

MOULD REPORT

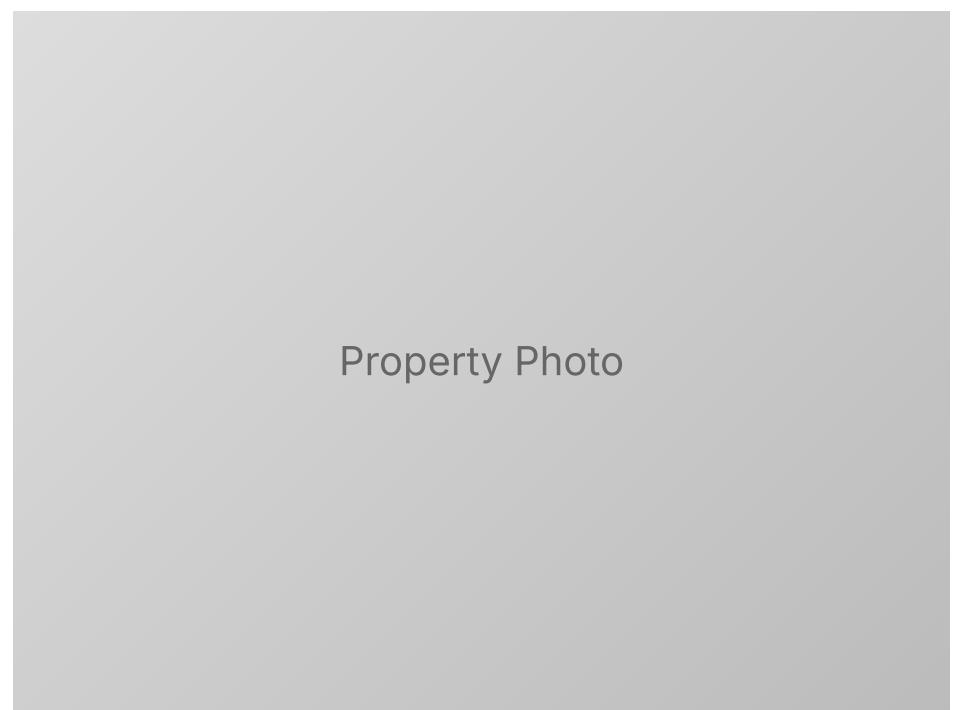
ordered by: John Smith
inspector: Michael Youssef
date: 10/02/2026

DIRECTED TO:
JOHN SMITH

PROPERTY TYPE:
HOUSE

EXAMINED AREAS
MASTER BEDROOM
BATHROOM
KITCHEN

Property Photo



42 COLLINS STREET,
MELBOURNE, VIC 3000

Restoring your spaces,
protecting your health.

VALUE PROPOSITION

WHAT WE FOUND

During our comprehensive inspection at 42 Collins Street, Melbourne, we identified mould growth in three key areas. The master bedroom ceiling and walls showed moderate to heavy contamination, the bathroom had visible mould on ceiling and grout lines, and the kitchen had early-stage growth around window frames.

WHAT WE'RE GOING TO DO

We'll set up professional air scrubbers and dehumidifiers to control airborne spore levels. Treatment will include HEPA vacuuming all affected surfaces, applying professional-grade antimicrobial treatment, and sanitising the entire property. Cross-contaminated items will be treated where salvageable.

WHAT YOU GET

- Complete removal of all visible mould from affected areas
- Reduction of airborne mould spores to safe levels
- Professional antimicrobial treatment of all surfaces
- 12-month warranty on all treated areas
- Post-treatment air quality verification

INVESTMENT

\$2,846.00 + GST

OUTDOOR ENVIRONMENT ANALYSIS

MRC

OUTDOOR
TEMPERATURE

24°C

Outdoor Photo 1



OUTDOOR
HUMIDITY

62%

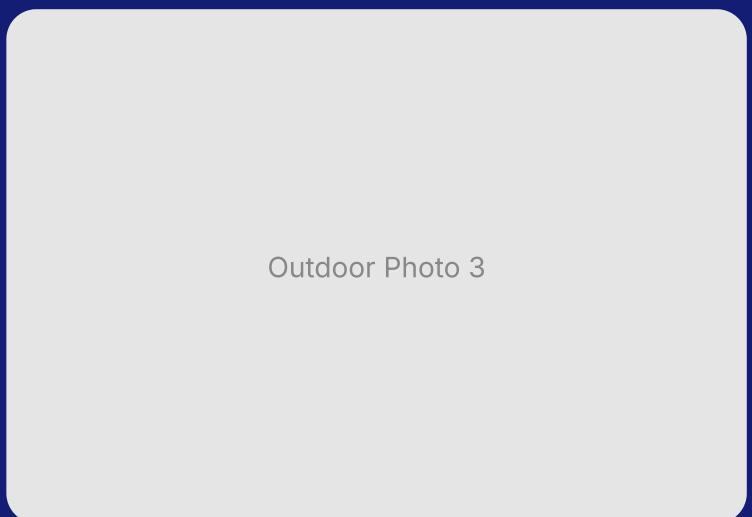
Outdoor Photo 2



OUTDOOR
DEW POINT

16.2°
C

Outdoor Photo 3



PROBLEM

ANALYSIS & RECOMMENDATIONS

WHAT WE DISCOVERED

During our comprehensive inspection at 42 Collins Street, Melbourne, we identified mould growth in the examined areas. This has resulted in contamination that requires professional treatment.

IDENTIFIED CAUSES

Moisture infiltration from poor ventilation and condensation buildup, particularly in the master bedroom and bathroom areas.

CONTRIBUTING FACTORS

- High outdoor humidity levels at 62%
- Elevated indoor humidity in affected areas
- Potential moisture sources requiring investigation
- Building ventilation may need assessment

RECOMMENDATIONS

IMMEDIATE ACTIONS

1. Proceed with surface treatment to eliminate visible mould
2. Address identified moisture sources
3. Maintain affected areas vacant during treatment
4. Remove and store personal items as recommended

LONG-TERM PROTECTION

- Complete recommended repairs before warranty activation
- Improve ventilation in affected areas
- Monitor indoor humidity levels
- Conduct 6-month post-treatment inspection
- Address new moisture issues immediately

WHAT SUCCESS LOOKS LIKE

All visible mould eliminated from treated surfaces. Airborne spore counts reduced to safe background levels. Property protected by 12-month warranty against mould recurrence in treated areas. Indoor air quality restored to healthy standards.

TIMELINE

MRC treatment: 1 day onsite + 3 days air scrubber operation. Property re-occupancy: 2 hours after final sanitization phase.

VISUAL MOULD CLEANING ESTIMATE

OPTION 1: SURFACE TREATMENT ONLY

TOTAL ESTIMATED COST OF OPTION 1

\$3,130.60

- A. Eradication of visible mould from all impacted zones as detailed in the prior report.
- B. Diminishment of airborne mould spores within the property through sanitisation.

OPTION 2: COMPREHENSIVE TREATMENT

TOTAL ESTIMATED COST OF OPTION 2

Contact for quote

- A. Eradication of visible mould from all impacted zones as detailed in the prior report.
- B. Removal of mould-affected materials and infrastructural components.
- C. Diminishment of airborne mould spores within the property through sanitisation.
- D. Proper Disposal and handling of removed mould-affected materials.

EQUIPMENT COSTS

Commercial dehumidifier: \$132/day

Air Mover: \$46/day

RCD Box: \$5/day

Capped at 3 days

PLEASE NOTE: Mould & Restoration CO. specialises in the removal of these materials and does not provide replacement services. Clients are advised to arrange for replacement through other specialised services.

BEFORE

AFTER

TERMS & CONDITIONS



MRC

The conditions listed below govern the provision of services by Mould & Restoration Co. By agreeing to and scheduling the services described in this document, you, as the Client, acknowledge and accept these terms and conditions.

WARRANTY

- Mould & Restoration Co. provides a 12-month warranty on mould remediation services under the conditions listed:
- 1. All sources of the mould problem must be rectified as per our recommendations, including completing necessary repairs and inspections.
- 2. The premises should not have suffered any natural disasters, such as floods, storm damage, or roof damage, post-remediation.
- 3. The warranty does not cover areas altered or repaired after our service. Any issues arising from third-party alterations or repairs will be their responsibility.
- 4. Should there be any issues or queries concerning the work performed, these must be communicated to Mould & Restoration Co. within 5 business days following the completion of remediation.
- 5. The warranty is SUSPENDED if the invoice is not paid by the due date. Mould recurrence during suspension is not covered.
- 6. The warranty is permanently VOID if the invoice is not paid within 30 days of issuance. This cannot be reinstated.
 - Residential Clients: Warranty void 16 days after due date (Day 30 from invoice)
 - Commercial/PM Clients: Warranty void upon becoming overdue (Day 31 from invoice)

TERMS & CONDITIONS

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PAYMENT TERMS

Our invoicing procedures and charges are delineated in our Customer Relationship Agreement.

1. Details on charging and invoicing are specified in our Customer Relationship Agreement.

2. Payment Due Dates:

\00B7\00A0 Residential Clients: 14 days from invoice date

\00B7\00A0 Commercial Clients: 30 days from invoice date

\00B7\00A0 Property Management/Real Estate (approved accounts): 30 days from invoice date

3. Payment must be completed by the due date on the invoice. We accept cash, Visa, Mastercard, bank transfer, or cheque.

Late Payment Charges

Accounts unpaid after the due date will attract:

\00B7\00A0 Interest: 10% per annum, calculated daily, in accordance with the Penalty Interest Rates Act 1983 (Vic)

Administration Fees:

\00B7\00A0 \$65 — First reminder (upon becoming overdue)

\00B7\00A0 \$65 — Second reminder (7 days after first reminder)

\00B7\00A0 \$65 — Final notice (14 days after first reminder)

\00B7\00A0 \$65 — For each subsequent 14-day period the account remains unpaid

Accounts unpaid for over **30 days** will attract an additional 25% per annum interest charge, calculated daily on the remaining balance.

Credit Default Listing

Accounts unpaid for 60 days or more may be reported to credit reporting bodies including Equifax, Experian, and illion.

Before listing a default, we will:

\00B7\00A0 Issue a First Default Notice (minimum 31 days after due date)

\00B7\00A0 Issue a Second Default Notice at least 30 days later, providing 14 days final warning

A credit default listing:

\00B7\00A0 Remains on your credit file for 5 years

\00B7\00A0 Cannot be removed even after payment

\00B7\00A0 May affect your ability to obtain loans, credit cards, mortgages, rental accommodation, and some employment

TERMS & CONDITIONS

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PAYMENT TERMS

Debt Recovery

Failure to settle the account within 60 days will lead to the account being reported to our credit reporting agency. This default will appear on your credit file for five years. Mould & Restoration Co. also reserves the right to initiate legal proceedings to recover any outstanding amounts.

If we engage a debt collection agency or commence legal proceedings, you agree to pay all reasonable recovery costs including collection agency fees, legal fees on a solicitor/client basis, court filing fees, and enforcement costs.

Disputes

If you dispute any amount, you must notify us in writing within 5 business days of receiving the invoice, specifying the nature of the dispute and providing supporting documentation.

Undisputed portions remain payable by the due date. Interest and fees will not apply to genuinely disputed amounts during review, but will apply in full from the original due date if the dispute is resolved in our favour.

Property Management & Real Estate Accounts

Approved PM/Real Estate partners receive loyalty discounts:

- \00B7\00A01st Property: 10% off
- \00B7\00A02nd Property: 12% off
- \00B7\00A03rd Property: 14% off
- \00B7\00A04th Property: 16% off
- \00B7\00A05th Property: 18% off
- \00B7\00A06th Property: 20% off
- \00B7\00A07th+ Properties: Standard rates

Discounts are forfeited if an account is referred to debt collection or a credit default is listed

TERMS & CONDITIONS

MRC

PAYMENT TERMS

Summary - Residential Clients (14-day terms):

Day	What Happens
Day 14	Payment due
Day 15	OVERDUE — Warranty SUSPENDED — \$65 fee — Interest starts
Day 22	\$65 second reminder
Day 29	\$65 final notice
Day 30	WARRANTY VOID — 25% interest kicks in
Day 43	\$65 ongoing fee
Day 60+	Credit default listing

Summary - Commercial/PM Clients (30-day terms):

Day	What Happens
Day 30	Payment due
Day 31	OVERDUE — WARRANTY VOID — \$65 fee — Interest starts
Day 38	\$65 second reminder
Day 45	\$65 final notice
Day 59	\$65 ongoing fee
Day 60+	Credit default listing + 25% interest

Acknowledgement

By proceeding with the services quoted, you confirm that you have read, understood, and agree to these Payment Terms & Conditions, including late payment charges, warranty conditions, and credit reporting provisions.

REMEMBER US FOR MOULD REMEDIATION

BUSINESS HOURS

MONDAY TO SUNDAY - 7AM TO 7PM

EMAIL

admin@mouldandrestoration.com.au

WEBSITE

mouldandrestoration.com.au

PHONE

1800 954 117

Restoring your spaces,
protecting your health.