

In-Unit Repairs Process

1. Submit a Request

If you need to report a new request for a repair in your apartment, you can create a new work ticket by calling the Customer Contact Center (CCC) or using the MyNYCHA app or website.

After you submit your repair request, a maintenance ticket will be created on your behalf for your initial maintenance assessment. If you have an email address on file with NYCHA, you will receive an email receipt from NYCHA that will include your ticket number and the scheduled date of your maintenance appointment.

NYCHA has a specific process to address in-unit mold repairs. For information about how to submit a mold repair request in your apartment, please go to [NYCHA's Mold Busters website](#).

2a. Maintenance Assessment and Minor Repair

For all new maintenance tickets created, a maintenance worker will come to your apartment to assess the repair and complete minor repairs on the spot.

Minor repairs can be completed by a maintenance worker, but more complex repairs require skilled trades or outside vendors. If you have a minor or routine repair, the maintenance worker can complete the repair in the first visit, and you are done!

2b. Maintenance Assessment and Complex Repair

If during your initial visit the maintenance worker cannot complete the full repair, the maintenance worker will determine what skilled trades, vendors, or health and safety testing is needed to complete the repair. The most common skilled trades are painters, plasterers, carpenters, and plumbers.

The maintenance worker will create all tickets needed for your repair and provide you with a "Repairs to Schedule" slip. This slip will have the original maintenance ticket number, indicate which skilled trades are needed to complete the work, and lists the Planning Unit phone numbers for you to call to schedule skilled trades tickets.

If your repair requires vendor work and lead or asbestos testing, these work orders will be scheduled for you. If you have questions, you can contact your Property Management Office regarding these tickets.

3. Call the Neighborhood Planning Unit

To schedule your skilled trades tickets, you can call your Neighborhood Planning Unit. Your Neighborhood Planner or Neighborhood Secretary will be able to schedule all your open skilled trades tickets with you. Skilled trades include painters (up to two rooms), plasterers, carpenters, plumbers, electricians, exterminators, bricklayers, glaziers, and roofers. Any of these trades that are needed are checked off on your "Repairs to Schedule" slip.

NYCHA has a high demand for repairs, which can result in appointment dates several months in advance. We appreciate your patience during this time. If you need to reschedule or your repair conditions worsen, you can contact the Planning Unit directly.

4. Skilled Trades Appointments

Please make sure you're home on the date of your appointment between the hours of 8:00 a.m. and

3:30 p.m. To prepare, clear the area for the scheduled work before staff arrive at your apartment.

If a NYCHA worker has not come by 10 a.m. on your appointment date, please contact your Property Management Office or your Neighborhood Planner.

5. Vendors and Environmental Testing and Repairs

As a reminder, vendor or health and safety testing appointments will be scheduled for you. You will be notified by your Property Management Office once they are scheduled. You can also see these appointments in the MyNYCHA app.

Questions?

You can also learn more about the repairs process by visiting the [Repairs Process webpage](#).

