

## Who to Call for Help with Mold

Contact your  
local Personal Property Office

NEED HELP FINDING YOUR  
PERSONAL PROPERTY OFFICE?

GO TO

[https://move.mil/resources/  
locator-map](https://move.mil/resources/locator-map)

“Tools & Resources  
then  
‘Find Nearby Locations’”

or call your

Military Claims Office (MCO)



Army	502-626-3000
Air Force	877-754-1212
Navy & Marines	757-440-6315
Coast Guard	757-628-4212

MCO determines liability

## REMEDIATE

The goal is to remedy, or remediate, mold before your move or before delivery at your new duty station.

### Before you move:

If mold is identified prior to pack or pick up, you must have a mold remediation firm inspect and clean your property.

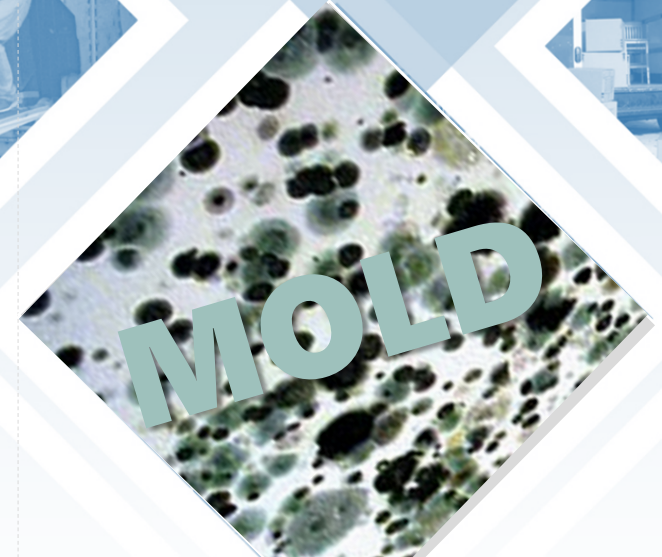
### At delivery:

If mold is identified upon delivery, the Transportation Service Provider (TSP), your mover, is responsible for remediation.

<https://move.mil>



## Mold Mitigation



The Department of Defense and the moving industry are working together to ensure the safe transportation of your personal property.



## What is mold?

Molds are part of the natural environment, and can be found indoors and outdoors. Mold is not usually a problem, unless it begins growing indoors. The best way to control mold growth is to control moisture

Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances

Every attempt should be made to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew), to develop from prolonged exposure to dampness.



## Your Responsibilities

Prior to your move ensure your personal property is free of any visual signs of mold.

Contact your local transportation office for assistance if mold is discovered at time of packing, loading or delivery.

If mold is identified prior to pack or pick up, you are responsible to have a remediation firm inspect and clean the property.

If mold is confirmed have the items cleaned, provide your move coordinator and your local transportation office a copy of the remediation certificate.

Your carrier is responsible for conducting remediation work for mold discovered at delivery.

Mold can cause health risks and can spread to other shipments that come in contact with mold

- Items containing mold should never be delivered into your new residence by your mover.
- Items containing or suspected of containing mold should not be stored in your garage until remediation is determined.
- Sampling for mold should be conducted by professionals who have specific experience in designated mold sampling protocols, sampling methods, and interpreting results.
- Your carrier will not pack items that contain mold.

