



# THE HOUSING AUTHORITY OF PRINCE GEORGE'S COUNTY



RUSHERN L. BAKER III  
County Executive

ERIC C. BROWN  
Executive Director

## Customer Service Evaluation

1. When I come into the PHA with a question, a problem, or for an appointment, I receive good service.

Yes  No

Explain \_\_\_\_\_  
\_\_\_\_\_

2. When I telephone the PHA, people are friendly. Yes  No

Explain \_\_\_\_\_  
\_\_\_\_\_

3. When I leave a telephone message for a staff person, they always return my call.

Yes  No

Explain \_\_\_\_\_  
\_\_\_\_\_

4. I have confidence in the PHA. Yes  No

Explain \_\_\_\_\_  
\_\_\_\_\_

5. The PHA could improve its service. Yes  No

Explain \_\_\_\_\_  
\_\_\_\_\_

6. Rate the overall service of the PHA:

Poor  Below Average  Average  Above Average  Superior

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_