

HOUSING AUTHORITY OF THE CITY OF MUSKOGEE

220 NORTH 40TH STREET, MUSKOGEE, OK 74401 918-687-6301 www.muskogeehousing.org

NAME: _____ DATE: _____

Maintenance Survey

1. Where do you live?
 - a. Green Country Village
 - b. Port City Acres
 - c. Honor Heights Towers
 - d. Whispering Pines
 - e. Heritage Park
 - f. Westside Terrace
 - g. Fairview Terrace
 - h. Azalea Terrace
 - i. Single family home

2. Based on your experience, how easy is it to request maintenance repairs?
 - a. Very easy
 - b. Somewhat easy
 - c. Not very easy
 - d. Difficult

3. How well are you treated by the person you call to report a needed repair?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
 - d. Poorly

4. Based on your experience, how satisfied are you with how well the repairs are done?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied

5. How well are you treated by the person making the repairs?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
 - d. Poorly

6. If you called for EMERGENCY maintenance or repairs, the work was usually completed in:
 - a. Less than 6 hours
 - b. 6 to 24 hours
 - c. More than 24 hours
 - d. Have never called
 - e. Problem never corrected

7. If you called for NON-EMERGENCY maintenance or repairs, the work was usually completed in:
 - a. Less than 1 week
 - b. 1 to 4 weeks
 - c. More than 4 weeks
 - d. Have never called
 - e. Problem never corrected

8. Over the last year, how many times have you called for maintenance or repairs?
 - a. 1 to 2 times
 - b. 3 to 4 times
 - c. More than 4 times
 - d. Have never called

9. Additional comments about your maintenance experience:
