



## Real Estate Broker Satisfaction Survey

Broker Name: \_\_\_\_\_ Agent Name: \_\_\_\_\_

Broker Name and Address Identifier (NAID): \_\_\_\_\_

Business Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Property Address: \_\_\_\_\_

Date Closed: \_\_\_\_\_ FHA Case No.: \_\_\_\_\_

**For questions 1 through 5, please respond with a "Yes", "No" or "N/A".**

1. Was the Management & Marketing (M&M) contractor's website informative, and did it contain the necessary information to assist your buyer in submitting an offer to purchase a HUD home?	_____
2. If you had any post closing issues or concerns, did the M&M contractor provide the necessary information to you, and/or work with you to resolve them?	_____
3. If you had any post closing issues or concerns, did the Closing Agent provide the necessary information to you, and/or work with you to resolve them?	_____
4. Were you satisfied with the outreach, educational opportunities and training materials available to you from Management & Marketing?	_____
5. Was the information sufficient enough to enable you to properly represent your buyer?	_____

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. Property accessibility.	_____
7. Condition of the property at the times you visited it.	_____
8. Level of satisfaction with the helpfulness and courtesy of the Management & Marketing staff.	_____
9. Your communication with the Management & Marketing staff- promptness and accuracy of information.	_____
10. The overall cooperation of the Management & Marketing contractor. The level of helpfulness in assisting you with the preparation of the HUD Sales Contract and Addendums.	_____
11. The level of satisfaction in working with HUD's Closing Agent.	_____
12. Level of satisfaction with the overall cooperation of the Closing Agent in assisting you to facilitate the closing.	_____
13. Considering all events, how would you rate your overall experience in selling 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***

This survey is intended solely to determine the quality of service provided in HUD's property disposition program. Your participation in this survey is completely voluntary and your responses will be kept strictly confidential, under the Privacy Act. These questions have been approved by the United States Office of Management and Budget.

**Public reporting Burden for this collection of information is estimated to average 5 minutes to complete, which includes the time for completing and reviewing the collection of information. The information collection is provided by participating Brokers. This survey is completely voluntary. HUD may not solicit the information on this form unless it displays a currently valid OMB control number. The OMB control number is 2535-0116.**