

# NYCHA Tenants: How to request mold repairs

NYCHA tenants should expect to live in safe, well-maintained buildings.

## Step 1. Report mold/water leak problem

- Use [MyNYCHA app](#) or call 718-707-7771 to create a "Mold Service Request."
- Note the ticket number.
- NYCHA will schedule an inspection (subject to NYCHA's [Right of Entry](#)).



## Step 2. Initial Inspection

- Show the inspector all areas with mold.
- Point out any leaks, drafts, or humidity issues.
- The inspector will determine the appropriate next steps to remove the mold problem.
- If you are not at home, a notice with a new appointment date will be provided.



## Step 3. Repairs

- **"Simple" repairs** will usually happen within 7 days by onsite maintenance staff.
- **"Complex" repairs** will usually happen within 15 days and require multiple visits to fix by skilled trades personnel.
- **Building improvements** (ex: leaky roof) will take longer.



## Step 4: Quality Assurance Inspection of Your Home

NYCHA will check on the quality of the repair and if the root cause of the mold/water was addressed.

Contact the Mold and Leak Ombudsperson Call Center (OCC) if you have concerns about mold, leaks, and repairs that have not been completed properly or on-time. Use the online form: [ombnyc.com](http://ombnyc.com) or call: 1-888-341-7152



New York State Children's  
Environmental Health Centers

NYSCHECK.ORG

NYC children with asthma may qualify for additional programs and resources. Learn more here: [nyscheck.org/nychomes](http://nyscheck.org/nychomes)

