

**APPLICATION INSTRUCTIONS:**

Please complete and sign the application as instructed below.

**Automatic Eligibility:** This applies to 2 situations (verification on agency letterhead required):

1. If any member of the household receives or has received **TANF** from DPW at any time within the past 12 months.
  2. If any member of the household receives or has received **SSI** (supplemental security income) at any time within the past 12 months.
- Please send verification of the benefit that you or a family member receives along with your application. You can also obtain documentation of your TANF benefits by calling DPW Customer Service at 1-800-692-7462. For SSI benefits please call 1-800-772-1213.

**INCOME:** Please provide proof of income for all household members for the **previous (12) months**.

- The employer, agency, or organization that provides your income must submit a letter on company letterhead that is **dated** and covers the gross amount of income for the full 12 months period prior to your application date.
- W-2s are only acceptable if the date of the application is between December 31 and January 31 of any year.
- Verification of Social Security benefits may be obtained by calling Social Security at 1-800-772-1213 (benefit verification letter or form SSA-3288, proof of income letter, or notice of benefit amount). 1099 Forms are only acceptable if the date of the application is between December 31 and January 31 of any year.
- If anyone has received unemployment compensation during the past 12 months, a letter from the Unemployment Office is necessary. You must also submit a Benefit Payment History printout from the Unemployment Office or from the Unemployment website. You may also call 1-888-313-7284 to request this information.
- CHILD SUPPORT and FOSTER CARE PAYMENTS **do not count** as income under this State & Federal funded program.
- An **Affidavit of No Income** is required for **anyone age 18 & over who had no income at any period of time within the past (12) months** of the application date. This affidavit must be **Notarized** unless photo ID is verified in person with a member of the Weatherization Intake staff.

**PHOTO ID:** A copy of your driver's license or other government-issued photo ID must be submitted. It must include your name and photograph.

**OWNERSHIP:** If you own your home, we require proof of ownership. Please send a copy of your deed or your real estate tax bill.

**RENTERS:** If you rent, you must submit a copy of the rental lease or rent receipts showing the amount of rent paid per month.

- **LANDLORD / TENANT AGREEMENT:** The owner/landlord and tenant must sign the form. This form must be **Notarized** unless photo ID is verified in person with a member of the Weatherization Intake staff. **If your landlord is not living in your area, you must request a Tenant's Affidavit from weatherization. Additional information will be required for applicants that live in a building with more than five units, contact the office for information.**

**PERMISSION FORM AND WEATHERIZATION AGREEMENT FORM:** The owner and renter must sign.

**CLIENT SIGN-OFF PROXY LIST:** Please complete, sign, and return to the office.

**HEATING AND HOME ENERGY USAGE:** In order to process your application, we need to determine your heating and home energy usage. Please sign the **Release for Energy Usage Verification**.

- You must include a copy of your most recent energy bill statement from (PECO, MET-ED, PP&L or UGI). Please be sure to include all pages of your energy bill statement including the **Usage Profile** graph.
- If you use oil, propane, kerosene for heat, please contact the provider and request an official printout of the number of gallons used over the previous 12 months.

**IDENTIFICATION OF OCCUPANT HEALTH CONDITIONS:** Please complete up to and including the portion of this page stating "Sign and Date at time of Application" sign, and return to the office.

**POTENTIAL DEFERRAL OF WEATHERIZATION SERVICES, CLIENT APPEALS AND CLIENT COMPLAINT FORMS:**

Please sign and return to the office.

**THE FINAL THREE PAGES ARE DOCUMENTS THAT YOU SHOULD KEEP FOR YOUR RECORDS**

**\* PLEASE CALL THE OFFICE AT 610-521-8770 WITH ANY QUESTIONS REGARDING THE APPLICATION AND REQUIRED DOCUMENTATION. SUBMITTING A COMPLETED APPLICATION WITH PROPER DOCUMENTATION WILL EXPEDITE THE APPROVAL PROCESS. PLEASE NOTE THAT WE CANNOT ACCEPT ANY FAXED APPLICATIONS.**



**COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC. WEATHERIZATION**

94 Jansen Avenue Essington, PA 19029 Phone: 610-521-8770 Fax: 610-521-8928

**Application**  
**HOUSEHOLD INFORMATION**

**NAME:** \_\_\_\_\_

**PROPERTY DATA:** Unit Status \_\_\_\_\_ Owner \_\_\_\_\_ Renter \_\_\_\_\_  
(IF IT APPLIES) Name of Apartment Complex or Trailer Park: \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**IF YOU RENT YOUR HOME:**

**TELEPHONE #:** \_\_\_\_\_

**LANDLORD'S NAME:** \_\_\_\_\_

**ALTERNATE** \_\_\_\_\_

**TELEPHONE #S: HOME** \_\_\_\_\_

**WORK** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**HOUSEHOLD MEMBERS AND GROSS HOUSEHOLD INCOME INFORMATION:**

Please list all income from all household members for the past 12 months (Include name and address from all jobs, Social Security, SSI, Welfare, Workman's Compensation, Unemployment Compensation, Interest and Rental Income, Retirement/Pensions, and any other source of income.)

Names of ALL Persons in Household		Relation to client	Social Security # (voluntary, but will help determine income and identity)	Sex	Age	Date of Birth	Disabled Yes/No	Income Source Name, Phone#, and Amount
LAST	FIRST							
		SELF						

**IS ANY HOUSEHOLD MEMBER PREGNANT OR EXPECTING?** Yes \_\_\_\_\_ No \_\_\_\_\_

In an effort to better serve our future clients, please check how you came to learn of our program.

Family Member \_\_\_\_\_, Friend/Neighbor \_\_\_\_\_, Church/Place of Worship \_\_\_\_\_, CAADC'S Website \_\_\_\_\_, CAADC Letter \_\_\_\_\_, Poster/Flyer \_\_\_\_\_ - Location: \_\_\_\_\_, Newspaper \_\_\_\_\_ - Which one: \_\_\_\_\_, Community Event \_\_\_\_\_ - Which one: \_\_\_\_\_, Agency Referral \_\_\_\_\_ - Which one: \_\_\_\_\_, Elected Official: \_\_\_\_\_, Other: \_\_\_\_\_



**COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC. WEATHERIZATION**

94 Jansen Avenue Essington, PA 19029 Phone: 610-521-8770 Fax: 610-521-8928

**Application**  
**HOUSING INFORMATION**

1. Type of Home: Single \_\_\_\_\_ Double \_\_\_\_\_ Row \_\_\_\_\_ Mobile Home \_\_\_\_\_ Apartment \_\_\_\_\_
2. Does the roof leak? Yes \_\_\_\_\_ No \_\_\_\_\_ Is the leak a minor or major problem? \_\_\_\_\_

**ATTENTION – Weatherization cannot address roof repairs, you may contact our office for other resources that may be able to assist you in repairs.**

3. Primary Heating System: Oil \_\_\_\_\_ Gas \_\_\_\_\_ Electric \_\_\_\_\_ Kerosene \_\_\_\_\_ Coal \_\_\_\_\_ Wood \_\_\_\_\_ Age of heating system \_\_\_\_\_ years  
Date of last cleaning \_\_\_\_\_ Fuel Dealer \_\_\_\_\_ Does the heater work? Yes \_\_\_\_\_ No \_\_\_\_\_
4. Secondary Heating System: Oil \_\_\_\_\_ Gas \_\_\_\_\_ Electric \_\_\_\_\_ Kerosene \_\_\_\_\_ Coal \_\_\_\_\_ Wood \_\_\_\_\_ Age of heating system \_\_\_\_\_ years  
Date of last cleaning \_\_\_\_\_ Fuel Dealer \_\_\_\_\_ Does the heater work? Yes \_\_\_\_\_ No \_\_\_\_\_

**ATTENTION OIL HEATERS: You will need at least ¼ tank of oil for the Heater Test on the day of the Inspection.**

5. Renters Only: Is your heating bill in your name? Yes \_\_\_\_\_ No \_\_\_\_\_ How many units in your building? \_\_\_\_\_
6. Has work been done by PA State Weatherization? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, what year? \_\_\_\_\_
7. Has work been done by your Utility Provider’s Weatherization Program? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, what year? \_\_\_\_\_. Any unfinished rooms (not including basement)? Yes \_\_\_\_\_ No \_\_\_\_\_ Any renovations underway? Yes \_\_\_\_\_ No \_\_\_\_\_
8. Is this house up for sale? Yes \_\_\_\_\_ No \_\_\_\_\_ (homes for sale cannot be weatherized)
9. Any major problems? \_\_\_\_\_
10. Have you received LIHEAP? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, what year? \_\_\_\_\_

**WARNING**

**SECTION 1001 OF TITLE 18 OF THE UNITED STATES CODE MAKES IT A CRIMINAL OFFENSE TO MAKE A WILLFULLY FALSE STATEMENT OF MISREPRESENTATION TO A DEPARTMENT OR AGENCY OF THE UNITED STATES AS TO ANY MATTER WITHIN ITS JURISDICTION.**

I/WE HEREBY CERTIFY THAT TO THE BEST OF MY/OUR KNOWLEDGE, THE INFORMATION ON THIS APPLICATION IS TRUE, CORRECT AND COMPLETE. I/WE UNDERSTAND THAT ANY DELIBERATELY FALSE STATEMENTS MADE IN THIS APPLICATION WILL MAKE ME/US INELIGIBLE FOR WEATHERIZATION SERVICES.

I/WE GIVE OUR CONSENT TO HAVE THIS INFORMATION INCLUDED (AS APPROPRIATE) IN THE MASTER FILE RECORDS OF CAADC, INC. ACCESS TO THIS INFORMATION TO ANY OTHER PERSONS MAY BE PROVIDED ONLY BY MY/OUR WRITTEN CONSENT.

ALL PARTIES AGREE TO INDEMNIFY AND HOLD HARMLESS CAADC, INC. FROM ANY LIABILITY RESULTING FROM THE WORK PERFORMED UNDER THIS AGREEMENT.

I/WE ARE AWARE THAT THIS IS AN APPLICATION ONLY, AND THAT OUR ELIGIBILITY FOR SERVICES PROVIDED THROUGH THIS PROGRAM HAS NOT YET BEEN DETERMINED.

All information provided to this Agency is covered by Federal Privacy Act of 1974, SU.S.C. 532A. This information is only for use by this Agency and the State’s Federal Agencies. No information about you may be released to the public without your permission.

**APPLICANT’S NAME (PRINTED):** \_\_\_\_\_

**APPLICANT’S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**DO NOT WRITE BELOW THIS LINE**

**Re-weatherization:** The intake representative listed below has reviewed program records and has determined that the property listed on the application \_\_\_\_\_ was not/ \_\_\_\_\_ was weatherized prior to the date of this application. The property was weatherized, according to program records on \_\_\_\_\_.

**Application:** \_\_\_\_\_ Approved \_\_\_\_\_ Denied \_\_\_\_\_ Withdrawn

**INTAKE NAME (PRINTED):** \_\_\_\_\_

**INTAKE SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SUPERVISOR NAME (PRINTED):** \_\_\_\_\_

**SUPERVISOR SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



**PERMISSION AND WEATHERIZATION AGREEMENT FORM**

The Owner/Tenant of the dwelling located at \_\_\_\_\_ hereby permits representatives of CAADC, Inc. to enter the property listed above, for all aspects of the Weatherization Process as outlined below. If the client is a renter, a Landlord / Tenant Agreement must also be completed.

1. Home Energy Audit – Assessment of the home for potential weatherization services. The client must be present for this visit. Auditor visually inspects the building shell and mechanical systems; conduct diagnostic, health and safety tests; records the location, condition, and dimensions of walls, ceilings, floors, windows, doors, and mechanical systems. Auditors will review Energy Saving Methods and provide education. Home Energy Audits typically takes two (2) to four (4) hours.
2. Weatherization Work – Installation of measures by the weatherization crew based on the Home Energy Audit. The work may take one (1) to three (3) days or more, with each visit lasting two (2) to seven (7) hours long. When complete, the Crew Chief will conduct a walk-through of the home with the client to explain the measures installed. The house may also need work from a sub-contractor specializing in heater or mechanical work which will be scheduled by the specific sub-contractor.
3. Post Inspection – Internal follow-up inspection conducted to ensure quality of work that is based on the Home Energy Audit. The Inspector will also perform diagnostic, and health and safety testing. A Post Inspection may take two (2) to four (4) hours. If the Contractor is called back, then another Post Inspection will take place.
4. Quality Control Inspection – A final inspection, called a QCI, is conducted by a State Certified Quality Control Inspector. A Quality Control Inspector is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, performing safety and diagnostic tests, and observing the work. A QCI Inspection may take two (2) to four (4) hours.
5. Local, State and/or Federal Officials for the purpose of inspecting above work.

**IT IS A FEDERAL REGULATION THAT ALL WEATHERIZATION PROGRAM WORK IS QUALITY CONTROL INSPECTED. PARTICIPANTS ARE REQUIRED TO ALLOW ALL INSPECTIONS TO TAKE PLACE.**

If you do not comply with all inspections, you will lose your eligibility in the program and may become responsible for all payments due to the Contractors and the Agency.

By signing below, I am agreeing that I have read and understand the above information pertaining to the Weatherization Program and the required inspections. I agree that I will allow all required work and inspections be completed in a timely manner at my home. I understand that if I do not comply with all inspections that I may be held responsible for payments due to the Contractors and the Agency. The Owner understands that neither the agency, nor its representatives shall be liable for any personal injury or damage to the property that is not caused by the negligence of our employees or subcontractors. Once approved for Weatherization, all clients must make themselves or their designated proxy available for all steps in the Weatherization process.

\_\_\_\_\_  
Owner Printed Name

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant Printed Name

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Printed Name

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date



COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC. WEATHERIZATION  
94 Jansen Avenue Essington, PA 19029 Phone: 610-521-8770 Fax: 610-521-8928

**LANDLORD / TENANT AGREEMENT**

Tenant \_\_\_\_\_

Owner \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

*A Landlord / Tenant Agreement is required for all clients living in Rental Units. This agreement must be signed (in front of Notary Public) by either the Owner or the Owner's Authorized Agent AND the Tenant applying for the Weatherization Assistance Program. The Weatherization Assistance Program, funded through the Department of Community and Economic Development, the Department of Energy and the Low-Income Energy Assistance Program may provide caulking, weather stripping, insulation of the attic, ventilation, replacing panes of glass, and pipe wrap are available. A test will also be performed on the home's Gas or Oil heater to make sure it is operating efficiently. No undue or excessive enhancement shall occur to the value of your dwelling unit and the measures installed must primarily benefit tenants who can qualify as eligible clients.*

*In signing this agreement, the owner acknowledges their tenant client is current with all rent due. The client is responsible for providing proof of the monthly rent due in the form of: canceled rent checks or a lease indicating monthly rent.*

*The owner understands, there is absolutely no charge for Single-Family homes (mobile, single, duplexes and row homes). The owner may have two single-family homes weatherized before CAADC, Inc. requests a financial contribution. However, CAADC, inc. cannot not deny your tenant should you refuse to provide a contribution. If the client lives in a Multi-Family building (5 or more living units), further information and financial contribution may be required.*

*An agreement is signed by both the owner and the tenant to insure that the rent shall not be raised for a period of eighteen (18) months following the completion of the work unless it can be demonstrated that such rent increases or eviction is related to matters other than the weatherization work performed. Example: increase in taxes may cause the rent to increase, not to exceed the cost of the tax increase or the tenant does not comply with obligations and responsibilities owed to the property owner. All parties understand that this agreement is a legally binding contract.*

\_\_\_\_\_  
Owner Printed Name

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant Printed Name

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

This below portion is for Notary Public to complete. Form must be **notarized** (unless photo ID is verified in person with a member of the Weatherization staff).

**DO NOT WRITE BELOW THIS LINE**

**Commonwealth of** \_\_\_\_\_

**County of** \_\_\_\_\_

**Sworn to and subscribed before me this**

\_\_\_\_\_ **day of** \_\_\_\_\_ **20** \_\_\_\_.

\_\_\_\_\_  
**Notary Public**

\_\_\_\_\_  
Weatherization Staff Printed Name

\_\_\_\_\_  
Weatherization Staff Signature

\_\_\_\_\_  
Date



### Client Sign-off Proxy List

Please indicate below any individual that you give permission to sign off on any weatherization forms on your behalf and to be present during scheduled appointments for installation of weatherization measures, post inspection and Quality Control Inspections of the work completed. Please note that the applicant must be present during the Home Energy Audit. All other appointment, only the applicant, the applicant’s spouse (if applicable), or the applicant’s legally appointed representative (if applicable) are the only people authorized to sign any weatherization documents. If for any reason you may need another household member, family member, or caretaker etc. to sign off on any weatherization documents please list that person’s name and relationship below.

Name:

Relationship to client:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If at any point, you would like to add someone to this list, a written, signed, and dated request must be sent to the weatherization office.

\_\_\_\_\_  
**Applicant Name (Printed)**

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Weatherization Representative Name (Printed)**

\_\_\_\_\_  
**Weatherization Representative Signature**

\_\_\_\_\_  
**Date**



**RELEASE FOR INCOME VERIFICATION FORM**

I, \_\_\_\_\_ the undersigned, hereby authorize  
(Applicant's Name)

\_\_\_\_\_ to release without liability to the **CAADC, INC.**  
(Employer, Public Assistance, Social Security, etc.)

**WEATHERIZATION DEPARTMENT** any and all information they may request concerning my gross income, wages, salaries, benefits including LIHEAP approvals, pensions, and dividends in connection with my application for weatherization to determine my eligibility for the program.

For employment verification only: please verify on company letterhead all gross income for the period beginning \_\_\_\_\_ and ending \_\_\_\_\_. You may also provide paystubs or a payment history printout. Please have your employer fax the information to Attention: Intake Department at (610) 521-8928.

**Printed Name:**

**Signature:**

**Date:**

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**RELEASE FOR LIHEAP VERIFICATION (IF APPLICABLE)**

I, \_\_\_\_\_ the undersigned, hereby authorize Community Action  
(Applicant's Name)

Agency's Weatherization Department to obtain verification of my LIHEAP, SSI or TANF approval by utilizing the LIHEAP e-Cis program and the information provided within this application.

**Printed Name:**

**Signature:**

**Date:**





**COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC. WEATHERIZATION**

94 Jansen Avenue Essington, PA 19029 Phone: 610-521-8770 Fax: 610-521-8928

**AFFIDAVIT OF NO INCOME**

To: Community Action Agency of Delaware County, Inc.

From: \_\_\_\_\_  
Your Name  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
City State Zip

I, \_\_\_\_\_, did not have any income from  
Your Name

\_\_\_\_\_ to \_\_\_\_\_  
MONTH/YEAR MONTH/YEAR

\_\_\_\_\_  
Signature

**DO NOT WRITE BELOW THIS LINE**

**Commonwealth of Pennsylvania**

**County of \_\_\_\_\_**

**Sworn to and subscribed before me this**

\_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
**Notary Public**

\_\_\_\_\_  
Weatherization Staff Printed Name

\_\_\_\_\_  
Weatherization Staff Signature

\_\_\_\_\_  
Date





**RELEASE FOR ENERGY USAGE VERIFICATION FORM**

I, \_\_\_\_\_ the undersigned, hereby authorize  
(Name of Account Holder)

\_\_\_\_\_ to release without liability to the  
(Utility Supplier - PECO, PPL, Met-Ed, UGI, Oil Company, Propane Company, etc.)

**CAADC, INC. WEATHERIZATION DEPARTMENT AND CENTER FOR COMMUNITY SERVICE** any and all information they may request concerning my **past, current, and future energy bills** in connection with my application for weatherization to determine estimated heating and home energy usage as stated in the Weatherization Assistance Program Directive W2016-07.

- **This form must be signed by the person noted above as the utility account holder.**
- **Please include your most recent Energy Bill statement. Please include all pages of your statement, including the Usage Profile Graph.**
- **If you use oil heat, please submit a statement from your oil company reporting on the number of gallons of oil you purchased over the previous 12 months.**

**Account Number:**

**Printed Name of Account Holder:**

**Signature of Account Holder:**

**Date:**

My Signature below indicates that the client’s energy usage has been verified with the primary heating source fuel vendor.

**Weatherization Representative Name (Printed):**

**Weatherization Representative Signature:**

**Date:**

**Identification of Occupant Health Conditions**

Please list any known or suspected health conditions which could affect you or a member of your household during or as a result of the weatherization process (for example, respiratory issues or allergic reactions that could be affected by the weatherization process):

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**SIGN AND DATE AT TIME OF APPLICATION:** Please sign below to indicate that you have listed all known or suspected health conditions which could affect you or a member of your household during or as a result of the weatherization process.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Applicant's Name (please print)

\_\_\_\_\_  
Staff Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**SIGN AND DATE AT TIME OF AUDIT:** Please sign below to indicate the following:

- That the above list of health conditions is correct at the time of the weatherization audit (if necessary, update the list now);
- That you have received worker contact information allowing you to quickly inform workers of any medical issues caused by the weatherization process;
- That you promise to inform workers immediately if any medical issues arise;
- That you have received information on weatherization materials and installation techniques that could affect the medical conditions you have listed;
- That you have worked with your auditor to ensure that if necessary, the weatherization process is amended so that it does not affect any listed medical conditions;
- That you consent to the weatherization process continuing.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Applicant's Name (please print)

\_\_\_\_\_  
Staff Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## POTENTIAL DEFERRAL REASONS

The Pennsylvania Weatherization Assistance Program is providing you with this information at the time of application in the event that your home is deferred. If deferred, the applicant's home will not receive weatherization services until after the reason(s) for deferral have been corrected and a new application is submitted. Listed below are some possible reasons why an application can be deferred.

- The household income may exceed federal poverty guidelines;
- The client or a household member acts in an uncooperative, threatening or abusive manner;
- The client extensively refuses critical weatherization measures without adequate justification;
- Criminal behavior is observed in the household;
- The client creates a health, safety, or sanitary risk and refuses to correct the problem;
- The client refuses recommended health and safety measures;
- The client has known health problems which would preclude insulation or other weatherization materials from being installed;
- The dwelling unit or surrounding property exhibits problems with pet containment;
- The building structure or its mechanical systems are in such a state of disrepair that the conditions cannot be resolved cost-effectively.
- The dwelling unit has been condemned for electrical, plumbing, or any other issues, with the exception of heating appliances;
- The dwelling unit has sewage or other sanitary problems that would further endanger the client and installers if weatherization work was performed;
- Moisture problems are so severe that they cannot be resolved under existing health and safety measures and with only minor repairs;
- Dangerous conditions exist due to high carbon monoxide levels in combustion appliances that cannot be resolved under existing health and safety measures and with only minor repairs;
- The extent of and condition of lead-based paint in the house would create further health and safety hazards.

Your signature below indicates you have read, received a copy of and understand that your home may be deferred for any of the above reasons. In addition, you understand that if your home was weatherized by the State Weatherization Assistance Program after September 30, 1994, you will be ineligible to receive services.

\_\_\_\_\_  
Client Printed Name

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Printed Name

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

## Client Appeals Process

This process is being provided to you at the time of application in the event you disagree with any decision made regarding your home. The contacts should be followed in numerical order as listed below. You should only proceed to the next level of appeal if the previous level did not adequately satisfy your requirements.

1. Contact Mr. Tom Heckman, Weatherization Program Manager:  
 Phone: 610-521-8770, Address: 94 Jansen Avenue, Essington, PA 19029, email: theckman@caadc.org

If you are still not satisfied with the outcome, you may:

2. Contact Mr. Edward Coleman, Chief Executive Officer of CAADC, Inc.:  
 Phone: 610-891-5101, 201 West Front Street, Government Center, Media, PA 19063,  
 ecoleman@caadc.org

If you are still not satisfied with the outcome, you may contact:

3. Contact James Anderson, Weatherization Monitoring Supervisor:  
 Phone: 717-720-7331, Address: Department of Community and Economic Development, Center for  
 Community Services, Commonwealth Keystone Building, 400 North Street, 4<sup>th</sup> Floor,  
 Harrisburg, PA 17120-0225, email: jamesander@pa.gov

If you are still not satisfied with the outcome of all other attempts at resolution, you may write the Director of Department of Community and Economic Development, Center for Community Services

4. Lynette Praster, Director:  
 DCED, Center for Community Services, Commonwealth Keystone Building, 400 North Street,  
 4<sup>th</sup> Floor, Harrisburg, PA 17120-0225

## Client Complaint Process

This process is being provided to you at the time of application in the event you are not happy with the quality of work, workmanship or CAADC, Inc.'s ability to service your home. Complaints received within 12 months of the completion date can be addressed. Should you have a complaint on the work and quality of workmanship, please follow this process:

1. Contact Mr. Tom Heckman, Weatherization Program Manager:  
 Phone: 610-521-8770, Address: 94 Jansen Avenue, Essington, PA 19029, email: theckman@caadc.org  
 Your complaint will be tracked and documented in your client file.
1. You will receive a call from the Program Manager in a timely fashion. During this call, the issue will be reviewed with you and follow-up appointment will be scheduled with an Auditor if necessary.
2. If required, a work order will be written and corrections completed.
3. The resolution will be tracked internally and documented in your client file.

Your signature below indicates you have read, received a copy and understand the Appeal and Complaint Processes above at the time application.

Client Printed Name	Client Signature	Date

Staff Printed Name	Staff Signature	Date

The following three pages do not need to be mailed back to our office. Please keep this information for your records.

**PERMISSION AND WEATHERIZATION AGREEMENT – CLIENT COPY**

*The Owner/Tenant hereby permits representatives of CAADC, Inc. to enter the property listed above, for all aspects of the Weatherization Process as outlined below. If the client is a renter, a Landlord / Tenant Agreement must also be completed.*

1. Home Energy Audit – Assessment of the home for potential weatherization services. The client must be present for this visit. Auditor visually inspects the building shell and mechanical systems; conduct diagnostic, health and safety tests; records the location, condition, and dimensions of walls, ceilings, floors, windows, doors, and mechanical systems. Auditors will review Energy Saving Methods and provide education. Home Energy Audits typically takes two (2) to four (4) hours.
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4. Quality Control Inspection – A final inspection, called a QCI, is conducted by a State Certified Quality Control Inspector. A Quality Control Inspector is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, performing safety and diagnostic tests, and observing the work. A QCI Inspection may take two (2) to four (4) hours.
5. Local, State and/or Federal Officials for the purpose of inspecting above work.

**IS A FEDERAL REGULATION THAT ALL WEATHERIZATION PROGRAM WORK IS QUALITY CONTROL INSPECTED. PARTICIPANTS ARE REQUIRED TO ALLOW ALL INSPECTIONS TO TAKE PLACE.**

If you do not comply with all inspections, you will lose your eligibility in the program and may become responsible for all payments due to the Contractors and the Agency.

I am agreeing that I have read and understand the above information pertaining to the Weatherization Program and the required inspections. I agree that I will allow all required work and inspections be completed in a timely manner at my home. I understand that if I do not comply with all inspections that I may be held responsible for payments due to the Contractors and the Agency. The Owner understands that neither the agency, nor its representatives shall be liable for any personal injury or damage to the property that is not caused by the negligence of our employees or subcontractors. Once approved for Weatherization, all clients must make themselves or their designated proxy available for all steps in the Weatherization process.



### **CLIENT APPEALS PROCESS – CLIENT COPY**

This process is being provided to you at the time of application in the event you disagree with any decision made regarding your home. The contacts should be followed in numerical order as listed below, you should only proceed to the next level of appeal if the previous level did not adequately satisfy your requirements.

1. Contact Mr. Tom Heckman, Weatherization Program Manager:  
Phone: 610-521-8770, Address: 94 Jansen Avenue, Essington, PA 19029, email: theckman@caadc.org

If you are still not satisfied with the outcome, you may:

2. Contact Mr. Edward Coleman, Chief Executive Officer of CAADC, Inc.:  
Phone: 610-891-5101, 201 West Front Street, Government Center, Media, PA 19063,  
ecoleman@caadc.org

If you are still not satisfied with the outcome, you may contact:

3. Contact James Anderson, Weatherization Monitoring Supervisor:  
Phone: 717-720-7331, Address: Department of Community and Economic Development, Center for  
Community Services, Commonwealth Keystone Building, 400 North Street, 4<sup>th</sup> Floor,  
Harrisburg, PA 17120-0225, email: jamesander@pa.gov

If you are still not satisfied with the outcome of all other attempts at resolution, you may write the Director of Department of Community and Economic Development, Center for Community Services

4. Lynette Praster, Director:  
DCED, Center for Community Services, Commonwealth Keystone Building, 400 North Street,  
4<sup>th</sup> Floor, Harrisburg, PA 17120-0225

### **CLIENT COMPLAINT PROCESS – CLIENT COPY**

This process is being provided to you at the time of application in the event you are not happy with the quality of work, workmanship or CAADC, Inc.'s ability to service your home. Complaints received within 12 months of the completion date can be addressed. Should you have a complaint on the work and quality of workmanship, please follow this process:

2. Contact Mr. Tom Heckman, Weatherization Program Manager:  
Phone: 610-521-8770, Address: 94 Jansen Avenue, Essington, PA 19029, email: theckman@caadc.org  
Your complaint will be tracked and documented in your client file.
4. You will receive a call from the Program Manager in a timely fashion. During this call, the issue will be reviewed with you and follow-up appointment will be scheduled with an Auditor if necessary.
5. If required, a work order will be written and corrections completed.
6. The resolution will be tracked internally and documented in your client file.

I have read, received a copy and understand the Appeal and Complaint Processes above at the time application.

## **POTENTIAL DEFERRAL REASONS – CLIENT COPY**

The Pennsylvania Weatherization Assistance Program is providing you with this information at the time of application in the event that your home is deferred. If deferred, the applicant's home will not receive weatherization services until after the reason(s) for deferral have been corrected and a new application is submitted. Listed below are some possible reasons why an application can be deferred.

- The household income may exceed federal poverty guidelines;
- The client or a household member acts in an uncooperative, threatening or abusive manner;
- The client extensively refuses critical weatherization measures without adequate justification;
- Criminal behavior is observed in the household;
- The client creates a health, safety, or sanitary risk and refuses to correct the problem;
- The client refuses recommended health and safety measures;
- The client has known health problems which would preclude insulation or other weatherization materials from being installed;
- The dwelling unit or surrounding property exhibits problems with pet containment;
- The building structure or its mechanical systems are in such a state of disrepair that the conditions cannot be resolved cost-effectively.
- The dwelling unit has been condemned for electrical, plumbing, or any other issues, with the exception of heating appliances;
- The dwelling unit has sewage or other sanitary problems that would further endanger the client and installers if weatherization work was performed;
- Moisture problems are so severe that they cannot be resolved under existing health and safety measures and with only minor repairs;
- Dangerous conditions exist due to high carbon monoxide levels in combustion appliances that cannot be resolved under existing health and safety measures and with only minor repairs;
- The extent of and condition of lead-based paint in the house would create further health and safety hazards.

I have read and understand that my home may be deferred for any of the above reasons. In addition, you understand that if your home was weatherized by the State Weatherization Assistance Program after September 30, 1994, you will be ineligible to receive services.