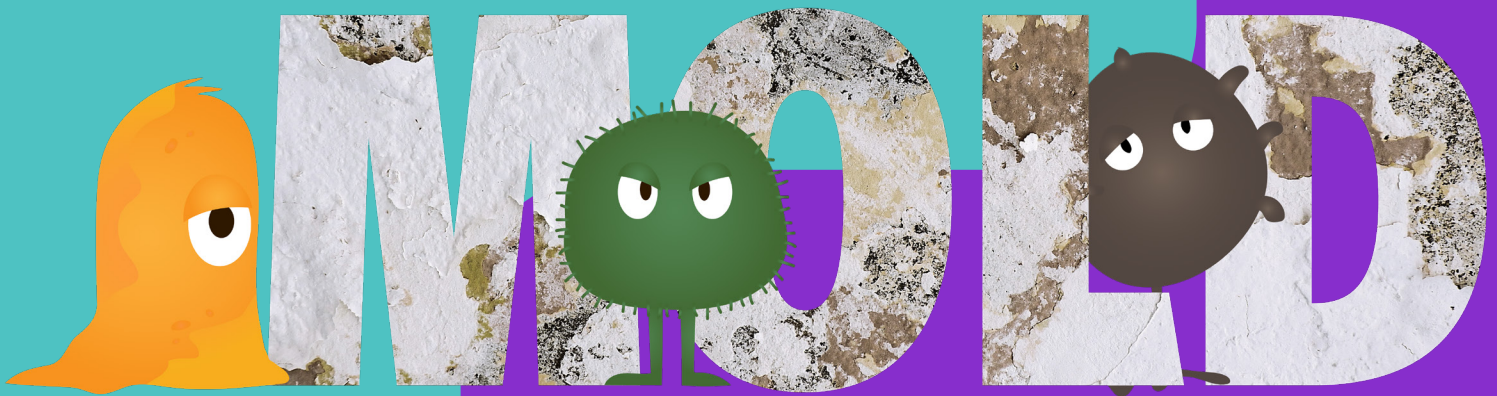




Truth be told, we got



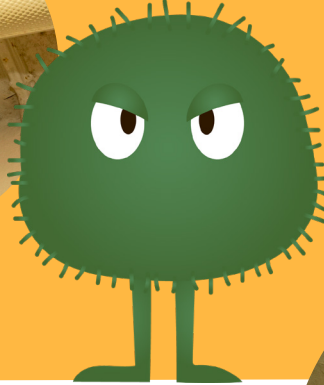
A Resident's Guide to Identifying Mold and NYCHA's Efforts to Fix It

What is mold?

Mold is a fungus that grows on, and sometimes in, damp surfaces and objects. Live spores act like seeds, forming new mold growth when they find the right conditions. These are called colonies. Mold is most likely to grow where there is water or excessive moisture such as in bathrooms and kitchens. Mold at NYCHA is measured by the square footage identified in each room. You can use a letter size (0.7' x 0.91') sheet of paper to help you measure it.



Mold can also grow in walls and ceilings, cabinets and spaces beneath or nearby faucets/drains, as well as in any enclosed space containing wet or leaking pipes and around window sills.



How can mold affect me?

Exposure to mold may cause or worsen asthma symptoms and possibly trigger an asthma attack. Allergens from mold can make their way into the air you breathe, which can cause a person to experience congestion, runny nose, coughing and trouble breathing.

Mold can pose a higher risk for people suffering from health conditions such as:

- People with asthma, COPD, emphysema or other respiratory ailments.
- People who have had, or are currently undergoing, certain medical procedures (for example, bone marrow or organ transplants and chemotherapy).

If you think that you or a family member have symptoms caused by mold exposure, see a healthcare provider.

Important: If you or a family member have been diagnosed with a respiratory or other chronic illness, and you believe you have mold in your home, your healthcare provider can request a free home environmental inspection for you through the New York City Health Department's Online Registry. Talk to your healthcare provider or call 3-1-1 to learn more.

If you think you have mold in your apartment, turn the page to learn what you can do to identify and report, and get it fixed!

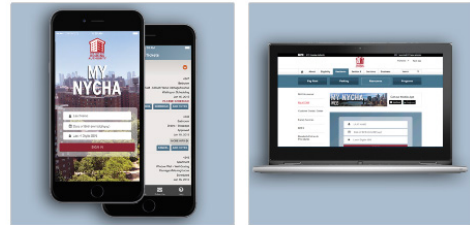
How can I tell if I have mold in my apartment?

Mold tends to grow in damp places, such as bathrooms and kitchens. Check these places in your apartment. Mold can be many different colors, including gray, black, green, yellow and orange. It may look furry, slimy or powdery. Some mold has a musty, stale or earthy smell. Mold can go undetected, posing serious health risks to those exposed to it.



What do I do if I find mold in my apartment?

If you see dark spots or splotches on walls or ceilings that you suspect is mold growth, you can put in a NYCHA mold service request by calling the Customer Contact Center (718-707-7771) with a mold complaint, or by using the MyNYCHA mobile app or website to report a mold condition. A work order will be generated for your tracking purposes. Please retain the work order number for your records.



What happens if I'm not home for the mold inspection?

If you are not home for a scheduled mold inspection, the NYCHA worker will leave a notice with a new appointment date for you explaining that a staff member will be back again in 48 hours to do the inspection. If the NYCHA staff member is unable to get into your apartment for the second visit, NYCHA may use its



Right of Entry under the lease to go into your apartment. See more details about scheduling mold inspections and the right of entry at on.nyc.gov/mold-busters.

What happens if I'm home for my scheduled appointment and no one comes?

If you missed your scheduled appointment, please contact the Customer Contact Center (718-707-7771).

I put in a request to address mold in my apartment. What happens next?

INITIAL INSPECTION

If you reported a mold issue to NYCHA, either through the Customer Contact Center (718-707-7771) or MyNYCHA app, NYCHA will schedule an inspection of your apartment. The inspector (most likely your superintendent or assistant superintendent) will come to your apartment to:

- Identify the probable root cause(s) of the mold condition. This means the inspector will try to determine the underlying cause of mold and/or moisture and ensure the root cause repair is addressed. An example of a root cause may be leak from the apartment above, a façade penetrating water or roof needing repairs.
- Ask you a few questions about the mold issue in your apartment to be able to better assess the history
- Take pictures of the reported complaint
- Determine if there is mold present, whether there is a wet wall, or if there is water damage
- Determine the appropriate next steps to remove the mold condition
- Note any other related conditions that may lead to mold growth
- Speak with you about the mold issue, and mail you a form (Mold Inspection Form Receipt) detailing the steps necessary to fix the mold



I didn't find any mold in my apartment. How can I prevent mold growth in the future?

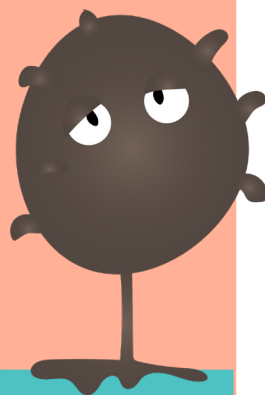
Mold can have many causes. See page 7 to learn more about what you can do to prevent mold from growing in your apartment.

What should I expect after the initial inspection?

REMEDIATION PROCEDURE

The initial inspection begins the remediation process. Depending on the nature of the mold condition in your apartment, NYCHA may need to schedule another appointment to assess and initiate the mold removal process. The timeline for taking care of mold will depend on whether the mold condition in your apartment involves “simple” or complex” repairs.


- **Simple repairs** - If the mold condition in our apartment is considered “simple”, NYCHA will make best efforts to complete the repairs within 7 days. This type of repair can be made by on-site development staff (for example, maintenance workers or caretakers).
- **Complex repairs** - Some repairs are considered “complex” and require multiple visits to fix. In this case, NYCHA will make best efforts to complete the repairs within 15 days. Some of this type of repair will be completed by skilled trades workers (for example, painters, plasterers, plumbers). If the mold in your apartment requires complex repairs, you should expect multiple visits by various skilled trades personnel.
- Capital improvements which involve large scale structural repairs such as roof replacement may take longer than fifteen days to complete. However NYCHA staff will complete the repair in your apartment pending Capital repairs. If a condition reoccurs, contact the Customer Contact Center immediately.



What happens after the mold has been remediated?

After completing the work, NYCHA will schedule a quality assurance inspection to evaluate the quality of the repair, ensure the mold removal work was done effectively, and that the root cause was addressed. This step is very important because it will reduce the risk of recurrence. If issues are observed during the inspection, NYCHA will correct those repairs.

Visit on.nyc.gov/mold-busters to check out our video series on how to identify mold and get rid of mold!



What can I do to help prevent mold?

Identifying and fixing the root cause of mold requires a joint effort between you and NYCHA. Below are some tips to help you limit moisture and mold growth in your apartment:

- Check the exhaust ventilation in your bathroom and/or kitchen by holding a piece of tissue to the exhaust grill (the tissue should stick to grill) to check for air suction. Request repairs if there is no suction, or if the vent grill is clogged with dust, by calling the Customer Contact Center (718-707-7771) or via the MyNYCHA app.
 - If your bathroom does not have an exhaust fan, open your bathroom window and door after showering and keep windows slightly open when the weather allows to improve general ventilation in your apartment.
 - Contact NYCHA immediately to report any leaks found in your pipes or appliances. Request repairs for leaky plumbing or other leaks as soon as possible.
 - Do not use shower racks or clothing lines above the bathtub. Moisture from wet clothing may cause mold growth in the bathroom.
 - Dry out damp areas with a dry cloth.
 - Open a window in your kitchen while cooking.
 - Please remember, clothing dryers are not permitted in NYCHA apartments.
 - Promptly mop up any spills or accidents involving liquids before the liquid has a chance to soak its way into the floors or walls.
- Check out the next page to learn what to do if you need more help to get mold fixed in your apartment.

I still need help with mold in my apartment. Who should I reach out to?

Residents who have already contacted the NYCHA Customer Contact Center (718-707-7771) but still have concerns or complaints regarding mold/leaks and any associated repairs can contact the NYCHA Compliance Department at compliance@nycha.nyc.gov or contact the independent court-appointed Ombudsperson Call Center (OCC) at 1-888-341-7152 or at ombnyc.com.

What else can I do?

If the issue hasn't been fixed:

Call 311 or visit nyc.gov/health and search for mold.

For more information about mold:

Visit epa.gov/mold.

For more information on NYCHA's Mold Busters Program:

Visit on.nyc.gov/mold-busters.

Reasonable Accommodation

In an effort to provide fair and equal access to all NYCHA programs, services and activities, it is the policy of NYCHA to provide reasonable housing accommodation for applicants, residents, and Section 8 voucher holders with qualifying disabilities. Anyone with a physical, medical, mental, or psychological impairment such as a mobility, breathing, hearing or vision impairment has a disability that may give the person the right to reasonable accommodations.

If you believe you have a qualifying disability and may require a housing accommodation, or if you would like information regarding the rights of persons with disabilities:

- Residents of public housing may contact the management office of the development where you reside Monday through Friday from 8:30AM to 4:30PM, or the NYCHA Department of Equal Opportunity (DEO), Services for People with Disabilities Unit, at 212-306-4652, or TTY telephone at 212-306-4845, Monday through Friday, from 8:30AM to 5:00PM.

- Section 8 participants may contact NYCHA's Customer Contact Center at (718) 707-7771, their local NYCHA Walk-In Center, or NYCHA's DEO, Services for People with Disabilities Unit, at 212-306-4652, or TTY telephone at 212-306-4845, Monday through Friday, from 8:30AM to 5:00PM.

NYCHA staff at any of the above locations can provide you with forms you may use to request an accommodation and ask your doctor to send NYCHA medical information.

These forms may also be obtained online at <https://www1.nyc.gov/site/nycha/residents/reasonable-accommodation.page>.

A translation of this document is available on NYCHA's website: www.nyc.gov/nycha.

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