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Ce projet a été réalisé avec l'appui financier de :



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Climate Change Canada

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Changement climatique Canada

## PARTICIPANT FEEDBACK SURVEY

### GENERAL INFORMATION

**\* 1. How did you find out about the RAIN Home Visit Service? (Select one or more answers.)**

- Booth or presentation by Windfall Ecology Centre at a community event
- Door-hanger, post card or poster distributed by Windfall Ecology Centre
- Website or social media of Windfall Ecology Centre
- Town/City
- Family, friends or neighbours
- Other

If you selected "Other", please specify:

**\* 2. Approximately how long ago did your RAIN Home Visit take place?**

- 3 months or less
- 3 to 6 months
- 6 to 12 months
- 12 to 18 months
- 18 to 24 months
- I don't remember
- Other (please specify)

**\* 3. In which city did your RAIN Home Visit take place?**

- Aurora
- Barrie
- Newmarket
- Other

Other (please specify):



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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK ON FREE RAIN BARRELS

**\* 4. Will you be installing and using your free rain barrel this year?**

- Yes - I have already installed and used my rain barrel.
- Yes - I am planning on installing and using my rain barrel.
- No.
- Not sure.



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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK ON FREE RAIN BARRELS

\* 5. On a scale from 1 - 5 (1 being difficult, 5 being easy), how did you find the installation of the rain barrel?

1 (difficult)	2	3	4	5 (easy)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 6. On a scale from 1 - 5 (1 being difficult, 5 being easy), how did you find the use of the rain barrel?

1 (difficult)	2	3	4	5 (easy)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 7. On a scale from 1 - 5 (1 being poor, 5 being excellent), how did you find the quality of the rain barrel?

1 (poor)	2	3	4	5 (excellent)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## PARTICIPANT FEEDBACK SURVEY

### KNOWLEDGE GAINED

**8. Name one thing you can do around your home to protect rivers and lakes from stormwater pollution.**

**9. Name one thing you can do around your home to protect your foundation and basement from water infiltration.**

**10. What were some of the key recommendations you received as part of the RAIN Home Visit?**

Key recommendation #1

Key recommendation #2

Key recommendation #3



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## PARTICIPANT FEEDBACK SURVEY

### MOTIVATION

**\* 11. What are the main motivating factors for taking actions about stormwater management on your property? (Select one or more answers).**

- Avoid basement infiltration or sewer back-up
- Reduce my water bill (e.g. by collecting rain in rain barrels for later use on lawn/garden)
- Beautify my property (e.g. by building rain garden)
- Avoid flooding in my neighborhood/community
- Reduce damage/maintenance cost on municipal stormwater infrastructure
- Peer influence (people around me are also taking actions on stormwater management)
- Receive rebate or credit (if such an incentive program is applicable)
- Other

If you selected "other", please explain:



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## PARTICIPANT FEEDBACK SURVEY

### ACTIONS TAKEN

#### 12. DRIVEWAY

Select the best answer that describes your progress in completing recommended actions as a result of the RAIN Home Visit.

Install permeable  
pavers

Regrade the driveway  
to slope away from  
house

Start going to a  
commercial carwash

Start maintaining  
vehicle at a licensed  
facility

Move snow storage  
away from foundation  
and onto permeable  
surface

Find an alternative to  
de-icing salt

Stop using driveway  
sealant

Other action

If you responded to "other action", please describe the action:

### 13. EAVESTROUGHS AND DOWNSPOUTS

Select the best answer that describes your progress in completing recommended actions as a result of the RAIN Home Visit.

Add eavestroughs to areas without

Redirect the flow of eavestroughs

Clean or repair eavestroughs

Redirect downspouts to permeable area

Extend the length of a downspout to at least 2.4m (8') away from foundation

Add rain barrel(s)

Divert the overflow of rain barrels to permeable area

Empty rain barrel(s) more often

Add soaker hose

Repair flat roof

Other action

If you responded to "other action", please describe the action:



## 14. DRAINAGE AND INFILTRATION

Select the best answer that describes your progress in completing recommended actions as a result of the RAIN Home Visit.

Regrade around the foundation to improve drainage

Decrease hard surfaces and improved permeability

Aerate lawn

Increase garden areas

Install a rain garden

Install an infiltration gallery or soak-away pit

Plant a shade tree to increase canopy

Contain leaves for pick-up or composting

Walk around my home during a heavy rain to see where the water was going

Fix eroded area

Check and/or clear sewer grates before or during a heavy rain event

Other action

If you responded to "other action", please describe the action:

## 15. BASEMENT AND FOUNDATION

Select the best answer that describes your progress in completing recommended actions as a result of the RAIN Home Visit.

Install window well(s)

Repair or apply sealants

Repair or apply flashing

Remediate mold issues

Find and/or clear floor drain

Install sewer backflow protection

Replace or repair existing sump pump

Install sump hole and pump

Check to make sure sump pump is working during heavy rain events

Remove storage and other personal goods from floor

Only using furniture on legs in basement

Renovate basement with non-absorbent finishes

Consider leaving basement unfinished

Other action

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## PARTICIPANT FEEDBACK SURVEY

### ACTIONS TAKEN

#### 16. POLLUTION PREVENTION

Select the best answer that describes your progress in completing recommended actions as a result of the RAIN Home Visit.

Switch to safer  
cleaning products

Switch to safer  
personal products

Start reading labels  
more carefully

Do some research on  
safer products

Switch to compost for  
fertilizing lawn and  
garden

Start containing  
cigarette butts for  
proper disposal

Start collecting pet  
waste for digester,  
burying or garbage

Improve fuel storage  
practices

Other action

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### ACTION IMPLEMENTATION - CONTRACTORS OR DO-IT-YOURSELF (DIY)

#### 17. How did you implement a recommended action?

Leave blank if you did not implement an action.

	I hired contractors.	I did it without contractors.
Install permeable pavers	<input type="radio"/>	<input type="radio"/>
Install rain barrel(s)	<input type="radio"/>	<input type="radio"/>
Install a rain garden	<input type="radio"/>	<input type="radio"/>
Install an infiltration gallery or soak-away pit	<input type="radio"/>	<input type="radio"/>
Install eaves troughs/downspouts	<input type="radio"/>	<input type="radio"/>
Repair eaves troughs/downspouts	<input type="radio"/>	<input type="radio"/>
Install window wells	<input type="radio"/>	<input type="radio"/>
Install sewer backflow protection	<input type="radio"/>	<input type="radio"/>
Install sump hole and pump	<input type="radio"/>	<input type="radio"/>
Re-grade areas around foundation	<input type="radio"/>	<input type="radio"/>
Other action(s)	<input type="radio"/>	<input type="radio"/>

If you responded to "other action(s)", please describe the action(s) for the amount spent:



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### ACTION IMPLEMENTATION - CHALLENGES

**\* 18. Select one or more difficulties you may have experienced in implementing recommended actions.**

- I didn't have any difficulty
- Need more time
- Financial constraints
- Other priorities
- Difficulty locating a contractor
- Require cooperation from others (e.g. neighbors, tenants or other family members)
- Conflicting advice
- Other difficulties

If you selected "conflicting advice" and/or "other difficulties", please tell us more:



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## PARTICIPANT FEEDBACK SURVEY

### KNOWLEDGE SHARING

- \* 19. How many people (approximately) have you passed on the knowledge you gained at the RAIN Home Visit? Enter any whole number starting from 0.



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## PARTICIPANT FEEDBACK SURVEY

### GENERAL FEEDBACK

**\* 20. Would you recommend this RAIN Home Visit service to others?**

- Yes
- No
- Not sure



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## PARTICIPANT FEEDBACK SURVEY

### GENERAL FEEDBACK

**21. You answered that you were not sure or would not recommend RAIN Home Visit service to others. Please let us know your concerns.**





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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK ON COST OF SERVICE

**\* 22. What would you be willing to pay for this service? The full cost to provide a RAIN Home Visit is approximately \$300.**

- \$0
- \$1 - \$50
- \$51 - \$100
- \$101 - \$150
- \$151 - \$200
- \$201 - \$250
- \$300 (homeowner pays full cost)
- Other

If you selected "other", please specify the amount:



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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK FOR RAIN GUIDE

#### 23. How would you rate your RAIN Guide?

##### Was your RAIN Guide....

	1 (Poor)	2	3	4	5 (Excellent)
knowledgeable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
friendly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
engaging you in discussion and problem solving?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
encouraging and motivating?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
able to clearly articulate priorities for action?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 24. What helpful advice would you give to our RAIN Guides for when they visit more homes?



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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK FOR WRITTEN REPORT

#### 25. How would you rate the written report you received for your RAIN Home Visit?

##### Was the report....

	1 (Poor)	2	3	4	5 (Excellent)
clear in articulating priority actions and recommendations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
accurate in terms of information provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
well organized and easy to follow/read?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
useful in terms of hotlinks for further resources?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
submitted to you within a reasonable time period?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 26. What would you recommend to make the written report better?



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## PARTICIPANT FEEDBACK SURVEY

### FEEDBACK ON OVERALL SERVICE

#### 27. How would you rate each component of the RAIN Home Visit service in general?

	1 (Poor)	2	3	4	5 (Excellent)
Scheduling of your Visit - being easy/fast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services provided by your RAIN Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the written report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for your inquiries after the Visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall experience of the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 28. What would you recommend to make this service better?