

Social Equity
LEADERSHIP CONFERENCE
JUNE 5 - 7, 2013 - NC STATE UNIVERSITY, RALEIGH, NORTH CAROLINA



Housing

Housing Reform in NYC

Friday 8:00 am; Panel 1

Larry Terry

Abstract: In 2011, the City of New York and the New York City Housing Authority (NYCHA) released a comprehensive strategic document outlining reform for the largest public housing institution in the world. Plan NYCHA: A Roadmap for Preservation addressed the agency's approach to repairing its infrastructure and the relationship with its residents by outlining ten imperatives geared toward reforming its approach to service, from improving security and safety to ensuring financial stability. This qualitative case study analyzes the reform strategy through the lens of the Conciliatory Public Leadership (CPL) theory, which posits that public servants and institutions are trust-building agents and are responsible for two primary considerations: Objective Maintenance and Subjective Congruence. This document analysis will provide a preliminary assessment of the reform approach and provide prescriptive commentary on the long-term affects of the imperatives.