U.S. Department of Homeland Security FEDERAL EMERGENCY MANAGEMENT AGENCY Housing Inspection Services

OMB Control Number 1660-NW31 Expiration Date: MM/DD/YYYY

Customer Satisfaction Survey

You have been selected for this survey because you recently attained a FEMA housing inspection. The purpose of this survey is to measure the housing inspector's performance.

Instructions: To be filled out by a member of the household who was at home during the housing inspection. For the following questions, please check the box to respond to each question. Do not sign or put your name on the form. All responses are anonymous, and will be reported ONLY in aggregate form.

 Before the inspection, what level of service did you expect to receive from the FEMA inspector? 	6. The length of the inspector's visit was:
Very good Solution So	Too Long About Right Too Short
2. Compared to your expectation, what level of service do you feel you received? Better than expected T T T T T T T T T T T T T	7. Were you with the inspector during the inspection? Yes ▼ ▼ □ □
3. Did the inspector come to your home at the scheduled time? Inspector came without an appointment appointment	 8. Did the inspector explain why he/she was performing the inspection? Yes Yes
4. How important was it for you to have a set time for your inspection?	Very Complete Solution 1
Very Important To a series of the series of	10. Did the inspector take time to listen to what you had to say?
5. How long was the inspector's visit? Less than 30 30-45 More than 45 minutes minutes	I didn't have Yes No anything to say
Denominado De duration A et Metica. Dublic una entira bundan fon this ann	very is actimated to be an average of 15 minutes now response. The hunder

Paperwork Reduction Act Notice: Public reporting burden for this survey is estimated to be an average of 15 minutes per response. The burden includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing, reviewing and submitting the form. Although voluntary, you are not required to respond to this collection of information unless a valid OMB control number appears in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Paperwork Reduction Act Project (1660-NW31), Information Collections Management, Federal Emergency Management Agency, Department of Homeland Security, 500 C St. SW, Washington, DC 20472. **NOTE: Please do not send your completed form to the above address.**

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17. Please write additional comments about FEMA's inspection services, including ideas to improve

11. How satisfied are you with the effort the inspector made to answer your questions?	the process, unanswered questions, or unme expectations you may have had. Use a separate sheet of paper if necessary.
Very Not at all I didn't ask satisfied any questions	
Sausileu	-
5 4 3 2 1	
12. Were there any questions that the inspector did	
not answer?	
Yes No	
If yes, please tell us what they were under Question 17.	
13 . At the end of the inspector's visit, how good was	
your understanding of what would happen after	
the inspection?	
Very Not at all good good	
5 4 3 2 1	
14. How did the inspector's visit make you feel?	-
No A lot better different A lot worse	
▼ ▼ 5 4 3 2 1	
	Thank You!
15. Overall how estisfied are you with the FFMA increasion?	
15. Overall, how satisfied are you with the FEMA inspection?	Please Return Survey to:
Very satisfied Not at all satisfied	Federal Emergency Management Agency
5 4 3 2 1	C/O J & E Associates, Inc.
	Customer Service Survey Contractor Attn: Survey Center
16. The check I received from FEMA was:	8601 Georgia Avenue, Suite 206
Larger than I Exactly what Smaller than I I did not receive a	Silver Spring, MD 20910
expected I expected expected check from FEMA	
If any llandhan associated release associate	
If smaller than expected, please explain.	