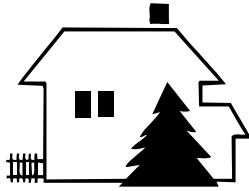


SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

Fixed Facility Owners & Managers

WIM/WIST Responsibilities Checklists/Forms for Water Intrusion Prevention Protocol A & B



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

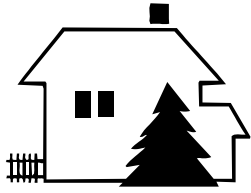
In Community Management, We're Superior

WIM Responsibilities

- **General**
 - May select a WIST (Water Intrusion Surveillance Team) to help assess building conditions and respond to problems. The WIST frequently includes the cleaning/maintenance crew and building engineers.
 - Directs periodic meeting of Surveillance Team members (WIST), which will focus on prevention, reviews of prior problems, inspection procedures, new developments, etc.
 - Ensures all team members are appropriately trained and have attended refresher classes.
 - Evaluates the severity of all water intrusion issues and instructs the surveillance team member(s) with respect to the appropriate protocol to be followed.
 - Evaluates all risk factors and determines if a microbial investigation by qualified experts should be performed.
 - Evaluates third party microbial consultant and remediation contractor qualifications for use on projects.
 - Reports directly to senior company managers on all incidents, response actions, etc.
 - Evaluates whether third party contactors need to be called in to assist in remediation.

- **Documentation/Communication**
 - Creates, tracks, and maintains a file for all water intrusion issues on all projects.
 - Carefully documents – including photographs, interviews, site visits (if possible) all water intrusion issues.
 - Directs communication with any third parties involved. Immediate Communication and Immediate Response are critical. Informs third parties with respect to the actions that will be taken/protocol to be followed/project schedule/controls.
 - Responsible to obtain and maintain any and all MSDS sheets for any products used during remediation.
 - Responsible for ensuring that an appropriate Respiratory Protection Plan is in place if employees will be wearing respirators.
 - Ensures all water intrusion event forms are filled out and completed, signed, dated, etc. as and when required.

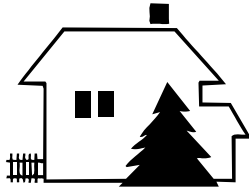
- **Construction/Renovation & Maintenance Activities**
 - Responsible for ensuring that all systems and their components have been delivered from third parties appropriately packed and free from visible contamination prior to arrival.
 - Develop maintenance protocol for periodic system inspections which are directed at identifying and testing for water intrusion/leakage issues.



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

- Ensure that all company policies with respect to system maintenance (i.e., filter changing, coil cleaning, etc.) are in strict compliance with manufacturer's instructions.
- Responsible to meet with project architects, engineers, etc., to verify renovation building designs will not be conducive to creating future water intrusion problems.
- Responsible to oversee subcontractor activities during renovation/construction.

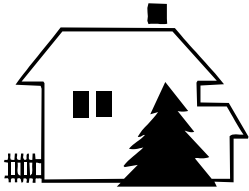


SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

WIST Responsibilities

- **General**
 - Treat all reports of water intrusion and all reports of mold related to the HVAC systems as an EMERGENCY.
 - Report all instances of water intrusion (no matter how small), all suspect areas of fungal growth (no matter how small), all complaints and/or other indications, which could conceivably be related to an issue of water intrusion or mold immediately to the Water Intrusion Manager.
 - Attend periodic meeting with WIM.
 - Attend all required microbial training classes.
 - Function as the “eyes and ears” for the WIM on each individual project.
- **Documentation/Communication**
 - Responsible for completing water intrusion forms for individual projects and forwarding to WIM.
- **Construction/Renovation Maintenance Activities**
 - Responsible for inspecting materials upon arrival at job site to ensure they are in good condition and free from visible fungal growth.
 - Responsible to inspect the project environment prior to renovation/construction or upon taking over the management of a new building to verify the environment has not sustained prior water intrusion issues. This responsibility will include documentation (photographs, notes, etc.) of any preexisting conditions such as stained ceiling tiles, roof leaks, floor tile buckling, etc.
 - Responsible to verify all required repairs and maintenance are being performed as required by company policy or manufacturer’s recommendations.



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

WATER INTRUSION INCIDENT EVENT FORM
This form MUST be completed each time there is a water intrusion event.

Date: _____ Time: _____

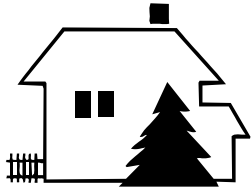
Site Location: _____

Describe the incident: _____

Was the cause of the event determined? Describe: _____

Was the extent of damage determined? Describe: _____

Are there any occupant complaints? Describe: _____



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

- Were any of the following observed:
- Visible Mold
 - Musty Odors
 - Water Stained Building Materials
 - Water Damaged Building Materials
 - Impact to the HVAC System
 - Sewage or Gray Water?

Describe: _____

Was the W.I.M contacted? Yes No

What remediation methods were instituted? _____

Supply Timeline: _____

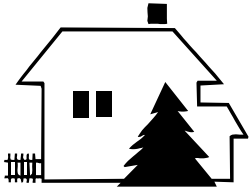
What follow up precautions will be instituted? _____

Were the services of a microbial consultant retained? Yes No

If so, what were the scope of services? _____

Was Clearance Sampling performed? Yes No

Attach laboratory results.



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

Are there any outstanding issues? Yes No
And

Has the cause of the problem been repaired? Yes No

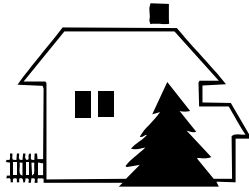
All reports filed must have accompanying photos.

Prepared by – Maintenance Supervisor

Date

Reviewed by – Water Intrusion Manager

Date



In Community Management, We're Superior

Checklist – HVAC Issues
(To be completed on a monthly basis)

• **General Risk Management**

- HVAC – Primary conduit and vehicle for distribution of any microbial contamination
- Expedites aerosolization
- Increases risk of exposure and potential illness
- Once mold impacts the HVAC system it is usually impossible to evaluate if the building contaminated the HVAC system or vice versa.

1. Has a monthly inspection of HVAC system and all components been conducted to verify the system is in good working condition and not contributing to water intrusion issues? Yes No

2. Are temperatures maintained between 70 degrees and 80 degrees F and relative humidity maintained between 40% and 59%? Yes No

If not state temperature:

If not state relative humidity:

Prevent moisture condensation by reducing the relative humidity in the air. To increase surface temperature insulate or increase air circulation. To reduce the moisture level in the air, repair leaks, increase ventilation (if outside air is cold/dry), or dehumidify (if outdoor air is warm/humid).

3. Are heating, ventilation, and air-conditioning (HVAC) drip pans clean, properly sloped, and unobstructed? Yes No

4. Have secondary condensate lines been inspected to ensure they are dry? Yes No

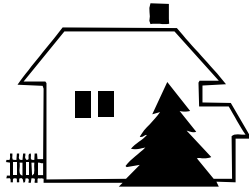
5. Have building thermostats and vents been inspected regularly to ensure tenants have not altered building air balance? Yes No

Date last balanced:

6. Are drain pans cleaned and inspected every 3 months? Yes No

7. Are air handler unit liners inspected every 3 months? Yes No

8. Are air filters inspected monthly and changed regularly? Yes No

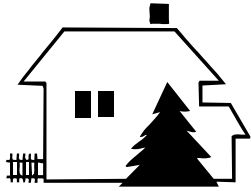


SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

9. Is equipment inspected to verify it is operating with filters installed properly? Yes No
10. Are coils inspected at least every 3 months for accumulation of debris? Yes No
11. Are plenum areas inspected monthly for accumulation of dust/debris and to verify they are not being used for storage? Yes No
12. Are humidifiers cleaned and chlorinated weekly? Yes No
13. Are maintenance meetings set up on a regular basis to discuss any HVAC issues? Yes No
14. Are exhaust vents in kitchens and bathrooms examined on a regular basis to verify they have been installed and are working properly? Yes No
15. Has it been verified that all building ventilation is in compliance with ASHRAE 61:2001 based on space utilization, number of occupants, and square footage? Yes No
16. Is building pressurization appropriate for climate and use? Yes No
- When was this tested?
- What were the results?
17. Are AC units appropriately sized for the area to be cooled? Yes No
18. Are all ducts appropriately sealed, vented, and maintained? Yes No
19. Are all appliances, bathrooms, cooking areas appropriately vented to the outside? Yes No
20. If the facility is located in a warm humid climate, have interior vapor barriers such as wall coverings been limited in use? Are exterior vapor barriers in good condition? Yes No
21. Are all AHUs operating properly and located in accessible areas protected from outside elements including pollutants, birds, etc? Yes No

Explain any "No" answers:



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

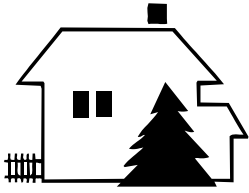
Advise what corrective actions have been instituted:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Landscape/Exterior Building Envelope Issues



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

(To be completed on a monthly basis)

Conduct monthly inspection of sprinkler systems, building landscaping, and building exterior to verify that water is not negatively impacting the building envelope.

1. Has the building envelope been inspected for the following?

Built-up (berms) at perimeters of buildings? Yes No

Planters at the perimeter of the buildings? Yes No

Vegetation in close proximity to the perimeter of the buildings? Yes No

Drainage issues and appropriateness of property slope? Yes No

2. Have sprinklers been placed so that moisture will not impact the building envelope? Yes No

3. Has the building been inspected to ensure that all weep screeds are properly placed and not obstructed? Yes No

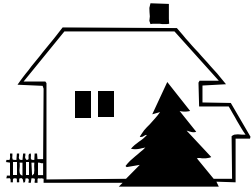
4. Are indoor plants, terrariums, trees, ponds, etc. carefully maintained? Yes No

Are they regularly inspected for issues such as leaks, accumulation of debris, and verification that any building materials in close proximity to these items should be non conducive to microbial growth? Yes No

Date of last inspection:

Explain any "No" answers:

Explain any "No" answers (cont.)



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

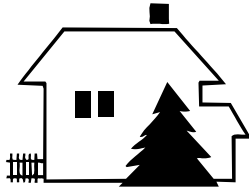
Advise what corrective actions have been instituted:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Plumbing Issues



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

(To be completed on a monthly basis)

Conduct monthly inspection of all accessible plumbing components to identify leaky pipes, fittings, valves, etc. for signs of leaking, corrosion or water intrusion.

1. Have valve packing glands been inspected to ensure they are not dry and brittle? Yes No

Date of last inspection:

2. Have water heaters been inspected for fitting corrosion? Yes No

Date of last inspection:

3. Have sealants at fixtures and escutcheons been inspected? Yes No

Date of last inspection:

4. Have all locations where flexible sealant has been used (sinks, ceramic tile joints, etc.) been inspected? Yes No

Date of last inspection:

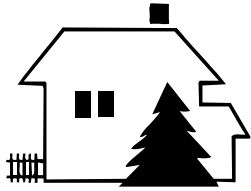
5. Have all insulated pipes been inspected to ensure the insulation is intact to prevent condensation? Yes No

6. Are fire sprinkler leads, valves, joints regularly inspected for corrosion/weeping? Yes No

Date of last inspection:

Is this in compliance with state/local codes?

Explain any "No" answers:



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

Explain any "No" answers (cont.)

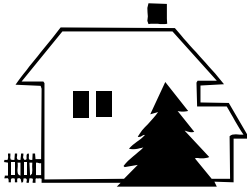
Advise what corrective actions have been instituted:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Roofing Issues



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

(To be completed on a monthly basis)

Conduct periodic (monthly) inspection of all interior ceiling and wall areas for signs of water intrusion through the roof or plenum.

1. Has the roof been inspected on at least a yearly basis for problems? Yes No

Date of last inspection:

2. Did the inspection account for the following:

General maintenance? Yes No

Ponding areas? Yes No

Seals at penetrations, skylights, chimneys? Yes No

Broken/damaged roof products? Yes No

Debris accumulation at valleys, crickets? Yes No

Organic debris/vegetation contact? Yes No

Condition of roof flashing? Yes No

Condition of roof coating? Yes No

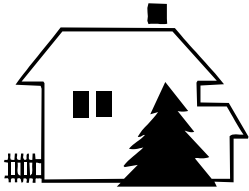
3. Are weep screeds properly placed, visible, and unobstructed? Yes No

4. Are gutters and drain spouts maintained properly, free of debris, and directing water away from the building? Yes No

5. Do roof overhangs direct water away from building? Yes No

6. Is there damage to, improperly installed, maintained chimney caps? Yes No

7. What is the service life of the roof and associated products? _____



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

8. Has the roof been impaired by weather, lack of maintenance, etc? Yes No

If yes, explain:

9. Are there any items present on the roof that could impair the integrity of the roof? Yes No

If yes, explain:

Explain any "No" answers to 1, 2, 3 and 5 above:

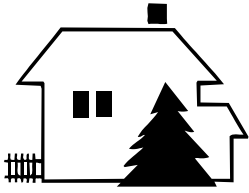
Advise what corrective actions have been taken:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Exterior Envelope Issues



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

(To be completed on a monthly basis)

Conduct monthly periodic inspection of all interior and exterior wall systems and finishes for signs of water intrusion.

1. Verify the following are in good condition:

Caulking? Yes No

Painting? Yes No

Window frame connections? Yes No

Exterior trim? Yes No

2. Have window/door tracks been inspected and cleaned to ensure proper function and water drainage? Yes No

3. Are thresholds appropriately placed above grade? Yes No

4. Is EIFs present in the building? Yes No

5. If EIFs is present, the system should be checked monthly for:

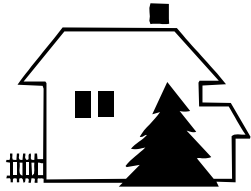
Penetrations? Yes No

Gaps? Yes No

Soil/vegetation contact? Yes No

Explain any "No" answers to 1, 2, or 3 above:

Explain any "No" answers (cont.):



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

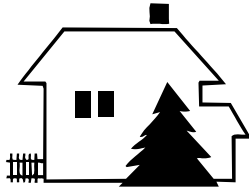
Advise what corrective actions have been taken:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Renovation/Maintenance Issues

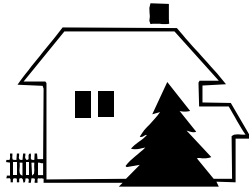


SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

The answer to all the following questions should be No. If there are any Yes answers, please provide an explanation at the bottom of the page.

1. Is carpet present in bathrooms/wet areas? Yes No
2. Are monolithic vapor barriers present (such as carpet over concrete slab floors or chair mats in ground floor offices)? Yes No
3. Are interior vapor barriers present (warm climate)? Yes No
4. Are exterior vapor barriers present (cold climate)? Yes No
5. Do balconies, patios, and/or roof areas show evidence of ponding? Yes No
6. Is drywall present in bathrooms? Yes No
7. Are crawl spaces present? Yes No
If so, are building materials conducive to mold growth present? Yes No
8. Do drainage systems, gutters, direct water toward or under the building in any location? Yes No
9. Is heat generating equipment located near thermostats? Yes No
10. Are registers/vents blocked or turned off in the building? Yes No
11. Do elevator pits show signs of water intrusion/staining? Yes No
12. Are inspections performed on a monthly basis to assess conditions such as stained ceiling tiles, buckled floors, wallpaper detachment, and other indications of water intrusion issues? Yes No
13. Have maintenance staff, cleaning personnel, and others involved in maintaining the property been trained to take notice and promptly report any signs of water damage, staining, flooding, leaks, and condensation, etc? Yes No
14. Are required maintenance schedules for HVAC, plumbing, exterior Yes No



**SUPERIOR
COMMUNITY MANAGEMENT
COMPANY**

In Community Management, We're Superior

maintenance, etc. complied with?

15. Are buildings maintained within temperature and relative humidity guidelines (70° - 80° F, 40-50% RH)? Yes No
16. Are building occupancies within acceptable limits? Yes No
17. Is air balancing performed on regular basis (Inspect building thermostats and vents)? Yes No
18. Is building able to maintain a slight positive air pressure? Yes No
19. Are cold water pipes insulated and is the insulation intact? Yes No
20. Are materials installed in the building without consideration to their mold resistance based on intended use and building history? Yes No

Explanation of "Yes" answers to questions 1 – 11:
Explanation of "No" answers to questions 12 – 20:

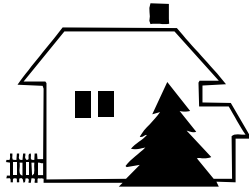
List corrective actions taken for "Yes" answers:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Tenant Obligations

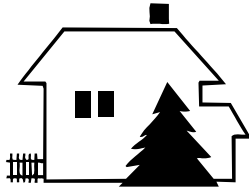


In Community Management, We're Superior

Property Management firms along with building owners should consider requiring tenants to perform the following to assist in preventing conditions which are conducive to mold growth.

1. Are tenants required to promptly notify property management with respect to any and all water intrusion issues? Yes No
2. Are tenants required to maintain temperature/relative humidity in the occupied space within the building guidelines? (temperature 70° - 80° F and RH 40-59%, if possible) Yes No
3. Are tenants required to maintain good housekeeping practices (especially with respect to maintaining indoor plants, terrariums, pets, etc.)? Yes No
4. Are tenants required to ensure that plenum areas are not used for storage? Yes No
5. Are tenants required to prevent accumulation of items such as cardboard boxes, paper, etc. which are good food sources for mold? Yes No
6. Are tenants required to perform their own periodic inspection of the occupied areas and promptly report any areas of water staining, damage, musty odors, problem building conditions, employee complaints, etc.? Yes No
7. Are tenants required to promptly clean up all small accumulations of water in kitchens, bathrooms, and other areas? Yes No
8. Are tenants required to notify property management prior to installing any fixtures/vapor barriers? Yes No
9. Are tenants prohibited from accessing the roof? Yes No

10. List any present tenant complaints with respect to water intrusion issues



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

In Community Management, We're Superior

and how they are being handled:

11. Are tenants required to shut off water if vacating their units for more than 48 hours? Yes No
12. If water shut off to the units is not practical, are tenants required to notify property management when they will be out of their units for extended periods of time? Yes No
-

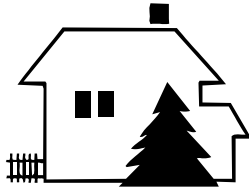
Explain all "No" answers with corresponding justification:

Checklist completion date: _____

Completed by: _____

Reviewed by: _____

Checklist – Emergency Situations



SUPERIOR
COMMUNITY MANAGEMENT
COMPANY

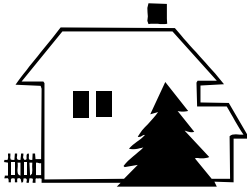
In Community Management, We're Superior

- **Power Failure/Weather Issues**

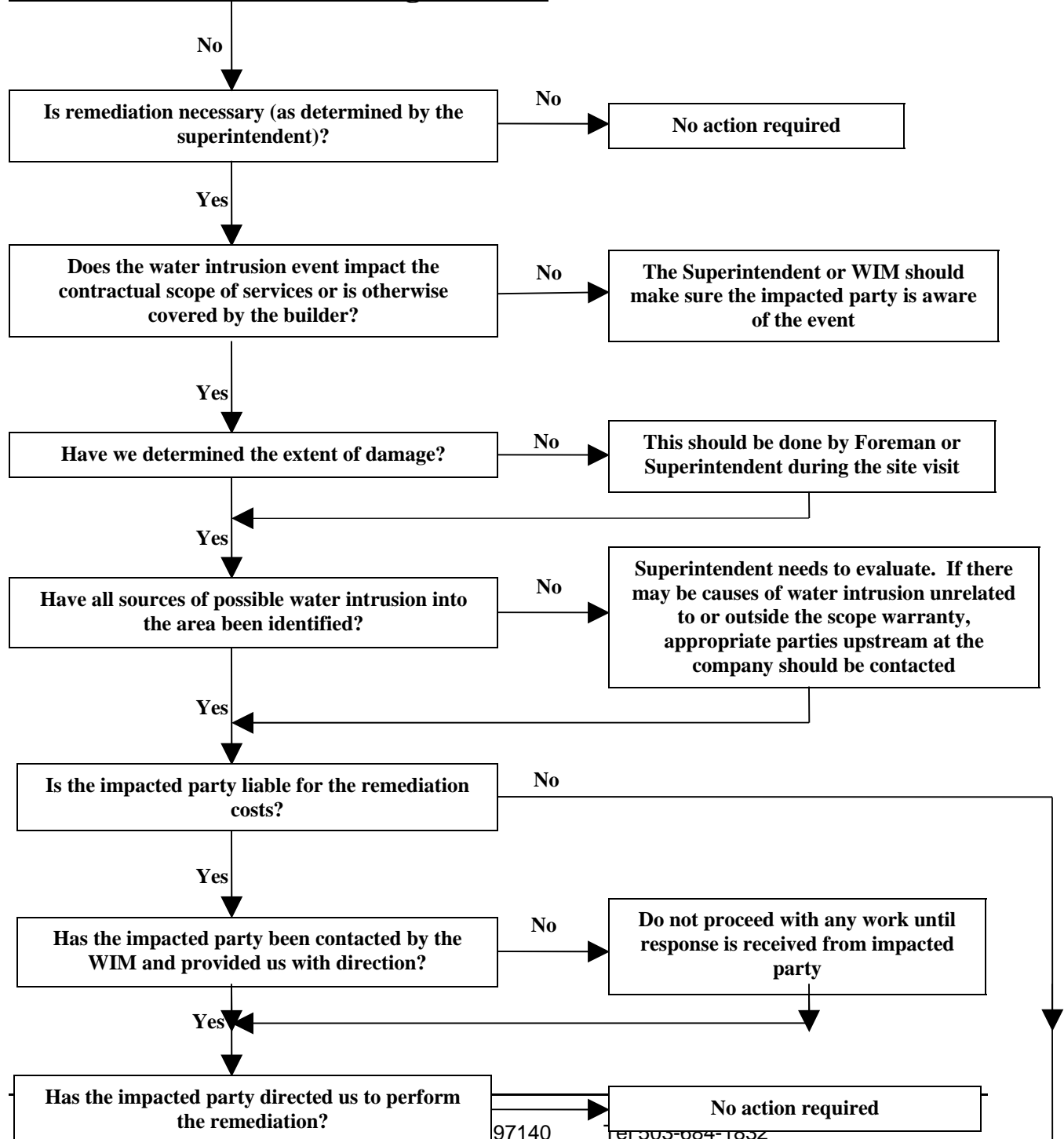
- In the event of a power failure, a backup generator or alternate power source should be able to maintain building humidity at acceptable levels and keep any sump pumps operating properly.
- Plans should be in place to respond promptly to water damage.
- Verify all drains, gutters, catch basins etc. are free from debris.
- Maintain vegetation, trees, storage items a safe distance from building to minimize impact.
- Emergency contact information, including emergency contractors, police, electricians should be current and easily accessible.

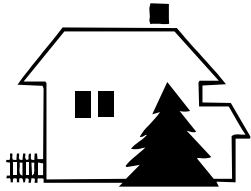
<p><u>Protocol A</u> Water Intrusion Event Not Significant</p>
--

PO Box 1549 Sherwood, Or 97140 Tel 503-684-1832
Fax 503-684-1834 email: info@superiorcommunity.com



Is Water Intrusion Event Significant?

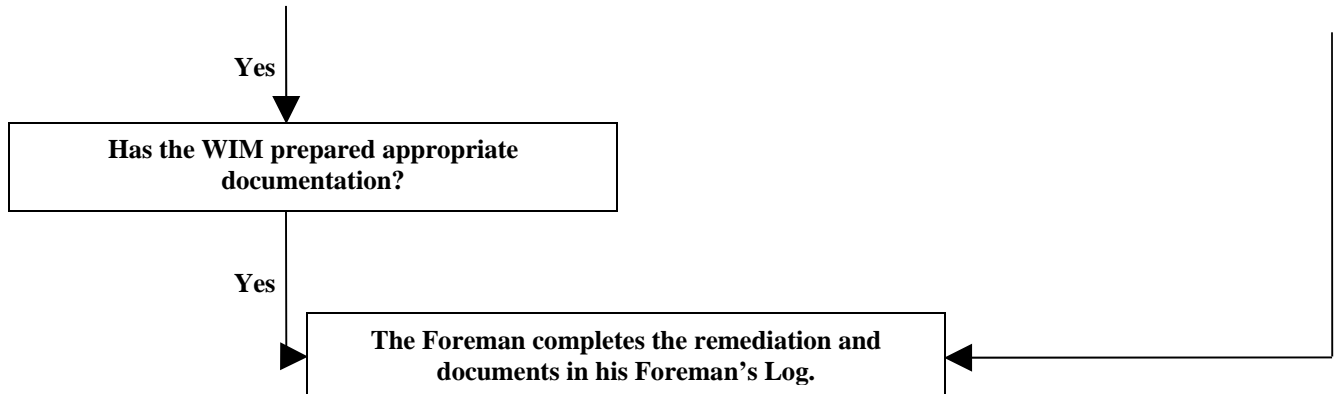




**SUPERIOR
COMMUNITY MANAGEMENT
COMPANY**

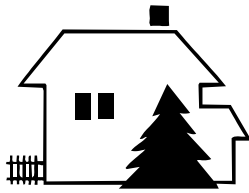
In Community Management, We're Superior

No

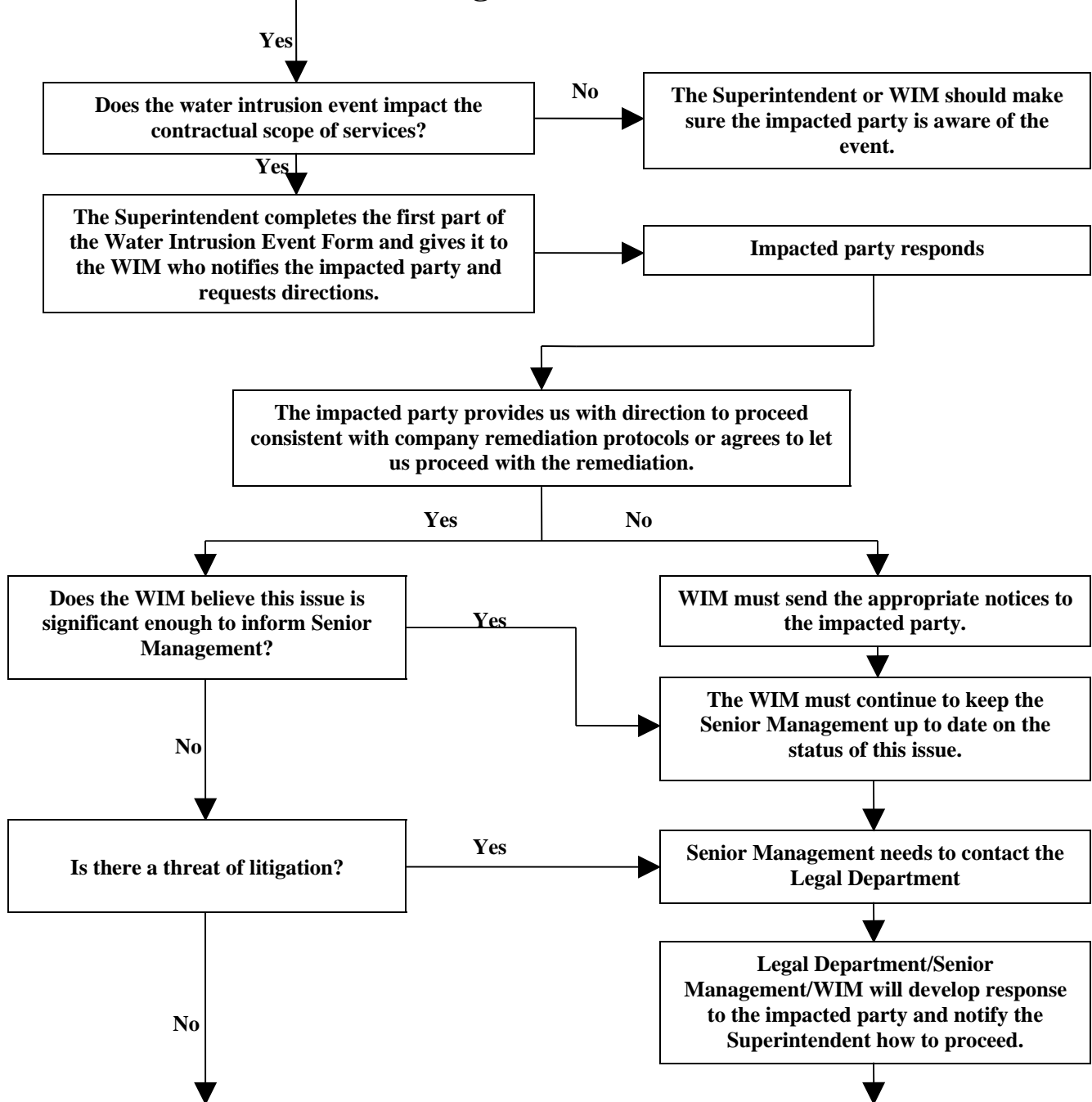


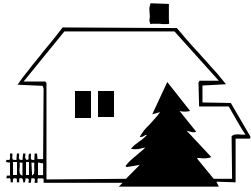
Protocol B
Water Intrusion Event Significant

PO Box 1549 Sherwood, Or 97140 Tel 503-684-1832
Fax 503-684-1834 email: info@superiorcommunity.com



Is the water intrusion event significant?





**SUPERIOR
COMMUNITY MANAGEMENT
COMPANY**

In Community Management, We're Superior

