

Owner's Letter of Assurance : WELL WELL v2, Q3-Q4 2024

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:

Above-grade

One of the following requirements are met in regularly occupied spaces:

- a. Is completely located on or above the third floor of the building.
- b. Is constructed with raised-pier foundations (e.g., without a solid perimeter wall) and all mechanical equipment is elevated off the ground.

A02 Smoke-Free Environment

☐

This project satisfies the parts selected below:

Part 2: Prohibit Outdoor Smoking

All Spaces:

No smoking signage

The following requirements are met:

- ☐ a. Clear and visible permanent signage prohibiting smoking and vaping is located within 3 m of all functional building entrances, operable windows and building air intakes that open to any occupiable outdoor area.
- ☐ b. Clear and visible permanent signage describing the hazards of smoking is located in all outdoor areas designated for smoking and vaping.

OR-----

AND No applicable outdoor spaces

The following are not present within the project boundary:

- ☐ a. Any occupiable outdoor areas (e.g., decks, patios, balconies, rooftops, walkways)
- ☐ b. Functional building entrances.

A04 Construction Pollution Management

☐

This project satisfies the parts selected below:

Part 1: Mitigate Construction Pollution

All Spaces:

No construction activities

The following requirement is met:

- ☐ a. The project has not undergone construction activities after enrollment.

A08 Air Quality Monitoring and Awareness

☐

This project satisfies the parts selected below:

Part 2: Promote Air Quality Awareness

All Spaces:

The air quality data 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 5400 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 5400 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).

☐

- c. Data are updated at least once every 15 minutes.

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 requirements are met for combustion-based fireplaces, stoves, space heaters, ranges and ovens:

☐

- a. Are not used in indoors.⁶

☐

- b. If located outdoors, only use natural gas / propane and are located at least 10 ft from the building.⁸

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

☐

This project satisfies the parts selected below:

Part 4: Provide Handwashing Supplies and Signage

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

☐

This project satisfies the parts selected below:

Part 1: Provide Fruits and Vegetables

All Spaces except Commercial Dining Spaces:

No food offerings

The following requirement is met:

- ☐ a. There are no foods sold or provided on a daily basis by (or under contract with) the project owner.

Part 2: Promote Fruit and Vegetable Visibility

All Spaces:

Food offerings

Fruit and vegetable offerings sold or provided on a daily basis by (or under contract with) the project owner meet the following requirements:

- ☐ a. Fruit and vegetable offerings that are self-serve meet at least one of the following: i. Are located at eye-level or just below eye-level.^{9,11,12} ii. Are displayed on a countertop, table or other visible surface.¹³ iii. Are located at point-of-sale or point-of-purchase.^{9,11,12} iv. Are located at the end of aisles.^{9,11,12} v. Are located at the beginning of food service lines.^{9,11,12} vi. Are visible from the food outlet entrance.¹⁴
- ☐ b. If food is prepared on-site and presented on menus (including digital menus and menu boards), fruit and vegetable offerings meet at least three of the following: i. Are included as default options throughout the menu.¹¹ ii. Are listed using appealing descriptions.^{15,16} iii. Are visually highlighted through icons, different colors or bolding.¹⁷ iv. Are listed first in each menu section.¹⁷ v. Are listed in prominent areas of the menu (e.g., the top, bottom, corners).¹⁷

OR-----

AND No food offerings

The following requirement is met:

- ☐ a. There are no foods sold or provided on a daily basis by (or under contract with) the project owner.

N02 Nutritional Transparency

☐

This project satisfies the parts selected below:

Part 1: Provide Nutritional Information

All Spaces:

Food offerings

For packaged foods and beverages (including items in vending machines) and self-serve bulk foods, 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.

OR-----

AND No packaged food offerings

The following requirement is met:

☐

a. There are no packaged foods and beverages sold or provided on a daily basis by (or under contract with) the project owner.

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 at the point-of-decision.

☐

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 is prepared on-site by (or under contract with) the project owner on a daily basis and the following requirement is met: a. Point-of-decision signage is present to encourage individuals to report their food allergies to food service staff.

Part 3: Label Sugar Content

Commercial Dining Spaces:

Label high sugar foods

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

☐

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

☐

b. Standard menu items containing more than 25 g of sugar per serving are identified by an icon at the point-of-decision, along with an explanation of the icon and the health risks of high sugar intake.

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 spaces 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}

N06 Portion Sizes

☐

This project satisfies the parts selected below:

Part 1: Promote Healthy Portions

Commercial Dining Spaces:

Foods and beverages are sold or provided by (or under contract with) the project owner on a daily basis and meet the following requirements:

- ☐ 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

N09 Special Diets

☐

This project satisfies the parts selected below:

Part 2: Label Food Allergens and Intolerances

All Spaces:

Foods and beverages are sold or provided by (or under contract with) the project owner and all foods and beverages are clearly labeled at point-of-decision (e.g., on packaging, menus, signage) to indicate if they contain the following common food allergens and intolerances:⁶

- ☐ a. Peanut.
- ☐ b. Fish.
- ☐ c. Shellfish.
- ☐ d. Soy.
- ☐ e. Milk.
- ☐ f. Egg.
- ☐ g. Wheat.
- ☐ h. Tree nuts.
- ☐ i. Sesame.
- ☐ j. Gluten.

N10 Food Preparation

☐

This project satisfies the parts selected below:

Part 1: Provide Meal Support

All Spaces except Dwelling Units, Commercial Kitchen Spaces & Guest Rooms:

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.

Guest Rooms:

The following are available for guest use in each guestroom:

☐

a. Refrigerator/mini-fridge (not counting refrigerators dedicated to items that can be purchased).

☐

b. Microwave oven.

☐

c. Bowls, cups and utensils, including spoons, forks and knives.

☐

d. Dish soap.

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

Movement

Initials

This project satisfies the parts selected below:

Part 1: Support Visual Ergonomics

Office Spaces:

The project meets the following requirements:

☐

a. Workstations where desktop computers are used provide support for user adjustability (monitor height, viewing angle, horizontal distance) through one of the following:

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

☐

b. Workstations where laptops are primarily used provide support for user adjustability through at least one of the following:

1. An external keyboard, mouse and laptop stand such that the laptop screen can be positioned by the user (screen height, viewing angle, horizontal distance).¹¹
2. An external monitor that meets requirement a.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 meets the following requirements:

☐

a. The seat height is adjustable.^{10,11}

☐

b. One of the following:¹⁰ i. The seat pan depth is adjustable. ii. The seat pan depth is 16.9 in or less.

☐

c. One of the following:^{10,11} i. The backrest lumbar support is height adjustable. ii. The backrest angle is adjustable. iii. The armrest height and distance between armrests are adjustable.

Part 4: Provide Support at Standing Workstations

All Spaces except Commercial Kitchen Spaces:

Support for standing workers

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 of at least 4 in depth and height.¹³
- ☐ c. A footrest or footrail.^{12,14}
- ☐ d. A sit-stand stool or high stool.^{12,14}

OR-----

AND No standing workers

The project meets the following requirement:

- ☐ a. There are no workstations at which users are regularly required to stand for 50% or more of their working hours.

V03 Circulation Network

☐

This project satisfies the parts selected below:

Part 2: Integrate Point-of-Decision Signage

All Spaces:

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

- ☐ a. Motivational, 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 meet the following requirements:

☐

a. Enable users to sit/stand or obtain light physical activity during use through one of the following: i. Manual or electric height adjustments for work surface. ii. Treadmill component. iii. Stationary bicycle component. iv. Step machine component.

☐

b. Are provided in one of the following quantities:

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

Check	Materials	Initials
	X02 Interior Hazardous Materials Management	<input type="text"/>

This project satisfies the parts selected below:

Part 1: Manage Asbestos Hazards

All Spaces:

New spaces

The following requirement is met:

☐

a. The building was constructed after the enactment of an asbestos ban in construction products.

Part 2: Manage Lead Paint Hazards

All Spaces:

New spaces

The following requirement is met:

☐

a. The building was constructed after the enactment of lead paint ban.

Part 3: Manage Polychlorinated Biphenyl (PCB) Hazards

All Spaces:

No PCB remediation

One of the following is met:

☐

a. The building was constructed or last renovated before the institution of any applicable laws banning or restricting PCBs, and the project is not undergoing renovation work that disturbs (i.e., partially or fully removes) materials likely to contain PCBs such as caulking, fluorescent light ballasts and capacitors of appliances fabricated before 1980.

☐

b. The building was constructed or last renovated after the institution of any applicable laws banning or restricting PCBs.

X03 CCA and Lead Management

☐

This project satisfies the parts selected below:

Part 1: Manage Exterior CCA Hazards

All Spaces:

CCA assessment not required

One of the following is met:

☐

a. All existing wood structures that lie outside the building envelope but within the project boundary where human presence is expected (e.g., wooden decks, fences near walkways, playgrounds and outdoor furniture) were installed after the enactment of laws banning chromated copper arsenate (CCA).

☐

b. The project does not have wood structures that lie outside the building envelope but within the project boundary.

☐

c. The project does not have spaces outside the building envelope but within the project boundary.

Part 2: Manage Lead Hazards

All Spaces:

Lead assessment not applicable

The following requirements are met:

☐

a. The project does not have existing post-construction outdoor bare soil (e.g., not covered by grass, vegetation or mulch).

☐

b. The project does not have artificial turf.

☐

c. The project does not have loose-fill rubber from recycled tires.

☐

d. Paint applied to existing playground equipment was installed and painted after the enactment of banning laws, or no playground equipment is present.

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
	C04 Occupant Survey	<input type="checkbox"/>

This project satisfies the parts selected below:

Part 1: Select Project Survey

All Spaces:

Small employee population

The following requirement is met:

☐

a. There are fewer than 10 eligible employees in this project.

	C13 Accessibility and Universal Design	<input type="checkbox"/>
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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.

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: _____
