

MOLD BUSTERS AT NYCHA



What is Mold Busters?

Mold Busters is NYCHA's program to effectively and efficiently remediate mold. It is a vital part of NYCHA's commitment to providing residents with the healthy and safe homes they deserve.

To report mold or a leak in your apartment and initiate the Mold Busters process, call the Customer Contact Center (CCC) at 718-707-7771 or use the MyNYCHA app.

Residents who have already contacted the NYCHA Customer Contact Center but still have concerns regarding mold/leaks and any associated repairs can contact the Ombudsperson Call Center (OCC) at 1-888-341-7152 or at <https://ombnyc.com/>.

Reasons to Submit a Complaint to the OCC

- If you have any concerns regarding the inspection or repair of a leak, mold or excessive moisture work order
- Complaints should only be submitted if they are associated with open or recently closed work orders
- You have a missed appointment complaint (NYCHA did not show up for a repair appointment)
- You have a scheduling complaint (NYCHA started the repair but did not complete it or has not provided you with a follow-up appointment date to complete the repair)
- You have a communication complaint (NYCHA conducted an inspection but you do not know the next step in the repair process)
- You have a craftsmanship complaint (NYCHA made the repair but it was not completed to your satisfaction)
- You have a recurrence complaint (Despite NYCHA completing requested repairs, the issue keeps coming back)

Who is the Ombudsperson?

On September 20, 2019, the Court appointed César de Castro as the Ombudsperson. Mr. Castro has been approved to serve in this role until December 31, 2020 to address NYCHA residents' complaints about leak, mold and excess moisture repair orders. Mr. Castro is an experienced litigator whose practice focuses on criminal defense, corporate investigations, commercial litigation, and appellate litigation. César's prior experiences as a judicial law clerk and prosecutor as well as his experience in private practice allow him to zealously and effectively represent his clients.

