

NEW REQUESTS SINCE FRIDAY

23

14 arrived after 6 PM

CLEAN-IT-YOURSELF

8

EPA guide sent, photo check in 30 days

INSPECTIONS BOOKED

11

Earliest: Tue 8:30 AM

LIKELY REMEDIATION

4

Renee reviews first

OPEN JOBS STALLED

2

Waiting on source fix

Triage queue

sorted from photos + moisture history

REQUEST	WHAT THEY TOLD US	LANE	NEXT STEP
Karen M. text · Sun 10:15 PM	Bathroom ceiling, ~dinner plate. Exhaust fan broken since summer. No leak above.	Clean it yourself	EPA guide sent. Fix fan first.
Patel household web form · Sat 9:02 PM	Musty smell in finished basement when furnace runs. Nothing visible. Gutter overflowed last week.	Inspect	Wed 1 PM · moisture survey
J. Alvarez, agent email · Sun 4:40 PM	Inspection report: "suspected microbial growth, attic sheathing." Closing Oct 28.	Inspect · priority	Tue 8:30 AM · agent updated
Galena basement missed call → text · Sat 11:48 PM	Sump failed in storm. ~4 in. water Fri, carpet pulled. Spotting on drywall, 3 walls.	Likely remediation	Renee calls 8 AM. Plumber status?
D. Okafor text · Sun 7:12 AM	Window sill, black spots, ~6 in. Condensation every morning.	Clean it yourself	Guide + humidity tips sent
R. Lindqvist text · Sun 8:30 PM	Closet wall behind shoes. Toddler has asthma, asking if it's dangerous.	Human callback	Suggested doctor. Renee calls today.
+ 17 more · 6 clean-it-yourself · 8 inspect · 3 likely remediation			

Text thread · Karen M.

Found this on our bathroom ceiling tonight. How bad is it?? [2 photos]
Sun 10:15 PM

Thanks for sending these. Roughly how big is it, smaller than a sheet of printer paper? And has the fan or anything above it leaked?
Sun 10:15 PM · auto

About a dinner plate. Fan stopped working in July, no leaks
Sun 10:21 PM

That patch is small enough that most people can clean it themselves, and the EPA says the same for areas under about 10 sq ft. The bigger question is the fan. If the bathroom isn't venting, it'll grow back. Here's the EPA's cleanup guide. If it comes back, text us a photo.
Sun 10:22 PM · auto

Lane: clean it yourself · no fee · photo check-in text scheduled Nov 18

Inspection-to-clearance tracker

open jobs · days in current stage

JOB	INSPECT	SOURCE FIX	PROTOCOL	REMOVAL	DRY	CLEARANCE	HANDOFF	STATUS
Sunbury basement burst supply line · claim								Independent assessor Thu day 2
Hartford Ave attic roof leak · no claim								Crew B, containment up day 1
Maxtown Rd crawlspace grading / gutter · no claim								Waiting on gutter crew day 8 · homeowner texted Fri
Cleveland Ave condo HVAC suspected · HOA								Plumber, no date day 6 · HVAC off per EPA
Schrock Rd bath shower pan leak · claim								Quote sent Fri day 3

Done

Current

Stalled at gate

Removal can't start until the source fix has a photo or note

Partner referrals · October

who sends the work

PARTNER	TYPE	SENT	BOOKED	REVENUE	FIRST REPLY
Ridgeline Restoration	Water damage	4	4	\$11,600	6 min
Keel Home Inspections	Home inspector	3	2	\$3,150	11 min
J. Alvarez	Agent	2	1	\$1,900	4 min
Big Run Plumbing	Plumber	2	1	\$2,400	38 min
Northgate Inspections	Home inspector	1	0	—	2 days (Sept)
Northgate sent 5 in Aug, 1 since. Flagged for Renee: last referral waited 2 days for a reply.					

Desk rules

set by the owner

Clean it yourself	Under ~10 sq ft, hard surface, source fixed. Send EPA guide, no fee.
Testing	Not offered by default when growth is visible. Smell with no source, real estate, or clearance only.
Health	Never "toxic" or "safe." Health concern → suggest a doctor, human callback same day.
Insurance	Never says whether a policy covers it. Lists what the adjuster will ask for.
Clearance	Claim or home sale → independent assessor.