



Community Action Council of Howard County, MD, Inc.

6751 Columbia Gateway Drive, 2nd Floor

Columbia, MD 21046

RECEIVED
JAN 09 2012

Dear Client,

Thank you for your patience and persistence in helping CAC complete the weatherization of your home. We recognize that it needed a lot of your adjustment to accommodate the multiple visits from the auditor, contractor and inspector. We now ask your assistance to help us improve our services. Please complete and return to Kathy True at the above address, by email to ktrue@cac-hc.org, or fax to (410) 313-6479.

Please rank the following services on a scale of 1-3. (1) below expectations, (2) met expectations, and (3) above expectations. Please explain when you give a rating of 1 or 3.

1. How do you rate the overall weatherization services provided?

1. 2. 3.

2. Were you given an understandable explanation of the work to be done?

1. 2. 3.

3. Did the contractor work cleanly and effectively?

1. 2. 3.

4. After the work was completed, did the inspector explain what had been done to your home?

1. 2. 3.

5. Would you be willing to write to your State Representative to ensure support for the program and enable service for others in need. Yes No

Your Name: (Optional) GP

Phone No. _____

Please add any additional comments to the back of this page. Voicing your support for the Weatherization Assistance Program will ensure continued funding. We can assist you with writing the letter. Thank you for your assistance in helping us to improve our services.