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INTRODUCTION

Molds are a normal presence in both outdoor and indoor air, and are a part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided.

Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are damp or wet. There are many types of mold, and none of them will grow without water or moisture.

Materials within buildings such as carpet, wallpaper, sheetrock, wood moldings, etc. can easily support a growth of mold when they become moist due to water leaks, condensation, or high humidity. Molds may grow and become apparent as visible discoloration of surfaces or through the detection of odors. Although the majority of molds are not dangerous, a small percentage creates dangerous toxins.

The purpose of this O&M Plan is to guide Community Manager and Service Manager in the methods and procedures of:

1. Preventing mold growth through inspections and routine maintenance
2. Remediation and clean-up after mold occurs
3. Communicating with residents
4. Documenting appropriately

The guidance contained in this O&M Plan is based, in part, on the U.S. Environmental Protection Agency's publication, Mold Remediation in Schools and Commercial Buildings, (http://www.epa.gov/iaq/molds).

Please read in full the procedures, forms and related documentation contained in this plan, and contact your Regional Manager and National Service Director with any questions relating to the O&M plan.
GENERAL INFORMATION

Concern about mold in both the residential and occupational setting is escalating. While there are many unanswered questions about potential health effects of mold, property management personnel must:

1. Promptly repair any known conditions involving excessive moisture that could lead to mold growth; and
2. Clean and remove any mold growth when it occurs. In order to accomplish this objective, it is important to establish a partnership with the residents so that conditions that require attention are identified and dealt with promptly.

Prior to move-in, residents at Benchmark communities are informed of their obligation to prevent mold through routine housekeeping, and to report the presence of moisture/mold in their apartment home to the management staff.

As part of the move-in package, a “Tip Sheet on Mold” (see Attachment A) should be provided to the residents as a useful guide to educate them on how they can help to prevent mold growth in their apartment.

In addition, residents may wish to be provided with a publication that has been prepared by a state or federal entity or other groups about mold and indoor air quality in general. They should be directed to the following documents:

- California Department of Health Services: Mold in My Home: What Do I Do?  
  http://www.fvhd.org/documents/Mold in My Home What Do I Do.htm
- Consumer Federation of America (in conjunction with the EPA): How Healthy is the Air in Your Home?  A Room-by-Room Checklist for Your Home's Indoor Air  
  http://www.consumerfed.org/pdfs/healthair.pdf
- U.S. Environmental Protection Agency: A Brief Guide to Mold, Moisture, and Your Home  
  http://www.epa.gov/iaq/molds
TRAINING

There are no specific training requirements currently mandated by state and federal law for workers who may remediate mold as part of their responsibilities. However, Benchmark employees must follow the policies outlined in the company Safety Manual whenever cleaning, removing contaminated items, restoring damaged surfaces, and any other activities in relation to mold.

Ten Things You Should Know About Mold

1. Potential health effects and symptoms associated with mold exposures include allergic reactions, asthma, and other respiratory complaints.
2. There is no practical way to eliminate all molds and mold spores in the indoor environment; the way to control indoor mold growth is to control moisture.
3. If mold is a problem in an apartment, you must clean up the mold and eliminate sources of moisture.
4. Fix the source of the water problem or leak to prevent mold growth.
5. Reduce indoor humidity (to 30-60%) to decrease mold growth by: venting bathrooms, dryers, and other moisture-generating sources to the outside; using air conditioners and de-humidifiers; increasing ventilation; and using exhaust fans whenever cooking, dishwashing, and cleaning.
6. Clean and dry any damp or wet building materials and furnishings within 24-48 hours to prevent mold growth.
7. Clean mold off hard surfaces with water and detergent, and dry completely. Absorbent materials such as ceiling tiles, that are moldy, may need to be replaced.
8. Prevent condensation: Reduce the potential for condensation on cold surfaces (i.e., windows, piping, exterior walls, roof, or floors) by adding insulation, ventilation, or by other means.
9. In areas where there is a perpetual moisture problem, do not install carpeting (i.e., by tubs and shows, by sinks, or on concrete floors with leaks or frequent condensation).
10. Molds can be found almost anywhere; they can grow on virtually any substance, providing moisture is present. There are molds that can grow on wood, paper, carpet, and foods.

Although there are no established Permissible Exposure Levels (PELs) or Threshold Limit Values (TLVs) for mold, as part of the required training under OSHA's Hazard Communication Standard (29CFR 1910.1200), workers must be informed about safe work practices for using various chemicals, including disinfectants, and personal protective equipment, which may be a part of a mold response. Workers who may be involved in cleanup of extensive mold should be supplied with appropriate respirators, which may involve compliance with OSHA's Respiratory Protection Standard (29 CFR 1910.134). Additional information on these regulations is available in the Benchmark Safety manual and the following government websites:

ROUTINE MAINTENANCE
Routine maintenance and turnover activities provide on-site staff with the opportunity to monitor and correct any conditions involving moisture that could lead to the growth of mold. Treatment of mold should be incorporated into general property management activities. Staff should perform an inspection for mold as part of unit turnover inspection. Any visual mold growth should be immediately reported by submitting an Incident Report on the Benchmark Intranet, and then properly remediated.

On-site staff should also be encouraged to monitor the property for signs of moisture, water damage or situations that may lead to conditions favorable for mold growth (e.g., leaking faucets, missing insulation on air-conditioning lines, etc.) when conducting other maintenance activities. Also be aware of situations such as carpet-cleaning techniques, which may leave carpets too damp and run the risk of creating conditions favorable for mold growth.

Inspection
A visual inspection is the first step in identifying the extent of moisture damage, which may create conditions favorable for mold growth. To the maximum extent possible ceiling tiles, gypsum wallboard, cardboard, duct liner, wood, carpet, paper, and other cellulose surfaces should be given careful attention during a visual inspection. Kitchens, bathrooms, windows, and HVAC systems should also be scrutinized.

An earthy or musty odor may also indicate that mold is present. The use of a moisture meter, to measure the saturation in building materials, is useful in evaluating the extent of water damage and determining when the appropriate moisture level has been restored. Under further investigation, it may be necessary to look inside of wall cavities or filter areas to determine the extent of any water damage or mold growth.

Once mold growth is observed, the extent of any damaged area should be evaluated in order to determine appropriate remedial strategies based on EPA guidance. Consult Attachment B for a list of materials and equipment that are needed to deal with water intrusion/mold remediation.

Tips for Maintenance Personnel
In addition to regular maintenance inspections, maintenance personnel should also ensure that maintenance includes the following:

- Conduct regularly scheduled inspections for mold and/or conditions conducive to mold growth as well as at times where certain conditions may require additional inspections, such as heavy rains, freezing weather where water lines might break or particularly hot summer months when air conditioning compressors may be used more frequently.
- Fix leaky plumbing and leaks in the building envelope as soon as possible.
- Clean and dry wet or damp spots within 48 hours.
- Maintain low indoor humidity, below 60% relative humidity (RH), ideally 30-50%, if possible.
- Watch for condensation and wet spots. Fix source(s) of moisture intrusion as soon as possible.
- Prevent moisture due to condensation by increasing surface temperature or reducing the moisture level in air (humidity). To increase surface temperature, insulate or increase air circulation. To reduce the moisture level in air, repair leaks, increase ventilation (if outside air is cold and dry), or dehumidify (if outdoor air is warm and humid).
• Vent moisture-generating appliances, such as dryers, to the outside where possible.
• Inspect dryer vent tubing for cracks or holes where damp air may be escaping into the apartment. Tighten all vent connections.
• Don't let foundations stay wet. Provide drainage and slope the ground away from the foundation.
• Develop maintenance guidelines for all types of equipment, appliances and plumbing implements that may create moisture conditions that could cause mold growth, based on manufacturer's specifications and incorporate these into the O&M plan for the property.

Proper HVAC Maintenance
Improperly cycling HVAC system, or improper use by the residents, can result in conditions of excessive humidity, which could lead to mold growth.

• Ensure proper use of appropriate HVAC settings per manufacturer's recommendations, even when building and/or units are not occupied.
• Keep heating, ventilation, and air conditioning (HVAC) drip pans clean, flowing properly, and unobstructed.
• Ensure that air conditioning coils are cleaned according to manufacturer's recommended schedules.
• Ensure that air filters are being changed and/or cleaned according to manufacturer's recommended schedules.
• Ensure proper refrigerant charge in air conditioning equipment. Over charged or under charged equipment will not remove moisture as efficiently as a balanced system.
• Keep thermostat blower switch in the “Auto” position rather than in the “ON” position; this allows any condensation on the air-conditioning coil to naturally drain down into the drain pan. If the fan be left to run continuously, the moisture that collects on the coil can evaporate as the air flows over the coil thus circulating humidity back into the apartment.
• When attempting to reduce indoor humidity levels, optimal humidity reduction can best be accomplished when the temperature in the apartment is maintained between 72° F to 80° F. Setting the apartment thermostat to a temperature below 72° F can cause an undesirable situation where condensation will occur within the apartment.
• Watch for condensation and wet spots. Fix source(s) of moisture intrusion as soon as possible.
GUIDELINES FOR PROCESSING MAINTENANCE SERVICE REQUESTS

At the Office

1. Enter a High Priority service request in OneSite and note the observations of the resident regarding the presence of conditions that may be favorable to mold growth, or whether the resident believes mold growth is present.
   a. Whenever a health concern is expressed, property damage is reported, or the presence of mold has been confirmed or identified by a Benchmark employee, complete and submit an Incident Report on the Benchmark Intranet.
   b. If the resident has had the mold levels tested, complete and submit an Incident Report on the Benchmark Intranet and then send a copy of the test results to your Regional Manager and National Service Director.

At the Service location

2. Determine the nature and extent of conditions favorable for mold growth, or mold, if any.
3. Determine the source of any water infiltration or excessive moisture - interior and exterior.
4. If a source of water or excessive moisture is found: Stop the leak or cause of excessive moisture and dry all affected areas completely immediately, or within 24 hours of notification. Consult the procedures for drying out surfaces found in Chapter 5, Table 1.
5. Document all area(s) of concern with sufficient digital photos to indicate area(s) of concern...

Back at the Office

6. If no mold is found: Send Resident Follow-up letter (sample found at the end of this chapter) indicating results of investigation.
7. If mold is found:
   a. Complete and submit an Incident Report on the Benchmark Intranet (if not already completed in step 1 above).
   b. Send pictures to your Regional Manager and National Service Director as soon as possible. Photos should also be sent to the email addresses on the submitted Incident Report.
   c. Before determining that the remediation will require the use of outside professionals or that a unit be vacated, consult your Regional Manager and National Service Director for guidance.
   d. Complete the Incident Tracking Log to document all inspections, actions, and corrective measures as they are taken.
8. If it is determined that mold remediation will be completed by Benchmark employees: Clean up the mold following the procedures outlined in Chapter 5, Table 2; and any additional procedures as given by your National Service Director.
9. Use the Resident Follow-up letter(s) to inform the resident of the corrective action completed and additional steps to be taken.
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Item or Condition</th>
<th>Reported By</th>
<th>Action Taken</th>
<th>Follow-Up Needed</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/20/2009</td>
<td>3:20 PM</td>
<td>Resident reported of musty odor in apartment</td>
<td>Resident</td>
<td>Service Request entered into OneSite, Maintenance Team notified by radio</td>
<td>Yes</td>
<td>Maintenance to inspect</td>
</tr>
<tr>
<td>5/20/2009</td>
<td>3:35 PM</td>
<td>Maintenance inspected apt and found 5 sq. ft. area of</td>
<td>Jim Smith (Service Manager)</td>
<td>Digital pictures taken of cabinet, water source, water damaged surfaces</td>
<td>Yes</td>
<td>Complete and Submit Incident Report</td>
</tr>
<tr>
<td>5/20/2009</td>
<td>3:55 PM</td>
<td>Completed Incident Report and submitted along with</td>
<td>Sue Baker (Community</td>
<td>Completed Incident Report and submitted along with digital pictures taken</td>
<td>Yes</td>
<td>Discuss situation with Regional manager and National</td>
</tr>
<tr>
<td></td>
<td></td>
<td>digital pictures taken</td>
<td>Manager)</td>
<td></td>
<td></td>
<td>Service Director</td>
</tr>
<tr>
<td>5/20/2009</td>
<td>4:15 PM</td>
<td>Spoke with Regional Manager and National Service</td>
<td>Sue Baker (Community</td>
<td>Provided instructions to Service Manager; Service Manager to complete</td>
<td>Yes</td>
<td>Complete Repairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Director - Repairs to be made in-house</td>
<td>Manager)</td>
<td>remediation and repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5/20/2009</td>
<td>4:15 PM</td>
<td>Remediation and repairs completed</td>
<td>Jim Smith (Service</td>
<td>Cleaned all surfaces, fixed water leak (small drip), replaced damaged wood</td>
<td>Yes</td>
<td>Follow-up letter to be sent to resident (Project</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Manager)</td>
<td></td>
<td></td>
<td>completed)</td>
</tr>
<tr>
<td>5/20/2009</td>
<td>4:50 PM</td>
<td>Follow-up letter delivered to resident</td>
<td>Jim Smith (Service</td>
<td>Follow-up letter delivered to resident</td>
<td>No</td>
<td>Project complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Manager)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PROCEDURES FOR MOLD REMEDIATION

Once mold is identified, it is essential to identify and correct the underlying source of water intrusion. Otherwise, mold growth will recur. Generally speaking, if mold is either seen or smelled, it should be remediated. Thus, a visual inspection is the first step to assessing a mold service request (See Chapter 3). According to the previously mentioned EPA guidelines, it is not essential to identify the types of mold (i.e., test) to remediate the situation. Under certain circumstances, however, it may be important to have building materials/air tested to determine the type of mold present. Consult with your Regional Manager and National Service Director before proceeding with any testing.

If extensive (i.e., the total surface area of visible mold is greater than 100 square feet or the potential for increased resident or remediator exposure during remediation is estimated to be significant), it is important to consult an experienced professional with specific experience in mold projects to develop a remediation plan.

Sampling and Testing
Sampling and testing are to proceed only upon the approval of your Regional Manager and National Service Director. A reputable Indoor Environmental Quality professional (preferably a Certified Industrial Hygienist) should conduct the sampling. The American Industrial Hygiene Association (AIHA) (www.aiha.org) and the American Society of Cleaning Restorers (ASCR) (www.ascr.org) may provide leads to certified contractors. A lab, accredited by AIHA’s Environmental Microbiological Laboratory Accreditation Program (EMLAP), should perform all testing analysis.

Testing may involve bulk and/or air sampling.

- **Bulk Sampling** involves taking a sample of material and performing laboratory analysis. Sampling and testing are not a prerequisite to remediation.
- **Air sampling** may be utilized if the presence of mold is suspected (e.g., musty odors) but cannot be identified through a visual inspection.
  - Any air sampling must also include and exterior air sample as a baseline sample for the ambient environmental level of mold.
  - If air sampling is conducted, personnel conducting the sampling must be trained in proper air sampling methods.

Remediation
In all situations, the underlying cause of water accumulation must be fixed or the problem may recur. A prompt response (within 24 to 48 hours) and thorough clean up, drying and/or removal of water-damaged materials will prevent or limit mold growth.

EPA has delineated three levels of remediation, based on the total area of material affected by visible mold growth. (See Table 2 at the end of this Chapter.) EPA's guidelines and suggested work practices include the use of Personal Protective Equipment ("PPE") and containment systems based on the total
surface area affected. Adapt or modify these guidelines to fit your situation and contact your Regional Manager and National Service Director with any questions regarding contracting with any outside consultants.

In some circumstances, the property owner/manager may retain an environmental restoration consultant to deal with a water intrusion/mold problem. In other cases, it may be useful to obtain a written protocol prepared by an industrial hygienist or other qualified indoor air quality professional to be used as a guide for on-site staff to follow in conducting the remediation. Under certain circumstances, written confirmation from the contractor which states that remediation has been performed and the property is habitable, should be obtained.
<table>
<thead>
<tr>
<th>Water-Damaged Material</th>
<th>Actions</th>
</tr>
</thead>
</table>
| Books and papers       | * For non-Valuable items, discard books and papers.  
* Photocopy valuable/important items, discard originals.  
* Freeze (in frost-free freezer oriest locker) or freeze-dry. |
| 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 dried away from wall for drying. |

*If mold growth has occurred or materials have been wet for more than 48 hours, consult Table 2 guidelines. Even if materials are dried within 48 hours, mold growth may have occurred. Items may be taxed by professionals if there is doubt. Note that mold growth will not always occur after 48 hours; this is only a guideline.

These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then Personal Protective Equipment and containment are required by OSHA. An experienced professional should be consulted if you and/or your remediation do not have expertise remediation in contaminated water situations. Do not use fans before determining that the water is clean or sanitary.

1 If a particular item(s) has high monetary or sentimental value, you may wish to consult a restoration/water damage specialist.

2 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.
### Table 2: Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water

<table>
<thead>
<tr>
<th>Material or Furnishing Affected</th>
<th>Cleanup Methods*</th>
<th>Personal Protective Equipment</th>
<th>Containment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMALL</strong> – Total Surface Area Affected Less Than 10 square feet (ft²)</td>
<td></td>
<td>Minimum</td>
<td>None required</td>
</tr>
<tr>
<td>Books and papers</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet and backing</td>
<td>1, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concrete or cinder block</td>
<td>1, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hard surface, porous flooring (linoleum, ceramic tile, vinyl)</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-porous, hard surfaces (plastics, metals)</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upholstered furniture &amp; drapes</td>
<td>1, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wallboard (drywall and gypsum board)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood surfaces</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MEDIUM</strong> – Total Surface Area Affected Between 10 and 100 (ft²)</td>
<td></td>
<td>Limited or Full</td>
<td>Use professional judgment, consider potential for remediator exposure and size of contaminated area</td>
</tr>
<tr>
<td>Books and papers</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet and backing</td>
<td>1, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concrete or cinder block</td>
<td>1, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hard surface, porous flooring (linoleum, ceramic tile, vinyl)</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-porous, hard surfaces (plastics, metals)</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upholstered furniture &amp; drapes</td>
<td>1, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wallboard (drywall and gypsum board)</td>
<td>3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood surfaces</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LARGE</strong> – Total Surface Area Affected Greater Than 100 (ft²) or Potential for Increased Occupant or Remediator Exposure During Remediation Estimated to be Significant</td>
<td></td>
<td>Full</td>
<td>Full</td>
</tr>
<tr>
<td>Books and papers</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet and backing</td>
<td>1, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concrete or cinder block</td>
<td>1, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hard surface, porous flooring (linoleum, ceramic tile, vinyl)</td>
<td>1, 2, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-porous, hard surfaces (plastics, metals)</td>
<td>1, 2, 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upholstered furniture &amp; drapes</td>
<td>1, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wallboard (drywall and gypsum board)</td>
<td>3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood surfaces</td>
<td>1, 2, 3, 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Table 2 continued</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Use professional judgment to determine prudent levels of Personal Protective Equipment and containment for each situation, particularly as the remediation site size increases and the potential for exposure and health effects rises. Assess the need for increased Personal Protective Equipment, if, during the remediation, more extensive contamination is encountered than was expected. Consult Table 1 if materials have been wet for less than 48 hours, and mold growth is not apparent.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then the Occupational Safety and Health Administration (OSHA) requires PPE and containment. An experienced professional should be consulted if you and/or your remediators do not have expertise in remediating contaminated water situations.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select method most appropriate to situation. Since mold gradually destroys the things they grow on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert. Please note that these are guidelines; other cleaning methods may be preferred by some professionals.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CLEANUP METHODS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Method 1: Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Method 2: Damp-wipe surfaces with plain water or with water and detergent solution (except wood — use wood floor cleaner); scrub as needed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Method 3: High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Method 4: Discard — remove water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste. HEPA vacuum area after it is dried.</td>
<td></td>
<td></td>
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<td><strong>PERSONAL PROTECTIVE EQUIPMENT (PPE)</strong></td>
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<tr>
<td>Minimum: Gloves, N-95 respirator, goggles/eye protection</td>
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<tr>
<td>Limited: Gloves, N-95 respirator or half-face respirator with HEPA filter, disposable overalls, goggles/eye protection</td>
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<tr>
<td>Full: Gloves, disposable full body clothing, head gear, foot coverings, full-face respirator with HEPA filter</td>
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<td><strong>CONTAINMENT</strong></td>
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<tr>
<td>Limited: Use polyethylene sheeting ceiling to floor around affected area with a slit entry and covering flap; maintain area under negative pressure with HEPA filtered fan unit. Block supply and return air vents within containment area.</td>
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<tr>
<td>Full: Use two layers of fire-retardant polyethylene sheeting with one airlock chamber. Maintain area under negative pressure with HEPA filtered fan exhausted outside of building. Block supply and return air vents within containment area.</td>
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Table developed from literature and remediation documents including *Bioaerosols: Assessment and Control* (American Conference of Governmental Industrial Hygienists, 1999) and *IICRC S500, Standard and Reference Guide for Professional Water Damage Restoration* (Institute of Inspection, Cleaning and Restoration, 1999); see Resources List for more information.
Dear Resident:

A member of our Service Department has inspected your apartment for signs of moisture-related problems per your request. We are pleased to inform you that our inspection is complete and there were no problems or areas of concern apparent during the inspection.

However should you notice any evidence of moisture in your apartment, we ask that you immediately notify us so prompt repairs can be made.

For your reference, attached are useful tips that you may find helpful for preventing moisture related problems in your apartment home.

Sincerely,

Community Manager

Cc: Regional Manager
    National Service Director
    Resident File
Dear Resident:

A member of our Service Department has inspected your apartment for signs of moisture-related problems per your request. We are pleased to inform you that our inspection is complete and all corrective repairs have been finished.

While no additional corrective measures are required in your apartment at this time, we ask that you immediately contact us if you notice any evidence of moisture so we may address promptly.

For your reference, attached are useful tips that you may find helpful for preventing moisture related problems in your apartment home.

Sincerely,

Community Manager

Cc: Regional Manager
    National Service Director
    Resident File
Date

Resident Name
Address

Dear Resident:

We have identified areas of your apartment that appear to have water and/or moisture-related problems that require repair.

Depending on the situation, these repairs could become quite involved and include the removal of sections of sheetrock (drywall), wood moldings, carpeting, padding and/or other components or fixtures.

We apologize for any inconvenience that this will cause, but in order for our employees and any contractors to complete the work we will need unrestricted access to the apartment. For this reason, we are requiring you to vacate the apartment.

A member of the leasing team will contact you today to offer other apartments within our community that are available. The Leasing Consultant will also be able to assist with making arrangements for transferring your utilities.

Again, we apologize for the inconvenience related to these required repairs and hope that we can assist you in making this transfer quickly and as smooth as possible.

Sincerely,

Community Manager

Cc: Regional Manager
    National Service Director
    Resident File
Attachment A - TIP SHEET ON MOLD

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 the potential for conditions that could lead to moisture related problems within your apartment.

< SEE FOLLOWING PAGE >
**Tips for Residents – Preventing Mold and Moisture in Your Home**

Residents can help to prevent moisture related problems from occurring in their apartment homes by taking the following actions:

- Open windows when outside air is cool and dry. Proper ventilation is essential. If it is not possible to open windows, run ceiling fans or portable fans to circulate fresh air throughout your apartment.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 65° and 80° 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 contribute to mold growth.
- 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 windowsills.
- Use the pre-installed bathroom fan or alternative ventilation 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.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- It may be necessary to utilize a dehumidifier when apartment contains numerous plants, fish tanks, or other moisture producing situations.
- Ensure that your clothes dryer is operating properly, and clean the lint screen after every use to allow for proper air flow. Report any leaks in the vent piping to the management office for repair.
- 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 towel and circulate air with a fan.
- Thoroughly dry any spills or pet urine on carpeting, furniture, and any other cloth material.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of cloths or other cloth materials to lie in plies 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 failure or malfunction with your heating, ventilation, air-conditioning system, or laundry equipment.
- 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.
Attachment B – EQUIPMENT LIST

The following equipment is available at most supply stores and is useful to have on site to deal with water intrusion and/or mold remediation.

1. Moisture meter
2. High efficiency particulate air (HEPA) filtered vacuum cleaner
3. Disinfectant or bleach and standard cleaning detergent
4. Wet vacuum
5. Blowers (have on site or know where to rent)
6. Dehumidifiers (have on site or know where to rent)
7. Localized containment bag (2-glove bags)
8. Disposable clothing (1 box)
9. N-95 Disposable Respirators (5 pack)
10. 6-mil disposable bags (1 box)
11. 6-mil Polyethylene sheeting (2 rolls)
12. Yellow caution tape (3 rolls)
13. Plastic spray cleaning bottles
14. Disposable scrub brush, sponges, and cloths
15. Disposable shoe covers