

## Frequently Asked Questions: What to Expect For Your Mold Inspection



**ENVIRONMENTAL**  
INSPECTION & CONSULTING

### What payment options are available?

After the inspection is completed, the inspector will hand write you an invoice and provide you with a carbon copy. We have a few payment options available; the easiest option would be on-site with a check. The inspector can also accept cash, but for safety reasons does not carry change. Alternatively, we can send you an electronic invoice through QuickBooks after the inspection has been completed.

- You can use QuickBooks to issue an e-check, which requires your checking account and routing number.
- If you would like to use a Visa or MasterCard to pay, please inform the inspector onsite so the electronic invoice can be processed to reflect the correct payment method. Be advised; there is a 3% processing fee for credit card transactions.

*The following options require additional information from us and your own login information for the service. Please reference the address and/or invoice number when submitting payment using these methods to prevent delays. Keep in mind that the following payment options may have their own service fees involved.*

- You can process a payment using Chase QuickPay. Please reference the address of the property and/or invoice number when submitting payment so that your payment is applied quickly and accurately.
- You can process a payment using the clearXchange network (also known as Zelle<sup>SM</sup>) through banks such as Bank of America, Wells Fargo, or First Bank. If this is the option you are most familiar with, let us know and we will provide you with the email address and phone number associated with the account. Please reference the address of the property and/or invoice number when submitting payment so that your payment is applied quickly and accurately.
- We also accept payments through Venmo. If this is your preferred payment method, let us know and we will provide you with our username associated with the account. Please reference the address of the property and/or invoice number when submitting payment so that your payment is applied quickly and accurately.

### What does the inspection look like?

Our mold inspections consist of evaluating the current conditions of the home and inspecting for possible moisture intrusions where mold amplification is likely to occur. The inspection will include use of a thermal imaging device which provides an x-ray type vision into the wall/ceiling/floor cavities without any damage. Since moisture leaks can often be hidden behind walls, the thermal imaging device is an excellent tool for locating any potential leaks which may otherwise be unseen. The inspection will also include use of moisture meters which can detect the moisture levels of building materials.

### How do you sample for mold?

There are three types of samples the inspector may recommend to you at the time of the inspection. The total number of samples is determined onsite based on areas of concern noted by the inspector and what is authorized to be collected at the time of the inspection. It is impossible to know the exact total number of samples prior to inspection.

If you are not present during the inspection, please be available to reach over the phone in the event the inspector needs to get your authorization to collect samples.

1. Air samples may be taken to test the ambient air quality which can help determine the current air quality. We recommend having at least one interior and one exterior for comparison purposes per state sampling guidelines.
2. Swab samples may also be taken for identification from any visible mold growth.
3. An air cavity sample can be taken inside a wall, ceiling, or cabinet using a 1/4" round drilled hole to reach wall gap which was later sealed with caulking. The cavity sample will be collected for a few minutes with the pump running; this setting is accepted nationally to attain readings. Whenever possible, samples are collected from inconspicuous areas to minimize any aesthetic impact; in the event that this is not possible, JLM Environmental will confirm with the property owner (or on-site representative of the owner) of an appropriate sampling location while attempting to minimize the visibility of the sampling area.

### How can I prepare for the mold inspection?

To get an accurate representation of fungal spores present, it is recommended to keep the windows and doors closed as safety permits and air purifiers in the 'off' setting for at least 4-12 hours prior to inspection. Make sure that all areas you would like inspected are accessible such as pulling furniture away from walls or ensuring no doors are locked for the inspector.

### When can I expect my report and results?

This depends on the turnaround time that you selected at the time of the inspection. Once the laboratory has finished analyzing the samples, a report will be generated explaining any areas of concern, risk assessment and recommendations for remediation if necessary. All documents will be sent via email in PDF format. *The report and results will be sent only to the client. Please do not ask us to disseminate this information to other people. You are at liberty to share the information with anyone you wish. This simply states that if anyone wants to know about your results, they cannot get the information from us without a subpoena. This includes real estate agents, lawyers, sellers, buyers, tenants, etc. Unless you authorize us to release information specifically on the original agreement, you will be the only recipient of the information.*

If you have any other questions, feel free to contact us at [info@jlmenvironmental.com](mailto:info@jlmenvironmental.com) or (310) 930-3355.

For more information, a more detailed description of our services, and client reviews visit our website at [www.jlmenvironmental.com](http://www.jlmenvironmental.com).

