



• INDEPENDENT OF NYCHA

OCC

Ombudsperson
Call Center

CALL THE OCC

 **1-888-341-7152**

FOR NYCHA RESIDENTS

Mold & Leak Ombudsperson Call Center (OCC)

The OCC is a **free service** for all NYCHA residents. Call **1-888-341-7152**.

30,000+

NYCHA residents
helped across all
NYCHA developments

Free

A **no-cost service** available to every
NYCHA resident

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

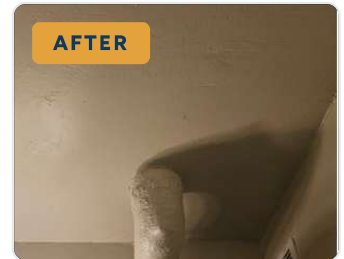
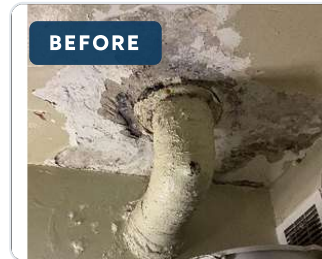
NYCHA residents can submit complaints about mold, leaks, or associated repairs to the **independent** Ombudsperson Call Center (OCC).

What is the Ombudsperson Call Center?

NYCHA is under a court order to remediate mold and excess moisture promptly. **César de Castro** serves as the Ombudsperson to review residents' mold and leak complaints when NYCHA falls short. The OCC works under his direction and is **completely independent of NYCHA**.

Call us for mold or leak-related issues

Before & after



A NYCHA resident's leaking, mold-damaged ceiling — **fully repaired** after the OCC stepped in.

Common reasons to call

- ✓ NYCHA missed a scheduled mold or leak appointment and didn't reschedule.
- ✓ NYCHA inspected the problem but never told you the next step.
- ✓ A repair is scheduled too far out and you need it sooner.
- ✓ Work was started but never finished, with no follow-up date.
- ✓ The repair was done but didn't solve the problem — or it came back.



CALL THE OCC

1-888-341-7152



VISIT THE WEBSITE

www.ombnyc.com



Please note: 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.