



CITY OF NEW YORK
MANHATTAN COMMUNITY BOARD FOUR

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JESSICA CHAIT
Chair

JESSE R. BODINE
District Manager

May 22, 2025

Joe Restuccia
Executive Director
Clinton Housing Development Company
403 West 40th Street
New York, NY 10018

Ryan Marcano
Director of Operations & Maintenance
Clinton Housing Development Company
403 West 40th Street
New York, NY 10018

Re: Addressing CHDC Tenant Concerns

Mr. Restuccia & Ms. Marcano:

On April 3, 2025, Manhattan Community Board 4 (MCB4) held a Housing, Health, and Human Services (HHHS) committee meeting, where two tenants from Clinton Housing Development Company (CHDC) presented their concerns and issues with CHDC buildings. Mark Natanawan, a tenant organizer from Housing Conservation Coordinators (HCC), reported currently working with several tenants across four CHDC buildings and provided the final spreadsheet on April 7, 2025, to HHHS, with a list of various issues by building (see Appendix A). The spreadsheet was used during the April committee meeting via Zoom. Ryan Marcano, the Director of Operations & Maintenance from CHDC, also presented and submitted a detailed letter to the HHHS committee on April 2, 2025, providing background context and addressing specific issues (see Appendix B).

At the MCB4 full board meeting held on May 7, 2025, the board voted 38 in favor, 0 opposed, 0 abstaining, and 1 present not eligible ¹to vote to **request that CHDC (1)**

¹ Joe Restuccia is a member of MCB4 and is Executive Director of CHDC. Mr. Restuccia recused himself from voting at the CB4 Full Board meeting.

return to HHHS in one month to provide updates on the resolution of issues raised by the tenants, (2) that CHDC indicate the time frame needed to resolve any outstanding issues, with proposed short-term and long-term steps toward solutions, and (3) that CHDC continue to collaborate and communicate closely with HCC and the tenants on these issues.

Please note: Due to the calendar, there was a HHHS committee meeting held on May 1, 2025, almost one week prior to the full board meeting held on May 7, 2025. In preparation for the May HHHS committee meeting, CHDC submitted a written response dated April 30, 2025, to the committee the morning of May 1, 2025 (see Appendix C) with timeframes for outstanding items and appeared in person to provide updates. This was request (1) and (2) from above; therefore completed. Tenants declined to participate in this May 1st meeting; however, HCC attended to take notes. At the May HHHS committee meeting it was discussed that MCB4 will follow up with CHDC within the next several months.

Background of CHDC

CHDC is a not-for-profit, community-based organization founded in 1973 that creates and preserves permanently affordable housing in Clinton/Hell's Kitchen. To date of this letter, CHDC currently has 75 buildings, over 1,086 affordable housing apartments, and 55 commercial spaces and has 6 buildings currently in development that will create an additional 95 affordable housing units and 11 commercial and artist studio spaces. All CHDC buildings are within the confines of MCB4. The apartments include rentals for low-, middle-, and moderate-income households; affordable co-ops; and supportive housing for formerly homeless, elderly, and HIV-positive, and for other types of social service needs.

Main Issues Raised by Tenants

It was reported by HCC at the April committee meeting, that they began working with CHDC tenants in early 2023 from 554 West 53rd Street, which grew over time to include about 40 tenants from across four buildings who have reported numerous concerns. HCC indicated they have had “periodic” contact with CHDC to address issues since July of 2023 (see Appendix A).

HHHS reviewed the issues presented by HCC per the appendices, and many of the reported issues are resolved or closed. This letter notes the items that remain open that the committee has identified as the most pressing and / or persistent matters across the four buildings:

The four buildings discussed were

1. 554 West 53rd Street (554W53)
2. 540 West 53rd Street (540W53)
3. 501 West 52nd Street (501W52)
4. 353 West 30th Street (353W30)

Please note: HHHS committee members were scheduled to visit three of the four above locations. Four members visited 554W53 and 540W53 on Tuesday, April 15th, 2025, and two members visited 353W30 on Wednesday, April 16th, 2025. Members observed various-sized units at differing affordability as well as other common use areas such as laundry rooms, compactor rooms, open shared rooftop space, and a gym and reported positive feedback to the conditions observed.

I. Lack of Communication & Response Time

Most of the tenants reported to HCC an ongoing issue with lack of or delay in communication from CHDC, both in addressing reported issues and in general administrative matters (e.g., lease renewals, incorrect or missing rent bills, or failure by front desk staff to deliver documents or messages for tenants).

During the HHHS meeting, CHDC acknowledged that there is room for improvement in this area, noting there has been an issue with staff turnovers, staff not following training or protocol, and CHDC is struggling to hire additional staff. HCC also acknowledged that these reasons may contribute to the issue reported by tenants.

During the HHHS committee members' tour on April 15, 2025, to both addresses on West 53rd Street, members spoke with some of the maintenance superintendent staff, who explained that there is one superintendent per building. Each super and team of work order staff members manage all tenant work orders. At the HHHS committee members' tour of 353W30 on April 16, 2025, it was reported that the super is responsible for this building and two other buildings.

The April 30th CHDC response letter notes “the previous property managers at 540 and 554 West 53rd Street were not very responsive to tenant concerns” and were replaced in early 2024 and “tenants have expressed their appreciation” for this effort (see Appendix C; p.2).

We ask that CHDC communicate timely with the residents, conduct regular training and check-ins with its staff to ensure they are following protocol, and explore other ways to address staffing needs and improve existing staff communication with residents.

II. Work Orders & Rent Payment System

HCC reported tenants have indicated delays in addressing repairs and issues with their rent payments being processed. From the HCC document, there were two tenants who noted rent payment issues, and one tenant issue (554W53) was resolved per the CHDC response letter from April 30th (see Appendix C; p.8-9).

During the HHHS meeting regarding work orders, CHDC noted *MaintainX* is their internal work order system. *Yardi* is the new electronic property management system; however, CHDC reported some issues in implementation. Additionally, *Yardi* has a component that is the tenant portal and handles work orders and rent payments called *RentCafe*. According to CHDC, *RentCafe* has been delayed and is now reportedly scheduled for the second quarter of 2025. CHDC also stated that tenants can continue to report their repair needs to the front desk, and that is entered into *MaintainX*.

It is noteworthy, according to the CHDC letter dated April 2, 2025, prior to the COVID-19 pandemic, there was an average of “about 150 open work orders at any given time,” and “by January of 2024, CHDC faced a backlog of 2,219 open work orders” but to date of this letter there were “115 open work orders,” noting significant progress (see Appendix B; p.7).

During the committee tour of 554W53, as well as the tour of 353W30 the following day, management explained again that tenants can submit work orders through the front desk staff, who have access to the *MaintainX* system to submit the work orders. Tenants may also send follow-up emails to management about work orders and may include their work order number.

We understand that implementing *RentCafe* may help CHDC in addressing work order issues; however, this issue may be related to the above issue in section I. We ask, as reported by CHDC, that CHDC roll out the platform by the second quarter of 2025.

III. Front Desk Staff & Security Concerns

During the April HHHS committee meeting, HCC reported tenants have indicated that there are “lapses” in front desk staffing where there are periods of time each day where there is no front desk staff person. CHDC reported at this meeting that the “front desk associate” serves as building security and does building rounds twice per day (i.e., 10pm and 12am), and if the staff member finds an issue, they call the on-call manager or call the police if necessary.

During the committee members' tour of 554W53 and 353W30 the following day, management confirmed the front desk is staffed 24/7, doors are locked from 10pm to

8am, and walk-throughs occur at 10pm and 12am. Tenants can buzz the front door to enter, but if the lobby attendant is not there (doing rounds), then the tenant(s) have to wait. The touring members felt this is not ideal or safe for a tenant to wait outside the front door at these hours for rounds to be completed.

The committee members request CHDC explore solutions to ensure tenant entry regardless of front desk presence. Examples include but are not limited to hiring a second front desk staff, utilizing backup staff when the front desk staff are doing rounds, or another alternative security measure.

IV. Elevator Outages

At 554W53, there are two wings of one building connected by the lobby area, each utilizing its own elevator. The west wing elevator has, according to HCC and CHDC, had multiple outages, affecting tenants, particularly older adults and immobile tenants.

During HHHS on April 3rd, CHDC explained that the procedure for them to address elevator outages is to immediately notify their elevator contractor, which may take up to about 4 hours for the contractor to arrive at the location, depending on the day and time of the call. In addition, it was reported CHDC has asked their contractor about replacing the elevator and were told that replacement is not necessary. According to the CHDC letter from April 2nd, 2025, if extensive elevator repairs are needed, a proposal for the repairs is provided to CHDC within 24 hours, and “an additional major repair was made in February 2025, when an inspector found issues with functionality elevator zone restrictor and the emergency light button” (see Appendix B;p. 11-13).

The CHDC response letter dated April 30, 2025, notes, “Department of Buildings found issues” that are noted above, and on February 7, 2025, a violation was issued; it was repaired the same day, and “upon reinspection on February 11, 2025, service was restored” (see Appendix C; p. 5). During the onsite visit by committee members, the elevator was in working order.

CHDC agreed to keep a log of the elevator outages moving forward and report on them to HHHS. We further ask that CHDC also investigate if there are any other long-term fixes to the elevator in the building to prevent future outages and to ensure tenant accessibility.

V. Heating and Hot Water

HCC reported issues with heat at 353W30, and a tenant spoke during the committee meeting from this address and reported issues with heat and hot water, specifically her

unit being too hot, providing a recent example, adding that during the cold months, her unit is cold and at times there is no hot water. This tenant also complained about this issue at the full board meeting in February of 2025.

The April 2nd letter by CHDC notes their overall heat and hot water maintenance protocol (see Appendix B; p. 12), and the CHDC response letter on April 30th notes the several specific steps taken to address this tenant concern, including the most recent assessment on March 26, 2025, of two apartments that “averaged 78 degrees” (see Appendix C; p. 3-4). It appears this is resolved; however, we ask that CHDC work with this tenant and any others from West 30th Street to resolve any heating and/or plumbing issues, if any remain.

VI. Roof Leak

At the April HHHS committee meeting through HCC it was reported there have been ongoing issues with a roof leak at 554W53, to which the affected tenant also spoke to this concern, stating it has yet to be resolved completely. CHDC reported there has been a roof leak affecting two apartments within their portfolio and stated it has taken several steps to address these issues but has been unable to resolve them to date.

During the committee’s tour of 554W53, management showed the roof area where the leak is believed to occur and explained that they conducted a color water test but were unable to identify the source of the leak as of yet. With the tenant’s permission, her unit was observed, and it was seen that the leak affected the ceilings and walls in the tenant’s closet and bathroom and has progressed into different parts of the adjacent ceilings and walls over time. The tenant explained that the leak has occurred a handful of times when there are multiple days of rain, since 2019, and although management has patched up the affected areas, it continues to occur. Management explained that they are still speaking with the roofer to address this.

The two CHDC letters address this issue, indicating the leak was initially reported in March of 2023, detailing the steps taken since that time to address this issue, noting the most recent leak in December of 2024 was not reported to CHDC until January of 2025 to HPD, and most recently, color water tests were conducted in February and March of 2025, and two additional contractors are involved (see Appendix B; p.9-11 and see Appendix C; p.2 and p.9).

We ask that CHDC continue to follow up with the roofer, reinvestigate the roof leak, and continue to communicate updates and work with the tenant in the affected unit to help resolve the roof leak.

VII. Other Outstanding Building Issues

HCC indicated that tenants have reported other issues, such as scaffolding put in place in 2019 at 554W53 that has rusted and corroded overtime. Both CHDC letters address this issue, noting the Facade Inspection Safety Program (FISP) “identified the building’s facade as unsafe,” and therefore a “sidewalk bridge was installed in June 2020,” and detailing what has occurred since that time, concluding “construction is expected to begin June 2025 through January 2026” (see Appendix B; p 14 and Appendix C; p. 5-6).

At the HHHS meeting, a tenant from 353W30 reported HCC is not representing their building, though HCC stated they were working with these tenants and noted issues at this address. The spreadsheet included that the entrance door is too heavy, and CHDC noted, “Modifications may have to be made to the front door as the tenant’s age in place and is researching a solution” (see Appendix C; p. 4).

Regarding Adams Garden at 554W53, it is noted in the HCC spreadsheet that it was scheduled to be open in 2023 but has not yet opened, along with other amenities at 540W53. CHDC reported in their response letter from April 30th that Adams Garden is a “community amenity,” detailed the reasons for the closure, and indicated the garden will be open to the community in the summer of 2025 (see Appendix C; p. 6-7).

At the onsite visit at 554W53 and 540W53 on April 15th, 2025, due to oversight committee members did not observe Adams Garden; however, members did observe a shared rooftop at 540, including the splash pad and the intended children’s playroom. The children’s playroom is scheduled to open in January 2026, according to the CHDC letter dated April 30, 2025, noting steps needed to be completed (see Appendix C; p. 11).

At 353W30 on April 16th, 2025, the HHHS committee members observed the signage and believe there is an opportunity for improvement in larger, better, and clearer placement of numerical address signage at this location.

We ask that CHDC provide updates on the resolution to the entry door and any changes to the signage at 353W30. The CHDC response letter on April 30, 2025, indicates the signage will be resolved in May 2025 (see Appendix C; p. 4).

Conclusion

As CHDC acknowledges in its April 2, 2025, letter to the HHHS, “Over the past few months, several tenants from CHDC buildings have attended either committee or full board meetings to bring tenant service issues to the board's attention.” We look forward to the continued transparency and collaboration of CHDC and the willingness to address these issues. We thank the tenants and the representatives from HCC and CHDC for attending the committee meetings and presenting the information.

Sincerely,



Jessica Chait

Chair

Manhattan Community Board 4



Maria Ortiz

Co-Chair

Housing, Health, Human Services Committee

CC:

Comptroller Brad Lander

Manhattan Borough President Mark Levine

Council Member Erik Bottcher

Council Member Gale Brewer

State Senator Brad Hoylman

Assembly Member Tony Simone

Assembly Member Linda Rosenthal

President, Board of Directors of CHDC, Daniel Henkel

Housing Conservation Coordinators, Mark Natanawan

554 W 53rd Street Tenants

540 W 53rd Street Tenants

501 W 52nd Street Tenants

353 W 30th Street Tenants

Appendix A.

554 W 53rd Street - General					
Building-wide issues					
CHDC staffing/ communication/response concerns	Concerns on general issues with understaffing, staff turnover, and poorly trained staff in past years	Ongoing problems with timeliness of lease renewals, which results in incorrect rent bills. Missing rent checks Repeated failure of front desk staff to deliver documents and messages to Diann, including annual income certification which affects lease renewal process CHDC is slow to respond to repairs and other tenants' issues	CHDC was going to roll out new website, RentCafe, for processing rent and work orders in fall 2023 - still not done to this day		
Elevator	Breakdowns still periodically occurring; during some periods of time there's an outage every week or couple of weeks; response time still spotty - over the weekend outage can last a day or two; Elevator operation not smooth either, not stopping in proper position aligning with floors at times	CHDC was previously exploring changing elevator altogether; declined to share details on this and never any follow-up plan. No plans on improving response to outages.	Issue first flagged to management by tenants' association in 2023		
Scaffolding in courtyard/building facade repair	Scaffolding has been up and this hasn't been fixed since 2019	Timeline was originally Spring 2024 for fixing this	Nothing done and the scaffolding is rusted and corroding now	CHDC just reached out to tenants before this meeting to inform them timeline is now January 2026	
Roof	Roof renovations were scheduled for October 2023 then pushed back to Summer 2024.	As of right now, still not done			
Side lot / Adams' Garden	Opening of Adams' Garden originally scheduled for October, then November 2023.	Several logistics issues, continued work, tentatively summer 2024	Still not open		
Washing machines	Broken washing machines and dryers first flagged by tenants' association in 2023, only fixed in 2024				
Heating	Issue around beginning of 2024. Problem was resolved but TA had to bring up the issue as management wasn't aware of it beforehand				
Entrance doors to building	CHDC "stuck wedge" in inside door, not properly fixing way door opens and closes. Door needs to be replaced - difficult to open/close and not handicap accessible. Staffing for letting people in at late hours; inconsistent door services	In 2023 meetings, we discussed new bell system for alerting staff of people at front door during late hours. We also discussed automatic door hinge.	Executive director previously said no to automatic door hinge. Bell/buzzer system never installed. Inconsistent desk service still an issue.		
Security concerns	Story from tenant about apartment break-in which occurred last year: Just a recap... I was away and came back to my apartment... bathroom had been used with lots of toilet paper in the toilet bowl. My bed had been slept in and my pillows misplaced on my couch. Food crumbs and hair were found in my bed and they urinated on my mattress. Food from a grocery store I don't shop at was left on the dining table. My air conditioner had been used. I did make a complaint at the police station. They did nothing. I made a formal statement to Diann and Diann did nothing as well. Honestly she did not seem to be that concerned considering it was a building employee that had done this. No signs of breaking in were found. This was done with someone who had access to my key. The day after all of this happened, I had gotten locked out and asked for the key at the front desk and the person working the desk never asked me for ID and handed me the keys to APT 4G. I could have accessed that persons apartment without their knowledge and I was enraged that there were no proper security measures in place after what had just happened to me. I made another complaint to Diann. She said that I could put cameras up but technically was not supposed to and that she informed her director and the other managers what happened and they were going to install cameras. I don't believe that ever happened. Literally nothing was done or ever followed up with.	Extra note - other residents have flagged the front desk being unattended at different points in the night. Solution was never implemented			
	I suspected that it was one of the night shift front desk employees. I can only say that this was suspicious and no real evidence but the next time I left New York, when I left was very early in the morning... as I was leaving I noticed the person I suspected to be the culprit coming from the higher floors with keys in his hands, and not at the front desk. He seemed very uneasy and wouldn't really acknowledge me. Not sure if this person is aware of when people are away and accessing other people's apartments to sleep or do whatever but this person was never caught or fired so they may still be working in the building so be careful and be aware.				

554 W 53rd Street - By Apartment				
Apartment	Issue	Timeline	Resolved?	
5D	Vibrations	Ongoing problem for years - has caused significant mental and emotional distress to tenant as this has chronically affected his ability to sleep at night. Communications about investigating issue in late 2023 never amounted to anything .		March 2025 - Tenant has talked to multiple elected officials' offices about this issue. DEP has found violation.
6E	Rent Dispute	Unresolved problem for a couple of years. Exchange of letters/emails in December 2023 and January 2024 about disputed rent balance. Still working this out now. Multiple missing rent checks over the last 2 years, even when hand-delivered		
7C	Ceiling Leaking	Water leaking from roof has been issue for years; CHDC has declined to fix it up until now Paint damage in bathroom where they used gaffers tape to hang tarp instead of painters tape.		
7E	Paint job, kitchen floor replacement	Haven't had new paint applied in 15 years, other series of apartment wide repairs that need to be made		
7D	Sink leaking (problem fixed but then reemerged), toilet issues			

540 W 53rd Street - General		
Building-wide issues	Details & Questions	
Staffing	<p>Staff frequently miss emails from tenants; poor communication with work orders and repair requests; only one person actually knows how to deal with work orders</p> <p>Building manager is "completely nonresponsive" to emails/calls</p> <p>Chronic lack of desk attendants</p> <p>Regular mistakes from CHDC staff with rent miscalculations; one tenant doesn't get rent bills</p> <p>What tenants want: Establishing a clear timeline and process for completing repairs in both common areas and individual apartments to ensure accountability and timely maintenance.</p>	
Security	People are regularly trespassing and sleeping in the stairs, in common spaces, on the roof	
Roof garden	CHDC promised rooftop and terrace garden and still hasn't happened after 5 years	A couple of days ago, CHDC fixed the rooftop (after almost a year) floor without informing tenants.
Other promised amenities	Splash pad, children's playroom,	
	A couple of days ago, CHDC fixed the rooftop (after almost a year) floor without informing tenants.	
	Grill broken from 2nd floor terrace for past 6 months	
Front desk	Poor staffing overnight; this is the cause of people getting in, front desk seems complacent with people coming in	
Front entrance	Front gate has been broken for two years now Spring on top needs to be fixed; door doesn't open or close easily. Sometimes doesn't close properly. Fob key system with second door at entrance needs to be activated	
Elevator	Elevator is out occasionally	
Building maintenance	Building common spaces aren't cleaned/maintained; there used to be regular cleaning services; tenants are starting to have to clean after building themselves. "Azael has been working alone since July 2024"	
	Flagged by one tenant - CDHC's financial health should be added to the public agenda. Hopefully, someone from CHDC can address this. It may be the main issue to be addressed. (Public 2022 990 form tax attached) since they were in a deficit of (691K) in 2021 and (450K) in 2022. A non-profit doesn't have to break even yearly but must maintain long-term financial health by wisely managing revenues and expenses.	

<u>501 W 52nd Street - General</u>		
Building-wide issues		
Loitering, drinking, drug use, and loud music		
There's constant people hanging around the building playing music , drinking and loitering on 10th Ave, between 52nd and 53rd street, also at the side of the building at the alleyway by the theater , at all times, especially throughout the night, this is a private area, and there's a no trespassing sign which is ignored.		
laundry machines out of service for a long time, and the ones that are working, the rinse and spin cycle do not work well.		
Don't have a backyard anymore - access was taken away 3 or 4 years ago. Never got it back.		
Security in the building - tenants have requested cameras in the building , there's been instances where people that don't live in the building are hanging around the lobby.		
Lack of responsiveness to general issues tenants flag		In 2021, there was a fire at 501 W 52nd St which began in the kitchen of the first floor restaurant. The building's smoke alarms did not go off. The cause of the fire is still unknown. The restaurant was shut down and a new restaurant opened in 2023. Tenants at 501 W 52nd organized a meeting with the new restaurant owners in spring of 2023 to understand what caused the fire and what safety measures were taken to address building safety, in addition to learning more about their general operations as the ground floor tenant. After the restaurant owner agreed to meet with tenants, CHDC told the restaurant owner not to meet with tenants unless CHDC was there. CHDC was invited to the meeting, but they could not meet at the time of the scheduled meeting. CHDC said they would reschedule a meeting with all parties, but never did.

353 W 30th Street - General						
Building-wide issues	Details & Questions		Other notes			
Heating issues	<p>Too hot at times or too cold</p> <p>Lack of insulation in many apartments with way building was constructed; tenants have to use makeshift plastic solutions to shield from cold outside</p>		Between 2021 and 2024, residents had a series of meetings with AM Tony Simone, CM Erik Bottcher, CHDC, and Community Board about issues in building			
Elevator has periodically shut down in the past						
Washing machines and dryers	Don't work half the time					
Front door	Front door is very heavy, doesn't open very easily					
Address number posted outside not posted properly						
Staffing	Poor communications with rent as well and other administrative issues; slow to respond to repair and maintenance issues		Fridge wasn't replaced for a year back in 2019 - symptomatic of larger repairs issue. Hasn't been reimbursed			
			One tenant has been waiting on replacement of oven for about a year			

353 W 30th Street - By Apartment						
Apartment	Issue	Timeline	Resolved?			
2A						Fridge wasn't replaced for a year back in 2019 - symptomatic of larger repairs issue. Hasn't been reimbursed

Appendix B.



Clinton Housing Development Company

April 2nd, 2024

Maria Ortiz
Co-Chair
Housing, Health & Human Services Committee
Manhattan Community Board 4
424 West 33rd Street
New York, New York 10001

Dear Maria,

Over the past few months, several tenants from CHDC buildings have attended either committee or full board meetings to bring tenant service issues to the Board's attention. In preparation I have reviewed those meetings on YouTube and prepared a response as a framework for those discussions. What follows is both background and context on CHDC and its affordable housing developments, the process on resolving repair and tenant service matters and the challenges the organization has faced resulting from the COVID-19 pandemic.

I look forward to meeting with the housing Health and Human Services Committee tonight to respond to those matters both from CHDC tenants and committee members.

Background--Organizational

Clinton Housing Development Company (CHDC) was founded in 1973 and to date has over 1086 affordable housing apartments and 55 commercial spaces. In development, CHDC has 6 buildings with an additional 95 affordable housing units and 11 commercial and artist studio spaces.

CHDC serves the residents of the Middle West Side, specifically those residing in the Manhattan Community Board 4 catchment area that encompasses the neighborhoods of Clinton/Hell's Kitchen, Hudson Yards and Chelsea.

Over its 52-year history, CHDC has partnered with public and private agencies and organizations to preserve or build affordable housing and provide supportive services for those in need. CHDC apartments include rentals for low-, middle- and moderate-income households, affordable co-ops, and supportive housing for the formerly homeless, elderly, HIV positive and for other types of social service needs. CHDC is committed to maintaining the community's cultural and economic diversity.



Clinton Housing Development Company

Mission and Values

Mission Statement

Clinton Housing Development Company (CHDC) builds community by preserving and creating high quality, permanently affordable housing in the Clinton/Hell's Kitchen and Chelsea neighborhoods on the West Side of Manhattan. We integrate community, cultural and green spaces into developments and provide consulting services for larger community initiatives.

Values

Community: We believe in cultivating community through collaborative efforts that promote diversity and honor the history of our neighborhood.

People: We respect each individual and encourage participation in the community.

Quality: We are committed to the thoughtful design of beautiful, high-quality, durable housing and green spaces that elevate daily life and inspire pride in our community.

Innovation: We work with others to develop creative, flexible solutions to preserve and improve our community.

Sustainability: We are committed to ensuring the integrity and stability of our community by making choices that enhance social, economic, and environmental sustainability.

Departments & Staffing

To fulfill its vision and values, the company employs 126 staff members across four departments: Community Development, Finance & Administration, Operations (Property Management, Commercial & Facilities Management & Maintenance), and Planning & Programs (Community Planning, Community Cultivation & Horticulture). Staff are located at 6 locations, with CHDC's main office in a series of storefronts at 403 West 40th Street, just west of 9th Avenue.

Range of Housing Developed and Provided

CHDC's buildings offer a diverse range of housing options, including rental, supportive and co-op housing. This housing serves a wide range of income levels and social service needs. From small 3-unit walk-up renovated tenements to a 103-unit, 12-story new construction apartment house, CHDC rent stabilized apartments are designed to meet the needs of low-, middle- and moderate-income households from singles to large extended families. CHDC is deeply committed to maintaining the community's cultural and economic diversity, with dwelling units available within the following Area Median Income (AMI) ranges: 50%, 60%, 80%, 100%, 125%, and 165%. For deeper affordability, within certain buildings, CHDC has 136 apartments



Clinton Housing Development Company

of project-based Section 8 Housing, in which the tenant's rent portion is capped at 30% of their income. Many buildings have ground-floor commercial spaces, the income from which helps subsidize the building's operations to maintain affordability.

Supportive Housing

In 1994, at the invitation of HPD, CHDC developed its first supportive housing building with 55 apartments (majority are shared SRO suites), onsite social services, a resident manager and super, a 24-hour front desk and on and off-site tenant activities. That development, 454 West 35th Street, houses formerly homeless, the mentally ill and community residents. It was among the first three supportive housing developments funded by New York City's Department of Housing Preservation and Development.

Today with a total of 267 apartments of supportive housing at 5 sites, all locations serve a mixed population of formerly homeless individuals, the elderly, those with severe mental illnesses, and individuals living with HIV/AIDS and low-income residents. Some tenants are also in recovery from substance abuse issues, others have mental illness but may lack an official diagnosis. In two locations those supportive apartments are also integrated with apartments for larger households with incomes at 60%, 80% or 165% AMI.

The primary goal of the supportive housing program is to provide stable and affordable housing for those in need. Tenants in supportive housing buildings have a range of social service needs, including assistance with benefits and entitlements, substance abuse support, health services, and mental health care.

To meet these needs, CHDC collaborates with Hudson Guild, a historic established social service provider in the community. Hudson Guild's case management team offers a comprehensive range of services to help each tenant adjust to and maintain their housing. These services include counseling, healthcare coordination, and life skills training.

Together with CHDC's community cultivation staff, CHDC and the Guild hosts a variety of weekly and monthly activities focused on socialization, such as community dinners, game nights, and educational workshops, to foster a sense of community and belonging.

Impact of COVID-19

During the COVID-19 pandemic, CHDC made significant changes to its policies, procedures, and programs. The organization shifted its focus from regular operations to prioritize the health and safety of our staff, tenants, and the communities of Clinton/Hell's Kitchen and Chelsea.



Clinton Housing Development Company

With CHDC providing affordable housing and related social services, our staff were deemed essential workers during the pandemic. Our offices never closed with the majority of staff working in person. On March 18, 2020, core tenant service staff members—including Property Managers, Front Desk Staff, and Maintenance Staff—were designated as essential workers. Their roles included implementing new COVID-19 safety protocols based on guidance from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). This involved managing disinfection schedules, new procedures for mail and package handling, and various health and safety protocols. The team also coordinated the delivery of over 2,000 food pantry boxes and hot meals, conducted in-person and telephone wellness checks, increased cleaning efforts, worked on turnovers in vacant apartments, and responded only to maintenance emergencies such as heat complaints, plumbing issues, clogged drains or toilets, lack of water (both hot and cold), malfunctioning appliances, power outages, and other safety concerns.

Although these necessary changes were made to protect health and safety, they had a severe impact on the core functions of the business.

Vaccinations & Multiple Emergencies

During the challenging COVID-19 pandemic from 2020 to 2021, CHDC took proactive measures to ensure the care and safety of its tenants, demonstrating its commitment to their well-being.

In 2021, to further enhance the health and safety of community residents, CHDC partnered with the Ryan Chelsea Health Center to organize and host several vaccination clinics at multiple sites for the residents in Hell's Kitchen and Chelsea. These efforts successfully resulted in over 500 community residents being vaccinated, marking a significant step toward a safer and healthier community.

In 2021, CHDC aimed to resume regular business operations; however, from January to May 2021, the organization faced multiple emergencies that consumed all staff time and resources.

On January 10, 2021, a female guest of a tenant 540 W 53rd St tragically committed suicide with her young daughter by jumping off the building's roof terrace into Adam's Garden, which was under construction, located west of the building. CHDC staff and a tenant witnessed the incident, seven CHDC staff responded. The block was closed by police and EMS for a good part of the day. Counseling was offered by Hudson Guild to both tenants and staff to manage coping with this incident.



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On January 28, 2021, at approximately 10:30pm a fire broke out, due to hoarding, at 554 W 53rd St. The building was evacuated. The tenant was not home the apartment was gutted, with serious damage to six other units in the building, necessitating the temporary relocation of four tenants. Fourteen CHDC staff responded and worked with FDNY and NYPD to restore the building to safety after the fire was extinguished.

On May 8, 2021, at approximately 11:20pm detectives from the NYPD Midtown South detective unit arrived at 500 W42nd Street to review video camera footage from that day and requested a current tenant roster for the building. The detective explained that the police had tracked a person of interest, involved in an earlier shooting incident in Times Square. Public camera footage showed the individual entering our building. After reviewing the footage, staff identified the person as the son of a former tenant, whose mother had permanently moved out of state during the pandemic. The detectives advised CHDC staff not to inform the tenants about this individual. A SWAT team in unmarked vehicles were then posted down the block from the building entrance. Later that day, the detectives obtained a warrant to enter the apartment to secure items needed for tracking the suspect, who was arrested in Florida on May 21, 2021. This police activity at 500 W42nd Street put both tenants and staff under severe fear and stress, requiring social service intervention.

On May 16, 2021, at approximately 12:45 a.m., a fire broke out at 501 W52nd St, in the ground floor restaurant Taboon. This fire was resultant from an electrical connection adjacent to the tenant's brick oven. The fire spread up the oven flue, then into the flue shaft, creating severe damage to all eight apartments in the A and B lines. The elevator, electrical and heating services were seriously damaged, along with most apartment entry doors. Further, all phone, internet and cable lines, serving the entire building were destroyed in that service shaft. With that great degree of damage, CHDC relocated five households to other CHDC apartments, three others opted to self-relocate.

CHDC then turned its entire organizational resources to restoring this 27 unit apartment building. The staff attended weekly meetings from late May through October 2021 to coordinate both contractor and in-house repairs and renovations. From May to July 2021, CHDC staff met weekly with building tenants via zoom meetings. The tenant meeting moved from a weekly schedule to bi-weekly from August to October 2021. While the insurance company processed the settlement proceeds, CHDC advanced funds to cover the overall restoration totaling \$742,758. By December 2021 all services were fully restored, the 8 fire damaged apartments were fully renovated and all tenants returned to their homes between May- June 2023. The response to this fire absorbed most organizational resources for a period of 9 months.



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The combination of these incidents and the ongoing effects of the pandemic significantly diverted CHDC's resources throughout 2021. As a result, the organization started 2022 with a substantial backlog of work orders, which greatly affected its ability to provide timely services.

Rent Arrears—Residential & Commercial

A major impact of COVID-19 was a serious increase in both residential and commercial rent arrears. As of 12/31/2019, residential rent arrears totaled \$232,735 while there were no commercial rent arrears.

Please note the change in arrears and the subsequent years in the table below:

Residential Arrears					
	2019	2020	2021	2022	2023
	232,725	676,698	785,318	813,004	585,282
Commercial Arrears					
	(51,177)	688,080	1,030,060	637,443	353,759

Managing those rental operators was accomplished by multiple strategies. Residential tenants were offered rent payment agreements, some arrears were funded by NYS ERAP or LRAP programs. In cases where nonpayment legal actions were brought, other tenants received one shot deals from the NYC Human Resources Administration. For commercial tenants, CHDC established a commercial preservation and retention program to keep local merchants in business. As a result of that program, out of CHDC's 55 commercial tenants, only three went out of business because of the COVID 19 pandemic. CHDC made payment agreements, relocated tenants to lower rent spaces and abated commercial rent. Total commercial rent abatements came to \$1,187,040.

Those commercial and residential arrears increases have seriously impaired CHDC's ability to fund ongoing maintenance and operations in its affordable housing developments. Combined with a greater number of vacancies, CHDC has had to stretch its resources and operate as efficiently as possible. From 2022 through the 1st quarter of 2025, CHDC's affordable housing developments remain on the mend with a decrease in vacancies and a decrease in arrears. They slowly and steadily are being restored to full financial health.



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Work Orders

In March of 2020, a new electronic property management system was put in place. In 2022, that action was followed by a new electronic work order system. In 2019, prior to the COVID-19 pandemic, CHDC averaged about 150 open work orders at any given time. From 2020 to 2023, that number grew exponentially. By January 2024, CHDC faced a backlog of 2,219 open work orders.

Process

A full audit of all open work orders was conducted in 2024 to resolve the backlog. All open work orders were individually inspected to determine exact status. Many had been completed but not closed out with tenants sign off, others were duplicates. As part of the audit, work order types were prioritized. Appliances, locks, plumbing, and electrical work orders were resolved first. During inspections other work orders for new repair items were written. That methodical resolution has resulted in a great decrease in open work orders. As of April 2nd, 2025, CHDC has 115 open work orders. Only 5% of the work orders in January 2024 remain open. The remaining work order backlog comprises mostly painting (59 work orders) and floor repairs (8 work orders). Some of the work orders remain unresolved due to tenant access issues. The building managers continue to work to gain access to those apartments.

In 2024, between the backlog and current work orders, 5,033 work orders were completed.

Vacant Apartment Turnovers

In 2024, CHDC turned over 63 vacant apartments, a significantly increased number, directly resultant from the unprecedented challenges posed by the COVID-19 pandemic. These turnovers included Single Room Occupancy (SRO) units, studios, one-bedroom, two-bedroom, and three-bedroom units. Historically CHDC vacancy rates ranged from 2% to 3%. In December 2019, CHDC vacancy rate was 4.5%.

In January of 2024, that CHDC's vacancy rate had risen to 14%. The combination of COVID-19-related deaths and tenant moves out of New York City, non-payment legal actions and resultant evictions associated with the pandemic, and the breakdown of homeless referral system at the Departments of Homeless Services and Health and of Mental Health.

Turnover Process

After an apartment becomes vacant, it is inspected by the building manager and cleaned out by the maintenance staff. The condition of each vacant unit will vary widely. Some vacant apartments require minimal work, while others require complete renovation. Full apartment turnovers may require:



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- patching and painting throughout
- sanding and refinishing the wood floors and windowsills
- replacing light fixtures.
- retiling the bathroom floors and regrouting bathroom walls
- replacing medicine cabinets, vanities and faucets
- replacing non-functional appliances and light fixtures
- retiling the kitchen floors
- replacing kitchen cabinets and countertops

For every turnover, the front door and mailbox cylinders are replaced.

The following apartments were turned over by CHDC maintenance staff in 2024.

Address:	Number of Units
458 West 17 th Street	1
353 West 30 th Street	5
454 West 35 th Street	4
459 West 35 th Street	1
463 West 35 th Street	1
456 West 37 th Street	2
480 10 th Avenue	2
401-405 West 40 th Street	2
307 West 43 rd Street	1
300 West 46 th Street	2
856 9 th Ave	2
500 W 42 nd Street	16
501 W 51 st Street	1
501 W 52 nd Street	1
540 W 53 rd Street	12
554 West 53 rd Street	10

Total: 63 Apartments



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Roof Leaks

In 2024, there were a total of 16 roof leaks reported to Clinton Housing Development Company (CHDC). Of those 16 roof leaks, 2 remain unresolved.

Address	Leaks Reported	Leaks Resolved	Leaks Open
458 W 17th St	0	0	0
464 W 25th St	1	1	0
353 W 30th St	0	0	0
454 W 35th St	1	1	0
455-7-9 W 35th St	1	1	0
463 W 35th St	1	1	0
456 W 37th St	0	0	0
480 10th Ave	2	1	1
401-3-5 West 40th St/ 547 9th Ave	1	1	0
500 W 42nd St	0	0	0
307 W 43rd St	0	0	0
300 W 46th St	1	1	0
346 W 48th St	0	0	0
501 W 51st St	1	1	0
565 W 51st St	0	0	0
500-508 W 52nd St	2	2	0
501 W 52nd St	0	0	0
545 W 52nd St	0	0	0
564 W 52nd St	1	1	0
540 W 53rd St	3	3	0
554 W 53rd St	1	0	1
856 9th Ave	0	0	0
756 10th Ave	0	0	0
	16	14	2

Process – Identification and Repair

Locating the source of a roof leak can be a complicated and time-consuming task, often involving several tests and inspections. This process is not always simple, as water can travel through the roof and walls of a building in unpredictable ways, making it challenging to pinpoint the exact origin of the leak. It may take weeks to months to resolve a roof leak.



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540 W 53rd Street

Throughout 2023 and 2024, a persistent roof leak at 540 W 53rd Street affected two top-floor apartments. The roof leak was initially reported in October 2023. Nations roofing was contacted in October 2023, since the roof remained under warranty. After several unsuccessful attempts to contact Nations Roofing, TJ Construction was engaged for the repair in November 2023. TJ Construction was on site to make repairs five times between November 2023 and April 2024. The repairs made by TJ Construction resolved the leak in one apartment in April 2024. In May 2024, it was reported that the affected area in the second apartment continued to leak. Since the roof remained under warranty, Nations Roofing, the installer, was contacted again and engaged for further assistance. Between June and September 2024, on five occasions, Nations Roofing and Siplast, the warranty holder for the roof membrane, conducted inspections, water tests, and repairs. However, the affected unit continued to experience an active leak. In November 2024, Your Way Construction was brought in to address the leak. In December 2024, Your Way Construction found defects in the parapet flashing. That month, Yourway repaired and replaced the parapet flashing, ultimately providing a final and conclusive resolution to the problem. No further roof leaks have been reported, and CHDC continues to check in with the tenants previously affected, and their leaks have not returned.

463 W 35th Street

A leak from the roof into a top floor apartment was initially reported in April 2021. Hudson Roofing made repairs in April 2021, and no further issues were reported after those repairs. In June 2024, a roof leak was reported again after insulation work was done to the roof as an energy saving measure. Energy Plus, the company that performed the insulation work, was contacted. Energy Plus returned in July 2024 to make repairs. Additional leaks were reported in October 2024. TJ Construction was engaged to complete repairs. After initial repairs, no active leaks were reported. In December 2024, an active leak in the same area was reported again. TJ Construction returned to the site 2 times and completed repairs in December 2024. No further leaks have been reported.

554 W 53rd Street

CHDC has been addressing a persistent roof leak at 554 W 53rd Street, affecting a 7th-floor apartment. The roof leak initially reported in 2023, this leak prompted Hudson Roofing to conduct repairs in the affected area three times between May and July of that year. The tenant confirmed that the issue was successfully resolved in July 2023. However, a similar leak emerged in the same area in April 2024. In response, we engaged TJ Construction, who visited the site three times between May and June to tackle the problem. At that time, CHDC management proactively reached out to the tenant for an update but unfortunately did not receive



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a response. When contacted later, the tenant reported that the leak was still present in August 2024, which led TJ Construction to return for additional repairs. By October 2024, the tenant expressed relief, stating that there had been no recent leaks. The situation took another turn in January 2025 when the tenant alerted HPD to active leaks in the same area. Upon contacting the tenant, CHDC management learned that a leak had occurred in December 2024; however, there had been no leaks since August.

Since this most recent leak was reported, we have re-engaged TJ Construction, who returned to the site in February 2025 for further repairs. Despite these efforts, the issue remained unresolved.

Nevertheless, our commitment to finding a solution remains as demonstrated by the additional water tests conducted between late February and March 2025 and the involvement of two additional contractors for an in-depth survey of the area. In recent months, we have successfully re-established clear communication with the tenant, underlining our dedication to addressing this matter thoughtfully and effectively.

480 10th Avenue

The first aggravated roof leak is located at 480 10th Avenue, affecting a top floor apartment. The leak was reported to CHDC on February 14th, 2025. Between February 19th, 2025, and April 3rd, 2025, the contractor, TJ Construction, has been on site to make repairs 4 times. After making repairs to damaged areas of the roof, leaks have been appearing in other areas during the next storm. The tenant experiencing the leaks has been engaged with us and has reported every leak immediately.

Elevators

Elevator Service Contracts

11 CHDC buildings have elevators, 4 with multiple elevators, for a total of 16 elevators in the portfolio. LCD Elevator is contracted by CHDC to service all buildings that have elevators, except for 540 W 53rd Street, which is serviced by Rotavele Elevator. The service contracts with LCD Elevator and Rotavele Elevator include monthly elevator inspections and maintenance, as well as priority when service calls are placed. Both service companies provide 24-hour service, 7 days a week. Response time to a service call is typically 3-4 hours.

CHDC protocol states, when an elevator outage is reported, staff contacts the elevator service provider. Upon arrival in response to these service calls, the elevator service company can find a wide range of issues, even occasionally arriving to the elevator running properly. Any repairs that can be made by the elevator service company technician immediately are completed. If there are extensive repairs needed, the elevator service company sends CHDC a proposal for those repairs



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within 24 hours of the service call. In 2024, CHDC staff placed 178 elevator service calls across 11 elevator buildings.

Service calls placed in 2024

Address	Total # Elevators	Elevator Service Calls
353 W 30th St	1	10
454 W 35th St	1	40
500 W 42nd St	1	12
307 W 43rd St	2	15
300 W 46th St	1	4
501 W 51st St	1	20
500-508 W 52nd St	2	27
501 W 52nd St	1	0
545 W 52nd St	1	0
540 W 53rd St	3	18
554 W 53rd St	2	50
	16	178

Heat and Hot Water

CHDC has an annual service agreement with Leardon Boiler Works to address any heating or hot water issues. Leardon Boiler Works performs two maintenance visits annually to all CHDC properties before and during the heating season. The service contract with Leardon also gives CHDC priority for any service calls placed for heating or hot water deficiencies. Major repairs made by Leardon Boiler Works are not included under the service contract. Turbo Plumbing completed heat and hot water related repairs for CHDC in 2024 as well. The total amount spent on major heating and hot water repairs per building in 2024 can be found below.



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Major Elevator repairs--2024 & 2025

554 West 53rd Street

Over the past two years, the west wing elevator has experienced frequent outages. Between December 2024 and January 2025, outages began to occur more frequently. LCD Elevator was contacted when each outage was reported. In January 2025, an LCD Elevator technician responded to a service call and informed CHDC that the motor bearings needed to be replaced and the temperature switch needed to be replaced. The motor repair and temperature switch replacement were completed in January 2025. An additional major repair was made in February 2025, when an inspector found issues with the functionality of the elevator door zone restrictor and the emergency light button. These issues were resolved by LCD Elevator in February 2025. A service report that was sent out to tenants in the building is attached for reference.

454 W35th Street

In 2024, major repair include repairs and hydraulic fluid leak, several parts replaced and upgraded, totaling \$4,590. This repair resolved ongoing that had caused a repeated number of elevator outages.

501 W51st Street

In March 2025, resultant from 3rd party annual inspection, all hoist cables were replaced, totaling, \$11,995. This repair will prevent future outages at this building.

500 W52nd Street

This building has a passenger elevator and a manually operated freight elevator. Both the passenger and freight elevators are the original equipment dating back to the 1930s. Please note, this building is net-leased from the City of New York and operates only on building income with no capital reserve. The passenger elevator at 500 W 52nd Street began to experience mechanical issues in the Fall of 2024. Since those issues began, CHDC has been working with the contracted elevator service company on a permanent solution to those issues. The elevator service company provided CHDC with a proposal to replace and modernize the passenger elevator equipment, which was approved in January 2025. The elevator is currently out of service while this capital improvement is underway. The estimated completion date for the project is August 2025. Currently, the timeline of the elevator modernization project is on track.



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Additional Planned Capital Improvements

The elevators at 300 W 46th Street and 454 W 35th Street are over 30 years old. They will be replaced with new equipment and cars during upcoming building renovations planned to begin in 1st quarter of 2026.

Local Law 11—Façade Repairs

Local Law 11, also known as the Façade Inspection Safety Program (FISP), was introduced in 1998 following a series of pedestrian fatalities caused by falling debris from building facades. In response, the City of New York mandated that all buildings over six stories in height undergo façade inspections every five years to ensure public safety. Following each cycle, a new round of inspections must be conducted to ensure any previously identified issues have been addressed.

The majority of CHDC's properties are below six stories and are not subject to Local Law 11. Four buildings are over 6 stories: 554 W53rd Street, 540 W53rd Street, 501 W51st Street, and 307 W43rd Street.

554 W53rd Street

The FISP report for 554 West 53rd Street identified the building's facades as unsafe, prompting CHDC to install sidewalk bridges in June 2020 as required by the Department of Buildings (DOB). The report outlined necessary repairs, including masonry work, parapet replacement, asbestos abatement, and steel lintel and stone repairs. CHDC engaged Superstructures Architecture + Engineering in 2019 for the FISP report and later, in 2020, hired RFA Frontino Construction as the project's Construction Manager. However, due to the pandemic, the project was halted and Frontino went bankrupt. In 2021, JRM Construction replaced Frontino, but rising construction costs led CHDC to halt the project again in late 2022. In December 2023, Envoie Projects was hired as CHDC's Owner's Rep, and in 2024, Saheb Architecture was selected as the new project architect. By January 2025, updated construction documents were completed, and work was pre-filed with DOB. The project is now in the bidding phase, with bids submitted in March 2025. To fund the repairs, CHDC secured a \$1.5 million grant from the Federal Home Loan Bank of New York and is coordinating bridge financing with Dime Bank, alongside a \$400,000 reserve fund for additional costs. Construction is expected to begin in June 2025 through January 2026.

307 W43rd Street

The FISP report for 307 West 43rd Street classified the building as SWARMP (Safe with a Repair and Maintenance Plan), meaning a sidewalk bridge is not required until repairs are completed, but a repair and maintenance plan must be submitted to the Department of Buildings



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(DOB). The identified repairs include spall repairs and step cracks in the brick mortar. CHDC engaged Saheb Architecture to create façade drawings, with schematic designs and construction documents completed by December 2024 and approved by the DOB in January 2025. The project is now in the bidding phase, with proposals expected from contractors in April 2025. As part of the Clinton Housing Development Fund Corporation (HDFC), which includes debt-free properties, 307 W43rd Street lacks significant reserve funds and will need to secure financing or grants for the repairs. CHDC's development team is meeting with lenders in March and April 2025 to discuss funding options. Construction is expected to begin in July 2025.

501 W51st Street

The FISP report for 501 West 51st Street classified the building as Unsafe, leading CHDC to install sidewalk bridges on the street and avenue-facing facades. Identified repairs include decorative stone repair, terracotta repair, lintel replacement, and stone replacement. CHDC engaged Saheb Architecture in Q4 of 2024 for the façade repairs, with design and development work starting in April 2025. The drawings are expected to be completed by July 2025, followed by the issuance of an RFP to construction firms. Both 501 W51st and 307 W43rd Street are part of the Clinton Housing Development Fund Corporation (HDFC), requiring CHDC to secure financing or grants for the repairs. Meetings with lenders are scheduled for April 2025.

For full background information on Local Law 11 and these three sites, please see the Appendix C.

CHDC hopes this the information presented above will provide full context and structure for the HHHS committee to discuss tenant service matters.

Sincerely,

Ryan Marcano
Director of Operations

Appendix A

353 W 30th Street



540 W 53rd Street



554 W 53rd Street





Appendix B

MEMORANDUM

To: 554 W 53rd Street Tenants (The Flats- West Wing)

From: Ryan Marcano (Director of Operations)

Date: February 14, 2025

Re: Elevator Outages

I want to take a moment to acknowledge the frustration and inconvenience that everyone living in the 33 households on the West Wing of 554 W 53rd St has experienced due to the ongoing elevator outages from December 24, 2024, to February 7, 2025. I understand that this has been particularly difficult during the holiday season, a time meant for celebration and joy.

We truly appreciate your patience as we navigated this challenging situation. Throughout this time, CHDC has made every effort to keep everyone informed with updates through calls from the front desk, our dedicated building superintendent, Rhadames, and our property manager, Diana Browne. To provide you with a clearer understanding of the elevator issues and the service calls that have been made, I want to share a written update detailing our actions during this period.

Thank you for your understanding and support as we work to resolve these issues.

The timeline is as follows:

1. December 24th, 2024, 8:00 PM

A tenant informed Front Desk Associate, Malik Ibrahim, that the elevator was out of service.

With that information, Malik put in a service call to the contracted service company. He was informed no technicians were available.

2. December 25th, 2024, 4:00PM



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Front desk associate, Arlene Almonte, again put in a service call to the contracted service company.

She was informed that it was the holidays and there were still no technicians available.

3. December 26th, 2024, 4:00 PM

Tamara Lawrence the front desk associate reiterated the service call to the contracted service company once more

The contracted service company arrived at 6pm and the elevator was repaired at 8pm.

4. December 27th, 2024, 11:00 AM

A tenant informed the front desk associate, Sernita Capel, that the elevator was again out of service.

Ms. Capel put in a service call to the contracted service company.

The contracted service company technician arrived at 4:19pm, and the elevator was repaired at 5:23pm.

5. December 28th, 2024, 2:00 PM

A tenant informed the front desk associate, Genisis Munoz, that the elevator was again out of service. She immediately called the contracted service company for a service call.

The contracted service company technician arrived at 3:45pm and the elevator was repaired at 4:30pm.

6. December 29th, 2024, 3:50 PM

A tenant informed the front desk associate Genisis Munoz, that the elevator was again out of service.

Ms. Munoz, called the contracted service company for a service call.

She was informed no technicians were available.



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The Front desk associate Frank Laboy made another service call to the contracted service company at 5pm

The contracted service company technician arrived at 9 pm. But the elevator was left shut down for further troubleshooting.

7. December 30th, 8:00 AM

Front desk associate, Sade Hall, on arriving on her shift, called the contracted service company to reiterate the service call from the day before

The contracted service company technician arrived at 11:50 am. The elevator was back operational at 12:50 pm.

8. December 31st, 2024, 3:00 PM

The front desk Khaleelah Harris was notified that the elevator was down.

Ms. Harris, called he contracted service company for a service call

She was informed no technicians were available.

9. January 1st, 2025, 8:00 AM

Front desk associate Damaly Lily called the contracted service company to reiterate the service call.

The contracted service company technician arrived at 8:40 am, the elevator was repaired at 10:00am

By 9:00pm, the elevator was down again.

After being informed by a food delivery service, Front desk associate Tamara Lawrence immediately made a service call to the contracted service company.

They informed her that they would send a technician when one becomes available.

10. January 2nd, 2025: 11:15AM



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At 11:15 am, the contracted service company technician, arrived and determined that the motor bearings were burnt out, and needed to be replaced.

A project manager from the contracted service company contacted our CHDC maintenance team at the main office. He informed them that the motor would have to be removed and brought to the shop for repairs and if the bearing parts were in stock, it could be removed and reinstalled the same day. But, if the parts were not in stock, the repairs would take several days to complete.

The Front desk staff Sernita Capel (8am-4pm) and Tamarra Lawrence (4pm-12am) informed tenants on arrival in the building that the elevator was down

The Building Manager, Diann Browne reached out to the homebound tenants by intercom

Rhadames, the superintendent, informed the Spanish speaking tenants who approached while he was carrying-out maintenance work in the lobby and on the stairs.

11. January 3rd, 2025: 12:30PM

The technician arrived and removed the motor.

The project manager informed CHDC that the motor bearing parts were not in stock, and they would need to be ordered. The motor would be returned to the elevator at 554 W 53rd Street by early the following week.

12. January 7th ,2025

CHDC informed parts have arrived

13. January 8th, 2025

The contracted service company technicians arrive at 10:00 am and reinstalled the elevator with new motor bearings. The elevator was fully operational at 2pm. A memo was sent out to the tenants, informing them that the elevator was back in service.

14. January 13th, 2025, 11:45AM

A tenant informed the front desk associate, Sernita Capel, that the elevator was shut down and she immediately called the contracted service company.



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The contracted service company's technician arrived on-site at 3:00pm and found the elevator in service.

15. January 16th, 2025, 11:00 AM

A tenant informed the front desk associate, Sernita Capel, that the elevator was shut down and she immediately called the contracted service company.

The contracted service company's technician arrived at 9:38pm and informed the Property Manager, Diana Browne, that the temperature switch needed to be replaced, and he would return the next day to replace it.

16. January 17th 2025: 10:00am

The contracted service company technician arrived at 10:00 am and replaced the temperature switch.

17. January 22nd 2025 10:00AM

A tenant informed the front desk associate, Sernita Capel, that the elevator was shut down and she immediately called the contracted service company.

The contracted service company's technician arrived at 12:38pm and found the elevator in service.

18. February 7th 2025: 11:45AM

A Department of Building (DOB) inspector arrived and conducted an unannounced inspection of the elevator and at 12:19pm he concluded that elevator was not operating at full capacity due to issues with the door zone restrictor and emergency light button. Due to these issues, he deemed the elevator non-complaint and issued a cease-use order. Property Manager, Diana Browne immediately conducted the contracted service company.

The contracted service company's technician arrived at 2:00pm and addressed both issues identified by DOB and contacted DOB for a reinspection. DOB acknowledged the request for reinspection and responded that the earliest inspection that can take place will be 2/11/15.



19. February 11, 2025: 8:30AM

A DOB inspector and the contracted service company technician arrived onsite and re-inspected the elevator and the elevator was placed back in service.

Since Tuesday-2/27/2025 the elevator has been fully functioning.

We appreciate your patience and understanding during this time.

If you have any further questions or concerns, please do not hesitate to call Diana Browne at 646-514-9936.



Appendix C

March 13th, 2025

Memo: Local Law 11 – Cycle 9 – Façade Repairs

Background

Local Law 11, also known as the Façade Inspection Safety Program (FISP), was introduced in 1998 following a series of pedestrian fatalities caused by falling debris from building facades. In response, the City of New York mandated that all buildings over six stories in height undergo façade inspections every five years to ensure public safety. Following each cycle, a new round of inspections must be conducted to ensure any previously identified issues have been addressed.

The majority of CHDC's properties are below six stories and are not subject to Local Law 11. Four buildings are over 6 stories: 554 W53rd Street, 540 W53rd Street, 501 W51st Street, and 307 W43rd Street.

Local Law 11 – Cycle 9

Cycle 9 commenced on February 21st, 2020, with the FISP reports for the following properties filed on the corresponding dates:

- 554 W53rd Street-- 9/11/2020
- 501 W51st Street-- 11/29/2021
- 307 W43rd Street-- 1/10/2022
- 540 W53rd Street-- not subject to a FISP report due to its recent construction completion in 2019.

When an inspection is due, building owners must engage a licensed architect or engineer, along with a Qualified Exterior Wall Inspector (QEWI), to perform a comprehensive evaluation. In 2019, CHDC engaged Superstructures Engineering to inspect and provide a FISP report for 554



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W53rd Street. In 2021, CHDC contracted Loci Architecture for the FISP reports at 501 W51st Street and 307 W43rd Street. FISP reports categorize inspection results as:

- Safe
- Safe with a Repair and Maintenance Plan (SWARMP)
- Unsafe

If unsafe conditions are identified, immediate corrective measures are required.

FISP Report Findings

554 W53rd Street

The FISP report categorized the facades as Unsafe. In June of 2020, CHDC installed sidewalk bridges at both the courtyard and street-facing facades, as mandated by the Department of Buildings (DOB). The report identified necessary repairs including masonry work, parapet replacement, asbestos abatement, steel lintel replacements, and stone repairs, all of which will be addressed during the upcoming construction phase.

501 W51st Street

The FISP report also categorized this property as Unsafe. CHDC installed sidewalk bridges on the street-facing facades. Necessary repairs include decorative stone repair, terracotta repair, lintel replacement, and stone replacement.

307 W43rd Street

The FISP report categorized this building as SWARMP (Safe with a Repair and Maintenance Plan). A sidewalk bridge is not required until repairs are made; however, a repair and maintenance plan must be submitted to the DOB. The identified repairs include spall repairs and step cracks in the brick mortar.

Repair plan

554 W53rd Street

- CHDC engaged Superstructures Architecture + Engineering in 2019 to complete the FISP report, which revealed the unsafe conditions. In compliance with DOB requirements, CHDC immediately installed sidewalk bridges. Subsequently, Superstructures produced schematic, design development, and construction drawings.



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- In 2020, due to the increase in project scope, CHDC then began to work with RFA Frontino Construction (then managing the adjacent 545 W52nd Street construction) as the Construction Manager for the project. However, due to the pandemic, DOB stopped work on that project, being classified as non-essential. Many other Frontino construction projects were also stopped by DOB. The consequences of those actions led to bankruptcy by Frontino and a halt to the 545 W52nd project and 554 W53rd Street LL11 repair work.
- In 2021, CHDC engaged the replacement construction manager for 545 W52nd, JRM Construction, to manage the LL11 work for 554 W53rd to take advantage of economies of scale for both adjacent projects.
- However, yet again, in late 2022, this time due to dramatically increased construction costs resultant from the pandemic, CHDC made the decision to halt construction at 545 W52nd, losing the resource of an adjacent location construction manager.
- In December 2023, Envoie Projects was hired to assist in selecting a new project architect. After a Request for Proposal (RFP) process in Q2 of 2024, Saheb Architecture was awarded the contract in September 2024. The updated schematic designs, development drawings, and construction documents were completed in January 2025.
- On 1/13/25, The job was pre-filed in DOB Now. CHDC and the architect have provided DOB with signed and sealed plans, HPD2 form, owner's attestation and payment of DOB filing fees, among other filing requirements.
- On 1/29/25, an RFQ was issued to potential contractors, and 8 of them responded with their qualifications
- On 2/14/25, an RFP was sent to 5 contractors
- On 3/5/25, site walkthroughs took place with selected contractors
- Bids are expected on 3/21/25

The full project schedule, including the construction phase and sign-off schedule, is outlined below.

307 W43rd Street

- Due to the positive working relationship with Saheb Architecture, CHDC also engaged them for the façade drawings at 307 W43rd Street in Q2 of 2024. Saheb Architecture completed schematic designs, development drawings, and construction documents in December 2024. The final construction documents were approved by the DOB in January 2025.



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The full project schedule, including the construction phase and sign-off schedule, is outlined below.

501 W51st Street

- CHDC engaged Saheb Architecture for the LL11 façade repairs at 501 W51st Street in Q4 of 2024. A proposal was executed in February 2025, initiating the design and development process. All phases of drawings are expected to be completed by May 2025, and an RFP will be issued for construction firms thereafter.

The full project schedule, including the construction phase and sign-off schedule, is outlined in the table.

Project Costs (Estimated)

307 W43rd Street	200,000
501 W51st Street	1,200,000
554 W53rd Street	1,700,000
Total	3,100,000

Façade Repairs—Project Financing

- **554 West 53rd Street Financing:** To fund the repairs at 554 West 53rd Street, CHDC has secured a \$1.5 million grant from the Federal Home Loan Bank of New York (FHLB



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NY), available on a reimbursement basis. CHDC is now working with Dime Bank to provide bridge financing against that grant.

Additionally, the building has a reserve fund of \$400,000, portion of which will be used to cover any costs or change orders not funded by the FHLB grant.

- 501 West 51st Street and 307 West 43rd Street Financing:** Both 501 W51st Street and 307 W43rd Street are part of the Clinton Housing Development Fund Corporation (HDFC), a portfolio of debt-free properties developed under inclusionary housing programs. Unlike 554 W53rd Street, these buildings do not have significant capitalized reserve funds (approximately \$97K). As a result, CHDC needs to secure financing and/or grants to fund the façade repairs. CHDC's Development Team has set appointments with lenders during March and April of 2025.

Local Law 11 Timeline

554 W53	
2019-	Engaged Superstructures E+A
Sep-20-	Filed FISP Report
Sep-21-	Engaged JRM
Jul 24-	Sent out an RFP to engage a new architect
Aug 24-	Awarded contract to Saheb Architecture
Jan-25	Design and Development Drawings
Jan-25	File Drawings with Department of Buildings (DOB)
Feb-25	Issue an RFP and bid out job to potential contractors
Apr-25	Award contract to selected contractor
May-25	Construction begins
Nov-25	Completion of Construction and DOB sign offs
Dec-25	Submission of updated Safe FISP LL11 report to DOB
501 W51	
Sep-21	Engaged Loci Architecture
Nov-21	Filed FISP Report
Mar-25	Award contract to architect
Mar-25	Kickoff project planning meeting (architect)



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Mar-25	Initial VISUAL façade inspection to confirm existing conditions
Mar-25	Completion of Schematic Design drawings
Apr-25	Completion of Developed Design drawings
May-25	Completion of Construction Documents
Jun-25	DOB Alt-2 Filing and Bidding with CM
Jul-25	Bid review and leveling with CM
Jul-25	Award contract to selected contractor
Jul-25	DOB Permits pulled by contractor
Aug-25	Kickoff construction meeting
Aug-25	Construction meetings as façade work progresses
Dec-25	Completion of Construction and DOB sign offs
Dec-25	Submission of updated SAFE FISP LL11 Report to DOB

307 W43

Jan-25	Completion of Design and Development
Jan-25	File Drawings with Department of Buildings (DOB)
Feb-25	Issue an RFP and bid out job to potential contractor
Apr-25	Award contract to selected contractor
Jun-25	Construction begins
Dec-25	Completion of Construction and DOB sign offs
Jan-26	Submission of updated Safe FISP LL11 Report to DOB
Dec-25	Completion of Construction and DOB sign offs
Dec-25	Submission of updated SAFE FISP LL11 Report to DOB

Appendix C.



Founded 1973

Old bricks
Faith in people
Preserving community

Clinton Housing Development Company

April 30, 2025

Maria Ortiz
Co-Chair
Housing, Health & Human Services Committee
Manhattan Community Board 4
424 West 33rd Street
New York, New York 10001

Dear Maria,

Clinton Housing Development Company (CHDC) has received a document from you, forwarded by the Housing Conservation Coordinators (HCC), which outlines the concerns of the tenants at 353 W 30th Street, 501 W 52nd Street, 554 W 53rd Street, and 540 W 53rd Street.

Considering the ongoing discussions, I have reviewed all the tenants' concerns and prepared this response as a framework for our continued dialogue. Our goal is to address each concern with the seriousness it deserves. It was disappointing to find that many of the tenants' complaints were not verified by HCC before being presented to the committee.

To ensure transparency, CHDC has categorized all general concerns and responded to them collectively, while addressing building- and apartment-specific issues separately.

Staffing

There are six Clinton Housing Development Company (CHDC) buildings with 24-hour front desks. It is CHDC policy that a front desk associate must be present at each desk 24 hours a day, seven days a week. If a front desk associate is unable to come to work, the associates at 500 W 42nd Street will work to secure on-call coverage. If they cannot find coverage, the associate on duty may need to extend their shift.

Front desk associates are responsible for monitoring who enters the building. Guests must sign in and out of a visitor's logbook located at the front desk. No one is permitted to pass the front desk without signing the log. There are instances when a front desk associate may leave the desk unattended for a short period, such as during building rounds or while using the restroom. To ensure safety during these

times, CHDC has established a procedure: associates are instructed to lock the windows at the desk, leave the light on, and display a clock to inform residents when they can expect the associate to return.

CHDC management was informed that the previous property managers at 540 and 554 W 53rd Street were not very responsive to tenant concerns. In early 2024, CHDC changed property managers for both locations. Since Angelica Gomez took over at 540 W 53rd Street and Diann Browne at 554 W 53rd Street, both have worked to establish consistent communication with tenants and the tenants have expressed their appreciation for these efforts.

Roof Leaks

In 2024, there were a total of 16 roof leaks reported to Clinton Housing Development Company (CHDC). Of those 16 roof leaks, 2 remain unresolved.

Address	Leaks Reported	Leaks Resolved	Leaks Open
458 W 17th St	0	0	0
464 W 25th St	1	1	0
353 W 30th St	0	0	0
454 W 35th St	1	1	0
455-7-9 W 35th St	1	1	0
463 W 35th St	1	1	0
456 W 37th St	0	0	0
480 10th Ave	2	1	1
401-3-5 West 40th St/ 547 9th Ave	1	1	0
500 W 42nd St	0	0	0
307 W 43rd St	0	0	0
300 W 46th St	1	1	0
346 W 48th St	0	0	0
501 W 51st St	1	1	0
565 W 51st St	0	0	0
500-508 W 52nd St	2	2	0
501 W 52nd St	0	0	0
545 W 52nd St	0	0	0
564 W 52nd St	1	1	0
540 W 53rd St	3	3	0
554 W 53rd St	1	0	1
856 9th Ave	0	0	0
756 10th Ave	0	0	0
	16	14	2

Process – Identification and Repair

Locating the source of a roof leak can be a complicated and time-consuming task, often involving several tests and inspections. This process is not always simple, as water can travel through the roof and walls of a building in unpredictable ways, making it challenging to pinpoint the exact origin of the leak. It may take weeks to months to resolve a roof leak.

Elevator Service Calls

11 CHDC buildings have elevators, 4 with multiple elevators, for a total of 16 elevators in the portfolio. LCD Elevator is contracted by CHDC to service all buildings that have elevators, except for 540 W 53rd Street, which is serviced by Rotavele Elevator. The service contracts with LCD Elevator and Rotavele Elevator include monthly elevator inspections and maintenance, as well as priority when service calls are placed. Both service companies provide 24-hour service, 7 days a week. Response time to a service call is typically 3-4 hours.

CHDC protocol states, when an elevator outage is reported, staff contacts the elevator service provider. Upon arrival in response to these service calls, the elevator service company can find a wide range of issues, even occasionally arriving to the elevator running properly. Any repairs that can be made by the elevator service company technician immediately are completed. If there are extensive repairs needed, the elevator service company sends CHDC a proposal for those repairs within 24 hours of the service call. In 2024, CHDC staff placed 178 elevator service calls across 11 elevator buildings.

Elevator Service calls placed in 2024

Address	Total # Elevators	Elevator Service Calls
353 W 30th St	1	10
454 W 35th St	1	40
500 W 42nd St	1	12
307 W 43rd St	2	15
300 W 46th St	1	4
501 W 51st St	1	20
500-508 W 52nd St	2	27
501 W 52nd St	1	0
545 W 52nd St	1	0
540 W 53rd St	3	18
554 W 53rd St	2	50
	16	178

353 West 30th Street

Heat and Hot Water

As we wrote to you on April 2nd, 2025, CHDC has an annual service agreement with Leardon Boiler Works to address any heating or hot water issues. Leardon Boiler Works performs two maintenance visits annually to all CHDC properties before and during the heating season. The service contract with Leardon also gives CHDC priority for any service calls placed for heating or hot water deficiencies. Major repairs made by Leardon Boiler Works are not included under the service contract. Additionally, Turbo Plumbing completed heat and hot water related repairs for CHDC in 2024 for any heat distribution issues.

On September 21, 2024, Leardon Boiler Works discovered a defective control valve on the boiler during a maintenance visit. This item was replaced on October 10, 2024.

In 2024, there were no heating complaints called in to HPD or violations issued by HPD. However, in 2024, CHDC received heat complaints from 2 tenants at 353 W 30th Street. The property manager and super inspected the apartments. The heat in both apartments registered well above NYC required 68 degrees. In fact, both apartments averaged 78 degrees on March 26, 2025. The super inspected 4 apartments with his temperature reading gun. Convectors in all inspected units read between 88 and 107 degrees.

In past years there have been tenant complaints regarding drafts around through wall air conditioners. In 2023, CHDCC purchased and installed covers for through wall AC units in this building to prevent drafts.

Elevator Service Calls

In 2024, there were 10 elevator service calls. 8 of the 10 service calls were placed between March 28th and April 19th, 2024. After the service calls, LCD Elevator replaced the starter, a sensor, a safety edge, and a transmitter during this period. After these repairs were completed, there were no elevator service calls during the balance of 2024.

Building Laundry

This building has 2 washers and 2 dryers. One washer was replaced on July 16, 2019, and the other washer was replaced June 4, 2020. Since 2021, with the ongoing audit of laundry equipment, CHDC found both washers are in good condition. However, both dryers in replacement. That replacement is scheduled for June 2025.

Building Entrance Door

One tenant has said that the front door of the building is heavy and difficult to open. It is CHDC front desk protocol that the front desk associate assists any tenants that need help opening the front door. CHDC acknowledges that modifications may have to be made to the front door as tenants age in place and is researching a solution.

Building Address Sign

Since the building opened, there has been a building address number on the inside of the door (see photo attached). All CHDC buildings have transfer letters on the transom (see photo of sample building below). This building was not designed with an entry transom. There have not been any issues with delivering mail or packages since the building opened. At the tenants' request, a new sign has been fabricated and will be installed on May 2, 2025.

Apartment 2A--Repairs

In 2019, the tenant complained their refrigerator was not working well. It was repaired by an appliance repair technician, and it was left functional. On January 26, 2023, the tenant reported that their refrigerator was not working well. A replacement refrigerator was ordered the same day. CHDC staff offered for the tenant to keep any perishable items in the community room refrigerator until the refrigerator arrives. The estimated delivery date was February 7, 2023, but the shipment was delayed. Given that delay, the tenant was given a refrigerator from a vacant apartment to use before the new one arrived. The new refrigerator arrived on February 16, 2023.

501 W 52nd Street

Loitering

HCC reported tenant complaints of people loitering, drinking, using drugs and playing music on 10th Avenue in a nearby alleyway. The sidewalk the tenants are referring to is a public sidewalk on 10th Avenue. The alleyway where people have been loitering is also not part of CHDC property. This alleyway referred to is north of CHDC ownership and is the property of Avalon Bay. Both CHDC and the tenants of 501 W 52nd Street have made complaints about loitering in these areas to the Midtown North precinct with no resolution.

Building Laundry

There are 46 washers and 37 dryers across 12 CHDC sites. Since 2021, CHDC has audited all building laundry equipment building by building and replaced equipment as needed. The dryers at this location were replaced in July 2021. Gas dryers were replaced with electric ones. A quote for new washers was requested from Hercules. This replacement will be completed in Summer 2025.

Backyard Access

In 2021, pavers were removed from the rear courtyard of the building due to a persistent leak from the courtyard, which is the roof of the cellar. Due to budgetary constraints, the pavers have not been replaced. However, the courtyard has remained open for tenant use. A paver replacement proposal has been secured and is expected to be completed in April 2026.

554 West 53rd Street

Major Elevator Repairs--2024 & 2025

Over the past two years, the west wing elevator has experienced frequent outages, while the east wing elevator has been functioning well. Between December 2024 and January 2025, those outages occurred more frequently. LCD Elevator was contacted when each outage was reported. In January 2025, an LCD Elevator technician responded to a service call and informed CHDC that the motor bearings and the temperature switch needed to be replaced. That same month, the motor bearings replacement and temperature switch replacement were completed.

In February 2025, a Department of Buildings inspector found issues with the functionality of the elevator door zone restrictor and the emergency light button. A violation was issued on February 7th, 2025, and DOB required it be kept out of service until repairs were made. LCD made those necessary repairs the same day. After DOB reinspected the elevator on February 11th, 2025, service was restored. A memo regarding the elevator outages and repairs dated February 14th, 2025 was sent out to all tenants, attached for reference.

LL11 Façade Work

Local Law 11, also known as the Façade Inspection Safety Program (FISP), was introduced in 1998 following a series of pedestrian fatalities caused by falling debris from building facades. In response, the City of New York mandated that all buildings over six stories in height undergo façade inspections every five years to ensure public safety. Following each cycle, a new round of inspections must be conducted to ensure any previously identified issues have been addressed.

The FISP report for 554 West 53rd Street identified the building's facades as unsafe, prompting CHDC to install sidewalk bridges in June 2020 as required by the Department of Buildings (DOB). The report outlined necessary repairs, including masonry work, parapet replacement, asbestos abatement, and steel lintel and stone repairs. CHDC engaged Superstructures Architecture + Engineering in 2019 for the FISP report and later, in 2020, hired RFA Frontino Construction as the project's Construction Manager. However, due to the pandemic, the project was halted and Frontino went bankrupt. In 2021, JRM Construction replaced Frontino, but rising construction costs led CHDC to halt the project again in late 2022. In December 2023, Envoie Projects was hired as CHDC's Owner's Rep, and in 2024, Saheb Architecture was selected as the new project architect. By January 2025, updated construction documents were completed, and work was pre-filed with DOB. The project is now in the bidding phase, with bids submitted in March 2025. To fund the repairs, CHDC secured a \$1.5 million grant from the Federal Home Loan Bank of New York and is coordinating bridge financing with Dime Bank, alongside a \$400,000 reserve fund for additional costs. Construction is expected to begin in June 2025 and go through January 2026.

CHDC held a meeting with tenants of 554 W 53rd Street on April 9th, 2025, 11 tenants attended the meeting. A copy of the façade presentation was put in each tenant's mailbox to ensure all received the information for those who did not attend the meeting.

Roof Furniture

During the tenant meeting on July 18, 2023, with HCC and CHDC, residents expressed a desire for furniture to be added to both sides of the building roof for tenant access. It was clarified during the meeting that only the Flats side of the roof can be outfitted for tenant use. Although the Flats side can be furnished for tenants' use, the space cannot accommodate a barbecue grill or any other outdoor cooking equipment. CHDC committed to outfitting the Flats side of the roof before the summer of 2024.

However, this project was not completed within the promised timeframe due to several heating and HVAC issues that required repairs and upgrades during the 2023 heating and 2024 cooling seasons. CHDC has completed the design for roof furniture and landscaping and is now committed to completing this project in the fall of 2025.

Adam's Garden

Adam's Garden is not a building amenity, but a community amenity. Adam's Garden is one of 5 community key parks developed by CHDC. It is publicly accessed, with no access directly from the building. The first portion of Adam's Garden was constructed in 2002, during the initial renovation of Flats and the Old School. In 2013, through ULURP (Uniform Land Use Review Procedure) public review of 540 W 53rd Street (aka Site 7), CHDC proposed the expansion of Adam's Garden, doubling its size.

The proposal to redesign Adam's Garden was supported and approved by Community Board 4 and the City Council. Once construction began in Adam's Garden, it became the Site 7 construction staging. Site 7 construction began in 2017 and was completed in November 2019. 4 months later, the COVID-19 pandemic occurred, and construction work on Adam's Garden was deemed unessential by DOB and halted. A key element of the garden was the excavation and installation of a water retention tank, which is required by DOB for a residential project of this size. Excavation was not permitted on the site

because rock was found at the surface. The plan had to be redesigned to include the tank on top of the rock.

Rock removal elsewhere on site, as well as in the garden, the necessary redesign, and COVID-19 delayed the completion of Adam's Garden. The garden project was completed in November 2024 and will be opened to the community in Summer 2025.

Building Laundry

As previously mentioned since 2021, CHDC has audited all building laundry equipment building by building and replaced equipment as needed.

The laundry room at 554 W 53rd Street has 6 washers and 2 dryers. 2 washers were replaced in 2021, and 4 washers and 2 dryers were replaced in February 2024. Since that time, there have not been any work orders entered since the replacement of the laundry machines at this location.

Heating and Hot Water

As stated above, CHDC has an annual service agreement with Leardon Boiler Works to address any heating or hot water issues. CHDC reviewed all heat related work orders at this location for 2024. In November 2024 there was one work request submitted for a convector to be bled, and the super bled the convector the day after the request was submitted.

Also, in 2024, 6 complaints of no heat were called into HPD by tenants in the building. However, no violations were issued.

5 of these complaints were placed between February 2nd and February 7th. During this period, although there was heat in the building, heat was being poorly distributed due to equipment failure. On February 9th, Turbo Plumbing was contracted to replace a defective expansion tank, a spark box, and a control valve for one boiler. Later that year, in November 2024, 2 transformers and 6 pressure relied valves were replaced on the boilers.

Building Entry Doors

On January 8th, 2024, a work order to repair the building entrance door closer was submitted. After in-house staff inspected the door, Parker Security was contacted to inspect it. Parker Security was contracted on January 9th and performed a repair on the door release and the door closer. A follow up visit by Parker Security was conducted on January 10th, 2024, to adjust the front door latch. There were no further complaints.

On August 28th, 2024, a work order was submitted for a loose entrance door cylinder. Parker Security was contacted for the repairs. A technician was not able to complete repairs until September 3rd, 2024, because their office was closed for Labor Day. The technician adjusted the closer and secured the cylinder, leaving the door properly functioning. There have not been any complaints or work orders since September 2024.

Apartment 5D Vibrations

The tenant in apartment 5D claims that he has felt vibrations in their unit for several years, especially while in bed. Apartment 5D is located at the end of the hallway and faces North toward Mercedes House.

The tenant has noted in the past that an exhaust fan at the Mercedes House building across the street could have been contributing to the vibrations. This claim was investigated by CHDC with cooperation from Mercedes House and the exhaust fan was not causing any disturbance. In Summer 2022, the previous building manager conducted a series of inspections to investigate the tenant's claims. She visited the apartment at different times of the day, but did not feel any vibrations.

However, the tenant continued to complain about vibrations, so on November 6, 2023, two additional CHDC staff members investigated this issue. They did not feel the floors or walls vibrating but heard a low humming sound. The tenant stated that the vibration is mostly felt while lying in bed, and he invited the staff members to lay in bed. They declined.

The staff members inspected the roof where there was a functioning AC fan making a humming noise. Tenants in apartments 6D and 7D were contacted, but they had no complaints about humming noise. Since no other tenants had complaints and the fan was functioning, no action was taken at the time. During an HVAC overhaul in June 2024, CHDC HVAC contractor found the motor defective and it was replaced in July 2024.

In March 2025, the tenant met with CHDC management and said that the vibrations have continued to be a problem. CHDC attempted to schedule another site visit, but the tenant requested that it be postponed for an ongoing health issue.

Apartment 6E--Rent Dispute

On July 18, 2023, to address the long-standing issue of rent arrears for the tenant at 554 W 53rd St, 6E, I shared correspondence between CHDC and the tenant in 6E dating back to 2021 with Mark Natanawan (HCC Tenant Advocate). However, the issue remained unresolved.

On November 29, 2023, CHDC sent a written notification to the tenant indicating that she had a rent balance of \$4,420.98. Attached to the November 29 email was the 2023 rent ledger and a detailed breakdown of her rent from 2017 to 2022.

She responded to the email on the same day, stating that the arrears balance of \$4,420.98 was incorrect. She mentioned that in 2021, she had disputed the amount owed, and the explanation provided regarding the arrears was unsatisfactory. Therefore, she refused to pay any "stale rent." That term has no meaning, unpaid rent is rent arrears. She also noted that two checks she sent via USPS to CHDC's rent administration location at 300 W 46th St in October 2022 (\$499) and June 2023 (\$499) were missing from the rent ledger. Although she acknowledged that neither check had cleared her bank account, indicating that CHDC did not cash them, she stated that she would not reissue the missing payments unless CHDC paid for stop payments on both checks and provided her with a repayment plan that included the amounts of the missing checks and an additional \$480.83 that was due from her June 2020.

In her response on November 29, the tenant also indicated that she had not made any rent payments from July 1, 2023, to November 1, 2023, because the rent amount listed on the invoice was incorrect.

During a telephone call with me on December 5, 2023, the tenant was informed that CHDC is not responsible for covering the cost of stop payments on her missing checks. I confirmed that her rent ledger accurately reflected the amount owed for each month from July 2023 to December 2023 and advised her that if she did not pay the amount owed, CHDC would refer her arrears for legal action.

In January 2024, the tenant submitted a payment of \$4,079.23 and has since paid off the remaining balance, resulting in her rent account being paid in full and is now in good standing.

Apartment 7C

The roof leak in apartment 7C was initially reported in March 2023. CHDC contracted Hudson Roofing to conduct repairs in the affected area three times between May and July of that year. The tenant confirmed that the issue was successfully resolved in July 2023. However, a similar leak emerged in the same area in April 2024. In response, we engaged TJ Construction, who visited the site three times between May and June to resolve the problem. During that time, CHDC management reached out to the tenant for an update but did not receive a response. When contacted in August 2024, the tenant reported that the leak was still present, which led TJ Construction to return for additional repairs the same month. By October 2024, the tenant expressed relief, stating that there had been no recent leaks, and the matter had been resolved.

Then in January 2025, the tenant made a complaint to HPD recording active leaks in the same area. Upon contacting the tenant, CHDC management learned that a leak had occurred in December 2024 but had not been reported.

With that January 2025 report, CHDC has re-engaged TJ Construction, who returned to the site in February 2025 for further repairs. Additional water tests were conducted between late February and March 2025 and the involvement of two additional contractors for an in-depth survey of the area. In recent months, we have successfully re-established clear communication with the tenant. Despite these ongoing efforts, this sporadic roof leak is yet to be resolved.

Apartment 7D Repairs

In apartment 7D, the tenant stated that reports of a leaking sink and toilet issues. Currently in the CHDC work order system, there are no open work orders for this apartment. There is one completed work order (4816), dated April 13, 2023, for a repair to a kitchen sink faucet leak, which was closed the same day and signed off on by the tenant. If this leak returned, it was not reported to CHDC. Two new work orders have been created, and CHDC has reached out to the tenant to schedule the repair.

The tenant in apartment 7E stated that their apartment has not been painted in 15 years, and they requested their kitchen floor to be replaced. In our current work order system and our prior work order system, there is no record of these work order requests.

Apartment 7E Repairs

CHDC building manager, Diann Browne, inspected the unit for overall condition during Local Law 11 related emergency work in December 2024. Ms. Browne found the unit in good repair. The tenant painted part of the unit themselves, adding red accent walls. In response to these requests, CHDC

created work orders for painting the apartment and replacing the kitchen floor. Across CHDC buildings, marmoleum kitchen floors in occupied and vacant units have been replaced with ceramic tiles when repairs are needed. The tenant has been contacted by Ms. Browne to schedule this work.

Tenant Break-In or Squatters

A tenant reported that a squatter or front desk associate had broken into her home while she was away, slept in her bed, eaten her food, and used her bathroom. After a thorough investigation by the property manager, it was discovered that the tenant who made the complaint was in a relationship with another tenant in the building who resides in a shared Single Room Occupancy (SRO) apartment. During their relationship, she had given him a key to her unit. Unbeknownst to her, while she was away, he used this key to access her apartment, stay there, and left before she returned.

540 W 53rd Street

Security – Apartment 12D

On January 25, 2023, the sisters of the tenant in Apartment 12D came to the building to inform Nancy Paz (Former Property Manager) that the tenant had passed away on January 22, 2023, and to retrieve his cat. When they went to the unit to get the cat, they discovered two squatters inside. Ms. Paz contacted the police to remove the squatters; however, the police refused to do so, stating that the squatters claimed to have been in the unit for more than 30 days and that CHDC would need to obtain legal possession of the unit through a legal action in housing court.

On February 6, 2023, CHDC filed a holdover proceeding to gain possession of the apartment. Due to serious ongoing delays in Manhattan Housing Court, a warrant of eviction was granted on December 4, 2023. However, due to the holiday moratorium, the actual eviction did not take place until January 10, 2024.

During the 12 months that the squatters occupied apartment 12D, they invited other drug users into the unit, had several violent altercations in the public hallways, and frequently left the gas stove on, filling the 12th-floor public hallway with gas fumes. The tenant's sister had disconnected the apartment's utilities on an unspecified date, but the squatters managed to restore electricity by frequently plugging extension cords into an outlet in the public hallway.

Security - Apartment 11D

In January 2024 after the 12D squatters were evicted, CHDC noticed an increase in homeless individuals visiting tenants in the building. When questioned, many stated that they were visiting the tenant in Apartment 11D. After several homeless individuals were found loitering in the hallways and sleeping in the stairwell, CHDC front desk staff began denying access to guests of the tenant in 11D. Some guests complied and left without incident, while others forcefully tried to enter the building.

On Wednesday February 21st, 2024, Angelica Gomez (Property Manager), met with the tenant of 11D to inform him that CHDC would no longer allow unaccompanied visitors access to his unit due to multiple incidents involving his guests. From that time, he would come to the lobby to escort his guests to his apartment.

On Friday April 19th, 2024, there was a violent altercation involving the tenant of 11D and one of his guests; police and EMS were called to the scene, and assault charges were filed against the tenant. After the April 19th incident the tenant was not seen in the building as frequently as he was before. After the incident Ms. Gomez attempted several times to reach the tenant for an in-person meeting but was unsuccessful. Following several unsuccessful attempts to contact him on December 18, 2024, Ms. Gomez inspected the apartment and discovered that the tenant had abandoned the unit. Since that time, there have been no other trespassing incidents in the building and the apartment has been re-rented.

Building Amenities

The building amenities at 540 W 53rd Street for use by all tenants include a rooftop garden, a splash pad on the roof, a 2nd floor terrace, a grill, a laundry room, children's playroom, bike storage, and a fitness room.

540 W 53rd Street opened in November 2019. Since the opening of the building, without any break, all outdoor sites have remained open for use and have been heavily used by tenants. In March 2020, the fitness room was closed due to COVID-19. It was re-opened in late 2021. The children's playroom, a new amenity for a CHDC building has never been outfitted nor opened, first of consideration for COVID-19. Second, CHDC has been researching outfitting, use protocols and insurance liability issues regarding its use. This amenity, a 200 square foot room opposite laundry room will open in January 2026 after all the above matters have been resolved.

Between Spring 2024 and Winter 2025, roughly 30% of the rooftop garden was closed off to tenants for roof repairs. Between October 2023 and December 2024 there was a persistent roof leak affecting a tenant on the 12th floor. This repair falls under the 30-year roof materials warrantee, constrained CHDC actions to choose contractors that would not void the warrantee. CHDC removed the roof pavers while several contractors inspected and worked on the roof to resolve this leak. Before putting all the pavers back into place, we had to ensure that the leak was completely resolved. The leak was finally resolved in December 2024, but out of an abundance of caution, the pavers were not reinstalled. Finally, in March 2025, after CHDC received confirmation from the tenant, that there was no longer a leak in the impacted 12th floor apartment, pavers were reinstalled restoring 30% closure to full use.

The splash pad on the roof has been maintained at the beginning and end of each summer. The splash pad was turned on for the summer of 2024. Towards the end of the summer, the mechanical pedal was faulty, which is not uncommon with frequent tenant use. The splash pad will be inspected and repaired before Summer 2025.

The non-functioning grill on the 2nd floor terrace was reported to CHDC in April 2025. The super inspected the grill on April 24, 2025, but it is not repairable. A new grill has been ordered and is expected to arrive May 2, 2025.

Front Entrance Gate

In January 2023, it was reported to CHDC that the front entrance gate closer was slamming. This was causing damage to the electric strike. Kaufman Iron Works was contracted on February 3rd, 2023, to adjust the closer on the gate. In May 2023, it was reported that the electric strike on the front gate was not working. On May 19th, 2023, the electric strike was replaced.

On October 26, 2023, a guest of a tenant kicked the front gate until the closer broke (captured on video) necessitating the replacement of the gate closer on October 31, 2023.

On April 14, 2024, it was reported to CHDC that the hinges of the front gate were causing the gate to be difficult to open. The hinges were repaired by in-house maintenance staff the same week.

Elevator Service Calls

The elevator at 540 W 53rd Street is serviced by Rotavele Elevator. There are two passenger elevators. In 2024, 18 service calls were requested. Rotavele provides 24-hour service, 7 days a week and response time to a service call is typically 3-4 hours.

Building Maintenance

The building superintendent, Azael Martinez, manages his time between regular building maintenance and work orders for tenants. The building porter, who assisted the super with cleaning and maintenance of the building, resigned without notice in July 2024. CHDC has been interviewing for maintenance crew positions since that time.

Lease Calculations

Any issues with rent levels that have been brought to the attention of the property manager or assistant property manager. If the matter cannot be resolved by property manager, it is immediately escalated to me, as Director of Operations. In the past 90 days, 3 tenants have had questions about rent calculations. 2 have been resolved to CHDC and the tenant's satisfaction. The third is an ongoing issue.

Conclusion

We understand many of these matters are complex requiring detailed responses. Thank you for taking the time to review the items above and for facilitating the ongoing discussion regarding these matters. CHDC will continue to work with the Community Board and HCC to address these matters. I look forward to your response.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ryan Marciano".

Ryan Marciano
Director of Operations