



MOLD BUSTERS

Webinar for NYCHA Residents

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Agenda

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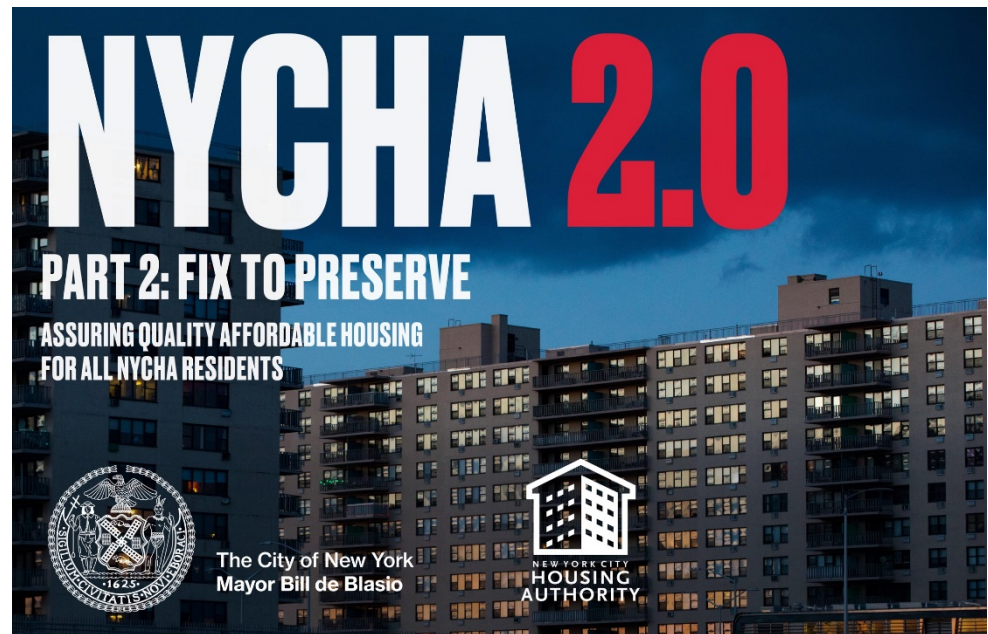
- Background
- Mold Busters Overview
- New Standard Procedure
- Staff Training
- Mold and Health (NYC Health Department)
- Helping to Keep NYCHA Mold-Free

Addressing Health and Safety Issues **MOLD BUSTERS**

Baez Consent Decree and HUD Agreement

While we continue to make capital investments in our buildings, NYCHA is committed to comprehensively address:

- Elevators
- Heating
- Lead
- **Mold**
- Pests



2018 Revised Baez Consent Decree

**MOLD
BUSTERS**

- Maribel Baez vs NYCHA (“Baez”) is a class action lawsuit filed December 2013.
- In partnership with the Special Master and Plaintiffs, NYCHA implemented changes to its mold repair response at 38 developments through two pilots in 2017 and 2018.
- NYCHA has revised its standard procedure for addressing mold complaints and began citywide roll out of Mold Busters in January 2019.
- Mold Busters implementation will reach all developments by the end of this year.

2019 HUD Agreement

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Within 2 years:

- For 95% of verified mold complaints, clean visible mold and provide written plan to address root causes within 5 days of notification, and remediate root causes:
 - within 7 days for simple repairs
 - within 15 days for complex repairs
- For leaks from above or floods, abate the condition within 24 hours and remove water within 48 hours.

Within 5 years:

- For 85% of verified mold complaints, no second complaint in the same unit/common area within 12 months.
- Comply with *Baez*.

NYCHA-wide Mold Busters Program

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Effectively and efficiently remediate mold by leveraging:

- **Better Tools** Staff will use new tools to find and fix the source of the problem, including moisture meters and new mold-fighting paint.
- **Enhanced Training** Began in January 2019, over 2,500 staff members will receive comprehensive hands-on training to become successful Mold Busters.
- **More Accountability** A new inspection and recording process identifies the underlying cause of the mold or moisture problem. A new quality assurance inspection also ensures that the staff have properly fixed the condition, and there is no mold.
- **Streamlined Response** NYCHA will improve coordination and prioritization of mold repairs.
- **Communication** NYCHA will also improve communication and notification to tenants.

New Comprehensive Standard Procedure

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STEP 1

Mold Service Request



A mold work order is created when:

1. Resident calls the **Customer Contact Center**
2. Resident uses the **MyNYCHA mobile app**, OR
3. **NYCHA employees observe** a mold condition in an apartment.
4. Mold Service Requests are subject to NYCHA's Right of Entry.

The inspector (Super or Assistant Super):

1. Identifies the probable root cause(s)
2. Determines appropriate next steps to remediate the mold, AND
3. Notes any other related conditions that lead to mold.

Inspector shares the findings with resident and leaves a form detailing the next steps.

STEP 2

Initial Inspection



STEP 4

Quality Assurance Inspection

Upon completion, NYCHA performs a quality assurance inspection to ensure the mold remediation work was done effectively and will not result in a recurrence.

STEP 3

Remediation



NYCHA completes planned work to remediate the mold within 7 days for simple repairs and within 15 days for more complex repairs.

Mold Busters Staff Training

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Coordinated by NYCHA's new Mold Unit, training for over 2,500 maintenance and supervisory staff members was launched in January.

- The comprehensive training curriculum includes a one-day Remediation class, two-day Building Science class, and a three-day Mold Inspection class.
- Trainees will receive additional field training to ensure adherence to the Standard Procedure.



Mold Busters Training Topics

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Three training tracks address relevant HUD, EPA, and OSHA standards and are consistent with New York State Department of Labor's Mold Training and New York City Health Department guidelines.

Inspection (3 days)

- Inspection tools and methods
- How to conduct and document inspections using hand held devices
- Virtual reality simulations

Building Science (2 days)

- Identifying underlying causes of mold and moisture
- Understanding building systems
- How to correct issues to prevent recurring mold growth

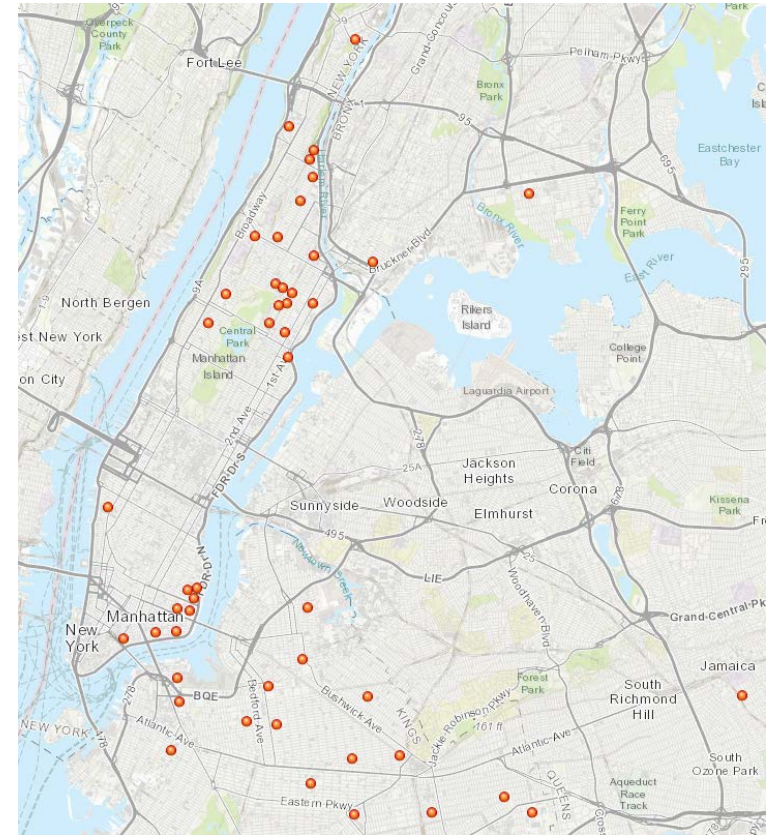
Remediation Methods (1 day)

- Guidelines and requirements
- How to safely and effectively clean mold
- Using mold resistant paint

Mold Busters Ready Rollout

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- Developments will be designated “Mold Busters Ready” once staff have completed training, received equipment, and received the new IWM App on their handheld devices.
- There are currently 50 “Mold Busters Ready” NYCHA consolidations.



Mold Busters in Action

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I learned a lot and use the training every day.

We worked in groups to problem-solve different real-life scenarios and used the new tools to discuss how to tackle mold.

It takes time to do it right, but the important thing is to get rid of the mold and address problems that were overlooked in the past.

Everybody wants a safe and healthy place to live. I feel successful because I am working with residents and other staff to help my community.

Nena Huntley
Property Maintenance Supervisor
Jefferson Houses





MOLD

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Prevention
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What is Mold?



- Mold is a fungus
- Fungi are found both indoors and outdoors
- Produce spores that are extremely small and can be airborne

How do I Recognize Mold



- Mold can be visible
- It can be many different colors
- It may look furry, slimy or powdery
- It can have a musty, stale or earthy odor

What does Mold Need to Grow?



- Mold needs water and food to grow. Mold can feed on paper, fabric, sheetrock, wood, soap scum and many other surfaces.
- Mold usually grows in damp places where there is moisture and high humidity, such as bathrooms and kitchens and areas where there are leaks (e.g., plumbing, roofs, windows).

How are People Exposed to Mold

- You can breathe in mold
- You can touch mold and get it on your skin
- You can swallow mold if you eat moldy food

Health Effects of Mold

- Some people are allergic or sensitive to mold
- Some of the most common symptoms of mold exposure are runny nose, itchy eyes and congestion
- Mold exposure may trigger or worsen asthma symptoms
- For people with respiratory or lung conditions, including asthma and COPD, symptoms may be worsened by mold exposure

How can Mold be Prevented?

- The best way is to remove water and moisture sources
- The following can help stop mold growth and keep it from coming back:
 - Fixing leaks
 - Drying damp areas
 - Removing humidity from the air (e.g., using a dehumidifier in basements; using a portable fan to dry wet areas; open a window after showering in bathrooms with no exhaust fan)

How can I Safely Clean Mold in my Home?

- Underlying conditions must be fixed to prevent mold growth (e.g., fix leaks)
 - This is the responsibility of the building owner
- If small areas (less than 10 square feet – roughly a 3 foot by 3 foot patch) of mold remain you can clean by:
 - Using soap or a detergent, and water on walls or other hard surfaces as soon as you see it
 - Wear waterproof gloves while cleaning
 - Dry the cleaned area completely

3 Key Practices

1. Always correct the source of water accumulation.
2. Improve ventilation in bathroom and kitchen.
3. Clean moldy areas and let them dry.

The key to mold control is moisture control!

Right To Entry

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- “Right to Entry” is utilized when NYCHA needs to address environmental hazards and perform critical mold-related inspections and repairs asap.
- According to your lease, a NYCHA worker can enter your apartment to make repairs whether or not you are home, if you are given written notice two days prior.

48-Hour Notice for Health and Safety Repairs

Date: _____

Tenant Name: _____ Tenant Address: _____

Work Order Number: _____

Description of Work Requested: _____

A maintenance worker visited your apartment on _____, as scheduled, to address health and safety conditions, such as leaks, mold or peeling/chipping paint. However, you were not at home.

Sorry we missed you. We will return on _____.

We will return on the date noted above. Please ensure that you or another adult (age 18 or older) is home so that these important repairs can be completed. **If an adult is not home, we will use our right to enter your apartment to make repairs.**

This means that we might need to drill your lock to get into your apartment. If you installed your own lock, you would be responsible for replacing it. To prevent this from happening, please make sure that you or another adult are home, or leave your top lock unlocked.

Thank you; we appreciate your cooperation.

Helping to Keep NYCHA Mold-Free

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1. Learn how to identify and report mold conditions
2. Learn how the new procedures works
3. Follow these tips to help limit moisture and mold growth in your apartment:
 - Check exhaust ventilation in your bathroom by holding a piece of tissue to the exhaust grill (the tissue should stick to grill). Request repairs if there is no suction, or if the vent grill is clogged with dust.
 - Do not use shower racks or clothes lines above bathtubs.
 - Open bathroom windows and doors after showering and improve general ventilation in your apartment by keeping windows slightly open when the weather allows.
 - Request repairs for leaky plumbing or other water leaks as soon as possible.
 - Remember that clothes dryers are never permitted in NYCHA apartments.

Join the Discussion

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- Report a mold condition or active water leak in your apartment by calling the Customer Contact Center at (718) 707-7771 or using the MyNYCHA app or website at: on.nyc.gov/mynycha.
 - Visit the Mold Busters web page to learn more: on.nyc.gov/Mold-Busters
- PLEASE SHARE THE MOLD BUSTERS FACT SHEET WITH NEIGHBORS*
- Contact Mold.Busters@nycha.nyc.gov with questions or concerns.

THANK YOU for joining today's webinar.