Mold, Moisture & Seasonal Care (Frozen Pipes, Storms)

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Musty smell, condensation or small spots of mildew
- Pipes frozen (little or no water from a faucet in cold weather)
- Storm damage or power outage

Try this first

1. Run bathroom fans during and 20 minutes after showers; run the range hood when cooking; keep furniture slightly away from exterior walls.
2. Clean small surface mildew on hard surfaces with soap and water; dry completely. Report any recurring or larger area.
3. Below freezing: keep heat at 55°F or higher (even if away), open sink cabinet doors on exterior walls, let a thin stream of water run from faucets on outside walls, and disconnect garden hoses.
4. Frozen pipe: keep the faucet open, warm the area with a hair dryer (never an open flame), and call PCPM. If a pipe bursts, shut off the main water and call immediately.
5. Storms/outages: check the City Utilities outage map; stay away from downed lines; unplug sensitive electronics.

Safety first

- Never use a grill, generator or gas oven to heat the home — carbon monoxide risk.
- Stay away from downed power lines — call 911 and City Utilities.
- Do not use bleach and ammonia together.

When to call PCPM

Call PCPM immediately for a burst pipe, roof leak, flooding, or storm damage (417-844-6363). Report any musty smell or recurring moisture.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to prevent frozen pipes (YouTube)
- EPA — mold & moisture guide

- Ready.gov — winter weather
- City Utilities outage map
- NWS Springfield forecast