

## Individual Information Collection Request

Under GSA's Generic Clearance: Improving Customer Experience - Implementation of Section 280 of  
OMB Circular A-11

OMB Control No. 3090-0321

### QUESTIONS:

Please include all questions and response options (either multiple choice options or free text fields, etc.):

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1. Are you a Consumer or member of the Lending Industry?
  - Consumer
  - Member of the Lending industry
  
2. I am satisfied with the service I received from the FHA Resource Center.
  - Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
  
3. This interaction increased my confidence with the FHA Resource Center.
  - Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
  
4. How could we have made your experience better?  
(Free Text Field)

(Page 2)

1. Please rate your satisfaction with the Resource Center customer service representative's knowledge of HUD Single Family housing and services.
  - Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied

- Very Satisfied
2. Please rate your satisfaction with the accuracy of the information you received from the FHA Resource Center.
- Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied
3. My need was addressed.
- Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
4. It was easy to complete what I needed to do.
- Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
5. It took a reasonable amount of time to do what I needed to do.
- Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
6. Please tell us the topic you contacted the FHA Resource about.
- HUD Homes
  - Purchase/Refinance
  - Servicing Issues
  - Rental Assistance
  - CAIVRS
  - Other
7. I was treated fairly.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

8. Employees I interacted with were helpful.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

9. Is there anything else you'd like to tell us?

(Free Text Field)

## SCREENSHOTS:



# HUD FHA Resource Centers

Welcome to the U.S. Department of Housing and Urban Development's Survey of the FHA Resource Center. We thank you in advance for your participation!

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. Your call/email was not escalated to a HUD Office for additional information. The questions contained in this survey are specific to your experience with the Resource Center agent on this most recent interaction.

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Responding to this survey is voluntary, completely anonymous, includes six questions and should take less than three minutes to complete. 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.

The results of this survey will be used to help evaluate the customer service performance and level of service provided to industry and consumer clients seeking information on Federal Housing Administration programs. Your responses, in combination with those of other clients, will help HUD to determine the effectiveness of this critical information resource and their ability to meet the expectations of this agency.

Participation in this Survey is voluntary and you may quit at any time without penalty. While HUD referred you to this Survey, your participation and all responses are anonymous. This means that participation in this Survey will not affect the services, loan decisions, or oversight you receive from this agency. If you have any questions about the Survey, please contact the Survey Team at [phasurvey@hud.gov](mailto:phasurvey@hud.gov).

**1. Are you a Consumer or member of the Lending Industry?**

- Consumer
- Member of the Lending industry

**2. I am satisfied with the service I received from the FHA Resource Center.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**3. This interaction increased my confidence with the FHA Resource Center.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**4. How could we have made your experience better?**

Next →

**5. Please rate your satisfaction with the Resource Center customer service representative's knowledge of HUD Single Family housing and services.**

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

**6. Please rate your satisfaction with the accuracy of the information you received from the FHA Resource Center.**

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

**7. My need was addressed.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**8. It was easy to complete what I needed to do.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**10. Please tell us the topic you contacted the FHA Resource about.**

- HUD Homes
- Purchase/Refinance
- Servicing Issues
- Rental Assistance
- CAIVRS
- Other

**11. I was treated fairly.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**12. Employees I interacted with were helpful.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**13. Is there anything else you'd like to tell us?**

**Submit**

**ADMINISTRATION DETAILS:**

The following will be displayed on this Touchpoints survey:

OMB Control No. 0690-0030, Expiration Date: XX/XX/XXXX