

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

**Customer Satisfaction Survey**

**Survey to be completed by Section 538 GRRHP Approved Lenders**

1. How long have you been an approved lender with the Section 538 GRRHP?

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

2. How long have you held an active loan in the Section 538 GRRHP?

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

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
---	---	---	---	---	---	---	---	---	---	----

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
---	---	---	---	---	---	---	---	---	---	----

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number of this information collection is 0503-0021. The time required to complete this information collection is estimated to average 8 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

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
---	---	---	---	---	---	---	---	---	---	----

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
---	---	---	---	---	---	---	---	---	---	----

7. If you have only one loan in the Section 538 program, how likely are you to originate and/or service 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
---	---	---	---	---	---	---	---	---	---	----

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
---	---	---	---	---	---	---	---	---	---	----

9. How likely is it that you would recommend the Section 538 GRRHP to a borrower in search of a loan to construct or rehabilitate an affordable multi-family housing development?

N/A=0 NOT AT ALL LIKELY

EXTREMELY LIKELY=10

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

10. 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
---	---	---	---	---	---	---	---	---	---	----