



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WASHINGTON, DC 20410-8000

ASSISTANT SECRETARY FOR HOUSING-  
FEDERAL HOUSING COMMISSIONER

Ross A. Rutledge  
OMB Desk Officer  
Office of Management and Budget  
New Executive Office Building  
Washington, DC 20503

Dear Mr. Rutledge:

The Department is seeking emergency review of the Paperwork Reduction Act requirements contained in the generic survey for “Customer Satisfaction with the FHA Resource Center”. The Notice of Paperwork Submission (copy enclosed), proposed for immediate *Federal Register* publication, explains the burden of the collection requirements and invites public comments on them. This is a new information collection.

In compliance with the requirements of 5 CFR 1320.13, this letter requests emergency processing within **14** days from the date of publication. Emergency processing is essential to ensure that the public has the opportunity to provide feedback on the performance of the contracted Federal Housing Administration (FHA) Resource Center. The FHA Resource Center is a contact center that provides over 3,000 responses each day to the general public and the Department’s business partners. The survey is an important component of the Department’s quality assurance efforts and is designed to identify performance issues related to contractor timeliness, information accuracy, and proper service delivery. The implementation of the survey will allow HUD to assess the performance of the Resource Center contractor and ensure that required information and services are provided to HUD clients and business partners.

Public clients rely on the accuracy and timeliness of Resource Center responses to make critical decisions related to home purchases, foreclosure prevention, and program eligibility. Business partner clients rely on the Resource Center’s accuracy and timeliness to make decisions on FHA underwriting criteria, borrower eligibility, property status, and other critical items in order to determine whether they are clear to make loan commitments on behalf of the agency. All of the Department’s quality assurance efforts are ultimately designed to protect the FHA Insurance Funds against financial harm. The survey is part of the Department’s effort to ensure that lending institutions are provided information necessary to make correct and sound decisions prior to the commitment of FHA mortgage insurance.

It is therefore vital that HUD ensure that the primary information source for these critical decisions is providing accurate information and an adequate level of service. Further delay in the implementation of the survey will increase the risk that important performance feedback will not be identified by the agency. Without this information, individual borrowers, FHA lending institutions and the FHA Insurance Fund could be exposed to significant financial risks.

The Department can implement the necessary quality assurance requirements for oversight

of this critical function and ensure the accuracy of information provided to the Resource Center's 3,000 daily contacts, with OMB's emergency consideration and approval of the Paperwork Reduction Act requirements.

Thank you for your consideration and assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ronald Y. Spraker".

Ronald Y. Spraker,  
Acting General Deputy Assistant Secretary for  
Housing-Acting General Deputy Federal  
Housing Commissioner