

Dear Veteran or Family Member:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs, Veterans Benefits Administration, is conducting a survey of veterans who are eligible to apply for a grant under VA's Specially Adapted Housing program. VA has asked Caliber/ICF International, an independent, national research organization, to conduct the survey.

Our records indicate that based on your disability rating, you are eligible to apply for a Specially Adapted Housing (SAH) grant. This grant can be used to purchase or construct an adapted home, or modify an existing home to meet your adaptive housing needs.

Our records also show that you have either not yet applied to use this grant, or that you have started the grant application process, but have not yet completed it. VA is interested in knowing more about the reasons why you have not chosen to apply for this grant, or about your experience thus far in the grant application process.

**Your input is very important to our program.** The results of the survey will help VA better understand why some eligible veterans have not yet chosen to use this grant benefit. It will also be used to determine the ways in which we can improve the grant application process. Please take the time to complete and return the enclosed questionnaire.

**It is important for you to know that your answers will not affect your current or future benefits.** While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for veterans benefits will not be affected in any way. Please also know that **any information you provide on this survey will be confidential**, and will not be linked to you.

Any questions about this survey may be directed to a Caliber/ICF representative toll-free at 1 (866) 890-2030. With your help, we can improve our service to you and the many others who have served our country so well.

Thank you in advance for helping us in this important work!

Sincerely yours,

Keith Pedigo  
Director,  
Loan Guaranty Service

***P.S. For information on the SAH benefit, or our other programs, please visit our webpage at [www.homeloans.gov](http://www.homeloans.gov)***