

State of Utah

Weatherization Deferred Service Guidelines

The State of Utah has the responsibility of ensuring that qualified individuals located throughout the state are able to receive energy assistance via the Weatherization Assistance Program administered by eight Local Government and Community Action Agencies. In order to ensure that these services and assistance are delivered effectively and safely “Walk-away/Deferred Assistance” guidelines shall be implemented statewide.

The Weatherization services outlined in the current Utah State Plan for the Weatherization Assistance Program shall be delivered effectively and safely, without undue hazards to the local agency staff or clients. The following “Walk-away/Deferred Assistance” guidelines have been developed for use by the local agencies in the state of Utah.

HEALTH & SAFETY ISSUES

All Weatherization Technicians must be able to perform all authorized Weatherization activities & measures without undue threats or concerns regarding their health & safety. Conditions which may constitute undue threats or concerns to staff or client health & safety may include but are not limited to the following items:

- Structurally unsound dwellings that are condemned for human habitation.
- Evidence of substantial infestation of rodents, insects, and other vermin.
- Electrical or plumbing hazards that cannot be resolved prior to or as a part of the authorized Weatherization work.
- The presence of sewage in any part of the dwelling unit.
- Evidence of environmental hazards such as serious moisture problems, mold & mildew, carbon monoxide, gas leaks, friable asbestos, or other hazardous materials, which cannot be resolved prior to the Weatherization work.
- The presence of animal or human feces in any area of the dwelling unit where field staff must perform various Weatherization measures.
- Excessive garbage and clutter build up in and around the dwelling unit where field staff must perform Weatherization measures.
- Maintenance and housekeeping practices that are negligent to the point of limiting access of field staff to the dwelling or creating an unhealthy working environment.
- Any overt threat of violence, verbal abuse, physical abuse, or profanity towards any Weatherization staff member or any household member during the Weatherization process.
- Evidence of the presence and/or use of any illegal/controlled substance in the dwelling unit.

- Evidence of drug cultivation, distribution, and/or manufacturing on the premises.
- A resident who is at least 18 years old must be present when any Weatherization staff is performing the Weatherization process.
- The dwelling is a mobile home that has serious structural problems that would make the completion of Weatherization measures impossible or impractical for the Weatherization field staff.
- A heating system in use has been determined to be unsafe or nonfunctional (through the determination of a qualified agency or technician) and cannot be resolved through the normal efforts of the Weatherization agency prior to the weatherization work or during the normal weatherization process.
- When an un-vented space heater or other un-vented combustion appliances are present in the unit, **NO** Weatherization work will be allowed unless the **Weatherization crew or contractor** is allowed to remove and dispose of the unit. Kitchen stoves/ranges are exempt from this policy.
- If an un-vented space heater is replaced with a vented heating system, during the weatherization process, the local agency **will** remove and dispose of the un-vented heater at the time the system is installed. The owner cannot retain ownership of the heater.

COST EFFECTIVENESS

Weatherization work should be performed in a cost effective manner whenever possible. Situations or conditions which may limit the cost effectiveness of any Weatherization work may include, but are not limited to the following:

- Structurally unsound dwelling unit where the costs associated with the repairs substantially exceeds the cost of the Weatherization measures.
- Major remodeling is currently in progress (and is not coordinated with a housing rehabilitation program), which would severely limit the proper completion of major Weatherization measures on the dwelling unit.
- Evidence of standing water in the basement or crawl space area.
A client or owner/authorized agent (landlord/property manager) refuses to allow a cost effective measure to be performed on the dwelling unit or to make necessary modifications to the dwelling unit to permit Weatherization measures to be completed.
- A Client or owner/authorized agent (landlord/property manager) demands Weatherization materials and measures that are not deemed to be cost effective and/or are not allowable measures through the Weatherization Assistance Program.
- Dwelling unit needs no major Weatherization measures and the cost of installing other

Weatherization measures exceeds the approved cost effectiveness projections and standards of the state or the local agency.

- The dwelling unit is vacant or is uninhabitable (as described in the federal guidelines for Weatherization).
- Obvious discrepancies have been found between the information supplied by the client on the Weatherization application and observed conditions at the time the Weatherization fieldwork commences.

ie: Client is renting basement as apartment and did not indicate this on the application.

- Presence of lead based paint that would cause the project to not be cost effective.

Any and all applicants who are denied Weatherization assistance will be assured an opportunity to have a fair administrative hearing regarding the denial of services pertaining to the above stated “Walk-away/Deferred Assistance” Guidelines. Appeals may be directed to the Utah Division of Housing and Community Development.

At any time that a local agency decides to “walk-away or defer assistance” from a given Weatherization project it is the obligation of the Agency to provide a detailed written notification to the owner or authorized agent in a timely manner. A copy of the Notice must be included in the client file for review by the Weatherization field manager during routine monitoring visits if desired. The written notice must include the following items:

- Nature & extent of the problem /concern related to the Weatherization of the dwelling
- Any corrective action required prior to the resumption of Weatherization work with a related time frame to correct the situation: and,
- An explanation regarding the right to appeal and the appeals process

If a local agency as part of their Standard Operating Procedures develops a more inclusive and detailed local policy related to the above stated “Walk-away/Deferred Assistance” guidelines, said policy must be submitted to the Utah Division of Housing and Community Development for review and written approval on an annual basis.