

B. Collection of Information Employing Statistical Methods

B.1. Respondent Universe and Sampling Methods

The purpose of this section is to document the statistical procedures to be used for the HUD PBCA Customer Satisfaction Survey. The PBCA Satisfaction Survey will be conducted in 2 stages. First, all owners will be asked to respond to the survey (e.g., the first stage will include a census of all owners in the 11 States). Second, a sample of nonrespondents will be selected for nonresponse follow-up in order to achieve the final sample size of 100 owners per state. The nonresponse sample will be probability based so that study findings can be used to make statistically defensible inferences about the entire population of Section 8 property owners (e.g., those who receive rental subsidies through the “project-based” Section 8 rental assistance program) that are administered under the 11 PBCAs awarded for FY2011. Section 8 authorizes a variety of "project-based" rental assistance programs, under which the owner reserves units in a building for low-income tenants, in return for a Federal government guarantee to make up the difference between the tenant's contribution and the rent specified in the owner's contract with the government. *Note: Currently, nine States, Puerto Rico, and the U.S. Virgin Islands have awarded PBCA contracts in place, yielding a total of 11 PBCAs.*

The design for this study will be based on the **satisfaction score**, which is defined as the average satisfaction scores and the percent of owners who are almost, or completely, satisfied with the PBCA (e.g., score of 5 or 6 on a 6 point scale). The goal of the design is to permit

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

accurate statements regarding the overall satisfaction levels of building owners within each PBCA territory, so that results can be compared across the individual PBCAs. Thus, the procedures in this memorandum are designed to measure this overall satisfaction within each PBCA with 95-percent, two-tailed confidence intervals of between 2.7 and 6.2 percentage points by obtaining a sample size of 100 owners per PBCA (1,100 overall).¹

Steps involved in the sample design are briefly described below.

B.1.1 Target Population. The target population for this survey includes all property owners residing in their properties in the 11 PBCA “states” (e.g., Iowa, Maine, Minnesota, Montana, New Hampshire, North Dakota, South Dakota, Vermont, Wyoming, Puerto Rico, and the U.S. Virgin Islands) who have received rental subsidies through the “project-based” Section 8 rental assistance program under the Housing Assistance Payments (HAP) Contracts that were administered by the 11 PBCAs in the current fiscal year (e.g., between October 1, 2011 and September 30, 2012). The 11 PBCAs are the:

- Iowa Finance Authority/EPS;
- Maine State Housing Authority;
- Minnesota Housing Finance Agency;
- Montana Department of Housing (PBS8 Housing);
- New Hampshire Housing Finance Authority;
- North Dakota Housing Finance Agency;

¹ The lower bound of this range reflects the 95-percent confidence interval when the population mean of a binary variable is 10 or 90 percent; the upper bound when it is 50 percent.

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

- Puerto Rico Housing Finance Agency;
- South Dakota Housing Development Authority;
- Vermont State Housing Authority;
- Virgin Islands: NTHDC (North Tampa Housing Development Corporation)/CGI; and
- Wyoming: Housing Authority of the City of Cheyenne

B.1.2 Survey Eligibility. This study will include only those property owners who have received rental subsidies through the “project-based” Section 8 rental assistance program for which payment had been made under the Housing Assistance Payments (HAP) Contracts that were administered by the 11 PBCAs between October 1, 2011 and August 31, 2012 of the past fiscal year. *Note: The lists must be collected by August 31st, in order to conduct the surveys during the month of October. Managing agents may serve as proxies for the property owners if they have had the most contact with the PBCA.*

B.1.3 Sampling Frame. The sampling frame of property owners will include a list of all property owners who have received rental subsidies through the “project-based” Section 8 rental assistance program for which payment had been made under the Housing Assistance Payments (HAP) Contracts administered by the 11 PBCAs between October 1, 2011 and August 31, 2012 (including both owners who have had direct contact and owners who have not had direct contact with the PBCA in the past year). We estimate that the list will have 1850 to 2100 property owners. The frame will include contact information for each property owner, including email address, and will indicate the date(s) of contact, if applicable, by a PBCA. The files will be

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

obtained both from internal files maintained by the HUD regional offices and the PBCAs themselves. *Note: Each property owner will be listed once on the frame.*

B.1.4 Statistical Methodology for Nonresponse Sample Selection.

We will plan to collect the sample in 2 stages. First, all property owners will be asked to complete the survey on-line. We expect to receive 20 percent of respondents through the internet based survey (n=420). Second, a sample of nonrespondents will then be selected from the remaining cases to ensure representativeness among the final survey respondents. We plan to obtain the remainder of the cases (n=680) through telephone follow-up methods.

The sample selection for nonresponding property owners is as follows. First, the nonrespondents will be stratified into eleven primary strata based on PBCA. Next, each of the eleven primary strata will be further divided into 3 substrata. The three substrata will be defined by whether the property owner has less than 75 section 8 assistance units, 76 to 150 section 8 assistance units or more than 150 section 8 assistance units. This will yield a total of 33 substrata (11 PBCAs times 3 site categories), or three substrata per PBCA. The sample size will be determined based on results from the first stage (e.g., census) and allocated among the PBCAs to achieve the desired precision of the estimates in each of the 11 PBCAs. The sample allocation program will be run to allocate the property owners to each of the 3 substrata. Property owners will be allocated to each substratum in proportion to the size of that substratum (defined by the sum of all property owners in that substratum). The benefits of this procedure include the fact that all weights are exactly the same; as such, there is no ‘oversampling’ of

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

certain strata causing variation in the weights. As a result, the variance of the overall satisfaction estimates for owners is smaller than would be otherwise.

After the sample size is allocated within each PBCA substratum, the property owners will be sorted within substratum by zip code and total section 8 assistance units before sampling to ensure a representative sample within these groups. We will then perform systematic sampling within strata. This method involves numbering the property owners in the population from 1 to N (N= total records in population). To select a sample of n owners, we take an owner at random from the first k owners and every k'th owner thereafter until the appropriate number of property owners is achieved in the stratum. In this way, each property owner on the sampling frame will be given a known, nonzero probability of selection so that weighted inferences can be made about the entire population of property owners.

Assuming a 100 percent eligibility rate and a 60 percent response rate among selected property owners, this will yield a minimum of 1,100 property owners (or 100 property owners per PBCA).

B.1.5 Response Rates. Our goal is to achieve an overall response rate of 60 percent for owners. This is a relatively high, but obtainable response rate for a web survey as it uses a proven data collection methodology (emails with reminder emails and a telephone follow-up of non-respondents), contains a salient subject matter of importance to the owners and reduces the respondent burden by keeping the questionnaire length to a minimum.

**Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869**

B.1.6 Reliability of Estimates. With an overall respondent sample of 1,100 owners (100 per PBCA) *except for the Virgin Islands and Wyoming, which contain 12 and 59 properties respectively*), will yield 95-percent, two-tailed confidence intervals of between 4.3 to 9.8 percentage points within each PBCA and between 1.3 and 3.0 percentage points overall.

B.1.7 Estimation Procedures. Following data collection, sample weights for property owners sampled during nonresponse sampling procedure will be: 1) prepared based on the initial probability of selection, 2) adjusted to compensate for owner nonresponse, and 3) edited to remove multiple selection opportunities. The end product will be final analysis weights suitable for use in analysis of property owners satisfaction scores. This weighting scheme inflates the respondents' data to represent the entire universe of property owners in the PBCAs. Individuals that responded to the first stage of data collection (e.g., the census), will be given a weight equal to 1.

Although data management and simple cross-tabulations will be conducted using SAS v9.2, we will use SUDAAN v9.0.1 for standard errors and tests of significance. SUDAAN provides the correct computations for the standard errors by accounting for the design of the sample. Various multivariate and descriptive statistical techniques will be used to analyze the data, including cross tabulations and frequency distributions, t-tests, chi-square tests, and regression analyses including logit, multinomial logit and least squares methods. Direct variance estimates that reflect the sample design will be computed for each analysis variable, and will be used in all analytic comparisons of final results.

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

B.2. Procedures for the Collection of Information

The surveys will be administered to property owners. Each of these is described below.

B.2.1 *Data Collection for Property Owners.* For property owners, a web-based satisfaction survey will be conducted in each of the 11 PBCAs to obtain information on the satisfaction of owners with the PBCAs. We believe that Web administration is the most efficient means to reach this group for a few reasons. First, Web-based surveys are ideally suited for persons in management/ownership positions managers/owners have identifiable email addresses as they are used to administer the HAP contracts themselves. Second, Web-based surveys have the advantage of reducing measurement error and resulting bias. The absence of an interviewer reduces the possibility of obtaining socially desirable responses—the tendency on the part of the respondent to give what they interpret as the socially correct answer. Third, properties owners may be more motivated to respond because of their regular interactions with the PBCA.

Our plan is to send the email notifications to all owners. To make certain that owners do not ignore the initial email request (or accidentally delete it), we will alert them to its arrival with a pre-notification letter from HUD for delivery about 1 week prior to the email. We will prepare this letter on stationary with an official HUD logo obtained from HUD; we will then print and mail the letter in envelopes with a similar logo. Attachment A illustrates a copy of this letter. Then, we plan to contact a sample of nonrespondents for telephone follow-up to ensure that a minimum of 100 completed interviews is obtained.

About 1 week after receipt of the pre-notification letter, we will send an email to the

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

potential survey respondents identified by the HUD as an owner/manager that includes a customized link. This link will include an embedded password which may be used to complete the survey once. Email notifications are used as an initial contact with potential respondents, to explain the purpose of the survey, to elicit cooperation, and to communicate a secure link as well as a unique ID and password that the respondent will use to complete the survey. Specifically, the initial email will include the following items:

- The purpose of the survey,
- A statement of how the results will be used,
- A request for the respondent's participation,
- A statement of promised confidentiality or anonymity,
- Detailed instructions for accessing the survey including a hypertext link address and a unique password for each respondent,
- The cut-off date for responses,
- Instructions to decline participation,
- A phone number and email address to use for technical support (provided by ICF Macro),
and
- A phone number and email address for the HUD contact if the respondent has questions about the study's validity.

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

Respondents may either click on the URL directly from the message or “copy and paste” the address into their Internet browser. The password feature serves several functions, specifically it:

- allows participants to begin the survey, suspend it, and re-enter the survey later at the point where they left off; the responses already entered will be saved;
- protects a participant’s data against power or network interruption, since responses are saved after each screen and participants can simply re-enter the survey using their password and begin where they left off;
 - ensures that only targeted respondents can complete the survey;
 - safeguards the survey process against “ballot-box stuffing” by preventing multiple surveys (i.e. since each password can be used to complete only one survey).

The survey will be posted to a secure Web site owned and maintained by ICF Macro so that owners can submit survey responses electronically. ICF Macro has its own state-of-the-art Internet data collection software and complete sample management system, which includes automated email invitations and reminders, including SPSS Dimensions. This software suite allows the programmer to quickly and easily create professional-looking surveys that are easy to navigate and flexible enough to make quick modifications as needed. SPSS Dimensions has extremely high levels of customizability to allow for the programming of any skip patterns and survey logic. The web servers are available 24 hours a day, 7 days a week, so respondents may complete the survey at any time that is convenient for them. Respondents who have questions

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

about the survey are offered up to three methods of support: 1) Frequently Asked Question (FAQ) pages (which will be included in the questionnaire) and technical support to ensure that participants can access the system and complete the Web survey as intended; 2) a dedicated email address that is accessed by multiple team members to ensure timely response; and 3) a toll-free phone number (with voicemail) for participants to call to speak directly with a help-desk team member.

Once participants reach the Web survey via the secure link contained in their email invitation, they can begin to complete the survey.

Follow up Methods - Reminder Emails and CATI. We plan to use proven methods to increase response rates for the survey, including multiple contacts, personalization, incentives, and guarantees of confidentiality. If respondents do not complete the Web survey within a specified timeframe, additional reminder emails are sent. We will issue an initial email invitation, followed by up to two email reminders to nonrespondents, to maximize response rates. The reminder emails are very similar in content to the initial email invitation, restating the survey cut-off date and further emphasizing the importance of everyone's participation. We will work jointly with HUD to develop the appropriate email invitation text for a schedule of reminder emails that works with the overall timeline available for Web survey fielding. Any respondent who completes the survey via Web is identified as complete and removed from subsequent follow-up contact.

If there is still no response within approximately 1 week of the second email, we will

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

begin telephone follow-up for a sample of nonrespondents in each PBCA. We will make up to three telephone calls to the owner or manager, requesting them to complete the survey. If we do not reach the sampled person in these attempts, we will leave a voicemail reminder. If we do reach the respondent live and can convince that person to complete the survey by telephone at that time, we will administer the survey by phone and enter the response into the Web survey form directly. If owners/management agents prefer to use the Web version, they will still have the option to do so. Insight estimates that approximately 40 percent of the owners/management agents will respond to the survey after the pre-notification letter, an initial email, and reminder emails. The telephone follow-up will double the estimated response rate for a total response of 80 percent.

B.3. Methods to Maximize Response Rates and the Issue of Non-Response

The methods described above have been proven in methodological research to yield the estimated response rate when the survey is of reasonable length and sample members consider the topic salient. The following strategies will be used to help achieve this response rate, unless otherwise noted:

- Personalized pre-notification letters (owners only);
- Strategically scheduled follow-up attempts;
- Survey sponsorship by a recognized Federal agency;
- A brief introduction that underscores the saliency of the survey topic for sample members;

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

- Interviewer training that addresses potential obstacles in reaching or communicating with owners and offers strategies for overcoming these obstacles;
- A toll-free number for respondents with questions.
- Locating efforts using commercial locating databases and directory assistance in an effort to obtain updated phone numbers for unreachable sample members.

The pre-notification letter will be printed on HUD letterhead and will briefly explain the purpose of the study and the reasons why sample members should volunteer their time. The letter will also include the estimated completion time of the survey, and assurances of confidentiality. Stating the sponsorship of the survey helps to engage sample members by providing immediate assurance that the survey is legitimate and not an attempt to sell them something. The likelihood of acceptance is greatly increased when sample members are told early why the survey is being conducted and why their responses are important.

Prior to data collection, efforts will be made to identify the most appropriate respondent. For owners, the selected respondent should be the person most knowledgeable about the owner's experience with the PBCA. The most knowledgeable person could be a property manager or agent. A set of screener questions will be added to the beginning of the questionnaire to identify which person is the most appropriate respondent.

B.4. Tests of Procedures

A pretest was conducted with potential respondents in Virginia, during which the questions were tested and additional issues identified. Many of the changes in instructions, and

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

question wording were made as a result of these interviews. The instrument has been reviewed by representatives of groups representing the appropriate sector of the housing industry and their comments have been considered carefully and used to revise the instrument.

B.5. Consultants

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*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

ATTACHMENT A

Sample Version of Pre-Notification Letter to Owners

**Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869**

Date

RECIPIENT NAME
ADDRESS

Dear [NAME],

I am contacting you to request your participation in a brief survey to address the service of the Performance-Based Contract Administrator (PBCA) serving [STATE]. The U.S. Department of Housing and Urban Development (HUD) has retained [NAME OF PBCA] as your PBCA responsible for administering the Housing Assistance Payments (HAP) contracts in support of the Section 8 housing program.

As a property owner, you deserve to get the highest quality of service from our contractors. HUD makes it our responsibility is to ensure that services are provided accurately and fairly. One of the ways we can fulfill that responsibility is to find out directly from you about your experiences with our contractors.

You are among all property owners in [STATE] who have been asked to participate in the survey. Within the next week or so, you will receive an electronic invitation from a representative at Insight Policy Research asking you to participate in a brief survey. The survey will last about 15 minutes. Results from the survey will be used by the HUD to determine the Annual Incentive Fees for customer service and inform future program and policy decisions.

Please be assured that all information you provide will be kept completely confidential and is protected by the Privacy Act. Your name will never be linked to your answers. **While you are not required to participate in this survey, your participation will help provide important feedback on the performance of your PBCA. Your help is voluntary, and your decision to participate or not to participate will have no effect on your Section 8 housing payments.** If you have any questions about the survey or would like more information, please call Dan Geller toll-free at 1-800-xxx-xxxx Monday through Friday between 9:00 am and 5:00 pm Eastern Time.

We hope that you will take the opportunity to answer the questions and help us to serve you better. The accuracy of the results depends on getting answers from you and others selected for this survey. Thank you in advance for your cooperation.

Sincerely,

Janet M. Golrick
Acting Deputy Assistant Secretary
for Multifamily Housing Programs

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

ATTACHMENT B

**Annual Customer-Service Survey of Performance-Based Contract
Survey of Owners**

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

**OMB Approval No. XXX-XXXX
Expires: MM-DD-YYYY**

A. Introduction

Welcome to the U.S. Department of Housing and Urban Development's Survey of Owners and Managers participating in the Project Based Section 8 Program. We thank you in advance for your participation!

The results of this survey will be used to help evaluate the agency that administers your HAP contract and the HUD regulations under the Code of Federal Regulations: [INSERT NAME OF CONTRACTOR].

Your responses, in combination with those of other owners, will help HUD to determine the effectiveness of this contractor and their eligibility for incentives under the terms of their Performance-Based Annual Contributions Contract.

PRIVACY ACT: The information gathered from this survey is protected by the Privacy Act and the results will be reported in summary form only. No responses will ever be associated with a specific individual.

- a. Privacy Act Notice**
- b. Authority:** This collection is authorized by the (insert reference)
- c. Purpose:** Each affected agency should complete the survey to provide feedback to HUD on the service provided under the Performance-Based Annual Contributions Contract.
- d. Routine Uses:** HUD will use the information as input to determine eligibility of the Contractor for incentives under the terms of the Annual Contributions Contract.

Disclosure: This collection is voluntary.

Public reporting burden for this collection of information is estimated to average .25 hours per respondent. This includes the time for collecting, reviewing, and reporting the data. The information is being collected for Office of Housing, Office of Housing Assistance Contract Administration Oversight and will be used for determining the effectiveness of Performance-Based Contract Administrator and their eligibility for incentives under the terms of their Performance-Based Annual Contributions Contract. Response to this request for information is voluntary. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number. Confidentiality of

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

responses is assured. The information collection requirements contained in this document have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-3520) and assigned OMB control number 2502-XXXX. There is no personal information requested in this survey. Information on activities and expenditures of grant funds is public information and is generally available for disclosure. Recipients are responsible for ensuring confidentiality when disclosure is not required. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

**Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869**

- S. Have you been responsible for overseeing all or part of a Section 8 Housing Assistance Payments (HAP) contract in the past year that was administered by (FILL CONTRACTOR)?
NOTE: Either the property owner or manager can fill out this questionnaire.

Yes → GO TO “COMPLETING THE SURVEY” immediately below
No

Is there someone else in your company who might have been contacted by (FILL CONTRACTOR) about a HAP contract in the past year?

Yes → GO TO S1
No → Thank you for your time. (END OF SURVEY)

- S1. Please provide the name, phone number to call to reach that person (and an email address, if available):

Name: _____
Phone: _____
E-mail address: _____

Thank you for your assistance! (END OF SURVEY)

Completing the Survey

The survey takes about 15 minutes. If you need to stop, you may resume and complete the survey later by re-entering the password sent to you. If you have any questions about the survey or encounter problems taking it, you may contact [NAME AND PHONE NUMBER] or by email at: [EMAIL ADDRESS].

NAVIGATION: When you are finished with the questions on a page, simply click on the **Next** button at the bottom to proceed to the next page. To return to the previous page, click the **Prev** button. (Scroll down to the bottom of the page to see these buttons on your screen.)

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

Although not all questions require a response in order to proceed, please try to answer all of them. If you are unable to recall the exact answer, please give your best approximation.

Section A. Background Questions

The first several questions ask about background characteristics.

1. How many properties do you own or manage that currently participate in the Project-Based Section 8 program (units subsidized through Section 8 housing assistance payments (HAP))?

- a. In this State: ____
- b. In all States: ____

2. How many Project-Based Section 8 program units do you own or manage in all of your properties?

- a. In this State:
 - Less than 50
 - 50 - 99
 - 100 - 199
 - 200 - 299
 - 300 - 499
 - 500 - 999
 - 1,000 - 2,500
 - 2,500 or more
- b. In all States:
 - Less than 50
 - 50 - 99
 - 100 - 199
 - 200 - 299
 - 300 - 499
 - 500 - 999

**Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869**

- 1,000 – 2,500
- 2,500 or more

3. How long have you or your company participated in the Project-Based Section 8 program?

- Less than one year
- 1 – 2 years
- 3 – 4 years
- 5 – 9 years
- 10 years or longer

4. How familiar are you with the Section 8 contract responsibilities of the (FILL CONTRACTOR) which administers the contract for your property(ies) located there]?

- Very familiar
- Fairly familiar
- Slightly familiar
- Not familiar

5. How many times did you have direct contact (in-person, phone conversation) with (FILL CONTRACTOR) personnel during the last 12 months on matters concerning the Performance-Based Annual Contributions Contract?

- 6 or more times
- 3 – 5 times
- 1 – 2 times
- 0 times

6. How many times during the last 12 months did you and (FILL CONTRACTOR) communicate by sending letters or email on matters concerning your Performance-Based Annual Contributions Contract, including payment concerns and Management and Occupancy Reviews? Count each matter you corresponded about once.

- 6 or more times
- 3 – 5 times

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

1 - 2 times

0 times

Section B: Statements about (FILL CONTRACTOR)

For the next few questions, I am going to read you some general statements about (FILL CONTRACTOR). After each statement, please tell me how much you **agree or disagree** with the statement, by choosing strongly agree, agree, disagree, or strongly disagree.

7. (FILL CONTRACTOR) has been helpful working with us on health, safety, and maintenance issues.

Strongly agree

Agree

Disagree

Strongly disagree

8. (FILL CONTRACTOR) adheres to HUD's regulatory policies and is mindful of requesting additional paperwork, policies or procedures beyond those required by HUD regulations.

Strongly agree

Agree

Disagree

Strongly disagree

Section C. Satisfaction with (FILL CONTRACTOR) 's Customer Service

The next few questions ask you to rate your satisfaction with (FILL CONTRACTOR)'s performance and customer service.

9. Thinking about all the interactions you had with (FILL CONTRACTOR) during the past year, how satisfied have you been with their performance overall on each of the following topics?

a. Rent adjustments

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

b. Contract renewal

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

c. Voucher processing

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

d. Management and Occupancy Reviews

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

10. Thinking about the representatives from (FILL CONTRACTOR) with whom you have communicated, how satisfied are you with how responsive they have been in addressing and resolving your questions and inquiries on each of the following topics?

a. Rent adjustments

Very dissatisfied

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

Dissatisfied
Satisfied
Very satisfied

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

b. Contract renewal

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

c. Voucher processing

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

d. Management and Occupancy Reviews

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

11. How satisfied are you with the level of professionalism and courtesy of (FILL CONTRACTOR)'s representatives that you have communicated with?

Very dissatisfied
Dissatisfied
Satisfied
Very satisfied

12. How satisfied are you with their ease of access by phone— how easy or hard it has been in the last 12 months to reach someone to answer your questions or address your concerns?

Very dissatisfied
Dissatisfied

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

Satisfied
Very satisfied

Section D. (FILL CONTRACTOR)'s Actions During the Last 12 Months

13. The next set of questions ask about whether (FILL CONTRACTOR) makes a good faith effort to work with property owners on specific issues regarding the voucher process:

a. Did the PBCA follow-up with you no later than then 11th day of the month?

Always
Almost always
Sometimes
Mostly not

b. Did the3 PBCA request correction from you if the tenant data did not pass edit checks?

Always
Almost always
Sometimes
Mostly not

c. Did the PBCA send you a TRACS notification?

Always
Almost always
Sometimes
Mostly not

d. Did the PBCA send you a final letter to document the payment?

Always
Almost always

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

Sometimes

Mostly not

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

e. Did the PBCA include information on adjustments to amount requested?

- Always
- Almost always
- Sometimes
- Mostly not

Next, some questions about your experiences with (FILL CONTRACTOR) regarding specific services that you may have received over the past year.

14. How often during the last 12 months has the (FILL CONTRACTOR) sent your Housing Assistance Payments on time?

- Always
- Almost always
- Sometimes on time, sometimes not (GO TO Q15)
- Mostly not (GO TO Q15)

14a. When HAP payments were delayed indicate up to two reasons most often associated with the delay.

Primary reason:

- Delays by the PBCA
- Delays due to HUD processing
- Delays due to incomplete or erroneous information on your part
- Federal funding issues

Secondary reason: (MUST BE DIFFERENT THAN PRIMARY REASON)

- Delays by the PBCA
- Delays due to HUD processing
- Delays due to incomplete or erroneous information on your part
- Federal funding issues
- No second reason

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

The next set of questions is on your most recent Management and Occupancy Review (MOR):

15. Did (FILL CONTRACTOR) contact you 180 days in advance to schedule the MOR?

- Yes
- No
- Not certain/do not recall

16. Did the (FILL CONTRACTOR) provide a written confirmation of the scheduled MOR at least 14 days in advance?

- Yes
- No
- Not certain/do not recall

17. Did (FILL CONTRACTOR) provide a telephone reminder one week before the review?

- Yes
- No
- Not certain/do not recall

18. Did the (FILL CONTRACTOR) provide you the MOR report within 30 days?

- Yes
- No
- Not certain/do not recall

19. Did you feel that the MOR was thoroughly conducted and fairly reported?

- Yes
- Yes, with minor reservations
- No
- Not certain/did not read

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

20. Did you receive instructions on the appeal process for the MOR?

- Yes
- No
- Not certain/do not recall

21. During the last 12 months, were you asked to make corrections on any vouchers submitted for payment?

- Yes
- No → (GO TO Q22)

21a. (IF YES:) Were you notified in writing that corrections had to be made?

- Yes
- Sometimes yes, sometimes no
- No

22. During the last 12 months, did you apply to have your Housing Assistance Payment program contract renewed?

- Yes
- No → (GO TO Q23)

22a. (IF YES:) Did you receive a copy of the original, signed contract from (FILL CONTRACTOR)?

- Yes
- No

23. During the last 12 months, to the best of your knowledge, did any of your Section 8 residents contact (FILL CONTRACTOR) directly with inquiries or concerns about health, safety, or maintenance?

- Yes
- No → (GO TO Q24)

***Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869***

Not sure → (GO TO Q24)

**Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869**

23a. (IF YES:) Did (FILL CONTRACTOR) promptly contact you about these inquiries or concerns?

- Yes, in each case
- No, in none of the cases
- Sometimes yes, sometimes no
- Not sure

24. Can you think of any instances during the last 12 months in which (FILL CONTRACTOR) provided exceptional service or expertise in helping achieve a notable success or alleviate a serious problem at your property? (IF YES, BRIEFLY DESCRIBE)

25. Were there any instances during the last 12 months in which (FILL CONTRACTOR) failed to fulfill its responsibilities, resulting in extended a problem or preventing/delaying an achievable outcome? (IF YES, BRIEFLY DESCRIBE)

Section E: Overall Rating and Comments

The last question asks your overall rating of the (FILL CONTRACTOR). Then you have an opportunity to add specific comments on any topic addressed in this survey

*Customer Service Survey of
Performance-Based Contract Administrators
C-OPC-23869*

26. On a scale from 0 to 10, please rate the overall level of service you feel that (FILL CONTRACTOR) has provided, with 0 (very poor service) to 10 (excellent service).

- 0 Very Poor Service
- 1
- 2
- 3
- 4
- 5 Average Service
- 6
- 7
- 8
- 9
- 10 Excellent Service

27. Add any specific comments about payments, MORs, rent adjustments or other issues.

a. Comments on payments, if any:

b. Comments on MORs, if any:

c. Comments on rent adjustments, if any:

d. Other comments, if any:

Thank you for taking the time to complete this survey!