



CT WAP Weatherization Guidance No. 22

Effective Date: May 3, 2011

Updated: May 13, 2015

Written Response to Corrective Actions in Monitoring Reports

The purpose of this guidance is to remind agencies that they are expected to provide written responses to all monitoring reports within the requested timeframe as indicated in each report, which is typically three (3) weeks of receipt. This guidance pertains to all CT WAP weatherization programs.

Response to Monitoring Reports

It is a requirement of the Connecticut Weatherization Assistance Program that all findings requiring corrective action on the part of the agency are addressed within three weeks of receipt of the monitoring report. This language can be found on the bottom of all monitoring reports submitted by the Department and it is expected that agencies comply with these corrective actions, if listed, in a timely manner. It is also a requirement that all agencies respond, in writing, to the report within the same time period, normally after all corrective actions have either been addressed or are in the process of being addressed. If the response is written while matters are being addressed, it is a requirement that the agency notify CT WAP staff when all corrective actions have been addressed.

In some cases, especially those that pertain to health and safety concerns, corrective actions may require immediate remediation. In those instances, CT WAP staff and the agency will work together to ensure that the client's health and safety is not compromised, sometimes prior to receipt of an official monitoring report.

Failure to respond to corrective actions appropriately will result in a finding of noncompliance with the agency, which will be tracked by CT WAP. All efforts will be made to work with the agency if there has been no response within the requested timeframe as stated in the monitoring report. Continued failure to respond within the allotted time period will result in further action, including notifying the Federal DOE monitor. CT WAP does, however, reserve the right to notify the Federal DOE monitor immediately if issues of extreme severity should arise.