

RAPID TEMPORARY REPAIR SURVEY

FEMA Form 007-0-15
OMB Control Number 1660-0036
Expiration ____

Public reporting burden for this survey is estimated to average 15 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.

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Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID # is _____.
May I please speak with _____ (*contact name*)

Are you the person who met with the FEMA Housing Representative to perform the Emergency Temporary Repairs to your home? If not the person who met with the RTR staff, ask: Is that person available? And may I ask their name?

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

If yes: We're looking for ways to improve the quality of our service and your opinion is very important to us. Would you volunteer to take 5 - 8 minutes to answer some questions?

- No (if no) I understand, Thank you for your time and have a nice day/evening
- Yes (if yes) Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

1. How did you hear about the FEMA program to make temporary / emergency repairs to your home?

- From Friends / Family
- Flyer or Staff at the Shelter
- Newspaper or TV
- DRC
- Community Relations
- Helpline
- Inspector
- Local Community (Govt, Church, etc)
- Don't know / Don't remember
- Other (Specify)

1a. How helpful was that information in explaining the qualifications for the temporary repairs?

If Not very Helpful or Not at all Helpful, go to 1b

- Extremely Helpful
- Very Helpful
- Helpful
- Not very Helpful

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- Not at all Helpful

1b. What would have made the information more helpful?

- Didn't understand would not be eligible to stay in a hotel / motel
- Didn't understand the quality of materials would be less due to the temporary nature of the program
- Didn't understand
- Don't know / No opinion
- Other (Specify)

2. Who helped you complete your Right of Entry form?

If Self or None, skip to 3

- Shelter Staff
- DRC Staff
- Inspection Staff
- Volunteer Staff
- Self
- Do not know / do not remember
- Other (Specify)

2a. How would you rate the customer service that person provided? Would you say he/she was...

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

2b. How would you rate him/her on explaining to you the next steps to have temporary/emergency repairs made to your home? Would you say he/she was...

If Below Average or Poor, go to 2c

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

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2c What was he/she not able to explain?

- Could not set an appointment
- Could not state when the contractor would arrive
- Could not state how long the repairs would take
- Could not give me a contact phone number
- Could not explain the program
- (Other)

Next, I'd like to ask you about the quality of service you received when the temporary/emergency repairs were made to your home.

3. After the disaster, how many days did it take for you to get back into your home?

- 0-3 days
- 4-5 days
- 6-7 days
- 8-10 days
- More than 10 days
- Don't remember

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3a. How satisfied are you with the amount of time? Would you say you are...

(READ list)

If Below Average or Poor, go to 3b

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (DO NOT read)** Don't know / No opinion

3b. What caused you to give the amount of time that rating?

- Had to stay in a shelter for too long
- Had to stay with Friends / Family too long
- Did not know what was going to happen next
- No Contact Numbers provided
- Contractor rescheduled
- Applicant rescheduled
- Other (Specify)

4a1. How satisfied are you with the temporary/emergency repairs that were made to your windows? Would you say you are...

(READ list)

(If "Less than" or "Not at all satisfied", go to 4a1b otherwise, go to Q.4a2..

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (Do not Read) Did not Need Repair to My Windows
- (DO NOT read)** Don't know / No opinion

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4a1b. What caused you to be dissatisfied with the windows?

(DO NOT read list)

- Did not save from more damage
- Further damage occurred
- RTR Windows leaked
- RTR Windows not safe
- Blue roof did not stay in place
- Other windows not RTR are leaking or not safe
- Home still **not safe to stay in / insufficient security**
- Workmanship was **poor quality**
- Materials were **poor quality**
- Did not repair all my **emergency damages**
- Poor **Customer Service**
- Other (Specify)
- Did not come at **scheduled** time
- Took too **Long**

4a2. To your doors? (Read the question if necessary) [How satisfied are you with the temporary/emergency repairs that were made to your doors? Would you say you are...

(READ list)

(If “Less than” or “Not at all satisfied”, go to 4a2a, otherwise, skip to 4b.

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (Do not Read) Did not Need Repair to my Doors
- (DO NOT read)** Don't know / No opinion

4a2a. What caused you to be dissatisfied with the doors?

(DO NOT read list)

- Did not save from more damage
- Further damage occurred
- RTR Doors leaked
- RTR Doors not safe
- Blue roof did not stay in place
- Other doors not RTR are leaking or not safe
- Home still **not safe to stay in / insufficient security**

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- Workmanship was **poor quality**
- Materials were **poor quality**
- Did not repair all my **emergency damages**
- Poor **Customer Service**
- Other (Specify)
- Did not come at **scheduled** time
- Took too Long**

4a3. To your roof? (Read the question if necessary) [How satisfied are you with the temporary/emergency repairs that were made to your roof? Would you say you are...

(READ list)

(If “Less than” or “Not at all satisfied”, go to 4a3a, otherwise, skip to 4a4.

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (Do not Read) Did not Need Repair to my Roof
- (DO NOT read)** Don't know / No opinion

4a3a. What caused you to be dissatisfied with the roof?

(DO NOT read list)

- Did not save from more damage
- Further damage occurred
- RTR roof leaked
- RTR roof not safe
- Blue roof did not stay in place
- Home still **not safe to stay in / insufficient security**
- Workmanship was **poor quality**
- Materials were **poor quality**
- Did not repair all my **emergency damages**
- Poor **Customer Service**
- Other (Specify)
- Did not come at **scheduled** time
- Took too **Long**

4a4. To your _____? (Read the question if necessary) [How satisfied are you with the temporary/emergency repairs that were made to your _____? Would you say you are...

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(READ list)

(If “Less than” or “Not at all satisfied”, go to 4a3a, otherwise, skip to 5.

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (Do not Read) Did not Need Repair to my _____
- (**DO NOT read**) Don't know / No opinion

RTR 4a3a. What caused you to be dissatisfied with the _____?

(DO NOT read list)

- Did not save from more damage
- Further damage occurred
- _____ leaked
- _____ not safe
- Blue roof did not stay in place
- Home still **not safe to stay in / insufficient security**
- Workmanship was **poor quality**
- Materials were **poor quality**
- Did not repair all my **emergency damages**
- Poor **Customer Service**
- Other (Specify)
- Did not come at **scheduled** time
- Took too **Long**

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5. Thinking about being able to get back into your home, how satisfied are you with the temporary/emergency repairs that helped you return to your home? Would you say you are...

(READ list)

(If “Less than” or “Not at all satisfied”, go to 5a, otherwise, skip to Q.6..)

- Extremely satisfied
- Very satisfied
- Satisfied
- Less than satisfied
- Not at all satisfied
- (DO NOT read)** Don't know / No opinion

5a. What caused you to be dissatisfied?

(DO NOT read list. Mark all that apply.)

- Home still **not safe to stay in / insufficient security**
- Workmanship was **poor quality**
- Materials were **poor quality**
- Did not repair all my **emergency damages**
- Poor **Customer Service**
- Other (Specify)
- Did not come at **scheduled** time
- Took too **Long**

Suggestion. 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 FEMA that you haven't already shared?

Call back: *Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?*

- *Yes (If “yes”)* Thank you very much for your time. Have a good day/evening.
- *No (If “no”)* I understand. Thank you very much for your time. Have a good day/evening.