

Customer Service = Resolution



Safeguard
Properties

Identifying Mold

Please note-this presentation is only intended to be used as a basic educational tool and is by no means all encompassing. Each property should be treated on a case by case basis and vendors will be held responsible for any errors made.

Mold is never an independent damage, there is always a source

- We must bid mold to our clients as its own line item
- It is important that the source of the mold is **identified, reported** and **bid separately** under its respective category
- The source can be structural, roof, storm, freeze, and/or vandalism to name a few. Each of these damages must also be addressed as an independent line item.

When dealing with mold, we must:

- Stop the source of the water intrusion or dampness
- Address the damages within the allowable or call from site if no allowable
- Prevent additional mold from spreading
- Report the size and location of the mold
- Report the source of the mold

When mold is found, we must take any temporary measures necessary to prevent the mold from spreading while adhering to the client's guidelines.

Example, if an active roof leak is causing damage, we must stop the water immediately if possible and if the client permits. This can mean patching or repairing a roof or tarping if it's the only way to stop the leak.

If a house is frozen, we may thaw it with heaters. Again, we only do this if a client permits.

Leaving mold untreated is a dangerous environment in the house that will continue to worsen and devalue a property.

Failure to identify and remediate mold can lead to significant financial losses for Safeguard. This is why it is so important that vendors are able to properly identify mold, the common causes of this damage and the common methods of repairing it.



Property Condition Report

Property Condition Report

The PCR will help you address and document any mold damage that is found as well as it's

T. Damages: *(Check allowable / work order. If unavailable, call the Bid Desk x2186 for FHA and Cust Serv x2158 for CV, FNM, FMC & VA)*

1. Is there Standing Water Present? Yes No If Yes, Location(s): _____

Source/Cause (select all that apply) Inoperable Sump Pump Ground Water Seepage Sewer backup

Storm Water Roof damage/leak Poor Drainage Missing or damaged gutters/downspouts

Extreme humidity / no air circulation Broken/missing pipes Other: _____

2. Is there Mold Present? Yes No DATE MOLD WAS LOCATED ___/___/___

Location(s) / Description: _____

Source/Cause (select all that apply) Inoperable Sump Pump Ground Water Seepage Sewer backup

Storm Water Roof damage/leak Poor Drainage Missing or damaged gutters/downspouts

Extreme humidity / no air circulation Broken/missing pipes Other: _____

Affected area in sq/ft _____ Eyeball Estimate: \$ _____

Bid to treat/clean mold with 50/50 bleach and water solution. Price: \$ _____

Bid to Kilz. Price: \$ _____

Bid to remove. Price: \$ _____



Property Condition Report

Property Condition Report Section T #2

- If you do not identify the source; you are putting your company at risk and will be held liable if there is further damage.
- Simply stating moisture and bidding a dehumidifier is not acceptable; we need to identify the source. If it cannot be addressed, provide a bid to address the source if it exceeds the allowable.
- If there is evidence of past leaks or mold (discoloration on ceilings, walls, etc.) we need to take much more decisive action than we do today.
- More re-convey's than ever before.



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Identifying Mold

Mold Bid Requirements:

Our clients and the MCM contractor will require measurements to be provided when submitting a bid to remove/clean mold. It is very important that you be specific when providing these bids.

When bidding mold removal, please make sure to include the following:

- A description of exactly what is being completed. Are you just cleaning, applying any type of sealant (kilz), removing or replacing? We need to ensure that REMOVE and REPLACE is an option; vendor web will automatically create a replacement bid when a removal bid is being submitted.
- The # or rooms affected and the area size. Make sure you have clear photos showing not only the mold but where it exists in the property.
- If mold is extensive and will require testing and a certified abatement contractor to remove the mold, please indicate this on your update, providing a good description of the areas affected and an eyeball estimate of the damages.
- Vendors need to thoroughly review bids that they are accepting to validate in Vendor Web. They need to understand if source, location, dimensions, price or method to cure has changed they need to create a new and updated bid with updated documentation to support.

We can eliminate unnecessary calls and trips to the property if this information is provided when bids are submitted. If any of the information above is not included in your update, the order will be left open and we will be requesting the additional information from you.

Photos are always required to support any work being bid or damages reported.

Identifying Mold

Identifying mold starts by looking in the most likely places. (Attics, basements, crawl spaces, in cabinets under sinks)

- Major areas of Concern

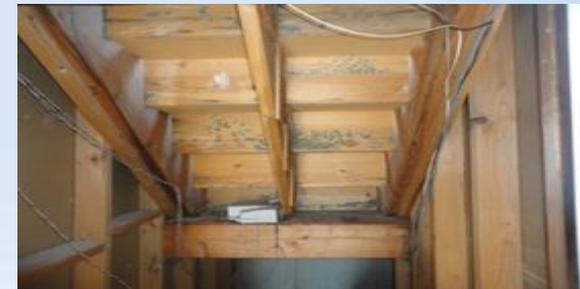
High Areas: Look for signs of moisture.

Roofs, Attics, Dormers, Air Vents, Skylights, and walls that cross roof planes. (Dryers and bathroom fans vented into attics are a big problem)



Identifying Mold Cont.

- Major areas of Concern
 - Low Areas: Check for smells. Crawl spaces, basements, look around venting for moisture and discoloration (Inadequate crawl space venting with high water tables or no vapor barrier)
 - Do not install continuous vapor barriers on the interior side of exterior walls that have high condensation potential (e.g., below-grade exterior walls in most climates and above-grade exterior walls in warm-humid climates).



Identifying Mold Cont.

- Major areas of Concern

Hot Areas: Places where mold is most often found. Plumbing pipes and fixtures, Water heaters, Sinks, Toilets, Dishwashers, Showers, washers and the flooring beneath them. (slow drips)



Identifying Mold Cont.

- Major areas of Concern
Cold Areas: Walls or areas that touch outside walls. Interior corners on exterior walls, areas cooled by air conditioning, ducts that are close to exterior walls or in soffits. (North and East walls in concrete block or poorly insulated homes.)



Identifying Mold Cont.

- Major areas of Concern
Hidden Areas: Look in cabinets, under sinks, closets, behind appliances and behind furniture. (Next step is behind baseboards, under carpet, inspect tack strips, HVAC system and evaporative cooler. Pay close attention to smells)

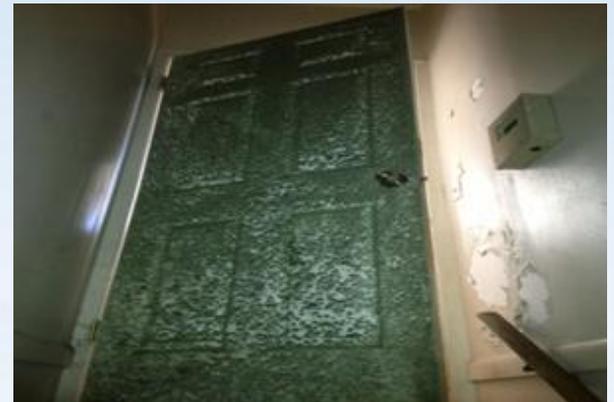


Identifying Mold Cont.

- Major areas of Concern
 - Open Areas: Penetration points, around doors, window, dryer vents, evaporative cooler vents, etc. (Inspect moldings and tack strips for signs of moisture)



- Condensation: Watch for areas where Hot meets Cold. Non insulated ducts in crawl spaces or attics, exterior walls, dryer vents, bathroom vents, and single pain windows. Also, if there was a previous water loss, where did the humidity go?



- Mitigation
 - Mitigation is to "lessen something". In the case of mold, it is the removal of visible bulk contamination and to reduce the chances of further growth. The goal is to slow down the spread of mold by *removing* the source of moisture and the material the spores are colonizing.
 - Even with the proper mitigation practices and **STOPPING THE SOURCE**; if we do not remove the mold it will continue to grow. We need to ensure that we identify the removal of mold and the source in your bids.

Mitigation



Before



After

- Remediation

Remediation is the process of correcting a problem. Mold remediation is the removal of visible bulk contamination as well as non visible contamination or airborne spores. The goal is transform an unhealthy environment back to a healthy, livable environment. This is done in part by using containments, negative air flow, air negative air flow, air scrubbers, HEPA vacuums followed by testing to insure the process was completed correctly.

Remediation



Containment



Negative air/ drying



Testing



This is an example of an incorrect source determination. The mold is not from Humidity/no air circulation but is actually from the sump pump crock overflowing. The correct source selection should have been Inoperable Sump Pump with verification the sump present is operable, replaced if found inoperable and utilities are or are being transferred. Failure to properly identify source as outlined in this example can lead to additional damages and losses to all parties involved.

Remember; Eyeball Estimate is not a bid- it represents the depreciation the damage takes from the property value

Mold Bid

Eyeball Estimate	\$750
Locations	Basement wall
Method of treatment to be used	bleach solutions
Affected area in sq. feet (list all applicable)	275
Source/Cause	Extreme Humidity/no air circulation
Bid to Treat/Clean Mold	\$225.00
Bleach Clean Square Feet	275
Treat/Clean Mold Location	Basement wall
Treat/Clean Mold Description	treat/clean with bleach solutions around sump pump crock; crock overflowed and cause the drywall to get wet and mold
Bid to Remove Mold	\$475.00
Remove Moldy Drywall?	Yes
Remove Moldy Drywall Square Feet	275
Remove Moldy Paneling?	No
Remove Moldy Carpet	No
Remove Moldy Ceiling Tiles	No
<u>Other Work?</u>	No



The below is an example if a correct source determination with all necessary bids outlined.
Remember; Eyeball Estimate is not a bid- it represents the depreciation the damage takes from the property value

Mold Bid

Eyeball Estimate	\$3000
Locations	Bedroom
Method of treatment to be used	Bleach & <u>Kilz</u>
Affected area in sq. feet (list all applicable)	700
<u>Source/Cause</u>	<u>Missing or damaged gutters/downspouts</u>
Bid to Treat/Clean Mold	\$750
Bleach Clean Square Feet	200
Treat/Clean Mold Location	Bedroom wall
<u>Treat/Clean Mold Description</u>	<u>treat/clean & kilz 200 sq ft east bedroom wall;</u> <u>Rain water has run between off the roof, behind</u> <u>The gutter and behind the siding (please see</u> <u>Gutter & siding bids to properly address this</u> <u>Issue)</u>
Bid to Remove Mold	\$0
Remove Moldy Drywall?	No
Remove Moldy Paneling?	No
Remove Moldy Carpet?	No
Remove Moldy Ceiling Tiles?	No
<u>Other Work?</u>	No

Additional bids given to properly address the above described issues are
Bid to repair gutters/downspouts by removing and rehanging the gutter properly and a Bid to securing
the siding against the exterior wall to ensure water intrusion does not continue...