

**USDA RD Section 538 Guaranteed Rural Rental Housing Program  
(GRRHP)**

**Customer Satisfaction Survey**

**Survey to be completed by Borrowers/Developers in the Section 538 GRRHP**

1. How long have you been a borrower with the Section 538 GRRHP?

- Less than 1 year                       1 - 3 years  
 3 - 6 years                               6 - 10 years  
 10 or more years

2. How many properties do you own that are financed or partially financed with Section 538 loan?

3. When working with the USDA Rural Development Headquarters Staff, how responsive have we been to your questions or concerns about your loan guarantee(s)?

N/A=0    Very/Extremely Unresponsive

Very/Extremely Responsive=10

0	1	2	3	4	5	6	7	8	9	10
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4. When working with the USDA Rural Development State/Local Office staff, how responsive have we been to your questions or concerns about your loan guarantee(s)?

N/A=0    Very/Extremely Unresponsive

Very/Extremely Responsive=10

0	1	2	3	4	5	6	7	8	9	10
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5. How satisfied are you with the amount of time it took your Section 538 GRRHP application to be processed?

N/A=0 Very/Extremely Dissatisfied

Very/Extremely Satisfied=10

0	1	2	3	4	5	6	7	8	9	10
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6. What is your overall satisfaction with the Section 538 GRRHP?

N/A=0 Very/Extremely Dissatisfied

Very/Extremely Satisfied=10

0	1	2	3	4	5	6	7	8	9	10
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7. If you have only one loan in the Section 538 program, how likely are you to construct or rehabilitate a property using a Section 538 loan in the next 18 months?

N/A=0 Extremely Unlikely

Extremely Likely=10

0	1	2	3	4	5	6	7	8	9	10
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8. If you have the opportunity to use any other Federal Government program, how likely are you to use the Section 538 GRRHP instead?

N/A=0 Extremely Unlikely

Extremely Likely=10

0	1	2	3	4	5	6	7	8	9	10
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9. To what extent has the Section 538 GRRHP met your expectations?

N/A=0 FALLS SHORT OF YOUR EXPECTATIONS

EXCEEDS YOUR EXPECTATION=10

0	1	2	3	4	5	6	7	8	9	10
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