

URGENT COVID-19 ANNOUNCEMENT

BayREN is writing today to help our Multifamily program participants and community better understand our plans and how we intend to help support you during these difficult times.

Your health and safety, as well as that of our Bay Area residents, is of the utmost importance to BayREN, the Bay Area Multifamily Building Enhancement Program Team, and all of the BayREN local government member agencies. To that end, we strongly encourage that all participants adhere to the State mandated 'Shelter in Place' provisions. This means following all guidelines and limiting site visits and building upgrades to emergency repair and replacement needs only, and following CDC communications regarding social distancing, equipment sanitizing, and personnel safety best practices.

Please check out the CDC's site [here](#) for helpful information.

We want you to know that we support you now more than ever! While it may be difficult enroll new projects with the same ease and speed, we are continuing remote program operations where possible.

(Insert message corresponding with project status).

To better understand and create opportunities for you and our community to thrive, we would appreciate hearing from you regarding what you need to help you and your residents. Please reach out to us at multifamily@bayren.org to let us know, or if you have any questions.

For Report Sent Projects:

Option 1: Given that your TA has already completed a site visit and completed a report, you can work with your TA to develop a qualifying SOW and reserve your rebate.

Option 2: We understand that your TA has been able to complete a site visit for your property and has provided you with a report/ memo with all possible recommendations. Your TA will reach out to you soon to help you develop a qualifying scope of work and reserve your rebate. Please feel free to reach out to your TA with any immediate questions in the interim.

For Projects Ready for Close Out:

We are pleased to know that you have completed all of your Energy Conservation Measures (ECMs) and are ready to claim the rebate. Although we are not conducting site visits until the shelter-in-place mandates are lifted, we are happy to work with you on verifying that the ECMs were installed correctly through photos and invoices. This will help us expedite the close out process once we are able to visit the site. BayREN is developing alternative close out processes to help program participants in these challenging times. Your TA will reach out to you soon with further details. Please feel free to reach out to your TA with any immediate questions in the interim.

For Reserved Projects:

We value your participation in the program. Your TA will reach out to you soon to help you determine how to best move forward on your reserved scope of work. Please feel free to reach out to your TA with any immediate questions in the interim.

For Projects in TA:

We have received your interest in the program and value your participation. Although we are not conducting site visits until the shelter-in-place mandates are lifted, your Technical Assistant (TA) will reach out to you soon to learn more about your property and goals, and will help you to determine how to best move forward in developing your scope of work and potentially reserving your rebate.