

SA5 - Manage Mold and Moisture

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a **policy and / or operations schedule** to support **limiting the potential for bacteria and mold growth within buildings from water infiltration, condensation and internal leaks**.



This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
 - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
 - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
 - a. a letter from a hired professional outlining services provided
 - b. the project’s floor plans
 - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
 - a. highlight the sections relevant to WELL requirements
 - b. circle or add boxes around particular data
 - c. add notes to confirm WELL requirements
 - d. add labels to draw attention to particular sections
 - e. provide an explanation of the connection to WELL requirements using a different colored font
 - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
 - a. name the document using the WELL feature code
 - b. name the document using the WELL feature name
 - c. name the document using the WELL document type

- ☐  Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
 - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐  Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.



Feature Part Requirements

For All Spaces

1. Manage Moisture

The project implements a moisture management plan for building operations that contains the following:

- a. *A system for occupants and tenants to notify building management about mold or water damage.*
- b. *A schedule of periodic inspections for signs and potential sources of water damage or pooling, discoloration and mold on ceilings, walls, floors and HVAC equipment.*
- c. *A system or inspection protocol to periodically assess water pipe leaks.*

AND

2. Inspect for Leaks and Mold

The following requirement is met:

- a. *Results of inspections for mold and leaks (including any mold test results) are submitted annually through the WELL digital platform.*



The below sample documentation is intended to provide guidance for creating a moisture management policy /ops schedule. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

Example for Feature Sections 1a, b and c

[Company] Moisture Management Operations Schedule

Location: *[project address]*

Inspections

Responsible Party: *[name, title]*

Frequency: *[frequency, e.g. quarterly]*

Inspection details:

- ✓ The building and its premises will be inspected for mold and moisture, including:
 - Water damage or pooling
 - Discoloration or mold on ceilings, walls, floors and HVAC equipment
- ✓ The building pipes will be inspected visually for leakage.
- ✓ The following logs will be completed at minimum annually and submitted to WELL Online:

Location	Date of Inspection	Inspection Completed By	Moisture or mold? (Y / N)	Leaking pipes? (Y / N)	If yes – mold test completed? (Y / N)	Notes
<i>Ex: Mechanical Room 405</i>		REDACTED	<i>Ex: N</i>	<i>Ex: N</i>	<i>Ex: NA</i>	
<i>Ex: Lobby</i>		REDACTED	<i>Ex: Y – water damaged ceiling tile</i>	<i>Ex: N</i>	<i>Ex: Y</i>	<i>Ex: Mold test came back negative. Roof was repaired.</i>
<i>Ex: Basement storage B013</i>		REDACTED	<i>Ex: N</i>	<i>Ex: Y – leak in cold water pipe (pinhole leak)</i>	<i>Ex: Y</i>	<i>Ex: Mold test came back negative. Water pipe was repaired on [date].</i>

Building Hotline for moisture and mold:

Occupants can report mold, moisture and/or leaks in the building by calling *[redacted phone number]*. The number is posted in every bathroom of the building and is sent to tenants when they move in. The facilities team is committed to responding to all calls within 24 hours. Calls are logged in the following sheet:

Caller Information				Location of Reported Issue	Description of Issue
First Name	Last Name	Location	Contact Information		
REDACTED		<i>Ex: Office 215</i>	<i>Ex: [number, email]</i>	<i>Ex: Womens bathroom Rm 225</i>	<i>Ex: Dampness on wall next to towel dispenser, starting at ceiling and extending halfway down the wall, ~6-inches wide</i>

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this Policy and/or Operations Schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.
 - If projects use different strategies to meet the feature requirements, create separate documents.