

# SAMPLE OF HUD FHA Resource Center Survey - HUD Headquarters Survey



## HUD Headquarters Survey

Thank you for contacting HUD HQ, we hope your need was met and your experience was positive. Please help us improve our services by completing a brief (1-2 minute) survey.

Answering these questions is voluntary, and your responses are confidential and anonymous.

Next

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1. I am satisfied with the service I received from HUD staff.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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2. My need was addressed.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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3. I am satisfied with the accuracy of information I received from HUD/FHA staff.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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4. Employees I interacted with were helpful.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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5. It was easy to complete what I needed to do.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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6. It took a reasonable amount of time to do what I needed to do.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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7. I was treated fairly.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

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8. My experience increased my trust in HUD/FHA.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

9. How can we make your experience better?

Enter answer...

Previous

Finish



## HUD Headquarters Survey

**Thank you for taking the time to provide helpful feedback.** Your responses are confidential and anonymous. We'll only use your feedback to improve the service quality of our Headquarters Team. If you have any questions about the Survey, please contact the Survey Team at [fhassurvey@hud.gov](mailto:fhassurvey@hud.gov).

An official form of the United States government.  
OMB Approval #2511-0001 · Expiration Date 09/31/2024