

Real Estate Agent Partner Guide

Resolving inspection-report flags before the conditional period expires

24/7 Remedial Services · Ottawa, the National Capital Region & Eastern Ontario

Dispatch: +1 855-324-7356 · dispatch@247remedialservices.ca · 247remedialservices.ca

1. The three flags that kill deals at the 11th hour

- **Hidden mould:** active colonies behind finished drywall, insulation, or joist bays.
- **Basement water loss:** standing water, saturated carpet/underpad, or an unmitigated past flood.
- **Off-gassing odours:** persistent creosote, petroleum, sewer, or chemical smells in living space.

2. What to send us in the first phone call

- Property address and access details (lockbox, tenant, occupancy).
- The inspection report page(s) showing the flag, plus any photos.
- Your conditional/waiver deadline date — this drives our dispatch priority.
- Who signs the work authorization: seller, buyer, brokerage, or property manager.

3. Our 48-hour deal-rescue sequence

- **Hour 0–4:** emergency dispatch, moisture mapping, thermal imaging, air/surface sampling where warranted.
- **Hour 4–24:** containment, source removal, structural drying, vapour and bio remediation.
- **Hour 24–48:** verification, psychrometric logs closed out, clearance/completion documentation issued.

4. Documentation your lender and buyer will accept

- Scope of work with itemized documentation (Xactimate-format breakdown available on request).
- Daily psychrometric drying logs and moisture-content readings.
- Work completion certificate signed by a PMII Certified Mold Remediator.
- Third-party post-remediation verification results when clearance testing is requested.

5. Credentials to quote in your buyer communications

- PMII Certified Mold Remediator (CMR); NAMRI member.
- IICRC WRT (water) and FSRT (fire & smoke) certified technicians.
- Subrogation-certified documentation practices; full support with the client's insurer.
- 20+ years in remediation, construction, and structural work; CAD \$5B+ in completed work.

6. Agent talk-track that keeps the deal alive

- "Remediation is scheduled and documented — here is the completion certificate and drying log."
- "The source was removed, not covered up; verification confirms the space is clear."
- "We can close on the original date; here is the written scope and warranty language."

Deal hanging by a thread? Call our 24/7 dispatch line at +1 855-324-7356 and ask for an Urgent Inspection Assessment. We prioritise files with an active conditional deadline.