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Requesting Information	Staff Knowledge	Referrals for add'l info	Timeliness in staff resp	Timeliness of appointment	Timeliness of arrival	Inspect knowledge & respons	Well treated by inspector	Info rec'd on repairs needed	Scale of 1-10 (10 most sat)	Aware of features? S8	Time Yrs	COMMENTS											
VS	S	D	VD	VS	S	D	VD	VS	S	D	VD	VS	S	D	VD	VS	S	D	VD	(10 most sat)	(yes/no)	Yrs	
																							From intake down to my 1st recent annual inspection, I have not had a more user friendly, needed assistance-experience ever. Every staff/tech/manager have all been efficient, professional and caring individuals. A very competent bunch that not only helped my daughter and I but left our dignity in tact. Give them all raises! My medical costs have significantly increased.
1				1				1				1				1				10	n/a	1-	
1				1				1				1				1				10	no	1-	
																				8	no	5+	Everyone has been really great.
1																				9	n/a	2-4	
1				1				1				1				1				10	yes	1-	
1				1				1				1				1				10	yes	2-4	
1				1				1				1				1				10	n/a	5+	
1				1				1				1				1				7	n/a	2-4	The program is great.
1				1				1				1				1				8	yes	1-	FSS program. Mailed brochure back.
1				1				1				1				1				10	no	2-4	I think it is wonderful that I can have such a nice apt. though my income is low. I never thought my life would require assistance until I got disabled.
1				1				1				1				1				10	n/a	2-4	Everything is good at this time.
1				1				1				1				1				9	n/a	5+	
1				1				1				1				1				10	no	2-4	
1				1				1				1				1				10	yes	5+	
1				1				1				1				1				10	no	5+	I am very satisfied w/ everyone at HACSA.
																							I was so impressed at the staff when I applied for housing. It was a hard thing for me to do but due to my health and other matters I had to. Thank you very much for being there when I needed help. I am very impressed by how well they keep up the grounds to the ap's I live in. It is so nice to have people out there who care.
1				1				1				1				1				10	no	2-4	I feel lucky to have this service. Thank you.
1				1				1				1				1				9	no	5+	
1				1				1				1				1				8	n/a	1-	
1				1				1				1				1				10	yes	1-	
																							</





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Requesting information	Staff knowledge	Referrals for addit'l info	Timeliness in staff resp	Timeliness of appointment	Timeliness of arrival	inspect knowlge & respons	Well treated by inspector	Info rec'd on repairs needed	Scale of 1-10 Police & court. accessib. recyng staff	Aware of features? S8	Time	COMMENTS																									
V/S	S	D	V/D	V/S	S	D	V/D	V/S	S	D	V/D	V/S	S	D	V/D	(10 most sat)	(yes/no)	Yrs																			
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	8	no	1-	Thank you very much for the support each month.																		
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	10	yes	2-4																			
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	10	n/a	2-4																			
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	9	n/a	1-																			
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	10	n/a	2-4																			
359	207	12	4	358	208	14	5	327	222	15	8	358	201	18	6	377	193	7	5	439	131	5	4	417	147	9	3	430	130	12	8	382	187	14	1		