



# Voluntary Mold Inspection Program

Mold is a common and naturally occurring organism that is present everywhere. There are many types of mold, and while only a few types are considered hazardous, our residents' safety and well being are our primary concern. Because mold can be difficult to detect and identify, the NMSU Department of Housing & Residential Life offers an inspection program initiated at a resident's request. We encourage you to request an inspection if you believe mold is present in your unit or if you just want "peace of mind".

## Mold Inspection Program Steps

### How Do I Request an Inspection?

To request an inspection, place a Work Request through our online system available on the housing website. In the "Request" box, please enter "Request Mold Inspection". If you have already placed a Work Request related to mold, you do not need to enter a second request.

### Schedule an Appointment

You will receive a phone call by the next working day to schedule your inspection. Although most inspections will be scheduled between 8:00am and 5:00pm weekdays, a limited number can be accomplished evenings and Saturday mornings. Please allow about 30 minutes for your inspection.

### Prepare for Your Inspection

Because mold can grow anywhere there is moisture, inspectors will need to be able to access corners, closets, baseboards, cabinets, behind water heaters, etc. Please take time to move any furniture and belongings so that our inspectors can freely access as many areas in your unit as possible. Bathrooms, kitchens and closets are of particular concern.

### If Mold is Located

Should our inspector locate mold in your unit, additional steps will be necessary. Those next steps will be determined by a variety of considerations, including the quantity of mold, size and location of the affected area, the type(s) of mold identified, your unit conditions and your circumstances.

- If the amount of mold is significant and your unit conditions are conducive to the continued growth of mold, the Housing Office will initiate further testing and air sampling by the NMSU Office of Environmental Health Safety to determine the best course of action.
- If the amount/types of mold and conditions present do not require further testing, the Housing Department (within one business day) will provide either one-time cleaning of the affected area or provide the resident with the supplies and products to clean the area.

### Follow Up

The Department of Housing and Residential Life will schedule a follow up inspection to be conducted within 5 business days to help ensure that the mold has been eliminated and that conditions favorable to the growth of mold do not exist.



# Where Does Mold Come From?

Molds are part of the natural environment and are present almost everywhere. Outdoors, molds play a role in nature by breaking down dead organic matter such as fallen leaves and trees, but indoors, molds should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture. It is impossible to get rid of all mold and mold spores indoors—the key to mold control is moisture control.\*

## Mold Control Tips

- Submit a Work Request through the Department of Housing website for any water leaks in your unit, no matter how small.
- Keep your unit clean—in addition to moisture, molds need nutrients to grow
- Dry surfaces that are exposed to moisture such as kitchen and bathroom surfaces
- Reduce indoor humidity levels by ventilating your unit when the weather allows
- Use a disinfectant or a chlorine bleach product (such as Clorox) to clean affected surfaces immediately. Do not mix chlorine and ammonia based products together!

The Department of Housing and Residential Life recommends that all campus residents obtain “Renters Insurance” to help replace financial losses due to property damage resulting from any number of causes.

\*US Environmental Protection Agency

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## What to Expect When You Submit a Work Request

The Department of Housing and Residential Life responds to thousands of maintenance related requests (everything from changing a light bulb to more serious repairs) each year. Requests for service can be made anytime by residents using our online Work Request system on the department’s website. Requests that require immediate attention (such as clogged toilets, loss of heat/air conditioning/electricity or significant leaks) should be directed to 646-5393.

When you submit a Work Request, we want you to know what to expect:

- You will be notified of the status of your request by email as we work to resolve the issue.
- A technician will be dispatched to respond to your request within 3 business days depending upon the nature of the request.
- A response notice will be left each time our technicians visit your unit. The response notice is pink or yellow and will indicate who responded, date/time and what actions were taken.
- Most repairs can be accomplished in one visit, but some repairs may require multiple visits and the assistance of other departments or contractors. The Housing Office will initiate these steps when necessary. The Response Notice will indicate if additional departments or maintenance visits should be expected.

If the work is not completed to your satisfaction, or you have concerns:

- Contact the Operations Center at 646-5393
- Contact your Resident Director at 645-7016 or visit the Residential Life Office at Vista del Monte Apartments, N-1.