

Submitted Date	1. Overall, how satisfied were you with the installation of your stormwater tool?	2. Was the contractor courteous and respectful of you and your property?	3. Did the contractor arrive at your home promptly at the time your appointment was scheduled?	4. Was the contractor able to answer any questions you had?	5. Do you have a clear understanding of how to maintain your stormwater tool?	6. Please provide any comments or feedback that you feel will help to improve the Rain Check program.
----------------	---	--	--	---	---	---

As far as maintaining the rain garden, I was given no instructions. I am assuming that if we have little or no rain during the growing season, that I am to sup

My one complaint about the whole process is the length of time it took to get it accomplished. I went to a community meeting, joined PHS and paid the co early June 2015. My garden did not get installed until early December!! This was well after the growing season. I thought that I would be enjoying it thou and fall. Now I must hope that all the plants survive the winter and wait for spring. I realized that the PWD had to approve the plan, but I didn't think it wo

One caution to the landscapers, every section they work in will not be the same. I live in southwest Philadelphia, not Paoli. They did not take into account t a two day process, and it is, they can not leave unplanted items out in the open, accessible for passers-by to come and take. When they left after the first d friend and I stored the unplanted items in our basements, all except for the tree. Even though it was December there was a good possibility that the items v the next day.

12/21/2015 8:46 Very satisfied Yes Yes Yes Somewhat
12/15/2015 19:42 Very satisfied Yes Other (please explain in c Yes Yes

On the whole, we are very pleased!!!
They were on time, but did not confirm the appointment initially so we weren't sure they were coming
Not there for install do not understand working parts of the planter. Need additional information in regards to adding to the drainage on the roof to the p has contacted me about that.
While it was a six month wait for installation it is everything I hoped for.

12/14/2015 16:17 Moderately satisfied Yes Other (please explain in c No No
12/14/2015 16:10 Very satisfied Yes Yes Yes Yes
12/4/2015 16:51 Very satisfied Yes Yes Yes Yes

Generally, the process for getting the Stormwater tool was straight forward. It did require some patience, but nothing too difficult. My wife and I are very h results and will recommend that friends and neighbors look into the program.

12/2/2015 17:34 Very satisfied Yes Yes Yes Yes
11/22/2015 12:36 Very satisfied Yes Yes Yes Yes

Ted at GreenWeavers was an excellent resource and ran a sharp team. I am beyond thrilled by the installation. The program, however, could use some shar me more than two years to get on the roster for a very small job.

11/21/2015 17:53 Very satisfied Yes Yes Yes Yes

There was quite a bit of confusion related to the installation and I had to meet with more than one contractor to get it completed. But in the end I am hap

11/16/2015 22:08 Very satisfied Yes No Yes Yes
11/16/2015 11:41 Very satisfied Yes Yes Yes Yes

Thanks!

When I signed up for the program there was a waitlist, so the process took about 4 months to complete. Periodic updates throughout the waiting process helpful.

11/5/2015 10:43 Very satisfied Yes Yes Yes Yes
11/2/2015 21:27 Moderately satisfied Yes Yes I didn't have any question Yes

The tool looks very good. Plants not so much but that's ok 3 inch downspout to much water washed all soil out of planter
The program's a real gem, and I have no complaints about the installation (Paul and Josh were great!), but the slow turnaround time was not ideal. I signed Check seminar in May. Green tool was finally installed more than 5 months later. Particularly difficult in combination with the Basement Protection Progra flooded a few times in that interim.
nothing more to say -- everything worked out well as far as the installation. We'll see how it works out over a period of time.

11/3/2015 11:24 Very satisfied Yes Yes Yes Yes
11/2/2015 16:05 Very satisfied Yes No Yes Yes
11/2/2015 11:15 Very satisfied Yes Yes I didn't have any question Somewhat

We are very pleased with the program. Our assigned contractor was Barmby. He was very professional and did great work. Zack was also quick to answer c helpful. Big thumbs up on this program!
I love it! I am so happy to have a depaved back alley. Thank you!

10/28/2015 19:25 Very satisfied Yes Yes Yes Yes
10/26/2015 20:46 Very satisfied Yes Yes Yes Yes
10/23/2015 16:55 Very satisfied Yes Yes Yes Yes
10/16/2015 14:38 Very satisfied Yes Yes Yes Yes
10/12/2015 11:49 Very satisfied Yes Yes Yes Yes

Thank you!

Written information about how to maintain the planter would be very helpful. Can you send that to us? Thanks, Anne

10/11/2015 16:05 Very satisfied Yes Yes Yes Somewhat
10/8/2015 16:35 Very satisfied Yes Yes Yes Yes

Alden Zove was top notch. Great program that helped motivate us to do this. Hoping it all works!
The contractor was over 45min late to his appointment and what I thought would take an hour actually took about 3 hours. I was told nothing about maint contractor.

10/8/2015 11:21 Moderately satisfied Yes No Yes Somewhat
10/7/2015 19:03 Very satisfied Yes Yes Yes Yes
10/7/2015 6:19 Very satisfied Yes Other (please explain in c Yes Yes
10/6/2015 16:34 Very satisfied Yes Yes Yes Somewhat

The contractor was late but he did call tio day he was running late.

The one major issue that I have is that there is a large pipe that runs from my storm drain pipe into the planter, which means that the planter sits about 1-2 the wall of the house, which was not discussed when the first assessment was done at my house. I might have gotten a smaller planter had I realized that i up next to the drain.

10/4/2015 1:50 Moderately satisfied Yes No Yes No
9/30/2015 17:08 Very satisfied Yes Yes Yes Yes
9/30/2015 16:18 Very satisfied Yes Yes Yes Yes

Alden Zove and crew have the highest standards; they taught me a lot. Keep working with them -- they're superb great program... amazing staff!

9/22/2015 17:10 Very satisfied Yes No Yes Yes
9/22/2015 12:18 Very satisfied Yes Yes Yes Yes

He was not on time, but very courteous and professional about it. He had another installation before mine that took longer than expected. But Frank and h efficiently and did a great job. I am very happy with my downspout planter great program! I have recommended to all of my neighbors