

RESNET® HERS® Addendum 108i

Corrective Actions for Failed File or Field QA Review

Date Approved:	July 3, 2026
Voluntary Compliance Date:	NA
Mandatory Compliance Date:	July 3, 2026
Transition Period:	NA
Proponent:	RESNET Management and Staff
Organization:	RESNET

Purpose:

The implementation of the RESNET QA App materially increased the transparency, consistency, and sensitivity of quality assurance reviews across the RESNET system. As intended, the App identified a greater number of errors, inconsistencies, and technical findings that previously may not have been captured through traditional sampling and manual review processes. The mandatory probation language risked over-applying formal disciplinary status in circumstances where corrective coaching, enhanced oversight, and additional QA review were the more appropriate response. The interim addendum amendment preserves all existing corrective action, increased scrutiny, and suspension authorities, while ensuring probation remains a meaningful disciplinary tool reserved for circumstances that genuinely warrant it.

Amendment:

Amend Section 905.6.4 as follows:

905.6.4 When in the course of quality assurance file or field review, in a twelve (12) month period from January 1st through December 31st, the Quality Assurance Designee determines that three or more rating files consecutively fail file and/or field QA

review or that field work (e.g. testing or inspections of minimum rated features) is being completed inaccurately or incompletely, the following, at a minimum, shall occur:

905.6.4.1 The Provider shall create and execute a customized coaching action plan to address the inaccuracies and the gaps in understanding of the identified verification, testing and/or modeling skills;

905.6.4.2 If the noncompliant ratings are due to errors found in QA File review, the Rater's next three (3) ratings submitted ~~following completion of the probation corrective action plan~~ shall receive QA File review and shall not count toward the required minimum 10% of file QA;

905.6.4.3 When appropriate (e.g. the HERS Rater/RFI previously struggled with field compliance, a piece of equipment is used in the rating that is not commonly found in the market or used by a builder, field test results are out of typical range for the market, etc.), a QA Field review shall be completed by the Quality Assurance Designee on a minimum of one of the ratings that were out of compliance. Where QA Field review of the specific dwelling is not possible, the next available unit shall receive a QA Field review;

905.6.4.4 If the noncompliant ratings are due to inaccurate or incomplete field work, the Rater and/or RFI Field QA reviews shall be increased by 1 rating for low-volume Raters/RFIs or 2 ratings for all other Raters/RFIs.

905.6.4.15 The If the Rater/RFI does not cooperate with facilitating the request for additional QA reviews, or if the Rater/RFI does not make significant improvement on the identified verification, testing and/or modeling skills, then the Rater/RFI shall be placed on probation;