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

OMB Control Number 1660-0102 Expiration Date: Jan. 31, 2014

## **Customer Satisfaction Survey**

This survey is voluntary. Your information will be used for statistical and program improvement purposes and be kept private to the extent permitted by law. 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 confidential, and will be reported ONLY in aggregate form.

<ol> <li>Before the inspection, what level of service did you expect to receive from the FEMA inspector?</li> </ol>	6. The length of the inspector's visit was:
Very Sood Sood Sood Sood Sood Sood Sood Soo	Too Long About Right Too Short
2. Compared to your expectation, what level of service do you feel you received?  Better than expected expected	7. Were you with the inspector during the inspection?  Yes No I I I
3. Did the inspector come to your home at the scheduled time?  Inspector came without an appointment  I I I I I I I I I I I I I I I I I I I	8. Did the inspector explain why he/she was performing the inspection?  Yes No I I I I I I I I I I I I I I I I I I
4. How important was it for you to have a set time for your inspection?    Very Important	Very Complete  Solution  Not at all Complete Solution  10. Did the inspector take time to listen to what you
5. How long was the inspector's visit?  Less than 30 30-45 More than 45 minutes minutes minutes	had to say?    I didn't have

**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 (1660-0102), 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.** 

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

<b>11.</b> How satisfied are you with the effort the inspector made to answer your questions?	the process, unanswered questions, or unmet expectations you may have had. Use a separate sheet of paper if necessary.
Very Not at all I didn't ask satisfied any questions	
5 4 3 2 1 —	
<b>12.</b> Were there any questions that the inspector did not answer?	
Yes No	
If yes, please tell us what they were under Question17.	
<b>13.</b> 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	
[] [] [] [] [] [] [] [] [] [] [] [] [] [	
<b>14.</b> How did the inspector's visit make you feel?	
No A lot better different A lot worse	
15. Overall, how satisfied are you with the FEMA inspection?	
Very satisfied Not at all satisfied	
16. The check I received from FEMA was:	
Larger than I Exactly what Smaller than I I did not receive a expected check from FEMA	Thank You!
If smaller than expected, please explain.	Please Return Survey to: Federal Emergency Management Agency C/O J & E Associates, Inc. Customer Service Survey Contractor Attn: Survey Center 8601 Georgia Avenue, Suite 505 Silver Spring, MD 20910