

# City of Ann Arbor Footing Drain Disconnection Program

## Property Owner Feedback for Contractors



**Report Date: 8/15/2011**

This property owner feedback summary was compiled by the FDD project management team. The summary data and comments below and on the following pages were collected from homeowners that have completed the FDD work in their homes within the last 2 years. Every homeowner is asked to fill out a feedback survey, however please note that the return rate on the surveys is about 50%.

### Average feedback from homeowners within the last 2 years:

1=Strongly Disagree (Worst); 2=Disagree; 3=Neutral; 4= Agree; 5= Strongly Agree (Best)

	<i>Bidigare</i>	<i>Hutzel</i>	<i>Landscape Construction</i>	<i>Perimeter</i>	<i>RDC</i>
The contractor set appointments and arrived as scheduled.	4.8	4.9	5.0	5.0	4.5
The contractor met the agreed upon schedule for completing the work.	4.6	4.9	3.0	5.0	4.5
The time the job took was reasonable for the work done.	4.6	4.8	3.0	5.0	4.4
The contractor took reasonable actions to minimize household disruption, construction dust and dirt.	4.8	4.5	4.0	5.0	4.4
My home was left in good condition following construction.	4.9	4.6	4.0	4.7	4.3
The contractor provided the “owner expense” items requested at a reasonable value.	4.2	4.4	3.0	4.0	4.1
The contractor explained the operation and maintenance of the different components well.	4.4	4.0	3.0	4.6	4.0
Overall, I am satisfied with the professionalism and quality of work done by this contractor	4.8	4.5	4.0	4.6	4.4
I would recommend this contractor to my neighbors.	4.8	4.4	4.0	5.0	4.4
Number of Responses	18	37	6	59	32

## City of Ann Arbor Footing Drain Disconnection Program

### Property Owner Feedback for Contractors



#### Contractor: Bidigare

#### 4.7 Average Homeowner Feedback: Number of Homeowner Responses: 18 Homeowners comments about Bidigare from the last 2 years:

The Process went smoothly. A class act all around.

We received information upon the recent purchase of our home and had to decide on a contractor quickly. After all the positive feedback we heard about Bidigare, we decided on them. Richard has gone above & beyond in his helpfulness on the project – Excellent!

The workers were kind & considerate. They kept the floors covered to prevent tracking and always explained what was going to be done. We were more than pleased with the results. Their clean up was amazing.

Bidigare did very clean good work. Finished faster than quoted. I was very satisfied with their work.

#### Contractor: Hutzel

#### Average Homeowner Feedback: 4.5 Number of Homeowner Responses: 37 Homeowners comments about Hutzel from the last 2 years:

The crew was friendly, punctual and informative. Carpeting in stairwell was well protected.

I was a little disappointed that not everything was restored to its original condition (e.g. painting, landscaping..)

I appreciated the fact that the outlet pipe was routed as I'd requested to avoid problems with basement finishes and exterior pavers

The work is complete but lawn still needs seeding, sod for the lawn would have been a big plus.

## City of Ann Arbor Footing Drain Disconnection Program

### Property Owner Feedback for Contractors



#### Contractor: Landscape Construction

Average Homeowner Feedback: 3.9 Number of Homeowner Responses:  
6 Homeowners comments about Landscape Construction from the last 2 years:

The contractor (John w/ Landscaping) was excellent, he went the extra mile to ensure we were satisfied with the footing drain disconnect. He was also extremely clean & returned our basement to a pristine condition when job was done. He also sold us a back-up battery

The sump pumps were put in my laundry room & I expected the room to be as clean when he left as it was when he came - this did not happen. The trench that went from the house to the road was seeded, I would have preferred sod. I was not given a choice.

The contractor (John w/ Landscaping) was excellent, he went the extra mile to ensure we were satisfied with the footing drain disconnect. He was also extremely clean & returned our basement to a pristine condition when job was done. He also sold us a back-up battery

#### Contractor: Perimeter

Average Homeowner Feedback: 4.6 Number of Homeowner Responses:  
59 Homeowners comments about Perimeter from the last 2 years:

Entire crew was courteous, careful and very friendly. Neat too!

Quick, courteous response by CDM (Justin Woods) for the pre-inspection process. Efficient - 2 day service by the contractor (Perimeter). Professional, convenient follow up by Mr. Woods for the post inspection.

Overall organized efficient operation by CDM & Perimeter.

Contractor personnel, plumber and electrician were very professional. Everyone worked well with a 2 – day schedule. Steven (Perimeter) has a lot of background with the program. At the neighborhood meeting he answered questions that CDM was unable to. We had an overflow floor drain installed next to sump pump well. Perimeter was the only contractor willing to install this backup system per our request. Review was late to be submitted due to some slow paperwork at the contractors end.

Everything has been taken care of, although one year later.

## City of Ann Arbor Footing Drain Disconnection Program

### Property Owner Feedback for Contractors



I did not want to have this work done. I lived without a sump pump for 28 years in another location. I valued my dry basement in this house and not having to have to worry about power failures causing pump failure. I think the backup was very expensive. I now have to pay for the electricity to run the pump and a possible huge water bill if the backup water pump has to be activated. I think the homeowner should be compensated for the water bill increase by the water back up pump.

### Contractor: RDC

Average Homeowner Feedback: 4.3 Number of Homeowner Responses: 32  
Homeowners comments about RDC from the last 2 years.

I thought Richard did very nice work and cleaned up well. I think the gravity drain system Less hardware to go wrong in the future. he installed as a backup is a very good idea.

Mr. Connors- very professional, good job. He did a good job restoring our turf.

FDD Justin & others were excellent. We really did not want to have this done, but given that we had no choice FDD and contractor were excellent. Thank you.