

MOLD BUSTERS AT NYCHA



What is Mold Busters?

Mold Busters is NYCHA's program to effectively and efficiently remediate mold. It is a vital part of NYCHA's commitment to providing residents with the healthy and safe homes they deserve.

Learn more about NYCHA's new response and how you can help identify and report mold conditions.



A NYCHA staff member takes a surface moisture reading during a mold inspection.



The Mold Busters process introduces new mold inspection tools, including the hygrometer, a humidity detector. The mold inspection tools pair with a new handheld smartphone application.

What's new?

- **Better tools and materials** to find and fix the source of the problem, including moisture meters and new mold-fighting paint.
- **Enhanced training** in building science, inspection, and remediation for over 2,700 staff.
- **More accountability** through a new inspection and recording process that identifies the underlying causes of mold or moisture problems.
- NYCHA is **prioritizing** mold repairs and improving **communication** with residents.

Mold Busters will reach all developments by December 2019.

What Can Residents Do to Help Keep Apartments Mold Free?

Learn how to identify and report mold conditions

Mold is a fungus that usually grows in wet or damp places, such as bathrooms. Mold can be many different colors, including gray, black, green, yellow and orange. It may look furry, slimy or powdery. Some mold has a musty, stale or earthy smell. Exposure to mold can cause allergic reactions or trigger asthma attacks.

Learn how the new mold procedure works

Step 1 – Call the Customer Contact Center (CCC) or use the MyNYCHA app or website to create a **mold service request**.

Step 2 – Make yourself available at the scheduled time for the **initial inspection**. During the inspection, your superintendent or assistant superintendent will:

- Identify the probable root cause(s)
- Determine the appropriate next steps to remediate the mold
- Note any other related conditions that lead to mold

The inspector will share the findings and leave a form detailing the next steps:

Step 3 – NYCHA completes planned work to **remediate** the mold

Step 4 – NYCHA performs an additional **quality assurance inspection** to ensure that mold remediation work was done effectively and will not result in a recurrence

Follow these tips to help limit moisture and mold growth in your apartment:

1. 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, by calling the Customer Contact Center or using the MyNYCHA app.
2. Do not use shower racks or clothes lines above bathtubs. Moisture from wet clothing may cause mold growth in the bathroom.
3. Open bathroom windows and doors after showering and improve general ventilation in your apartment by keeping windows slightly open when the weather allows.
4. Request repairs for leaky plumbing or other water leaks as soon as possible.
5. Remember that clothes dryers are never permitted in NYCHA apartments.

Join the discussion

- Share this Mold Busters fact sheet with your neighbors
- Visit the Mold Busters web page to learn more: on.nyc.gov/mold-busters
- Contact mold.busters@nycha.nyc.gov with questions or concerns

To report mold in your apartment: call the Customer Contact Center (CCC) at 718-707-7771 or use the MyNYCHA app