

# 1. Pre-survey notification letter.

Silber & Associates Letterhead

Inside address

Dear (Salutation) (Last Name):

The U.S. Department of Housing and Urban Development asked a team consisting of the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber and Associates (an independent survey research company in Clarksville, MD) to survey people and organizations from across the country who work with HUD, receive support from HUD, or are regulated by HUD—to assess satisfaction with HUD. Among others, we’re contacting entities that own multifamily properties that are assisted or insured through HUD’s programs as well as FHA-approved single family mortgage lenders, to ask about HUD’s performance.

You’ve been chosen as someone from whom we’d like to hear. Next week you will receive a short questionnaire from us about HUD. Please take a few minutes to respond. Your input is extremely important to our effort.

In the meantime, if you would like further information about the survey, please call Silber & Associates toll free at 1-888-SILBER-1 (1-888-745-2371) or e-mail [support@SAsurveys.com](mailto:support@SAsurveys.com). Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at [Cheryl.Levine@hud.gov](mailto:Cheryl.Levine@hud.gov).

Sincerely,

Bohne G. Silber

This survey has been approved by the Office of Management and Budget, as required by the Paperwork Reduction Act of 1995, under control number 2538-0116, which expires on 02/29/2012. Public reporting burden for this survey is estimated to average 16 minutes per response, including the time for reviewing instructions and completing the questionnaire. Participation in the survey is voluntary. HUD will use the collected, aggregated information to evaluate its service to and relations with its partners in order to help both HUD and its partners effectively carry out programs.

## 2. First questionnaire, cover letter.

Silber & Associates Letterhead

Inside address

Dear (Salutation) (Last Name):

*HUD officials need to know and you're in a position to tell them: Is HUD doing a good job?*

The U.S. Department of Housing and Urban Development asked a team consisting of the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber & Associates (an independent survey research company in Clarksville, MD) to survey people and organizations from across the country who work with HUD, receive support from HUD, or are regulated by HUD—to assess satisfaction with HUD. Among others, we're contacting entities that own multifamily properties that are assisted or insured through HUD's programs as well as FHA-approved single family mortgage lenders, to ask if HUD's performance is good or bad. .

Please help us. The enclosed questionnaire is short. We worked hard to design it to take only a few minutes of your time. The questions are meant to be answered by the person in charge—e.g., the Mayor, the Director. But if that is simply not possible, please direct the questionnaire to someone who can speak authoritatively on behalf of that person.

Be assured that the information provided will be combined with all other answers, and that neither your name, organization, community, or any other identifying information will be passed along to HUD or others, or cited or reported in any way. We have placed a number on the questionnaire for survey control purposes, so that we know if we need to send a reminder or call you if you haven't sent the questionnaire back. That's to keep the survey scientific. The number will be removed when we receive the questionnaire.

Please mail your completed questionnaire in the envelope provided by (date).

Thank you in advance for recognizing the importance of this survey and for taking a few minutes to fill it out. If you would like further information about it, please call Silber & Associates toll free at 1-888-SILBER-1 (1-888-745-2371) or e-mail [support@SAsurveys.com](mailto:support@SAsurveys.com). Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at [Cheryl.Levine@hud.gov](mailto:Cheryl.Levine@hud.gov).

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### 3. Reminder #1

SILBER & ASSOCIATES  
P. O. Box 651  
Clarksville, Maryland 21029-0651

**URGENT RESPONSE APPRECIATED**

Recently Silber & Associates sent you a survey soliciting your opinions of HUD's performance. Response to date has been very good. But we still haven't received your opinions and we don't want to leave them out. Your feedback will help to identify any areas of HUD's performance that need improvement to better serve your needs.

If your response is in the mail on its way to us, we thank you very much. If not, please take a few minutes to answer the survey. If you misplaced it or have other questions, call Silber & Associates' Survey Support Line toll free at 1-888-SILBER-1 (1-888-745-2371), or e-mail [support@SAsurveys.com](mailto:support@SAsurveys.com). Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at [Cheryl.Levine@hud.gov](mailto:Cheryl.Levine@hud.gov).

Please be assured that your responses will be combined with all other answers; we will not report your name, organization, or community to HUD. If you have any questions about our commitment not to disclose your name, organization or community, please call me at Silber & Associates at (410) 531-2121, ext 11#.

We sincerely appreciate your participation in this important effort.

Bohne G. Silber

## 4. Reminder #2

Silber & Associates Letterhead

Inside address

Dear (Salutation) (Last Name):

Not long ago we sent you a letter and questionnaire asking you to participate in an important survey. To date we have not heard from you, so I'm enclosing another copy of the questionnaire. If your response is in the mail, please disregard this letter and accept my sincerest thanks.

As I hope you are aware, the U.S. Department of Housing and Urban Development asked the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber & Associates (an independent survey research company in Clarksville, MD) to survey people and organizations from across the country who work with HUD, receive support from HUD, or are regulated by HUD—to assess satisfaction with HUD's performance. Is it good or bad?

We know you are very busy, but please take the time to help. Your contribution is critical to the success of this effort. If you have not responded out of concern about disclosure of your information, I can assure you that the information provided will be combined with all other answers and that neither your name, organization, community, or any other identifying information will be passed along to HUD or others, or cited or reported in any way. We have placed a number on the questionnaire for survey control purposes, so that we know if we need to send a reminder or call you if you haven't sent the questionnaire back. That's to keep the survey scientific. The number will be removed when we receive the questionnaire.

Please return your completed questionnaire in the envelope provided by (date). If you would like further information about the survey, or if you have questions about disclosure or any other aspect of the survey, please call Silber & Associates toll free at 1-888-SILBER-1 (1-888-745-2371) or e-mail [support@SAsurveys.com](mailto:support@SAsurveys.com). Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at [Cheryl.Levine@hud.gov](mailto:Cheryl.Levine@hud.gov).

Sincerely,

Bohne G. Silber

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## 5. Reminder #3

Silber & Associates Letterhead

Inside address

Dear (Salutation) (Last Name):

We recently sent you several letters asking you to participate in an important survey. Because we have not heard from you, we're sending another copy of the questionnaire by special carrier. **We are depending on your help.** If your response is in the mail, please disregard this letter and accept our sincerest thanks.

As you are probably aware, the U.S. Department of Housing and Urban Development asked the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber & Associates (an independent survey research company in Clarksville, MD) to survey people and organizations from across the country who work with HUD, receive support from HUD, or are regulated by HUD—to assess satisfaction with HUD's performance. Is it good or bad?

We know you are very busy, but please take the time to help. **The questionnaire is short.** If you have not responded out of concern about disclosure of your information, I can assure you that the information provided will be combined with all other answers, and that neither your name, organization, community, nor any other identifying information will be passed along to HUD or others, or cited or reported in any way.

***Please return your completed questionnaire by in the envelope provided by (date).*** If you would like further information about the survey, or if you have questions about disclosure or any other aspect of the study, please call Silber & Associates' Survey Support Line toll free at 1-888-SILBER-1 (1-888-745-2371), or e-mail support@SAsurveys.com. Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at Cheryl.Levine@hud.gov.

Sincerely,

Bohne G. Silber

This survey has been approved by the Office of Management and Budget, as required by the Paperwork Reduction Act of 1995, under control number 2538-0116, which expires on 02/29/2012. Public reporting burden for this survey is estimated to average 16 minutes per response, including the time for reviewing instructions and completing the questionnaire. Participation in the survey is voluntary. HUD will use the collected, aggregated information to evaluate its service to and relations with its partners in order to help both HUD and its partners effectively carry out programs.

## 6a. Fax Cover Letter, as needed—MF Owner Version

# IMPORTANT FAX

The individual identified below requested a copy of the attached survey. Please deliver it to the addressee promptly. Thank you.

DATE:  
TO:  
FAX NUMBER:  
FROM: Bohne Silber  
SUBJECT: HUD Survey

This is the survey we previously sent to you by mail; we are faxing a copy at your request. As we previously wrote, you have been selected as a person who has experience with the U. S. Department of Housing and Urban Development. The survey asks for your opinion on whether or not HUD is doing a good job.

We worked hard to design it to take only a few minutes of your time. Our sample is small so your answers make a difference. The reliability of the survey depends on your filling it out and returning it to us. The questions are meant to be answered by the property owner. But if that is simply not possible, please direct this form to someone who can speak authoritatively on behalf of the (Mayor/Director).

The survey will be analyzed by the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber & Associates (an independent survey research company in Clarksville, MD). Be assured that your responses will be combined with all other information we receive; neither your name, organization, community, nor any other identifying information will be passed along to HUD or others, or cited or reported in any way. ***Please return your completed questionnaire by (date).***

Thank you.

Please return this cover sheet along with your completed survey either by:  
**FAX:** 410-997-5188 or  
**MAIL:** HUD Survey, P.O. Box 651, Clarksville, MD 21029-0651

If there is a problem with this fax transmission, please call (410) 531-2121. Thank you.

## 6b. Fax Cover Letter, as needed (SF Lender Version)

# IMPORTANT FAX

The individual identified below  
requested a copy of the attached survey.  
Please deliver it to the addressee promptly. Thank you.

DATE:  
TO:  
FAX NUMBER:  
FROM: Bohne Silber  
SUBJECT: HUD Survey

This is the survey we previously sent to you by mail; we are faxing a copy at your request. As we previously wrote, you have been selected as a person who has experience with the U. S. Department of Housing and Urban Development. The survey asks for your opinion on whether or not HUD is doing a good job.

We worked hard to design it to take only a few minutes of your time. Our sample is small so your answers make a difference. The reliability of the survey depends on your filling it out and returning it to us. The questions are meant to be answered by someone who can speak authoritatively on behalf of your company.

The survey will be analyzed by the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) and Silber & Associates (an independent survey research company in Clarksville, MD). Be assured that your responses will be combined with all other information we receive; neither your name, organization, community, nor any other identifying information will be passed along to HUD or others, or cited or reported in any way. ***Please return your completed questionnaire by (date).***

Thank you.

Please return this cover sheet along with your completed survey either by:  
**FAX:** 410-997-5188 or  
**MAIL:** HUD Survey, P.O. Box 651, Clarksville, MD 21029-0651

If there is a problem with this fax transmission, please call (410) 531-2121. Thank you.

## 7. Reminder #4

SILBER & ASSOCIATES  
P. O. Box 651  
Clarksville, Maryland 21029-0651

**URGENT RESPONSE APPRECIATED**

### REMINDER

To date, we have not received your response to the United States Department of Housing and Urban Development Survey of Multifamily Housing Owners. This survey is of utmost importance.

If our records are in error, or if your questionnaire is in the mail on its way to us, we thank you very much for your participation.

If not, please take a few minutes to answer the questionnaire. If you misplaced it or have questions about it, call Silber & Associates' Survey Support Line toll free at 1-888-SILBER-1 (1-888-745-2371), or e-mail [support@SAsurveys.com](mailto:support@SAsurveys.com). Or, at HUD, you can call Dr. Cheryl Levine at 202-402-3928 or e-mail her at [Cheryl.Levine@hud.gov](mailto:Cheryl.Levine@hud.gov).

We sincerely appreciate your participation in this important effort.

Bohne G. Silber