

# Paperwork Reduction Act Change Worksheet

Agency/Subagency: <b>U.S. Department of Housing and Urban Development</b>	OMB Control Number: <b>2535-0116</b>
--	---

Enter only items that change	Current Record	New Record**
Agency form number(s):		
<b>Annual reporting and keeping hour burden</b>		
Number of respondents	99,248	117,248
Total annual responses	99,248	117,248
Percent of these responses collected electronically	100 %	100 %
Total annual hours	12,779	13,229
Difference		+450
Explanation of difference Program change Adjustment		450
<b>Annual reporting and recordkeeping cost burden</b> (in thousands of dollars)		
Total annualized Capital/Startup costs		
Total annual costs (O&M)		
Total annualized cost requested		
Difference		
Explanation of difference Program change Adjustment		

Other change: \*\*

OMB Control Number 2535-0116 – Generic Customer Satisfaction Survey request to add an additional survey. This survey is for Single Family Housing’s Public and Industry Clients who call into the FHA Resource Center. This survey request the callers to rate the Customer Service Representative responsiveness, ability to provide answers, knowledge and overall service provided. This request includes an email survey and a telephone survey.

Signature of Senior Official or Designee:   X Wayne Eddins, Departmental Paperwork Reduction Act Officer, OCIO	Date:	<b>For OIRA Use</b>
---	-------	---------------------

\*\* This form cannot be used to extend an expiration date.