



Customer Satisfaction Survey

HOM, Inc. strives to provide the best customer service to all landlords participating in our housing programs. In an effort to ensure we are meeting the highest standards of customer care, please take a few minutes to let us know how we are doing. Surveys are voluntary and are confidential at your request. Please circle the name of the staff member that provided the service. Completed surveys should be returned via mail to HOM, Inc. 3829 N 3rd St Ste 101 Phoenix AZ 85012. You can also find this form on our web site at www.hominc.com

HOM, Inc. Service	Satisfaction Level				
The Inspector was courteous & helpful during the inspection process. Martin Tony Freddy	Poor 1	2	Average 3	4	Excellent 5
The Inspector delivered/mailed all necessary inspection paperwork and inspection results. Martin Tony Freddy	Poor 1	2	Average 3	4	Excellent 5
The Inspector was punctual and conducted a thorough inspection of the unit. Martin Tony Freddy	Poor 1	2	Average 3	4	Excellent 5
We feel that Peggy/Trevor has provided technical assistance to meet our needs as a participating landlord	Poor 1	2	Average 3	4	Excellent 5
Peggy/Trevor is courteous and helpful during the ownership verification process.	Poor 1	2	Average 3	4	Excellent 5
Peggy/Trevor is courteous and helpful during the lease renewal process and we receive appropriate documentation if our Housing Assistance Payment is held for any reason.	Poor 1	2	Average 3	4	Excellent 5
We receive HAP Contracts, HAP Amendments and HAP Payments in a timely manner.	Poor 1	2	Average 3	4	Excellent 5
We feel supported by HOM staff and feel that they want the program to be successful at our property.	Poor 1	2	Average 3	4	Excellent 5
I trust that HOM staff will communicate with us honestly and operate the program with integrity.	Poor 1	2	Average 3	4	Excellent 5
I feel like HOM staff treats us with Dignity and Respect.	Poor 1	2	Average 3	4	Excellent 5

Additional Comments: _____

Name (Optional): _____ Phone (Optional): _____

