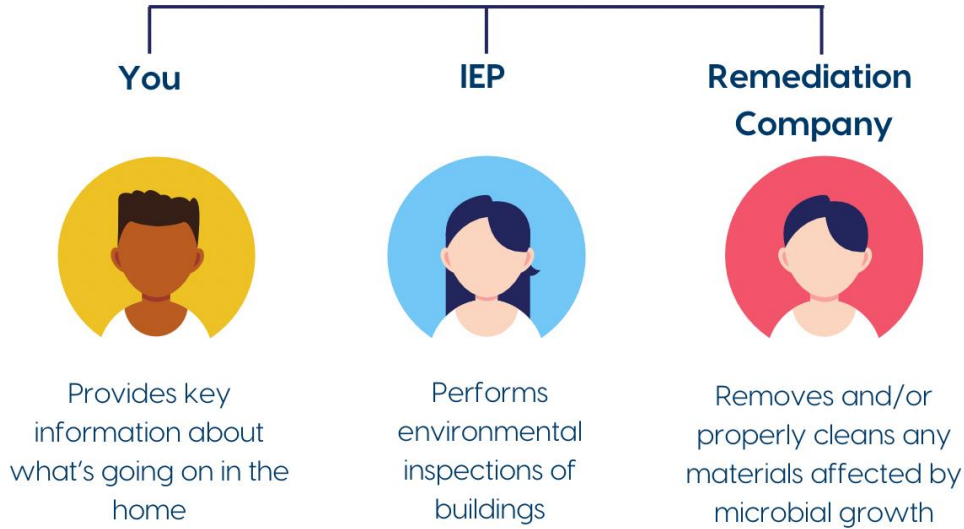


THREE KEY PEOPLE IN YOUR REMEDIATION PROJECT

By Kendra Seymour, NCMP, NCRSI



The Homeowner or Occupant (You):

- Provides key insight into the history of the home or building.
- Provides key insight into the health and symptoms of people in the home or building.
- Is ultimately the one who has the most to gain or lose from the situation (physically, financially, and emotionally).

An Indoor Environmental Professional (IEP):

- Is specifically trained to find sources of water intrusion, mold, and other indoor pollutants.
- Investigates your entire home using a variety of tools and tests. This is a multi-hour, multi-pronged investigation.
- Understands that mold is often hidden. Remember, just because you may not see or smell mold, doesn't mean it's not there!
- Understands that air is always changing, and that only using air samples to test a home will not provide enough data to write a proper remediation plan.
- Provides the remediation plan in writing for your remediation company to follow. At a minimum, the plan should follow the standards laid out by the [ANSI/IICRC S520](#).
- Understands that effective remediation not only takes the areas directly impacted by mold and water damage into account, but considers how those areas may have cross-contaminated surrounding areas, furniture, personal items, HVAC systems, and ductwork.
- Ensures that the practices and procedures used are what is best for YOU, not what is fastest, cheapest, or easiest for the mold remediation company.
- Performs post-remediation verification (clearance testing) after remediation is completed, but before containment is removed, to ensure the plan was followed properly and that the expected goal has been achieved.

A Remediation Company:

- Is knowledgeable about the standards laid out by the [ANSI/IICRC S520](#) and can perform remediation accordingly.
- Uses the recommendations from the IEP, creates a contract that matches those recommendations, and clearly defines and guarantees the outcome of the work performed.
- Focuses on the removal of mold (not “killing” of mold) and does not rely on things like harsh chemicals, encapsulants, or fogs as the sole method of remediation. For example, fogging may be useful in cleaning, and encapsulation may be useful in prevention; however, neither on its own should count as remediation.
- Understands how to work with those who are sick, immunocompromised, or sensitive to mold and other indoor pollutants.
- Has written in their contract that if they fail the post-remediation verification, they will come back to reclean or remediate the issues at no additional cost to you, the client.

Honorable mention: A knowledgeable health care practitioner can play a key role in this process.

Important Note: Unfortunately, the requirements, qualifications, and skill sets vary greatly in these professions. Do not assume that because a person is an IEP or a mold remediator that they are bound by certain requirements, standards, laws, or operating procedures. You must thoroughly vet anyone you hire.

ALERT: IT MAY BE A CONFLICT OF INTEREST!

Conflict of Interest #1: The company conducting the initial inspection of your home should be different than the company performing the remediation. Otherwise, it’s a potential conflict of interest and is even illegal in some states!

Conflict of Interest #2: Do not let the company that performs remediation also conduct the post-remediation verification (PRV), also known as clearance testing, because it’s a potential conflict of interest!

For step-by-step support navigating the inspection and remediation process, visit our **“Start Here”** tab at ChangeTheAirFoundation.org

Additional Resources

- “The 5 Signs of Water Damage”
- “Moisture Basics”
- “Checklist: Where to Look for Moisture & Mold”
- “Questions to Ask When Hiring an IEP”
- “Mold Remediation at a Glance”
- “Mold Remediation Contracts”
- “A Guide to Testing Your Home for Mold & Water Damage”
- “Questions to Ask When Hiring a Remediation Company”
- “HVAC & Duct Cleaning Basics”