

Section 8 Satisfaction Survey

Please fill out and return by drop off to 3481 N Fanning Drive; by mail using the return addressed envelope, or by email to danita.ryan@flagstaffaz.gov. A version of this survey is available at flagstaff.az.gov/4198/Section-8-Newsletters.

Purpose of Survey

This survey is intended to evaluate the performance of the City of Flagstaff Section 8 Housing Choice Program, especially during the changes in service during the COVID-19 pandemic. Responses are very much appreciated, though entirely optional. Responses will assist the Flagstaff Housing Authority in improving service.

Questions

Please rate your experience with the Flagstaff Housing Authority Section 8 Program **before** March 2020, when the CFHA closed to the public due to the COVID-19 pandemic. Circle one number for each row or leave blank for no comment:

	Very Good	Good	Neither Good nor Bad	Bad	Very Bad
Written communication, such as by mailed letter or email	5	4	3	2	1
Verbal communication, such as over the phone or in person	5	4	3	2	1
Mass communication, such as newsletters or public notices	5	4	3	2	1
Communication in general, including any not listed and above	5	4	3	2	1
Quality of service with the front desk staff	5	4	3	2	1
Quality of service with your housing specialist (case worker)	5	4	3	2	1
Quality of service in general, including with any CFHA staff	5	4	3	2	1

Please rate your experience with the Flagstaff Housing Authority Section 8 Program **since** March 2020, while the CFHA has been closed to the public. Circle one number for each row or leave blank for no comment:

	Very Good	Good	Neither Good nor Bad	Bad	Very Bad
Written communication, such as by mailed letter or email	5	4	3	2	1
Verbal communication, such as over the phone or in person	5	4	3	2	1
Mass communication, such as newsletters or public notices	5	4	3	2	1
Communication in general, including any not listed and above	5	4	3	2	1
Quality of service with the front desk staff	5	4	3	2	1
Quality of service with your housing specialist (case worker)	5	4	3	2	1
Quality of service in general, including with any CFHA staff	5	4	3	2	1

What areas should we work to improve? Circle any options below or write in your own:

- A) Recertification and mail-in packets
- B) Speed of response after leaving a message
- C) Feeling safe from COVID-19 at the CFHA office
- D) Other: _____
- E) Other: _____
- F) Other: _____

What areas have improved your experience with Section 8? Circle any options below or write in your own:

- A) Recertification and mail-in packets
- B) Speed of response after leaving a message
- C) Feeling safe from COVID-19 at the CFHA office
- D) Other: _____
- E) Other: _____
- F) Other: _____

As we prepare to re-open the CFHA office, what concerns you? Circle any options below or write in your own:

- A) Office cleanliness and risk of exposure
- B) Being physically close to other people
- C) Poor customer service
- D) Transportation to and from the office
- E) Other: _____
- F) Other: _____

Do you have any other questions or concerns about re-opening you would like addressed?

Are there any changes that you have particularly liked or appreciated?

Optional Responses

If you complete this area, please provide the Head of Household's name: _____

When a meeting has been scheduled, how would you like for CFHA to contact you (circle one)?

- A) Mailed Letter
- B) Email
- C) Phone Call

When paperwork needs signed, how would you like for CFHA to contact you (circle one)?

- A) Mailed Letter
- B) Email
- C) Phone Call

If you answered B) Email, what is your email: _____

If you answered C) Phone Call, what is your phone number: _____

Return to:
Danita Ryan
Section 8 Administrative Specialist