

**Section 521 - Rental Assistance
Management Company Questionnaire**

1. How many properties does your company manage?

- 1-30
 31-60
 61-80
 81-110
 Over 110

2. How did the CSC-MFH Unit meet your expectations for the following tasks?	1 Did not Meet	2 Mostly Met	3 Met	4 Mostly Exceeded	5 Exceeded	N/A Not Applicable
a. Contact regarding corrections on Tenant Certifications						
b. Responding to questions pertaining to payments						
c. Troubleshooting MINC transmission problems						
d. Responding to questions pertaining to tenant data						
e. Provide new sign-up for bank changes, account number changes, etc.						
f. Establish special payments						
g. Resolve payment discrepancies						
	1	2	3	4	5	N/A
h. Notify of any late fees	Did not Meet	Mostly Met	Met	Mostly Exceeded	Exceeded	Not Applicable

i. Contacting to resolve delinquent accounts						
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3. Please rate communication from CSC:

Have instructions/explanations been sufficient and clearly stated?						
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Any comments or suggestions: