

# DIRECT HOUSING OPERATIONS SURVEY

FEMA Form 007-0-4  
OMB Control Number 1660-0036  
Expiration Date \_\_\_\_\_

Public reporting burden for this survey is estimated to average 6 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number near the title of the electronic collection instrument, or for on-line applications, on the first screen viewed by the respondents. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0036) **NOTE: Do not send your completed form to this address. The following survey is voluntary.**

## **PURPOSE STATEMENT**

The purpose of the Direct Housing Questionnaire is to measure the customer's satisfaction during the various phases of the disaster and the customer service provided during those phases.

## **Phase 1- PPI, Set Up, Assignment Processes**

This phase of the study will be conducted about two weeks after assignment of the unit. The purpose of the study is to identify the applicant's level of satisfaction with the pre-placement interview, set-up and assignment processes.

## **Introduction**

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_ . My ID# is \_\_\_\_\_. May I please speak with \_\_\_\_\_?

**If No:** Thank you for your time and have a good day/evening. (Mark attempt).

**If Yes:** We're looking for ways to improve the quality of our service and would like to check in with you several times to see how things are going during your stay in the FEMA temporary housing unit. Your opinions are very important to us. Would you volunteer to take 4-7 minutes to answer some questions? (Yes or No)

**If No:** I understand. Thank you for your time and have a good day/evening. (Mark Attempt)

**If Yes:** Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured that your responses will not affect the outcome of your application for FEMA assistance.

**Q1 Series.** Please think back to the time you were contacted to discuss your willingness to live in a FEMA temporary housing unit. I'm going to name some topics that may have been covered with you during that interview. As I read each topic please say "yes" if it was covered, "no" if it was not covered, or "don't remember" if you do not recall. The first topic is:

**Q1a.** Unit Assignment Information and the Receipt for Government. Property (Read List as needed: Yes, No, Don't remember)

**Q1b.** Acceptable Site for the Unit (suitability or feasibility) (Yes, No, Don't remember)

**Q1c.** Estimated time for delivery of unit (Yes, No, Don't remember)

**Q1d.** Responsibilities for setting up the unit (: Yes, No, Don't remember)

**Q1e.** Utility connection responsibilities (Yes, No, Don't remember)

**Q1f.** Recertification for continued use (Yes, No, Don't remember)

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**Q2. Next:** How would you rate the customer service you received during that interview? Would you say it was (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't read:** Don't know / No opinion) (If Below Average or Poor go to Q2a)

**Q2a** In what way was it (Below Average/Poor)? (Poor attitude, Didn't treat me with respect, Didn't explain the guidelines clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Other \_\_\_\_\_)

**Q3.** How many days were there between the time FEMA called you about a temporary housing unit and the time you were told you were approved? (**Don't Read List:** 1-5 days, 6-10 days, 11-20 days, 21-30 days or more than 30 days.)

**Q3a.** How would you rate that amount of time. Would you say it was... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't Know no Opinion). (Go to Q3b for all responses)

**Q4.** How many weeks were there between the time you were approved and the time you signed the paperwork (Receipt for Government Property)? (Less than 1 week, 1-2 Weeks, 3-4 weeks, 5-6 weeks, 7-8 weeks, more than 8 weeks)

**Q4a.** Was that amount of time... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion)

These next questions are about the signing of the paperwork (Receipt for Government Property) and your initial walk through of the unit.

**Q5.** How would you rate the customer service you received that day? Would you say it was (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q5a)

**Q5a.** In what way was it (Below average/poor)? (Poor attitude, Didn't treat me with respect, Didn't explain the guidelines clearly, Didn't take time to listen, Didn't seem interested in helping me, Didn't answer my questions, Other \_\_\_\_\_)

**Q5b.** Was the unit the type and size you expected to receive? (Yes, No)(If No go to 5c)

**Q5c.** What was different? (Size: \_\_\_\_\_, Type: \_\_\_\_\_,)

**Q5d.** Was it equipped as you expected? (Yes, No) (If no go to Q5e)

**Q5e.** What was different? Furniture: \_\_\_\_\_, Expected Accessible: \_\_\_\_\_, Expected a Non Accessible: \_\_\_\_\_, Other \_\_\_\_\_)

**Q5f.** When you did the initial walk through, did everything work properly? (Yes or No) (If no go to Q5g.)

**Q5g.** What was not working (Keys\_\_\_\_, Heating/AC\_\_\_\_, Sewer\_\_\_\_, Water\_\_\_\_, Appliances\_\_\_\_, Electricity\_\_\_\_, Gas\_\_\_\_, Door/Windows\_\_\_\_, Other\_\_\_\_)

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**[AutoPop Location of unit. Ask if commercial park or FEMA group site:]**

**Q6a.** How satisfied are you with the location of your unit? Are you (**Read List:** Extremely Satisfied, Very Satisfied, Satisfied, Not Very Satisfied, or Not at all Satisfied, **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q6b)

**Q6b.** Why do you feel that way?

Location is not safe/secure\_\_\_, No privacy\_\_\_, Blocked access for repairs\_\_\_, Not on school bus route\_\_\_, Public transportation not accessible\_\_\_, Store not accessible\_\_\_, Inadequate parking for cars\_\_\_, No parks or play area for children\_\_\_, Sewage or drainage issue\_\_\_, Other \_\_\_[Free Text box for other comments]

**Q6c.** How would you rate the actual unit in meeting your immediate housing needs? Would you say it was... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor, **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q6d)

**Q6d.** In what way was it (Below average/poor? Too small\_\_\_, location not convenient\_\_\_, was not clean\_\_\_, not accessible\_\_\_, not well heated/ air conditioned\_\_\_, Repair issues\_\_\_, No start up kit included\_\_\_, Other \_\_\_[Free Text box for other comments]

**QSUG.** FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve FEMA disaster housing that you have not already shared?

Close: That is all of the questions we have at this time. After you have lived in the unit for a while, we'll be checking back with you again to see how things are going.

(**Instructions:** Mark Yes to All or Mark No if applicant objects.)

Thank you for your time. Have a good day/evening.

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## **Phase 2 - Maintenance**

This phase of the study will be conducted about 45 day(s) or longer after assignment of the unit (lease-in) and may be repeated if the term lasts longer. The purpose of the study is to identify the applicant's level of satisfaction with the maintenance services and recertification. (Note: More than one contractor may be deployed, based on type of unit, zip codes, length of time into the disaster: IA TAC covers first 30-90 days and after 90, local contractors take over.)

## **Introduction**

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_. My ID# is \_\_\_\_\_. May I please speak with \_\_\_\_\_?

**If No:** Thank you again for your previous assistance and have a good day/evening. (Mark Attempt)

**If Yes:** We're calling to ask some additional questions about the service you received during your stay in the FEMA temporary housing unit. We do appreciate your taking the time to talk to us previously.

Would you volunteer to take 4-7 minutes to answer some additional questions? (Yes or No)

**If No:** I understand. Thank you for your time and have a good day/evening. (Mark attempt)

**If Yes:** Thank you. These questions have been approved by the Office of Management and Budget under control number 1660 -0036. Please be assured your responses will not affect the outcome of your application for FEMA assistance.

**Q7.** I would like to ask you some questions about your experience with the maintenance service. Have you had a reason to contact the Maintenance Service Line? (If yes go to Q7a ) (If No go to Q8)

**Q7a.** What was the approximate date of your most recent phone call to the maintenance service center or the call you would like to talk about? \_\_\_\_\_ (mm/dd/yy)

**Q7b.** Thinking about that phone call, how would you rate the customer service provided by the person answering the phone? Would you say it was:

(**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't Know / No Opinion). (If Below Average or Poor go to Q7c)

**Q7c.** What makes you say that it was (Below Average/Poor): (Poor Attitude\_\_\_\_, Didn't treat me with respect\_\_\_\_, Didn't explain process clearly\_\_\_\_, Didn't take time to listen to me\_\_\_\_, Didn't seem interested in helping me\_\_\_\_, Didn't answer my questions\_\_\_\_, Didn't return my calls\_\_\_\_, Other \_\_\_\_  
[Free Text box for other comments]

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**Q7d.** Did this or any phone call result in an actual trip to your home to perform repair or maintenance services? (Yes or No) (If yes go to Q7e) (If No go to Q8)

**Q7e.** What was the approximate date of the most recent maintenance or repair visit you would like to talk about? \_\_\_\_\_ (mm/dd/yy)

**Q7f.** Was that:

(**Read list**) 1) For an emergency visit?\_\_\_(water, power, sewer or air/heat – to be taken care of in 6 hours from the call) 2) Or a Routine visit?\_\_\_ (taken care of in 2 days) or (**Don't Read**) 3) Don't Know, Don't Remember\_\_\_

**Q7g.** How would you rate the service provided during that visit? Would you say the service was (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion). If Below Average or Poor go to Q7g).

**Q7h.** What about it was (Below average/Poor). (Poor Attitude, Didn't treat me with respect, Didn't explain service clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Slow response time, Repair was not effective, Didn't come at appointed time, Other \_\_\_\_\_.)

### RECERTIFICATION QUESTIONS

**Q8.** FEMA normally visits about once a month or every couple of months to check on your recovery progress. This is often referred to as "recertification". Have you received one of these visits? (**Do not Read**) (Yes/No). (If yes go to Q8a) (If No go to Close)

**Q8a.** What was the approximate date of the most recent recertification visit? \_\_\_\_\_ (mm/dd/yy)

**Q8b.** How would you rate the customer service provided during that visit? Would you say it was... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q8c)

**Q8c.** Why do you say it was (Below Average/Poor)? (Poor attitude, Didn't treat me with respect, Didn't explain guidelines clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Other \_\_\_\_\_)

**Q8d.** After the recertification visit,[Caseworker Name] handled your decision to extend the time you could stay in the unit. How would you rate the customer service provided by [Caseworker Name]? Would you say [Caseworker Name or he/she] was ... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q8e)

**Q8e.** Why do you say it was (Below Average/Poor)? (Poor attitude, Didn't treat me with respect, Didn't explain guidelines clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Other \_\_\_\_\_)

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**QSUG.FEMA is interested in getting your opinion on what we could do to improve our service.**

What other suggestions would you like to pass on to improve FEMA disaster housing maintenance process that you have not already shared?

**Close.** Well, we do appreciate the time you have spent with us. That is all of the questions we have at this time, but we will be checking back with you again to see how things are going. (**Instructions: Mark Yes to All or Mark No if applicant objects.**) Have a good day.

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### **Phase 3 – Move Out**

This phase of the study will be conducted about one week after move out. The purpose of the study is to gather opinions regarding services provided during the final phase as well as overall suggestions for improvement.

### **Introduction**

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_. My ID# is \_\_\_\_\_. May I please speak with \_\_\_\_\_?

**If No:** Thank you again for your previous assistance and have a good evening. (Mark attempt as decline).

**If Yes:** We're calling to ask some final questions about the service you received while in the FEMA temporary housing unit. We appreciated your taking the time to talk to us previously. Would you volunteer to take 3-5 minutes to answer some questions, right now? (Yes or No)

**If No:** I understand, thank you for your time and have a good day/evening. (Mark attempt as decline)

**If Yes:** Thank you. These questions have been approved by the Office of Management and Budget under control number 1660 -0036. Please be assured your responses will not affect the outcome of your application for FEMA assistance.

**Q9.** I understand that you have moved out of the FEMA housing unit, is that correct? (If No or Still In FEMA Unit: Oh, I'm sorry, I must have gotten your name by mistake. Thank you for your time. We may check back with you after you have moved out.) (Mark all Yes or No if applicant objects, mark no)

(If yes go to Q9a)

**Q9a.** How much notice were you given to move out? (Don't Read List: Less than 1 week, 1-2 weeks, 3-4 weeks, more than 4 weeks)

**Q9b.** Was this sufficient time? (Yes or No)

(If Q9a yes, go to Q9d)

(If Q9a no, go to Q9c)

**Q9c.** What is the main reason you needed more time? (No rental resources, No financial resources, Home not ready yet, School considerations, Work considerations, Other \_\_\_\_\_)

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**Q9d.** Did a FEMA representative meet you to pick up the keys? (Yes or No) (If Yes go to Q9e if No go to Q10).

**Q9e.** How would you rate the service provided during that visit? Would you say it was... (**Read List:** Excellent, Good, Satisfactory, below Average, or Poor; **Don't Read:** Don't know/No opinion) (If Below Average or Poor go to Q9f)

**Q9f.** What about the service was (Below average/ Poor)? (Poor Attitude, Didn't treat me with respect, Didn't explain process clearly, Didn't seem interested in helping me, Didn't answer my questions, Missed Appoint, Arrived late, Took too long, Too much paperwork, Other \_\_\_\_\_)

**Q10.** Overall, how would you rate FEMA's housing unit in meeting your temporary housing needs? Would you say it was... (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion). (If Below Average or Poor go to Q10a).

**Q10a.** What needs were not met? (**Please Specify:** Could not reach staff or right person, Information incomplete or inaccurate, Took too long to deliver, Took too long to get keys after delivery, Recertification too complicated, Found ineligible for recertification, Accommodations not adequate, Maintenance service too slow, Maintenance service not effective, Location not satisfactory, Other \_\_\_\_\_)

**Q11. (Only asked if eligible to purchase unit)** When FEMA notified you that you were eligible to purchase the unit, how would you rate the customer service you received? Would you say: (**Read List:** Excellent, Good, Satisfactory, Below Average, or Poor; **Don't Read:** Don't know/No opinion). (If Below Average or Poor go to Q11a).

**Q11a.** What about the service was (Below average/ Poor)? (Poor Attitude, Didn't treat me with respect, Didn't explain process clearly, Didn't seem interested in helping me, Didn't answer my questions, Missed Appoint, Arrived late, Took too long, Too much paperwork, Other \_\_\_\_\_)

**Q12.** FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve FEMA disaster housing that you haven't already shared? \_\_\_\_\_

**Close.** Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions? (**Instructions:** Mark Yes or No).

If yes: Thank you for your time. Have a good day/evening.

If No: I understand. Thank you for your time. Have a good day/evening.