Compliance Officer
Customer Service Survey

Michigan State Housing Development Authority
Compliance Monitoring
PO Box 30044
Lansing, MI 48909

As part of our continued efforts to improve MSHDA's compliance monitoring processes, we need your feedback. Please complete this survey and e-mail it to **MSHDA's Compliance Monitoring Section** at **mshdacompli@michigan.gov**, or email directly to the **Compliance Manager** at **davios@michigan.gov**.

Compliance Officer Name: _____ Date: _____

Check the applicable box(es):

Physical Inspection ☐ Tenant File Audit ☐
Annual Owner Cert ☐ Tenant Data ☐
Utility Allowance ☐ Other ☐ Explain: _____

Questions

1. Overall, please rate your experience with MSHDA's Compliance Officer.

Satisfied	Undecided	Unsatisfied
☐	☐	☐

2. Was the Compliance Officer timely in his/her response?

Yes	No
☐	☐

Comments:_____

3. Was the Compliance Officer friendly and polite?

Yes	No
☐	☐

Comments:_____

4. Did the Compliance Officer clearly communicate with you any problems or concerns they may have had with the physical conditions, tenant files, annual certs, tenant data, utility allowances, or otherwise?

Yes	No
☐	☐

Comments:_____

5. Are there any improvements you feel may make the MSHDA compliance monitoring process easier?

No	Yes
☐	☐

Comments:_____

6. Any other comments or information you would like to share?

No	Yes
☐	☐

Comments:_____

7. Would you like the **Compliance Manager** to contact you about any of the comments you have made above? (If yes, please make sure the contact information is filled out below.)

No	Yes
☐	☐

Comments:_____

The following fields are optional:

Your Name:_____ Title:_____

Phone Number:_____ Company Name:_____

Development Name:_____ MSHDA #:_____