

Are you Hiring The Right Mold Remediation Company?

What should someone be looking for and what questions should they be asking before hiring a mold remediation contractor?

Here are just a few basic questions and credentials to look for...

- *Are your company and technicians New York State Licensed to do mold remediation? Do you have any additional Certification that show your extended knowledge in microbial growth.*

As of January 1, 2016, New York State requires all Mold Remediation contractors to be licensed. First Call Restoration and technicians are NYS licensed. We also hold certification. We are certified by the IICRC too. Mike (owner) holds the distinguish certification of Council Certified Mold Hygienist. He also holds the prestigious Mold Remediation Specialist certification (please visit www.firstcallny.com for a list of certifications.)

Do you want someone that took a 4 day class in mold remediation or someone that specializes in mold? Someone that has invested years of education and experience in remediation/microbial growth or someone that meets the basic state requirement?

- *Is there a charge to evaluate my home?* At First Call Restoration there is NO charge. *It's FREE!

- *What should I expect when a mold evaluation is done (by the mold remediation contractor)?*

Determining if there is a mold issue is not walking into a room with "black spots" on the wall and saying, "Ya, you got mold". A thorough mold evaluation includes a visual inspection of the interior and exterior of the home, non-penetrating, and penetrating moisture meters, and thermal imaging (it allows us to see areas of moisture behind the walls). We look at the whole picture then pair this information with the Mold Assessor's protocol.

- *Will you walk me through the mold remediation process?*

New York State now requires that a Mold Assessor be called in prior to remediation. They will usually do testing and then they will write the protocol for mold remediation. The protocol is then given to the mold remediation contractor. Once work has been completed a mold assessor will do a final clearance mold test. This tests tells us if the remediation has been successful. There must be favorable results before any reconstruction can begin.

- *Do you Guarantee your work and offer a Warranty?* We do, First Call Restoration will give you a *5 year Transferable Warranty*. This means if you move before the 5 year warranty is up the new home owner gets the balance of the warranty.

- *What type of an estimate will I receive?* Will it be a few lines of information and the price at the bottom or will it be a line by line detailing exactly what and where work will be done.as First Call Restoration does

- Remember it's not about the contractor, it's about you and your home. It's how to get your home mold free, and healthy with the least amount of disruption



Before & After



Before

After



*There is a charge for any location more than 45 minutes from our office. This fee will be deducted from the remediation.

"We Won't Leave Until the Mold Does"