

# NEI Property Service Center Customer Satisfaction Survey

The intention of this survey is to request valuable feedback regarding our property management practices. We believe that your insight and opinions are crucial in helping us enhance the effectiveness and efficiency of our property management operations.

To achieve this goal, we have designed a brief and focused survey that will take approximately 5 minutes of your time. Your responses will remain anonymous and secure, and information gathered will only be used for the purpose of improving our property management processes.

We kindly request your participation in this survey to help us better understand your experiences and perceptions of the Service Centers property management. Your feedback will enable us to identify areas for improvement and address any concerns that you may have. Also, please keep in mind that ALL questions is optional, and you may exit the survey at any time.

Your participation is highly valued and appreciated. By sharing your perspectives, you play an integral role in shaping the future of NIH property management.

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

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Public reporting burden for this collection of information is estimated to average 5 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for

reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

1. How satisfied are you with the Property teams knowledge needed to complete your request?

Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied

2. How satisfied are you with the communication and information provided by property management regarding updates, notices, or policy changes?

Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied

3. Please rate the responsiveness and timeliness of property management in addressing requests or issues?

Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied

4. How satisfied are you with the transparency and accuracy of reporting related to NIH property?

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

5. How well does the Property team address and resolve concerns or disputes?

Very Well

Well

Neutral

Poorly

Very Poorly

6. Overall, how would you rate the property management services provided by the NEI Property Service Center

Excellent

Good

Average

Below Average

Poor

7. What, if anything, could the Property team do more of and/or differently to best support you?

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