

<b>Program:</b> HEAP Fuel Assistance	<b>MHPN #</b> 2025-HEAP-006
<b>Action:</b> PY2026 HEAP Updates	<b>Effective Date:</b> 09/25/2025
<b>Issued by:</b> MaineHousing, Energy and Housing Services	<b>Expired Date:</b>

**This MaineHousing Notice is being issued to provide updates about HEAP****1. Information****HEAP Out of Compliance Policy**

Per the HEAP Rule (Chapter 24) – Community Action Agencies (CAA) must certify or deny an Application within 30 business days from the Application Received Date.

The HEAP Rule provides that a CAA may request a waiver from MaineHousing to allow up to forty-five (45) business days to certify or deny an Application for good cause. This waiver must be requested by the CAA.

If a CAA has not requested a waiver and is outside of the 30-business day timeframe or has requested a waiver and is outside of the 45-business day timeframe, MaineHousing will set up a call with the CAA to discuss processing delays, and ways to bring CAA back into compliance.

If the CAA remains out of compliance for more than fifteen (15) business days following the call with MaineHousing, MaineHousing will issue a Deficiency Notice to the CAA in accordance with the Subgrant Agreement and ask the CAA to provide a written plan to bring the CAA back into compliance, including timeframes and dates for resolution. The written plan will be due to MaineHousing within five (5) business days.

If the CAA remains out of compliance for more than fifteen (15) business days following the submission of the written plan, MaineHousing will set up a call with the CAA to discuss putting them on a corrective action plan based on the written plan the CAA had proposed to bring the CAA back into compliance.

If the CAA cannot meet the requirements of the corrective action plan, MaineHousing may choose to exercise its rights under the Subgrant Agreement, which includes, but is not limited to, withholding payments, suspension, termination, and legal action to recover damages.

**Certification Waiver**

MaineHousing will approve waivers for applications certified outside of the 30-business day timeframe in a batch format. A CAA may request a daily waiver for those files which will be certified on that business day and are out of compliance for the certification requirement.

**2. Notice Contact**

Sarah Johnson, Manager of HEAP ■ 207-624-5777 ■ [sjohnson@mainehousing.org](mailto:sjohnson@mainehousing.org)

Bobbi Crooker, Director of Energy and Housing ■ (207) 626-4601 ■ [bcrooker@mainehousing.org](mailto:bcrooker@mainehousing.org)

*Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of protected classes under the applicable federal and state nondiscrimination laws, in the admission or access to, or treatment in, its programs and activities and in employment. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Kelley Stonebraker, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice), Maine Relay 711, or Email [EqualAccess@mainehousing.org](mailto:EqualAccess@mainehousing.org).*

