Whole Home Standard Operating Procedures for income eligible exemptions:

 Set forth below are the special circumstances that will allow Ace to deviate from the contract signed between the County of Lackawanna and Ace of Nepa

For Homes previously weatherized, Ace may take on necessary repairs if the unit adheres to the following conditions:

1. The client seeking repairs is a homeowner, not a Landlord
2. The necessary repairs pose a health and safety risk
3. The Home has been weatherized in the last 7 years
4. The client must submit to having one of our auditors check the scope of work to ensure scope adheres to health and safety program requirements
5. The client adheres to the income eligible guidelines, namely falling below 200% Federal Poverty
6. Work can be done upon solicitation of 3 bids and procurement of a licensed contractor

For Homes exceeding the 200% Federal Poverty Level but under the 300% Federal Poverty Level, Ace can perform the necessary repairs if the unit adheres to the following conditions:

1. The client seeking repairs is a homeowner, not a Landlord
2. The necessary repairs pose a health and safety risk
3. The client adheres to the income eligibility guidelines, namely falling below the 300% federal Poverty Level
4. Work can only be done after the solicitation of 3 bids and the procurement of a licensed contractor
5. The client **MUST** submit to having one of our auditors, as well as a certified home inspector inspect the scope of work required. **The cost for the home inspector MUST be paid for by the client**