

NYC Rental Tenants: How to request mold/pest repairs

NYC tenants should expect to live in safe, well-maintained buildings. Landlords must keep apartments free of mold and pests under [NYC law](#)



Step 1. Request maintenance repairs, mold remediation and/or pest control

- **Ask landlord to safely fix:** water leaks that cause mold, mold-damaged areas of the home, cracks/holes where pests can enter, pest infestations.
- **Keep records:** Write down all calls, emails, or online reports you make to landlord. Take photos to document problems.
- **Follow up** if you don't hear back after a few days.



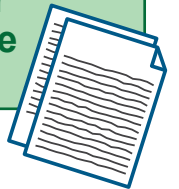
Step 2. If this issue does not get fixed, or repair work is not done safely:



Report the issue to 311
(Call 311 or [online](#))

AND/
OR

Send a repair request letter
using a free housing justice
resource: [JustFix](#)



NYC Housing Preservation and Development (HPD) notifies building owner to fix problem.
The owner must then fix the problem.

HPD calls you back to check if fixed.
(timeframe depends on severity of issue)

If not fixed: HPD inspects home, issues violations for hazardous conditions (if any).

- Landlord instructed to make repairs and certify if problem was fixed.
- Required timeframe for repairs depends on violation class (A, B, or C).

If not fixed even though landlord certified the repair, the tenant can challenge.

Watch [this video](#) to learn more about sending your letter.

Enter details about your housing concerns into letter template.

JustFix will send via certified mail to the owner for free.

For more information:

- [ABCs of Housing - HPD](#)
- [HPD Online](#)
- NYC children with asthma may qualify for additional programs and resources.

Learn more here:

nyscheck.org/nychomes/



New York State Children's
Environmental Health Centers

NYSCHECK.ORG

