

*MULTIFAMILY*

Moisture Management Plan Handbook

September 1, 2012

Contents

[PURPOSE OF THE MMP 3](#_Toc335317301)

[MMP GOALS 3](#_Toc335317302)

[MMP IMPLEMENTATION 3](#_Toc335317303)

[M2 Property Group MMP Annual Employee Training Checklist 5](#_Toc335317304)

[M2 Property Group MMP Unit Inspection form 6](#_Toc335317305)

[Interior Inspection Checklist 7](#_Toc335317306)

[Exterior/HVAC Inspection Checklist 8](#_Toc335317307)

[Resident Tip Sheet: Mold Facts and Tips 9](#_Toc335317308)

[EPA Table 1 11](#_Toc335317309)

[EPA Table 2 12](#_Toc335317310)

[Materials and Equipment List 14](#_Toc335317311)

[Incident Tracking Log 15](#_Toc335317312)

[Event Checklist 16](#_Toc335317313)

# ****PURPOSE OF THE MMP****

M2 Property Group Management has implemented the following program to mitigate the risks associated with mold and moisture. M2 Property Group seeks to control moisture before mold is discovered, to minimize its impact, and to prevent further contamination by isolating and remedying the source.

# ****MMP GOALS****

• Staff Training

• Inspections

• Tenant education

• Incident response and remediation

• Accurate and complete documentation

# ****MMP IMPLEMENTATION****

**Staff Training**

Our on-site managers, leasing personnel, and maintenance staff will be responsible for

inspecting and identifying moisture problems. Each will be required to view the ***Operations & Maintenance Plan for Mold and Moisture Control in Apartment Properties****,* training video from the National Apartment Association. In addition, each employee will be provided with a copy of the EPA’s “Mold Remediation in Schools and Commercial Buildings. See M2 Property Group form MMP A:*M2 Property Group MMP Annual Employee Training Checklist*

**Inspections**

Our maintenance staff will be required to make thorough quarterly inspections of all

common areas. In addition, each unit will be inspected prior to leasing, at the tenants

request or 3rd year of renewal. Any area or unit needing remediation would be

automatically scheduled for re-inspection according to plan. See M2 Property Group form MMP B: *M2 Property Group MMP Unit Inspection Schedule*. See M2 Property Group form MMP C: *Interior Area Inspection* and M2 Property Group form MMP D: *Exterior Area Inspection.*

**MMP IMPLEMENTATION continued**

**Tenant Education**

Each new and existing tenant will be furnished with a copy of the Resident Tip Sheet. *See M2 Property Group MMP E: Resident Tip Sheet ( 2 pages).* In addition, each tenant will be informed by the leasing agent to carefully read Section 6 Conditions of Apartment Home, paragraph H, Mold Remediation of the lease – which discusses both the tenants and landlords responsibilities regarding excess moisture. See M2 Property Group Lease Addendum One. They will receive information about identifying the symptoms of household mold contamination (i.e. nasal & sinus congestion, coughing, eye irritation etc...) with emphasis on the importance of adequate ventilation in their units at all times. Tenants will be encouraged to keep a clean and well maintained apartment, as well as immediately reporting problems to the management office.

**Incident Response and Remediation**

Staff will respond to all water intrusion and mold events in a timely manner per EPA

guidelines. Corrective actions will be made within 24-hours given evidence of water

intrusion or mold. In addition employees will use EPA tables to effectively evaluate the

situation and respond. *See EPA Table 1 and EPA Table 2.* Materials and supplies

necessary to promote a swift response will be stored on the premises. *See M2 Property Group MMP F Materials and Equipment List*

**Accurate and complete documentation**

M2 Property Group management and staff will incorporate adequate documentation of all inspections, incidence, and remediation actions at each site. In addition to inspection

forms, M2 Property Group will implement the use of an Incident Tracking Log and an Event Checklist. *See M2 Property Group MMP G Incident Tracking Log and M2 Property Group MMP H Event Checklist.*

# ****M2 Property Group MMP Annual Employee Training Checklist****

**Employee training** must be documented. In the form below, dates are to be indicated as each employee completes training. Records for each year must be kept on file.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee Name | Reviewed Resident Tip Sheet  (date) | Received Training on Visual and Olfactory Moisture and Mold Inspections  (date) | Received training on EPA Guidance for Water Cleanup and Mold Remediation  (date) | Received Other Training, Specify  (date) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# ****M2 Property Group MMP Unit Inspection form****

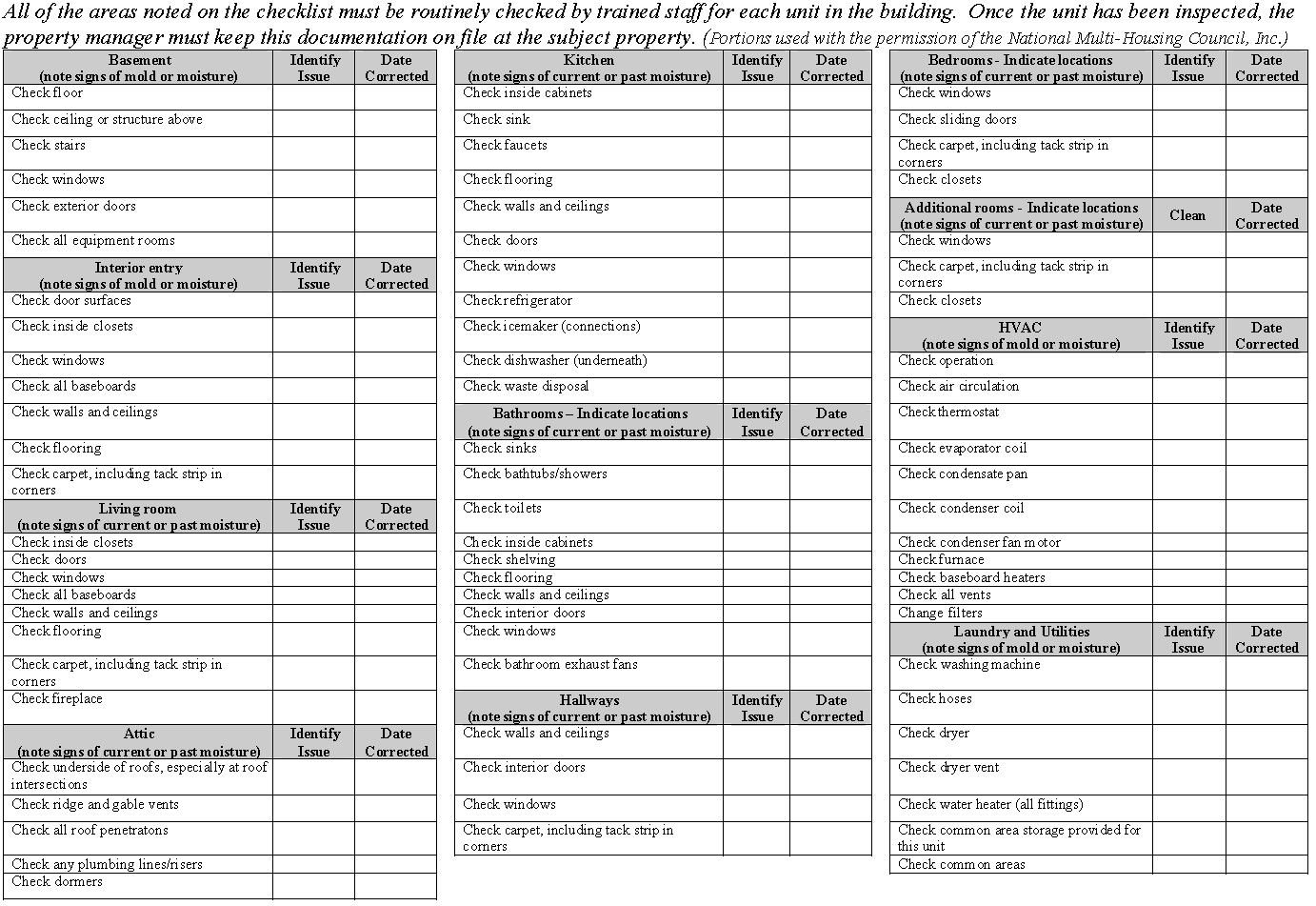
Inspections must be regularly scheduled.

Property Name and Building Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Unit # | Proposed Date of Inspection | Approval of Date by Resident | Actual Date of Inspection | Name of Inspector |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# ****Interior Inspection Checklist****

Building: \_\_\_\_\_\_\_\_\_\_, Unit: \_\_\_\_\_\_\_\_\_\_\_\_ Inspection Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



# ****Exterior/HVAC Inspection Checklist****

Building #\_\_\_\_\_\_\_\_ Inspection Date: \_\_\_\_\_\_\_\_

*(Portions used with the permission of the National Multi-Housing Council, Inc.)*

*All of the areas noted on the checklist must be routinely checked by trained staff. Once the building has been*

*inspected, the property manager must keep this documentation on file at the subject property.*

|  |  |  |
| --- | --- | --- |
| Building Exterior | Identify Issues | Date Corrected |
| Check Foundation |  |  |
| Check Gutters/Downspouts |  |  |
| Check Stairs |  |  |
| Check Landscaping at Building Perimeter |  |  |
| Check Exterior Utility Closet (if any) |  |  |
| Check Irrigation System (if any) |  |  |
| Check Roof |  |  |
| Check Caulk Around Windows & Doors and Connecting Corner Trim |  |  |
| Check Mortar and Bricks for Damage |  |  |
|  |  |  |
|  |  |  |
| HVAC | Identify Issues | Date Corrected |
| Check Operation |  |  |
| Check Air Circulation |  |  |
| Check Thermostat |  |  |
| Check Evaporator Coil |  |  |
| Check Condensate Pan |  |  |
| Check Condenser Coil |  |  |
| Check Condenser Fan Motor |  |  |
| Check Furnace |  |  |
| Check Baseboard Heaters (if any) |  |  |
| Check all Vents |  |  |
| Check Filters |  |  |
|  |  |  |
|  |  |  |
| Patio/Balcony/Roofs/Siding | Identify Issues | Date Corrected |
| Check Roof |  |  |
| Check Exterior Doors |  |  |
| Check Deck Surface |  |  |
| Check Storage Closet (if any) |  |  |
| Check Exterior Siding/Trim/Paint |  |  |
|  |  |  |

# ****Resident Tip Sheet: Mold Facts and Tips****

*Residents must be informed about the risks associated with mold and actions they can take to mitigate these risks.*

**Facts about Mold**

• *What are molds?* Molds are simple, microscopic organisms, present virtually everywhere, indoors and outdoors. Molds, along with mushrooms and yeasts, are *fungi* and are needed to break down dead material and recycle nutrients in the environment. For molds to grow and reproduce, they need only a food source – any organic material, such as leaves, wood, paper, or dirt— and moisture. Because molds grow by digesting the organic material, they gradually destroy whatever they grow on. Sometimes, new molds grow on old mold colonies. Mold growth on surfaces can often be seen in the form of discoloration, frequently green, gray, brown, or black but also white and other colors. Molds release countless tiny, lightweight spores, which travel through the air.

• *Can mold become a problem in my home?* Molds will grow and multiply whenever conditions are right— sufficient moisture is available and organic material is present. The presence of organic material cannot be prevented, because such materials are the materials with which your home is made. However, the moisture that mold needs to grow, and the accumulation of that moisture can be controlled. Be on the lookout in your home for common sources of indoor moisture that may lead to mold problems (see the following section for prevention tips).

• *Should I be concerned about mold in my home?* Yes. If indoor mold contamination is extensive, it can release chemicals and cause very high and persistent airborne spore exposures. Persons exposed to high levels of chemicals or spore levels can become sensitized and develop allergies to the mold or other health problems. Mold growth can damage your furnishings, such as carpets, sofas, and cabinets. Clothes and shoes in damp closets can become soiled. In time, unchecked mold growth can cause serious damage to the structural elements in your home. Mold can also produce health effects through inflammation, allergy, or infection. Allergic reactions are common following mold exposure. Typical symptoms that mold-exposed persons report (alone or in combination) include:

• Respiratory problems, such as wheezing, difficulty breathing, and shortness of breath

• Nasal and sinus congestion

• Eye irritation (burning, watery, or reddened eyes)

• Dry, hacking cough

• Nose or throat irritation

• Skin rashes or irritation

Headaches, memory problems, mood swings, nosebleeds, body aches and pains, and fevers are occasionally reported in mold cases, but their cause is not understood.

**Tips for Residents**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold. Residents can help minimize mold growth in their apartment homes by taking the following actions:

*Ventilation*

• Adequate ventilation is essential – open windows during dry weather. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.

• In damp or rainy weather conditions, keep windows and doors closed.

• If possible, maintain a temperature of between 50º and 80º Fahrenheit within your apartment at all times, and a comfortably low humidity (less than 60% relative humidity).

• Use the pre- installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.

• Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.

• Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.

• When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.

*Cleaning and Maintenance*

• Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.

• Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.

• On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.

• Use care when watering houseplants. If spills occur, dry excess water immediately.

• Thoroughly dry any spills or pet urine on carpeting.

• Do not overfill closets or storage areas. Ventilation is important in these spaces.

• Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.

*Reporting Problems*

• Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.

• Immediately report to the management office any failure or malfunction with your heating, ventilation, air conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment.

• Immediately report to the management office any inoperable windows or doors.

• Immediately report to the management office any musty odors that you notice in your apartment.

*Portions used with the permission of the National Multi-Housing Council, Inc and the California Department of Health Services*

# ****EPA Table 1****

*All water intrusion and associated damage must be addressed per EPA guidance. The Table below may change from time to time and the current resource should be sought from the EPA.*

|  |  |
| --- | --- |
| Water Damage - Cleanup and Mold Prevention | |
| Guidelines for response to clean water damage within 24-48 hours to prevent mold growth | |
| **Water-Damaged Material** | **Actions** |
| Books and Papers | · For non-valuable items, discard books and papers.  · Photocopy valuable/important items, discard originals.  · Freeze (in frost-free freezer or meat locker) or freeze -dry |
| Carpet and Backing - dry within 24-48 hours | · Remove water with water extraction vacuum.  · Reduce ambient humidity levels with dehumidifier.  · Accelerated drying process with fans |
| Ceiling Tiles | · Discard and replace. |
| Cellulose Insulation | · Discard and replace. |
| Concrete or Cinder Block Surfaces | · Remove water with water extraction vacuum.  · Accelerate drying process with dehumidifiers, fans, and/or heaters. |
| Fiberglass Insulation | · Discard and replace. |
| Hard Surface, Porous Flooring (Linoleum, ceramic tile, vinyl) | · Vacuum or damp wipe with water and mild detergent and allow to dry;  scrub if necessary.  · Check to make sure under-flooring is dry; dry under-flooring if necessary. |
| Non-Porous, Hard Surfaces (Plastics, Metals) | · Vacuum or damp wipe with water and mild detergent and allow to dry;  scrub if necessary. |
| Upholstered Furniture | · Remove water with water extraction vacuum.  · Accelerate drying process with dehumidifiers, fans, and/or heaters.  · May be difficult to completely dry within 48 hours. If the piece is valuable,  you may wish to consult a restoration/water damage professional who  specializes in furniture. |
| Wallboard (Drywall land Gypsum Board) | · May be dried in place if there is no obvious swelling and the seams are  intact. If not, remove, discard, and replace.  · Ventilate the wall cavity, if possible. |
| Window Drapes | · Follow laundering or cleaning instructions recommended by the manufacturer. |
| Wood Surfaces | · Remove moisture immediately and use dehumidifiers, gentle heat, and fans  for drying. (Use caution when applying heat to hardwood floors.)  · Treated or finished wood surfaces may be cleaned with mild detergent and  clean water and allowed to dry.  · Wet paneling should be pried away from wall for drying. |

A. If mold growth has occurred or materials have been wet for more than 48 hours, consult Table 2 guidelines. Even if materials are dried within 48 hours, mold growth may have occurred. Items may be tested by professionals if there is doubt. Note that mold growth will not always occur after 48 hours; this is only a guideline. These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then Personal Protective Equipment and containment are required by OSHA. An experienced professional should be consulted if you and/or your remediators do not have expertise remediating in contaminated water situations. Do not use fans before determining that the water is clean or sanitary.

B. If a particular item has high monetary or sentimental value, you may wish to consult a restoration/water damage specialist.

C. The subfloor under the carpet or other flooring material must also be cleaned and dried. See the appropriate section of this table for recommended actions depending on the composition of the subfloor.

# ****EPA Table 2****

*All mold remediation must be conducted per EPA guidance. The Table below may change from time to time and the current resource should be sought from the EPA.*

|  |  |  |  |
| --- | --- | --- | --- |
| Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water | | | |
| **Material or Furnishing Affected** | **Cleanup Methods** | **Personal Protective Equipment** | **Containment** |
| Small - Total Surface Area Affected Less than 10 square feet | | | |
| Books & Papers | 3 | Minimum  N-95 Respirator, Gloves and Goggles | None Required |
| Carpet and Backing | 1, 3 |
| Concrete or Cinder Block | 1, 3 |
| Hard Surfaces, Porous Flooring (Linoleum, ceramic tile, vinyl) | 1, 2, 3 |
| Non-Porous, hard surfaces (plastic, metals) | 1, 2, 3 |
| Upholstered furniture and drapes | 1, 3 |
| Wallboard (drywall and gypsum board) | 3 |
| Wood Surfaces | 1, 2, 3 |
| Medium - Total Surface Area Affected Between 10 and 100 square feet | | | |
| Books & Papers | 3 | Limited  Use Professional judgment, consider potential for remediator exposure and size of contaminated area | Limited  Use Professional judgment, consider potential for remediator/occupant exposure and size of contaminated area |
| Carpet and Backing | 1, 3, 4 |
| Concrete or Cinder Block | 1, 3 |
| Hard Surfaces, Porous Flooring (Linoleum, ceramic tile, vinyl) | 1, 2, 3 |
| Non-Porous, hard surfaces (plastic, metals) | 1, 2, 3 |
| Upholstered furniture and drapes | 1, 3, 4 |
| Wallboard (drywall and gypsum board) | 3, 4 |
| Wood Surfaces | 1, 2, 3 |
| Large - Total Surface Area Affected greater than 100 square feet or potential for increased occupant or remediator. Exposure during remediation estimated to be significant | | | |
| Books & Papers | 3 | Full  Use Professional judgment, consider potential for remediator exposure and size of contaminated area | Full  Use Professional judgment, consider potential for remediator/occupant exposure and size of contaminated area |
| Carpet and Backing | 1, 3, 4 |
| Concrete or Cinder Block | 1, 3 |
| Hard Surfaces, Porous Flooring (Linoleum, ceramic tile, vinyl) | 1, 2, 3, 4 |
| Non-Porous, hard surfaces (plastic, metals) | 1, 2, 3 |
| Upholstered furniture and drapes | 1, 3, 4 |
| Wallboard (drywall and gypsum board) | 3, 4 |
| Wood Surfaces | 1, 2, 3, 4 |

**A.** Use professional judgment to determine prudent levels of Personal Protective Equipment and containment for each situation, particularly as the remediation site size increases and potential for exposure and health effects rises. Assess the need for increased Personal Protective Equipment, if, during the remediation, more extensive contamination is encountered than was expected. Consult Table 1 if materials have been wet for less than 48 hours, and mold growth is not apparent.

These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then Personal Protective Equipment and containment are required by OSHA. An experienced professional should be consulted if you and/or your remediators do not have expertise remediating in contaminated water situations. Do not use fans before determining that the water is clean or sanitary.

**B.** Select method most appropriate to situation. Since molds gradually destroy the things they grow on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert.

**Please note that these are guidelines; other cleaning methods may be preferred by some professionals.**

**Cleanup Methods**

**Method 1**: Wet Vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.

**Method 2**: Damp-wipe surfaces with plain water or with water and detergent solution (except wood—use wood floor cleaner); scrub as needed.

**Method 3**: High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in a well-sealed plastic bags.

**Method 4**: Discard – remove water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste. HEPA vacuum area after it is dried.

**Personal Protective Equipment (PPE)**

**Minimum**: Gloves, N-95 respirator, goggles/eye protection

**Limited**: Gloves, N-95 respirator or half-face respirator with HEPA filter, disposable overalls, goggles/eye protection

**Full**: Gloves, disposable full body clothing, head gear, foot coverings, full-face respirator with HEPA filter

**Containment**

**Limited**: Use polyethylene sheeting ceiling to floor around affected area with a slit entry and covering flap; maintain area under negative pressure with HEPA filtered fan unit. Block supply and return air vents within containment area.

**Full**: Use two layers of fire-retardant polyethylene sheeting with one airlock chamber. Maintain area under negative pressure with HEPA filtered fan exhausted outside of building. Block supply and return air vents within containment area.

# ****Materials and Equipment List****

*Maintenance staff and management must be prepared to deal with water intrusion and mold events as they occur. The following equipment is available at most supply stores. The MMP must document what materials are kept readily available and how this inventory is maintained.*

1. Wet vacuum

2. High efficiency particulate air (HEPA) filtered vacuum cleaner

3. Blowers or fans (have on site or know where to rent)

4. Dehumidifiers (have on site or know where to rent)

5. Disinfectant or bleach and standard cleaning detergents

6. Disposable scrub brush, sponges, and cloths

7. Plastic spray cleaning bottles

8. Localized containment bag (2-glove bags)

9. Disposable clothing (1 box)

10. N-95 disposable respirators (5 pack)

11. 6-mil disposable bags (1 box)

12. 6-mil polyethylene sheeting (2 rolls)

13. Yellow caution tape (3 rolls)

14. Moisture meter (optional)

Materials from this list may be obtained from any approved vendor, see your supervisor for more details.

# ****Incident Tracking Log****

*All issues, repairs, and remediation actions must be tracked and recorded.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bldg/  Unit # | Chronology | Date/Time | Reported by/Action Taken By | Description of Issues and Actions |
|  | Initial situation Identified |  |  |  |
| Actions Taken |  |  |  |
| Initial Tenant Correspondence |  |  |  |
| Follow-up Inspection |  |  |  |
| Follow-up Tenant Correspondence |  |  |  |
| Bldg/  Unit # | Chronology | Date/Time | Reported by/Action Taken By | Description of Issues and Actions |
|  | Initial situation Identified |  |  |  |
| Actions Taken |  |  |  |
| Initial Tenant Correspondence |  |  |  |
| Follow-up Inspection |  |  |  |
| Follow-up Tenant Correspondence |  |  |  |
| Bldg/  Unit # | Chronology | Date/Time | Reported by/Action Taken By | Description of Issues and Actions |
|  | Initial situation Identified |  |  |  |
| Actions Taken |  |  |  |
| Initial Tenant Correspondence |  |  |  |
| Follow-up Inspection |  |  |  |
| Follow-up Tenant Correspondence |  |  |  |
| Bldg/  Unit # | Chronology | Date/Time | Reported by/Action Taken By | Description of Issues and Actions |
|  | Initial situation Identified |  |  |  |
| Actions Taken |  |  |  |
| Initial Tenant Correspondence |  |  |  |
| Follow-up Inspection |  |  |  |
| Follow-up Tenant Correspondence |  |  |  |

# ****Event Checklist****

*All observations and actions taken must be recorded and kept on site. Attach additional information to this document as appropriate. This document may need to be revisited over the span of several weeks to ensure that all requirements have been fulfilled.*

**Building Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Unit Number**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date Notified:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Description of event** :

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Steps taken to alleviate problem**:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Indicate with N/A or checkmark*

Responded to problem within 24 hours. (Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

Documented event with Event Checklist and Incident Tracking Log. Document steps taken to alleviate the problem. Initial Resident Letter sent.

(Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

Follow- up inspection seven days after the event. Follow- up Resident Letter sent. (Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

Re- inspect after next significant rainfall to ensure problem has been solved (if applicable). (Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

Schedule an annual inspection for this unit. (Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)