

# LINCOLN MILITARY HOUSING

*Every Mission Begins at Home®*

## **Guidelines for Prevention and Treatment of Moisture/Mold in Residential Housing**

It is our goal to maintain a quality living environment for our residents, including addressing any water and/or mold-related issues when they occur. To help achieve this goal, it is important for all residents to understand and follow these Guidelines. These Guidelines serve as a supplement to the Mold Addendum that is part of your Lease Agreement. You should regularly review and follow the requirements of that Addendum.

**PREVENTING WATER AND MOLD-RELATED ISSUES BEGINS WITH YOU.** Molds are microscopic organisms that are naturally present nearly everywhere, including both indoor and outdoor environments. Molds reproduce by microscopic spores, which can spread through the air and are commonly carried into buildings through open windows and doors, on clothing and through other means. Molds can grow on many types of materials, including materials inside your home, as long as moisture and air are present. It is impossible to eliminate all mold and mold spores inside buildings. However, excessive mold growth can be controlled by using good housekeeping practices and by taking prompt action to control moisture in your home. To minimize the potential for water damage and mold growth, all residents must observe the following guidelines:

☑ **Keep your home clean and dry.** Residents are responsible for using good housekeeping measures, including regular cleaning to remove dirt and debris that can allow mold to grow. Cleanliness is particularly important in areas where you may find excess moisture, such as in the kitchen, laundry, and bathrooms. Clean up spills and moisture accumulation from floors, windows, and other surfaces. Use ventilation fans in kitchens and bathrooms and clean up excess water/spills after occupants, especially children, shower or bathe. Note that it may be difficult to keep mold from growing on places that are often damp. If mold reappears in the bathroom after cleaning, EPA recommends running a fan or opening a window and cleaning more frequently to keep mold to a minimum. Keep storage areas, closets, and living areas uncluttered so that air can circulate. Only washable items should be stored and promptly clean and dry fabrics that get wet. Do not hang wet laundry indoors.

☑ **Immediately notify us about any signs of water leaks, moisture accumulation or mold growth in your home.** Immediately notify us of any water intrusion problems such as overflows from toilets or bathtubs, appliance leaks, and roof leaks. Be particularly attentive for any leaks or overflows from washing machine hoses and discharge lines, refrigerator or air conditioning drip pans, or from clogged condensation lines – especially if a leak or overflow is large enough for water to wet nearby floors or walls. Musty odors and peeling wall coverings or paint may also be signs of excess moisture and mold growth.

☑ **Immediately notify us about air conditioning or heating system or appliance problems.** Humidity trapped in your home may encourage mold growth. Notify us if your air conditioning/heating system is not working properly or if you notice condensation on windows or on air supply vents. Use a humidifier in humid months or open windows on days when the outdoor weather is dry (i.e., humidity below 50 percent) to help remove excess moisture from your home. Be sure to close windows before leaving your home and at night for precautionary measures. Regularly clean and replace filters with pleated one-inch filters, instead of coarse filters.

☑ **Clean small areas of mold from hard surfaces.** If small areas of mold occur on hard non-porous surfaces (such as in shower/tub enclosures, on bathroom and kitchen tile and countertops, and on vinyl flooring, metal, or plastic), the U.S. Environmental Protection Agency (EPA) recommends that you clean these types of surfaces with water and detergent, dry the cleaned surfaces, and then apply a pre-mixed, spray-on-type household mold/mildew cleaner, such as Lysol Disinfectant, Tilex Mildew Remover or Clorox Cleanup. Be sure to follow all instructions on the product label. Never mix ammonia and bleach, as this can create a hazardous condition. You should notify us if routine cleaning does not remove the mold or if mold growth continues to re-occur after cleaning.

**Do not try to clean larger areas of mold or mold from softer surfaces.** You should not try to clean mold from softer or porous surfaces (such as wood trim and sheetrock walls and ceilings), and you should not try to clean larger areas (more than 10 square feet) of mold on any type of surface. Instead, you should notify us immediately about these conditions, and we will investigate and take appropriate action for you.

☒ **Notify us of water or mold-related problems.** Report water and mold-related issues in accordance with these Guidelines by going online at [www.lincolnservicetrack.com](http://www.lincolnservicetrack.com) or by calling Lincoln At Your Service at 1-888-578-4141.

**WHAT TO EXPECT WHEN YOU NOTIFY US OF A WATER OR MOLD-RELATED ISSUE.** When you notify us about a potential water or mold-related issue, a maintenance technician will perform a visual inspection of the living spaces in your home for signs of water leaks, excess moisture/condensation and visible mold growth. The inspection will consist of a visual inspection of the interior, air conditioned portions of the home. The purpose of this inspection is to assess the likely source of any water accumulation and the extent of water damage or mold growth so that we can take appropriate action. This inspection typically will not include unoccupied areas of your home, such as crawlspaces, attics, wall and ceiling cavities, exteriors of buildings, and unoccupied enclosures, such as exterior mechanical rooms. It may be necessary to inspect these parts of a building only if an inspection of the living spaces reveals a source of water leaks coming from the unoccupied part of the building.

**What will happen if water problems are identified?** If water problems are identified, maintenance personnel will repair any leaks that are found, and the wet materials (such as sheetrock, wood trim, or vinyl flooring) will be dried or removed. If the source of water is from spills or inadequate cleaning or ventilation, we may recommend that you take additional measures to properly control moisture in your home.

**What will happen if mold growth is identified?** If mold growth is identified, we will determine the appropriate action to take based on the type of materials involved and the extent of the mold growth. Maintenance personnel will generally clean/remove all mold affected materials, except when there is more than 30 square feet of visible mold. In such cases, a third-party mold remediation contractor will be used to assess the problem and perform all necessary remediation work consistent with applicable guidelines.

**How will maintenance personnel address mold growth?** Per current government and industry standards and guidelines, maintenance personnel will clean mold from hard/non-porous surfaces (such as vinyl, tile, metal, plastic, etc.) by scrubbing them with detergent and water or a household mold/mildew cleaner. After the cleaned areas are dry, they can be re-painted as necessary. If there is mold growth on soft or porous materials (such as sheetrock and wood trim), the affected material typically will be removed and replaced and the repaired area will be re-finished or re-painted as necessary. You may also be given instructions to follow during these activities, such as the instruction to remain out of designated work areas during cleaning or remediation work. These instructions are mandatory and are provided for the safety of both workers and occupants.

**When will mold testing or sampling be performed?** We will perform mold testing or sampling when it is deemed necessary by qualified third-party mold inspectors. Per EPA's guidelines, mold testing or sampling is usually not necessary if mold is present. This is because there are no current governmental limits or standards for acceptable levels of mold or mold spores. The appropriate steps are to stop any source of water intrusion and clean or remove the mold growth.

**What will we do after repairs are completed?** After a water or mold-related repair is completed, we will follow-up to confirm that the source of water or mold growth does not re-occur.

**PROHIBITION ON MAKING ALTERATIONS AND/OR IMPROVEMENTS IN OR ABOUT PREMISES.** Consistent with Paragraph 13 of your Lease, you are prohibited from damaging or making any alterations and/or improvements to

your home, including removing or lifting flooring or trim, taking destructive samples, and making holes in the walls or ceiling. We will not be responsible for the cost of any damages you cause or alterations you make. We reserve the right to charge you for restoring your home to the condition it was in prior to any alterations and/or improvements. In addition, pursuant to Paragraph 30 of your Lease, if damage occurs to your home as a result of your actions, we reserve the right to terminate your Lease.

**RESIDENT COMPLIANCE WITH THESE GUIDELINES.** Complying with these guidelines will help minimize and properly address water damage and mold growth in your home. **IF YOU FAIL TO COMPLY WITH THESE GUIDELINES OR WITH SAFETY INSTRUCTIONS**, you can be held responsible for any damages that result and your lease may be terminated. As the occupant, you are in the best position to identify and report water leaks, excess moisture, and mold growth in your home. You acknowledge that it is your responsibility to comply with the Mold Addendum and these Guidelines and report any water leaks, excess moisture and mold growth conditions in accordance with these rules by going online at [www.lincolnservicetrack.com](http://www.lincolnservicetrack.com) or by calling Lincoln At Your Service at 1-888-578-4141.