



CUSTOMER CARE FORM

Customer Service is #1 at 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 are problems handled and solved (such as neighbor issues) by your housing specialist and/or management?

Excellent Good Fair Poor Very Poor Not applicable

3. How do you feel about the customer service of the maintenance staff?

Excellent Good Fair Poor Very Poor

4. How was the quality of maintenance repairs completed in your home?

Excellent Good Fair Poor Very Poor Not applicable

5. How do you feel about the length of time it took to complete your maintenance work order?

Excellent Good Fair Poor Very Poor Not applicable

6. Please tell us about the customer service you receive when you visit or call the main office located in Woodland. Was it:

Excellent Good Fair Poor Very Poor

Why: _____

7. 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. What one improvement would you most like to see at your complex?

10. Like to hear from us?

Email: My email address is: _____

Text or Voice: Cell Phone #: _____

Regular Mail