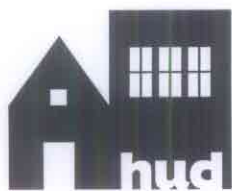


Appendix II: Survey Forms



Survey of Community Development Departments

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **January 12, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your agency's contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don't know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?

Yes (CONTINUE)

No →

Don't Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your agency had direct contact with:

Yes No Don't Know

a. HUD personnel in HUD's Washington D.C. Headquarters office

b. HUD personnel in one or more of HUD's field offices

c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)

d. A HUD Community Builder

e. A contractor working for HUD

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
It depends
Don't know

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of **HUD's reform objectives** are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?

	Fully achieved	Mostly achieved	Partially achieved	Not achieved at all	Don't know
a. To restore the public trust in HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. To be "the best in the business."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. To replace a top-down bureaucracy with a new customer-friendly structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. To instill an ethic of competence and excellence at HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. To replace the emphasis on process with an emphasis on performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Please indicate your level of satisfaction with each of the following as it relates to your agency. Check "Not Applicable" if a situation does not apply to your agency (e.g., if the Consolidation Plan is not relevant to your agency).

How satisfied are you with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not aware/not applicable	Don't know
a. The overall quality of guidance and training you received in relation to the development of your most recent (three- or five-year) Consolidated Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The overall quality of community development training and technical assistance provided to you over the past year or so	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The process and instructions provided for developing your Consolidated Annual Performance Report (CAPER)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The overall quality of HUD's monitoring of your community development activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your community development grants and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The progress HUD has made in developing the Integrated Disbursement and Information System (IDIS) or its successor, the Departmental Grants Management System (DGMS) (Consider such things as clarity of instructions, ease of use, usefulness, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How valuable to you ... ?

	Very valuable	Somewhat valuable	Not very valuable	Not aware/not applicable	Don't know
a. Is HUD's Community 2020 planning software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Are HUD's "Best Practices" efforts and products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. In recent months, how easy or difficult has it been for you to **reach the people at HUD** whom you need to contact? In general, has it been:

	Very easy	Somewhat easy	Somewhat difficult	Very difficult	Have not tried to contact anyone	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

12. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't know

13. Please indicate the title/position of the person (or persons) who answered these questions:

Agency Director Agency Deputy Director Other Agency Senior Official
 Other Agency Employee Other: _____

14. Which HUD field office or offices does your agency interact with on a regular basis?

Alabama <input type="checkbox"/>	Orlando <input type="checkbox"/>	Flint <input type="checkbox"/>	Buffalo <input type="checkbox"/>	Tennessee <input type="checkbox"/>
Alaska <input type="checkbox"/>	Tampa <input type="checkbox"/>	Grand Rapids <input type="checkbox"/>	Syracuse <input type="checkbox"/>	Nashville <input type="checkbox"/>
Arizona <input type="checkbox"/>	Georgia <input type="checkbox"/>	Minnesota <input type="checkbox"/>	North Carolina <input type="checkbox"/>	Knoxville <input type="checkbox"/>
Phoenix <input type="checkbox"/>	Hawaii <input type="checkbox"/>	Mississippi <input type="checkbox"/>	North Dakota <input type="checkbox"/>	Memphis <input type="checkbox"/>
Tucson <input type="checkbox"/>	Idaho <input type="checkbox"/>	Missouri <input type="checkbox"/>	Ohio <input type="checkbox"/>	Texas <input type="checkbox"/>
Arkansas <input type="checkbox"/>	Illinois <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Columbus <input type="checkbox"/>	Fort Worth <input type="checkbox"/>
California <input type="checkbox"/>	Chicago <input type="checkbox"/>	St. Louis <input type="checkbox"/>	Cincinnati <input type="checkbox"/>	Dallas <input type="checkbox"/>
San Francisco <input type="checkbox"/>	Springfield <input type="checkbox"/>	Montana <input type="checkbox"/>	Cleveland <input type="checkbox"/>	Houston <input type="checkbox"/>
Fresno <input type="checkbox"/>	Indiana <input type="checkbox"/>	Nebraska <input type="checkbox"/>	Oklahoma <input type="checkbox"/>	Lubbock <input type="checkbox"/>
Los Angeles <input type="checkbox"/>	Iowa <input type="checkbox"/>	Nevada <input type="checkbox"/>	Oklahoma City <input type="checkbox"/>	San Antonio <input type="checkbox"/>
Sacramento <input type="checkbox"/>	Kansas <input type="checkbox"/>	Las Vegas <input type="checkbox"/>	Tulsa <input type="checkbox"/>	Utah <input type="checkbox"/>
San Diego <input type="checkbox"/>	Kentucky <input type="checkbox"/>	Reno <input type="checkbox"/>	Oregon <input type="checkbox"/>	Vermont <input type="checkbox"/>
Santa Ana <input type="checkbox"/>	Louisiana <input type="checkbox"/>	New Hampshire <input type="checkbox"/>	Pennsylvania <input type="checkbox"/>	Virginia <input type="checkbox"/>
Colorado <input type="checkbox"/>	New Orleans <input type="checkbox"/>	New Jersey <input type="checkbox"/>	Philadelphia <input type="checkbox"/>	Washington <input type="checkbox"/>
Connecticut <input type="checkbox"/>	Shreveport <input type="checkbox"/>	Newark <input type="checkbox"/>	Pittsburgh <input type="checkbox"/>	Washington, D.C. <input type="checkbox"/>
Delaware <input type="checkbox"/>	Maine <input type="checkbox"/>	Camden <input type="checkbox"/>	Puerto Rico/U.S. <input type="checkbox"/>	West Virginia <input type="checkbox"/>
Florida <input type="checkbox"/>	Maryland <input type="checkbox"/>	New Mexico <input type="checkbox"/>	Virgin Islands <input type="checkbox"/>	Wisconsin <input type="checkbox"/>
Miami <input type="checkbox"/>	Massachusetts <input type="checkbox"/>	New York <input type="checkbox"/>	Rhode Island <input type="checkbox"/>	Wyoming <input type="checkbox"/>
Jacksonville <input type="checkbox"/>	Michigan <input type="checkbox"/>	New York City <input type="checkbox"/>	South Carolina <input type="checkbox"/>	
	Detroit <input type="checkbox"/>	Albany <input type="checkbox"/>	South Dakota <input type="checkbox"/>	

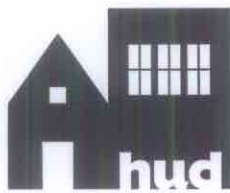
We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

**Thank You for Completing the HUD Survey of
Community Development Departments.**

Please return your completed questionnaire by January 12, 2001 to:

HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166
A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY
CALL: 1-800-441-7080 • FAX: 1-301-519-6300
E-MAIL: SURVEY@ASPENSYS.COM



HUD Survey of Fair Housing Assistance Program Agencies

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **January 12, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your agency's contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don't know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?

Yes (CONTINUE)

No →

Don't Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your agency had direct contact with:

	Yes	No	Don't Know
a. HUD personnel in HUD's Washington D.C. Headquarters office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD personnel in one or more of HUD's field offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. A HUD Community Builder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. A contractor working for HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	It depends	Don't know
a. The HUD programs you currently deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The way HUD currently runs those programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**.

Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of HUD's reform objectives are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?

	Fully achieved	Mostly achieved	Partially achieved	Not achieved at all	Don't know
a. To restore the public trust in HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. To be "the best in the business."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. To replace a top-down bureaucracy with a new customer-friendly structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. To instill an ethic of competence and excellence at HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. To replace the emphasis on process with an emphasis on performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Please indicate your level of satisfaction with each of the following as it relates to your agency's experiences. Check "Not Applicable" if a situation does not apply to your agency (e.g., if you are not aware of any training/assistance provided by HUD or if your agency has not received any grant agreement payments).

How satisfied are you with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the HUD program training and technical assistance provided over the past year or so	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of grant agreement payments made to your Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's current capacity to respond to fair housing complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Over the last several years, would you say HUD's capacity to respond to fair housing complaints is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Has not worked with HUD before	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. More broadly, do you think HUD's capacity to enforce fair housing laws over the last several years has:

	Improved substantially	Improved somewhat	Declined somewhat	Declined substantially	Not changed very much	Has not worked with HUD before	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How adequate is the level of technical assistance currently provided to you by HUD in support of your agency's responsibility for responding to fair housing complaints? Is it:

	Very adequate	Somewhat adequate	Not very adequate	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. How useful to your agency is HUD's Internet Web site devoted to Fair Housing and Equal Opportunity? Is it:

	Very useful	Somewhat useful	Not very useful	Have not used HUD's FH/EO Web site	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. To what extent would you say the outreach functions being performed by HUD's new Community Builders have contributed to a heightened awareness of fair housing protections and remedies?

	To a great extent	To some extent	Not at all	Community Builders have had a negative effect	Unaware of Community Builder function	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't know

16. Please indicate the title/position of the person (or persons) who answered these questions:

Agency Director Agency Deputy Director Other Agency Senior Official
 Other Agency Employee Other: _____

17. Which HUD field office or offices does your agency interact with on a regular basis?

Alabama <input type="checkbox"/>	Orlando <input type="checkbox"/>	Flint <input type="checkbox"/>	Buffalo <input type="checkbox"/>	Tennessee <input type="checkbox"/>
Alaska <input type="checkbox"/>	Tampa <input type="checkbox"/>	Grand Rapids <input type="checkbox"/>	Syracuse <input type="checkbox"/>	Nashville <input type="checkbox"/>
Arizona <input type="checkbox"/>	Georgia <input type="checkbox"/>	Minnesota <input type="checkbox"/>	North Carolina <input type="checkbox"/>	Knoxville <input type="checkbox"/>
Phoenix <input type="checkbox"/>	Hawaii <input type="checkbox"/>	Mississippi <input type="checkbox"/>	North Dakota <input type="checkbox"/>	Memphis <input type="checkbox"/>
Tucson <input type="checkbox"/>	Idaho <input type="checkbox"/>	Missouri <input type="checkbox"/>	Ohio <input type="checkbox"/>	Texas <input type="checkbox"/>
Arkansas <input type="checkbox"/>	Illinois <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Columbus <input type="checkbox"/>	Fort Worth <input type="checkbox"/>
California <input type="checkbox"/>	Chicago <input type="checkbox"/>	St. Louis <input type="checkbox"/>	Cincinnati <input type="checkbox"/>	Dallas <input type="checkbox"/>
San Francisco <input type="checkbox"/>	Springfield <input type="checkbox"/>	Montana <input type="checkbox"/>	Cleveland <input type="checkbox"/>	Houston <input type="checkbox"/>
Fresno <input type="checkbox"/>	Indiana <input type="checkbox"/>	Nebraska <input type="checkbox"/>	Oklahoma <input type="checkbox"/>	Lubbock <input type="checkbox"/>
Los Angeles <input type="checkbox"/>	Iowa <input type="checkbox"/>	Nevada <input type="checkbox"/>	Oklahoma City <input type="checkbox"/>	San Antonio <input type="checkbox"/>
Sacramento <input type="checkbox"/>	Kansas <input type="checkbox"/>	Las Vegas <input type="checkbox"/>	Tulsa <input type="checkbox"/>	Utah <input type="checkbox"/>
San Diego <input type="checkbox"/>	Kentucky <input type="checkbox"/>	Reno <input type="checkbox"/>	Oregon <input type="checkbox"/>	Vermont <input type="checkbox"/>
Santa Ana <input type="checkbox"/>	Louisiana <input type="checkbox"/>	New Hampshire <input type="checkbox"/>	Pennsylvania <input type="checkbox"/>	Virginia <input type="checkbox"/>
Colorado <input type="checkbox"/>	New Orleans <input type="checkbox"/>	New Jersey <input type="checkbox"/>	Philadelphia <input type="checkbox"/>	Washington <input type="checkbox"/>
Connecticut <input type="checkbox"/>	Shreveport <input type="checkbox"/>	Newark <input type="checkbox"/>	Pittsburgh <input type="checkbox"/>	Washington, D.C. <input type="checkbox"/>
Delaware <input type="checkbox"/>	Maine <input type="checkbox"/>	Camden <input type="checkbox"/>	Puerto Rico/U.S. <input type="checkbox"/>	West Virginia <input type="checkbox"/>
Florida <input type="checkbox"/>	Maryland <input type="checkbox"/>	New Mexico <input type="checkbox"/>	Virgin Islands <input type="checkbox"/>	Wisconsin <input type="checkbox"/>
Miami <input type="checkbox"/>	Massachusetts <input type="checkbox"/>	New York <input type="checkbox"/>	Rhode Island <input type="checkbox"/>	Wyoming <input type="checkbox"/>
Jacksonville <input type="checkbox"/>	Michigan <input type="checkbox"/>	New York City <input type="checkbox"/>	South Carolina <input type="checkbox"/>	
	Detroit <input type="checkbox"/>	Albany <input type="checkbox"/>	South Dakota <input type="checkbox"/>	

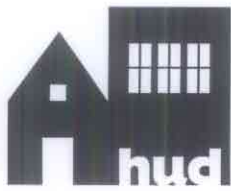
We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

**Thank You for Completing the HUD Survey of
FHAP Agencies.**

Please return your completed questionnaire by January 12, 2001 to:

HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166
A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY
CALL: 1-800-441-7080 • FAX: 1-301-519-6300
E-MAIL: SURVEY@ASPENSYS.COM



HUD Survey of Multifamily Housing Owners

This brief, confidential survey solicits your opinion—as a spokesperson for your business or organization—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your business or organization will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **February 23, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your business or organization contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don't know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?

Yes (CONTINUE)

No →

Don't Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your business or organization had direct contact with:

Yes No Don't Know

a. HUD personnel in HUD's Washington D.C. Headquarters office

b. HUD personnel in one or more of HUD's field offices

c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)

d. A HUD Community Builder

e. A contractor working for HUD

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied It depends Don't know

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your business or organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of **HUD's reform objectives** are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?
- | | Fully achieved | Mostly achieved | Partially achieved | Not achieved at all | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. To restore the public trust in HUD. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. To be "the best in the business." | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. To replace a top-down bureaucracy with a new customer-friendly structure. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. To instill an ethic of competence and excellence at HUD. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. To replace the emphasis on process with an emphasis on performance. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
9. Under HUD's new organizational structure, property owners may have to work with several HUD offices, hubs, and centers for various purposes. Are the **different functions and responsibilities of these offices, hubs, and centers**:
- | | Very clear | Somewhat clear | Somewhat unclear | Very unclear | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
10. In recent months, how easy or difficult has it been for you to **reach the people at HUD** whom you need to contact? In general, has it been:
- | | Very easy | Somewhat easy | Somewhat difficult | Very difficult | Have not tried to contact anyone | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
11. How satisfied are you with the transition to **property inspections** by HUD's **Real Estate Assessment Center (REAC)**? Are you:
- | | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No experience with REAC/REAC does not apply to us | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
12. Once fully implemented, do you expect the **physical inspections** done by HUD's Real Estate Assessment Center (**REAC**) will be an improvement over the previous methods used by HUD to inspect housing developments?
- | | Yes, definitely | Yes, probably | Not at all | REAC physical inspections do not apply to us | Don't know |
|--|--------------------------|--------------------------|--------------------------|--|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
13. How satisfied are you with the transition to electronic financial reporting to HUD's **Real Estate Assessment Center (REAC)**? Are you:
- | | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No experience with REAC/REAC does not apply to us | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
14. Once fully implemented, do you expect the **electronic financial reporting** to HUD's Real Estate Assessment Center (**REAC**) to be an improvement over previous methods used by HUD to report financial information?
- | | Yes, definitely | Yes, probably | Not at all | REAC financial reporting does not apply to us | Don't know |
|--|--------------------------|--------------------------|--------------------------|---|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
15. How satisfied are you with the ability of HUD field office personnel—those in the multifamily hubs and program centers—to **consistently and reliably interpret policies and regulations** that pertain to your properties? Are you:
- | | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | Have n't recently required HUD interpretation | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
16. Over the last several years, would you say HUD's **capacity to monitor and provide oversight** related to your property or properties is generally getting:
- | | Much better | Somewhat better | Somewhat worse | Much worse | Has not changed very much | Have not worked with HUD before | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|---------------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know

18. How many FHA-insured, HUD-assisted (subsidized), or Section 202/811 properties does your organization own?

1 property 2-5 properties 6-10 properties 11-15 properties 21-25 properties More than 25 properties

19. Approximately how many FHA-insured, HUD-assisted (subsidized), or Section 202/811 units does your organization own?

100 units or fewer 101-200 units 201-300 units 301-400 units 401-500 units 501-1,000 units 1,001 - 2,000 units More than 2,000 units

20. Please indicate the title/position of the person (or persons) who answered these questions:

- Owner/CEO/ managing general partner/president/chair/principal/director
- Other company/organization senior official Other company/organization employee
- Property manager Other: _____

21. Which HUD field office or offices does your business or organization interact with on a regular basis?

- | | | | | |
|--|--|--|--|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Orlando | <input type="checkbox"/> Flint | <input type="checkbox"/> Buffalo | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Tampa | <input type="checkbox"/> Grand Rapids | <input type="checkbox"/> Syracuse | <input type="checkbox"/> Nashville |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Georgia | <input type="checkbox"/> Minnesota | <input type="checkbox"/> North Carolina | <input type="checkbox"/> Knoxville |
| <input type="checkbox"/> Phoenix | <input type="checkbox"/> Hawaii | <input type="checkbox"/> Mississippi | <input type="checkbox"/> North Dakota | <input type="checkbox"/> Memphis |
| <input type="checkbox"/> Tucson | <input type="checkbox"/> Idaho | <input type="checkbox"/> Missouri | <input type="checkbox"/> Ohio | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> Illinois | <input type="checkbox"/> Kansas City | <input type="checkbox"/> Columbus | <input type="checkbox"/> Fort Worth |
| <input type="checkbox"/> California | <input type="checkbox"/> Chicago | <input type="checkbox"/> St. Louis | <input type="checkbox"/> Cincinnati | <input type="checkbox"/> Dallas |
| <input type="checkbox"/> San Francisco | <input type="checkbox"/> Springfield | <input type="checkbox"/> Montana | <input type="checkbox"/> Cleveland | <input type="checkbox"/> Houston |
| <input type="checkbox"/> Fresno | <input type="checkbox"/> Indiana | <input type="checkbox"/> Nebraska | <input type="checkbox"/> Oklahoma | <input type="checkbox"/> Lubbock |
| <input type="checkbox"/> Los Angeles | <input type="checkbox"/> Iowa | <input type="checkbox"/> Nevada | <input type="checkbox"/> Oklahoma City | <input type="checkbox"/> San Antonio |
| <input type="checkbox"/> Sacramento | <input type="checkbox"/> Kansas | <input type="checkbox"/> Las Vegas | <input type="checkbox"/> Tulsa | <input type="checkbox"/> Utah |
| <input type="checkbox"/> San Diego | <input type="checkbox"/> Kentucky | <input type="checkbox"/> Reno | <input type="checkbox"/> Oregon | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Santa Ana | <input type="checkbox"/> Louisiana | <input type="checkbox"/> New Hampshire | <input type="checkbox"/> Pennsylvania | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> New Orleans | <input type="checkbox"/> New Jersey | <input type="checkbox"/> Philadelphia | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> Shreveport | <input type="checkbox"/> Newark | <input type="checkbox"/> Pittsburgh | <input type="checkbox"/> Washington, D.C. |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> Maine | <input type="checkbox"/> Camden | <input type="checkbox"/> Puerto Rico/U.S. Virgin Islands | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Maryland | <input type="checkbox"/> New Mexico | <input type="checkbox"/> Rhode Island | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Miami | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> New York | <input type="checkbox"/> South Carolina | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Jacksonville | <input type="checkbox"/> Michigan | <input type="checkbox"/> New York City | <input type="checkbox"/> South Dakota | |
| | <input type="checkbox"/> Detroit | <input type="checkbox"/> Albany | | |

We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

Thank You for Completing the HUD Survey of Multifamily Housing Owners.

Please return your completed questionnaire by February 23, 2001 to:

HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166
A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY
CALL: 1-800-441-7080 • FAX: 1-301-519-6300
E-MAIL: SURVEY@ASPENSYS.COM



HUD Survey of Mayors

This brief, confidential survey solicits your opinion—as a spokesperson for your community—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your community will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **February 16, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your community's contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don't know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?

Yes (CONTINUE)

No →

Don't Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your community had direct contact with:

Yes No Don't Know

a. HUD personnel in HUD's Washington D.C. Headquarters office

b. HUD personnel in one or more of HUD's field offices

c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)

d. A HUD Community Builder

e. A contractor working for HUD

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied *Somewhat satisfied* *Somewhat dissatisfied* *Very dissatisfied* *It depends* *Don't know*

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your community (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your community's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of **HUD's reform objectives** are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?

	Fully achieved	Mostly achieved	Partially achieved	Not achieved at all	Don't know
a. To restore the public trust in HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. To be "the best in the business."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. To replace a top-down bureaucracy with a new customer-friendly structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. To instill an ethic of competence and excellence at HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. To replace the emphasis on process with an emphasis on performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. In general, would you describe your **community's current relations with HUD** as being:

	Very good	Good	Poor	Very poor	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Over the last few years, would you say your **community's relations with HUD** have improved substantially, improved somewhat, worsened somewhat, worsened substantially, or would you say they have not changed very much?

	Improved substantially	Improved somewhat	Worsened somewhat	Worsened substantially	Not changed very much	Do not have prior experience	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Has one or more of HUD's **Community Builders been in contact** with you or other senior officials of your community within the last year or so?

	Yes, frequently	Yes, occasionally	Yes, at least once	Not at all	Don't know/ not certain
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please indicate your level of agreement with each of the following statements regarding HUD's services or requirements. Check "Not Applicable" if a situation does not apply to your community (e.g., if your community is not subject to comprehensive planning requirements).

	Yes, very much	Yes, somewhat	Not at all	Not applicable	Do not have prior experience	Don't know
a. HUD's Community Builders have helped our office and our community to take better advantage of federal government programs and resources than had been the case prior to the establishment of Community Builders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The addition of HUD's Community Builders has improved HUD's overall service to our office and our community compared to what it had been prior to the establishment of Community Builders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's requirement that we prepare a Consolidated Plan has helped our office and our community to better meet our housing and community development needs than had previously been the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. HUD's Community 2020 mapping software has helped our office and our community to better understand and assess our housing and community development needs than had previously been the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. HUD's Web site —including the Elected Officials page—has been useful to our office and our community in keeping abreast of HUD resources, programs, and events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

13. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?

<i>Very satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Please indicate the title/position of the person (or persons) who answered these questions:

<input type="checkbox"/> Mayor or Town Supervisor	<input type="checkbox"/> Deputy Mayor/Chief of Staff/Senior Assistant to the Mayor
<input type="checkbox"/> Other Member of Mayor's Immediate Office	<input type="checkbox"/> Other City/Departmental Senior Official
<input type="checkbox"/> Other City/Departmental Employee	<input type="checkbox"/> Other: _____

15. Which HUD field office or offices does your community interact with on a regular basis?

Alabama <input type="checkbox"/>	Orlando <input type="checkbox"/>	Flint <input type="checkbox"/>	Buffalo <input type="checkbox"/>	Tennessee <input type="checkbox"/>
Alaska <input type="checkbox"/>	Tampa <input type="checkbox"/>	Grand Rapids <input type="checkbox"/>	Syracuse <input type="checkbox"/>	Nashville <input type="checkbox"/>
Arizona <input type="checkbox"/>	Georgia <input type="checkbox"/>	Minnesota <input type="checkbox"/>	North Carolina <input type="checkbox"/>	Knoxville <input type="checkbox"/>
Phoenix <input type="checkbox"/>	Hawaii <input type="checkbox"/>	Mississippi <input type="checkbox"/>	North Dakota <input type="checkbox"/>	Memphis <input type="checkbox"/>
Tucson <input type="checkbox"/>	Idaho <input type="checkbox"/>	Missouri <input type="checkbox"/>	Ohio <input type="checkbox"/>	Texas <input type="checkbox"/>
Arkansas <input type="checkbox"/>	Illinois <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Columbus <input type="checkbox"/>	Fort Worth <input type="checkbox"/>
California <input type="checkbox"/>	Chicago <input type="checkbox"/>	St. Louis <input type="checkbox"/>	Cincinnati <input type="checkbox"/>	Dallas <input type="checkbox"/>
San Francisco <input type="checkbox"/>	Springfield <input type="checkbox"/>	Montana <input type="checkbox"/>	Cleveland <input type="checkbox"/>	Houston <input type="checkbox"/>
Fresno <input type="checkbox"/>	Indiana <input type="checkbox"/>	Nebraska <input type="checkbox"/>	Oklahoma <input type="checkbox"/>	Lubbock <input type="checkbox"/>
Los Angeles <input type="checkbox"/>	Iowa <input type="checkbox"/>	Nevada <input type="checkbox"/>	Oklahoma City <input type="checkbox"/>	San Antonio <input type="checkbox"/>
Sacramento <input type="checkbox"/>	Kansas <input type="checkbox"/>	Las Vegas <input type="checkbox"/>	Tulsa <input type="checkbox"/>	Utah <input type="checkbox"/>
San Diego <input type="checkbox"/>	Kentucky <input type="checkbox"/>	Reno <input type="checkbox"/>	Oregon <input type="checkbox"/>	Vermont <input type="checkbox"/>
Santa Ana <input type="checkbox"/>	Louisiana <input type="checkbox"/>	New Hampshire <input type="checkbox"/>	Pennsylvania <input type="checkbox"/>	Virginia <input type="checkbox"/>
Colorado <input type="checkbox"/>	New Orleans <input type="checkbox"/>	New Jersey <input type="checkbox"/>	Philadelphia <input type="checkbox"/>	Washington <input type="checkbox"/>
Connecticut <input type="checkbox"/>	Shreveport <input type="checkbox"/>	Newark <input type="checkbox"/>	Pittsburgh <input type="checkbox"/>	Washington, D.C. <input type="checkbox"/>
Delaware <input type="checkbox"/>	Maine <input type="checkbox"/>	Camden <input type="checkbox"/>	Puerto Rico/U.S. Virgin Islands <input type="checkbox"/>	West Virginia <input type="checkbox"/>
Florida <input type="checkbox"/>	Maryland <input type="checkbox"/>	New Mexico <input type="checkbox"/>	Rhode Island <input type="checkbox"/>	Wisconsin <input type="checkbox"/>
Miami <input type="checkbox"/>	Massachusetts <input type="checkbox"/>	New York <input type="checkbox"/>	South Carolina <input type="checkbox"/>	Wyoming <input type="checkbox"/>
Jacksonville <input type="checkbox"/>	Michigan <input type="checkbox"/>	New York City <input type="checkbox"/>	South Dakota <input type="checkbox"/>	
	Detroit <input type="checkbox"/>	Albany <input type="checkbox"/>		

We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

Thank You for Completing the HUD Survey of Mayors.

Please return your completed questionnaire by February 16, 2001 to:

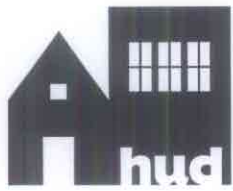
HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166

A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY

CALL: 1-800-441-7080 • FAX: 1-301-519-6300

E-MAIL: SURVEY@ASPENSYS.COM



HUD Survey of Non-Profit Organizations

This brief, confidential survey solicits your opinion—as a spokesperson for your organization—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your organization will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **January 12, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your organization’s contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don’t know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD’s organization and programs?

Yes (CONTINUE)

No →

Don’t Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your organization had direct contact with:

Yes No Don’t Know

a. HUD personnel in HUD’s Washington D.C. Headquarters office

b. HUD personnel in one or more of HUD’s field offices

c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)

d. A HUD Community Builder

e. A contractor working for HUD

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
It depends
Don’t know

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your organization (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your organization's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of **HUD's reform objectives** are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, not achieved at all?

	Fully achieved	Mostly achieved	Partially achieved	Not achieved at all	Don't know
a. To restore the public trust in HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. To be "the best in the business."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. To replace a top-down bureaucracy with a new customer-friendly structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. To instill an ethic of competence and excellence at HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. To replace the emphasis on process with an emphasis on performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Has one or more of HUD's **Community Builders** been in personal contact with you or others in your organization within the last year or so?

	Yes, frequently	Yes, occasionally	Yes, at least once	Not at all	Don't know/ not certain
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Please indicate your level of agreement with each of the following statements regarding HUD's services or requirements. Check "Not Applicable" if a situation does not apply to your organization (e.g., if your organization does not use the SuperNOFA or is not subject to HUD monitoring).

	Yes, very much	Yes, somewhat	Not at all	Not applicable/ No experience	Do not have prior experience to compare	Don't know
a. The addition of HUD's Community Builders has improved HUD's overall service to our organization compared to what it had been.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD's use of a SuperNOFA over the last several years has improved the way it announces and manages the grants process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Across the range of our activities, HUD is generally clear about what it expects of our organization in its various relationships with our organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. In general, HUD has consistent standards of enforcement with respect to our organization's activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. HUD's accounting requirements are reasonable and appropriate as they pertain to our organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. HUD's Regional Housing Opportunity Centers (HOCs) have provided good service to our organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. HUD's organizational changes over the last few years have allowed more direct access than we had before to the person at HUD best able to respond to our needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. At present, taking everything into consideration, how satisfied or dissatisfied are you with **HUD's overall performance**?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

12. Please indicate the title/position of the person (or persons) who answered these questions:

- Organization Director Deputy Director Other Organization Senior Official
 Other Organization Employee Other: _____

13. Which HUD field office or offices does your organization interact with on a regular basis?

- | | | | | |
|---|---|---|--|--|
| Alabama <input type="checkbox"/> | Orlando <input type="checkbox"/> | Flint <input type="checkbox"/> | Buffalo <input type="checkbox"/> | Tennessee <input type="checkbox"/> |
| Alaska <input type="checkbox"/> | Tampa <input type="checkbox"/> | Grand Rapids <input type="checkbox"/> | Syracuse <input type="checkbox"/> | Nashville <input type="checkbox"/> |
| Arizona <input type="checkbox"/> | Georgia <input type="checkbox"/> | Minnesota <input type="checkbox"/> | North Carolina <input type="checkbox"/> | Knoxville <input type="checkbox"/> |
| Phoenix <input type="checkbox"/> | Hawaii <input type="checkbox"/> | Mississippi <input type="checkbox"/> | North Dakota <input type="checkbox"/> | Memphis <input type="checkbox"/> |
| Tucson <input type="checkbox"/> | Idaho <input type="checkbox"/> | Missouri <input type="checkbox"/> | Ohio <input type="checkbox"/> | Texas <input type="checkbox"/> |
| Arkansas <input type="checkbox"/> | Illinois <input type="checkbox"/> | Kansas City <input type="checkbox"/> | Columbus <input type="checkbox"/> | Fort Worth <input type="checkbox"/> |
| California <input type="checkbox"/> | Chicago <input type="checkbox"/> | St. Louis <input type="checkbox"/> | Cincinnati <input type="checkbox"/> | Dallas <input type="checkbox"/> |
| San Francisco <input type="checkbox"/> | Springfield <input type="checkbox"/> | Montana <input type="checkbox"/> | Cleveland <input type="checkbox"/> | Houston <input type="checkbox"/> |
| Fresno <input type="checkbox"/> | Indiana <input type="checkbox"/> | Nebraska <input type="checkbox"/> | Oklahoma <input type="checkbox"/> | Lubbock <input type="checkbox"/> |
| Los Angeles <input type="checkbox"/> | Iowa <input type="checkbox"/> | Nevada <input type="checkbox"/> | Oklahoma City <input type="checkbox"/> | San Antonio <input type="checkbox"/> |
| Sacramento <input type="checkbox"/> | Kansas <input type="checkbox"/> | Las Vegas <input type="checkbox"/> | Tulsa <input type="checkbox"/> | Utah <input type="checkbox"/> |
| San Diego <input type="checkbox"/> | Kentucky <input type="checkbox"/> | Reno <input type="checkbox"/> | Oregon <input type="checkbox"/> | Vermont <input type="checkbox"/> |
| Santa Ana <input type="checkbox"/> | Louisiana <input type="checkbox"/> | New Hampshire <input type="checkbox"/> | Pennsylvania <input type="checkbox"/> | Virginia <input type="checkbox"/> |
| Colorado <input type="checkbox"/> | New Orleans <input type="checkbox"/> | New Jersey <input type="checkbox"/> | Philadelphia <input type="checkbox"/> | Washington <input type="checkbox"/> |
| Connecticut <input type="checkbox"/> | Shreveport <input type="checkbox"/> | Newark <input type="checkbox"/> | Pittsburgh <input type="checkbox"/> | Washington, D.C. <input type="checkbox"/> |
| Delaware <input type="checkbox"/> | Maine <input type="checkbox"/> | Camden <input type="checkbox"/> | Puerto Rico/U.S. <input type="checkbox"/> | West Virginia <input type="checkbox"/> |
| Florida <input type="checkbox"/> | Maryland <input type="checkbox"/> | New Mexico <input type="checkbox"/> | Virgin Islands <input type="checkbox"/> | Wisconsin <input type="checkbox"/> |
| Miami <input type="checkbox"/> | Massachusetts <input type="checkbox"/> | New York <input type="checkbox"/> | Rhode Island <input type="checkbox"/> | Wyoming <input type="checkbox"/> |
| Jacksonville <input type="checkbox"/> | Michigan <input type="checkbox"/> | New York City <input type="checkbox"/> | South Carolina <input type="checkbox"/> | |
| | Detroit <input type="checkbox"/> | Albany <input type="checkbox"/> | South Dakota <input type="checkbox"/> | |

We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

**Thank You for Completing the HUD Survey of
Non-Profit Organizations.**

Please return your completed questionnaire by January 12, 2001 to:

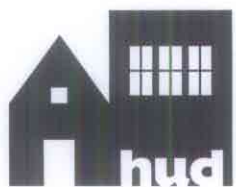
HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166

A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY

CALL: 1-800-441-7080 • FAX: 1-301-519-6300

E-MAIL: SURVEY@ASPENSYS.COM



HUD Survey of Public Housing Agencies

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—of the service being provided by the U.S. Department of Housing and Urban Development, HUD. The questions can be answered by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting the survey findings. The survey is being conducted by the Urban Institute, an independent and non-partisan research organization, and administered by Aspen Systems Corporation. They will report the results to HUD in aggregate form only.

Please complete the questionnaire by **January 12, 2001** and return it in the enclosed envelope. If you need assistance, you can telephone the Aspen Survey Operations Center toll-free at 1-800-441-7080.

1. Would you describe the frequency of your agency’s contacts with HUD over the last year as being:

Very frequent (GO TO 2)

Somewhat frequent (GO TO 2)

Not very frequent (GO TO 2)

None at all (→)

Don’t know (→)

On behalf of your agency, are you in a position to assess and comment on the performance of HUD’s organization and programs?

Yes (CONTINUE)

No →

Don’t Know →

PLEASE FORWARD TO THE APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON.

2. During the past year, has your agency had direct contact with:

Yes No Don't Know

a. HUD personnel in HUD’s Washington D.C. Headquarters office

b. HUD personnel in one or more of HUD’s field offices

c. HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub)

d. A HUD Community Builder

e. A contractor working for HUD

3. Thinking separately about the HUD programs with which you currently deal and about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied It depends Don't know

a. The HUD programs you currently deal with

b. The way HUD currently runs those programs

Continue →

4. Listed below are several different ways to think about **your relationship with HUD**. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The reasonableness of HUD rules and requirements that apply to your agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall quality of service you receive from HUD today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Over the last several years, would you say the **overall quality of service** you receive from HUD is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Not applicable	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:

	Mainly providing support to you	Mainly regulating you	About equally providing support and regulating you	Neither/something other	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Here is a list of some **changes that have occurred at HUD** over the last several years. We're interested in your opinions about the effects of these changes to date.

Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?

	Much better	Somewhat better	Somewhat worse	Much worse	Not had much effect	Not aware of such changes	Don't know
a. Changes in HUD's organizational structure , such as the establishment of new centers and hubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Changes in HUD functions , such as the establishment of the new Community Builder and Public Trust Officer functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Changes in HUD staffing , such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Changes in HUD's financial management systems , such as the creation of new systems and the consolidation of older ones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue →

8. HUD's management reforms over the last several years were an attempt to achieve certain objectives. Five of HUD's reform objectives are listed below. Please indicate the extent to which you believe each objective has been fully achieved, mostly achieved, partially achieved, not achieved at all, or has not been achieved at all?

	Fully achieved	Mostly achieved	Partially achieved	Not achieved at all	Don't know
a. To restore the public trust in HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. To be "the best in the business."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. To replace a top-down bureaucracy with a new customer-friendly structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. To instill an ethic of competence and excellence at HUD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. To replace the emphasis on process with an emphasis on performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Once fully implemented, do you expect the following changes to HUD's systems or methods to be an improvement over previous systems/methods used by HUD? Check "Not Applicable" if a situation does not apply to your agency (e.g., if the PHAS does not apply to your agency).

	Yes, definitely	Yes, probably	Not at all	Not applicable	Don't know
a. The new Public Housing Assessment System (PHAS) for assessing housing agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The physical inspections performed by HUD's Real Estate Assessment Center (REAC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Electronic financial reporting to HUD's Real Estate Assessment Center (REAC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Would you say that HUD's requirements that you prepare a 5-Year Plan and an Annual Plan (PHA Plans) will generally have a positive or negative impact on the people served by your Housing Agency, or will they have no impact at all?

	Generally have a positive impact	Generally have a negative impact	Have no impact at all	Not currently subject to these planning and reporting requirements	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please indicate your level of satisfaction with each of the following as it relates to your agency. Check "Not Applicable" if a situation does not apply to your agency (e.g., if you have not recently required interpretation of HUD's policies or regulations).

How satisfied are you with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The ability of HUD field office personnel to consistently and reliably interpret policies and regulations that pertain to your agency's grants and programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The progress HUD has made in developing the Multifamily Tenant Characteristics System (MTCS)? (Consider such things as its ease of use, usefulness, appropriateness of data collected, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's current capacity to monitor and provide oversight of your agency's activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Over the last several years, would you say HUD's capacity to monitor and provide oversight of your agency's activities is generally getting:

	Much better	Somewhat better	Somewhat worse	Much worse	Has not changed very much	Have not worked with HUD before	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Under HUD's new organizational structure, housing agencies may have to work with several HUD offices and centers for various purposes. Are the different functions and responsibilities of these offices and centers:

	Very clear	Somewhat clear	Somewhat unclear	Very unclear	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. How valuable to you are HUD's "Best Practices" efforts and products? Are they:

Very valuable
 Somewhat valuable
 Not very valuable
 Not aware of HUD's Best Practices efforts
 Don't know

15. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?

Very satisfied
 Somewhat satisfied
 Somewhat dissatisfied
 Very dissatisfied
 Don't know

16. Please indicate the title/position of the person (or persons) who answered these questions:

Agency Director Agency Deputy Director Other Agency Senior Official
 Other Agency Employee Other: _____

17. Which HUD field office or offices does your agency interact with on a regular basis?

Alabama <input type="checkbox"/>	Orlando <input type="checkbox"/>	Flint <input type="checkbox"/>	Buffalo <input type="checkbox"/>	Tennessee <input type="checkbox"/>
Alaska <input type="checkbox"/>	Tampa <input type="checkbox"/>	Grand Rapids <input type="checkbox"/>	Syracuse <input type="checkbox"/>	Nashville <input type="checkbox"/>
Arizona <input type="checkbox"/>	Georgia <input type="checkbox"/>	Minnesota <input type="checkbox"/>	North Carolina <input type="checkbox"/>	Knoxville <input type="checkbox"/>
Phoenix <input type="checkbox"/>	Hawaii <input type="checkbox"/>	Mississippi <input type="checkbox"/>	North Dakota <input type="checkbox"/>	Memphis <input type="checkbox"/>
Tucson <input type="checkbox"/>	Idaho <input type="checkbox"/>	Missouri <input type="checkbox"/>	Ohio <input type="checkbox"/>	Texas <input type="checkbox"/>
Arkansas <input type="checkbox"/>	Illinois <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Columbus <input type="checkbox"/>	Fort Worth <input type="checkbox"/>
California <input type="checkbox"/>	Chicago <input type="checkbox"/>	St. Louis <input type="checkbox"/>	Cincinnati <input type="checkbox"/>	Dallas <input type="checkbox"/>
San Francisco <input type="checkbox"/>	Springfield <input type="checkbox"/>	Montana <input type="checkbox"/>	Cleveland <input type="checkbox"/>	Houston <input type="checkbox"/>
Fresno <input type="checkbox"/>	Indiana <input type="checkbox"/>	Nebraska <input type="checkbox"/>	Oklahoma <input type="checkbox"/>	Lubbock <input type="checkbox"/>
Los Angeles <input type="checkbox"/>	Iowa <input type="checkbox"/>	Nevada <input type="checkbox"/>	Oklahoma City <input type="checkbox"/>	San Antonio <input type="checkbox"/>
Sacramento <input type="checkbox"/>	Kansas <input type="checkbox"/>	Las Vegas <input type="checkbox"/>	Tulsa <input type="checkbox"/>	Utah <input type="checkbox"/>
San Diego <input type="checkbox"/>	Kentucky <input type="checkbox"/>	Reno <input type="checkbox"/>	Oregon <input type="checkbox"/>	Vermont <input type="checkbox"/>
Santa Ana <input type="checkbox"/>	Louisiana <input type="checkbox"/>	New Hampshire <input type="checkbox"/>	Pennsylvania <input type="checkbox"/>	Virginia <input type="checkbox"/>
Colorado <input type="checkbox"/>	New Orleans <input type="checkbox"/>	New Jersey <input type="checkbox"/>	Philadelphia <input type="checkbox"/>	Washington <input type="checkbox"/>
Connecticut <input type="checkbox"/>	Shreveport <input type="checkbox"/>	Newark <input type="checkbox"/>	Pittsburgh <input type="checkbox"/>	Washington, D.C. <input type="checkbox"/>
Delaware <input type="checkbox"/>	Maine <input type="checkbox"/>	Camden <input type="checkbox"/>	Puerto Rico/U.S. Virgin Islands <input type="checkbox"/>	West Virginia <input type="checkbox"/>
Florida <input type="checkbox"/>	Maryland <input type="checkbox"/>	New Mexico <input type="checkbox"/>	Rhode Island <input type="checkbox"/>	Wisconsin <input type="checkbox"/>
Miami <input type="checkbox"/>	Massachusetts <input type="checkbox"/>	New York <input type="checkbox"/>	South Carolina <input type="checkbox"/>	Wyoming <input type="checkbox"/>
Jacksonville <input type="checkbox"/>	Michigan <input type="checkbox"/>	New York City <input type="checkbox"/>	South Dakota <input type="checkbox"/>	
	Detroit <input type="checkbox"/>	Albany <input type="checkbox"/>		

We welcome any additional comments you may have about HUD. (PLEASE PRINT.)

Thank You for Completing the HUD Survey of Public Housing Agencies.

Please return your completed questionnaire by January 12, 2001 to:

HUD SURVEY, 2277 Research Boulevard MS 6Y, Rockville, MD 20850-3166

A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY
 CALL: 1-800-441-7080 • FAX: 1-301-519-6300
 E-MAIL: SURVEY@ASPENSYS.COM