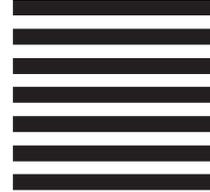


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO 4112 CHARLOTTE NC

POSTAGE WILL BE PAID BY ADDRESSEE



**Kate Labadorf**  
CITY OF CHARLOTTE  
ENGINEERING & PROPERTY MANAGEMENT  
STORM WATER SERVICES  
600 E FOURTH ST  
CHARLOTTE NC 28254-3513



*To request Storm Water Service call 311*  
**We want your input!**

CHARLOTTE



Charlotte-Mecklenburg Storm Water Services would like your input on existing storm water issues located within the Lyon Court project area (map included in attached letter). Please take a few minutes to check the appropriate answer and write comments where needed. Then drop this survey in the nearest mail box by **February 12, 2010**. Postage is paid; no stamp is necessary. Thank you in advance for your input. *Your personal information is for work purposes only and will not be shared.*

Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Owner Address: (if different from above)

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

1. How long have you owned or lived at this location? \_\_\_\_\_
2. Have you ever had any storm drainage work done by the City of Charlotte?  
 Yes  No
3. Are there any soil erosion problems from a stream or storm drainage system (i.e. pipes, drains, streams or ditches) on your property or in your neighborhood?  
 Yes  No

If there are soil erosion problems, please indicate location and severity of problem.

Location \_\_\_\_\_

Minor  Moderate  Severe

Location \_\_\_\_\_

Minor  Moderate  Severe

Location \_\_\_\_\_

Minor  Moderate  Severe

4. Have you ever noticed water in your storage building?  
 Never experienced  
 Once per year  
 More than once a year
5. Have you ever noticed water in or up to your air conditioning units?  
 Never experienced  
 Once per year  
 More than once a year
6. Have you ever noticed water in your crawl space?  
 Never experienced  
 Once per year  
 More than once a year
7. Have you ever noticed water in or up to your living space?  
 Never experienced  
 Once per year  
 More than once a year
8. If flooding occurred, please list the approximate date(s), location and indicate depth of flooding.  
Date \_\_\_\_\_  
Location \_\_\_\_\_  
Depth of water \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_  
Depth of water \_\_\_\_\_
9. Have you ever noticed flooded streets in your neighborhood?  
 Yes  No  
If you noticed flooded streets, please provide the approximate date(s), location and depth of flooding.  
Date \_\_\_\_\_  
Location \_\_\_\_\_  
Depth of water \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_  
Depth of water \_\_\_\_\_

10. Are there any other problems with the storm drainage system (i.e. pipes, drains, streams or ditches) on your property or in your neighborhood?  
 Yes  No  
If yes, check all situations that apply.  
 Corroded pipes  
 Sink holes  
 Pipe blockage  
 Stream or ditch blockage  
 Drains in need of repair  
 Other \_\_\_\_\_
11. Do you have any photographs, videotape or other records of erosion or flooding problems that occurred on your property or in your neighborhood?  
 No  Photos  Video  
 Written  Other \_\_\_\_\_  
If yes, can we contact you?  
 Yes  No
12. Are you in favor of Storm Water making stream improvements on your property?  
 Yes  No  Undecided  
*If you checked No, staff will work with you, but sometimes improvements need to be made to benefit the area.*
13. Have you seen the stream actively shifting or eroding during recent storm events?  
 Yes  No  
If yes, explain. \_\_\_\_\_

Other comments or questions: \_\_\_\_\_