

HOLYOKE HOUSING AUTHORITY

CUSTOMER SERVICE SURVEY FOR THE PUBLIC HOUSING/ADMISSIONS DEPARTMENT

The Executive Director takes every comment seriously. Please take the time to tell us about your experience at the Holyoke Housing Authority. Your comments will be carefully considered to better serve you, our customer.

Date: _____ Time: _____

Service Representative assisting you _____

Your contact information – Optional: Name: _____

Address: _____

1) What was the purpose of your visit? Recertification Application Other _____

2) Were you greeted in a friendly and professional manner?

Very Professional Professional Not Very Professional

3) Was the employee who assisted you helpful in answering all your questions?

Yes, very helpful Helpful Not very helpful

• Comments: _____

4) Were you here for a scheduled appointment? Yes No

5) How would you describe your wait before meeting with a Holyoke Housing Authority Representative?

Reasonable amount of time Wait took too long

If too long, how long did you wait? _____

6) Please describe the condition of the waiting area: Neat and clean Dirty or messy

7) Were you provided with information regarding Program opportunities provided by the HHA?

Moving to Work Family Self Sufficiency First time Homebuyers

8) How would you rate your overall experience with the Admissions Department?

Very Satisfied Satisfied Unsatisfied Very unsatisfied

Additional Comments:

