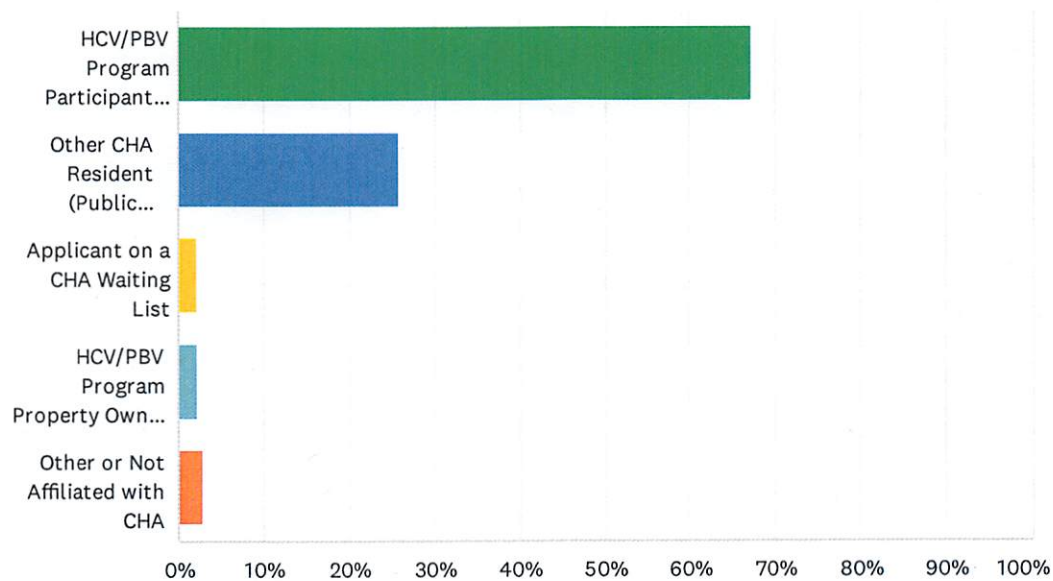


## Q1 How are you affiliated with CHA?

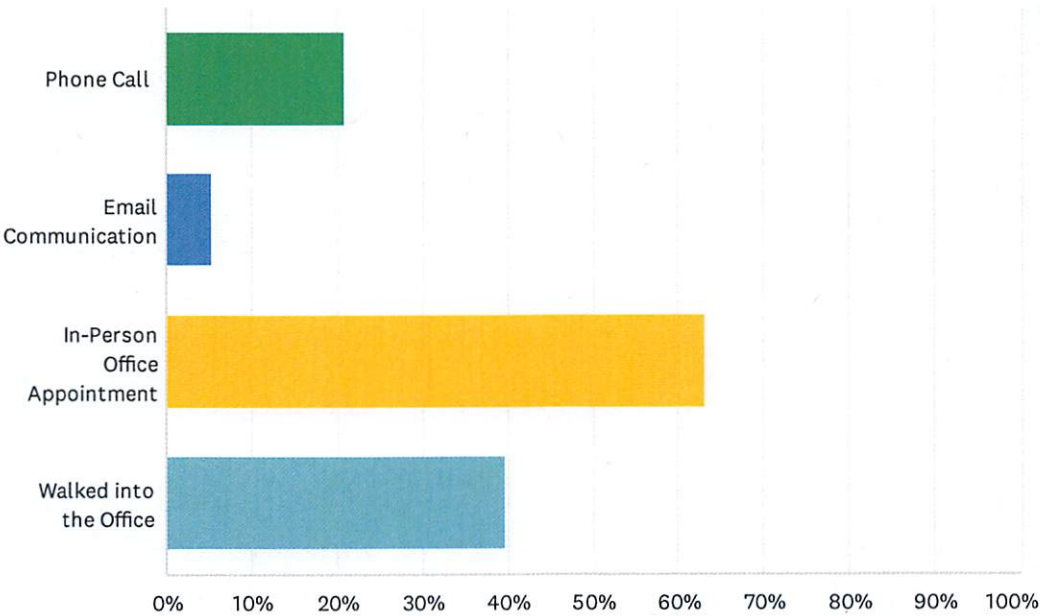
Answered: 143 Skipped: 6



ANSWER CHOICES	RESPONSES	
HCV/PBV Program Participant (including MOD Rehab, RAD, etc.)	67.13%	96
Other CHA Resident (Public Housing, etc.)	25.87%	37
Applicant on a CHA Waiting List	2.10%	3
HCV/PBV Program Property Owner or Manager	2.10%	3
Other or Not Affiliated with CHA	2.80%	4
<b>TOTAL</b>		<b>143</b>

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

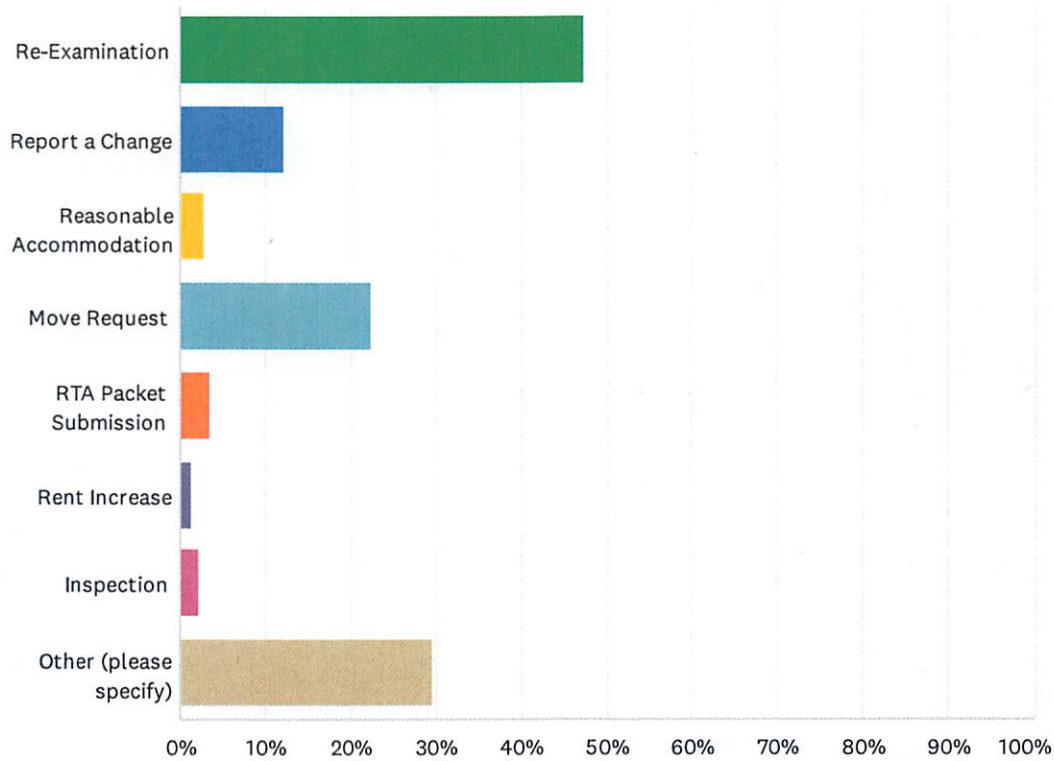
Answered: 149 Skipped: 0



ANSWER CHOICES	RESPONSES	
Phone Call	20.81%	31
Email Communication	5.37%	8
In-Person Office Appointment	63.09%	94
Walked into the Office	39.60%	59
Total Respondents: 149		

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

Answered: 148 Skipped: 1



ANSWER CHOICES	RESPONSES	
Re-Examination	47.30%	70
Report a Change	12.16%	18
Reasonable Accommodation	2.70%	4
Move Request	22.30%	33
RTA Packet Submission	3.38%	5
Rent Increase	1.35%	2
Inspection	2.03%	3
Other (please specify)	29.73%	44
Total Respondents: 148		

#	OTHER (PLEASE SPECIFY)	DATE
1	Need moving papers rent abated	9/25/2024 4:16 PM
2	To Inform them of included utilities	9/13/2024 11:58 PM
3	REINSTATEMENT	8/30/2024 12:25 PM

# CHA HCV Customer Service Survey

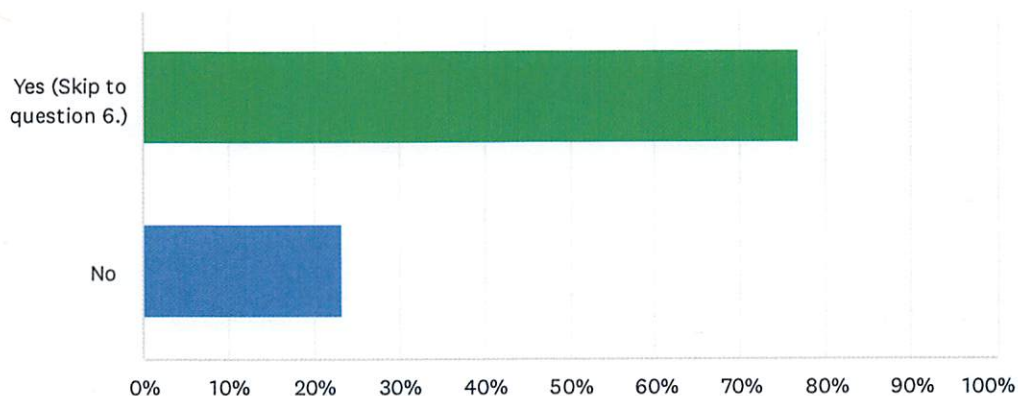
4	Voucher extension	8/21/2024 5:19 PM
5	Interim	8/16/2024 10:44 AM
6	Move papers per	7/16/2024 12:21 PM
7	My landlord called saying she hadn't received payment in the last 3 months.	7/15/2024 2:24 PM
8	Rent decrease	7/10/2024 1:38 PM
9	Another copy of moving papers	7/10/2024 11:22 AM
10	Interim	6/26/2024 3:55 PM
11	Eviction	6/21/2024 5:10 PM
12	Reprint	5/8/2024 2:44 PM
13	Redeterminatio	2/13/2024 10:54 AM
14	Documents	1/19/2024 1:52 PM
15	Interim	12/1/2023 11:21 AM
16	Interim	11/1/2023 12:49 PM
17	Rent agreement	10/26/2023 11:28 AM
18	Errors for interim not processed a concern	10/26/2023 11:27 AM
19	Obtain RTA status	10/25/2023 6:04 PM
20	Ask questions about moving	10/12/2023 4:48 PM
21	To see why I haven't been contacted yet for anything regarding my moving papers	10/6/2023 12:32 PM
22	See if I can port out	10/2/2023 4:37 PM
23	Duplicate moving papers	9/27/2023 5:05 PM
24	Picking up "Moving Papers"	9/22/2023 12:21 PM
25	Speak to a representative	9/22/2023 12:04 PM
26	I need to know why hasn't CHA approved my \$ mobility unit request for my accommodation that was approved and RTA submitted after CHA placed my current unit in abatement.	9/22/2023 11:52 AM
27	I need to know why hasn't CHA approved my \$ mobility unit request for my accommodation that was approved and RTA submitted after CHA placed my current unit in abatement.	9/22/2023 11:51 AM
28	Extension	9/21/2023 5:37 PM
29	Help no one is helping me	9/21/2023 3:42 PM
30	Rent release	9/21/2023 12:24 PM
31	Voucher extension	9/18/2023 2:51 PM
32	Seen where I'm at on the list	9/5/2023 11:41 AM
33	Been in the moving process for 2 and a half months. I can never get an answer for anything that I call about. The South office is thee absolute worst snotty attitudes and they don't take care of business in a timely fashion. Something needs to be done about that office the staff is horrible.	8/30/2023 4:26 PM
34		8/1/2023 4:27 PM
35	Hold on account	7/14/2023 12:12 PM
36	Drop off documents	6/28/2023 10:00 AM
37	Basic housing information	6/6/2023 5:35 PM

## CHA HCV Customer Service Survey

<b>38</b>	<b>Basic housing information</b>	<b>6/6/2023 5:34 PM</b>
<b>39</b>	<b>Change of Ownership/Management</b>	<b>4/7/2023 12:07 PM</b>
<b>40</b>	<b>Change of Ownership/Management</b>	<b>4/7/2023 12:06 PM</b>
<b>41</b>	<b>Updates</b>	<b>3/23/2023 10:12 AM</b>
<b>42</b>	<b>Rent determination</b>	<b>3/13/2023 4:30 PM</b>
<b>43</b>	<b>Remove a tenant from voucher</b>	<b>2/14/2023 2:50 PM</b>
<b>44</b>	<b>Remove a tenant from voucher</b>	<b>2/14/2023 2:50 PM</b>

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

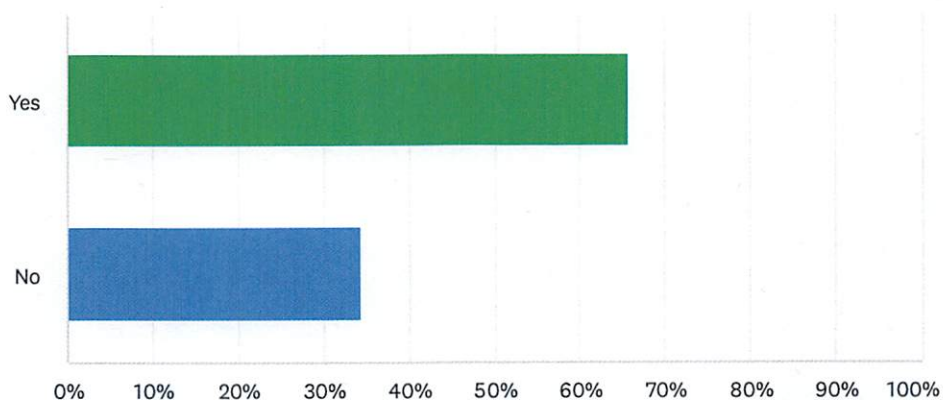
Answered: 146 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes (Skip to question 6.)	76.71%	112
No	23.29%	34
TOTAL		146

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

Answered: 93 Skipped: 56

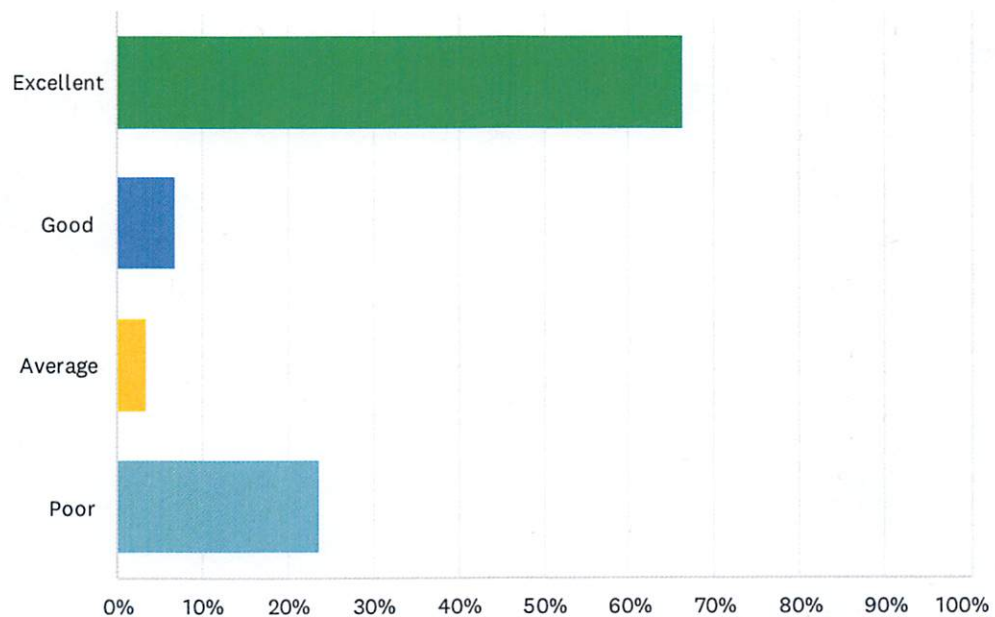


ANSWER CHOICES	RESPONSES	
Yes	65.59%	61
No	34.41%	32
TOTAL		93



## Q6 How would you rate your overall experience?

Answered: 148 Skipped: 1

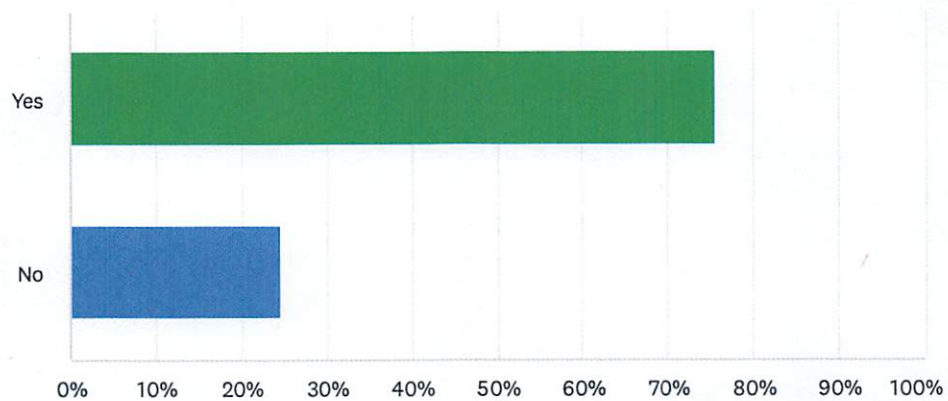


ANSWER CHOICES	RESPONSES	
Excellent	66.22%	98
Good	6.76%	10
Average	3.38%	5
Poor	23.65%	35
TOTAL		148



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

Answered: 147 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	75.51%	111
No	24.49%	36
TOTAL		147