



Memorandum

Response to Water Damage at DAS Owned, Managed or Leased Properties

The following actions will help minimize costs and potential indoor air quality issues associated with water damaged building components and materials.

1. At **DAS owned or managed** properties, the building superintendent or property management should inform DAS Facilities Management (FM) as soon as possible. At **DAS leased properties**, agency representative should contact the property manager or other landlord representative and DAS leasing agent as soon as possible.
2. Until the property manager or other landlord representative arrives, occupying agency should attempt to minimize potential damage from the water infiltration by moving state owned property from the area & controlling infiltration (i.e. placing container/s beneath the leak) if these actions can be done safely. Occupants should be moved from the immediate area as necessary.
3. Response actions must include the following:
 - a. Controlling/stopping the leak ASAP.
 - b. Assessment of any structural damage if situation warrants.
 - c. Further evacuation of occupants as required.
 - d. Protection of state owned property (equipment, files, furniture, etc.).
 - e. Determining if the leakage has affected possible asbestos containing materials (ACMs), and if so, implementation of appropriate regulatory precautions.
4. If situation warrants, the landlord should contact professional cleaning contractor **immediately**. *Generally materials will need to be dried within 24 to 48 hours in order to be salvaged.* Contractor should be familiar with Institute of Inspection Cleaning and Restoration Certification (IICRC) S500 Standards for water damage restoration.
5. The source of water should be categorized order to determine what materials can be saved and how cleaning must be performed.
 - a. Category 3/Black Water – Raw sewage, toilet black flow from beyond toilet trap, ground or surface water (rivers streams), seawater, chemically contaminated water;
 - b. Category 2 /Gray water – (i.e. dishwasher or washing machine overflow, overflow from toilets) water with some degree of chemical, biological or physical contamination that would cause sickness if consumed by or exposed to humans. (Gray water contaminated materials sources will become black water if not attended to rapidly.);
 - c. Category 1/Clean Water- Water from potable water sources or other sources unlikely to pose substantial harm to humans (sink overflow w/o contaminants, potable pipe lines, snow melt, and rainwater).



6. In general, these rules apply regarding water damaged materials: If category 2 or 3 water, replacement of all saturated porous material including wallboard, insulation, ceiling tiles, carpet and underlying carpet cushion is typically the ONLY recourse. Removal of these materials should be done immediately to avoid potential IAQ/health issues. If sub flooring is wetted, it should be professionally disinfected and cleaned using at least two applications of appropriate biocide followed by thorough drying. Restoring carpet wetted from gray water (not the underlying cushion which must be discarded) is possible using proper application of biocide and dwell time followed by hot water extraction cleaning. If clean water:
 - Pull back base cove on wallboard abutting wetted flooring areas.
 - Drill holes along bottom of wallboard, direct fans to assist in drying behind wallboard.
 - Use sufficient fans and dehumidifiers to dry within 24 to 48 hours.
 - Clean carpet using hot water extraction method- dry within 24 48 hours.
7. If category 2 or 3 water, implement appropriate health and safety precautions. Do not handle materials or objects until they have been disinfected.
8. Use (undamaged) HVAC system and de-humidifiers to aid in reducing relative humidity levels to below 50% if possible to aid in drying of wetted materials and to prevent unaffected materials from absorbing moisture in the air. Remove undamaged paper items from affected area if high humidity exists.
9. Work with occupying agency as needed to inventory damaged items.
10. Moisture meter should be employed to determine extent of wetted areas and to verify drying process and completion.
11. If walls or flooring or other materials are not dry within 48 hours, document areas- mark out areas and meet with DAS representatives to lay out a plan of remedial action.