

Memorandum

City of Lawrence

Planning & Development Services

TO: Tom Markus, City Manager
FROM: Danelle Dresslar, Community Development Manager
CC: Scott McCullough, Director of Planning & Development Services
Kurt Schroeder, Assistant Director – Development Services
Tony Hoch, Senior Project Specialist
DATE: March 6, 2018
RE: 2017 Weatherization Program Completion

The 2017 Weatherization Program is now complete. Twenty families applied during the month of August. Four (4) households did not meet the program guidelines and did not participate in the program.

16 households received some or all of the benefits available this year.

Of those:

14 homes had entry doors weather-stripped.

12 homes had their attic insulation increased to an R-38.

8 homes had new storm windows installed.

The total cost of this year's program was \$ 25,574.38.

Two (2) local companies were the low bidders for various portions of the work this year. They were Green Factor Insulation, which installed Attic Insulation, and Airtight, Inc., which installed Entry door weather-stripping.

Each homeowner received a letter letting them know how much of this benefit applied to their home. A customer survey sent with that letter returned the results tallied below.

Customer Survey

Thank you for taking the time to complete our Customer Satisfaction Survey. Your comments are valued and will help us provide a better service to you.

Re: Community Development Division – Weatherization 2017 Program

Was the requested service provided in a complete and accurate manner?

Yes 12 No

How was the quality of our communication with you?

Excellent 11 Satisfactory 1 Poor

How was the quality of our written or web site material?

Excellent 9 Satisfactory 2 Poor ? 1

Was the staff timely in its response to your needs?

Yes 12 No

Did Staff members conduct themselves in a courteous, professional manner?

Yes 12 No

If you have any suggestions on how we can deliver better services, please let us know here:

- *I am very appreciative of this weatherization grant. Thank You!!*
- *Thank You!*
- *Thank You!! Please consider other items like door/window repair, attic access repair/insulation, etc.*
- *Through this program, I have learned of other loan programs the city has to help people like me. I am very grateful, as I would not have had the \$2,844.18 to pay for all the improvements made to my home. I look forward to saving money in utility costs, now and in the future.*
- *THANK YOU!*
- *No suggestions but do want to thank Tony Hoch for his courtesy, time and patience.*
- *Thank you very much for providing this service.*

- *To whom it may concern: I was recently requested to provide a customer satisfaction Survey regarding my interaction with Tony Hoch and the City of Lawrence Community Development Department. This is with respect to the 2017 Weatherization Program. I am pleased to inform you that the work was completed in a timely manner and I am impressed with the quality of work and the professionalism displayed by Tony Hoch and his colleagues. Thank you for the opportunity to be a part of this program. MK*
- *I was pleased w/ the assistance I received w/ the application. There were questions on the application and I was helped through them. The City of Lawrence employee and the people who completed the weatherization were easy to work w/, professional, and accomplished the tasks quickly & efficiently. Thank you for the assistance.*
- *Very professional. Good job!*
- *Very Satisfactory.*