



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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October 22, 2010

Mr. Jay Chapa
Director
Fort Worth Housing and Economic Development Department
1000 Throckmorton Street
Fort Worth, TX 76102

Re: ARRA Weatherization Assistance Program Contract #16090000664
ARRA Weatherization Assistance Program Contract #16090000705
Unit Inspection Report

Dear Mr. Chapa:

Enclosed is a copy of the report that details the unit inspection review of City of Fort Worth's Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs. As per Mr. Cordova's correspondence dated October 18, 2010 you have not received Department correspondence dated September 3, 2010.

Please submit your response to the August 3, 2010 through August 6, 2010 monitoring report within thirty (30) days of the date of this letter.

If we can be of any assistance, please contact Rosy L. Falcon, Program Officer, at (512) 936-7810. The assistance provided to the Program Officer by the City of Fort Worth is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "Sharon Gamble", with a horizontal line extending to the right.

Sharon Gamble
Manager
Energy Assistance Section

Cc: Blake Kornegay, Joe Cordova



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September 3, 2010

Mr. Jay Chapa
Director
Fort Worth Housing and Economic Development Department
1000 Throckmorton Street
Fort Worth, TX 76102

Re: ARRA Weatherization Assistance Program Contract #16090000664
ARRA Weatherization Assistance Program Contract #16090000705
Unit Inspection Report

Dear Mr. Chapa:

Enclosed is a report that details the unit inspection review of City of Fort Worth's Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs. This information is provided to ensure that compliance with the contract(s) is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The Department has identified **three (3) findings** for the Weatherization Assistance Program. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please contact Rosy L. Falcon, Program Officer, at (512) 936-7810. The assistance provided to the Program Officer by the City of Fort Worth is greatly appreciated.

Sincerely,

Sharon Gamble
Manager
Energy Assistance Section

Cc: Blake Kornegay, Joe Cordova

PY09 ARRA WAP UNIT INSPECTION REPORT
OF
CITY OF FORT WORTH

AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009 (ARRA)
WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Dates of Review: August 3, 2010 – August 6, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE/ARRA	16090000664	\$7,624,994.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000705	\$5,271,014.00	9/1/2009 to 8/31/2011

PROGRAM EVALUATION

The evaluation of the program consisted of sixty-five (65) client file reviews, sixty-five (65) on-site inspections, interviews with clients, and analysis of both quality of subcontractor workmanship and final inspection techniques.

The following was noted during the review:

- Subcontractor workmanship deficiencies on forty-two (41) units requiring returns.
- Inadequate Client File Documentation.
- Inadequate Assessments and Inspections.

PY09 ARRA WAP UNIT INSPECTION REPORT
OF
CITY OF FORT WORTH

Performance Review

Finding #1:

Unit Inspection Returns

On-site inspection of weatherized units revealed that forty-two (42) of the sixty-four (64) Manhattan Park Townhomes multifamily project and the one (1) single family unit inspected would require a return to address issues concerning weather stripping installation, attic measures, additional air infiltration measures and energy repairs, and refrigerators.

Action Required:

City of Fort Worth must return to the client units listed in Attachment A, and address the issues noted. City of Fort Worth must also assure the Department in its response to this report that proactive measures in its final inspection procedures will be taken to prevent future instances of returns from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being performed meets the Department's requirements and expectations. **Reference: 10 CFR §440.16 (g)**

Finding #2:

Inadequate Client File Documentation

A review of the client files revealed that City of Fort Worth is not completing documentation as required by the contract. Of the sixty-five (65) client files reviewed:

- Files contained different square footage between the assessment, Building Weatherization Report (BWR), and Blower Door Data Sheet.
- All sixty-five (65) Blower Door Data Sheets had a miscalculation of the N-Factor – they were calculated using one story N-Factor. Error in this calculation affects the Building Tightness Limit.
- Invoice dates were before the work end date in the BWR. This creates the impression that contractors are getting paid prior to the work being started and/or prior to completion. Further review of the City's financial records revealed that these invoices were not paid prior to work being completed.
- File #223 did not have the Weatherization Assistance Program Application, only the HUD application was found.
- File #198 was missing income documentation for [REDACTED]
- Three (3) files did not contain the 12 month consumption history report.

PY09 ARRA WAP UNIT INSPECTION REPORT
OF
CITY OF FORT WORTH

Action Required: Proof of income for [REDACTED] must be submitted as part of the response to this report. City of Fort Worth must provide the Department with a written procedure indicating how the agency will comply with the requirement of complete documentation as required by the contract. The written procedure must be submitted in response to this report. Any future discrepancies in documentation will result in disallowed costs. **Reference:** ARRA Contract Section 13 (B)(11), ARRA Contract Section 13 (B)(4) ARRA Contract Section 13 (B)(12), Texas Administrative Code §5.20, Texas Administrative Code §5.530

Finding #3

Inadequate Assessments and Inspections

Onsite inspections revealed inadequacies in the assessments and final inspections done by the City of Fort Worth. Whole house assessments were not performed and all baseload measures were not addressed; items charged for but not installed by the contractors were not addressed upon the Agency's final inspections.

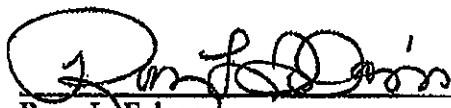
- Assessment forms show incomplete work; some refrigerator units were not metered and those that were metered show a ranking of a 1.0 or better and were not replaced. Sections addressing the duct work were also left blank or some called for no work to be performed to the ducts and registers however, work was performed; no assessment was found for the need for miscellaneous repairs.
- File #185 reflected a charge for an additional 2 CFL installation labor charge.
- File #337 contains a Building Weatherization Report showing a charge for \$230.00 with no listed measure, thus causing \$230.00 in questioned costs.
- File #199 shows a discrepancy between the BWR and the invoice. The BWR shows an extra charge for one (1) of each tube of caulk and CFL causing a question cost of \$16.00.
- Files #554 and #553 contain BWRs that do not match the invoice, the BWR lists a new attic access panel but the invoice calls for the replacement of the HVAC Access panel.
- Files #326 and #328's Manual J calls for a 1 ton replacement; however a 1.5 ton unit was installed.

Action Required: City of Fort Worth must return to all sixty-four (64) multifamily units and meter the refrigerators and address appropriately and submit a summary of work done as part of the response to this report. The City of Fort Worth must submit to the Department as part of the response to this report documentation reflecting the correction to the charge for file #185; provide supporting documentation for the \$230.00 charge in file #337;

PY09 ARRA WAP UNIT INSPECTION REPORT
OF
CITY OF FORT WORTH

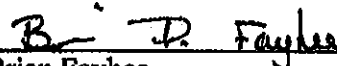
provide documentation correcting the discrepancy between the BWR and the invoice; provide documentation reflecting the accurate charges; provide documentation showing the need for the installation of a 1.5 ton unit.

City of Fort Worth must provide the Department a written procedure indicating how the agency will comply with the requirement of whole house assessments and adequate final inspections as required by the contract. The written procedure must be submitted in response to this report. Any future discrepancies in documentation will result in disallowed costs. Reference: ARRA Contract Section 13 B(F), Texas Administrative Code §5.529, Texas Administrative Code §5.606, Texas Administrative Code §5.702.



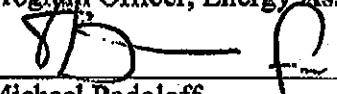
Rosy L. Falcon
Program Officer, Energy Assistance

8-30-2010
Date



Brian Fayhee
Program Officer, Energy Assistance

9/1/2010
Date



Michael Podoloff
Program Officer, Energy Assistance

9/1/10
Date

ATTACHMENT A

Units Inspected – 65 ARRA

Unit Returns – 41 ARRA

Unit Inspected	Funding Source	Return	Comments
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	YES	Patch ceiling area above shower where the A/C system is located Hole above bathroom sink needs to be patched. Hole exposes attic area
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	NO	R-30 insulation added is good
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	YES	Return to add insulation near the attic hatch. Needs 12 inches Return to add 3 inches of insulation over the hallway
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	YES	Return to caulk air leakage in the upstairs bedroom
[REDACTED]	ARRA	YES	Return to patch hole next to the drain line over the bathtub Return to caulk around the back patio door Refrigerator ranked at 1.4 KWH
[REDACTED]	ARRA	NO	No Return
[REDACTED]	ARRA	NO	No return
[REDACTED]	ARRA	NO	Blower door ran lower than the initial and final
[REDACTED]	ARRA	YES	Add Rulers to the attic. One ruler in the attic area
[REDACTED]	ARRA	YES	Hole in the drain pipe exiting the HVAC system in the bathroom ceiling. Return to patch the hole and re caulk the sheet rock.
[REDACTED]	ARRA	YES	Add Rulers to the attic. One ruler in the attic area
[REDACTED]	ARRA	YES	Return to patch hole under sink (done onsite) Return to add 5 inches of insulation
[REDACTED]	ARRA	YES	Return and address drain line. Drip occurring on the drain line Return to meter the refrigerator
[REDACTED]	ARRA	YES	Supply vent in hallway has a gap in the wall leading allowing air into the ceiling.
[REDACTED]	ARRA	YES	Refrigerator not metered
[REDACTED]	ARRA	YES	Refrigerator not metered Manual J. does not have the same sq.ft. as the blower door data sheet
[REDACTED]	ARRA	YES	Return to meter the refrigerator

ATTACHMENT A

Units Inspected – 65 ARRA

Unit Returns – 41 ARRA

Units Inspected	Funding Source	Return	Comments
██████	ARRA	Yes	Address plumbing penetrations Address crack in bathroom sink Address moisture in the HVAC unit, condensation is collecting outside of drain pan
██████	ARRA	Yes	Address attic hatch block Clean return air vent
██████	ARRA	Yes	Address sealing in living room window Address moisture problem in the HVAC unit; replace pipe insulation (existing torn)
██████	ARRA	Yes	Address attic hatch block Address caulk in door Address torn pipe blanket in HVAC unit
██████	ARRA	Yes	Address caulking in master bedroom window (addressed during monitoring) Address missing door sweep Address missing HVAC Access Door
██████	ARRA	Yes	Address missing insulation in corner over second bedroom Address missing door sweep
██████	ARRA	Yes	Remove insulation cost for the area over the patio (non-conditioned space) Address ventilation needs
██████	ARRA	No	No Return
██████	ARRA	Yes	Replace HVAC Access panel
██████	ARRA	Yes	Address moisture problem in HVAC unit and replace the access door and insulation.
██████	ARRA	No	No Return
██████	ARRA	Yes	Address plumbing penetrations and hole under bathroom sink
██████	ARRA	No	No Return

City of Fort Worth must return and address all units as indicated and include in its response to this report within thirty (30) days a summary of all actions and measures taken to address the units indicated above.

ATTACHMENT A

Units Inspected - 65 ARRA

Unit Returns - 41 ARRA

Units Inspected	Funding Source	Return	Comments
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	YES	Return to put mastic around the duct in the return Return to meter the refrigerator
[REDACTED]	ARRA	YES	Return to add dry-wall around the vent in the return
[REDACTED]	ARRA	YES	Refrigerator not metered Add 3 inches of insulation in attic Patch hole by plenum leading into the wall by the secondary drain pipe
[REDACTED]	ARRA	YES	Return to add insulation Refrigerator not metered
[REDACTED]	ARRA	YES	Return to meter the refrigerator
[REDACTED]	ARRA	YES	Return to meter the refrigerator
[REDACTED]	ARRA	YES	Refrigerator metered at 1.4 KWH. Need to replace
[REDACTED]	ARRA	YES	Return to meter the refrigerator
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	Yes	Address attic hatch block
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	Yes	Address hole in duct (Air Return Area) Address hole in duct that goes to living room register. Provide additional sealing in order to stop the insulation from coming in through the bedroom register. Add caulk around living room window.
[REDACTED]	ARRA	Yes	Add caulk to the living room window
[REDACTED]	ARRA	Yes	Address attic ventilation
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	Yes	Address crack on living room window
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	Yes	Address attic hatch block Add insulation to bring to R-30 at the back of the attic
[REDACTED]	ARRA	Yes	Add attic insulation to the area above the living room Address moisture in HVAC unit, extend pipe insulation
[REDACTED]	ARRA	Yes	Address plywood obstructing the insulation of the attic hatch
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	Yes	Address plumbing penetrations
[REDACTED]	ARRA	Yes	Address plumbing penetrations Add insulation rulers
[REDACTED]	ARRA	No	No Return
[REDACTED]	ARRA	No	No Return



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Juan S. Muñoz, Ph.D.

October 26, 2010

Mr. Rafael Trevino Jr.
Executive Director
Community Action Corporation of South Texas
PO Drawer 1820
Alice, Texas
78333-1820

RE: ARRA Weatherization Assistance Program Contract # 16090000656

Dear Mr. Trevino:

Enclosed is a report that details the unit inspection review of Community Action Corporation of South Texas (CACORP) Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that the compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes three (3) findings and zero (0) recommendations. Please submit a response to this report to the office within thirty (30) days of the date of this letter. A copy of this unit inspection report will be provided to your board chair.

If we can be of any assistance, please feel free to contact Giovani Giunca, Program Officer at (512) 475-3861. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharon Gamble", with a horizontal line extending to the right.

Sharon Gamble
Manager
Energy Assistance Section
cc. Nora B. Acevedo

Directory of Monitoring Sections

Section I.	Performance Review
Section II.	Onsite Inspection
Section III.	Energy Audit
Section IV.	File Review
Section V.	Multi-Family Review
Section VI.	Program Summary

**2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS**

Dates of Review: July 26-30, 2010

Focus of Review

CONTRACT NAME	Contract Number	Contract amount	contract dates
DOE-ARRA	16090000656	\$10,913,796.00	9/1/2009 to 8/31/2011

On-site review of the Community Action Corporation of South Texas (CACORP) implementation of the Department of Energy's American Recovery and Reinvestment Act (ARRA) Weatherization Assistance Program. Specific areas of review included onsite evaluation of completed single-family and multi-family units, review of client file documentation, review of Building Weatherization Report (BWR) documentation, review of completed unit invoicing documentation, review of energy audit documentation and the Management of the Department of Energy Program contract.

PROGRAM EVALUATION

The evaluation of the program from July 26-30 consisted of: onsite inspection of ten (10) single-family and fifty-one (51) multi-family units, interviews with the CACORP personnel, analysis of the documentation system, review of programmatic records, and client interviews.

The following issues were noted during the review:

- Performance Review – Documentation of Energy Audit/Priority List
- Performance Review – Improper Health and Safety Measures
- Onsite Inspection – Return Items
- File Review – Incomplete Program Documentation
- File Review – Incomplete Blower Door Data Forms

Expenditures as of June 2010

CONTRACT NAME	Contract Number	YEAR-TO-DATE EXPENDITURES	% OF ORIGINAL Contract amount	# UNITS COMPLETED	# UNITS IN PROGRESS
DOE-ARRA	16090000656	\$2,344,670.50	21.48%	421	150

WEATHERIZATION ASSISTANCE PROGRAM (WAP)
CORRECTIVE ACTION REQUIRED AND RECOMMENDED IMPROVEMENTS

Dates of Review: July 26-30, 2010

Client File Review

Finding #1:

Incomplete Documentation

A) Missing/incomplete income documentation for client files Sun Meadow Apartments units # [REDACTED], [REDACTED], [REDACTED] and [REDACTED].

B) No BWR present in client file Sun Meadow Apartments unit # [REDACTED]. No signature on BWR form for client file Sun Meadow Apartments unit # [REDACTED]. Signature dated before work end date on client file H1011193.

C) No Material/Labor invoice present in client files Sun Meadow Apartments units # [REDACTED] and [REDACTED].

D) Incorrect N-Factor and Volume of Unit calculations on Blower Door Data Sheet in client files Sun Meadow Apartments units # [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED].

E) Signature on Energy Audit form dated before Client Application signature date for client files Sun Meadow Apartments units # [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. No signature on Energy Audit form for client files Sun Meadow Apartments units # [REDACTED], [REDACTED], [REDACTED] and [REDACTED].

Action Required:

A) CACORP must acquire proper income documentation for the individuals listed in the five (5) client files. The proper and correct income documentation must be provided to the Department with the response. The Department requires that CACORP implement in their Standard Operating Procedures that it is mandatory to acquire all income documentation necessary prior to weatherization work to begin.

Reference: Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter E; Rule §5.19, §5.20

**2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS**

B) CACORP must provide proper BWR forms to the Department with the response. The Department requires that CACORP implement in their Standard Operating Procedures that it is mandatory to provide properly filled out BWR forms. **Reference: Contract Section 13 (4)**

C) CACORP must provide proper Material/Labor Invoice forms to the Department with the response. The Department requires that CACORP implement in their Standard Operating Procedures that it is mandatory to provide properly filled out Material/Labor Invoice forms.
Reference: Contract Section 13 (5) (6)

D) CACORP must provide proper information on the Blower Door Data Sheet forms to the Department with the response. The Department requires that CACORP implement in their Standard Operating Procedures that it is mandatory to provide properly filled out Blower Door Data Sheet forms.
Reference: Contract Section 13 (16)

E) CACORP must provide proper Energy Audit forms to the Department with the response. The Department requires that CACORP implement in their Standard Operating Procedures that it is mandatory to provide properly filled out Energy Audit forms. **Reference: Contract Section 13 (18)**

Finding # 2:

Health and Safety Issue

Onsite inspection revealed thirteen (13) health and safety issues requiring attention.

A) Sun Meadow Apartments, Units # [REDACTED], [REDACTED], [REDACTED] indicated the unit was below the calculated Building Tightness Limit (BTL) at time of inspection.

Action Required:

A) CACORP must return to the above units and install mechanical ventilation and/or ensure that existing mechanical ventilation is venting to the exterior and in good working condition according to the manufacturers specification. CACORP must implement a department policy that clearly states processes and procedures for the final inspector/assessor to address Building Tightness Limit levels. **Reference: Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter E; Rule §5.528 (b)**

Finding # 3:

Onsite Inspections requiring return to units

A) Onsite review revealed that CACORP was not conducting thorough final inspections of the units weatherized. A total number of sixty-one (61) units were inspected during the monitoring visit. Of these fifty-eight (58) units require a return to address deficiencies. Please refer to Attachment A of this report to view the deficiencies that require attention. Through the onsite inspection, the Department observed an aggregate of disallowed costs to be \$8,554.40.

B) Sun Meadow unit # [REDACTED] and unit # [REDACTED], Manual-J calculations called for 1.5 ton replacement; however a 2.0 ton unit was installed.

2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS

Action Required: A) CACORP must return to the units listed in Attachment A and address each issue listed. Once the issue has been addressed, CACORP must place documentation in the client file and submit this documentation to the Department as part of response. CACORP must reimburse the ARRA WAP program \$8,554.40. Evidence of this reimbursement, in the form of a journal entry and/or general ledger transfer showing the costs removed from the ARRA WAP grant and charged to another funding source, must be submitted as part of the response to this report.
B) Provide documentation showing the need for the installation of a 2.0 ton unit. Reference: ARRA Contract, Section 4

Signature:  _____
Giovanni Giunca, Program Officer, TDHCA

Date: 10/25/2010

Signature: _____
Brian Fayhee, Program Officer, TDHCA

Date: _____

**2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS**

ATTACHMENT A

DOE/WAP Units Inspected - 0 DOE/ARRA Units Inspected - 59 ARRA/LIHEAP Units Inspected - 2			DOE/WAP Unit Returns - 0 DOE/ARRA Unit Returns - 56 ARRA/LIHEAP Unit Returns -2
Units Inspected	Fund Source	Return	Comments
H1011046	ARRA	Yes	Return and address the following: 1. Unit below Building Tightness Limit (BTL) at time of inspection. 2. Missing rulers at attic insulation (every 300 sqft).
H1011023	ARRA	Yes	Return and address the following: 1. HVAC system installed in the attic is resting on wood blocks located inside the secondary drain pan.
H1011180	ARRA / LIHEAP	Yes	Return and address the following: 1. HVAC, loose tape and mastic at plenum. 2. HVAC, loose insulation at pressure lines resulting in excess condensation. 3. HVAC, missing insulation at pressure lines near the condensing unit. 4. Soffit vents not replaced/installed. Disallowed Costs: 1. Initial energy audit contained missing information. Amended energy audit revealed the whole house SIR less than 1. Disallowed cost: \$6,988.40
H0910259	ARRA	Yes	Return and address the following: 1. A/C window unit at Bedroom 1 does not appear to be functioning as intended. Resident stated that unit "stopped cooling" shortly after the unit was installed.
H1011139	ARRA	Yes	Return and address the following: 1. Missing rulers at attic insulation (every 300 sqft).
H1011157	ARRA	Yes	Return and address the following: 1. Attic area does not appear to be properly ventilated.
H1011002	ARRA	No	
H1011193	ARRA	No	
H1011105	ARRA	No	

**2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS**

HI011033	ARRA / LIHEAP	Yes	Return and address the following: 1. No electric disconnect at HVAC unit.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing mastic at plenum. 3. Partially missing attic insulation near attic hatch.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection.

**2009 WAP UNIT INSPECTION REPORT
COMMUNITY ACTION CORPORATION OF SOUTH TEXAS**

Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection. <p>Questioned Costs:</p> <ol style="list-style-type: none"> 1. Manual – J Calculation for HVAC replacement indicates 1.5 ton replacement unit. Installed component is a 2.0 ton unit. Questioned Costs: \$3,100.00
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft). <p>Questioned Cost:</p> <ol style="list-style-type: none"> 1. Manual – J Calculation for HVAC replacement indicates 1.5 ton replacement unit. Installed component is a 2.0 ton unit. Questioned Cost: \$3,100.00
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. Partially missing attic insulation near attic hatch.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. Attic, blown insulation inside open electric junction box.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. Partially missing attic insulation near attic hatch. 3. Missing rulers at attic insulation (every 300sqft). 4. Unit below Building Tightness Limit (BTL) at time of inspection.

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Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Partially missing attic insulation near attic hatch. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling. 4. Partially missing attic insulation near attic hatch. 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft). 4. Missing insulation certificate.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft). 4. Missing insulation certificate. 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape at plenum. 3. HVAC missing mastic at taped joints.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	Return and address the following: <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric

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			<p>disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <ol style="list-style-type: none"> 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling. 4. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft).

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			<ol style="list-style-type: none"> 4. Partially missing attic insulation. 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft). 4. Partially missing attic insulation. 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft). 4. Partially missing attic insulation.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, missing tape and mastic at plenum. 3. HVAC, hole at pressure line through ceiling.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft). 4. Partially missing attic insulation.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ol style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).

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			<ul style="list-style-type: none"> 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. <p>Disallowed Costs:</p> <ul style="list-style-type: none"> 1. Unit located on the 1st floor. There is no attic and no insulation. Disallowed Costs \$313.20
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. <p>Disallowed Costs:</p> <ul style="list-style-type: none"> 1. Unit located on the 1st floor. There is no attic and no insulation. Disallowed Costs \$313.20
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. <p>Disallowed Costs:</p> <ul style="list-style-type: none"> 1. Unit located on the 1st floor. There is no attic and no insulation. Disallowed Costs \$313.20
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).

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			<ul style="list-style-type: none"> installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Attic insulation certificate incomplete. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Attic insulation certificate incomplete. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Attic insulation certificate incomplete. 4. Missing rulers at attic insulation (every 300sqft).
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Attic insulation certificate incomplete. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. 3. Attic insulation certificate incomplete. 4. Missing rulers at attic insulation (every 300sqft). 5. Unit below Building Tightness Limit (BTL) at time of inspection.
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect). 2. HVAC, loose tape and mastic at plenum. <p>Disallowed Costs:</p> <ul style="list-style-type: none"> 1. Unit located on the 1st floor. There is no attic and no insulation. Disallowed Costs \$313.20
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <ul style="list-style-type: none"> 1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the

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			<p>installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p> <p>Disallowed Costs:</p> <p>1. Unit located on the 1st floor. There is no attic and no insulation. Disallowed Costs \$313.20</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p> <p>3. Attic insulation certificate incomplete.</p> <p>4. Missing rulers at attic insulation (every 300sqft).</p> <p>5. Unit below Building Tightness Limit (BTL) at time of inspection.</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum.</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum, air loss at plenum.</p> <p>3. Partially missing insulation at plenum.</p> <p>4. Missing rulers at attic insulation (every 300sqft).</p>
Sun Meadow Unit # [REDACTED]	ARRA	Yes	<p>Return and address the following:</p> <p>1. HVAC, air handler unit missing electric disconnect, (unit has blank cover intended for the installation of electric breaker disconnect).</p> <p>2. HVAC, loose tape and mastic at plenum, air loss at plenum.</p> <p>3. Partially missing insulation at plenum.</p> <p>4. Missing rulers at attic insulation (every 300sqft).</p>



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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November 4, 2010

Ms. Phyllis Cook
Executive Director
Panhandle Community Services
PO Box 32150
Amarillo, TX 79120

Re: DOE Weatherization Assistance Program Contract #56100000958
LIHEAP Weatherization Assistance Program Contract #81100000915
DOE/ARRA Weatherization Assistance Program Contract #16090000670
DOE/ARRA Weatherization Assistance Program Contract #16090000701

Dear Ms. Cook:

Enclosed is a report that details the unit inspection review of Panhandle Community Services' Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes four (4) findings and one (1) recommended improvement. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Kevin Glienke, Program Officer, at (512) 475-3852. The assistance provided to the Program Officers by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "S. Gamble", with a horizontal line extending to the right.

Sharon Gamble
Energy Assistance Manager
Community Affairs Division

Cc: Ken Rusler, Weatherization Coordinator

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Panhandle Community Services

Dates of Review: October 18-21, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE	56100000958	\$125,532.00	4/1/2010 to 3/31/2011
LIHEAP	81100000915	\$1,131,434.00	4/1/2010 to 3/31/2011
DOE/ARRA	16090000670	\$6,186,247.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000701	\$1,583,212.00	9/1/2009 to 8/31/2011

On-site review of Panhandle Community Services' (PCS) implementation of the Department of Energy's and Low Income Home Energy Assistance Program's Weatherization Assistance Program (WAP).

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the PCS personnel, review of client files, and on-site unit inspections.

The following was noted during the review:

- Inconsistencies in client file documentation.
- Incomplete Multifamily Master File forms.
- Subcontractor workmanship deficiencies on twenty (20) client units inspected.

Client File Review

Recommended Improvement #1: The Department recommends that PCS develop a written client education policy to ensure consistent execution of providing the clients with educational material. The Department recognizes that PCS currently is providing oral, written, and visual forms of client educational material. **Reference: Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter A; Rule §5.521**

Finding #1:

Inconsistent Client File Documentation: A review of thirty-six (36) client files revealed inconsistencies in the required documentation for client files. The files had issues with the forms listed below:
(A) Three (3) files had missing dates or signatures on the certification page of the Building Weatherization Report.

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(B) Nineteen (19) files had incomplete Blower Door Data Sheets: missing blower door readings, missing BTL calculations, or missing signatures and dates.

(C) One (1) file was missing both the Attic and Wall Inspection forms.

(D) Six (6) files were missing signatures, dates, or the entire Lead Info form.

Action Required:

The Department reminds PCS that all WAP client files must adhere to the minimum record keeping requirements as defined by the DOE, LIHEAP, and ARRA contracts. In order to maintain compliance with WAP regulations, PCS should implement procedures to ensure all required forms are completed. These procedures should entail, at a minimum, the necessary steps taken by PCS to ensure the record keeping requirements are adhered to. **Reference: ARRA Contract Section 13; DOE and LIHEAP Contracts Section 10; 10 CFR Part 440; §440.24; Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter E; Rule §5.526**

Finding #2:

Incomplete Multifamily Master File Forms: Review of the master file for the Winwood Village Apartments revealed that while PCS had all the required forms in the master file, the following forms were incomplete: Permission to Perform an Assessment for Multifamily Project Form, Landlord Financial Participation Form, and Landlord Agreement Form. These files were missing dated signatures from an agency representative. Future instances of this oversight occurring could lead to disallowed costs.

Action Required:

As part of the response to this report, PCS must provide to the Department copies of the completed originals of these forms. The Department reminds PCS that these forms are to be completed and kept in the master file before work on the complex begins. **Reference: Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter A; Rule §5.525**

Performance Review

Finding #3:

Inadequate Final Inspection Techniques: Onsite home inspection of weatherized units revealed that twenty (20) of the thirty-three (33) units inspected would require returns to address deficiencies in subcontractor workmanship. Deficiencies included: insufficient wall and floor insulation installation, lack of blocking around all heat sources in attic.

Action Required:

PCS must return to the client units listed in Attachment A and address the deficiencies noted on each unit. PCS must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being

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performed meets PCS' requirements, and the Department's expectations.
Reference: 10 CFR Part 440; §440.16 (g)

Finding #4:


\$25,661.14 Questioned Costs on units inspected during monitoring visit. Review of client files and subsequent unit inspection visits revealed that the wall insulation and floor insulation that was paid for was not installed to the proper density in the walls nor was the total square footage of floor insulation installed in each unit. Total questioned costs are outlined by unit in Attachment A below.

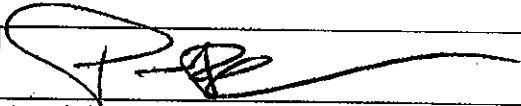
Action Required:

PCS must submit to the Department, as part of the response to this report, sufficient documentation that either: (1) the measures were adequately installed in the units listed in Attachment A; or (2) financial documentation of PCS reimbursing the Department for those measures not installed. **Reference: 10 CFR Part 440; §440.3**

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Texas Department of Housing and Community Affairs representatives: Patrick Basaldu and Kevin Glienke, participated in an exit conference with PCS representatives: Doug Burton, Carol Luke, and Ken Rusler.

Signature:		
	Kevin Glienke, Program Officer	Date

Signature:		
	Patrick Basaldu, Program Officer	Date

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ATTACHMENT A

DOE WAP Units Inspected - 0 DOE ARRA Units Inspected - 33 LIHEAP Units Inspected - 29 TOTAL Units INSPECTED -- 33			DOE WAP Units Returns - N/A DOE ARRA Units Returns - 20 LIHEAP Units Returns - 17 TOTAL Returns - 20
Units Inspected	Fund Source	Return	Comments
Palo Duro Housing Authority			
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to address missing trim piece around attic hatch; install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to address high CO readings on stove at time of monitoring; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA	No	No return required.
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation; install floor insulation in all areas missing insulation at time of monitoring. Total Questioned Costs: \$2,438.80 832 sq ft of wall insulation: \$1,580.80 660 sq ft of floor insulation: \$858.00
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall

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			cavities are completely filled with R-15 dense pack insulation; install floor insulation in all areas missing insulation at time of monitoring; install fridge. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation. Total Questioned Costs: \$1,580.80 832 sq ft of wall insulation: \$1,580.80
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation; install floor insulation in all areas missing insulation at time of monitoring; install water heater escutcheon plate. Total Questioned Costs: \$2,438.80 832 sq ft of wall insulation: \$1,580.80 660 sq ft of floor insulation: \$858.00
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; install floor insulation in all areas missing insulation at time of monitoring. Total Questioned Costs: \$858.00 660 sq ft of floor insulation: \$858.00
PDH [REDACTED]	*ARRA/LIHEAP	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation; install floor insulation in all areas missing insulation at time of monitoring. Total Questioned Costs: \$2,438.80 832 sq ft of wall insulation: \$1,580.80 660 sq ft of floor insulation: \$858.00

2010 UNIT INSPECTION REPORT
Panhandle Community Services

PDH [REDACTED]	*ARRA	Yes	Return to install blocking around vent hood exhaust pipe in attic; ensure all exterior wall cavities are completely filled with R-15 dense pack insulation; install floor insulation in all areas missing insulation at time of monitoring; install kitchen exhaust hood. Total Questioned Costs: \$2,803.80 832 sq ft of wall insulation: \$1,580.80 660 sq ft of floor insulation: \$858.00 Exhaust Hood: \$365.00
Winwood Village Apartments			
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	Yes	Return to connect exhaust pipe at furnace.
WW [REDACTED]	ARRA/LIHEAP	Yes	Return to install escutcheon plate for water heater.
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	Yes	Return to address water heater that had high CO readings at time of monitoring.
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	Yes	Return to address furnace and water heater that had high CO readings at time of monitoring.
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	Return to ensure that high/low venting for water heater is properly installed.
WW [REDACTED]	ARRA/LIHEAP	No	No return required
WW [REDACTED]	ARRA/LIHEAP	No	No return required
Single Family Homes			
AR09RN104	ARRA	Yes	Return to install draft diverter for domestic water heater.
AR09PT067	ARRA	Yes	Return to install the missing insulation to the requested total level of 12 inches; ensure exterior wall cavities are completely filled with R-15 dense pack insulation on section of house where it was required; install escutcheon plate for domestic water heater; address stove that had high CO readings at time of monitoring. Total Questioned Costs: \$456.00 240 sq ft of wall insulation: \$456.00
*ARRA – from City of Amarillo ARRA contract			

PCS must return and address all units as indicated and include in it's response to this report a summary of all actions and measures taken to address the units indicated above.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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BOARD MEMBERS
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Leslie Bingham Escareño
Tom H. Gann
Lowell A. Keig
Juan S. Muñoz, Ph.D.

November 4, 2010

Ms. Janet Everheart
Executive Director
West Texas Opportunities
PO Box 1308
Lamesa, TX 79331

Re: DOE Weatherization Assistance Program Contract #56100000966
LIHEAP Weatherization Assistance Program Contract #81100000925
DOE/ARRA Weatherization Assistance Program Contract #16090000683
DOE/ARRA Weatherization Assistance Program Contract #16090000767

Dear Ms. Everheart:

Enclosed is a report that details the unit inspection review of West Texas Opportunities, Inc.'s Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes one (1) recommended improvement and three (3) findings. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Kevin Glienke, Program Officer, at (512) 475-3852. The assistance provided to the Program Officers by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "Sharon Gamble", with a horizontal line extending to the right.

Sharon Gamble
Energy Assistance Manager
Community Affairs Division

Cc: Cheryl Jones, Weatherization Coordinator

**2010 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.**

Dates of Review: October 25-28, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE	56100000966	\$101,341.00	4/1/2010 to 3/31/2011
LIHEAP	81100000925	\$910,261.00	4/1/2010 to 3/31/2011
DOE/ARRA	16090000683	\$4,999,065.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000767	\$766,683.00	9/1/2009 to 8/31/2011

On-site review of West Texas Opportunities, Inc.'s (WTO) implementation of the Department of Energy's and Low Income Home Energy Assistance Program's Weatherization Assistance Program (WAP).

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the WTO personnel, review of client files, and on-site unit inspections.

The following was noted during the review:

- Low production numbers through September 2010.
- Subcontractor workmanship deficiencies on thirty-four (34) client units inspected.
- Questioned costs on units inspected at Sweetwater Housing Authority

Performance Review

Recommended Improvement #1: The Department recognizes that WTO is making a concerted effort to accurately input energy savings into the NEAT audit under the itemized cost tab. However, the Department would like to inform WTO that from this point moving forward, items inputted in the NEAT audit as either an itemized cost or user-defined measure should not have energy savings manually inputted for them, as explained in the Help section of the NEAT audit. Under the itemized costs/user-defined measures section of the Help section, it states that 'itemized costs do not save energy, either because they are not associated with any energy saving activity or possibly because the savings can't be determined;' this section is printed and attached to this response. **Reference: Texas Administrative Code §5.1 (c)**

2010 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.

Finding #1: **Inadequate Production Levels:** WTO's current ARRA program expenditure was at 37.16% and 30.96% respectively, through September 2010, for DOE ARRA while 50% of their contract had expired. If production levels continue at this rate, WTO may face de-obligation.

Action Required: In response to a Notice of Possible De-obligation, WTO has submitted a Mitigation Action Plan to the Department which describes actions that WTO will take to increase its' production levels. To ensure it achieves adequate expenditure levels, WTO must continuously review and update the Plan as necessary to complete DOE ARRA weatherization activities within the contract time-frame. **Reference: OMB Circular A-110; Texas Administrative Code §5.141; §5.902; and §5.903**

Finding #2: **Inadequate Final Inspection Techniques:** Onsite home inspection of weatherized units revealed that thirty-four (34) of the forty (40) units inspected would require a return to address deficiencies in subcontractor workmanship. Deficiencies included: inconsistent blower door information, incomplete blocking of attic access hatches, leaving units below the Building Tightness Limit, insufficient caulking around windows.

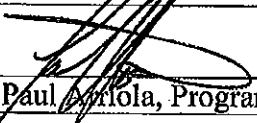
Action Required: WTO must return to the client units listed in Attachment A and address the deficiencies noted on each unit. WTO must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being performed meets WTO's requirements, and the Department's expectations. **Reference: 10 CFR Part 440; §440.16 (g)**

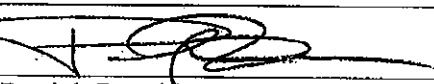
Finding #3: **\$1,520.00 Questioned Costs** on units inspected at Sweetwater Housing Authority. Review of client files and subsequent unit inspection visits revealed that attic hatches were not being properly blocked in any of the units inspected; some of the units did not even have attic hatches in them. Total installation cost of one attic hatch is \$80 per unit; nineteen (19) units were charged for installation but without attic hatch blocking (\$1,520.00 questioned costs).

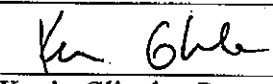
Action Required: WTO must submit to the Department, as part of the response to this report, sufficient documentation that either: (1) the attic hatch blocking that was paid for were returned to and properly installed in the apartments listed in Attachment A; or (2) WTO must reimburse the appropriate ARRA WAP contract in the amount of \$1,520.00. Evidence of this reimbursement, in the form of a journal entry and/or general ledger transfer must be submitted as part of the response to this report. **Reference: 10 CFR Part 440; §440.3**

2010 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.

Texas Department of Housing and Community Affairs representatives, Paul Arriola, Patrick Basaldu, and Kevin Glienke, participated in an exit conference with WTO representatives Janet Everheart, Jenny Gibson, and Cheryl Jones.

Signature:		10/29/10
	Paul Arriola, Program Officer	Date

Signature:		10-29-10
	Patrick Basaldu, Program Officer	Date

Signature:		10/29/10
	Kevin Glienke, Program Officer	Date

**2010 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.**

ATTACHMENT A

DOE WAP Units Inspected - 0 DOE ARRA Units Inspected - 40 LIHEAP Units Inspected - 4 TOTAL Units INSPECTED - 40		DOE WAP Units Returns - N/A DOE ARRA Units Returns - 34 LIHEAP Units Returns - 4 TOTAL Returns - 34	
Units Inspected	Fund Source	Return	Comments
Bluff Street (7)			
09NO374A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1202 Monitoring Blower Door Reading: 804
09NO375A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1354 Monitoring Blower Door Reading: 756
09NO376A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1700 Monitoring Blower Door Reading: 638
09NO377A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1327 Monitoring Blower Door Reading: 685
09NO378A	ARRA	Yes	Return to install attic insulation over kitchen; install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1311 Monitoring Blower Door Reading: 634
09NO379A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1030 Monitoring Blower Door Reading: 668
09NO380A	ARRA	Yes	Return to install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1003 Monitoring Blower Door Reading: 756
Coral Drive (8)			
09NO357A	ARRA	Yes	Return to add ventilation to unit that was below BTL; clean attic hatch closet; install blocking around attic access hatch - questioned cost of \$80.00. Final Blower Door Reading: 1448 Monitoring Blower Door Reading: 688 BTL: 733

**2010 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.**

09NO358A	ARRA	Yes	Return to install blocking around attic access hatch. Final Blower Door Reading: 1434 Monitoring Blower Door Reading: 786
09NO359A	ARRA	Yes	Return to add ventilation to unit that was below BTL; no access in unit but was mistakenly charged to this unit instead of 09NO358A – questioned cost of \$80.00. Final Blower Door Reading: 1464 Monitoring Blower Door Reading: 600 BTL: 733
09NO360A	ARRA	Yes	Return to install blocking around attic access hatch. Final Blower Door Reading: 1541 Monitoring Blower Door Reading: 754
09NO361A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch. Final Blower Door Reading: 1536 Monitoring Blower Door Reading: 629 BTL: 733
09NO362A	ARRA	Yes	Return to add ventilation to unit that was below BTL; no access in unit but was mistakenly charged to this unit instead of 09NO361A – questioned cost of \$80.00. Final Blower Door Reading: 1279 Monitoring Blower Door Reading: 675 BTL: 733
09NO363A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch. Final Blower Door Reading: 1008 Monitoring Blower Door Reading: 595 BTL: 733
09NO364A	ARRA	Yes	Return to add ventilation to unit that was below BTL; no access in unit but was mistakenly charged to this unit instead of 09NO363A – questioned cost of \$80.00. Final Blower Door Reading: 1346 Monitoring Blower Door Reading: 632 BTL: 733
Coral Cove (19)			
09NO334A	ARRA	Yes	Return to install blocking around attic access hatch – questioned cost of \$80.00. Final Blower Door Reading: 1324 Monitoring Blower Door Reading: 814
09NO335A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch – questioned cost of \$80.00. Final Blower Door Reading: 1424 Monitoring Blower Door Reading: 660 BTL: 738

2010 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.

09NO336A	ARRA	No	No return required. Final Blower Door Reading: 1436 Monitoring Blower Door Reading: 768
09NO337A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1431 Monitoring Blower Door Reading: 581 BTL: 738
09NO338A	ARRA	Yes	Return to install blocking around attic access hatch – questioned costs - \$80.00. Final Blower Door Reading: 1664 Monitoring Blower Door Reading: 793
09NO339A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1534 Monitoring Blower Door Reading: 711 BTL: 738
09NO340A	ARRA	No	No return required. Final Blower Door Reading: 964 Monitoring Blower Door Reading: 957
09NO341A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1429 Monitoring Blower Door Reading: 622 BTL: 738
09NO343A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch – questioned costs - \$80.00. Final Blower Door Reading: 1431 Monitoring Blower Door Reading: 579 BTL: 738
09NO344A	ARRA	No	No return required. Final Blower Door Reading: 1090 Monitoring Blower Door Reading: 1031
09NO345A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1194 Monitoring Blower Door Reading: 699 BTL: 738
09NO346A	ARRA	Yes	Return to install blocking around attic access hatch – questioned costs \$80.00. Final Blower Door Reading: 1096 Monitoring Blower Door Reading: 1032
09NO347A	ARRA	Yes	Return to install blocking around attic access hatch – questioned costs \$80.00. Final Blower Door Reading: 1294 Monitoring Blower Door Reading: 937
09NO348A	ARRA	No	No return required. Final Blower Door Reading: 1288

2010 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.

09NO349A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1028 Monitoring Blower Door Reading: 856 BTL: 897
09NO350A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch – questioned costs- \$80.00. Final Blower Door Reading: 1834 Monitoring Blower Door Reading: 725 BTL: 897
09NO351A	ARRA	Yes	Return to add ventilation to unit that was below BTL; install blocking around attic access hatch – questioned costs \$80.00. Final Blower Door Reading: 1834 Monitoring Blower Door Reading: 532 BTL: 738
09NO352A	ARRA	No	No return required. Final Blower Door Reading: 1524 Monitoring Blower Door Reading: 1404
09NO353A	ARRA	Yes	Return to add ventilation to unit that was below BTL. Final Blower Door Reading: 1631 Monitoring Blower Door Reading: 670 BTL: 924
Single Family Homes (6)			
09BC100A	ARRA/LIHEAP	Yes	Return to re-caulk around windows; air seal around wall furnaces. Final Blower Door Reading: 2542 Monitoring Blower Door Reading: 3526
09SC105A	ARRA/LIHEAP	Yes	Return to air seal around exhaust pipe for water heater, cracks in wall in closet by fridge, crack between wall and floor behind stove; patch hole in siding on back side of house to protect wall insulation; re-caulk around windows. Final Blower Door Reading: 2426 Monitoring Blower Door Reading: 3240
09SC108A	ARRA/LIHEAP	Yes	Return to close plumbing access panel in master bedroom and seal hole under master bath sink cabinet. Final Blower Door Reading: 1898 Monitoring Blower Door Reading: 2542
09SC112A	ARRA	Yes	Return to add ventilation to unit that was below BTL; re-caulk around windows to protect integrity of windows. Final Blower Door Reading: 1605 Monitoring Blower Door Reading: 781 BTL: 1118

2010 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.

09SC132A	ARRA	Yes	Return to install new window stoops and re-caulk around replacement windows to protect integrity of windows. Final Blower Door Reading: 2534 Monitoring Blower Door Reading: N/A because homeowner not home.
09SC137A	ARRA/LIHEAP	Yes	Return to address water leak in roof; air seal around water heater closet and repaired sheetrock in back bedroom. Final Blower Door Reading: 2532 Monitoring Blower Door Reading: 2830

WTO must return and address all units as indicated and include in it's response to this report a summary of all actions and measures taken to address the units indicated above.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Juan S. Muñoz, Ph.D.

November 4, 2010

Mr. Laurence Doxsey
Environmental Policy Director
City of San Antonio
P.O. Box 839966
San Antonio, Texas 78283

Re: DOE/ARRA Weatherization Assistance Program Contracts #16090000751

Dear Mr. Doxsey:

Enclosed is a report that details the monitoring and technical assistance of City of San Antonio (COSA) WAP contract with the Texas Department of Housing and Community Affairs (The Department). The monitoring visits were conducted during the weeks of July 19-23, 2010, and July 26-28, 2010. This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes nine (9) findings and three (3) recommended improvements. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact JR Mendoza, Sr. Program Officer at (512) 936-7811. The assistance provided to the Program Officers by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharon Gamble", with a horizontal line extending to the right.

Sharon Gamble
Program Manager
Energy Assistance Division

Cc: Edward Benavides

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO**

Directory of Monitoring Sections

Section I.	Performance Review
Section II.	Onsite Inspection
Section III.	Energy Audit
Section IV.	File Review
Section V.	Multi-Family Review
Section VI.	Program Summary

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO**

Dates of Review: July 19-23, 2010 & July 26 – 28, 2010

FOCUS OF REVIEW

Contract Name	Contract Number	Contract Amount	Contract Dates
DOE-ARRA	16090000751	\$12,432,609.00	9/1/2009 to 8/31/2011

On-site review of the City of San Antonio's (COSA) implementation of the Department of Energy's American Recovery and Reinvestment Act (ARRA) Weatherization Assistance Program. Specific areas of review included onsite evaluation of completed single-family and multi-family units, review of client file documentation, review of Building Weatherization Report (BWR) documentation, review of completed unit invoicing documentation, review of energy audit documentation and the Management of the Department of Energy Program contract.

PROGRAM EVALUATION

The evaluation of the program from July 19-23 consisted of: onsite inspection of thirty three (33) units, interviews with the COSA personnel, analysis of the documentation system, review of programmatic records, and client interviews. The evaluation of the program from July 26-28 consisted of: onsite inspection of thirty three (33) units, interviews with the COSA personnel, analysis of documentation system, review of programmatic records, and client file interviews.

The following issues were noted during the review:

- Performance Review – Documentation of Energy Audit/Priority List
- Performance Review – Documentation of Lead Safe Work Practice
- Performance Review – Documentation of Post-Measure CO Testing
- Performance Review – Determination of Application of Lead Safe Work Practice
- Onsite Inspection – Documentation of Installed Weatherization Measures
- Onsite Inspection – Return Items
- File Review – Program Documentation Standards
- Onsite Inspection – Lack of metering refrigerators for the required time

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO**

Expenditures as of June 2010

Contract Number	Year-to-Date Expenditures	% of Original Contract Amount	# Units Completed	# Units in Progress
16090000751	\$595,167.52	19.70%	364	587

Section 1- Performance

Finding# 1:

Documentation of Energy Audit or Priority List

A review of client files revealed that the documentation contained in client files regarding the priority list was inadequate. The documentation contained in all reviewed client files consisted of a document titled "Work Order" or a document titled "Casa Verde Cost Breakdown". Both documents appear to be derived from items listed on the Department required Priority List, however both of these documents appear to be "work order" documentation. The Department requires documentation substantiating the conduction of an energy audit or priority list be contained in all files.

Action Required:

The Department requires COSA to develop procedures detailing how COSA will achieve adequate documentation of the use of either a Department approved Energy Audit or the Priority List for inclusion in each client file. Further the Department requires COSA to provide training to all WAP-ARRA staff on proper documentation procedures and to provide written documentation of this training and a roster of those attending this training as part of the response to this report. **Reference: Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter E, Rule § 5.526**

Finding# 2:

Documentation of Lead Safe Work Practices

Onsite unit inspections and a review of client file documentation revealed that overall documentation of Lead Safe Work Practices (LSW) was inadequate to meet the requirements of Weatherization Program Notice (WPN) 09-6 and the Environmental Protection Agency (EPA) Lead Final Rule. While client interviews and invoice documentation substantiated that COSA contractors were involved in LSW activities the documentation contained in the reviewed client files was inadequate. Language contained in WPN 08-6 specifically states that "States must document in their files LSW was properly implemented (e.g., photos of the containment set up, etc)"; client interviews indicated that for units receiving blown wall insulation contractor staff was utilizing white coveralls and respirators,

2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO

however no clients interviewed indicated that containment set up activity was occurring.

Action Required: The Department requires COSA to develop a written plan of action detailing how COSA will assure compliance with WPN 08-6, WPN 09-6 and the EPA Lead Final Rule regarding documentation. **Reference: WPN 08-6; WPN 09-6; EPA Lead Final Rule**

Recommended Improvement #1: Onsite inspection and a review of contractor invoices contained in the reviewed client files indicated that for all units receiving blown wall insulation LSW charges were being incurred. The Department is providing clarification of LSW in **Attachment B** at the end of this report, specifically with regards to blown wall insulation. The Department recommends that COSA evaluate the information provided in **Attachment B** to determine when LSW is required.

Finding #3: **CO Testing Documentation**
A review of client files regarding CO documentation determined that COSA client files did not contain the Department required documentation regarding final CO testing for units receiving installation of combustion appliances.

Action Required: The Department requires COSA to provide documentation of final CO testing for all units receiving combustion appliance installation. **Reference: Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter E, §5.528 (d)**

Section II – Onsite Inspections

Finding# 4: **Weatherization Measures**
Onsite unit review revealed the following areas of concern with regards to adequate installation and assessment of weatherization measures;

- Health and Safety Measures;
- Foundation/Floor Measures;
- Window Measures;
- Furnace Measures;
- Domestic Water Heater Measures; and
- Air Conditioning Measures

Onsite unit reviews revealed instances in which furnace CO levels were in excess of the upper allowable limits at the time of assessment, yet not addressed; assessment determined floor insulation was necessary, yet not addressed; the only window measures appearing to be assessed related to AC window unit side panels and caulk; assessment of furnace, HVAC, AC window units generally limited to unit label information, in some instance

2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO

condition of the unit was noted, in some instance tune-up noted, yet not conducted; domestic water heater assessments indicated drain line required, yet not installed; and documentation provided not adequate to determine if HVAC assessments are occurring. A summary of units inspected is contained at the end of this report. This summary provides a detail of each weatherization measure and the specific issue related to that measure.

Action Required: The Department requires COSA to request, in writing (by formal letter and electronic mail), training regarding documentation requirements from the Department within thirty (30) days of the receipt of this report.
Reference: ARRA Contract, Section 13 B (f)

Finding #5

Not Metering Refrigerators for 2 Hours

Departmental review of client files indicates that refrigerators are not being metered the required 2 hours. The Program Officers' client file review indicated twelve (12) client files that indicated refrigerator metering ranging between 30 to 70 minutes. According to DOE WAP rules included in Texas Administrative Code Rule §5.606, refrigerators must be metered for a minimum of two hours.

Actions Required: The City of San Antonio must provide written assurance that refrigerators will be metered for a minimum of two (2) hours as part of a whole house assessment. As part of the response to this report, provide an assurance that COSA will meet this program requirement. **The cost for the 12 replaced refrigerators that were not properly metered is disallowed.** Evidence of the reimbursement for the refrigerators, in the form of a journal entry and/or general ledger transfer showing the costs removed from the ARRA WAP grant and charged to another funding source, must be submitted as part of the response to this report.

Reference: Texas Administrative Code Title 10, Part 1, Chapter 5, Subchapter E, Rule §5.606 Electric Baseload Measures

Finding #6:

On-Site Inspections Requiring Return

The Program Officers inspected sixty-six (66) equivalent DOE ARRA units. Department on-site inspections of weatherized units require twenty-four (24) returns out of sixty-six (66) units inspected. Returns are necessary to address the insufficient installation of weatherization measures and/or the lack of weatherization measures. All units were weatherized using the Priority List.

Action Required: The City of San Antonio must return to units identified in Attachment A and address issues identified in this report.

2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO

Section IV – File Review

Finding #7:

Client File Inconsistencies

A review of COSA client files revealed inconsistencies in the following areas;

- **Income Documentation-** Incomplete Declaration of Income Statement (DIS) form in 29 files reviewed. DIS forms did not contain the required agency signature.
- **Building Weatherization Report (BWR)-** BWR documentation contained in client files were incomplete, specifically required information was not provided.
- **Blower Door Data Sheet (BDS)-** BDS documentation contained in client files was incomplete, specifically required information was not supplied in provided section.

Action Required:

The Department requires COSA to request in writing (by formal letter or electronic mail) training regarding client file documentation procedures from the Department within thirty (30) days of the receipt of this report.

Finding #8:

Inadequate Maintenance of the Blower Door Form

Department review of client files indicates inadequate maintenance of the blower door form. Examples of inadequate maintenance include two (2) instances of missing blower door forms and four (4) instances of incomplete blower door forms. Inadequate maintenance of the blower door form may lead to questioned costs and poor program performance. Sub-recipients are required to have all necessary assessment forms indicated in the DOE ARRA WAP contract. In addition, subrecipients are expected to complete all assessment forms.

Action Required:

- The City of San Antonio must provide written assurance that client files will have a completed blower door form. In addition, the City of San Antonio must include a written description of the process to ensure that the blower door form is completely filled and that the information on the form is accurate. Please provide this assurance as part of the response to the Monitoring Report. **Reference: DOE ARRA Contract Section 13: Record Keeping Requirements and Texas Administrative Code §5.530 Blower Door Standard.**

Recommended Improvement #2: Most of the units inspected on July 28, 2010 did not require air sealing measures due to initial low blower door readings. However, blower door assessments conducted during on-site inspection revealed air infiltration from the air handler closet. Since

2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
OF
CITY OF SAN ANTONIO

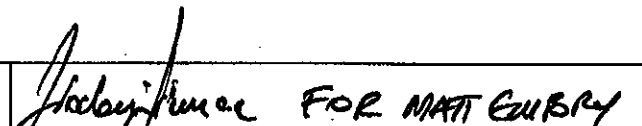
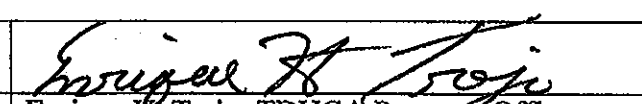
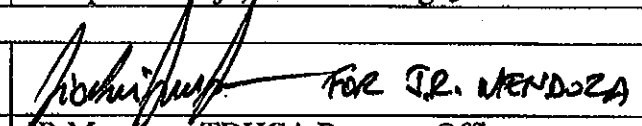
the air infiltration from the air handler closet comes from the attic, the Program Officer recommends as a common practice to weatherstrip the air handler closet to prevent the infiltration of unwanted attic air. In cases where the air handler closet requires combustion air from inside the house, ensure that the inside of the air handler closet is well sealed. Since the units inspected did not require air sealing measures it is not specifically required to return to these units to weatherstrip air handler closets.

Recommended Improvement #3: The Program Officer recommends constructing an attic dam around the attic hatch when installing attic insulation. The attic dam should be constructed of a solid material. Constructing an attic dam prevents loose-fill insulation from falling down the hatch. See the Texas Weatherization Field Guide page 53.

Section VI. – Program Summary

The Department appreciates the assistance COSA staff provided to the Program Officers during this onsite unit inspection. The Program Officers found instances in which COSA must take corrective actions with regard to specific program standards, however the Program Officers would like to note that COSA staff that provided assistance appeared committed to the goals of the weatherization program and motivated to learn from the onsite unit inspections in order to improve the delivery of weatherization services provided by COSA to the residents of the City of San Antonio. The Department would like to express its gratitude to COSA with regards to the implementation of the COSA WAP-ARRA contract.

Texas Department of Housing and Community Affairs staff members Brian Fayhee and Matt Embry conducted an exit interview with COSA staff members Bill Fey, Roland Moren, Sara Kirby, Laurence Doxsey and Phillip Gates on July 23rd, 2010. Texas Department of Housing and Community Affairs staff member JR Mendoza conducted an exit interview with COSA staff member Maria Koudouris on July 28th, 2010.

Signature:	 FOR MATT EMBRY		11/05/2010
	Matt Embry, TDHCA Program Officer		Date:
Signature:	 ENRIQUE H. TREJO		11/05/2010
	Enrique H. Trejo, TDHCA Program Officer		Date:
Signature:	 FOR JR. MENDOZA		11/05/2010
	JR Mendoza, TDHCA Program Officer		Date:

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
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ATTACHMENT A

Unit inspection dates: July 19, 2010 – July 23, 2010

Units Inspected: ARRA 33

Unit Returns: ARRA 10

09AL109-████████	ARRA	No	<ol style="list-style-type: none"> 1) Refrigerator only metered for ninety (90) minutes 2) Window unit in living room assessed as poor, unit rusted, assessment of window unit required 3) Initial blower door reading 1105 CFM, reading at onsite inspection 1910 CFM
09BE103-████████	ARRA	No	<ol style="list-style-type: none"> 1) Refrigerator time metered not indicated; freezer gasket deteriorated and leaking air; leaking liquid at bottom of refrigerator 2) Client complaint regarding door sticking due to weather stripping installation 3) Initial blower door reading 1119 CFM, reading at onsite inspection 1415 CFM
09CA322	ARRA	No	<ol style="list-style-type: none"> 1) Onsite inspection revealed air leakage at joints around air handler in attic; further ductwork assessment not performed 2) Floor insulation indicated at assessment, not performed
09CR104-████████	ARRA	No	<ol style="list-style-type: none"> 1) Refrigerator only metered seventy-nine (79) minutes 2) Solar screens indicated at assessment, included on invoice, not installed

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09GA111-██████	ARRA	No	<ol style="list-style-type: none"> 1) Onsite inspection revealed air leakage at bathroom vent, further condensation causing damage to sheetrock in bathroom 2) Initial blower door reading 942 CFM, reading at onsite inspection 2222 CFM
09LA120-██████	ARRA	No	<ol style="list-style-type: none"> 1) Furnace CO test 215 PPM at initial inspection, onsite CO test at 1999 PPM 2) Initial blower door reading 1062 CFM, reading at onsite inspection 1162 CFM 3) Onsite inspection revealed air leakage at kitchen window 4) Onsite inspection revealed furnace door jamb up not installed
09LE107-██████	ARRA	No	<ol style="list-style-type: none"> 1) Refrigerator meter time not indicated; seals leaking at freeze; leaking inside unit from freezer, client using cup to collect water
09LO142-██████	ARRA	No	<ol style="list-style-type: none"> 2) Attic hatch hanging off ceiling 3) Caulk around window unit not applied correctly
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	

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09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	

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09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
09LE107-██████	ARRA	Yes	
W-051	ARRA	No	<p>Target CFM reduction not reached. Air infiltration at ceiling, wall joints and windows.</p> <p>Bedrooms unvented gas space heaters, with no oxygen depletion sensor. Remove unvented gas space heaters used as secondary heat source and not in compliance with Department of Energy, Weatherization Program Notice 08-04.</p> <p>Add insulation baffle at HVAC duct work to comply with IRC-G2425.4 requirements.</p> <p>Add rulers at attic insulation.</p> <p>Combustion air ducts not within 12 inches from floor.</p> <p>6) Install combustion ducts to be in compliance with IRC-G2407.10 requirements.</p> <p>Floor insulation, vapor barrier needs to be installed facing the living space/ac area.</p> <p>Carbon Monoxide (CO) reading at the stove top front</p>

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			left burner at 41ppm, front rear burner 39ppm, rear right burner at 46ppm, above the recommended 25ppm. Replace under Health and Safety.
W-164	ARRA	No	Carbon Monoxide (CO) reading at the stove top rear left burner at 31ppm, front right 33ppm, above the recommended 25ppm. Replace under Health and Safety. Add insulation baffle at water heater duct work to comply with IRC-G2425.4 requirements.

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
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ATTACHMENT A

Unit inspection dates: July 26, 2010 – July 28, 2010

Units Inspected: ARRA 18

Unit Returns: ARRA 1

Units Inspected	Fund Source	Return	Comments
1010-CHER	ARRA	No	No issue.
4240-CA (3 equivalent units)	ARRA	No	No issue.
1518-AMA-████	ARRA	Yes	Install 3 inches of attic insulation.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.
1518-AMA-████	ARRA	No	No issue.

**2009 ARRA WEATHERIZATION UNIT INSPECTION REPORT
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ATTACHMENT A

Unit inspection dates: July 26, 2010 – July 28, 2010

Units Inspected: ARRA 15

Unit Returns: ARRA 13

0154FRAN	ARRA	No	Return to address the attic not being insulated to the correct depth above the kitchen. Return to address wall insulation that was blown into the return air duct. Address ducts
0635MCDO	ARRA	No	Return to baffle the soffit vents.
0222MCDO	ARRA	No	Return to add Attic Ventilation
0455MERR	ARRA	No	Seal the ceiling area near clothes washer. Properly block insulation batts at attic access. Address refrigerator that is older than 1993 but not replaced. Block sides of window air conditioning units. Address the back room being zoned off. May have to run a NEAT audit on this unit.
0323MERI	ARRA	Yes	No Return
086ANGE	ARRA	Yes	No Return
2202MENC	ARRA	No	Return to address refrigerator.
1403CHIH	ARRA	No	Return and address unprofessional work on patch leading to kitchen. Address the clients use of the stove to heat the home.
2908MART	ARRA	No	Insulate the back area of the unit. Address wall insulation. Address window units for measures.
3311SHAD	ARRA	No	Adjust w/s on door to garage. Fix baffle at central HVAC as insulation is falling into closet.

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8402DEER	ARRA	No	Address Ducts
3354BOBB	ARRA	Yes	No Return
0934HOTW	ARRA	No	Address broken window pane Address duct system Address solar screens
3542WOOD	ARRA	No	Return to seal area around back room. Window air conditioner not assessed.
0375NASH	ARRA	No	Address CO levels on stove top. Water proof wall plugs in bathroom In the ceiling, block around the plenum. Address Duct System