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*****FOR IMMEDIATE RELEASE*****

NYCHA Residents Filed Almost 32,000 Work Orders To Address Mildew Complaints From Jan. 1, 2019 – Sept. 4, 2019

Legal Aid Reiterates Demand For More Funding To Assist Public Housing Authorities Combat These Issues And Others Plaguing Residents

(NEW YORK, NY) – **The Legal Aid Society** today released a Freedom of Information Law (FOIL) response revealing that New York City Housing Authority (NYCHA) residents filed 31,837 work orders to address mildew complaints from January 1, 2019 – September 4, 2019 alone.

Residents of the Edenwald Houses filed the most work orders – 973 – to remediate mildew. On average, remediation took the Housing Authority roughly 13 days to address. While half of the work orders took four days or fewer between request and finish dates, a quarter of cases took 13 days or more, and one out of every ten took 37 days or more.

“This data sheds more light on the myriad of issues NYCHA residents battle each and every day,” said **Judith Goldiner, Attorney-in-Charge of the Civil Law Reform Unit at The Legal Aid Society**. “From roach infestations, to mildew complaints, and frequent heat and hot water outages, it is truly shameful what these residents – who pay rent – put up with. We demand more funding from all levels of government – Washington, Albany, and City Hall – to ensure that these work orders steadily decline and that NYCHA has the resources to address other similar issues plaguing residents.”

This year, the [Housing Justice For All](#) campaign is seeking \$1 billion from the City for NYCHA, \$2 billion from Albany, and the full \$32 billion that is owed to the Authority from the Federal Government.

Top 10 Developments for Mildew Complaints

Development	Work Orders
EDENWALD	973
BAY VIEW	587
CASTLE HILL	517
POLO GROUNDS TOWERS	482
JUSTICE SONIA SOTOMAYOR HOUSES	443
LINDEN	396
GRANT	393
WAGNER	389
PELHAM PARKWAY	386
POMONOK	370
Total Work Orders	31,837

Days Between Work Order Requested and Work Order Finished

Average	13.02
25 th Percentile	2
Median	4
75 th Percentile	13
90 th Percentile	37

**Calculations are based on the 31050 Work Orders that had Work Requested and Work Finished dates*

Excel Notes: Cases were removed from analysis if they had the Resolution Codes **FAILEDSCHED, **DUPLICATE**, or **CREATEDINERROR** (317 cases).*

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The Legal Aid Society exists for one simple yet powerful reason: to ensure that New Yorkers are not denied their right to equal justice because of poverty. For over 140 years, we have protected, defended, and advocated for those who have struggled in silence for far too long. Every day, in every borough, The Legal Aid Society changes the lives of our clients and helps improve our communities. <https://www.legalaidnyc.org>