

***Group #2: Explore and discuss the quality of service received by the families who turn to your agency for service.***

- List the positive and negative aspects of their experience as applicable.
- Based on this discussion, what would your impression be if you applied for housing assistance at your PHA?

Positive Experiences	Negative Experiences
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

**Your impressions:**
