

Manage Mold and Moisture

WELL Health-Safety Rating™

HOW TO USE 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 or designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation.

FEATURE REQUIREMENTS:

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

- a. 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.*
- b. A system or inspection protocol to periodically assess water pipe leaks.*
- c. A system for occupants and tenants to notify building management about mold or water damage.*

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.*

WELL Core Guidance:

To earn this feature, the requirements should be met in the whole building.



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>			<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>			<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 multiple locations, this Policy and/or Operations Schedule is categorized as Shareable. It may be shared across multiple locations, 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.