



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](http://nyserdera.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)