Apartment Improvement Program
Frequently Asked Questions

Q1. What is the Apartment Improvement Program?
A1. The Apartment Improvement Program (“Program”) is a new program developed by NYU’s Faculty Senators Council’s Benefits and Housing Committee and NYU’s Office of Faculty Housing and Residential Services launched on a pilot basis that allows long-time Tenants in NYU-owned housing to elect certain modest improvements to their apartment at no cost or at nominal cost.

Q2. Who is eligible to participate in the Program?
A2. **NYU-affiliated** Tenants may participate in the Program on the following conditions:
   (i) that they are active full-time faculty or administrators or retirees of NYU, and
   (ii) that they have resided in their apartments for at least three years pursuant to leases with NYU that are expiring in 2015, and
   (iii) that they have executed and returned their lease renewal form to Cushman & Wakefield not later than June 30, 2015, and
   (iv) that they are in good standing under their leases.

   NYU-affiliated Tenants whose leases expire in 2016 will be provided an opportunity to participate in the Program in the year in which their lease expires.

   **Non-affiliated** Tenants may participate in the Program on the following conditions:
   (i) that they have resided in their apartments as either rent-stabilized or rent-controlled tenants for at least three years, and
   (ii) that they are in good standing under their tenancies.

   Non-affiliated Tenants may exercise their option to participate in the Program during the same “windows” that NYU-affiliated Tenants may elect to participate (e.g., in 2015, the participation “window” runs from July 1, 2015 through September 30, 2015). Like NYU-affiliated Tenants, Non-affiliated Tenants may participate in the Program only a single time (e.g. if an eligible Non-affiliated Tenant participates in 2014 or 2015, that same Tenant will not have another opportunity to participate during the 2016 “window”).

Please note that only the legal Tenant of an apartment in an NYU-owned building may participate in the program.

Q3. What types of improvements may be made?
A3. The Program is intended to improve the quality of certain materials and elements of your apartment, particularly for very long-time Tenants whose apartments have not undergone renovation in many years. The most commonly requested improvements have been included in the list of options, and the materials that are offered are of the same type and quality as those used in recent apartment renovations.
Q4. How does the Program work?

A4. There are a few simple steps to complete to participate in the Program:

a. If you are an NYU Affiliate who is renewing your lease this year, sign and return your new lease; only Tenants with fully executed leases may participate in the Program. If you are renewing your lease next year, you will be eligible to participate in 2016 when your lease is renewed.

b. On or about July 1, all Non-Affiliates, and NYU Affiliates who have renewed their leases, will receive a link to a website where they can review the apartment improvement options and make their selection.

c. Eligible participants must complete their selections by September 30 for inclusion in this year’s Program. NYU Affiliates who do not meet this deadline will not be eligible to participate in the Program until their next lease renewal1, and only if the Program is continued beyond the initial three-year pilot. Non-Affiliates who miss this year’s deadline will not be eligible to participate until the Program is repeated in 2016.

d. Beginning in August, participating tenants will be contacted by representatives of NYU’s Office of Construction Management to confirm their selection and make arrangements for measuring and installation.

Q5. Do I have to pay anything to participate in the Program?

A5. Participation in the Program is voluntary. Participating Tenants may elect one improvement at no cost to them. If a participating Tenant wants additional improvements, they will be required to fund the cost of additional improvement(s). Any Tenant, whether participating in the Program or not, who has not had his or her apartment painted in the last three years, may elect to have NYU repaint their apartment at no cost to Tenant.

Q6. Do I have any responsibilities for participating in the Program?

A6. Your responsibilities will depend on the number and type of selections you make:

- If you elect to have your apartment repainted, you will be responsible for moving all furniture and other items several feet away from all walls to be painted, removing nails, picture hangers, etc., and returning them to their desired locations after painting has been completed. The contractor will work around large bookshelves and fixed built-ins, however large furniture such as couches must be moved.

- If you elect to have work done in your kitchen or bathroom, you will be responsible for removing all items from affected cabinets, off of countertops or away from affected walls, etc., and returning them to their desired locations after the work has been completed.

- If you elect to have your floor(s) cleaned and buffed, you will be responsible for taking up rugs and removing other items off the floors to be done. We will endeavor to move or may work around large items such as sofas, etc.

1 Please be aware that this is a pilot program that will run for one three-year period; possible renewal of the Program will be determined in the pilot’s third year, and may be discontinued.
If you elect more improvements than repainting and one other improvement, you will be required to fund their cost as described below.

Your specific responsibilities will be outlined to you at the time your apartment is assessed for implementation of your selections.

Q7. I want multiple improvements and my apartment repainted, too.
A7. If a Tenant elects to have their apartment repainted, NYU is required to provide that service at no cost to the Tenant at any time the request is made, not more than once every three years. Additionally, a Tenant may elect one improvement at no cost to them, but only during the Program’s annual selection period in July. Additional improvements beyond repainting and one improvement will be funded by the Tenant.

Q8. The costs of the options vary from one to another. If I elect multiple options, which one will I be charged for?
A8. The University will fund the most expensive of the options you select, and you will be required to fund the cost(s) of the less expensive option(s) you select.

Q9. If I elect to participate in the Program and select multiple improvements, how will the University collect my payment?
A9. To simplify the payment process and to ease any financial hurdle of funding the cost of additional improvement(s), Tenants’ payments will be collected along with their monthly rent by amortizing the cost as follows:

- **NYU Affiliates** will have their costs amortized over **30 months** (January 2016 through June 2018), and collected in the same manner as their rent payments. These monthly payments will begin in January 2016 and run through the balance of the lease term. These costs will end at the end of the lease and will not become part of the new rent that begins with the next lease renewal.

- **Non-Affiliates** will have their costs amortized over **60 months** (as required by law), and collected in the same manner as their rent payments, commencing in the month following the completion of the work. Please note that, under rent regulation laws, these costs will become a permanent part of the rent and will continue in perpetuity beyond the 60 month amortization period.

Tenants electing improvements that they will be required to fund will be required to execute a form authorizing these additional charges by September 30, 2015, to confirm their selections and agreement to fund the costs for which they will be responsible.

Q10. May I “mix and match” elements between the various improvement options?
A10. Due to the complexity and logistics of managing the Program, we are not able to accommodate substitutions or combination of elements between the improvement options.

Q11. I really want an improvement to my apartment, but I don’t like any of the options. How can I get what I want?
A11. We have endeavored to provide a reasonable range of aesthetic choices in an effort to accommodate the personal preferences of a majority of tenants. The materials and finishes provided in the Program have been used in many recent apartment renovations and found to be functional, durable, attractive, and have received positive feedback. It is not possible to further expand the list of options at this time, or to provide you with a credit in the amount of the cost of the improvement.

Q12. I don’t want or need anything done in my apartment this year, but I might in three years during my next lease renewal.

A12. This is a pilot program that NYU commits to running for an initial three-year period only. The determination on whether to make it a permanent program will be made in the third year of the pilot in consultation with NYU’s Faculty Senators Council’s Benefits and Housing Committee. As a result, there is no guarantee that the Program will continue beyond the initial three-year term.

Q13. My lease will not renew until next year or the year after, or I am a Non-Affiliate and I do not want to participate this year, but I might want to next year. What will the costs of the options be at that point in time when I am eligible to participate in the Program if I want to select more than one option?

A13. The prices quoted in the attached document “Apartment Improvement Program Options and Costs” will be in effect through the three-year pilot – through the 2016/17 academic year.

Q14. I have been in my apartment for many years, and my appliances haven’t worked for a long time, or my countertops or other apartment elements are in disrepair. Why should I have to pay to get appliances that work or repair badly worn finishes?

A14. NYU is responsible for necessary repairs to ensure the safe and healthful occupancy of your apartment; requests for repairs should be made to the Client Services Center by calling 212-998-1001. If your appliance or other apartment feature is in gross disrepair and requires repair or replacement to return it to good working order, NYU will make the necessary repair or replacement at its cost. Please note that NYU is not responsible for repairs or replacement due to Tenants’ neglect or damage, and necessary replacements will be “in kind” (for instance, a damaged laminate countertop will receive a new laminate surface).

Q15. Why do I have to wait three months or more from the time I make my selection to the time my selected improvement is installed?

A15. One of the ways NYU is able to undertake the logistics and expense of the Program is by bundling all Tenants’ requests to leverage our purchasing power and scheduling the work (the initial measuring and confirmation of site conditions, as well as the eventual installation) as efficiently as possible. Managing the Program for as many as 500-600 apartments at once necessarily takes several months.

Q16. Who will be supplying the materials and doing the work?

A16. NYU’s Office of Construction Management has worked with an architect to identify quality materials that meet NYU’s standards for functionality and durability; they have further identified qualified suppliers and contractors through competitive bidding to furnish and install, respectively. These service providers will be directed by an NYU project manager; the NYU project manager will be responsible for ensuring that the final installation meets NYU’s standards.
Q17. What type of supervision will be provided while contractors are in my apartment?

A17. You may elect to be present while contractors are in your apartment to take measurements, confirm conditions, and/or complete the installation of your selected improvement(s), or you may allow us permission to enter and complete the work in your absence.

Q18. I would like to see the materials and finishes of the various options.

A18. A model apartment has been set up in 1 Washington Square Village 11-H to view the materials and finishes available within the Apartment Improvement Program. Information Session scheduling will be forthcoming to answer any additional questions you may have about the process.

Q19. I reviewed the materials and finishes, and I want to make sure that I am going to get exactly what I have seen.

A19. Because of the wide variety of apartment sizes and configurations, it is possible that the finished product in your apartment may vary in some way from the illustrations. For instance, appliance models and sizes may vary from the illustration in order to fit in your specific kitchen configuration; the same may be true for the size of bathroom vanities or lengths of towel bars, for example. The essential qualities of type of material, color, quality, etc., will be maintained to the fullest extent possible. After you make your selection, your specific apartment conditions will be reviewed and the details of your selection will be confirmed with you in an effort to ensure you have an accurate understanding of your selection. If for some reason your selected option is not viable for your apartment, you will be informed and have the opportunity to make another selection or to withdraw from participation in the Program.

Q20. I do not have email or web access and I want to participate in the Program.

A20. Tenants who do not have email or web access may contact the Client Services Center at 212-998-1001 to request and complete a paper enrollment form.

Q21. Why are there differences between the terms of the Program for NYU Affiliates and Non-Affiliates?

A21. We have endeavored to structure the Program to be consistently applied to NYU Affiliates and Non-Affiliates to the greatest extent possible under the law. However, laws pertaining to rent-stabilized and rent-regulated tenants must be factors in how the Program is applied to these Non-Affiliated Tenants. If a Tenant is both an NYU Affiliate and rent-stabilized/rent-regulated, their participation in the Program will be as outlined for rent-stabilized/rent-regulated tenants.

Q22. What are the differences in the Program between NYU Affiliates and Non-Affiliates?

A22. The key differences are:

- The length of the amortization period (30 months for NYU Affiliates, to coincide with their lease term; 60 months for Non-Affiliates, as required by law).
- Costs funded by NYU Affiliates do not become part of their rent after the amortization period; costs funded by Non-Affiliates do become part of their permanent rent beyond the amortization period.
- Eligibility for participation in the Program is at the time of lease renewal for NYU Affiliates; eligibility for Non-Affiliates is once during NYU’s three-year lease renewal cycle.
The option of floor cleaning/buffing is not available to Non-Affiliates because this is not considered a true improvement for which rent-regulated/rent-stabilized Tenants can be charged; all other options are available equally to both NYU Affiliates and Non-Affiliates.

Q23. I made a selection but I changed my mind. Can I make another selection?
A23. The period for making your selection is July 1 – September 30; you can change your mind and make another or additional selections any time before September 30. After September 30, we will begin compiling the requests and bundling them for procurement. After September 30, you may elect to withdraw your selection(s) before October 31, 2015 and forego an improvement; however, you will not be able to make a new selection during this year’s Program.

Q24. I am an NYU affiliate; I elected additional improvements for which I am paying in addition to my monthly rent, and I will be vacating my apartment before my lease expires. Do I have to pay for the unpaid balance that is still owed at the time that I vacate?
A24. Any unpaid balance owed at the time that you vacate your apartment will be deducted from your security deposit along with other authorized deductions for apartment repairs, etc. This provision is not applicable to Non-affiliates.

Q25. Why is the Program only a pilot, and not permanent?
A25. NYU’s goals for the Program include improving Tenants’ quality of life and satisfaction with their University-owned housing. We recognize, though, that in a community as diverse as ours, it may be difficult to meet the unique preferences of all of our Tenants, and we may learn over time of other ways our resources may be better applied to achieve greater satisfaction. This Program will be tested over an initial three-year period, during which it will be evaluated for its ability to achieve its goals. NYU reserves the right to make adjustments throughout the pilot as it deems in the best interests of Tenants and the University as experience is gained during the pilot. Additionally, as with any new program, there may be “bugs” to be worked out; we appreciate the patience and understanding of our Tenants.

Q26. I still have questions that are not addressed here; who can I call?
A26. Please contact the AIP team at aip@nyu.edu with any additional questions you may have.