

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

The following templates have been created by Alexandria Health Department with feedback from several local property managers to help residents file detailed reports of mold concerns in a rental property.

Please note – The use of these templates does **not** signify Alexandria Health Department’s endorsement of complaints or concerns. These templates serve only as a starting point to help residents communicate information that is most useful for landlords and property managers to respond to complaints.

Reporting Mold

Use this template to first report your concerns of mold.

Dear Property Manager,

I hope you are well.

I am writing to report a mold concern in my unit. I have noticed [describe the issue—e.g., discoloration on the wall, a musty odor, growth in a specific area, moisture intrusion], and I would like to address this promptly to prevent any further damage to the unit or my health.

Please let me know the soonest time that a maintenance team member can address this issue.

Thank you,

(Name)

(Unit)

Asking What Was Done

Use this template to verify which actions your landlord or property manager has taken in response to your mold complaints.

Dear Property Manager,

I hope this email finds you well. Thank you for the work you have done on my unit, (UNIT NUMBER) on (INSERT DATE OF MAINTENANCE).

Please send me a list of the actions you've taken to address the (mold, odor, discoloring, or moisture) in my unit for my records.

Thank you,

(Name)

(Unit)

Mold Persisting

Use this template to complain if mold issues have continued after your 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) and we believe the cause of the mold is _____.

Since the last time someone came to address mold, we have been trying to prevent it by doing _____, but it has come back.

Please send another specialist to address the mold.

Thank you,

(Name)

(Unit)