SNOW BELT HOUSING COMPANY, INC.

7500 SOUTH STATE STREET LOWVILLE, NY 13367



PH: (315) 376 -2639 FAX: (315) 376- 2518 NYS RELAY SERVICE NO. TTD (800) 662-1220

HOMEOWNER EVALUATION FORM 2022

The purpose of this survey is to gain a better understanding of your experience with our agency. Your feedback is important to us and will allow us to continue improving the quality of our service for future homeowners.

HOMEOWNER NAME:	TOWN:							
CONTRACTOR:	PROJECT YEAR:							
□ First Time Home-buyer (Direct Homeownership Assistance Program	program you participated in: Program) Owner Occupied Rehabilitation							
Mobile Home Replacement Program	Tenant Occupied Rehabilitation							
QUESTIONS RELATED TO SNOW BELT	STRONGLY AGREE			STRONGLY DISAGREE				
Staff were prepared for meetings and acted professional.	5	4	3	2	1			
The paperwork was easy to understand.	5	4	3	2	1			
Staff addressed and resolved problems quickly.	5	4	3	2	1			
I am satisfied with how my project turned out.	5	4	3	2	1			
I would recommend Snow Belt to friends and family.	5	4	3	2	1			

QUESTIONS RELATED TO YOUR CONTRACTOR

5	STRONGL AGREE	.Y	STRONGLY DISAGREE		
The contractor was at my house when they said they would be.	5	4	3	2	1
The work was done in a professional manner.	5	4	3	2	1
It was easy to communicate with my contractor.	5	4	3	2	1
I was informed of any changes needed throughout the project.	5	4	3	2	1
The project was completed in a reasonable time.	5	4	3	2	1
I would hire this contractor in the future.	5	4	3	2	1

HOW HAS THIS PROGRAM HELPED YOU IMPROVE YOUR LIVING SITUATION?

MORE ROOM ON BACK...

TO RETURN THE SURVEY PLEASE MAIL: 7500 S. STATE STREET, LOWVILLE, NY 13367 FAX: 315-376-2518 EMAIL: information@snowbelt.org

This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law.

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This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed by contacting:

> U.S. Department of Housing and Urban Development (HUD) Mail: 26 Federal Plaza, Room 3532, New York, New York 10278-0068 Call: 800 669 9777 (TTY: 800 927 9275)

> > OR

USDA, Director, Office of Civil Rights Mail: 1400 Independence Ave S.W., Washington DC 20250 9410 Call: (800) 795 3272 (TDO: 202 720 6382) Online: http://www.ascr.usda.gov/complaint_filing_cust.html Email: program.intake@usda.gov

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