



NEW YORK CITY HOUSING AUTHORITY

90 CHURCH ST • NEW YORK, NY 10007

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

Version 10: Updated 01/19/2021

Work Order Guidance:

Please remember to use the knock and entry or calling option language and adhere to protocols described in the ***“Working within an Apartment”*** section below (page no. 6). 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.

1. Expanding Work Beyond Emergencies:

- We have been 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, and hazardous conditions.
- NYCHA employees must conduct the **“five-alive”** safety check, and correct any related deficiencies, each time an employee enters a unit.
- As of October 6, 2020, NYCHA expanded the Work Order Guidance to include work associated with non-emergency leaks and pests. NYCHA is now further expanding its guidance:
 - **NEW UPDATES:** Please refer to the following numbers for updated information:
 - **Number 2:** Refers to Court-ordered repairs, Commissioner Orders to Abate & Violations.
 - **Number 3:** refers to authorized paint for mold work orders.
 - **Number 4:** Refers to window repairs.
 - **Number 5:** Refers to additional leaks.
 - **Number 6:** Refers to additional kitchen appliance repairs.
 - **NEW Vendor Requirements:** Vendors are required to submit a Health and Safety Plan in accordance with the New York State Forward guidelines. Please refer to the **“Vendor Health and Safety Plans”** section on page number 9.

2. **Court orders/Commissioners Order to Abate (COTA)/Violations:** All work orders generated as a result of a court order, a Commissioner Order to Abate or other violation, or through our own compliance process, will be performed in a timely manner. Court-ordered repairs are of the highest priority other than emergencies.

3. **Mold (Priority 6):** We will conduct mold inspections and, if mold conditions are found, the necessary remediation and repair work. Paint related to mold is now authorized pursuant to the Mold and Leak Prioritization Initiative.

4. **Windows:** We will conduct any of the following repairs related to windows:



Failure Class	Problem Code:
WINDOWGLASS	HARDTOOPENCLOSE
WINDOWGLASS	GLASSBROKEN
WINDOWGLASS	WILLNOTSTAYUP
WINDOWGLASS	GLASSCRACKEDCONDENSATE

5. **Non-Emergency Leaks:** In addition to all repairs associated with water leaks or stoppages where the parent work order has a Priority Code of 7 or higher, we will conduct all repairs associated with a parent leak work order that has any of the following FC/PC combinations even if the work order does not have a Priority Code of 7 or higher (see table below for additional problem codes).

Failure Class:	Problem Code:	Failure Class:	Problem Code:
WALLS	TILESDML	LEAKFROMABOVE	CONSTANTDRIPPING
WALLS	WALLDAMAGED	LEAKFROMABOVE	ABOVETHESINK
WALLS	WALLLEAK	LEAKFROMABOVE	LEADBENDLEAKING
WALLS	WATERDAMAGE	LEAKFROMABOVE	LEAKOVERBATHTUB
TOILET	WATERRUNNING	LEAKFROMABOVE	OVERTOILET
TOILET	BOWLLOOSE	LEAKFROMABOVE	OVERWINDOW
TOILET	TANKLEAKING	LEAKFROMABOVE	SHOWERLEAKING
TOILET	WATERSHUTOFFVALVEDML	LEAKFROMABOVE	WATERPENETRATION
TOILET	SPEEDYCONNECTORDL	DRAINS	DRAINDDL
TOILET	STOPPAGE	DRAINS	DRAINPIPEDML
TOILET	OVERFLOWING	CEILING	CEILINGLEAKFROMABOVE
SINK	STOPPAGE	BATHTUBSHOWER	NEEDSCAULKING
SINK	LEAKUNDER	BATHTUBSHOWER	TUBENCLOSUREDL
SINK	FAUCETDLOO	BATHTUBSHOWER	DIVERTERSPOUTDML
SINK	SINKPIPINGCORRODEDLOOSE	BATHTUBSHOWER	OVERFLOWDRAINCOVERDML
SINK	STRAINERDML	BATHTUBSHOWER	WALLTILESDML
SINK	SPEEDYCONNECTLEAKINGDML	BATHTUBSHOWER	TUBENCLOSURECAULKINGDL
SINK	SINKDML	BATHTUBSHOWER	LEAKUNDER
PIPES	PIPENEEDSREPAIR	BATHTUBSHOWER	BATHTUBMISSING
LEAKFROMABOVE	CONSTANTLEAKING	BATHTUBSHOWER	STOPPAGE



6. **Appliances:** We will respond to gas leaks, stove or refrigerators that are out of order, gas smell, no gas and any other kitchen appliance-related 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	SMELLGAS
REFRIGERATOR	NOTCOOLING	STOVE	SMOKING
REFRIGERATOR	NOTFREEZING	STOVE	STOVEKNOBHARDTOTURN
REFRIGERATOR	REFRIGOOO	STOVE	STOVEOOO
REFRIGERATOR	DOORBRACKETDL	STOVE	BURNERDIRTYDML
REFRIGERATOR	DOORHANDLEDML	STOVE	BURNERVALVEJETSDOOO
REFRIGERATOR	DOORHINGESDL	STOVE	ELECIGNITIONDOOO
REFRIGERATOR	FREEZERDOORDL	STOVE	MULTIPLEBURNERSOOO
REFRIGERATOR	FREEZERDOORGASKETDL	STOVE	NEEDSREMOVAL
REFRIGERATOR	NEEDSREMOVAL	STOVE	OVENDOORDML
REFRIGERATOR	REFRIGDOORDL	STOVE	OVENHANDLEDML
REFRIGERATOR	REFRIGDOORGASKETDL	STOVE	OVENSHELVEDM
REFRIGERATOR	REFRIGLEAKING	STOVE	SCHEDULEREPLACEMENT
REFRIGERATOR	SCHEDULEREPLACEMENT	STOVE	STOVEENAMELSURFDAMAGED
STOVE	FLEXHOSEDAMAGED	STOVE	STOVEGRATEDM
STOVE	GASSUPPLYTUBINGDM	STOVE	STOVEKEEPSTICKING
STOVE	MULTIPLETOPBURNERSOOO	STOVE	STOVEKNOBDM
STOVE	NEEDANTITIPBRACKET	STOVE	STOVEKNOBHARDTOTURN
STOVE	NOGAS	STOVE	STOVEPILOTLIGHTOOO
STOVE	OVENDOODOO	STOVE	TOPBURNEROOO

7. **Lead:** We will conduct -
- Lead remediation work, 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 presumed positive or positive XRF test result (at any development) regardless of whether a child under 6 resides or visits;
 - Annual visual assessments in units if required by federal and/or local lead regulations;



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- Assessments of units as part of the mandated biennial risk assessment; and
 - Inspections in units being tested as part of the XRF initiative
8. **Pests:** We have been responding to any in-unit Priority Code 6 and 7 work orders for a public health pest type (mice, rats, roaches and bed bugs). We will now also respond to any in-unit Priority Code 4 and 5 work orders for those public health pest types. We will conduct in-unit pest inspections (inclusive of Targeted Relief Inspections).
 9. **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.
 10. Vendors conducting work pursuant to capital projects may enter units to conduct inspections related to the capital project.
 11. All other work in occupied units, including scheduled repairs for non-emergency work, Annual Inspections and other Skilled Trades or Maintenance Work, is suspended.
 12. 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.
 13. We will be doing apartment turnover preparation as usual.
 14. We will continue to address work orders related to intercoms and lobby doors.
 15. Special crews, including heating, elevators and other teams, work as normal except we will only perform preventive maintenance or other planned outages that will lead to a service disruption if a system's or elevator's current conditions can potentially result in recurring unplanned outages.
 16. Trades work not in a unit will be performed as normal.
 17. 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.
 18. Any specific work mandated by the General Manager, the Environmental Health and Safety Department, the Compliance Department, or Quality Assurance Unit will be conducted.



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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 Health Department guidance, respirators (N95, N100 masks, or approved equivalents) are not recommended to protect NYCHA personnel from the spread of COVID-19 while performing their assignments. This specific 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 use other masks or face coverings and to maintain social distancing and good hand hygiene while performing duties during this crisis.

Issuance of Respiratory Protection:

- Effective immediately, N-95s or approved equivalent respirators (e.g., KN95) will only be provided to personnel, for voluntary use, that are assigned to perform RRP and mold remediation workorders.
- Personnel performing these tasks will only be issued one N-95 or their approved equivalent (KN95) respirator per day, 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:
 1. Discard respirators contaminated with blood, respiratory or nasal secretions, or other bodily fluids from persons other than the wearer.
 2. Hang used respirators in a designated storage area or keep them in a clean, breathable container, such as a paper bag, between uses.



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3. 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).
4. Avoid touching the inside of the respirator. If inadvertent contact is made with the inside of the respirator, perform hand hygiene as described above.
5. Discard any respirator that is obviously damaged or becomes hard to breathe through.
6. Pack or store respirators between uses so that they do not become damaged or deformed.
7. 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 Executive Order 202.16, effective April 15, 2020, and DCAS Commissioner Directive 2020-1, all employees present in the workplace of all essential entities, such as NYCHA, must be provided and wear face coverings that cover the mouth and nose when in direct contact with customers or members of the public (including residents) or another NYCHA staff member.
- “Direct contact” refers to whenever there is a potential for a staff member to be within six feet or less of any other person, including another staff member or a member of the public, including residents.
- To comply with this Executive Order, NYCHA will issue face coverings capable of covering the mouth and nose to all staff (examples: surgical masks, dust masks, reusable masks, bandanas, clothes, etc.) to be used for all staff conducting work in NYCHA developments and Central Office locations where staff may come into direct contact with any other staff member or members of the public, including residents.
- “Members of the public” includes but is not limited to NYCHA public housing residents, Section 8 residents, potential new public housing or Section 8 residents, and visitors to NYCHA.

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.



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Staff will also be provided additional face coverings for residents and children and disinfection supplies in order to adhere to the enhanced safety protocols.

All residents over the age of 2 (and any guest in the apartment) must wear a face covering while NYCHA staff are working within the apartment. Staff performing work in apartments must bring extra masks to distribute to the resident(s) if they will be remaining in the unit and do not have their own face covering. If a resident or guest declines to wear a face covering, they must isolate themselves in a separate room with the door closed or leave the apartment while the work is being performed. If a resident does not comply with this requirement, the NYCHA worker should leave the apartment and report the non-compliance to their supervisor.

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 are obligated to wear a face covering while an employee is in their unit if they are not physically isolated in a separate room with the door closed].
3. "Does anyone in the household have a fever, cough or shortness of breath or confirmed to have been infected with coronavirus?"

Staff can ask the above three questions either at the door after knocking or by calling the resident, using the phone numbers stored in Maximo, immediately before walking to the resident's unit ahead of a scheduled appointment. If a resident does not answer the phone, the employee should still proceed and attempt to ask the questions at the resident's door.

If the resident answers "**yes**" to Question 3 and the appointment is not an emergency, staff should leave the unit and adhere to the Directive for all Maximo End-Users discussed below in order to reschedule the appointment. If the resident answers "**yes**" to Question 3 and the appointment is an emergency, 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.

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

After Entering an Apartment:



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As a reminder, NYCHA employees must conduct the “five-alive” safety check, and correct any related deficiencies, each time an employee enters a unit.

Employees must also maintain physical distance of at least 6 feet from other employees (unless the safety of the job requires employees to be closer to one another) and from residents while in the apartment.

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 and/or refuses to wear a face covering during the course of the work, remove yourself from the unit and immediately contact your supervisor for guidance.

Prior to and after completing work within an apartment, employees must use cleaning and disinfection supplies to wipe down any tools and/or equipment used for the work order and any common surfaces touched during the completion of the work order.

NYCHA has purchased Bioesque Disinfectant, an EPA-registered (EPA Reg. 87742-1-92595) one-step disinfectant and cleaner for staff to utilize for this purpose.

Instructions for use of Bioesque Disinfectant:

- For use on hard nonporous surfaces. Spot test to check compatibility with the surface.
- Spray to thoroughly wet the surface to be disinfected. Surfaces must remain wet for 1 minute to eliminate viruses. Allow to air dry. If desired, wipe dry.
- No rinse required, even on food contact surfaces.

Staff should wear latex/nitrile/vinyl gloves while cleaning/disinfecting tools or surfaces and should change gloves after completing cleaning and disinfection actions.

While Bioesque contains no harmful chemicals and requires no personal protective equipment (PPE) to apply, staff wanting to review the Safety Data Sheets (SDS) should speak with the location Property Maintenance Supervisor or contact NYCHA’s Environmental Health and Safety Department at ehs@nycha.nyc.gov.

Staff should not place Bioesque in secondary containers that are not properly labelled.

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



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- ✓ Keep your hands away from your face, nose, and eyes
- ✓ Disinfect all tools and equipment before proceeding to the next appointment, or ending the work day

Vendor Health and Safety Plans

If you are using a vendor to conduct in-unit work or otherwise enter a NYCHA property, please make sure the vendor submits a Health and Safety Plan in accordance with the New York State Forward guidelines. The Health and Safety Plan should be submitted using the [vendor portal at this link](#).

Please note that this vendor portal is external and cannot be accessed through the NYCHA network. Staff may access “Vendor Support” to view all the documents uploaded by vendors by following the navigation path below:

- **NYCHA connect → APEX Data Warehouse → Maximo Reports → Vendor Support**

If you have any questions, please call the NYCHA IT Service Desk at 212-306-7000.

Directives on Scheduling Work and Changes to Maximo Based on the Work Order Guidance Due to COVID-19:

We are providing further guidance on the scheduling of work orders and the use of Maximo during the COVID-19 public health crisis.

All work orders must be created at this time. This guidance outlines protocols for schedulers, planning units, CCC staff, Skilled Trades and Property Management staff.

Directive for Schedulers, Planning Units and CCC Staff:

Work Within Scope of Work Order Guidance: Work orders within the scope of the Work Order Guidance should be scheduled following the normal process.

Work Outside the Scope of the Work Order Guidance: Work orders that are NOT within the scope of the work order guidance should remain in the “**Waiting to Schedule**” status. **DO NOT** cancel or close any work orders, even if they are not within the scope of the work order guidance.



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All Maximo End-Users:

Please continue to adhere to the safety protocols for working within an apartment, outlined in the Work Order Guidance.

New “Temporarily Deferred” Labor Code: A new code has been created to be used for APARTMENT WORK ONLY if:

- Upon arriving at an apartment to conduct in-unit work, you are not able to complete the work because:
 - Someone in the unit has answered “**yes**” to the following question: “Does anyone in the household have a fever, cough or shortness of breath or confirmed to have been infected with coronavirus?”
 - Upon arrival, the resident indicates that they are self-quarantining and would rather not allow anyone in the household.
 - Upon arrival, or during the work, the resident refuses to maintain a distance of at least 6 feet. In this case, remove yourself from the unit and immediately contact your supervisor for guidance.

IMPORTANT: Work orders related to leaks, mold, gas outages, and other potentially dangerous conditions that cannot be completed should be escalated to your supervisor immediately.

Other work orders categorized as “Temporarily Deferred” cannot be closed. Instead, instruct the resident to call the CCC to reschedule once they are feeling better.

Using Existing “Labor” Codes: Please use the other existing “Labor” codes, including “Resident Refused” or “Unsafe Condition,” only as you would normally use those labor codes.

Other News:

Air Conditioner and Window Guard Visual Inspections: Management conducts visual inspections of all buildings for window guards and air conditioners. The purpose of this inspection is to check for missing window guards and proper installation of air conditioner units. As a temporary measure, Housing Assistants will not be assigned to this task. Property Superintendents and Property Managers are required to assign this task to other staff.