



Homeowner Satisfaction Survey

FHA Case No.: _____

Property Address: _____

Real Estate Company Name: _____ Agent's Name: _____

Date Closed: _____

1. Please indicate one of the following: (First-time Homebuyer, Owner Occupant, Investor, Nonprofit Agency, Officer/Teacher Next Door, Governmental Agency)	_____
2. How did you learn about a HUD home? (Referral, Website, Sign, Agent, Other)	_____

For questions 3 through 5, please respond with a "Yes", "No", or "N/A"

3. Did your real estate agent explain: <ul style="list-style-type: none">• The bidding process and the required forms for the transaction?• The earnest money deposit and forfeiture policy?• The closing process (including the timeline and associated costs)?• The different types of financing that were available?• The process to obtain a home inspection?	_____ _____ _____ _____ _____
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4. Did your real estate agent accompany you each time you visited the property?	_____
5. If you contacted the Management & Marketing Company, was your inquiry responded to within 24 hours?	_____
On a scale of 1 to 5, with 5 being excellent and 1 being poor, please grade your overall satisfaction in each of the following areas:	
6. Please rate how helpful and informative your real estate agent was throughout your buying process.	_____
7. Was the Management and Marketing Company helpful and courteous if you had to contact them?	_____
8. Condition of the property at the times you visited.	_____
9. Your overall satisfaction on your closing agents' level of customer service.	_____
10. Your overall satisfaction with the way the closing agent explained all relative closing documents to you prior to your signature.	_____
11. Considering all events, how would you rate your overall experience in purchasing a HUD home?	_____

Comments:

THANK YOU FOR PARTICIPATING IN OUR SURVEY!

***U. S. Department of Housing and Urban Development
Offices of Housing
Federal Housing Commissioner***

Public reporting Burden for this collection of information is estimated to average 15 minutes to complete, which includes the time for completing and reviewing the collection of information. The information collection is prepared by participating Homeowners. This information is required to obtain benefits and it is voluntary. You are not required to complete this form, unless it displays a currently valid OMB control number. The current valid OMB number is 2535-0116.