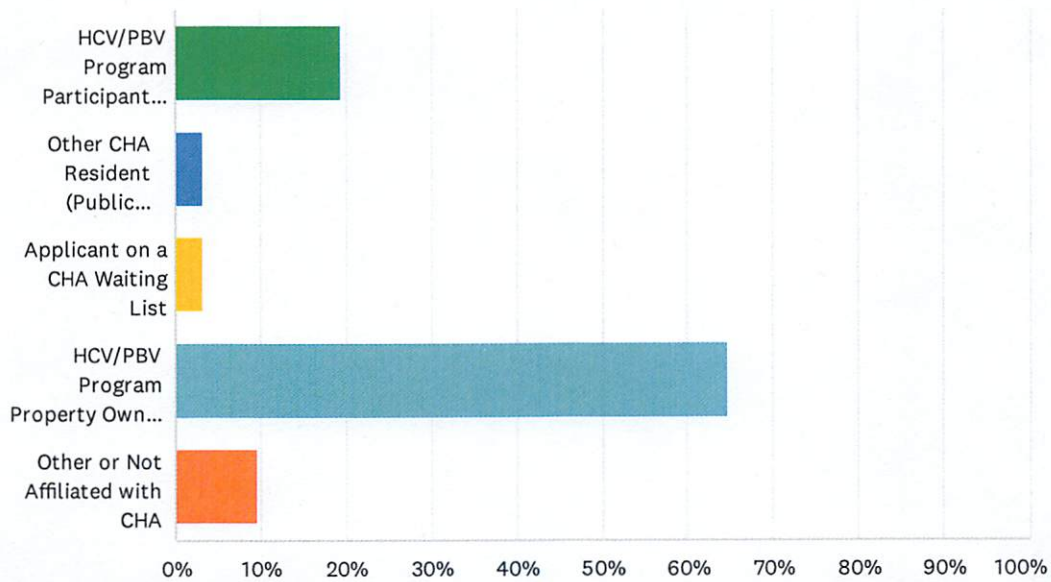


## Q1 How are you affiliated with CHA?

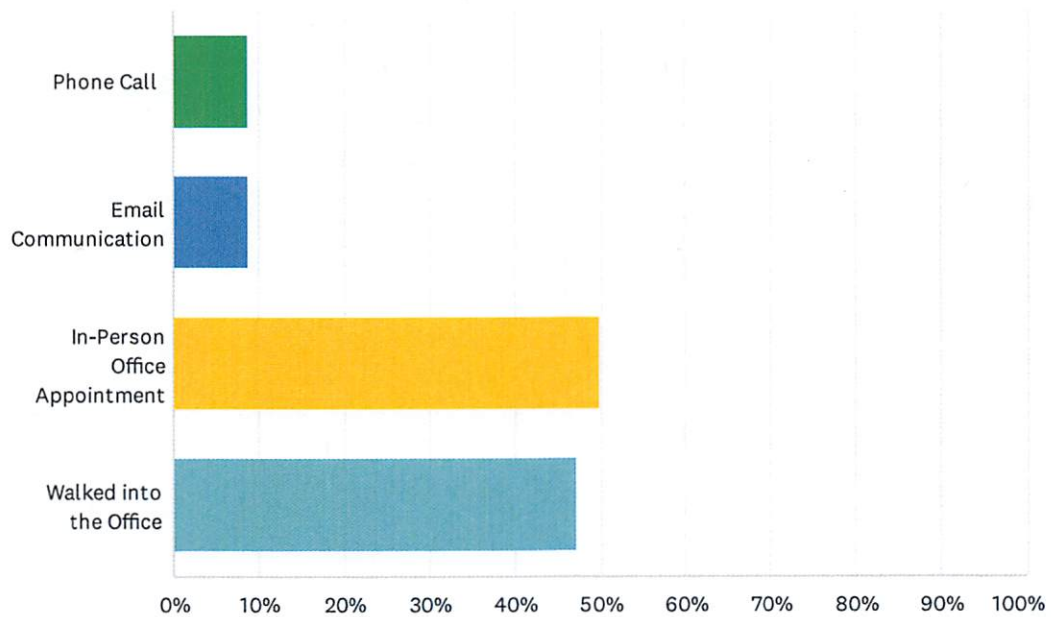
Answered: 31 Skipped: 3



| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| HCV/PBV Program Participant (including MOD Rehab, RAD, etc.) | 19.35%    | 6  |
| Other CHA Resident (Public Housing, etc.)                    | 3.23%     | 1  |
| Applicant on a CHA Waiting List                              | 3.23%     | 1  |
| HCV/PBV Program Property Owner or Manager                    | 64.52%    | 20 |
| Other or Not Affiliated with CHA                             | 9.68%     | 3  |
| TOTAL  |           | 31 |

## Q2 How did you interact with CHA staff? Select all that apply.

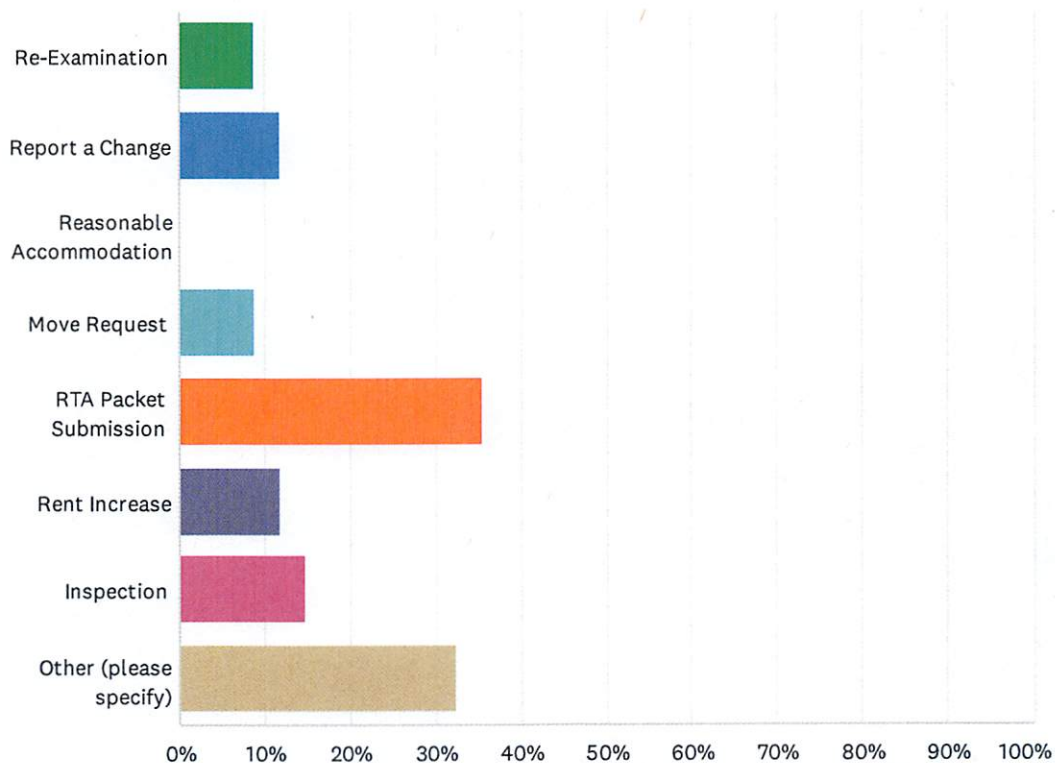
Answered: 34 Skipped: 0



| ANSWER CHOICES               | RESPONSES |    |
|------------------------------|-----------|----|
| Phone Call                   | 8.82%     | 3  |
| Email Communication          | 8.82%     | 3  |
| In-Person Office Appointment | 50.00%    | 17 |
| Walked into the Office       | 47.06%    | 16 |
| Total Respondents: 34        |           |    |

### Q3 What was the reason for your interaction with CHA staff? Select all that apply.

Answered: 34    Skipped: 0



| ANSWER CHOICES           | RESPONSES |    |
|--------------------------|-----------|----|
| Re-Examination           | 8.82%     | 3  |
| Report a Change          | 11.76%    | 4  |
| Reasonable Accommodation | 0.00%     | 0  |
| Move Request             | 8.82%     | 3  |
| RTA Packet Submission    | 35.29%    | 12 |
| Rent Increase            | 11.76%    | 4  |
| Inspection               | 14.71%    | 5  |
| Other (please specify)   | 32.35%    | 11 |
| Total Respondents: 34    |           |    |

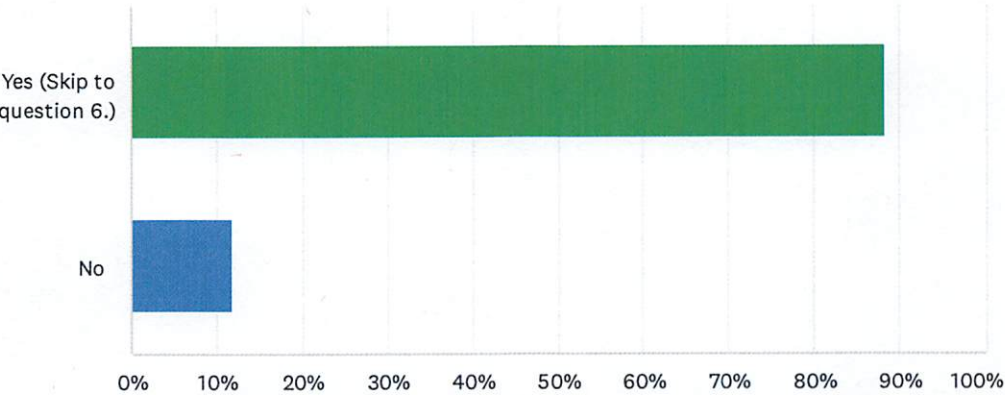
| # | OTHER (PLEASE SPECIFY)               | DATE               |
|---|--------------------------------------|--------------------|
| 1 | Ownership Change                     | 10/8/2024 2:50 PM  |
| 2 | Missing HAP Payments                 | 9/19/2024 11:52 AM |
| 3 | Payroll ledgers and receipts dropoff | 6/10/2024 3:50 PM  |

## CHA HCV Customer Service Survey

|    |                                |                    |
|----|--------------------------------|--------------------|
| 4  | New move                       | 4/9/2024 3:35 PM   |
| 5  | Dropped off Lease for contract | 2/9/2024 12:34 PM  |
| 6  | None Payment of Rent           | 12/4/2023 4:26 PM  |
| 7  | Rent stoppage, abatement       | 11/1/2023 11:11 AM |
| 8  | N/A                            | 6/26/2023 12:35 PM |
| 9  | Rental amount for a new move.  | 5/31/2023 10:31 AM |
| 10 | New owner                      | 3/22/2023 2:26 PM  |
| 11 | Change of ownership            | 3/6/2023 10:49 AM  |

Q4 Were all of your questions or issues fully addressed at the end of your call, email or visit?

Answered: 34 Skipped: 0

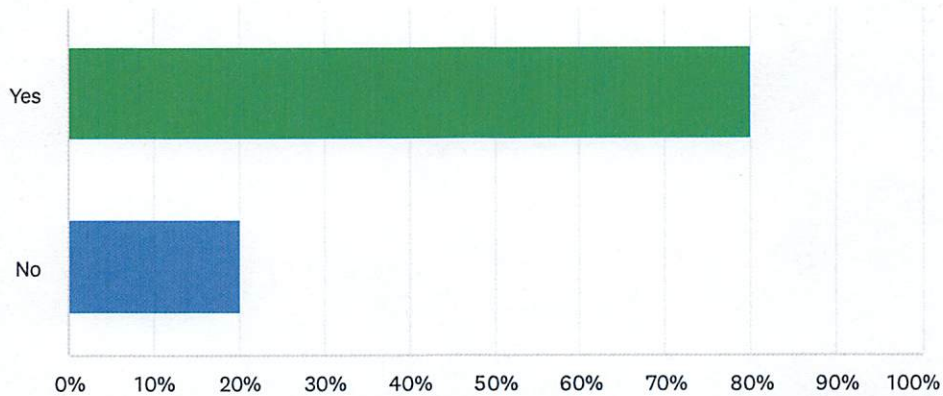


| ANSWER CHOICES            |  | RESPONSES |    |
|---------------------------|--|-----------|----|
| Yes (Skip to question 6.) |  | 88.24%    | 30 |
| No                        |  | 11.76%    | 4  |
| TOTAL                     |  |           | 34 |



Q5 If your question or issue could not be resolved, did CHA staff follow up within the stated time frame?

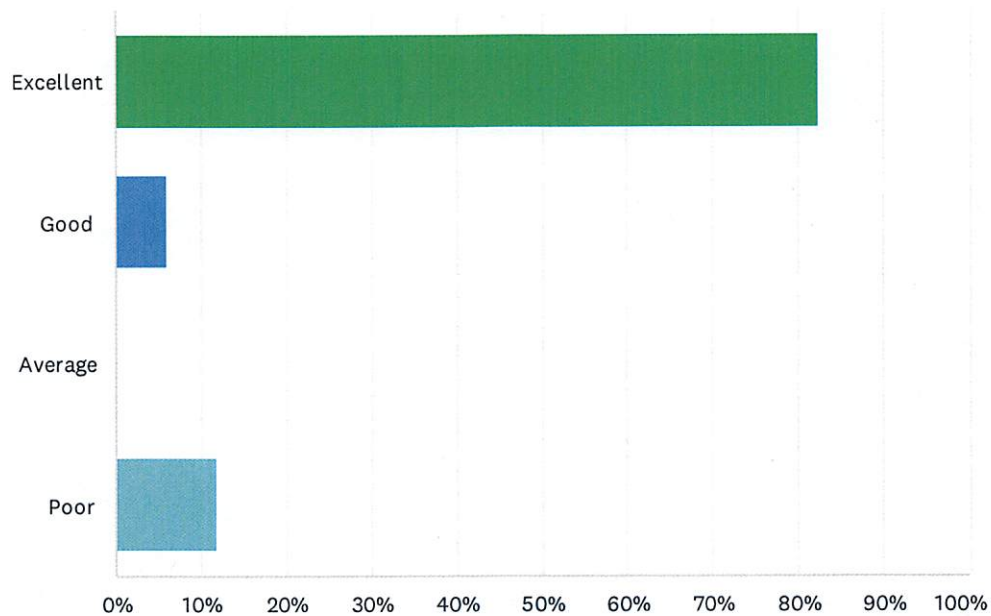
Answered: 20    Skipped: 14



| ANSWER CHOICES |  | RESPONSES |    |
|----------------|--|-----------|----|
| Yes            |  | 80.00%    | 16 |
| No             |  | 20.00%    | 4  |
| TOTAL          |  |           | 20 |

## Q6 How would you rate your overall experience?

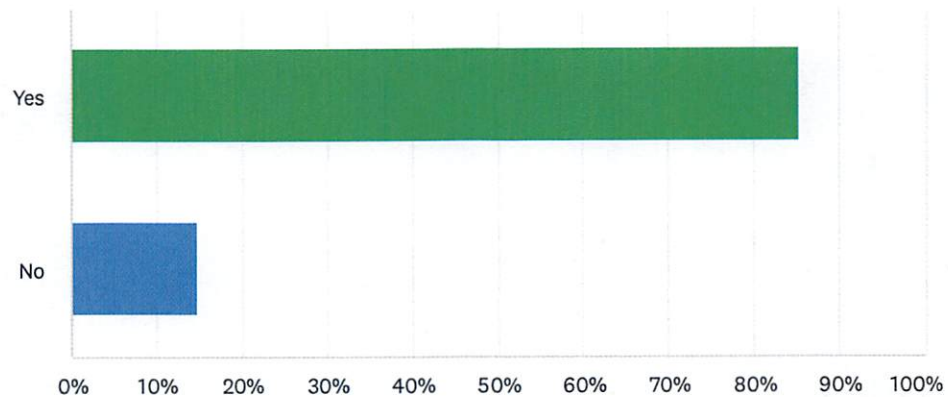
Answered: 34 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Excellent      | 82.35%    | 28 |
| Good           | 5.88%     | 2  |
| Average        | 0.00%     | 0  |
| Poor           | 11.76%    | 4  |
| TOTAL          |           | 34 |

## Q7 Are you satisfied with the methods available for you to communicate with CHA staff?

Answered: 34 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 85.29%    | 29 |
| No             | 14.71%    | 5  |
| TOTAL          |           | 34 |