



Community Action Council of Howard County, MD, Inc.

6751 Columbia Gateway Drive, 2nd Floor

Columbia, MD 21046

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.

The overall quality of the services provided was EXCELLENT. Caulking to prevent heat loss placement of attic insulation & insulation of attic openings is evident in the improved level of comfort/warmth during the winter season. Installation of the return air duct has improved air quality and comfort.

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

1. 2. 3.

The services were explained in great detail and carried out as described. Kathy and the service providers were very informative and easy to talk to.

3. Did the contractor work cleanly and effectively?

1. 2. 3.

The contractors were on time, thorough and neat. They cleaned up afterwards and took the debris off-site.

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

1. 2. 3.

The inspector explained what had been done & reviewed the before and after metrics with me. He was particularly pleased with the .29 air exchange rate & explained its meaning in terms that I could understand

Your Name: (Optional) _____

Phone No. _____

Please add any additional comments to the back of this page. Thank you for your assistance in helping us improve our services.