OMB Approval No.: xxxxx Expires: xxxxx



## 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 strictly 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)					
<ul> <li>None at all</li> <li>Don't know</li> <li>Yes (CONTINUE)</li> <li>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?</li> </ul>					
□ No					

2.	During the past twelve months has your <b>business or organization</b> had <b>contact</b> with:	Yes	No	Don't Know	
a.	HUD personnel in HUD's Washington DC Headquarters office				
b.	HUD personnel in one or more of HUD's field offices				
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)				
d.	A contractor working for HUD (such as a Section 8 Performance Based Contract Administrator)	NIT HUD MITHUD	□ scontactors	Douedant HUD'S	
3.	During the past twelve months, when you interacted with HUD, were your dealings <b>more</b> with <b>HUD</b> , or were they <b>more</b> with HUD's <b>contractors/third-party contractors</b> ? <sup>©</sup> Check "Did not deal with HUD's contractors" if that applies.	Note with HU	yacted with so	bo <sup>ut</sup> deal <sup>with</sup>	204
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4.	Overall, taking everything into consideration, how satisfied or dissatisfied are you with the service provided by <b>HUD's contractors/third-party contractors</b> ? <i>Check "Did not deal with HUD's contractors" if that applies.</i>	mentatalisted	Jesatisfied ↓enydisatisfie	od not deal scontractor	,

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

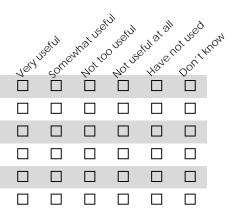
Thinking first about HUD programs with which you currently deal and then about 6. how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

	ed below are several different ways to think about <b>your relationship with HUD</b> . each item, indicate your level of satisfaction or dissatisfaction at the present po	bint			<u>م</u>	stied		
in tir <i>orga</i>	me. Check "Not Applicable" if the situation does not apply to your business or anization (for example, if you do not currently receive information from HUD).	Jert	atisfied	some -	steed dis	atis. Isatiste Not?	pplicabi	kuon
a.	The quality of the information you currently receive from HUD							
b.	The timeliness of the information you currently receive from HUD							
C.	The <b>timeliness of decision-making by HUD</b> (such as requests for waivers, rulings, and approvals)							
d.	The <b>quality</b> of <b>guidance</b> you currently get from HUD							
e.	The <b>consistency</b> of <b>guidance</b> you currently get from HUD							
f.	The <b>clarity of HUD rules and requirements</b> that apply to your business or organization; in other words, how easy they are to understand							
g.	The <b>responsiveness</b> of the <b>people</b> with whom you currently deal at HUD							
h.	The <b>competence</b> of the <b>people</b> with whom you currently deal at HUD							
i.	The extent to which <b>HUD employees</b> have the <b>knowledge</b> , <b>skills</b> , <b>and ability</b> to do their work							
j.	Your ability to <b>reach</b> the <b>people at HUD</b> whom you need to contact							
k.	The <b>time commitment</b> required to <b>comply</b> with HUD <b>reporting</b> requirements (e.g., Tenant Rental Assistance Certification System [TRACS] or HUD's Real Estate Assessment Center [REAC])							

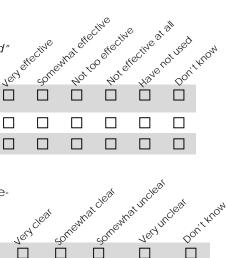
- HUD provides training and technical assistance through different methods. For 8. each method listed below, please indicate how useful or not useful you've found it. Check "Have not used" if you haven't used the method for HUD training or technical assistance.
  - a. HUD-sponsored conferences
  - b.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



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- 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.
  - a. HUD listserves (automated mailing lists of subscribers to which HUD sends e-mail messages) HUD's Website postings b.
  - c. HUD's E-mail (individual correspondence to or from a HUD employee)
- 10. Property owners may work with multiple HUD offices, hubs, centers, and performancebased contractor administrators (PBCAs) for various purposes. How clear or unclear are the different functions and responsibilities of these offices, hubs, centers, and PBCAs?
- 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 ...?
  - 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 consistently interpret policies and regulations that pertain to your properties
  - b. The physical inspections by HUD's Real Estate Assessment Center (REAC)
  - c. Electronic financial reporting to REAC
  - d. HUD's capacity to monitor and provide oversight related to your property or properties
- 12. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?
- 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.
- More than 25 properties 21.25 Poperties 2<sup>5 piopettes</sup> 11:15 properties No-20 Properties 510 properties 1 Property 13. In total, how many multifamily FHA-insured, HUD-assisted (subsidized), or Section 202/811 properties does the business or organization own? Ń More than 2.00 unit 100 units of femel 1.0012.000 units 501-100 UNIS 201-300 unites 401500 units 101-200 units 301400 units 14. In total, how many multifamily FHA-insured, HUD-assisted (subsidized), or Section 202/811 units does the business or organization own? Ò



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15. Please indicate the title/position of the person (or persons) who answered these questions:

Owner/CEO/managing genera	l partner/president/chair/principal/director
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Other company/organization senior official

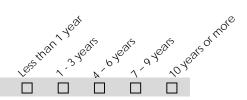
Property manager/managing agent

Other company/organization employee

Sponsor

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Other:		

16. Taking into account all the jobs in your employment history, **how many years**, in total, have you **interacted with HUD** as part of your job?



17. Which HUD Hub(s) does your business or organization interact with on a regular basis? Mark all that apply.

Hub Location	Includes:	Hub Location	Includes:
Atlanta	GA, KY, TN, Puerto Rico/US Virgin Islands	Greensboro	NC, SC
Baltimore	DC, MD, VA	Jacksonville	AL, FL, MS
Boston	CT, ME, NH, RI, VT	🗌 Kansas City	IA, KS, MO,NE, OK
Buffalo	Upstate NY, including Albany and Syracuse	Los Angeles	Southern CA
Chicago	IL, IN	Minneapolis	MN, WI
	ОН	New York	NYC and areas not covered by Buffalo HUB
Denver	CO, MT, ND, SD, UT, WY	Philadelphia	DE, PA, NJ, WV
Detroit	MI	San Francisco	AZ, Central and Northern CA, HI, NV
Ft. Worth	AR, LA, NM, TX	🗌 NW/Alaska	AK, ID, OR, WA

We welcome and appreciate any comments you may have about HUD. PLEASE PRINT. Use extra paper if needed. PLEASE DO NOT IDENTIFY YOURSELF OR ANYONE ELSE BY NAME.

Thank You for Completing the HUD Survey of Multifamily Housing Owners. Please return your completed questionnaire to:

HUD SURVEY, c/o Silber & Associates, 13067 Twelve Hills Road, Suite B, Clarksville, MD 21029-1144 A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY? FAX: 1-410-531-3100 E-MAIL: SUPPORT@SAsurveys.com

CALL: 1-888-SILBER-1