



RMP Participating Property Owner Evaluation

Your organization has recently filed a claim for reimbursement from the Risk Mitigation Pool. Please help us improve the program, and our implementation of it, by answering the following questions:

| | | | | | |
|--|-----------|---|---|---|------|
| | Excellent | | | | Poor |
| 1. How would you rate the overall program? | 1 | 2 | 3 | 4 | 5 |

Comments: _____

| | | | | | |
|--|---|---|---|---|---|
| 2. How would you rate the claim form and instructions? | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Comments: _____

| | | | | | |
|--|---|---|---|---|---|
| 3. Do you feel your reimbursement amount was reasonable and covered costs? | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Comments: _____

4. What type of claim did you file? Operational Physical

| | | | | | |
|--|---|---|---|---|---|
| 4a. How would you rate the process for your type of claim? | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Comments: _____

| | | | | | |
|---|---|---|---|---|---|
| 5. How would you rate the way HDC's Asset Manager handled your claim? | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Comments: _____

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|--|---|---|---|---|---|
| 6. How would you rate the way the physical inspector handled your claim? | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Comments: _____

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|---|---|---|---|---|---|
| 7. How would you rate how the claim was handled in a timely manner? | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Comments: _____

8. How could HDC staff better serve you with future claims? _____

Thank you. Your feedback is important as we strive to improve.