

## **How can customers spot a "bad" or "good" consultant.**

### ***Bad Consultant:***

- They can't identify the moisture source(s) that lead to mold to be corrected.
- They do a lot of testing without forming a theory to prove or disprove.
- They don't carry professional insurance for their professional opinions.
- They only do consulting work with 1 mold remediation contractor
- They don't understand the limitations of each test methods
- They lack any scientific sources to support their opinions
- They claim their certification or professional membership makes their opinion more important than others who may have solid scientific references.
- They claim their asbestos background somehow makes them an expert in microbiology. You can only go so far with a lab report. Labs don't know your property or circumstances.
- They don't pay attention to the history of the structure or complaint areas.
- They claim they never made a mistake.
- They don't pay attention to microbial reservoirs not covered by insurance policies such as leaking windows.

### ***Good Consultant:***

- They can identify the moisture source(s) that lead to mold to be corrected.
- They form a theory to prove or disprove and may or may not need testing.
- They carry professional insurance for their professional opinions.
- They do consulting work with more than one mold remediation contractor
- They understand the limitations of each test methods such as spore traps don't test for particle not subject to gravity in normal indoor environments.
- They use scientific sources to support their opinions
- They claim their certification or professional membership is a measure of professionalism but, their opinions still need solid scientific references.
- They may be knowledgeable with more than microbiology or other areas within environmental sciences. They know the labs don't know your property or circumstances since you hired them to investigate.
- They pay attention to the history of the structure and complaint areas.
- They will admit mistakes are made as science knowledge progresses.
- They pay attention to microbial reservoirs not covered by insurance policies. Addressing the mold from the pipe leak may be not as important as the leaking window getting chronic water damage and wind.