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Heating Emergency Assistance Retrofit Task Weatherization Assistance (HEARTWAP)

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Program Description

Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP) provides heating system repair and replacement services to low-income households.

The program is administered by a network of local agencies, in most areas the same agency that administers the Low Income Home Energy Assistance Program (LIHEAP or Fuel Assistance) program. See the "Where to Apply" link to contact the local agency. HEARTWAP contracts with heating system service companies to complete the work for eligible households.

Eligible Applicants

Households that are eligible for LIHEAP, up to 200% of the Federal Poverty Level are eligible for HEARTWAP services. The program is designed primarily to serve homeowners. Landlords are required to maintain the heating system for their tenants under the Massachusetts State Sanitary Code.

Eligible Activities and Funding Requirements

Through the heating season, the program is primarily an emergency-based heating system repair program that helps eligible homeowners pay to repair or replace defective or unsafe heating systems. If sufficient funds are available after the heating season, HEARTWAP will complete maintenance work (clean and tunes) and replace heating systems that are in poor condition and not worth repairing. Funds are also available for asbestos abatement only as needed to enable heating system repairs or replacements to be completed safely.

Funding Limits

There are maximum allowable expenditure limits for different types of heating system activities. In some instances households may be required to provide a co-payment. Local agencies attempt to utilize all available utility funds for system replacements in an effort to minimize the need for client contributions.

Selection Criteria

Households are served based on need. Typically, a LIHEAP (Fuel Assistance) eligible homeowner who has a no-heat or unsafe heating system situation will call the local agency. The agency contracts with licensed and insured heating repair technicians to fix the problem. To the greatest extent possible local agencies will work with the customer's service dealer of record.

How To Apply

Eligibility for HEARTWAP services is based on eligibility for the LIHEAP or Fuel Assistance program. Interested customers should contact their local Fuel Assistance agency for application information. Households will be required to verify their income, household characteristics, address and home ownership.

[Heating Assistance - Service Locator](#)

Application Guidelines

HEARTWAP serves LIHEAP eligible households up to 200% of the [Federal Poverty Level](#). [PDF](#) See the Income Guidelines for additional information.

Additional Program Information

[FY 2009 HEARTWAP Program Guidance](#) [PDF](#)



**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF HOUSING AND COMMUNITY
DEVELOPMENT**



City Town Resources Listing Page

Community	Salem	
Local Housing Authority	Salem Housing Authority 27 CHARTER STREET SALEM, MA 01970 978-744-4432	Map
Fuel Assistance	North Shore Community Action Programs, Inc. (NSCAP) 98 Main St. Peabody, MA 01960 (978) 531-8810 Information only (978) 531-0767, ext. 136	Map
Weatherization Services	North Shore Community Action Programs, Inc. (NSCAP) 98 Main St. Peabody, MA 01960 (978) 531-8810 Information only (978) 531-0767, ext. 136	Map
Heating System Services	North Shore Community Action Programs, Inc. (NSCAP) 98 Main St. Peabody, MA 01960 (978) 531-8810 Information only (978) 531-0767, ext. 136	Map

Other Resources	
Affordable Housing Units for Sale	Subsidized Housing Inventory
Approved Plans for Housing	Community Development Plans

[FY 2009 HEARTWAP Budget Forms](#)

Contact

For additional information about HEARTWAP, the Fuel Assistance Program or Weatherization, please call the HEATLINE at 1-800-632-8175.

For more information about other DCS programs, please call: 617-573-1400

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