

Choosing the Right Mould Company:

Critical Consumer Alerts

The Hidden Truth About Mould Survey and Decontamination Companies

Selecting a company to inspect or treat mould can be a dangerous guessing game. Shiny websites, "unbeatable" guarantees, and glowing online reviews can all be deeply misleading. Here's what you need to know to protect yourself.

1. False Accreditations and Meaningless Badges

ALERT: Many companies display official-looking logos that are meaningless.

- **City & Guilds Fraud?**
 - Some companies falsely claimed City & Guilds accreditation.
 - In July 2024, City & Guilds demanded that these false claims be immediately removed. ([click here to view letter](#))
 - The referenced course was a basic 2-day introductory session, not a professional certification.
- **Bought Memberships:**
 - Many impressive badges are simply memberships that can be bought online for a small fee.
 - Agent's complete forms to guarantee "approval" — no qualifications needed.

REMEMBER: True expertise requires years of proper training, not purchased logos.

2. Fake and Misleading Google Reviews

ALERT: 5-star ratings often tell you nothing about competence.

- Companies routinely **buy fake reviews** or get friends to post them.
- Google's systems cannot detect fake reviews.
- **Proof:** Businesses openly advertise "Buy Google Reviews"
- <https://getreview.co.uk/product/buy-five-star-google-my-business-reviews-ratings/>

TIP: Trust detailed reviews describing technical steps, not just vague praise.

3. Worthless Guarantees

⚠ **ALERT:** Most mould remediation guarantees are full of loopholes.

- Tiny environmental changes (above 70% RH or 25°C) automatically **void** most guarantees.
- Guarantees often say "valid only under perfect environmental conditions" — an impossible standard.

FACT: Mould grows even inside refrigerators. No home can stay permanently within "ideal" conditions.

4. The Myth of "Mould Killers"

⚠ **ALERT:** Safe, home-use chemicals cannot truly kill mould.

- Even extreme methods like gamma radiation are unreliable.
- Bleach immersion (Wilson Test) proves bleach cannot entirely kill mould.
- According to the World Health Organisation:

"Dead mould is 40 times more hazardous to health than live mould."

- Companies that promote "killing" mould often **increase health risks** in your home.
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5. "Natural" and "Non-Toxic" Decontamination Claims

⚠ **ALERT:** Natural doesn't mean safe or effective.

- Cyanide and arsenic are natural — but deadly.
- Tea tree oil, often marketed as "safe," can cause serious symptoms if swallowed.

FACT: "Natural" products can be highly toxic and ineffective against mould.

6. The Truth About "De-Natured" Treatments

⚠ **ALERT:** Fogging to "denature" mould spores is often ineffective.

- Real denaturing requires substantial contact time — fogging barely touches surfaces.
- Dead spores, if left behind, are **more harmful** than live spores.

CHALLENGE: Ask companies for real scientific proof. Most can't provide it.

7. Contractor Badges for sale

Look very professional, and of course, they are, but the compliance paperwork is readily available for sale. Organisations like IOSH -BICS are subscription-based.



8. Qualifications

Many quote compliance with organisations like IICRC, but most are not and say they follow their guidance. You can check IICRC membership online directly with them.

The IICRC S520 accreditation, with its 4-day course, is a perfect starting point for contractors engaged in mould removal. The document continuously refers to getting expert help from an IEP or mould expert.

Final Advice

Choosing the wrong mould company can leave you and your family more exposed to health risks, the unnecessary need to demolish your home and dispose of its contents, or perhaps worse, the claim that their treatment has resolved all the issues when in fact, it's increased the health threat.

Always verify:

- **Genuine, hard-earned certifications**
- **Detailed, credible reviews**
- **Proper remediation protocols**
- **Clear, enforceable guarantees**

For fully qualified and internationally recognised mould investigation and remediation, visit: | [Buildingforensics.co.uk](https://buildingforensics.co.uk)

About the Author: Jeff Charlton is the UK's leading expert in mould and biocontamination. He founded the British Damage Management Association, advised the US Army Corps of Engineers, authored key government remediation protocols, and holds certifications that set the gold standard for the industry. Verified by the independent search engine Chatgpt.

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April 2024