



How to properly report, treat and
prevent mold and mildew...

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What is the difference between mold and mildew?

Mold and **mildew** are both types of fungi; typically mold is black or green and mildew is gray or white. Mold typically grows on food whereas mildew on damp surfaces like bathroom walls, leather or fabrics. Mold grows in the form of multicellular filaments or hyphae, while mildew has flat growth. Mildew is often referred to a kind of mold or mold in its early stages, and is classified as powdery.



Mold vs. Mildew

Mildew

- Mildew is a specific kind of mold, usually with a flat growth habit
- Mildew could be downy or powdery; Downy mildew starts as yellow spots that first become brighter in appearance then the color changes to brown
- Powdery mildew is whitish in color, and that slowly turns yellowish brown, then black.

Mold

- Mold is a fungi that contains multiple identical nuclei. It grows in the form of a fuzzy appearance.
- Colors of mold can be orange, green, brown, pink or purple.
- It can be found in several forms and shapes.

So, your resident thinks they have mold?

- Once reported, follow these steps...
 - Take a photograph of the suspected mold/mildew and surrounding area. Pictures should be from up close and far away.
 - Take a photograph of the thermostat and its current temperature.
 - If the resident has any type of dehumidifier or other ventilation devices in the home, take a picture of that as well. Check to see whether it is **ON or OFF**.
 - Take pictures of the windows in the unit and the blinds.
 - Take a picture and make a note of the overall condition of the unit.

Mold/Mildew is caused by **MOISTURE...**

- Determine and identify the source of the excessive moisture and correct.
- Causes can be:
 - High humidity of 55% or higher.
 - Excess condensation.
 - Leaky pipes.
 - Water intrusion through walls/windows
 - Roof leaks.

Let's report it...

- Prepare your report with the following information on it:
 - Housekeeping of the unit. Is the tenant maintaining an environment which would breed mold or mildew?
 - How many people are living in the unit?
 - What are the current weather conditions?
 - What is the temperature in the unit at the time of your report?
 - What is the outside temperature?
 - Does the resident have a dehumidifier? Is it working properly?

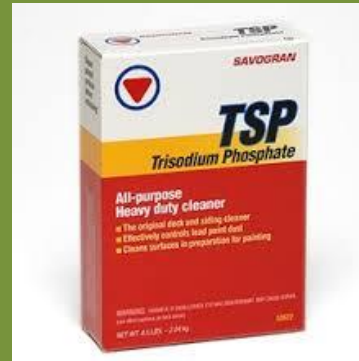
Let's clean it...

- Before you clean a mold or mildew area or surface, you should have the following:
 - Personal protective equipment.
 - Rubber gloves
 - Dust mask
 - Respirator (if excessive mold)



Suggested Cleaning Products...

- Vinegar and Water: 50/50...this will help neutralize the odors.
- Concentrated citrus based cleaners like Citra-Solve: will also neutralize the odors.
- Bleach and Water: 1 cup bleach to every 1 gallon of water.
- TSP (Trisodium Phosphate): 1 teaspoon per gallon can be mixed with the bleach/water solution above.



The Cleaning Process...

- Apply the mold cleaner to the surface area and allow to sit for 10-15 minutes.
- Wipe the mold away that has now been submerged in the cleaning solution.
- Apply the cleaning solution a second time (even if it appears the mold is gone) and wipe down surface area again.
- **DO NOT SCRAPE MOLD OR MILDEW**

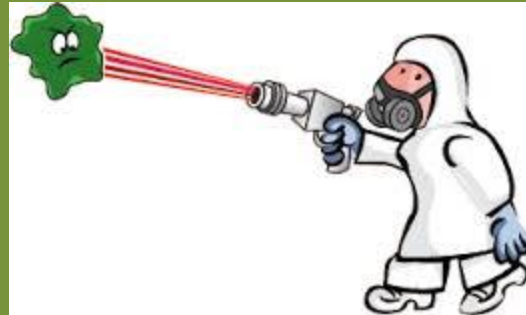
The Remediation Process...

- Prime the newly cleaned area:
 - Prime with an oil based Kilz.
 - Paint with an oil based paint.
 - Clean up after yourself.
 - Record and document every step of the cleaning process, to be retained in the resident file, just as if you were completing a simple service request.

A 'MAINTENANCE REQUEST' form. The form is titled 'MAINTENANCE REQUEST' in red and black text, with the number '2305' below it. It contains several fields for information such as 'BUILDING', 'NAME', 'PHONE #', 'ASSIGNED TO', 'DATE REPORTED', 'TIME STARTED', 'DATE COMPLETED', 'ASSIGNED BY', 'ENTER YIELD NO.', 'TIME', 'TIME COMPLETED', and 'HRS'. There is a section for 'SERVICE PERSON COMMENTS' and a 'NOTE TO RESIDENT' section. At the bottom, it says 'RECORDED BY' and 'DATE'.

Follow Up...

- Be sure and follow up with your resident, 24-48 hours after the remediation has been completed.
- Give your resident helpful hints to combat the possibility of a reoccurrence.
 - Temperature management.
 - Moisture Prevention.
 - Keep an over-the-counter mildew remover at home.



Thank You!

