

# WELCOME!

Residents of Bed Stuy Rehab

## PACT PARTNERS MEETING

Review of Section 8 Program  
& Social Services / Community Plan

Monday, July 21, 2025

Bed Stuy Rehab Community Center  
@ 701 Willoughby Avenue



# Today's Agenda

## **SECTION 8 OVERVIEW**

- PACT Overview
- Review of Resident Rights and Frequently Asked Questions
- Project-Based Section 8 Overview
- Who should you contact?
- Services and Resources for Section 8 Residents

## **SOCIAL SERVICES / COMMUNITY PLAN REVIEW**

- Resident Engagement Process
- Social Services Approach
- Pillars of Social Service

## **Q&A**

# SECTION 8 OVERVIEW

# **PACT Overview**



# What Is PACT?

- NYCHA needs \$78.3 billion to fully renovate and modernize its housing, but the federal government has provided only a fraction of the funding needed.
- Through PACT, developments are included in the Rental Assistance Demonstration (RAD) and convert to a more stable, federally funded program called Project-Based Section 8.
- PACT unlocks funding to complete comprehensive repairs, while keeping homes permanently affordable and ensuring residents have the same basic rights as they possess in the public housing program.

## PACT Investments & Improvements



*Renovated apartment at Twin Parks West*



*Site improvements at Baychester*



*Repaired roof and solar panel system at Ocean Bay (Bayside)*



*Renovated building entrance at Ocean Bay (Bayside)*

# How PACT Works

PACT depends on partnerships with private and non-profit development partners, who are selected based on resident input.

## COMPREHENSIVE REPAIRS

Development partners bring design and construction expertise. They address all the physical needs at the development.

## PROFESSIONAL MANAGEMENT

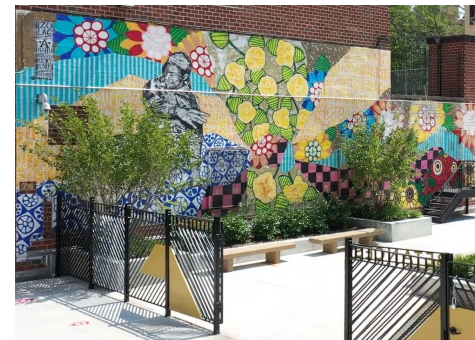
Property management partners are responsible for the day-to-day operation and upkeep of the buildings and grounds.

## ENHANCED SERVICES

Partnerships with social service providers help improve on-site services and programming through input from residents.

## PUBLIC CONTROL: NYCHA & RESIDENTS

Your development will remain under public control. After conversion, NYCHA will continue to own the land and buildings, administer the Section 8 subsidy and waitlist, and monitor conditions at the development. Where needed, NYCHA can step in to resolve any issues that may arise between residents and the new property management team.



*Betances*



*Ocean Bay (Bayside)*

\* PACT uses the Rental Assistance Demonstration (RAD), which was designed to ensure that as developments transition to the Section 8 program, homes remain permanently affordable, and residents have the same basic rights as they possess in the public housing program.

# PACT Resident Protections

## RENT CALCULATION

Residents **continue to pay 30% of their adjusted gross household income** towards rent.\*

\*Exceptions may apply to households who pay flat rent; are current tenant-based Section 8 participants; are a mixed family as defined by HUD; or who signed a non-public housing over-income lease.

## FEES & CHARGES

Residents do not have to pay **any additional fees, charges, or utility expenses** that are greater than what they currently pay.

## SECTION 8 ELIGIBILITY

Federal rules prohibit the rescreening of current households for Section 8 eligibility. This means that all existing households residing at the development will **automatically qualify** for the Project-Based Section 8 program regardless of their income eligibility, criminal background, or credit history.

## AUTOMATIC LEASE RENEWAL

Households will sign a new PACT Section 8 lease, which emulates the Public Housing lease; it **automatically renews** each year and cannot be terminated except for good cause.

## TEMPORARY RELOCATION

In some cases, due to the extent of the construction work, temporary moves may be necessary. Residents have the **right to return** to their original apartment after the renovations are complete, and the PACT partner will pay for any packing and moving expenses.

## RIGHT-SIZING

All households who are over- or under-housed must **move into an appropriately sized apartment** when one becomes available within their development. This is a Public Housing and Section 8 requirement.

## RESIDENT ORGANIZING

Residents continue to have **the right to organize**, and resident associations will receive \$25/unit in **Tenant Participation Activity (TPA) funding**.

## GRIEVANCE HEARINGS

Residents continue to have the **right to initiate grievance hearings** with a third-party mediator.

## JOB CREATION

The PACT partner is required to set aside 25% of all labor hours **for NYCHA residents** seeking employment in construction or property management.

For more detailed information, please scan the QR code or visit the Resident Resources page on our PACT Website: [on.nyc.gov/nycha-pact](https://on.nyc.gov/nycha-pact)



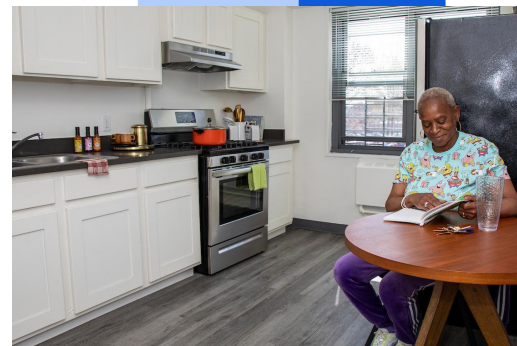
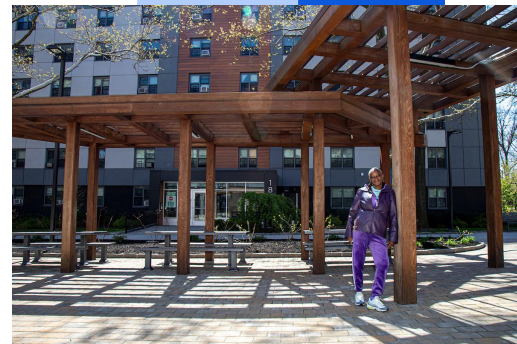
# **Review of Resident Rights & Frequently Asked Questions**

# PACT Resident Protections

How will your rent be calculated after conversion?

- Residents who transition to the Section 8 program will **continue to pay 30% of their adjusted gross household income** towards rent.\*
- Residents who are not paying 30% (e.g. Flat Rents) will have their tenant rent portion phased in to 30% over a 5-year period.
- **Check to see if your household has any rental arrears.**  
All rental arrears will transfer to the new property manager.
- If your income changes, **submit an interim recertification** request- do this through the Section 8 Self-Service Portal
- Speak with your new property manager about a **repayment plan.**

*\*exceptions may apply to households who pay flat rent, are current tenant-based Section 8 participants, or a mixed family, as defined by HUD.*



*Landscaping and apartment renovations at Baychester.*



# PACT Resident Protections

What if you need **to add someone** to your household?

- **Confirm your household size** and authorized household members.
- If you need to add someone to your household composition, you can request permission to **add members by contacting NYCHA's Leased Housing Department** via the Section 8 Self-Service Portal.
- You can add household members at any time.
- Be sure to **add any pets** to your household with your new property manager.

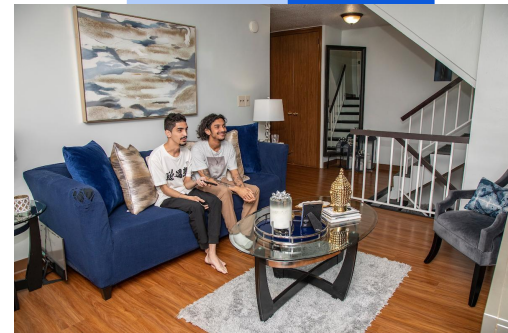
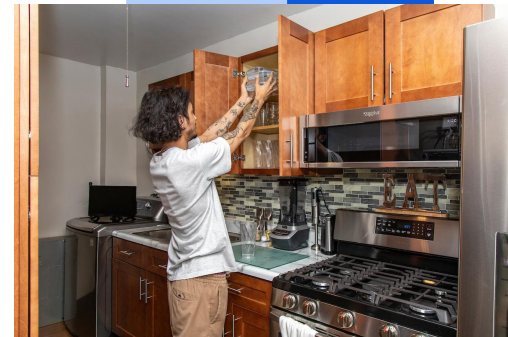


*Bathroom and laundry room renovations at Twin Parks West.*

# PACT Resident Protections

Will I be required to move to a larger or smaller apartment?

- If a household is in a unit that is too small or too large for their household size, the household **can remain in their current unit** **an appropriate-sized unit becomes available** at their development.
- When an appropriate-sized unit becomes available in the development, the **household must move within a reasonable period of time**, as determined by NYCHA Leased Housing.
- This is a **requirement of the Section 8 program**.



*Kitchen and living room renovations at Twin Parks West.*

# PACT Resident Protections

Can I move with my new Section 8 voucher?

- One year after conversion, you may choose to **request a Section 8 tenant-based voucher to transfer** out of your current development.
- You must first be **found eligible and receive written approval** from NYCHA Leased Housing to receive your transfer voucher.
- You can use a Section 8 Choice Mobility Voucher to transfer **anywhere within New York City or to another city or state** housing agency that administers the Section 8 Housing Choice Voucher Program.



*Armstrong and Baychester grounds improvements*



# **Project-Based Section 8 Overview**

# NYCHA's Section 8 Program

- NYCHA's **Leased Housing Department** oversees NYCHA's Section 8 program and serves as the program administrator.
- **NYCHA has the largest program** in the nation with over 95,000 Section 8 families and 25,000 private landlords.
- Through PACT, you will become a **Project-Based Section 8 resident**.
- All residents who are currently NYCHA Public Housing (Section 9) residents will **automatically transition to the Project Based Voucher (PBV) Section 8 program** – there is no re-screening.



Warren Street and Betances façade improvements

# NYCHA's Section 8 Program

## Responsibilities of NYCHA's Leased Housing Department:

- Ensure all units meet Housing Quality Standards (HQS) by conducting regular apartment and building inspections
- Administer the Section 8 project-based waitlist to re-tenant vacancies with PACT partners
- Respond to resident questions and requests about their tenant-share portion of the rent, reasonable accommodation, and transfers
- With HUD funding, NYCHA pays the difference between each apartment's Section 8 contract rent and the resident's portion of rent (called the Housing Assistance Payment, or HAP)
- Enforce the terms of the Housing Assistance Payment (HAP)
- Conduct annual and interim reviews of residents' incomes and family composition

**Who Should You Contact?**

# Who Should You Contact?

## After conversion.....

- ☐ If my income or household composition changes?
- ☐ To submit my annual recertification? And to find out when it's due?
- ☐ For issues related to my share of rent?
- ☐ To learn more about transfer requests or the Housing Choice Voucher program?

## Contact....

**NYCHA's Leased Housing Department**



**Use the NYCHA Self-Service Portal  
or call the NYCHA CCC: 718-707-7771**

# Who Should You Contact?

## After conversion.....

- ☐ To request a reasonable accommodation for a larger apartment or to move to a lower floor or to move to an accessible unit?
- ☐ To add or remove household members in my Section 8 household?
- ☐ If my landlord is not completing repairs?
- ☐ To request an HQS inspection or find out when it is scheduled?

## Contact....

**NYCHA's Leased Housing Department**



**Use the NYCHA Self-Service Portal  
or call the NYCHA CCC: 718-707-7771**

# Who Should You Contact?

## After conversion.....

- ☐ To pay rent or address rental arrears?
- ☐ To make repair requests?
- ☐ For questions related to my lease?
- ☐ In case of an emergency, such as a lack of heat or hot water, elevator outages, or flooding?

## Contact....

**Your new Property Management Team**



**You will receive a packet from your new Property Manager with contact information.**

# Who Should You Contact?

## After conversion.....

- ❑ To request a first-floor apartment for medical reasons?
- ❑ To request apartment modifications to accommodate a disability – for example: installation of grab bars, higher toilet seat, lower kitchen cabinets, lower sinks, etc.
- ❑ To register a pet or service animal?
- ❑ To get involved with my Resident Association?

## Contact....

**Your new Property Management Team**



**You will receive a packet from your new Property Manager with contact information.**



# How Do I Contact NYCHA As A Section 8 Resident?

Three ways for you to connect....

## CALL THE CUSTOMER CONTACT CENTER

Mon- Fri, 8am- 5pm  
718-707-7771  
TTY #: 212-306-4845

## VISIT A WALK-IN CENTER

787 Atlantic Avenue  
2nd Floor  
Brooklyn, NY 11238  
**Monday-Friday, 8am-5pm**

## LOG IN TO YOUR SELF- SERVICE PORTAL

Anytime:  
<http://selfserve.nycha.info>

# Submitting Your Annual Income Certification:

Visit <http://selfserve.nycha.info>

- You must complete your Annual Recertification every year
- Each year you will receive a notice from NYCHA's Leased Housing Department approximately 5 months before your annual recertification is due
  - If you need assistance in completing your online annual recertification, you can visit your property management office, and someone will be able to assist you.
  - Paper recertification packets are available as a reasonable accommodation. Requests for a reasonable accommodation can be made to the NYCHA Customer Contact Center (CCC) at (718) 707-7771.

# Submitting Your Annual Income Certification:

Visit <http://selfserve.nycha.info>

- You should submit your annual recertification as soon as possible, but no later than the annual recertification due date on your notice
- You need to gather current income and asset information for all household members and report that information to NYCHA
- Additional information can be found on NYCHA's website:  
<https://www1.nyc.gov/site/nycha/section-8/reporting-changes-income-family-comp.page>

# Register for NYCHA's Section 8 Self-Service Portal




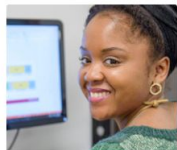

Visit <http://selfserve.nycha.info>



The image shows the NYCHA Self-Service Portal login interface. On the left is a large banner image of a city skyline with a bridge. On the right is a login form with the following elements:

- USERNAME**: A text input field with a "Forgot Username" link below it.
- PASSWORD**: A text input field.
- LOGIN**: A black button with a white lock icon and the word "LOGIN".
- REGISTER**: A black button with the word "REGISTER".
- Below the REGISTER button are two links: "Forgot Password" and "Reset Password".

## NYCHA Self-Service Program & Initiatives

				
<b>Public Housing</b> If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.	<b>Section 8</b> This program provides assistance to eligible low- and moderate-income families to rent housing in the private market.	<b>Agency</b> NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment.	<b>Opportunity Connect</b> If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.	<b>Applicants</b> This online application will walk you through the information NYCHA needs to place you on the waiting list.
<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>

If you have questions  
about how to register,  
call the Customer Contact  
Center:

**718-707-7771**


# Register for NYCHA's Section 8 Self-Service Portal





## What can I do in the Self-Service Portal?

- Confirm that all members of your household are listed as part of your Section 8 household.
- Notify NYCHA of a change in income, which may adjust your tenant share of rent.
- Submit your annual income recertification.
- Request a transfer or a Section 8 subsidy-related reasonable accommodation.
- Upload documents that are required by NYCHA.
- Request an inspection or view your inspection date and reschedule if necessary.

# Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>

 **NYCHA Self Service Portal**

 HOME  HELP  TRANSLATE  MENU

Hi \_\_\_\_\_

welcome back.

Use this portal to manage your NYCHA account, request a transfer, adjust your rent or adjust your income.

**Your Section 8 Account**

Your Case Number

Your Case Status


Rented





Head of Household

Manage Your Account

# Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>

**NYCHA Self Service Portal**


HOMEHELPTRANSLATEMENU


Hi \_\_\_\_\_ welcome back. What would you like to do with your NYCHA account today?  
In this menu you can update your information, adjust your rent, or request services from NYCHA.


### Your Case Information


Section 8 Account


Head of Household	Voucher/Case Number
Voucher Status	Voucher Issue Date
Active	3/18/2021
Section 8 Admission Date	Voucher Unit Size
1/29/2009	1
Contract Rent \$	NYCHA Share \$
1,367.00	1,039.00
Tenant Share \$	Last Annual Recertification Date
328.00	9/1/2019
Next Annual Recertification Date	Last Inspection Date
9/1/2020	3/25/2021
Last Inspection Result	Lease Start Date
Pass	2/1/2009
Lease End Date	
7/29/2012	


  
Back to Home Page


  
Annual Recertification


  
Reasonable Accommodation


  
Section 8 Transfer


  
Rental/Transfer Voucher


  
Portability Transfer


  
Inspection


  
Interim Change


  
Submit a Service Request

  
Property Management

  
Lease Up Documents

  
Opportunity Connect

  
Briefing Video

  
Available Sec 8 Apts

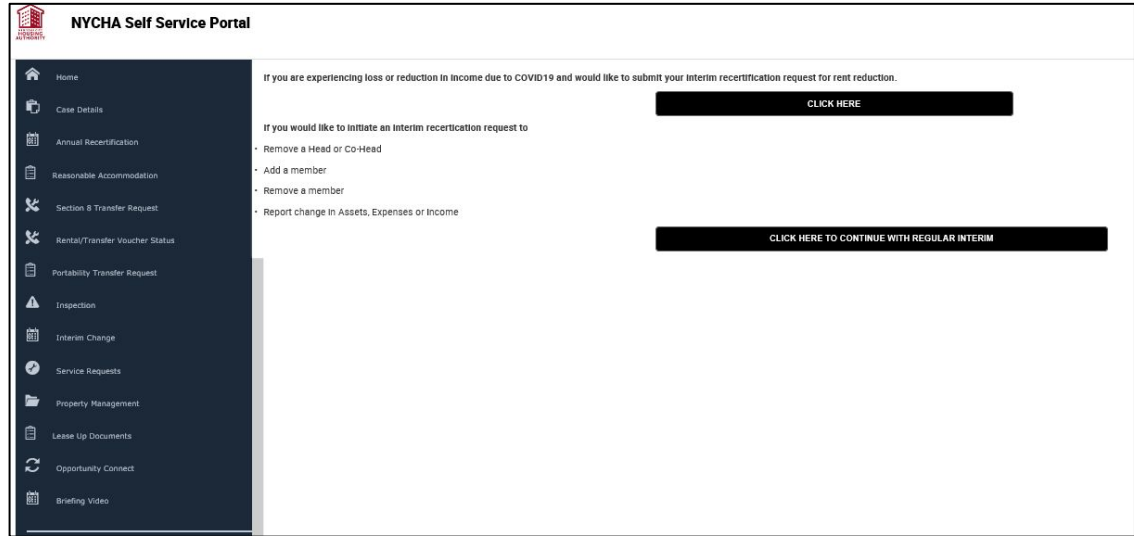
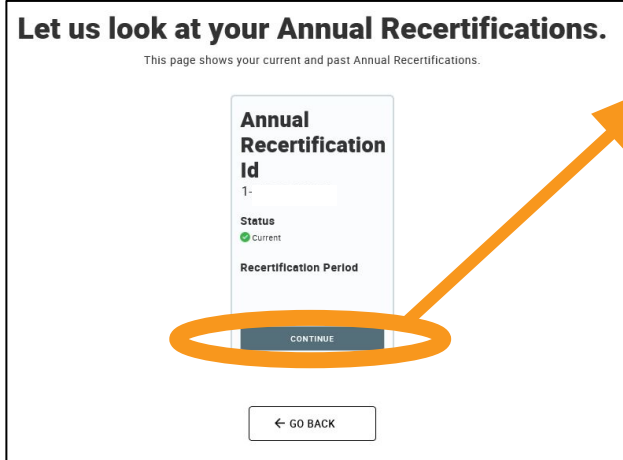
Case Documents

Form #	Document Name	Status	Full Name	View/Print Document
059205	Voucher Pay...	Pending Re		<a href="#">View Document</a>

1 - 1 of 1+

# Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>





# **Services and Resources for Section 8 Residents**

# Section 8 Services & Resources

**Section 8 residents can still access these programs and resources through NYCHA's REES Office**

## **The Family Self Sufficiency (FSS) Program**

- Offers residents the ability to grow a savings account as the household's earned income increases.
- Residents can also access education, career counseling, job training and money management resources through the program.

## **Section 3 Job Opportunities**

- PACT requires economic opportunities generated by the conversion to be directed to public housing residents through a federal program called Section 3.
- Contact your development partner for training and job opportunities associated with PACT
- Contact the REES office to learn about other Section 3 job opportunities

**For more  
information  
about FSS**

**call 718-289-8100**

**or visit:**

**[on.nyc.gov/FSS](https://on.nyc.gov/FSS)**

**or email:**

**[nychafss@nycha.nyc.gov](mailto:nychafss@nycha.nyc.gov)**



# **Social Services / Community Plan Review**

# **Resident Engagement Process**

# Resident Engagement Process - Overview

Social Service Needs Assessment Surveys	<ul style="list-style-type: none"><li>- Needs Assessment Surveys were initially distributed by PresLog at the end of March 2024</li><li>- Surveys are available online and hard copies</li><li>- To increase the rate of response across the developments, Bedford Stuyvesant Restoration Corporation has been present during lease signings and completing additional door drops.</li></ul>
Community Events	<ul style="list-style-type: none"><li>- Tenant feedback and requests provided more informally through in person events hosted by the PACT team such as cookouts, ice cream socials, workshops, design charrettes, Q&amp;A sessions.</li><li>- BSRC has hosted community tabling events and phone banking since May 2025.</li></ul>
Insights from Community Leaders and Service Providers	<ul style="list-style-type: none"><li>- Since October 2022, the PACT team has attended Tenant Association meetings and met with TA leaders</li><li>- Local leaders, including Council Member Sandy Nurse, representing the 37th Council District, and her Director of Budget &amp; Community Engagement, Francisca Sanhueza, who regularly attended Ocean Hill Tenant meetings</li><li>- Partnerships have been established with New York Communities for Change and The Legal Aid Society to assist residents during the PACT conversion.</li></ul>

# EVENTS



# Resident Engagement Process - Summary of Survey Results

Development	Key Takeaway	
Stuy Gardens I	The most popular educational programs for adults and teens at Stuy Gardens 1 are computer and technology courses	<b>Across All Developments</b>  - Current survey findings underscore interest in fitness classes, nutrition and cooking courses, and day trips  - Some residents did not select any programs or services in the survey. This is a helpful reminder that not every household needs or wants services at any given time
Stuy Gardens II	Stuyvesant Gardens II respondents show interest in cooking classes, bingo, senior fitness classes, and chronic disease self management workshops	
Bedford- Stuyvesant Rehab	The most popular recreational activities geared towards adults at BSR are cooking and nutrition classes, day trips, and fitness classes  28% of households indicated an adult in the home being interested in career development programs	
Ocean Hill	Ocean Hill had high interest in group day trips, fitness, and swim programs for adults.  22% of respondents indicated someone in the household being interested in mental health services including mindfulness sessions and counseling	
Saratoga Village	SV respondents had the highest incidence of having a teen or child living in the home	

# Resident Engagement Process - Existing Service Provider

Development	Current Providers
Stuy Gardens I	<ul style="list-style-type: none"><li>- Cornerstone at Stuyvesant Gardens I Houses Community Center</li><li>- The Bedford Stuyvesant Early Childhood Development Center</li><li>- The New York Child Resource Center</li></ul>
Stuy Gardens II	<ul style="list-style-type: none"><li>- RiseBoro Stuyvesant Gardens Older Adult Club</li></ul>
Bed Stuy Rehabs	N/A
Ocean Hill	N/A
Saratoga Village	<ul style="list-style-type: none"><li>- Saratoga Village Cornerstone Program</li></ul>

## Across All Developments

- Providers shared that there are demands for and need to expand the following:
  - Educational and career-focused programs, including GED/HSE preparation, employment certificate courses.
  - Summer Youth Employment programs, and access to year-round career opportunities for recent graduates within the community.
  - Job training and placement
  - Daycare and additional early childhood intervention services.
  - On-site healthy food options for seniors and homebound residents.
  - Additional fun, recreational programming.



# **Social Service Approach**



## **Social Service Approach - Bedford Stuyvesant Restoration Corporation**

- Bedford Stuyvesant Restoration Corporation is a new provider that is a part of the PACT team, with the purpose to support and expand services, tailor them to the developments.
- Established in 1967, Bedford Stuyvesant Restoration Corporation is the nation's first community development corporation and represents the most ambitious attempt to date at closing the racial wealth gap.
- Over its 53-year history, Restoration has piloted a uniquely holistic approach to community development that encompasses business development, personal finance, health and wellness, arts and culture, and overall community investment on a massive scale.

# Social Service Approach – Bedford Stuyvesant Restoration Corporation

Pre-Development	Construction	Stabilization
<ul style="list-style-type: none"><li>- Involved with Turnstone LLC in the development of social services plan.</li><li>- Host tabling and phone banking events, door knocking and drops of the needs assessment survey.</li><li>- Attendance at community events.</li></ul>	<ul style="list-style-type: none"><li>- Assist and provide services throughout construction to residents identified as having social service needs or other challenges.</li></ul>	<ul style="list-style-type: none"><li>- Post-construction, Restoration will have offices on site and a presence at each development with a designated office space.</li><li>- Provide services: benefit counseling, workforce development training and placement, tax prep services and financial counseling.</li></ul>

# **Pillars of Social Service**

# Pillars of Social Service - Approach

- Based on the resident engagement process, and connecting with the social service providers, we have organized our plan around six key pillars to address current concerns.

Ocean Hill-Stuyvesant Gardens Social Service Pillars					
Career Development	Financial Wellness	Education	Health Services	Violence Prevention	Recreational Programming

- However, this plan is dynamic, with ongoing tenant engagement to ensure programs evolve to meet the community's changing needs

# Pillars of Social Service - Career Development

## Existing

- Cornerstone Program at Saratoga Village offers referrals to job training workshops, youth employment programs, and connections to external career opportunities.

## Future

- Partnerships with Restoration's Workforce Development program, opportunity to partner with Building Skills NY for nonprofit construction workshop – 30 hour training program and also Department of Social Services Jobs Plus Programs.



# Pillars of Social Service - Financial Wellness

## Existing

- The Riseboro Older Adult Program currently offers case management and benefits advocacy to its members. This service assists those eligible in applying for entitlements and benefits.

## Future

- Restoration will have onsite offices, where they will offer programming such as benefit counseling, tax preparation, and financial counseling designed to help tenants maximize their resources, reduce financial stress, and build long-term financial security.



# Pillars of Social Service - Education

## Existing

- The Cornerstone programs at Saratoga Village and Stuyvesant Gardens I provide academic support for elementary, middle, and high school students during the school year.
- The New York Child Resource Center, Inc., supports early education through a service coordination model designed to guide families through the Early Intervention process

## Future

- Identify additional educational opportunities for teenagers and young adults such as digital literacy workshops, trade certifications, and GED preparation programs.





# Pillars of Social Service - Health Services

## Existing

- At Stuyvesant Gardens II, senior residents have access to the Riseboro Older Adult Center, which provides hot nutritious meals, fitness classes such as Tai Chi and Zumba, and health education workshops.

## Future

- Restoration will further address health needs by connecting tenants with benefit counselors to assist with healthcare applications and facilitating access to regular medical care and mental health services.
- Partnerships with external organizations like Council of People's Organization will be explored to provide healthy food distribution to the seniors and homebound residents.



# Pillars of Social Service - Violence Prevention



## Future

- PACT partner will enhance building security measures while continuing to foster partnerships with local organizations like Brownsville In, Violence Out (BIVO).
- BIVO's programs, aimed at engaging high-risk youth aged 16-25, include job placement services designed to reduce gun violence and community disputes.

# Pillars of Social Service - Recreational Programming

- Existing**
- The Cornerstone programs at Saratoga Village and Stuyvesant Gardens I offer seasonal recreational programming for youth, including sports, arts, and community events. For seniors, the Riseboro Older Adult Center provides a variety of fitness classes and social activities to promote physical and mental health.
- Future**
- Cornerstone leadership has expressed interest in reinstating partnerships with external providers, such as dance programs through the Mark Morris Dance Center and fitness classes with Shape Up NYC.



# Available Resources for Residents



**PACT Hotline:** (212) 306-4036

**Email:** [PACT@NYCHA.NYC.GOV](mailto:PACT@NYCHA.NYC.GOV)

**Website:** <http://on.nyc.gov/nycha-pact>

## Contact PACT Resources with questions about:

- PACT Program
- Project-Based Section 8
- How rent will be calculated
- Resident rights and protections

**Customer Contact Center (CCC):** (718) 707-7771

## Contact CCC with questions about:

- Repairs in your apartment or in a public space
- Concerning heat and hot water issues
- For information about housing applications offices

## PACT PARTNERS:



**Email:** [info@ohsgcommunity.com](mailto:info@ohsgcommunity.com)

## Contact us if you have questions about the following topics:

- Presentation material
- Design and construction
- Future meeting dates and topics
- Hiring and training

Q & A