



# HUD Survey of Multifamily Housing Owners

This brief, confidential survey solicits your opinion—as a spokesperson for your business or organization—of the service being provided to you by the U.S. Department of Housing and Urban Development (HUD). It is being conducted by Silber & Associates, an independent and non-partisan research organization. Please answer the questions by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, take all of your experiences into consideration when answering the questions. **If you are not the property owner to whom the survey was sent by Silber and Associates, but are responding on behalf of the owner, please do your best to answer all questions as that owner would answer them.**

Your responses will remain confidential. Neither you nor your business or organization will be identified in reporting the survey findings to HUD or anyone else.

Please complete the questionnaire this week and return it in the enclosed envelope. If you need assistance, please telephone Silber & Associates toll-free at 1-888-SILBER-1 (888-745-2371) or e-mail support@SAsurveys.com.

1. How **frequent** have your **business’ or organization’s contacts** been **with HUD** during the past twelve months?

Very frequent (PLEASE GO TO Question 2)

Somewhat frequent (PLEASE GO TO Question 2)

Not very frequent (PLEASE GO TO Question 2)

None at all → **On behalf of your business or organization, are you in a position to assess and comment on the performance of HUD’s organization and programs?**

Don’t know →

Yes (CONTINUE)

No →

Don’t Know →

PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON

2. During the past twelve months has your **business or organization** had **contact** with:

	Yes	No	Don’t Know
a. HUD personnel in HUD’s Washington DC Headquarters office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD personnel in one or more of HUD’s field offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Multifamily Property Disposition Center)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. A contractor working for HUD (such as a Section 8 Performance Based Contract Administrator)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. During the past twelve months, when you interacted with HUD, were your dealings **more with HUD**, or were they **more with HUD’s contractors/third-party contractors**?  
Check “Did not deal with HUD’s contractors” if that applies.

More with HUD   
  More with HUD’s contractors   
  Interacted with HUD & HUD’s contractors about equally   
  Did not deal with HUD’s contractors   
  Don’t know

4. Overall, taking everything into consideration, how satisfied or dissatisfied are you with the service provided by **HUD’s contractors/third-party contractors**?  
Check “Did not deal with HUD’s contractors” if that applies.

Very satisfied   
  Somewhat satisfied   
  Somewhat dissatisfied   
  Very dissatisfied   
  Did not deal with HUD’s contractors   
  Don’t know

*Please answer the remainder of the questionnaire based on your experience with HUD, including its contractors/third-party contractors.*

5. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, makes assessments). In your business' or organization's relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or doing both about equally?

Mainly providing support to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mainly regulating you					
About equally providing support and regulating you					
Neither/something other					
Don't know					

6. Thinking first about **HUD programs** with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat satisfied						
Somewhat dissatisfied						
Very dissatisfied						
It depends						
Don't know						

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

7. Listed below are several different ways to think about **your relationship with HUD**. For each item, indicate your level of satisfaction or dissatisfaction at the present point in time. *Check "Not Applicable" if the situation does not apply to your business or organization (for example, if you do not currently receive information from HUD).* How satisfied or dissatisfied are you, in general, with...?

Very satisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat satisfied						
Somewhat dissatisfied						
Very dissatisfied						
Not applicable						
Don't know						

a. The **quality** of the **information** you currently receive from HUD

b. The **timeliness** of the **information** you currently receive from HUD

c. The **timeliness of decision-making by HUD** (such as requests for waivers, rulings, and approvals)

d. The **quality of guidance** you currently get from HUD

e. The **consistency of guidance** you currently get from HUD

f. The **clarity of HUD rules and requirements** that apply to your business or organization; in other words, how easy they are to understand

g. The **responsiveness** of the **people** with whom you currently deal at HUD

h. The **competence** of the **people** with whom you currently deal at HUD

i. The extent to which **HUD employees** have the **knowledge, skills, and ability** to do their work

j. Your ability to **reach** the **people at HUD** whom you need to contact

k. The **time commitment** required to **comply** with HUD **reporting** requirements (e.g., Tenant Rental Assistance Certification System [TRACS] or HUD's Real Estate Assessment Center [REAC])

8. HUD provides **training and technical assistance** through different methods. For each method listed below, please indicate how useful or not useful you've found it. *Check "Have not used" if you haven't used the method for HUD training or technical assistance.*

Very useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhat useful						
Not too useful						
Not useful at all						
Have not used						
Don't know						

a. HUD-sponsored **conferences**

b. HUD-sponsored **satellite broadcasts**

c. HUD-sponsored **training programs** conducted by **contractors**

d. HUD's **Webpage**

e. HUD's **Webcast training**

f. HUD participation in **panel discussions** and **training sessions** set up by **non-HUD groups**

9. HUD has increasingly relied on **electronic transmission** to communicate with its partners. Based on your experience in the past 12 months, please indicate how effective or ineffective each of the following has been as a tool for HUD to convey important information to you, such as notices and guidance. *Check "Have not used" if HUD hasn't communicated with you this way.*

	Very effective	Somewhat effective	Not too effective	Not effective at all	Have not used	Don't know
a. HUD <b>listserves</b> (automated mailing lists of subscribers to which HUD sends <b>e-mail</b> messages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD's <b>Website</b> postings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's <b>E-mail</b> (individual correspondence to or from a HUD employee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Property owners may work with multiple HUD offices, hubs, centers, and performance-based contractor administrators (PBCAs) for various purposes. How **clear** or **unclear** are the **different functions and responsibilities** of these offices, hubs, centers, and PBCAs?

	Very clear	Somewhat clear	Somewhat unclear	Very unclear	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please indicate your level of satisfaction with each of the following as it relates to your business or organization. *Check "Not Applicable" if the situation does not apply to your business or organization.*  
How satisfied or dissatisfied are you with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The ability of HUD field office personnel—those in the multifamily hubs and program centers, and contractors working on behalf of HUD (such as PBCAs)—to <b>consistently interpret policies and regulations</b> that pertain to your properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The <b>physical inspections</b> by HUD's Real Estate Assessment Center ( <b>REAC</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. <b>Electronic financial reporting to REAC</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. HUD's <b>capacity to monitor and provide oversight</b> related to your property or properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. At present, taking everything into consideration, how satisfied or dissatisfied are you with **HUD's overall performance**?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: If you are a property manager or managing agent and not the owner to whom the survey was sent, please answer questions 13 and 14 *based on that owner's portfolio*.

13. In total, **how many** multifamily FHA-insured, HUD-assisted (subsidized), or Section 202/811 **properties** does the business or organization **own**?

	1 property	2-5 properties	6-10 properties	11-15 properties	16-20 properties	21-25 properties	More than 25 properties	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. In total, **how many** multifamily FHA-insured, HUD-assisted (subsidized), or Section 202/811 **units** does the business or organization **own**?

	100 units or fewer	101-200 units	201-300 units	301-400 units	401-500 units	501-1,000 units	1,001-2,000 units	More than 2,000 units	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

