



CUSTOMER
EXPERIENCE

REAC NSPIRE Inspection Survey

As a valued resident of Public Housing and/or Multi-family Housing from the U.S. Department of Housing and Urban Development (HUD), we want to better understand your customer experience and service satisfaction with our inspection process. Your feedback helps us improve the quality of HUD's affordable housing service delivery. This survey is voluntary and anonymous.

This survey takes 5 minutes to complete.

Please do not submit personally identifiable information using this form, such as a phone number or your unit number.

If you have any questions regarding your REAC inspection, please feel free to contact the Real Estate Assessment Center Technical Assistance Center, or TAC, at 1-888-245-4860. TAC hours are Monday through Friday, 7:00 a.m. to 8:30 p.m. Eastern Time. TAC will respond to voicemail messages within 2-3 business days. TAC can also be reached through email at REAC_TAC@hud.gov or via the [REAC TAC Customer Community Portal](#). If you need direct assistance with a HUD program or service, please contact HUD's Customer Service Center at 1-800-955-2232. HUD's Customer Service hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time

[HUD's Privacy Policy](#)

Disclaimer:

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According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The time required to complete this information collection is estimated to average 5 minutes. All responses to this collection of information are voluntary. If you have comments

or concerns regarding this collection, please contact cx@hud.gov.

→ Required

I was present during the HUD inspection process.

<input type="radio"/> Yes
<input checked="" type="radio"/> No

→ Required

I trust HUD to provide housing that is safe and habitable.

<input type="radio"/> Strongly Disagree
<input type="radio"/> Disagree
<input type="radio"/> Neither Agree nor Disagree
<input type="radio"/> Agree
<input type="radio"/> Strongly Agree

How would you rate your satisfaction with your housing conditions?

<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆
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How would you rate your experience with HUD's inspection process?

<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆
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What can we do to improve the HUD inspection process? (not required for survey completion)

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→ Required

The inspection is a valuable service.

<input type="radio"/> Strongly Disagree
<input type="radio"/> Disagree
<input type="radio"/> Neither Agree nor Disagree
<input type="radio"/> Agree
<input type="radio"/> Strongly Agree

→ Required

I was treated fairly throughout the inspection process.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

Is there anything else you would like to share with us? (not required for survey completion)

Finish

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