

AUDIT REPORT



CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BUREAU OF FINANCIAL AUDIT
WILLIAM C. THOMPSON, JR., COMPTROLLER

Audit Report on the Compliance of The 138-152 West 143rd Street Housing Development Fund Corporation with its Contract with the New York City Department of Housing Preservation and Development

FP02-133A

October 8, 2002

*The City of New York
Office of the Comptroller
Bureau of Financial Audit*

**Audit Report on the Compliance of
The 138-152 West 143rd Street Housing Development Fund
Corporation with its Contract with the New York City
Department of Housing Preservation and Development**

FP02-133A

EXECUTIVE SUMMARY

The Department of Housing Preservation and Development (HPD) entered into a three-year contract (January 1, 1992, through December 31, 1994) with the 138-152 West 143rd Street Housing Development Fund Corporation (Corporation), to manage, maintain, and operate the Harriet Tubman Family Living Center (Family Center). Under the terms of the contract, the Corporation was to provide temporary emergency housing for families displaced by fires or ordered to vacate their apartments because of unsafe conditions. The contract was renewed by HPD for the period January 1, 1995, through June 30, 1998. Since the end of the initial renewal period, HPD has extended the Corporation's contract on a year-to-year basis. For our audit period, July 1, 2000, through June 30, 2001, the Corporation's contract totaled \$1,367,467.

This audit determined whether the Corporation complied with its contract with HPD—specifically, whether the Corporation kept the Family Center in a safe and sanitary condition; maintained complete and accurate records to support amounts billed to HPD; and maintained complete and accurate records to support its expenses. The audit also determined whether those expenses were reasonable and necessary for the operation and maintenance of the Family Center.

The Corporation maintained complete and accurate records to support expenses and the amounts billed to HPD, and generally spent program funds on expenses that were reasonable and necessary for the operation of the Family Center. Also, in accordance with its contract, the Corporation properly billed HPD and DHS for only those tenants for whom each agency was responsible; maintained the required insurance coverage; provided social services to occupants, including skills training in home management; conducted orientation for new tenants and provided them with a copy of the *House Rules*; and provided non-residential space for not-for-profit organizations and government agencies providing social services and support and relocation services.

However, the Corporation did not comply with certain terms of its contract and there were weaknesses in its operating practices. Specifically, the Corporation did not maintain the facilities in sanitary condition. During our unannounced visits to the Family Center, we found a

faulty electrical outlet, peeling paint, broken cabinet doors, broken tiles, leaking faucets, roach infestation, leaks from bathroom ceilings, and damaged bathroom vanities. In addition, many of the residents complained that their apartments were infested with roaches, mice, or rats.

The Corporation's contract contains no provision requiring that it inspect apartments for items in need of repair. Rather, the contract requires only that it respond expeditiously to resolve tenant complaints. According to the Corporation Director, social workers, accompanied by maintenance staff members, visit every apartment in the Family Center once a month. If that were the case, based on the number of apartments at the Family Center, employees would have been required to make 1,200 inspections during the year. The Corporation, however, provided us only 460 inspection reports, covering 77 of the Family Center's 100 apartments. There were no inspection reports covering the remaining 23 apartments. Based on the 460 inspection reports, we noted that each of the 77 apartments was inspected an average of 5.69 times during the year.

We could not determine whether repairs were made for many of the problems noted, either because the work orders did not indicate what action was taken to correct the problem or because no work order was prepared for the condition found. According to the Family Center Director, the maintenance staff is required to complete a work order for all conditions that need correction. Our review of the 460 inspection reports revealed that work orders should have been prepared for 599 conditions that required correction. For 163 of the 599 conditions, we were not provided work orders. Moreover, work orders covering 200 of the remaining 436 conditions needing repair did not indicate that any action was taken to correct the condition.

Furthermore, during our audit period, the Corporation paid the West Harlem Group Association (WHGA) \$80,266. We question the payments made to WHGA, because there is no contract between the Corporation and WHGA indicating what services were to be rendered by WHGA in return for the fee, and because WHGA did not appropriately bill for services rendered (appropriate bills would describe the services provided).

To address these issues, the report made four recommendations. HPD should ensure that the Corporation:

- Immediately inspect all apartments and ensure that all conditions found (including those cited in this report) are corrected.
- Develop and implement formal procedures for inspecting tenants' apartments. Procedures should include the frequency of required visits, steps to be taken when a tenant is not at home, conditions to be reported and how they are to be reported, and when to follow up to ensure that conditions are corrected. The Corporation should ensure that employees perform inspections and complete repairs in accordance with its procedures.
- Properly support all disbursements with adequate documentation and pay only for expenses related to the Family Center's day-to-day operations.
- Maintain an updated inventory list that includes all the equipment on hand and ensure that proper identification tags are affixed to each item.

In its response, the Corporation described the steps it has taken or will take to implement the report's four recommendations. HPD agreed to implement all of the report's recommendations.

INTRODUCTION

Background

The Department of Housing Preservation and Development (HPD) entered into a three-year contract (January 1, 1992, through December 31, 1994) with the 138-152 West 143rd Street Housing Development Fund Corporation (Corporation), to manage, maintain, and operate the Harriet Tubman Family Living Center (Family Center). Under the terms of the contract, the Corporation was to provide temporary emergency housing for families displaced by fires or ordered to vacate their apartments because of unsafe conditions. The contract was renewed by HPD for the period January 1, 1995, through June 30, 1998. Since the end of the initial renewal period, HPD has extended the Corporation's contract on a year-to-year basis. For our audit period, July 1, 2000, through June 30, 2001, the Corporation's contract totaled \$1,367,467.

The Family Center, which according to Corporation officials is managed by the West Harlem Group Association (WHGA), consists of four buildings with 100 apartments, at 134, 138, 142, and 152 West 143rd Street in Manhattan. If the Family Center has vacant apartments (not filled by HPD) it also houses families referred by the Department of Homeless Services (DHS). Although the Corporation does not have a contract with DHS, it bills DHS based on the rates allowed in the HPD contract.

This is the last of three audits currently being conducted on HPD-contracted transitional housing facilities. The first covers the Amboy Neighborhood Center Inc. (Amboy), in Brooklyn and the second covers the Convent Avenue Family Living Center in Manhattan.¹

Objective

Our audit objective was to determine whether the Corporation complied with its contract with HPD. Specifically, we determined whether the Corporation:

- maintained the Family Center in a safe and sanitary condition;
- kept complete and accurate records to support amounts billed to HPD; and
- maintained complete and accurate records to support its expenses and whether these expenses were reasonable and necessary for the operation and maintenance of the Family Center.

¹ Audit Report on the Compliance of Amboy Neighborhood Center, Inc., With Its Contract with the Department of Housing Preservation and Development (FP01-184A), issued June 27, 2002.
Audit Report on the Compliance of 456 W. 129th Street Housing Corp., With Its Contract with the Department of Housing Preservation and Development (FP02-134A), issued June 28, 2002.

Scope and Methodology

The audit covered the period from July 1, 2000, through June 30, 2001.

To determine whether the facility was maintained in a safe and sanitary condition for its residents, we conducted an unannounced visit to the Family Center on May 4, 2001, prior to beginning the audit. We inspected the hallways, courtyards, and a total of 25 apartments in the four buildings, as well as the Family Center playground. We interviewed the residents and videotaped the conditions we found. We notified HPD and the Department of Health (DOH) about those conditions. (See the Findings section of this report for further details.) We made a follow-up visit on February 21, 2002, to determine whether problems found during our initial visit were corrected, and to inspect additional apartments. In addition, we reviewed reports filed by the Family Center's maintenance and social workers that detailed problems they found in the apartments and work orders indicating that repairs had been completed.

To determine whether the Corporation maintained complete and accurate records to support amounts billed to HPD, we reconciled the Family Center's tenant occupancy records to HPD's on-site occupancy records. In addition, we compared residents' names and apartments listed on occupancy verification records maintained by HPD and DHS for the months of January through March 2001 to determine whether the Corporation billed HPD and DHS for the same tenants.

To determine whether the Corporation maintained complete and accurate records to support its expenses charged under HPD's contract, and whether those expenses were reasonable and necessary for the operation and maintenance of the Family Center, we obtained and reviewed all canceled checks and corresponding invoices for the audit period.

To determine whether salaries paid to Family Center employees were appropriate, we reviewed the payroll and employee time records for four pay periods, from December 2000 through February 2001. Specifically, we attempted to determine whether the hours paid for were documented on the time records.

To determine whether the Corporation complied with other provisions of its contract, we verified whether appropriate insurance coverage was maintained, whether required social services were provided, whether new tenants received orientations and copies of the house rules, and whether an inventory of equipment was maintained and the equipment was tagged.

Our audit was conducted in accordance with Generally Accepted Government Auditing Standards (GAGAS) and included tests of the records and other auditing procedures considered necessary. This audit was performed in accordance with the City Comptroller's audit responsibilities as set forth in Chapter 5, § 93, of the New York City Charter.

Discussion of Audit Results

The matters covered in this report were discussed with the Corporation and HPD officials during and at the conclusion of this audit. A preliminary draft report was sent to the Corporation and HPD officials and discussed at an exit conference on August 8, 2002, with the Corporation and HPD officials. On August 26, 2002, we submitted a draft report to the Corporation and HPD officials with a request for comments. We received written comments from the Corporation on September 12, 2002, and from HPD on September 24, 2002.

In its response, the Corporation described the steps it has taken or will take to implement the report's four recommendations. HPD agreed to implement all of the report's recommendations.

OFFICE OF THE COMPTROLLER
NEW YORK CITY

Date Filed: October 8, 2002

FINDINGS AND RECOMMENDATIONS

We concluded that the Corporation generally maintained complete and accurate records to support expenses and the amounts billed to HPD, and generally spent program funds on expenses that were reasonable and necessary for the operation of the Family Center. In addition, in accordance with its contract, the Corporation:

- properly billed HPD and DHS for only those tenants for whom each agency was responsible;
- maintained the required insurance coverage;
- provided social services to occupants, including skills training in home management;
- conducted orientation for new tenants and provided them with a copy of the House Rules; and
- provided non-residential space for not-for-profit organizations and government agencies providing social services and support and relocation services.

We did find, however, that the Corporation did not comply with certain terms of its contract and that it had weaknesses in its operating practices. Specifically, the Corporation:

- did not maintain the facilities in a safe and sanitary condition;
- had no formal procedures to ensure that tenants' apartments were inspected and that problems were corrected;
- made payments to WHGA without the benefit of a contract or other documentation detailing the services provided;
- made questionable payments totaling \$803.23; and
- did not maintain an updated inventory list of equipment, or affix tags to the equipment.

As stated earlier, this is the last of three reports on HPD-contracted transitional housing facilities. The problems we found at the Family Center were not as severe as those found at Amboy, but not all of the Family Center's facilities were maintained in a safe and sanitary condition. At Amboy the major problems were that apartments were not routinely inspected, inspections did not always identify problem conditions, and available funds were not used to make needed repairs. Unlike Amboy, the Family Center routinely inspects its apartments and notes conditions requiring repairs. However, in many cases we could not determine whether repairs were made, because the work orders did not indicate what action was taken, or because no work order was prepared.

Unsanitary Conditions and Conditions Needing Repair

In our visit to the Family Center on May 4, 2001, we observed a leaking faucet, a leak from a bathroom ceiling, and a faulty electrical outlet. Four of the 25 apartments we inspected had peeling paint and broken cabinet doors. In addition, many of the residents complained that their apartments were infested with roaches, mice, or rats. (See Appendix I, pages 11-12 for conditions found). According to the contract, the Corporation is “responsible for keeping the common areas of the family center in a clean and sanitary condition and maintain residential units by means of regular maintenance, extermination services and repairs.”

We informed HPD and DOH about the conditions found in a letter dated May 7, 2001. (See Appendix I.) In its response, HPD stated that repairs to the conditions were completed on May 15, 2001. (See Appendix II.) DOH did not respond to the letter.

We conducted a follow-up visit on February 21, 2002, that revealed additional unsanitary conditions and conditions needing repair in 32 of the 35 apartments we visited and that were occupied. The conditions included broken tiles, leaking faucets, roach infestation, leaks from bathroom ceilings, and damaged bathroom vanities. On March 6, 2002, we again informed HPD about the conditions at Harriet Tubman and requested that HPD take immediate action to rectify the situation. (See Appendix III.) In its response, HPD stated that \$330,000 would be spent to renovate approximately 15 unoccupied apartments and to replace the staircase tiles.

Weaknesses in Apartment Inspection Process

The Corporation’s contract contains no provision requiring that it inspect apartments for items in need of repair. The contract requires only that the Corporation respond expeditiously to resolve tenant complaints.² According to the Family Center Director, social workers, accompanied by maintenance staff members, visit every apartment in the Family Center once a month. If that were the case, then based on the number of apartments at the Family Center, employees would have been required to make 1,200 inspections during the year. We were provided with only 460 inspection reports, covering 77 of the Family Center’s 100 apartments. There were no inspection reports covering the remaining 23 apartments. Based on the 460 inspection reports, we noted that the 77 apartments were inspected an average of 5.69 times during the year.

We could not determine whether repairs were made for many of the problems noted, either because the work orders did not indicate what action was taken to correct the problem or because no work order was prepared for the condition found. According to the Family Center Director, the maintenance staff is required to complete a work order for all conditions that need correction. Our review of the 460 inspection reports revealed that work orders should have been prepared for 599 conditions that required correction. For 163 of the 599 conditions, we were not

² The contract states that the Corporation shall “systematically and promptly respond to and attend to reasonable complaints and requests by tenants with respect to services and facilities in an even handed and efficient manner.”

provided work orders. In addition, work orders covering 200 of the remaining 436 conditions needing repair did not indicate that any action was taken to correct the condition.

Questionable Expenses

The Corporation's contract with HPD includes \$60,199 for "management fees" for our audit period. The contract, however, does not indicate whom the manager is or what services are to be provided. During our audit period, the Corporation paid WHGA \$80,266³. We question the payments made to WHGA, because there is no contract between the Corporation and WHGA indicating what services were to be rendered by WHGA in return for the fee, and because WHGA did not appropriately bill for services rendered (appropriate bills would describe the services provided).

HPD officials told us that the Corporation's contract has included a budget for management fees since the inception of the contract in 1992. However, an HPD official stated that the Corporation's budget in its Fiscal Year 2003 contract would not include a provision for such fees.

In addition, we found 20 instances, totaling \$803.23, in which the Family Center made questionable purchases that were reimbursed by HPD. Specifically, the Family Center spent \$567.40 for birthday cakes, graduations cakes, and sympathy flowers; paid \$215 for which it had no valid invoices; and paid \$20.83 for check cashing fees. We question these expenses, because they do not appear to be related to the Family Center's day-to-day operations or the documentation was inadequate.

Weaknesses in Inventory Control

The Family Center's physical assets include computers, a fax machine, air conditioners, and a big-screen television set. All are susceptible to theft. We found that the Family Center does not have an updated inventory list of its equipment, and none of its equipment is tagged. To safeguard these assets, the equipment should be tagged and inventoried. The Corporation's contract requires that all equipment be clearly marked or identified as HPD property.

RECOMMENDATIONS

HPD should ensure that the Corporation:

1. Immediately inspects all apartments and ensures that all conditions found (including those cited in this report) are corrected.

³ HPD's portion of management fees was \$60,199. The remaining \$20,067 was charged to the Department of Homeless Services.

Corporation Response: “We do not agree that HTFLC is unsafe and unsanitary. All findings from the 2/21/02 audit were corrected by 3/12/02. Extermination has been increased from once a month to twice a month. Social Service is involved in educating clients in the upkeep of their living space which is a contributing factor towards minimizing unsanitary conditions within apartments. See attached.”

HPD Response: “HPD does not agree with the audit findings that Tubman Family Center is unsafe and unsanitary. Although HPD believes that Tubman is attentive to the conditions at the facility, HPD is drafting procedures that will require Tubman to conduct and document physical inspections of all occupied units on a regular basis. HPD will routinely review this documentation and conduct audits of inspections performed by Tubman to ensure compliance with contract provisions in maintaining a safe, clean and sanitary facility. In addition HPD instructed Tubman to increase extermination to twice monthly.”

2. Develops and implements formal procedures for inspecting tenants’ apartments. Procedures should include the frequency of required visits, steps to be taken when a tenant is not at home, conditions to be reported and how they are to be reported, and when to follow up to ensure that conditions are corrected. The Corporation should ensure that employees perform inspections and complete repairs in accordance with its procedures.

Corporation Response: “All repairs are assessed with 24 hours; emergency repairs are completed immediately; routine repairs will be completed within 48 hours. Work orders will be prepared for all assignments; Maintenance Director inspects all repairs and signs work orders assuring the satisfactory completion of repair; completed work orders will be properly filed.”

HPD Response: “See Response 1 [to Recommendation # 1]. It should also be noted that in the Family Center RFP for fiscal year 2004, as a ‘Performance Outcome Measure and Related Financial Incentives and/or Disincentives,’ HPD will withhold 10% of monthly payments due to the Family Center Provider pending verification of four (4) monthly reports due to the Agency. One of these reports is a description of all maintenance actions carried out by the Provider, including all accounting of expended funds on maintenance and repairs.”

3. Properly supports all disbursements with adequate documentation and pays only for expenses related to the Family Center’s day-to-day operations.

Corporation Response: “All payments are supported by adequate documentation and HTFLC only pays for expenses related to our day-to-day operations.”

HPD Response: “HPD has modified its internal audit procedures to identify and then disallow all disbursements submitted by the Corporation from their monthly submissions that are not supported by sufficient supporting documentation and that relate to the daily operation of the shelter complex. These disbursements will be removed from the base line expenses that are used to calculate the amount due as a reimbursement to the vendor.”

4. Maintains an updated inventory list that includes all the equipment on hand and ensures that proper identification tags are affixed to each item.

Corporation Response: “An inventory listing of equipment will be prepared and all equipment will be tagged with an HPD identifier.”

HPD Response: “HPD has issued procedures/directive to all Family Centers advising them that an inventory list of all equipment on hand be maintained, and that all equipment is properly tagged with an HPD identifier.”



COMPTROLLER OF THE CITY OF NEW YORK
1 CENTRE STREET
NEW YORK, NY 10007-2341
(212) 669-3500

ALAN G. HEVESI
COMPTROLLER

May 7, 2001

Honorable Jerilyn Perine, Commissioner
Department of Housing Preservation and Development
100 Gold Street
New York, NY 10038

Dear Commissioner Perine:

I am writing to alert you to seriously unsafe and unsanitary conditions at three City-contracted shelters for families and individuals made homeless by fires and other emergencies. These conditions were discovered by my auditors last week and require immediate action by your agency. I am also writing to Health Commissioner Neal Cohen and asking him to take similar immediate action.

In response to recent complaints directed to my Citizen Action Center, my audit staff visited facilities operated by Amboy Neighborhood Center on Amboy Street in the Brownsville section of Brooklyn. Amboy Center is one of four vendors contracted by HPD's Emergency Housing Services Bureau (EHSB). What we found was a facility unfit for habitation by anyone, let alone families with small children who have recently experienced traumatic events such as fires and the loss of their home. On my instruction, on Friday, May 4, 2001, my staff immediately investigated the other three shelters in the program and found disturbing conditions in two of these.

The terrible conditions suggest gross negligence on the part of the contracted building managers and a complete lack of oversight by your Emergency Housing Services Bureau. As the enforcer of the housing maintenance code and the agency generally charged with ensuring the safety of the City's housing stock, I would expect HPD to regularly inspect the condition of its own contracted housing. What makes the matter all the more unbelievable and unacceptable is that your agency actually has an office on the site of Amboy Neighborhood Center.

My intention is to perform a complete audit of HPD's contract with the three centers at issue, but the conditions we found to-date are so intolerable and inhumane that aggressive corrective action by your agency is required right now. I have attached details of what we discovered there. In summary, my auditors found problems in 25 of 28

apartments at Amboy that we first visited, and in many of the common areas. The conditions included:

- roach and fly infestations
- clogged sinks and bathtubs
- water damage on ceilings and walls
- falling plaster and holes in ceilings
- broken toilets, toilet seats, and bathroom fixtures
- leaking faucets and drainage pipes; faucets that could not be turned off at all
- missing and unsecured light fixtures and smoke detectors
- broken and inoperable windows
- damaged floor tiles and loose or missing bathroom tiles
- missing cabinet doors and broken mirrors
- broken beds and ripped mattresses supplied by the contractor

In addition, many of the residents reported that their apartments often had no hot water and were infested with mice or rats. The occupant of Apartment 2D at 202 Amboy Street reported that in three weeks he had caught 23 mice. A stench of dead rodents was found in most of the units and was overpowering at times. It is inconceivable that the City would send families with small children to live under such Dickensian conditions.

Though less severe, similar problems were found at the Harriet Tubman Family Center on West 143rd Street and the Convent Avenue Family Living Center on West 129th Street, where we found roach infestation, broken walls, and cracked or shattered window glass. (See attachment for a list of addresses of facilities run by those contractors.) At both locations, residents also complained of rodent problems. The facilities run by the fourth vendor—South Bronx Community Management—were found to be satisfactory.

All of the facilities are operated under multi-million dollar City contracts. For example, Amboy Neighborhood Center is now operating under a three-year \$11.9 million contract that expires on June 30, 2001. The City has paid Amboy \$16.4 million since 1992. I was dismayed to discover that this contractor was rated as "Very Good" by HPD in the City's performance evaluation system in June 2000, as well as in each of the preceding five years. I strongly question the validity of this obviously absurd review and must therefore ask whether any HPD personnel even made a site visit to make an assessment. The conditions we found obviously took years to reach the level of deterioration that now exists.

It is unconscionable that a City program designed to serve people who have suffered the loss of their homes should subject them to further trauma under such deplorable conditions. The City must immediately send housing and health code inspectors to Amboy, Harriet Tubman, and the other two facilities. The contractors should be forced to fix the buildings and bring them up to decent standards immediately. If any contractor refuses, the City should either move these families into other facilities, or if that is not possible, fix the buildings and recover the money from the owner, as the

City does when it finds building code violations in private buildings and the owner does not correct the violations.

To ensure that the cause of these problems is identified, I have instructed my staff to move forward with an audit, the scope of which will focus on all aspects of these contracts. I would appreciate your staff's full cooperation during this audit. For the time being, however, I am asking that you update me on actions that you take to remedy this incredible situation. Attached is a full listing of these contractors, addresses of the buildings they operate and the conditions we found.

You might be interested in knowing that after my auditors began their inspections, some efforts were made to quickly clean up some of the conditions. However, what we found was much too serious to be fixed with a quick and superficial clean up.

If you have any questions regarding this matter, please do not hesitate to call Executive Deputy Comptroller Roger Liwer at (212) 669-8459.

Sincerely,



Alan G. Hevesi

AGH/pk
Enclosures



COMPTROLLER OF THE CITY OF NEW YORK
1 CENTRE STREET
NEW YORK, NY 10007-2341
(212) 669-3500

ALAN G. HEVESI
COMPTROLLER

May 7, 2001

Honorable Neal L. Cohen, M.D.
Commissioner
Department of Health
125 Worth Street
New York, NY 10013

Dear Commissioner Cohen:

I am writing to alert you to seriously unsafe and unsanitary conditions at three City-contracted shelters for families and individuals made homeless by fires or other emergencies. These conditions were discovered by my auditors last week and require immediate action by your agency.

In response to recent complaints directed to my Citizen Action Center, my audit staff visited facilities operated by Amboy Neighborhood Center on Amboy Street in the Brownsville section of Brooklyn. Amboy Center is one of four vendors contracted by HPD's Emergency Housing Services Bureau (EHSB). What we found was a facility unfit for habitation by anyone, let alone families with small children who have recently experienced traumatic events such as fires and the loss of their home. On my instruction, on Friday, May 4, 2001, my staff immediately investigated the other three shelters in the program and found disturbing conditions in two of these.

I request that you immediately send health inspectors to each of these facilities to document any violations of the health code. I also believe you should consider investigating other HPD-run housing to assess health and safety standards.

I have attached details of what we discovered at the Amboy Neighborhood Center. My auditors found problems in 25 of 28 apartments investigated and many of the common areas. The conditions included:

- roach and fly infestations
- clogged sinks and bathtubs
- water damage on ceilings and walls

- falling plaster and holes in ceilings
- broken toilets, toilet seats, and bathroom fixtures
- leaking faucets and drainage pipes; faucets that could not be turned off at all
- missing and unsecured light fixtures and smoke detectors
- broken and inoperable windows
- damaged floor tiles and loose or missing bathroom tiles
- missing cabinet doors and broken mirrors
- broken beds and ripped mattresses supplied by the contractor

In addition, many of the residents reported that their apartments often had no hot water and were infested with mice or rats. The occupant of Apartment 2D at 202 Amboy Street reported that in three weeks he had caught 23 mice. A stench of dead rodents was found in most of the units and was overpowering at times. It is inconceivable that the City would send families with small children to live under such Dickensian conditions.

Though less severe, similar problems were found at the Harriet Tubman Family Center on West 143rd Street and the Convent Avenue Family Living Center on West 129th Street, where we found roach infestation, broken walls, and cracked or shattered window glass. (See the attachment for a list of addresses of facilities run by those contractors). At both locations, residents also complained of rodent problems. The facilities run by the fourth vendor—South Bronx Community Management—were found to be satisfactory.

All of the facilities are operated under multi-million dollar City contracts. For example, Amboy Neighborhood Center is now operating under a three-year \$11.9 million contract that expires on June 30, 2001. The City has paid Amboy \$16.4 million since 1992. I was shocked to find out that this contractor was rated as "Very Good" by HPD in the City's performance evaluation system in June 2000, as well as in each of the preceding five years. I strongly question the validity of this obviously absurd review and must therefore ask whether any HPD personnel even made a site visit to make an assessment. The conditions we found obviously took years to reach the level of deterioration that now exists.

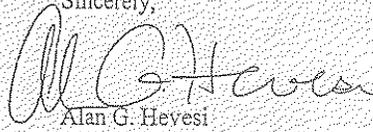
It is unconscionable that a City program designed to serve people in recovery from loss of their homes should subject them to such deplorable conditions. I urge you to send health inspectors immediately to Amboy, Harriet Tubman, and Convent.

To ensure that the cause of these problems is identified, I have instructed my staff to move forward with an audit, the scope of which will focus on all aspects of these contracts. Attached is a full listing of these contractors, addresses of the buildings they operate and the conditions we found.

You might be interested in knowing that after my auditors began their inspections, some efforts were made to quickly clean up some of the conditions. However, what we found was much too serious to be fixed with a quick and superficial clean up.

If you have any questions regarding this matter, please do not hesitate to call
Executive Deputy Comptroller Roger Liwer at (212) 669-8459.

Sincerely,



Alan G. Hevesi

AGH/pk
Enclosures

Attachment A

<u>Contractor</u>	<u>Site Address</u>	<u>Current Contract Amount/Duration</u>	<u>Number of Units</u>
Amboy Neighborhood Center, Inc. 164 Amboy St. Brooklyn, NY	185, 186, 191, 196, 199, 202, 207 217, 264, 266, 272 Amboy St. 155 Herzl St. Brooklyn, NY	\$11.9 million 3 Years	139
138-152 West 143 rd St. HDPC DBA Harriet Tubman Family Center 138-152 West 143 rd St. New York, NY	134, 138, 142, 152 West 143 rd St. New York, NY	\$4.1 million 1 Year	100
South Bronx Community Management 530 Jackson Ave., Bronx, NY	725, 737, 756, 760, 762 763 Fox Street	\$5.5 million 2 Years	88
456 West 129 th St. Housing Corp. DBA Convent Avenue Family Center 456 West 129 th Street, New York, NY	22, 26, 30 Convent Ave. 34, 36 Convent Ave.	\$2.6 million 3 Years	79

Amboy Neighborhood Center Inc. Date of Visit 5-02-01

Address	Apt.#	Length Of Stay	Observations	Complaints
172 Amboy St.	4B	✓	Broken Window Window does not stay open	
186 Amboy St.	2C		Broken Bathroom Mirror Damaged Bathroom Ceiling	Rats & Water Bugs
186 Amboy St.	2E		Damaged Bathroom Ceiling Damaged Kitchen Ceiling Broken Kitchen Floor Tile	
186 Amboy St.	3D		Kitchen Sink Leaks Loose Drainpipe on Bathroom Sink Broken Bathroom Tiles	Water Bugs
186 Amboy St.	3C		Hole in Bedroom Door Window Slams Shut	
186 Amboy St.	4D		Backed up Kitchen Sink Loose Drainpipe on Kitchen Sink Holes in Walls Damaged Tiles on Floor Bugs on Wall	
196 Amboy St.	4B		Kitchen Sink Faucet & Leaking Drain Broken Bathroom Floor Tiles Hole in Bedroom Wall	
202 Amboy St.	2D		Leaky Bathroom Sink Missing Tiles in Bathroom Light Fixture Hanging from Ceiling	No Hot water Mice (26 caught in past 3 wks.) Lightswitch in Bathroom Catches Fire
202 Amboy St.	2B		Broken/missing bathroom tiles Missing Bathtub Fixtures Holes in Bedroom Wall	

Amboy Neighborhood Center Inc. Date of Visit 5-02-01

Address	Apt.#	Length Of Stay	Observations	Complaints
202 Amboy St.	4A	✓	Missing Kitchen Cabinets Holes in Bedroom Door Stopped up bathroom sink & bathtub Missing light fixture Bedroom window doesn't close Roaches in Freezer	
202 Amboy St.	4B		Missing Kitchen Cabinets Roaches in Kitchen/Bathroom Vent coming off wall Roaches in Diapers	
217 Amboy St.	3A		Broken Bed Frame Hole in Box Spring	
217 Amboy St.	3E		Bathroom Sink Fixture Broken Broken Tiles Bathroom Faucet Leaks	
199 Amboy St.	2D	✓	Broken Floor Tiles Water Damage to Bathroom Ceiling	Mice
191 Amboy St.	3A		Roaches in Living Room & Bathroom Hole in Bathroom Ceiling Stopped up sink in Bathroom Hole in Hallway Wall Kitchen Drain Pipe Leaks	Rats Circuit Breaker Box Catches Fire-we saw soot around box Metal Brackets on door jams that tenant claims child hit his head. Mgt said not a problem.
191 Amboy St.	3E		Broken Kitchen Faucet Broken Floor Tiles	
185 Amboy St.	2A	✓	Damaged Ceiling	Roaches, Water bugs, Rats
164-1 Amboy St.	2A	1	Broken Toilet Seat Broken Floor Tiles in Bathroom Water Damage to Bathroom Ceiling Damaged Door Off Hinge	Rats

Amboy Neighborhood Center Inc. Date of Visit 5-02-01

Address	Apt #	Length Of Stay	Observations	Complaints
164-1 Amboy St.	3C		Broken Toilet Seat	
164-1 Amboy St.	3E			Mice & Rats
164-2 Amboy St.	2C		Bathroom Ceiling Cracked with holes	
164-2 Amboy St.	3A		Floor Tiles in Hall & Bathroom Broken	Mgt did nothin re complaints of holes
164-2 Amboy St.	3C		Floor tiles in Bathroom broken hole behind toilet damaged ceiling	Rats
155-2 Amboy St.	2B		Kitchen sink faucet leaks Bathroom ceiling water damaged missing bathtub tiles missing bathtub spout Bathtub water doesn't shut off	
Hallway from 155-2 to 155-1			Broken Window	
155-1 Amboy St.			Broken door knob on front door Water damage to bathroom ceiling and wall missing floor and wall tiles in bathroom	

138-152 West 143rd Street (100 Apartments) Date of Visit 5-04-01
 Harriet Tubman Family Center

Address	Apt.#	Length Of Stay	Observations	Complaints
143 W 143 St	6N			Rats & Mice
142 W 143 St	4D	2 Mos.		Roaches
152 W 143 St	3S	1 Mo.		Roaches
152 W 143 St	5P		N/A	N/A
152 W 143 St	4P		N/A	N/A
152 W 143 St	3U		N/A	N/A
134 W 143 St	6C	5 Mos.	Broken floor Board in Bathroom	Roaches
134 W 143 St	5E			Roaches
134 W 143 St	5D			Roaches
134 W 143 St	2B			Mice
134 W 143 St	2C		Ceiling leak in bathroom Broken Cabinet Door Leaking Faucet	Roaches Rats
134 W 143 St	2A			N/A
134 W 143 St	3D			N/A
134 W 143 St	3A			N/A
134 W 143 St	2D			N/A
134 W 143 St	3M			N/A
134 W 143 St	2M			N/A
134 W 143 St	5K			N/A
134 W 143 St	5m			N/A

138-152 West 143rd Street (100 Apartments) Date of Visit 5-04-01
Harriet Tubman Family Center

138 W 143 St.	5G ✓	Broken Cabinet Door	
138 W 143 St.	2H		Roaches & Mice
138 W 143 St.	2I ✓	Electrical Outlet Not working Peeling Paint in Bathroom	Roaches
138 W 143 St.	2J		N/A
138 W 143 St.	3J		N/A
138 W 143 St.	4G		N/A

22 Convent Ave (79 Apartments) Date of Visit 5-04-01

Address	Apt.#	Length Of Stay	Observations	Complaints
22 Convent Ave.	5C	✓	Missing Tile Bedroom	Mice
22 Convent Ave.	1A	✓	Hole in Floor Peeling Paint	
22 Convent Ave.	5B		Roaches	Mice
22 Convent Ave.	3C	✓	Falling Window Faucet does not shut off	Oven Not Working Roaches



City of New York
DEPARTMENT OF
HOUSING PRESERVATION AND DEVELOPMENT
100 GOLD STREET, NEW YORK, N.Y. 10038

JERILYN PERINE
Commissioner

May 29, 2001

Honorable Alan G. Hevesi
Comptroller
City of New York
1 Centre Street
New York, NY 10007

Dear Mr. Hevesi,

This letter is in response to your May 7, 2001 correspondence regarding the maintenance issues of the City-contracted emergency shelters operated by the Amboy Neighborhood Center, the Convent Avenue Family Living Center, the Harriet Tubman Avenue Family Center, and South Bronx Community Management.

To put this matter in context, in addition to providing temporary housing for residents displaced from their home, these shelters also provide an array of social services, from counseling to classes on nutrition and home maintenance to advocating for families dealing with social service agencies. In addition, some of these facilities have been in operation for more than 25 years, serving thousands of people each year.

While we were surprised by the dramatic arrival of your staff to inspect the buildings, we are happy to provide the following information. In fact a quick call to our office or a review of the capital budget would have indicated that \$6.8 million has already been allocated in FY2002 to provide capital improvements to the family centers.

First, we have been aware of the poor conditions at the Amboy Neighborhood Center, which is the oldest of these facilities. Of the \$6.8 million in Capital improvements, the Giuliani Administration already allocated \$3.5 million to the Center in the FY02 budget. A scope of work was already prepared and included replacing the baseboard heating elements, and restoring or replacing windows, cabinets, bathroom and kitchen fixtures and appliances, and painting, plastering.



nyc.gov/hpd
FAX (212) 267-2565

(212) 863-6100

TTY (212) 863-7934

In fact, the replacement of the heating elements has already begun in five of the 13 buildings with an additional \$400,000 in capital funds. Some of the apartments your staff visited were in buildings scheduled to be closed the following day to allow the work to begin. Similar renovations are scoped and budgeted for the other shelters.

Second, in addition to evaluating each center's social service provisions, we evaluate each center's maintenance logs. A careful review of the sites' maintenance logs of the units specified in your letter and of Amboy's maintenance log indicated that, on average, repairs were made within 1-3 days of receipt of the complaint. In a small number of cases, correction of the conditions exceeded this average due to client availability and/or the ordering of supplies.

For your information, Attachment B identifies the status of the maintenance problems stated by your office and Attachment C is the maintenance log and dates repairs completed for the Amboy Center from the year 2000 to date.

Lastly, the Amboy Neighborhood Center -- which has been heavily populated and re-populated by more than 14,846 adults and 39,000 children since 1975 - has contracted to treat the basement ceiling with a special chemical twice a year to assist in controlling the rodent problem and also provides extermination service to the units twice a month. The new renovations will obviously further assist with these issues.

In regard to your audit, please feel free to contact the Mayor's Office of Operations Ilene Riley at 788-1444 or Deputy Commissioner Sylvia Maraia at HPD at 863-6600.

Sincerely,



Jerilyn Perine

Attachment B

Amboy Neighborhood Center

Address	Apt #	Comptroller's Observation	Office	Status
172 Amboy St.	4B	Broken window Window does not stay open		Repairs Completed 5/16/01
186 Amboy St.	2C	Broken bathroom mirror Damaged bathroom ceiling		Repairs Completed 5/16/01
186 Amboy St.	2E	Damaged bathroom ceiling Damaged kitchen ceiling Broken kitchen floor tile		Repairs completed on 5/8/01
186 Amboy St.	3D	Leak at kitchen sink Loose drainpipe at bathroom sink Broken bathroom tiles		Repairs completed 5/16/01
186 Amboy St.	3C	Hole in bedroom door Window slams shut		Repairs completed 5/16/01
186 Amboy St.	4D	Backed up kitchen sink Loose drainpipe at kitchen sink Holes in walls Damaged tiles on floor Bugs on wall		Repairs completed 5/16/01
196 Amboy St.	4B	Kitchen sink faucet and drain leak Broken bathroom floor tiles Hole in bedroom wall		Repairs completed 5/16/01
202 Amboy St.	2D	Leaky bathroom sink Missing tiles in bathroom Light fixture hanging from ceiling		Repairs completed 5/16/01
202 Amboy St.	2B	Broken/missing bathroom tiles Missing bathtub fixtures Holes in bedroom wall		Repairs completed 5/16/01
202 Amboy St.	4A	Missing kitchen cabinets Holes in bedroom door Stopped up bathroom sink & tub Missing light fixture Bedroom window doesn't close Roaches in freezer		Repairs completed 5/16/01
202 Amboy St.	4B	Missing kitchen cabinets Roaches in kitchen/bathroom Vent coming off the wall Roaches in diapers		Repairs completed 5/16/01
217 Amboy St.	3A	Broken bed frame Hole in boxspring		Repairs completed 5/9/01
217 Amboy St.	3E	Bathroom sink fixture broken Broken tiles Bathroom faucet leaks		Repairs completed 5/16/01
199 Amboy St.	2D	Broken floor tiles Water damage to bathroom ceiling		Repairs completed 5/16/01
191 Amboy St.	3A	Roaches in Living room bathroom.		

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		Hole in bathroom ceiling Stopped sink in the bathroom Hole in the hallway wall Leak at kitchen drain pipe	Repairs completed 5/16/01
191 Amboy St.	3E	Broken kitchen faucet Broken floor tiles	Repairs completed 5/16/01
185 Amboy St.	2A	Damaged ceiling	Repairs completed 5/16/01
164-1 Amboy St.	2A	Broken toilet seat Broken bathroom floor tiles Water damage to bathroom ceiling Damaged door off hinge	Repairs completed 5/16/01
164-1 Amboy St.	3C	Broken toilet seat	Repairs completed 5/16/01
164-2 Amboy St.	2C	Bathroom ceiling cracked with holes	Repairs completed 5/16/01
164-2 Amboy St.	3A	Floor tiles in hall and bathroom broken	Repairs completed 5/16/01
164-2 Amboy St.	3C	Floor tiles in bathroom broken Hole behind toilet Damaged ceiling	Ceiling completed 5/16/01 New Bathroom flooring to be installed
155-2 Amboy St.	2B	Leak at kitchen faucet Bathroom ceiling water damaged Missing bathtub tiles Missing bathtub spout Bathtub water doesn't turn off	Repairs completed 5/16/01 New bathroom flooring to be installed
Hallway from 155-2 to 155-1 Amboy St.		Broken window	Repairs completed 5/16/01

Attachment B

**Harriet Tubman Family Living Center
138-152 West 143 Street**

Address	Apt #	Comptroller's Observation	Office	Status
134 West 143 rd St.	6C	Broken floor board in bathroom		Repairs completed 5/15/01
134 West 143 rd St.	2C	Leak at bathroom ceiling		Repairs completed 5/15/01
		Broken cabinet door		Repairs completed 5/15/01
		Leaky faucet		Repairs completed 5/15/01
138 West 143 rd St.	5G	Broken cabinet door		Repair completed 5/15/01
138 West 143 rd St.	2I	Electrical outlet not working		Repairs completed 5/15/01
		Peeling paint at bathroom		Repairs completed 5/15/01

**Convent Avenue Family Living Center
22 Convent Avenue**

Address	Apt #	Comptroller's Observation	Office	Status
22 Convent Ave.	5C	Missing Tile Bedroom		Repairs completed on May 10 th , 2001
22 Convent Ave.	1A	Hole in floor		Repairs completed on May 9 th , 2001
		Peeling paint		Painted and plastered throughout on May 10 th , 2001
22 Convent Ave.	3C	Falling window		Repairs completed on May 8 th , 2001
		Faucet does not shut		Repairs completed on May 8 th , 2001
		Oven not working		Repairs completed on May 7 th , 2001

Amboy Neighborhood Center
Maintenance Report Log

Address	Apt.	Date of Request	Request	Date Completed
172 Amboy St	4B	7/10/2000	Check Stove	7/10/2000
172 Amboy St	4B	7/7/2000	Tub Leak	7/10/2000
172 Amboy St	4B	10/2/2000	Inoperable Bathroom light	10/3/2000
172 Amboy St	4B	12/15/2000	Check Refrigerator	12/18/2000
186 Amboy St	2C	1/6/2000	Repair Peephole	1/6/2000
186 Amboy St	2C	3/13/2000	Repair Window	3/13/2000
186 Amboy St	2C	6/14/2000	Repair Bathroom ceiling/check tub	6/14/2000
186 Amboy St	2C	8/16/2000	Repair Bathroom ceiling/Repair entrance door	8/18/2000
186 Amboy St	2C	10/4/2000	Toilet stopped up	10/6/2000
186 Amboy St	2C	10/10/2000	Provide two bunk bed mattresses	10/10/2000
186 Amboy St	2C	11/9/2000	Check toilet	11/9/2000
186 Amboy St	2C	12/15/2000	Check radiators	12/20/2000
186 Amboy St	2C	1/9/2001	Rat in the apt.	1/9/2001
186 Amboy St	2C	2/20/2001	Light bulb needed in kitchen	2/21/2001
186 Amboy St	2C	3/19/2001	Repair the cylinder	3/20/2001
186 Amboy St	2C	3/26/2001	Leak at bathroom sink	3/27/2001
186 Amboy St	2E	2/4/2000	Mice holes	2/4/2000
186 Amboy St	2E	2/4/2000	Leak in Kitchen and Bathroom sink	2/22/2000
186 Amboy St	2E	2/22/2000	Bathroom and Kitchen sink stopped up	2/22/2000
186 Amboy St	2E	3/9/2000	Leak at ceiling	3/13/2000
186 Amboy St	2E	3/29/2000	Leak at Bathroom ceiling/Tub stopped up	3/31/2000
186 Amboy St	2E	8/11/2000	Leak at Bathroom ceiling	8/11/2000
186 Amboy St	2E	10/3/2000	Broken bedroom window	10/6/2000
186 Amboy St	2E	12/13/2000	Leak at Kitchen faucet	12/15/2000
186 Amboy St	2E	1/12/2001	Leak at Kitchen faucet	1/12/2001
186 Amboy St	3D	1/20/2000	Toilet stopped up	1/20/2000
186 Amboy St	3D	2/10/2000	Toilet stopped up	2/10/2000
186 Amboy St	3D	3/30/2000	Toilet stopped up	3/30/2000
186 Amboy St	3D	5/3/2000	Bathroom sink stopped up	5/5/2000
186 Amboy St	3D	5/4/2000	Bathroom sink stopped up	5/6/2000
186 Amboy St	3D	5/14/2000	Toilet stopped up	5/15/2000
186 Amboy St	3D	6/12/2000	Sink & tub stopped up	6/12/2000
186 Amboy St	3D	6/5/2000	Sink stopped up	6/6/2000
186 Amboy St	3D	6/28/2000	Toilet stopped up	6/29/2000
186 Amboy St	3D	7/2/2000	Tub stopped up	7/5/2000
186 Amboy St	3D	7/7/2000	Need smoke alarm	7/7/2000
186 Amboy St	3D	7/1/2000	Tub stopped up	7/5/2000
186 Amboy St	3D	10/27/2000	Toilet, Tub, Sink stopped up	10/30/2000
186 Amboy St	3D	12/7/2000	Broken window/Tub clogged	12/8/2000
186 Amboy St	3D	12/19/2000	Check Refrigerator & stove	12/21/2000
186 Amboy St	3D	12/28/2000	Toilet stopped up	12/28/2000
186 Amboy St	3D	1/28/2001	Repair tub faucet	1/29/2001
186 Amboy St	3D	3/1/2001	Toilet stopped up	3/6/2001
186 Amboy St	3D	4/6/2001	Toilet stopped up	4/6/2001

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Address	Apt.	Date of Request	Request	Date Completed
186 Amboy St	3C	2/3/2000	Leak under the pipe at kitchen sink	2/3/2000
186 Amboy St	3C	3/13/2000	Bedroom window falling off	3/13/2000
186 Amboy St	3C	4/3/2000	Check the radiators	4/5/2000
186 Amboy St	3C	4/6/2000	Broken light cover	4/7/2000
186 Amboy St	3C	4/3/2000	Leak at bathroom ceiling	4/7/2000
186 Amboy St	3C	4/24/2000	Socket needs repair	4/25/2000
186 Amboy St	3C	4/24/2000	Radiator leak	4/28/2000
186 Amboy St	3C	5/1/2000	Oven not working	5/1/2000
186 Amboy St	3C	6/14/2000	Leak into #2C	6/14/2000
186 Amboy St	3C	9/19/2000	Repair bathroom wall tiles	9/29/2000
186 Amboy St	3C	9/19/2000	Rat holes	9/29/2000
186 Amboy St	3C	10/5/2000	Leak in #2D	10/6/2000
186 Amboy St	3C	10/29/2000	Leak at bathroom ceiling	10/30/2000
186 Amboy St	3C	11/4/2000	Leak at bathroom ceiling	11/6/2000
186 Amboy St	3C	12/31/2000	Repair ceiling	1/8/2001
186 Amboy St	3C	1/8/2001	No heat/hot water - dead rat in apt.	1/8/2001
186 Amboy St	3C	2/11/2001	Water too hot	2/12/2001
186 Amboy St	3C	2/3/2001	Door jammed	2/5/2001
186 Amboy St	3C	3/2/2001	Check kitchen faucet	3/6/2001
186 Amboy St	3C	3/10/2001	Leak at sink	3/13/2001
186 Amboy St	3C	3/8/2001	Hole behind stove	Unfounded
186 Amboy St	3C	2/22/2001	Leak at kitchen faucet	2/26/2001
186 Amboy St	3C	4/12/2001	Rat holes	4/18/2001
186 Amboy St	3C	4/20/2001	Tub backing up	4/20/2001
186 Amboy St	4D	1/10/2000	Bathroom sink stopped up	1/10/2000
186 Amboy St	4D	2/16/2000	Leak at kitchen sink	2/16/2000
186 Amboy St	4D	2/16/2000	Bathroom sink stopped up	2/16/2000
186 Amboy St	4D	3/24/2000	Leak at kitchen sink	3/28/2000
186 Amboy St	4D	9/29/2000	Bathroom sink stopped up	9/29/2000
186 Amboy St	4D	10/5/2000	Repair Bathroom floor	10/6/2000
186 Amboy St	4D	10/2/2000	Check the toilet	10/3/2000
186 Amboy St	4D	10/2/2000	Repair window	10/3/2000
186 Amboy St	4D	10/4/2000	Leak under kitchen sink	10/6/2000
186 Amboy St	4D	10/5/2000	Install window guard	10/6/2000
186 Amboy St	4D	11/10/2000	Repair kitchen faucet	11/13/2000
186 Amboy St	4D	11/27/2000	Kitchen sink pipe busted	11/27/2000
186 Amboy St	4D	12/29/2000	No hot water	12/29/2000
186 Amboy St	4D	2/26/2001	Leak at Bathroom	2/26/2001
186 Amboy St	4D	2/26/2001	Leak at kitchen sink	2/16/2001
186 Amboy St	4D	4/27/2001	Kitchen sink stopped up	4/30/2001
196 Amboy St	4B	1/10/2000	No Heat or hot water	1/10/2000
196 Amboy St	4B	1/21/2000	Check kitchen sink faucet	1/21/2000
196 Amboy St	4B	2/9/2000	Leak at kitchen sink	2/9/2000
196 Amboy St	4B	2/23/2000	Leak #2B Bathroom	2/24/2000
196 Amboy St	4B	6/6/2000	Check stove & tub	6/7/2000
196 Amboy St	4B	9/8/2000	Kitchen sink, Bathroom sink & tub stopped up	9/8/2000
196 Amboy St	4B	9/13/2000	Check Stove & Refrigerator	9/14/2000
196 Amboy St	4B	10/6/2000	Entrance door lock needs screws	10/10/2000
196 Amboy St	4B	12/1/2000	Rat holes	12/1/2000
196 Amboy St	4B	1/18/2001	Bathroom leak	1/18/2001
196 Amboy St	4B	3/12/2001	Leak at Bathroom sink	3/13/2001

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Address	Apt.	Date of Request	Request	Date Completed
202 Amboy St	2D	3/1/2000	Repair entrance door	3/1/2000
202 Amboy St	2D	3/9/2000	Leak at bathroom ceiling	3/10/2000
202 Amboy St	2D	8/21/2000	Bathroom sink stopped up	8/22/2000
202 Amboy St	2D	1/8/2001	Tub stopped up	1/8/2001
202 Amboy St	2D	4/10/2001	Toilet stopped up	4/10/2001
202 Amboy St	2D	4/13/2001	Repair bathroom hot water faucet	4/13/2001
202 Amboy St	2D	4/19/2001	Hole under kitchen sink	4/20/2001
202 Amboy St	2B	1/17/2000	Repair bathroom wall tiles	1/18/2000
202 Amboy St	2B	2/14/00	No hot water in bathroom/Ceiling leak	2/16/2000
202 Amboy St	2B	2/15/2000	Rat hole behind kitchen sink	2/16/2000
202 Amboy St	2B	3/19/2000	Requested a crib	3/20/2000
202 Amboy St	2B	4/6/2000	Broken window	4/6/2000
202 Amboy St	2B	4/4/2000	Repair hole in livingroom	4/5/2000
202 Amboy St	2B	5/4/2000	Toilet stopped up	5/6/2000
202 Amboy St	2B	6/13/2000	Repair window	6/14/2000
202 Amboy St	2B	7/3/2000	Bathroom sink stopped up	7/3/2000
202 Amboy St	2B	8/8/2000	Repair tub faucet	8/10/2000
202 Amboy St	2B	10/9/2000	Rat hole in bathroom wall	10/10/2000
202 Amboy St	2B	10/20/2000	Leak at bathroom ceiling	10/20/2000
202 Amboy St	2B	11/25/2000	Leak at kitchen	11/26/2000
202 Amboy St	2B	12/26/2000	Toilet stopped up/Leak at sink	12/27/2000
202 Amboy St	2B	1/2/2001	Toilet stopped up/Door off hinges	1/2/2001
202 Amboy St	2B	4/22/2001	Repair bathroom ceiling	4/23/2001
202 Amboy St	2B	4/25/2001	Bathroom ceiling damaged/Toilet stopped up	4/25/2001
202 Amboy St	2B	4/30/2001	Need bedroom light	4/30/2001
202 Amboy St	4A	6/19/2000	Inoperative stove/Sink stopped up	6/20/2000
202 Amboy St	4A	11/6/2000	Kitchen sink stopped up	11/18/2000
202 Amboy St	4A	2/1/2000	Repair stove/Toilet stopped up/Kitchen light off	2/3/2001
202 Amboy St	4B	4/5/2000	Kitchen cabinet door off hinges	4/5/2000
202 Amboy St	4B	4/5/2000	Toilet stopped up	4/5/2000
202 Amboy St	4B	4/5/2000	Tub stopped up	4/5/2000
202 Amboy St	4B	4/10/2000	Window broken	4/11/2000
202 Amboy St	4B	6/5/2000	Requested two chairs	6/5/2000
202 Amboy St	4B	6/13/2000	Check tub & kitchen faucet	6/14/2000
202 Amboy St	4B	7/3/2000	Bathroom sink not working	7/5/2000
202 Amboy St	4B	7/10/2000	Toilet & sink stopped up	7/11/2000
202 Amboy St	4B	8/8/2000	Inoperative refrigerator	8/8/2000
202 Amboy St	4B	9/12/2000	Stove knob is broken	9/15/2000
202 Amboy St	4B	9/11/2000	Inoperative refrigerator	9/12/2000
202 Amboy St	4B	9/18/2000	Repair bedroom window/Repair sink faucet	9/18/2000
202 Amboy St	4B	11/11/2000	Toilet stopped up	11/13/2000
202 Amboy St	4B	11/20/2000	Repair window	11/22/2000
202 Amboy St	4B	12/26/2000	Repair bathroom faucet knob	12/28/2000
202 Amboy St	4B	1/18/2001	Leak at bathroom sink/Repair bathroom tiles	1/25/2001
202 Amboy St	4B	2/20/2001	Check refrigerator	2/20/2001
202 Amboy St	4B	2/25/2001	Tub stopped up	2/25/2001
217 Amboy St	3A	6/27/2000	Leak at bathroom ceiling	6/29/2000
217 Amboy St	3A	7/20/2000	Repair bathroom ceiling	7/25/2000
217 Amboy St	3A	12/12/2000	Repair livingroom window	12/12/2000

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Address	Apt	Date of Request	Request	Date Completed
217 Amboy St	3E	1/4/2000	Repair windows	1/5/2000
217 Amboy St	3E	1/18/2000	Repair window frame	1/19/2000
217 Amboy St	3E	2/29/2000	Repair door lock	3/1/2000
217 Amboy St	3E	3/18/2000	Toilet stopped up	3/22/2000
217 Amboy St	3E	3/18/2000	Repair kitchen faucet	3/18/2000
217 Amboy St	3E	4/4/2000	Gold earring fell in sink	4/5/2000
217 Amboy St	3E	5/8/2000	Bathroom sink stopped up	5/9/2000
217 Amboy St	3E	5/8/2000	Constant running hot water in kitchen	5/9/2000
217 Amboy St	3E	7/27/2000	Toilet stopped up	8/1/2000
217 Amboy St	3E	7/28/2000	Repair broken pipe	7/29/2000
217 Amboy St	3E	10/5/2000	Repair leak at kitchen sink/Check tub	10/5/2000
217 Amboy St	3E	10/6/2000	Repair bathroom faucet/Tub stopped up/Leak	10/10/2000
217 Amboy St	3E	10/31/2000	Bathroom sink stopped up/Repair door lock	10/31/2000
217 Amboy St	3E	10/31/2000	Bathroom sink stopped up	10/31/2000
217 Amboy St	3E	12/12/2000	Bathroom sink stopped up	12/15/2000
217 Amboy St	3E	1/3/2001	Tub & Kitchen sink stopped up	1/4/2001
217 Amboy St	3E	1/22/2001	Bathroom sink stopped up	1/22/2001
217 Amboy St	3E	3/12/2001	Sink Stopped up/Repair window	3/14/2001
199 Amboy St	2D	1/3/2000	Tub stopped up	1/11/2000
199 Amboy St	2D	1/12/2000	Repair entry door knob	1/12/2000
199 Amboy St	2D	3/28/2000	Broken toilet seat	3/30/2000
199 Amboy St	2D	7/10/2000	Hole under bathroom sink	7/11/2000
199 Amboy St	2D	10/14/2000	Leak at bathroom ceiling	10/16/2000
199 Amboy St	2D	11/1/2000	Rat holes	11/3/2000
199 Amboy St	2D	12/5/2000	Leak at bathroom sink faucet/Tub stopped up	12/6/2000
199 Amboy St	2D	3/19/2001	No hot water	3/19/2000
191 Amboy St	3A	12/31/1999	Kitchen sink stopped up	1/10/2000
191 Amboy St	3A	1/10/2000	Kitchen sink stopped up	1/11/2000
191 Amboy St	3A	1/18/2000	No Heat	1/18/2000
191 Amboy St	3A	2/24/2000	Refrigerator handle broken	3/7/2000
191 Amboy St	3A	8/6/2000	Inoperative refrigerator	8/7/2000
191 Amboy St	3A	8/15/2000	Inoperative refrigerator	8/10/2000
191 Amboy St	3A	8/29/2000	Repair stove	8/30/2000
191 Amboy St	3A	10/9/2000	Inoperative refrigerator	10/10/2000
191 Amboy St	3E	1/22/2000	Rat holes	1/31/2000
191 Amboy St	3E	3/15/2000	Tub Stopped up	3/16/2000
191 Amboy St	3E	3/15/2000	Leak at kitchen sink/Toilet stopped up	3/16/2000
191 Amboy St	3E	3/23/2000	Repair livingroom window	3/24/2000
191 Amboy St	3E	3/23/2000	Leak under kitchen sink	3/28/2000
191 Amboy St	3E	4/24/2000	Light switch	4/25/2000
191 Amboy St	3E	4/24/2000	Rat holes	4/26/2000
191 Amboy St	3E	5/6/2000	Check leak at bathroom	5/9/2000
191 Amboy St	3E	5/8/2000	Repair bathroom ceiling	5/9/2000
191 Amboy St	3E	5/8/2000	Tub Stopped up	5/9/2000
191 Amboy St	3E	8/24/2000	Repair bathroom ceiling	8/25/2000
191 Amboy St	3E	9/7/2000	Tub Stopped up/Leak at bathroom sink faucet	9/8/2000
191 Amboy St	3E	12/1/2000	Kitchen light bulb	12/4/2000
191 Amboy St	3E	12/11/2000	Rat holes	12/11/2000
191 Amboy St	3E	12/11/2000	Refrigerator leak	12/13/2000
191 Amboy St	3E	1/23/2001	Leak at bedroom ceiling	1/24/2001
191 Amboy St	3E	2/17/2001	Light bulb for bathroom needed	2/21/2001
191 Amboy St	3E	2/20/2001	Leak in apt.	2/20/2001

APPENDIX II
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Address	Apt.	Date of Request	Request	Date Completed
185 Amboy St	2A	1/10/2000	Sparks from socket	1/12/2000
185 Amboy St	2A	1/10/2000	Rat holes in livingroom/closet/bedroom	1/12/2000
185 Amboy St	2A	1/12/2000	Leak at bedroom ceiling	1/13/2000
185 Amboy St	2A	2/18/2000	Inoperative refrigerator	2/18/2000
185 Amboy St	2A	2/23/2000	Repair toilet	2/23/2000
185 Amboy St	2A	3/20/2000	Leak at bathroom	3/20/2000
185 Amboy St	2A	3/21/2000	Leak at Bathroom & livingroom ceiling	3/22/2000
185 Amboy St	2A	6/2/2000	Repair pipe in bathroom	6/6/2000
185 Amboy St	2A	8/4/2000	Tub & sink stopped up	8/4/2000
164-1 Amboy St	2A	3/21/2000	Leak at bathroom ceiling	3/22/2000
164-1 Amboy St	2A	12/16/2000	Repair stove	12/16/2000
164-1 Amboy St	2A	3/15/2001	Leak at bathroom ceiling	3/15/2001
164-1 Amboy St	3C	1/10/2000	Repair loose entry door knob	Unfounded
164-1 Amboy St	3C	1/19/2000	Door is jammed	1/19/2000
164-1 Amboy St	3C	7/31/2000	Repair stove	8/1/2000
164-1 Amboy St	3C	8/24/2000	Bathroom sink stopped up	8/25/2000
164-1 Amboy St	3C	10/17/2000	Oven not working/Damaged peephole	10/18/2000
164-1 Amboy St	3C	11/14/2000	Repair toilet chain	11/14/2000
164-1 Amboy St	3C	1/26/2001	Oven not working	1/30/2001
164-1 Amboy St	3C	1/17/2001	Need Mattress & box frame	1/17/2001
164-2 Amboy St	2C	6/8/2000	Kitchen & Bathroom sink clogged	6/9/2000
164-2 Amboy St	2C	5/27/2000	Collapsed bathroom ceiling	6/1/2000
164-2 Amboy St	2C	11/13/2000	Kitchen light out	11/13/2000
164-2 Amboy St	2C	11/21/2000	Problem with door lock	11/22/2000
164-2 Amboy St	2C	12/8/2000	Problem with door lock	12/8/2000
164-2 Amboy St	2C	2/19/2001	Repair socket	2/21/2001
164-2 Amboy St	3A	1/6/2000	Repair stove	1/10/2000
164-2 Amboy St	3A	1/13/2000	Repair bathroom door lock	1/13/2000
164-2 Amboy St	3A	2/23/2000	Hole in livingroom wall	2/23/2000
164-2 Amboy St	3A	3/7/2000	Toilet stopped up	3/7/2000
164-2 Amboy St	3A	3/18/2000	Stove/oven not working	3/20/2000
164-2 Amboy St	3A	3/9/2000	Toilet stopped up	3/10/2000
164-2 Amboy St	3A	3/15/2000	Toilet stopped up	3/16/2000
164-2 Amboy St	3A	7/2/2000	Bathroom sink stopped up	7/3/2000
164-2 Amboy St	3A	7/31/2000	Toilet stopped up	7/31/2000
164-2 Amboy St	3A	8/2/2000	Toilet stopped up	8/3/2000
164-2 Amboy St	3A	9/1/2000	Need bathroom door	9/5/2000
164-2 Amboy St	3A	10/18/2000	Bathroom sink stopped up	10/19/2000
164-2 Amboy St	3A	8/28/2000	Bedroom door is falling off	11/8/2000
164-2 Amboy St	3A	11/3/2000	Rat holes	11/6/2000
164-2 Amboy St	3A	11/15/2000	Rat holes	11/16/2000
164-2 Amboy St	3A	12/2/2000	Gas smell	Unfounded
164-2 Amboy St	3A	01/09/01	Need kitchen bulb	1/9/2001
164-2 Amboy St	3A	3/13/2001	Leak at bathroom sink/Toilet stopped up	3/13/2001
164-2 Amboy St	3A	4/3/2001	Smoke alarm broken	4/3/2001
164-2 Amboy St	3C	1/10/2000	Repair Oven	1/11/2000
164-2 Amboy St	3C	1/11/2000	Leak under kitchen sink	1/11/2000
164-2 Amboy St	3C	1/10/2000	Check kitchen sink	1/13/2000
164-2 Amboy St	3C	8/8/2000	Kitchen sink & tub stopped up/Repair stove	8/10/2000
164-2 Amboy St	3C	8/21/2000	Repair wall & ceiling in livingroom & bathroom	8/30/2000
164-2 Amboy St	3C	10/25/2000	Inoperative refrigerator	10/30/2000

Address	Apt.	Date of Request	Request	Date Completed
164-2 Amboy St	3C	11/3/2000	Close windows properly	11/6/2000
164-2 Amboy St	3C	11/3/2000	Rat holes in kitchen	11/6/2000
164-2 Amboy St	3C	1/16/2001	Bathroom sink stopped up	1/16/2001
155-2 Amboy St	2B	3/13/2000	Oven not working	3/14/2000
155-2 Amboy St	2B	5/3/2000	Check bathroom light	5/3/2000
155-2 Amboy St	2B	6/1/2000	Requested Dresser	6/1/2000
155-2 Amboy St	2B	7/31/2000	Repair stove	7/31/2000
155-2 Amboy St	2B	8/7/2000	Leak at Bathroom	8/10/2000
155-2 Amboy St	2B	9/11/2000	Hole under kitchen sink & closet	9/14/2000
155-2 Amboy St	2B	9/2/2000	Tub & sink stopped up	9/2/2000
155-2 Amboy St	2B	11/20/2000	Stove needs knobs	11/21/2000
155-2 Amboy St	2B	12/21/2000	Toilet doesn't flush	12/21/2000
155-2 Amboy St	2B	2/16/2001	Kitchen table broken/Replace light bulb	2/21/2001
155-2 Amboy St	2B	3/28/2001	Oven not working	3/28/2001



COMPTROLLER OF THE CITY OF NEW YORK
1 CENTRE STREET
NEW YORK, NY 10007-2341
(212) 669-3500

WILLIAM C. THOMPSON, JR.
COMPTROLLER

March 6, 2002

The Honorable Jerilyn Perine
Commissioner
Department of Housing Preservation and Development
100 Gold Street
New York, N.Y. 10038

Dear Commissioner Perine:

On May 7, 2001, the Comptroller's Office sent a letter to you (Attachment A) regarding unsafe and unsanitary conditions at three HPD-contracted shelters for homeless families and individuals—Amboy Neighborhood Center, Convent Avenue Family Living Center, and Harriet Tubman Family Center—that required immediate action by your agency. I am now writing to alert you to conditions discovered by our auditors during recent follow-up visits to the three facilities.

My staff visited the Amboy Neighborhood Center on January 29, 2002, the Convent Avenue Family Living Center on February 19, 2002, and the Harriet Tubman Family Center on February 21, 2002 and found that some of the conditions reported in our initial letter have been corrected. However, there are still conditions that require your agency's immediate (Attachment B). Specifically, in 88 of 119 occupied apartments visited, the auditors found problems that included roach infestation, leaking faucets, water damage on ceilings and walls, broken and inoperable windows, broken bathroom fixtures, and missing or broken kitchen cabinets. In addition, many of the residents again reported that their apartments were infested with mice or rats.

I request that your office take immediate action to ensure that these conditions are corrected and that the operators of these centers maintain the premises in a safe and sanitary manner. Attached is a list of the operators, the addresses of the buildings, and the conditions found. In addition, I am sending you video footage that was taken by the auditors during their visits. Please inform me of the results of your investigation and what actions you will take to remedy the situation.

Very truly yours,

William C. Thompson, Jr.

WCT/RL/gr
Enc.

cc: Susan Kupferman, Director Mayor's Office of Operations
Greg Brooks, Deputy Comptroller for Policy, Audit, Contract and Accountancy
Roger D. Liwer, Assistant Comptroller for Audits
Steve Fodera, Audit Coordinator

Amboy Neighborhood Center, Inc. Date of Visit: 01-29-02

Address	Apt. #	Observations	Tenant Complaints
185 Amboy St.	1B	Bathroom ceiling cracked Holes in ceiling	Rats & roaches
185 Amboy St.	1C	Bathroom sink goes down slow	N/A
185 Amboy St.	2A	Roaches on wall Leak in bedroom ceiling Hole in bedroom ceiling Hole behind front door from knob	N/A
185 Amboy St.	2E	Kitchen sink clogged Hole in bathroom ceiling	Mice
185 Amboy St.	3B	Leak in bathroom ceiling Missing tiles around bathtub Holes in doors Kitchen window cracked and will not stay up Front door does not close properly	Small mice
185 Amboy St.	3C	N/A	Mice
185 Amboy St.	4B	Kitchen window doesn't stay open	N/A
185 Amboy St.	4D	Bathtub faucet leaks	N/A
186 Amboy St.	1A	N/A	Rats in ceiling
186 Amboy St.	1D	Broken tiles in bathroom	N/A
186 Amboy St.	2A	Kitchen sink faucet leaks No door on cabinet	N/A
186 Amboy St.	2B	N/A	Small leak in ceiling
186 Amboy St.	3C	Kitchen sink faucet leaks Leaky bathtub Roaches in tub	N/A
186 Amboy St.	3E	Bathtub faucet leaks Broken window in bathroom Knob missing on kitchen faucet Holes in the side of the mattresses	Rats Requested dressers and mattresses
191 Amboy St.	2A	Roaches in kitchen	N/A

N/A- Not Applicable

Amboy Neighborhood Center, Inc. Date of Visit: 01-29-02

Address	Apt. #	Observations	Tenant Complaints
		Oven door broken	
191 Amboy St.	2D	Bathroom sink faucet leaks	N/A
191 Amboy St.	3A	Roaches in kitchen Roaches in refrigerator and freezer	N/A
191 Amboy St.	4A	Roaches in kitchen Kitchen faucet leaks Lock on front door is loose	N/A
196 Amboy St.	2B	Kitchen cabinet door falling off Bathroom sink faucet leaks Bubbling paint and mold on bathroom ceiling Holes in hall wall	N/A
196 Amboy St.	3C	Kitchen sink leaks	N/A
196 Amboy St.	4B	Bathroom sink and tub leaks Window will not stay up	N/A
196 Amboy St.	4E	Hole in bedroom wall Bedroom radiator cover falls off Bathroom sink leaks	N/A
199 Amboy St.	2E	Kitchen window does not stay open Broken kitchen cabinet Bathroom floor missing tiles Bathub faucet leaks	N/A
199 Amboy St.	4B	Tiles missing in bathroom	N/A
202 Amboy St.	1D	Missing tiles in bathroom Vent cover missing in bathroom ceiling Many broken doors and missing door knobs Kitchen sink faucet leaks	N/A
202 Amboy St.	1E	N/A	Roaches and sometimes mice
202 Amboy St.	2A	Roaches in door jam and on walls and ceiling Doors off hinges	N/A
202 Amboy St.	2E	Kitchen sink faucet leaks Chipped enamel in bathtub Kitchen window cracked and does not stay	N/A

N/A- Not Applicable

Amboy Neighborhood Center, Inc. Date of Visit: 01-29-02

Address	Apt. #	Observations	Tenant Complaints
		open Roaches in freezer	
202 Amboy St.	4A	Living room window won't stay up Bedroom window won't stay up	N/A
207 Amboy St.	2B	Kitchen cabinets missing doors Radiator cover coming off in living room	N/A
207 Amboy St.	2C	Water damage to the ceiling Cracks in floor	Ceiling leaks when it rains
207 Amboy St.	2E	N/A	Water pressure to high on bathroom sink
207 Amboy St.	3C	N/A	Ceiling leaks when it rains
207 Amboy St.	4C	N/A	Rats
207 Amboy St.	4D	Bathroom sink faucet leaks	N/A
217 Amboy St.	2C	N/A	Toilet stopped up
217 Amboy St.	2D	Hole in bathroom floor	Mice come through hole
217 Amboy St.	3D	Bathtub faucet leaks	N/A
217 Amboy St.	4C	Bathtub faucet leaks	N/A
217 Amboy St.	4E	Broken tiles on hall floor Bathtub faucet leaks	N/A
217 Amboy St.	4G	Broken tiles on kitchen floor Holes in wall in bathroom (work done 3 weeks ago but incomplete)	N/A

N/A- Not Applicable

Convent Avenue Family Living Center Date of Visit: 02-19-02

Address	Apt. #	Observations	Tenant Complaints
22 Convent Ave.	1C	Bathroom sink faucet leaks	Mice
22 Convent Ave.	2A	2 smoke detectors – one has exposed wires & one is hanging off ceiling Holes in floor Mice droppings Flies	Mice
22 Convent Ave.	3C	Broken tile outside in hallway	Roaches
22 Convent Ave.	3D	2 Live Mice on Glue Traps	Mice come from holes under sink & from radiators
26 Convent Ave.	1A	Bathroom sink faucet leaks	Roaches & Mice
26 Convent Ave.	1D	Bathtub faucet leaks	Broken refrigerator freezer
26 Convent Ave.	3A	Oven not working	Mice
26 Convent Ave.	4B	Roaches Kitchen & Bathroom faucets leaks Peeling paint	N/A
30 Convent Ave.	1C	Kitchen sink faucet leaks	N/A
30 Convent Ave.	2A	Soap dish & corking around bathtub missing	N/A
30 Convent Ave.	3A	Bathtub faucet leaks Bedroom window doesn't stay open - (held open with a stick)	Roaches & Rodents
30 Convent Ave.	3B	Fire escape window doesn't stay open	Roaches
30 Convent Ave.	3C	Bottom of front door not sealed properly	Tenant caught 5 mice in one day.
30 Convent Ave.	4A	Bedroom light does not work	Bedroom light has not worked for 2 weeks.
30 Convent Ave.	4D	Missing radiator cover	N/A
30 Convent Ave.	5B	Roaches in kitchen Bathroom sink faucet leaks – (Tenant has to shut water from under sink)	Roaches
30 Convent Ave.	5C	N/A	Roaches

N/A- Not Applicable

Convent Avenue Family Living Center Date of Visit: 02-19-02

Address	Apt. #	Observations	Tenant Complaints
34 Convent Ave.	4	Oven not working	N/A
34 Convent Ave.	5	N/A	Roaches
34 Convent Ave.	7	Kitchen light does not work Water leaking from bathroom ceiling Roaches	Roaches
34 Convent Ave.	11	Lights & Smoke alarms do not work Big water bubble on ceiling Roaches in bathtub	N/A
34 Convent Ave.	12	Light in bathroom does not work Broken toilet seat Kitchen sink faucet leaks Roach crawling on kitchen wall	N/A
34 Convent Ave.	14	N/A	Roaches
34 Convent Ave.	16	Roaches Water bubbles on bathroom ceiling Entrance door missing a piece of the door knob	Roaches
34 Convent Ave.	17	Bathroom, Hall & Bedroom Lights do not work Bathtub faucet leaks	N/A
34 Convent Ave.	18	Peeling paint in bathroom No lights in hallway	Broken window in bedroom Refrigerator recently broke Broken oven

N/A- Not Applicable

Harriet Tubman Family Living Center Date of Visit:02-21-02

Address	Apt. #	Observations	Tenant Complaints
134 W. 143 rd St.	3A	Leak from bathroom ceiling Damaged kitchen counter Damaged kitchen cabinets Missing oven range hood	N/A
134 W. 143 rd St.	4A	Damaged kitchen counter Roach on oven	N/A
134 W. 143 rd St.	6A	N/A	Mice
134 W. 143 rd St.	3B	Missing refrigerator shelves Chip on kitchen counter Missing oven range hood	N/A
134 W. 143 rd St.	5B	Damaged kitchen cabinets No battery in smoke detector	N/A
134 W. 143 rd St.	4C	Missing oven range hood Bathtub faucet leaks Bathroom sink pulling away from wall Damaged kitchen cabinets Crack and holes in door sill Gap under entrance door	Mice
134 W. 143 rd St.	5D	No battery in smoke detector One infant crib held together with tape Damaged window shade Damaged kitchen cabinets Hole and crack in bathroom sink	N/A
134 W. 143 rd St.	3E	Bedroom door off hinges Mold around bathtub	N/A
134 W. 143 rd St.	5E	Loose door jam Hole in radiator cover Broken shelf in refrigerator Roach on wall Damaged kitchen cabinets Damaged oven range hood Missing formica on kitchen counter Damaged kitchen counter	N/A
138 W. 143 rd St.	2F	Bathtub faucet leaks Roach on ceiling	N/A

N/A- Not Applicable

Harriet Tubman Family Living Center Date of Visit: 02-21-02

Address	Apt. #	Observations	Tenant Complaints
138 W. 143 rd St.	3F	Missing knobs on oven Damaged bathroom counter Damaged kitchen counter	N/A
138 W. 143 rd St.	2G	Damaged kitchen counter Missing tiles in bathroom Damaged oven range hood Damaged kitchen cabinet Base of toilet leaks Broken toilet	Mice
138 W. 143 rd St.	6H	Bathtub faucet leaks Damaged kitchen counter Damaged kitchen cabinet	Roaches
138 W. 143 rd St.	2I	Missing tile on bathroom wall Damaged bathroom vanity Stained bathtub Missing cover for overflow in bathtub Bathtub faucet leaks	N/A
138 W. 143 rd St.	4I	Damaged kitchen counter Damaged kitchen cabinets	N/A
138 W. 143 rd St.	6J	Hole in floor	N/A
138 W. 143 rd St.	BETWEEN 6 th & 7 th Flr.	Loose rail	N/A
142 W. 143 rd St.	2K	Bathtub faucet leaks Damaged bathroom vanity	Roaches
142 W. 143 rd St.	3K	Damaged bathroom vanity Mold around bathtub Bathtub faucet leaks	N/A
142 W. 143 rd St.	6K	Loose toilet Damaged bathroom vanity Missing toilet paper holder	N/A
142 W. 143 rd St.	6M	N/A	Mice
142 W. 143 rd St.	6N	Cracked tile in hallway Crack in sealant around bathtub Damaged kitchen cabinet	N/A

N/A - Not Applicable

Harriet Tubman Family Living Center Date of Visit:02-21-02

Address	Apt. #	Observations	Tenant Complaints
142 W. 143 rd St.	4O	Roach on wall Crack in bathroom sink	Roaches and mice
142 W. 143 rd St.	5O	Broken intercom	N/A
142 W. 143 rd St.	6O	Damaged bathroom vanity	N/A
142 W. 143 rd St.	Hallway	Graffiti on wall	
142 W. 143 rd St	Between 5 th & 6 th Fl.	Crack in window sill	N/A
142 W. 143 rd St	Between 2 nd & 3 rd Fl.	Crack behind staircase	
152 W. 143 rd St.	3R	Damaged kitchen counter Hole around bathroom steam pipe Damaged bathroom vanity Mold around bathtub cork	Roaches and mice
152 W. 143 rd St.	5R	N/A	Mice
152 W. 143 rd St.	2S	Crack on floor tiles Damaged kitchen counter Damaged kitchen cabinets	Mice
152 W. 143 rd St.	3S	Bathtub faucet leaks Unpainted ceiling where a leak was repaired Hole in floor outside bathroom	Mice
152 W. 143 rd St.	5S	Damaged kitchen cabinets Damaged kitchen counter Damaged bathroom vanity	Mice (last week tenant caught 6 mice in 1/2 hour)
152 W. 143 rd St.	2T	Hole in bedroom ceiling Hole in bathroom ceiling Hole in bathroom floor Roach infestation Damaged kitchen cabinets Bathtub faucet leaks	Roaches and mice
152 W. 143 rd St.	5T	Metal in wall corner exposed Damaged kitchen counter	Roaches

N/A- Not Applicable

Harriet Tubman Family Living Center Date of Visit:02-21-02

Address	Apt. #	Observations	Tenant Complaints
		Chip in wall No smoke detector Hole in bedroom wall Roach on kitchen cabinet Damaged oven range hood Damaged window shade Bubbling paint around steam pipe	
152 W. 143 rd St.	6T	Broken tile Damaged kitchen cabinet Bathtub faucet leaks	Mice Clogged toilet
152 W. 143 rd St.	3U	Damaged bathroom vanity	N/A
152 W. 143 rd St.	4U	Damaged kitchen counter Damaged bathroom vanity	Tenant requested to move oven however, told to move it herself.
152 W. 143 rd St.	6U	Damaged bathroom vanity	N/A
152 W. 143 rd St.	Between Roof and 6 th Fl.	Loose banister	
152 W. 143 rd St.	Landing Between 5 th & 6 th Fl.	Broken tiles	
152 W. 143 rd St.	Landing Between 3 rd & 4 th Fl.	Broken tiles	
152 W. 143 rd St.	Landing Between 2 nd & 3 rd Fl.	Damaged radiator cover Broken tiles	
Day Care Center	Ground-floor	Leaks in front classroom and in back classroom	Poor heating Loose tiles

N/A- Not Applicable

