

# Dual Restoration Launches Mold-First Protocols Amid NYC Mold Surge For Water Damage Restoration in NYC

*Dual Restoration debuts Mold-First protocols to address NYC's rising mold complaints, prioritizing early detection and compliant restoration steps.*

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Our updated Mold-First approach gives property owners clearer direction during water events, helping them address mold risks early and move through restoration with greater confidence.”

*Owner*

announced the rollout of new Mold-First protocols designed to address an ongoing surge in mold complaints across New York City and to strengthen timelines for water-damage restoration projects in NYC. The enhancements focus on early mold risk identification, containment, and compliant remediation sequencing before full build-back, with an emphasis on documentation to support insurance claims for residential and commercial properties across the five boroughs.

Property stakeholders observing signs of water intrusion or suspected mold growth can request an assessment. For

immediate assistance with water damage restoration in NYC or mold remediation, call 347-309-7119 or visit <https://www.dualrestoration.com/>.

Recent research highlights the magnitude of the challenge: New York City recorded more than 36,000 mold complaints in 2024—its highest level on record—driven by humidity spikes, aging infrastructure, and compounding water intrusions.

What the Mold-First protocols include

The company's workflow is structured to reduce secondary damage, protect indoor air quality, and expedite restoration efforts following a loss. Key elements include:

- Immediate triage and containment: Early isolation of affected zones to limit spore spread in multifamily and mixed-use buildings.
- Moisture verification and mapping: Use of advanced moisture detection to identify concealed wet materials and verify dry-down before finishes.

- Licensed abatement where required: Mold abatement and removal performed by a licensed team, aligned to New York City requirements.
- Insurance-ready documentation: Photo logs, scope notes, meter readings, and chain-of-custody style records to support adjuster review.
- Residential and commercial coverage: Support for apartments, co-ops, condos, brownstones, retail, office, hospitality, and healthcare environments.

## Health, code, and compliance considerations

Mold is both a health and building integrity concern, and New York City requires owners to address indoor allergen hazards. Dual Restoration states that its remediation approach is structured to align with applicable city guidance, including requirements addressed under Local Law 55 (HPD). This sequencing is intended to reduce rework, improve indoor air quality outcomes, and minimize downtime for occupants following water events.

## About Dual Restoration

Dual Restoration provides emergency restoration services for water, fire, smoke, and mold across New York City and nearby markets. Located at 5308 13th Ave Suite 615, Brooklyn, NY 11219, the company combines modern mitigation techniques, top-of-the-line equipment, and insurance-ready documentation to help residential and commercial clients reduce downtime and restore safe occupancy. Dual Restoration is IICRC certified, fully insured, and licensed for mold abatement and removal.

## Press Relations

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