



September 26, 2023

Dear Residents:

We hope that your living experience with Liberty is satisfactory, providing you with comfort and convenience. We are sending this letter to remind you how we respond to reports of mold, and share steps that each resident can take to prevent conditions that promote mold growth. We also want to remind you of the resources available to you should you encounter water intrusion and mold-related issues.

As outlined in the [Mold Addendum](#), which is attached to the lease agreement and provided to each resident during move-in, we consider every reported water intrusion or mold service request as a priority work order, regardless of the severity. Our teams are prepared to respond promptly, regardless of the time of day or night. Our Liberty At Your Service Call Center is open 24 hours a day, 7 days a week, and can be reached at [888-578-4141](tel:888-578-4141). All calls are documented, and follow-up calls are initiated immediately, tracked, and monitored.

From time to time, nature takes its toll on our homes, especially those situated in high humidity areas and near large bodies of water. For owners and renters alike, water intrusion and mold are unfortunate realities for many homes across the country. Every resident deserves to live in a well-maintained home, and we take all water intrusion and mold-related issues very seriously. It is virtually impossible to prevent every occurrence of mold growth, at the same time, there are precautions that can be taken to mitigate mold and water intrusion issues and address them promptly.

We would like to provide you with some tips on preventing mold growth. There are four critical requirements for mold growth – the presence of mold spores, a source of organic material as “food” for mold, appropriate temperatures, and enough moisture. The removal of any one of these items will prohibit mold growth. Mold spores exist virtually everywhere – both indoors and outdoors, making the complete elimination of mold impossible. Most organic substances found in homes such as wood, paper, dust and organic fibers are among the most preferred of mold nutrients.

Because eliminating mold spores and organic materials from any home is virtually impossible, the best way to try to prevent mold growth is to control moisture and eliminate sources of water intrusion. One of the most important tips is to keep homes clean and dry. Look for signs of excess moisture in the home, such as spilled water in the bathroom or kitchen and condensation on windows or walls. Keep bathrooms well ventilated by running fans or opening windows that will help reduce moisture available for mold to grow. Liberty team members look for sources of water intrusion or evidence of mold prior to move in and each year during our preventative maintenance inspection. If you detect any plumbing leaks, roof leaks, or other indications of water intrusion, or if you find mold growth or mildew in your home, please notify us immediately by calling Liberty At Your Service Call Center at [888-578-4141](tel:888-578-4141).

For further reference, click the link below for the pamphlet from the U.S. Environmental Protection Agency entitled "A Brief Guide to Mold, Moisture and Your Home," which contains useful information on how to clean up residential mold problems and how to prevent mold growth. The pamphlet can be found online at <https://www.epa.gov/sites/production/files/2016-10/documents/moldguide12.pdf>. Additional information on mold can also be found on the U.S. Centers for Disease Control and Prevention website "Basic Facts: Molds in the Environment" located at <https://www.cdc.gov/mold/faqs.htm#high>.

If you have further questions, please do not hesitate to contact your District Office. A full list of our District Offices and their numbers is listed below. We welcome the opportunity to address any questions or concerns you may have.

Sincerely,
Liberty Military Housing