



Weatherization Assistance Program (WAP) – Expectations

The WAP Agency

At application, the WAP Agency:

- Should communicate to the applicant that the WAP is designed to conserve energy while benefitting low-income persons, particularly the elderly, disabled, and families with young children. Explain HCR uses 60% of State median income as the *income eligibility* criteria for the WAP. However, add that a household could be considered *categorically eligible* if they document participation in another governmental program, (such as HEAP, SNAP or SSI), so be sure to ask the applicant about *all* the government programs in which their household participates.
- Should communicate to the applicant that weatherization services to eligible households will be provided on a 'first-come, first-served' basis in most cases. However, it should also be explained that priority service may be provided to households with elderly persons, households with children under 18 years of age, households that include persons with disabilities and / or HEAP recipients.
- Should make it clear that if a waiting list exists any applicant must be placed on the waiting list and will not be moved ahead of other applicants because of any special considerations, other than those available to every other applicant in similar circumstances as mentioned above.
- Should explain to any applicant who is a multi-family property owner that, with certain exceptions (income eligible owners), they will be required to invest some of their own resources toward the WAP work scope or overall work scope.
- Should inform the owner of a building containing unregulated units that the owner must make a direct or indirect investment of no less than 25 percent of the estimated WAP work scope (including materials, crew, and subcontracted labor), unless the building is occupied by the owner as their primary residence and the owner qualifies for WAP assistance as a low-income household.
- Should explain, if applicant is a multi-family property owner, that documentation of household eligibility must be conducted by the subgrantee prior to an energy audit and the



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weatherization of any dwelling unit, including those in large apartment buildings. Multifamily buildings may not be weatherized until documentation is obtained for all eligible tenants.

- Should explain, if applicant is a multi-family property owner, that they will be expected to assist the Weatherization Agency in gathering all records and documents necessary for the Weatherization Agency to confirm eligibility for weatherization services.
- Should make it clear to any multi-family property owner that the building and common areas may not be weatherized unless 66 percent of the units in multi-family buildings have been documented as eligible.
- Should inform the multi-family property owner that a determination of eligibility for a multifamily building will remain in effect for one year from the date the first application was determined income eligible. If WAP work is not started within one year from that date, all applications that have expired or are expected to expire prior to commencement of WAP work will need to be updated to re-establish eligibility.
- Should communicate to the single family owner / rental occupant that if eligibility lapses due to the length of time the applicant was waiting to receive Weatherization services an applicant must be re-certified and that re-certification of eligibility must occur every 12 months.
- Should explain to the applicant that they will notify the property owner / occupants if the building / dwelling unit is eligible for the WAP and that a visit will be scheduled.

Prior to Weatherization Work beginning, the WAP Agency:

- Will have all the pre-requisites met and in place necessary for entering into a Wx contract with the building owner.
- Will review the particular contract with the property owner, explaining the Owner's / occupant's rights and responsibilities, as well as the WAP agency's needs and expectations, as they are outlined in the contract and those necessary in order to perform the Weatherization work.
- Will have the appropriate Weatherization building owner contract signed and all necessary pre-requisites met prior to beginning work.



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- Will contact the building owner / applicant to schedule a visit to conduct the audit, fill out questionnaires and / or address tenant questions.
- Will confirm that at least the owner / owner's representative will be available but should encourage others who live in the dwelling to participate in the visit as well.
- Should emphasize that the visit will be a relaxed information gathering exercise, not an 'investigation'.
- Should ask the owner / owner's representative questions regarding the functioning of the building, what the occupants have reported regarding heating / cooling etc., as well as their energy consumption habits.
- Should ask the individuals at the residence to think about questions or issues related to energy conservation and / or their living conditions and write these down during the visit.
- Should be sure to tell the owner / occupants how long the visit may take and that you will depend upon their cooperation the entire time.
- Should remind the owner / occupants to provide their fuel consumption data from the previous two years (to break down their baseload from their standard heating costs) to make the best estimates possible for developing the required work scope.
- Will accept and retain in a secure manner any / all documentation required from the Owner / occupants pursuant to the terms of the contract and program requirements.
- Should review the application(s) prior to the visit in order to have some insight into the situation before entering the building / home and help formulate the questions needed to be asked.
- Should make a habit of calling the owner/ owner's representative or the occupant a day before the scheduled visit to confirm the appointment and hopefully avoid a wasted trip to the location.
- Will always request and obtain written permission prior to entering the building and performing the WAP work.
- On the day of the visit, will always identify themselves (bring picture id) and should introduce him/herself to all family members as a Weatherization employee.



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- Will always attempt to provide seven days' notice to property owners whenever possible prior to the commencement of Weatherization work.
- Will inform the owner / occupants of the weatherization work / measures being proposed as part of their Weatherization project prior to work commencing.

During Weatherization Work, the WAP Agency:

- Employees and subcontractors will always identify themselves (have ID to present) to owners / occupants as WAP workers.
- Staff / subcontractors will always take necessary measures to protect the client's belongings / property during the course of their duties and, at the end of each day, leave their work area broom clean.
- Will install, or cause to be installed, approved weatherization materials in accordance with a properly generated work scope, in part by a home energy audit, and with the permission of the property owner.
- Staff / subcontractors will follow all applicable and programmatically required health and safety (H&S) rules.
- Staff / subcontractors will always perform and document all Health & Safety tests / inspections and inform the building owner and occupants of any findings utilizing HCR Form#15.
- Will provide good, quality workmanship consistent with DOE Standard Work Specifications.
- Will be responsible for the timely completion of the work scope and the quality of the work necessary to install the WAP materials and measures.

At the conclusion of Weatherization Work, the WAP Agency:

- Will have thoroughly documented and conducted, or have conducted, a QCI certified post-inspection of each completed dwelling unit **before** presentation of the work to HCR. The final post-inspection should be performed by a QCI certified individual who was independent from the execution of the work scope.



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- Will inform the owner / occupants of all the weatherization work / measures that were accomplished / installed as part of the Weatherization project and obtain owner sign off on the appropriate document, confirming the completion of their project.
- Will provide instruction to the owner / occupants on how the newly installed weatherization improvements work, how they can best be utilized / maintained to conserve energy and any educational information / materials the Weatherization Agency can provide on how best to live in the now weatherized property.
- Will provide to the owner / occupants any / all warranty information, with instruction on who to contact in the future for any possible warranted work.
- Should remind the owner / occupants they are required to provide the Weatherization Agency access to records showing the total 'energy consumption' of the building / home for the previous two years *and* for the two years immediately following completion of the weatherization work. It is expected that information will be supplied to the Weatherization Agency as soon as practical after it is received by the Owner.
- Is expected to maintain a post-inspection log to be presented upon request.
- Will not charge HCR for work performed on any unit after the unit has been presented to HCR as complete. Subgrantees will not present a building to HCR for payment until they document that the building meets all program requirements.