

Standard Operating Procedure: CS002

Title: Residential Mold Remediation

Updated: 02/15/2024

The following procedure shall be used by FM Custodial Services and Housing when responding to a report of mold in a residential building.

FM Custodial Services Response

- Mold reports will be submitted by the resident through the work order system (Star Rez) or called/emailed directly to Housing. Those emailed/called in would trigger a work order.
- Work orders from Star Rez will trigger work orders in FacilitiesLink (FL). FL work orders will be assigned to a FM Housing Custodial Lead to investigate.
- The Custodial Lead will coordinate with the resident to schedule a time to meet them at the location and the Res Life Coordinator on duty (RLC) will be present.
- The Custodial Lead will track their time on the FL-WO and attach pictures to the WO and assess the situation. Answers to the following questions will be noted in a checklist in the work order. Note that Custodial Leads will be trained by EHS to do the following assessments:
 - Is there really mold?
 - Does this look to be a case where the mold was caused by poor housekeeping by the resident?
 - Does this look to be a case where the mold was caused by a building maintenance issue?
 - Is the mold substantial enough to trigger a health concern and thus an EH&S response?
 - Is the mold substantial enough to trigger Custodial response?
- **In all cases** where there is mold, the Custodial Lead will give the resident the EHS handout with tips about how to keep your residence mold-free. This is a starting point for all responses. Please note that all conversations about next steps should be had outside of the resident's earshot, especially when there is not consensus regarding the source of the mold or who is responsible.
- **In most instances** where there is mold, the mold will be manageable by the resident. In these cases, the Custodial Lead will also supply the resident with rags, gloves, and a household-sized bottle of cleaner from the custodial base. (Note: The custodian will then order another bottle to replace the one from the custodial base.)
- If the mold is substantial enough to trigger EH&S, the Custodial Lead will advise the resident of the situation and contact Housing Leadership with details. Housing will work with EH&S to

respond before any cleaning has occurred. After EH&S assess the situation, Custodial services may be called back in to clean the area.

- **In the rare instance** that the mold is caused by a maintenance issue and/or is substantial enough to trigger a Custodial response, the lead will schedule a time for Custodial Services to complete this job within 24 hours from the assessment.
- The Custodial Lead will report all findings during this initial visit as comments in the Work Order, and copy/paste these comments into an email to Housing at reslife@humboldt.edu. Report on email and WO must include notes and before/after pictures.
- Housing will decide based on pictures and custodial comments if remediation costs are forwarded on to the student.
- Housing will note any areas for review during future Health & Safety Inspections. Should these inspections show continued mold problems, Housing will request a Custodial Lead assessment request via a work order and the procedure above is triggered again.

References

Mold Prevention Handout

Mold Infographic