



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 Notice of Funding Availability for "Tenant Resources, Information and Outreach." 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 7 days from the date of publication. Emergency processing is essential to implement a requirement of Section 8. PBCAs compliance with their obligations and responsibilities to monitor project owners' under the Section 8 Program and administer Housing Assistance Payments (HAPs) to owners of properties that receive rental subsidies for low- and moderate-income eligible families. Property owners are obligated to rent a portion of their units to Section 8 eligible families; maintain decent, safe, and sanitary housing for residents; and comply with various regulations and reporting requirements. PBCAs receive a Basic Administrative Fee to administer HAP contracts within their geographic boundaries and may earn Annual Incentive Fees for customer service. The surveys of property owners and tenants that make up this data collection will be used to determine eligibility for incentive fees.

The agency cannot reasonably comply with the normal clearance procedures under this part because an unanticipated event has occurred with the expiration of the agencies Generic collection for Customer Satisfaction Surveys. With reference to the Annual Customer Service Survey, the contract has been awarded and contractors are awaiting approval to start conducting the survey, which is to be implemented by December 30, 2012. HUD is incurring substantial cost deficiency to their budget and will not have a critical source of information for determining the eligibility of PBCAs for the Annual Incentive Fees due to further delays.

The Annual Customer Service Survey of Performance-Based Contract Administrators provides the best overall source of information of PBCA performance. Since PBCAs are ultimately responsible for tenant health, safety, and maintenance issues, the inclusion of tenants in the survey is essential 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 black ink, reading "Ronald Y. Spraker". The signature is written in a cursive style with a large, sweeping initial "R".

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