



## Ithaca Neighborhood HOUSING SERVICES

### Energy Upgrades Frequently Asked Questions

**Q: Why should I choose INHS to help me with my project?**

A: At INHS we help you with every step of your energy improvement project including a comprehensive house evaluation and professional advice. Since we aren't selling you anything, you're offered an independent second opinion on what energy measures are best for you. We also provide low-interest loans for both energy and non-energy work.

**Q: Once I apply for assistance, how does it all work?**

A: Here are the basic steps:

You complete our application and our loan officer determines what programs you may qualify for  
Our construction manager inspects your house and helps you decide what work to do  
You hire a contractor to do an energy audit, prepare a proposal, and give you a cost estimate  
We work with you to finalize your loan request  
Your loan is approved, the contractor completes the work, and we do a final inspection

**Q: How long does it all take?**

A. Time from application to completion of the project will vary. It frequently takes a few months. Bear in mind the time of year can make a difference. Contractors for this type of work are busiest in the fall and winter. Late spring or summer is the best time to get started.

**Q: Does my house have to meet certain requirements?**

A: Yes, your house has to pass basic health and safety checks.

**Q: Can I get other non-energy work done too?**

A: INHS can loan you money for other work through our home improvement program

**Q: Can I work with any contractor I'd like? Can any contractor do the work?**

A: Energy contractors have to have special certification. INHS will work with you to pick the certified contractor that best meets your needs.

**Q: I already have a proposal from a contractor. Do I still need an inspection from INHS?**

A: Yes, we frequently suggest changes that will help you get the best job. Contractors are generally quite willing to make changes, even to a signed contract, based on our input.