



NEW RESOURCES FOR RESIDENTS

Do you have concerns about mold, leaks, or associated repairs?

Residents of developments that have converted to Project-Based Section 8 funding through NYCHA's Permanent Affordability Commitment Together (PACT) program can submit complaints about mold, leaks, or associated repairs to the independent, court-appointed Ombudsperson Call Center (OCC).

What is the Ombudsperson Call Center (OCC)?

The OCC receives complaints from residents who have contacted their property manager 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. Upon request, residents who contact the OCC will be given a ticket number associated with their complaint.

Do not call the OCC unless you have first contacted your property manager about the mold or leak problem and are dissatisfied with the response.

Common Reasons to Submit a Complaint to the OCC:

- You scheduled a mold inspection, or the repair of a leak, and your property manager did not show up or reschedule the appointment.
- Your property manager scheduled a mold or leak repair and it has taken longer than the required 30 days to complete the repair, and this is causing a problem for you.
- Your property manager started the mold remediation process and/or leak repair work but did not complete it and did not provide you with a follow-up appointment date to complete the repair.
- Your property manager completed the mold or leak repair, but the work was unsatisfactory or did not solve the problem.
- Your property manager completed the mold or leak repair, but the problem came back even though your property manager tried to repair it.

**CALL THE
OMBUDSPERSON
CALL CENTER:**

1-888-341-7152

**VISIT THE
OMBUDSPERSON
WEBSITE:**

ombnyc.com

**BEFORE CALLING
THE OCC,
CONTACT YOUR
PROPERTY MANAGER**

A translation of this document is available in your management office.

La traducción de este documento está disponible en la Oficina de Administración de su residencial.

所居公房管理處備有文件譯本可供索取。

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Перевод этого документа находится в офисе управления Вашего жилищного комплекса.



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Who is the Ombudsperson?

NYCHA is under a court order to effectively remediate mold and excessive moisture in a timely fashion. The court appointed **César de Castro, Esq.** as the independent Ombudsperson to consider complaints from residents if NYCHA or our PACT partners fail to comply with that order. Mr. de Castro will address residents' complaints about leak, mold, and excess moisture repair orders. Mr. de Castro and the Ombudsperson Call Center (OCC) are completely independent of NYCHA and our PACT partners. If OCC complaints are not handled in a timely manner by the PACT partner, Mr. de Castro and the OCC have the ability to issue a notice to NYCHA, who is responsible for issuing directives to PACT partners.

Is there oversight for mold and leak repairs?

Each month an Independent Mold Analyst will conduct random inspections for work that was performed in PACT buildings to address mold and leak conditions. Results of these inspections are reported to NYCHA, the OCC, and to the court. If you have concerns about repairs performed in your apartment, you should contact your property manager and may report concerns to the OCC.

What happens after you call the OCC?

The OCC will review your information (including pictures or videos) and propose next steps to you. Your property manager will be informed of the complaint and will work to resolve it. The OCC will monitor the repair activity and seek updates on the progress on your behalf. If OCC complaints are not handled in a timely manner by the PACT partner, Mr. de Castro and the OCC have the ability to issue a notice to NYCHA, who is responsible for issuing directives to PACT partners. Residents can contact the OCC at any point in the process.

What should I do before I call the OCC?

Before calling the OCC, contact your property manager to request a repair or inspection. You should only call the OCC after you have contacted your property manager and you are dissatisfied with the response.

**BEFORE CALLING THE OCC, CONTACT YOUR
PROPERTY MANAGER:
C+C Management
646-461-3007
harlemriver@ccmanagers.com**

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