

NEW YORK CITY TECHNICAL COLLEGE
OF THE CITY UNIVERSITY OF NEW YORK

FACILITIES MANAGEMENT PROGRAM

FMGT 4870 - URBAN HOUSING MANAGEMENT II

Course Description:

A course in multifamily housing management that addresses the particular needs and concerns of urban housing regarding capital planning, resource allocation, operations and maintenance and security. Students learn how to comply with government agency regulations, complete reporting forms, follow procedures for filings and hearings, and manage the maintenance of multifamily housing mechanical, electrical and plumbing systems. Management techniques for avoiding and resolving conflicts with tenants by providing timely service, maintenance and repairs will also be covered. Term project reports are required.

Prerequisites: FMGT 4770

3 class hours, 3 credits

Text: Class notes to be provided by the instructor.

- References:
1. "Mechanical and Electrical Equipment for Buildings", Stein and Reynolds, John Wiley and Sons.
 2. "Building Technology, Mechanical and Electrical Equipment", Benjamin N. Stein, John Wiley and Sons.

COURSE OUTLINE - FIFTEEN WEEKS

- Week 1 - Introduction and course outline
The maintenance organization
Staff and management duties and responsibilities
Typical staffing requirements for various size facilities
Superintendent residency requirements
Establishing work rules and hours of service to the mutual satisfaction of the superintendent, staff and residents
Term project assignments
- Week 2 - Overview of the regulatory agencies affecting urban housing, their jurisdictions, regulations and procedures, and their effect upon facility operations and maintenance..
The specific requirements of the following agencies will be covered, along with sample documents, forms and violation notices and the avenues of recourse:
New York State Housing Maintenance Code
New York City Multiple Dwelling Code
- Week 3 - The specific requirements of the following agencies will be covered, along with sample documents and forms, and typical violation notices and avenues of recourse:

New York City Department of Sanitation

Recycling requirements and implementing a program in a facility

Pest and vermin control

New York City Fire Department

Infrastructure requirements, protecting the tenability of the means of egress in a residential building, special window guards, etc.

New York City Department of Buildings

Week 4 - The specific requirements of the following agencies will be covered, along with sample documents and forms, and typical violation notices and avenues of recourse:

New York City Environmental Protection Agency

Water and sewer charges, air and noise pollution

New York City housing agencies

Non-profit housing

Obtaining funding, grants and special partnerships and meeting funder requirements

Special management and accounting requirements for this sector of housing management

Week 5 - Managing maintenance in residential properties

Procedures for emergency repairs

Procedures for logging requests by tenants and keeping tenants informed of the status of those requests

Procedures for performing maintenance in tenant occupied space

Work orders and inventory control as a management tool to minimize extracurricular work by the staff

Maintenance beyond "normal wear and tear" and follow up procedures to prevent recurrences of tenant caused problems

Protection of tenant property during repairs and landlord liabilities due to building system malfunction or worker negligence

Week 6 - Operation and maintenance of multi-family building heating and domestic hot water systems

Review of typical types of systems

Resolving tenant problems

Heat Timers and similar heating controls

Maintaining the safety of the domestic hot water supply

Energy conservation opportunities

Week 7 - MIDTERM EXAMINATION and project progress reports

Week 8 - Operation and maintenance of typical plumbing and electrical systems

Description of typical electric services, metering and tenant electric panels

Water and sanitary piping

Protection of the potable water supply

Effects of tenant owned appliances such as dishwashers

Clearing obstructions in tenant and common areas

Controlling water and sewer charges.

- Week 9 - Controlling electrical costs
Con Edison tenant metering and sub-metering by the landlord
Energy conservation opportunities and programs
Eliciting tenant cooperation
Case studies of successful conservation projects
- Week 10 - Procedures for performing code required painting and other services in common areas and tenant occupied spaces
Funding and performing renovations within apartments
Defining work to be performed by tenant and work to be performed by landlord
Defining allowable tenant modifications and enforcing those rules
- Week 11 - Inspection and repair of elevators
Planning for the repair or replacement of major equipment items
Case study of boiler replacement project
- Week 12 - Managing the repair and replacement of landlord supplied appliances
Refrigerators, ranges and air conditioners
- Week 13- Developing a long term capital improvement plan
Planning and budgeting for capital expenditures
Weighing the benefits and costs of renovations to common areas vs. renovations within individual apartments
Effect of capital improvements on taxes, J-51 incentives, etc.
- Week 14 - Presentations of Term Project Reports
- Week 15 - FINAL EXAMINATION

Term Projects:

Students will be required to prepare a management plan for a residential building (preferably the one in which they live) that contains the following information:

1. An organizational chart of the maintenance organization.
2. A maintenance management plan.
3. A management plan for capital planning and improvements.

Project grades will be based on their content, degree of completeness, appearance, written presentation, and oral presentation. A grade of "0" will be given to all projects not completed by the specified date.

General Education Student Learning Outcomes

In this course, students will obtain the following General Education competencies:

1. Economics / Business knowledge in Management
2. Reading skills from reading Building Codes and laws
3. Reading skills from reading codes and standards
4. Reading skills from reading Building Codes and laws
5. Reading skills from reading regulatory / legal requirements
6. Writing communication skills incorporating information from sources
7. Writing communication skills in description
8. Writing communication skills in analysis
9. Inquiry / research skills in problem solving, choosing applicable equations / principles, utilizing math applications, and accuracy
10. Inquiry / research skills in graphing and collaboration / teamwork.
11. Professional values in problem solving, analytical skill, decision-making, and critical judgment based on precedents
12. Professional values in Interdisciplinary collaboration.

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