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**THE HOUSING AUTHORITY OF  
PRINCE GEORGE'S COUNTY**



JACK B. JOHNSON  
County Executive

**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, the staff is friendly. Yes  No**

**Explain** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. When I leave a telephone message for a staff person, the staff person always returns 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:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_