



A Division of the New York Legal Assistance Group

LegalHealth
Professional Partnership to Promote Well Being[®]

This is general information, not legal advice. Patients should consult an attorney for specific guidance.

Tenants with Mold in NYCHA Housing

If a patient is living in a New York City Housing Authority (NYCHA) apartment that has mold, s/he may be eligible for remediation under the terms of a NYCHA settlement

- **What is Mold or Excessive Moisture?**
 - Mold is a type of fungi that grows in filaments and reproduces by forming spores. “Mildew” can also be used to refer to some kinds of mold usually found in shower stalls and bathrooms.
 - Excessive moisture includes an uncontrolled dampness, wetness, or presence of water due to leaks in seepage from building infrastructure or systems. Excessive Moisture often causes mold.
- **Legal Rights under the settlement:**
 - Abatement of mold and excess moisture in most cases within 7-15 days from making a complaint of mold
 - Where capital improvements are required to remediate the mold, a longer timeframe will be involved
 - Where repairs are extensive, a tenant may be entitled to relocation while NYCHA fixes the problem, or a permanent relocation may be warranted for uninhabitable apartments.
 - Right to buy and operate an additional air conditioning unit when tenants have respiratory issues.
 - NYCHA must use less toxic chemicals and dust suppression methods for mold removal
- **How to Request Mold Remediation:**
 - Contact NYCHA’s Customer Contact Center (718-707-7771), TTY telephone (212-306-4845) to report mold and request remediation.
 - Be specific as to each room and location
 - Identify where possible the source of the moisture or water leak
 - Write down all ticket numbers for your record
 - NYCHA must contact tenant within 60 days to determine if the work was successful
 - NYCHA must return to fix mold and moisture, if the problems continue after repairs are finished.

Important: Advise all patients to:

- Make themselves available for scheduled repairs
- Take dated photos of mold and moisture
- Keep copies of work request ticket numbers for tracking
- Keep copies of Doctor’s statements about asthma and other respiratory problems

More questions? Refer patients for an appointment with a LegalHealth attorney to discuss their case.