

CHAPTER 9

Quality Control

The State WAP will use qualified, independent firms or State staff to provide quality control inspections for all residential dwelling units receiving WAP services. These inspectors will assist the WAP in meeting the following objectives:

- To provide services in a manner that meets the highest level of professionalism and to comply with standards established by the Department, the federal government, and the industry; and
- To provide services in a timely fashion and with the highest level of resource accountability possible in accordance with the scope of work provided.

A. Qualifications of Inspection Companies and Individuals

The inspection firm(s) or individual(s) who perform inspections must possess the following minimum qualifications:

1. At least three years recent experience in providing residential property inspection services or three years of closely related experience;
2. Certification in quality control disciplines from the Weatherization Training Center, Williamsport, PA, any other recognized WAP training center, or a private or public training facility authorized to convey certification in residential inspection services;
3. Certification in the use of diagnostic equipment (i.e., blower door, combustion efficiency test equipment) from the Weatherization Training Center, any other recognized WAP training center or the equipment manufacturer;
4. Other qualifications which are required by Title 21 Procurement (if an independent firm is hired) or other standards as set forth by the WAP.

B. Description of Inspection Services

The following are mandatory components of the inspection process:

1. Perform a blower door test to verify results of air infiltration reduction achieved by the local agency;
2. Perform a combustion efficiency test of the central heating system (fossil fuels) to verify results of furnace service contractor;
3. Perform a walk-through inspection of the property to verify the installation of materials as recorded on the Work Order and Invoice documents provided by the local agency;
4. Document resource accountability issues and major violations of WAP protocol on the Quality Control Inspection Form;
5. Document customer comments and obtain customer signature on the appropriate forms which verifying the work performed; and

6. Complete the Quality Control Inspection Form in the prescribed manner and forward the original to the Department and a copy to the local agency.

C. Procedures for Inspection Service

1. Inspection Submission and Sampling

If a third party independent contractor is hired to perform the quality inspections on 100% of completed units, WAP staff will continue to perform inspections. WAP inspectors are required to review not less than 20% of each batch provided to the Department by local agencies. This percentage will be reviewed unless an inspector finds a pattern of missing or inferior work in their random sampling. A higher percentage or all dwelling units may be inspected.

- a. WAP staff will inspect only those units that have been “officially” received, logged, and reviewed by the Department prior to the scheduled visit.
- b. WAP staff are prohibited from accepted Dwelling Unit Reports deemed “ready to go” by the local agency but not yet reviewed by the Department.

2. Inspection Procedures

The following procedures are provided as a guide for performing the quality control inspection services:

- a. Inspector schedules an appointment with the customer to visit the dwelling and perform the inspection;
- b. Inspector arrives at dwelling equipped to conduct all necessary tests and services at the appointed time;
- c. Inspector performs blower door test, combustion efficiency test, and walk-through inspection as appropriate and required;
- d. Inspector records comments and quality assessment on the quality control form. Inspector also records variances in resource accountability between work order and/or invoice and inspection findings;
- e. Signature of customer is obtained (signature must be a resident adult); and
- f. Inspector distributes the inspection form in the manner prescribed by the Department.

NOTE: Each dwelling unit must be inspected and the inspection report submitted to the State office and the local agency within ten calendar days after being notified of its completion by the local agency.

3. Acceptance of Work

To clarify standard inspection protocols, please note the following:

- a. A unit will fail if materials reported as installed can not be found;
- b. No unit will be failed for missed opportunities regarding air infiltration reduction unless the inspector uses a blower door and can verify that substantial air leakage still exists;
- c. A unit may fail if major WAP services were missed (e.g., no attic insulation installed and could have been, no furnace work performed etc.) and the file does not indicate why the service was omitted; and
- d. A unit will fail if health and safety measures are still required to protect the family.

D. Customer "No-Show" Policy

It is anticipated that a small percentage of units will not be inspected due to a variety of extenuating circumstances including:

- Customer moves/dies & property is vacant or occupied by a second party; or
- Customer is unavailable after several attempts to re-enter and inspect.

The following are the procedures for reporting "no show" properties:

1. Local agency completes the WAP services and forwards the Work Order and Dwelling Unit Report/Invoice (DUR) to the assigned inspector. Local agency will convey landlord contact information for rental properties. Inspector will be responsible for contacting landlords/property managers to seek assistance in completing the inspection process, as required.
2. Inspector must make several attempts to enter the property, including:
 - a. Contacting the customer by telephone to schedule appointment;
 - b. Forwarding of a letter setting a time and date for the inspection;
 - c. Conducting an unscheduled site visit to the dwelling; and
 - d. In the case of rental properties, performing the previous steps with the landlord as well as the customer.
3. Inspector returns the Work Order and DUR to the local agency with the signed Customer Contact Form. No Quality Control Inspection Form is required.
4. In the event that an agency exceeds their allowable percentage for "no show" properties and still retains production that cannot be inspected, the State WAP staff should be immediately notified for advice on how to seek reimbursement. Decisions regarding these matters will occur on a case by case basis. The Department reserves the right to remedy these situations in whatever fashion it deems is in the best interest of the State.