

CUSTOMER FEEDBACK SURVEY

CG Rio Bayamón Community Housing Office

Use of Form: This form is used by the Housing Office to evaluate services provided and to track improvements.

Name (last, first, MI)

Quarters:

Work order #:

Date:

Rio Bayamón Housing Resident: At Rio Bayamón Community Housing Office we are constantly striving to improve our services to better satisfy YOU our customer. We NEED your FEEDBACK as to how we are doing in order to address those issues that need attention. Please take a minute or two to share not only your thoughts and concerns with us, but also to communicate the type of services provided by any of our housing personnel and in what manner.

We appreciate your comments and the opportunity to improve our services to you the customer.

Troy Nero

USCG Rio Bayamón Community Housing Officer

Please answer the following questions:

1. Regarding the service or repair to your residence – is this a repeated problem?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

If yes, when did problem last occur?

2. Were the Housing personnel courteous?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

3. Did Housing personnel use their time efficiently?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

If not, were you given an estimated completion date for the job?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

4. Did Housing personnel complete the job?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

5. Was the work performed satisfactorily?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

6. Was the job site cleaned satisfactorily after work was completed?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

Please make any comments or suggestions that you desire for improving our service.

Comments:

Housing Office Use Only

Action taken:

- Ref to:
- Filed

Comments: