



Project: **Bandier Residence Mold Contamination**

Address: 726 Park Ave, New York NY 10021

### Plan of Action

1. **Background:** Based on our initial conversation regarding your hygienist report; your home has been contaminated with mold spores that have been widely dispersed through your hvac system. These spores are believed to be on all surfaces of the home including all contents and textiles. We discussed forwarding the report so that I can confirm 1) that all textiles are impacted 2) the hygienist is recommending cleaning.
2. **Duration:** Based on my understanding of the structural work required to access the effected ductwork; you will likely be out of your home for several months. Plan on dividing your items into 3 groups:
  - a. **Rush:** brought to your temporary residence, needed asap, to last you a few weeks.
  - b. **Short Term:** brought to your temporary residence within a few weeks. This group should contain any items you will need for the duration of the project. It can include everything needed for the summer and into early fall (just to be safe).
  - c. **Long Term Final:** these are items you do not anticipate needing for the duration of the project (winter items – extra clothing – draperies, furniture, etc.). You do not need to touch these items, just leave them in place for us,
3. **Coverage:** it is my understanding that your claim is covered under your water damage policy and there is not a coverage concern. We discussed confirming your coverage and any applicable limits with Patrick your adjuster at Chubb so that you are comfortable proceeding.
4. **Next Steps:** Please pull out some “Rush” textiles for all members of the home. We can quickly clean and deliver these items free of spores to your temporary residence. This should include such things as clothing, bags, cribs, strollers, etc.. Ideally, you are not bringing mold contaminated items into your temporary residence. I would like to meet to pick up your rush items as soon as possible even if other decisions will require more time. This can occur on Monday or Tuesday or at your earliest convenience.



5. **Scope:** it sounds like all fabric items will require pack-out from the home and off-site cleaning. Ideally, the pack-out happens as soon as possible so that the remediation work can start. No clean items will be returned until your hygienist confirms that your home's air is safely mold-free.
- a. We will inspect, photograph and barcode all items.
  - b. All photos can be shared with you via online album.
  - c. Upholstered furniture will be transported by a mover and brought to our cleaning facility in Wayne, NJ. You are welcome to visit this facility if you like.
  - d. We will track all items by room in your home, and location within each room. This will allow us to perform a complete unpacking service where items are returned to their exact location on your hangers and reasonably color-coded. This is an additional service that will need to be approved by Patrick.
  - e. We can customize our cleaning process to accommodate your preferences. Our standard cleaning process for this type of claim is:
    - i. Hepa Vacuuming
    - ii. Dry Sponge Cleaning
    - iii. Hepa Vacuuming
    - iv. Ant-microbial Treatment (See MSDS)
    - v. Shampoo or Dry Cleaning and Extraction (see MSDS)
    - vi. Dry
    - vii. Packaging
    - viii. Storage
  - f. I will send you some msds sheets on Monday so that we can discuss your customization preferences. As discussed, you can be as involved or uninvolved as you prefer. Please know that my team handles roughly 1,000 insurance projects per year and we are here to make this process as easy on you and your family as possible. Should you have any questions at all please reach out.
  - g. Jim Fenyo: 973.650.9169