



## RESPONSES TO TENANT COMPLAINTS OCTOBER 18, 2018

November 1, 2018

### **BOHLMANN TOWERS - NO HEAT**

Bohlmann Towers was converted from oil to gas heat/hot water in June 2014 but continued to operate with limited control, continuing maximum heat.

Bohlmann Towers has a fairly new energy efficient heating system. PHA has not yet realized actual energy savings or potential savings and we continue to function on an all heat or no heat. With heat, some areas of the building are over heated while other areas are under heated.

For several months, a Con Edison team has worked with PHA to rectify the problem and highly recommended the purchase and installation of an Energy Management System (EMS) to address heating problems. EMS was put in place January 2015. There are thirty (30) sensors strategically placed throughout the building in individual units to monitor inside temperatures. EMS has remote software capability with on-line twenty-four hour live access for control of the heating plant. They conduct scheduled data analysis and examine building information to ensure efficient heating operations. Determinations are made regarding optimum heating, pinpointing heat trends, and customized settings to maximize heat and hot water efficiency while addressing occupant comfort. By accessing temperature tendencies the contractor's agent implements tailor- made heat cycle warm ups for additional levels of heat during needed times; morning rush, certain times of day and certain days.

The EMS contractor trouble shoots, diagnoses problems, can by-pass settings, interpret disconnections and sensor malfunctions and make contact with PHA by e-mail or phone.

Staff is familiar with the system and controls and can access reports of outside temperatures, inside average temperatures and actual temperatures in the units that have sensors. All information is available on the web for review.

Maintenance has the ability to temporarily by-pass the system to change heat settings but the change reverts to EMS settings after a couple of hours. Long term temperature changes must be directed to the EMS for long term temperature changes.

When tenants complained about lack of heat last year PHA requested that the average temperature of the building be increased from 69 degrees to 71. After the October 18<sup>th</sup> meeting PHA requested that the temperature be increased from 71 to 74 degrees.

All landlords are bound to provide 68 degrees.

I have attached EMS reports that show actual indoor daily average temperatures for:

- ✓ October 2017; one day averaged 69 degrees, the other 30 days ranged from 70 to 75 degrees
- ✓ January 2018; one day averaged 68 (outside temp 3-20 degrees), one day 69 (outside 15-31) other 29 day averaged 70-71 degrees
- ✓ October 2018 report printed 10/25 ; two days averaged 69 degrees, the other 23 days averaged 70-72 degrees

Please bear in mind that tenants that like it hot supplement with ovens or heaters on and tenants that like it cooler live with open windows. The program can only maximize operations with actual temperature information that is available.

When maintenance responds to a heat complaint, they have a heat sensor that can measure individual radiator and room temperatures so we know if temperatures are adequate.

And FYI

An additional attachment shows actual fuel consumption costs for Bohlmann Towers from June 30, 2010 through June 30, 2018.

2014 - began the oil to gas conversion with \$3,380 for gas and \$199, 627 for oil; **Total \$202, 648**

2015 - \$67,563 for gas and \$13,022 for oil; **Total \$80,585**

2016 - the first year for all gas; **Total \$59,690**

2018 - increased temperature settings; **Total \$74,516**

The only solution for this problem is to individual meter utilities for Bohlmann Towers. Each tenant can control their own heat. It should certainly be included in RAD or without RAD will be included in the next Capital Fund Five-Year Plan.

#### **TENANT DOES NOT KNOW NEW MAINTENANCE**

PHA posted notices at Bohlmann Towers with maintenance names and date of hire and delivered same to Dunbar Heights and Turnkey doors.

FYI

For more than five (5) years all maintenance uniformly dress in navy pants and shirts. Every shirt has Peekskill Housing Authority embroidered on one side of the shirt and their name embroidered on the other side. In addition, for the same period, all maintenance has Peekskill Housing Authority “photo” ID on their person during working hours.

#### **ALLEGATION THAT A MENTALLY ILL PERSON IS THREATENING**

PHA does not discriminate against anyone eligible for federally subsidized housing. Applicants are selected by date and time of application. If any person has threatened another it should be reported to PHA for a meeting with the person and also to the police. I am not aware of any physical or verbal threat from a “mentally ill” tenant.

## **NON TENANTS LOITERING INSIDE AND OUT**

Staff calls the police when loiterers are noticed in person or on camera. We are hopeful that this will be addressed with new security.

## **NON TENANTS USING LAUNDRY**

When staff is notified that an outsider is using PHA's laundry, the person is advised that the facility is for PHA tenants only. Without fail, the person will name someone in the building whose laundry they are washing. The tenant contacted verifies that it is true. PHA will replace "For Use By Tenants Only" signs and add that all others will be considered trespassers.

## **URINE SMELL ON ENTRANCE RUGS**

The day after the complaint, I went to all entrances and did not smell any urine. I asked maintenance check at various times of the day and on weekends and the responses were negative. In any event, we will replace all entrance carpets within the next couple of months.

## **NON-TENANT URINATING IN COMMON AREA**

The person that is alleged to be the culprit has been advised by PPD that his behavior is unacceptable and any further negative occurrences on PHA property may result in him being banned.

## **KEY MACHINE**

A tenant complained that it took months to get a key machine after installation of new doors. Every tenant was given two keys when the doors were installed.

The original key machine was defective and a new one had to be manufactured for PHA. However, we have had the new machine operating for several months.

## **EVICTION FOR COMPLAINING**

A tenant complained that she would probably get an eviction letter for complaining as she had before. The tenant previously received a letter from PHA attorney, not for complaining, but for abusive behavior towards staff.

## **PHA DID NOT PROVIDE DOOR SWEEPS**

PHA always provided door sweeps for elderly, handicapped and disabled tenants and later to any tenant that requested one.

## **ROACHES FROM THE INCINERATOR**

A few months ago PHA had a company clean all chutes and they recommended a re-clean in six months, which we accepted. Afterwards this will be on an annual schedule. Additionally, with the expectation of a new extermination company we will establish a monthly schedule to treat incinerator roaches.

*Phc*