



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
SCOTT M. STRINGER

January 5, 2018

Ms. Shola Olatoye
Chair & Chief Executive Officer
NYC Housing Authority
250 Broadway
New York, NY 10007

Re: Heating Systems

Dear Chairwoman Olatoye:

I am writing to request information concerning the current condition of heating systems in New York City Housing Authority (NYCHA) developments. Published reports in the past few days indicate that NYCHA's residents in several developments are facing inadequate or nonexistent provision of heat and hot water. With temperatures at record lows, these conditions jeopardize the health and safety of vulnerable residents, and they must be rectified quickly.

I am concerned that current failures in boilers and heating systems may stem, in part, from long-standing management issues within NYCHA. An initial review by my office of Department of Buildings annual compliance filings for high and low pressure boilers reveals that NYCHA has a reported rate of defective boilers that is five times the citywide average -- 39.5% of NYCHA inspections reported defects compared with 7.9% citywide. The high rate of boiler defects within NYCHA buildings raises serious concerns, especially given NYCHA's record of deferred maintenance. Indeed, an audit my office conducted more than two years ago, *Audit Report on the New York City Housing Authority's Maintenance and Repair Practices, July 13, 2015*, identified deficiencies in NYCHA's tracking of the timeliness of inspections and preventive maintenance of boilers and heating systems, among other issues.

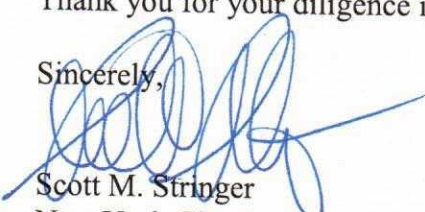
Moreover, NYCHA's own tracking of its progress in restoring infrastructure, including heating systems, damaged during Superstorm Sandy, indicates that as of October 2017, a substantial amount of necessary work remained to be done, with procurement and construction activities either planned or in progress at a number of the affected developments. Within the past week, residents of NYCHA buildings are still left coping with breakdowns in temporary boilers, still in use more than five years after the devastation wrought by Superstorm Sandy.

1. Please provide the following information by January 19, 2018: NYCHA's current policies and procedures that govern inspections and preventive maintenance of boilers and heating systems in NYCHA housing.

2. Indicate whether NYCHA implemented the recommendation made in the *Audit Report on the New York City Housing Authority's Maintenance and Repair Practices, July 13, 2015* that it record and track actual and targeted completion dates for Inspection and Maintenance Work Orders in NYCHA's Maximo system, and the status of NYCHA's implementation of that recommendation.
3. Identify each NYCHA development and building, by name and address, that currently (as of January 1, 2018):
 - a. is served by a temporary boiler or other temporary heating system;
 - b. is served by a boiler or other heating system component that is housed or located in or on a temporary structure; or
 - c. has a heating system that is under construction.
4. For each boiler and heating system currently in use, please provide the most recent permit issued by the Department of Buildings, the Fire Department, or other permitting agency, and the most recent certification by the relevant agency or licensed professional.
5. For each boiler and heating system currently in use, please provide the most recent documentation evidencing or reflecting:
 - a. Corrective maintenance or repair;
 - b. Preventive maintenance;
 - c. Inspections;
 - d. Violations and remediation of same; and
 - e. Fuel oil spills and remediation.
6. With respect to boilers and heating systems, including but not limited to those installed following Hurricane Sandy, identify the policies and procedures, if any that govern inspections and preventive maintenance of those boilers and systems.
7. For the federally-funded Hurricane Sandy resiliency projects, please list each project that involves the replacement and/or relocation of a boiler or other heating plant with NYCHA's original target date for completion and the current status as of January 1, 2018.

Thank you for your diligence in your review of these matters.

Sincerely,



Scott M. Stringer
New York City Comptroller

c: Michael Kelly, General Manager & Chief Operating Officer