

HUD Survey of Public Housing Agencies

OMB Approval No.: 2538-0116

Expires: 02/29/2012

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—of the service being provided to you by the U.S. Department of Housing and Urban Development (HUD). 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, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting the survey findings to HUD or anyone else. The survey is being conducted by Silber & Associates, an independent and non-partisan research organization.

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@silberandassociates.com.

1.	How frequent have your agency'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 agency, are you in a position to assess and comment on the performance of HUD's organization and programs? Yes (CONTINUE) No → PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON 									
2.	During the past twelve months has your agency had contact 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, Troubled Agency Recovery Center (TARC), Multifam Property Disposition Center, HUD Homeownership Centers, FHA Resource Center, HUD Center for Faith Based and Community Initiatives)									
	 d. A contractor working for HUD (such as a Section 8 Performance Based Contract Administrator) 									
3.	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 agency's relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or doing both about equally?									
4.	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: a. The HUD programs you currently deal with	Veryszitzfied	nat satisfied somewhat dis	sediffied description description description						
	b. The way HUD currently runs those programs									

5.	For e	d below are different ways to think about your relationship with HUD . each item, indicate your general level of satisfaction or dissatisfaction at the ent point in time. Check "Not Applicable" if the situation does not apply to you ncy (for example, if you do not currently receive information from HUD).	N satisfied mat satisfied dischisfied wat applicable on the control of the contro						
	How	satisfied or dissatisfied are you, in general, with?	4 some some yell water bount						
	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 agency; 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 needed to comply with HUD reporting requirements (such as those involving REAC or PIC)						nandesl	
6.		w are changes that occurred at HUD over the last decade. Have they made better or worse, or have they not had much effect? Organizational changes, such as consolidation of previously	somewis	et better Somewh	at notse	ofse Rothed	much eff	odicable	thon thou
		Organizational changes, such as consolidation of previously independent offices under other offices [like the Real Estate Assessment Center (REAC) or establishment of the PIH Information Center (PIC)].	çamı	çom² □	□ [, ^{'foµ}	U NOTWOT		
		Outsourcing project-based Section 8 program monitoring through a third-party entity such as a Performance Based Contract Administrator.		_					
7.	eac	provides training and technical assistance through different methods. For h method listed below, please indicate how useful or not useful you've found Check "Have not used" if that applies.	, eH	seful onev	matuset Notio	NOT INST	Jave C	otused on't w	104
	a.	HUD-sponsored conferences						\Box	
	b.	HUD-sponsored satellite broadcasts							
	C.	HUD-sponsored training programs conducted by contractors							
	d.	HUD's Webpage							
	e.	HUD's Webcast training							
		HUD participation in panel discussions and training sessions set up by non-HUD groups							
8.	part effectimpe	has increasingly relied on electronic transmission to communicate with its ners. Based on your experience in the past 12 months, please indicate how ctive or ineffective each of the following has been as a tool for HUD to conveyortant information to you, such as notices and guidance. Check "Have not use ID hasn't communicated with you this way.	, ed" _{Jø} 4 ⁽	skective Some	what effect to the same and the	getine go effective	ie Have	not bed	KLON
		HUD listserves (automated mailing lists of subscribers to which HUD sends e-mail messages)							
		HUD's Website postings				Ш	Ш	Ш	
	C.	HUD's E-mail (individual correspondence to or from a HUD employee)							

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9.	How would you characterize relations between your agency and HUD today ?			820		L O	
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		MUCH	" WENK	Went.	"ICK NO	ale no	CUITAL
10.	Over the last several years have relations between your agency and HUD gotten:		<u>م</u>] []
	getter the tacket of an analysis and the getter the second of the tacket and the getter the second of the second o				, δ,	istled	
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	Indicate your level of satisfaction or dissatisfaction with each of the following as it	. \	Satisfied Some	□ I	Jed seideseiden	5ati 20	Don't kno
	relates to your agency. Check "Not Applicable" if the situation does not apply.	76/	Som-	Some	164	MOL	OOL
	 a. HUD's ability to accurately monitor income and rent policies through the Rental Housing Integrity Improvement Project (RHIIP) 	Ц	Ш	Ц	Ш	П	Ц
	 The ability of HUD field office personnel to consistently and reliably interpret policies and regulations that pertain to your agency's grants and programs 						
	c. HUD's current capacity to collect and make available tenant (HUD-50058) data and reports in the PIH Information Center (PIC) system (<i>Consider such things as ease</i>						
	of use of the system, usefulness of reports, appropriateness of data collected, etc.)						
	 d. HUD's current capacity to monitor and provide oversight of your agency's activities 						
	e. The timeliness of financial information you receive from HUD						
	f. The timeliness of funds disbursed by HUD for your agency						
	g. The quality of technical assistance and guidance you receive about PIC and						
	from REAC related to electronic transmission of information to HUD h. The physical inspections performed by HUD's REAC						
	i. Electronic financial reporting to REACj. The Public Housing Assessment System (PHAS)						
	k. The Section Eight Management Assessment Program (SEMAP)						
	The quality of HUD support & technical assistance related to improving the						
	energy efficiency of housing supported by HUD programs	Ш			Ш	Ш	
	m. The Enterprise Income Verification (EIV) system						
	 The amount of support & technical assistance for implementing asset management 						
	o. The quality of support & technical assistance for implementing asset management						
12.	What, if anything, can HUD do to improve the process for converting to asset manag	emen	t? (Ple	ease p	rint.)		
	Check this box if you are not converting to asset management.						
10	What if anything can IIID do to improve the Enterprise Income Verification (EIV) eve	tom2	(Dloos	o print	\		
13.	What, if anything, can HUD do to improve the Enterprise Income Verification (EIV) sys Check this box if EIV is not applicable.			•			
	Check this box if Liv is not applicable.						
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				\earticles	, ` ` ` `)(s)	
14.	Housing agencies may work with several HUD offices, hubs and centers for	\ 0	,o ^t	wat cr	what Jir	"ucles	Don't know
	various purposes. Are the different functions and responsibilities of these offices,	76H CK	come	or com	70	id.	Don't.
	hubs and centers:			Ĺ			

used II you haven't used Grams.gov.												, (5. (5. (5.	
16.	about public housing agencies. Do those communications generally make it much easier for you to accomplish your agency's objectives, somewhat easier, somewhat harder, or much harder, or do they generally have no effect?												
17.	At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?									Jerdissatisleo	Î		
19. ⁻	8. Please indicate the title/position of the person (or persons) who answered these questions: Agency Director Agency Deputy Director Other Agency Senior Official Other Agency Employee Other: 7. 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?												
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	ON III	Baltimore		Charleston		Philadelphia		Pittsburgh		Richmond [] V	Vash., D. C. [Vilmington [Ę
REGION IV		Atlanta Knoxville		Birmingham Louisville		Columbia Memphis		Greensboro Miami		Jackson Nashville San Juan] Ji	acksonville [
REGION VI		Chicago		Cincinnati Grnd. Rapids		Cleveland Indianapolis		Columbus Milwaukee		Detroit [FI	lint [pringfield [Ē
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We	welcome	e and appreci				ı may have abc ENTIFY YOURSELF				Use extra paper i	f nee	eded.	_ _ _ _
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Thank You for Completing the HUD Survey of Community Development Departments.

Please return your completed questionnaire to:

HUD SURVEY, c/o Silber & Associates, P.O. Box 651, Clarksville, MD 21029-0651. A prepaid envelope is enclosed for your convenience.