

Single Family Survey Documents

Survey Option 1: Escalated Resolution

Survey Type: Telephone Prompt via Interactive Voice Response System for telephone based requests or Web-based Survey tool for email based survey requests.

Survey Notice (Spoken for IVR Responses and written for Email/Web-Based responses).

Responding to this survey is voluntary and completely anonymous. No personal information is collected or maintained in conjunction with your response to this survey. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 2535-0116. That authority expires on xx/xx/xxxx. HUD may not collect this information, and you are not required to respond, after that expiration date.

During a recent request to the FHA Resource Center your call/email was escalated to a HUD Office in order to provide additional information or policy clarification on your question. The questions contained in this survey are specific to your experience with the HUD Office or HUD staff person to whom you were escalated.

Please rate your satisfaction with the quality and accuracy of guidance or information you obtained from HUD staff?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

Please rate your satisfaction with the timeliness of decision-making by HUD (such as requests for waivers, policy decisions, appeals, approvals, etc.)

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Not applicable

Please rate your satisfaction with the quality of the customer service and helpfulness of the HUD staff with whom you interacted

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

Overall please rate your satisfaction with the service you received from HUD?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

Which HUD/FHA Homeownership Center or Centers do you interact with most often?

1. Atlanta
2. Denver
3. Philadelphia

4. Santa Ana
5. All

Survey Option 2: Internal Resolution

Survey Type: Telephone Prompt via Interactive Voice Response System for telephone based requests or Web-based Survey tool for email based survey requests.

Survey Notice (Spoken for IVR Responses and written for Email/Web-Based responses).

Responding to this survey is voluntary and completely anonymous. No personal information is collected or maintained in conjunction with your response to this survey. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 2535-0116. That authority expires on xx/xx/xxxx. HUD may not collect this information, and you are not required to respond, after that expiration date.

During a recent request to the FHA Resource Center your call/email was processed and responded to by an agent of the FHA Resource Center. The questions contained in this survey are specific to your experience with the Resource Center agent on this most recent interaction.

Please rate the service you received from the FHA Resource Center?

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor

Please rate the quality of the customer service and helpfulness of the agent you interacted with at the FHA Resource Center

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor

Please rate the agent's knowledge of HUD Single Family housing and services?

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor

Please rate the accuracy of the information you received from the FHA Resource Center

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor

How frequent have your company's contacts been with HUD/FHA during the past twelve months?

1. Very frequent
2. Somewhat frequent
3. Not very frequent
4. None at all
5. Don't know

Survey Option 3: Self-Service Resolution

Survey Type: Web-based Survey tool for email based survey requests. All survey requests of this type will be provided via email/web-based survey tool as FAQ users do not generate telephone calls.

Responding to this survey is voluntary and completely anonymous. No personal information is collected or maintained in conjunction with your response to this survey. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 2535-0116. That authority expires on xx/xx/xxxx. HUD may not collect this information, and you are not required to respond, after that expiration date.

Please rate your ability to find the information you want on www.hud.gov/answers.

1. Very easy
2. Somewhat easy
3. Somewhat difficult
4. Very difficult
5. Don't know

Do you consistently find the specific policy or program information that you seek when using www.hud.gov/answers?

1. Yes
2. No

Please rate the accuracy of information on www.hud.gov/answers.

1. Very accurate
2. Somewhat accurate
3. Somewhat inaccurate
4. Very inaccurate
5. Don't know

What is your overall satisfaction with www.hud.gov/answers?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

