



SECTION 8 LANDLORD 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. Has the service in the lobby 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 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

HOUSING SPECIALISTS

1. Was the housing specialist professional and courteous? Yes No
2. Were your concerns addressed? 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

MANAGEMENT

1. Was management professional, courteous, knowledgeable? Yes No
2. Were your concerns addressed in a timely manner? 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 list a unit? Yes No

Did you find the service helpful? Yes No Were you able to rent 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@indyhousing.org or write to Indianapolis Housing Agency, 1935 N. Meridian Street, Indianapolis, Indiana, 46202.