



NEW YORK CITY HOUSING AUTHORITY

250 BROADWAY • NEW YORK, NY 10007

TEL: (212) 306-3000 • <http://nyc.gov/nycha>

Version 3: Updated 4/03/2020

Work Order Guidance:

1. We will be doing Emergency Work orders defined as those with Priority Codes 7, 8 and 9
 - This includes no heat and hot water conditions, water leaks, gas leaks, stoppages, electrical issues, interior rat infestations, other previously identified high severity bed bug or mice infestations, and hazardous conditions.
2. **Mold (Priority 6):** We will conduct mold inspections and, if mold conditions are found, the necessary remediation and repair work. Paint related to mold conditions is suspended.
3. **Lead:** We will conduct lead remediation, and will collect dust wipe samples, only in units in the 92 developments where we presume there is lead-based paint in units and (i) a child under 6 either resides or visits, and/or (ii) there is a positive XRF test result (at any development) regardless of whether a child under 6 resides or visits.
4. **Appliances:** We will respond to gas leaks, stove or refrigerators that are out of order, gas smell, no gas and limited repairs (see table below for additional problem codes). We will provide hot plates to residents without gas.

Appliance:	Problem code:	Appliance:	Problem code:
REFRIGERATOR	FREEZINGUP	STOVE	FLEXHOSEDAMAGED
REFRIGERATOR	NOTCOOLING	STOVE	GASSUPPLYTUBINGDM
REFRIGERATOR	NOTFREEZING	STOVE	MULTIPLETOPBURNERSOOO
REFRIGERATOR	REFRIGOOO	STOVE	NEEDANTITIPBRACKET
		STOVE	NOGAS
		STOVE	OVENDOOO
		STOVE	SMELLGAS
		STOVE	SMOKING
		STOVE	STOVEKNOBHARDTOTURN
		STOVE	STOVEOOO



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5. **Pests:** We will respond to and follow-up on any interior rat infestations and previously identified high severity infestations of bed bugs or mice. We will suspend all proactive pest inspections and treatments (including NP11 and Targeted Relief) and will only conduct work in common areas and basements as part of CBI.
6. **Work orders to correct the following conditions:** No power in entire apartment, partial power impacting kitchens or bathrooms, no electrical power to life sustaining equipment, flooding conditions, cabinets falling off walls, stoppages, smoke/carbon monoxide detectors not working, window guard missing/loose, apartment door not working.
7. All other work, including scheduled repairs for non-emergency work, Annual Inspections and other Skilled Trades or Maintenance Work in occupied units, is suspended.
8. We will perform certain critical work orders generated as a result of a court order, a commissioner order to abate or other violation, or through our own compliance process.
9. Capturing resident signatures on handheld devices has been suspended. When prompted to sign, please write the word "suspended". For court ordered repairs, please attach a picture of the completed repair to the appropriate work order.

Please remember to use the knock and entry option language (see the "Working within an Apartment" section below). If access is refused for emergencies, we may need to enter with the assistance of the local PSA unless immediate action is required because of a safety concern such as shutting down a gas line.

10. We will be doing apartment turnover preparation as usual.
11. We will continue to address work orders related to intercoms and lobby doors.
12. Special crews including heating and elevators, other teams work as normal except we will not perform preventive maintenance or other planned outages that will lead to a service disruption.
13. Trades work not in a unit will be performed as normal
14. All other occupied apartment work is postponed. Any staff freed up, no matter their job classification, can be assigned to clean or to assist with other duties such as waste, grounds, etc.



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15. Any specific work mandated by the GM, the Environmental Health and Safety Department, the Compliance Department, or Quality Assurance Unit will be conducted.

Suspended Activities

- There will be no in-person rent collection. Rent should be paid via one of the other available methods.
- Weekend Maintenance Blitzes are suspended until further notice.
- Wednesday evening hours are suspended. If individual developments require extended hours, they should do so only on a volunteer basis.

Employee Safety Update

Respiratory Protection:

- According to the latest NYC DOHMH guidance, respirators (N95, N100 masks) are not recommended to protect NYCHA personnel from the spread of COVID-19 while performing their assignments. This equipment is currently only required for healthcare professionals (such as doctors and nurses) providing care to patients with a confirmed COVID-19 diagnosis. Staff are advised to maintain social distancing and good hand hygiene while performing duties during this crisis.

Issuance of Respiratory Protection:

- Effective immediately, N-100 respirators will only be issued to personnel assigned to perform RRP required and mold remediation workorders.
- Personnel performing these tasks will only be issued one N-100 respirator per week, unless such respirator becomes damaged or inoperable.
- Personnel are advised to take the following steps to ensure the proper functioning of the respirator during this time:

Discard respirators contaminated with blood, respiratory or nasal secretions, or other bodily fluids from persons other than the wearer.



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Hang used respirators in a designated storage area or keep them in a clean, breathable container such as a paper bag between uses.

Clean hands with soap and water or an alcohol-based hand sanitizer before and after touching or adjusting the respirator (if necessary for comfort or to maintain fit).

Avoid touching the inside of the respirator. If inadvertent contact is made with the inside of the respirator, perform hand hygiene as described above.

Discard any respirator that is obviously damaged or becomes hard to breathe through.

Pack or store respirators between uses so that they do not become damaged or deformed.

Respirators must only be used by a single wearer.

Social distancing at a distance of 6 or more feet is the recommended protocol for reducing the risk of exposure to COVID-19. See “Working in an Apartment Guidance” below for more details.

Face Coverings

- Per April 2, 2020 guidance from the New York City Department of Health and Mental Hygiene (DOHMH), people who do not show symptoms may still be able to spread COVID-19. A face covering can be an extra protection to help prevent you from spreading COVID-19 to other people, so you should wear one whenever you leave the home. Staff performing any task are encouraged to follow this recommendation as an additional protective measure to help ensure that they are not unknowingly spreading COVID-19 to fellow staff members or residents.
- NYCHA will provide surgical masks/dust masks (as long as supplies are available) to be used as a face-coverings for personnel entering apartments to conduct work described in the Work Order Guidance. The purpose of this face covering is to prevent its wearer from potentially spreading COVID-19 to others. **PLEASE NOTE: The purpose of this face covering is not considered PPE for the wearer or as a substitute to social distancing and hand hygiene. Staff should always practice social distancing at a minimum distance of six feet and hand hygiene as the primary measures for protecting themselves against COVID-19.**



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- In the event that NYCHA does not have a face mask available for you, a face covering should be used and can include anything that covers your nose and mouth, including scarves, bandanas, or other cloth covering. Do not use health care worker masks, as those must be preserved for people in the health care system.
- Additional helpful information about face coverings is included in the attached FAQ from DOHMH.

Working within an Apartment

Staff performing work in apartments will receive a face covering such as a surgical/dust mask. The purpose of this face covering is an added protection, in addition to social distancing, to help prevent the staff member from unknowingly spreading COVID-19 to a resident or fellow staff member.

Before Entering an Apartment Ask the Following:

1. Politely ask the resident to maintain at least a six-foot distance from the staff member while the repair is completed.
2. Politely ask “Would you mind covering your face (suggest a scarf, cloth or towel) while I am performing work in your apartment?” [Please note, residents do not have to wear a face covering if they do not wish]
3. “Does anyone in the household have a fever, cough or shortness of breath or confirmed to have been infected with coronavirus?”

If the resident answers “**yes**” to Question 3, politely ask the resident to remain in a separate room (where possible) with the door closed until the work is completed. If a separate room is not available, politely ask the resident to wear a face covering and maintain at least a six-foot distance from the staff member and resident until the repair is completed.

Staff should open a window within the unit to increase ventilation during the repair.

If the resident refuses to maintain a distance of at least 6 feet, remove yourself from the unit and immediately contact your supervision for guidance.

A resident may ask you these same questions before you enter. Please be courteous and polite.



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After Visiting an Apartment

- ✓ Wash your hands for at least 20 seconds, with warm water and soap
- ✓ If soap and water aren't available, use an alcohol-based hand sanitizer
- ✓ Keep your hands away from your face, nose, and eyes