

## Office of Fair Housing and Equal Opportunity Website Customer Service Survey

The U. S. Department of Housing and Urban Development’s Office of Fair Housing and Equal Opportunity (FHEO) is committed to providing quality customer service. To measure how well we have served customers with using our website, **please complete the questions below** . Your response to the survey will assist FHEO in evaluating its success in providing quality customer service and in identifying areas needing improvement on the website. Please be assured that your answers are completely anonymous. Please circle your response.

*If you have a disability and require assistance in completing this form, please contact:  
Arthur D. Wade  
Telephone (202) 402-4710  
Individuals with hearing or speech impairments may access this number  
Through TTY by calling the toll –free Federal Information Relay Service  
At (800)877-8339.*

Thank you for helping us improve our operations.

### **Web Site Customer Satisfaction Survey**

Please help us serve you and others better by completing our Web Site Customer Satisfaction Survey. Answering the questions below should only take a few minutes. Your participation is completely voluntary and will help us ensure that our Web site is useful, accurate, and complete. If you have questions about how we will use this information, please review our [Privacy Notice](#).

**\* What were you looking for on our Web site?**

**\* Did you find what you were looking for? (1=Exactly, 5=Not At All)**

1  2  3  4  5

**\* How useful is the information you found? (1=Very Useful, 5=Not At All)**

1  2  3  4  5

**\* Did you find our site easy to navigate? (1=Easy To Navigate, 5=Very Difficult)**

1  2  3  4  5

**Please provide additional information or comments:**

Do not use this comment box to submit questions. We cannot reply to questions you submit through the survey form. If you have a question, please refer to our [Contact Us](#) page.

We are conducting this survey under OMB clearance number . Without this currently-approved number, we could not conduct this survey.

*Thank you for participating in our survey!*

**Submit Survey**

*Please mail survey form to:*

*U. S. Department of Housing & Urban Development*

*Office of Fair Housing & Equal Opportunity*

*Attn: Arthur D. Wade*

*Web Manager, Office Of Information Services And Communication*

*451 7<sup>th</sup> Street S.W. Room #5118*

*Washington, DC 20410-2000*

*Telephone (202) 402-710*

\*Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number