

## Gilsenan, Michael

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**From:** Gilsenan, Michael  
**Sent:** Friday, November 08, 2002 10:37 AM  
**To:** Radhakrishnan, Krish  
**Subject:** FW: Final Cancellation Policies and Letter Templates



Cancellation  
Policy.wpd



Cancel Letters.wpd

-----Original Message-----

From: LaPosta.Dore@epamail.epa.gov [mailto:LaPosta.Dore@epamail.epa.gov]

Sent: Wednesday, November 06, 2002 5:34 PM

To: R2\_NYCRR.EPA@epamail.epa.gov

Cc: trocher.sharon@epamail.epa.gov; michaelgi@dep.nyc.gov

Subject: Final Cancellation Policies and Letter Templates

These are the final versions of these documents for use by your contractors. Thank you for all your assistance in pulling these together.

Dore LaPosta  
212 637-3145 phone  
212 637-3115 fax  
laposta.dore@epa.gov

----- Forwarded by Dore LaPosta/R2/USEPA/US on 11/06/02 05:30 PM -----

Benjamin Barry

11/06/02 04:41  
PM

To: Dore LaPosta/R2/USEPA/US@EPA

cc:

Subject: Final Cancellation Policies and

Letter Templates

Attached please find the finalized cancellation policies and letter templates. Please note there are 3 templates:

1. Cancellation w/o proper notice
2. Unable to contact
3. Not home on scheduled date

If a resident cancels with proper notice by calling the Monitoring Contractor, they should be informed of these policies.

Ben

(See attached file: Cancellation Policy.wpd) (See attached file: Cancel Letters.wpd)

# Scheduling and Cancellation Policies for the Indoor Air Residential Assistance Program

In order to make efficient use of the contractors performing work for EPA's Indoor Air Residential Assistance Program, the following cancellation policies have been adopted:

**NOTE: All calls regarding scheduling and/or rescheduling must be made to the Monitoring Contractor. Please do not call the hotline.**

1. ***Cancellation with 24 hours notice:*** If a resident cancels a scheduled appointment for cleaning or testing with 24 hours notice, the resident will have two weeks to contact the Monitoring Contractor to schedule a new date. The Monitoring Contractor will inform the resident of this policy when the resident calls to cancel. Please note, the resident should reschedule as soon as possible. If the resident does not reschedule within two weeks, the resident will be removed from the program.\*

2. ***Cancellation without 24 hours notice:*** If a resident cancels a scheduled appointment for cleaning or testing without 24 hours notice, the resident will have two weeks to contact the Monitoring Contractor to schedule a new date. The Monitoring Contractor will inform the resident of this policy if the resident calls to cancel. In addition, the resident will receive a notice from the Monitoring Contractor. This notice will include the date the resident cancelled, the language from the access agreement on cancellations, and a date by which the resident is required to contact the Monitoring Contractor to reschedule. If the resident does not reschedule within two weeks, the resident will be removed from the program.\* **If the Cleaning Contractor cannot gain access to the residence at the scheduled time (e.g., no one home), the situation will be considered a cancellation without notice. A note will be slipped under the resident's door stating the appointment was cancelled and providing information for rescheduling.**

3. ***Resident cancels twice:*** If a resident cancels cleaning or monitoring appointments twice, the resident will be automatically removed from the program and will not be allowed to re-register.\*

4. ***Monitoring Contractor cannot make contact:*** The Monitoring Contractor will make four attempts within a two-week period to contact the resident to schedule a date for cleaning or testing. If the Monitoring Contractor cannot reach the resident after the fourth attempt, the Monitoring Contractor will send a letter stating the dates attempts were made to contact the resident. The resident will have two weeks to contact the Monitoring Contractor. If the resident does not contact the Monitoring Contractor within this time period, the resident will be removed from the program.\*

5. ***Monitoring Contractor makes contact, but cannot schedule a date:*** If the Monitoring Contractor is unable to schedule a date for cleaning or testing during the initial contact, the resident will be given two weeks to call the Monitoring Contractor to schedule an appointment. If after one week, the resident has not contacted the Monitoring Contractor to schedule an appointment, the Monitoring Contractor will make a follow-up call to inform the resident an appointment has to be scheduled within one week. If the resident does not call to schedule an appointment within this time period, the resident will be removed from the program.\*

\* If extraordinary circumstances cause a resident to be removed from the program, that resident can call

and discuss the issue with Benjamin Barry of EPA at 212-637-3651.

*Not home on scheduled date:*

Dear Participant,

Contractors came to your home today, **(date)**, at **(time)** to perform scheduled cleaning or testing and you were not home at the appointed time. This is considered a cancellation without proper 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.

Please contact **(Contractor Name and Phone Number)** as soon as possible within the next two (2) weeks to reschedule cleaning and/or testing. If you do not reschedule within two weeks or if you cancel a second time, you will be removed from the program and not allowed to re-register.

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

\*\*\*\*\*

*Unable to Contact:*

Dear Participant,

The scheduling contractor for EPA's Indoor Air Residential Assistance Program has attempted to contact you on **(DATE)**, **(DATE)**, **(DATE)**, and **(DATE)**.

If you still require assistance, please contact **(Contractor Name and Phone Number)** as soon as possible within the next two (2) weeks to schedule cleaning and/or testing. If you do not call within two weeks to schedule assistance, you will be removed from the program

For more information on EPA's Indoor Air Residential Assistance Program, you can visit our Web site at [www.epa.gov/wtc](http://www.epa.gov/wtc) or call our hotline at 1-877-796-5471.

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*Cancel w/o Proper Notice:*

Dear Participant,

On **(DATE)**, you cancelled an appointment for cleaning or testing without proper 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.

Please contact **(Contractor Name and Phone Number)** as soon as possible within the next two (2) weeks to reschedule cleaning and/or testing. If you do not reschedule within two weeks or if you cancel a second time, you will be removed from the program and not allowed to re-register.

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