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RESEARCH &
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Community Housing Partners

550 Industrial Drive, Christiansburg, VA 24073 | (540) 260-9081, TTY: 711, fax: (540) 260-9084 | www.CommunityHousingPartners.org



Quality Assurance Inspection Policies and Procedures Manual

QA Remote Monitoring (Description)

This type of inspection is similar to an in-field inspection but limiting the amount of personnel during the onsite visit. It encompasses a comprehensive desk review of all job documentation from intake to the final agency inspection. During the desk review, any health and safety issue(s) is found, it will be highlighted for further discussion and verification during the remote video inspection.

In person monitoring may be required for jobs that contain serious/questionable health and safety concerns and/or numerous discrepancies.

QA Workflow/Steps

Step 1: Grantee Communicates to Subgrantee (Job Selection)

Step 2: Subgrantee Uploads Job Information (Secured/Approved Website Platform)

Step 3: Comprehensive Desk Review

Step 4: Remote Experience (Diagnostic Testing)

Step 5: Quality Assurance Report

Grantee Communicates to Subgrantee

The Grantee will confer with the Subgrantee on appropriate job selection in order to ensure most efficient and effective practice. The below items will be determined prior to uploading designated job documentation (see "Desk Review").

- Program Year
- Funding source
- Fuel type
- Telecommunications Ability
- Location
- Date of Completion
- Number of Inspections

These documents will be sent to the Subgrantee in advance in order to prepare for the QA Remote inspection:

- CHP QA Policy and Procedures Manual
- CHP Inspection needs document



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Subgrantee Uploads Job Information

- The Subgrantee will upload all required documentation into the secured/approved website.
- Each document will be digitized and named separately to maintain an efficient status during the QA inspection process. Ensure all documents are legible and each page is oriented properly. If any documents are missing, the Grantee will immediately be notified and an alternate job will need to be uploaded.
 - Data Collection Form
 - Photo Documentation (Energy Audit, Interim, Quality Control Inspection)
 - Energy Modeling Input
 - Final Energy Modeling Report
 - Work Scope
 - ASHRAE Calculations (Pre, Targeted and Post)
 - Manual J, D, S Calculations
 - AHRI Certificate (new Heat Pump/ AC installs)
 - Change Order(s)
 - Final Invoice(s)
 - Quality Control Inspector's Report

Comprehensive Desk Review

Once the jobs in question are uploaded into the secured/approved website the inspector will review each document and provide a thorough analysis based on objective interpretation. Energy audit discrepancies will be identified by reviewing photos, the house plot and the software modeling. The work scope will be compared to the final measures report and the quality control inspection form. Invoices will be reviewed and any signs of mismanaged funding will be reported. The final report will also include any questionable and/or concerning items.



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Remote Experience

In effort to maintain completeness, accuracy and efficiency, diagnostic testing will be conducted on all jobs using a video conferencing platform (Lifesize, ZOOM, Facetime, etc.). This virtual experience will be hosted and scheduled by CHP after all desk reviews have been performed. The subgrantee will broadcast live audio/video to the CHP inspector when executing all diagnostic testing requested by the inspector (asterisk minimum requirement). A client interview may also be necessary.

Broadcast Live Diagnostic Tests:

- Blower Door*
- CAZ Testing*
- Zonals
- Exhaust Flow*
- Pressure Pans
- Thermal Imaging

Quality Assurance Report

The cover page of the QA Report contains a summary of:

- Number of Jobs Reviewed
- Housing Type(s)
- Project Start Date
- Work Scope Measures (#)
- Health and Safety Measures (#)
- Measures Passed (#)
- Measures Failed (#)
- Audit Discrepancies (#)
- Missed Opportunities (#)
- Health and Safety Concerns (#)
- Energy Conservation Measures (#)
- Incidental Repair Measures (#)
- Questionable Measures/Items (#)

Each job will be separate in the final report and will containing the following information (to include the above information):

- Client / Subgrantee / Auditor / QCI
- Quality of all installed measures pursuant to standard work specifications, international residential codes, and/or authority having jurisdiction