

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.

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.

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