

Program:	Weatherization Assistance Program (WAP) Central Heating Improvement Program (CHIP) Home Accessibility Repair Program (HARP) Lead Hazard Reduction Grant Program (Federal Lead) Maine Lead Paint Hazard Abatement Program (State Lead)	MHN #	2020-009
Issued by:	MaineHousing, Energy and Housing Services	Effective Date:	10/01/2020

This MaineHousing Notice is being issued to provide clarification regarding the requirement for CAAs to provide Customer Satisfaction Survey cards to recipients of MaineHousing programs administered through the Energy and Housing Services division.

1. Revised Program Guides

Reference: HARP Guide (Effective 10/01/2020)
Lead Guide (Effective 10/01/2020)
CHIP Guide (Effective 10/01/2020)
WAP Guide (Effective 10/01/2020)

Survey requirements have been added to program guidance and revised Guides will be posted to the CAA. Portal effective 10/01/2020.

2. Customer Satisfaction Surveys

Reference: WAP Guide, Section 6(C)(6)
CHIP Guide, Section X
HARP Guide, Section B8(F)
Lead Guide, Section B13

Applicant feedback is an important component of delivering MaineHousing programs. As such MaineHousing has created survey cards for CAAs to provide to recipients of program grants. MaineHousing will provide a supply of survey cards to each CAA.

The following requirement has been added to program guidance.

- (1) The CAA must provide a *Client Satisfaction Survey* card to every Applicant whose unit is reported as completed. The survey card may be provided to the Applicant at any time after services commence, but no later than completion of a unit inspection.
- (2) CAAs should, hand-deliver the survey card to Applicants. The CAA must advise the Applicant that the survey card provides an opportunity for the Applicant to inform MaineHousing of his/her experience with the services received and that he/she is acknowledging receipt of the survey card when signing off on completion of the job. Inform the Applicant that MaineHousing is asking for feedback from all Applicants whether positive or negative.
- (3) CAAs should explain that the survey card can be completed and submitted electronically by scanning the Quick Response (QR) code with their smart phone camera or by completing and mailing the survey card, which is preaddressed to MaineHousing

3. Inspection Completion Forms

Reference: WAP, *Inspection Completion*
CHIP, *Statement of Completion*
HARP, *Certificate of Final Inspection*
Lead, *Certificate of Final Inspection*

Applicant's acknowledgement of the receipt of the Program's survey card has been added to Program inspection completion forms and revised forms will be posted to the CAA Portal effective 10/01/2020.

4. Notice Contact

Kim Ferenc, *Manager of Housing and Weatherization* ■ 207-626-4684 ■ kferenc@mainehousing.org
