CITY OF GRAND RAPIDS

Housing Inspections Division

1120 MONROE AVENUE NW ~ GRAND RAPIDS, MI 49503 ~ (616) 456-3053 ~ WWW.GRCITY.US/NI

Customer Comment Form

Property Address: _____ **Date:** _____

Case Number: _____ **No Case Initiated** *(obtained information only)* ☐

1. How long have you been a landlord in the City of Grand Rapids? (Check one) √
   Less than 2 years ☐ 2 to 9 Years ☐ Over 10 years ☐
   N/A – This is owner occupied with no rental ☐ N/A – I am a tenant at this address ☐
2. Did you speak or interact with the Inspector at all during this case? YES ☐ NO ☐
3. The clerical support staff (either on the telephone or in person) were professional and helpful.
   Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐
4. The supervisory staff (either on the telephone or in person) were professional and helpful.
   Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐
5. My overall experience was positive.
   Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐
6. Other comments regarding the inspection process:

QUESTIONS 7 THRU 14 APPLY TO HOUSING INSPECTORS/INSPECTIONS

	YES √	NO √
7. During the inspection, the Code violations were explained to me.	☐	☐
8. I received the repair orders within two (2) weeks of the inspection.	☐	☐
9. The Inspector arrived on time for the appointment.	☐	☐
10. The Inspector was able to answer my questions.	☐	☐
11. The Inspector discussed repair times with me.	☐	☐
12. The Inspector returned my phone calls and/or e-mails in a timely manner.	☐	☐
13. The Inspector was professional.	☐	☐
14. If applicable, the Inspector informed me about other remedies and options that are available such as Housing Appeal Board, Housing Rehabilitation, other helping agencies and how to obtain an extension for additional repair time.	☐	☐

QUESTIONS 15 THRU 18 APPLY TO NUISANCE CODE INSPECTORS/INSPECTIONS

	YES √	NO √
15. I understood the notice that was sent to me and/or was posted on my property.	☐	☐
16. The Inspector returned my phone calls and/or e-mails in a timely manner.	☐	☐
17. The Inspector was able to answer my questions.	☐	☐

18. Remarks/Additional Comments:

IF YOU WANT TO DISCUSS THIS CASE WITH CITY STAFF, PLEASE INCLUDE YOUR NAME AND PHONE NUMBER.

Name: _____ **Phone Number:** _____

NOTE: Please mail completed form to, Neighborhood Improvement, **Attention: Kelly Criner**, 1120 Monroe Avenue NW, Grand Rapids, MI 49503 or FAX to (616) 456-3773.