



**Housing Authority
City of Pittsburgh**

Findings of HACP's investigation into housing conditions

412-456-5000


www.HACP.org



Findings of HACP's investigation into housing conditions

This presentation is in response to the recent concerns regarding the conditions of the HACP Low-Income Public Housing (LIPH) properties.

The HACP conducted a thorough investigation into resident concerns highlighted in recent media reports. This presentation summarizes the results of that investigation.



The Resident Leadership, the HACP Staff and the Board of Commissioners will continue to work collectively to ensure that the housing properties are affordable, decent, and safe.

Our goal is to provide communities of “choice, not housing of last resort.”

Origins of investigation & report

The HACP received Right To Know (RTK) and an interview request from the Pittsburgh Post-Gazette (PG) pertaining to the administration and operation of the Authority to include inspection scores.

Photographs taken by the PG do not reflect the actual date the pictures were taken (this information is not known to us) only the date they were published.

When the HACP visited the sites after the pictures were published, the majority of the maintenance issues depicted in the photographs had already been fully resolved.

HACP's Annual Inspection Requirements

- The HACP conducts annual, HUD-required Uniform Physical Conditions Standards (UPCS) inspections on 100% of the Low-Income Public Housing (LIPH) properties.
- The HACP also performs annual Housekeeping Inspections. Follow-up housekeeping inspections are based on a referral or observance of the condition by management.
- Residents are active partners in the process and they are responsible for calling in maintenance needs.

Conditions of HACP's Public Housing Stock

- Unfortunately, many of the HACP sites are antiquated, older housing stock (1940s & 1950s).
- The repeated “failed inspections” for the sites and building exteriors are reminiscent of the situation that has plagued many Housing Authorities with LIPI units in metropolitan urban areas.
- As with many other agencies, the HACP faced additional challenges during the Covid pandemic.

Repositioning the HACP Older Housing Stock

- The HACP understands the concerns of many of our residents and is working diligently to improve our communication process with regard to maintenance needs and work orders.
- The HACP is continuing to reposition the LIPH Housing Stock and seek sources of funding to replace obsolete and older housing structures.



Bedford Dwellings is the oldest occupied public housing community in Pennsylvania and one of the oldest in the nation.

Real Estate Assessment Center (REAC) Scores

Concern:

Real Estate Assessment Center (REAC) Scores: The PG stated that HUD records show that Northview Heights, Homewood North, and Bedford Dwellings have failed REAC repeatedly since 2001, and 60% of the authority's properties failed their most recent federal inspections, compared to 10% of public housing facilities nationwide.

Response:

Based on the scoring criteria from REAC, the HACP is not “failing” in the work order response time. **In all categories in FY 2019, 2020 and FY 2021, the HACP scored a “C” or higher.**

The majority of the failing scores were for building exteriors (56%) and site (41%).

The units achieved a passing score: (69%).

Specific Concerns Cited in Media Reports:

The following slides provide details of maintenance issues recently cited in local media, including units in:

- **Arlington Heights**
UPCS Inspections were completed on 100% of units in January 2021
- **Bedford Dwellings**
UPCS Inspections were completed on 100% of units in July 2021
- **Northview Heights**
UPCS Inspections were completed on 100% of units in August 2021
- **Homewood North**
UPCS Inspections were completed on 100% of units in October 2021

703 Mt. Pleasant Rd. # 305 (Northview Heights)

Initial UPCS inspection completed 8/26/21; Follow-up inspection completed 10/6/21

Concern:

Mushrooms growing from the ceiling in the kitchen.

(See pictures on next slide)

Response:

HACP visited the unit on **10/5/21** to investigate the claim of mushrooms growing out of the ceiling.

The HACP determined that the mushrooms & water issues were abated in 2019 and the kitchen was renovated.

703 Mt. Pleasant Rd. #305 (Northview Heights)

Initial UPCS inspection completed 8/26/21; Follow-up inspection completed 10/6/21



Photo showing mushrooms was published by the Post-Gazette on **10/3/2021**.



Staff photo from visit on **10/5/2021** shows problem resolved and kitchen renovated. **Ceiling work was completed in 2019.**

703 Mt. Pleasant Rd. #305 (Northview Heights)

Initial UPCS inspection completed 8/26/21; Follow-up inspection completed 10/6/21

Concern:

General complaints of mold, spongy walls, leaks from bathtubs, rodents, and inadequate lighting.

Response:

Records show HACP responding promptly to all reported issues. **None of the work orders show complaints related to mold.**

802 Mt. Pleasant Rd. # 400 (Northview Heights)

Initial UPCS inspection completed 9/21/21; Follow-up inspection completed 10/6/21

Concern:

Kitchen ceiling was dotted with mold, concerns about bubbling paint.

PG did not publish a picture.

Response:

Staff photo on **10/6/2021** shows the kitchen was remediated, repaired, and painted in **2019**.



802 Mt. Pleasant Rd. #400 (Northview Heights)

Initial UPCS inspection completed 9/21/21; Follow-up inspection completed 10/6/21



Photo of medicine cabinet published by the Post-Gazette on **10/3/2021**



Photo taken by the HACP staff on **10/5/21**. *It should be noted that for privacy, when units are inspected the HACP does not open the medicine cabinet unless the Resident has reported a problem. The medicine cabinet was replaced on 10/5/21.*

2441 Bedford Dwellings (no specific unit # cited)

Concern:

Staircase was propped up by jacks, published by the PG on **10/3/21**.



Response:

The structural integrity was addressed **10/31/19**. **Work order # 2257999**. The posts were anchored between **11/1** and **11/4/19**. **Jacks were removed on 10/7/21.**



Bedford Dwellings - Plumbing (no specific unit # cited)

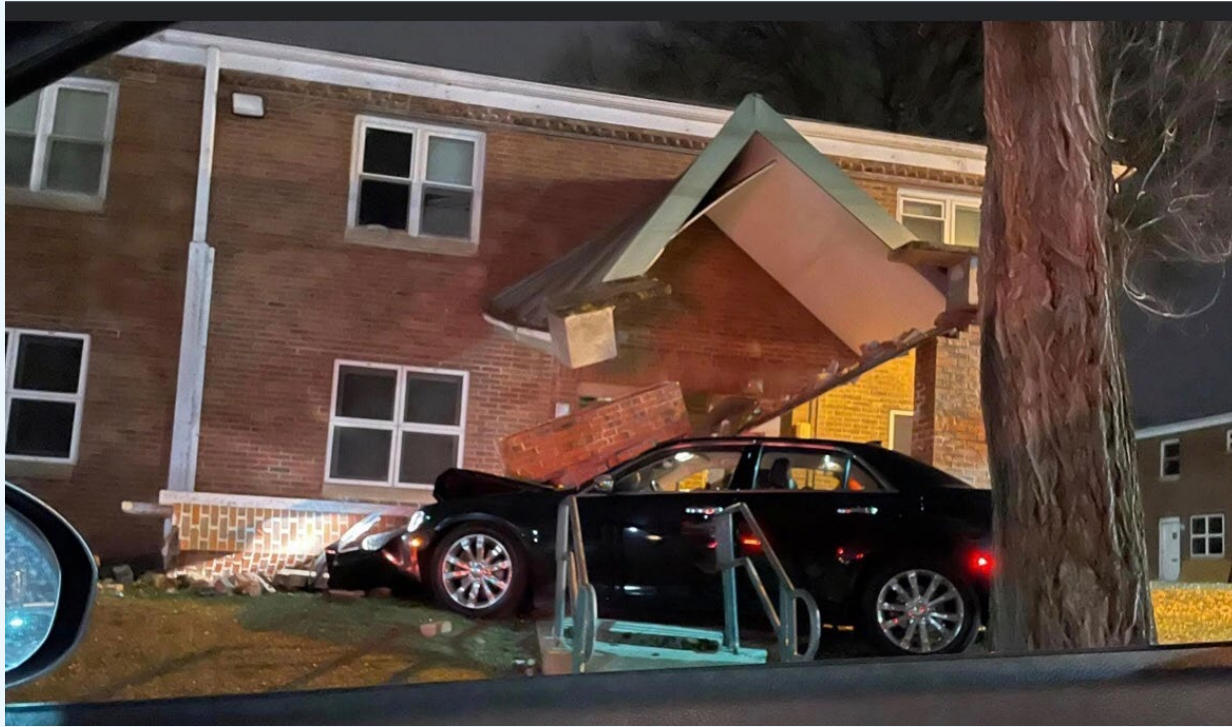
Concern:

Couple has lived in unit for four months without a working toilet, and had to use buckets of water to flush.

Response:

The HACP staff pulled records of work orders relating to broken toilets in Bedford Dwellings and found three since 2019. **All three work orders were closed and completed.**

Bedford Dwellings - Roofing: 2481-2483 Chauncey Drive



The PG stated on 10/3/21, the roof was removed and not replaced. The car accident did damage to the awning, but not to the roof and did not impact safety or structural integrity. The HACP staff photo was taken the date of the accident **01/24/21**.



Photo published by the PG on **10/3/2021** shows awning removed.

Modernization work is ongoing.

Arlington Heights - Playground



Photo published by the PG on **10/3/21**. Resident made a complaint about overgrown grass & weeds.



Staff photos from **10/4** (left) and **10/7/21** (right) shows the problem (grass and weeds) **resolved by 9/30/21**. Grass is cut on a schedule based weather conditions.

Arlington Heights - Pooled Water and Vegetation



Staff photo from **10/7/21** shows all vegetation has been cut back with the exception of approximately 5 foot area. This will be removed when pest control completes requests for poison ivy and mosquito treatments. Vegetation is trimmed and cut based on weather conditions.

3038 Arlington Ave #548 (Arlington Heights) - Air Filter

Initial UPCS inspection completed 1/26/21; Follow up inspection will be completed by C.O.B. 10/15/21



Photo published by the PG on **10/3/21** shows dirty air filter.



Staff photo from **10/7/21** shows filter replaced and current filter clean. **The filter was last changed on 9/22/21 as a part of the HACP's annual preventive maintenance program.**

Arlington Heights - Sewage Issue



Photo published by the PG on **10/3/2021** shows remnants from sewage clog.



Staff found no debris or sewage remnants upon inspection. Photo from **10/7/2021** visit shows sidewalk clean and clear. Grounds are cleaned daily.

7414 Stranahan St. (Homewood North)

Initial UPCS inspection completed 8/11/21; Follow-up inspection completed 10/6/21

Concern:

No working lights in the kitchen, family was cooking using small bedroom lights.

Response:

During a site visit on **10/5/21**, **all lights were observed as working.** The bulb in the laundry room was flickering. **The HACP committed to replacing the laundry room light with a new LED light fixture.**

7414 Stranahan St. #11 (Homewood North)

Initial UPCS inspection completed 8/11/21; Follow-up inspection completed 10/6/21



Staff photos from **10/5/21** show **lights working in all areas** highlighted by the PG on **10/3/21**.

Taking Action

The HACP is continuing to implement proactive measures to improve operations and administration, with enhancements such as:

- Preparing an Action Plan to encompass more effective inspection and maintenance protocols.
- Improving the maintenance process by utilizing new technology to communicate more effectively with residents and enabling Site Managers and Assistants to enter work orders from a handheld device.

Taking Action

- The HACP will provide residents with written feedback pertaining to open work orders.
- The HACP will conduct a customer service survey pertaining to maintenance.
- The goal is to complete all routine work orders in a timely manner utilizing the available resources. All emergency work orders will continue to be abated in 24 hours.
- All HACP Site Managers and Asset Staff will be required to participate in National Standards for Physical Inspections in Real Estate (NSPIRE) training, the new HUD inspection protocol will replace the traditional, REAC method of scoring by the end of December 2021.

Taking Action

- The HACP continues to reposition our Housing Stock and seek sources of funding to replace the often times obsolete and older housing structures.
- The HACP is committed to helping people and we believe the best way to build housing is to build “homes.”

HACP IN ACTION



412 Food Rescue & HACP conduct a food drop at Murray Towers.



Bedford Dwellings hosted several vaccination clinics.

HACP IN ACTION

The HACP is creating sustainable, viable, mixed-income communities

Over the next 10 years, HACP has planned more than \$240 million in affordable housing development.

The HACP's mixed-income development initiatives usually leverage private funds up to 2-3x its public investments

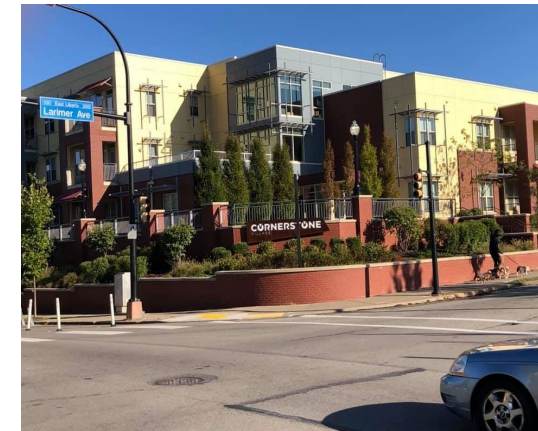


HACP has completed more than 3,600 new mixed-income units since 2000!

Mixed-Income Development: Sandstone Quarry



Mixed-Income Development: Cornerstone Village



More Development is On the Way...

- The HACP currently has more than a dozen development initiatives underway throughout the city, including: North Negley Residences, Lemington Senior Apartments, New Granada Apartments, Cedarwood Homes, and a new mid-rise for Northview Heights.
- These initiatives will produce more than 1,500 units of affordable housing (new & rehab homes) between now and the end of 2023.

If you have questions, HACP is requesting that interested parties submit their inquiries to:

community.affairs@hacp.org

**Questions should be submitted by
Friday, October 22, 2021**

All questions received will be listed and shared with the public on our website:

www.hacp.org.

HACP will send responses directly to those who submit questions and will compile a listing of all questions and post the listing along with the subsequent answers.