NEW YORK STATE HOMES AND COMMUNITY RENEWAL BOARD MEETING Westchester County RGB Public Meeting Monday, June 7, 2021 7:01 p.m.

[START RECORDING]

MR. PETER STECKER: Okay. Good evening. It is 7:01 on Monday, June 7th. This is the first public hearing for the Westchester County Rent Guidelines Board. I will start this meeting as I started the meetings last year, with the note about the public hearings and the meetings.

In response to the governor's directive to take every effort to keep New Yorkers safe and mitigate the spread of COVID-19, pursuant to Executive Order 202-1 and its updates, the Westchester County Rent Guidelines Board will be conducting public hearings and set guideline rates of rent adjustments for housing accommodations within its jurisdiction, subject to the Emergency Tenant Protection Act of 1974 for leases commencing between October 1st, 2021 and September 30th, 2022, via teleconference. Instructions for members of the public to simultaneously view or listen to the meetings have been posted to HCR's website for the Office of Rent Administration under the Public Hearing section prior to the meetings. Hearings will also later be transcribed and the public will have the ability to view the transcripts at the same website.

So with that being said, Elsa, I will turn it over to you, now.

MS. ELSA RUBIN: Thank you, Peter.

Welcome, everybody. I'm so glad to see all of you happy and healthy, and we are going to start now. This is the first virtual meeting of this season, and as you know, we used to do several meetings in several cities, but because of the pandemic, we are now forced to do it by Zoom, and therefore, we didn't see any need to have so many meetings, so this time, we are going to have two public meetings. The next public meeting will be on June -- Monday, June 21st, and Peter -- our counsel, Peter, will provide instructions on how to sign up for that, because we need more participation, especially for the tenants.

And I'm also -- if anybody is watching this meeting right now live and wants to participate, they can also contact Peter and he will let you know how to sign up and we will try to accommodate anybody if we have the time. So as I said, this is the first of two public meetings to determine guideline rates of rent adjustments for leases commencing or being renewed between October 1st, 2021 and September 30th, 2022.

And now I will take roll call. Please respond if you are present. Velene Acquah, public member.

MS. VELENE ACQUAH: Present.

MS. RUBIN: LaMont Badru, public member.

MR. LAMONT BADRU: Here.

MS. RUBIN: Eddie Mae Barnes, public member.

MS. TAMARA STEWART: You're on mute, Eddie Mae.

MS. EDDIE MAE BARNES: Present.

MS. RUBIN: Great. Welcome, Eddie Mae.

MS. BARNES: Thank you.

MS. RUBIN: Eliot Cherson, owner representative. MR. ELIOT CHERSON: Present.

MS. RUBIN: Kenneth Finger, owner representative.

MR. KENNETH FINGER: I'm here.

MS. RUBIN: Evelyn Santiago, public member.

MS. EVELYN SANTIAGO: Present.

MS. RUBIN: Tamara Stewart, tenant representative.

MS. STEWART: Present.

MS. RUBIN: And I'm Elsa Rubin, chair of the board, and I also have good news. This evening, we have -- I have just now been told that we have a new member of the tenant representative, and I think she is with us. Is that correct, Peter?

MR. STECKER: Yes. Ms. Hamer is here and so I have just promoted her to be a panelist, so she's -- yep, there she is.

MS. SYLVIA HAMER: Good evening.

MS. RUBIN: Good evening. Welcome, and if you want to say a few words to the board?

MS. HAMER: I'm just happy to be a part of the board

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and moving things forward, and I look forward to working
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with all of you.
MS. RUBIN: And since she was appointed officially,
she is going to take part of this meeting today, of this
public meeting, and with that said, I think we have a
quorum, and we can proceed.
MR. CHERSON: I just have a question.
MS. RUBIN: Yes.
MR. CHERSON: Ms. Hamer, she's been -- she was
appointed and interviewed by DHCR and approved? I just
want --
MS. RUBIN: Yes.
MR. STECKER: Correct. Eliot, she was sent over to
us at the end of May, and so we had an interview last
week, and we just received her appointment letter today,
so she has been appointed by the Commissioner effective
today as the new tenant rep for Westchester Rent
Guidelines Board.
MR. CHERSON: Okay.
MS. RUBIN: So welcome again.
MS. HAMER: Thank you.
MS. RUBIN: And I believe Peter has some
announcements to make.
MR. STECKER: Well, just following up on what you
were asking me to announce, for anyone who would like to
address the board, they can send an email to
westchestercountyrgb@nyshcr.org. I'll also stress that
if somebody for whatever reason doesn't want to appear in
this forum and address the board via Zoom, the board will
also be accepting written testimony as they did last
year, which can be read into the record during these
meetings.

So I would just urge anyone who is watching on the livestream or is reading the transcript after this to send an email if they're interested in addressing the board.

MS. RUBIN: Thank you. And now, I will call the speakers in the order of which they sign up prior to the meeting. The speakers will be addressing the board, and they are limited to three minutes for individuals and five minutes for entities or organizations, so if you can please -- when I call them -- I will ask them to identify if they are -- whether they're representing an entity. I will first call Suzanne Johnson, representing the landlords.

MR. STECKER: Okay. Promoting her to panelist right now.

Ms. Johnson, can you --
MS. SUZANNE JOHNSON: Yes. Can you hear me now?
Let me put myself on video. Hello.

MS. RUBIN: Hello. Welcome.

MS. JOHNSON: (Indiscernible) Madam Chair, Madam -members of the board and members of the community, thank you for this opportunity to speak and express my opinion as a landlord on rent adjustments.

MS. RUBIN: Excuse me. Are you representing yourself or an entity?

MS. JOHNSON: I'm representing Grandview Park Associates.

MS. RUBIN: So you have five minutes.

MS. JOHNSON: Thank you.

MS. RUBIN: And Peter, you're going to be taking the time?

MR. STECKER: Yes, I have a timer running.

MS. RUBIN: Okay. Thank you.

MS. JOHNSON: I think everyone can agree that 2020 was a rough year. Our tenants got sick, they lost their jobs, some were working on the frontlines and others were forced to stay home and work and homeschool their kids in their apartments. Our superintendents and rental agents were on the front lines, working together to keep our buildings safe and our tenants calm.

We as landlords worked nonstop to figure out how we would navigate the collection of late and unpaid rents, closed courts, complicated government programs, and the
uncertain end to the lockdowns. Here we are in 2021, and we feel like the days of the lockdowns are over. However, the truth is, this year is looking worse.

Under the Housing Stability and Tenant Protection Act of 2019, and Governor Cuomo's extended eviction moratorium, landlords have no authority to either raise rents or collect rent anymore. I would like to remind everyone that rent is the only means of income a landlord has to properly maintain their properties. Compared to 2019, our rents in Mount Vernon and Yonkers have dropped an average of ten percent for 2021. This is solely because no increase was granted last year for stabilized apartments.

Since 2020, collecting rent from tenants in court is seemingly impossible. Courts are either closed or not allowing evictions. Even tenants who have been behind in rent before the pandemic and in court still have not paid a dime. COVID relief programs, like the Westchester guidelines payment plan, still have not paid anything. We applied for four tenants in November 2020 and have not seen any money since the paperwork was submitted.

Without sufficient income, there is great risk to properly maintaining our aging buildings. Our buildings are eighty years old and getting older. Roof, boiler, and elevator replacements are expensive and something we
need to save and budget for, but we are finding that our income is not what it used to be. Rents are simply not keeping up with expenses. While COVID may be behind us, the cost of taxes, supplies, and services are skyrocketing.

Real estate taxes in Mount Vernon are up 13.2 percent. Yonkers real estate taxes are up 3.8 percent. Utility bills are up 30.7 percent. Union benefits are up eleven percent. Gas has been up forty-nine percent since last May, and we expect services and supply costs to escalate because of that. While major repairs are not optional, we have had to forego cosmetic renovations of our apartments that we would normally do if rents were increased.

Tenants want renovated kitchens and bathrooms and new appliances. All of these nice to have items have been put on the back burner because we simply cannot afford them. An increase this year cannot be disputed. Landlords cannot continue to shoulder the financial burden any longer without given the right to raise and collect rents. I thank you for your consideration and implore you to vote to increase the rents this year in order to help us maintain the health, safety, and wellbeing of every tenant who lives in our buildings. Thank you.

MS. RUBIN: Thank you, Ms. Johnson.
Any questions for Ms. Johnson? Yes. Mr. Finger?
MR. FINGER: Yes. Good evening, Ms. Johnson. Thank you for appearing and your time tonight. I'm Ken Finger. I have a question. Have you been able to do any major capital improvements since the advent of the HSTPA?

MS. JOHNSON: We have put in permits for a balcony repair that we have to do, and that's going to cost us $\$ 250,000$ for twelve balconies in Yonkers.

MR. FINGER: And do you expect to be able to get paid back for that through any type of MCI increase? MS. JOHNSON: I'm not sure how long that's going to take. Right now, the permit process takes three to six months, so we have to lay out a lot of money prior to that.

MR. FINGER: Thank you.

MS. RUBIN: Yes? Yes. Mr. Cherson?
MR. CHERSON: Thank you.

Ms. Johnson, thank you. I think I heard you mention that the taxes went up, and I guess your buildings were in Yonkers and Mount Vernon from your testimony? MS. JOHNSON: Correct, yes. MR. CHERSON: Okay. And you mentioned that the taxes went up in both localities?

MS. JOHNSON: Yes.

MR. CHERSON: Do you know how much it was? Can you
tell the board how much your taxes went up?
MS. JOHNSON: Mount Vernon was 13.2 percent, and
Yonkers 3.8 percent.
MR. CHERSON: And do you pay water taxes?
MS. JOHNSON: Water? I didn't look that up.
MR. CHERSON: Okay.
MS. JOHNSON: We did have a utility increase of 30.7
percent, so maybe that got rolled into that.
MR. CHERSON: Thank you very much.
MS. JOHNSON: Thank you.
MS. RUBIN: Anybody else? Yes, Ms. Acquah?
MS. JOHNSON: I'm sorry, that was just gas and electricity, just to let you know, not -- the water was not included with the utility increase.

MS. RUBIN: Yes, Ms. Acquah? You're muted.

MS. ACQUAH: Oh my goodness. Sorry. Hi, yes. Ms.
Johnson, thank you for being here.
MS. JOHNSON: Hi.

MS. ACQUAH: Yes, okay. So I know I've heard and I
do understand, and you know, it's very hard times for both landlords and tenants, and that is definitely the truth right now. What would you say the fair amount increase at this time -- what would you propose?

MS. JOHNSON: Well, since our rents are down ten
percent, you know, I think the minimum should be three percent and five percent going forward. I think that's reasonable. It's not going to do a lot, but it will help the issues going forward. This year's going to be very tight for us, especially since the courts are not allowing us to move forward with any cases.

MS. ACQUAH: Thank you.
MS. RUBIN: Yes. Mr. Cherson?

MR. CHERSON: Thank you.
If you received a three, five percent increase, what -- do you know what you would do with the extra rent monies that you would receive as due to that rent increase

MS. JOHNSON: Absolutely. We have four roofs that need to be totally redone. They are about 80,000 each. We have boilers. Our boilers are probably at the end of their life. We've stretched them as much as we can. That's going to cost us anywhere between 120 and 200,000 per boiler. I have four of those. The elevator repairs are coming up. That's always unknown. So those are big ticket items besides our balconies. We have to rebuild all our balconies, twelve of them, so that's -- the minimum is going to be 250 for that.

MR. CHERSON: So if you don't receive an increase, what would become of the new roofs, new boilers, and the

MS. JOHNSON: I don't know. We're going to be stuck because right now, we're living on reserves. We're living on our savings to keep up with the expenses, so I don't know how much -- our rents are pretty low, and we -- because we can't raise rents of tenants who've been there a long time and are starting to leave, that's hurting us even more because there's such an imbalance in the building.

This cannot go on any longer. Something has to give. We either have to raise the rents or be able to collect the rent. So the programs are out there, but they're not helping the people. I'm going to be honest with you, they're not there for most of our tenants. Catholic Charities is the only organization that has been able to pay -- help tenants pay back rent up to this point, and that was just one tenant out of my 300 tenants.

MS. RUBIN: Yes, Ms. Stewart?
MS. STEWART: Good evening, Ms. Johnson.

MS. JOHNSON: Hi.
MS. STEWART: Out of your tenants that are behind on rent, roughly how many apartments does that represent?

MS. JOHNSON: Anywhere between five to ten percent, depending on the building.

MS. STEWART: And are any --
MS. JOHNSON: Or most of them -- most of them owe more than six months.

MS. STEWART: Okay. And are any of these tenants eligible to the ERAP program?

MS. JOHNSON: I'm hoping, but I only received one application on Friday, so --

MS. STEWART: Well, the program only started on the 1st, so --

MS. JOHNSON: Right.

MS. STEWART: -- it's still early days. And are you helping your tenants with the paperwork?

MS. JOHNSON: Yes, I will. I mean, the first application $I$ just got was Friday, so we're going to proceed with that, but I'll tell you my experience in Connecticut with Unite CT, out of the $\$ 230,000,000$ Connecticut received for rental assistance, a similar program, they've only put out $7,000,000$ since March, and it's a very difficult process, and I don't know how it's going to turn out in the end.

I don't know if we'll ever get money in Connecticut at this point, but -MS. STEWART: Well -MS. JOHNSON: -- in New York, we're going to try it. Like I said, we did apply for our smaller buildings in

November for four tenants. We put in all the applications, have not heard back from them, and these poor tenants are waiting.

MS. STEWART: Well, with the ERAP program, I know that, based on the calls that I've been on, they really are encouraging landlords to at times even take the lead and let tenants know, because it's been very difficult to get the information to tenants, and many of them may have difficulty in completing the application. But the landlords certainly are able to be proactive and assist the tenants who may be eligible in applying for the funds, seeing as the funds will be going directly to the landlords.

And supposedly the millions that have been allocated for New York should be sufficient to catch people up, pretty much everybody who -- not everybody everybody, but a substantial portion of the tenants who are behind as long as they meet the eighty percent (indiscernible) eligibility threshold, et cetera, and that they should be able to get the money. So I would encourage you to really reach out to your tenants because you know who's behind, and make sure that they know about the program, and do what you can to assist them, because helping them --

MS. JOHNSON: We actually already did that.

MS. STEWART: -- will help you.
MS. JOHNSON: Yeah, we already actually did that on
Friday. I gave my rental agent the go ahead to send the link to everyone. My rental agent speaks Spanish. He can help anyone who can't navigate on their own. I mean, we are willing to help any tenant that wants the help.

MS. STEWART: Great. I'm glad to hear that.
MS. RUBIN: Any other questions for Ms. Johnson?
No? Okay.
Thank you, Ms. Johnson --
MS. JOHNSON: Thank you.
MS. RUBIN: -- for coming here, and --
MS. STEWART: Thank you, Ms. Johnson.
MS. RUBIN: -- you may leave the presentation.
MS. JOHNSON: All right. Thank you.
MS. STEWART: Thank you.
UNIDENTIFIED SPEAKER: Thank you.
MS. RUBIN: So next, I will call Chris DeFeo, representing landlords.

MR. FINGER: Who was that?
MS. RUBIN: Chris DeFeo.
MR. FINGER: Chris DeFeo. Okay.
MR. CHERSON: You said Mateo, M-A-T-E-O?
MS. RUBIN: No.
MR. FINGER: DeFeo, D-E-F-E-O.

MS. RUBIN: D-E-F-E-O.
MR. CHERSON: Oh, thank you.
MR. STECKER: I just promoted -- Mr. DeFeo, can you
hear us? If you can, please unmute yourself.
MR. FINGER: You're still muted.
MR. STECKER: Mr. DeFeo, can you hear us? Looks like he should be unmuted at this point. I can't hear him, though. Mr. DeFeo?

MS. RUBIN: We can always come back to him --
MR. STECKER: Um-hum.

MS. RUBIN: -- if he's not ready now.
MR. STECKER: Okay. It's up to you, Chair.

MS. RUBIN: Yeah, I'm going to call the Reverend Loftin-Woods and right after her, we're going to call Mr. DeFeo again.

MR. STECKER: Okay. I actually don't see Reverend Loftin-Woods in here right now.

MS. RUBIN: Who's there?

MR. STECKER: The next individual, Alana
Ciuffetelli. She's actually here.

MS. RUBIN: Okay. Let's call Ms. Alana Ciuffetelli. MR. FINGER: You're on mute now. MS. ALANA CIUFFETELLI: Hi, everyone. MS. RUBIN: Hello, Ms. Ciuffetelli. MS. CIUFFETELLI: There I am. Hi, all.

MS. RUBIN: Hi. How are you?
MS. CIUFFETELLI: I'm good. My name is Alana Ciuffetelli.

MS. RUBIN: And are you representing yourself or an organization?

MS. CIUFFETELLI: No, I'm a cochair of the building in Realty Institutes AOAC, and I sit on the board of directors of the Westchester Owners Association.

MS. RUBIN: Okay. So you get five minutes.
MS. CIUFFETELLI: I'll be quick, I promise.

MS. RUBIN: Okay, thank you.
MS. CIUFFETELLI: I appreciate your time this morning.

Good evening. My name is Alana Ciuffetelli. I am the cochair of the building in Realty Institute Apartment Owners Advisory Council, and I also sit on the board of directors of the Westchester Owners Association. Over the years, I have told this board about the family owned and operated business I run. I manage several apartment buildings in Yonkers that my dad built. Rent stabilization was enacted around (indiscernible). On average, each unit has eighteen -- each building has eighteen units.

I, like most landlords throughout Westchester County, am a mom and pop, smaller in scale, but very
hands on. I consider myself to be a good landlord. I understand the importance of the landlord-tenant relationship. I realize that each have to work hand in hand in order to work. It's a give and a take. I pride myself on my management style. We don't have buildings riddled with violations. I have an open line of communication with my tenants, and in fact, they have my cell phone number.

The past years have been extremely difficult. There are so many factors that are beyond my control, which have had devastating negative financial impacts on my buildings. As you know, there were drastic changes to the Housing and Stability Act of 2019, especially with respect to the application of major capital improvements and individual apartment assessments. I feel as though smaller landlords got caught up in the mess. I do realize that the changes in the law were brought about in great part at the result of some larger landlords abusing this system, especially in New York City.

That isn't me, though, and that's not my colleagues in Westchester County. There needs to be a reassessment of the application of MCIs and IAIs, especially as they apply to the smaller landlord. These change not only hurt landlords but also tenants, and I do not have the money for improvements I would like to do, and I can't
entertain any green initiatives that I would like to implement to bring my carbon footprint down at the buildings.

Another factor beyond my control with devastating impacts, COVID. It's been horrible all around. Thankfully, my tenants for the most part have been paying their rents, and those that needed assistance, I've worked with to help find programs to pay their rents. I applied on behalf of one of my tenants to the Westchester County rent relief program, and thankfully, the grant was received. As we also know, New York State has received 2.4 billion for the second phase of COVID rent relief.

As we speak, landlords are working with tenants to apply for this aid. No landlord $I$ know wants to evict a tenant. They just simply want to be paid. The money is there. All we need to do is to make sure that the money that was promised and allocated for rent relief to tenants starts to flow to landlords. This pandemic has also had devastating effects on supply. The pricing of lumber is nuts. From pandemic to date, it's gone up 217 percent. It's insane.

Before the start of the pandemic, a sheet of plywood cost me 10 dollars. Today, it's about 80 dollars. The cost of my appliances doubled, and I'm lucky if I can even find appliances. My operating costs are drastically
up. Cleaning, water, gas, electric, all up, especially during the stay-at-home mandates. The list goes on and on. Still, though, I try to keep it moving forward. To save cost during the pandemic, I closed my office, and I now work from home. Unfortunately, I've had to cancel contracts with contractors on a variety of improvements $I$ had planned for the buildings, as money's just too tight. We're living off reserves.

But again, all through this pandemic, I have worked with my tenants and they have worked with me, and we keep trying to move forward. I realize this board does not have control over the changes to HSTPA, and that we must lobby our local legislators for relief, which we are working on, but what this board does have control over, and why we're here tonight, is to listen to testimony and ultimately vote on a rent guideline for the next two years.

The fear of the pandemic brought about a rent freeze last year, and the data presented was ignored. That's understandable, as the fear of the unknown had us all terrified, but to do that again this year does not make sense, especially since the increases that you are going to decide on won't take effect until the end of 2021. I implore you to realize that we need an increase in our guidelines. We, especially smaller landlords. Cannot sustain another rent freeze. We are hopefully seeing the light at the end of the tunnel. Governor Cuomo just announced today that once we reach a seventy percent vaccination level, most restrictions will be lifted, and I think we're at sixty-eight and a bit.

COVID rent relief programs have monies to help with tenants and arrears, also positives. Please realize an increase in our guidelines is needed for the benefit of both landlords and tenants. If this board fails to do so, that will result in me, as well as many of my landlords, not having money for improvements to our buildings, less money for repairs and maintenance, and not only will you hurt me, but in the end, ultimately my tenants.

I want to make sure I can maintain and protect my buildings for my tenants, and the only way, the absolutely only way $I$ can do that is to know there's enough money. Kindly consider a fair guideline. I thank you for your time.

MS. RUBIN: Any questions from the board? No questions?

Thank you, Ms. Ciuffetelli.
MS. CIUFFETELLI: I thank you for your time.
MS. RUBIN: Thank you very much.
UNIDENTIFIED SPEAKER: Thank you.

MR. BADRU: Thank you.

MR. STECKER: So Chair, I do see Chris is raising his hand for me.

MS. RUBIN: Okay.

MR. STECKER: He may be ready.

MS. RUBIN: Let's promote him.

MR. STECKER: Mr. DeFeo, can you hear us?

MR. FINGER: He's on mute. Can you unmute him, Peter?

MR. STECKER: Yeah, I can only ask him to unmute -oh, there he goes.

MR. FINGER: Okay.

MR. STECKER: Mr. DeFeo, can you hear us?

I don't know. I guess maybe he's having trouble with his microphone.

MS. RUBIN: He must be having technical problems. Can we move to the next person who is available, and then we'll come back to him. He will have first priority after anybody who comes.

MR. STECKER: Okay. Okay, Chair. Who would you -you have the list.

MS. RUBIN: I have here the Reverend (Indiscernible)

Loftin-Woods and Franco Milio.

MR. STECKER: Yeah, neither of them is in here, Chair.
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MS. RUBIN: Then Ken Nilson?

MR. STECKER: Ken Nilson is in here. I'm promoting him to panelist right now.

MS. RUBIN: Okay.

MR. STECKER: Mr. Nilson?

MR. KEN NILSON: Yes.

MS. RUBIN: Hello, Mr. Nilson.

MR. NILSON: Hello.

MS. RUBIN: Welcome.

MR. NILSON: Thank you.

MS. RUBIN: Mr. Nilson, are you representing someone, some organization?

MR. NILSON: Yes. I'm a board member of the Apartment Owners Advisory Council.

MS. RUBIN: Thank you. You have five minutes.

MR. NILSON: Okay. Thank you.

So I sent over three pages of my talk, and I don't know if Mr. Stecker, whether you got it or you're able to distribute it to the members?

MR. STECKER: Yes, I received it, and I distributed it via email a few hours ago to all the board members.

MR. NILSON: Okay, so they have it. All right. So what I'm going to do is to go through it. I'm not going to read every word. You can see what's there, but I want to cover five areas. Who are we, the guideline increases
have not kept up with inflation, cost increases that I've
experienced, the tenant aid, and the guideline. So one of the other people said before is that we're not large corporate organizations. We're local family businesses. This is our livelihood. We provide affordable housing, and landlords need sufficient income to maintain the buildings in the way we want to do it and the tenants want.

The tenants would like to pay as low as possible, but they don't want to live in a dump, either. They want to have buildings that are maintained. Now, historically, I looked at the last ten, eleven years of the Westchester Rent Guidelines Board increases, and they have not kept up with inflation. Over the past eleven years, the increases for two-year leases are fifty-three percent less than the CPI. You can look in the chart. We don't have to go through the details of it, but study it. The numbers are all there. There's no mystery to this thing.

Basically, over time, this guidelines board has provided guidelines that have -- are lower than the consumer price index. The consumer price index is written into the law. That's one of the main things that the guideline -- that the board should be considering. The increases for one-year leases have lagged the CPI by
twenty percent, so it's not as bad, but still most people who are in apartments for a long time take two-year leases, and so that's why we end up having 700 dollar apartments for people who have been in the building for, like, thirty years, forty years.

The zero-zero guideline for 2020 was especially damaging, and that's going to affect the rents in the long term after the pandemic, because it's also usually the -- the guidelines are based on a percentage. So in the past, sometimes the shortage was made up by the vacancy allowances in the law. That's all gone. So there's no way to increase the rent except through the guideline. The HSTPA law basically set guidelines that were -- basically discourage any kind of improvements. Other landlords have spoken about it, and it's clear to all of us that something needs to be done. Hopefully, the legislature will adjust to that.

So one of the things that's needed -- basically, what we're trying to do is to avoid what happened in New York City Housing Authority. Due to underinvestment over many, many years, boilers breakdowns, roofs and windows leak, elevators break down because infrastructure is not sexy. You can let it go, and then after a while, it catches up to you and bites you.

If you have any questions, you can study the detail
on the graphs. So what's happened is that we've fallen further and further behind, and in the last year, it's gotten even worse, not only with the increases that were allowed by the guidelines board, but with the problems with the pandemic. A lot of the other landlords have talked about that. I don't have to say anything more except that we're working with our tenants. We've sent letters to all of the tenants who are behind significantly, explained to them how to apply for the rent assistance, and we're giving them guidance and told them we'll help them through the process. We had some calls today.

So what's the cost increases, just to look after, like, a zero-zero guideline. Yonkers City tax -- mine went up by 2.6 percent. That was for last year. We haven't gotten the new one for this year. The county tax for Yonkers went up by 6.1 percent, and the insurance -my insurance premium, which is significant, went up by seventeen percent, which is a huge percentage, and is a fundamental change that's going on in the insurance industry, and --

MS. RUBIN: Mr. Nilson?

MR. NILSON: Yes?
MS. RUBIN: Whenever you can wrap up, because your five minutes are up.

MR. NILSON: Okay. And we talked about -- the bottom line is, the CPI for this year is 2.4 percent, and the federal reserve forecasts that next year, the CPI will go up by 2.1 percent. In order to maintain the buildings properly, the Rent Guidelines Board needs to pass a guideline that at least matches the CPI, because they're not going to take effect -- these leases is not going to take effect until after October, and for the next possibly two years. That's when -- by that time, the rent assistance to the tenants should be out there, and basically, the finances should be stabilized.

So I think looking ahead, as we all are, is that it's reasonable and it's not going -- that to pass that kind of a guideline so that we can continue to provide the apartments -- the buildings with the kind of work and maintenance that's necessary to keep up buildings. I've got some buildings that are over a hundred years old -MS. RUBIN: Thank you, Mr. Nilson.

MR. NILSON: -- I need them constantly invested in.
MS. RUBIN: Thank you. Any questions for Mr.
Nilson?
MR. NILSON: Thank you. I'm sorry I went over.
MS. RUBIN: It's okay.
Yes? Yes, Mr. Finger?
MR. FINGER: Okay, thank you. I raised my hand but

I didn't know who you were calling on, so thank you.
Mr. Nilson, have you been able to get any increases over your low rent tenants in the past couple of years, and if not, why not, number one, and number two, have you been able to improve your apartments where tenants have been there for many years, and they're rather -- if you have hundred year old buildings, rather older kitchens, bathrooms, floors, lighting, et cetera?

MR. NILSON: Yeah, yeah, and that's one of the disturbing things. I'm an engineer by training, and I know what has to be done, what's needed to be done to be able to maintain these kinds of buildings over a long period of time is you need to replace fundamental systems, and we haven't been able to do that. The only thing I've done in the last couple years is an emergency boiler that we had no choice, we had to replace it, and I'm actually in basically almost -- I could end up in a legal thing between me and -- us and the DHCR about their formula for what they've approved.

Some tenants believe that, somehow, the DHCR kind of passes along MCI increases like nothing. Well, life is not that simple, but $I$ don't want to get into that. The idea is that we have not been able to make the kind of improvements that we need. We're making compromises, now. Usually in the past, we see what has to be done.
If it needs electrical work or bathrooms or kitchens, I've got bathrooms that are a hundred years old with hundred year old tubs. There's no way I can do it under the existing HSTPA regulation, to make those kinds of improvements, because you can't just replace the tub. Once the tub's gone, you got to take everything, and you just can't do that.

MS. RUBIN: Thank you.

Anybody else? Thank you very much, Mr. Nilson, for your presentation.

MR. NILSON: Okay, thank you.
MS. RUBIN: Thank you.

So Peter, can we call Mr. Chris DeFeo?
MR. STECKER: So I was actually -- we can try to call -- actually, it looks like he's dropped -MS. RUBIN: Is he still there?

MR. STECKER: No, but Mr. Milio did contact me. He was in the waiting room under a different name, so we've clarified that --

MS. RUBIN: Okay.
MR. STECKER: -- so you can call him, now that -MS. RUBIN: Yes, please.

MR. STECKER: Okay.
MR. CHERSON: A question, please, Elsa?
MS. RUBIN: Yes? Yes, Mr. Cherson?

MR. CHERSON: Okay, thank you. I think Mr. Nilson stated that he submitted some documents to Peter.

MS. RUBIN: Yes.

MR. CHERSON: And Peter said you distributed it --

MS. RUBIN: Yes.

MR. CHERSON: -- by email?

MS. RUBIN: We've got it. We've got the email.

MR. CHERSON: Well, I just looked through all my emails. I never got that. I never got it.

MS. RUBIN: Must be a confusion with your email address.

MR. CHERSON: That has happened a little bit with what do you call it, DHCR, but -MS. RUBIN: Yes.

MR. CHERSON: -- but Peter has had my email for a long time.

MS . HAMER:

UNIDENTIFIED SPEAKER: I received them.

MS. RUBIN: I did, too.

MR. CHERSON: Can you resend them, then, please?

UNIDENTIFIED SPEAKER: (Indiscernible)?

MR. STECKER: I'll send it to you right now, Eliot.

MR. CHERSON: Okay. All right, thank you.

MS. RUBIN: Okay. Thank you.

MR. STECKER: Just to clarify, the EJC (phonetic)

MR. CHERSON: Yeah, that's fine.

MR. STECKER: Okay. All right. I'll resend that to you right now. Let me promote Mr. Milio first. Mr. Milio is promoted now, so --

MR. FINGER: That Franco Milio?

MR. STECKER: I'm sorry, I'm sorry. Okay.
MR. FINGER: There we go.

MS. RUBIN: Welcome, Mr. Milio.
MR. FRANCO MILIO: Hi. Hello, everyone.
MS. RUBIN: Hi.
MS. STEWART: Hi.

MS. RUBIN: Are you representing yourself or an organization?

MR. MILIO: Milio Management, LLC, which I guess is an organization.

MS. RUBIN: Okay, so you have five minutes.
MR. MILIO: Okay. Good evening, members of the board. My name is Franco Milio. My family has owned and operated buildings in Westchester County since the 1980s. I'm addressing the board tonight to urge you to do the right thing when it comes time to decide on the rent increase for the upcoming cycle. The increases that have been approved for the past ten years is not only unsustainable, but outright neglectful. A tenant to
renew their lease for one year terms over the past ten years averaged an increase of approximately one and a half percent. Someone at the two year cycle, ten plus years, averaged at about 1.8 percent from my calculations.

While I don't want to bore you with numbers, I do want to let you know, this really is not only unsustainable, but unfair. A tenant typically moves in paying the market rent, or at least used to move in, paying the market rent until the HSTPA was passed. Over time, the increases approved by the board have not kept up with the increases of -- in the course of adequately operating and aging multifamily apartment buildings. I've had many tenants who have raised their families in two and three bedroom apartments, who because of the historically low rent guidelines approved by this board, are now paying rents which not only are below market, but at this point are considered a handout. This is outright abusive and unfair to the landlords.

These tenants' children have long moved out and now are reluctant to leave their oversized apartment. Can you blame them? While we have all been impacted by the COVID pandemic, things had already taken a turn for the worse a year earlier when New York State legislature passed the Housing Stability Tenant Protection Act.

Before the legislature passed this law, landlords had other means to help absorb the low rent guideline increases. There were parameters set forth for when a long term tenant would vacate and would also incentivize us to invest in our aging apartments, which would help us compete with all of the new apartment rental buildings being built throughout Westchester. These incentives were taken away. Why? Especially for our buildings, which are older and are in constant need of repairs.

Our operating costs have continued to increase this past year, whether it's our property taxes, increased costs to COVID, cleaning, insurance, utilities, appliances, building material, the plumber, the electrician, furthermore everyone wants to get paid and paid on time with today's dollars, not those from ten or twenty years ago. While $I$ can't speak for all of the other landlords, we have had our fair share of tenants owing several thousands of dollars skip out on us.

As recently as last week, a tenant finally vacated after owing in excess of 20,000 dollars. In addition to approving the fair increase, it would be appreciated if the minimum increases and bonus could be considered. I trust the board will approve an appropriate rent increase given our plight. Thank you for your time.

MS. RUBIN: Thank you. You did perfectly with your
timing.
MR. MILIO: Great.

MS. RUBIN: Any questions for Mr. Milio? No questions? Oh, yes, Ms. Stewart?

MS. STEWART: Mr. Milio, are you actively helping your tenants to apply for the ERAP funds that are available, the ones that are behind?

MR. MILIO: What we did back in May, we started calling tenants and explaining to them that starting June 1st, it would come out, and we then also called them, like, I think it was on the 1st, giving them links, whatever links $I$ had gotten. So yes, and we also prepared memos to go out as well, just to post in the public areas of the buildings.

MS. STEWART: Okay. I don't know that --
MR. MILIO: We're trying --

MS. STEWART: Hm?

MR. MILIO: We're trying. No, we are trying. It's foolish of us not to, like, here in the office to assist tenants. It's in our best interests.

MS. STEWART: I'm glad to hear that. Some of the feedback that I'm receiving from many tenants that at least that I've spoken to, they're interested and I think in part because of the technology divide, there are tenants who may need the help, but may not have the
ability to go online, so I don't know how many of your tenants you actually have email addresses, et cetera, or even once they get a physical piece of paper may have the ability to go ahead and pursue that.

So to the extent possible, I would urge you to be active in really trying to help tenants, because $I$ know for some people, they need the help, they're entitled to the help, and there are not enough people like me who are out there to be able to hold their hands and guide them through the process, because there's just so many more tenants in need of the assistance than there are tenant advocates and representatives to help them, so we really need the landlords to work with us to help the tenants so that the landords can get paid so that you get the money that you're entitled to.

MR. MILIO: I understand and I agree. Thank you. MS. RUBIN: Thank you, Ms. Stewart. Mr. Finger?

MR. FINGER: Thank you. Mr. Milio, good evening. Thank you for appearing and taking your time.

MR. MILIO: Good evening and thank you.
MR. FINGER: Have you had any tenants that have left you leaving an arrears where you could not collect it?

MR. MILIO: Yes. As a matter of fact, last week, we had someone who I was trying to help just -- he left.

They owed -- they actually owed before the pandemic, and they were slated to get evicted, this particular tenant, and they left owing about 27,000 dollars, and that's just one of maybe -- we had eight or nine that have left in the past year that owed in excess of 10,000 dollars, and honestly, me personally, I'm relieved because at least I could -- legally, I can't do anything. My hands are tied. I can't evict, empty threats, meaning, like, I can send a rent demand, I can send a dispossess, and when they leave, I'm actually relieved, even though it's a huge loss, but yes, to answer your question. MR. FINGER: Thank you. MS. RUBIN: Anybody else? MS. ACQUAH: Yeah. MS. RUBIN: Yes, Ms. Acquah? MS. ACQUAH: Yes. I'm glad to add as far as resources, there are agencies - well, it's an overwhelming -- it's going to be an overwhelming process for everyone, landlord, tenants, agencies, everyone involved, so there are agencies that are in Westchester County that also assist with the -- will assist with the ERAP. You know, it's good to know about those agencies. There are local agencies like the (indiscernible) Tenants Association. They're local. There's Westchester Residential Opportunities, so there's several agencies
that are actually partaking in the assistance -- the
rental assistance program.

So and they're there for the community, so anyone can pretty much call and request help. That's -MR. MILIO: Yes. I just want to add that Catholic Charities -- no, the Bridge Fund reached out to us and told us, look, send us tenants, and we are.

MS. ACQUAH: Yes.
MR. MILIO: They know who we are. They know that we will work with them, that we are cooperative. Like I was telling the other board member a minute ago, it's in my best interest to cooperate, so yes, we are cooperating, and thank you.

MS. ACQUAH: That's very good. It's everyone's interests, actually.

MR. MILIO: It is.

MS. ACQUAH: It's a crisis. We're still in crisis mode, so --

MR. MILIO: Yes.
MS. ACQUAH: -- great. Thank you.
MR. MILIO: Thank you.
MS. ACQUAH: You're welcome.
MS. RUBIN: Anybody else?
Well, thank you very much, Mr. Milio, for your presentation.

MR. MILIO: Thank you, and thanks, everyone. Have a good night.

MS. RUBIN: Have a good night.
MS. STEWART: Good night.
MS. RUBIN: Peter, as I said, we are giving priority to Mr. DeFeo, and the Reverend (Indiscernible) LoftinWoods.

MR. STECKER: Yes --

MS. RUBIN: But if they're not available right now, we will --

MR. STECKER: It looks like Mr. DeFeo left and now he came back in, so hopefully, we have more success now. I'm going to promote him now.

MS. RUBIN: Okay.

MR. FINGER: He's on mute.
MR. CHRIS DEFEO: Okay. Can you guys hear me?
MS. RUBIN: Yes, we hear you.
MR. DEFEO: Oh, all right. Good. I'm a little old
school, so forgive me.
MS. RUBIN: We can't see you, but we can hear you.
MR. DEFEO: Okay.
MS. RUBIN: Are you representing yourself or an
organization?
MR. DEFEO: I'll be representing an entity. MS. RUBIN: An entity. Okay.

MR. DEFEO: Yes.

MS. RUBIN: So you have five minutes.

MR. DEFEO: All right. So I just wanted to I guess bring up a couple of points. There was a young lady who went on first and she was talking about MCIs and boilers and stuff like that. I've been speaking on this panel -to this panel for years, and I think from what we've heard from the landlords, there seems to be this new rent guidelines that was passed in the recent years that's just been horrible to the landlords.

So all these roofs and boilers and elevators that need to be upgraded, there is nothing that landlords get as far as rent increases. They change the laws where you can apply for an MCI increase, and I think it's up to a fourteen year recoup rate, but then there's all kinds of provisions that the -- the increase can't be more than two percent of the tenants' rent. It's so complicated that we've pretty much given up on it, and the other problem that we had is with the DHCR itselves, the DHCR itselves. I have applications for MCI applications. Over eighteen months, I haven't heard a word from the DHCR.

Everything seems to have gone pro tenant these days, and we'll get onto the rest. I have to commend the other landlords that spoke earlier. They're all -- spoke nice and softly and everything, and I have to readjust myself because $I$ feel like the only one who's really suffering during this pandemic. In our business, we have seventeen tenants who have not paid us rent since this COVID has started. Seven have not paid us a dime since October of 2019 because they were already in the eviction process, and by the time we got to the courts, they shut everything down and they're still not paying.

I had one tenant, just to give you an example of my frustration. She had the audacity to come back when the courts opened and we filed papers, to come to the office and say, I don't need these. She gave it to the girl in the office. Good thing I wasn't there, okay? She hasn't paid rent since March of 2020. So the only help that I get is that when I find the keys under the shop door or the apartment doors are left open over the weekend, and they find that they bought themselves a house or a co-op some place, or they moved down south, they become ghosts overnight, and I'm sure the other landlords can verify this.

You can't find them. We have collection agencies. I can't get a penny back once they vacate my apartments, so maybe I'm doing something wrong, but like I said, I totally had it with the system that's going on here. Even without COVID, the New York State courts have
really, really given us a dangerous situation. It takes a minimum of six months to get a tenant who's not paying their rent out. The numbers are staggering. There's been no direct aid for landlords. There are these applications that are going out. I put together packages to give to the supers to hand out to tenants. A lot of tenants, they won't even answer their doors. They know they got to speak.

The way that this should have been done, they should have had -- the courts should have had landlord-tenant cases. If you're COVID affected, you should be on line A. If you're not COVID affected, you should be on line B. The COVID affected tenants, they've been great, but the non COVID affected tenants that are doing this, they're out for a run to take as long as they can, and I imagine by August 31st, I'm going to have even more vacancies when they disappear in the middle of the night.

I met with a senator, Senator Cousins, about a year ago, and she was honest with me, and she was blatant enough to tell me that New York State has a housing problem, and they ended up putting the burden on the landlords. Well, here's my next point. Why is it always the DHCR regulated landlords that are being burdened by this? Why isn't BLT, the Avalon, KKR, and all these new housing developers, why aren't they sharing the burden
that the DHCR landlords are? They're charging astronomical rents, and they complain that they have to attribute ten percent of their apartments to middle income housing.

Seventy to eighty percent of our apartments are below market value, and if you ask for a three percent increase, people say that's crazy, but that only equates to 24 dollars a month. That's less than a dollar a day. When you have health insurance going up 11 to 14 percent per year, taxes are astronomical. Just to give you an example, in the city of Mount Vernon, I know there's a couple landlords that have properties in Mount Vernon. It's 340 dollars per unit just to cover taxes, so when you have a tenant that's paying you 800 dollars a month in rent and you're already down to -- what is that, 460, you have to pay healthcare, liability insurance, property insurance. You've got to pay union dues, you've got to pay employee salaries, heat, hot water, electric, ground maintenance, snow removal.

There's just not enough meat on the bone.

MS. RUBIN: Mr. DeFeo?

MR. DEFEO: Yes?

MS. RUBIN: Your time is up. I'm going to give you the courtesy of finishing your thought. MR. DEFEO: Okay. The other problem that we have is
the vacant apartments, and I'll make this as quick as I can. We used to have a vacancy factor to increase the rents up to market. They took that away now. There's all kinds of papers that you have to take pictures before, after, fill out the forms. Who has the time for it? We need to do things that are easier for everybody, tenants and landlords, and give the landlords some relief, here. New York State is at a crisis. Businesses are moving out of the state left and right, and there's not enough working people to keep this going. I mean, it's just -- there needs to be some major changes in the way politics are run in the state.

MS. RUBIN: Thank you very much.
MR. DEFEO: (Indiscernible) much at stake.

MS. RUBIN: Thank you.
Any questions from the Board? Yes, Ms. Stewart? MS. STEWART: Mr. DeFeo, you were talking about MCIs and the challenges that you face in dealing with them. I can tell you and the owner representatives on the Board that MCIs are indeed getting approved. There were recently three that were approved in my complex with another three that are pending. The ones that has been approved so far are two for elevators and one for roofs, and then there's another two roofs and an elevator that are pending.

So from the standpoint of what I can tell, personally, that $I$ have personal knowledge of, the DHCR is moving things through. Granted, the paperwork does not move through quickly, and while I understand your discontent with the process, tenants are not content with the process either because oftentimes, in order to respond adequately to MCI applications, tenants need to go out and pay counsel in order to respond, because we don't have the legal acumen to be able to adequately deal with owners' attorneys and the assertions that they make. So that's money that tenants have to put out on top of whatever we end up -- and it -- from the perspective that I'm seeing it from, it looks like because of HSTPA, that owners are -- DHCR's far more likely to go ahead and grant MCIs even though some of them may not be warranted based on the facts of the case, and then tenants are stuck with going through the appeal process, et cetera, in order to try to get justice.

So on the one hand, we end up having to defend if we say that we're not getting the services we're supposed to get and we have to prove that, and then when it comes to MCIs, the owners are saying that they're entitled to money, but they don't include copies of permits, the math is wrong on them, and then we have to prove that what they submitted is wrong, so it -- from what I'm seeing
and from what I'm experiencing, oftentimes, the proof seems to fall on tenants an undue amount of the time to prove both for and against.

MR. DEFEO: Well --

MS. STEWART: So while I understand your assertion that you feel like it's not worthwhile, I can tell you they're granting them because they granted some in my complex, and there are owners that are going ahead and doing individual apartment improvements, and they're getting those increases as well.

MR. DEFEO: All right. And I'm just telling you, I have four MCI applications that are almost over two years old, and I'm not even getting any response from the DHCR, but --

MS. STEWART: They're (indiscernible) --
MR. DEFEO: -- I don't know how long your MCI package in your housing development was going back and forth with the DHCR, but they'll send me a letter and they'll ask me for a copy of a check, and then I'll send it to them, and then four months later, they'll ask me for a copy of a different check, and I'll write to them, can you please surmise all your questions and provide them in one letter so $I$ can get all this done, and it's just on deaf ears.

But this is my experience, and I manage quite a bit
of buildings. It's frustrating for both sides, it's
confusing for all sides, and something needs to change.
MS. RUBIN: Anybody else?
MS. STEWART: I would agree.
MS. RUBIN: Anybody else?
Well, thank you very much for your presentation.
MR. DEFEO: Thank you to everybody.
MR. FINGER: Thank you, Mr. DeFeo.
MR. DEFEO: Yeah.
MS. RUBIN: Peter, I still have the reverend
pending, if --
MR. STECKER: I still don't see her in here --
MS. RUBIN: Okay.
MR. STECKER: -- but the next person on the list,
Mr. Nukho, is --
MS. RUBIN: Yeah. You said George Nukho?
MR. STECKER: Yes.
MS. RUBIN: Is he available there?
MR. STECKER: Yes. I'm promoting him right now.
MS. RUBIN: Okay, good.
MR. FINGER: How do you spell his name?
MS. RUBIN: $\mathrm{N}-\mathrm{U}-\mathrm{K}-\mathrm{H}-\mathrm{O}$.
MR. FINGER: And his first name?
MS. RUBIN: George.
MR. FINGER: George. Okay, that I can spell.

MS. RUBIN: Representing the landlords.

MR. STECKER: Mr. Nukho, can you hear us? You're muted right now and your video's off.

MR. GEORGE NUKHO: How about now? Can you hear me?

MR. STECKER: Yes.

MR. NUKHO: Can you hear me?

MS. RUBIN: Yes, we can hear you.

MS. STEWART: Yes, yes.

MR. NUKHO: Okay, great.

MS. RUBIN: We can't see you.

MR. NUKHO: Oh. I was there a second ago and I did something. I'm sorry. I don't know what $I$ did, but if you don't mind, if $I$ could proceed and stop wasting time?

MS. RUBIN: Yes, yes. You may proceed.

MS. STEWART: That's fine.

MR. NUKHO: Okay.

MS. RUBIN: You just have to let me know if you're representing yourself or an organization?

MR. NUKHO: I'm representing myself.

MS. RUBIN: So you have three minutes for your presentation, Mr. Nukho.

MR. NUKHO: Okay. Well, first of all, I want to thank everybody for giving me the time to speak, and the good thing about me going a little bit later in the process is that basically, all of the landlords that spoke before me said everything that is accurate as far as costs going up, and our challenges collecting rent. What I can say is that we, as small landlords, we're proud property owners. We value our tenants. We value our properties. We're at the buildings virtually every day. We're picking up paper, we're making sure everything (audio interference) greet our tenants, and we do that because we have a passion for what we do.

We respect what we do. We respect the tenants that live in our buildings, and we want everybody to be happy, because when they're happy, we're happy, but the point is is that we're not big corporations, and although a lot of the people that have spoken are somewhat larger, the laws that apply to them also apply to people like myself, and we're people that haven't had buildings for generations. We're people that have purchased buildings in the recent past with the intentions of having this as a nest egg for our children, to pay for schooling, to raise a family.

I have five children. This building to me is very, very important as far as it being able to cover itself and trying to make some money, because it is a business. With everything going on, I met with city council a couple weeks ago, and I was talking to the mayor, and as I was talking to the mayor about general questions, and I asked him about our taxes and our water, he quickly tried
to make a joke and say, well, we still have the cheapest water in the state, and it's going up again.

And I told him, I said, mayor, I said, I'm also a mayor of a city, and my city is this apartment building that I own and manage, and in my city, I also have utilities, which are my lights. I also have transportation, which are the stairs. I also have people that work for me like they work for the city, but we accept the fact that our taxes go up. We accept the fact that utilities go up because you need it to be able to maintain the city. We understand that. I don't like it, but I understand it because I want the city to be maintained.

But how does the formula that applies to the city differ for the formula for us running our own business? It does not. We need increases. I don't like the fact that I have to not call people that were family people that worked in my buildings. I don't like the fact that I had to stop buying from hardware stores and local locksmiths, and these people call me to say, George, whatever I did, I'm sorry, come and see me, I'll make it right, and I'm confused. And I'm, like, what are you talking about, and they're, like, well, you don't buy anymore, so I did something to upset you. No, you didn't upset me. It's just the current times do not allow me to
spend the way I used to because when I'm faced with my
mortgage, when I'm faced with my utilities, and I'm faced
with all of these repairs, is my priority to renovate,
replace doors, to power wash the awning, to plant flowers
and put down mulch so that my tenants' children can enjoy
the purple flowers?
It doesn't matter anymore. All that matters is I
got to keep my head above water, and --
MS. RUBIN: Mr. Nukho?
MR. NUKHO: Yes?
MS. RUBIN: Your presentation is very compelling,
and I'm going to give you some time to wrap up because
your time is up.

MR. NUKHO: Well, thank you, and as far as the MCI point, the one thing that $I$ have to comment on is that when we have to perform an MCI, we have to front that money up in advance. So we have to come up with a huge amount of money for our boilers, for our roof repair, and wait many, many, many years to get it back. So there's no -- it's not easy for us to come up with that kind of money when the rents are low, when we don't have increases, when we cannot get the increases we used to because we're dealing with the new rent laws, and I have to say one more thing.

We don't want the apartments -- we don't want the
vacancies. We're okay with who we have and what we're getting, but we are -- we do need to pay for the repairs because although COVID came, the buildings didn't care about COVID. The boilers still ran, the roofs still got wear and tear. There's still many things that took place during COVID. As a matter of fact, it was even more because the people stayed home, and we had more wear and tear --

MS. RUBIN: Thank you, Mr. Nukho.
MR. NUKHO: So (audio interference) --
MS. RUBIN: Thank you.
MR. NUKHO: -- we do need to have a reasonable increase.

MS. RUBIN: Thank you.
Anybody has some questions for Mr. Nukho? Yes. Ms. Stewart?

MS. STEWART: Mr. Nukho, how many units are in your building?

MR. NUKHO: I have three buildings and they're ten units each.

MS. STEWART: Okay. So you have three buildings?
MR. NUKHO: Yes.
MS. STEWART: Not one building?
MR. NUKHO: No.
MS. STEWART: Okay. And approximately how many of
your tenants are behind in their rent?
MR. NUKHO: About sixty to seventy percent.
MS. STEWART: All right. Are you actively --
MR. NUKHO: And can I --

MS. STEWART: promoting the ERAP --
MR. NUKHO: -- can I --

MS. STEWART: -- program for those folks and helping them with the paperwork?

MR. NUKHO: Yeah, I would like to expand on that. We have some tenants that are lovely people, that call us every month, call us every couple of weeks to explain their situation. They make payments, and we get it. We try to work with them, but again, we don't want the apartments. I mean, on top of everything that's going on, the last thing $I$ want is a vacancy, and then $I$ have to come up with money to renovate the apartment because I just don't find it to be fair to rent an apartment that is not in decent condition to a family.

I respect where people live. I respect how I live. I couldn't do that to anybody, but I also have people that, like you were saying before, that just need help because they're not computer savvy, they don't know how to fill out paperwork, and we do everything we can as far as an outreach. We send them letters, we send them texts, we call them, but they just don't respond because
they think somehow or another, that some kind of magical thing that's going to happen and this is going to get resolved.

And then I had the tenants that are very, very disheartening, because they're the tenants that say, Cuomo said I don't have to pay the rent, the courts are closed, there's nothing you can do about it, so do what you got to do, and these people happen to be people that haven't paid me rent since 2019. They owe me so much money. They have a family that lives in the apartment. They have cars. They have iPhones newer than mine, but somehow or another, they just don't pay the rent. I haven't gotten a penny since 2019, and I'm not making that up.

MS. STEWART: All right.
MS. RUBIN: Any other questions for Mr. Nukho?

MR. NUKHO: I'm sorry?
MS. STEWART: I just wanted to -- so to be clear, you are actively trying to help the people who are behind so that you can get paid, correct?

MR. NUKHO: We are actively -- I'm sorry. My connection's a little choppy, but we are actively working with all of our tenants to try to get them paid -- to get them help so they can get paid, absolutely, but some people are receptive and other people just ignore us.

MS. STEWART: Well, I know that there are times when there's a trust factor, and I would recommend if you haven't done it or tried it so far, you may want to try referring some of the people who may be more reluctant to some of the agencies, like the one Ms. Acquah was suggesting where they may have a better trust relationship and let somebody else explain to those tenants what's going on and how they can access the help that's available.

MR. NUKHO: Well, that's fine and dandy if these people are concerned to try to make things right versus thinking that the state or the government is going to bail them out just because they think that's what's going to happen, and again, we don't want vacancies. We don't want people to be evicted, but at the end of the day, everybody has to be honorable and they have to do the right thing, and if they're in the building, consuming our utilities, and again, like other landlords, I have apartments that are three bedrooms at 800 dollars a month, and I can't increase them, but I can't even get paid the 800 dollars that these people have owed me since 2019.

MS. STEWART: I'm not in favor of tenants who are not living up to their obligations, but I know that just based on talking to other people who advocate on behalf
of tenants, there's a lot of people who don't have good information. There's been a lot of confusion over the course of the pandemic, and so I would encourage you not to just assume that people are not seeking the assistance because they just don't want to or they don't care. My experience is that there's a lot more people who are really just confused and just not sure what's going on, and are not sure that -- about what they need to do in order to get the assistance.

So I would just encourage you to hopefully have a little bit of patience and do what you can, but you may want to really try to put out signage and notices, and point those people to some of the other resources that may be able to help them, because it may -- they may hear it better and feel more comfortable working with someone else to try to get things resolved, which will end up helping you to get your money that you are owed.

MR. NUKHO: Ms. Stewart, I appreciate everything that you said, and most of everything that you said is what I want to believe. I want to believe that people are good. I want to believe that a lot of tenants are good, but at the same token, you also need to believe that a lot of landlords are good. We're good people. Other people that I know are standup people. They are proud owners. They are the people that have a little
garden in the back of their building.
They are the people, like I said, they'll sit in front of their building, and they'll pick up the paper that people throw out while they're walking by, but that's because we care about our building. So with the laws that you pass apply to both big landlords and small landlords, and the big landlords that have institutional money or big landlords that maybe have a lot of investors, they're not a majority of the property owners like the mom and pops, or the husbands and the wives, or the single moms that have these buildings because that's something that we're hedging our bets on that as we get older, as our health doesn't allow us to do what we could have done back when we were in our 30 s and 40 s, these are things that we rely on.

But the change doesn't come overnight. The change is gradual, and we need --

MS. RUBIN: I believe Ms. Acquah has a question for you.

MS. ACQUAH: Yes, right.

MS. RUBIN: Go ahead.

MS. ACQUAH: Right. So not so much a question, but Mr. Nukho, we're all feeling your -- what your concerns. We're all hearing it. I would like to reiterate what Ms. Stewart has said, and that is there are systems in place
for people that hold people responsible for not carrying out their responsibilities, and the responsibility of renting -- a part of that, a big part of that is to pay the rent. No one is opposed to that. I'm sure none of my colleagues here are opposed to responsibility, people being responsible, but it's very important, in order for everyone, especially in this -- while we're all -everyone is in crisis mode, and I can't say that enough, that bottom line, you need to get paid. Bottom line, the tenants need to be stabilized. They have families as well and they do need stabilization.

MR. NUKHO: But ma'am, in all due respect, I mean, like other landlords have said, the tenants do deserve a good place to live.

MS. ACQUAH: Yes.
MR. NUKHO: The increases that have been allowed are not proportional to the cost of living that -- and expenses. Like, for example, look at lumber. A piece of plywood now is up to 80 dollars a sheet. I mean, we have to absorb that. It's not that the increases are tiered where they're going to be higher during high lumber and consumables, and they're going to drop down when things come back to normal, which hopefully is going to happen and it's not a COVID upcharge. I mean, we have to absorb the losses, like back in the days when the price of oil
was almost five dollars a gallon. It took years to recover from that, years, and we never got that through the increases, so again, I'm just imploring -- asking upon everybody, everybody needs a break, but our expenses are massive.

We try to do the best we can so that we provide good housing, we like our tenants, and we want them to live in a good place, but it's not going to happen with zerozero. It's not going to happen, and we've gotten zerozero. We need something a lot more reasonable. I just hope that I've made my message clear.

MS. ACQUAH: Well, you have --
MS. RUBIN: Thank you very much, Mr. Nukho.
MS. ACQUAH: -- yes.
MS. RUBIN: Thank you.
MR. NUKHO: I appreciate your time. Thank you very much.

MS. ACQUAH: Thank you.

MS. RUBIN: Thank you.
Peter, I have the next Lucas, and I'm going to apologize if I mispronounce any last names. Lucas Presvilik (phonetic)?

MR. STECKER: Yeah, he actually sent me an email saying he wasn't going to be able to make it tonight, so I'm seeing if he can sign up for the next one.

MS. RUBIN: Okay. So next is Howie Ravinoff?
MR. STECKER: Mr. Ravikoff's here on the meeting -MR. FINGER: Ravikoff.

MR. STECKER: -- I'm promoting him to a panelist right now.

Mr. Ravikoff, can you hear us?
MR. HOWIE RAVIKOFF: I can hear you. Can you hear me?

MR. STECKER: Yes.
MS. RUBIN: Yes, we can hear you. We can't see you.
MR. RAVIKOFF: Yeah, I don't understand why not.
MS. RUBIN: It's okay. We can continue just
listening to you, if you don't mind.
MR. RAVIKOFF: Well, it seems the prudent thing to continue, so I will be happy to do that. Thank you for the opportunity to speak this evening.

MS. RUBIN: Thank you. Are you representing
yourself or an organization?
MR. RAVIKOFF: I am the vice chair of the Apartment Owners Advisory Council.

MS. RUBIN: So you have five minutes.
MR. RAVIKOFF: Thank you so much, and thank you to everyone who sits on the board for your continued good effort in making a difficult situation a little bit less difficult and a little bit more tolerable. My name's

Howie Ravikoff. My family owns a twenty-nine unit apartment building here in the village of Port Chester, now over forty years. We run a decent building, folks. We care about our tenants. We are not slumlords of New York City that you read about in the papers, nor are we a faceless investor group looking for the highest possible return.

It's been quite a year; $I$ know you'll all agree. When I talk with some of the other owners at the advisory council, owners of ETPA rent regulated housing here in Westchester, I first thought I was doing pretty well. We generate a weekly newsletter to our tenants. We try to share reliable information. We post signs everywhere. We called all of our tenants every week to check in on them, see how they were doing. Some folks never left their apartment. They loved hearing our call. We held their hands when they were applying for unemployment benefits. Frankly, a lot of folks didn't even know what that was.

We taught them. We taught them how to recertify. We guided them to COVID testing centers, and when vaccines became available, we assisted making appointments for them, either through the internet or by calling in and figuring out scheduling that worked, and we continued to do all those kinds of things. All things
considered, no kidding, like, our tenants made it through the storm, and I feel pretty darn good about it.

Actually, I felt so good about it, I didn't really think COVID was a big factor on this building. Then I took a closer look, and if you would, please, allow me to point out some of the things that didn't change this year.

Twenty-six out of our twenty-nine tenants are current with their rent. I think that's great. I think it's stellar. Those twenty-six have been current with their rent consistently over the years, and that includes this past year. We have five commercial tenants in this building. I know you guys don't like to talk about commercial tenants, but three of them are current with their rent. I will circle back to commercial tenancies later.

Those things are consistent, but if you'd allow me to point out some of the things that are different, we have three residential tenants that are behind in their rent, and they are really behind. Three is a lot for me, and if they were behind thirty days or maybe even fortyfive days, I mean, that would be bad, but it's nothing like now. Now, I have one tenant that's 15 months behind and another that's 6 months behind. The tenant who's 15 months behind we just got approved through the county for assistance. I sent the paperwork off today, and frankly, I'm not sure when that money will ever arrive. 15 months has already passed.

The county's assistant will bring that tenancy up to be current with their rent, and they'll pay rent -- about 50 percent rent moving forward. The second tenant, who's six months behind tells me -- he communicates with me. There's something to be said for that, no joke. He tells me he has no work, but then he also says he refuses to apply to the county for assistance because he makes too much money.

So you tell me, what's going on there? When the governor states tenants can't be evicted, there's always a chance a tenant will decide not to pay rent, and frankly, I'm thankful there's only one in my building who may be taking advantage during this terrible situation. Allow me to continue with some other ways this year's different. We had two vacancies this year. Actually, that's not so much a difference, but this time, we couldn't rerent these units quickly. We couldn't renovate them quickly, and then they sat on the market because it was almost impossible to arrange showings.

Together, we lost about six months of rent revenue, and that equates to about two percent of our rent roll. Here's a specific one. The cost to repair my elevator went up 64 percent this year. That's a huge percentage.

It went up for two reasons. The elevator got used significantly more than normal as folks were home more, and second, the fear of the virus prevented people from sharing the elevator car as they rode up and down.

It's perfectly reasonable, I understand, but that extra heavy use for an older elevator equals more repairs, more costs. It's plain and simple. Our costs to heat the building went up five percent this year. I know it doesn't sound like a lot, but $I$ think we'll all agree, every little bit counts. Our water bill went up 27.5 percent. That's a huge number, and yet, that line item isn't the worst. Insurance is the worst of all. Our insurance expenses went through the roof, year over year.

The cost to insure the same building went up 13.5 percent, and then 69 percent. If you don't know anything about the insurance industry, I've gotten a little education along the way. They're getting hammered. The insurance carriers are restricted further and further, many are exiting the market, leaving us fewer choices and little competition. Older multi-habitational properties like our 100-year-old 29 building, we're paying the price and we're paying it big time.

Finally, back to the five commercial tenants I mentioned earlier. If you think of my building as a pair
of pants with two pockets, one pocket's a commercial tenant and the second pocket is the residential tenant. When the residential aspect of the building doesn't carry its own weight, I take money from one pocket and I put it in the other. That can't happen when the commercial side doesn't carry its own weight. I regularly move money from one pocket to the other, year over year. The guidelines have always been so small that it's the only way to make this building work. I've had one commercial vacancy for nine months and a second commercial tenant is now only paying half of what she owes. The result is lost revenue of about 25 percent on the commercial side of this building.

Let me sum it up. Revenue is off like never before. Key costs are through the roof. The building is getting used more and it's not getting any younger nor cheaper to repair. The 2019 rent laws have tied our hands. We only have this board to look to for help, so please, we need your help. Without a decent increase, there's no money for improvements, there's less money for repairs and maintenance, and ultimately, it's the tenants who will suffer. We want to protect our housing for the tenants, and the best way to do that is to ensure there's adequate money to do so.

MS. RUBIN: Thank you, Mr. Ravikoff.

MR. RAVIKOFF: I'm happy to wrap it up if you'd be kind enough to give me one moment.

MS. RUBIN: I think you had the limit and a little bit more, so I'm going to ask -- you can expand with the questions if somebody asks you a question.

MR. RAVIKOFF: Thank you so much.
MS. RUBIN: Anybody has a question for Mr. Ravikoff? Yes, Mr. Finger?

MR. FINGER: Mr. Ravikoff, what else did you have to tell us that you were not able to put forth?

MS. RUBIN: Very good.
MR. RAVIKOFF: Thank you very much. Last year, a zero percent guideline was set. It's understandable. Everyone was afraid. It was okay for one year. A two year guideline of zero percent is absolutely killing us. Usually, the renewals that we have in this building, about 75 percent of them will take a one year renewal. This past year, of all the renewals, 100 percent of them were for two years. Why not? It was zero percent.

It's an exponential problem which makes it significantly more difficult for us to maintain the standard of housing we've been maintaining year over year.

MR. FINGER: Thank you.
MS. RUBIN: Thank you.

Anybody else has a question for Mr. Ravikoff? MS. BARNES: I have a question. MS. RUBIN: Yes?

MS. BARNES: What do you consider a decent increase? MR. RAVIKOFF: That's an excellent question. I wish that I had the surveys that we could look at to review all the costs across the landlords in Westchester County. With that information in hand, I'd be much better prepared to answer your question, and I think those numbers are coming soon, but I'm not quite sure when.

MS. RUBIN: Thank you. Mr. Ravikoff, I apologize for the time constraint, but we still have many people coming, and thank you for your presentation.

MR. RAVIKOFF: Thank you so much for your efforts, everyone.

MS. RUBIN: Bye.

Peter?

MR. STECKER: Okay. Moe Rieder is on. I can promote him to a panelist now.

MS. RUBIN: Yes, please.

MR. FINGER: Who is this?

MS. RUBIN: Moe Rieder.
MR. FINGER: Moe --

MS. RUBIN: Rieder. R-I-E-D-E-R.
MR. FINGER: Oh, okay. Thank you.

MS. RUBIN: Hello, Mr. Rieder. We can't hear you. MR. FINGER: He's on mute.

MS. RUBIN: Mute?
MR. MOE RIEDER: How about now?

MR. FINGER: There you go.
MS. RUBIN: Yes, perfect.
MR. RIEDER: Sorry about that. Good evening, everybody --

MS. RUBIN: Are you representing yourself or an organization?

MR. RIEDER: An organization.
MS. RUBIN: Thank you. You have five minutes and I will please ask you to stick to the five minutes, because we're --

MR. RIEDER: Sure.
MS. RUBIN: -- pressed for time.
MR. RIEDER: Sure. I know that it's late and I will try to be less than five minutes.

MS. RUBIN: Thank you.
MR. RIEDER: Good evening --
MR. FINGER: Did we lose him?

MS. RUBIN: We lost him.
MS. SANTIAGO: We lose him?
MS. RUBIN: He's here.
MR. STECKER: Yeah, he dropped off for a second.

MR. RIEDER: It keeps knocking me off and then just automatically joins. I joined back. Okay. Thank you and good evening, everybody. Thanks for hearing me. We all have had a very difficult and long year. Thank God in our building, we have been able to keep the level of services. We work with all our tenants, whether they are behind or current, and we take great pride in our property.

We have not decreased any hours from any employees over this last year. This was not -- something that's not sustainable without income growth while during the expense growth that we have done so. We obviously have heard many people discussing about the issue with rental arrears, which is a great issue. I know that the government has put out some ability -- the ability for us to try to recoup that. We are working with our tenants constantly to try to do that. However, as of yet, we have not received anything.

This is a big strain on us as we continue as a small organization and as a small property, to try to keep our employees on site, keep our services on site, and keep the maintenance and the level of service that we feel the tenants deserve and need. We are not able to update or enhance the property like we would like to do. Year over year, we have continuously focused on enhancing the
property and putting capital into the property to make sure the systems, the boiler systems, the roofs, the sidewalks, the stairwells, the elevators, whatever may be in the property, the sewage lines, that everything is top notch and working well so that our tenants and the building is running smoothly.

These are old properties built in the late '60s, and they need a lot of focus on their upkeep. Our incomes from year over year has dropped 18 percent. Our insurance has grown, as you heard, 20 percent. Our taxes have gone on average seven percent. Our utilities and simple things like trash and sewages have all been used and had much more use this year because of everybody being home, people working from home, children not being able to be in school, and their buildings need to be repaired, and fixed, and kept at a high standard.

I think it's crucial that we understand that this -the rental increases and the growth of income that the properties require in order to put the money into the property so it can -- the property can be a home to many residents, to many families, to many individuals. We are unable to create that level of hospitality, of homeliness for anybody without an increase. This is not something that's just for owners. An increase is both for the owners and for the tenants.

I thank you very much, and I hope and wish and pray that you will be able to give us a rental increase that will allow us to continue the level of service and the focus that we have for this property and for our tenants that live there.

MS. RUBIN: Thank you very much.

Any questions from the board? Yes, Ms. Santiago?
MS. STEWART: Unmute yourself, Evelyn.

MS. RUBIN: Mute.

MS. SANTIAGO: Mr. Rieder, you mentioned that you wished that we give an increase that is fair and enables you to keep up the residence for your tenants. What do you consider would be a fair increase?

MR. RIEDER: I think that four percent would be a number that would allow us to put money into the property, to make it the level and the standard of living that our tenants will feel comfortable with, and we would be able to do so happily.

MS. SANTIAGO: Thank you.
MS. RUBIN: Anybody else? Yes, Ms. Stewart?

MS. STEWART: Mr. Rieder, how many units are in your building?

MR. RIEDER: 82.

MS. STEWART: And you consider yourself to be a small landlord with 82 units?

MR. RIEDER: Yes, ma'am.

MS. STEWART: Okay. Roughly what percentage --

MR. RIEDER: I spend --

MS. STEWART: -- of your tenants are behind on their rent, sir?

MR. RIEDER: Probably 12 percent of the tenants. MS. STEWART: All right.

MR. RIEDER: I spend three times a week at the property, like you've heard. That's a small owner, somebody that takes care of the property, someone that cares about the property, someone that's there daily, making sure that the tenants are getting taken care of and focusing on the fact that this property (audio interference), this is a property that $I$ care about, this is a property that they care about, and this is a property that we, together, can make a wonderful place for people to live, but without us having the ability to make enhancements to the property, to create -- to give the service that $I$ know that they deserve, we can't do so.

MS. STEWART: Are you actively promoting the ERAP program to your tenants?

MR. RIEDER: Yes. We've made calls, we sent emails -- we made calls, we invite people to the office, show them how to do everything --

MS. STEWART: Right, thank you.
MR. RIEDER: -- and anything that we can.
MS. RUBIN: Thank you.
Anybody else? Thank you, Mr. Rieder.
MR. RIEDER: Thank you and have a great evening.
MS. RUBIN: You too.

MS. BARNES: You too.
MS. RUBIN: Bye.
UNIDENTIFIED SPEAKER: Thank you.
MS. RUBIN: Peter, I have a Harry Singh?

MR. STECKER: He's not in here.
MS. RUBIN: He's not in. And Ron Tesla (phonetic)?
MR. STECKER: Also not in here.
MS. RUBIN: Carol Danziger?

MR. STECKER: Yes, she is here. I'll promote her now.

MS. CAROL DANZIGER: Good evening.
MS. RUBIN: Good evening, Ms. Danziger. How are you?

MS. DANZIGER: I'm good. How are you?
MS. RUBIN: I'm fine, thank you.
MS. STEWART: Hi, Carol.
MS. DANZIGER: Hi. How are you?
MS. DANZIGER: (Indiscernible).
MS. RUBIN: Are you representing yourself or an

MS. DANZIGER: You know, it's both. I'm on the board of the Apartment Owners Advisory, but also myself, so I don't think I'm going to take more than four minutes. We'll split the difference.

MS. RUBIN: Great. We got a deal.
MS. DANZIGER: Okay. Now, I've just got to open up -- here we go. Hi, I'm Carol Danziger. I'm a small apartment building owner in (indiscernible). Every year, I speak at these hearings, and unfortunately, every year, I feel as though the words go unheard. In the past, I had spoken about my concerns of not being able to keep pace with increasing costs and what that would mean for my family as business owners and our tenants who we provide housing for. Tonight I want to share the reality of what's happening to many small apartment owners as a result of not being able to charge rental increases at a pace that's competitive with the market and inflation.

Last year, a tenant of over 60 years went into a nursing home. His rent was extremely low. It was only 603 dollars per month. When he moved out, the apartment was in need of almost a complete gut. With a lot of the older tenants, they tend to not want you to do too much while they're in there, so you do the bare minimums, so when they go, it's not good.

Conservative estimates on doing the repair were around 50,000 dollars. So for the first time, we made the very difficult decision not to proceed and not rerent the apartment. Since our building generated just over 30,000 in revenue last year, it was simply not enough to cover the costs, and similar to most small buildings with poor cash flow, due to the low rents, we don't have the resources to fund any capital reserve for major repairs.

With the current cap on the IAIs, which only
allow -- I believe it's a maximum of 150 dollars per month increase in rent when you have a vacancy and a repair, regardless of the repair costs, it would take over 27 years for us to recoup the renovation costs based on that increase, and since we're no longer allowed a vacancy increase, on the legal rent of 603 dollars a month, it would take over five years to recoup the renovation costs while renting the apartment for 753 dollars a month.

It is more cost effective for owners, especially in small buildings, to not do the repairs, to wait and hope that something in the legislation changes over the next few years, than to keep those apartments in circulation. Our ability to provide safe and comfortable living space is entirely dependent on rental income. The current stabilization laws, coupled with the lack of yearly increases provided by this board are not allowing us to do that. We foresee more apartments being left empty in the coming years without the opportunity to earn the income needed for the repairs on those units.

This board may believe that they're doing what's best by not increasing rents, but the small relief they provide to a fraction of tenants across the county, which are never asked to demonstrate any economic need, causes major financial stress to owners, which negatively impacts those owners, their tenants, and their potential tenants. We also understand the difficult time everyone's been facing since the pandemic began, and how relief in rental costs for tenants is a priority in the current climate, but even before the pandemic began, and relief and rental costs for -- sorry.

However, continuing to deny any annual increases is not the solution. While the pandemic persists, there have been various resources, including rental assistance provided by state and federal governments to families negatively affected, and that need -- that -- for those that need it and qualify for it. Owners, however, have never seen release from rising expense costs. Even before the pandemic, our expenses continued to increase each and every year. For example, our county and village taxes have increased 18 and 13 percent respectively just
since last year, and we also expect the school taxes to follow suit. We just cannot keep pace with increases in costs that normally accrue year after year without a corresponding increase in rental income to cover them. We now more than ever need you to do your part and do what's right by providing a reasonable increase. Thank you.

MS. RUBIN: Thank you.
Any questions for Ms. Danziger? Yes, Ms. Stewart?
MS. STEWART: Now, remind us. How many units are in your building?

MS. DANZIGER: We have 18 units and they're 100 percent stabilized.

MS. STEWART: Okay. And --

MS. DANZIGER: We got no --
MS. STEWART: -- and do you have tenants who are behind on their rent?

MS. DANZIGER: No, we don't. I mean, we know all our tenants. We keep in contact with them. They've applied when they weren't working. They were on unemployment, so I mean for us, I mean, they're all paying. This is not a matter of it being the pandemic or an issue with that. It's an issue that year over year over year, nothing changes, and now, because we don't have vacancy allowances so we can't raise up the ones
that are horribly low to even something reasonable, we got nowhere to go.

So basically, we're just losing ground every year and for years, we've been sort of coming to a header, and I think we've hit it. So I'm just not even sure where we're going to go. I mean, every time a repair comes up and we're not doing anything that isn't just absolutely necessary, we've got a building that was built in 1930. I mean, the plumbing scares me -- scares the heck out of me on a regular basis, and we've had some issues with it over the past year.

So it's like anything that would have been put into apartments when they come open, we have to try to hold on to what we can for the ones that we are able to renovate and rerent at this point, so I'm not quite sure where we're going to go. I mean, if the increases were at least consistent, you could try to plan for something, but when we get hit with a zero, and most of our tenants renewed this year for two years. So we're looking at two years of knowing -- no increases with our expenses increasing, so I don't know if anyone can give me advice other than selling, which is not something we want to do. MS. STEWART: And you --

MS. DANZIGER: I'd be more than happy to hear it.

MS. STEWART: And you really think it's better under apartment that was vacated?

MS. DANZIGER: You got 50 grand I could borrow to renovate it, because $I$ don't have the money to do it, and if $I$ borrow it, how am I going to repay it? I'm not getting any more than $I$ had before. If it was just -- I can't make us cash flow when $I$ was getting the 600 dollars a month. How am I supposed to renovate and still cash flow if I'm not making more than the 600 dollars a month? I don't know how to do that.

MS. STEWART: So to be clear, it is uninhabitable?
MS. DANZIGER: No, it --

MS. STEWART: But there was somebody living there, so it seems like it must have been at least somewhat habitable because somebody had been living there.

MS. DANZIGER: It was, but remember, he was
extremely elderly. He barely used the kitchen. He barely used -- he used the toilet, he used the sink. He hardly used any resources in the apartment. I mean, it needs a renovation. I wouldn't live there at the moment without doing renovation to it, and then if $I$ rent for 600 dollars a month and don't do anything to it, then I never -- I mean, what am I supposed to do at 600 dollars a month permanently? I can't do that.

It's just -- for the repairs and everything, it's
just not worth it. It's just not. I'm sorry, but it
just isn't.

MS. STEWART: Well, thank you for your honesty.
MS. DANZIGER: Thank you.
MS. STEWART: You know I appreciate your situation and I do understand that there are landlords that legitimately have issues, and that I really do recognize that. I don't know that that's necessarily the majority of them, but given your testimony over the years, your case certainly seems like one of those.

MS. DANZIGER: I think you guys have got to do something to break off the small owners. You do. I mean --

MS. STEWART: Our board doesn't have the authority. It's got to come from the legislative branch, Carol.

MS. DANZIGER: I know, but you have the -- you do have the authority to give increases that are at least consistent. At least give us something.

MS. STEWART: I wish -- here, I'll make you a deal. If you come and talk to my employer because I haven't seen a raise at my job for the last two years because things were tough there, I will come and I will advocate for you with the legislature so that you could maybe get them to do something to break off the small landlords. How's about it?

MS. DANZIGER: If Your Honor will talk to me during the day, because I also work a full-time job that has nothing to do with this building, so I --

MS. RUBIN: I think --

MS. DANZIGER: -- (indiscernible) have the time to come and talk to your employer --

MS. RUBIN: I think Ms. Santiago has a question or a comment.

MS. STEWART: Sorry about that, Evelyn. Go ahead.
MS. SANTIAGO: That's okay. No worries.

MS. RUBIN: Ms. Santiago?
MS. SANTIAGO: Ms. Danziger, I really appreciate
your --
MS. DANZIGER: Carol is fine.

MS. SANTIAGO: Carol, I appreciate your testimony today and I wanted to ask you, I mean, a number of us already asked of people who have testified already. What would you consider a fair increase?

MS. DANZIGER: I mean, I would be -- I would be ecstatic with three and four percent, quite honestly, and I think if it was consistent, year over year, I would even live with two and three, but it's just -- it's going from one and two to zero and zero, and .5, and one and a half. It's just not enough to do anything with it, and just like I said, please talk to the legislators. At
least give us a vacancy allowance. We're not trying to
damage someone who's already here, but at least let us I
mean raise it to something reasonable.
Even public housing gets probably six or six times
more than I get for a unit on some of these units. I
mean, something, just anything at this point.
MS. SANTIAGO: Thank you.
MS. DANZIGER: Thank you. I hope to be here next
year, too. I really do.
MS. RUBIN: Thank you, Carol.
MS. DANZIGER: Thanks. Good night, everybody.
MS. RUBIN: Good night, everybody.
MS. STEWART: Good night.
MS. BARNES: Thank you. Good night.
MS. RUBIN: Peter, the next person I have is Ed
Reyman? Is he --
MR. STECKER: Yes, I'm promoting him right now.
MS. RUBIN: Okay. Thank you.
MR. ED REYMAN: Can you guys hear me?
MS. RUBIN: Yes, we can hear you --
MS. ACQUAH: Yes.
MS. RUBIN: -- and we can hear you, we can see you
sideways.
MR. REYMAN: Let me do it this way. Is this better?
MS. RUBIN: Great. Okay, welcome. Are you
representing yourself or an organization?

MR. REYMAN: So I represent -- I work for York International, which is an insurance brokerage firm, and we focus on habitational clients in the New York and the tristate area, so I thought it would be good if you hear from the insurance side of it, and I know I've heard a lot of owners talk about how they're getting hurt with the rising insurance costs, and I could -- I could vouch and verify that this is --

MS. RUBIN: Okay. Let me give you five minutes starting now.

MR. REYMAN: Okay. So again, I work for -- I'm a senior vice president for York International. We've been around for about 37, 38 years, and our main focus is habitational real estate in the area, and the insurance costs over the last four years, I would say three and a half to four years, have been on the rise, double digits. And over the last two years, it's in the -- I've seen increases of 80 percent. I've seen increases of over 100 percent for a property casualty insurance for these landlords and these owners, and I can attest that there are -- the legal environment for these landlords and for the insurance carriers has never been worse.

In certain areas in Yonkers or Port Chester or the Bronx, and certain areas of Northern Manhattan, the insurance carriers won't even go to court, and they'll just settle claims, and I've seen 3-, 400,000 dollar twisted ankle claims, broken wrist claims from people that are just walking down the stairs and just slipping and falling. No fault of the landlord, and these claims are being paid to the injured, and the environment for insurance has never been worse, and it's also never been worse for the umbrella or the excess insurance market, where landlords over the last two or three years, have -the increase in premiums have literally been 3- to 500 percent for some of these landlords.

And these landlords have to comply with bank requirements, and they don't really have a lot of leeway. If they're borrowing money from a bank and the bank wants to them to carry a 10 million dollar umbrella or a 25 million dollar umbrella, they have no choice, and carriers are leaving the market, and they're getting much more finnickier with what they want to underwrite, and with -- and they also make these landlords comply with their recommendations. And as the landlords have stated, they're not getting any rental increase, and this is the cost of repairing everything is going up exponentially, and it's to no fault of their own.

I have clients that don't have any claims or very low claims, and their costs are still going up also. It
has nothing to do with losses. This is an across the board substantial rate increase that has yet to show signs of slowing down, and I could speak from experience in talking to many, many clients who represent building owners that have 10 units, and we represent owners that have 3,000 units, and everyone is getting hit with substantial increases.

So I just wanted to -- I feel everyone's pain, and it's substantial, and the landlords and the banks are trying to comply, and it's becoming more and more difficult, so $I$ can only imagine if you have to contend with 50, 60, 100 percent increases in your insurance over the last few years, couple that with your oil, and your utilities, and any repairs of materials and what have you. So it's a pretty bad environment. It's almost like a perfect storm for these people. So I just wanted to share that, and hopefully it's being heard.

MS. RUBIN: Thank you. Perfect timing.
Anybody has a question from the board? Yes, Ms.
Santiago?
MS. SANTIAGO: I'm just curious as to what the reason is for the substantial increase in these insurance rates. Is it because of fraudulent claims, or what is the reason? Is there a reason?

MR. REYMAN: No, there is a reason. It's not
because of fraudulent claims at all. It's because the legal environment for the landlords and the insurance carriers has never been more adversarial. The landlords get brought into all these lawsuits that they have nothing to do with. If somebody gets injured on their -near their property or on their property, and they could bring -- the lawyers could bring the lawsuits to the landlord. If somebody gets hurt or killed on the property or near the property, even if they don't live in the building, they will get brought into the lawsuit. It's just an awful legal environment for them, and it's -- the insurance carriers have been paying out substantial claims, and they just are leaving the market, and there's very few carriers left to cover these buildings.

And a lot of them need lead coverage, and the lead market has been incredibly difficult. There's only a few carriers that offer lead coverage, and the ones that write it just on standalone are absurdly expensive, and it's just a perfect storm of low interest rates where the insurance carriers can't make any money on their intake or premium, so they have to make all their money on their underwriting, and because of the changing weather and the awful legal environment, they're having a difficult time in making money.

MS. SANTIAGO: Thank you.
MS. RUBIN: Any other questions for Mr. Reyman? No? Thank you very much, Mr. Reyman.

MR. REYMAN: Thank you. Have a good evening. MS. RUBIN: Good evening to you.

Peter, I have -- again, I'm going to apologize for mispronouncing any last names. Joe Kazarnovsky?

MR. STECKER: Yes, he's here. I'm promoting him right now.

MS. RUBIN: Hello, Mr. Kazarnovsky.
MR. JOE KAZARNOVSKY: Hello.
MS. RUBIN: Did I mispronounce your last name?

MR. KAZARNOVSKY: No, you did an excellent job. I
think --

MS. RUBIN: Thank you.
MR. KAZARNOVSKY: -- you did a better job than I could with my name. Thank you.

MS. RUBIN: Are you representing yourself or an organization?

MR. KAZARNOVSKY: I'm representing a property in Scarsdale, called Scarsdale Fairway. MS. RUBIN: Great. So we'll give you five minutes. MR. KAZARNOVSKY: Okay. Hopefully I won't need all five minutes.

I don't want to sound redundant and I'm not going to

repeat of some excellent points that were made until now, but I'm just making a general observation about the -how we go about this regulatory scheme, and it seems to me that we're using an axe when a scalpel is necessary. One of the key things is that when we make these increases, we're trying to protect -- there's a class of tenants that we're trying to protect, and we do agree, there are many tenants that should be protected.

But I'll give an example. COVID is not the -- is an issue -- is the current issue, but a year from now, hopefully, people will barely remember COVID, but COVID is a good example of how this issue comes into play. I think the tenants' representatives, you know, bring up the ERAP program. The ERAP program is designed so those people are at 80 percent of AMI. There are many, many, many tenants who are not paying their rent, who are making far more than 80 percent AMI, who do not qualify for the programs, simply because they're taking advantage of this scheme.

Now, yes, I know we have to have a relationship of trust and so on, but it's a two-way street. When you have zero percent increases and you have increases that go substantially below the CPI, then who's really being protected? There are many, many tenants who have substantial increases in their pay, who make more than
five percent, maybe increases from year to year, who do not need protection from any agency, and there are tenants that do.

It seems to me that if we would have a relationship where a tenant -- and we know we have tenants who can't pay. We work with them, every tenant that can't pay, we sit down with them, and we work out all kinds of different arrangements, enable them to pay, understanding when they get back on their feet, when they're going to get their jobs back, when they're going to get money from the government so they'll be able to repay at that time, and we work with every tenant that way.

But there are people who just know they can take advantage, but that's just in the COVID period. I'm talking about year after year after year, people who are making substantial money, substantially well over AMI, who could easily afford paying three or four percent a year increases because they themselves are getting increases in their rent -- in their salaries and their income. They could readily afford to make those payments, and that will enable all the landlords to be able to pay increased expenses and to be able to make timely repairs, and to do everything that they can to maintain the buildings.

So here we are, taking this scheme, and we're trying
to protect a certain number of tenants that need protection, and they should get protection, and if they could demonstrate the need, we will be there to help them, but then across the board, give that same benefit to people who have no economic right to it. I mean, there is a concept of social justice and economic justice. I mean, doing the just thing and doing the right thing, something that should apply to everybody, including tenants.

Tenants that can afford to pay should be able to pay. We shouldn't give a gift to a tenant that is not entitled to it. It shouldn't -- money come out of the landlord's pocket to give it to somebody else who does not need that type of help, in the same way Amazon or Walmart does not give gifts to anybody who walks into the store. There are different government programs that helps people -- help people who can't afford to pay for their food, who can't afford to pay for various things, but we never asked Amazon or Walmart to freeze their prices, or lower their prices in order to subsidize people who make -- who have a need.

If there is a need, that need should be met. The landlords should participate in helping the tenants meet that need, but the tenants who do not need that help, why are they getting that? Why are they entitled to zero
percent when they themselves are getting increases in
their pay and have substantial net worth, and in many
case, even wealthier than the landlord. Why should they
get help by getting zero, or one percent, or any increase
that's under CPI? I think by just simply -- because it's
easier to come up with a number that goes across the
board is, like, the proverbial (indiscernible) bed. If
the leg is too short, we cut it off -- I mean, if the leg
is too long, we cut it off. If it's too short, we
stretch it out.
We shouldn't come out with one size fits all
schemes. It's too important. The industry is too
important. Housing is too important to come up with
simplistic solutions. A simplistic solution of applying
one rate to everybody makes no sense. If we're going to
do it --
MS. RUBIN: Thank you, sir.
MR. KAZARNOVSKY: Okay.
MS. RUBIN: Anybody has a question from the board?
Yes. Ms. Stewart?
MS. STEWART: Mr. Kazarnovsky, how many units are in
your building?
MR. KAZARNOVSKY: 154 units.
MS. STEWART: Do you have any tenants who are behind
on their rent, sir?

MR. KAZARNOVSKY: Yes, we do, and those tenants -we have two classes of tenants, and that's exactly my point. There's a class of tenants that is struggling during COVID, that have demonstrated that they can't pay because they lost their job or for whatever legitimate reason, and we work with them. And that's universally true, not just in the properties here in Westchester County. Wherever we have properties, we work with the tenants, we work closely with them, and we understand that COVID is a societal problem.

It's not a tenant problem. It's not a landlord problem. It's a problem that we all have, and therefore, we have to chip in and help people get through. That's our concept of social justice.

But when you have somebody who has not been impacted by COVID, there's some people who've done much better during COVID, economically. Those people should not take advantage of a system where the courts are shut down, you can't do evictions and have not paid in over a year, and then when they get close to the point when the courts may open up, they just skip and walk off, owing us tens of thousands of dollars.

We have cases where people owed us more than 50,000. Not in this particular property, but it's just not right when somebody is making money and they're basically
thumbing their nose at us, so -- and the system cannot support that kind of behavior.

MS. STEWART: Approximately how many of your units are behind, sir?

MR. KAZARNOVSKY: I would say that there's about ten units that are behind, and I would say that six or seven of them, we're working with them, and there are three who just -- they walk by and they whistle as they walk by with a smile on their face, knowing that there's nothing we can do about it.

But I want to address really the point on the percentage increase. I know we're trying to protect tenants that struggle to pay the rent. We will work with those tenants. I don't think those tenants that are struggling -- we can work with them, but the people who are not struggling, the people who are doing well, who pocket a lot of money, buy fancy cars, go on fancy vacations, we -- they are not entitled to zero percent increases.

There are tenants who do as well or better than landlords, and they don't deserve protection.

MS. RUBIN: Mr. Cherson, did you raise your hand?
Mr. Finger, did you raise your hand, or you just made a movement?

MS. STEWART: You're on mute, Ken.

MS. RUBIN: You're on mute. Okay. Anybody else has a question? No?

Thank you very much, sir. Thank you for your presentation, and thank you for your time.

MR. CHERSON: (Indiscernible) --
MR. KAZARNOVSKY: Thank you for your time and for your service.

MS. RUBIN: You have a question?

MS. ACQUAH: I think Eliot --
MR. CHERSON: Yeah, it's a general question, not for the --

MS. RUBIN: Okay.

MR. CHERSON: -- for Mr. Kazarnovsky.
MS. RUBIN: Okay. So a general question for him?

MR. CHERSON: No, for you.
MS. RUBIN: Oh, okay. So let's move -- Peter, maybe, is there anybody else waiting?

MR. STECKER: Nobody else who's signed up is waiting.

MS. RUBIN: No? Okay.

MR. STECKER: I think we've reached the end of the line.

MR. CHERSON: That was my question.
MS. RUBIN: Now I will open -- I will open the --

MR. CHERSON: My question was, how many more people

MS. RUBIN: See, I answered your question.
MR. FINGER: I actually -- can I ask one question to Mr. Kazarnovsky?

MS. RUBIN: Sure, sure.
MR. FINGER: Mr. Kazarnovsky, do you have buildings in Greenburgh, or where?

MR. KAZARNOVSKY: The property is on South Central Avenue, right -- in fact, I'm glad that you mentioned that. There's a building that was built right next door to us. It's right next to the golf course on South Central Avenue. The new property that gets built charges a fortune. They charge all they can, and whatever they can get away with. We're taking a property that was built in the '60s. We invest a lot of money. We've owned it for many, many years, and we're very proud of it. We're very proud of what we've done with the property in terms of maintaining it, and enhancing its appearance, and so on.

But we're now hamstrung in terms of raising rents because the law that was passed last year on vacancy, but all we're asking is for a simple -- get a simple shake on this thing, and even with the whatever increase, even if it'll be three percent or four percent, it doesn't come close to what the building next door is charging. The
building next door is charging 50 or 100 percent more than the rents that we're charging, and you can't have that. It makes no sense to have two buildings side by side, one is, like, the best -- the tale of two cities. That is not economic justice. That's not social justice. That's just poor business.

MR. FINGER: Are you in Greenburgh or Yonkers?
MR. KAZARNOVSKY: No, Greenburgh.

MS. STEWART: Greenburgh, yeah.
MR. FINGER: That's what I thought. Okay. Look, the point you make is of course a valid one, but it's a legislative point. The ETPA that applies to buildings built before 1974 of six units or more. If you were built in 1975 and you were built in 1972, you're right. You --

MR. KAZARNOVSKY: I recognize that. That's the way things work. When we bought the building, we know that going in, but we never bargain for a zero percent. We never bargain for an average of one or a one and a half percent increase. We at least thought we would be able to keep up with inflation. That's where the bargain goes bad, and who are we protecting? People that don't need protection. That's the problem.

MR. FINGER: Thank you, Mr. Kazarnovsky.
MS. RUBIN: Thank you, Mr. Kazarnovsky.
Peter, I understand that we don't have anybody
MR. STECKER: That's right.
MS. RUBIN: -- waiting?
MR. STECKER: That's right. Yep.
MS. RUBIN: If that's the case, then $I$ will open the discussion for the board if somebody has any comments to make. Yes. Ms. Stewart? I'll go with you after that. Yes, Ms. Stewart?
MS. STEWART: It's just a question. Did we have the rest of the stats from Jeff (phonetic) yet that are for Wednesday's meeting?
MS. RUBIN: Yes, they emailed them.
MS. STEWART: For the second half?
MR. STECKER: It was a two part mailing. The second part hasn't been mailed out yet.
MS. STEWART: Okay.
MR. STECKER: I sent it a little early this week, So --
MS. RUBIN: Oh.
MS. STEWART: I wanted to make sure I hadn't missed it because I had been looking for it and I hadn't seen it yet.
MR. STECKER: I'll send an email and see when we can expect that.

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MS. STEWART: Okay.
MR. STECKER: I'm assuming they'll come tomorrow, but --

MS. RUBIN: I hope it's not 100 pages.
MR. FINGER: Well, I hope it's --
MS. RUBIN: Mr. Finger, you had a comment? Mr. Finger?

MS. ACQUAH: I have a question.

MS. RUBIN: No, no, Mr. Finger was -- had raised his hand. Hold on, please.

MR. FINGER: I was just -- I was just saying, I presume what was coming in will now be the survey from the Westchester numbers; is that correct?

MR. STECKER: Yes.

MS. RUBIN: I believe so, yeah.
MR. FINGER: Okay, thank you.

MS. BARNES: I have a question.
MS. RUBIN: Eddie Mae, do you have a question or comment?

MS. BARNES: Yes, yes. Did anybody receive --
MS. RUBIN: Go ahead.
MS. BARNES: -- this information? I haven't received it.

MS. ACQUAH: I have to go back and check myself as well.
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    MS. RUBIN: I got their first part.
    MS. BARNES: I didn't get any part.
    MS. STEWART: I got the first part as well --
    MS. RUBIN: It was a long --
    MS. STEWART: -- from Jeff.
    MS. RUBIN: Yeah. There was --
    MS. BARNES: Yeah.
    MS. RUBIN: -- lots of material.
    MR. FINGER: The first part is the New York City
    stuff, the --
MS. RUBIN: Right.
MR. FINGER: -- mortgage and the other stuff.
MS. ACQUAH: Yes. I haven't yet seen -- I guess --
no, I do -- we did get an email from Jeff, right?
MS. RUBIN: Yes.
MS. ACQUAH: Okay.
MS. BARNES: I got the email but I didn't get the
info, but --
MR. STECKER: Chair Rubin, there is one more
individual in here that I don't see signed up. They're
raising their hand. Do you want me to allow them to
speak, see if they want to address the board? Actually,
no. They just left, so --
MS. ACQUAH: Oh, okay.
MR. STECKER: -- if you're watching --

MS. RUBIN: I was going to say, if anybody came late, we can always give them the chance first place next time.

MR. STECKER: Right. I guess I would just reiterate what I said at the top, that if someone wants to speak at the next one, they can contact me at that westchestercountyrgb@nyshcr.org email address.

MS. RUBIN: Great, yeah. Any other comments? Well, if -- yes, Mr. Cherson?

MR. CHERSON: I move to adjourn.
MS. RUBIN: I was going to ask. Before doing that, I would like to welcome our new member, Ms. Hamer. You're welcome and I hope we didn't scare you tonight. I hope you come back to the next meeting, and with that said, I'm open to hear a motion to adjourn.

MS. STEWART: Motion to adjourn.

MR. FINGER: Second.

MS. RUBIN: Second?
MR. FINGER: Second.
MS. RUBIN: Great. Meeting is adjourned. Thank you very much, everybody.
[END RECORDING]
CE RT I F I CA T I ON
The prior proceedings were transcribed from audio files and have been transcribed to the best of my ability. I further certify that $I$ am not connected by blood, marriage or employment with any of the parties herein nor interested directly or indirectly in the matter transcribed.

Signature


Date June 14, 2021

|  | Act (4) | $\begin{gathered} 25: 5 \\ \text { afraid (1) } \\ 66: 1 \end{gathered}$ | $\begin{array}{\|c} 84: 3 \\ \text { announce (1) } \\ 5: 2 \end{array}$ | appreciated (1) 34:2 <br> appropriate (1) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 2:1;8:5;19:1;33:2 |  |  |  |
|  |  |  |  |  |
| \$230,000,000 (1) | $\begin{gathered} 36: 6 \\ \text { actively (6) } \end{gathered}$ | again (11) | announced (1) | 34:2 approve (1) |
| 14:1 |  | $\begin{aligned} & 5: 2 ; 17: 1 ; 21: 2,9 \\ & 50: 2 ; 53: 1 ; 55: 1,1 ; 59: 3 \end{aligned}$ |  |  |
| \$250,000 (1) | $\begin{aligned} & \text { actively }(\mathbf{6}) \\ & 35: 5 ; 53: 3 ; 54: 1,2,2 \\ & 72: 2 \end{aligned}$ |  | $\begin{aligned} & \text { 22:3 } \\ & \text { announcements (1) } \end{aligned}$ | 34:2 |
| 10:9 |  | against (1) | annual (1) | $\begin{aligned} & 5: 1 ; 29: 1 ; 32: 2 ; 33: 1, \\ & 1 ; 44: 2,2,2 ; 62: 2 \end{aligned}$ |
|  | actually (17) | $\underset{46: 3}{\text { against }(1)}$ | 76:1 |  |
|  |  | agencies (8) | answered (1) | approving (1) |
|  | $\begin{aligned} & 1 ; 38: 1,1 ; 59: 2 ; 62: 3 ; \\ & 63: 1 ; 95: 3 ; 99: 2 \end{aligned}$ | $\begin{aligned} & 37: 1,1,2,2,2,2 ; 41: 2 \\ & 55: 5 \\ & \text { agency (1) } \end{aligned}$ | $95: 2$ | $34: 2$ |
| 100:2 |  |  | $8: 7 ; 50: 2 ; 51 \text { : }$ | 33:2;52:2;93:3 |
| $\begin{gathered} \text { [START (1) } \\ 2: 1 \end{gathered}$ | $\begin{aligned} & \text { 63:1;95:3;99:2 } \\ & \text { acumen (1) } \end{aligned}$ | agency (1) | $\underset{18: 7}{\operatorname{AOAC}(1}$ | $\begin{array}{\|r} \text { area (2) } \\ 83: 1,5 \end{array}$ |
|  | $\begin{array}{r} 45: 9 \\ \text { add (2) } \end{array}$ | agent (2) |  |  |
| A | $\begin{array}{r} 37: 1 ; 38: 5 \\ \text { addition (1) } \end{array}$ | agents (1) | $\begin{aligned} & \text { Apartment (24) } \\ & 18: 1,1 ; 19: 1 ; 24: 1 ; \end{aligned}$ | $\begin{aligned} & \operatorname{areas}(4) \\ & 24: 2 ; 35: 1 ; 83: 2,2 \end{aligned}$ |
|  |  |  |  |  |
| ability (7) | 34:2 <br> address (6) | $\begin{gathered} 7: 2 \\ \text { aging (3) } \end{gathered}$ | 33:1,2;34:6;41:1;46:9; | around (4) |
| 2:2;36:1,4;69:1,1 |  |  | $\begin{aligned} & 50: 4 ; 53: 1,1 ; 54: 1 ; 60: 1 ; \\ & 61: 1,2 ; 74: 1,2,3,9 ; 75: 1, \\ & 4 ; 79: 1,2 \end{aligned}$ | 18:2;20:5;75:2;83:1 <br> arrange (1) |
| 72:1;75:2 | $\begin{aligned} & \text { 6:1,4;31:1;93:1; } \\ & 99: 2 ; 100: 7 \end{aligned}$ | 8:2;33:1;34:5 |  |  |
| able (32) $10: 1,5 ; 1$ | addresses (1) | $\begin{aligned} & 24: 2 ; 34: 1 ; 38: 1 ; 42: 1 ; \\ & 48: 1 ; 49: 2 \end{aligned}$ | apartments (20) | arrangements (1) |
| $24: 1 ; 29: 1,1,2,2,5 ; 36: 9$ | $36: 2$addressing (3) |  | 7:2;8:1;9:1;13:2 | 89:8 |
| $45: 9 ; 49: 2 ; 50: 1 ; 56: 1$ |  | $\begin{aligned} & \quad 48: 1 ; 49: 2 \\ & \text { agree (6) } \end{aligned}$ | 26:2,4;28:1;29:5;33:1; | arrears (3) |
| 59:2;66:1;69:2,5;70:1 | 6:1,1;32:2 | $7: 1 ; 36: 1 ; 47: 4 ; 61: 8$ $64: 1: 88: 7$ |  | 22:7;36:2;69:1 |
| 71:1,2;74:1,1;78:1; | adequate (1) | 64:1;88:7 ahead (8) | $\begin{aligned} & \text { 51:2;53:1;55:1;75:2; } \\ & 76: 2 ; 78: 1 \end{aligned}$ | arrive (1) |
| 89:1,2,2;90:1;96:2 <br> above (1) | adequately (3) | $\begin{aligned} & 16: 3 ; 28: 1 ; 36: 4 ; 45: 1 ; \\ & 46: 8 ; 57: 2 ; 81: 9 ; 98: 2 \end{aligned}$ | apologiz | aspect (1) |
| 51:8 | 33:1;45:7,9adjourn (3) |  | 59:2;67:1;87:6 | 65:3 |
| Absolutely (5) |  | $\begin{aligned} & \text { 46:8;57:2;81:9;98:2 } \\ & \text { aid (3) } \end{aligned}$ | $45: 1$ <br> appear (1) | $\begin{array}{\|c} \text { assertion (1) } \\ 46: 5 \end{array}$ |
| 12:1;22:1;54:2;66:1; | $100: 1,1,1$adjourned (1) | $20: 1 ; 25: 2 ; 42: 4$ |  |  |
| 78:7 |  | 17:1,2,2;18:1,2 |  | $45: 1$ |
| $\begin{gathered} \text { absorb (3) } \\ 34: 2 ; 58: 2 \end{gathered}$ | 100:2 adjust (1) |  | 6:3 <br> appearance (1) |  |
| absurdly (1) | $26: 1$ <br> adjustments (3) | $\begin{aligned} & \text { allocated (2) } \\ & 15: 1 ; 20: 1 \\ & \text { allow }(9) \end{aligned}$ | $95: 1$ | assessments (1) 19:1 |
| 86:1 |  |  | $10: 4 ; 36: 2$ | assist (5) |
| abusing (1) | $2: 1 ; 3: 1 ; 7: 5$ | $\begin{aligned} & 50: 2 ; 57: 1 ; 62: 1,5 ; \\ & 63: 1 ; 71: 1,3 ; 75: 1 ; 99: 2 \end{aligned}$ |  | 15:1,2;35:1;37:2,2 |
| 19:1 | Administration (1) |  | appliances (4) | assistance (12) |
| abusive (1) | 2:1 | allowance (1) 82.1 | 9:1;20:2,2;34: | $\begin{aligned} & 14: 1 ; 20: 7 ; 27: 1 ; 28: 1 \\ & 36: 1 ; 38: 1,2 ; 56: 4,9 \\ & 62: 2 ; 63: 9 ; 76: 1 \end{aligned}$ |
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| 97:1,2;98:1,2;99:1,2; | $28: 1 ; 29: 1 ; 30: 1 ; 31: 1$ | 80,000 (1) |  |
| 100:1,2 | 32:1;33:1;34:1;35:1; | 12:1 |  |
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| 500 (1) | 52:1;53:1;54:1;55:1; |  |  |
| 84:1 | 56:1;57:1;58:1;59:1; | 9 |  |
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