

**Q1 Address of Construction Site (projects that occurred within the past three years)**

Answered: 165 Skipped: 5

**Q2 Name of Neighbor (optional):**

Answered: 68 Skipped: 102

**Q3 Address of Neighbor (optional):**

Answered: 59 Skipped: 111

### Q4 Phone (optional):

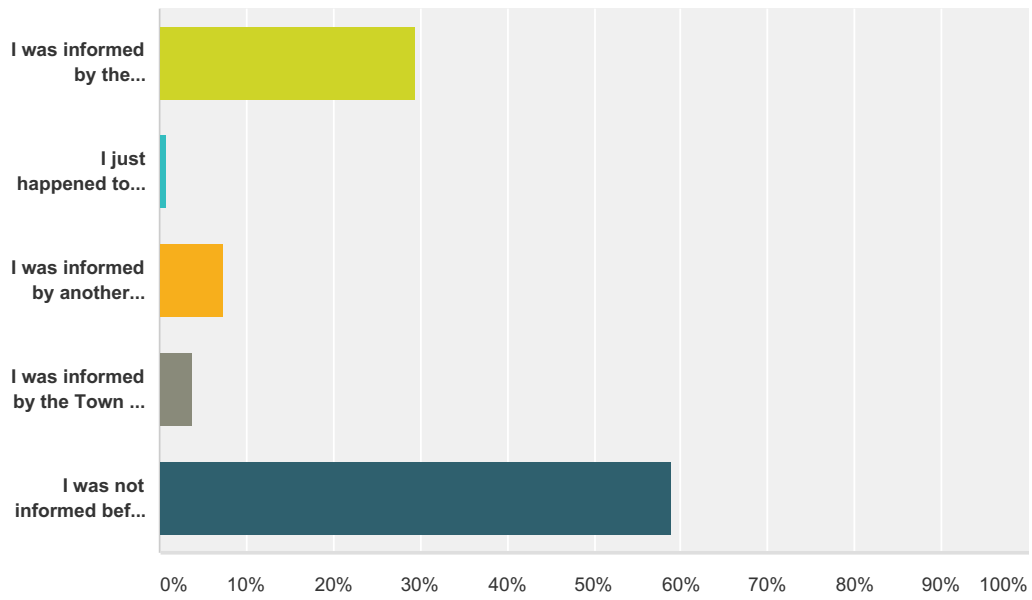
Answered: 32 Skipped: 138

**Q5 Email (optional):**

Answered: 69 Skipped: 101

### Q6 How were you notified of the construction/renovation?

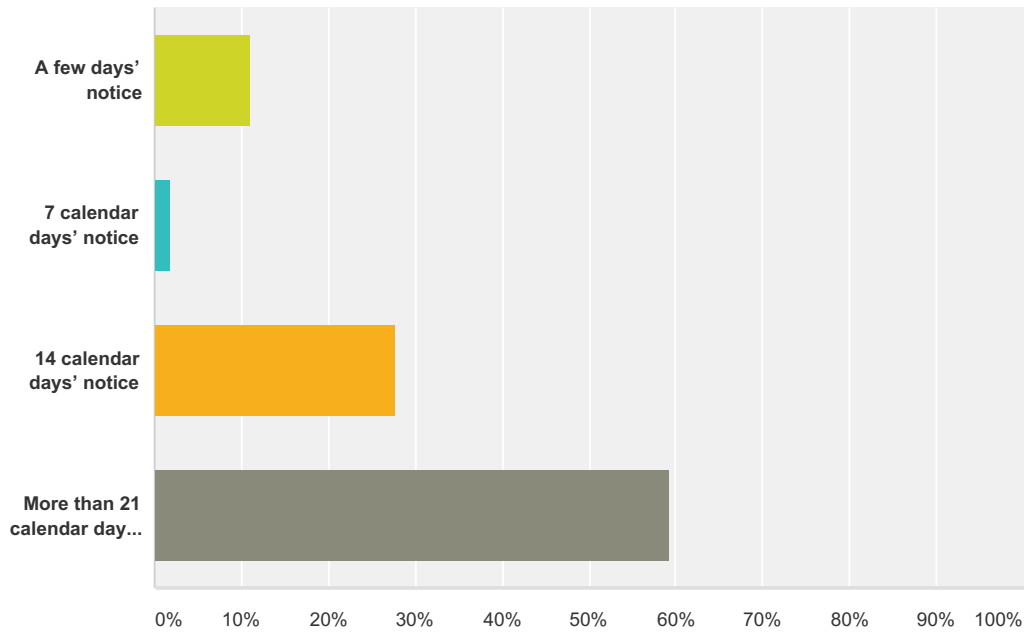
Answered: 136 Skipped: 34



Answer Choices	Responses
I was informed by the owner/developer	29.41% 40
I just happened to meet the owner/developer	0.74% 1
I was informed by another neighbor	7.35% 10
I was informed by the Town of Arlington	3.68% 5
I was not informed before the construction started	58.82% 80
<b>Total</b>	<b>136</b>

### Q7 If you were informed about the construction prior to it starting; how much notice did you receive?

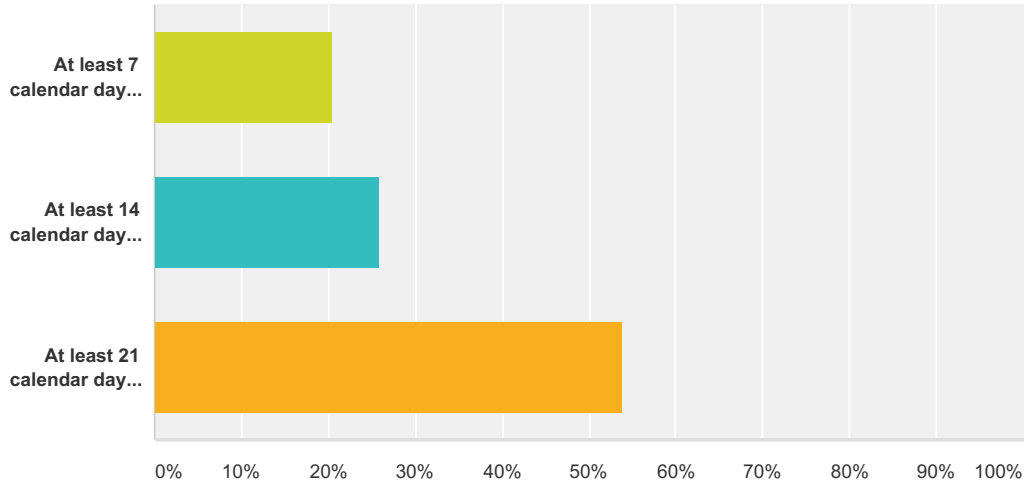
Answered: 54 Skipped: 116



Answer Choices	Responses
A few days' notice	11.11% 6
7 calendar days' notice	1.85% 1
14 calendar days' notice	27.78% 15
More than 21 calendar days' notice	59.26% 32
<b>Total</b>	<b>54</b>

### Q8 If you were not informed about the construction prior to it starting; would you have preferred one of the following:

Answered: 93 Skipped: 77

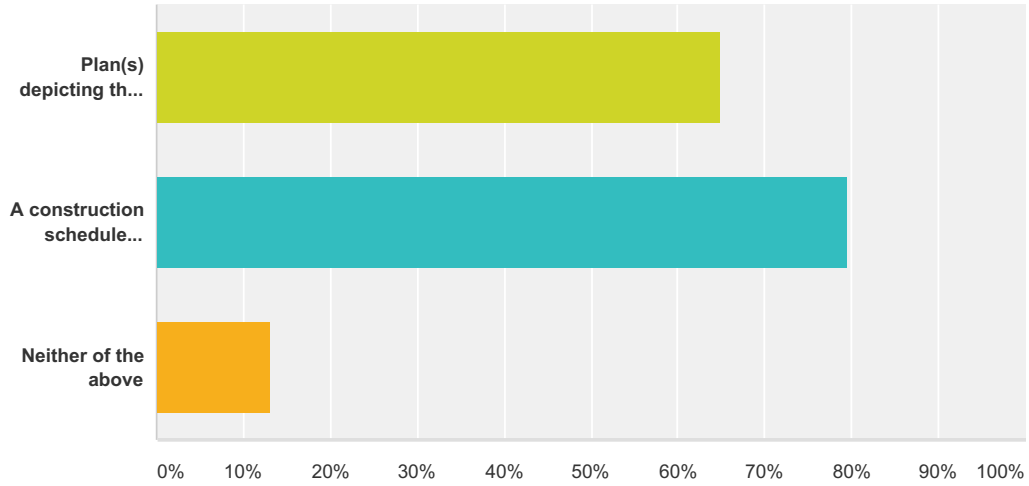


Answer Choices	Responses
At least 7 calendar days' notice from the owner/developer	20.43% 19
At least 14 calendar days' notice from the owner/developer	25.81% 24
At least 21 calendar days' notice from the owner/developer	53.76% 50
<b>Total</b>	<b>93</b>



### Q9 What type of information would you have liked to receive before construction started? (select as many as appropriate)

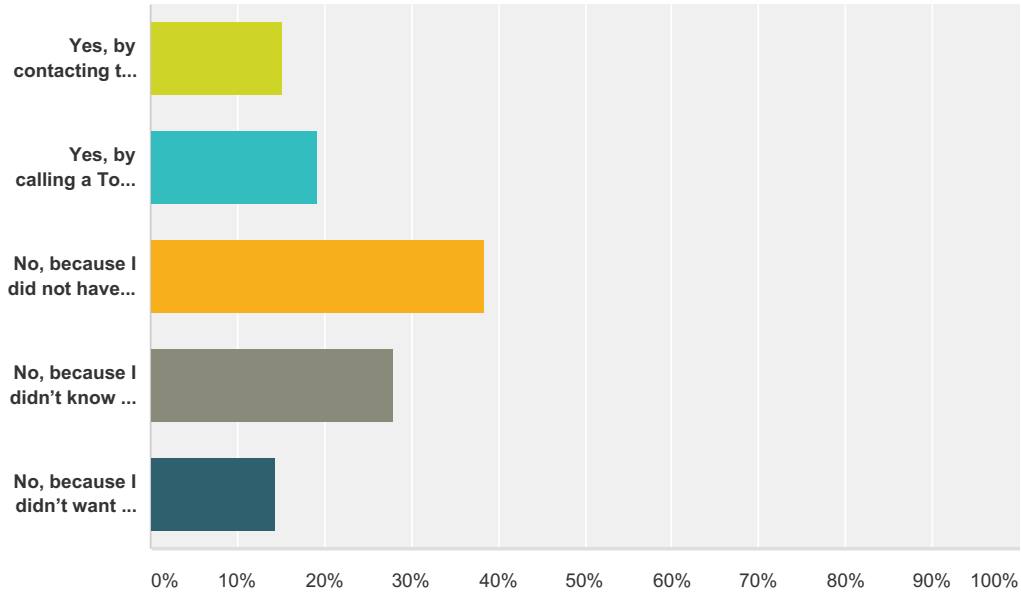
Answered: 137 Skipped: 33



Answer Choices	Responses
Plan(s) depicting the location and size of the addition/new house	64.96% 89
A construction schedule showing the start and end dates	79.56% 109
Neither of the above	13.14% 18
<b>Total Respondents: 137</b>	

### Q10 Did you attempt to get information or express any concerns before construction began?

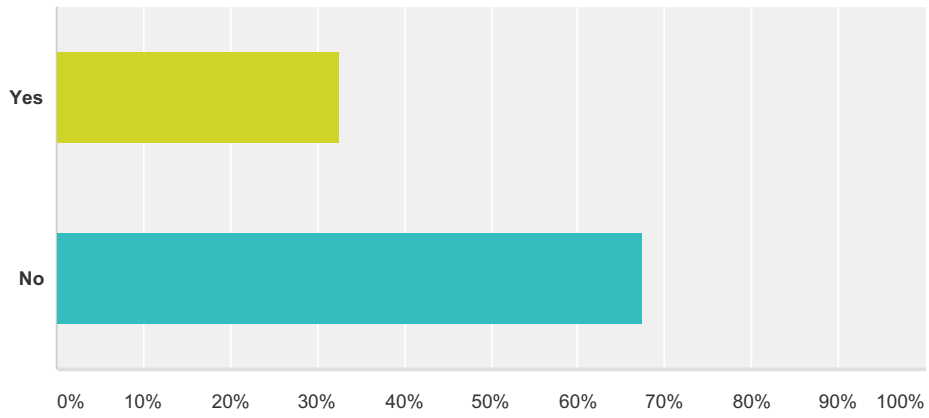
Answered: 125 Skipped: 45



Answer Choices	Responses
Yes, by contacting the owner/developer	15.20% 19
Yes, by calling a Town department	19.20% 24
No, because I did not have any concerns	38.40% 48
No, because I didn't know who to contact	28.00% 35
No, because I didn't want to cause issues with my neighbor	14.40% 18
<b>Total Respondents: 125</b>	

### Q11 If you did contact anyone, were your questions and concerns addressed?

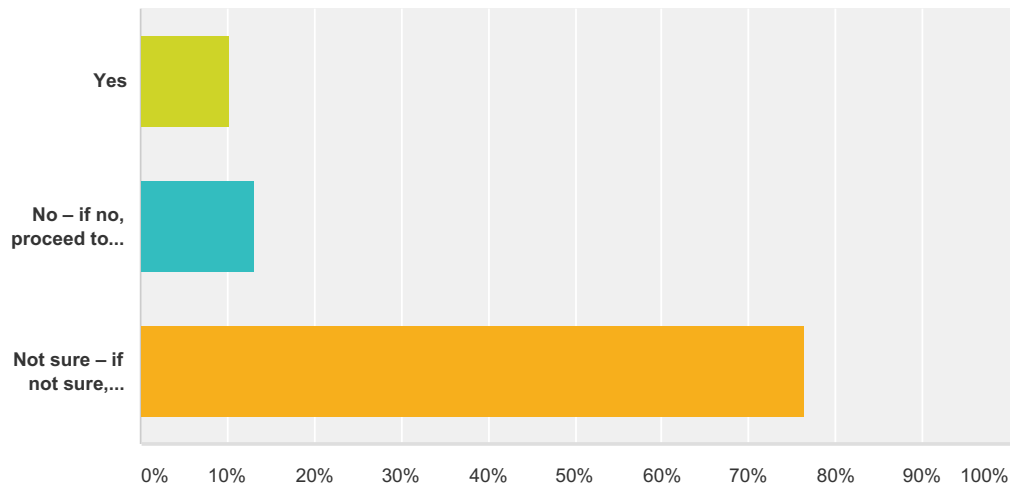
Answered: 40 Skipped: 130



Answer Choices	Responses	
Yes	32.50%	13
No	67.50%	27
<b>Total</b>		<b>40</b>

### Q12 Did the project require a special permit from the Zoning Board of Appeals?

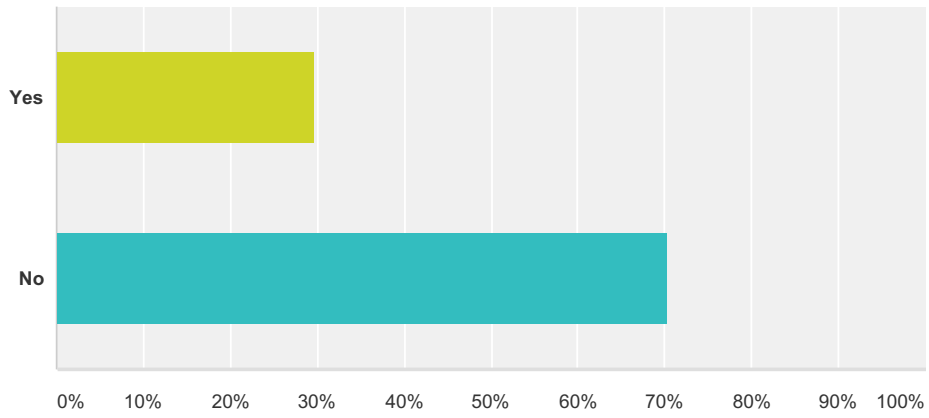
Answered: 136 Skipped: 34



Answer Choices	Responses
Yes	10.29% 14
No - if no, proceed to Section II	13.24% 18
Not sure - if not sure, proceed to Section II	76.47% 104
<b>Total</b>	<b>136</b>

### Q13 Did you attend the Zoning Board of Appeals hearing?

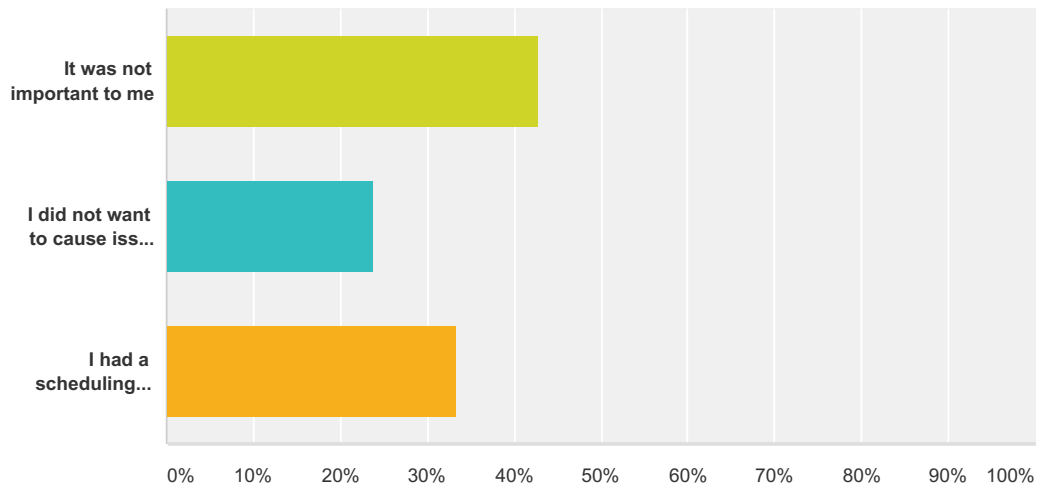
Answered: 44 Skipped: 126



Answer Choices	Responses	
Yes	29.55%	13
No	70.45%	31
<b>Total</b>		<b>44</b>

### Q14 If you did not attend the Zoning Board of Appeals; why not?

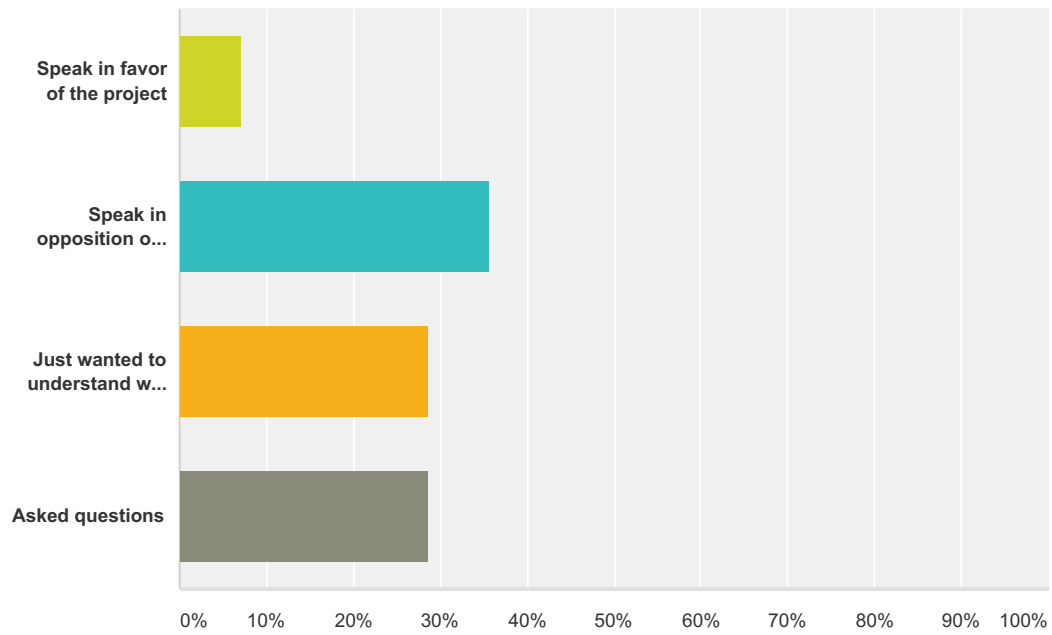
Answered: 21 Skipped: 149



Answer Choices	Responses
It was not important to me	42.86% 9
I did not want to cause issues with my neighbor	23.81% 5
I had a scheduling conflict	33.33% 7
<b>Total</b>	<b>21</b>

### Q15 If you did attend the Zoning Board of Appeals; did you:

Answered: 14 Skipped: 156



Answer Choices	Responses
Speak in favor of the project	7.14% 1
Speak in opposition of the project	35.71% 5
Just wanted to understand what was going to happen	28.57% 4
Asked questions	28.57% 4
<b>Total</b>	<b>14</b>

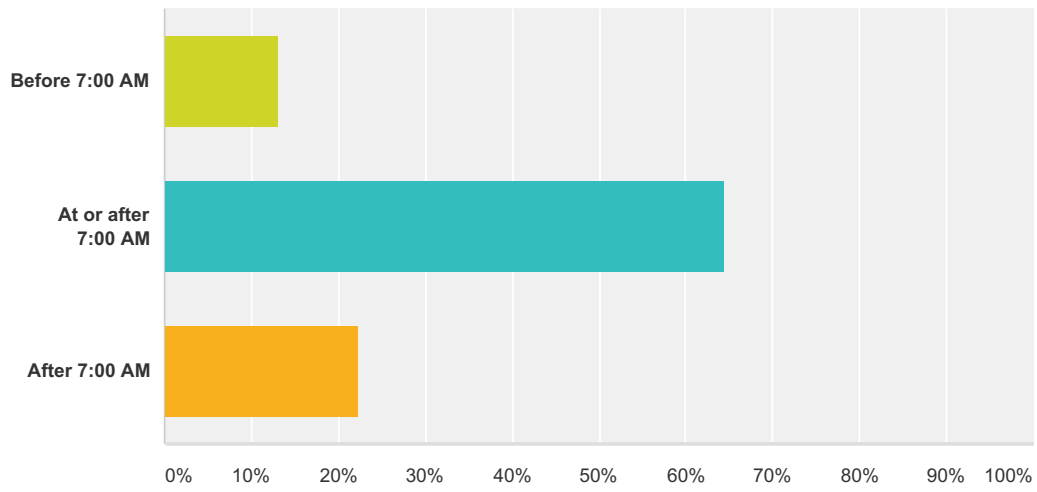
**Q16 Any other comments regarding the notification and permitting process?**

Answered: 61 Skipped: 109



### Q17 On weekdays during construction, what time of the day did construction start?

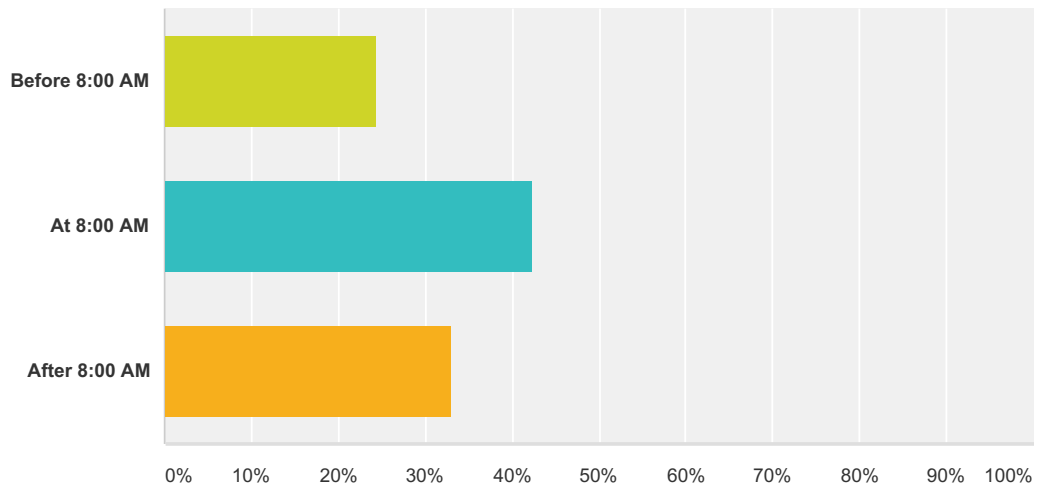
Answered: 121 Skipped: 49



Answer Choices	Responses
Before 7:00 AM	13.22% 16
At or after 7:00 AM	64.46% 78
After 7:00 AM	22.31% 27
<b>Total</b>	<b>121</b>

### Q18 On Saturdays during construction what time of the day did construction start?

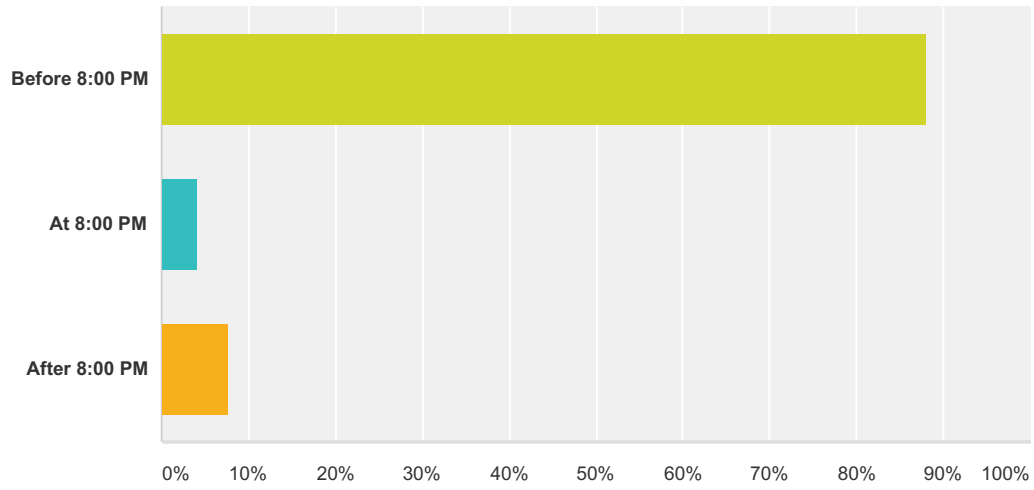
Answered: 106 Skipped: 64



Answer Choices	Responses
Before 8:00 AM	24.53% 26
At 8:00 AM	42.45% 45
After 8:00 AM	33.02% 35
<b>Total</b>	<b>106</b>

### Q19 On weekdays during construction what time of the day did work end?

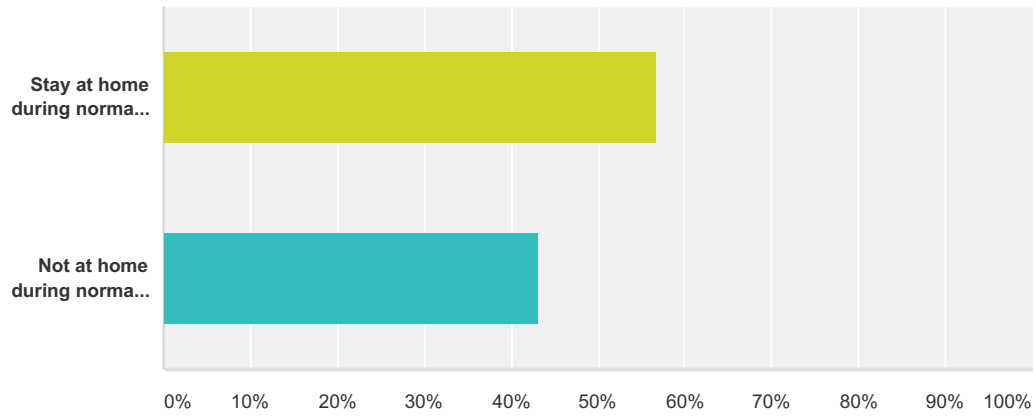
Answered: 117 Skipped: 53



Answer Choices	Responses
Before 8:00 PM	88.03% 103
At 8:00 PM	4.27% 5
After 8:00 PM	7.69% 9
<b>Total</b>	<b>117</b>

### Q20 Please select what best describes your household:

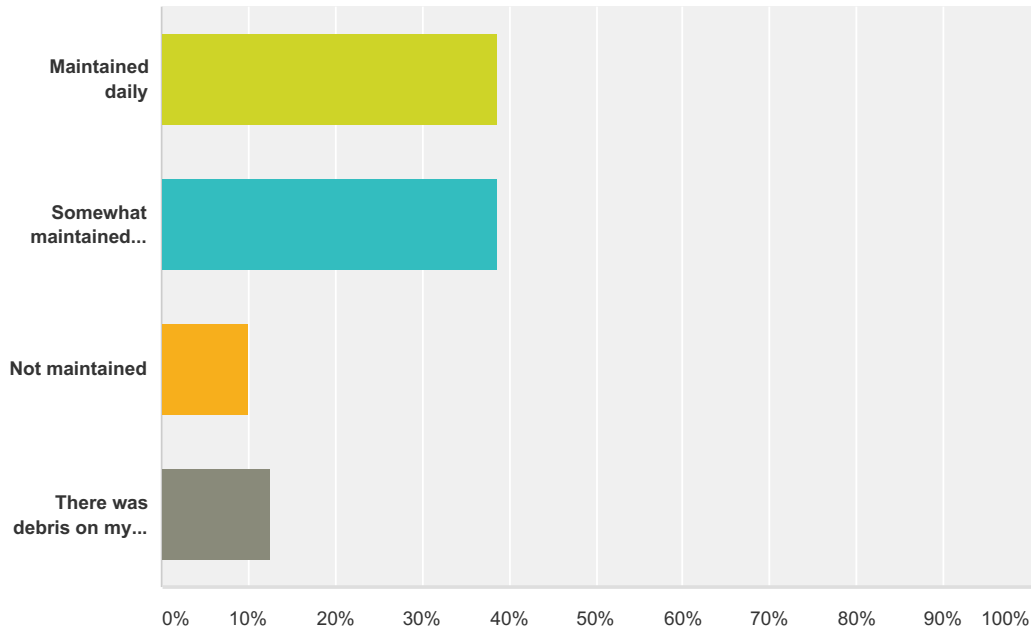
Answered: 127 Skipped: 43



Answer Choices	Responses
Stay at home during normal business hours	56.69% 72
Not at home during normal business hours	43.31% 55
<b>Total</b>	<b>127</b>

### Q21 During construction was the construction site:

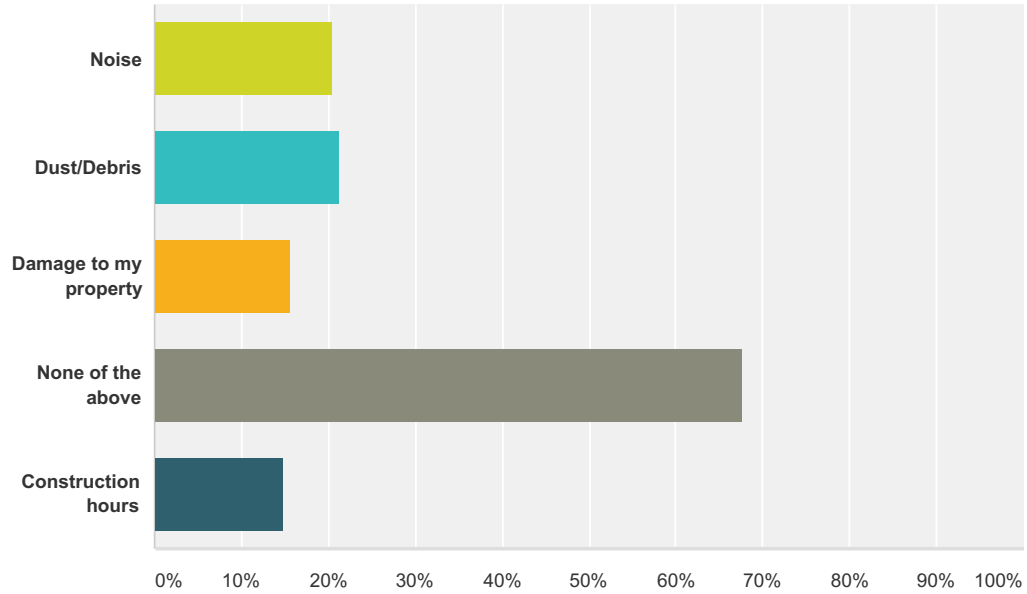
Answered: 119 Skipped: 51



Answer Choices	Responses
Maintained daily	38.66% 46
Somewhat maintained daily	38.66% 46
Not maintained	10.08% 12
There was debris on my property	12.61% 15
<b>Total</b>	<b>119</b>

### Q22 Did you ever have to contact the builder to complain about: (select as many as appropriate)

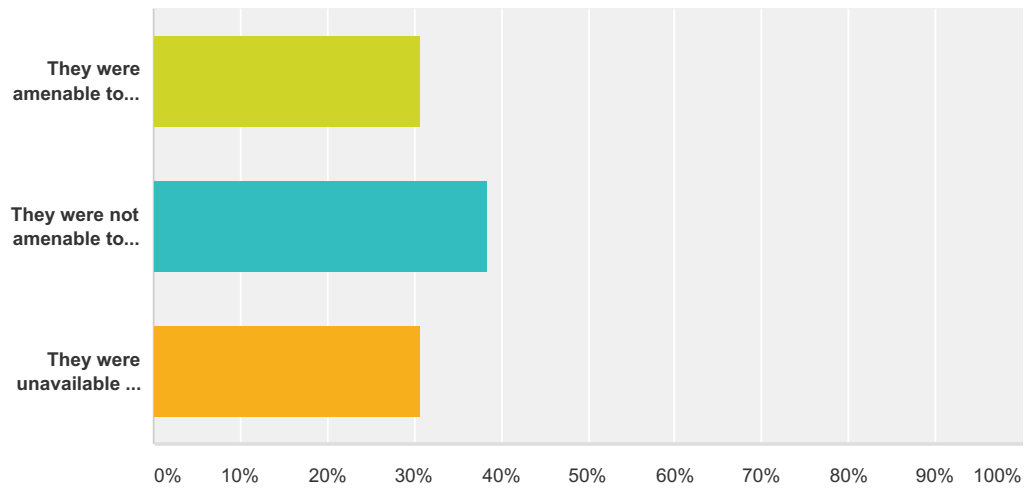
Answered: 108 Skipped: 62



Answer Choices	Responses	Count
Noise	20.37%	22
Dust/Debris	21.30%	23
Damage to my property	15.74%	17
None of the above	67.59%	73
Construction hours	14.81%	16
<b>Total Respondents: 108</b>		

### Q23 If you contacted the builder, how did they respond?

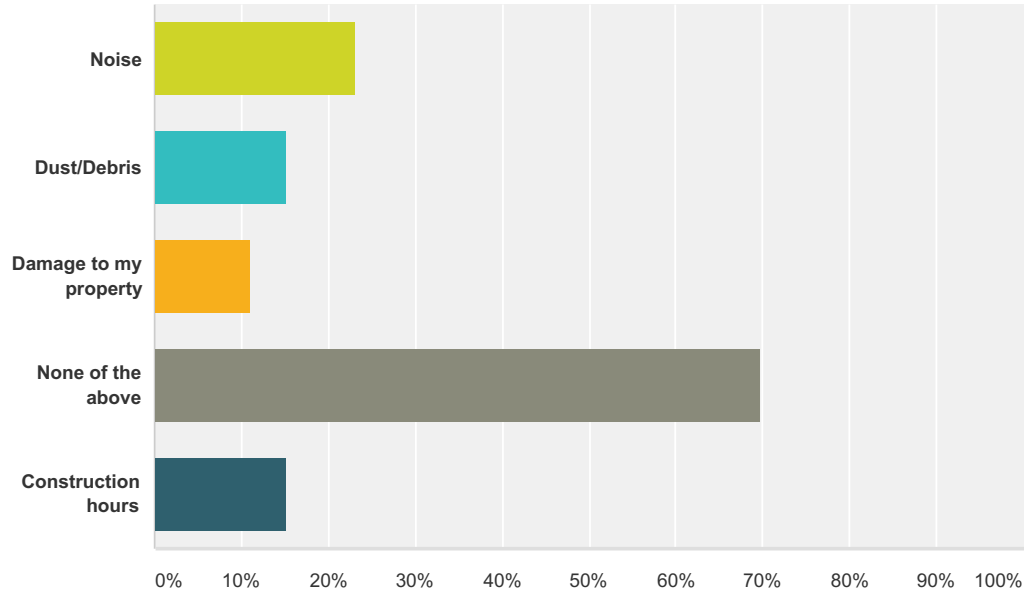
Answered: 39 Skipped: 131



Answer Choices	Responses
They were amenable to addressing the issues raised	30.77% 12
They were not amenable to addressing the issues raised	38.46% 15
They were unavailable to address the issues raised	30.77% 12
<b>Total</b>	<b>39</b>

### Q24 Did you ever have to contact the Town of Arlington to complain about: (select as many as appropriate)

Answered: 99 Skipped: 71

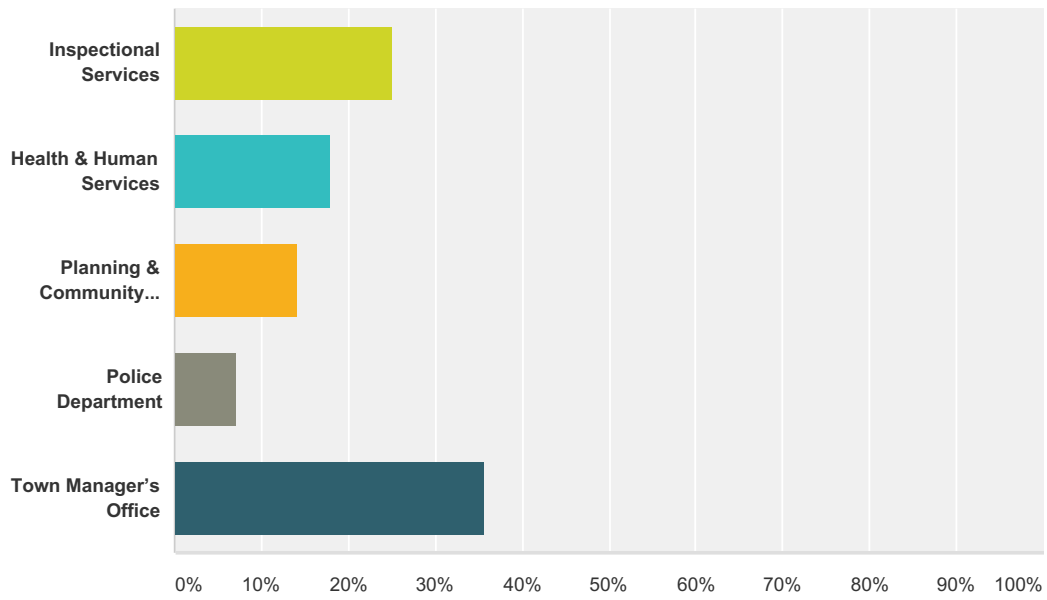


Answer Choices	Responses	Count
Noise	23.23%	23
Dust/Debris	15.15%	15
Damage to my property	11.11%	11
None of the above	69.70%	69
Construction hours	15.15%	15
<b>Total Respondents: 99</b>		



### Q25 If you did contact the Town, which Town department did you contact?

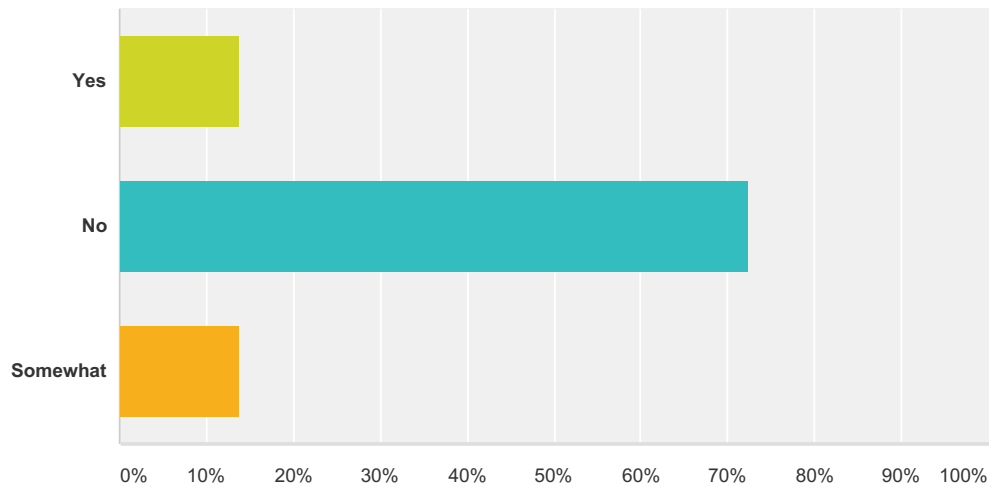
Answered: 28 Skipped: 142



Answer Choices	Responses
Inspectional Services	25.00% 7
Health & Human Services	17.86% 5
Planning & Community Development	14.29% 4
Police Department	7.14% 2
Town Manager's Office	35.71% 10
<b>Total</b>	<b>28</b>

### Q26 Were you satisfied with the Town's response?

Answered: 29 Skipped: 141



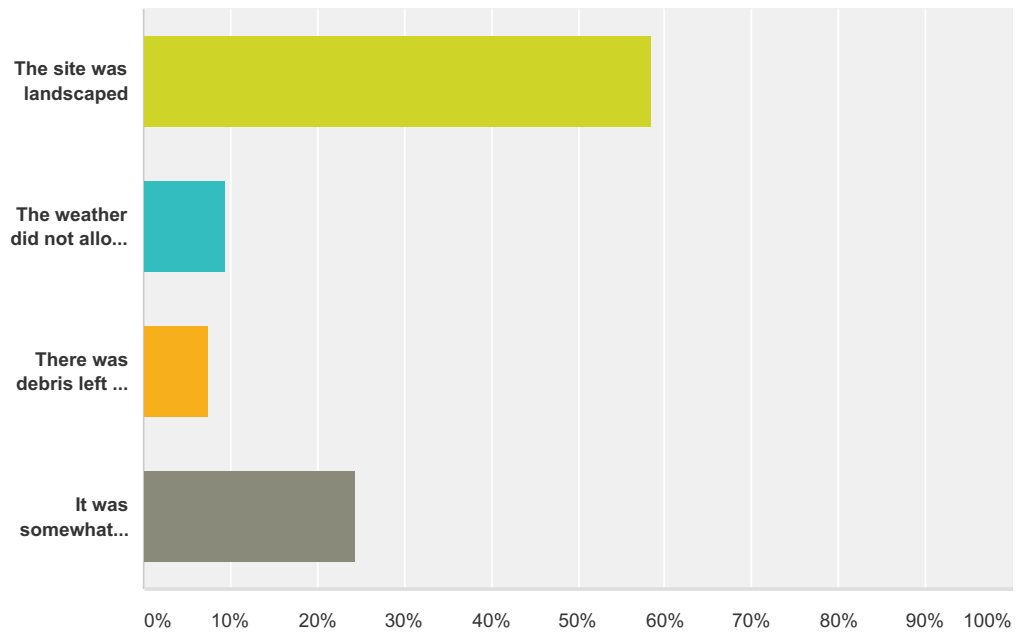
Answer Choices	Responses
Yes	13.79% 4
No	72.41% 21
Somewhat	13.79% 4
<b>Total</b>	<b>29</b>

**Q27 Any other comments regarding the construction process?**

Answered: 72 Skipped: 98

### Q28 What was the condition of the site at the end of construction?

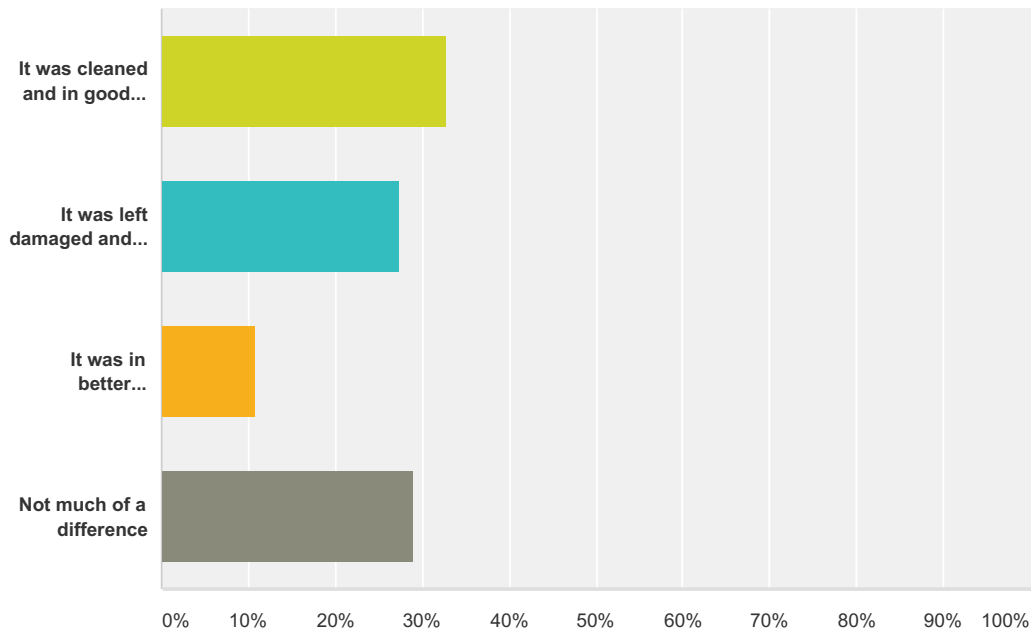
Answered: 106 Skipped: 64



Answer Choices	Responses
The site was landscaped	58.49% 62
The weather did not allow the landscaping to be completed	9.43% 10
There was debris left and final clean up took a while	7.55% 8
It was somewhat landscaped but could have looked better	24.53% 26
<b>Total</b>	<b>106</b>

### Q29 What was the condition of the street and sidewalk after construction?

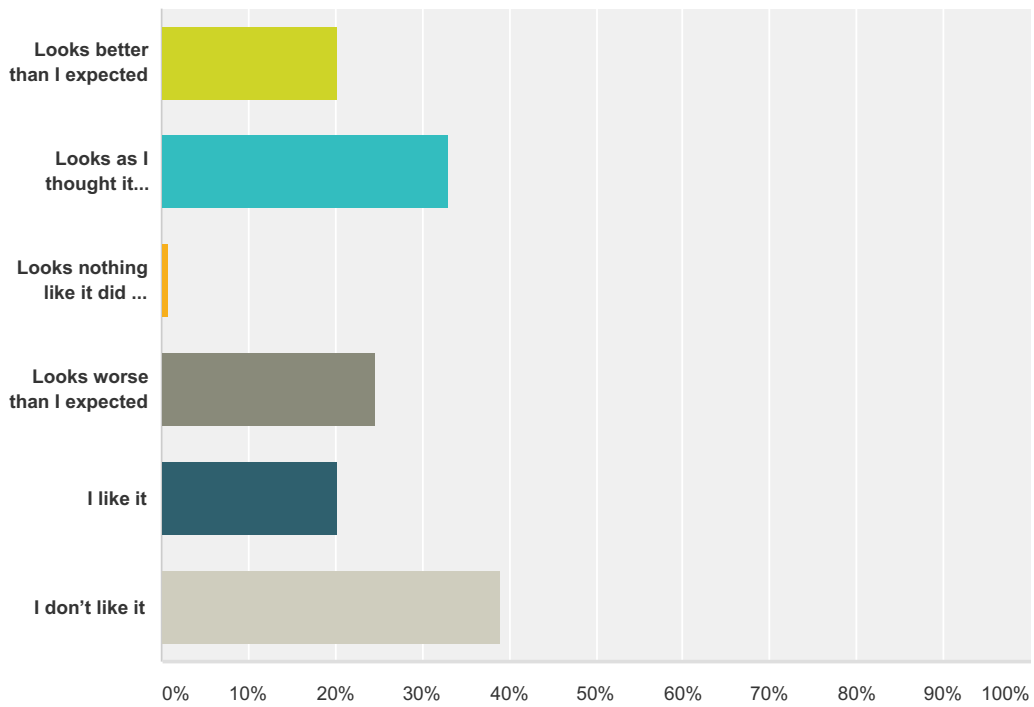
Answered: 110 Skipped: 60



Answer Choices	Responses
It was cleaned and in good condition	32.73% 36
It was left damaged and dirty	27.27% 30
It was in better condition after construction	10.91% 12
Not much of a difference	29.09% 32
<b>Total</b>	<b>110</b>

### Q30 How did the house/development turn out? (select as many as appropriate)

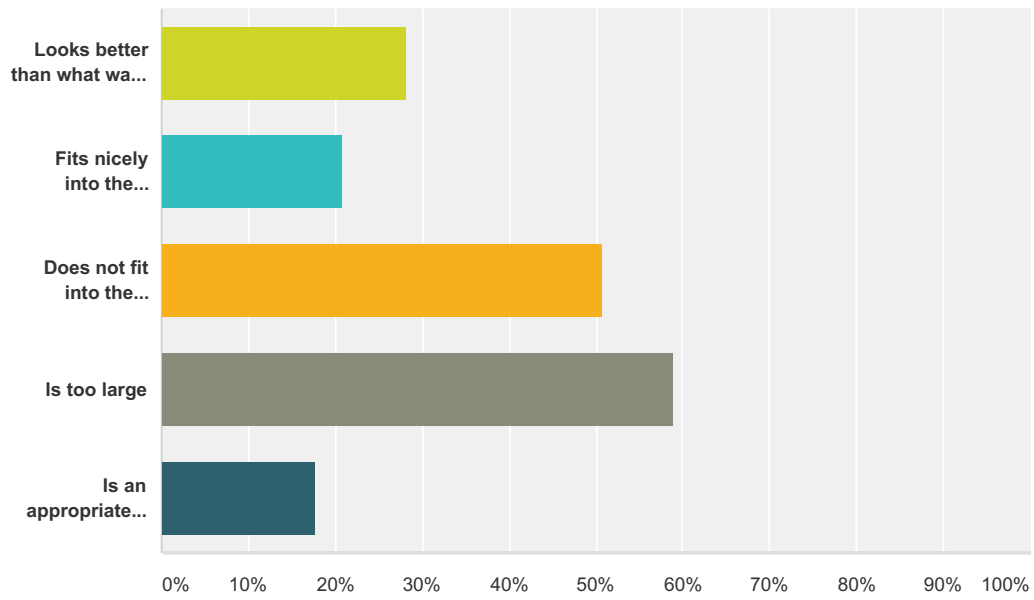
Answered: 118 Skipped: 52



Answer Choices	Responses
Looks better than I expected	20.34% 24
Looks as I thought it would	33.05% 39
Looks nothing like it did on the plans	0.85% 1
Looks worse than I expected	24.58% 29
I like it	20.34% 24
I don't like it	38.98% 46
<b>Total Respondents: 118</b>	

### Q31 Do you feel the renovated/new house: (select as many as appropriate)

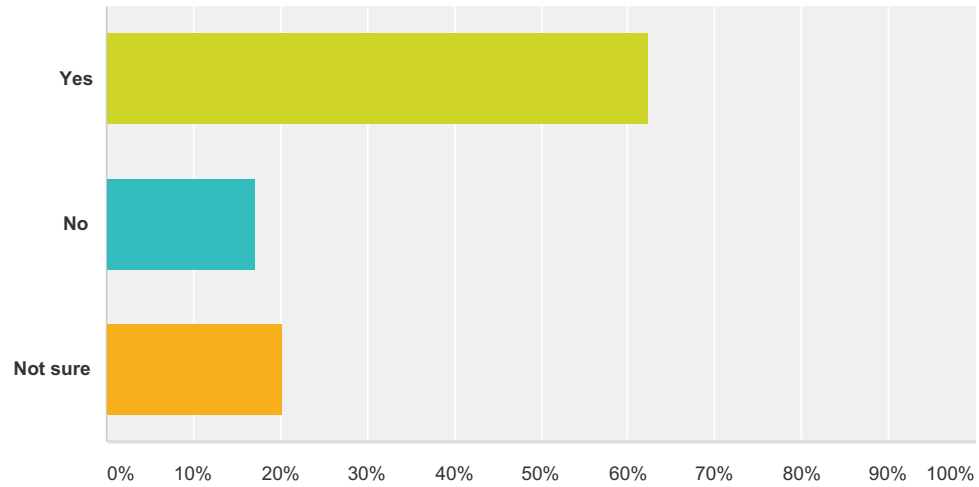
Answered: 124 Skipped: 46



Answer Choices	Responses
Looks better than what was there before	28.23% 35
Fits nicely into the neighborhood	20.97% 26
Does not fit into the neighborhood	50.81% 63
Is too large	58.87% 73
Is an appropriate size	17.74% 22
<b>Total Respondents: 124</b>	

**Q32 Would you support the Town’s ability to have more control over new residential development, even if it might limit your ability to add to or significantly renovate your property?**

Answered: 128 Skipped: 42

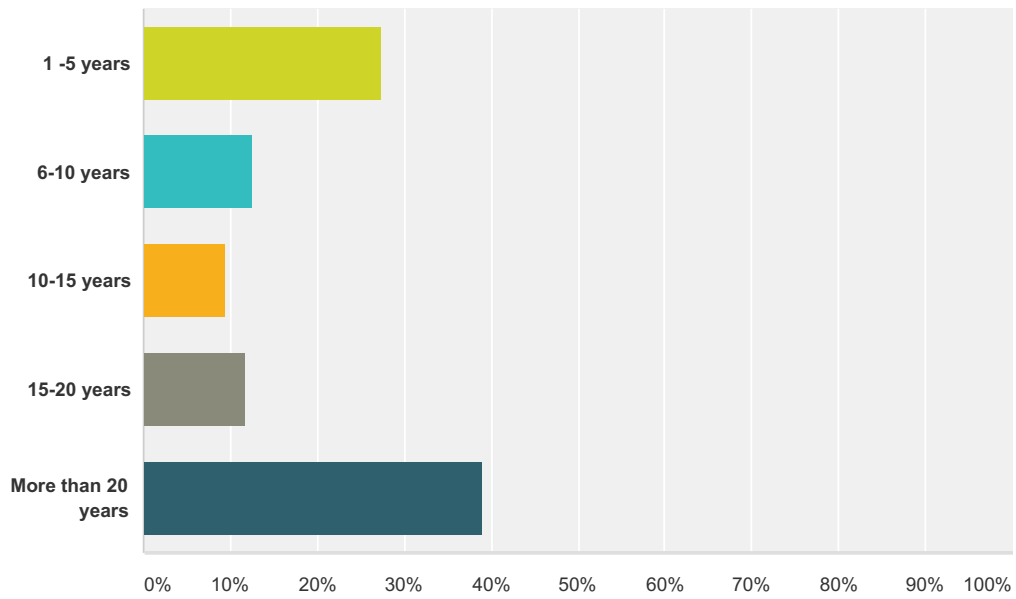


Answer Choices	Responses
Yes	62.50% 80
No	17.19% 22
Not sure	20.31% 26
<b>Total</b>	<b>128</b>



### Q33 How long have you owned your home?

Answered: 128 Skipped: 42



Answer Choices	Responses
1 -5 years	27.34% 35
6-10 years	12.50% 16
10-15 years	9.38% 12
15-20 years	11.72% 15
More than 20 years	39.06% 50
<b>Total</b>	<b>128</b>

**Q34 Other comments regarding the end product?**

Answered: 69 Skipped: 101

**Q35 Is there anything you noticed during construction that was a positive or a negative and that has not been covered in this survey?**

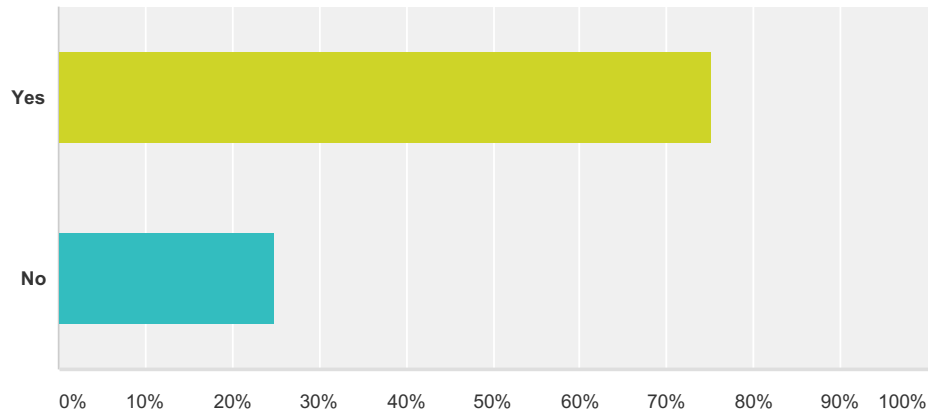
Answered: 73 Skipped: 97

**Q36 One of the goals of The Residential Study Group is to review the construction process and determine what can be done to ensure and promote a safe construction site and easy process for everyone. Please provide us with your thoughts and comments on how we might be able to achieve our goals.**

Answered: 59 Skipped: 111

### Q37 Would you be willing to be contacted to answer a few follow-up questions?

Answered: 117 Skipped: 53



Answer Choices	Responses	
Yes	75.21%	88
No	24.79%	29
<b>Total</b>		<b>117</b>