



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 (Required): _____ Name (Optional): _____

1. How would you rate the customer service (politeness, attitude, accessibility) of your housing specialist?

- Excellent Good Fair Poor Very Poor

Why: _____

2. How would you rate the customer service of the housing inspection staff?

- Excellent Good Fair Poor Very Poor

Why: _____

3. Tell us how you feel 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 process for annual re-certifications?

- Excellent Good Fair Poor Very Poor

Why: _____

5. How would you rate your landlord/tenant relationship?

- 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. How would you rate the overall 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. How would you like to hear from us?

- Email: My email address is: _____
 Text: Cell Phone #: _____
 Regular Mail

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Housing Assistance Services