

# Rebuilding Together Southeast Michigan

## Homeowner Survey 2018

16 respondents

### To what extent do you agree?



**Average Response: 4.25**

It was easy to complete the Rebuilding Together Southeast Michigan home repair application.



**Average Response: 4.38**

The House Captain adequately described the work to be done on my home for the work day.

**Average Response: 4.67**

The Rebuilding Together volunteers working on my home made me feel comfortable.



**Average Response: 4.56**

The visits to my home were done in a professional manner.

**Average Response: 4.43**

The work completed on my home was well organized.



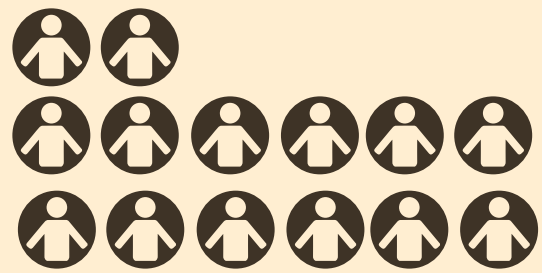
**Average Response: 3.81**

All the outlined projects to be performed were completed.

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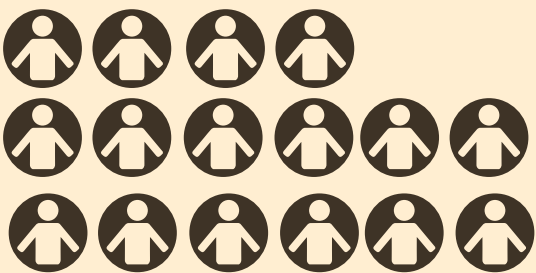
**88% of homeowners feel  
safety improvements were  
made to their home.**



**50% of homeowners feel  
energy efficiency  
improvements were made  
to their home.**



**100% of homeowners feel  
cosmetic improvements  
were made to their home.**



**31% of homeowners feel  
accessibility  
improvements were made  
to their home.**



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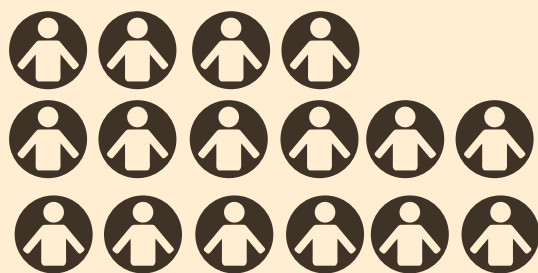
### To what extent do you agree?



**Average Response: 4.44**

Overall, I am satisfied with the work completed on my home.

**100% of homeowners would recommend others apply for the Rebuilding Together home repair program.**



**81 %**

**Net Promoter Score**

### -Selected Feedback-

"It was just wonderful what everyone did for me!"

"I appreciate the work that was done, I couldn't have afforded it otherwise."

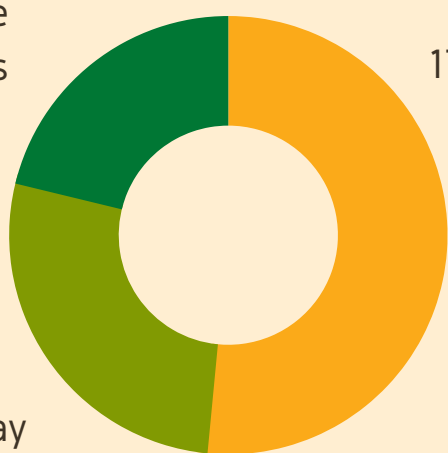
"They did good work, and I am appreciative."

"This was a gift from God to our family. We are incredibly grateful for the work that was done. There couldn't have been a more amazing team."

"Volunteers were very friendly, house captains were very professional, overall I liked the whole thing."

### Survey Participation Information

7 Off cycle respondents



17 Non-respondents

9 Rebuild Day respondents

