

## 5. Choosing a Mold Remediation Vendor

### **Know when to hire a professional.**

If you are dealing with a lot of water damage, or the mold growth covers more than 10 square feet of space, it may be better to hire a professional. The same is true if you suspect your facility has hidden mold that you can't see. Investigating hidden mold requires caution, since uncovering the source of the mold could potentially lead to the release of mold spores that could contaminate the rest of the building.

### **Decide if you need to hire an indoor air quality consultant first.**

If you can see or smell mold in a building, testing for it isn't usually necessary. However, if you are struggling with stagnant water issues or high humidity, Indoor Air Quality (IAQ) Consultants can help you identify structural issues and help you see how to get to the source of the problem. Keep in mind, IAQ consultants only consult. You'll still need to hire a contractor to do the repair and cleanup work.

### **Find a qualified mold remediation contractor.**

Ask each contractor if they have any specialized training for mold assessment and remediation. The federal government does not certify consultants or contractors in mold removal, so if a contractor says they are "nationally certified," you could be dealing with a fraud.

### **Certification programs exist that you might see:**

- **MRS- Mold Remediation Specialist from IICRC-** This is a certification from the Institute of Inspection, Cleaning and Restoration Certification
- **CMR – Mold Remediation Certification –** This certification is from the Professional Mold Inspection Institute
- **CCMI – Commercial Mold Inspector Certification –** This certification is from the Professional Mold Inspection Institute

**There are others. Be sure that you look at what the required training is to be certified, make sure that they attend courses, and that they are tested.**

Be sure to verify that any state certifications are legitimate as well, since not every state offers certifications for this kind of work. In addition to asking about training, ask about any previous jobs they've done and references. You can contact past clients to find out if they were satisfied with the contractor's work.



**New England Mold Remediation Contractors** (VSBIT does not endorse or recommend vendors)

- [PuroClean Vermont](#)
- [Clean and Restore Vermont Restoration of Vermont](#)
- [G. W. Savage](#)
- [Limelight Restoration](#)
- [Servpro](#)

### **Create and Issue a Request for Proposal (RFP)**

If the issue is not time restricted like flooding or broken pipes you can issue an RFP for services. Just because one contractor has a much lower cost than the others doesn't mean that they work cheaper. They may have excluded important aspects of the remediation process. They may not be including air testing after the remediation and the other companies might. Be sure that you are comparing similar services.

Have a few different contractors visit your building and inspect the problem before writing up a detailed write-up with an explanation of the work they will do along with the cost. Make sure each contractor gives you an estimate for the same work and then compare prices. This is a good way to ensure you don't get overcharged. Look for a contractor with competitive prices but be wary of anyone who gives you a surprisingly low quote.

VSBIT will review contracts for you.

### **VSBIT best practices for Contractual Risk Transfer**

The following links discuss important insurance information that you should be aware of if you are hiring a contractor.

Areas included:

- [Overview of Contractual Risk Transfer](#)
- [Recommended Insurance Requirements for Vendors](#)
- [Request a Certificate of Insurance](#)
- [How to read a Certificate of Insurance](#)
- [Contractor Labor/Employee Selection Follow Up Letter](#)
- [Hold Harmless Agreement](#)
- [Certificate of Insurance Tracking Forms](#)

**Understand that buildings can't be made "mold free."**



If a contractor tells you they can remove every last trace of mold from your building, this is a red flag. Avoid contractors that make this unrealistic claim. Mold is everywhere both inside and outside. It is a natural part of nature. The readings after remediation should be similar inside and outside the building.

Don't feel pressured into making a hasty decision.

### **Check for consumer complaints.**

Research all mold remediation contractors and companies at [BBB.org](https://www.bbb.org) to make sure the business has a good reputation. Check for reports of scams or complaints filed by previous clients before you sign a contract and agree to hire someone.