



Justice For All Coalition

United We Stand, LIC-Astoria



YOU HAVE A RIGHT TO MOLD & MILDEW REMEDIATION!

In 2013, a class-action lawsuit was brought against NYCHA on behalf of tenants with asthma who needed abatement of toxic mold in their apartments. The plaintiffs negotiated a consent decree with NYCHA which put together a program of mold abatement standards and requirements that NYCHA has to follow throughout the City. NYCHA has to follow these standards for everyone, not just for tenants who has asthma.

This consent decree also allows a tenants to seek and receive transfers if the apartment is “uninhabitably” because of toxic mold contamination, and the tenant has asthma or other respiratory problems that are made worse by mold.

This federal court consent decree has been revised over time. The most recent version established an Ombudsperson Call Center (OCC) that helps tenants get their individual situations of mold abatement resolved.

If you are having trouble with NYCHA doing the mold repairs they’re supposed to do, you should contact the OCC.

Ombudsperson Call Center (OCC)

Submit a Complaint: <https://www.ombnyc.com>

Toll-Free Phone: +1.888.341.7152

Live Agents: M-F 9:00 a.m. – 5:00 p.m.

24-hour voicemail and email access

Email: OCC@ombnyc.com