

2/24/03

Removal from the Program

Dear (Participant),

As appropriate based upon the checked item below, on (DATE) you were not available for cleaning or testing as scheduled under the Indoor Air Residential Assistance Program - WTC Dust Cleanup program. This was because:

- ☐ You were not present when cleanup or testing contractors arrived to complete the work. (*No access.*)
- ☐ You called to cancel the cleanup or testing without proper notification. (*Less than 24 hours notice.*)

As it states in EPA's access agreement that you signed,

I agree to notify the Project Monitor as early as possible, but no later than **one business day**, before the scheduled date for the work in the Residence, if it is necessary to cancel the date for the cleaning and monitoring activities.

In other circumstances:

- ☐ You cancelled one appointment with proper notification (within at least one business day of the scheduled appointment; however, you did not reschedule within the two weeks required, or you were again unable to meet the rescheduled appointment time. (*Duplicate cancellations or delay in rescheduling.*)
- ☐ You did not respond to written notice that contractors had been in contact with you to schedule cleaning and/or testing, as you requested, and were unable to schedule a cleaning and/or testing date with you, after repeated attempts to contact you by phone as well.

Unfortunately, due to your failure to adhere to scheduling requirements, you are no longer eligible for the program. Attached please find EPA's Cancellation Policy.

For more information on EPA's cancellation policies, please visit EPA's Web site at www.epa.gov/wtc or call our hotline at 1-877-796-5471.

We regret that you were not able to take advantage of this program; however, EPA will continue to update its Web site with results of its cleanup and testing program and other information related to the cleanup efforts in lower Manhattan.

(Follow-up letter)

Dear (Participant):

As appropriate based upon the checked item below, please contact (insert Contractor Name and Phone Number, during the hours of __ to __, Monday through Friday) as soon as possible within the next two (2) weeks, but not later than (DATE) to schedule cleaning and/or testing, as you registered for it.

We are providing this written notice to assure that you are able to take advantage of the Indoor Air Residential Assistance Program - WTC Dust Cleanup program. You are receiving this notification to assure that

- ☐ you make every effort to keep the scheduled date to which you have committed and are aware of details and implications of the Cancellation Policy, should you not meet that date.
- ☐ you contact the above noted contractor within two weeks to schedule, since the contractor has not been able to either directly contact you or schedule an appointment with you, although an attempt has been made . Additional efforts to contact you will be made; however, you must schedule with the contractor by the date referenced above.

If you do not call by the above-specified date to schedule assistance, you will be removed from the program. For more information on EPA's cancellation policies, please visit EPA's Web site at www.epa.gov/wtc or call our hotline at 1-877-796-5471.