



**OFFICE OF PUBLIC AND INDIAN HOUSING,
REAL ESTATE ASSESSMENT CENTER (PIH-REAC)**

The Resident Service and Satisfaction Survey is one of four ways that HUD's Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC) will evaluate your housing agency's performance through the Public Housing Assessment System (PHAS). The survey will measure your satisfaction and experience with your living conditions. Your household may be randomly selected to receive the survey. If you are selected, please take the time to complete it. Resident participation is essential to the survey's success. Your opinion is very important to HUD!

NOTICE Of Resident Meeting

The Meeting will be held:

Date:

Time:

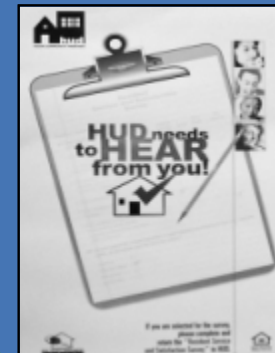
Location:

The meeting should last approximately _____ minutes.

Executive Director

**If you have any questions about the survey,
please call PIH-REAC's Technical Assistance Center
at 1-888-245-4860 (Toll Free).**

**HUD needs to HEAR
FROM YOU!**



FACTS ABOUT HUD'S CUSTOMER SERVICE SURVEY

What is the HUD Customer Service and Satisfaction Survey?

HUD has developed a unique method of evaluating the performance of public housing authorities called the Public Housing Assessment System (PHAS). PHAS evaluates the physical condition, financial stability, management operations and resident services of all public housing authorities in the United States. This evaluation system measures overall resident satisfaction, with living conditions, using the HUD Customer Service and Satisfaction Survey.

The HUD Customer Service and Satisfaction Survey is sent to a sample of public housing residents at each housing authority, on a yearly basis, to find out how satisfied they are with the living conditions at their development. This survey is part HUD's increased commitment to monitoring the successful implementation of the Low Rent Public Housing Program.

Who will receive the HUD Customer Service Survey?

All Public Housing residents, throughout the nation, will be included in the survey process. Not all residents, however, will receive a Survey form. Residents will be chosen randomly using a computer program. The HUD Survey process will take place annually, so if you do not receive a Survey form this year, you may in the future.

When will the HUD Customer Service Surveys be sent out?

HUD should begin mailing out the Survey forms, to selected residents, starting in late August 2007. The Survey forms should include instructions on how to return the forms directly to HUD.

How is the HUD Customer Service Survey different from other surveys?

HUD will use the overall results of the HUD Survey to help determine how well your development is doing in five areas (Maintenance and Repair, Services, Communication, Safety, and Housing Development Appearance). The Survey equals 10 out of 100 points the Housing Authority may receive under HUD's evaluation system. The answers, provided by residents, make up a possible 5 points, while marketing the HUD Survey and follow-up actions taken by the Housing Authority could equal another 5 possible points.

The Housing Authority will use information from the HUD Survey, as well as input received from residents to our own Annual Resident Survey, to help identify areas that need improvement within your development and to develop a Follow-up Plan to address those needs.

Will anyone know how I responded to the HUD Customer Service Survey?

If you receive a HUD Survey form, you should not write your name on it. **HUD is committed to ensuring that your confidentiality in the survey process is protected.** The only results that will be shared with the Housing Authority are the individual overall scores for each development.

Whom do I contact if I have any other questions?

If you have any questions about the HUD Customer Service and Satisfaction Survey, please feel free to call HUD's REAC Technical Assistance Center at 1-888-245-4860 (This is a toll-free call).