



CUSTOMER CARE FORM

Customer Service is #1 with Yolo County Housing. In order to recognize your needs and determine how we can better serve you, please complete this form and return to the attention of Janis Holt, Resource Administrator, 147 W. Main St., Woodland, CA 95695 or complete on-line at www.ycha.org and email to jholt@ycha.org

Zip Code(s) of Properties: _____ Name (Optional): _____

1. How would you rate the customer service (politeness, attitude, accessibility) of the Yolo County Housing staff?

Excellent Good Fair Poor Very Poor

Why: _____

2. How would you rate your experience in working with Housing Choice Voucher families?

Excellent Good Fair Poor Very Poor

Why: _____

3. How would you rate how problems are handled and solved by your housing assistance program staff?

Excellent Good Fair Poor Very Poor Not Applicable

4. How would you rate your experience with the housing assistance payment process (accuracy and timeliness of payments; direct deposit)?

Excellent Good Fair Poor Very Poor

Do you use direct deposit? Yes No. If not, why not? _____

5. How would you rate the referral process for rental properties listed with YCH?

Excellent Good Fair Poor Very Poor

6. How would you rate the customer service you receive when you visit or call the main office located in Woodland?

Excellent Good Fair Poor Very Poor

7. Overall, how would you rate the services provided by Yolo County Housing?

Excellent Good Fair Poor Very Poor

8. If you could change one thing about your interaction with Yolo County Housing what would it be?

9. Like to hear from us?

Email: My email address is: _____

Text: Cell Phone #: _____

Regular Mail

Housing Assistance Services – Landlords