

# FHA RESOURCE CENTER SAMPLE SURVEY EMAILS

- **FHA Resource Center Survey Email** **Page 2**
- **Atlanta Homeownership Center Survey Email** **Page 3**
- **Denver Homeownership Center Survey Email** **Page 4**
- **Philadelphia Homeownership Center Survey Email** **Page 5**
- **Santa Ana Homeownership Center Survey Email** **Page 6**
- **Headquarters Survey Email** **Page 7**
- **National Servicing Center (HUD) Survey Email** **Page 8**
- **National Servicing Center (Contractor) Survey Email** **Page 9**
- **FHA FAQ Website Survey Email** **Page 10**

## FHA Resource Center Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>

**Sent:**

**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week, you contacted the Federal Housing Administration's FHA Resource Center - either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eleven question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/K3Z8WPX>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

(Code: RC-June 2019)

## Atlanta Homeownership Center Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:**  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/P7F7686>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

(Code: A-June 2019)

## Denver Homeownership Center Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:**  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/KHRLRHB>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

*(Code: D - June 2019)*

## Philadelphia Homeownership Center Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>

**Sent:**

**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question

survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/KZ5R3VW>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

*(Code: P- June 2019)*

## Santa Ana Homeownership Center Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:** Tuesday, December 11, 2018 7:34 PM  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/8KW6LY9>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

(Code: SA - June 2019)

## Headquarters Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:**  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/8WFNZDY>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

*(Code: HQ-June 2019)*

## National Servicing Center (HUD) Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:**  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,



In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/8R67HVR>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

*(Code: NSC- June 2019)*

## **National Servicing Center (Contractor) Survey Email**

**From:** FHA Survey <FHASurvey@hud.gov>  
**Sent:**  
**Subject:** SURVEY: HUD/FHA Customer Service Experience

Dear FHA Client,

In the past week you contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). During that contact your call/email was escalated from the FHA Resource Center to a HUD staff person 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.**

We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick eight question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/8NK8HCD>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

*(Code: NSC contractor- June 2019)*

## FHA FAQ Website Survey Email

**From:** FHA Survey <FHASurvey@hud.gov>

**Sent:**

**Subject:** SURVEY: Frequently Asked Question Site - Customer Service Experience

Dear FHA Client,

In the past week, you utilized the Federal Housing Administration's Frequently Asked Questions site ([www.hud.gov/answers](http://www.hud.gov/answers)). As a visitor to the site, we are very interested in obtaining your feedback on the quality of that experience. The questions within the survey are specific to your experience on the FAQ site - NOT on the overall agency site ([www.hud.gov](http://www.hud.gov)). We are asking you to assist us in improving our customer service by taking just a few moments to respond to a quick none question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

<https://www.surveymonkey.com/r/5QCWWDB>

Sincerely,

FHA Customer Service Team

*NOTE: 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.*

(Code: FAQ - June 2019)