



PRESS RELEASE

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NYCHA'S CENTRALIZED CALL CENTER IMPROVES MAINTENANCE RESPONSE TIME FOR RESIDENTS

Residents Indicate a 99% Satisfaction Rate

New York City Housing Authority (NYCHA) residents throughout the five boroughs can now for the first time call one telephone number at a Centralized Call Center (CCC) to request apartment repairs and to schedule maintenance appointments. When residents call they are connected to one of 92 Customer Service Representatives (CSRs) who process and enter the request into NYCHA's Work Ticket System. The resident subsequently receives a work ticket number and an appointment for service.

NYCHA receives over two million maintenance requests per year. The CCC is the first step in a larger customer service initiative that NYCHA is currently undertaking with the goal of resolving customer inquiries on the first call, and to streamline processes throughout the Agency with instant access to documents, work tickets, schedules and more. The ability to make a specific appointment by time and date has resulted in scheduled appointments being kept 83% of the time and completion of most repairs is resolved with one call on the first visit 77% of the time. Another benefit to NYCHA is the reduction in the amount of duplicate work tickets that have occurred in the past.

"We've had a terrific positive response to this major innovation," said NYCHA Chairman Tino Hernandez. "By giving residents specific times for appointments, we're taking into account their schedules resulting in a big step forward in customer service."

In a recent survey of nearly 55,000 residents, 99.7 percent of them rated the CCC service as 'Excellent' or 'Good.' Since the October addition of Bronx developments, the CCC has averaged more than 8,200 calls per day. By mid-October (prior to the Bronx being added) 1,419,980 calls had been received and a total of 429,945 appointments had been made.

When a call comes in to the Centralized Call Center, the CSR records the resident's information that identifies the maintenance issue, schedules an appointment, and follows up the day before the appointment to confirm the resident's availability. After each job is completed, the CSRs then obtain feedback about the work performed.

The Centralized Call Center began in Staten Island in 2005, followed by Queens and Manhattan in 2006, and Brooklyn and the Bronx going on-line this year. The CCC, which can be reached at (718) 707-7771, provides NYCHA residents with the convenience of scheduling routine maintenance requests by phone, 24 hours a day, seven days a week. Forty one of the CSRs are also NYCHA residents.

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