



U.S. Environmental Protection Agency EPA Response to September 11

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Scheduling and Cancellation Policies

EPA has established firm new policies to deal with ongoing problems in scheduling the cleaning and/or testing of residences in lower Manhattan. EPA is committed to helping those who truly want and need assistance. We are implementing the policy to help support those residents with the most efficient and effective use of program funds and staff as possible. Emergency situations will be handled on a case-by-case basis.

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

1. No access or Cancellation without 24 hours notice: If a resident cancels a scheduled appointment for cleaning or testing without 24 hours notice or 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 and the resident will no longer be eligible for the program. A note will be slipped under the resident's door stating the appointment was cancelled with a copy of the cancellation policy. In addition, the Monitoring Contractor will inform the resident of this policy if the resident calls to cancel.*
2. 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.*
3. 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.*
4. 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.*

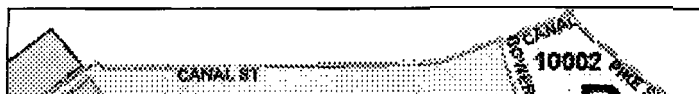
* If extraordinary circumstances cause a resident to be removed from the program, that resident can discuss the issue with [Benjamin Barry](#) of EPA at 212-637-3651.

Monitoring Contractors by Quadrant

Quadrant A

Contractor: ATC

Contact Number: 212-353-8280 X222



Quadrant B

Contractor: Cole Consulting

Contact Number: 914-345-6000

Quadrant C

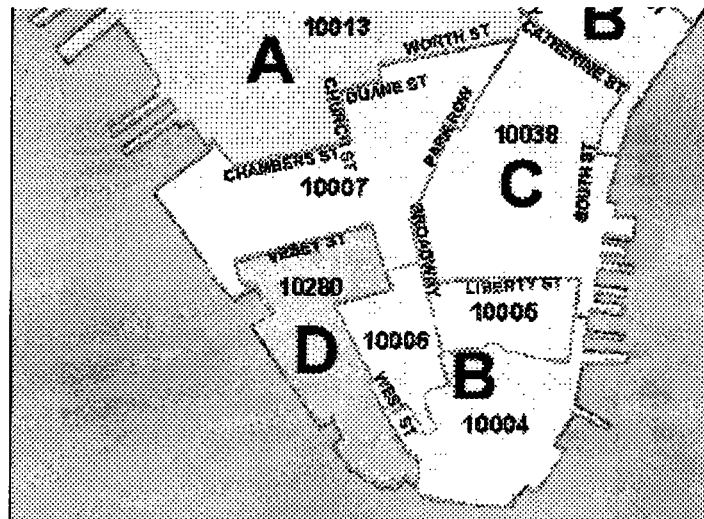
Contractor: Warren and Panzer

Contact Number: 212-922-0077

Quadrant D

Contractor: Athenica

Contact Number: 212-232-0080



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