

## PROJECT HOME PET POLICY

This policy establishes the rules and conditions regarding unsecured pets. For all programs offered through Project Home, our policy is that we do not provide services to any household where there are unsecured pets that may prevent workers from safely completing their services.

To secure your pet means that the animal is not to be unattended and unrestrained. All animals must be supervised and the resident must retain full control of the animal at all times. When applicable, animals can be contained in suitable portable cages. No animal shall be tied or chained in the indoor or outdoor area of the property that needs to be accessed by Project Home staff or our subcontractors.

If we have knowledge that an unsecured pet is on the property, the tenant/owner may be informed that services will be deferred until plans are made to secure their pet. When we are informed that the pet situation has changed, we will re-evaluate whether the customer and/or building still qualify for the program(s). This step is at the discretion of the Project Home employee assigned to your property and their assessment of the situation.

If your project is deferred and we do not hear from the tenant/owner within 10 days, we will void the project. You would need to start the application process from the beginning before the work can commence. Once the work has begun, the tenant/owner agrees to restrain any pets while Project Home and our subcontractors work is taking place. The homeowner agrees that if the work is stopped due to a pet being unrestrained, and the work remains stopped for ten (10) days or longer, the owner will reimburse Project Home for all incurred costs associated with the job. In this case, reimbursement will be due upon termination of the job.

### *Animals That Assist Persons With Disabilities*

*The pet policy will be reviewed when applied to animals that assist persons with disabilities. This exclusion applies to both service animals and companion animals as reasonable accommodation for persons with disabilities. To be excluded from the pet policy, the resident must certify:*

- *That there is a person with disabilities in the household*
- *That the animal has been trained to assist with the specified disability*
- *That the animal actually assists the person with the disability*

Every year in the United States approximately 800,000 dog bites are severe enough to require medical treatment. Some turn out to be fatal. Legally, a pet owner whose pet bites someone can be subjected to severe and expensive penalties. Whenever an animal bites a person, the incident is required by law to be reported to the county enforcement agency. The Project Home pet policy is in place to protect our employees from harm, and the homeowner from fines or legal action.

*Turn Over*



## Customer Bill of Rights

Weatherization services help homeowners and renters reduce energy consumption while increasing comfort in their homes by helping keep them cooler in summer and warmer in the winter. Addressing weatherization problems can make home environments healthier and safer. The services provided by the weatherization agency are guaranteed based on federal consumer protection laws.

### The right to safety:

- Consumers have a right to be protected from unsafe products.
- In 1972, the Consumers Products Safety Commission was created by Congress to "protect the public from unreasonable risks of injury from consumer products."
- You have the right to request Safety Data Sheets (SDS) from the agency or installer.
- Customers of the program have the right to ask if someone seeking entrance to their home is carrying a concealed firearm or other weapon, and the right to refuse entry to an individual carrying a weapon.

### The right to be informed:

- This has been interpreted to mean that consumers have the right to know exactly what they are buying, the terms of the sale and guarantees, and the risks that might accompany the use of a product.
- There is no cost to income-eligible customers for the weatherization services provided.
- Consumers will be provided a detailed work agreement prior to any weatherization measures being installed.
- When applicable, owners of rental property will be informed of the estimated cost of weatherization and the portion they are responsible for. The owner of the rental property must make full payment for the estimated cost prior to commencement of weatherization work. When all work is completed, the cost to the owner will be recalculated based on actual costs. Underpayment must be made by the owner to the weatherization agency; overpayment will be reimbursed to the rental property owner.

### Warranty Information

All non-appliance weatherization work will be guaranteed by the weatherization agency or their contractor for a period of one year from the date of final inspection. Appliances, including but not limited to water heaters, furnaces, refrigerators, and freezers will be guaranteed for one year from the date of installation. Manufacturer warranties that extend beyond one year will begin concurrent with the one year warranty. Manufacturer warranty service beyond the one-year limitation must be completed through contact with the manufacturer or the manufacturer authorized dealer or service center. The initial one-year warranty will be serviced through the weatherization agency or designated subcontractor. You should receive contact information from each subcontractor for warranty service. Your weatherization agency, **Project Home Inc.**, can be contacted at: 608-246-3737. For the initial one-year warranty period, if you do not receive satisfactory warranty service from the agency subcontractor, you should contact the weatherization agency. In the event warranty service is not resolved through the weatherization agency, you may contact the Home Energy Plus hotline at: **1-866-HEATWIS**.

Your initial contact regarding inquiries or complaints should be with the weatherization agency at the agency contact information listed above. If your inquiry or complaint is not resolved by the agency, you may call: **1-866-HEATWIS**.

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