

# City of Ann Arbor Footing Drain Disconnection Program Property Owner Feedback for Contractors



Report Date: 2/25/2010

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	4.6	4.3	4.6	4.6
The contractor met the agreed upon schedule for completing the work.	4.7	4.5	3.7	4.6	4.6
The time the job took was reasonable for the work done.	4.8	4.5	4.0	4.6	4.5
The contractor took reasonable actions to minimize household disruption, construction dust and dirt.	4.7	4.5	4.0	4.7	4.6
My home was left in good condition following construction.	4.6	4.4	4.0	4.8	4.5
The contractor provided the “owner expense” items requested at a reasonable value.	4.3	4.0	4.0	4.1	4.3
The contractor explained the operation and maintenance of the different components well.	4.2	3.9	4.3	4.2	3.9
Overall, I am satisfied with the professionalism and quality of work done by this contractor	4.7	4.5	4.7	4.6	4.5
I would recommend this contractor to my neighbors.	4.7	4.4	4.3	4.7	4.5
Number of Responses	22	30	3	35	31

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## Contractor: Bidigare

Average Homeowner Feedback: 4.6

Number of Homeowner Responses: 22

### Homeowners comments about Bidigare from the last 2 years:

Knowledge of contractor & positive attitude of Charlie. Cleanliness of the work project inside & outside. Speed of completion of project inside & outside. Sodding of the site upon completion of work.

Contractor was great with communication & recommended Charlie to all our neighbors.

Work was done very neat & clean, walling off work area & using a diamond saw instead of a jack hammer. Work was completed on second day. Nice job!

We were not happy w/ placement of pipes leading away from pump. We had to be home for too many inspections, bids and the work. How often are people suppose to be away from work? Inspectors did not show on time or on the day scheduled.

Provide explanation on operation & maintenance. (just leaving a brochure on backup battery-operated pump is not adequate)

Contractor did an excellent job in a very timely fashion. The final product is neat & operational.

Bidigare did a good job of restoring the lawn; great cleanup outside. They were a little optimistic about the routing of the pipe ~ had to rethink where the connection would be made. Did a good job. Did not receive a revised estimate after the changes and did not receive an "official" receipt for the pump. I thought this was not as professional as it should be. Charlie was easy to work with; friendly and the work seemed well done.

Better well lid for easier maintenance and water level check. Anti air lock weep hole should point down.

Charlie with Bidigare was great! All work was done in one day and work was done carefully!

Charlie was great, saw cutting concrete cut down on dust. Also used sod instead of grass seed.

Charlie Randolph & his team did excellent work. They were neat and accommodating.

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## Contractor: Hutzel

Average Homeowner Feedback: 4.4

Number of Homeowner Responses: 31

### Homeowners comments about Hutzel from the last 2 years:

The contractor did not offer or explain what other devices-battery alarms, backup pumps are available. Now I have to research that myself.

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Like the way the plumber connected my outside sump.

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Was pleased with the total time it took to complete said project and at no cost. I do not think it had to be done due to we were on higher ground but everyone from the city to Mrs. Cummins from Hutzel Inc. was great.

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Work complete except floor tile

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Did not put the landscape back (plastic garden barrier) extra cost to owner. \$700 for battery back up too much.

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Back-up system: I understand now, that the hydraulic back-up system is better than the battery back-up system. This was not explained to me before the start of the project. Contractors did not explain maintenance of the system.

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Excellent plumbing installation.

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Work is complete except lawn reseeding and tile work scheduled for 5/21/2008.

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## Contractor: Landscape Construction

Average Homeowner Feedback: 4.1

Number of Homeowner Responses: 3

### Homeowners comments about Landscape Construction from the last 2 years:

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.

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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 at very low cost (compared to competitors).

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## Contractor: Perimeter

Average Homeowner Feedback: 4.5

Number of Homeowner Responses: 30

### Homeowners comments about Perimeter from the last 2 years:

CDM Engineer stated that the pipe could be put through the concrete part of the wall to minimize noise, but contractor said that would cost extra, take longer and not allow the proper distance to the ground. Floor tiles are not yet replaced.

CDM people and contractors (especially Steve from Perimeter) were very helpful/knowledgeable at the neighborhood meeting. Perimeter was especially helpful with the pros/cons of the battery vs. potable water back-up systems, as well as the specifications of the various water back-up systems. They were also able to use a boring device to tunnel through the yard rather than having to dig it up (though I was warned it did not work well in all yards). The crew that did the disconnect/sump pump install was professional, fast & seemed very experienced. One item that could be improved is the communication of the required inspection interval for the potable water back-up RPZ valve. People were unsure how it would be managed at the neighborhood meeting.

Basement floor needs replacement - Perimeter awaiting for cement to fully cure (~3 weeks)  
Easement area of yard needs grass seed/sod replacement contractor identified their requirement to complete.

Needed more specific info on the Water Commander back-up system maintenance, i.e. how often after the test to see if sump H2O is mixing with potable H2O. Got different responses from City & contractor, 1-5 yr. range? Who tests? What is the standard? Also - ground that has been dug up & reseeded settled in a trench sunk down 8 inches. Had to be re-filled with top soil.

Definitely outstanding work & personnel.

All the guys who worked on this project were competent, friendly and willing to adjust to the problems they faced due to obstructions in property.

Very satisfied with Perimeter's work.

Everything was very timely and professional.

The work was done in a timely manner and they did not have to dig up the front yard.

I'd give you all an A+. All people did a great job of keeping us informed since we live out

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of town most of the time.

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Tile reinstallation, door rehung & seeding lawn still pending

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Loved contractor but not sure how to maintain pump.

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Lawn

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Contractors were clean, quiet and professional

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The whole installation was very organized with no hold-ups. All the people involved were very professional & polite. They can work for me anytime!

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Footing Drain Disconnection was done without my knowledge (consent letter arrived after work was done) this form related to check valve installation only.

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The crew worked hard and kept the place clean.

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## Contractor: RDC

Average Homeowner Feedback: 4.4

Number of Homeowner Responses: 32

### Homeowners comments about RDC from the last 2 years:

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.

RDC's work seemed ok. They cleaned up ok. But...he did not put the outdoor equipment where we agreed it would be. Thus running pipes across my basement vs. in the corner next to the pump. Outside, its right next to my front door. He left the ditch open for a week while he went on vacation, which he forgot to tell me about. And he didn't finish the basement until 3 months later. The MissDig came out 2 days after he dug the ditch. That didn't seem right. City staff all bent over backwards to make this right but the bottom line is the contactor did not seem to care abut the homowner.

1. Left the basement floor covered with dirt & hasn't yet re-planted grass in a portion of the lawn. 2. When it rains, water now comes up out of the ground & flows over the new sidewalk we just paid to replace. Prior to the FDD, water did not surface. If this continues & isn't fixed it will wear away the sidewalk faster, especilally in the winter when it freezes.

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

Contractor very accommodating for location of sump and explaining different options.

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

Richard came up with a way for this sump pump project not to destroy my finished basement and not take away the storage area.

Richard was very good but was not very communicative. He could have kept us more informed. But overall he was good.

Professionalism & courteous behavior of all involved.

Contractor waited for 3 days for inspector to come out so he could finish the job.

I do not see anything in the "next steps" summary "about signing waiver to take responsibility for the construction" work in our basement. Therefore we are mailing it in today after the fact so RDC can be paid. This should be made very clear to the homeowner

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& contractor before the work is begun. The contractor arrived at 8:30 am on April 16. We were only told a month earlier that he would pencil us in for the last 2 weeks of April.

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Contractor was very professional & project team was very courteous and helpful.

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