



# TACOMA HOUSING AUTHORITY

**Rental Assistance Division**  
 902 South L Street, Suite 1A  
 Tacoma, WA 98405  
 (253) 207-4400  
 Fax: (253) 207-4454  
 TDD: 1-800-545-1833 (x249)

## HOW ARE WE DOING?

In an effort to provide better THA customer service, please let THA know how it is doing by taking the survey below or online at [www.tacomahousing.net/THASURVEY](http://www.tacomahousing.net/THASURVEY)

Your answers will help us improve our service to you.

Return the survey by putting it in the secure drop box in front of the building at 902 South L St., or mail the survey to the above address, or e mail it to [ilarocque@tacomahousing.org](mailto:ilarocque@tacomahousing.org).

### 1. How did you last contact Tacoma Housing Authority?

Phone	Mail	Email	Visit	Other: _____
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### 2. Who did you speak with or what is their position? \_\_\_\_\_

### 3. Overall, how satisfied were you with our customer service?

Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
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### 4. How satisfied are you with customer service representative(s) in the following areas:

	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Promptness</b>				
<b>Courteous</b>				
<b>Helpful</b>				
<b>Knowledgeable</b>				
<b>Efficient</b>				
<b>Understood My Needs</b>				

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## 5. Where do we need the most improvement?

<b>Response time</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Wait/Hold time</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Friendliness</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Courtesy</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Knowledge</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Ability to Listen</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied
<b>Patience</b>	Not satisfied	Somewhat satisfied	Satisfied	Extremely satisfied

6. Do you know THA has a website? (circle one)    **YES**    **NO**

7. Have you used the electronic Change of Circumstance forms? (circle one)    **YES**    **NO**

8. Did you know many questions can be answered through email? (circle one)    **YES**    **NO**

**Comments:**

### Optional

Name (First & Last): \_\_\_\_\_

Are you an applicant or client of THA? (circle one)    **YES**    **NO**

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_