

Phelps County PHA
#4 Industrial Drive
St. James, MO 65559

Quality of Service Survey

We value your opinion and would like to hear your comments on our strengths and on areas that may need improvement. Please take a few minutes to think about your experience with Phelps County Public Housing Agency and staff and share your comments with us. This form is easy to return, just fold on the dotted lines on the reverse side, tape and place in the mail.

How did you learn about the housing program? Friends Another agency Relative
Internet Newspaper Other_____

What do you like about the housing program and/or staff?_____

What improvements are needed?_____

You find the inspector to be:
Thorough Yes No Answered questions Yes No Professional Yes No
Explained problems and process Yes No

Please indicate your level of satisfaction for each of the following items:
Helpfulness of our staff excellent good average fair poor

Treatment by our staff excellent good average fair
poor

Return of phone calls by our staff excellent good average fair
poor

Level of overall satisfaction of program excellent good average fair
poor

Additional comments:_____

Optional

Your name: _____ May we call you for more information? _____

Telephone Number: _____ County unit located in: _____

Thank you for your thoughts. If you would like to discuss your opinions by phone or would like additional information, please feel free to contact this office at 573 265-4200.

**Please mail to: Phelps County PHA, #4 Industrial Drive, St. James,
MO 65559**

Or fax to 573-265-3550.