

## **CUSTOMER SATISFACTION SURVEY**

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*Salem Housing Authority (SHA) and Federal Programs, part of the City of Salem's Urban Development Department, provide core services that benefit the economic development of the community, including housing and social services. We strive to provide quality customer service and appreciate your time in providing us with feedback about your recent service experience.*

**1. Please indicate the purpose of your visit or inquiry.**

- |   |   |
|---|---|
| <input type="checkbox"/> Annual Recertification                                   | <input type="checkbox"/> Housing Loans          |
| <input type="checkbox"/> Apply/Update Housing Application                         | <input type="checkbox"/> Maintenance            |
| <input type="checkbox"/> CDBG and HOME Funding                                    | <input type="checkbox"/> New Lease              |
| <input type="checkbox"/> Community Resources Referral                             | <input type="checkbox"/> Rent Payback Agreement |
| <input type="checkbox"/> Family Self Sufficiency (FSS)                            | <input type="checkbox"/> Other                  |
| <input type="checkbox"/> Family Size/Income Change (Re-evaluation of Rent amount) |   |

**2. Your method of contacting us?**

- In Person
- Telephone
- Internet

**3. Did you reach the correct staff member?**

- Yes
- Yes, through the automated system
- Yes, through another SHA staff member
- No. Please explain: \_\_\_\_\_

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**4. From the date of contact regarding my above inquiry I received a response within:**

- 1 day       2-3 days       30 days or more       Never       N/A

**5. I was provided information that was easy to understand.**

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree          | <input type="checkbox"/> Strongly Disagree |
| <input type="checkbox"/> Neutral        |  |

**6. How well did our staff address your needs?**

|                           | <i>Strongly Agree</i>    | <i>Agree</i>             | <i>Neutral</i>           | <i>Disagree</i>          | <i>Strongly Disagree</i> |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>Patiently</i>          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Respectfully</i>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Friendly</i>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Knowledgeably</i>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Listened Carefully</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**7. Useful information was provided about outside resources.**

*Strongly Agree*     *Agree*     *Neutral*     *Disagree*     *Strongly Disagree*

**8. Overall, I was satisfied with my experience at Salem Housing Authority/Federal Programs.**

*Strongly Agree*     *Agree*     *Neutral*     *Disagree*     *Strongly Disagree*

**9. As our valued customer what advice would you suggest to improve our customer service and/or services that we provide?**

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***Thank you for taking the time to complete this survey to help us evaluate our programs and improve services.***

**PLEASE RETURN TO SALEM HOUSING AUTHORITY/FEDERAL PROGRAMS**

**Attn: Office Supervisor  
360 Church St. SE, Salem OR 97301  
Email: [housing@cityofsalem.net](mailto:housing@cityofsalem.net) Fax: 503-588-6465**