

Washington State Housing Finance Commission Counseling Survey

Thank you for recently meeting with a housing counselor regarding your homeownership needs. Please think about this counseling session as you answer the questions below:

Insert Client Number: _____

List the first and last name of the counselor: _____

How did you hear about this counseling agency? _____

What type of counseling services did agency provide you? PRE _____ POST _____
Other _____

<i>Did the counselor:</i>	<u><i>Never</i></u>	<u><i>Sometimes</i></u>	<u><i>Usually</i></u>	<u><i>Always</i></u>
Listen carefully to you?				
Explain things in a way you could understand?				
Spend enough time with you?				
Give you options regarding your situation?				
Treat you with courtesy and respect?				

Was the counselor able to answer all of your questions? Yes _____ No _____ Other _____
Other (please specify) _____

If you want further counseling, will you:

- Go back to the same agency **or**
- Go to another agency

If another agency, please explain why? _____

Comments:

Thank you for completing this survey. Your comments are important to us at the Washington State Housing Finance Commission and will help us to continue to improve our homeownership program. If you would like to speak to a representative from the Commission, please call Bill Conner at 206-287-4449 or bill.conner@wshfc.org.