

How can customers spot a "bad" contractor

Bad Contractor:

- They post test their own work to validate their efforts. The contractor may do internal QA/QC testing to insure the work is done to company standards but, they don't report their findings to the customer unless an independent consultant has contradictory results.
- Their remediation methods are not based on physical removal methods. Some surfaces must be cleaned AND sealed with a clear sealer, floor wax, etc.
- They use products with strong fragrances or odors to cover their lack of skills.
- They try to treat a small amount of mold like a friable asbestos project (OSHA Class 1) covering walls and ceilings with plastic. Those surfaces are contaminated before demolition and still have to be cleaned after demolition
- They spend a lot of time charming the customer rather than explaining their process.
- They have friends for references or their references do not understand proper mold remediation.
- They have poorly trained workers and/or lack a real supervisor.
- They can't or won't supply a MSDS for all products used when requested.
- The workers don't wear fitted respirators with filter cartridges rated P-100 and protect against organic vapors when they are doing demolition. Mold releases microbial volatile organic compounds.
- Contractors that don't understand the science to explain their methods
- Contractors that think there is only one way to do everything.
- They don't carry a contractor's license in states that require licensing

How can customers spot a "good" contractor

Good Contractor:

- They may post test their own work to validate their efforts. The contractor may do internal QA/QC testing to insure the work is done to company standards but, they don't report their findings to the customer unless an independent consultant has contradictory results. Normally, this is the use of a laser particle counter to take many samples per room.
- Their remediation methods are based on physical removal methods. Some surfaces must be cleaned AND sealed with a clear sealer, floor wax, etc.
- They don't use products with strong fragrances or odors because they have skill to remove the problems.
- They use plastic sheeting as necessary to avoid cross-contamination or save labor by covering the floor before demolition.
- They spend a lot of time explaining their process rather than charming the customer.
- They have MDs or other professionals who can say they have had success.
- They have trained workers and/or a real supervisor. Every contractor has employee turnover. The best have a core of experienced workers and/or supervisors to train the new workers and keep the work product going in the right direction.
- They will supply a MSDS for all products used when requested.
- The workers wear fitted respirators with filter cartridges rated P-100 and protect against organic vapors when they are doing demolition. Mold releases microbial volatile organic compounds.
- Contractors that understand the science to explain their methods
- Contractors that understand each job may need adaptation to unique characteristics or architectural details
- They carry a contractor's license in states that require licensing.