



**20/20 Plumbing & Heating, Inc.**  
**Policy: Leak and Mold Remediation**

It is our mission at 20/20 Plumbing & Heating, Inc. to provide superior quality plumbing systems from the installation of ground work through completion, including warranty of all jobs.

This policy is in place to ensure that the homeowner receives timely and appropriate service in the event of any plumbing leak. Therefore, it is imperative that as soon as a leak has been identified that the customer service department at **20/20 Plumbing & Heating, Inc.** be notified immediately at **(844) 676 2020**, at this time we will dispatch a service technician to determine leak severity and restoration if deemed necessary. After we have been informed of the problem the following steps will be taken by the staff in customer service:

1. Customer service staff will complete an urgent work order. Please have the following information available.
  - a. What type of leak: Clean Water, Gray Water (Washing machine, bathtub or dishwasher) or Sewage.
  - b. Area of the home that has been affected.
  - c. When the leak was first noted and reported by the homeowner and/or builder.
2. A service technician will be dispatched urgently with the time of arrival to be scheduled ASAP.
3. Upon arrival, the service technician will assess the situation and at that time determine the appropriate measures to be taken as outlined in our policy & procedure guidelines. Please refer to the attached procedure.
4. Once the source and cause of leak has been determined the problem will be immediately remedied regardless of fault. If it is determined that the leak was related to installation **and** restoration is deemed necessary; our policy dictates that **we will call a restoration company approved by the Administration at 20/20 Plumbing & Heating, Inc..** However, please take note that if it is determined that the leak was not the fault of 20/20 Plumbing & Heating, Inc. installation it will be the sole responsibility of the builder to call a restoration company of their choice with no cost assumed by 20/20 Plumbing & Heating, Inc.

5. NO STATE, FEDERAL STATUTES OR REGULATIONS EXIST WITH REGARD TO REMOVING MOLD. There are merely Guidelines outlined by the state of New York that have been adopted by remediation companies. As outlined in the attached procedure, please take note and be advised of the following information
- a. If there is visible mold/mildew contained to an area of 10 sq. ft. or less the removal and clean up may be completed by the service technician at 20/20 Plumbing & Heating, Inc.
  - b. Visible mold/mildew contained to the garage is not considered a living space; therefore, remediation is not required. Removal and clean-up of mold/mildew is sufficient.



**20/20 Plumbing & Heating, Inc.**  
**Procedure: Wall Leak Repair**  
**Attach: Policy Leak and Mold Remediation**

The following procedure should be followed in the event of any and all wall leaks or sewer backup. Should you have any questions or concerns in regards to the procedure or must deviate from the procedure in anyway contact your supervisor immediately.

1. Upon arrival to residence contain the area in question with plastic including furniture, TV, Computer, etc...
2. If mold is visible, ask the homeowner if there are elderly people, infants or people with respiratory (breathing) problems such as asthma who reside in the home. If the answer is **"YES"** Call **the office immediately to have restoration scheduled.**  
\*\*\*Remember to wear standard protective equipment (Rubber gloves, face mask, safety glasses).
3. If this is a sewer backup/leak: **Call office and have remediation scheduled.**
4. Cut open and remove all affected drywall placing it in plastic bags and remove it from the job site.
5. If mold is visible inside the wall on the studs/wood and the area is greater than 10sq.ft. **DO NOT USE A BLOWER.** At this point you should **call the office and have remediation scheduled.**
6. Stop the leak and continue with the necessary repairs.
7. After repairs are completed, cover all holes with plastic.
8. If Carpet is wet, pull back carpet and remove all wet padding. **Do not wait for remediation.**
9. **Do not discuss mold information or answer questions in regard to mold!** You are a plumbing service technician and are not trained nor qualified to answer or discuss this type of information. If a homeowner tries to discuss this with you, your reply should be similar to "I am sorry, I don't know the answer to that question. However, the remediation company will be able to help you with that information."
10. **Pictures and written documentation is imperative through the entire process of this type of call regardless of who is at fault. The more pictures the better!!!**
11. If this is a PEX job – Cut out the entire fitting and return it to the office. The fitting will be sent to the manufacturer for testing.
12. If the call takes place after hours or on the weekend, call your supervisor for any remediation or scheduling questions.



## **Restoration Company's Phone List**

Home Maintenance \$ Inspection, Inc. (951) 415-8387

Premier Construction Management Group, Inc (951) 461-2671

Paul Davis Emergency Services of East Riverside (951) 977-8725 **24/7** (951) 347-3121