Buyer Assistance Program Customer Service Telephone Survey

Department of Neighborhood and Business Development "Oh yes, we can!"

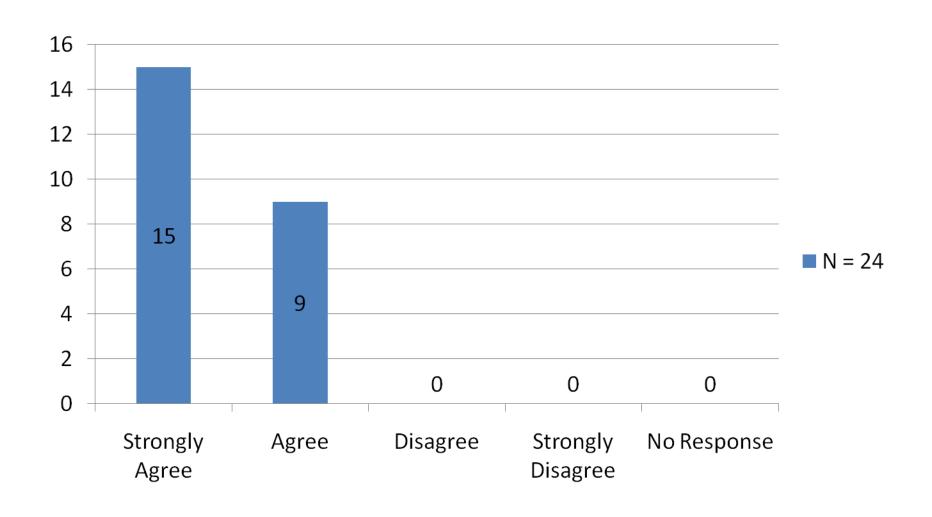
Background

- Program provides closing cost/down payment assistance to buyers of City homes.
- We surveyed 19 participants provided by the Home Buyer Assistance Coordinator. We reviewed files and surveyed an additional 21 participants.
- We were able to contact 24 of the 40 selected for survey. Our response rate was 60%.

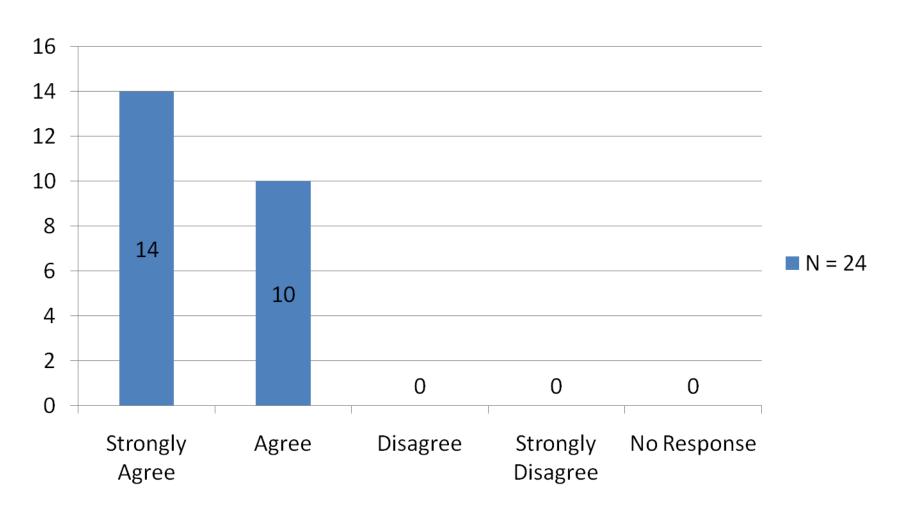
Background

Of the 40 participants selected for the survey,
 32 had purchased a home while 8 had not.

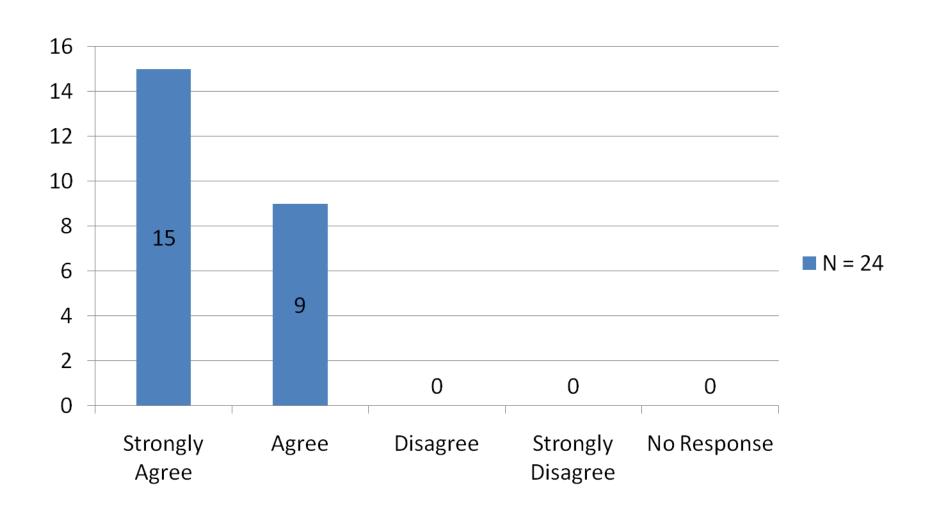
Staff Was Courteous and Helpful



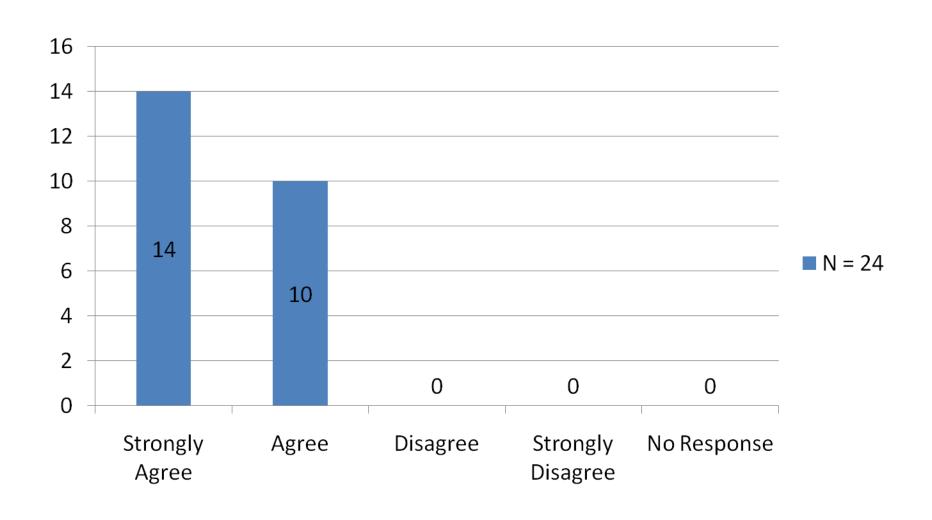
Staff Provided Complete, Accurate Information



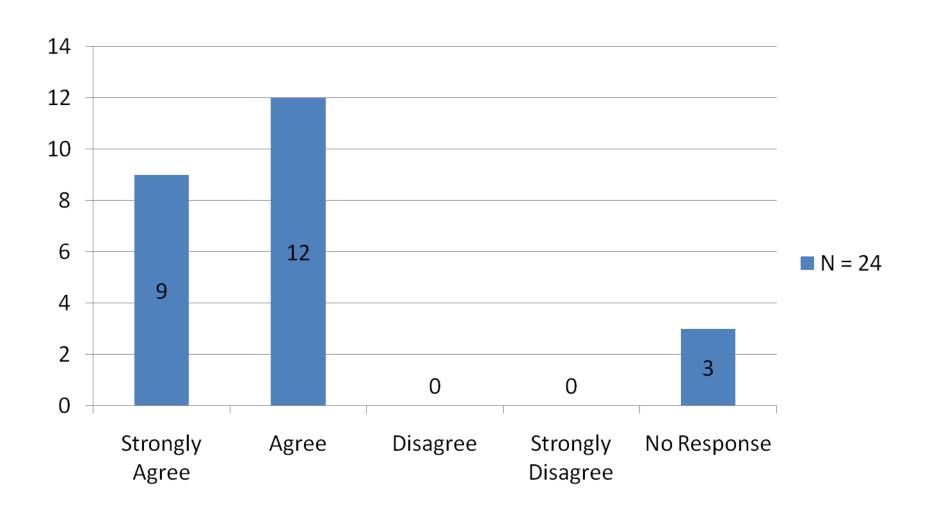
A Timely Response Was Provided



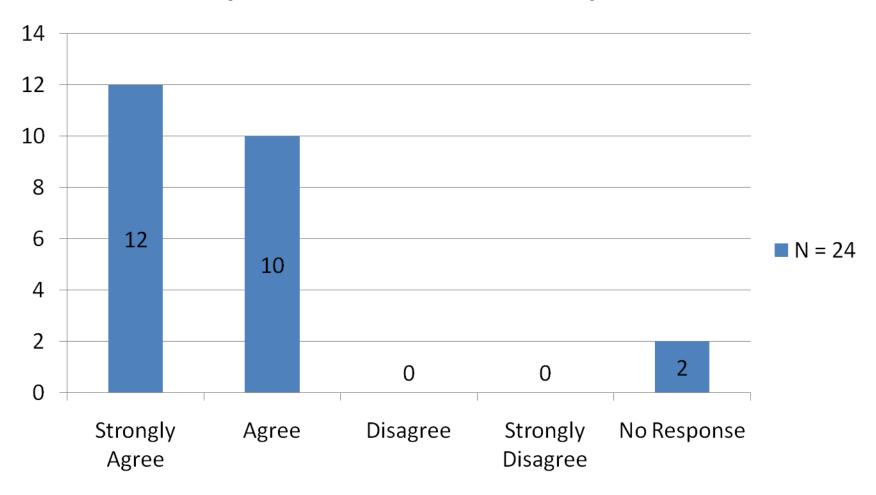
Staff Offered Pertinent Advice



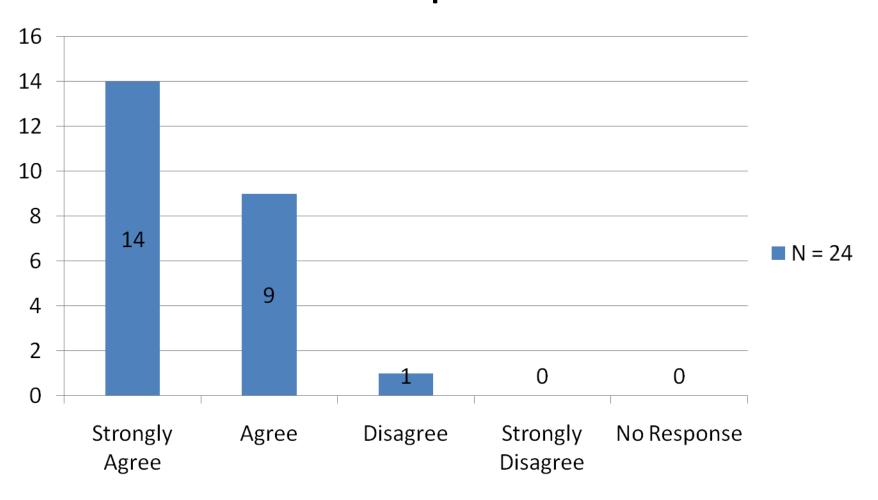
Was Time Frame Within Your Satisfaction



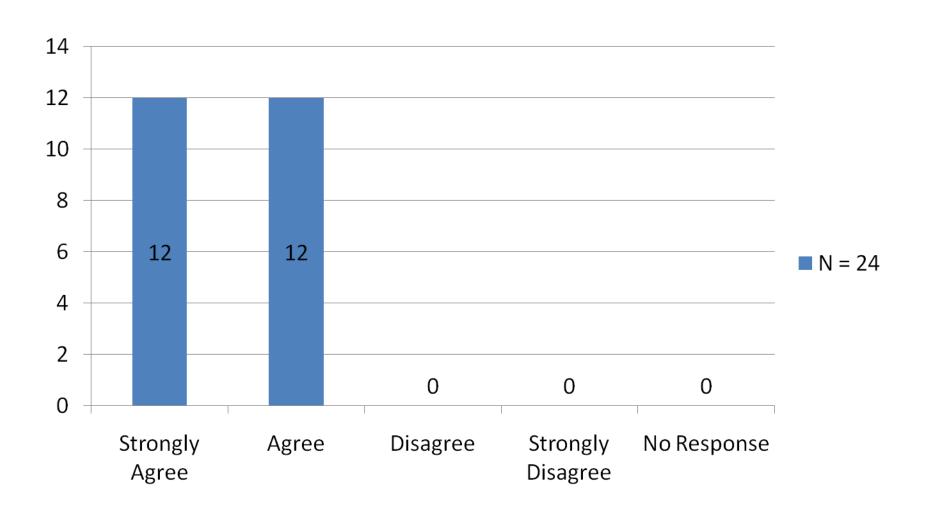
Where You Directed to Other Departments, if Required



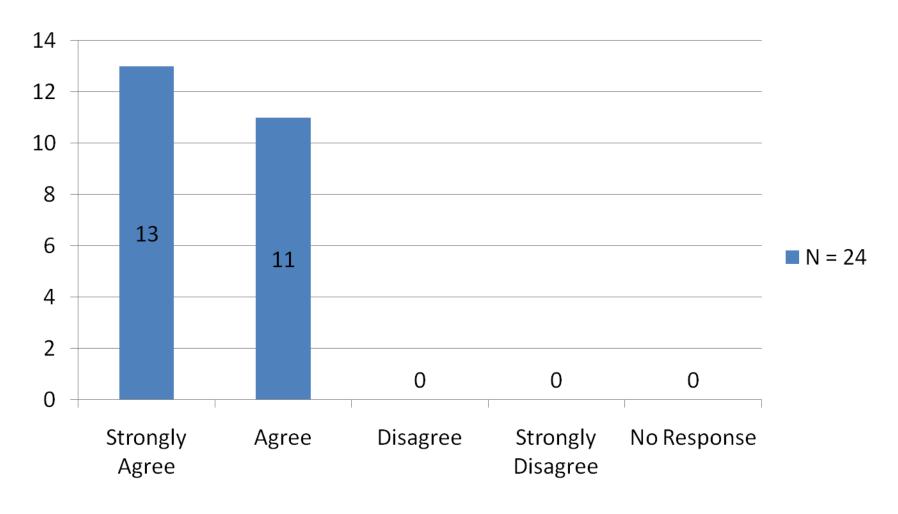
Was Pre-Purchase Education / Training Helpful



My Overall Experience Was Positive



Are You Likely to Recommend us to a Friend or Relative



Where you a City Resident Prior to Your Purchase / Search

• Yes = 23

• No = 1

How Did You Hear About The Program

- Family = 10
- Friend = 4
- Realtor = 2
- City = 2
- Home Store = 2
- Bank = 1
- Wife a City Employee = 1

What Service Related Improvements Were Recommended

It took too long to be approved for mortgage

Larger homes with 4 bedrooms should be available