

**SAMPLE OF HUD-Federal Housing Administration (FHA) - National Servicing Center (Contractor's) Survey**



## **HUD's National Servicing Center Survey**

Thank you for contacting HUD's National Servicing Center, 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.

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1. I am satisfied with the service I received from contract 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 contract 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...

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Finish