

The OCC is available for NYCHA residents at **1-888-341-7152**

Do you have any concerns with NYCHA's response to your reported mold or leak condition?

NYCHA residents can submit complaints about mold, leaks, or associated repairs to the **independent, court-appointed Ombudsperson Call Center (OCC)**.

NYCHA is under a court order to effectively remediate mold and excessive moisture in a timely fashion. The Court has appointed **César de Castro** as the Ombudsperson to consider complaints from residents if NYCHA fails to comply with that order. Mr. de Castro will address NYCHA residents' complaints about leak, mold and excess moisture repair orders. Mr. de Castro and the Ombudsperson Call Center (OCC), which works under Mr. de Castro's direction, are completely independent of NYCHA.



What is the Ombudsperson Call Center (OCC)?

The OCC receives complaints from residents who have contacted NYCHA about repair issues but still have concerns regarding mold, leaks, and any associated repairs that have not been completed properly or on time. Residents with these concerns can contact the OCC at **1-888-341-7152** or ombnyc.com.

Common Reasons to Submit a Complaint to the OCC:

- You scheduled a mold inspection, or the repair of a leak, and NYCHA did not show up or reschedule the appointment.
- NYCHA conducted a mold or leak inspection but did not tell you the next step in the repair process.
- NYCHA scheduled a mold or leak repair for more than 7 or 15 days in advance and you would like it to be addressed sooner.
- NYCHA started the mold remediation process or leak repair work but did not complete it and did not provide you with a follow-up appointment date to complete the repair.
- NYCHA completed the mold or leak repair, but the work was unsatisfactory or did not solve the problem.
- NYCHA completed the mold or leak repair, but the problem came back.

CALL THE OCC:

1-888-341-7152

VISIT THE WEBSITE:

WWW.OMBNYC.COM

Do not call the OCC unless you have first contacted NYCHA about the mold or leak problem and you have a concern with the response.