

# FEDERAL MONITOR APPROVES NYCHA'S HEAT ACTION PLAN

Federal Monitor Bart M. Schwartz and the New York City Housing Authority (NYCHA) today issued the Heat Action Plan. The plan details the requirements for responding to a heat outage at every development and for providing alternative heating community spaces during prolonged outages. It also implements training for NYCHA's staff and specifies how NYCHA must communicate, meet with and solicit feedback from the Resident Association Presidents and other residents.

"Every NYCHA resident is entitled to heat and hot water and this Heat Action Plan will help ensure that happens at every development. The plan provides concrete steps for how NYCHA will respond to and fix heat outages and prevent additional ones," said Bart M. Schwartz. "It aims to minimize the length of an outage, increase maintenance and the repair of boilers and to provide adequate alternative heated spaces and warming centers.

Today's action plan identifies the 20 developments with the worst performance when heat outages occur, each of which will receive their own response and repair plans. It follows a prior action plan that governs the expenditure of \$450 million in state reimbursement funds which the Monitor approved on November 7. Those funds are earmarked to replace 108 aging boilers and heating plants. The plan reflects work which has been carried out during its drafting jointly by NYCHA and the Monitor.

"The Heat Action Plan reflects the partnership and dedication of NYCHA staff and the Federal Monitor's team to prevent and directly address failures in our aging heating plants. The long-term plans and resident-focused protocols we have created, and have already implemented, are bringing results to NYCHA developments. We are committed to strengthening this work throughout the season and every day moving forward," said NYCHA Chair and CEO Greg Russ.

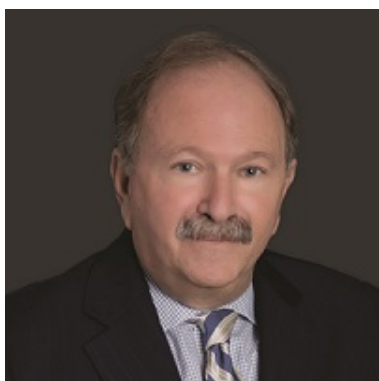
The drafting and approval of today's plan is a requirement of the January 31 Agreement which appointed the Monitor. In the Agreement, NYCHA is obligated to restore heat within 12 hours of an outage.

In accordance with the Agreement this 35-page plan sets out a comprehensive array of detailed procedures and protocols when an outage occurs. These include responding to and resolving complaints of heat outages to

communicating with residents about repairs. The plan also defines the responsibilities of third-party vendors who manage heating plants and requires the property management to perform daily inspections of the boiler rooms.

Alternative heated community spaces will be opened as a means to assist residents effected by heat outages that are expected to last for a substantial duration of time. Warming centers are also included in the plan along with NYCHA provided shuttle services to transport the residents. The role of NYCHA's Office of Emergency Management is detailed along with a "situation room" when outages occur.

The heat action plan also requires NYCHA to conduct investigations when heat cannot be restored within 12 hours in order to prevent or lessen the recurrence of a failure. This will add to the collection of key data that the plan requires that will create analytics for predicting and preventing future failures.



## BART M. SCHWARTZ

Chairman

Described by *The New York Times* as the person "often sought out in...thorny situations," Bart M. Schwartz is a founder and the chairman of Guidepost Solutions, where he provides compliance, ethics, and integrity monitoring and investigative services. He is a former Chief of the Criminal Division of the United States Attorney's Office for the Southern District of New York. For more than 30 years, Mr. Schwartz has managed sensitive and complex matters for a wide array of clients including government agencies, international corporations, and not-for-profits.