



SECTION 8 CLIENT CUSTOMER SERVICE SURVEY

Thank you for giving your response to our questionnaire.
With the information you provide we hope to give better customer service.
Please complete all sections that apply.

VISIT TO THE SECTION 8 LOBBY

1. Was the receptionist professional and courteous? Yes No
2. Did the receptionist provide accurate and complete information? Yes No
3. How do you feel the service in the lobby can be improved? Yes No

CALL TO THE SECTION 8 CALL CENTER

1. Was your call answered in a timely manner? Yes No
2. Was the representative professional and courteous? Yes No
3. Did the representative provide accurate and complete information? Yes No
4. Did you receive a response after leaving a message for a particular staff person? Yes No

INSPECTIONS

INITIAL

ANNUAL

COMPLAINT

1. Did the inspector arrive on time for the inspection? Yes No
2. Was the inspector professional and courteous? Yes No
3. Do you feel the inspector did a complete and accurate assessment during the inspection? Yes No

HOUSING SPECIALISTS

1. Was the housing specialist professional and courteous? Yes No
2. Were your concerns addressed? Yes No
3. Has communication improved since you were assigned a housing specialist? Yes No

If you received exceptional service, which IHA staff person provided the service? _____

If you received poor service, which IHA staff person provided the service? _____

If you had the ability to complete the required paperwork by computer would you use the service? Yes No

Have you used the indianahousingnow.org website or 1-877-428-8844 to help you find a unit? Yes No

Did you find the service helpful? Yes No Were you able to find a unit using this service? Yes No

If you have ideas on how IHA can improve the service provided to you please email your suggestion to customerservice@indhousing.org or write to: Indianapolis Housing Agency, 1935 N Meridian Street, Indianapolis, Indiana 46202