

STATE OF NEW YORK CONSTRUCTION MANAGEMENT SUPPORT SERVICES CDBG-DR HOUSING

Project Summary

Delivering on commitments. Building long-term relationships.



Governor's Office of
Storm Recovery

CLIENT

New York Governor's Office of
Storm Recovery (GOSR)

PROJECT TIMELINE

January 2015 – March 2019

PROGRAM VALUE

\$2 billion CDBG-DR

SERVICES

- Construction Management
- Change Order Reviews
- Damage Assessments
- Environmental Services
- Inspection Services
- Policy and SOP Development
- Project Management
- Uniform Relocation Assistance (URA) Services

OVERVIEW

HGA provided construction management support services to GOSR for the New York Rising Housing Recovery (NY Rising) Program comprising 10,000 homes. HGA also provided services to New York's Public Housing, Affordable Housing/Small Projects Affordable Rental Construction (SPARC), and Affordable Rental Programs.

6,000 Change Orders | **6,000** Inspections | **1,500** Elevation SOWs



LAND BEFORE CONSTRUCTION



HOME AFTER CONSTRUCTION

SOLUTION

HGA performed interim and final inspections on thousands of homes for the NY Rising Program to ensure that repairs were completed according to Program guidelines, awarded scope of work, and New York State residential building codes. HGA also managed change order requests for homeowners who required a design professional to amend an existing scope of work. For any housing programs that required relocation, HGA supported GOSR by providing URA services, including managing applicant cases, developing relocation plans, and facilitating payments. HGA's project management support to NY's Public Housing and Rental Program included policy and procedure development, program implementation oversight, and coordination of various stakeholder agencies.

HGA's robust QA/QC procedures resulted in Program acceptance and compliance for over 99% of its deliverables. Using XactAnalysis throughout its workflow, HGA's QA/QC specialists conducted an in-depth review of every completed inspection and change order in accordance with detailed technical

"To date, through our collaborations with firms like HGA, GOSR has awarded more than \$1 billion to 11,000 homeowners, awarded \$50 million to eligible small businesses, and fostered 700 locally-driven recovery and resiliency projects, among many other accomplishments...HGA has been an invaluable and tremendous asset to our organization, as well as to the State of New York."

~ Lisa Bova-Hiatt, Executive Director, GOSR,
March 2017



procedures. Additional automated processes systematically reviewed dozens of technical data points in every estimate using unique, customized logic. As part of HGA's risk management protocol and dedication to delivering a superior level of quality, all QC data was regularly analyzed by HGA management to identify areas for process improvement and individual staff performance. HGA delivered:

- 6,000 change orders
- 6,000 inspections
- 1,500 scopes of work for elevation projects
- Inspections Standard Operating Procedures (SOP) Manual
- Change Orders SOP Manual

HGA's Construction Manager (CM) generated environmental bid estimates for lead-based paint and asbestos remediation work, and coordinated with the State Historic Preservation Office (SHPO) to ensure that scopes of work for historical properties were in line with Section 106 requirements. HGA's CM also performed regular site visits for the environmental program and conducted pre-abatement walk-through inspections.

