

HOUSING AUTHORITY CLARK COUNTY NEVADA

Customer Service Survey

Date: _____

Name: _____

Phone: _____

Development: _____

The Housing Authority of Clark County, Nevada (HACC) is dedicated to improving the quality and efficiency of our services to our clients. To assist us, please answer the following questions:

1. Please check the purpose(s) of your visit to your management Offices?

- A. New Lease
- B. Annual Recertification
- C. Change in income or family composition
- D. Maintenance/Grounds problem
- E. Rent/Charge issue
- F. Other (please specify below)

Reason: _____

2. Did you receive the service requested? Yes No

If you answered No, please explain: _____

3. Did you have an appointment? Yes No

If you had an appointment were you seen at the scheduled time? Yes No

- A. Less than 30 minutes later
- B. One hour later?
- C. Longer than one hour later?

4. Please rate the services given by the Housing Programs Staff?

- | | | | | |
|---------------------------|------------------------------------|---------------------------------------|---|---|
| A. Property manager | <input type="checkbox"/> Excellent | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory | <input type="checkbox"/> Not Applicable |
| B. Maintenance Specialist | <input type="checkbox"/> Excellent | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory | <input type="checkbox"/> Not Applicable |
| C. Grounds Person | <input type="checkbox"/> Excellent | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory | <input type="checkbox"/> Not Applicable |
| D. Other Employee | <input type="checkbox"/> Excellent | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory | <input type="checkbox"/> Not Applicable |

Please Specify: _____

5. Please check the terms which best describe the staff that assisted you during this visit:

- A. Professional
- B. Helpful
- C. Uncooperative
- D. Friendly
- E. Knowledge
- F. Discourteous

6. As a result of your experience today, what service related improvements would you recommend?
