



SAN DIEGO
HOUSING
COMMISSION

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San Diego Housing Commission (SDHC) Customer Experience Unit

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SDHC Customer Experience Unit Introduction

- February 28, 2023: California's State of Emergency due to the COVID-19 pandemic ended.
- March 6, 2023: SDHC headquarters at 1122 Broadway reopened to the public.



SDHC Customer Experience Unit

Customer Experience Unit Overview

- The Customer Experience Unit (CEU) is the primary point of contact for visitors to SDHC's offices at 1122 Broadway.
 - Consists of five SDHC staff
 - Interacts frequently with customers and stakeholders
 - In person: Office hours 9 a.m. – 4 p.m.
 - Call Center: (619) 231-9400. Call Center hours 7:30 a.m. – 4 p.m.
 - Provides accurate information to SDHC program participants and SDHC staff.



SDHC Customer Experience Unit

First-Floor Lobby

- **Greeter**
 - SDHC administrative assistants working in support of customer service efforts
 - Greet visitors and answer general questions
- **Self-Service**
 - Three drop-boxes available for customers to drop off documents
 - 24-hour access drop-box at the front of the main entrance on Broadway
- **Resources**
 - Flyers available for customers
 - Section 8 Housing Choice Voucher Wait List Q-and-A
 - SDHC Achievement Academy
 - Affordable Housing
 - Homelessness Services
 - Available Unit Listing
 - SDHC Achievement Academy



SDHC Customer Experience Unit First-Floor Lobby (Continued)

- **Appearance**
 - Monitor displays SDHC program information, including contact information
 - Modern tapestry art to add color to the lobby.
 - Anticipated additions to come:
 - Area rug to assist with acoustics
 - Redesign of the layout of the first-floor lobby to enhance the welcoming environment and service to customers



SDHC Customer Experience Unit Third-Floor Lobby

- The CEU is available at the third-floor reception area to assist customers in person and to facilitate virtual connections.
 - Virtual calls to case workers/staff
 - Virtual meetings with case workers/staff
- Additional assistance:
 - Free parking validation
 - Apply for SDHC Rental Assistance Wait Lists
 - Respond to SDHC Rental Assistance Wait List Update to “save your spot”
 - Update information on an existing SDHC Rental Assistance Wait List application



Questions & Comments

