



TDHCA MHD 2024 Report on Customer Service

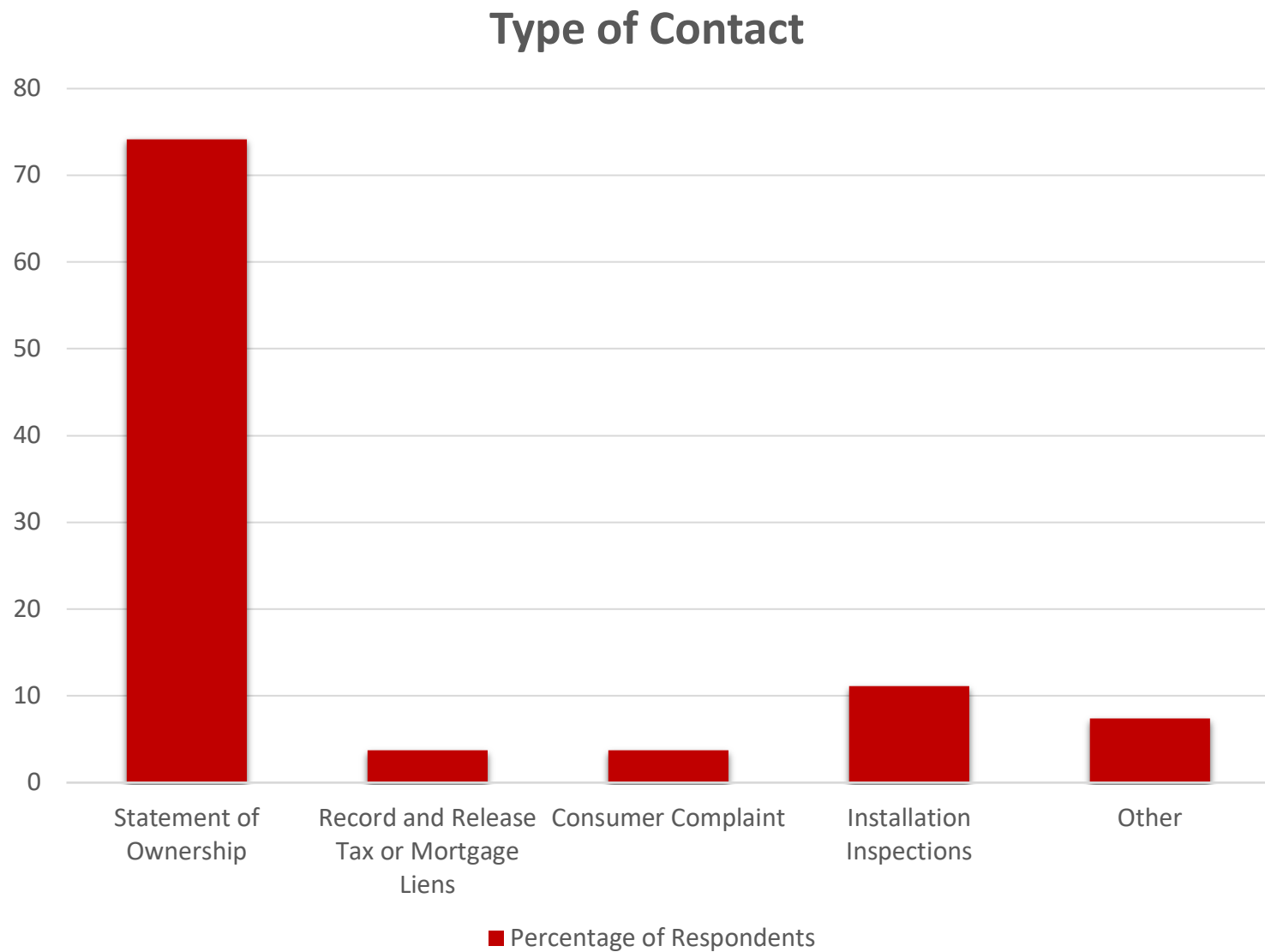
Prepared by the TDHCA Housing Resource Center
and
Manufactured Housing Division, Multimedia Section



2024 TDHCA Customer Service Survey

- In March through April 2024, the Department conducted the TDHCA Customer Service Survey using web-based survey software provided by Survey Monkey (www.surveymonkey.com), that specifically asked respondents about seven customer service areas: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information, and overall satisfaction with the agency. Some of these were specifically related to the Manufactured Housing Division. The MHD-specific results are posted in this report.
- On March 21, 2024, TDHCA publicized the release of the survey through social media, email, and the Department web site. The survey was available for completion until April 22, 2024, at 5:00 p.m. All respondents were asked to rate the statements using a Likert Scale of 1-5, where **1** = strongly **disagree** and **5** = strongly **agree** with the statements for each category.
- Results in these graphs are from **individuals**, who are defined in this survey as non-affiliated respondents or households who have had contact with the TDHCA. This section of the survey was broken out by responses specific to the Manufactured Housing Division, versus those responses specific to the TDHCA without the MHD. The other section, containing responses from **organizations** affiliated with TDHCA, did not contain data broken out for MHD separate from TDHCA, and therefore is not presented here.
- A total of 404 responses were gathered during the response time period. Two groups of respondents were tallied: **Individual** and **Organization**. Only the individual results are shown in this report. The largest response was tallied from respondents hearing about the survey via email. Reported data for organization was not broken out with MHD-specific results by the report, so they are not shown here, but it was reported that most of the Organization responses that related specifically to the Manufactured Housing Division came from licensees (Retailers, Installers, Salespeople, and Brokers).

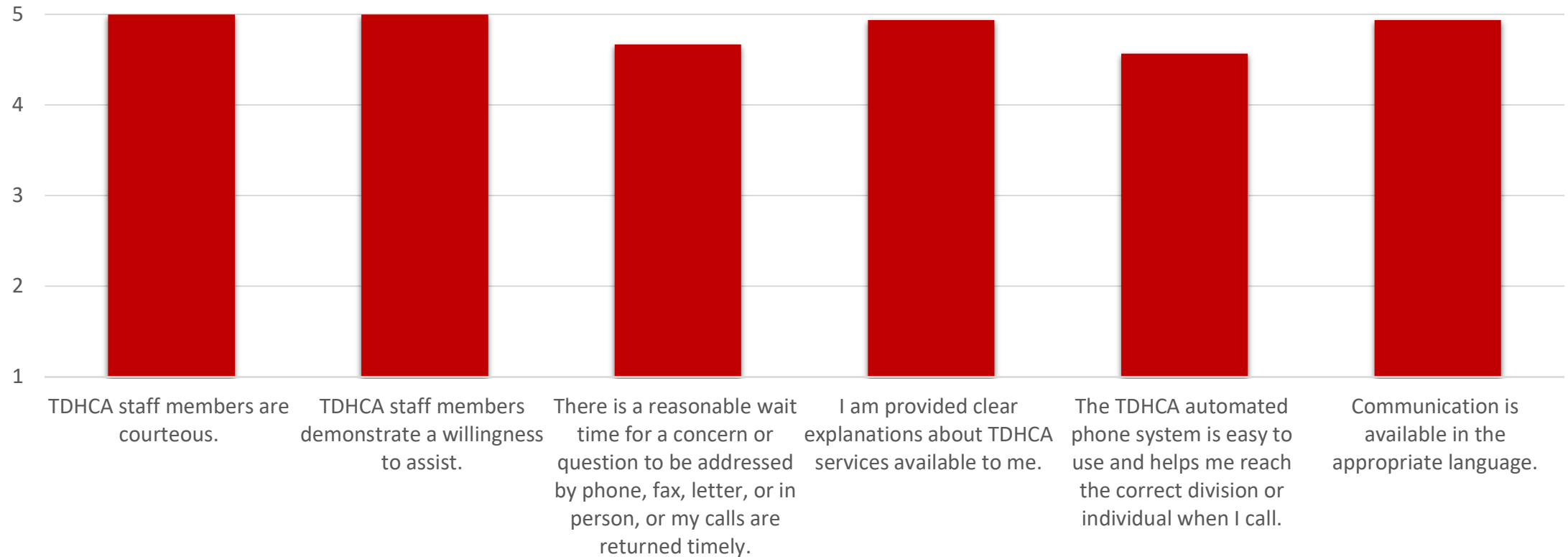
What contact have you had with the Manufactured Housing Division?
Check all that apply.



Individual Customer Satisfaction *with* the Manufactured Housing Division's Direct Customer Service Teams

Average score (1 = strongly disagree; 5 = strongly agree)

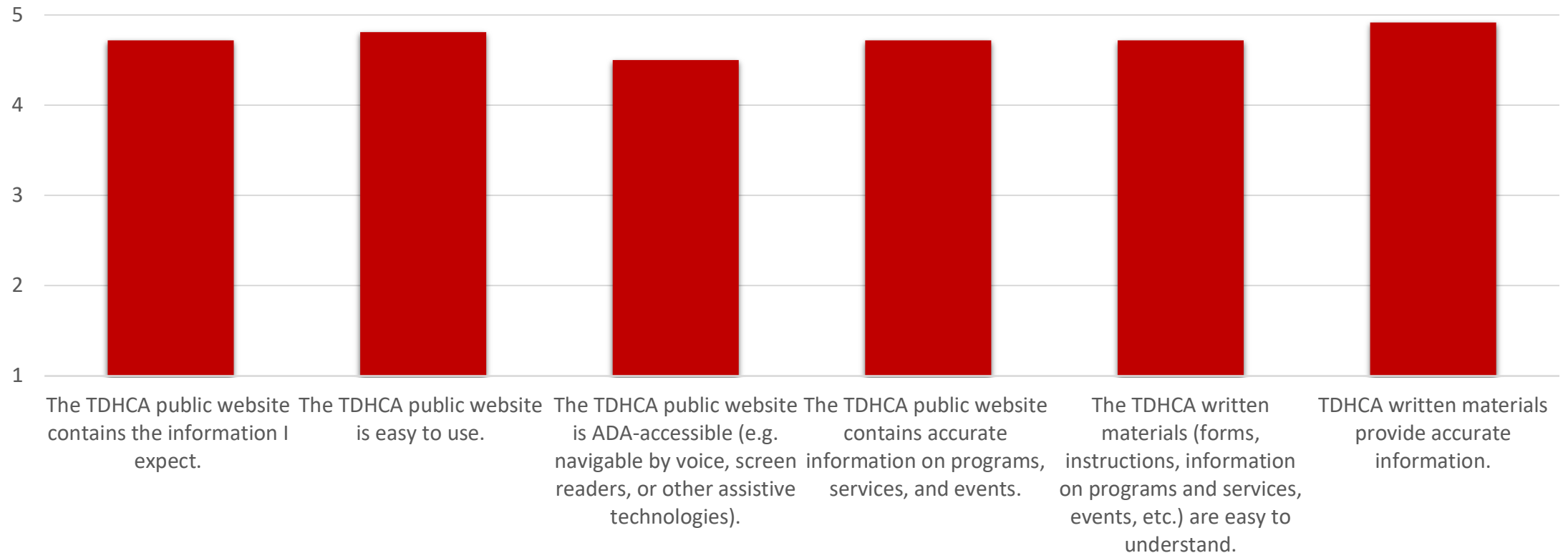
■ Manufactured Housing Division (No TDHCA)



Individual Customer Satisfaction *with* MHD Website & Informational Materials

Average score (1 = strongly disagree; 5 = strongly agree)

■ Manufactured Housing Division (No TDHCA)



Individual Customer Satisfaction *with* Miscellaneous Service Activities

Average score (1 = strongly disagree; 5 = strongly agree)

■ Manufactured Housing Division (No TDHCA)



Overall Results: Individuals

- Overall, results show that responders of individuals that specified that their experience was with the Manufactured Housing Division perceived their specific customer satisfaction as very high, with all scores above 4.4 out of a possible 5.
- Average scores for MHD ranged from 4.43 to 5.00. Highest scores were for the Manufactured Housing Division's representatives being courteous and willing to assist (both 5.00 average score).
- A place to improve for the MHD, other than convenience of location (4.43), was for the website to be more accommodating (4.50) and for the phone systems to be easier to navigate (4.57), although these scores are still very high.
- Most of the individual respondents for the MHD were seeking assistance with completing applications for Statements of Ownership.