



Weatherization Assistance Program (WAP)

What Tenants Can Expect

At application, the tenant should know:

- The WAP is designed to conserve energy while benefitting low-income persons, particularly the elderly, disabled, and families with young children. Eligibility is based on income but a household could also be considered eligible if they participate in another governmental program, such as HEAP, SNAP or SSI, so be sure to tell the intake person *all* the government programs in which your household participates.
- In rental buildings, the Weatherization Agency is required to document that at least 66% of the dwelling units in the building are eligible to receive Weatherization services. In other words, before individuals can receive Weatherization services, the building itself must meet eligibility criteria. A determination of eligibility for a rental building will remain in effect for one year from the date the first application was determined income eligible.
- That 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. A notice will be sent / posted when the building is determined eligible for the WAP and has a visit scheduled to perform an energy audit.
- The energy audit usually takes about two hours to complete however, agency personnel may not have to enter all rental units.

Prior to Weatherization Work beginning, you:

- Will be provided the 'Tenant Synopsis of the Owner Agreement', informing you of the provisions and your rights under the Owner Agreement.
- Will be provided in advance a date / time at which the Weatherization Agency will arrive to perform the weatherization work.
- Must be at the unit at the agreed upon date and time, ensuring that all pets and visitors are kept from the work area, if weatherization workers need to access your unit.



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- Might be asked some questions regarding the functioning of the building or unit, (what you've noticed regarding heating / cooling, where drafts exist, etc.), as well as your energy use habits (i.e. at what do you normally set the thermostat? etc.).
- Can expect that your building / unit will be evaluated for health and safety issues as well as energy conservation opportunities during the energy audit.
- Can expect Weatherization workers to always perform and document all health & safety tests and to inform the building owner and occupants if there are any findings.
- Will be informed of the weatherization measures that are proposed as part of the project before work begins.

During Weatherization Work, you:

- Will be treated courteously and have your personal property protected and treated responsibly throughout the course of the Weatherization project.
- Need to cooperate with the Weatherization Agency by providing access to all parts of the work area so that the Work Scope can be installed.
- Must ensure that a safe, accessible work environment is provided. Keep all occupants, pets and visitors from the work area. Failing to provide sufficient access or a safe work environment may prevent the Weatherization work from being done. You should assume that the Agency will need access to all parts of the unit.
- Can expect the Weatherization workers to always identify themselves and to conduct themselves in a professional, workmanlike manner throughout the course of the Weatherization project and to always leave their work area broom clean at the end of each day.
- Can expect to be provided good, quality workmanship consistent with U.S. Department of Energy Standard Work Specifications.



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At the conclusion of Weatherization Work, you:

- Will be informed of all the weatherization work measures that were installed in the building.
- Will be provided all warranty information, with instruction on who to contact in the future for any possible warranted work, if appliances were installed in your unit.
- Will receive instruction on how the newly installed weatherization improvements work, how they should be best utilized to conserve energy and some information on how to keep saving energy.
- Must maintain all the weatherization improvements in a manner consistent with the instructions given by the Weatherization agency and the manufacturer's guidelines, and should not alter them in any way, in order to continue to benefit from their optimum performance. Other than normal wear and tear, the work done and measures installed should last for years if used and maintained properly.
- Must provide, if you pay utility costs directly, the Weatherization Agency access to your electric and heating fuel / utility bills 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 / occupant.
- Can expect to see an improvement in the comfort and energy consumption / efficiencies of your home.