**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 |
| --- | --- | --- | --- | --- |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** | **N/A** |
| **Did not Meet** | **Mostly Met** | **Met** | **Mostly Exceeded** | **Exceeded** | **Not Applicable** |

|  |  |
| --- | --- |
| **2. How did the CSC-MFH Unit meet your expectations for the following tasks?** |  |
| 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 |  | |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** | **N/A** |
| **Did not Meet** | **Mostly Met** | **Met** | **Mostly Exceeded** | **Exceeded** | **Not Applicable** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| h. Notify of any late fees |  |  |  |  |  |  |
| i. Contacting to resolve delinquent accounts |  |  |  |  |  |  |
| 1. **Please rate communication from CSC:** |  | | | | | |
| Have instructions/explanations been sufficient and clearly stated? |  |  |  |  |  |  |

**Any comments or suggestions:**