

Owner's Letter of Assurance : WELL WELL v2, Q2 2021

Instructions

WELL Certification is determined by onsite Performance Verification and documentation, including Letters of Assurance from the appropriate professionals overseeing the implementation of a specific WELL feature and component parts during design, construction or operations. The template should be completed, signed and submitted as part of the documentation package.

1. Place a checkmark at every part completed and leave blank those that are not being pursued or being completed by another team member.
2. Initial every feature completed and leave blank those that are not being pursued or being completed by another team member.
3. Sign and date at the bottom of this letter.

If an individual other than the Owner is responsible for any of the requirements contained in this Letter of Assurance, he/she is permitted to sign off on the respective requirements but must complete a separate Letter of Assurance for those specific requirements. This individual should submit a different copy of this form and check the boxes as it pertains to his/her own responsibility. On his/her own Letter of Assurance form(s), this individual should sign and complete the final page and include a description of his/her role on the project next to his/her signature.

The scope of this letter of assurance is as follows (please initial):

Intent stage
(for Precertification only)

☐

The information contained in this document is accurate as of current designs and anticipated project operations.

Implementation stage
(for Precertification or WELL Certification)

☐

This document is prepared in relation to final construction documents and/or implemented operations and policies.

Check	Air	Initials
	A01 Air Quality	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 4: Meet Thresholds for Radon

All Spaces:

For regularly occupied spaces at or below grade, one of the following requirements is met:

☐

a. The radon is 0.15 Bq/L [4 pCi/L] or lower, as tested by a professional demonstrated not to have a conflict of interest with the WELL project. One test is conducted per 25,000 ft² of regularly occupied space at or below grade.

☐

b. All regularly occupied spaces at or below grade meet Feature A03, Part 1, Option 1.

	A02 Smoke-Free Environment	<input type="checkbox"/>
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This project satisfies the parts selected below:

Part 2: Prohibit Outdoor Smoking

All Spaces:

Smoking and the use of e-cigarettes is prohibited in the following areas, with signage present to clearly communicate the ban:

- ☐ a. Outdoors at ground level within 25 ft (or the maximum extent allowable by local codes) of all entrances, operable windows and building air intakes.¹³ Signage is present to clearly communicate the ban. In outdoor areas within the project boundary that allow smoking (if any), signs are placed along walkways (not more than 100 ft between signs) that describe the hazards of smoking.¹⁴
- ☐ b. On decks, patios, balconies, rooftops and other occupiable outdoor areas above ground level.

A08 Air Quality Monitoring and Awareness

☐

This project satisfies the parts selected below:

Part 2: Promote Air Quality Awareness

All Spaces:

Information about the air quality measured in Part 1 of this feature is made available to occupants as follows:

- ☐ a. Data are presented through one of the following:
 - 1. Display screens prominently positioned at a height of 3.6–5.6 ft with at least one display per 3500 ft² of regularly occupied space.
 - 2. Hosted on a website or phone application accessible to occupants. Signs are present indicating where the data may be accessed at a density of at least one sign per 3500 ft² of regularly occupied space.
- ☐ b. Data presented include one of the following:
 - 1. Concentrations of the parameters measured.
 - 2. Qualitative results of air quality (e.g., colored-coded levels).

A10 Combustion Minimization

☐

This project satisfies the parts selected below:

Part 1: Manage Combustion

All Spaces except Commercial Kitchen Spaces:

Appliance and heater combustion ban

The following requirement is met:

- ☐ a. Combustion-based fireplaces, stoves, space heaters, ranges and ovens are not used in occupiable spaces.⁶

AND Engine exhaust reduction

The following requirement is met:

☐

a. Vehicle engine idling for more than 30 seconds is prohibited in all pick-up, drop-off and parking areas at the building site controlled by the project. "No idling" signage is present at these locations indicating this rule.

Check	Water	Initials
	W08 Hygiene Support	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 1: Provide Bathroom and Handwashing Accommodations

Commercial Kitchen Spaces & Commercial Dining Spaces:

Provide Handwashing Signage in Commercial Kitchens

The following requirement is met:

☐

a. Clear signage directing toward the nearest handwashing location is present at the entrance to all areas intended for food preparation and consumption.

Check	Nourishment	Initials
	N01 Fruits and Vegetables	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 2: Promote Fruit and Vegetable Visibility

All Spaces:

Fruit and vegetable promotion

If foods are sold or provided on a daily basis by (or under contract with) the project owner, fruits and vegetables meet one of the following requirements:

☐

a. Placed at eye-level or just below eye-level.^{9,11,12}

☐

b. Displayed on the countertop, table or other visible surface.¹³

☐

c. Placed at point-of-sale or point-of-purchase.^{9,11,12}

☐

d. Placed at the end of aisles.^{9,11,12}

☐

e. Placed at the beginning of food service lines.^{9,11,12}

☐

f. Visible from the food outlet entrance.¹⁴

Commercial Dining Spaces:

Healthy menu design

If foods are sold or provided on a daily basis by (or under contract with) the project owner, fruits and vegetables are presented on menus and menu boards, including digital menus, according to at least three of the following promotion strategies:

- ☐ a. Included as default options throughout the menu.¹¹
- ☐ b. Listed using appealing descriptions.^{15,16}
- ☐ c. Visually highlighted through icons, different colors or bolding.¹⁷
- ☐ d. Listed first in each menu section.¹⁷
- ☐ e. Listed in prominent areas of the menu (e.g., the top, bottom, corners).¹⁷

N02 Nutritional Transparency

☐

This project satisfies the parts selected below:

Part 1: Provide Nutritional Information

All Spaces:

If packaged foods and beverages, including items in vending machines and self-service bulk foods, are sold or provided on a daily basis by (or under contract with) the project owner, the following nutrition information is clearly displayed at point-of-decision on packaging or adjacent signage:

- ☐ a. Total calories per serving or package.
- ☐ b. Macronutrient content (total protein, total fat and total carbohydrate) in weight and/or as a percent of the estimated daily requirements (daily values) per serving or package.
- ☐ c. Total sugar content per serving or package.

Commercial Dining Spaces:

For standard menu items sold or provided by (or under contract with) the project owner, the following requirements are met:

- ☐ a. The number of calories contained in each standard menu item, as usually prepared and offered for sale, is clearly displayed on menus and menu boards.
- ☐ b. The macronutrient content (total protein, total fat and total carbohydrate) and total sugar content of each standard menu item is available upon request.

Part 2: Address Food Allergens

Commercial Dining Spaces:

Food allergy signage

If food is prepared on-site on a daily basis by (or under contract with) the project owner, the following requirement is met:

☐

- a. Point-of-decision signage is present to prompt individuals to report any potential food allergies to staff.

Part 3: Label Sugar Content

Commercial Dining Spaces:

For standard menu items sold or provided by (or under contract with) the project owner, one of the following requirements is met:

☐

- a. Standard menu items do not contain more than 25 g of sugar per serving.

☐

- b. The total sugar content for each standard menu item, as usually prepared and offered for sale, is clearly displayed at the point-of-decision on menus and menu boards (in addition to calories as required in Part 1 of this feature).

☐

- c. Standard menu items containing more than 25 g of sugar per serving are identified by an icon on menus and menu boards. An explanation of the icon and the health risks of high sugar intake is available at the point-of-decision.⁹

N04 Food Advertising

☐

This project satisfies the parts selected below:

Part 1: Optimize Food Advertising

All Spaces:

Food advertising

If foods and beverages are sold or provided on a daily basis by (or under contract with) the project owner, the following requirements are met:

☐

- a. Sugar-sweetened beverages are not advertised or promoted.¹²

☐

- b. Deep-fried food options are not advertised or promoted.¹³

☐

- c. Deep-fried food options are not displayed under heat lamps.

AND Nutritional messaging

All dedicated eating areas and points of sale contain at least two different instances of messaging that promote one of the following:

☐

- a. The consumption of fruits and vegetables.¹³

☐

- b. The consumption of drinking water.^{14,15}

This project satisfies the parts selected below:

Part 1: Promote Healthy Portions

Commercial Dining Spaces:

If foods and beverages are sold or provided on a daily basis by (or under contract with) the project owner, the following requirements are met:

☐

a. All standard menu items do not contain more than 650 Cal, or a version or portion of the standard menu item is available at a smaller size and lower cost for at least 50% of all standard menu items containing more than 650 Cal.

☐

b. Where food is self-serve (e.g., buffet), dishware does not exceed the following sizes per occupant type:

Dishware	Primary School Students	Secondary School Students	Adults
Circular plates, diameter	8 in	10 in	10 in
Non-circular plates, surface area	49 in ²	79 in ²	79 in ²
Bowls, volume	8 fl oz	12 fl oz	16 fl oz
Cups, volume	8 fl oz	12 fl oz	16 fl oz

This project satisfies the parts selected below:

Part 2: Label Food Allergens

All Spaces:

Foods and beverages sold or provided by (or under contract with) the project owner are clearly labeled at point-of-decision on packaging, menus or signage to indicate if they contain the following common food allergens:

☐

a. Peanut.⁶

☐

b. Fish.⁶

☐

c. Shellfish.⁶

☐

d. Soy.⁶

☐

e. Milk.⁶

☐

f. Egg.⁶

☐ g. Wheat.⁶

☐ h. Tree nuts.⁶

☐ i. Gluten.⁶

N10 Food Preparation

☐

This project satisfies the parts selected below:

Part 1: Provide Meal Support

All Spaces except Dwelling Units & Commercial Kitchen Spaces:

The following supportive amenities are provided in a quantity that meets employee demand in at least one dedicated eating area within a 650 ft walk distance of the project boundary:

☐ a. Cold storage.

☐ b. Countertop surface.

☐ c. Sink and amenities for dish and hand washing.

☐ d. Device for reheating food (e.g., toaster oven, microwave).

☐ e. Dedicated cabinets or storage units available for employee use.

☐ f. Reusable, non-plastic plates, bowls, cups and utensils, including spoons, forks and knives.

☐ g. Cans/bins for garbage, recycling and/or compost.

Dwelling Units:

The following supportive amenities are provided:

☐ a. Countertop surface.

☐ b. Sink.

☐ c. Refrigerator.

☐ d. Cabinets.

☐ e. Stove with hood vented directly to the outdoors.

Commercial Kitchen Spaces:

The following requirements are met:

☐

a. The space contains the proper kitchen equipment and infrastructure to prepare and serve meals on-site.

☐

b. At least one meal is prepared and served on-site on a daily basis.

N11 Responsible Food Sourcing

☐

This project satisfies the parts selected below:

Part 1: Implement Responsible Sourcing

All Spaces:

Sustainable labeling

Sustainable and humane agriculture is promoted through the following, as applicable:

☐

a. Certified organic and sustainable products are labeled at point-of-decision.

☐

b. Local farms or sources are advertised at point-of-decision for locally sourced foods.

Check	Light	Initials
	L02 Visual Lighting Design	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 1: Provide Visual Acuity

All Spaces except Dwelling Units:

Predetermined light levels

The following requirements are met:

☐

a. More than 50% of the occupants are under the age of 65.

☐

b. At least 90% of the project area is comprised of the following space types and meets the associated illuminance thresholds:

1. Offices and classrooms: minimum 30 fc at task surface.⁸
2. Lobby, atrium and transition (including corridor and outdoor pathways): minimum 10 fc at floor level.⁸
3. Storage spaces: minimum 10 fc at floor level.⁸
4. Dining, Lounge and Restrooms: minimum 10 fc at task surface.⁸

Check	Movement	Initials
	V02 Ergonomic Workstation Design	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 1: Support Visual Ergonomics

Office Spaces:

Desktop computer monitors

All computer monitors can be positioned by the user (monitor height, viewing angle, horizontal distance), through one or more of the following:

- ☐ a. Monitors with built-in height and angle adjustment.^{10,11}
- ☐ b. Monitor stands or arms that allow height, angle and horizontal adjustment.^{10,11}

AND Laptop computers

All laptops meet one of the following requirements:

- ☐ a. The laptop is paired with an external keyboard, mouse and stand such that the laptop screen can be positioned by the user (height, viewing angle, horizontal distance).¹¹
- ☐ b. The laptop is used with an external monitor that meets Option 1.¹¹

Part 2: Provide Height-Adjustable Work Surfaces

Office Spaces:

At least 25% of all workstations can be adjusted by the user for both seated and standing work, through one of the following:

- ☐ a. Manual or electric height-adjustable work surfaces that provide users with the ability to customize workstation height at both seated and standing positions.^{10,11}
- ☐ b. Supplemental solutions (e.g., stand) that allow all or part of the work surface, monitor and primary input devices (e.g., keyboard, mouse) to be raised or lowered to seated or standing heights.^{10,11}

Part 3: Provide Chair Adjustability

Office Spaces:

All seating at workstations can be adjusted by the user, including the following:

- ☐ a. Seat height.^{10,11}
- ☐ b. Seat depth.^{10,11}
- ☐ c. One additional adjustability requirement:
 - 1. Backrest height and lumbar support.^{10,11}
 - 2. Backrest angle.^{10,11}
 - 3. Armrest height and distance between armrests.^{10,11}

Part 4: Provide Support at Standing Workstations

All Spaces:

All workstations in which users are regularly required to stand for 50% or more of their working hours (e.g., assembly line station, hotel check-in counter, supermarket check-out counter) incorporate at least two of the following:

- ☐ a. Anti-fatigue mats, impact reducing flooring or a similar strategy.¹²
- ☐ b. Recessed toe space at least 4 in depth and height.¹³
- ☐ c. A footrest or footrail.^{12,14}
- ☐ d. A leaning chair.^{12,14}

V03 Circulation Network

☐

This project satisfies the parts selected below:

Part 1: Design Aesthetic Staircases

All Spaces:

At least one staircase is open to regular occupants, services all floors of the project and is aesthetically designed through the inclusion of at least two of the following on each floor:

- ☐ a. Music.⁷
- ☐ b. Artwork.⁷
- ☐ c. Light levels of at least 215 lux when in use.^{7,18}
- ☐ d. Windows or skylights that provide access to daylight.^{7,18}
- ☐ e. Natural design elements (e.g., plants, water features, images of nature).⁷
- ☐ f. Gamification.¹⁷

Part 2: Integrate Point-of-Decision Signage

All Spaces:

At least one staircase is open to regular occupants, services all floors of the project and is supported by the following:

☐

a.

Point-of-decision signage is present at the following locations:

1. Near the main building entrance or the reception desk.⁷
2. At elevator or escalator banks on each floor.⁷
3. At the base of stairs and stairwell re-entry points on each floor.⁷

☐

b. If stairs are not visible from signage locations, wayfinding signage is used to guide occupants to the stairs.⁷

V07 Active Furnishings

☐

This project satisfies the parts selected below:

Part 1: Provide Active Workstations

Office Spaces:

Active workstations are available to all employees who primarily work at stationary workstations (e.g., desk) and present in quantities described in the table below and may include the following types:

☐

a. Manual or electric height adjustable desks that provide users the ability to customize workstation height at both seated and standing positions.

☐

b. Supplemental solutions that allow all or part of the work surface and all input devices (monitor or screen, keyboard, mouse) to be raised or lowered to seated or standing heights.

☐

c. Treadmill desk.

☐

d. Bicycle desk.

☐

e. Stepper machine.

Tier	Active Workstation Quantity	Points
1	At least 50% of workstations	1
2	At least 90% of workstations	2

Check

Mind

Initials

M10 Tobacco Cessation

☐

This project satisfies the parts selected below:

Part 2: Limit Tobacco Availability

Retail Spaces:

The following requirements are met for projects where retail products are sold on a daily basis:

☐

a. Sale of tobacco products (including e-cigarettes) is prohibited.¹¹

☐

b. Tobacco products (including e-cigarettes) are not marketed or promoted.¹²

Check	Community	Initials
	C13 Accessibility and Universal Design	<input type="text"/>

This project satisfies the parts selected below:

Part 3: β Support Inclusive Building & Neighborhood Wayfinding

All Spaces:

Information is provided for the building in a way that meets the following requirements:

☐

a. Is present in a physical format (e.g., printed signage, digital display) at the main building entrance and at least one additional functional building entrance, if present.

☐

b. Is available in an electronic format (e.g., website, mobile application).

☐

c.

All formats meet the following:

1. Include audio and/or braille that is compliant with ICC/ANSI A117.1-2003.
2. Use clear and simple language.⁹
3. Include more than one language.⁹
4. Include contact information for assistance services (e.g., screen readers, listening systems, wayfinding apps).

☐

d. All formats include a local amenities directory that meets the following:

1. Displays the location of at least 8 existing use types (as defined in Appendix V1) relative to the building.
2. Displays the location of all public transit stops located within a 400 m [0.25 mi] walk distance of the main building entrance, if present.

☐

e.

☐

f. All formats include a site map of the building that shows the following, if present, using easily recognizable symbols:

1. Bathrooms.
2. Drinking water stations.
3. Information services.
4. Areas for resting or sitting.
5. Wayfinding landmarks.²¹
6. Accessible pathways.²²
7. Emergency exits.

☐

g. All formats include a sensory map of the building that shows the following, if present, using easily recognizable symbols:^{9,22}

1. Restorative spaces.
2. Loud sounds.
3. Crowded spaces.
4. Flashing lights.
5. Strong smells.

C16 β Housing Equity

☐

This project satisfies the parts selected below:

Part 1: Allocate Affordable Units

Dwelling Units:

The following requirements are met:

☐

a. A percentage of units is allocated for tenants whose incomes are at or below an income limit that projects select relative to local median household income [e.g., Area Median Income (AMI)], adjusted for family size, per the table below:

Tier	Units Allocated	Income Limit Selected	Points
1	20% or more	0 - 50% of local median	1
2	40% or more	51 - 80% of local median	1
3	100%	0 - 80% of local median	2

☐

b. Total annual housing costs (defined as rent and utilities) paid by affordable unit tenants are less than 30% of the income limit selected in requirement (a).

☐

c. Housing costs are maintained for the duration of a project's WELL Certified status.

☐

d. All affordable housing units are tenure blind.

☐

e. In projects with 10 or more affordable housing units, at least 50% of allocated units must have two or more bedrooms and at least 10% of allocated units must have three or more bedrooms.

By signing below, I represent that, to the best of my knowledge, all of the responses provided on this form are accurate and made in good faith.

Printed Name: _____

Signature: _____

If the individual using this form is not in the role of Owner, provide a description of the individual's project role, including justification of their ability to sign off on the above requirements, here:

Project Role: _____

Explanation: _____
