



June 28, 2018

Dear Participating Contractors,

Effective Internal Quality Management (IQM) procedures can have a significant impact on improving customer satisfaction, enhancing project efficiency, reducing callbacks and creating greater profits. In July, The NY Residential Existing Homes Program will be hosting regional workshops on **IQM & Failed Inspection Report Avoidance** for contractors participating in the Programs.

Workshops are planned for the following cities:

Wednesday, July 11, 2018

Fairfield Inn & Suites Buffalo Airport

4271 Genesee Street
Cheektowaga, NY 14225

Thursday, July 12, 2018

Holiday Inn & Suites Rochester - Marketplace

800 Jefferson Road
Rochester, NY 14623

Friday, July 13, 2018

Courtyard Syracuse Carrier Circle

6415 Yorktown Circle
East Syracuse, NY 13057

Monday, July 16, 2018

Hampton Inn & Suites Newburgh Stewart Airport

1 Crossroads Court
Newburgh, NY 12550

Tuesday, July 17, 2018

CLEARResult

2 Wall St
Albany, NY 12205

Workshops will run from 9 a.m. to 1 p.m. Additional details regarding times and event registration will be circulated shortly. Please save the date that works best for you.

NYSERDA will also be announcing the schedule for the annual regional meetings, to be held in late summer. More information on those meetings to follow.

Sincerely,
The NY Residential Existing Homes Team

About NYSERDA

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs and funding opportunities, visit nyserdera.ny.gov or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)