

Templates for Reporting Mold and Water Issues to a Landlord or Property Manager

The Healthy Homes Network made templates that residents can use to email or submit requests to their property managers about mold. These are outlines and should be customized for your unique circumstances. **Change the yellow highlighted text to fit your situation and delete what is unnecessary.**

These documents are merely templates to help residents share information and serve only as a starting point to assist residents in communicating information that is useful to landlords and/or property managers. The City of Alexandria and the Healthy Homes Network cannot provide legal advice nor are these templates legal advice. **See the legal disclaimer at the end of this document for more details.**

Reporting Visible Mold

Residents can use this template to first report mold concerns.

Dear Property Manager,

I am writing to report a visible mold issue in my unit, (UNIT NUMBER). On (ENTER THE FIRST DAY YOU NOTICED MOLD) I noticed (DESCRIBE ISSUE AND WHERE YOU SAW IT—E.G., DISCOLORATION ON THE WALL, MOISTURE INTRUSION UNDER THE SINK). I attached photos to show where the mold is. (IF YOU THINK YOU KNOW THE CAUSE, ADD:) I believe it is being caused by (CAUSE OF MOLD/ WATER INTRUSION HERE- E.G., BROKEN PIPE).

I am requesting mold remediation in accordance with professional standards, as described in the Virginia Residential Landlord and Tenant Act (VRLTA). Please respond to this request promptly with the steps you will take to resolve this issue in alignment with Virginia Code § 55.1-1220(A)(5), which states: landlords must maintain premises to prevent the accumulation of moisture and mold growth and perform mold remediation when visible mold is present.

Once completed, under the VRLTA, landlords are required to provide tenants with a summary of information related to mold remediation. I request the full package of such information once the work is completed and any reports not protected by attorney-client privilege.

Thank you,

(NAME)

(UNIT)

Reporting Suspected Mold

Residents can use this template if they haven't seen mold but think it is there based on humidity, moisture, or odor.

Dear Property Manager,

I am writing to report a suspected mold issue in my unit, (UNIT NUMBER). On (ENTER THE FIRST DAY YOU NOTICED MOLD) I noticed (WHY YOU THINK THERE IS MOLD E.G., HIGH HUMIDITY AND/ OR ODOR). I attached photos to show where I suspect the mold and water or moisture issues are. I believe it is being caused by (CAUSE OF MOISTURE / WATER INTRUSION HERE- E.G., BROKEN PIPE).

I am requesting an inspection to address this (ACCUMULATION OF MOISTURE/WATER) issue before it becomes visible mold. Please respond to this request promptly with the steps you will take to resolve this issue in alignment with Virginia Code § 55.1-1220(A)(5), which states: landlords must maintain premises to prevent the accumulation of moisture and mold growth and perform mold remediation when visible mold is present.

Thank you,

(NAME)

(UNIT)

Asking What Was Done

Residents can use this template to verify which actions their landlord or property manager has taken in response to their mold complaints.

Dear Property Manager,

Thank you for the work you have done on my unit, (UNIT NUMBER) on (INSERT DATE OF MAINTENANCE) to address the visible mold.

Under the Virginia Residential Landlord and Tenant Act, landlords are required to provide tenants with a summary of information related to mold remediation and I request the full package of such information and any reports not protected by attorney-client privilege. Thank you,

(NAME)

(UNIT)

Visible Mold Persisting

Residents can use this template to complain if mold issues have continued after their landlord/property manager has taken action.

Dear Property Manager,

Thank you for the work you did to address mold in my unit (UNIT NUMBER) on (INSERT DATE OF MAINTENANCE).

Unfortunately, the mold problem won't go away. We are still seeing mold in (INSERT PART OF HOUSE). I have attached photos to show where the mold is.

Since the last time someone came to address mold, we have been trying to prevent it by doing (LIST STEPS TAKEN TO PREVENT MOLD E.G., USING FANS, CLEANING MOISTURE), but it has come back.

Under § 55.1-1220(A)(5) of the VRLTA, landlords must exercise ordinary care to perform mold remediation when visible mold is present and must confirm the absence of mold after remediation. I am requesting that you:

1. Conduct a thorough reinspection of the unit to identify the underlying source of moisture causing the mold;
2. Repair any underlying issues (plumbing, ventilation, structural) causing moisture accumulation;
3. Perform complete mold remediation in accordance with professional standards; and,
4. Provide written confirmation that the mold has been fully remediated and the source of moisture has been eliminated, along with information about the remediation performed.

Please respond within 14 days with your plan to address this recurring issue. If the remediation requires me to temporarily vacate the unit under § 55.1-1231, please provide advance written notice

Thank you,

(NAME)

(UNIT)

Legal Disclaimer: This document is merely a template to facilitate the provision of information and serves only as a starting point to assist residents in communicating information that is useful to landlords and/or property managers. The use of these templates does **not** mean or imply that the City of Alexandria has validated or confirmed your complaint or concern. The usage of these templates does not guarantee responses or results of mold remediation by the City of Alexandria. The City of Alexandria and the Healthy Homes Network cannot provide legal advice nor are these templates legal advice. If you require legal advice, you may consult with an attorney. A list of legal resources can be found [here](#). The City of Alexandria and Healthy Homes Network are not liable for any damages resultant from your usage of these templates, nor does your usage of these forms constitute any waiver of the City of Alexandria's sovereign immunity.