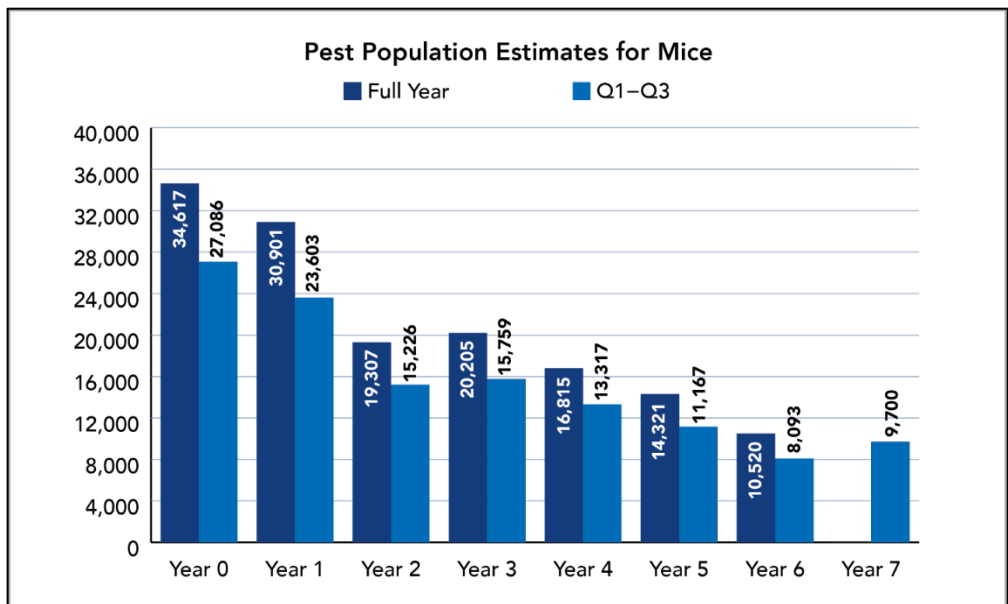
NYCHA is working to establish a process where NYCHA will be able to calculate the pest population estimates on its own. The Monitors currently supply NYCHA with the data for publication on NYCHA's website and will continue to do so until NYCHA has established a process by which NYCHA can complete the calculations.

The charts below illustrate the NYCHA-wide pest population estimates for the third quarter of Year 7.⁷⁴ The pest population estimate for cockroaches was roughly flat compared to the same period in Year 6, while the estimates for other pests increased between 20 and 33%. Despite this increase, NYCHA remains in compliance with the HUD Agreement's overall reduction targets for cockroaches, mice, and bed bugs, which, as discussed below, are based on the degree to which there are lower pest estimates as compared to Year 0 of the Monitorship.

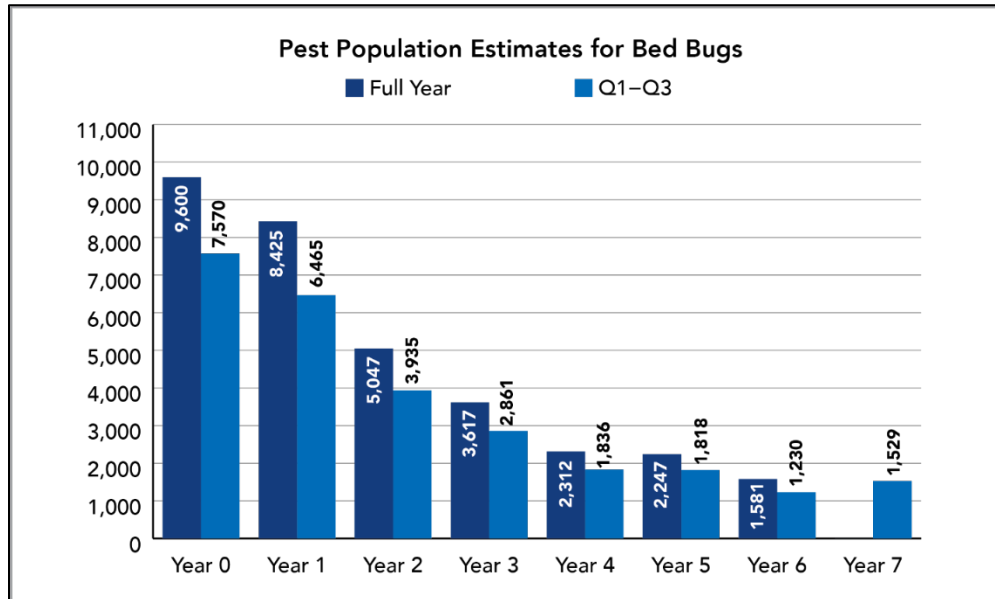
As of October 31, 2025, the pest population estimate for cockroaches was nearly 38,600 for the first three quarters of Year 7,⁷⁵ up about 1% from the same period last year.⁷⁶



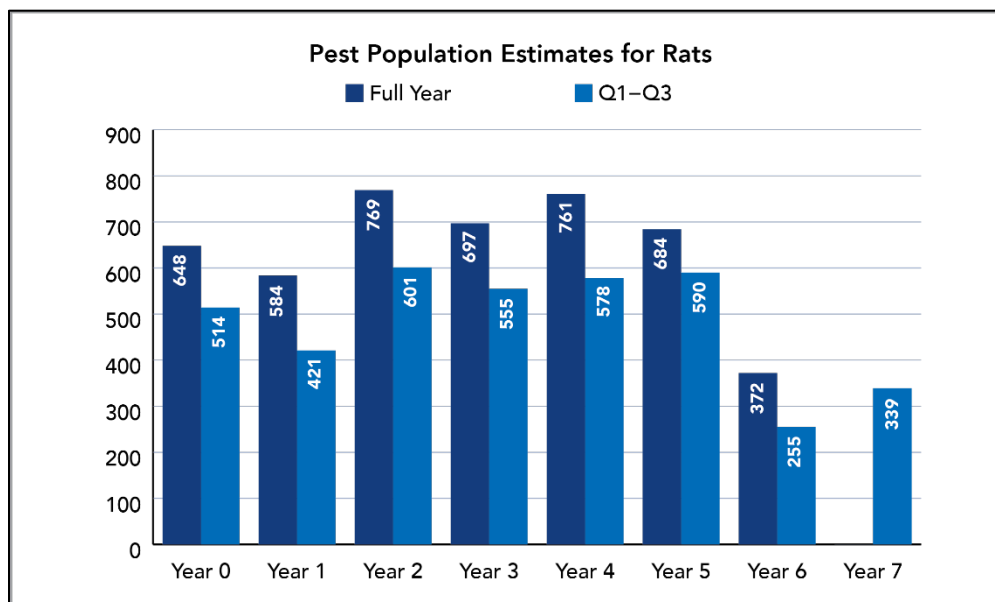
As of October 31, 2025, the pest population estimate for mice was about 9,700 for the first three quarters of Year 7, up about 20% from the same period last year.



As of October 31, 2025, the pest population estimate for bed bugs was about 1,500 for the first three quarters of Year 7, up about 24% from the same period last year.



As of October 31, 2025, the rat population estimate was 339 for the first three quarters of Year 7, up about 33% from the same period last year.



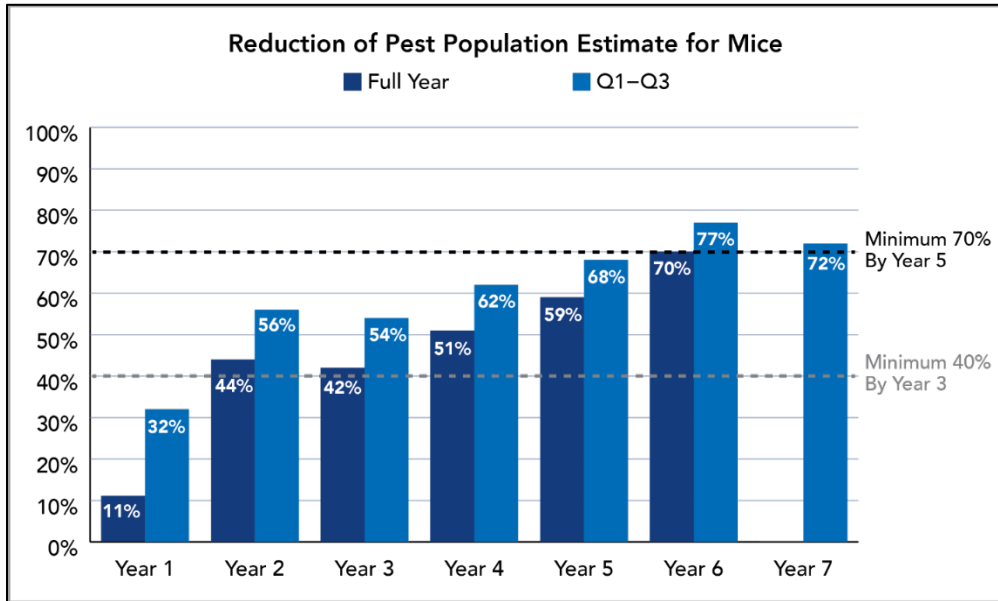
The increases in the pest population estimates are due to residents making a higher number of pest-related complaints in the first three quarters of Year 7 as well as NYCHA determining, through its undercount inspections,⁷⁷ that there are a greater number of apartments that have a pest presence but whose residents do not submit a pest complaint. Residents have submitted 400 more pest complaints compared to the same time period last year, about a 2% increase, and NYCHA inspectors now conduct undercount inspections more effectively, meaning they detect more pest infestations that previously went unreported. The Monitors' consulting urban entomologists have also noted that the increase in NYCHA's rat population is influenced by rat populations and conditions outside of NYCHA's developments. For example, rats can travel into NYCHA developments from burrows outside of NYCHA's properties, which necessarily limits NYCHA's ability to address the root causes of the rat population increase.

2. Reduce Pest Populations

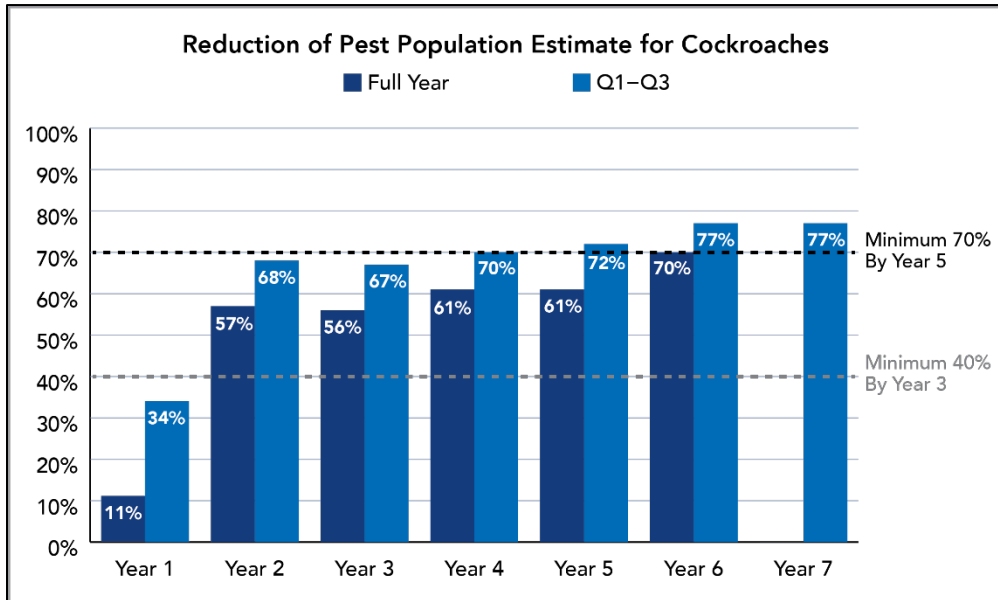
The HUD Agreement required NYCHA to reduce pest populations by certain percentages by the end of Year 3⁷⁸ and by the end of Year 5.⁷⁹ As discussed in the April 2025 Report, NYCHA met the pest reduction targets for mice, cockroaches, and bed bugs in Year 6.⁸⁰

The reduction requirements are calculated by comparing the estimated pest population of the past quarter with the estimated pest population at the beginning of the monitorship. Despite the recent increase in pest population estimates this quarter, NYCHA met the pest reduction targets for cockroaches, mice, and bed bugs because those pest population estimates are substantially lower compared to the pest population estimates for when the monitorship started.

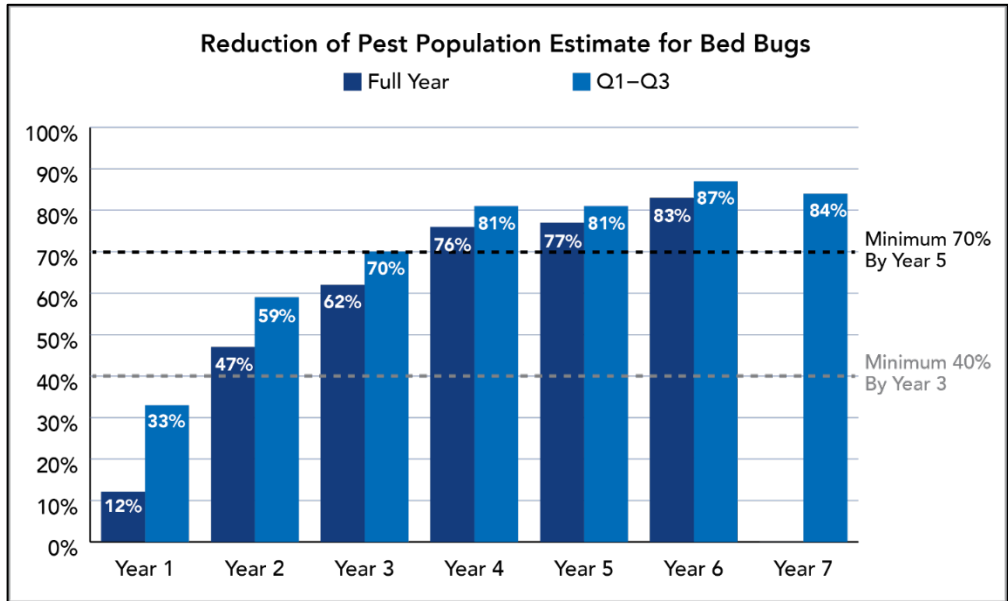
As of October 31, 2025, the percent reduction for mice was 72%, a decrease in performance by five percentage points from the same period last year, meaning the mouse population was higher than during the same period last year. However, NYCHA is still in compliance with the mouse reduction targets. This is because the reduction is calculated in comparison to the mouse population at the beginning of the monitorship as opposed to the prior year. Thus, despite the larger estimated mouse population, this represents a significant reduction in the number of mice when compared to the beginning of the monitorship.



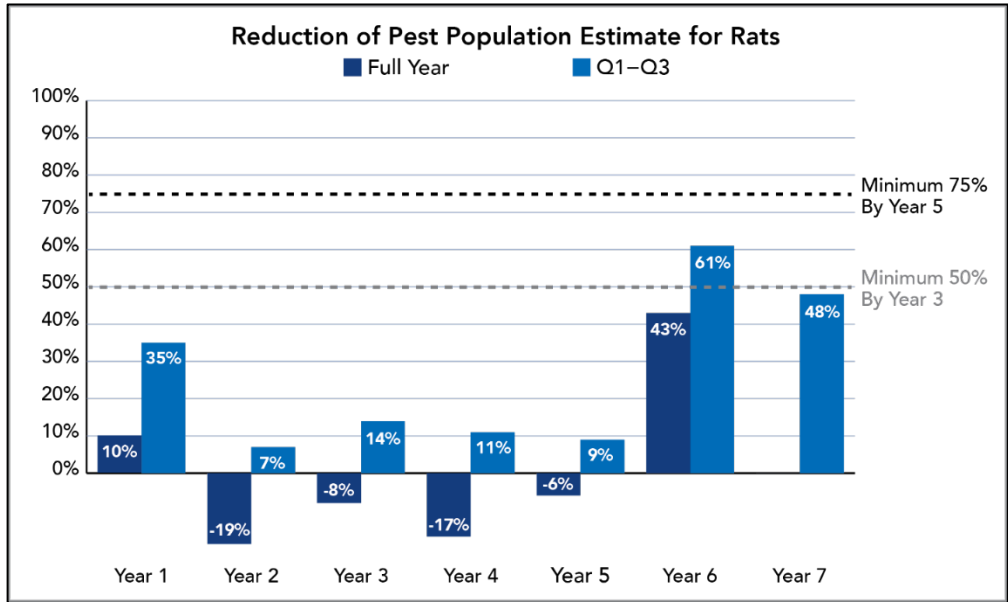
As of October 31, 2025, the percent reduction for cockroaches was 77%, from the same as during the same period last year, and is in compliance with both reduction targets.



As of October 31, 2025, the percent reduction for bed bugs was 84%, down three percentage points from the same period last year but in compliance with both reduction targets.



For rats, by the end of Year 3, NYCHA was required to reduce the rat population by 50%, and by the end of Year 5, by an additional 50%.⁸¹ This means that NYCHA was required to cumulatively reduce the rat population by 75% by the end of Year 5. NYCHA did not meet the reduction requirements for rats in prior years.⁸² As depicted in the chart below, NYCHA began substantially improving by Year 6.



As of October 31, 2025, the percent reduction for rats was 48%, a decrease in performance by 13 percentage points from the

same period last year, meaning the rat population was higher than during the same period last year. The rat reduction requirements are evaluated yearly, and NYCHA historically has had higher rat reduction rates in the first quarters of the year than the overall reduction rate for that year. So, although the rat reduction rate for the first three quarters of Year 7 was 48%, the Monitors cannot yet determine whether NYCHA will meet the rat reduction targets for the year. If NYCHA maintains its 48% reduction rate for the full year (which, as noted above, will be compared against the estimated rat population when the monitorship began), it will not satisfy the rat reduction target of 75%.

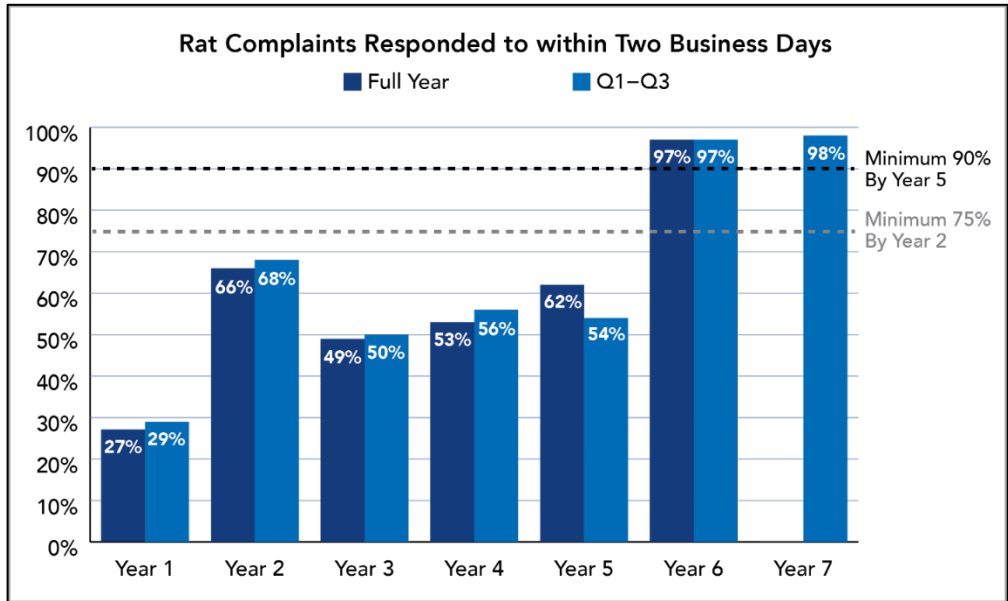
B. Respond to Resident Pest Complaints (Requirement Nos. P14-P15)

Under the HUD Agreement, NYCHA must respond to resident pest complaints in apartments within certain timeframes depending on the pest.⁸³ The subsections below provide an update on NYCHA's progress meeting these requirements.

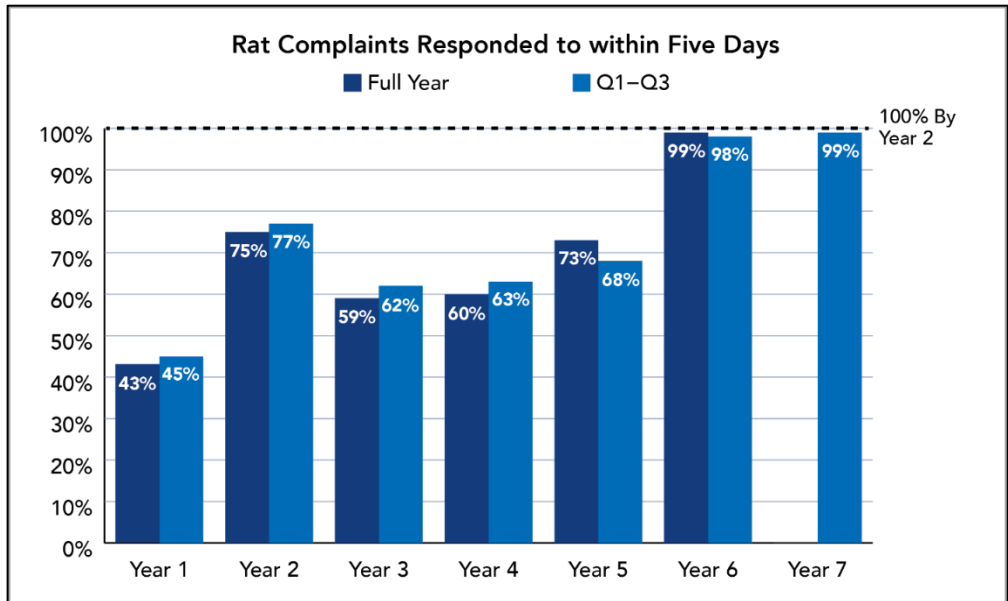
1. Respond to Rat Complaints (Requirement No. P14)

The HUD Agreement requires NYCHA, by the end of Year 5, to respond to 90% of all rat complaints within two business days, and to 100% of rat complaints within five calendar days, and NYCHA has continued to satisfy these obligations.⁸⁴

As of October 31, 2025, NYCHA responded to 98% of all rat complaints within two business days for the first three quarters of Year 7, one percentage point higher than the same period last year.



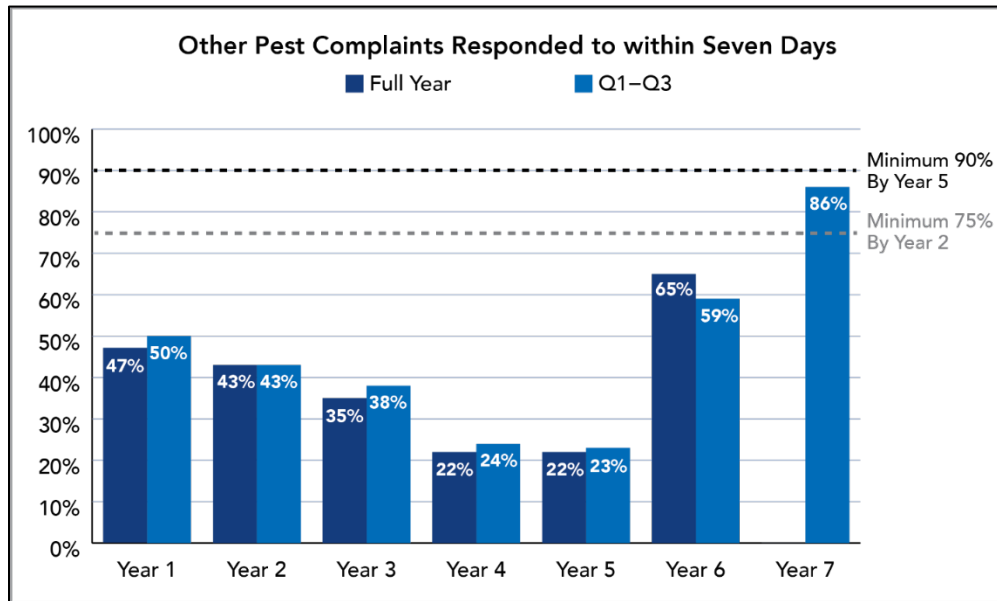
As of October 31, 2025, NYCHA responded to 99% of resident rat complaints within five calendar days for the first three quarters of Year 7, one percentage point higher than the same period last year. The Monitors commend NYCHA for continuing to timely respond to rat complaints.



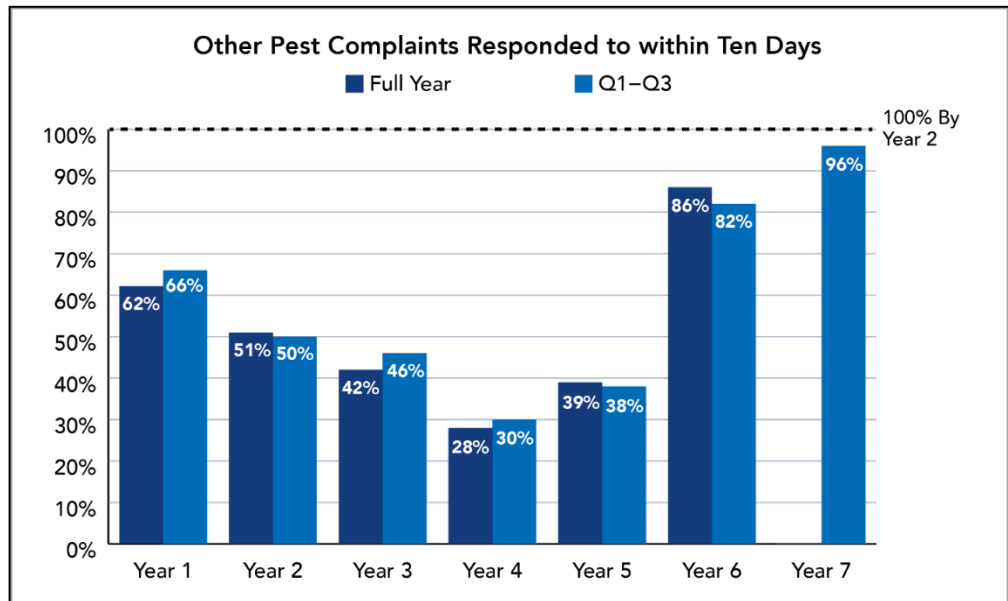
2. Respond to Other Pest Complaints (Requirement No. P15)

The HUD Agreement requires NYCHA to respond to 90% of other pest complaints within seven calendar days by the end of Year 5, and 100% of other pest complaints within ten calendar days by the end of Year 2.⁸⁵

As of October 31, 2025, NYCHA responded to 86% of other pest complaints within seven calendar days for the first three quarters of Year 7, 27 percentage points higher than the same period last year. The Monitors applaud NYCHA's significant improvement in other pest response times, putting it close to satisfying this HUD Agreement requirement.



Similarly, NYCHA responded to 96% of other pest complaints within ten calendar days for the first three quarters of Year 7, 14 percentage points higher than the same period last year.



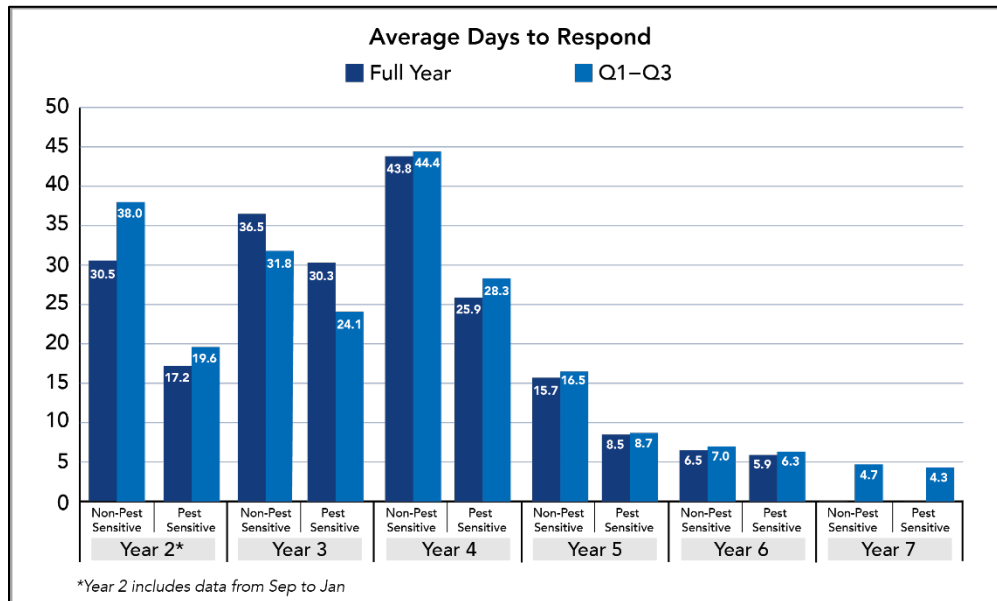
C. Address Pest Complaints from Residents with Health Conditions in an Expedited Manner (Requirement No. P17)

The HUD Agreement requires NYCHA to respond to pest complaints in apartments occupied by residents whose health conditions may be caused or exacerbated by exposure to pest infestations (“Pest Sensitive Units”) and to **apply** pest control methods in Pest Sensitive Units in an expedited manner.⁸⁶

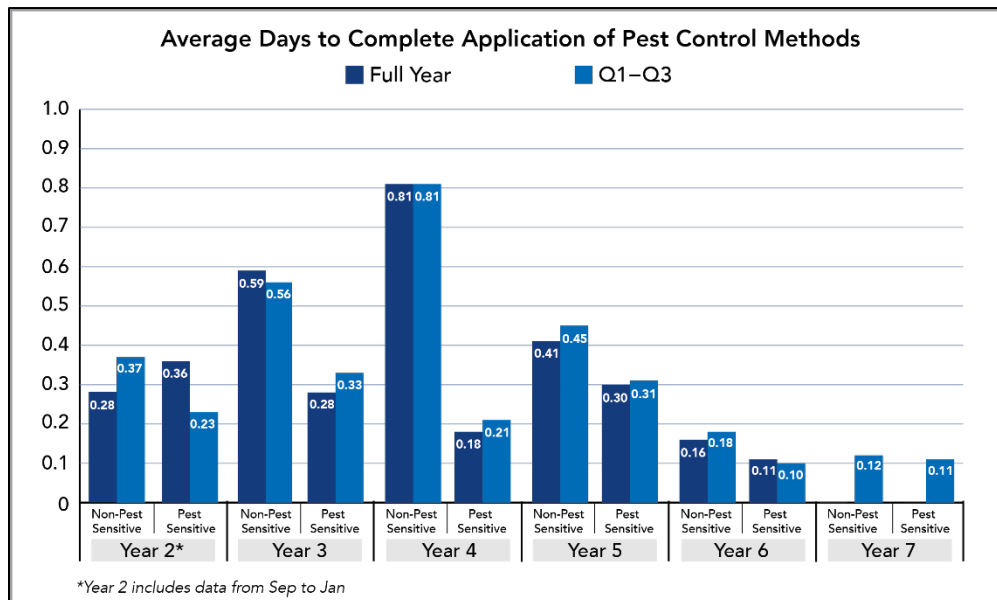
The First Monitor and NYCHA agreed that to satisfy this requirement, NYCHA would address pest complaints in Pest Sensitive Units more quickly than in other apartments.

As of October 31, 2025, NYCHA responded to pest complaints in Pest Sensitive Units more quickly than to other apartments for the first three quarters of Year 7, meeting the Agreement requirement, as it did during the same period last year. NYCHA also significantly improved its response time compared to the same period last year.

Apply: Under the definition agreed to by the First Monitor and NYCHA, this is the time from the moment a complaint is verified, to the moment that NYCHA staff completes the initial work order for inspection and initial treatment. Typically, the same NYCHA staff member who responds to the initial work order applies the initial pest control treatment during the same visit. Application of pest control methods should take, on average, 45 minutes.



Similarly, NYCHA applied pest control methods more quickly in Pest Sensitive Units than in other apartments for the first three quarters of Year 7, meeting the Agreement requirement, as it did during the same period last year.



D. Implement Integrated Pest Management Practices (Requirement Nos. P16, P18-P19)

The HUD Agreement requires NYCHA to consistently and comprehensively implement IPM practices.⁸⁷ Specifically, NYCHA

must (1) apply effective pest control in a timely manner; (2) incorporate industry-standard IPM into building operations in all NYCHA developments; and (3) send staff appropriately trained in IPM to respond to all pest complaints.⁸⁸

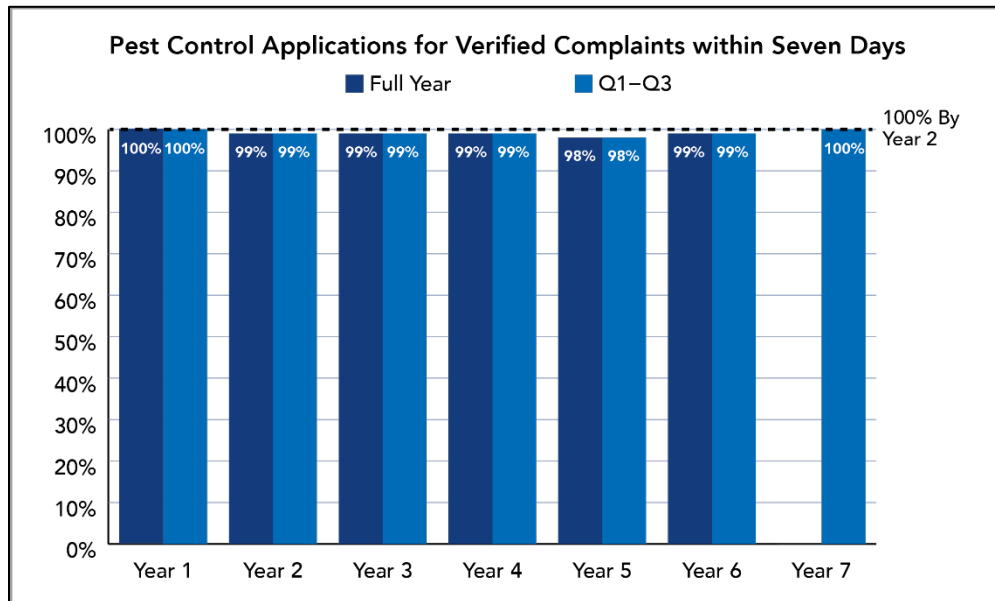
Pest Standard Procedure ("Pest SP"):

The Pest SP provides instructions to NYCHA staff on how to implement and comply with preventative and responsive measures to control pest infestations. It also creates protocols to protect the health of residents, employees, and vendors when removing and reducing pest activity using IPM techniques.

As discussed in prior reporting, NYCHA continues to train its staff and implement IPM techniques, leading to improved compliance and services for residents.⁸⁹ But more work remains. To fully comply with the HUD Agreement's IPM requirements, NYCHA must ensure that all staff consistently follow the **Pest Standard Procedure ("Pest SP")** and effectively apply IPM techniques. The subsections below provide an update on NYCHA's progress on the IPM requirements.

1. Apply Effective Pest Control Methods in a Timely Manner (Requirement No. P16)

Under the HUD Agreement, NYCHA must apply effective pest control methods within seven calendar days of verifying the presence of a pest.⁹⁰ NYCHA timely applied pest control methods for the first three quarters of Year 7, improving by one percentage point as compared to the same period last year. This means NYCHA applied pest control methods within seven days of an exterminator visiting the apartment to respond to a resident's complaint. However, as discussed further below, NYCHA does not yet apply *effective* pest control methods during every resident visit. NYCHA must improve the quality of its pest control methods application in order to meet this requirement.



2. Implement and Apply Integrated Pest Management Techniques

The HUD Agreement requires NYCHA to incorporate IPM practices into building operations at all developments and to send staff appropriately trained on IPM techniques to respond to all pest complaints.⁹¹

In the third quarter of Year 7, NYCHA made progress toward meeting this requirement, but there is still more work to do. For instance, one of PMD's in-house entomologists, hired last quarter, has begun analyzing pest-related data to identify where PMD can improve its application of pest control methods. Additionally, the Environmental Health & Safety ("EH&S") department is working to expand its quality assurance reviews of PMD exterminators' work. The Monitors commend how open PMD has been to outside evaluation of their exterminators and methods, as well as PMD's commitment to implementing changes to address the resulting feedback. Finally, PMD continues to improve its training programs. The Monitors' consulting urban entomologists note that PMD's recent bed bug training presentation met industry standards and was accompanied by useful hands-on training including demonstrations and microscope work.

Despite these efforts, the quality of pest management services remains uneven, and staff do not consistently implement IPM-based

practices effectively in the field. For instance, the Monitors' consulting urban entomologist notes that exterminators still have trouble effectively explaining to residents why they need to access residents' apartments, which prevents exterminators from gaining entry to perform services. This decreases exterminators' ability to apply IPM pest control methods in all apartments.

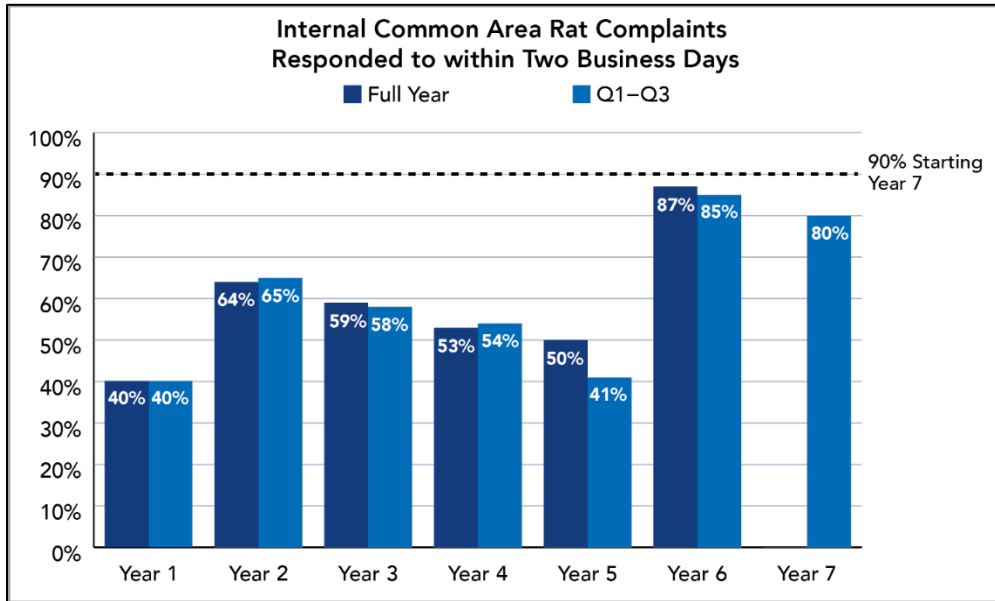
To address this and other challenges, NYCHA continues to provide targeted training for exterminators, with a focus on improving resident communication skills so that exterminators can effectively explain the purpose of apartment inspections, address residents' concerns, and overcome objections to entry, thereby improving access rates.

The Monitors will continue to provide subject matter and technical expertise to NYCHA and support NYCHA's efforts to deliver pest management services in accordance with the Pest SP and IPM-based practices.

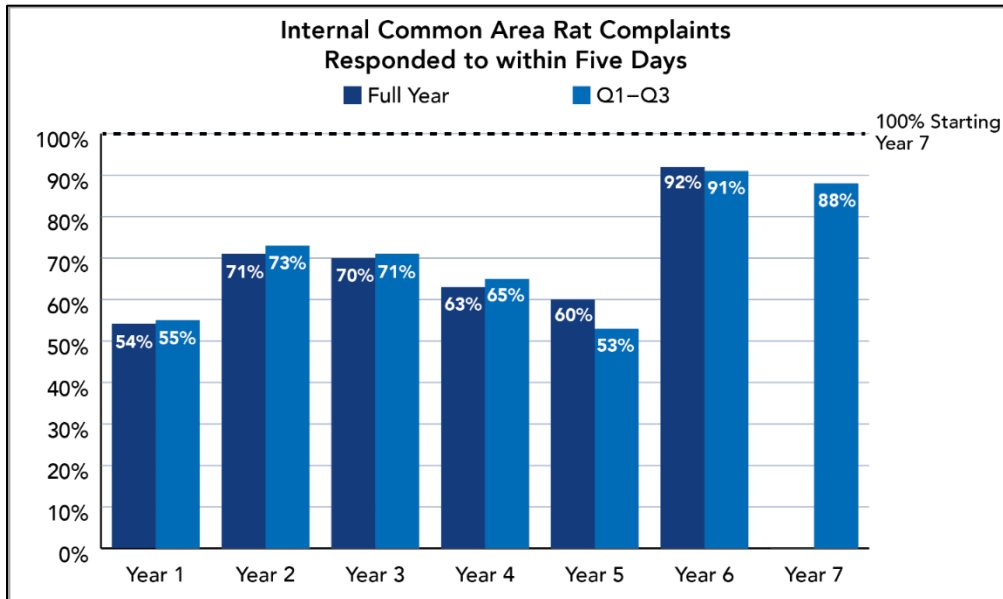
3. Address Common Area Pest Complaints

IPM practices require NYCHA to eliminate pests' access to food, water, and shelter across developments, including common areas such as lobbies and stairhalls. As discussed in prior reporting, in the third quarter of Year 6, NYCHA, HUD, and SDNY agreed that NYCHA must respond to common area pest complaints in a timely manner, based on timeframes proposed by the Monitors' consulting urban entomologists.⁹² Specifically, NYCHA must (1) respond to 90% of rat complaints in internal common areas within two business days, and to 100% of complaints within five calendar days; (2) respond to 100% of rat complaints in external common areas within ten calendar days; and (3) respond to 100% of other pest complaints in internal and external common areas within ten business days.⁹³ For rat complaints in high-traffic areas, NYCHA must respond in an expedited manner.⁹⁴

As of October 31, 2025, NYCHA responded to 80% of rat complaints in internal common areas within two business days for the first three quarters of Year 7. For context, the graphic below also sets forth NYCHA's performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7.

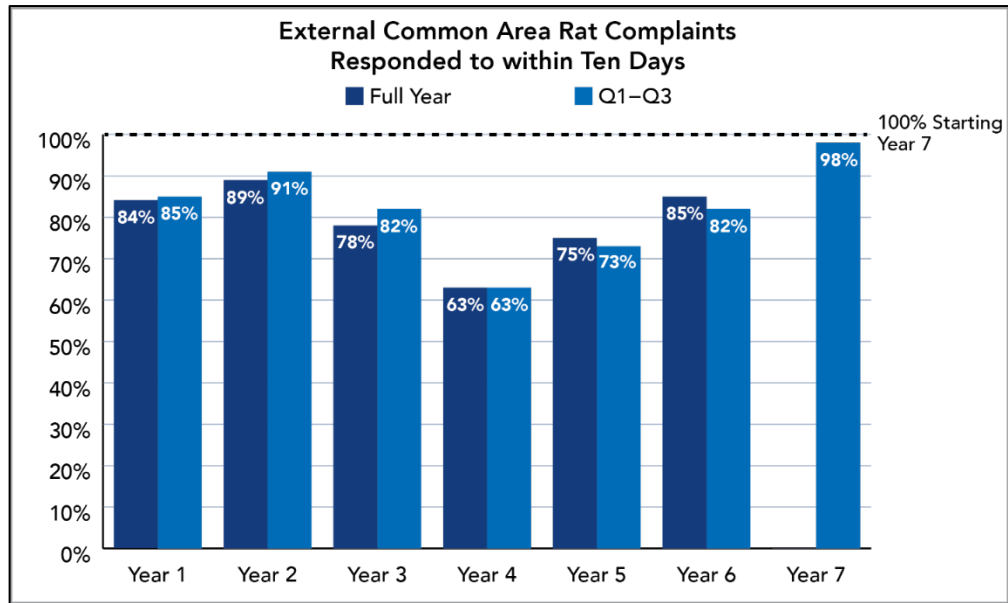


As of October 31, 2025, NYCHA responded to 88% of rat complaints in internal common areas within five calendar days for the first three quarters of Year 7. For context, the graphic below also sets forth NYCHA's performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7.

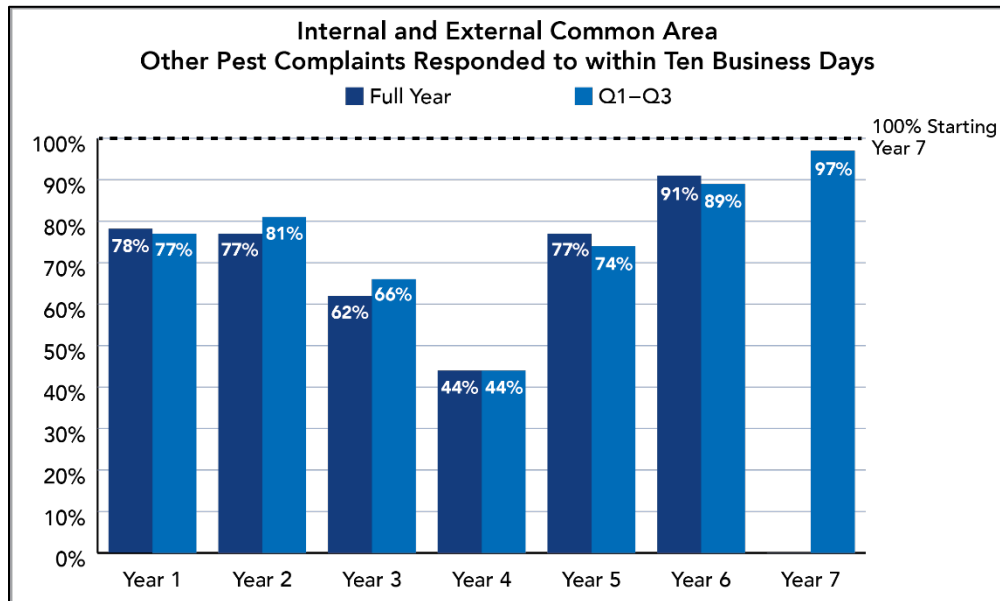


As of October 31, 2025, NYCHA responded to 98% of rat complaints in external common areas within ten calendar days for the

first three quarters of Year 7. For context, the graphic below also sets forth NYCHA's performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7.

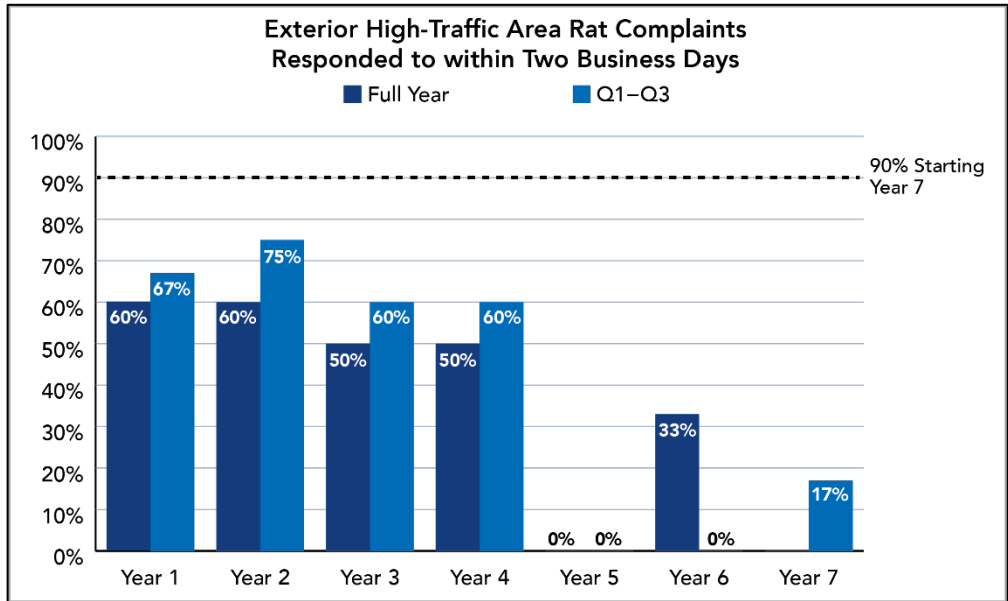


As of October 31, 2025, NYCHA responded to 97% of other pest complaints in internal and external common areas within ten business days for the first three quarters of Year 7. For context, the graphic below also sets forth NYCHA's performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7.

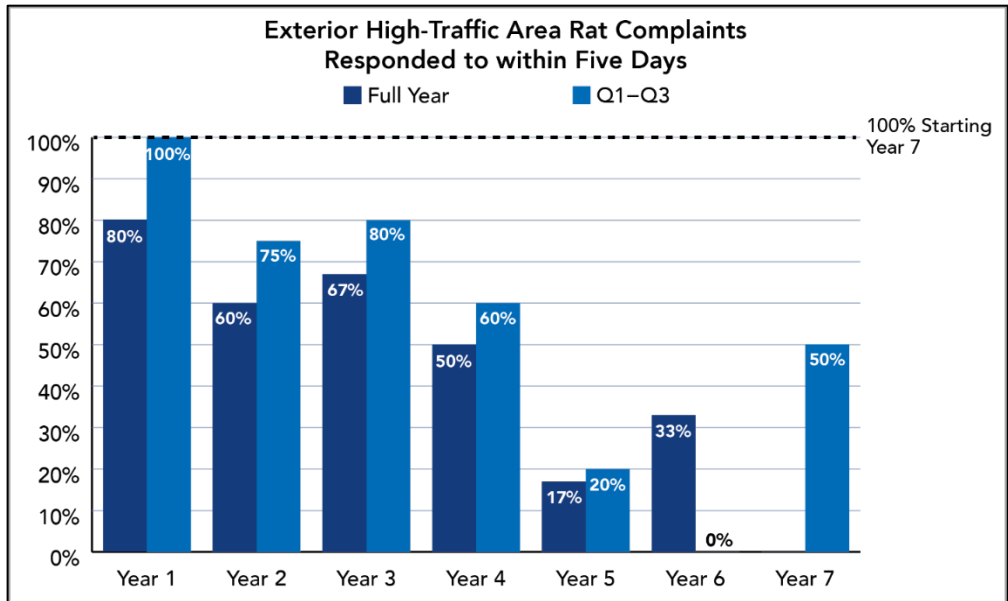


In Year 7, NYCHA and the Monitors agreed to the definition of the terms “high-traffic areas” and “expedited manner.” “High-traffic areas” include playgrounds and parking lots. “Expedited manner” means that NYCHA will respond to 90% of high-traffic area rat complaints within two business days and to 100% of high-traffic area rat complaints within five calendar days.

Since the beginning of Year 7, there have been 6 high-traffic area rat complaints, and NYCHA responded to one of them (17%) within two business days. For context, the graphic below also sets forth NYCHA’s performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7. To improve their response time, NYCHA intends to assign exterior high-traffic area rat complaints to the specialized rat team.



As of October 31, 2025, NYCHA responded to 50% of high-traffic area rat complaints within five calendar days. For context, the graphic below also sets forth NYCHA's performance historically, using work orders from prior years, recognizing that the parameters of this obligation were first established during the second quarter of Year 7.



E. Improve Waste Management (Requirement No. P11)

The HUD Agreement requires NYCHA to inspect grounds and common areas at every development for cleaning and maintenance needs and correct such conditions at least once a day (“Waste Management Requirement”).⁹⁵ In particular, NYCHA must ensure that trash in grounds or common areas of each NYCHA development is collected and either removed from the premises or stored in a manner that prevents access by pests at least once every 24 hours.⁹⁶

To facilitate compliance with this requirement, NYCHA committed to several capital projects aimed at improving its waste management capabilities.⁹⁷ These projects include building new waste yards and trash collection systems and replacing and upgrading the agency’s waste collection and hauling equipment.⁹⁸

The subsections below provide an update on (1) NYCHA’s compliance with the Waste Management Requirement, as verified by the Monitors’ inspection team; and (2) an update on the various waste management capital projects.

1. Inspect and Correct Negative Waste Conditions

NYCHA continues to measure compliance with the Waste Management Requirement through its Clean Compounds initiative, which requires **consolidations** to submit daily photographs of certain areas on development grounds and grounds supervisors to submit attestations to the Waste Management Department. To validate the consolidations’ self-reported compliance, NYCHA’s Waste Management Department launched Scorecard 1.5, a reporting system whereby Waste Management inspectors perform inspections of consolidations’ common areas and grounds. In connection with Scorecard 1.5, the Waste Management Department launched a new reporting initiative to share the results of the inspections with development caretakers. Waste Management now immediately shares a list of observed deficiencies that require corrective action with the respective development and instructs the consolidation to resolve the issues. Waste Management then provides the consolidation a score and information regarding the score that is based on inspectors’ assessment of interior and exterior locations.

Consolidation: A group of developments managed by the same property management office.

To assess compliance with the Waste Management Requirement and to supplement NYCHA’s inspections, the Monitors’

independent inspection team conducts inspections of NYCHA properties, covering grounds, including curbside collection points, short-term storage areas, waste yards, walkways, and common areas, including lobbies, elevators, and stairwells. During the third quarter of Year 7, the Monitors' team conducted 59 grounds inspections across 51 developments and 259 building inspections across 57 developments. The team has shared the results of the inspections with NYCHA property management to help improve compliance at the development level. The Monitors also share the high-level results of the inspections with leadership in the Waste Management Department to help improve compliance agency-wide.

Based on these inspections, the Monitors conclude that NYCHA is in partial compliance with the Waste Management Requirement. The Monitors' inspectors found that over half of the inspected developments complied with the requirement, demonstrating good waste management practices, with properly managed lobby areas and well-maintained outside entranceways that were clean and free of obstructions. In the third quarter of Year 7, the Monitors' inspectors did not note any deficiencies in the curb site pick-up areas that they observed. On the other hand, the Monitors' inspectors also observed some developments with issues such as trash on the grounds that was not picked up as well as bagged trash and debris near containers that had already been emptied. Additionally, the Monitors' inspectors noted accumulated trash behind construction fences. In some developments, stairwells had stained walls and visible trash or substances on the floor. These deficiencies were all shared with NYCHA through the Monitors' inspection reports.

To facilitate compliance with the Waste Management Requirement, the Monitors will continue to perform independent grounds and common area inspections and will share the results with NYCHA.

2. Implement Waste Management Capital Projects

Among other measures to reduce pest populations and improve sanitation in its developments, the HUD Agreement required NYCHA to install 50 **rat slabs** by December 31, 2020.⁹⁹ As of October 31, 2025, NYCHA has installed 49 rat slabs. NYCHA expects to complete the remaining rat slab by November 2025.

Rat Slabs: Rat slabs are thin layers of concrete poured over areas of exposed sand and aggregate within basements and crawl spaces where rats burrow. They are intended to prevent rodents from establishing burrows inside buildings.

In addition, NYCHA committed to additional waste management projects using funds provided by the **City Capital Action Plan ("CCAP")**.¹⁰⁰ This includes installing 1,197 interior compactors at 92 developments and completing 111 waste yards at 83 developments by 2030.¹⁰¹ As of October 31, 2025, NYCHA has installed 603 interior compactors and completed 8 waste yards at 8 developments.¹⁰²

F. Completed, In Compliance, and Superseded Obligations

The HUD Agreement obligations that NYCHA met before the period covered by this report, or that were superseded by other obligations (**Requirement Nos. P1, P3-P6, P12-P13, P17**), are listed in **Appendix A**.

City Capital Action Plan ("CCAP"): Under the HUD Agreement, New York City must provide \$2.2 billion in capital funding to NYCHA over a ten-year period starting in 2019 (\$250 million per year for the final six years). These funds are committed to capital projects and can only be spent pursuant to an Action Plan. The CCAP was approved by the First Monitor on May 8, 2021, and was amended in September 2023.

Overview of Outstanding Pests and Waste Obligations

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement as of October 31, 2025, unless otherwise noted. The table categorizes each requirement as a one-time requirement (blue); occurrence requirement (yellow); response requirement (orange); or policy and practice requirement (green).

Req. No.	Description	Status	Compliance Details
One-Time Requirements			
P2 (Ex. B ¶ 46(b))	Rat Slabs: By December 31, 2020, NYCHA must install 50 rat slabs.	98%	NYCHA has installed 49 of 50 rat slabs as of October 31, 2025, and expects to complete 1 more rat slab by November 2025.
Occurrence Obligations			
P8 (Ex. B ¶ 35)	Pest Population Publication: NYCHA shall publish reliable estimates of the pest populations at each NYCHA development on its website quarterly starting by October 31, 2019.	In compliance	Now that reasonable protocols have been established, NYCHA is in the process of developing the infrastructure needed to report and publish reliable pest population estimates for each NYCHA development quarterly. As of October 31, 2025, NYCHA continues to publish pest population estimates as provided by the Monitors.
P10 (Ex. B ¶ 37)	Beginning in Year 5, NYCHA shall achieve a further 50% reduction of all pest	On track to comply; as of Q3 Year 7:	As this requirement is evaluated annually, the Monitors last assessed NYCHA's performance at the end of Year 6. By

Req. No.	Description	Status	Compliance Details
	populations, meaning a 75% reduction in its rat population since the start of the monitorship, and a 70% reduction in its mouse, cockroach, and bed bug populations since the start of the monitorship.	Bed Bugs - 84% Rats - 48% Mice -72% Cockroaches - 77%	the end of Year 6, NYCHA had: (i) reduced its rat population by 43%, (ii) reduced its mouse population by 70% and its cockroach population by 70%, and (iii) reduced its bed bug population by 84%.
P11 (Ex. B ¶ 45)	Waste Management: By October 31, 2019, NYCHA shall inspect the grounds and common areas of each building for cleaning and maintenance needs at least once every 24 hours. In particular, NYCHA shall ensure that trash on the grounds or common areas of each NYCHA development is collected and either removed from the premises or stored in a manner that prevents access by pests.	Partial compliance	Based on the Monitors' independent inspections, NYCHA is in partial compliance with the Waste Management Requirement due to overall improvement across developments. However, NYCHA's performance continues to be inconsistent, and some developments still show deficiencies.

Response Obligations			
P14 (Ex. B ¶ 39(a))	Rat Response II: Beginning in Year 5, NYCHA shall respond to (i) 90% of all rat complaints within two business days and (ii) all rat complaints within five calendar days.	Substantial compliance (i): 98% (ii): 99%	Although NYCHA did not meet these requirements by January 31, 2024, as of October 31, 2025, NYCHA complies with the first requirement and nearly complies with the second.
P15 (Ex. B ¶ 39(b))	Other Pest Response II: Beginning in Year 5, NYCHA shall respond to (i) 90% of all other pest complaints within seven calendar days and (ii) to all other pest complaints within ten calendar days.	Partial compliance (i): 86% (ii): 96%	NYCHA did not meet these requirements by January 31, 2024, although as of October 31, 2025, NYCHA is in partial compliance with these requirements.
P16 (Ex. B ¶ 38(c))	Effective Pest Control Application: By January 31, 2021, NYCHA shall apply effective pest control methods to address complaints within seven calendar days.	Partial compliance, as effective pest control methods not yet consistently applied. 100%	Although NYCHA timely applies pest control methods within seven calendar days, NYCHA does not yet consistently apply effective pest control methods NYCHA-wide.
Policy and Practice Obligations			
P18 (Ex. B ¶ 43)	IPM Practices: By January 31, 2020, NYCHA shall incorporate industry standard IPM practices into building	In progress. Respond to 90% of rat complaints in internal	NYCHA has improved its pest management practices and upgraded and expanded its trainings.

	<p>operations in all developments.</p> <p>Although not outlined in the HUD Agreement, NYCHA and the Monitors have agreed to additional response time requirements to pest complaints in common areas in order to evaluate one aspect of NYCHA's use of IPM practices.</p>	<p>common areas within two business days: 80%</p> <p>Respond to 100% of rat complaints in internal common areas within five calendar days: 88%</p> <p>Respond to 100% of rat complaints in external common areas within ten calendar days: 98%</p> <p>Respond to 100% of other pest complaints in internal or external common areas within ten business days: 97%</p> <p>Respond to 90% of rat complaints in exterior high traffic areas within two business days: 17%</p>	<p>However, NYCHA does not yet consistently and/or effectively use IPM practices in building operations across all developments.</p>
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		Respond to 100% of rat complaints in exterior high traffic areas within five calendar days: 50%	
P19 (Ex. B ¶ 44)	IPM Training: By January 31, 2020, NYCHA shall send staff appropriately trained on IPM to respond to any pest complaint.	In compliance	NYCHA has developed a training program that incorporates IPM techniques and continues to improve training for exterminators and their supervisors, including the creation of higher-quality training materials.

I.4 Mold & Leaks

The HUD Agreement requires NYCHA to timely remediate mold and leaks, prevent mold growth and recurrence, and stop NYCHA employees from improperly closing mold-related work orders.¹⁰³ The Agreement also requires NYCHA to comply with a separate set of obligations established by court orders in a federal class action lawsuit, ***Baez v. NYCHA, No. 13 Civ. 8915 ("Baez")***, brought by NYCHA residents to address mold and leaks in NYCHA developments.¹⁰⁴

The subsections below provide an update on NYCHA's compliance with the outstanding mold and leak requirements under the HUD Agreement as of October 31, 2025, as well as information about mold-related capital projects.

A. Timely Remediation of Mold and Leaks (Requirement Nos. M5-M7)

The HUD Agreement requires NYCHA to timely address residents' mold and leak complaints. Specifically, NYCHA must timely (1) remove or remediate mold and its root cause(s) within specified timeframes, (2) provide residents with work plans that explain how NYCHA will address mold and its root cause(s), and (3) abate the root cause(s) of sustained moisture and remove all resulting standing water (collectively, the "Response-Time Requirements").¹⁰⁵

1. Removal and Remediation of Mold (Requirement No. M6)

The HUD Agreement requires NYCHA to **remove** or **remediate** mold and its root cause(s) within specified timeframes at least 95% of the time.¹⁰⁶

The timeframes NYCHA must meet when addressing residents' mold complaints depend on the complexity of the repair work. Under the HUD Agreement, NYCHA must remove mold within five business days of a resident's mold complaint or remediate mold and its root cause(s) within seven days for a **simple repair** or 15 days for a **complex repair**.¹⁰⁷

The rate at which NYCHA removes or remediates mold and its root cause(s) within these timeframes is known as the "blended rate."

Baez v. NYCHA, No. 13 Civ. 8915 ("Baez"):

Baez is a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture. NYCHA settled *Baez* in 2014. The resulting consent decrees impose various requirements on NYCHA that are similar but not identical to the HUD Agreement obligations and aim to help NYCHA effectively remediate mold and moisture in a timely manner.

Remove: Removing mold refers to cleaning visible mold, removing building materials with mold, and applying mold-resistant paint.

Remediate:

Remediating mold means addressing mold and its root causes. Remediation might include repairing a section of leaky pipe and replacing the mold-covered wall containing the pipe.

Simple Repair: A simple repair is one that can be performed by a Maintenance Worker or Caretaker X Worker. An example of a simple repair is the repair of an inoperable bathroom window by a Maintenance Worker.

Complex Repair: A complex repair is one that must be performed by Skilled Trade Workers or other specialized staff.

Mold Cleaning: To clean mold, NYCHA staff or a vendor apply a mold-specific cleaning detergent and disinfectant with as-needed manual mold removal with a brush.

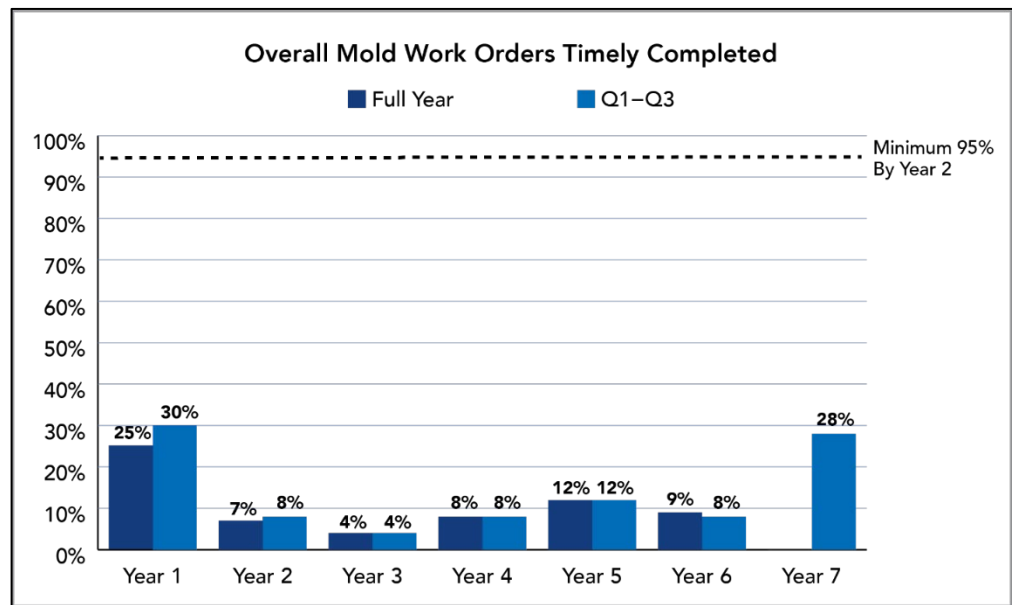
Fixture Removal: Fixtures, including cabinetry, sheet rock, or floor tiles, that have been damaged by mold must be removed.

Application of Mold-Resistant Paint: To prevent recurrence, antimicrobial, mold-resistant paint is applied to walls after mold is removed.

NYCHA remains out of compliance with the Response-Time Requirements but has continued a recent trend of significant improvement in its performance in the third quarter of 2025.

a. Blended Rate

As illustrated in the graph below, NYCHA is substantially out of compliance with the blended rate. NYCHA complied with the blended requirement 28% of the time in the first three quarters of Year 7. This is an improvement compared to the same period in Year 6, when NYCHA complied with the blended requirement 8% of the time.



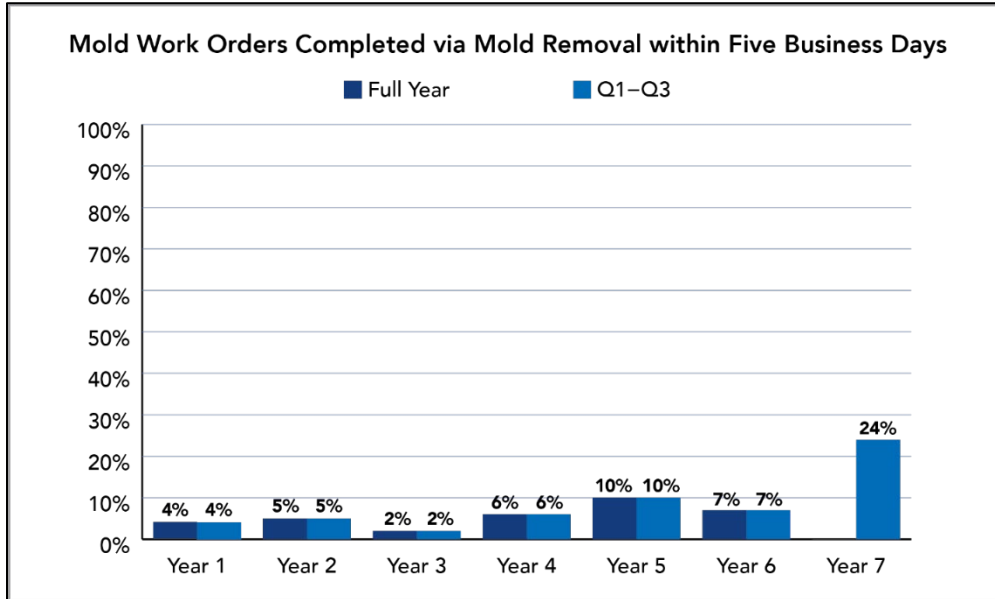
The following subsections set out NYCHA’s performance in light of the mold removal and remediation timeframes that make up the blended rate.

b. Mold Removal

To comply with the HUD Agreement via mold removal, NYCHA must remove mold within five business days of a resident’s mold complaint.¹⁰⁸ Mold removal can consist of up to three steps: **mold cleaning**, **fixture removal** and replacement, and **application of mold-resistant paint**.

As illustrated in the graph below, NYCHA removed mold within five business days of a resident’s mold complaint 24% of the

time in the first three quarters of Year 7. This is an improvement compared to the same period in Year 6, when NYCHA complied with this requirement 7% of the time.

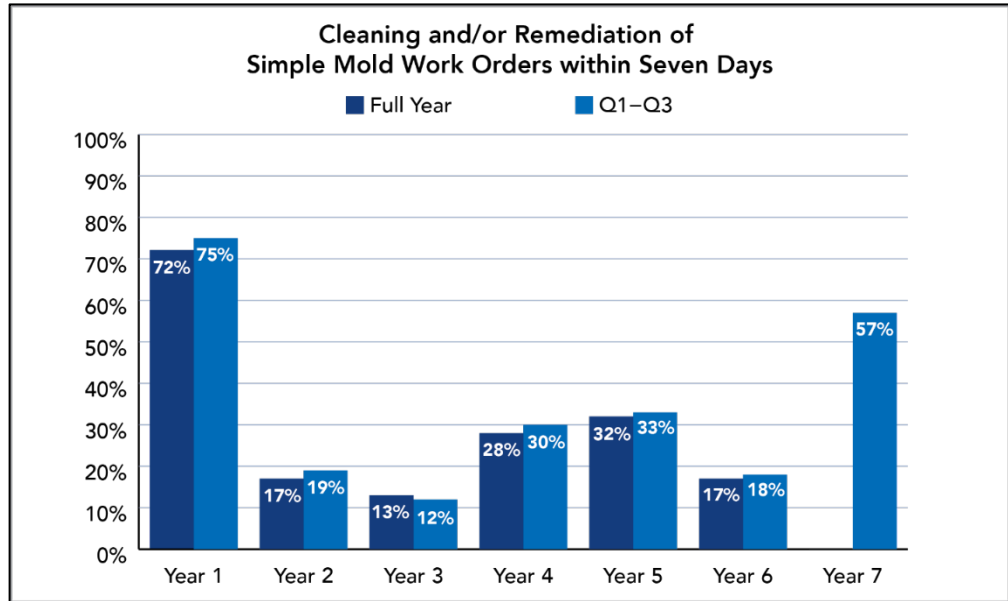


One reason for NYCHA's improved compliance with this requirement is its work under Operation Mold Cleanup ("OMC"), a program that provides developments with additional resources to address backlogged mold cleaning work orders. Between February 1, 2025 and October 31, 2025, NYCHA resolved 5,136 mold cleaning work orders through OMC,¹⁰⁹ thereby allowing NYCHA property management and skilled trades staff to direct more time towards new mold cleaning work orders. Because mold cleaning is the first step in mold removal, reducing the amount of time it takes to close mold cleaning work orders helps reduce the overall amount of time it takes to complete mold removal.

c. Simple Repairs

To comply with the HUD Agreement via simple repair, NYCHA must perform the repair within seven days of a resident's complaint.¹¹⁰ The graph below illustrates how often NYCHA remediated mold and its root cause(s) via timely mold cleaning and simple repair.¹¹¹ For mold that could be addressed via simple repair, NYCHA timely cleaned mold and/or completed simple repairs within seven days 57% of the time during the first three quarters of Year 7. This is an improvement compared to the same period in Year 6, when

NYCHA timely completed mold cleaning and/or simple repairs for 18% of applicable cases.

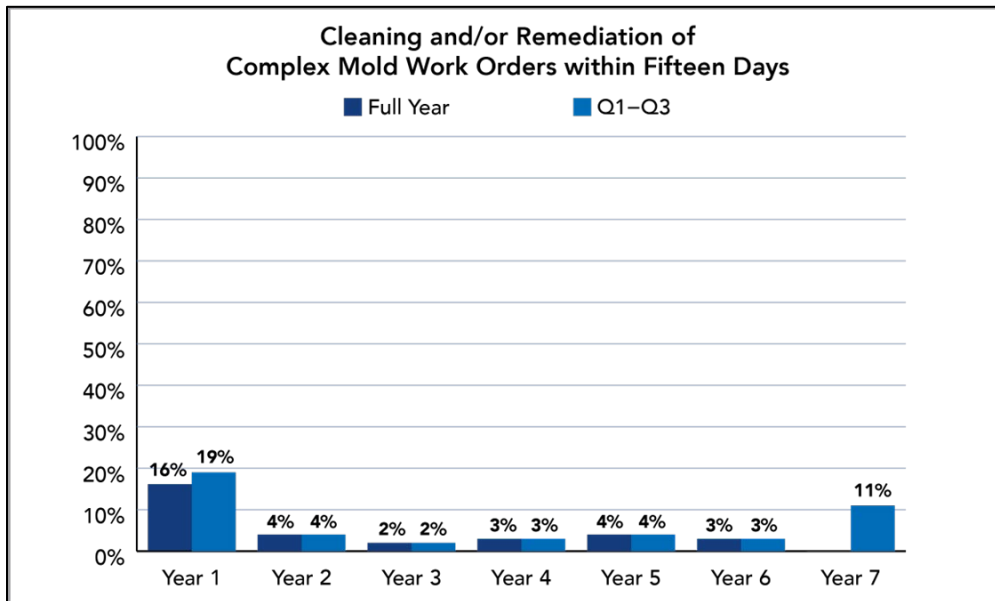


As described above, NYCHA attributes this improvement, in part, to the OMC program, which, by dedicating additional resources to resolving older simple repairs, frees up development staff to address recently submitted mold complaints more quickly.

d. Complex Repairs

To comply with the HUD Agreement requirements via complex repair, NYCHA must perform the repair within 15 days of a resident's complaint.¹¹²

The graph below illustrates how often NYCHA remediated mold and its root cause(s) via timely mold cleaning and/or complex repair.¹¹³ For mold that could be addressed via complex repair, NYCHA timely cleaned the mold and/or completed complex repairs within 15 days 11% of the time during the first three quarters of Year 7. This is an improvement compared to the same period in Year 6, when NYCHA timely completed complex repairs for 3% of applicable cases.



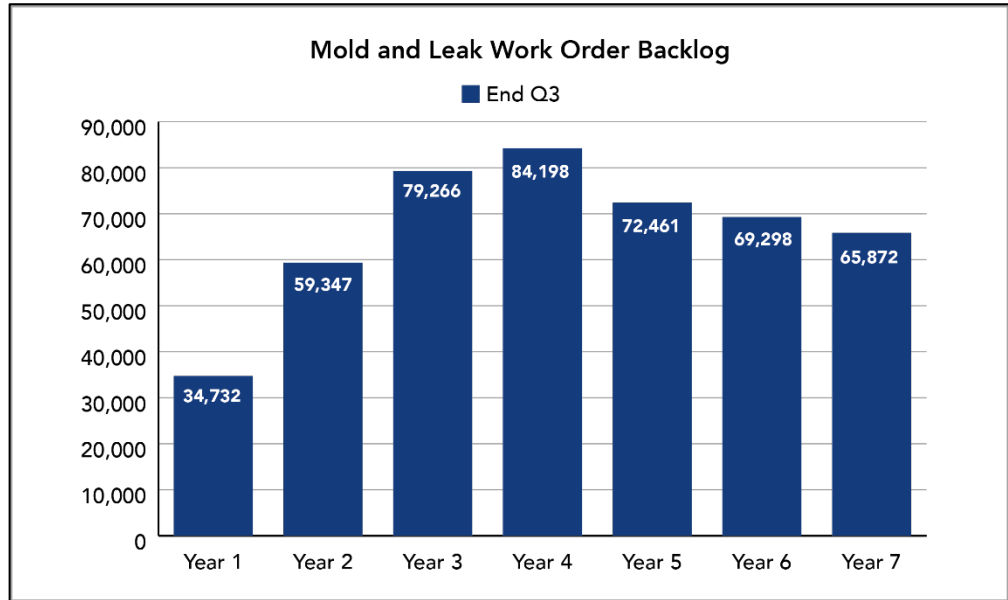
As discussed in the Monitors' Fifth Report, contributing to NYCHA's improved compliance with the Response-Time Requirements are NYCHA's efforts to inspect apartments more quickly after a resident makes a mold complaint, more efficient work order management due to the "Operations Daily Summary" dashboard, and the work order verification initiative developed in partnership with the **Independent Data Analyst ("IDA")**—which improves efficiency by identifying and closing work orders that NYCHA's system incorrectly recorded as still requiring attention.

e. **Mold and Leak Work Order Backlog**

NYCHA has approximately 65,000 open mold and leak work orders, which NYCHA refers to as the mold and leak backlog.¹¹⁴ The backlog includes different types of work orders related to mold and leaks and the substantial majority of these work orders are generated in response to resident complaints. NYCHA's work order closure rules prevent NYCHA from closing mold work orders until all the corresponding child work orders—which are work orders associated with the different steps in the mold cleaning or repair process, such as mold cleaning, painting, plastering, or plumbing—are closed. Child work orders address active health and hazard conditions, like mold, as well as related work, such as painting, that must be completed after the mold or leak is addressed. As illustrated in the graph below, the backlog had 65,872 work orders as of the end of the third quarter of Year 7. This represents a

Independent Data Analyst ("IDA"): The IDA is an entity appointed under *Baez* Consent Decree to help the parties and Special Master develop a reporting system to track NYCHA'S compliance with its obligations under *Baez*. The IDA is also tasked with reviewing and confirming the accuracy of the reporting and recommending improvements.

decrease of 1,387 work orders since the end of the second quarter of Year 7.¹¹⁵



The mold and leak backlog makes it harder for NYCHA to comply with the mold removal and remediation requirements. NYCHA currently has almost enough staff and resources to keep pace with, and timely close, new work orders. The large volume of backlogged work orders, however, creates huge demands on worker time and leaves residents waiting too long for necessary repairs.

As discussed in the Monitors' Fifth Report, NYCHA, SDNY, HUD, and the Monitors worked together to develop an initiative aimed at reducing the work order backlog and improving compliance with the HUD Agreement's mold and leak requirements. This program, called Mold and Leak Restore and Renew ("MLRR"), targets mold and leak work orders that are 100 days or older at 12 high-need developments. By the end of the third quarter of Year 7, NYCHA completed eligible work orders in 135 apartments at Sotomayor Houses, the first MLRR site, with work ongoing in an additional 190 apartments. For more information on the MLRR program, see the Organizational Change section of this report.¹¹⁶

2. Work Plan Distribution (Requirement No. M5)

Under the HUD Agreement, NYCHA must provide a resident with a **work plan**—a document explaining how NYCHA will address

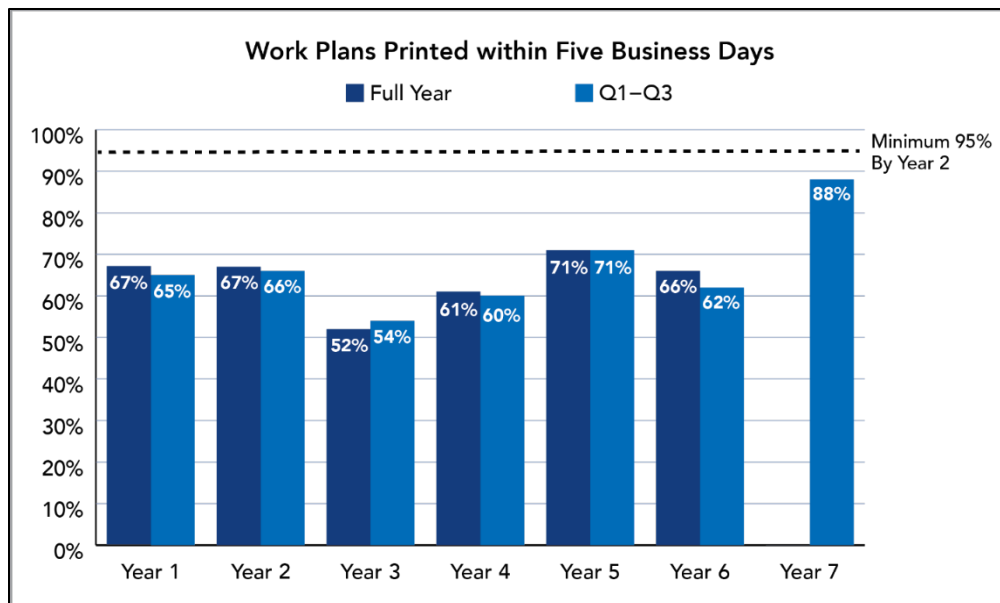
Work Plan: A work plan is a document that a mold inspector generates after their inspection, containing a description of the inspection and root cause findings, a list of next steps to address the mold and its root cause, and instructions on how to prevent mold and its root cause in the future. Under the Mold Standard Procedure, a work plan is automatically generated following a verified mold inspection.

verified mold complaints and their root cause(s)—within five business days of the resident’s mold complaint at least 95% of the time.¹¹⁷ To prepare a work plan, a NYCHA **mold inspector** verifies that mold is present in the resident’s apartment and then develops the work plan based on what they found.

To assess compliance with this requirement, NYCHA uses a proxy measurement approved by the First Monitor. NYCHA measures the time it takes to *print* the work plan, rather than the time it takes to deliver the work plan from the central location at which it is printed.

As illustrated in the graph below, NYCHA printed work plans within five business days 88% of the time through the end of the third quarter of Year 7, as compared to 62% of the time through the third quarter of Year 6. While NYCHA is not yet in compliance with this metric, this represents a significant improvement compared to prior years.

Mold Inspector: A mold inspector is a Property Maintenance Supervisor, Assistant Property Maintenance Supervisor, Property Manager, or Maintenance Worker who is trained and authorized to perform initial mold inspections. A mold inspector must complete the Mold Inspector and Building Sciences Trainings before performing such inspections.

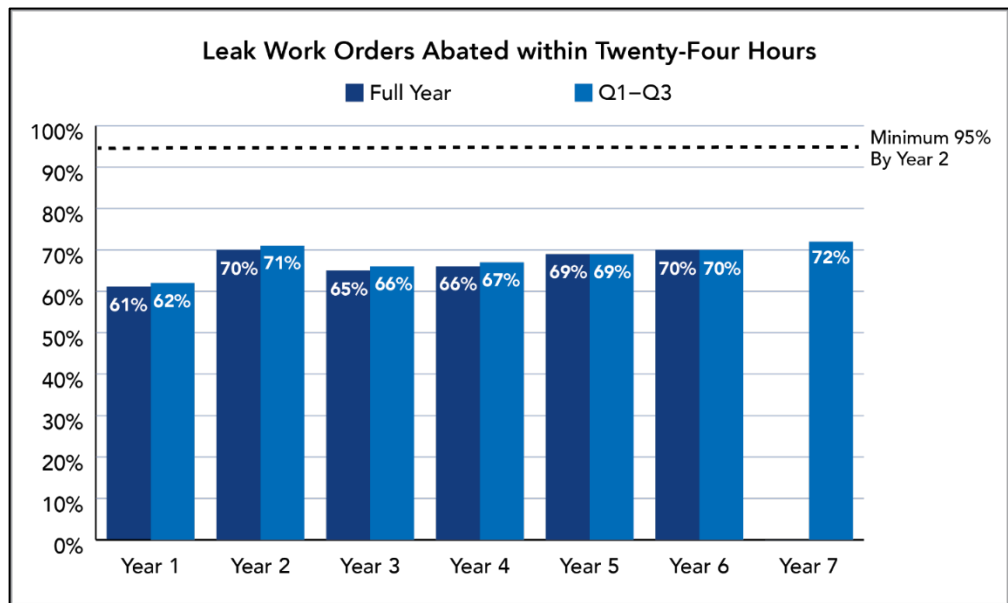


Like the other Response-Time Requirements above, NYCHA’s improved performance with the Work Plan Distribution Requirement is partially attributable to NYCHA staff inspecting apartments more quickly after a resident makes a mold complaint. Because staff generate work plans after inspecting and verifying mold complaints, a decrease in the number of days to inspect corresponds to a decrease in the number of days it takes to deliver work plans to residents.

3. Abating Floods, Leaks from Above, and Other Moisture Conditions (Requirement No. M7)

Under the HUD Agreement, NYCHA is required to abate floods, leaks from above, and other conditions that cause sustained or recurrent moisture in resident apartments or apartment walls (“Other Moisture Conditions”) within 24 hours of a resident’s complaint.¹¹⁸ NYCHA must also remove any resulting standing water within 48 hours of a resident’s complaint at least 95% of the time.¹¹⁹

As illustrated in the graph below, NYCHA abated floods, leaks from above, and Other Moisture Conditions within 24 hours 72% of the time through third quarter of Year 7, compared to 70% of the time through third quarter of Year 6.



NYCHA is working on several projects that will help decrease the amount of time it takes to abate floods, leaks from above, and Other Moisture Conditions. These projects include hiring more skilled trades staff,¹²⁰ enhancing worker trainings, reducing the work order backlog through the MLRR program, implementing a standard procedure for responding to and remediating leaks, and updating aging infrastructure through large-scale capital renovations provided through the Comprehensive Modernization program (“Comp Mod”), and Building Line Initiative (“BLI”).¹²¹

As discussed in the Monitors' Fifth Report, the **Leak Standard Procedure ("Leak SP")** will allow NYCHA and the Monitors to track NYCHA's removal of standing water. The Leak SP will also provide staff with standardized, best-practice processes for identifying, tracing, and fixing leaks and their root cause(s).¹²² This will allow NYCHA to perform more consistent, higher-quality repair work, which will reduce sustained moisture conditions, thereby decreasing the incidence of mold growth.¹²³

Leak Standard Procedure ("Leak SP"):

A standardized process for identifying, tracing, and addressing the root causes of leaks across all NYCHA developments.

NYCHA continues to make progress with the Leak SP rollout, which includes training NYCHA staff authority-wide on leak tracing and inspection procedures set forth in the Leak SP. As of the end of the third quarter of Year 7, NYCHA completed trainings for staff in Queens and Staten Island, with 90% of NYCHA staff in those boroughs having completed the training. NYCHA began rolling out the Leak SP in Brooklyn in December 2025, approximately six weeks later than anticipated. This brief delay was primarily due to two factors: NYCHA incorporated stakeholder feedback on the training materials during initial development, and the trainings occur in a shared space, which requires that NYCHA's Office of Mold Assessment and Remediation ("OMAR") coordinate Leak SP training schedules with other departments who also use the same training space.

The Monitors cannot provide an update on NYCHA's compliance with the second part of the requirement—that NYCHA remove standing water within 48 hours of a resident's complaint—because NYCHA is still in the process of implementing the Leak SP.¹²⁴ As part of the Leak SP, NYCHA created an IT update that allows staff to track responses to standing water through their handheld devices, which NYCHA plans to release on a development-by-development basis when 80% of a development's staff have completed Leak SP training. The estimated timeline to begin reporting on compliance with the standing water requirement for Queens and Staten Island is early 2026.

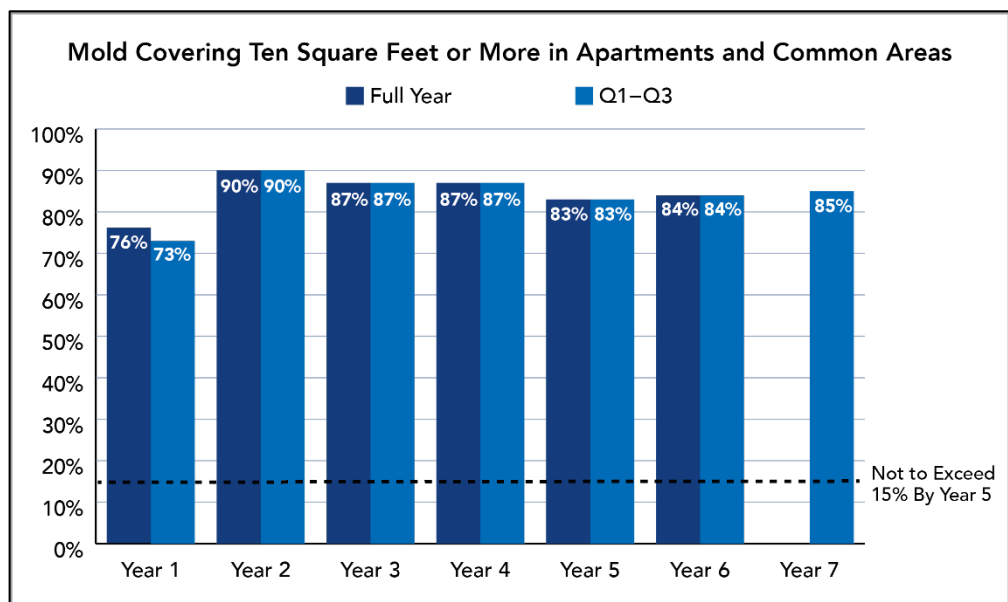
B. Prevention of Mold Growth and Recurrence (Requirement Nos. M2-M4)

The HUD Agreement requires NYCHA to prevent mold from growing and recurring (the "Occurrence Requirements").¹²⁵ The following subsections set out NYCHA's progress in meeting the Occurrence Requirements.

1. Existence of Large Mold Growths (Requirement No. M3)

Under the HUD Agreement, no more than 15% of verified mold complaints may be for mold covering ten or more square feet ("Large Mold Growths").¹²⁶

As illustrated in the graph below, NYCHA remained substantially out of compliance with this requirement through the third quarter of Year 7, reporting that 85% of verified mold complaints were for Large Mold Growths. As discussed in prior reporting, multiple factors contribute to the prevalence of Large Mold Growths in NYCHA developments, including the presence of assets like boilers and plumbing lines that remain in operation far past their useful lives, the advanced age of many NYCHA buildings, NYCHA workers overestimating the sizes of mold growths during inspections, and delayed resident reporting.¹²⁷ NYCHA has taken steps to address the prevalence of large mold growths, including by informing residents about the importance of timely reporting mold. Other programs, like MLRR and pipe replacements through the BLI program, also help to remediate large mold growths and address their root causes. In order to reduce the instances in which NYCHA incorrectly measures the size of the mold growth when conducting the initial inspection, NYCHA and the Monitors are working together to identify and implement initiatives to improve the accuracy and reliability of these initial measurements.

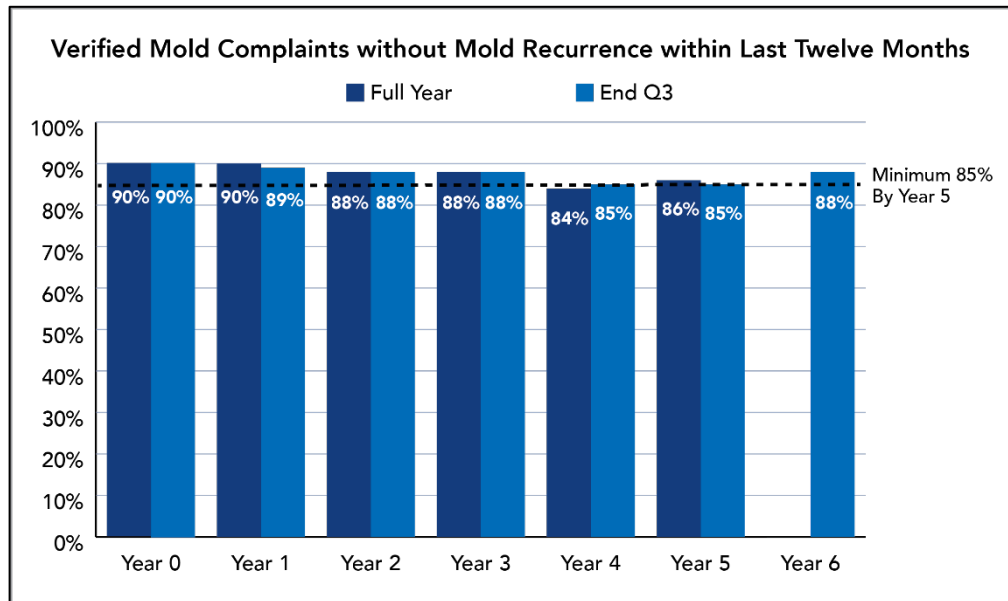


2. Recurrence of Verified Mold Complaints (Requirement No. M2)

Under the HUD Agreement, there must not be a second verified mold complaint for the same apartment, common area room, or hallway within a 12-month period for 85% of verified mold complaints.¹²⁸ For this requirement, the period from February 1, 2024 up to and including January 31, 2025 is Year 6 instead of Year 7 because this requirement measures recurrence over a backward-looking 12-month period.

This requirement is a “rolling” measurement of the percentage of verified mold complaints that do *not* have a subsequent verified mold complaint in the same apartment, common area room, or hallway within the following 12 months (the “Recurring Complaints”). For example, as of the third quarter of Year 6—measuring the period from November 1, 2024 through October 31, 2025—88% of verified mold complaints did not have Recurring Complaints. Accordingly, data for mold complaints verified for the first time during Year 7 will not be available until Year 8 because this requirement measures Recurring Complaints that occur during the 12 months following the initial complaint.

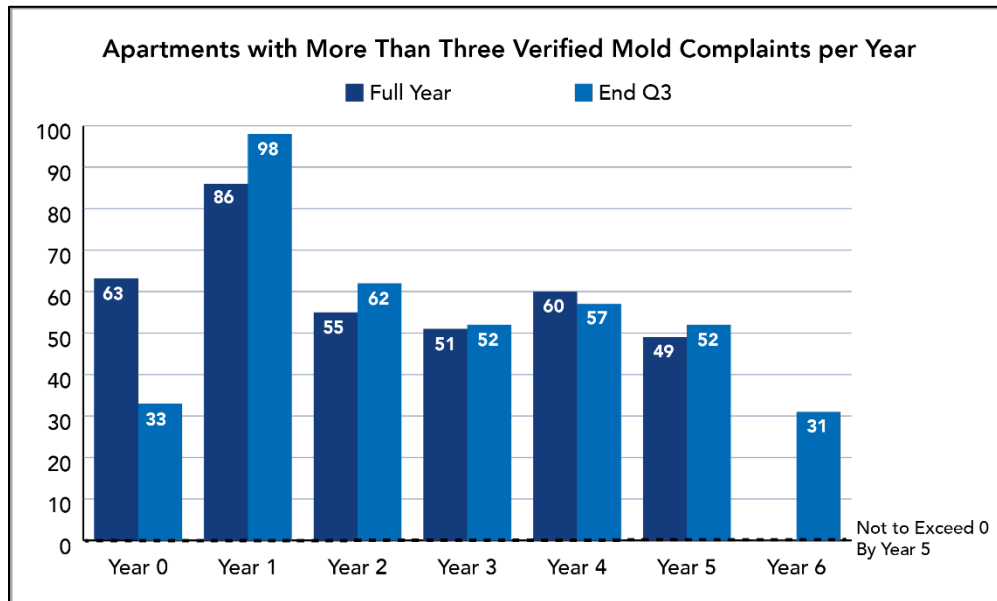
As illustrated in the graph below, NYCHA complied with this requirement through the third quarter of Year 6, with 88% of mold complaints reported in the third quarter of Year 5 having no recurrence in the 12-month period between the third quarter of Year 5 and the third quarter of Year 6. Given the backward-looking 12-month measurement for compliance, Year 0 in the graph represents the year before the outset of the monitorship in 2019 (i.e., February 1, 2018 to January 31, 2019). The graph below identifies the percentage of apartments, common area rooms, and hallways where mold was first identified during the year listed in the graph and subsequently experienced a Recurring Complaint during the following 12 months.



3. Recurrence of Mold (Requirement No. M4)

Under the HUD Agreement, mold must not occur more than three times in a single apartment over a 12-month period.¹²⁹ For this requirement, the period from February 1, 2024, up to and including January 31, 2025, is considered Year 6 instead of Year 7 because this requirement measures recurrence over a backward-looking 12-month period.

Between the third quarter of Year 5 and the third quarter of Year 6, there were 31 apartments with more than three verified mold complaints, compared to 52 apartments during the same period between Year 4 and Year 5.¹³⁰



4. Mold-Related Capital Projects

As discussed in the Monitors' Fifth Report, NYCHA's Comp Mod and BLI programs address infrastructural causes of mold growth and recurrence.¹³¹ Through the Comp Mod program, select NYCHA developments undergo large-scale renovations, including roof and façade repairs, plumbing replacements, ventilation upgrades, and kitchen and bathroom renovations, to resolve recurrent leaks and moisture conditions.¹³² Through the BLI program, NYCHA replaces high-leak plumbing lines that frequently impact apartments and common areas.¹³³ Building on the success of the BLI program, NYCHA will reallocate funds in the City Capital Action Plan ("CCAP") to create a Waste Plumbing Initiative ("WPI"), which will replace severely corroded plumbing waste lines that cause frequent and repeated leaks in NYCHA developments. These programs are crucial to updating aging infrastructure that contributes to mold growth and recurrence, which cannot effectively be addressed through targeted repairs in individual apartments.

a. Comprehensive Modernization

Since the Monitors' Fifth Report, NYCHA has continued to advance key Comp Mod projects. At Todt Hill Houses, NYCHA continues to advance construction for the 142 apartments in Phase 1. NYCHA has completed sheetrock installation, taping, plastering, primer painting, and bathroom trim and caulking, as well as the

installation of bathroom exhaust systems, steam line insulation, and domestic water line insulation. Mechanical, electrical, and plumbing upgrades are underway, and work has begun to install kitchen cabinets, countertops, and other fixtures. Phase 2 of construction at Todt Hill Houses, impacting 144 apartments, is also progressing on schedule. NYCHA substantially completed resident relocation, finalizing apartment matches for residents and issuing relocation notices, and relocated 90% of Phase 2 residents in November 2025. NYCHA forecasts that the Todt Hill project will be completed in March 2028.

The Comp Mod project at Saint Nicholas Houses has experienced a cumulative 40-week delay, reflecting an additional 18-week delay since the Monitors' Fifth Report. NYCHA attributes the additional delay, in part, to the filing process for asbestos abatement permits with the Department of Environmental Protection. The project's design-build vendor, who manages resident engagement for this project, has communicated the delay to residents and updated its filing processes to avoid future delays. NYCHA continues to work closely with vendors to recover delays, including by resequencing activities and approvals, streamlining processes, and increasing shifts and resources to complete construction work more quickly. Due to these mitigation efforts, NYCHA continues to forecast that it will complete the project in October 2029.¹³⁴

b. Building Line Initiative

NYCHA has two ongoing BLI projects—one at Tompkins Houses (85 Tompkins Avenue, A line), impacting 15 apartments, and another at Red Hook East Houses (124 Bush Street, A and B lines), impacting 12 apartments. NYCHA has made progress on the pre-construction phase of the fourth BLI project at Carleton Manor, impacting ten apartments, where NYCHA completed resident relocation in November 2025. NYCHA is also in the process of selecting the fifth BLI site and is conducting inspections on four lines at Red Hook East and Red Hook West Houses.

The BLI project at Tompkins Houses has incurred a one-month delay since the Monitors' Fifth Report due to unanticipated field conditions, pushing the expected completion date to January 2026. Despite this delay, NYCHA has made significant progress, completing mold and asbestos abatement and reaching 95%

completion for plumbing work and 80% completion for electrical upgrades.

At Red Hook East Houses, NYCHA is advancing two BLI projects. The A-line project will provide bathroom renovations and waste line replacements at six apartments. The B-line project will deliver more extensive renovations to six apartments. NYCHA has made progress on resident relocation for both projects, completing resident relocation for the B-line in May 2025 and relocating two of the six households on the A-Line. NYCHA plans to relocate the remaining A-Line households in December 2025. Asbestos abatement is underway for the A and B-Line apartments that are vacant. NYCHA will begin plumbing work on both projects when it receives permission from the Department of Buildings. Both the A and B-Line projects are expected to be completed in December 2026.

c. Compliance with *Baez* (Requirement No. M8)

Under the HUD Agreement, NYCHA must comply with the terms of court orders entered in *Baez*, a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture.¹³⁵

As of October 31, 2025, the IDA's reporting shows that NYCHA is compliant with one of the requirements imposed by the *Baez* Consent Decree, that it repair simple leaks within seven days. NYCHA is not compliant with the other *Baez* requirements. NYCHA's obligations to respond to leaks under the HUD Agreement are materially different from the obligations imposed by *Baez* and, as noted above, NYCHA does not yet have the data to assess its compliance under the Agreement.

The Monitors will continue to collaborate with the **Independent Mold Analyst ("IMA")**, IDA, and *Baez* Plaintiffs to address NYCHA's mold and leak issues in a coordinated manner.

Independent Mold Analyst ("IMA"): The IMA is an entity appointed under the *Baez* Consent Decree to perform quality assurance by inspecting a certain number of randomly selected apartments on quarterly basis. The IMA also reports on its findings and makes recommendation for improved compliance.

Overview of Outstanding Mold and Leaks Obligations

The following table summarizes the statuses of NYCHA's compliance with the outstanding requirements of the HUD Agreement through the end of October 31, 2025, unless otherwise noted. The table categorizes each requirement as an Occurrence Requirement (yellow); Response-Time Requirement (orange); or Policy and Practice Requirement (green). Completed requirements are listed in Appendix A.

Req. No.	Description	Status	Compliance Details
Occurrence Obligations			
M1 (Ex. B ¶ 15(a))	Recurrence of Verified Mold Complaints: By January 31, 2024, for 85% of mold complaints verified by a NYCHA employee, there must not be a second verified mold complaint for the same apartment, common area room, or hallway within a 12-month period.	In compliance: 88% (as of the end of the third quarter of Year 6)	NYCHA is compliant with this requirement. As of the end of the third quarter of Year 6, for 88% of mold complaints, there was not a second mold complaint within a 12-month period.
M2 (Ex. B ¶ 15(b))	Existence of Large Mold Growths: By January 31, 2024, fewer than 15% of mold complaints verified by a NYCHA employee may be for visible mold covering ten or more square feet.	Not in compliance: 85% (as of the third quarter of Year 7)	NYCHA is not compliant with this requirement. As of the third quarter of Year 7, 85% of verified mold complaints concerned mold covering ten or more square feet.

Req. No.	Description	Status	Compliance Details
M3 (Ex. B. ¶ 15(c))	<p>Recurrence of Mold: By January 31, 2024, mold must never occur more than three times in a single apartment over a 12-month period.</p>	Not in compliance: 31 apartments (as of the end of the third quarter of Year 6)	<p>NYCHA is not compliant with this requirement. As of the end of the third quarter of Year 6, mold appeared more than three times in a 12-month period in 31 apartments. While this corresponds to less than 1% of the total mold complaints in a 12-month period, the Monitors cannot track recurrence for 8,976 apartments with open verified mold and leak work orders because recurrence can only be measured after the work orders created during the course of the initial inspection to verify the existence of mold are closed.</p>
Response-Time Obligations			
M4 (Ex. B. ¶ 17(a))	<p>Work Plan Distribution: By January 31, 2021, for 95% of resident-made or NYCHA-identified verified mold complaints, NYCHA shall prepare and provide a work plan addressing the root cause(s) of the mold to the resident within five business days.</p>	Not in compliance: 88% (as of the third quarter of Year 7)	<p>NYCHA is not compliant with this requirement. As of the third quarter of Year 7, NYCHA provided residents with a work plan within five business days 88% of the time.</p>

Req. No.	Description	Status	Compliance Details
M5 (Ex. B. ¶ 17(b))	<p>Mold Removal and Remediation: By January 31, 2021, for 95% of resident-made or NYCHA-identified verified mold complaints, NYCHA shall (1) remove visible mold within five business days or (2) remediate the mold and its underlying root cause(s) within seven days for simple repairs or (3) remediate the mold and its underlying root cause(s) within 15 days for complex repairs.</p>	Not in compliance: 28% (as of the third quarter of Year 7)	NYCHA is not compliant with this requirement. In the third quarter of Year 7, NYCHA addressed verified mold complaints within the timeframes specified by the HUD Agreement 28% of the time.
M6 (Ex. B. ¶ 17(c))	<p>Leak Abatement: By January 31, 2021, NYCHA shall (1) abate all reports of floods, leaks from above, and other conditions that cause sustained or recurrent moisture to flow into a resident's apartment or apartment walls, within 24 hours of a resident's complaint and (2) remove any standing water within 48 hours of a resident's complaint 95% of the time.</p>	(1) Not in compliance: 72% (as of the third quarter of Year 7) (2) Not currently measured	<p>(1) NYCHA is not compliant with this requirement. As of the third quarter of Year 7, NYCHA abated all reported floods, leaks from above, and other conditions that cause sustained or recurrent moisture to flow into a resident's apartment or apartment walls within 24 hours 72% of the time.</p> <p>(2) Because the Leak SP is in the early stages of implementation, NYCHA does not currently have the</p>

Req. No.	Description	Status	Compliance Details
			data to measure whether the agency removes standing water within 48 hours.
Policy and Practice Obligations			
M8 (Ex. B. ¶ 20)	Compliance with Baez: NYCHA must comply with terms of the orders in <i>Baez</i> as they may be entered or revised by the Court.	In compliance with the obligation to respond to leaks within seven days; not in compliance with other obligations under the <i>Baez</i> Consent Decree	The IDA has determined that, as of October 31, 2025, NYCHA is compliant with the requirement that it respond to leaks within seven days but does not meet the other terms of the court order in <i>Baez</i> .

I.5 Lead

The HUD Agreement requires NYCHA to comply with federal, state, and city lead regulations, including compliance with lead safe work practices and timely completion of interim controls to limit the risks posed by existing lead-based paint.¹³⁶ The Agreement ultimately requires NYCHA to abate all interior lead-based paint in its developments by 2039.¹³⁷ The subsections below provide an update on NYCHA's progress toward compliance with its outstanding lead-related obligations during the third quarter of Year 7.¹³⁸ Agreement obligations that NYCHA has completed may be found in **Appendix A**.

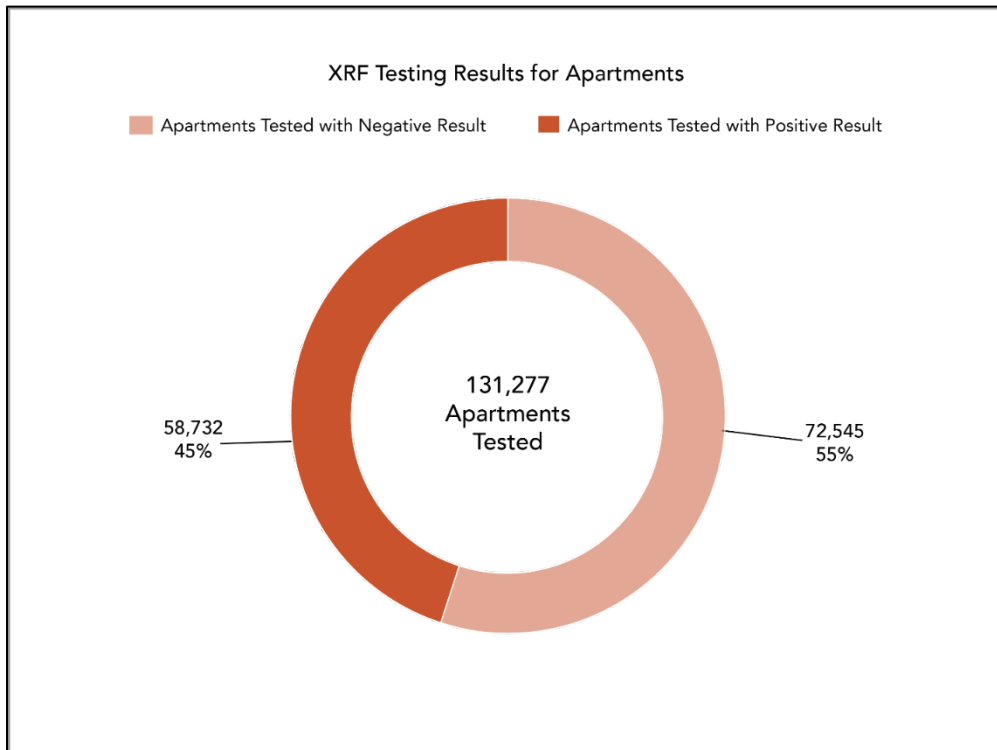
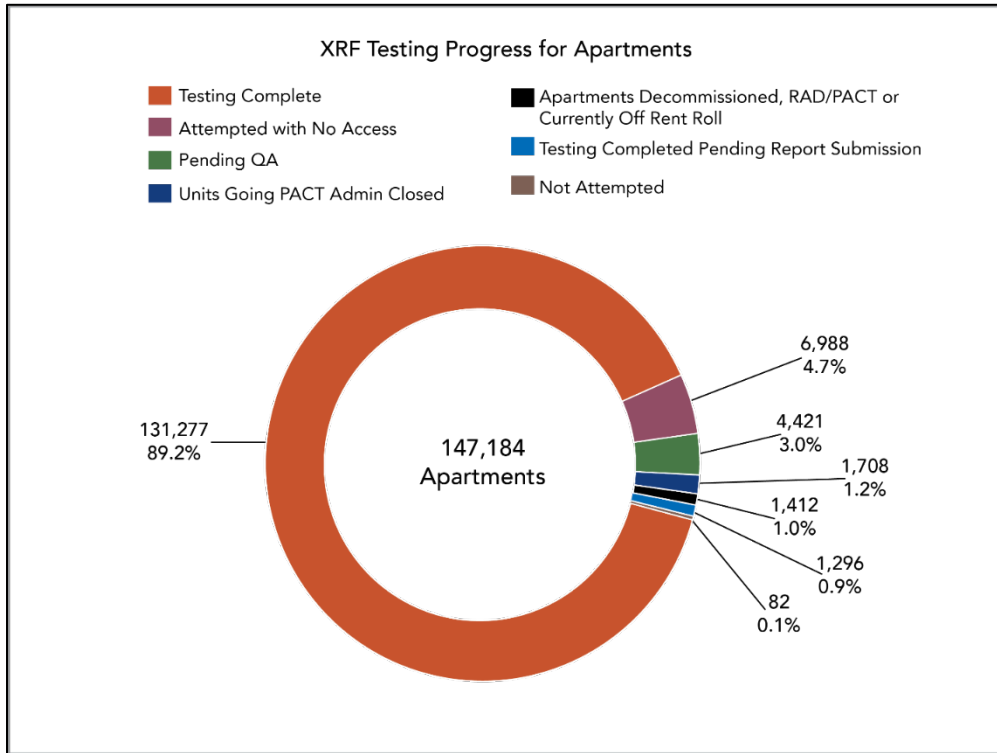
A. Testing and Abatement Progress in Apartments (Requirement Nos. L6, L20-L22)

The HUD Agreement requires NYCHA to abate 50% of apartments by 2029, 75% of apartments by 2034, and 100% of apartments by 2039.¹³⁹ To identify the complete universe of apartments containing lead-based paint and requiring abatement, NYCHA has undertaken a campaign to conduct **X-Ray Fluorescence ("XRF") testing** in all apartments not previously tested at the current NYC definition of lead paint (0.5 mg/cm²).¹⁴⁰ As described further below, NYCHA is nearing completion of its testing initiative.¹⁴¹

1. XRF Testing in Apartments

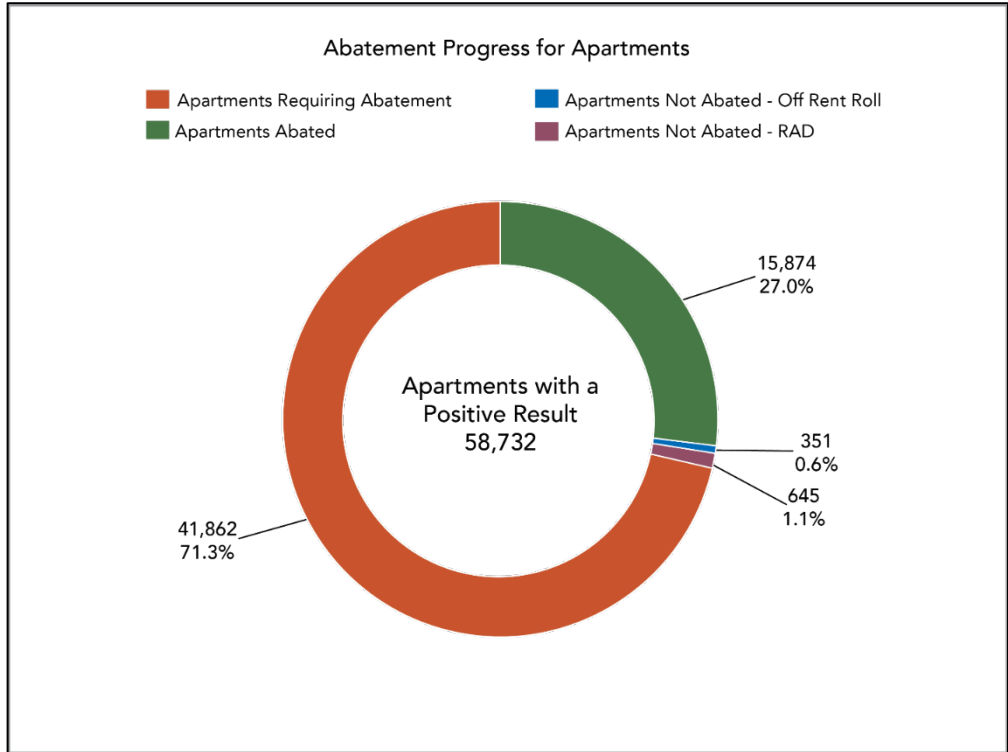
As of approximately October 31, 2025,¹⁴² NYCHA reports that it has substantially completed all¹⁴³ XRF testing and plans to spend the remainder of 2025 returning to any apartments that it could not access in the first instance, approximately 4.7% of all apartments in the testing universe. NYCHA also reports that, as of approximately October 31, 2025,¹⁴⁴ it identified lead-based paint in 58,732, or 45%, of tested apartments and found no lead-based paint in 72,545, or 55%, of tested apartments.¹⁴⁵

X-Ray Fluorescence ("XRF") Testing: XRF testing is a non-destructive analytical technique that uses X-rays to determine the elemental composition of a material, including to determine whether lead is present.

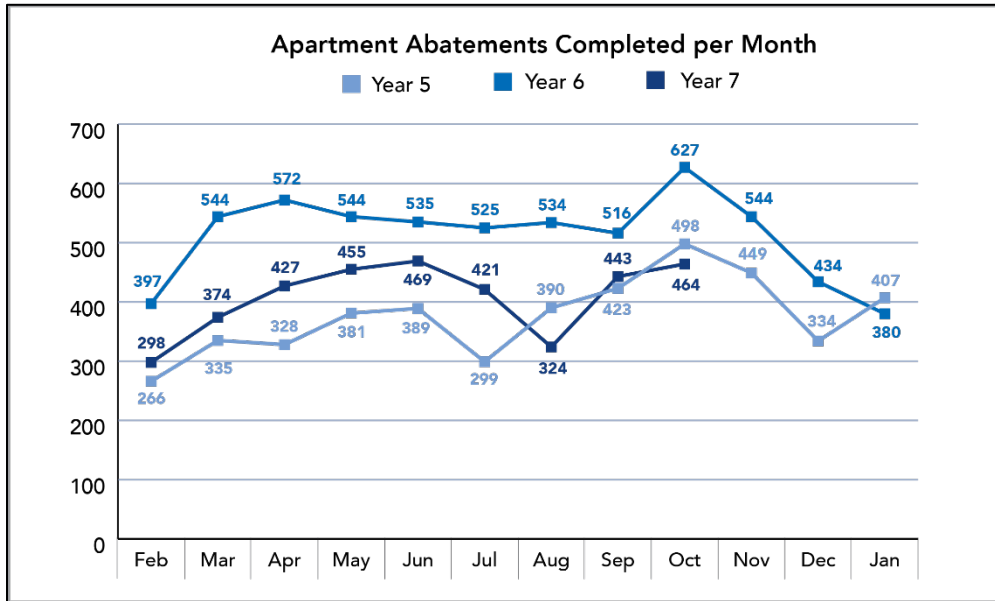


2. Abatement in Apartments

In this reporting period, NYCHA reports that it increased its total abatement count to 15,874 apartments.¹⁴⁶



While NYCHA continues to make progress in its abatement efforts, as shown in the graph below, NYCHA’s average monthly rate of abatement in the third quarter of Year 7 was lower than it was in the third quarter of Year 6.¹⁴⁷

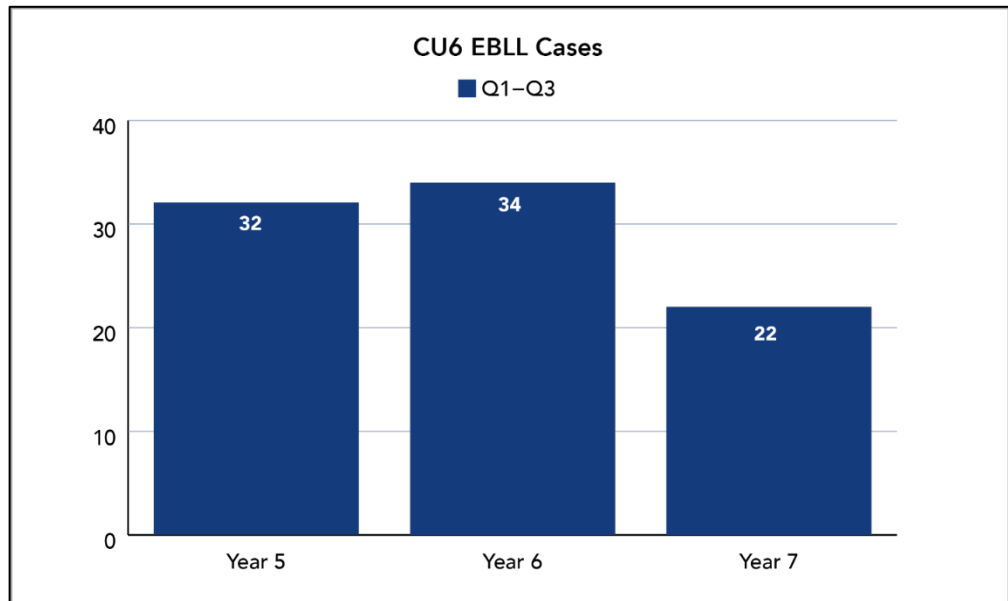


Still, based on abatement totals to date and NYCHA's current rate of abatement, NYCHA is on track to meet the HUD Agreement obligation to abate 50% of apartments in need of abatement by the end of 2029.

B. Complying with Elevated Blood Lead Level Obligations (Requirement Nos. L23-L25)

Under the HUD Agreement, NYCHA is required to comply with various federal and local regulations when it becomes aware of a child under age six ("CU6") with an **elevated blood lead level ("EBLL")** in its developments.¹⁴⁸ In Year 7, as of November 3, 2025, 22 EBLLs¹⁴⁹ connected to NYCHA properties were reported for children under age 6 and required abatement, as compared to 32 and 34 for approximately the same period in Years 5 and 6, respectively.¹⁵⁰

Elevated Blood Lead Level ("EBLL"): EBLL is a confirmed concentration of lead in the blood of a child under age six equal to or greater than 3.5 micrograms per deciliter or higher.



During the third quarter of Year 7, NYCHA was in substantial compliance with its Agreement requirements to notify the Monitors and the U.S. government of any Commissioner order to abate (“COTA”) in connection with an EBLL and to complete the associated abatement within 30 business days.¹⁵¹ In the first three quarters of Year 7, NYCHA reports that it completed any such abatements within an average of 19.33 days of receiving a confirmed EBLL for a child under six. There were four apartments during that time period that took NYCHA more than 30 business days to abate.¹⁵² NYCHA reports the delays were attributable to resident refusal of access or relocation, difficulty of relocation, and extensive work discovered after the commencement of the abatement.

C. Testing and Abatement of Childcare Centers

As reported in the Monitors’ previous 2025 Reports, in response to a 2024 increase in EBLs connected to childcare centers located on NYCHA properties, NYCHA has committed to prioritizing childcare centers as the next phase of its comprehensive XRF testing initiative. Since the Monitors’ September 2025 Report was published, NYCHA has not received notice of any additional EBLs connected to its childcare centers.

In the third quarter of 2025, NYCHA reports that it began conducting visual assessments in 87 identified childcare centers as part of its regular annual visual assessment process. As of October 31,

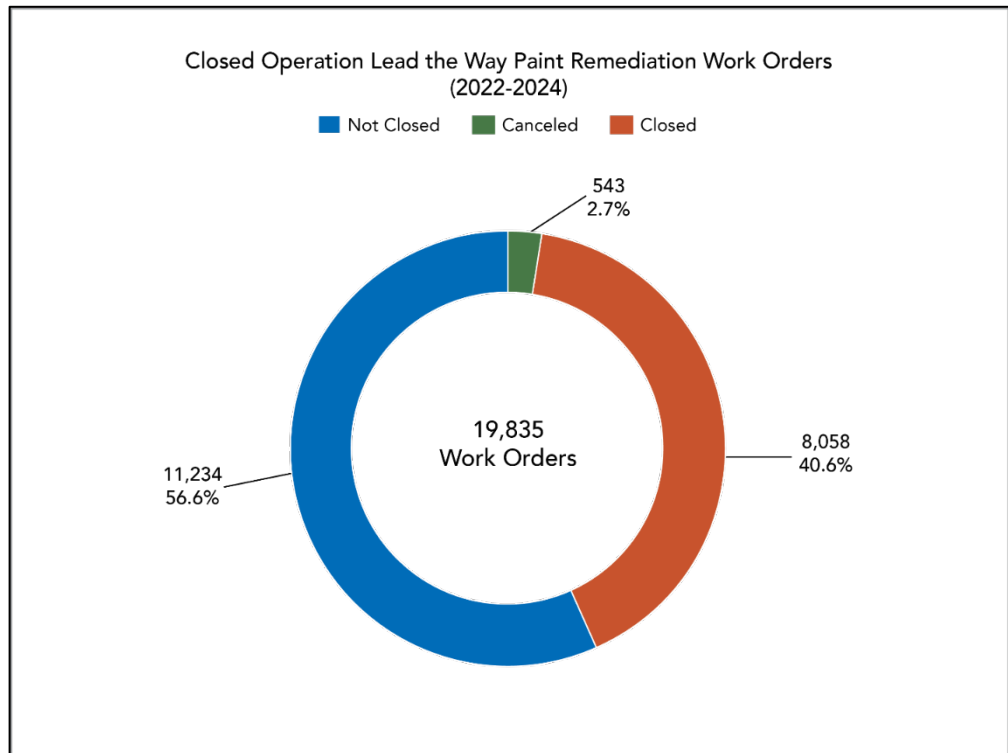
2025, NYCHA reports it completed 85% of childcare center visual assessments and cancelled 10%.¹⁵³ NYCHA further reports it identified deficiencies in 88% of completed visual assessments. Deficiencies may include peeling or chipping paint. Deficiencies are particularly dangerous if they contain lead and must be addressed through either abatement or interim controls. NYCHA reports that only 11% of deficiencies identified in childcare centers had a positive XRF test result. Where it identified deficiencies or deteriorated paint with a positive XRF result, NYCHA reports that it implemented interim controls, on average, 16 days after performing visual assessments. Where deficiencies tested negative for lead, a work order was entered to repaint, as the deficiency was not considered a lead hazard.

In 2026, NYCHA will begin XRF testing in childcare centers on its properties, submit a budget proposal, and formalize an abatement plan. The Monitors will continue to report on these efforts and encourage NYCHA to commence abatement in childcare centers as soon as funding is available.

D. Conducting Visual Assessments and Remediating Identified Paint Deficiencies (Requirement Nos. L28-L29)

Under the HUD Agreement and relevant federal lead regulations, NYCHA is required to conduct visual assessments of apartments known or presumed to contain lead-based paint and must remediate any deficiencies identified during those assessments within certain federally mandated time periods.¹⁵⁴ As of approximately October 31, 2025,¹⁵⁵ NYCHA reports it has completed visual assessments for 2025 for 66% of apartments and 98% of common areas.¹⁵⁶

NYCHA conducts paint remediation stemming from deficiencies identified through visual assessments and XRF testing. As previously reported, NYCHA has a backlog of paint remediation work orders in apartments and common areas that has accumulated since 2018.¹⁵⁷ In December 2024, NYCHA identified 19,835 work orders from this backlog that it is endeavoring to complete by the end of Year 7.¹⁵⁸ As of approximately October 31, 2025,¹⁵⁹ NYCHA has closed 8,058 (40.6%) of these work orders.¹⁶⁰ NYCHA has additionally cancelled 543 (2.7%) of work orders in the relevant universe.¹⁶¹



The Monitors will continue to support NYCHA as it endeavors to clear its backlog of remediation work orders and increase the pace at which it completes paint remediation work orders.

E. Ensuring PACT Partner Compliance with Abatement Requirements (Requirement Nos. L6, L20-22, L-36) (abatement deadlines); (Requirement No. L26) (regulatory requirements for conducting abatement)

The HUD Agreement required NYCHA to ensure two PACT developments known to have particularly high levels of lead—Harlem River Houses and Williamsburg Houses—were completely abated by January 31, 2024.¹⁶² NYCHA and its PACT partners report that Williamsburg has been completely abated, and all but one apartment at Harlem River have been completely abated.

However, NYCHA recently learned that the lead abatement plan for Williamsburg Houses did not require abatement for exterior common areas.¹⁶³ Because NYCHA requires PACT partners to abate all lead paint, including in exterior common areas, NYCHA reports that the PACT partner at Williamsburg Houses has retested the exterior common areas at the 0.5 mg/cm² level, originally

tested at 1.0 mg/cm². NYCHA is awaiting their reporting submission and will then finalize a schedule to complete the abatement of the exterior common areas.

F. Completed, In Compliance and Superseded Obligations

The HUD Agreement obligations that NYCHA met prior to the period covered by this report, or that were superseded by other obligations (**Requirement Nos. L1-L5, L7-L17, L19**) are listed in **Appendix A**.

Overview of Outstanding Lead Obligations

The following table summarizes the statuses of NYCHA’s compliance with the outstanding requirements of the HUD Agreement as of the end of October 31, 2025, unless otherwise noted. The table categorizes each requirement as a One Time Requirement (blue), Occurrence Requirement (yellow); Response-Time Requirement (orange); or Policy and Practice Requirement (green).

Req. No.	Description	Status	Compliance Details
One-Time Requirements			
L6 (Ex. A ¶ 8)	Development-Specific Abatement: Abate all lead-based paint at the Harlem River Houses and Williamsburg Houses by January 31, 2024.	Substantially complete	These developments were transferred to third-party management through the PACT program. Due to closing delays as well as the change in New York City’s lead threshold, NYCHA’s PACT partners did not abate all lead-based paint by the target deadline. NYCHA and its PACT partner have since completed abatement of all apartments and interior common areas at Williamsburg and are developing a plan to abate the exterior common areas at Williamsburg. NYCHA and its PACT partner also report one apartment at Harlem River remains to be abated.

Occurrence Obligations			
L20 (Ex. A ¶ 9)	50% Abatement: Abate all lead-based paint in 50% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those apartments by January 31, 2029.	Not due	NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 350-450 apartments per month. If NYCHA maintains its current rate of abatement in apartments, the agency is on target to meet the deadline with respect to apartments. NYCHA has not developed a formal plan to abate common areas.
L21 (Ex. A ¶ 10)	75% Abatement: Abate all lead-based paint in 75% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those apartments by January 31, 2034.	Not due	NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 350-450 apartments per month. If NYCHA maintains its current rate of abatement, the agency may meet the target deadline. However, NYCHA has not developed a formal plan to abate common areas.
L22 (Ex. A ¶ 11)	100% Abatement: Abate all lead-based paint in 100% of apartments that contain lead-based paint and interior common areas that contain lead-based paint in the same building as those	Not due	NYCHA reports that it is abating apartments with lead-based paint at a rate of approximately 350-450 apartments per month. If NYCHA maintains its current rate of abatement, the agency may meet the target deadline. However, NYCHA has not

	apartments by January 31, 2039.		developed a formal plan to abate common areas.
L36 (Ex. A ¶ 12)	Exterior Common Areas: Develop an Action Plan that sets forth a timeline for the abatement of exterior common areas that contain lead-based paint and prioritizes common areas posing a higher risk of exposure to children.	Incomplete	NYCHA has not yet developed a formal plan related to exterior common areas.
Response Obligations			
L23 (Ex. A ¶ 23)	EBLL Reporting: Report to HUD each confirmed case of a child with an EBLL within five business days of being notified, in accordance with 24 C.F.R. § 35.1130.	In compliance	
L24 (Ex. A ¶ 25)	EBLL Abatement Orders: Report to the Monitor and to the United States any NYC Department of Health and Mental Hygiene Commissioner order to abate lead-based paint within five days of receiving such order.	In compliance	

L25 (Ex. A ¶ 26)	<p>Environmental Investigations: To the extent the NYC Department of Health and Mental Hygiene Commissioner has not performed an environmental investigation of any apartment in which a child with an EBLL has been reported within 15 days of identifying such apartment, NYCHA shall perform an environmental investigation of that apartment and common areas servicing that apartment and perform abatement of any lead-based-paint hazards within 30 days.</p>	Substantial compliance	In the first nine months of Year 7, NYCHA completed the abatement process within an average of 19.33 days of receiving a confirmed EBLL for a child under six. There were 4 apartments with a reported EBLL in the first nine months of Year 7 that took NYCHA over 30 days to abate. NYCHA reports the delays were attributable to resident refusal of access or relocation, difficulty of relocation, and extensive work discovered after the commencement of the abatement.
Policy and Practice Obligations			
L26 (Ex. A ¶ 14)	<p>Compliance with 40 C.F.R. § 745.227: When performing any abatement, comply with 40 C.F.R. § 745.227.</p>	Partial compliance	NYCHA reports compliance with this obligation, with the exception of document retention deficiencies. NYCHA maintains a manual process for maintaining tenant folders and property files and reports missing retained copies.

L27 (Ex. A ¶ 15)	<p>Lead-safe work practices: Comply with lead-safe work-practice requirements when directing or performing renovation or maintenance work in lead-paint developments. These requirements are set forth in the Lead-Safe Housing Rule, 24 C.F.R. part 35, subparts B-R, and the Renovation, Repair, and Painting Rule, 40 C.F.R. part 745, subpart E.</p>	Partial compliance	As discussed in Subsection II.6.B of the December 2024 Monitors' Report, NYCHA does not currently comply with the relocation requirement set forth in these rules, although NYCHA is developing a path towards compliance, consistent with the guidance provided by HUD in November 2024. The Monitors will provide a further update in the upcoming annual report.
L28 (Ex. A ¶ 16)	<p>Visual assessments: Perform visual assessments in developments that contain lead-based paint in compliance with federal regulations.</p>	In compliance	
L29 (Ex. A ¶ 17)	<p>Lead-based paint deficiencies identified during visual assessments: Control deteriorated lead-based paint identified by visual assessments in</p>	Partial compliance	NYCHA has a historical backlog of uncorrected lead-based paint deficiencies identified during visual assessments. However, it is improving its efforts to remediate deficiencies in the federally-mandated time periods.

	compliance with federal regulations.		
L30 (Ex. A ¶ 18)	Risk-Assessment Reevaluations: Conduct risk-assessment reevaluations of all NYCHA housing that contains lead-based paint in accordance with 24 C.F.R. § 35.1355, which governs ongoing lead-based-paint maintenance and reevaluation activities.	In compliance	NYCHA completed the biannual risk assessment reevaluations in 2024. NYCHA reports that it started the process of following up in July 2025 and has completed 3,200 assessments (46% of the work orders created).
L31 (Ex. A ¶ 27)	Lead Disclosures to New Residents: Provide residents signing new leases (or, where required by regulations, renewal leases) with information about the presence of lead-based paint and lead-based-paint hazards in their apartments and developments.	Partial compliance	NYCHA reports that, according to EH&S random sampling reviews of "Tenant Folders" containing materials documenting resident disclosures, NYCHA was in compliance with this requirement 63.44% of the time, a decrease from 63.93%. The Monitors will work to independently validate data related to this obligation.
L32 (Ex. A ¶ 28)	Physical Copies of Disclosures: Ensure that physical copies of all disclosure materials are present, available for inspection, and permanently	Partial compliance	NYCHA reports that, according to EH&S random sampling reviews of development binders containing relevant risk assessment results and disclosures, NYCHA was in compliance with

	maintained at the management office for each development.		this requirement 74.31% of the time, an increase from 64.73%.
L33 (Ex. A ¶ 29)	Electronic Copies of Disclosures: Ensure that electronic copies of all disclosure materials are available to residents through an internet-based portal.	Partial compliance	The First Monitor reported that inspectors found NYCHA was compliant with these requirements in 95% of buildings. Electronic copies of disclosure materials should be available to residents on the online resident portal. The Monitors observed some instances of non-compliance due to accessibility issues.
L34 (Ex. A ¶ 30(b))	Biannual Certification: Provide the United States and the Monitor a certification describing compliance with abatement and lead-safe work practices obligations by July 2024 and every six months thereafter.	In compliance	
L35 (Ex. A ¶ 33(e))	Ongoing Training: Provide all resident building superintendents, assistant resident building superintendents, and property managers with	In compliance	

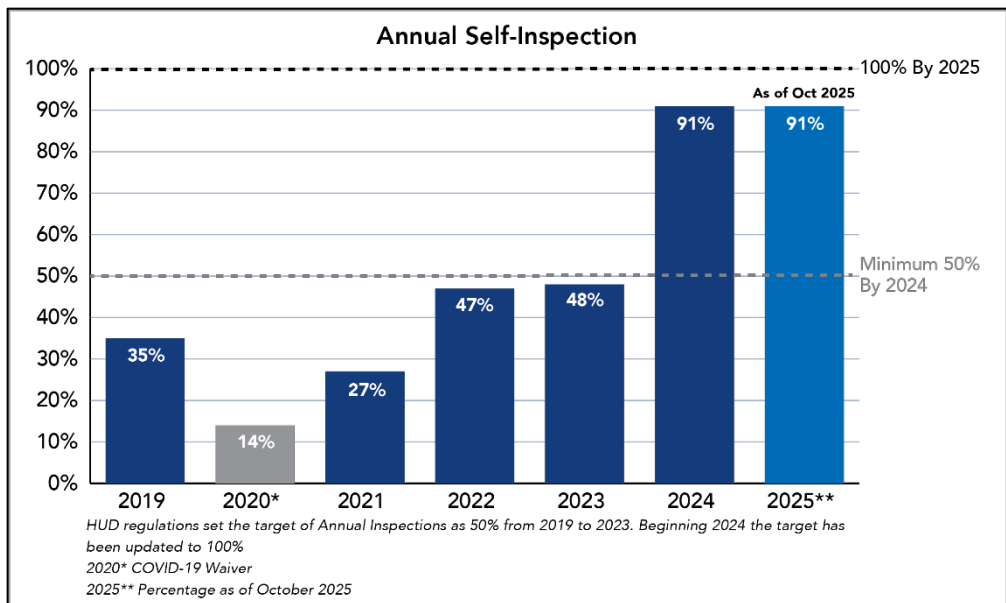
	training in RRP practices on an ongoing basis.		
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I.6 Inspections

The HUD Agreement requires NYCHA (1) to comply with HUD’s physical condition standards, (2) annually self-inspect its apartments, (3) complete timely, industry standard repairs, and (4) prevent deceptive practices with respect to HUD’s inspections. The section below is an update on NYCHA’s progress with respect to outstanding inspection-related obligations covering the period between August 1, 2025, and October 31, 2025.

A. Annual Self-Inspections (Requirement No. 13)

Under HUD regulations (as incorporated into the HUD Agreement), NYCHA is required to inspect 100% of its apartments annually.¹⁶⁴ As of October 31, 2025, NYCHA completed inspections in 91% of occupied apartments for the year, as depicted in the chart below.



The 2025 inspection rate of 91% represents an increase in NYCHA’s completed inspections from 2024, when NYCHA completed 82% within the same time period.

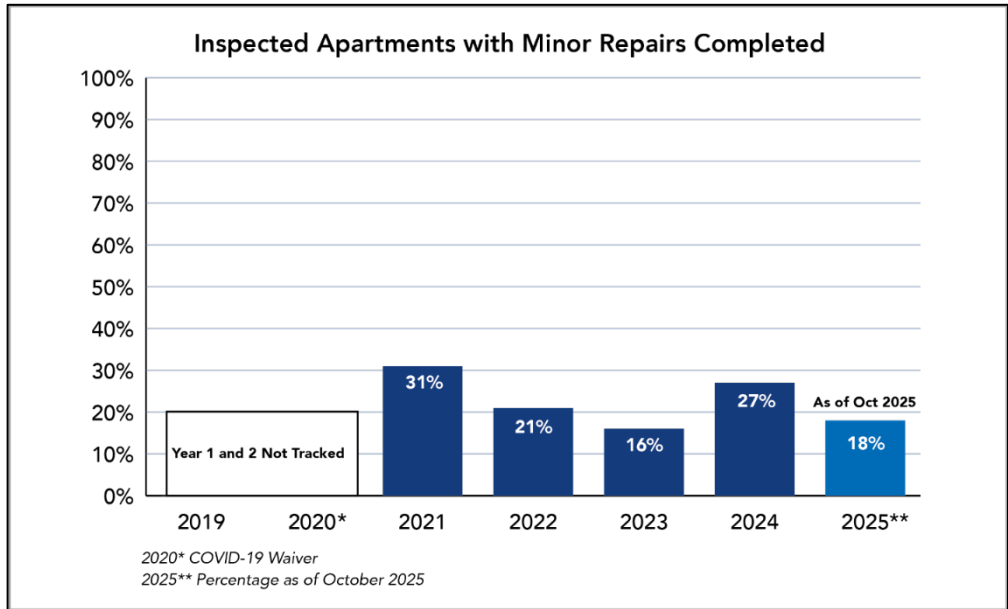
During this quarter, the Monitor team continued to conduct independent oversight of how NYCHA maintenance workers and NYCHA’s third-party vendor perform annual self-inspections and continued to provide NYCHA with feedback on both types of

inspections. For example, last quarter, the Monitors' team observed that the process for third and subsequent annual inspection attempts was less established and formalized than first and second attempts, and the later attempts are not recorded in Maximo. This creates two challenges. First, residents consistently report frustrations with the informal process, as it can result in workers at their apartment without any formal notice. Second, for NYCHA, when it has trouble accessing an apartment, because their records of attempted entry are inaccurate and incomplete, it can impact their ability to take the necessary steps to mandate access to the unit to complete the inspection and enforce lease requirements. The Monitors met with NYCHA this quarter to work on improving the process and will continue to do this as a priority in 2026.

B. Repairs of Deficiencies (Requirement No. I4)

Under the HUD Agreement, NYCHA is required to complete minor repairs of deficiencies discovered during annual apartment inspections. As part of its process, NYCHA maintenance workers identify if a repair is required. If it is, it is either completed at the time of inspection or deferred. A repair may be deferred if, for example, the repair would be too time-consuming, or the maintenance worker does not have the proper equipment available. A repair that is deferred will be scheduled for repair at a later date.

As of October 31, 2025, NYCHA reported that maintenance workers completed minor repairs in 18% of all inspected apartments for the year to date, as illustrated in the graph below.



NYCHA reported that maintenance workers deferred minor repairs in approximately 34% of the apartments that were inspected and required some type of repair through October 31, 2025, or 9% of all inspected apartments. In total, NYCHA reported that its inspections identified a total of 81,072 deficiencies which occurred in 32,452 apartments that could be fixed with minor repairs. Of those, NYCHA reported that the maintenance worker completing the inspection performed the minor repairs for 57,223 deficiencies in 21,457 apartments and deferred the minor repairs for 23,849 deficiencies in 10,995 apartments. As described in the Monitors’ previous reports, NYCHA is working to improve its documentation and oversight of minor repairs.

C. HUD’s Guidance and Standards (Requirement Nos. 15 and 17)

Under the HUD Agreement, NYCHA is required to make all repairs in accordance with HUD’s physical condition standards, NSPIRE.¹⁶⁵ HUD regularly conducts inspections of NYCHA’s developments to determine NYCHA’s compliance with the NSPIRE standards.¹⁶⁶

To receive a passing score, a development must receive an overall score of 60 or greater and have fewer than 30 points deducted for in-unit deficiencies.¹⁶⁷ If 30 or more points are deducted for such deficiencies, but the development otherwise scores a passing grade

of 60 or above, that score will be adjusted down to 59, and the development will receive a failing grade.

As of October 31, 2025, HUD conducted NSPIRE inspections for 87 NYCHA developments. Of these:

- 55 developments ultimately received passing scores;
- 5 developments received final failing scores; and
- 27 developments currently report failing scores, which are preliminary pending appeal.

For the inspections performed through October 31, 2025, NYCHA has received passing scores for 63% of 87 NSPIRE inspections. This is a significant improvement from the 46% passage rate through 138 inspections in 2024. These statistics may improve further given the appeals that NYCHA has filed for the failing results which may result in them turning into passing grades.¹⁶⁸ Thus far, NYCHA has successfully been able to persuade HUD through the appeal process to change ten developments scores from failing to passing and further increase four passing scores. The other five appeals advanced by NYCHA did not result in passing grades, although the scores in three did improve.¹⁶⁹

The Monitors and NYCHA are analyzing the developments with significant improvements from 2024 to 2025 to determine if their success could provide a lesson for other developments. Thus far, there have been 42 developments that increased by ten points or more from their 2024 scores, as demonstrated in the table below.

NSPIRE Inspections Score			
Development	2024	2025 ¹⁷⁰	Change
Whitman	9	59	+50
Mill Brook	35	83	+48
Forest	31	76*	+45
Cypress Hills	32	74	+42
O'Dwyer Gardens and Gravesend	46	85*	+39
Saint Mary's Park	37	75*	+38

Pink	35	73	+38
Unity Plaza	39	76	+37
Drew-Hamilton	40	76*	+36
Pelham Parkway	54	86*	+32
Washington-Lexington	53	84	+31
Lower East Side III	47	78	+31
Mott Haven	43	74	+31
Smith	47	77*	+30
Stapleton	43	73*	+30
Rutgers	24	54**	+30
Monroe	33	62	+29
Throggs Neck	46	74	+28
Amsterdam Addition	59	84*	+25
Lincoln	36	61	+25
Jackson and Morrisania Air Rights	50	74*	+24
Marcy	52	75*	+23
East River	54	77	+23
Chelsea	59	81	+22
Surfside Gardens	47	68	+21
Claremont Rehab	47	68*	+21
Morris	39	59	+20
Tompkins	40	59*	+19
Queensbridge South	59	77	+18
King Towers	57	75*	+18
Highbridge Gardens	43	59*	+16
Bronx River and Addition	59	73	+14
Adams	59	73	+14

Ingersoll	57	70	+13
Marlboro	59	71	+12
Melrose	59	71	+12
Baruch	59	71	+12
Taft Rehabs	59	71	+12
Seth Low	59	70*	+11
Bayview	59	70	+11
Ocean Bay (Oceanside)	54	65	+11
Beach 41st Street - Beach Channel Drive	48	59*	+11

The Monitors and NYCHA are also analyzing properties that have performed worse in 2025 compared to 2024. There are 14 NYCHA developments so far which decreased ten points or more from their 2024 scores, as demonstrated in the table below. NYCHA will continue to investigate and address the root cause of these decreases.

NSPIRE Inspections Score			
Development	2024	2025¹⁷¹	Change
Taft	59	49	-10
Stuyvesant Gardens	57	47*	-10
Clason Point Gardens (Sack Wern)	43	33*	-10
FHA Houses	59	48	-11
Fulton	71	59*	-12
Sedgwick	57	45*	-12
Nostrand-Sheepshead Bay	72	59*	-13
Lower East Side II	66	51	-15
Bushwick	59	39*	-20
Queensbridge North	73	50	-23
Butler	58	26*	-32

Moore	40	0*	-40
Farragut	59	9*	-50
Grant	59	8*	-51

The Monitors are also focused on using NYCHA's NSPIRE results as an opportunity to examine the quality of NYCHA's self-inspections. This includes reviewing the NYCHA self-inspection results for developments that had extremely low preliminary scores. For example, Farragut received a preliminary score of nine (which NYCHA intends to appeal). The Monitors' analysis showed that certain of the deficiencies identified by HUD could have been identified and remedied as part of the self-inspection, which had been completed earlier in the year. The Monitors will continue to conduct a review of the inspection process at Farragut and other developments to assess how NYCHA may improve its self-inspections to more timely identify and remediate deficiencies.

D. Industry Standards (Requirement No. 16)

The HUD agreement requires NYCHA to ensure all maintenance repairs are performed to established industry standards and workmanship.¹⁷² To comply with this obligation, NYCHA requires supervisors of skilled trades workers and maintenance workers to perform routine supervisory inspections of a sample of work orders closed. Supervisors of caretakers are also required to inspect the buildings and grounds under their supervision every month.

NYCHA has increased the rate at which supervisors complete the required inspections for skilled trades and caretakers. For skilled trades, NYCHA completed 74% of the assigned inspections through October 31, 2025, a considerable improvement from 50% in October 2024. For caretakers, NYCHA completed 96% of assigned inspections in October 2025, a moderate improvement from 89% in October 2024.

Overview of Outstanding Inspection Obligations

The following table summarizes the status of NYCHA's compliance with the outstanding requirements of the HUD Agreement as of October 31, 2025, unless otherwise noted. The table categorizes each requirement as a one-time obligation (blue); response obligation (orange); or policy and practice obligation (green).

Req. No.	Description	Status	Compliance Details
One-Time Requirement			
11 (Ex. B ¶ 49)	Annual Inspections Action Plan: By May 31, 2019, NYCHA must submit an Action Plan for complying with the requirements to conduct annual inspections and perform minor repairs, including procedures for completing on-site repairs and scheduling subsequent repairs.	Complete	NYCHA finalized the Phase II Annual Inspections Action Plan in the second quarter of 2025.
Response Obligation			
13 (Ex. B ¶ 47)	Annual Inspections: NYCHA will conduct annual inspections of 100% of occupied apartments.	Not yet due	As of October 31, 2025, NYCHA completed inspections in 91% of occupied apartments.
14 (Ex. B ¶ 48)	Minor Repairs: By May 1, 2019, annual inspections must include having the person conducting the inspection perform any minor	Partial Compliance	As of October 31, 2025, NYCHA reported that maintenance workers completed minor repairs in 18% of inspected apartments

	<p>repairs during the inspection.</p>		<p>requiring minor repairs and deferred minor repairs in 9% of inspected apartments requiring minor repairs. In total, NYCHA reported that its inspections identified a total of 81,072 deficiencies that could be fixed with minor repairs. Of those, NYCHA reported that the maintenance worker completing the inspection performed the minor repairs for 57,223 and deferred the minor repairs for 23,849. Furthermore, the Monitors continue to track NYCHA’s efforts to improve oversight and documentation of needed repairs, including those described in Section I.6.D.1 of the Monitors’ April 2025 report.</p>
<p>Policy and Practice Obligation</p>			
<p>I5 (¶ 60)</p>	<p>HUD’s Guidance: NYCHA will make all improvements in accordance with PIH Notice No. 2016-03, Uniform Physical Condition Standard (UPCS) Deficiencies and Industry Standard Repairs, July 11,</p>	<p>Ongoing</p>	<p>HUD started the 2025 cycle of NSPIRE inspections in the second quarter of 2025. As of October 31, 2025, for the year to date, HUD’s inspections of 87 NYCHA developments revealed that 5</p>

	2016, or any subsequent or superseding guidance. ¹⁷³		developments received final failing scores and 27 developments currently report failing scores, which are preliminary pending appeal. NYCHA is submitting appeals for numerous developments that received failing preliminary scores.
16 (¶ 60)	Industry Standards: NYCHA will ensure all maintenance repairs are performed to established industry standards and workmanship.	Provisional Compliance	NYCHA's Quality Assurance Unit ("QAU") does substantial work to monitor the quality of repairs. For the second calendar quarter of 2025, QAU reported that 95% of sampled repairs were completed to the required standard. Based on this self-reported performance, the Monitors provisionally certify that NYCHA is in compliance with this obligation. The Monitors continue to engage with NYCHA in an effort to ensure that QAU's processes yield an accurate view of repair work across NYCHA's properties.
17 (¶ 60)	Decent, Safe, Sanitary Standards: NYCHA will ensure that properties meet HUD's decent, safe,	Ongoing	NYCHA's ongoing efforts to comply with this obligation overlap with its attempts to meet

	<p>sanitary and in good repair standards at all times.</p>		<p>Requirement No. 15. HUD started the 2025 cycle of NSPIRE inspections in the second quarter of 2025. As of October 31, 2025, for the year to date, HUD’s inspections of 87 NYCHA developments revealed that 5 developments received final failing scores and 27 developments currently report failing scores, which are preliminary pending appeal. NYCHA is submitting appeals for numerous developments that received failing preliminary scores.</p>
<p>18 (¶ 60)</p>	<p>Deceptive Practices: NYCHA will not use deceptive practices with respect to PHAS inspections, including: (a) covering up / hiding conditions; (b) performing substandard repairs; (c) performing work in common areas after an inspection begins, other than for emergency health and safety issues; (d) performing work in selected or alternate</p>	<p>Provisional compliance</p>	<p>NYCHA has put in place mechanisms to detect and investigate deceptive practices when they are suspected. To date, the Monitors have not identified material failures in NYCHA’s control mechanisms. The Monitors thus provisionally certify NYCHA’s compliance with this obligation but are continuing to work with NYCHA in an effort to refine and strengthen its mechanisms for</p>

	units after such units have been identified, other than for emergency health and safety issues.		preventing deceptive practices.
19 (¶ 61)	Internal Controls: NYCHA shall design internal controls to prevent deceptive practices.	Provisional compliance	The detailed procedures set forth in the PHAS Inspections Action Plan appear, in principle, to satisfy ¶ 61's general requirement of internal controls to prevent deceptive practices. NYCHA has implemented internal controls, and the Monitors are continuing to assess the adequacy to prevent and detect deceptive practices. ¹⁷⁴
110 (¶ 62 (a-f))	Chief Compliance Officer Obligations: NYCHA's Chief Compliance Officer will be responsible for preventing deceptive practices with respect to PHAS inspections and ensuring compliance with HUD regulations and guidelines with respect to PHAS inspections. Various concrete responsibilities are	Provisional compliance	NYCHA has had processes in place since the inception of the first monitorship to fulfill the obligations as part of ¶ 62. The Monitors provisionally certify compliance with the obligations, as conversations continue with NYCHA's compliance team to understand the processes to prevent deceptive practices.

	enumerated in the Agreement.		
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**SECTION II:
ORGANIZATIONAL CHANGE**

Under the HUD Agreement, NYCHA is required to make broad management and organizational reforms across the agency that will improve its overall functioning and its delivery of services to residents. As discussed in the Monitors' prior reports, NYCHA's plan for doing so is contained in its "Transformation Plan," which lays out broad principles for improvement and core values for the organization—e.g., "creating a culture of service," "strengthening NYCHA's partnership with its residents," and "using data to drive decision making"—as well as 47 specific initiatives intended to improve NYCHA's processes and performance.¹⁷⁵ Consistent with those broad principles, NYCHA also works with HUD, SDNY, and the Monitors to identify additional initiatives that will build on those specific projects to continue to improve itself as an organization.

In this report, the Monitors provide updates on significant developments over the last quarter within key areas relating to NYCHA's organizational change.

A. Special Initiative: Mold and Leaks Restore and Renew

As described in prior reports, NYCHA's performance on its mold and leak-related requirements has been a consistent challenge. Moreover, residents frequently share with the Monitors their frustrations with long wait times to have mold and leak-related repairs completed. To address this problem, and to reduce the backlog of approximately 65,000 open mold and leak work orders, NYCHA worked with the Monitors, the Baez Ombudsperson, SDNY, and the IDA to launch the Mold and Leaks Restore and Renew ("MLRR") program. The program targets areas of particular need, focusing on mold and leak work orders that are 100 days or older and require work from painters, plasterers, carpenters, plumbers, or bricklayers. This program is intended to target these work orders at the twelve lowest performing NYCHA developments. The goal is for a newly hired team of skilled trades workers, with focused oversight and management from NYCHA's Office of Mold Assessment and Remediation, to move from development to development, reducing the backlog of 100-day-or-older work orders as they go.

The MLRR program began at Sotomayor Houses in August 2025. Sotomayor was selected because it was a particularly low performer, ranking 110th out of 117 NYCHA developments across all **Mold and Leaks Scorecard** metrics. Many residents had been left waiting for extended periods of time to have their mold and leak

Mold and Leaks Scorecard: The Scorecard is a series of 11 key mold and leak metrics that are then consolidated into one overall grade. These metrics and the resulting grade are used to rank developments' performance across NYCHA. The Scorecard is updated twice a week.

issues addressed. At the beginning of the program, the MLRR team identified 560 work orders that qualified under the program's targeted focus. Through the process of further inspections and conducting repairs, the team identified an additional 45 work orders that needed to be opened, generating a total of 605 work orders identified as within the scope of the program.

Despite delays in hiring the full number of skilled trades workers, the MLRR team has made substantial progress in a short amount of time at Sotomayor Houses. Namely:

- Of the total universe of 605 work orders, 392 work orders, or 64.79%, have been closed through the MLRR process as of November 17, 2025.
- Resolving priority work orders, the subset of work orders identified by NYCHA as areas of particular importance for repairs, has been particularly successful. For example, from September 1, 2025, to November 3, 2025, the number of tub enclosure work orders at Sotomayor in the backlog has decreased from 91 to 52, or by 42.86%.
- The overall backlog of mold and leak work orders that are 100 days or older, beyond just those targeted by the MLRR program¹⁷⁶, has also significantly decreased at Sotomayor. As of November 1, 2025, the mold and leak work orders 100 days or older decreased by 23.64%, and older than 400 days decreased by 34.71%.

Beyond improving overall metrics, it is important to note how this program has impacted the living conditions of specific residents within NYCHA who have been awaiting repairs for an unacceptably long time, in many cases for multiple years. For example, prior to the MLRR program, an annual inspection in 2022 revealed several deficiencies within a Sotomayor unit, one of which included a tub enclosure that was cracked and appeared to have mold. After 1,255 days, on October 16, the MLRR team finally repaired the tub and redid the caulking. In another example, prior to the MLRR program, following a 2022 leak inspection, a shower wall in another unit was bulging as the result of water damage from a broken pipe. Shortly after, the broken pipe was repaired, but the damage to the wall was unrectified. Following the launch of the MLRR program, after 1,033

days, NYCHA finally completed those repairs on September 30, 2025. While more extreme examples, these stories demonstrate the purpose of the program as a whole: the backlog of issues impacting quality of life for residents has lingered for too long and must be addressed more quickly.

B. NYCHA Vendor Management

Various vendors perform work at NYCHA developments every day, and NYCHA tracks their arrivals and departures for a variety of reasons, including safety, security, and to combat fraud.

Historically, NYCHA used a physical, paper logbook to track arrivals of any non-NYCHA workers, including vendors. Using a paper logbook placed a heavy burden on site staff to enforce check-ins and check-outs. Additionally, because of the physical nature of the logbook, employees needed to access the book in-person to review its contents. This hampered NYCHA's ability to combat fraudulent activity by vendors by making it harder to analyze their comings and goings. To address these concerns and modernize the program, NYCHA launched the Virtual Vendor Logbook in September 2024.

The Virtual Vendor Logbook has three key components:

1. **Pre-check.** Vendors must complete a pre-check form 24 hours before arrival onsite. The form provides NYCHA staff with notice as to which workers would be at the development the following day. The form also allows NYCHA's Quality Assurance Unit to better plan where and when to conduct oversight of vendor work.
2. **Check-in.** When vendors arrive, they must check in by scanning a QR code that leads to an online form. This form includes a series of questions ranging from identifying their company, the names of the staff arriving, the location of the work, and the type of work they are there to perform.
3. **Check-out.** Vendors are required to scan the same QR code to check-out before leaving, allowing NYCHA to see the length of stay.

This year, NYCHA asked the Monitor team to build a Virtual Vendor Logbook Dashboard with the goal of making the data from NYCHA's logbook more accessible and easier to analyze. This process is underway.

This transition to a virtual logbook has largely been a success for NYCHA in reducing administrative load and allowing for easy data analysis. A handful of problems remain, either with the updated system itself or due to underlying vendor and skilled trade worker management issues, which NYCHA and the Monitor team are working to solve:

- Vendors could access the check-in form without being onsite by saving the QR code information. The Monitor team is reviewing geolocation restrictions that could prevent usage of the form without being physically onsite.
- Vendors have reported frustration with the additional check-in steps and forms, noting the process is slow and requests too much information. The Monitor team is working to streamline the pre-check, check-in, and check-out process. Particularly, the Monitor team is exploring a redesigned webpage that has the capabilities to simplify much of the data entry process.
- Pre-check forms are not currently linked with specific check-in and check-out forms. The Monitor team intends to implement a "unique ID" system, which will allow all forms to be linked together for improved data analysis without requiring significant additional input from vendors.
- NYCHA has reported inconsistent usage of the data, which was, in part, a result of the inaccessibility of the data that is currently uploaded onto SharePoint. To remedy difficulties with accessing the data, the Monitor team intends to develop an automated email alert system, which would send notification of when vendors arrive and leave to select NYCHA staff at the relevant developments.

In addition to building the dashboard, the Monitor team will assist NYCHA in remedying these technical issues. While the Monitors have assisted in the technical development of the Virtual Vendor Logbook, NYCHA will administer the logbook itself, with support from the Monitors. The Monitors will provide updates on Vendor Virtual Logbook in future reports.

C. Training: Operations Leadership Institute

NYCHA initiated the Operations Leadership Institute (“OLI”) in 2023 as an intensive training program with the goal of empowering NYCHA leaders to lead their departments in a way that best serves NYCHA residents. The program is 12 weeks long and includes classes in a roundtable forum. The program runs a cohort model, meaning the training participants stay as a group for the entire 12 weeks. This format encourages robust discussion during the program and helps foster career-long relationships among members of the group. The program covers topics including conflict resolution, leadership, managing staff and finances, apartment inspections, buildings, and grounds.

The program is staffed by six instructors and one instructional designer. All of the instructors are former NYCHA employees with at least 25 years of experience. Additionally, the instructors began their careers in entry-level positions at NYCHA before working their way up to becoming directors, deputy directors, or senior advisors. Their rich NYCHA background qualifies them to connect and gain trust with participants, as well as to share real NYCHA experiences.

NYCHA has been providing this training to a variety of leaders at NYCHA. As of October 31, 2024, 55% of property managers, 44% of resident buildings superintendents, 67% of assistant property managers, 33% of assistant residents building superintendents, and 83% of neighborhood administrators have completed the OLI program.

NYCHA has reported that it views the program as a success, both in attracting participants and improving outcomes, and several metrics support this view. For example, in 2024, OLI compared 2022 and 2023 **REAC scores** with 2024 REAC scores for those developments that had one or more Property Managers or Property Maintenance Superintendents participate in OLI. Although that comparison may be impacted by a variety of factors, the results

REAC Scores: REAC scores are the mechanism HUD uses to evaluate the physical condition of properties during inspections. Historically, REAC relied on the Uniform Physical Condition Standards (“UPCS”), which governed how inspections were conducted and how scores were calculated. Beginning in October 2023, HUD transitioned from UPCS to the newer NSPIRE standards for most HUD-assisted properties.

suggested a correlation between attendance in the program and improved scores. Among properties that saw an increase in scores, NYCHA saw a 17% greater increase at properties with at least one OLI participant than for properties without OLI participation. Properties with an OLI participant were also associated with a lower likelihood of seeing a decrease in scores during this time: only 6% of developments with OLI participants saw a decreased score in this period, in contrast with 17% of developments without any OLI participants.¹⁷⁷

D. IT System Overhauls

1. Maximo Upgrade (MAS 9.0)

NYCHA relies on an IT system called “Maximo” for its maintenance work orders, allowing it to track data on NYCHA development and unit repairs across the entire agency. This is a core system for NYCHA’s day-to-day functioning and is relied upon by a wide variety of NYCHA departments for tracking and responding to resident living conditions. This year, NYCHA IT has been planning to upgrade Maximo to Maximo Application Suite (“MAS”), version 9.0. Because of its importance to NYCHA’s provision of resident services and repairs, it is essential that NYCHA’s transition to a new system be smooth and prompt, and NYCHA has engaged in advance planning for that transition for the past year.

NYCHA IT has received support from NYCHA’s Office of Maximo and Asset Management (“OMAM”), which provides technical direction and operational support for Maximo and related reporting systems for the Operations department. More specifically, OMAM prioritizes requests for system improvement, optimizes business processes surrounding NYCHA’s assets, maintains asset and location data, and supports end-user training. These functions have been integral to the Maximo upgrade strategy and execution.

The Monitors are overseeing NYCHA’s adherence to the Maximo upgrade plan, which is proceeding on track. Most recently, NYCHA IT has completed data archiving for the old Maximo system and demonstrated the upgrade to NYCHA executives. User acceptance testing (“UAT”) with 56 users across 16 departments is complete, and Interloc, the project vendor, is reviewing feedback on the user interface. Integration testing continues. NYCHA plans to

finalize training materials and conduct a train-the-trainer session for NYCHA employees with Interloc support in December 2025.

2. Human Capital Management System

A Human Capital Management System (“HCMS”) is a centralized IT system for all employee data. Generally, the HCMS supports human resources (HR) functions, including recruitment, onboarding, and workforce planning. Employees with supervisory responsibilities across the organization interact with the HCMS through a manager-specific software interface to view applicant information for open positions, consult organizational charts, and handle requests for time off, for example. Employees who do not have supervisory responsibilities interact with the HCMS through an employee-specific interface to request time off, review tax forms, and provide emergency contact information, among other things. A properly implemented HCMS allows staff to spend less time on administrative transactions and more time on their core responsibilities.

NYCHA’s previous HCMS was manual, paper-based, and relied on custom-built databases. This system design led to inefficiencies and made it challenging to integrate with the City’s Department of Citywide Administrative Services and NYCHA’s Finance Department. To address these shortcomings, NYCHA IT is transitioning NYCHA’s HCMS to a system called Workday. NYCHA and the Monitors expect that the upgraded HCMS will enhance the employee experience, streamline communications with other City agencies, and reduce the existing workload of HR staff.

NYCHA IT initially planned to launch the new HCMS for all staff simultaneously. In consultation with NYCHA HR, NYCHA IT then decided to begin with a limited roll-out of the new HCMS for just NYCHA HR, followed by an agency-wide launch in the first quarter of 2024. Instead, after a series of delays with the implementation of this system overhaul, NYCHA executed the limited HR roll-out in April 2025, and in June 2025, NYCHA provided system access only to employees with supervisory responsibilities, in order to gather feedback from those users and begin broader training of its employees for the new system. NYCHA now plans to launch the system to all remaining employees during the first quarter of 2026. NYCHA IT and NYCHA HR are engaged in training, testing, and system integration to prepare for that launch, with training support

from NYCHA's Organizational Change Management and Learning & Development teams.

ENDNOTE FOR EXECUTIVE SUMMARY

¹ The total of the expended and contracted amounts exceeds funds received under CCAP to date because NYCHA contracts for the full multi-year project lifecycle, with the expectation of receiving additional funding in future fiscal years.

ENDNOTES FOR SECTION I: PROPERTY MANAGEMENT

² Agreement between the U.S. Department of Housing and Urban Development (“HUD”), the New York City Housing Authority (“NYCHA”), and New York City (“the City”), Ex. B ¶¶ 2-7, 9(a), 10, 13, 14(c), Jan. 31, 2019 (hereinafter the “HUD Agreement” or “Agreement”).

³ Typically, the impact of in-apartment heating failures is limited to the room in which the heating system component has failed. When heat delivery to the entire apartment is interrupted, it is usually indicative of a heating outage. In addition to in-apartment heating failures, NYCHA apartments may also experience heating shortfalls due to drafty windows, apartment doors, and terrace doors.

⁴ Monitors’ Report, Sept. 30, 2025, at 13, 19-20, 27-29.

⁵ NYCHA reported that heat was not required at Mitchel Houses prior to October 8, 2025, because outside temperatures did not fall below 55°F until October 9, 2025. However, the New York City Admin. Code requires apartments to be above 62°F at night regardless of outside temperature, and outside temperatures dropped below 62°F on several of these nights. Because NYCHA does not have reliable systems to monitor indoor temperatures at Mitchel Houses, the Monitors cannot determine whether apartments remained above the legally required 62°F or whether heat should have been provided earlier. NYCHA also reported that hot water service was restored by October 4, 2025.

⁶ The Monitors have also reviewed data related to the heating equipment at Mitchel Houses. At Mitchel Houses, there are eight boilers in the boiler room at 205 Alexander Avenue. As discussed in **Section I.1.D**, NYCHA performs most of its maintenance on heating equipment during the summer months. At Mitchel Houses, NYCHA identified four Priority 1 corrective maintenance work orders during the 2025 annual overhaul and completed all four by October 1, 2025. The work orders related to leaking tubes and low water levels within the boilers, but these issues were resolved before October 1. Two boilers at Mitchel Houses were offline at the start of the heating season for other maintenance. According to NYCHA, Mitchel Houses requires only four of its eight boilers to be operational to be heat ready, and six of the boilers were operational by October 1.

⁷ On October 17, 2025, NYCHA residents at Mitchel Houses also told the Monitors that they had been without gas to cook meals, without functioning compactors for substantial periods of time, which had attracted rodents, and that they did not have access to common areas like the basketball court. In response, NYCHA provided some residents with hot plates and slow cookers, though it could not provide them to all residents at first, and has been working to fix the compactors and complete other work to reopen common spaces. Local organizations have provided these residents with hot meals as well. As of December 11, 2025, NYCHA reported that hot plates and slow cookers have been made available to all residents, and it expects to restore cooking gas to all residents at Mitchel Houses by early 2026.

⁸ Agreement, Ex. B ¶ 14(c). The HUD Agreement also requires that 200 additional boilers are addressed through PACT by December 31, 2026, and the developer selected will replace and repair boilers as needed. *Id.* NYCHA reported completing this requirement before the Monitors’ August 2024 Report. Monitors’ Report, Aug. 21, 2024, at 54.

⁹ As discussed in the Monitors’ April 2025 Report, NYCHA met its interim obligation to replace 133 boilers by December 31, 2024. Monitors’ Report, Apr. 3, 2025, at 14.

¹⁰ Since the Monitors’ September 2025 Report, A&CM completed the replacement of 13 additional boilers. NYCHA has also requested that boilers replaced by PACT partners count

toward the total. The Monitors confirmed with HUD and SDNY that these replacements may count toward the total. NYCHA is in the process of identifying which specific boilers were replaced by PACT partners such that the Monitors can verify their replacement. Accordingly, those boilers are not included in the numbers reported.

¹¹ On October 1, 2025, the beginning of the 2025-2026 heating season, 58 boilers across NYCHA's developments were offline. A year before, on October 1, 2024, the beginning of the 2024-2025 heating season, 62 boilers across NYCHA's developments were offline, two of which are now managed through the RAD-PACT program. However, because of redundancies in its heating systems, NYCHA declared all developments were heat ready for both heating seasons.

¹² On October 31, 2025, 56 Priority 2 corrective maintenance work orders and 42 Priority 3 corrective maintenance work orders remained open. On October 31, 2024, 53 Priority 2 corrective maintenance work orders and 78 Priority 3 corrective maintenance work orders remained open.

¹³ Agreement, Ex. B ¶¶ 1, 2(a); N.Y.C. Admin. Code § 27-2029(a).

¹⁴ *Id.* ¶ 2.

¹⁵ *Id.* ¶ 2(a).

¹⁶ This methodology determines in-apartment heating failures using residents' verified heating complaints and the work orders NYCHA generates, and then combines these heating service interruptions with planned and unplanned heating outages to assess the extent to which heating system components have failed or are not operating as intended and require servicing. See Monitors' Report, Sept. 30, 2025, at 19-20, 148 n.16. Verified Heating Complaints are resident heating complaints where a NYCHA employee must perform work within an apartment to resolve the condition. *Id.* at 20.

¹⁷ NYCHA has explained that issues with the heating equipment do not always result in significant losses in temperature because NYCHA buildings keep warm for many hours without adding more heat. Specifically, NYCHA explained that building insulation and the design of the heating distribution system, such as vertical risers and shared infrastructure, help buffer apartments from the immediate effects of equipment failures. As a result, according to NYCHA, even when a component of the end-to-end heating system requires servicing or is temporarily out of service, apartment temperatures may not fall below legal minimums for several hours. See *id.* at 20, 148 n.17.

¹⁸ Agreement, Ex. B ¶ 2(a).

¹⁹ Unplanned heating outages often span multiple apartments or even entire buildings and have been the primary driver of heating service interruptions for residents. Monitors' Report, Sept. 30, 2025, at 22.

²⁰ Because NYCHA does not conduct planned outages when outside temperatures are below 45°F, it is less likely that apartments impacted by planned outages fall below the legal minimum than apartments impacted by unplanned outages. See *id.* at 16, 148 n.19.

²¹ These complaints reflect individual apartment-level issues and do not include complaints connected to heating outages that affect an entire development, building, or line. *Id.* at 24.

²² Agreement, Ex. B ¶ 2(b).

²³ *Id.* ¶ 9(a).

²⁴ *Id.* ¶ 10(a).

²⁵ Although the heat restoration obligations apply to all heating service interruptions, see *id.* ¶¶ 9(a), 10(a), the Monitors had not previously reported on in-apartment heating failures because no agreed-upon methodology was in place. See Monitors' Report, Sept. 30, 2025, at 28-29.

²⁶ This methodology is similar to the interim methodology described in **Section I.1.D** & n.16. The complaint methodology used for the heat restoration obligations determines the time it took NYCHA to restore heat to affected apartments based on the work orders generated in response to residents' verified heating complaints. See Monitors' Report, Sept. 30, 2025, at 27-29, 148 n.25.

²⁷ Agreement, Ex. B ¶ 9(a).

²⁸ *Id.* ¶ 10(a). Beginning with the 2019-2020 heating season, the HUD Agreement required NYCHA to restore heat to affected apartments within 24 hours for 85% of heating service interruptions. *Id.* ¶ 9(b). Beginning with the 2024-2025 heating season, this requirement was superseded by the requirement that NYCHA restore heat to affected apartments within 12 hours for 85% of heating service interruptions. *Id.* ¶ 10(a).

²⁹ *Id.* ¶ 10(a). Beginning with the 2019-2020 heating season, the HUD Agreement required NYCHA to restore heat to affected apartments within 48 hours for 100% of heating service interruptions. *Id.* ¶ 9(b). Beginning with the 2024-2025 heating season, this requirement was superseded by the requirement that NYCHA restore heat to affected apartments within 24 hours for 100% of heating service interruptions. *Id.* ¶ 10(a).

³⁰ *Id.* ¶¶ 9(c), 10(b).

³¹ EH&S conducts investigations of some resident complaints received through NYCHA's Complaint Portal.

³² EH&S noted that two of the three heating outages occurred at the same location.

³³ Of the 38 open recommendations as of October 31, 2025, 33 are addressed to HMSD, three to Asset and Capital Management, one to the Technical Resources Department, and one to the Fire Safety Department. As of October 31, 2025, NYCHA was working on several of these recommendations.

³⁴ Monitors' Report, Apr. 3, 2025, at 19.

³⁵ NYCHA, Heating Action Plan, Dec. 4, 2019, at 33; Agreement, Ex. B ¶ 7.

³⁶ Agreement, Ex. B ¶¶ 4-5.

³⁷ *Id.* ¶¶ 23(a), 24(a), 27, 29(a).

³⁸ *Id.* ¶¶ 24(b), 28, 29(b).

³⁹ *Id.* ¶¶ 32, 33.

⁴⁰ *Id.* ¶ 34(b).

⁴¹ *Id.* ¶ 31. As discussed in prior reporting and noted in **Appendix A** below, NYCHA is in compliance with this obligation.

⁴² Agreement, Ex. B ¶ 34(a). As discussed in prior reporting and noted in **Appendix A** below, NYCHA is in compliance with this obligation.

⁴³ Agreement, Ex. B ¶ 34(b). The HUD Agreement also required NYCHA to transfer 150 additional elevators to third-party management through the PACT program by December 31, 2024, and for the PACT developer to replace those elevators "as needed." *Id.* According to NYCHA, it met the requirement to transfer 150 elevators to PACT developers by August 31, 2024, and the Monitors are continuing to verify completion of this requirement.

⁴⁴ See Monitors' Report, Sept. 30, 2025, at 41-44.

⁴⁵ When AVR's are installed in elevator motor rooms, they allow for elevators to continue to operate despite voltage reductions. In 2023, NYCHA installed AVR's in some developments to reduce the impact of voltage reductions, also known as "brownouts." NYCHA Now, NYCHA Begins Installing Voltage Technology for Improved Elevator Service (Oct. 26, 2023), <https://nychanow.nyc/nycha-begins-installing-voltage-technology-for-improved-elevator-service/>.

⁴⁶ Monitors' Report, Sept. 30, 2025, at 43.

⁴⁷ There are fewer elevator banks with multiple elevators in this report as compared to the previous report. See *id.* at 44. When developments are transferred to a third-party through the PACT program, the elevators in those developments are no longer included in measuring performance for the HUD Agreement obligations. The same applies to other elevators, not just elevator banks with multiple elevators. Changes are applied retroactively, so the same elevators currently serviced by NYCHA are assessed across years. Accordingly, measures of performance indicated in previous reports may vary slightly based on the retroactive exclusion of these transferred elevators.

⁴⁸ Agreement, Ex. B ¶ 24(a); see also Monitors' Report, Apr. 3, 2025, at 186 n.38. Beginning in Year 3, the HUD Agreement required NYCHA to ensure that at least 70% of elevator banks with more than one elevator have no more than one instance per year where all elevators are out of service. Agreement, Ex. B ¶ 23(a). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA ensure at least 85% of elevator banks with more than one elevator have no more than one instance per year where all elevators are out of service. *Id.* ¶ 24(a).

⁴⁹ *Id.* ¶¶ 23(a), 24(a); see also Monitors' Report, Apr. 3, 2025, at 186 n.40. Unlike related obligations, this requirement was not superseded.

⁵⁰ By the end of Year 1, the Agreement required NYCHA to resolve 75% of no-service conditions within eighteen hours of learning of them. Agreement, Ex. B ¶ 28. Beginning in Year 5, this requirement was superseded by the requirements that NYCHA resolve at least 85% of no-service conditions within four hours of learning of them and 100% of no-service conditions within twelve hours. *Id.* ¶ 29(a).

⁵¹ *Id.* ¶ 29(a)(i). NYCHA and the Monitors agreed that this obligation should only apply to no-service conditions resulting from unplanned outages. Monitors' Report, Apr. 3, 2025, at 186-87 n.43.

⁵² Agreement, Ex. B ¶ 29(a)(ii); see also Monitors' Report, Apr. 3, 2025, at 187 n.46. NYCHA tracks outages due to elevator rehabilitation or replacement, and the Monitors have excluded those outages from their assessment of NYCHA's performance under this obligation as permitted by the Agreement. There are two other exceptions that NYCHA does not avail itself of: NYCHA does not track whether a no-service condition falls under an exception because it had an industry-accepted repair time of longer than twelve hours or because a part was unavailable. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.

⁵³ Agreement, Ex. B ¶ 27; Monitors' Report, Aug. 21, 2024, at 253 n.246 (citing HUD and U.S. Attorneys' Office for the Southern District of New York, Letter to NYCHA and the First Monitor, July 29, 2022, at 2). There are only two exceptions to this rule—elevator replacement or rehabilitation, which can require an elevator to be out of service for weeks at a time, and a governmental agency or regulatory entity mandated outage, such as when the Department of Buildings conducts an elevator inspection. Agreement, Ex. B ¶ 27.

⁵⁴ *Id.* ¶ 32.

⁵⁵ Monitors' Report, Dec. 19, 2024, at 38-39.

⁵⁶ Monitors' Report, July 3, 2025, at 29-30.

⁵⁷ During the pilot program at South Jamaica Houses, NYCHA has notified affected residents at least 24 hours in advance of taking elevators offline to conduct preventive maintenance, and NYCHA did not schedule or perform any planned outages, including those due to preventive maintenance, during the HUD Agreement-restricted hours. In addition, NYCHA spent more time working during each preventive maintenance outage, which is less disruptive to residents, and

residents reported that elevator service has improved. Monitors' Report, Sept. 30, 2025, at 49-50.

⁵⁸ Agreement, Ex. B ¶ 24(b). Beginning in Year 3, the HUD Agreement required NYCHA to ensure that at least 70% of elevator cars have no more than eight unplanned outages per year. *Id.* ¶ 23(b). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA ensure at least 85% of elevator cars have no more than eight unplanned outages per year. *Id.* ¶ 24(b).

⁵⁹ *Id.* ¶ 24(b). Beginning in Year 3, the HUD Agreement required NYCHA to ensure that no elevator car have more than fifteen unplanned outages per year. *Id.* ¶ 23(b). Beginning in Year 5, this requirement was superseded by the requirement that NYCHA ensure that no elevator car have more than twelve unplanned outages per year. *Id.* ¶ 24(b).

⁶⁰ *Id.* ¶ 28. NYCHA met this requirement in Year 1, and after regression in Years 2 and 3 during the COVID-19 pandemic, it has been reducing its response time by 10% or more since Year 3. Monitors' Report, Aug. 21, 2024, at 87-88. NYCHA and the Monitors agreed that this obligation should only apply to unplanned outages. Monitors' Report, Apr. 3, 2025, at 188 n.59.

⁶¹ Agreement, Ex. B ¶ 29(b)(iii). NYCHA and the Monitors agreed that this obligation should only apply to unplanned outages. Monitors' Report, Apr. 3, 2025, at 188 n.62.

⁶² Agreement, Ex. B ¶ 29(b)(iv); see also Monitors' Report, Apr. 3, 2025, at 188-89 n.65. NYCHA tracks outages due to elevator rehabilitation or replacement, and the Monitors have excluded those outages from their assessment of NYCHA's performance under this obligation as permitted by the Agreement. There is one other exception that NYCHA does not avail itself of: NYCHA does not track whether an elevator car outage falls under an exception because it has an industry-accepted repair time of longer than eighteen hours. Accordingly, the Monitors' assessment of NYCHA's performance under this obligation may include such outages.

⁶³ Agreement, Ex. B ¶¶ 35-37.

⁶⁴ *Id.* ¶¶ 38-39.

⁶⁵ *Id.* ¶¶ 41, 43-44.

⁶⁶ *Id.* ¶¶ 45-46.

⁶⁷ *Id.* ¶ 46.

⁶⁸ Monitors' Report, December 19, 2024, at 58, at 49-51; Monitors' Report, April 3, 2025, at 55; Monitors' Report, September 30, 2025, at 74.

⁶⁹ Agreement, Ex. B ¶ 35.

⁷⁰ *Id.*

⁷¹ *Id.* ¶ 36.

⁷² Monitors' Report, April 3, 2025, at 49-51.

⁷³ Agreement, Ex. B ¶ 35.

⁷⁴ It is also important to note that the Monitors' consulting urban entomologists advised that pest population estimates at NYCHA can vary for reasons both within and outside of NYCHA's control. For example, weather and external food sources can impact pest populations.

⁷⁵ The process used to determine pest population estimates at NYCHA results in unrounded figures, as seen in the following charts. However, the figures are intended to give a sense of the estimated pest populations and whether they are increasing or decreasing over time. Therefore, rounded figures appear in text.

⁷⁶ Year 0 represents the year before the outset of the monitorship in 2019 (i.e., February 1, 2018 to January 31, 2019). The Year 0 pest population estimates are used as a baseline to compare the effects of the monitorship on NYCHA's pest populations in Years 1-7.

⁷⁷ Undercount inspections are inspections for cockroaches, mice, bed bugs, and rats in NYCHA apartments that have not submitted a pest complaint within the past 12 months. NYCHA inspectors visit a sample of apartments without pest complaints to determine approximately how many apartments at NYCHA have unreported pest complaints.

⁷⁸ Year 3 ended in January 2022.

⁷⁹ Year 5 ended in January 2024.

⁸⁰ Monitors' Report, April 3, 2025, at 53-54; The decline in mouse, cockroach, and bed bug populations in the early years of the monitorship (particularly from Year 0 to Year 1) occurred due to a combination of factors, including NYCHA's initial efforts to treat high-infestation apartments and early and material improvements in pest management practices.

⁸¹ Agreement, Ex. B ¶ 37.

⁸² As discussed in greater detail in the April 2025 Report, the Monitors' consulting urban entomologists caution against the conclusion that the increase in rat population (represented in the above chart as a negative percentage) was due solely to poor rat control. The scientific literature and the consulting urban entomologists' experience indicate that changes in rat activity due to the COVID-19 pandemic contributed to the increased presence of rats in residential buildings. Monitors' Report, April 3, 2025, at 55.

⁸³ Agreement, Ex. B ¶¶ 38-39. As discussed in the August 2024 Report, the Monitors and the parties agreed that, under the best reading of the HUD Agreement, the response time requirements apply only to resident pest complaints in apartments (rather than in both apartment and common areas). Monitors' Report, Aug. 21, 2024, at 104.

⁸⁴ Agreement, Ex. B ¶ 39(a).

⁸⁵ *Id.* ¶ 39(b).

⁸⁶ *Id.* ¶ 38(d).

⁸⁷ *Id.* ¶¶ 43-44.

⁸⁸ *Id.*

⁸⁹ Monitors' Report, Aug. 21, 2024, at 111-12; Monitors' Report, Dec. 19, 2024, at 63-65.

⁹⁰ Agreement, Ex. B ¶ 38(c).

⁹¹ *Id.* ¶¶ 43-44.

⁹² Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

⁹³ Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

⁹⁴ Monitors' Report, Aug. 21, 2024, at 110; Monitors' Report, Dec. 19, 2024, at 66.

⁹⁵ Agreement, Ex. B ¶ 45.

⁹⁶ *Id.*

⁹⁷ NYCHA, City Capital Action Plan, May 8, 2021, at 18.

⁹⁸ *Id.*

⁹⁹ Agreement, Ex. B ¶ 46(b). In addition to rat slabs, the HUD Agreement required NYCHA to (1) install 8,000 door sweeps, Agreement, Ex. B ¶ 46(a), which the First Monitor determined that NYCHA completed in February 2022, and (2) install ten exterior bulk crushers, Agreement, Ex. B ¶ 46(d), which NYCHA completed in December 2022. Monitors' Report, Aug. 21, 2024, at 103-04.

¹⁰⁰ Monitors' Report, Dec. 19, 2024, at 70; City Capital Action Plan, May 8, 2021, at 17.

¹⁰¹ City Capital Action Plan, May 8, 2021, at 17-18, 21-33; Monitors' Report, Dec. 19, 2024, at 70-71; City Capital Action Plan Quarterly Report, Sept. 30, 2025, at 22. As NYCHA continues to conduct field investigations and analyses, the number of waste yards and interior compactors it plans to complete under the CCAP have changed. The Monitors are reviewing NYCHA's

proposed CCAP amendment, which will establish the number of waste yards and interior compactors NYCHA commits to completing under the CCAP.

¹⁰² City Capital Action Plan Quarterly Report, Sept. 30, 2025, at 22.

¹⁰³ Agreement Ex. B ¶¶ 15, 17, 19.

¹⁰⁴ *Id.* ¶ 20.

¹⁰⁵ *Id.* ¶ 17(a)-(c).

¹⁰⁶ *Id.* ¶ 17(b).

¹⁰⁷ *Id.*

¹⁰⁸ *Id.*

¹⁰⁹ This represents a substantial increase over Year 6, when NYCHA completed 365 work orders through the OMC program.

¹¹⁰ Agreement, Ex. B ¶ 17(b).

¹¹¹ The graphs showing the percentage of simple work orders completed within seven days also includes work orders for simple repairs where mold was cleaned within five days. During the first three quarters of Year 7, NYCHA completed timely mold cleaning for all work orders for which NYCHA completed simple repairs within seven days. In other words, there were no cases where NYCHA did not timely clean the mold but did complete the simple repair within seven days.

¹¹² Agreement, Ex. B ¶ 17(b).

¹¹³ The graph showing the percentage of complex work orders completed within 15 days also includes work orders for complex repairs where mold was cleaned within five days. During the first three quarters of Year 7, for 5% of cases that could be addressed via complex repair, NYCHA did not timely clean the mold but did complete complex repairs within 15 days. In every case where NYCHA completed repairs, NYCHA cleaned the mold before completing the repair, although that cleaning did not always occur within the five-day period specified by the HUD Agreement.

¹¹⁴ NYCHA breaks down backlog data by date. Although all open work orders are technically included in the backlog, approximately 61,675 work orders have been in the backlog for 16 days or more. As discussed above, the HUD Agreement requires NYCHA to remediate mold and its root causes by complex repairs within 15 days.

¹¹⁵ Monitors' Report, Sept. 25, 2025, at 90.

¹¹⁶ See **Section II.**

¹¹⁷ Agreement, Ex. B ¶ 17(a).

¹¹⁸ *Id.* ¶ 17(c).

¹¹⁹ *Id.*

¹²⁰ NYCHA is hiring additional skilled trades workers through the MLRR program and these workers will be available to address skilled trade work orders after the MLRR program is complete.

¹²¹ HUD's Rental Assistance Demonstration and Permanent Affordability Commitment Together ("RAD/PACT") programs also help support decreased response times by moving select developments out of NYCHA's portfolio, thereby allowing NYCHA to direct resources to address mold and leak issues at a smaller number of developments. Through the RAD/PACT program, NYCHA developments are converted from Section 9 housing (under which NYCHA owns and operates public housing developments) to Section 8 housing (a voucher-based program through which developments are owned by NYCHA but operated by private partners) and receive funding for capital repairs that are completed at the time of the conversion.

¹²² Monitors' Report, Sept. 25, 2025, at 93.

¹²³ *Id.*

¹²⁴ *Id.*

¹²⁵ Agreement, Ex. B ¶ 15(a)-(c).

¹²⁶ *Id.* ¶ 15(b).

¹²⁷ Monitors' Report, Sept. 25, 2025, at 94-95; Monitors' Report, Jul. 3, 2025, at 71; Monitors' Report, Apr. 2025, at 83; Monitors' Report, Dec. 2024, at 92.

¹²⁸ Agreement, Ex. B ¶ 15(a).

¹²⁹ *Id.* ¶ 15(c).

¹³⁰ This requirement is a "rolling" measurement of how many apartments have had more than three verified mold complaints within the last 12 months. For example, as of the end of the third quarter of Year 6, there were 31 such apartments. That means that from November 1, 2024 through October 31, 2025, 31 apartments had more than three verified mold complaints within the last 12 months.

¹³¹ Monitors' Report, Sept. 25, 2025, at 97-98; Monitors' Report, Jul. 3, 2025, at 73-74; Monitors' Report, Apr. 3, 2025, at 86-89; Monitors' Report, Dec. 19, 2024, at 95-99.

¹³² Monitors' Report, Sept. 25, 2025, at 97-98; Monitors' Report, Jul. 3, 2025, at 73-74; Monitors' Report, Apr. 3, 2025, at 86-87; Monitors' Report, Dec. 19, 2024, at 96.

¹³³ Monitors' Report, Sept. 25, 2025, at 97-98; Monitors' Report, Jul. 3, 2025, at 73-74; Monitors' Report, Apr. 3, 2025, at 87-89; Monitors' Report, Dec. 19, 2024, at 98.

¹³⁴ NYCHA anticipates that further delays may arise from the filing process for hazardous materials (like asbestos and lead) with the Department of Environmental Protection and the Department of Buildings.

¹³⁵ Agreement Ex. B ¶ 20.

¹³⁶ Monitors' Report, Aug. 21, 2024, at 152-53.

¹³⁷ Agreement between the U.S. Department of Housing and Urban Development ("HUD"), the New York City Housing Authority ("NYCHA"), and New York City ("the City") Ex. A ¶¶ 8-12, Jan. 31, 2019 (hereinafter the "HUD Agreement" or "Agreement").

¹³⁸ Data classified as Year 6 or 7 data refers to information tracked by Agreement year (February through January). Data classified as 2023, 2024, or 2025 refers to data tracked by calendar year (January through December).

¹³⁹ Agreement, Ex. A ¶¶ 9-11.

¹⁴⁰ Monitors' Report, Aug. 21, 2024, at 156.

¹⁴¹ As previously reported, NYCHA divided its XRF testing initiatives into two phases, with Phase One prioritizing apartments where children under age six live or spend time. NYCHA has completed all attempts for testing in Phase One and has moved onto Phase Two.

¹⁴² This data is as of October 29, 2025.

¹⁴³ Only 0.1% of apartments remain to be tested.

¹⁴⁴ This data is as of October 29, 2025.

¹⁴⁵ The total XRF testing universe consists of 147,184 apartments. At present, there are 1,412 decommissioned, RAD/PACT, or off rent roll apartments which do not require a XRF test at the 0.5mg/cm² threshold. For those apartments that are currently off rent roll, they will only require an XRF test if the apartment goes back on the rent roll. Apartments classified as "off rent roll" are apartments approved as offline by HUD, but which may be used for another purpose such as for employee office space. NYCHA tracks these apartments but does not proactively attempt to test them.

¹⁴⁶ This data is as of October 29, 2025.

¹⁴⁷ This data is as of November 3, 2025.

¹⁴⁸ Agreement, Ex. A ¶¶ 23, 25-26; Monitors' Report, Aug. 21, 2024, at 164.

¹⁴⁹ In Year 7, as of November 3, 2025, 36 EBLLs connected to NYCHA properties were reported for children under age 6. After NYCHA performed testing, fourteen of the related apartments tested negative which resulted in NYCHA contesting the violations. DOHMH accepted the contestation letter and issued a Fully Rescinded letter indicating that abatement was no longer required as a response to the EBLL.

¹⁵⁰ The data for 2024 and 2023 was calculated from February 1 through October 31.

¹⁵¹ Agreement, Ex. A ¶¶ 23, 25-26. NYCHA received 10 COTAs during the third quarter of Year 7. Seven were closed within 30 business days. Three COTAs remain open as of November 3, 2025, although may still be closed within 30 business days.

¹⁵² This data is as of November 3, 2025.

¹⁵³ NYCHA attributed the cancellations to its improving information as it continues field visits for visual assessments. NYCHA identified centers that were duplicates, are listed as “under construction,” or are not being used as daycare facilities. These were either consolidated or removed from the population.

¹⁵⁴ 24 C.F.R. § 35.1355(a)(2).

¹⁵⁵ This data is as of October 29, 2025.

¹⁵⁶ The visual assessment data referenced in this section is NYCHA’s self-reported data; it has not yet been independently validated by the Monitors, who are in the process of working towards independent validation of the data.

¹⁵⁷ The backlog includes open work orders as far back as 2018. Given limited resources, NYCHA has focused its efforts on completing the work orders open since 2022. It is specifically focused on paint remediation work orders from XRF and visual assessment work orders.

¹⁵⁸ The backlog described herein is the backlog as defined by NYCHA’s “Operation Lead The Way Initiative.” The goal is to make progress on reducing the backlog, which is hard to track given the dynamic universe of work orders. As a result, NYCHA and the Monitors agreed to freeze and define the universe as of December 2024 to track progress. This universe of work orders comprises all open paint remediation work orders derived from a 2022, 2023, or 2024 apartment visual assessment or XRF test. It is a subset of the overall paint remediation work order backlog.

¹⁵⁹ This data is as of November 3, 2025.

¹⁶⁰ NYCHA reports multiple reasons for its inability to successfully close all work orders, including but not limited to lack of access to the building, floor, or apartment, tenant refusal, no adult present in the apartment, or additional work still needed in the apartment.

¹⁶¹ According to NYCHA, it may cancel work orders because the development was converted into RAD/PACT, the relevant apartment has already been abated, or the relevant apartment has since tested negative for lead.

¹⁶² Agreement, Ex. A ¶ 8.

¹⁶³ Instead, the program required interim controls, which protect residents from the harms of lead paint on a more limited basis.

¹⁶⁴ Agreement Ex. B ¶ 47.

¹⁶⁵ *Id.* ¶ 60. When the parties signed the HUD Agreement in 2019, Paragraph 60 of the Agreement reflected language from HUD’s then-operative physical condition standards, UPCS. The HUD Agreement says to follow HUD’s superseding guidance on this subject. The parties agree that the superseding guidance requires NYCHA to comply with NSPIRE standards under this clause of Agreement ¶ 60.

¹⁶⁶ Monitors’ Report, Aug. 21, 2024, at 191.

¹⁶⁷ U.S. DEPT. OF HOUS. AND URB. DEV., *National Standards for the Physical Inspection of Real Estate and Associated Protocols*, Scoring Notice, 88 Fed. Reg. 43371, 43372 (July 7, 2023) available at <https://www.govinfo.gov/content/pkg/FR-2023-07-07/pdf/2023-14362.pdf>.

¹⁶⁸ To succeed on appeal, NYCHA must improve its score to 60 (a passing grade). Under NSPIRE standards, to pass, a unit must achieve a score of over 60 and avoid having 30 or more points deducted for in unit deficiencies. These standards provide that the top possible score for a development with more than 30 in unit deficiencies is 59. U.S. DEPT. OF HOUS. AND URB. DEV., *National Standards for the Physical Inspection of Real Estate and Associated Protocols*, Scoring Notice, 88 Fed. Reg. 43371, 43372 (July 7, 2023) available at <https://www.govinfo.gov/content/pkg/FR-2023-07-07/pdf/2023-14362.pdf>.

¹⁶⁹ Of the 14 successful appeals, ten developments received passing scores after appealing preliminary failing scores. There were additionally 4 appeals of preliminary failing scores which resulted in increased scores, although not ultimately passing scores.

¹⁷⁰ The scores denoted with an asterisk (*) are still preliminary pending appeal as of December 8, 2025. NYCHA requested that HUD reopen the window for Rutgers (denoted with two asterisks), as this is a final score but NYCHA reports that it did not receive notice of the preliminary score in time to appeal.

¹⁷¹ The scores denoted with an asterisk (*) are still preliminary pending appeal as of December 8, 2025. NYCHA requested that HUD reopen the window for Rutgers (denoted with two asterisks), as this is a final score but NYCHA reports that it did not receive notice of the preliminary score in time to appeal.

¹⁷² Agreement ¶ 60.

¹⁷³ The parties agree that superseding guidance requires NYCHA to comply with the NSPIRE standards under this clause of Agreement ¶ 60.

¹⁷⁴ While NYCHA does have policies and software-based controls in place to prevent corrective-maintenance work orders from being scheduled on days when NSPIRE inspections are underway at a given development, the Compliance department has identified a number of instances where such work was nevertheless completed during an NSPIRE inspection. The Monitors understand that these work orders were previously scheduled for reasons unconnected to the NSPIRE inspections and were, based on the Compliance department's investigation, neither scheduled nor completed during an inspection with the purpose of deceiving HUD about conditions at NYCHA properties. The Monitors plan to engage the parties in a discussion concerning the appropriate treatment under Agreement ¶ 61 of work that is already scheduled when NYCHA is notified of an NSPIRE inspection.

ENDNOTES FOR SECTION II: ORGANIZATIONAL CHANGE

¹⁷⁵ E.g., Monitors' July 2025 Report, at 107.

¹⁷⁶ Not all mold and leak orders that are 100 days or older are targeted by the MLRR program. For example, if there is a work order that requires attention from a skilled trades worker other than those listed above, such as one that requires asbestos abatement, it would be outside the scope of the program.

¹⁷⁷ According to NYCHA, its inspection scores increased for a variety of reasons, including its expanded and increased focus on annual apartment inspections. This would not, however, explain the difference identified between developments that had participants in OLI versus developments that did not have participants in OLI.

APPENDIX

Appendix A: Completed and In Compliance Requirements

The following table summarizes the completed and in compliance requirements of the HUD Agreement. Outstanding requirements of the HUD Agreement are described in **Section I** and **Section II** of this report.

Req. No.	Description	Status
Heat		
H2 (Ex. B ¶14(c))	Boiler Repairs or Replacement-PACT: 200 additional boilers will be addressed through PACT by December 31, 2026, and the developer selected will replace and repair boilers as needed.	Complete (Monitors' Report, Aug. 21, 2024, at 54)
H3 (Ex. B ¶14(b))	BMS Modernization: NYCHA will modernize the Building Management Systems at 44 developments by December 31, 2020. Modernization will include introducing indoor temperature sensors.	Complete (Monitors' Report, Aug. 21, 2024, at 62)
H4 (Ex. B ¶ 7)	Installation of Electronic Temperature Monitoring Devices: NYCHA will install electronic temperature sensing devices sufficient to provide NYCHA a comprehensive understanding of heating conditions in 30% of apartments in 44 developments by December 31, 2020.	Complete (Monitors' Report, Apr. 3, 2025, at 19)
H10 (Ex. B ¶ 9(b))	Overall Heat Restoration (2019-2024): NYCHA will restore heat to affected apartments within (i) 24 hours for 85% of heating failures, and (ii) 48 hours for 100% of heating failures.	Superseded by H11 (Ex. B ¶ 10(a))
H12 (Ex. B ¶ 13(a), (c))	Notification to Residents of Unplanned Heating Outage: Within two hours of learning of an unplanned heating outage, NYCHA will notify affected residents by robocall and also post notifications in the affected building(s) and on NYCHA's website, and also notify the Monitors.	In compliance (Monitors' Report, Aug. 21, 2024, at 60)
H13 (Ex. B ¶ 13(b), (c))	Notification to Residents of Planned Heating Outage: For planned heating outages, NYCHA will provide 48-hours' advanced notice to affected residents via	In compliance (Monitors' Report, Aug. 21, 2024, at 61)

	robocall and also post notifications in the affected building(s) and on NYCHA's website, and also notify the Monitors.	
Elevators		
E2 (Ex. B ¶ 34(b))	Elevator Replacements - PACT: By December 31, 2024, NYCHA will transfer at least 150 elevators to third-party management through the PACT program. The developer selected will replace elevators as needed, which includes modernization.	Complete, subject to verification (Monitors' Report, Apr. 3, 2025, at 28-29)
E3 (Ex. B ¶ 22)	Service Interruption Data: By May 31, 2019, NYCHA shall provide HUD and the Monitors with sufficient data to identify elevator service interruptions in the prior three years. This data shall be updated quarterly.	Complete and In Compliance (Monitors' Report, Aug. 21, 2024, at 91)
E4 (Ex. B ¶ 30)	Elevator Outage Monitoring: By July 31, 2019, NYCHA will institute and maintain a system that identifies every elevator outage and the start and end times of such outages.	Complete (Monitors' Report Aug. 21, 2024, at 91)
E5 (Ex. B ¶ 31)	Remote Elevator Monitoring: NYCHA will install continuous remote monitoring in at least 70% of its elevators.	Complete, subject to verification (Monitors' Report, Apr. 3, 2025, at 39-40)
E6 (Ex. B ¶ 23(a))	Buildings with One No-Service Condition: Beginning in Year 3, 70% of elevator banks with more than one elevator will have no more than one no-service condition.	Not met; no longer operative (Monitors' Report Aug. 21, 2024, at 94)
E9 (Ex. B ¶ 23(b))	Eight Unplanned Outages: Beginning in Year 3, for at least 70% of elevators, there will be no more than 8 unplanned outages per year.	Not met; no longer operative; (Monitors' Report Aug. 21, 2024, at 95)

E11 (Ex. B ¶ 23(b))	Fifteen Unplanned Outages: Beginning in Year 3, no elevator shall have more than fifteen unplanned outages per year.	Not met; no longer operative; (Monitors' Report Aug. 21, 2024, at 96)
E13 (Ex. B ¶ 28)	Reduction of Outage Duration: In Year 1, NYCHA shall reduce the duration times of its elevator outages by 10%.	Complete (Monitors' Report, Aug. 21, 2024, at 87)
E14 (Ex. B ¶ 28)	Eighteen-Hour No-Service Conditions: Beginning in Year 1, 75% of no-service conditions shall be resolved within eighteen hours of the time NYCHA learns of them.	Complete; no longer operative; (Monitors' Report Aug. 21, 2024, at 96)
E23 (Ex. B ¶ 34(a))	Caretaker Requirements: NYCHA will adopt and maintain an extended schedule for development caretakers to allow for cleaning of elevators as part of every shift.	In compliance (Monitors' Report, Aug. 21, 2024, at 76)
Pests & Waste		
P1 (Ex. B ¶ 46(a))	Door Sweeps: By March 31, 2020, NYCHA must install 8,000 door sweeps on basement doors with gaps.	Complete (Monitors' Report, Aug. 21, 2024, at 103)
P3 (Ex. B ¶ 46(c))	Full-Time Exterminators: NYCHA will dedicate 20 full-time exterminator staff to conduct ongoing comprehensive preventive maintenance treatments in public spaces for developments within designated areas of New York City with high levels of rat activity.	Complete (Monitors' Report, Aug. 21, 2024, at 104)
P4 (Ex. B ¶ 46(d))	Bulk Crushers: By December 31, 2022, NYCHA must install exterior bulk crushers or retrofit exterior compactors with auger bulk crushers at ten developments.	Complete (Monitors' Report, Aug. 21, 2024, at 104)
P5 (Ex. B ¶ 38(d))	Pest Sensitive Unit Procedure: By January 31, 2021, NYCHA must develop an action plan that, among other things,	Complete

	establishes a procedure for informing residents of a process through which residents may notify NYCHA if anyone residing in an apartment has an applicable health condition.	(Monitors' Report, Aug. 21, 2024, at 108)
P6 (Ex. B ¶ 41)	Targeted Relief for Infestations: By October 31, 2019, for any apartment that has more than one pest infestation complaint within 12 months, NYCHA shall have a professional using IPM techniques evaluate the apartment, the immediately adjacent apartments, and the immediately adjacent common areas within 30 days to identify issues specific to the apartment that contributed to the recurrence. Within the following 30 days, NYCHA must address the issues using IPM techniques.	Complete (Monitors' Report, Aug. 21, 2024, at 103)
P7 (Ex. B ¶ 35)	Pest Population Protocols: The Monitors shall establish reasonable protocols by which IPM professionals can develop and provide reliable estimates, at least quarterly, of the pest populations at each NYCHA development by October 31, 2019.	Complete (Monitors' Report, April 3, 2025, at 49-51)
P9 (Ex. B ¶ 36)	Pest Population Reduction Requirements I: Beginning in Year 3, NYCHA shall achieve (i) a 50% reduction in its rat population; (ii) 40% reduction in its mouse and cockroach populations; and (iii) a percentage reduction in its bed bug population determined by the Monitors. ¹	Partially met; no longer operative Met: Bed Bug, -62% Not Met: Rat, +10% Mouse, -41% Cockroach, -56% (Monitors' Report, April 3, 2025, at 54-55)
P12 (Ex. B ¶ 38(a))	Rat Response I: By January 31, 2021, NYCHA shall respond to (i) 75% of rat complaints within two business days and	Not met; no longer operative (i): 65%

¹ After consulting with the urban entomologists, the Monitors determined that the bed bug population should also be reduced by 40% by the end of Year 3.

	(ii) to all rat complaints within five calendar days.	(ii): 75% (Monitors' Report, Aug. 21, 2024, at 105-06)
P13 (Ex. B ¶ 38(b))	Other Pest Response I: By January 31, 2021, NYCHA shall respond to (i) 75% of all other pest complaints within seven calendar days and (ii) all other pest complaints within ten calendar days.	Not met; no longer operative (i): 44% (ii): 51% (Monitors' Report, Dec. 19, 2024, at 60-61)
P17 (Ex. B ¶ 38(d))	Pest Sensitive Unit Response: By January 31, 2021, NYCHA shall provide expedited response and application of pest control methods in cases where NYCHA is aware that a resident of the apartment has a condition generally recognized as being caused or exacerbated by exposure to pest infestations.	In compliance (Monitors' Report, Aug. 21, 2024, at 108) In the third quarter of Year 7, the difference between response times in Pest Sensitive Units and non-Pest Sensitive Units was a few hours, but the overall response times for both have improved.
Mold & Leaks		
M1 (Ex. B. ¶ 19)	Resident Not Home Mold Work Orders: NYCHA will not close any mold, flood, or leak from above work orders as "Resident Not Home."	In compliance (Monitors' Report, Aug. 21, 2024, at 144)
Lead		
L1 (Ex. A ¶ 4(a))	Report Identifying Lead-Paint Developments and Apartments: NYCHA shall provide the United States with a report identifying all developments that	Complete

	were built prior to January 1, 1978, and are not exempt pursuant to 24 C.F.R. § 35.115, as a result of an inspection, an abatement, or otherwise, as well as any apartments in those developments that are not exempt (“lead-paint units”).	(Monitors’ Report, Aug. 21, 2024, at 155-56)
L2 (Ex. A ¶ 4(b))	Report Identifying Lead-Paint Apartments with Children: NYCHA shall provide a report (the “Immediate Action List”) identifying lead-paint units that NYCHA “had reason to believe are occupied or routinely visited by a child under the age of 6.”	Complete (Monitors’ Report, Aug. 21, 2024, at 155-56)
L3 (Ex. A ¶ 5(a))	Immediate Visual Assessments: Perform at least one visual assessment in accordance with 24 C.F.R. § 35.1355 of each apartment on the Immediate Action List, except insofar as the apartment received a compliant visual assessment within the preceding months.	Substantially Complete ² (Monitors’ Report, Aug. 21, 2024, at 155-56)
L4 (Ex. A ¶ 5(b))	Elimination of Lead-Based Paint Hazards: Eliminate any lead-based-paint hazards in apartments identified on the Immediate Action List using interim controls in accordance with 24 C.F.R. § 35.1330, or through abatement in accordance with 24 C.F.R. § 35.1325.	Substantially Complete ³ (Monitors’ Report, Aug. 21, 2024, at 155-56)
L5 (Ex. A ¶ 6)	Exemption Documentation: Provide the United States with documents sufficient to show NYCHA’s basis for claiming that particular developments are exempt.	Complete (Monitors’ Report, Aug. 21, 2024, at 155-56)
L7 (Ex. A ¶ 19)	EBLL Risk Assessment: Within 30 days of appointment of the Prior Monitor, provide	Complete

² This obligation relates to apartments on the Immediate Action List. NYCHA completed 99% of the visual assessments required for the Immediate Action List. The outstanding visual assessments have been encompassed by NYCHA’s broader CU6 efforts. Thus, the Monitors consider this obligation substantially complete and will not be tracking progress against it in future reports.

³ This obligation relates to apartments on the Immediate Action List. Although NYCHA was not able to fully comply with certain interim controls required by the regulations for the Immediate Action List, its efforts to comply with those obligations have been encompassed by NYCHA’s broader CU6 efforts. Thus, the Monitors consider this obligation substantially complete and will not be tracking progress against it in future reports.

	<p>the Prior Monitor a list (the "EIBLL/EBLL-Triggered Risk Assessment List") of "all units, common areas servicing such units, and developments in which neither an environmental investigation nor a risk assessment was performed since the date of "the reporting to NYCHA (if on or after July 13, 2017) of a case of a child under age six with an EBLL, or the reporting to NYCHA (if before July 13, 2017) of a case of a child with an EBLL living in such apartment and development.</p>	<p>(Monitors' Report, Aug. 21, 2024, at 164-65)</p>
<p>L8 (Ex. A ¶ 20)</p>	<p>Environmental Investigations: After providing the Prior Monitor the EIBLL/EBLL-Triggered Risk Assessment List, within a timeframe acceptable to the Monitor, confirm that the New York City Department of Health and Mental Hygiene performed an environmental investigation in any apartment and common areas servicing that apartment identified in the EIBLL/EBLL-Triggered Risk Assessment List.</p> <p>To the extent the Department of Health and Mental Hygiene has not done so, NYCHA was required to perform such environmental investigation within a timeframe acceptable to the Monitors.</p>	<p>Complete</p> <p>(Monitors' Report, Aug. 21, 2024, at 164-65)</p>
<p>L9 (Ex. A ¶ 21)</p>	<p>Abatement of EBLL Apartments: After issuing or receiving the report of the environmental investigation, within a timeframe acceptable to the Monitors, complete the abatement of identified lead-based-paint hazards in accordance with 24 C.F.R. § 35.1130(c) and 35.1325.</p>	<p>Complete</p> <p>(Monitors' Report, Aug. 21, 2024, at 164-65)</p>
<p>L10 (Ex. A ¶ 22)</p>	<p>Risk Assessment of EBLL Buildings: Perform risk assessments for all other apartments in the building in which a child under age six resides or is expected to reside on the date lead-based-paint hazard reduction is complete, and common areas servicing those apartments in the developments identified in the EIBLL/EBLL-Triggered Risk Assessment</p>	<p>Complete</p> <p>(Monitors' Report, Aug. 21, 2024, at 164-65)</p>

	List, within a timeframe acceptable to the Monitors.	
L11 (Ex. A ¶ 24)	Information Sharing: No later than 60 days after the execution of the Agreement, enter into a written agreement with the NYC Department of Health and Mental Hygiene resolving any barriers to the sharing of information relating to resident children’s blood lead levels necessary for NYCHA to make disclosures to HUD.	Complete (Monitors’ Report, Aug. 21, 2024, at 164-65)
L12 (Ex. A ¶ 30(a))	One-time Certification: Submit to the United States a statement describing compliance with priority action obligations within 120 days of the Effective Date.	Complete (Monitors’ Report, Aug. 21, 2024, at 155-56)
L13 (Ex. A ¶ 33(a))	Sample Kit: Display a sample kit of the supplies needed to complete an RPP work order in all 139 storerooms by January 31, 2019.	Complete (Monitors’ Report, Aug. 21, 2024, at 158-60)
L14 (Ex. A ¶ 33(b))	RRP Supplies: Issue a minimum of one kit of RRP supplies to RRP-certified staff daily by February 28, 2019.	Complete (Monitors’ Report, Aug. 21, 2024, at 158-60)
L15 (Ex. A ¶ 33(c))	IT Upgrades: Enhance work order system to automatically create a “dust wipe” work order if an RRP work order is generated by February 28, 2019.	Complete (Monitors’ Report, Aug. 21, 2024, at 158-60)
L16 (Ex. A ¶ 33(d))	Dust-Control Training: Select a vendor to supplement the EPA’s RRP training with practical training on dust-control measures to simulate a range of working conditions by March 31, 2019, and train substantially all RRP-certified staff by December 31, 2019.	Complete (Monitors’ Report, Aug. 21, 2024, at 158-60)
L17 (Ex. A ¶ 33(f))	Visual Assessment Training: Train all maintenance workers to perform lead-based paint visual assessments by September 30, 2019.	Complete (Monitors’ Report, Aug. 21, 2024, at 158-60)

<p>L19 (Ex. A ¶ 33(g))</p>	<p>Painting Contracts: Secure additional, dedicated painting contracts for the Healthy Homes Department to exclusively focus on remediation by December 31, 2019.</p>	<p>Complete (Monitors' Report, Aug. 21, 2024, at 158-60)</p>
<p>Inspections</p>		
<p>I2 (¶ 62(h))</p>	<p>PHAS Inspections Action Plan: By ninety (90) days after the appointment of the Monitor, NYCHA will submit an Action Plan to the Monitors for meeting the requirements discussed in this section ("PHAS Inspections"). This Action Plan will be subject to the procedures of paragraphs 36-42.</p>	<p>Complete (Monitors' Report, Aug. 21, 2024, at 191)</p>

GLOSSARY

Certain terms used in the Monitors' report are defined below. Each entry notes the section in which it appears.

Ancillary Equipment: Ancillary equipment refers to building level systems that support the delivery of heat and hot water, such as vacuum tanks, zone valves, circulating pumps, instantaneous water heaters, and sump pumps. This also includes boiler room equipment such as condensate tanks, feed water pumps, ejector pumps, gas booster pumps, re-piping of feed water lines, and heat control panels. **(Heat)**

Annual Overhaul: Annual overhaul refers to NYCHA's yearly preventive and corrective maintenance performed on heating service equipment starting around February and finishing by October, with most of the work taking place in the summer. The annual overhaul involves performing maintenance on all heating equipment (e.g., cleaning, lubricating, replacing worn components), conducting thorough equipment inspections to identify all needed repairs and replacements, and then completing this work. **(Heat)**

Application of Mold-Resistant Paint: To prevent recurrence, antimicrobial mold-resistant paint is applied to walls after mold is removed. **(Mold & Leaks)**

Apply: Under the definition agreed to by the First Monitor and NYCHA, this is the time from the moment a complaint is verified to the moment that NYCHA staff completes the initial work order for inspection and initial treatment. Typically, the same NYCHA staff member who responds to the initial work order applies the initial pest control treatment during the same visit. Application of pest control methods should take, on average, 45 minutes. **(Pests & Waste)**

Baez v. NYCHA, No. 13 Civ. 8915 ("Baez"): Baez is a federal class action lawsuit brought by NYCHA residents suffering from asthma and living in apartments with mold and excessive moisture. NYCHA settled Baez in 2014. The resulting consent decrees impose various requirements on NYCHA that are similar but not identical to the HUD Agreement obligations and aim to help NYCHA effectively remediate mold and moisture in a timely manner. **(Mold & Leaks)**

Building Management Systems ("BMS"): Computerized controls that provide automation, remote monitoring, and remote control for building mechanical systems such as boiler plants. **(Heat)**

City Capital Action Plan ("CCAP"): Under the HUD Agreement, New York City must provide \$2.2 billion in capital funding to NYCHA over a ten-year period starting in 2019 (\$250 million per year for the first four years, and \$200 million per year for the final six years). These funds are committed to capital projects and can only be spent pursuant to an Action Plan. The City Capital Action Plan was approved by the First Monitor on May 8, 2021, and was amended in September 2023. **(Pests & Waste)**

Complex Repair: A complex repair is one that must be performed by Skilled Trade Workers or other specialized staff. **(Mold & Leaks)**

Consolidation: A group of developments managed by the same property management office. **(Pests & Waste)**

Corrective Maintenance: Corrective maintenance consists of repairing or replacing damaged or malfunctioning components such as burners, pumps, valves, control systems, and piping; performing hydrostatic tests to detect leaks; and restoring full operational capacity to ensure safe and reliable boiler function. **(Heat)**

EH&S Findings: A finding is an issue identified by EH&S through its root cause failure investigations that requires NYCHA to take corrective action. For example, EH&S findings have led HMSD to create borough-specific storerooms in Manhattan and the Bronx for faster access to repair materials, and to improve staffing levels on days forecasted to have below-average temperatures. **(Heat)**

Elevated Blood Lead Level ("EBLL"): EBLL is a confirmed concentration of lead in the blood of a child under age six equal to or greater than 3.5 micrograms per deciliter or higher. **(Lead)**

Fixture Removal: Fixtures, including cabinetry, sheet rock, or floor tiles, that have been damaged by mold must be removed. **(Mold & Leaks)**

Heat Ready: Heat ready refers to NYCHA's assessment that the boilers at a development are capable of providing sufficient heat to the residents of the development in the upcoming heating season. Because many developments have boiler rooms with more than the necessary number of boilers, not all boilers must be operational in a development's boiler room before NYCHA considers the development to be heat ready. **(Heat)**

Heating Degree Days ("HDDs"): A measure of how cold it is over a period of time, calculated based on the number of degrees the daily average temperature falls below a set baseline (typically 65°F). Higher HDD values indicate greater demand for heat. **(Heat)**

Heating Outage: A failure of the central heating system that prevents the system from delivering heat to multiple apartments. It does not include instances when heat is not being provided only to an individual apartment, such as when a single radiator malfunctions. **(Heat)**

Heating System: The full set of equipment and infrastructure required to deliver heat to occupied apartments. This end-to-end system includes central generation equipment (such as boiler plants), distribution components (including tank rooms, pipes, risers, and valves), and in-apartment equipment (such as convectors and radiators). A failure or condition requiring servicing within these components can affect the delivery of heat to apartments. **(Heat)**

In-Apartment Heating Failures: Conditions where the heating system inside an apartment does not function properly due to issues with in-apartment components such as convectors, distribution pipes or related parts, like clogged traps, that require cleaning to restore proper heating. **(Heat)**

Independent Data Analyst ("IDA"): Entity appointed under *Baez* Consent Decree to help the parties and Special Master develop a reporting system to track NYCHA's compliance with its obligations under *Baez*. The IDA is also tasked with reviewing and confirming the accuracy of the reporting and recommending improvements. **(Mold & Leaks)**

Independent Mold Analyst ("IMA"): Entity appointed under *Baez* Consent Decree to perform quality assurance by inspecting a certain number of randomly selected apartments on a quarterly basis. The IMA also reports on its

findings and makes recommendations for improved compliance. **(Mold & Leaks)**

Integrated Pest Management ("IPM"): An environmentally friendly, commonsense approach to pest control. Unlike traditional pest management, which involves the routine application of pesticide, IPM focuses on the prevention of pests and uses pesticide only as needed. It involves multiple forms of pest controls and has a four-tier approach: (1) identify pests and monitor progress; (2) set action thresholds; (3) prevent pests; and (4) control pests. **(Pests & Waste)**

Leak Standard Procedure ("Leak SP"): A standardized process for identifying, tracing, and addressing the root causes of leaks across all NYCHA developments. **(Mold & Leaks)**

Low Voltage Conditions: Low voltage conditions refer to when an elevator is not receiving enough voltage to continue operating. Many elevators (including NYCHA's) cannot operate at lower voltages. Elevators need a steady supply of electricity to run safely. When the electrical voltage drops too low, the elevator's motor does not have enough power to move the elevator car, and the safety systems automatically shut the elevator down to prevent damage or unsafe operation. Low voltage conditions can occur from widespread (e.g., a grid goes down) or local (e.g., a transformer blows) electrical issues. Low voltage conditions generally require an electrician to resolve the issue at the source of the problem. In responding to all outages, NYCHA mechanics will take voltage readings to confirm if the outage is due to low voltage conditions. **(Elevators)**

Mandatory Minimum Temperature: From October 1 to May 31 (the "Heating Season"), during the day (6:00 a.m. to 10:00 p.m.), apartments must be at least 68°F when the outside temperature is below 55°F, and at least 62°F at night (10:00 p.m. to 6:00 a.m.) regardless of the outside temperature. **(Heat)**

Mold and Leaks Scorecard: The Scorecard is a series of 11 key mold and leak metrics that are then consolidated into one overall grade. These metrics and the resulting grade are used to rank developments' performance across NYCHA. The Scorecard is updated twice a week. **(Organizational Change)**

Mold Cleaning: To clean mold, NYCHA staff or a vendor apply a mold-specific cleaning

detergent and disinfectant with as-needed manual mold removal with a brush. **(Mold & Leaks)**

Mold Inspector: A mold inspector is a Property Maintenance Supervisor, Assistant Property Maintenance Supervisor, Property Manager, or Maintenance Worker who is trained and authorized to perform initial mold inspections. A mold inspector must complete the Mold Inspector and Building Sciences Trainings before performing such inspections. **(Mold & Leaks)**

No-Service Condition: The HUD Agreement defines a “no-service condition” to include only a situation where all elevators are out of service at one *building*. However, NYCHA, HUD, and SDNY have agreed that it is consistent with the purpose of the Agreement for “no-service conditions” to also include a situation where all elevators that serve an apartment are out of service, which generally means all elevators in one *bank* are out of service. For example, a single building may have one bank of elevators that serves the northern half of the building, and a second bank of elevators that serves the southern half of the building. If all elevators that serve the northern half of the building stop working, that would be considered a no-service condition because the apartments on the northern half of the building cannot be accessed by elevator, even though other elevators in the building continue to function. **(Elevators)**

Pests: Under the HUD Agreement, the term “pests” refers to rats, mice, cockroaches, and bed bugs. **(Pests & Waste)**

Pest Standard Procedure (“Pest SP”): The Pest SP provides instructions to NYCHA staff on how to implement and comply with preventative and responsive measures to control pest infestations. It also creates protocols to protect the health of residents, employees, and vendors when removing and reducing pest activity using IPM techniques. **(Pests & Waste)**

Preventive Maintenance: For heating, preventive maintenance consists of cleaning, lubricating, adjusting, repairing, and replacing worn components, and ensuring equipment and mechanical areas are in satisfactory operating condition. **(Heat)**

Rat Slabs: Rat slabs are thin layers of concrete poured over areas of exposed sand and aggregate within basements and crawl spaces of buildings where rats burrow. They are intended to prevent rodents from establishing burrows inside buildings. **(Pests & Waste)**

REAC Scores: REAC scores are the mechanism HUD uses to evaluate the physical condition of properties during inspections. Historically, REAC relied on the Uniform Physical Condition Standards (“UPCS”), which governed how inspections were conducted and how scores were calculated. Beginning in October 2023, HUD transitioned from UPCS to the newer NSPIRE standards for most HUD-assisted properties. **(Organizational Change)**

Remediate: Remediating mold means addressing mold and its root causes. Remediation might include repairing a section of leaky pipe and replacing the mold-covered wall containing the pipe. **(Mold & Leaks)**

Remove: Removing mold refers to cleaning visible mold, removing building materials with mold, and applying mold-resistant paint. **(Mold & Leaks)**

Simple Repair: A simple repair is one that can be performed by a Maintenance Worker or Caretaker X Worker. An example of a simple repair is the repair of an inoperable bathroom window by a Maintenance Worker. **(Mold & Leaks)**

Verified Heat Complaints: Resident heat complaints where a NYCHA employee must perform work within an apartment to resolve the condition. **(Heat)**

Voltage Reductions: During heat waves, demand for electricity spikes as the use of cooling devices, such as fans and air conditioners, increases. If demand exceeds available capacity, equipment powering the electrical grid can overheat and fail, leading to blackouts. Reducing the voltage provided to the grid reduces overall electricity use, which lowers the risk of equipment failure or blackout. **(Elevators)**

Work Plan: A work plan is a document that a mold inspector generates after their inspection,

containing a description of the inspection and root cause findings, a list of next steps to address the mold and its root cause, and instructions on how to prevent mold and its root cause in the future. Under the Mold Standard Procedure, a work plan is automatically generated following a verified mold inspection. **(Mold & Leaks)**

X-Ray Fluorescence ("XRF") Testing: XRF testing is a non-destructive analytical technique that uses X-rays to determine the elemental composition of a material, including to determine whether lead is present. **(Lead)**