

NCMI[™] (NORMI[™] Certified Microbial Inspector)

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**"It not just about being certified but
about building a successful business!"
Doug Hoffman, Executive Director**

Today's Agenda

1. Quickstart

(Entrepreneur, Leads Groups, Insurance, Resources)

2. **Contract for Services**

(Pricing, Contract is Payment Guarantee, Deposit)

3. **Interview, Inspect & Sample**

(Collect information occupants, exterior, and interior, then sample)

4. **Develop & Present Report**

(based on assessment, testing results, and interpretation)

5. Followthru & Followup

(recognize nature of service industry, value referrals, Flip the Funnel)



1



Credibility

A business owner, also known as an entrepreneur or proprietor, is someone who manages the financial and operational aspects of a business that sells goods or services for profit. Business owners can run companies of any size, from freelance operations to multinational corporations, and can work alone or with others. They have a financial stake in the business and take on greater than normal financial risks. At the end of the year, business owners can either take a net profit or reinvest the money back into the company.

AI Overview

Starting a Business?

Job Creator
Entrepreneurial Leader
StrengthFinders 2.0 Tom Roth
Tradesman, Salesman or Accountant?

Certification is OPTIONAL (but valuable)

- Requires Diploma/GED
- Requires Examination
- Requires ACTIVE Membership
- Requires Exam/Certification Fee

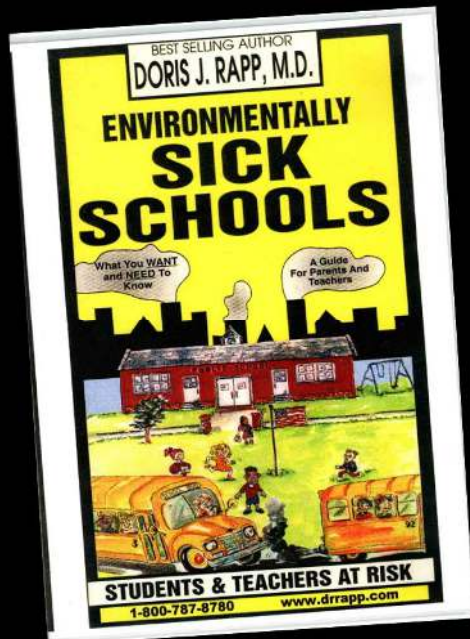
Enables you to:

- Advertise Expertise in Subject
- Purchase at special pricing
 - DIY Kits & Sampling Supplies
 - Testing Equipment
 - Onsite "Text" Helpline
- Market/Support through www.NORMIPro.com

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The Problem of Poor IAQ



"This video, shot from 1980-1990 was compiled and copyrighted in 2008 by Dr. Doris Rapp and subsequently gifted to me so that our NORMI™ training could help educate IAQ professionals who wanted to learn more about the seriousness of poor indoor air quality on children and teachers. Some of the stories are graphic but representative of the variety and intensity of the discomfort and pain suffered by those who have generally been misdiagnosed by medical professionals and their family."

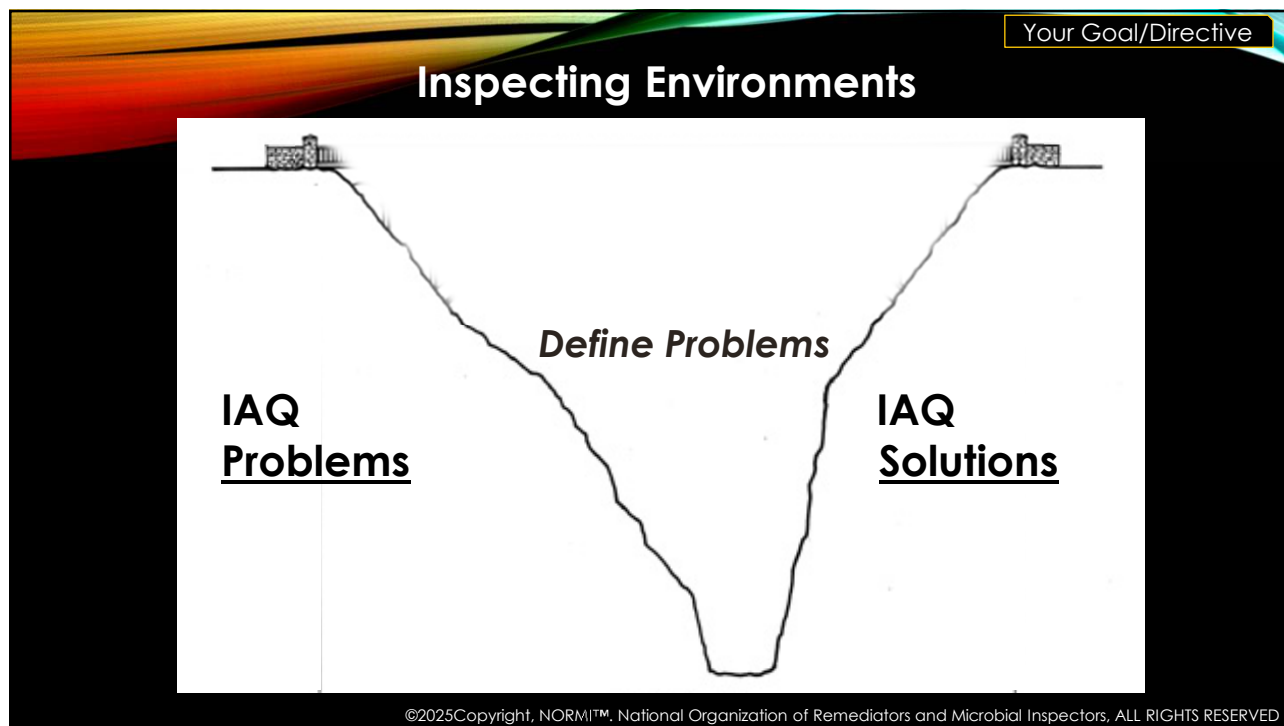
Doug Hoffman, Executive Director

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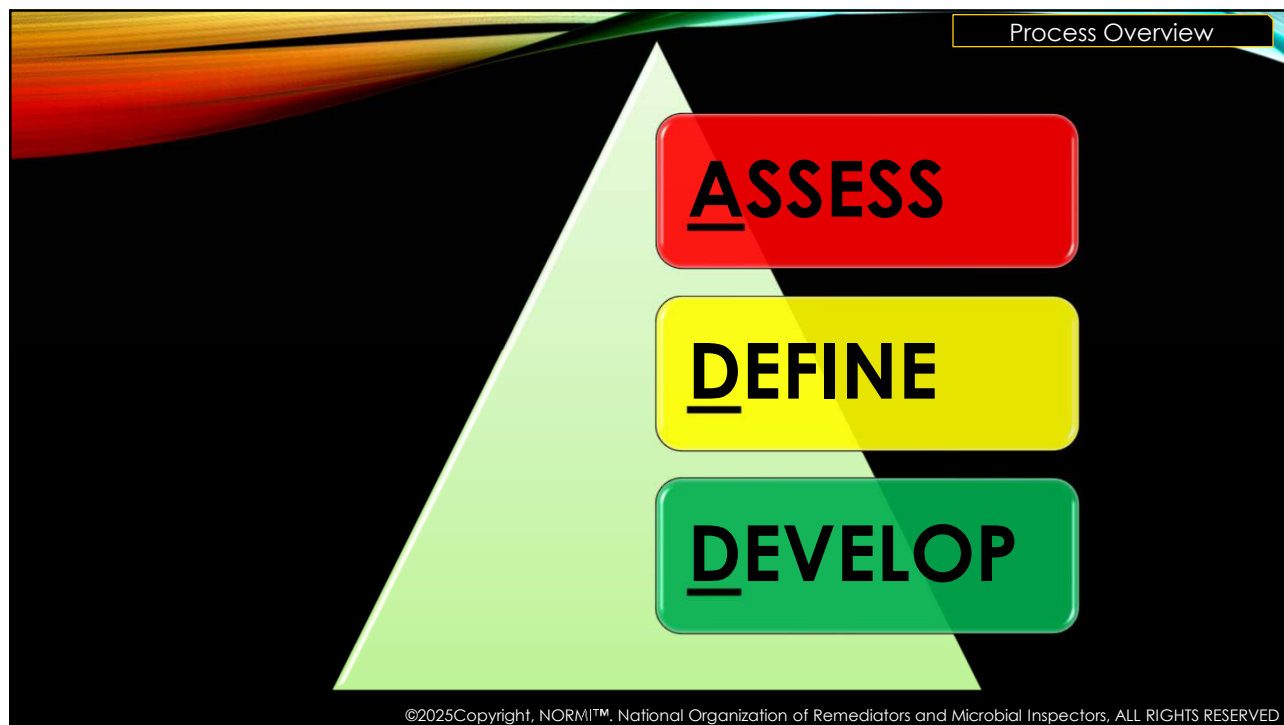
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4



5



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Today's Agenda



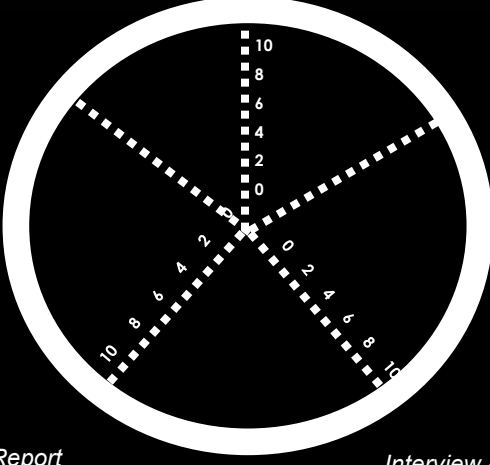
- 1. Quickstartup**
(Entrepreneur, Leads Groups, Insurance, Resources)
- 2. Contract for Services**
(Pricing, Contract is Payment Guarantee, Deposit)
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(Collect information occupants, exterior, and interior, then sample)
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Your Wheel of Success

QuickStartup

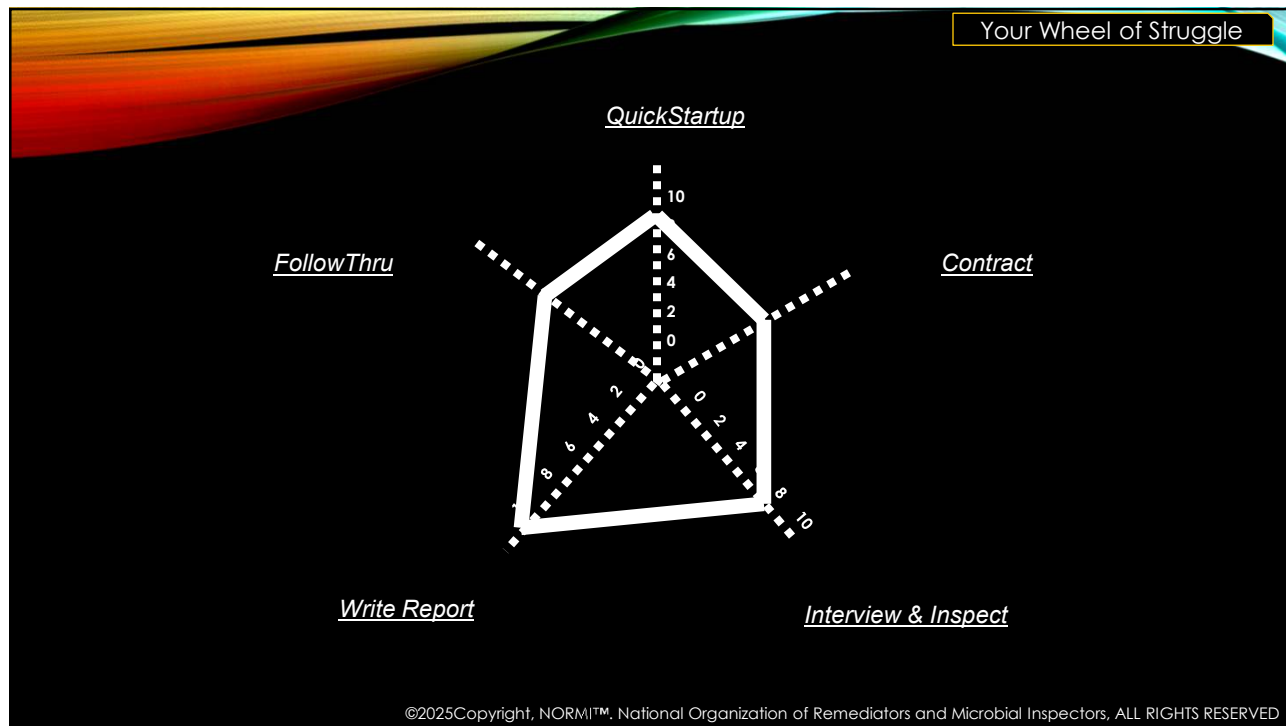


FollowThru Contract

Write Report Interview & Inspect

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QuickStartup

Checklist

- ☐ **Business Plan**
 - Identify the Need and the Solution
 - Revealing You to Them (Marketing Budget)
- ☐ **Resources**
 - Tradesman, Salesman or Accountant?
 - FiveRR.com (Logo, Marketing, Press Release, etc.)
 - LegalZoom (Logo TM, Contract, Incorporate)
- ☐ **URL for Name**
 - GoDaddy.com
 - Compusoar.com
- ☐ **Incorporate**
 - State—LLC or C Corp
 - Federal—Not-for-Profit or Corp
- ☐ **Business License**
 - State Requirement or Local Occupational License
- ☐ **Insurance Coverage**
 - Certificate of Insurance (General Liability, E&O)
- ☐ **Vendor Resources**
 - NexLab (Environmental Laboratory)
 - BLS Affiliate (Supplies, Testing Equipment, Solutions)
 - NORMI Trade Association (Networking, Guidance)

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The Need

The quality of indoor air inside offices, schools, and other workplaces is important not only for workers' comfort but also for their health. Poor indoor air quality (IAQ) has been tied to symptoms like headaches, fatigue, trouble concentrating, and irritation of the eyes, nose, throat and lungs. Also, some specific diseases have been linked to specific air contaminants or indoor environments, like asthma with damp indoor environments. In addition, some exposures, such as asbestos and radon, do not cause immediate symptoms but can lead to cancer after many years.

Many factors affect IAQ. These factors include poor ventilation (lack of outside air), problems controlling temperature, high or low humidity, recent remodeling, and other activities in or near a building that can affect the fresh air coming into the building. Sometimes, specific contaminants like dust from construction or renovation, mold, cleaning supplies, pesticides, or other airborne chemicals (including small amounts of chemicals released as a gas over time) may cause poor IAQ.

OSHA.GOV

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Business Plan

entrepreneur | INTERMEDIATE ENGLISH

entrepreneur

noun [C]


US  / ˌænˈtrɒˈpreːnɪər, -ˈnjuːər /

Add to word list

a person who attempts to make a profit by starting a company or by operating alone in the business world, esp. when it involves taking risks:

• *He's an entrepreneur who made his money in computer software.*

entrepreneurial

adjective US  / ˌænˈtrɒˈpreːnɪəriəl, -ˈnjuːər-/

(Definition of entrepreneur from the Cambridge Academic Content Dictionary © Cambridge University Press)

Simon Sinek
https://www.youtube.com/watch?v=NuQr2Hkq_0Q


Who you are:

- Problem-Solver
- Risk Taker
- Gap Seer
- Job Creator
- Visionary

Tradesman
Salesman
Accountant

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Resources

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These costs are often tax deductible.

★★★★☆ 4.5 stars (42675)

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GoDaddy It's go time

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- UJ Lighthouse Christian Academy - Preschool Child Care Covington, LA
- Lawson Dozer & Tractor

[Client App](#)

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LLC or Corp?

The decision to form either a limited liability company (LLC) or a corporation depends on the type of business that an individual is creating, the possible tax consequences of forming the entity, and other considerations. The primary difference between an LLC and a corporation is that an LLC is owned by one or more members while a corporation is owned by shareholders.

Both types of entities have the significant legal advantage of helping to protect assets from creditors and providing an extra layer of protection against legal liability. In general, the creation and management of an LLC are much easier and more flexible than that of a corporation. Still, there are advantages and disadvantages to both types of business structures.

Investopedia

Accountability

Promote Associations Charitable

NONPROFIT ORGANIZATION

Volunteer Money

Tax Exempt Foundations

Tax Deduction Charity

EDU

Trust

Grant

Federal Tax Status

When you make money, you pay taxes!

A **not-for-profit** or **non-for-profit organization (NFPO)** is a legal entity that does not distribute surplus funds to its members and is formed to fulfill specific objectives.^[1] An NFPO does not earn profit for its owners, as any revenue generated by its activities must be put back into the organization.^[2]

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License & Insurance

Secretary of State

www.
GEAUXBIZ
.com

Parish, County or City






IOA
INSURANCE OFFICE OF AMERICA

General liability lives up to its name – it's generalized liability coverage for lawsuits, property damage, and advertising injuries.

E&O only covers lawsuits over the financial losses someone experienced because of your work.



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**CERTIFIED LAB
CREATE ACCOUNT**

LOGIN

**DOWNLOADABLE
Chain of Custody**

VIDEO TUTORIALS



www.MyIAQLab.com



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SEARCH FOR ANYTHING...



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- Discounted G/L & P/L Insurance
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Contract for Services

Checklist (cont.)

- ❑ **Computer Skills**
 - GoNitro.com (Editable PDF)
 - Office.com (Microsoft360 or MAC)
 - LACRM.com (Customer Management Software)
 - MailChimp.com (Database, Journeys)
- ❑ **Marketing**
 - NORMIPro Locator (ANGI, Referral)
 - Leads Programs (CAP Program, B2B, Homeshows)
 - Brochures & Business Cards (BLS Affiliate)
 - Elevator Speech
- ❑ **Contract**
 - IOA/NORMI (IAQ Inspection Contract)
 - Remote vs. "Free" Estimate
 - Execute Contract then Schedule
- ❑ **Staging**
 - Know Your Equipment
 - Gather the Resources
 - Professionalism (Be on Time, Appearance, Smell)

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Computer Skills



nitro
PDF made easier, faster, better
Give your teams the tools to work better with documents and each other.

Create & Combine | Edit Text & Images | Convert & Export | Scan & OCR | Collaborate & Review | Approve, Sign, Control & Protect | Submit

BIOS TECHNOLOGIES 50% lower cost
As the first and leading replacement for Adobe® Acrobat®, Nitro Pro delivers equally powerful performance and robust features—at half the cost.

MOB : 9821112989 Office Tel : 23812988/23812989
Website : www.biotechnologies.net
Email : ashish@biotechnologies.net / biotech.ashish@gmail.com

www.GoNitro.com



Less Annoying CRM

www.LACRM.com



Microsoft 365 → **Office**
Microsoft Training

www.NORMI.org

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Computer Skills (cont.)

www.GoNitro.com



mailchimp



mailchimp
CUSTOMER JOURNEY TUTORIAL

AWARENESS
INTEREST
CONSIDERATION
EVALUATION
PURCHASE

AWARENESS
CONSIDERATION
CONVERSION
LOYALTY

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www.NORMI.org

Leads are most warm when they come from a recommended source or happy client. Take advantage of every opportunity to do the right thing, under-promise and over-deliver and watch your business grow organically.

Marketing

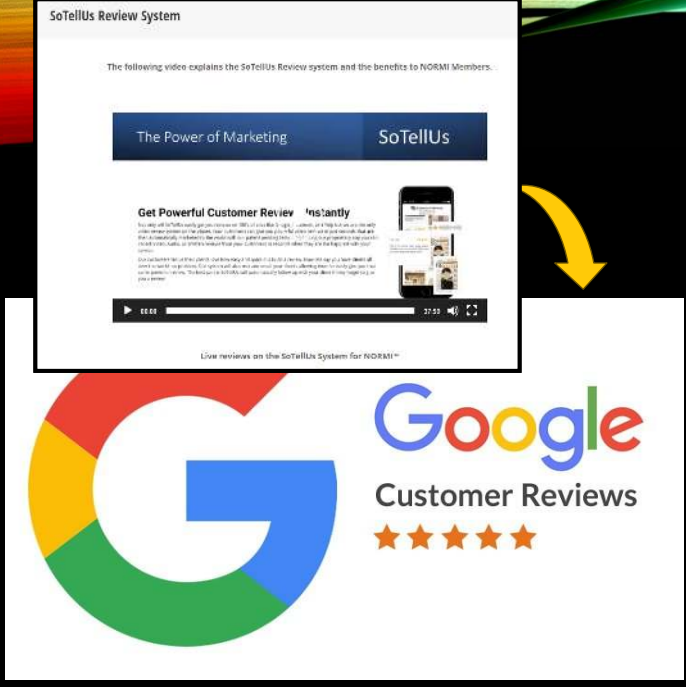


- ✓ SEO—Search Engine Optimization
- ✓ Facebook, Instagram, TikTok
- ✓ Craigs List, Angi, Homeshows
- ✓ BNI, Chamber of Commerce
- ✓ Realtors Association, Social Clubs
- ✓ Brochures, Business Cards, Swag

www.BLSProducts.com/xxxxxxx

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Marketing (cont.)

Your business needs to collect reviews from satisfied customers because:

1. Increase Brand Trust
2. Increase Online Exposure
3. Increase Local SEO
4. Creates Feedback Loop
5. Develops Customer Intelligence
6. Improves Click-Through Rates
7. Converts More Customers
8. Increases Brand Visibility
9. Provides Customer Behavior Insights
10. Reviews Influence Purchasing Decisions
11. Boosts Local Business Awareness
12. Improves Customer Engagement

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CAP

The Four-Step Elevator Pitch

- 1 Start by introducing yourself**
"Hi, my name is Sara. It's so nice to meet you!"
- 2 Provide a summary of what you do**
"I'm a PR manager, specializing in overseeing successful initiative launches from beginning to end."
- 3 Explain what you want**
"I find the work your PR team does to be innovative and refreshing — I'd love the opportunity to put my expertise to work for your company."
- 4 Finish with a call to action**
"Would you mind if I set up a quick call next week for us to talk about any upcoming opportunities on your team?"

Community Awareness Program (CAP)

FREE C.A.P. TRAINING

REALTORS

AIA
American Institute of Architects

FRAP
First Responders Awareness Program

General PUBLIC

HVAC Contractors

SHORT Program
15-20 Minutes

Building Science
PROTECTING SUBSTRATES

Kids.NORMI.org

HVAC IAQ

LONG Program
1.5 Hours

Building Science
INDOOR AIR QUALITY

IAQ Training Seminar

Building Science
NON-VENTED CRAWLSPACES

Building Science
HVAC SYSTEMS

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Contract

ADVANCED MOLD ASSESSMENT AGREEMENT

This is an inspection to develop remediation specifications after mold or a microbial assessment has been established.

The inspection is not a Certified Industrial Hygiene (CIH) inspection. The inspector is not a Certified Industrial Hygienist (CIH). The inspection is not a Certified Industrial Hygienist (CIH) inspection. The inspection is not a Certified Industrial Hygienist (CIH) inspection.

- ✓ "Free Estimate"...Why?
- ✓ Remote Sale w/PDF (Phone Interview)
 - Client Pedigree Info
 - What is the Problem?
 - What is Square Footage of Home?
 - How Many HVAC Systems?
 - Deliver Elevator Speech
- eMail Proposal/Contract
- ✓ Execute Contract, then Schedule

Services - Samples to be collected

No.	Location of areas to be inspected	Type	Quantity	Price	Total	Initials
1.	To be determined by NCMi Onsite	Air/Swab/Carpet/Wall	6	@ \$ 120	720.00	
2.		Air/Swab/Carpet/Wall		@ \$		
3.		Air/Swab/Carpet/Wall		@ \$		
4.		Air/Swab/Carpet/Wall		@ \$		

(Attach additional sheets if more areas are to be inspected.)

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Interview, Inspect & Sample

Checklist (cont.)



- ❑ **Interview**
 - Follow Systemic Approach
 - Ask Good Open-Ended Questions
 - Build the Relationship
 - Understand Expectations
- ❑ **Inspect the Property**
 - Initial Walk-thru w/Room Names
 - Utilize Clipboard or iPad
 - Take Pictures
 - Use Sticky Notes
 - Take Trash
- ❑ **Take Correct Samples**
 - NORMI™ Professional Practices (six)
 - BLS NCMI™/NexLab Prepaid Kit
 - Additional Samples Option
- ❑ **Under Promise & Over Deliver**
 - Be Realistic About Time
 - How to Deliver Report (eMail or In Person?)

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Inspection Process

- 1 • **COMPLETE** IAQ Survey
- 2 • **COLLECT** IAQ Surface/Air Samples
- 3 • **UNDERSTAND** Top 40 Contaminants
- 4 • **DISCUSS** 10 Most Successful Solutions
- 5 • **AWAIT** Lab Report
- 6 • **DEVELOP** IAQ Report from Step Two
- 7 • **PRESENT** Personalized Action Plan

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Interview Process

A word or two to the wise...

This is a simple, casual discussion with the property occupant/complainant to confirm the previous discussion regarding the need for an inspection. Listen, listen, listen as you are building a relationship with someone who others may have ignored.

Ask about the history of the problem, when it started, who has been affected, are there times (like the summer months) when it seems worse.

Ask the occupant to walk you around the house and be sure to take notes about what each room is called. When you personalize the locations where you've taken samples and it appears on the report, it becomes personal for them, and they feel as though the report was not boiler-plated.

Give them a realistic time frame for when the report will come back from the labs (add a couple of days) and a timeline for when you will have the report. Give yourself enough time to make sure you can make the deadline. Many times, clients are suspicious and need reassurance that you are a professional. Confirm their confidence in you by assuring them they have made a wise choice.

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Interview (advanced)

Test the Environment * Assess the IAQ * Develop Remedies

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Health Concerns
(maintenance systems and health issues)

Assess Your Home

General Health Concerns (cont.)

As you begin this section, please understand that we are only interested in your responses to these common problems. We are not medical doctors and do not want to leave the impression that IAQ solutions we might offer should be interpreted as some kind of "medical fix". However, by being aware of symptoms, you may find this knowledge helpful as you pursue medical advice from a trained health practitioner. Knowledge is power and that is especially true concerning your health.

NEUROLOGICAL	CIRCULATORY	WEIGHT	JOINTS/MUSCLES
<input type="checkbox"/> Muscle Twitches	<input type="checkbox"/> Irregular/skipped/rapid heartbeats	<input type="checkbox"/> Binge eating/drinking	<input type="checkbox"/> Joint pain/swelling
<input type="checkbox"/> Loss of coordination	<input type="checkbox"/> Cold hands/feet	<input type="checkbox"/> Food cravings	<input type="checkbox"/> Stiffness walking
<input type="checkbox"/> Tingling/numbness	<input type="checkbox"/> Swelling of hands, feet	<input type="checkbox"/> Overweight/underweight	<input type="checkbox"/> Tremors hands/feet
<input type="checkbox"/> Epilepsy	<input type="checkbox"/> Leg cramps	<input type="checkbox"/> Yo-yo dieting	<input type="checkbox"/> Weakness, fatigue
EYES	SKIN	KIDNEY	ENDOCRINE
<input type="checkbox"/> Bags under eyes or dark circles	<input type="checkbox"/> Hives, rashes	<input type="checkbox"/> Frequent urination	<input type="checkbox"/> Diabetes
<input type="checkbox"/> Swollen, reddened eyelids	<input type="checkbox"/> Dry/itchy skin	<input type="checkbox"/> Burning/painful urination	<input type="checkbox"/> Excessive thirst
<input type="checkbox"/> Watery, itchy eyes	<input type="checkbox"/> Acne	<input type="checkbox"/> Bladder infections	<input type="checkbox"/> Thyroid problems
	<input type="checkbox"/> Frequent skin infections	<input type="checkbox"/> Water retention	
RESPIRATORY	DIGESTIVE	NOSE	BRAIN
<input type="checkbox"/> Asthma	<input type="checkbox"/> Bloating feeling	<input type="checkbox"/> Frequently stuffy or runny nose	<input type="checkbox"/> Brain fog
<input type="checkbox"/> Chronic bronchitis, emphysema, or COPD	<input type="checkbox"/> Frequent belching or gas	<input type="checkbox"/> Itching nose—rubbing or wiping	<input type="checkbox"/> Irritability
<input type="checkbox"/> Chest congestion, frequent cough	<input type="checkbox"/> Constipation	<input type="checkbox"/> Nose bleeds	<input type="checkbox"/> Poor concentration
<input type="checkbox"/> Shortness of breath	<input type="checkbox"/> Diarrhea	<input type="checkbox"/> Sinus problems	<input type="checkbox"/> Poor memory
<input type="checkbox"/> Frequent need to clear throat	<input type="checkbox"/> Heartburn, indigestion	<input type="checkbox"/> Frequent colds	<input type="checkbox"/> Blurring, stuttering
<input type="checkbox"/> Sore throat, hoarseness	<input type="checkbox"/> Nausea		
BLOOD	GENERAL		
<input type="checkbox"/> Slow healing/bruise easily	<input type="checkbox"/> Hyperactivity		
<input type="checkbox"/> Anemia	<input type="checkbox"/> Excessive fatigue		
<input type="checkbox"/> Blood clots	<input type="checkbox"/> Mood swings		
<input type="checkbox"/> Water retention	<input type="checkbox"/> Depression		

This information has been adapted from the writings of Dr. Doris Rapp, MD, board-certified Pediatric Physician and world-renowned Environmental Medical Doctor. Please visit her website at www.drapp.com

You may leave this with the client while you are doing your inspection. Ask them to complete this IF they are comfortable doing so because it will help THEM identify any possible connection between their IAQ and the health

Confirm that this was produced by Dr. Doris Rapp, a leading Board Certified Pediatric Physician who has been studying indoor air quality and its connection to our health for years. Her book, "Is This Your Child's World", written in 1997, identified these problems and much of the current science around indoor air quality is just now proving her theories to be right.



Advanced classes will lead you to the NPM National Service Provider Network supported by the NORMI Medical Advisory Board

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Inspect the Property

General Living Areas
(Living rooms, dens, bedrooms, family areas)

Bedroom Location: _____

- Are floor carpets?
- If yes, is there padding under the carpeting?
- Has carpeting ever been wet?
- Are there draperies in the room?
- Are the above items cleaned on a scheduled basis?
- Are there windows in the room?
- Does condensation ever appear on the windows or window sills?
- Are windows opened on a regular basis, as weather permits?
- Is there dust under furniture, in corners, above moldings, behind cabinets?
- Are there any signs of discoloration possibly consistent with microbial?
- Is there any evidence of mice, cockroaches, or insects?
- Are beddings, pillows, and covers hypoallergenic?

Additional Bedroom Location: _____

- Are floor carpets?
- If yes, is there padding under the carpeting?
- Has carpeting ever been wet?
- Are there draperies in the room?
- Are the above items cleaned on a scheduled basis?
- Are there windows in the room?
- Does condensation ever appear on the windows or window sills?
- Are windows opened on a regular basis, as weather permits?
- Is there dust under furniture, in corners, above moldings, behind cabinets?
- Are there any signs of discoloration possibly consistent with microbial?
- Is there any evidence of mice, cockroaches, or insects?
- Are beddings, pillows, and covers hypoallergenic?

Moisture-Prone Areas
(bathrooms, kitchens, laundry rooms)

Kitchen Location: _____

- Is there an range hood exhaust fan vented to the outside?
- If yes, does it work properly?
- If yes, is it always used during cooking?
- Does the refrigerator have an ice-maker?
- Are you able to pull the refrigerator away from the wall to clean?
- Is kitchen sink caulking secure and not cracked?
- Is there any signs of pipes leaking inside the cabinets?
- Are you able to hand-tighten the trap under the kitchen sink?
- Are there any spots on the counter top where water pools?
- Is there dust, dirt, or hair on the floor, in corners, above door or moldings?
- Are there holes in walls or around pipes?
- Do you have a dishwasher?

Laundry Area/Room Location: _____

- Is there an exhaust fan in the laundry area/room?
- If yes, does it work properly?
- Is there a floor drain?
- If yes, are there signs coming up from it?
- Is there a laundry tray/sink?
- Are there any signs of water leakage under the laundry tray/sink?
- Is the clothes dryer vented to the outside?
- If yes, is the piping straight (not kinked) and open, clear, and free-flowing?
- Are the hose connections to the washing machine free from cracks?
- Are the hose connections to the washing machine secure?
- Is there dust, dirt, or hair on the floor, in corners, above door or moldings?
- Is there a window in the laundry area/room?

Heat/Cool Systems
(central air conditioning & heating systems)

General Cleanliness of Home
(maintenance systems and health issues)

- Is there visible dust under beds, behind cabinets, or in corners?
- Is there any evidence of mice or rodents?
- Are there furry pets in the home?
- Are there any feathered pets?
- Is there evidence of roaches, ants, or insects?
- Is there visible mold in the home?
- Are there any damp or moist areas?
- Do you have a HEPA grade filtered vacuum cleaner?
- Is over 50% of your home carpeted?
- Do you clean upholstered furniture, draperies, carpets at least twice a year?
- Are bedrooms vented to exterior of your home?
- Do you have hypoallergenic bedding, pillows, and comforters?
- Do you vacuum at least once a week?
- Do you clean all surfaces in kitchen and bathrooms once a week?
- Do you contact clean (clean by wiping) basement areas twice a year?
- Are bathrooms vented to exterior of your home?
- Are stuffed toys washed or frozen periodically?
- Does anyone smoke in the home?
- Do ashtrays have cigarettes or ashes left in them?
- Are cleaning products with bleach or ammonia used in the home?
- Are air fresheners, potpourri, or candles used on a regular basis?
- Are pesticides used in the home?

General Health Concerns Are any occupants experiencing any of these:

- Itchy, watery or burning eyes?
- Breathing problems, coughing, shortness or breath?
- Nasal congestion, dry or sore throat?
- Drowsiness, difficulty in concentration, or fatigue?
- Asthma attacks or skin rashes?
- Do symptoms last more than a week?
- Are symptoms worse in Spring or Fall?
- Do symptoms seem worse when you are home?

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This pre-paid kit was specifically designed for the NCMI™ and, therefore, includes everything you need to complete testing of one HVAC coverage area (as we will discuss in a moment). So, this kit is packaged in a reversable USPS Priority Mail box (for easy return shipping, with label), a chain of custody and...

- 3—Cultured Swabs
- 1—Bacteria Swab
- 2—Air-O-Cell Cassettes
- NCMI™ Chain of Custody
- Return Shipping Label
- All Lab Fess

PrePaid Lab Kit



BLS Affiliate Price*: **\$292**
*free shipping

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Chain of Custody

NEXLAB ENVIRONMENTAL NORMI Certified Microbial Inspector (NCMI™) CHAIN OF CUSTODY NEXLAB Environmental, LLC
3400 Lakeside Dr. #515-B
Miramar, FL 33027

ORDER # (lab use only):

COMPANY: Best Living Systems, LLC NOR-09009
CONTACT: DIY Department
COMPANY ADDRESS: 74034 Highway 1077, Suite 3
CITY: Covington STATE: LA ZIP: 70435
PHONE: 800.728.7206
EMAIL: nexlab@bestlivingsystems.com

SAMPLE BY: William Turner
CLIENT NAME: John and Kathy Latham
CLIENT ADDRESS: 2561 East Bradford
CITY: Covington STATE: LA ZIP: 70435

REPORTS ARE SENT VIA EMAIL.

AIR must be 15 ltr per minute for 5 minutes 3 SWAB-C must be cultured 1 SWAB-B must be bacteria

INSPECTOR USE		LAB USE ONLY					
SAMPLE #	LOCATION	DATE	TYPE	VOLUME (AIR)	AREA (SWAB)	CASSETTE #	
1	Kathy's Bedroom	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM		
2	Kitchen/Dining Area	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM		
3	Primary Bedroom	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM		
4	Hall Bath	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-B		1-SQCM		
5	Living Room	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	AIR	75 ltr			
6	Outside Control	<input checked="" type="checkbox"/> PRE <input type="checkbox"/> POST	AIR	75 ltr			

DATE:

NORMI™ Certified Microbial Inspector

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Sampling Strategy

SWAB-C

Primary

SWAB-B

Bobby's Room

SWAB-C

Kathy's Room

Kitchen/Dining

SWAB-C

AIR Sample

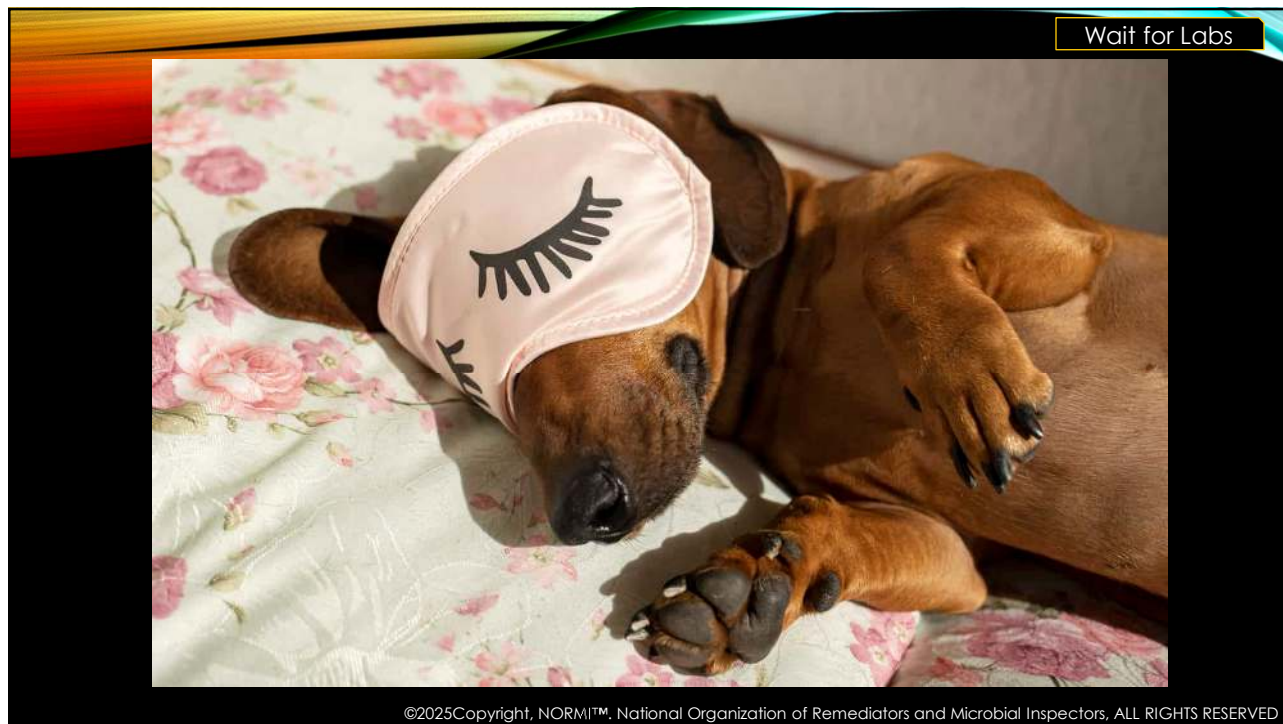
Living Area

- ☒ 1 Kit for Each HVAC Area Why?
- ☒ Systemic Issues What does that mean?
- ☒ Swab Horizontal Area Why?
- ☒ SWAB-B Moisture Prone Why?
- ☒ Avoid UV & Heat Why?
- ☒ Consider Complaint Area Kathy's Room
- ☒ NCMI™ Suggestion Defendable

AIR Sample

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Develop & Present Report

4

Checklist (cont.)

- ❑ **Writing the Report**
 - "Mold Assessment Report Writing"
 - Step 2 at IAQScreening.com/xxx
 - Copy & Paste Sanitization Protocol
- ❑ **IAQ Management Plan**
 - Calculate Product Solutions/Needs
 - Corrective Measures Analysis by Area
- ❑ **The Final Presentation**
 - Deliver Solutions Proposal
 - Deliver "MoldFreeConstruction"
 - Deliver "Thank You" Gift
 - Deliver Product Spec Sheets

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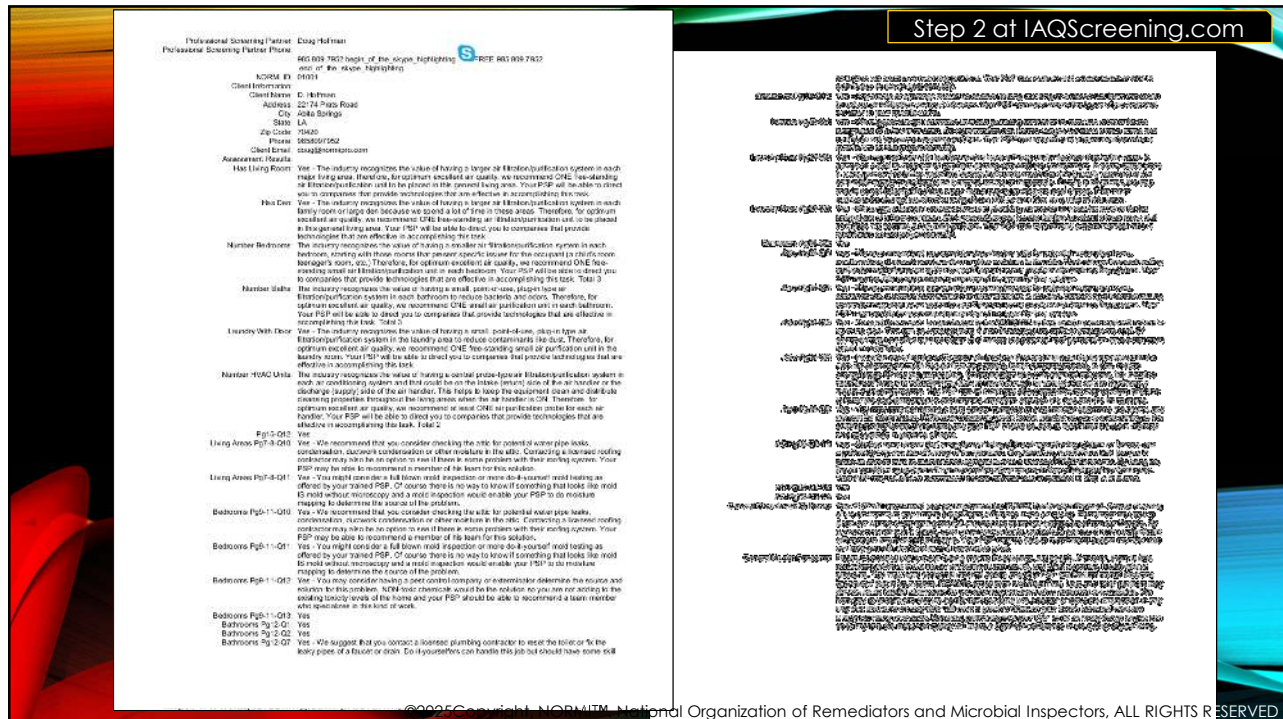


Mold Assessment Report Writing

Many assessors struggle with writing the assessment report because it requires a clear understanding of all the pieces of a big puzzle, how to organize the information and draw conclusions in a clear, concise report. This four (4) hour CEU course is a great stand-alone course for those who wish to learn how to write effective report which interprets, for the client, the information collected during the assessment process. In a desktop setting, the student is taught how to create a Mold Assessment Report (MAR) using MSWord. This generic report template can then be easily modified for future projects saving time and energy in the process.

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[illegible]

NORMI™ Professional Practices

for Certified Scientists, Assessors and Remediators

Amended 01/01/2015
 First Revision 10/08/2017
 Latest Revision 01/29/2023

DISCLAIMER: In some cases, like the New York Labor Law, limitations/definitions and/or directives offer from this "general practices" document. Where conflicts occur, the governing licensing entity, whether a State, department or other authority provisions. In no case shall these practices take precedence where licensing rules or regulations are in place. Be governed accordingly.

—CMA—

NORMI™ CERTIFIED MOLD ASSESSOR (CMA) Minimum Level of Insurance Practices. These general standards and practices are minimum requirements and do not constitute complete or enough specifications for mold assessment in all cases. More detailed requirements developed by a NORMI™ Certified Mold Assessor (CMA) for a mold assessment project may be required and shall take precedence over the provisions of this section. The NORMI™ professional shall work only under the provisions stated in a contract for services rendered, which should be presented to the client prior to the beginning of any project.

- (1) Purpose.** The purpose of a mold assessment is to determine the sources, locations and extent of mold growth in a building and determine the condition(s) that caused the mold growth, where visible mold growth exceeds the minimum threshold of the specific governing authority under which the mold assessment is licensed. Where no threshold exists by statute or municipal or regulatory, the NORMI™ CMA performs assessment where suspect mold, hidden or visible, exists to determine the need for either a Sanitation or Remediation protocol (see section regarding how this is determined).
- (2) Personal Protective Equipment (PPE).** If a mold assessor determines that PPE should be used during a mold assessment project, the assessor shall ensure that all individuals who engage in mold assessment activities and jobs will be, or are anticipated to be, exposed to mold shall be trained on the appropriate use and care of the specific PPE in accordance with all applicable OSHA regulations. If it is determined that respiratory protection is required, disposable respirators (e.g. N95s) are considered the minimum level of protection for mold activities.
- (3) Interview and Visual Inspection.** In interview shall take place, gathering information from the occupants or complainant, to identify issues, locations and history of the space that might influence the direction of the assessment. Included in this process is a visual inspection to identify the presence of visible mold and/or excess, unexplained moisture intrusion (past and present).
- (4) A visual inspection should include** of spaces "within view" inside the building, as well as, where client accepts the risk, hidden areas where moisture sources may be present, such as but not limited to, crawl spaces, attic, and behind drywall, insulation, pipes, and subfloor wherever possible or where indicators are present (discoloration, high moisture content, wallpaper peeling, etc.).
- (5) Specific instruction to note during the visual assessment include, but are not limited to the following:**
 - i. Suspect mold growth;
 - ii. Musty odor;
 - iii. Moisture damage, including discolored walls and;
 - iv. Drying building materials, ASOR conditions;
 - (6) Personal protective equipment (PPE), such as a glove and respiratory protection (e.g. N95) should be used if**
 - a. If a visual inspection might disturb mold;
 - b. Efforts should be made to minimize the generation and migration of any dust and mold;
 - c. If visible mold is observed during the visual inspection; and
 - d. If visible mold is present in areas inaccessible at the time of the initial visual assessment

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o Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (See caution when applying heat to hardwood floors.)

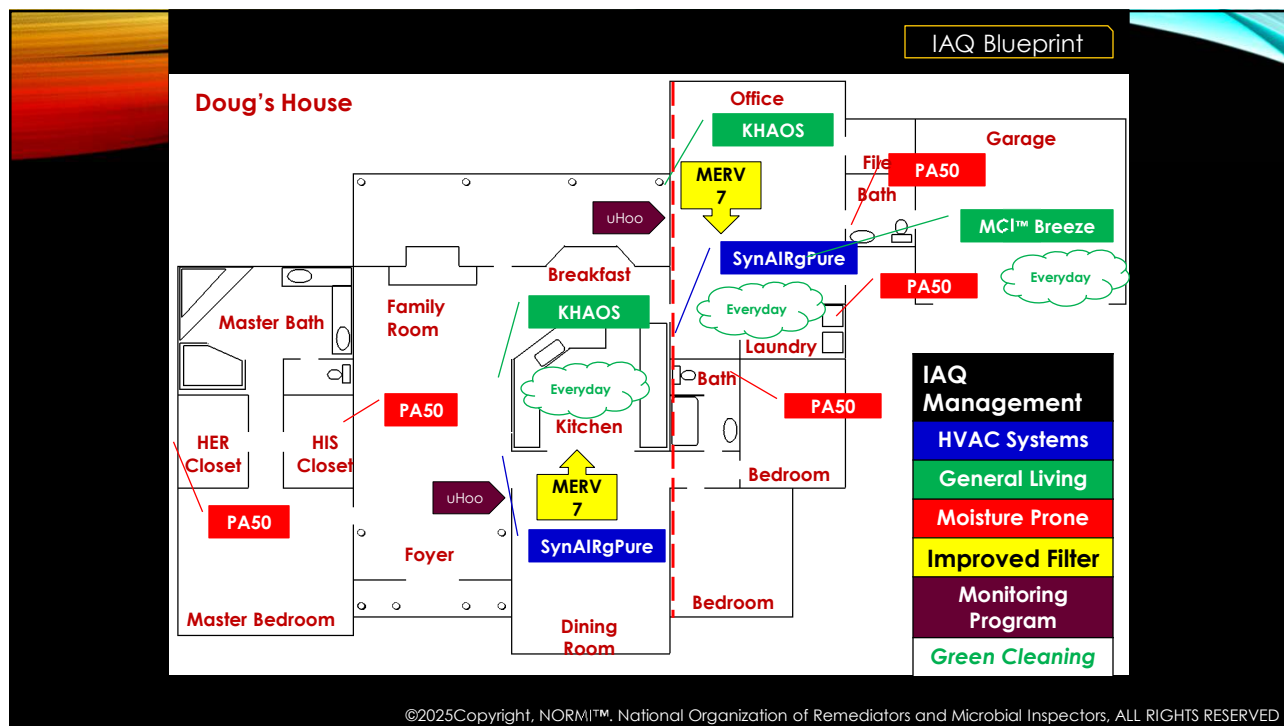
o Covered or finished outdoor surfaces may be cleaned with mild detergent and clean water and allowed to dry.

o Wet painting should be prior away from wall for drying.

In all cases, preventive air purification equipment is recommended during the cleaning processes to reduce biological contaminants in the air and on surfaces. This could also include the implementation of establishing negative pressure and the use of the HEPA-20 equipment to reduce airborne contaminants and keep surfaces drier.

es for Building Materials Damaged from Clean Water within 24-48 Hours

Cleanup Methods	Personal Protective Equipment	Containment
LEVEL ONE - Total Surface Area Affected Less Than 100 square feet	1. N95 respirator, gloves, and goggles	
1.1.1	1.1.1	
1.1.2	1.1.2	
1.1.3	1.1.3	
1.1.4	1.1.4	
LEVEL TWO - Total Surface Area Affected Between 100 and 1000 sq ft	1. Use professional judgment, consider potential for remediation exposure and size of contaminated area	1. Limited professional judgment, consider potential for remediation exposure and size of contaminated area
1.1.1	1.1.1	1.1.1
1.1.2	1.1.2	1.1.2
1.1.3	1.1.3	1.1.3
1.1.4	1.1.4	1.1.4
1.1.5	1.1.5	1.1.5
1.1.6	1.1.6	1.1.6
1.1.7	1.1.7	1.1.7
1.1.8	1.1.8	1.1.8
1.1.9	1.1.9	1.1.9
1.1.10	1.1.10	1.1.10
1.1.11	1.1.11	1.1.11
1.1.12	1.1.12	1.1.12
1.1.13	1.1.13	1.1.13
1.1.14	1.1.14	1.1.14
1.1.15	1.1.15	1.1.15
1.1.16	1.1.16	1.1.16
1.1.17	1.1.17	1.1.17
1.1.18	1.1.18	1.1.18
1.1.19	1.1.19	1.1.19
1.1.20	1.1.20	1.1.20
1.1.21	1.1.21	1.1.21
1.1.22	1.1.22	1.1.22
1.1.23	1.1.23	1.1.23
1.1.24	1.1.24	1.1.24
1.1.25	1.1.25	1.1.25
1.1.26	1.1.26	1.1.26
1.1.27	1.1.27	1.1.27
1.1.28	1.1.28	1.1.28
1.1.29	1.1.29	1.1.29
1.1.30	1.1.30	1.1.30
1.1.31	1.1.31	1.1.31
1.1.32	1.1.32	1.1.32
1.1.33	1.1.33	1.1.33
1.1.34	1.1.34	1.1.34
1.1.35	1.1.35	1.1.35
1.1.36	1.1.36	1.1.36
1.1.37	1.1.37	1.1.37
1.1.38	1.1.38	1.1.38
1.1.39	1.1.39	1.1.39
1.1.40	1.1.40	1.1.40
1.1.41	1.1.41	1.1.41
1.1.42	1.1.42	1.1.42
1.1.43	1.1.43	1.1.43
1.1.44	1.1.44	1.1.44
1.1.45	1.1.45	1.1.45
1.1.46	1.1.46	1.1.46
1.1.47	1.1.47	1.1.47
1.1.48	1.1.48	1.1.48
1.1.49	1.1.49	1.1.49
1.1.50	1.1.50	1.1.50
1.1.51	1.1.51	1.1.51
1.1.52	1.1.52	1.1.52
1.1.53	1.1.53	1.1.53
1.1.54	1.1.54	1.1.54
1.1.55	1.1.55	1.1.55
1.1.56	1.1.56	1.1.56
1.1.57	1.1.	



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Wholistic Solutions Bring More Profits and Offer Better Solution!

				MSRP	Affilate	PROFIT
IAQ Management HVAC Systems General Living Moisture Prone Improved Filter Monitoring Program Green Cleaning	2	SynAIRgPure™24K	1008.00	2016.00	988.00	1028.00
	2	SynAIRgPure™16K	849.00	1698.00	860.00	838.00
	2	KHAOS	895.00	1790.00	960.00	830.00
	1	MCI™ Breeze	249.00	249.00	100.00	149.00
	5	PureAir50	64.00	320.00	110.00	210.00
	2	90 Day Filter (CP)	72.00	144.00	50.00	94.00
	2	uHoo	299.00	598.00	-	00
	1	BLS Everyday	99.99	99.99	50.99	49.00
TOTAL				6914.99	3118.99	3198.00

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Corrective Measures

Assess the Environment • Define the Problem • Develop Solutions

Corrective Measures
(correct water intrusion or construction defects)

Implement Plan

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

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Assess the Environment • Define the Problem • Develop Solutions

Install IAQ Solutions
(heating/cooling, general living, & moisture prone areas)

Implement Plan

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

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Assess the Environment • Define the Problem • Develop Solutions

Supplemental Cleaning
(routine maintenance program & cleaning solvents)

Implement Plan

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

Area: _____
Solution: _____
Time Frame: _____

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Final Presentation

Assess the Environment • Define the Problem • Develop Solutions

Sanitization Protocol

Adapted from "Mold-Free Construction" D. Douglas Hoffman

1. Keep the premises clean and regularly dust, vacuum, and mop.
2. Install an efficient air purifier in the home to maintain good indoor air quality and reduce dust. (See your PSP for assistance)
3. Use hood vents when cooking, cleaning, and dishwashing.
4. Keep closet doors ajar, where possible, to increase airflow in the closets or install vented doors.
5. Avoid excessive amounts of indoor plants.
6. Use exhaust fans when bathing/showering.
7. Leave exhaust fans on long enough to remove moisture from the room.
8. Use ceiling fans.
9. Water all indoor plants outdoors, if possible.
10. Wipe down any moisture and/or spillage.
11. Wipe down bathroom walls and fixtures after bathing/showering.
12. Wipe down any vanity/sink tops.
13. Avoid drying clothes by hanging indoors.
14. Avoid air-drying dishes.
15. Open blinds/curtains to allow light into premises.
16. Wipe down floors after any water spillage.
17. Hang shower curtains within the bath when showering.
18. Securely close shower doors, if present, when showering.
19. Leave bathroom and shower door open after use.
20. Use dryer if present for wet towels.
21. Use household cleaners (we prefer bio-degradable enzyme cleaners and other green technologies) on any hard surfaces.
22. Remove any moldy or rotting food.
23. Remove garbage regularly.

Use household cleaner (we prefer bio-degradable enzyme cleaners and other green technologies) on any hard surfaces.

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Assess the Environment • Define the Problem • Develop Solutions

Sanitization Protocol

and all visible signs of moisture.

the ceiling for evidence of roof leaks.

the air conditioning vents for cleanliness.

ing air conditioning filter regularly.

nd maintenance on your heating/air conditioning

g, but not limited to, cleaning the evaporator

per, or humidifier.

oids and pills if moisture is present.

g for leaks under the sinks and around the base

ets, around the washing machine and water.

hoses and outside garden hose connections.

dehumidifier.

e refrigerator and around the heating and air con

here possible.

erator condensation pan where possible.

a small amount of biocide in the drip pan of the

air handler to decrease the potential for mold.

dition: "If I were mold and mildew, where

it comfortable to set up a home and build a fam

Performed scheduled maintenance your heating conditioning system including, but not limited to, cleaning the evaporator coil, heat exchanger, or humidifier.

A B C of Setting Priorities

formulating solutions, solutions should be

sorted in the following order:

Correct Immediate Problems

B - Install IAQ Management Systems

C - Revise Maintenance Program

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Mold-Free Construction 2.0

The KEY to effectively utilizing the NORM™ Sanitization Protocol during Construction

(for homeowners and professionals who want a healthier home as they build, remodel or plan to move into their new "dream" home... practical advice for everyone!)

WORKBOOK EDITION (with checklist)

NORM™ Healthier Home WARRANTY

"For the future of a healthier home"

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Followthru & Followup

Checklist (cont.)

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❑ **Followthru**

- Chinese Water Torture
- Put Into Journey
- Sent Relevant Articles
- Request Referrals
- Flip the Funnel* Joseph Jaffe

❑ **Followup**

- Certificate of Sanitization™ Plus
- NORMI Healthier Home Warranty
- Annual Maintenance
- Replacement Parts
- Post-Testing

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Chinese Water Torture




There are better ways now to accomplish the same goal of getting results but the idea of constantly staying in touch with your previous client has merit.

In MailChimp you can put them in a "Journey" where they will be receiving pertinent information until they "opt out" or you unsubscribe them.

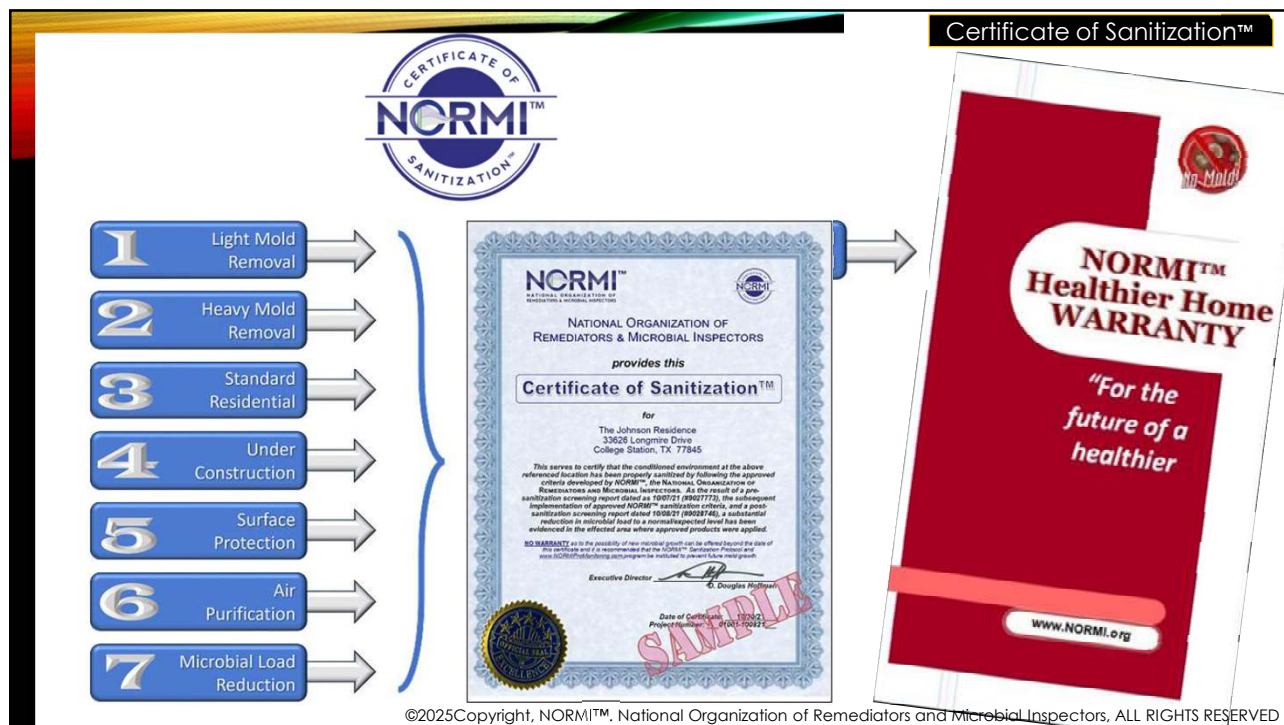
Here are ideas on what you could send...

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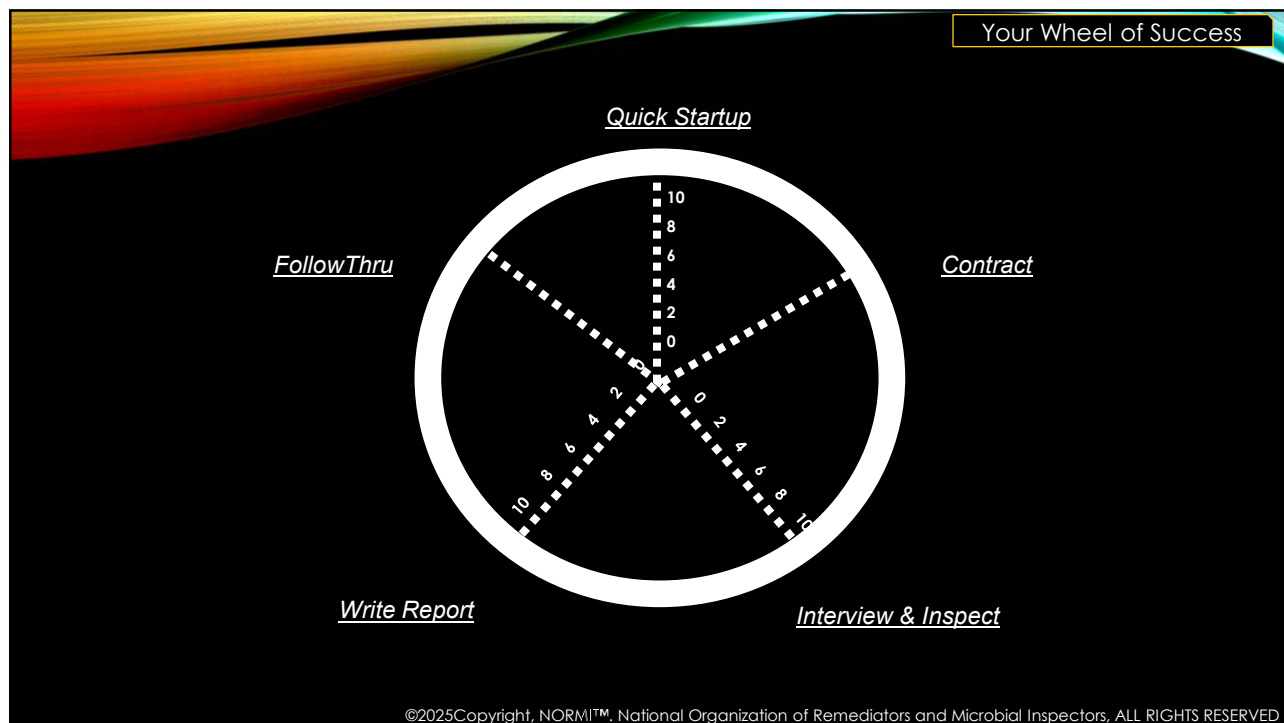
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SUBSCRIBE to Your eNewsletter, Facebook, Instagram
 SUBSCRIBE to www.90DayFilter.com/xxxxx for 1" Filters for HVAC
 SUBSCRIBE to www.BLSProducts.com/xxxxxxx for Replacement Parts/DBI Cells

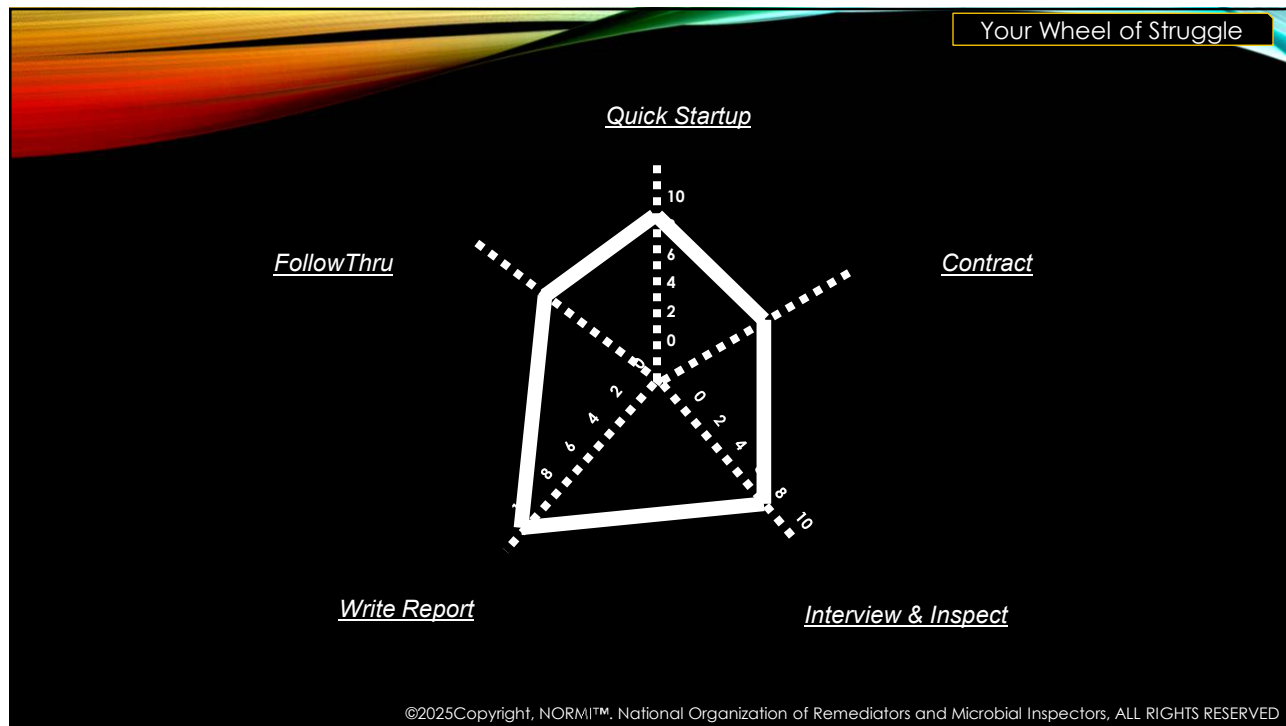
Replacement Subscriptions

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Today's Agenda

- 1. Quickstartup**
(Entrepreneur, Leads Groups, Insurance, Resources)
- 2. Contract for Services**
(Pricing, Contract is Payment Guarantee, Deposit)
- 3. Interview, Inspect & Sample**
(Collect information occupants, exterior, and interior, then sample)
- 4. Develop & Present Report**
(based on assessment, testing results, and interpretation)
- 5. Followthru & Followup**
(recognize nature of service industry, value referrals, Flip the Funnel)

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The Checklist

NORMI Certified Microbial Inspector (NCMI™) Checklist

- ☐ **Business Plan**
Research the Need
From You to Them (Marketing Budget)
- ☐ **Resources**
Trademark, Salesman or Accountant?
FreePR.com (Logo, Marketing, Press Release, etc.)
LegalZoom (Logo TM, Contract, Incorporate)
- ☐ **URL for Name**
GoDaddy.com
CompuShare.com
- ☐ **Incorporate**
State—LLC or C Corp
Federal—Not-for-Profit or Corp
- ☐ **Business License**
State Requirement or Local Occupational License
- ☐ **Insurance Coverage**
Certificate of Insurance (General Liability, E&O)
- ☐ **Vendor Resources**
Neslab (Environmental Laboratory)
BLS Affiliate (Supplies, Testing Equipment, Solutions)
NCMI Trade Association (Networking, Guidance)
- ☐ **Computer Skills**
Guliver.com (Website PDF)
Office.com (Microsoft365 or MAC)
LACRM.com (Customer Management Software)
MailChimp.com (Database, Journeys)
- ☐ **Marketing**
NORMIPro Locator (ANGI, Referral)
Leads Programs (B2B BNA, HomeAdvisor)
Brochures & Business Cards (BLS Affiliate)
Elevator Speech
- ☐ **Contract**
ICA/NORMI (IAQ Inspection Contract)
Remote vs. "Free" Estimate
Execute Contract then Schedule
- ☐ **Staffing**
Know Your Equipment
Outfit the Resources
Professionalism (Be on Time, Appearance, Smell)
- ☐ **Interview**
Follow Systemic Approach
Ask Good Open-Ended Questions
Build the Relationship
Understand Expectations

- ☐ **Inspect the Property**
Initial Walk thru w/Room Names
Unlabeled Clipboard or iPad
Take Pictures
Use Sticky Notes
Take Trash
- ☐ **Take Correct Samples**
NCMI™ Professional Practices (six)
BLS NCMI™ NextLab Prepaid Kit
Additional Samples Option
- ☐ **Under Promise & Over Deliver**
Be Realistic About Time
How to Deliver Report (eMail or In Person?)
- ☐ **Writing the Report**
"Hold Assessment Report Writing"
Step 2 at IAQScreening.com/box
Copy & Paste Sanitization Protocol
- ☐ **IAQ Management Plan**
Calculate Product Solutions/Needs
Competitive Measures Analysis by Area
- ☐ **The Final Presentation**
Deliver Solutions Proposal
Deliver "MoldFreeConstruction"
Deliver "Thank You" Gift
Deliver Product Spec Sheets
- ☐ **Follow thru**
Discuss Water Torture
Put Up Journey
Send Relevant Articles
Request Referrals
Pin the Pinned Joseph Jaffe
- ☐ **Followup**
Certificate of Sanitization™ Plus
NCMI Healthier Home Warranty
Annual Maintenance
Replacement Parts
Post-Testing



**NORMI™ Certified
Microbial
Inspector**

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NORMI™
NATIONAL ORGANIZATION OF
REMIEDIATORS & MICROBIAL INSPECTORS





**NORMI™ Certified
Microbial
Inspector**

THANK YOU!

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NORMI Certified Microbial Inspector (NCMI™) Checklist

☐ **Business Plan**

Research the Need
From You to Them (Marketing Budget)

☐ **Resources**

Tradesman, Salesman or Accountant?
FiveRR.com (Logo, Marketing, Press Release, etc.)
LegalZoom (Logo TM, Contract, Incorporate)

☐ **URL for Name**

GoDaddy.com
Compusoar.com

☐ **Incorporate**

State—LLC or C Corp
Federal—Not-for-Profit or Corp

☐ **Business License**

State Requirement or Local Occupational License

☐ **Insurance Coverage**

Certificate of Insurance (General Liability, E&O)

☐ **Vendor Resources**

NexLab (Environmental Laboratory)
BLS Affiliate (Supplies, Testing Equipment, Solutions)
NORMI Trade Association (Networking, Guidance)

☐ **Computer Skills**

GoNitro.com (Editable PDF)
Office.com (Microsoft360 or MAC)
LACRM.com (Customer Management Software)
MailChimp.com (Database, Journeys)

☐ **Marketing**

NORMIPro Locator (ANGI, Referral)
Leads Programs (B2B, BNI, Homeshows)
Brochures & Business Cards (BLS Affiliate)
Elevator Speech

☐ **Contract**

IOA/NORMI (IAQ Inspection Contract)
Remote vs. “Free” Estimate
Execute Contract then Schedule

☐ **Staging**

Know Your Equipment
Gather the Resources
Professionalism (Be on Time, Appearance, Smell)

☐ **Interview**

Follow Systemic Approach
Ask Good Open-Ended Questions
Build the Relationship
Understand Expectations

☐ **Inspect the Property**

- Initial Walk-thru w/Room Names
- Utilize Clipboard or iPad
- Take Pictures
- Use Sticky Notes
- Take Trash

☐ **Take Correct Samples**

- NORMI™ Professional Practices (six)
- BLS NCMI™/NexLab Prepaid Kit
- Additional Samples Option

☐ **Under Promise & Over Deliver**

- Be Realistic About Time
- How to Deliver Report (eMail or In Person?)

☐ **Writing the Report**

- “Mold Assessment Report Writing”
- Step 2 at IAQScreening.com/xxxx
- Copy & Paste Sanitization Protocol

☐ **IAQ Management Plan**

- Calculate Product Solutions/Needs
- Corrective Measures Analysis by Area

☐ **The Final Presentation**

- Deliver Solutions Proposal
- Deliver “MoldFreeConstruction”
- Deliver “Thank You” Gift
- Deliver Product Spec Sheets

☐ **Followthru**

- Chinese Water Torture
- Put Into Journey
- Sent Relevant Articles
- Request Referrals
- Flip the Funnel* Joseph Jaffe

☐ **Followup**

- Certificate of Sanitization™ Plus
- NORMI Healthier Home Warranty
- Annual Maintenance
 - Replacement Parts
 - Post-Testing

ADVANCED MOLD ASSESSMENT AGREEMENT

Explanation of Advanced Mold Assessment: This is an inspection to develop remediation specifications after mold or a microbial contamination has been established.

Scope of the inspection: It is a visual assessment and a collection of a sample taken in areas that were previously tested and indicated an existence of mold or a microbial problem.

What this inspection is NOT: The inspector is **not a Certified Industrial Hygienist** or expert. This is not a guarantee or technically exhaustive. The amount charged for this inspection is substantially less than that of a technically exhaustive inspection.

What this inspection is: It is a visual inspection of areas previously defined as a "red flag" area. Samples will be taken as follows:

air samples (one outdoors) bulk sample
carpet samples wall check
swab samples tape lift

samples in each room to be able to determine remediation procedures

It is a visual inspection of readily accessible areas. The inspector will not move furniture, remove either floor or wall coverings. There will be areas unable to be inspected such as, but not limited to:

1. beneath floor coverings
2. interior walls and ceilings
3. in attics below insulation or stored items
4. inside duct work
5. behind or under appliances or furniture

No assessment or opinions will be able to be given in these conditions or other inaccessible areas.

Sampling: Sampling will not be able to determine the extent, or in many instances, the types of all microbial contaminants from the results of the visual inspection. The client will have the opportunity to have the inspector take and send additional lab samples to be analyzed for the presence of microbial (mold) contamination. A guide may be provided by the lab that explains the molds that were found in the sample (s).

Advanced Mold Assessment Sampling: Sampling and visual assessment of inspected areas and this applicable sample will be listed by area and by location and samples sent to a lab to analyze for microbial contaminants.

Report of Advanced Mold Assessment: After both visual and sampling results are received from the lab, the client will be provided with a written report

identifying types and levels of microbial contamination. Location levels and types of contamination and remediation specifications will be provided.

Notice of Claims: You understand and agree that any claims or complaints arising out of or related to any alleged act or omission in connection with the inspection shall be reported to us, in writing, within ten (10) business days of discovery. Unless there is an emergency condition, you agree to allow us a reasonable period of time to investigate the claims or complaints by, among other things, re-inspection before you, or anyone acting on your behalf, repairs, replaces, alters or modifies the system or component that is the subject matter of the claim. **You understand and agree that any failure to timely notify us and allow adequate time to investigate as stated above shall constitute a complete bar and waiver of any and all claims you may have against us related to the alleged act or omission unless otherwise prohibited by law.**

Arbitration: Any dispute concerning the interpretation of this agreement or arising from the inspection and report (unless based on a payment of fee) shall be resolved by binding, non-appeal able arbitration conducted in accordance with the rules of the American Arbitration Association, except that the parties shall mutually agree upon an Arbitrator who is familiar with the home inspection industry.

Limitation Period: Any legal action arising from this Agreement or from the Inspection and Report, including (but not limited to) the arbitration proceeding more specifically described above, must be commenced within 1 year from the date of the inspection. **Failure to bring such an action within this time period shall be a complete bar to any such action and a full and complete waiver of any rights or claims based thereon.** This time limitation period may be shorter than provided by state law.

It is fully understood: The inspector is **not a Certified Industrial Hygienist** or expert in the field of microbiology. He/she is a **generalist** and has been trained in inspection and testing procedures only. This inspection is **not** technically exhaustive and upon investigation could require an expert at your own expense for possible expert consultation or technical exhaustive inspection.

Services - Samples to be collected

No.	Location of areas to be inspected	Type	Quantity	Price	Total	Initials
1.		Air/Swab/Carpet/Wall		@ \$		
2.		Air/Swab/Carpet/Wall		@ \$		
3.		Air/Swab/Carpet/Wall		@ \$		
4.		Air/Swab/Carpet/Wall		@ \$		

(Attach additional sheets if more areas are to be inspected.)

We agree to:

Total Cost \$ _____

The undersigned Client(s), acknowledge that they have read and understand what the limited mold assessment agreement **does** and **does not** cover, and they have been advised and encouraged to have the Subject Property tested for mold, and that they understand that the presence of certain types of mold prevalent in housing can pose severe health hazards. **It is understood if the clients decline** the inspector conducting any of the services recommended above, the clients agree to hold harmless the Inspector for any damages or responsibility for building conditions which remain undiscovered regarding the discovery of mold and mold spores.

Property Address _____

Acceptance of this agreement/contract is by my signature, or payment.

Signature of Client _____

Date ____/____/____

Signature of Inspector _____

Date ____/____/____



NORMI Certified Microbial Inspector (NCMI™) CHAIN OF CUSTODY

NEXLAB Environmental, LLC

3400 Lakeside Dr. #515-B

Miramar, FL 33027

ORDER # (lab use only):

COMPANY: Best Living Systems, LLC NOR-09009			SAMPLE BY:		
CONTACT: DIY Department			CLIENT NAME:		
COMPANY ADDRESS: 74034 Highway 1077, Suite 3			CLIENT ADDRESS:		
CITY: Covington	STATE: LA	ZIP: 70435	CITY:	STATE:	ZIP:
PHONE: 800.728.7206					
EMAIL: nexlab@bestlivingsystems.com			REPORTS ARE SENT VIA EMAIL		

AIR must be 15 ltr per minute for 5 minutes

3 SWAB-C must be cultured 1 SWAB-B must be bacteria

INSTECTIONOR USE							LAB USE ONLY	
SAMPLE #	LOCATION	DATE	TYPE	VOLUME (AIR)	AREA (SWAB)	CASSETTE #	CONDITION OK	SAMPLE #
1		<input type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM			
2		<input type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM			
3		<input type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-C		1-SQCM			
4		<input type="checkbox"/> PRE <input type="checkbox"/> POST	SWAB-B		1-SQCM			
5		<input type="checkbox"/> PRE <input type="checkbox"/> POST	AIR	75 ltr				
6		<input type="checkbox"/> PRE <input type="checkbox"/> POST	AIR	75 ltr				



DATE: _____

TIME: _____

RECEIVED BY: _____

Do you have a living room?	Yes No
Do you have a family room or large den?	Yes No
How many bedrooms do you have ?	1 2 3 4 5 6 7 8
How many bathroom do you have?	1 2 3 4 5
Do you have a separate laundry room?	Yes No
How many HVAC systems (furnaces)?	1 2 3 4 5

General Living Area	Location: _____
1) Are floors carpeted?	Yes No
2) If yes, is there padding under the carpeting?	Yes No
3) Is there upholstered furniture in the room?	Yes No
4) Are there draperies in the room?	Yes No
5) Are the above items cleaned on a scheduled basis?	Yes No
6) Are there windows in the room?	Yes No
7) Does condensation ever appear on the windows or window sills?	Yes No
8) Are windows opened on a regular basis, as weather permits?	Yes No
9) Is there dust under furniture, in corners, above moldings, behind cabinets?	Yes No
10) Are there any signs of water damage on walls or ceilings?	Yes No
11) Are there any signs of discoloration possibly consistent with microbials?	Yes No
12) Is there any discoloration on walls or ceilings?	Yes No
13) Is paint cracked or peeling?	Yes No
Additional General Living Area	Location: _____
1) Are floors carpeted?	Yes No
2) If yes, is there padding under the carpeting?	Yes No
3) Is there upholstered furniture in the room?	Yes No
4) Are there draperies in the room?	Yes No
5) Are the above items cleaned on a scheduled basis?	Yes No
6) Are there windows in the room?	Yes No
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12) Is there any discoloration on walls or ceilings?	Yes No
13) Is paint cracked or peeling?	Yes No

Additional General Living Area

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
| 3) Is there upholstered furniture in the room? | Yes | No |
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| 12) Is there any discoloration on walls or ceilings? | Yes | No |
| 13) Is paint cracked or peeling? | Yes | No |

**Additional General Living Area**

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
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| 12) Is there any discoloration on walls or ceilings? | Yes | No |
| 13) Is paint cracked or peeling? | Yes | No |

Bedroom

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
| 3) Has carpeting ever been wet? | Yes | No |
| 4) Are there draperies in the room? | Yes | No |
| 5) Are the above items cleaned on a scheduled basis? | Yes | No |
| 6) Are there windows in the room? | Yes | No |
| 7) Does condensation ever appear on the windows or window sills? | Yes | No |
| 8) Are windows opened on a regular basis, as weather permits? | Yes | No |
| 9) Is there dust under furniture, in corners, above moldings, behind cabinets? | Yes | No |
| 10) Are there any signs of water damage on walls or ceilings? | Yes | No |
| 11) Are there any signs of discoloration possibly consistent with microbials? | Yes | No |
| 12) Is there any evidence of mice, cockroaches, or insects? | Yes | No |
| 13) Are beddings, pillows, and covers hypoallergenic? | Yes | No |

**Additional Bedroom**

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
| 3) Has carpeting ever been wet? | Yes | No |
| 4) Are there draperies in the room? | Yes | No |
| 5) Are the above items cleaned on a scheduled basis? | Yes | No |
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| 3) Has carpeting ever been wet? | Yes | No |
| 4) Are there draperies in the room? | Yes | No |
| 5) Are the above items cleaned on a scheduled basis? | Yes | No |
| 6) Are there windows in the room? | Yes | No |
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| 9) Is there dust under furniture, in corners, above moldings, behind cabinets? | Yes | No |
| 10) Are there any signs of water damage on walls or ceilings? | Yes | No |
| 11) Are there any signs of discoloration possibly consistent with microbials? | Yes | No |
| 12) Is there any evidence of mice, cockroaches, or insects? | Yes | No |
| 13) Are beddings, pillows, and covers hypoallergenic? | Yes | No |

Additional Bedroom

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
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| 9) Is there dust under furniture, in corners, above moldings, behind cabinets? | Yes | No |
| 10) Are there any signs of water damage on walls or ceilings? | Yes | No |
| 11) Are there any signs of discoloration possibly consistent with microbials? | Yes | No |
| 12) Is there any evidence of mice, cockroaches, or insects? | Yes | No |
| 13) Are beddings, pillows, and covers hypoallergenic? | Yes | No |

**Additional Bedroom**

Location: _____

- | | | |
|--|-----|----|
| 1) Are floors carpeted? | Yes | No |
| 2) If yes, is there padding under the carpeting? | Yes | No |
| 3) Has carpeting ever been wet? | Yes | No |
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| 11) Are there any signs of discoloration possibly consistent with microbials? | Yes | No |
| 12) Is there any evidence of mice, cockroaches, or insects? | Yes | No |
| 13) Are beddings, pillows, and covers hypoallergenic? | Yes | No |

Bathroom

Location: _____

- | | | |
|--|-----|----|
| 1) Is there an exhaust fan in the bathroom? | Yes | No |
| 2) If yes, does it work properly? | Yes | No |
| 3) If yes, it is used during showers? | Yes | No |
| 4) If yes, does it run on a timer or manual switch? | Yes | No |
| 5) Do bathroom walls remain wet with condensate more than 15 min after bath? | Yes | No |
| 6) Is caulking secure and not cracked around toilets, sinks, shower, and tub? | Yes | No |
| 7) Is there any signs of pipes leaking around toilet or vanity? | Yes | No |
| 8) Is there at least one window? | Yes | No |
| 9) Are shower and window curtains clean? | Yes | No |
| 10) Is there dust, dirt, or hair on the floor, in corners, above door or moldings? | Yes | No |
| 11) Are there holes in walls or around pipes? | Yes | No |
| 12) Is there carpeting in the bath area? | Yes | No |

**Additional Bathroom**

Location: _____

- | | | |
|--|-----|----|
| 1) Is there an exhaust fan in the bathroom? | Yes | No |
| 2) If yes, does it work properly? | Yes | No |
| 3) If yes, it is used during showers? | Yes | No |
| 4) If yes, does it run on a timer or manual switch? | Yes | No |
| 5) Do bathroom walls remain wet with condensate more than 15 min after bath? | Yes | No |
| 6) Is caulking secure and not cracked around toilets, sinks, shower, and tub? | Yes | No |
| 7) Is there any signs of pipes leaking around toilet or vanity? | Yes | No |
| 8) Is there at least one window? | Yes | No |
| 9) Are shower and window curtains clean? | Yes | No |
| 10) Is there dust, dirt, or hair on the floor, in corners, above door or moldings? | Yes | No |
| 11) Are there holes in walls or around pipes? | Yes | No |
| 12) Is there carpeting in the bath area? | Yes | No |

Kitchen

Location: _____

- | | | |
|--|-----|----|
| 1) Is there an range hood exhaust fan vented to the outside? | Yes | No |
| 2) If yes, does it work properly? | Yes | No |
| 3) If yes, it is always used during cooking? | Yes | No |
| 4) Does the refrigerator have an icemaker? | Yes | No |
| 5) Are you able to pull the refrigerator away from the wall to clean? | Yes | No |
| 6) Is kitchen sink caulking secure and not cracked? | Yes | No |
| 7) Is there any signs of pipes leaking inside the cabinets? | Yes | No |
| 8) Are you able to hand-tighten the trap under the kitchen sink? | Yes | No |
| 9) Are there any spots on the counter top where water pools? | Yes | No |
| 10) Is there dust, dirt, or hair on the floor, in corners, above door or moldings? | Yes | No |
| 11) Are there holes in walls or around pipes? | Yes | No |
| 12) Do you have a dishwasher? | Yes | No |

**Laundry Area/Room**

Location: _____

- | | | |
|--|-----|----|
| 1) Is there an exhaust fan in the laundry area/room? | Yes | No |
| 2) If yes, does it work properly? | Yes | No |
| 3) Is there a floor drain? | Yes | No |
| 4) If yes, are there odors coming up from it? | Yes | No |
| 5) Is there a laundry tray/sink? | Yes | No |
| 6) Are there any signs of water leakage under the laundry tray/sink? | Yes | No |
| 7) Is the clothes dryer vented to the outside? | Yes | No |
| 8) If yes, is the piping straight (not kinked) and open, clear, and free-flowing? | Yes | No |
| 9) Are the hose connections to the washing machine free from cracks? | Yes | No |
| 10) Are the hose connections to the washing machine secure? | Yes | No |
| 11) Is there dust, dirt, or hair on the floor, in corners, above door or moldings? | Yes | No |
| 12) Is there a window in the laundry area/room? | Yes | No |

Basement

Location: _____

- | | | |
|--|-----|----|
| 1) Is the basement area finished? | Yes | No |
| 2) Are all areas painted and sealed? | Yes | No |
| 3) Is basement wet or damp? | Yes | No |
| 4) Is there carpeting in the basement? | Yes | No |
| 5) If yes, has carpeting ever been wet? | Yes | No |
| 6) Is there any ventilation in the basement? | Yes | No |
| 7) Are there windows in the basement? | Yes | No |
| 8) Are the windows open when weather permits? | Yes | No |
| 9) Is there upholstered furniture, stuffed toys, or draperies in the basement? | Yes | No |
| 10) Are there any odors in the basement? | Yes | No |
| 11) Are there any holes in walls or around pipes? | Yes | No |
| 12) Is paint peeling or cracking? | Yes | No |
| 13) Are there any leaks? | Yes | No |
| 14) Do the walls, ceilings or floors have water staining? | Yes | No |
| 15) Is there dust or dirt on walls, ceilings, floors, etc.? | Yes | No |
| 16) Are litter boxes in the basement? | Yes | No |
| 17) Are any paints, strippers, varnishes, cleaners stored uncovered? | Yes | No |
| 18) Is there any discoloration consistent with mold on walls, ceilings, or floors? | Yes | No |
| 19) Is there any discoloration consistent with mold on furnishings, toys, shelves? | Yes | No |
| 20) Are windows or Bilco Doors leaking? | Yes | No |
| 21) Are sewer lines leaking? | Yes | No |
| 22) Are pipes leaking? | Yes | No |
| 23) Is there evidence of mice, rodents, cockroaches, or insects? | Yes | No |

**Attic**

Location: _____

- | | | |
|--|-----|----|
| 1) Are there any roof leaks or wet areas? | Yes | No |
| 2) Is there evidence of water staining on the roof rafters or underlayments? | Yes | No |
| 3) Is the space properly ventilated? | Yes | No |
| 4) Do any bathroom or kitchen fans exhaust and terminate in the attic? | Yes | No |
| 5) Are soffits or exhaust vents covered with insulation? | Yes | No |
| 6) Are animals nesting in the space (birds, squirrels, rodents?) | Yes | No |

Heating/Cooling System

Location: _____

- | | | |
|---|-----|----|
| 1) Are filters dirty? | Yes | No |
| 2) Are supply registers, return registers or ducts dirty or have condensate? | Yes | No |
| 3) Are there visible gaps in the return or supply air ductwork? | Yes | No |
| 4) Are there any oil or gas odors emanating from the heating/cooling system? | Yes | No |
| 5) Is there discoloration consistent with microbial growth? | Yes | No |
| 6) If yes, are odors more common during heating/cooling season? | Yes | No |
| 7) Is the blower compartment dirty? | Yes | No |
| 8) Does sealant around duct seams appear intact? | Yes | No |
| 9) Is there excessive water in the drip pan? | Yes | No |
| 10) Is there evidence of water or creosote leaks around the chimney? | Yes | No |
| 11) Are there any oil spills or weeping on or around the oil tank (if present)? | Yes | No |
| 12) Are air filters high efficiency (at least MERV 7)? | Yes | No |
| 13) Do you currently have an annual maintenance contract in force? | Yes | No |

**Additional Heating/Cooling System**

Location: _____

- | | | |
|---|-----|----|
| 1) Are filters dirty? | Yes | No |
| 2) Are supply registers, return registers or ducts dirty or have condensate? | Yes | No |
| 3) Are there visible gaps in the return or supply air ductwork? | Yes | No |
| 4) Are there any oil or gas odors emanating from the heating/cooling system? | Yes | No |
| 5) Is there discoloration consistent with microbial growth? | Yes | No |
| 6) If yes, are odors more common during heating/cooling season? | Yes | No |
| 7) Is the blower compartment dirty? | Yes | No |
| 8) Does sealant around duct seams appear intact? | Yes | No |
| 9) Is there excessive water in the drip pan? | Yes | No |
| 10) Is there evidence of water or creosote leaks around the chimney? | Yes | No |
| 11) Are there any oil spills or weeping on or around the oil tank (if present)? | Yes | No |
| 12) Are air filters high efficiency (at least MERV 7)? | Yes | No |
| 13) Do you currently have an annual maintenance contract in force? | Yes | No |

UPLOAD Lab Chain of Custody(ies) to client record