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# MOLD & MOISTURE POLICY & PROCEDURE

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DOCUMENT NO.	REVISION NO.	EFFECTIVE DATE
P&P #400	1	1/1/2025

*“Have Another Day Tomorrow - By Being Safe Today!”*

## **1.0 Safety Commitment Statement – RPM Absolute**

*At Real Property Management Absolute, our highest priority is the safety and well-being of everyone who interacts with our properties — including tenants, owners, contractors, vendors, visitors, neighbors, and the general public.*

We are committed to maintaining safe, healthy, and habitable homes, and we take all environmental, structural, and maintenance concerns seriously. When issues arise that could impact health or safety — such as mold, water intrusion, electrical hazards, or structural damage — we act promptly, transparently, and in accordance with industry best practices and applicable regulations.

Our approach emphasizes:

- **Proactive prevention** through routine inspections and maintenance
- **Rapid response** when safety concerns are reported
- **Use of qualified, licensed professionals** for specialized work
- **Clear communication** with tenants and owners
- **Documented procedures** that ensure consistency and accountability

This commitment guides every decision we make and reflects our responsibility to protect both the people who live in our homes and the long-term value of the properties we manage.

## **2.0 Introduction:**

This Policy & Procedure document is required when an asbestos inspection reveals the presence of friable asbestos-containing material (ACM) in a building, and the ACM is in good condition. Although the plan may be appropriate and sufficient for managing asbestos in place and assuring compliance with construction and exposure regulations, in some cases the Plan is not enough, and abatement will be necessary.

## **3.0 Purpose:**

This policy explains how RPM Absolute, it’s employees, it’s vendors, tenants, or other

occupants handle mold and mildew issues in properties we manage or are responsible for, what owners can expect in terms of cost, and how responsibilities are divided between management, tenants, and ownership. Our goal is to protect the tenants, the asset, maintain habitability, and prevent small moisture issues from becoming expensive repairs.

The primary objective of this O&M plan is to control building occupant and employee exposure to asbestos fibers. In addition, the procedures in this plan attempt to minimize any potential hazard posed by ACM/presumed ACM (PACM) during cleaning, maintenance, and general operation activities.

This plan applies to employees, tenants, other building occupants, and contractors.

**4.0 Scope:**

This policy covers all aspects of dealing with asbestos, including handling, record keeping, managing, etc. This is one of multiple policies that make up the company Safety Program.

**5.0 Reasons for this Revision**

Change		Item # on previous revision	Item # on this revision
1	Initial Release	N/A	All
2			
3			
4			
5			
6			
7			
8			

**6.0 Definitions:**

6.1 RPMA is short for “Real Property Management Absolute” and is used to save space

6.2 The words “The Company” will refer to Real Property Management Absolute

6.3 Asbestos. Includes chrysotile, amosite, crocidolite, tremolite asbestos, anthophyllite asbestos, actinolite asbestos, and any of these minerals that have been chemically treated or altered.

6.4 Asbestos Containing Material (ACM). Any material or product that contains more than 1% asbestos.

6.5 Category I Non-friable ACM. Material such as packing, gaskets, resilient floor covering, and asphalt roofing products contain more than 1% asbestos.

6.6 Category II Non-friable ACM. Any material containing more than 1% asbestos that is not a category I non-friable ACM, and that, when dry, cannot be crumbled, pulverized, or reduced to powder by hand pressure. Category II ACM includes, but is not limited to:

6.6.1 Asbestos cement siding and shingles,

6.6.2 Transited panel boards, and

6.6.3 Asbestos cement pipe (asbestos cement pipe may not be limited to buildings).

6.7 Friable ACM. Any material containing more than 1% asbestos that, when dry, may be crumbled, pulverized, or reduced to powder by hand pressure.

6.8 High-Efficiency Particulate Air (HEPA) Filter. A filter capable of trapping and retaining at least 99.97% of monodispersed particles of 0.3 micrometers or larger in diameter.

6.9 Presumed Asbestos Containing Material (PACM). Thermal System Insulation (TSI) and surfacing material found in buildings constructed before 1981 and floor tile installed in buildings through 1981 may contain asbestos. However, it is unlikely that some flooring installed after 1981 may contain asbestos. Until sampling demonstrates that the material has 1% or less asbestos, we consider these materials PACM.

6.10 Regulated Asbestos Containing Material (RACM). RACM includes:

6.10.1 Friable asbestos material;

6.10.2 Category I non-friable ACM that has become friable, or has been subjected to sanding, grinding, cutting, or abrading; and

6.10.3 Category II non-friable ACM that has a high probability of becoming crumbled, pulverized, or reduced to powder during demolition or renovation operations.

6.11 Vinyl Asbestos Floor Tile. When vinyl floor tile, and in some cases its mastic, contains more than 1% asbestos, it must be handled as ACM.

**7.0 Distribution**

7.1 The table below defines the distribution for this policy and ALL other Safety related policies contained in the Safety Policy Manual

	<b>RPMA Master Safety Policy &amp; Procedure Binder</b>	<b>Employee File</b>	<b>Every Employee</b>	<b>File Server under R:\RPMA\Corporate Info\Policies\</b>
Printed Master copy of Policy	X			
Digital copies				X
Signed Signature Pages		X		
Copy of Policy online	N/A	N/A	N/A	N/A

**8.0 Responsibility:**

8.1 As an employee it is your responsibility to know and operate in compliance with all federal state laws and regulations, to report unsafe conditions, work smart, and safe.

8.2 As an employee it is your responsibility to report unsafe conditions, work smart, and safely carry out your duties.

8.3 The table below represents the Maintenance Responsibilities for this policy & all other Safety related policies contained in the Safety Policy Manual:

<b>ROLE(S):</b>	<b>Author of Policy &amp; revisions</b>	<b>Filing &amp; Record keeping of Masters</b>	<b>Filing of signature pages in employee files</b>	<b>Read &amp; Sign Signature page</b>
President	X	X		
Vice President			X	
Safety Coordinator				

Safety Committee				
All Employees				X

### 8.4 General Safety Responsibilities

ROLE(S):	Report Unsafe Conditions	Discipline	Perform & Manage Training Program	Attend Safety Training	Maintain proper Records	Develop & Manage Safety Program	Coordinate Safety Inspections
President		X	X	X	X	X	X
Vice President		X		X	X		X
Safety Coordinator							
Safety Committee							
All Employees	X			X	X		

## 9.0 Health & Safety

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This commitment guides every decision we make and reflects our responsibility to protect both the people who live in our homes and the long-term value of the properties we manage.

While mold can be a concern, most household mold is manageable when moisture is controlled. Management will take all reasonable steps to maintain a safe environment, and tenants are encouraged to report concerns early so issues can be addressed promptly.

## 10.0 Routine Maintenance & Inspections:

10.1 Management will:

- 10.1.1 Conduct periodic inspections of bathrooms, kitchens, basements, and other moisture-prone areas.
- 10.1.2 Ensure ventilation systems (bath fans, range hoods) are functional and properly vented.
- 10.1.3 Address leaks, water intrusion, or moisture issues promptly once reported.

10.2 Response to Mildew/Mold Reports

- 10.2.1 Upon receiving a report of mold or mildew, management will:
  - 10.2.1.1 Inspect the affected area as soon as reasonably possible.
  - 10.2.1.2 Identify and correct the underlying moisture source (leak, ventilation failure, etc.).
  - 10.2.1.3 Determine whether the issue requires professional mold remediation.
  - 10.2.1.4 Communicate clearly with tenants regarding next steps, timelines, and access needs.

### 10.3 Professional Remediation

- 10.3.1 Management will hire licensed professionals when:
  - 10.3.1.1 Mold is widespread or recurring
  - 10.3.1.2 Mold is present on drywall, ceilings, framing, or structural materials
  - 10.3.1.3 Moisture source is unknown or complex
  - 10.3.1.4 Remediation requires containment or specialized equipment
- 10.3.2 Management will coordinate repairs, repainting, and ventilation improvements after remediation.

## 11.0 Tenant Responsibilities

- 11.1 Failure by tenants to report moisture issues, maintain reasonable cleanliness, or use ventilation may result in charges for damage caused by neglect. Management will always evaluate situations fairly and based on documented conditions
- 11.2 Daily Prevention - Tenants are expected to:
  - 11.2.1 Use bathroom exhaust fans during and after showers.
  - 11.2.2 Keep windows closed during rain and snow.
  - 11.2.3 Avoid blocking airflow around vents and returns.
  - 11.2.4 Clean minor surface mildew on grout, caulking, or tile as part of routine housekeeping.
  - 11.2.5 Maintain reasonable indoor humidity (avoid excessive humidifier use, unvented dryers, etc.)
- 11.3 Reporting Requirements - Tenants must promptly report:
  - 11.3.1 Leaks, drips, or plumbing issues
  - 11.3.2 Non-functioning bathroom fans
  - 11.3.3 Water stains, bubbling paint, or soft drywall
  - 11.3.4 Visible mold growth beyond normal bathroom mildew
  - 11.3.5 Prompt reporting helps prevent damage and ensures timely remediation.
- 11.4 Tenants must provide reasonable access for inspections, remediation, and repairs. Management will provide advance notice except in emergencies involving active water intrusion or safety concerns.
- 11.5 Temporary Relocation
  - 11.5.1 Temporary relocation (e.g., hotel stay) may be offered **only when necessary**, such as:
    - 11.5.2 The bathroom becomes fully unusable
    - 11.5.3 Remediation requires full containment blocking access
    - 11.5.4 A licensed professional advises temporary relocation

- 11.5.5 Tenants may remain in the unit if the affected area is isolated and essential services remain usable.

## **12.0 Real Property Management Responsibilities**

We will:

- 12.1 Inspect reported mold issues promptly
- 12.2 Identify the moisture source
- 12.3 Recommend appropriate remediation
- 12.4 Coordinate licensed professionals
- 12.5 Communicate with tenants and minimize disruption
- 12.6 Document all findings with photos and notes
- 12.7 Ensure repairs are completed to prevent recurrence
- 12.8 Our goal is to protect your property and reduce long-term costs.

## **13.0 Owner Responsibilities**

### 13.1 Structural & Mechanical Issues

- 13.1.1 Owners are financially responsible for:
- 13.1.1.1 Roof leaks, plumbing leaks, and water intrusion
  - 13.1.1.2 Failing or improperly vented bathroom fans
  - 13.1.1.3 Window or exterior envelope failures
  - 13.1.1.4 Any moisture source that contributes to mold growth

These items fall under property condition and habitability and must be corrected promptly once identified.

### 13.2 Remediation & Repairs

When mold exceeds normal bathroom mildew or involves drywall, framing, ceilings, or structural materials, owners are financially responsible for:

- 13.2.1 Hiring licensed mold remediation professionals
- 13.2.2 Replacing damaged drywall, trim, doors, or insulation
- 13.2.3 Repainting with mold-resistant primer/paint
- 13.2.4 Upgrading or replacing ventilation systems
- 13.2.5 RPM Absolute will coordinate all work on your behalf.

### 13.3 What Insurance May Cover

13.3.1 Insurance may cover mold if caused by a sudden event (burst pipe, storm damage).

13.3.2 Insurance typically does not cover mold caused by:

- 13.3.2.1 Long-term humidity
- 13.3.2.2 Poor ventilation
- 13.3.2.3 Deferred maintenance

### 13.3.3 RPM Absolute can help document conditions for potential claims

## 14.0 Documentation

Management will document:

- Tenant reports under AppFolio Work Orders
- Inspection findings under AppFolio Unit page Inspection Reports
- Photos of affected areas under AppFolio Unit page Inspection Reports and/or AppFolio Work Orders
- Contractor recommendations under AppFolio Work Orders
- Completed repairs and remediation under AppFolio Work Orders

This ensures transparency and protects all parties.

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## SIGNATURE PAGE

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**15.0 Signature Page:**

15.1 Sign below and return this page to management for filing in your employee file

15.2 Maintain your copy of the policy for your records

I understand it is my responsibility to follow all safety policies and procedures and that violation of these safety policies & procedures could endanger myself or others, and could result in disciplinary action up to and including termination.

I acknowledge that I have read, understand, and agree to this policy and procedure.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date signed