INTRODUCTION

Mold and mildew can be found indoors in areas where building materials, like fiberboard or gypsum board (sheet rock), become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding.

Many of these molds and mildews are quite common and have no known health effects. A few species of molds, if present in a large enough quantity, may have the potential to cause adverse health effects in certain susceptible individuals.

The purpose of these guidelines is to establish procedures for addressing mold or mildew reported or observed at a community. Some of the material in these guidelines is taken from guidelines issued by the New York City Department of Health Bureau of Environmental & Occupational Disease Prevention and the Environmental Protection Agency.

If you have any questions, please contact your supervisor.
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PROCESSING A MAINTENANCE SERVICE REQUEST CONCERNING MOLD OR MILDEW

Use the following guidelines when addressing mold or mildew reported or observed at a community.

ACTION STEPS

At the Office

1. Fill out a service request form and in doing so, state where the resident or community personnel believes mold or mildew is present. If a health concern is expressed or property damage is reported, immediately contact your supervisor for further guidance. If the resident has had the mold tested and is willing to provide you with a copy of the results, send a copy of the test results to your supervisor.

2. Treat the service request as a priority.

3. Complete the Mold and Mildew Tracking Log. Maintain the Log in the management office.

At the Location

4. Determine the extent (square feet) of any mold or mildew reported or observed, and check the source of any water infiltration or excessive moisture – interior and exterior.

   A. If a source of water or excessive moisture is found: Stop the leak or cause of excessive moisture and dry all affected areas completely. Consult the procedures for drying out surfaces in the remediation section of these guidelines.

   B. If mold or mildew is found: Clean up the mold or mildew following the Remediation Guidelines (See Section II beginning on page 4) and then proceed to Step #5 below.

   C. If no mold or mildew is found: Proceed to Step #5 below.

5. Inform the resident on the service ticket of the corrective action completed and additional steps to be taken.
**Back at the Office**

6. Any decision to relocate the resident must be approved by your supervisor.

7. Complete the **Mold and Mildew Tracking Log** to reflect what action was taken.

**Within 7 – 10 Days**

8. Send a **Mold and Mildew Resident Follow-up Letter**.

9. Log the follow-up action on the **Mold and Mildew Tracking Log**.

**BE SURE TO COMPLETE EVERY STEP OF THESE GUIDELINES**
I. Inspection Procedures

A. Visual Inspection.

A visual inspection is the most important initial step in identifying a possible mold or mildew problem. Ceiling tiles, gypsum wallboard, cardboard, duct liner, wood, carpet, paper, and other cellulose surfaces should be given careful attention during a visual inspection. The extent of any water damage and mold growth should be evaluated, as this will be important in determining remedial strategies. The use of equipment such as a boroscope, to view spaces in duct work or behind walls, or a moisture meter, to detect moisture in building materials, may be helpful in identifying hidden sources of mold and the extent of water damage. Ventilation systems should also be visually checked, particularly for damp filters.

B. Bulk Sampling.

1. Bulk or surface sampling is not required to undertake remediation. Remediation of visually identified mold should proceed without further evaluation.

2. Bulk or surface samples may need to be collected to identify the type of mold if occupants are experiencing symptoms which may be related to mold exposure or to identify the presence or absence of mold if a visual inspection is inconclusive (e.g., discoloration and staining).

3. Bulk sampling is to proceed only upon the approval of your supervisor.
C. Air Sampling.

1. Air sampling need not be part of a routine assessment. According to various governmental agencies, when the size of the affected area is small or moderate, decisions about appropriate remediation strategies can be made on the basis of a visual inspection.

2. Air sampling may be necessary if the presence of mold is suspected (e.g., musty odors) but cannot be identified by a visual inspection or bulk sampling (e.g., mold growth behind walls). The purpose of such air sampling is to attempt to determine the location and/or extent of the mold.

3. Air sampling may also be useful if there is evidence from a visual inspection or bulk sampling that ventilation systems may contain mold. The purpose of such air sampling is to assess the extent of contamination.

4. If air sampling is conducted, personnel conducting the sampling must be trained in proper air sampling methods.

5. All air sampling is to proceed only upon the approval of your supervisor.

D. Analysis of Environmental Samples

1. The analysis of air or bulk sampling shall be performed by qualified companies or individuals.

II. Remediation

In all situations, the underlying cause of water accumulation must be rectified or the problem may recur. Clean up should be conducted when the affected area is unoccupied. A prompt response, if possible, within 24 to 48 hours, and thorough clean up, drying and/or removal of water damaged materials will prevent or limit mold growth. Consult Table 1 for responding to clean water damage.
General Clean-Up Procedures. These are applicable to the Level I or Level II remediation procedures described below. While cleaning any area that has mold on the surface, follow these procedures:

- Wear rubber or vinyl gloves when handling moldy materials.
- Wear appropriate clothing and shoes, including eye protection, during clean up of the area.
- Turn off all HVAC equipment.
- Exercise caution around any electrical equipment or fixtures.
- Make sure the area is well-ventilated at all times during the removal process. Do not fan an area where mold is present or suspected.
- Read and follow the instructions and safety data sheets (MSDS) of all chemicals used.
- Wipe all surfaces with a non-ammonia soap or detergent in hot water to remove all loose mold.
- Use a stiff brush or cleaning pad on all uneven surfaces with detergent.
- At completion, rinse all surfaces clean with water. Use a wet/dry vacuum if necessary.
- Spray or wipe to disinfect the area with a mildewcide or virucide.
- Never mix ammonia with bleach.
- Let dry overnight.
- Remove and discard all porous or cellulose materials (e.g., wallboard) that appear to have mold on them. Contaminated absorbent material should be sealed in plastic sheets. Tape the plastic sheets closed before removing from the area.
- HEPA vacuum clean the entire work area at completion. (HEPA vacuums are available at The Home Depot or similar hardware/home center type stores).
- Wipe clean all surfaces in the work area at completion of the cleaning and removal process.
- Wash hands thoroughly and HEPA vacuum all clothes during any break and at completion of the clean-up project.

Should you have any questions, contact your supervisor immediately.

Four different levels of remediation, as described below, are to be followed, based on the extent of mold or mildew. Adapt or modify these guidelines to fit your situation and contact your supervisor with any questions.
A. **Level I: Small Isolated Areas (10 sq. ft. or less)**

1. Example: ceiling tiles
   a. Clean-up can be conducted by regular community maintenance staff following the General Clean-Up Procedures outlined above.
   b. Special containment measures are not necessary.

B. **Level II: Larger Isolated Areas (10 – approximately 100 sq. ft)**

1. Example: individual dry wall panels.
   a. Clean-up can be conducted by regular community maintenance staff following the General Clean-Up Procedures outlined above.
   b. The work space must be isolated from adjoining areas. Use plastic sheets and tape to create an isolation enclosure. To further prevent the spread of mold spores, this enclosure may be placed under a negative pressure using a HEPA filtered vacuum.
   c. Wear a tight-fitting N95 particulate respirator or a respirator with a HEPA cartridge during all removal procedures.
   d. Depending on the overall circumstances, relocation of the resident(s) may be required, either on a temporary basis or permanently for cleanup jobs that are Level II or larger. If you have questions regarding the need for relocation, please contact your supervisor.

C. **Level III: Large Scale Remediations (more than 100 sq. ft)**

1. Contact your supervisor for instructions.

D. **Level IV: Remediation of HVAC Systems**

1. Should be directed and performed by a qualified HVAC cleaning company approved by supervisor.
### Table 1: Water Damage – Cleanup and Mold Prevention

*Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth*

<table>
<thead>
<tr>
<th>Water-Damaged Material</th>
<th>Actions</th>
</tr>
</thead>
</table>
| Carpet and backing – dry within 24-48 hours** | • Remove water with water extraction vacuum.  
• Reduce ambient humidity levels with dehumidifier.  
• Accelerate drying process with fans. |
| Ceiling tiles | • Discard and replace. |
| Cellulose insulation | • Discard and replace. |
| Concrete or cinder block surfaces | • Remove water with water extraction vacuum.  
• Accelerate drying process with dehumidifiers, fans, and/or heaters. |
| Fiberglass insulation | • Discard and replace. |
| Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl) | • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.  
• Check to make sure underflooring is dry; dry underflooring if necessary. |
| Non-porous, hard surfaces (Plastics, metals) | • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. |
| Upholstered furniture | • Remove water with water extraction vacuum.  
• Accelerate drying process with dehumidifiers, fans, and/or heaters.  
• May be difficult to completely dry within 48 hours.  
If the piece is valuable, you may wish to consult a restoration/water damage professional who specializes in furniture. |
| Wallboard (Drywall and gypsum board) | • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace.  
• Ventilate the wall cavity, if possible. |
| Window drapes | • Follow laundering or cleaning instructions recommended by the manufacturer. |
| Wood surfaces | • Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying.  
(Use caution when applying heat to hardwood floors.)  
• Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry.  
• Wet paneling should be pried away from wall for drying. |

*The subfloor under the carpet or other flooring material must also be cleaned and dried. See the appropriate section of this table for recommended actions depending on the composition of the subfloor.*
## Mold and Mildew Tracking Log

Community: ____________________________

<table>
<thead>
<tr>
<th>Apt. #</th>
<th>Reported by</th>
<th>Date</th>
<th>Condition Reported</th>
<th>Action Taken</th>
<th>Follow Up Date</th>
<th>Follow Up Action</th>
<th>Resolved (yes/no)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Mr. Jones, Resident</td>
<td>Date</td>
<td>Smells musty</td>
<td>Inspected the apartment, repaired and dried out leak in the bathroom</td>
<td>Date</td>
<td>Sent follow-up letter to resident</td>
<td>YES</td>
</tr>
<tr>
<td>B2</td>
<td>Maintenance</td>
<td>Date</td>
<td>Visible mildew on window sill</td>
<td>Cleaned area with disinfectant</td>
<td>Date</td>
<td>Sent follow-up letter to resident</td>
<td>YES</td>
</tr>
</tbody>
</table>

Fogelman Management  
Mold and Mildew Policies and Procedures  
8
Date: ENTER DATE

To: ENTER RESIDENT(S) NAME

From: ENTER COMMUNITY Manager’s NAME

Re: Follow Up

Apt #_______________

Dear Resident(s),

It has been 7-10 days since we inspected/treated your apartment for mold and mildew. We hope that all of your concerns have been addressed and remedied to your satisfaction.

Please refer to the “TIPS TO PREVENT MOLD AND MILDEW” distributed to you by the management office. It should be very helpful to you in preventing and identifying these types of problems in the future. If you do not have a copy of the “TIPS TO PREVENT MOLD AND MILDEW”, please let us know and we’ll get a copy to you.

If you notice any evidence of additional mold- or mildew-like growth in your apartment, please immediately notify the management office.
TIPS FOR PREVENTING MOLD AND MILDEW

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize mold and mildew build up in your apartment.

You can help minimize mold and mildew growth in your apartment by taking the following actions:

• Open windows frequently when the weather is dry to allow an exchange of air and permit the introduction of sunlight throughout your apartment. It may help if you run the fan on your furnace to circulate fresh air throughout your apartment during these times.

• In damp or rainy weather conditions, keep windows and doors closed.

• If possible, maintain a temperature of between 50º and 80º Fahrenheit within your apartment at all times.

• Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping and use of environmentally safe household cleaners is important to remove household dirt and debris that mold feeds on.

• Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.

• On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and window sills.

• Use any pre-installed bathroom fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.

• Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.

• Limit houseplants to a reasonable number to keep the moisture level in your apartment at a minimum.

• Ensure that your clothes dryer vent is properly connected and clean the lint screen after every use.
• When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.

• If you live in a humid climate, the use of a personal dehumidifier will help regulate humidity levels in your apartment and create a more comfortable environment.

• Thoroughly dry any spills on carpeting.

• Do not overfill closets or storage areas.

• Do not allow damp or moist stacks of clothes or other cloth materials to lay in piles for an extended period of time.

• Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.

• Immediately report to the management office any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold or mildew that reappears despite regular cleaning.

• Immediately report to the management office any failure or malfunction with your heating, ventilation or air-conditioning system. As your lease provides, do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment.

• Immediately report to the management office any inoperable windows or doors.

• Immediately report to the management office any musty odors that you notice in your apartment.
Mold/Mildew Addendum

This Mold and Mildew Addendum (the “Addendum”) dated __________, 20__ is attached to and made a part of the lease dated __________, 20__ (the “Lease”) by and between Fogelman Management Group, as agent for owner of the Apartments (“Lessor”), and ______________________ (“Resident”) for unit number ________ (the “Unit”) in ___________________ Apartments (the “Apartments”).

Resident has inspected the Unit or will inspect the Unit within 5 days of the effective date of the Lease, and – unless Resident reports in writing to Lessor any mold, mildew, or moisture related conditions identified in the Unit during Resident’s inspection – Resident acknowledges that the Unit is free from mold, mildew, or moisture related conditions. Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Unit. Resident also agrees to immediately report to the management office: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident’s property as well as personal injury to Resident and Occupants resulting from Resident’s failure to comply with the terms of this Addendum. Resident agrees to indemnify and hold harmless Lessor for Resident’s failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Lessor shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that is capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident or Residents:
(All Residents must sign here)

________________________
Resident’s Signature

________________________
Resident’s Name

________________________
Resident’s Unit No.

________________________
Resident’s Signature

________________________
Resident’s Name

________________________
Resident’s Unit No.

Fogelman Management

Mold and Mildew Policies and Procedures