

ATTACHMENT A

Sample Version of Pre-Notification Letter to Owners

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