

SURVEY

2011 Sewer Re-piping Project (Village Green - Courts 6 & 7)

Dear *Owner/Resident*:

The following survey is a volunteer effort, endorsed by your Court Council, to generate honest and helpful feedback regarding the recent sewer re-piping work completed in Courts 6 & 7.

Please take a few moments to respond to the questions below. It would be most useful if this is done by a resident of the unit who was most familiar with the work as it was being done (for instance, a renter, if applicable), though feedback from any knowledgeable party is welcomed.

The anonymity of all survey responders is guaranteed. However you may choose to identify yourself, especially if you wish to be contacted to further discuss your feedback.

The results of this survey will be reported in a 2012 edition of *Highlights*. It is hoped that your feedback will inform future phases of the sewer re-piping project here at Village Green. Your cooperation will better ensure such phases incorporate the lessons learned from your experience.

If you need additional surveys or you have any questions related to the survey, please do not hesitate to contact the survey coordinator, [REDACTED], Court [REDACTED] resident, at (323) [REDACTED] or at [REDACTED]. **Please return all completed surveys to the secure box located in the VGOA office no later than 5:00 p.m., Monday, December 5, 2011.**

Sincerely,

Village Green Court Council

QUESTION # ONE (1)

On a scale of ONE (1) being the *worst* to TEN (10) being the *best*, how would you rate your OVERALL satisfaction with the sewer re-piping project as you experienced it? _____

QUESTION # TWO (2)

The overall goal of the project was to repair and reconstruct our sewer infrastructure in the affected areas in order to improve sewer performance. With this goal in mind, did the actual experience measure up to the expectations of what you thought the experience would be? ____ Yes or ____ No

If your expectations were not met, please select in what way, for you, they were NOT met:

_____ The inconvenience/disturbance of the work was LESS TROUBLE than I expected....

_____ The inconvenience/disturbance of the work was MORE TROUBLE than I expected....

QUESTION # THREE (3)

Did you, or any members of your household, attend any of the presentations by Peter Fay, VGOA general manager, where he explained in detail the project and was available to answer questions and respond to concerns in advance? ____ Yes or ____ No

QUESTION # FOUR (4)

To your knowledge, did the contractor have to access your patio? **Yes** or **No**

If yes, please check the description that best matches your experience:

- Minimal** (no digging; occasional entry for brief periods; mostly for inspection/survey purposes)
- Moderate** (limited excavation; only portion of patio area disturbed; work limited to one day)
- Heavy** (extensive digging; entire patio disturbed; repeated entry over several work days)
- Other** (please explain: _____)

QUESTION # FIVE (5)

If your patio or other property was disturbed as part of the project, please rate its condition after the work was completed? **Same** **Better** **Worse**

If your patio was altered, please explain in what ways and whether it was unavoidable due to the nature of any sewer project (which often requires lots of digging and surface and soil disturbance):

QUESTION # SIX (6)

Do you feel that VGOA management adequately prepared you for the re-piping project?

Yes or **No** If no, what would you like them to have done differently? _____

QUESTION # SEVEN (7)

Did the contractor and its employees behave appropriately during the project? **Yes** or **No**

If no, in what ways did the contractor or its employees disappoint you (e.g., left job site dirty; did not respect my property or belongings; were rude, loud, etc.)? _____

QUESTION # EIGHT (8)

What do you wish could have been different about the sewer re-piping experience if you had to do it all over again? (e.g., better communication? more advance notice? etc.?) _____

QUESTION # NINE (9)

May we contact you to further discuss your experience with the sewer project? **Yes** or **No**

If yes, please provide your name and contact information (phone and/or email):

If you have other thoughts, please note below or attach additional sheets as necessary.

Thank you for completing the survey! We appreciate your input!

Please return to the VGOA office no later than 5:00 p.m., Monday, December 5, 2011!