

# Public Housing Agency (PHA)

Partners' Satisfaction WITH HUD's Performance



Visit PD&R's Website

**[www.huduser.org](http://www.huduser.org)**

to find this report and others sponsored by  
HUD's Office of Policy Development and Research (PD&R).

Other services of HUD USER, PD&R's Research Information Service, include listservs;  
special interest bimonthly publications (best practices, significant studies from other sources);  
access to public use databases; and a hotline 1-800-245-2691 for help accessing the information you need.

PUBLIC HOUSING AGENCY (PHA) PARTNERS'  
SATISFACTION WITH HUD'S PERFORMANCE

2010 DATA BINDER

PREPARED FOR

The U.S. Department of Housing and Urban Development  
Office of Policy Development and Research

BY

**Martin D. Abravanel**

The Urban Institute

**Bohne G. Silber**

Silber and Associates

May 2011

The contents of this report are the views of the authors and do not necessarily reflect the views or policies of the Urban Institute, its trustees or its funders; Silber & Associates; the U.S. Department of Housing and Urban Development; or the U.S. Government.

## FOREWORD

Achieving the U.S. Department of Housing and Urban Development's (HUD's) mission to provide quality, affordable homes located in strong, sustainable, inclusive communities requires having a robust and effective partner network. Accordingly, HUD works with various partners such as local governments, public and private agencies, and mortgage and housing providers to deliver housing and community-related services to the American people.

The 2010 partner satisfaction survey reported in this document replicates surveys conducted in 2001 and 2005 for the purposes of evaluating HUD's performance, as assessed by its partners. Spokespersons from the following ten partner groups were surveyed in connection with the programs they operate:

- Community Development Departments
- Mayors/local Chief Elected Officials (CEOs)
- Public Housing Agencies (PHAs)
- Fair Housing Assistance Programs (FHAPs)
- Fair Housing Initiatives Programs (FHIPs)
- FHA-Approved Single Family Mortgage Lenders
- Owners of Sections 202/811 Multifamily Properties
- Owners of HUD-insured Multifamily Properties
- Owners of HUD-assisted Multifamily Properties
- Housing Partnership Network (HPN)-Affiliated Non-Profit Organizations

Overall partner satisfaction with HUD is reasonably high but there are distinct partner-relationship issues and trends that suggest opportunities for improvement. Considering a range of aspects of HUD-partner relationships, there has been:

- a modest decline in satisfaction since 2005 on the part of community development directors and mayors/CEOs;
- a modest improvement in satisfaction on the part of multifamily owners, and
- a more substantial improvement in satisfaction on the part of FHAP agency and PHA directors.

Indeed, the PHA change is noteworthy and reflects a consistent decade-long trend: in 2001, PHAs stood out as being one of the most dissatisfied groups. While housing agencies still tend to be relatively less satisfied than community development, mayoral/CEO and FHAP partners, the gap among partner groups has narrowed over the past decade.

In addition to asking about general levels of satisfaction, the surveys covered partners' views of specific management issues and initiatives – feedback that will help “transform the way HUD does business.” HUD's FY 2010-2015 Strategic Plan pledges that the Department will be “a flexible, reliable problem solver and source of innovation for our partners.” The results of these surveys will undoubtedly energize the Department's thinking about how to strengthen the delivery of our programs and better assist the American public in a timely, caring, and cost-effective manner.



Raphael W. Bostic, Ph.D.  
Assistant Secretary for Policy  
Development and Research

# Table of Contents

<b>PART 1: BACKGROUND.....</b>	<b>1</b>
<b>PART 2: SURVEY RESULTS IN BRIEF .....</b>	<b>5</b>
<b>PART 3: BAR CHARTS FOR EACH SURVEY QUESTION.....</b>	<b>9</b>
Satisfaction with HUD's programs.....	10
Satisfaction with how HUD runs its programs .....	11
Satisfaction with the quality of information received from HUD .....	12
Satisfaction with the timeliness of the information received from HUD.....	13
Satisfaction with the timeliness of decision of making by HUD.....	14
Satisfaction with the quality of guidance from HUD .....	15
Satisfaction with the consistency of guidance from HUD.....	16
Satisfaction with the clarity of HUD rules and requirements .....	17
Satisfaction with the responsiveness of HUD people.....	18
Satisfaction with the competence of HUD people .....	19
Satisfaction with the extent to which HUD employees have the knowledge, skills and ability to do their work.....	20
Satisfaction with the ability to reach people at HUD .....	21
Satisfaction with the time commitments required to comply with HUD reporting requirements.....	22
Have organizational changes such as consolidation of previously independent offices under other offices made HUD better? .....	23
Have changes to project-based Section 8 program monitoring by third-party entities made HUD better? .....	24
Usefulness of HUD's training and technical assistance through HUD-sponsored conferences .....	25
Usefulness of HUD's training and technical assistance through HUD-sponsored satellite broadcasts.....	26
Usefulness of HUD's training and technical assistance through HUD-sponsored training conducted by contractors .....	27
Usefulness of HUD's training and technical assistance through HUDs webpage .....	28
Usefulness of HUD's training and technical assistance through HUD's webcast training .....	29
Usefulness of HUD's training and technical assistance through HUD participation in discussions and training sessions by non-HUD groups.....	30
Effectiveness of HUD's listservs.....	31
Effectiveness of HUD's website postings.....	32

Effectiveness of e-mail .....	33
Characterization of relations between the housing agency and HUD today .....	34
How have relations between the housing agency and HUD changed in the last several years? .....	35
Satisfaction with HUD's ability to accurately monitor income and rent policies through the Rental Housing Integrity Improvement Project (RHIP) .....	36
Satisfaction with the ability of field office personnel to consistently and reliably interpret regulations .....	37
Satisfaction with HUD's capacity to collect and make available tenant (50058) data and reports in the PIH Information Center (PIC) system .....	38
Satisfaction with HUD's current capacity to monitor and provide oversight of agency activities .....	39
Satisfaction with the timeliness of financial information received from HUD .....	40
Satisfaction with the timeliness of funds disbursed by HUD for the agency .....	41
Satisfaction with the quality of technical assistance and guidance received about PIC and from REAC related to electronic transmission of information to HUD.....	42
Satisfaction with physical inspections performed by REAC .....	43
Satisfaction with electronic financial reporting to REAC .....	44
Satisfaction with the Public Housing Assessment System (PHAS) .....	45
Satisfaction with the Section Eight Management Assessment Program (SEMAP) .....	46
Satisfaction with the quality of HUD support and technical assistance related to improving the energy efficiency of housing programs supported by HUD programs .....	47
Satisfaction with the Enterprise Income Verification (EIV) system .....	48
Satisfaction with the amount of support and technical assistance for implementing asset management .....	49
Satisfaction with the quality of support and technical assistance for implementing asset management.....	50
What, if anything, can HUD do to improve the process for converting to asset management?.....	51
What, if anything, can HUD do to improve the Enterprise Income Verification (EIV) system?.....	73
How clear are the different functions and responsibilities of the HUD's offices, hubs and centers? .....	109
Satisfaction with Grants.gov--considering ease of use, usefulness, etc. ....	110
Do HUD's public communications such as to Congress and the media about public housing agencies make it easier to accomplish agency objectives? .....	111
Overall satisfaction with HUD .....	112

**PART 4: VERBATIM RESPONSES TO AN OPEN-ENDED ITEM ON THE PARTNERS SURVEY ..... 113**

**SURVEY QUESTIONNAIRE ..... 152**

## PART 1: BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) wants its key implementation partners—intermediaries that deliver the Department's programs to its end customers—to be satisfied with HUD's performance, operations and programs. Indeed, HUD strives to improve partner satisfaction in order to enhance agency accountability, service delivery, and customer service.<sup>1</sup> When those who deliver HUD's programs receive quality service from HUD, end-customers in turn receive better service. Inasmuch as HUD's partners are its link to most of its end customers, the nature and quality of the relationships between HUD and its partners can have considerable consequence for achievement of the Department's mission.<sup>2</sup>

**Previous HUD partner surveys.** In 2001 and again in 2005 HUD sponsored a series of independent, confidential surveys of eight of its key partner groups, asking partners to assess the Department's performance from their various vantage points. The survey data were then published by HUD.<sup>3</sup>

**The 2010 partner surveys.** To measure change in partner satisfaction since 2005 as well as to examine partner-relationship issues of current interest, HUD sponsored a third series of surveys in 2010. Change measurement involved replicating the 2005 survey methodology and questionnaire content to ensure comparability. In addition to surveying the same eight partner groups surveyed in 2005, two additional groups were added in 2010: FHIP organizations and single family lenders. The 10 groups are as follows:

- **Directors of Community Development Departments** in cities and urban counties with an entitlement to Community Development Block Grant (CDBG) funds. Community Development Departments are local government agencies that engage in a wide variety of community and economic development activities, often in conjunction with HUD's CDBG and other programs.
- **Mayors or other Chief Elected Officials (CEOs)** of communities with populations of 50,000 or more persons. CEOs include mayors, town supervisors, council presidents, presidents of the boards of trustees, chairpersons of boards of trustees, chairpersons of boards of selectmen, first selectmen, township commission presidents, etc.

<sup>1</sup> *Annual Performance Plan: Fiscal Year 2009*, U.S. Department of Housing and Urban Development, February 2008, pp.103-104.

<sup>2</sup> HUD's mission is to create strong, sustainable, inclusive communities and quality, affordable homes for all. *HUD Strategic Plan: FY 2010-2015*, U.S. Department of Housing and Urban Development, May 2010.

<sup>3</sup> Martin D. Abravanel, Harry P. Hatry and Christopher Hayes, *How's HUD Doing? Agency Performance as Judged By Its Partners*, U.S. Department of

---

Housing and Urban Development, Office of Policy Development and Research, December 2001; and Martin D. Abravanel and Bohne G. Silber, *Partner Satisfaction with HUD's Performance: 2005 Survey Results and Trends Since 2001*, U. S. Department of Housing and Urban Development, Office of Policy Development and Research, March 2006. See also <http://www.huduser.org/portal/publications/polleg/partnersatis.html>.

- **Directors of Public Housing Agencies (PHAs)** that own/manage 100 or more units of conventional public housing.

- **Directors of Fair Housing Assistance Program (FHAP) agencies.**

- **Directors of Fair Housing Initiatives Program (FHIP) organizations.**

- **Directors of non-profit housing organizations affiliated with the Housing Partnerships Network (HPN).**

- **Owners of Sections 202 and 811 multifamily housing properties.**

PHAs are local public entities created through state-enabling legislation to administer HUD's public housing and Section 8 programs.

FHAPs are state and local government agencies that administer laws and ordinances consistent with federal fair housing laws.

FHIPs are fair housing and other non-profit organizations that receive funding from HUD to assist persons believing they have been victims of housing discrimination; they process housing discrimination complaints, conduct preliminary investigations of such complaints, and engage in education and outreach activities related to housing discrimination.

Previously the National Association of Housing Partnerships (NAHP), the HPN consists of independent non-profit organizations located across the nation that engage in a wide variety of housing-related activities such as development, lending, and housing provision.

Section 202 provides housing with supportive services for elderly persons; Section 811 provides housing with supportive services for persons with disabilities.

- **Owners of HUD-insured (unsubsidized) multifamily housing properties.**

- **Owners of HUD-assisted (subsidized) multifamily housing properties.**

- **Officials of FHA-approved single family mortgage lending institutions.**

These properties have mortgages insured by HUD/FHA that have neither rental assistance nor mortgage interest subsidies. Owners represent a range of entities including: public agencies; non-profit, limited dividend, or cooperative organizations; and private developers and profit-motivated businesses.

These properties are either insured under a HUD/FHA mortgage insurance program that includes a mortgage interest subsidy or provided with some form of HUD rental assistance. Owners may be for-profit businesses or non-profit organizations.

FHA-approved lenders (such as mortgage companies, banks, savings banks, savings and loan associations, credit unions, state or local government agencies, or public or state housing agencies) are authorized, based on their approval type, to originate, underwrite, hold and/or service forward or reverse mortgages, manufactured homes, or property improvement loans for which FHA insurance is provided.

How these partners believe HUD is doing in its quest for management excellence and whether there has been change over time are the primary issues addressed by the 2010 surveys. The complete results and description of the methodology are presented for all partner groups in a separate document, *Partner Satisfaction with HUD's Performance: 2010 Survey Results and Trends Since 2005* (U.S. Department of Housing and Urban Development, May 2011).

This document provides a detailed presentation of survey results for one partner group: Public Housing Agency (PHA) Directors. A comparable document for the 2005 survey can be found on the HUDUSER website.<sup>4</sup>

### The 2010 PHA Directors' survey sample.

Questionnaires were sent to all 1,649 directors of PHAs that owned or managed at least 100 units of conventional public housing. Responses were received from 1,368 of them—constituting an 83 percent response rate.

The questionnaires requested that if the director could not respond to the survey, a knowledgeable person capable of responding on the director's behalf should do so. Ninety percent of survey respondents were PHA directors; 3 percent were deputy directors; 3 percent were other senior agency officials; and 4 percent were other agency employees.

**Reporting results.** Survey highlights are summarized in Part 2, below. In Part 3, respondents' responses to each question are reported on a separate page—as bar charts for easy reference. In Part 4, verbatim responses to open-ended questions—edited to protect the identities of respondents—are reported. A facsimile of the survey questionnaire appears in the appendix.

As a guide to using Part 3, please note that respondents who answered “don't know” to any particular question are included in the percentage distribution of

responses but not shown in the bar charts; hence, the sum of the responses displayed may not equal 100 percent. However, respondents who did not answer any particular question are excluded from the percentage distribution of responses. The number of respondents answering each question (including answering “don't know”) is shown in parentheses above each bar.

For each question, survey results are displayed as follows:

- **For the total partner group.** The left most bars on each page display the results for the question shown at the top of the page, for the total partner group. If the same question asked in 2010 had been asked in 2005, the 2005 results are also displayed for comparison purposes.
- **By agency size.** For the purpose of the HUD partner survey, small PHAs are those that own at least 100 units of conventional public housing and manage/administer up to 249 conventional units or vouchers. Those owning at least 100 units of conventional public housing and managing/administering 250 or more conventional units or vouchers are considered to be “large/medium.”
- **By field office size.** The procedure used in this report for designating HUD field offices as either “large” or “medium/small” was established by HUD's Office of

<sup>4</sup> [http://www.huduser.org/portal/Publications/pdf/PHA\\_binder.pdf](http://www.huduser.org/portal/Publications/pdf/PHA_binder.pdf)

Field Policy and Management for earlier HUD partner surveys. Because there have been some office changes since those surveys, the list of 2010 field offices was reviewed by the Office of Field Policy and Management to ensure consistent designation for reporting 2010 survey results.

- **By the respondent's frequency of contact with HUD.** Respondents were asked how frequently they had contact with HUD during the past twelve months—with possible response categories of “very frequent,” “somewhat frequent,” and not very frequent.” Results are reported separately for each category.
- **By the respondent's job title/position.** Results are displayed separately for (a) PHA directors and (b) others who may have responded to the survey on behalf of the director.
- **By the respondent's years of interaction with HUD.** Results are displayed separately for respondents who had (a) less than 10 years or (b) 10 or more years of interaction with HUD.
- **By the respondent's perception of the nature of their HUD-partner relationship.** Respondents were asked if they viewed their relationship with HUD as involving mainly support (such as in the form of funding, technical assistance, information), mainly regulation (consisting of HUD making rules, assuring compliance with them, making assessments, etc.) or equal amounts of support and regulation. Results are shown separately for those perceiving (a) mainly regulation and (b) mainly support or equal amounts of support and regulation.

## PART 2: SURVEY RESULTS IN BRIEF

Part 3 displays responses to each survey question asked of PHA directors as well as the number of respondents. This Part provides a brief executive summary of those results.

**Satisfaction with HUD's overall performance.** Three of every four PHA directors (74%) were satisfied with HUD's overall performance in 2010. This level of satisfaction represents a statistically significant improvement over 2005, when 65 percent of PHA directors expressed overall satisfaction. It is particularly noteworthy that there has been a substantial increase in the proportion of PHA directors expressing satisfaction with HUD over the last decade: at the time of the base survey, in 2001, only 44 percent voiced overall satisfaction.

**Satisfaction with HUD's programs and program administration.** Seventy eight percent of PHA directors were satisfied with the HUD programs with which they dealt and 60 percent were satisfied with the way HUD ran those programs. These satisfaction levels constituted statistically significant improvements over 2005, when 65 percent expressed satisfaction with HUD's programs and 50 percent expressed satisfaction with the way HUD ran them.

**Relations between HUD and PHAs.** PHA directors characterized the relations between their agencies and HUD in 2010 as "very good" (47%), "good" (48%), or "bad"/"very bad" (4%)—roughly similar to the distribution observed in 2005: "very good" (45%), "good" (50%), and "bad"/"very bad" (5%). In 2010, 61

percent said relations had improved over the past several years as compared to 49 percent who responded similarly in 2005.

**HUD's communications regarding public housing.** Thirty nine percent of PHA directors concluded that HUD's public communications (such as to Congress and the media) about public housing had generally made it easier for them to accomplish their agencies' objectives; 21 percent said they had made it harder; and 28 percent said they had no effect. These evaluations represent an improvement since 2005—when 28 percent said such communications had made it easier for them and 43 percent said they had made it harder.

**Functional clarity.** PHA directors characterized the functional responsibilities of the different offices, hubs or centers they worked with at HUD as being "very clear" (18%), "somewhat clear" (51%), "somewhat unclear" (17%), or "very unclear" (5%). This constitutes substantial improvement over the previous decade: compared to 22 percent who said unit functions and responsibilities were either very or somewhat unclear in 2010, 32 percent reported similar confusion in 2005 and nearly 60 reported the same in 2001.

**Perceived nature of partner-HUD relationship.** Most PHA directors saw their relationship with the Department as having involved mainly support by HUD (in the form of funding, technical assistance, information, etc.) or equal amounts of support and regulation (the latter consisting of HUD making rules, assuring compliance with them, making assessments, etc.). Roughly one of

every four PHA directors, however, considered their relationship with HUD to have mainly entailed regulation. Consistently, a smaller proportion of the latter (compared to others) were satisfied with HUD over the full range of issues covered by the 2010 survey.

**Changes at HUD.** PHA directors were divided as to whether earlier organizational changes at HUD [such as consolidation of previously independent offices under the Real Estate Assessment Center (REAC) or establishment of the PIH Information Center (PIC)] had made things “better” (56%), “worse” (33%), or “not had much effect” (12%). The proportion believing such changes had made things better, however, increased since 2005 when it was 42 percent. Likewise, PHA directors were divided as to whether outsourcing project-based Section 8 program monitoring through third-party entities such as Performance Based Contract Administrators had made things “better” (40%), “worse” (45%), or “not had much effect” (15%). The proportion believing this change had been for the better increased since 2005, when it was 28 percent.

**Agency size.** Fairly consistently over the range of issues covered by the survey, directors of small PHAs (those owning at least 100 units of conventional public housing and managing/administering up to 249 conventional units or vouchers) were somewhat more satisfied than were those who managed/administered 250 or more units/vouchers.

**Satisfaction with individual aspects of PHA-HUD interactions.** As shown in the table on the next page, PHA

directors expressed a range of opinions about aspects of their interactions with HUD.

- *High levels of satisfaction* (of 80 percent or more, highlighted in teal) were expressed regarding the responsiveness and competence of the HUD people with whom they dealt, the timeliness of funds distribution by HUD, and the quality of information received from HUD.
- *Lower levels of satisfaction* were noted with respect to a range of other relationship issues. However, there are some significant improvements between 2005 and 2010. For example, in 2005, 55 percent of PHA directors were satisfied with HUD's capacity to collect and make available tenant (HUD-50058) data and reports in the PIC system; this improved to 76 percent in 2010. In 2005, 55 percent of PHA directors were satisfied with the quality of technical assistance and guidance received from PIC and REAC related to electronic transmission of information; in 2010, this improved to 69 percent. And, in 2005, 56 percent of PHA directors expressed satisfaction with HUD's ability to accurately monitor income and rent policies through the Rental Housing Integrity Improvement Project (RHIP); this improved to 65 percent in 2010.
- *Low levels of satisfaction* (below 50 percent, highlighted in brown) were voiced regarding: the quality of support and technical assistance PHAs received for implementing asset management; the clarity of HUD's rules and requirements; physical inspections performed by REAC; and the time commitment required to comply with HUD's reporting requirements.

Satisfaction with Various Aspects of HUD-PHA Interactions	Percent Satisfied	
	2010	2005
Responsiveness of HUD people	82%	82%
Competence of HUD people	80%	78%
Timeliness of funds disbursed by HUD for the PHA	81%	81%
Quality of information received from HUD	80%	74%
Ability to reach HUD people	79%	74%
The Enterprise Income Verification (EIV) system	79%	NA
HUD's current capacity to monitor and provide oversight of agency activities	78%	72%
Extent to which HUD employees have knowledge, skills and ability to do their work	77%	72%
HUD's current capacity to collect and make available tenant (HUD-50058) data and reports in the PIH Information Center (PIC) system	76%	55%
Ability of HUD field office personnel to consistently and reliably interpret regulations pertaining to grants and programs	73%	74%
Quality of guidance from HUD	71%	67%
The Section Eight Management Assessment Program (SEMAP)	70%	63%
Quality of technical assistance and guidance received about PIC and from REAC related to electronic transmission of information to HUD	69%	55%
Timeliness of financial information received from HUD	65%	62%
HUD's ability to accurately monitor income and rent policies through the Rental Housing Integrity Improvement Project (RHIP)	65%	56%
Consistency of guidance from HUD	64%	59%
Quality of HUD support and technical assistance related to improving the energy efficiency of housing supported by HUD programs	63%	NA
Grants.gov—considering such things as ease of use, usefulness, etc.	62%	NA
Timeliness of information from HUD	62%	59%
Electronic financial reporting to REAC	62%	74%
The Public Housing Assessment System (PHAS)	59%	58%
Timeliness of decision making by HUD	52%	47%
The amount of support and technical assistance for implementing asset management	50%	NA
The quality of support and technical assistance for implementing asset management	49%	NA
Clarity of HUD rules and requirements	47%	42%
Physical inspections performed by REAC	46%	42%
Time commitment required to comply with HUD reporting requirements	44%	44%

**Usefulness of training and technical assistance.** PHA directors considered certain types of HUD training and technical assistance approaches to be somewhat more useful than others, as follows:

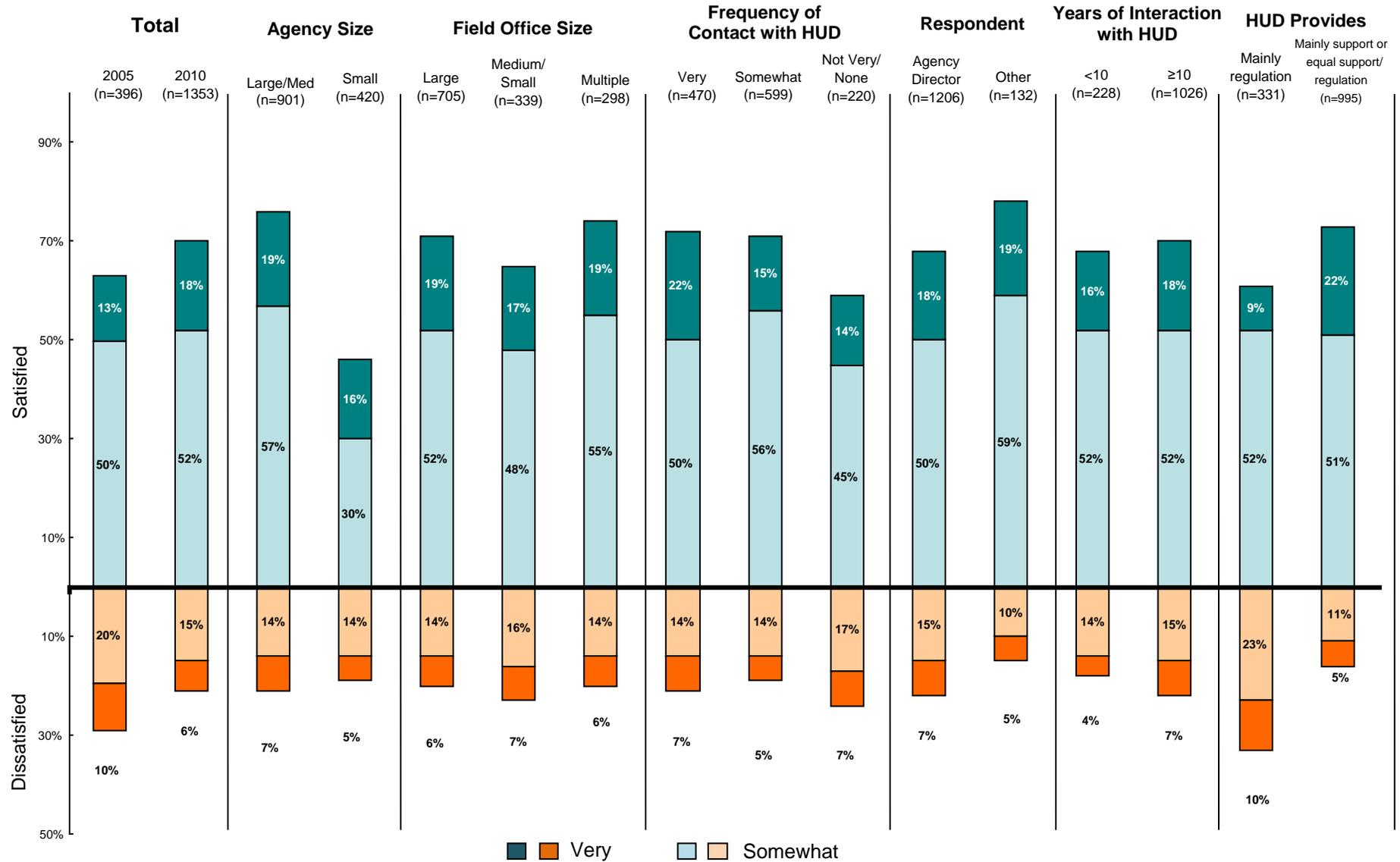
Approach	Very Useful	Some-what Useful	Not too Useful	Not Useful At All	Have Not Used
HUD's Webpage	35%	51%	11%	2%	1%
HUD-sponsored conferences	35%	44%	7%	1%	11%
HUD's Webcast training	27%	51%	11%	2%	8%
HUD-sponsored satellite broadcasts	24%	46%	13%	2%	13%
Training programs conducted by contractors	20%	44%	7%	1%	19%
HUD participation in panel discussions and training sessions set up by non-HUD groups	27%	35%	11%	2%	16%

Row totals may not equal 100% because of either rounding error or non-response to particular questions.

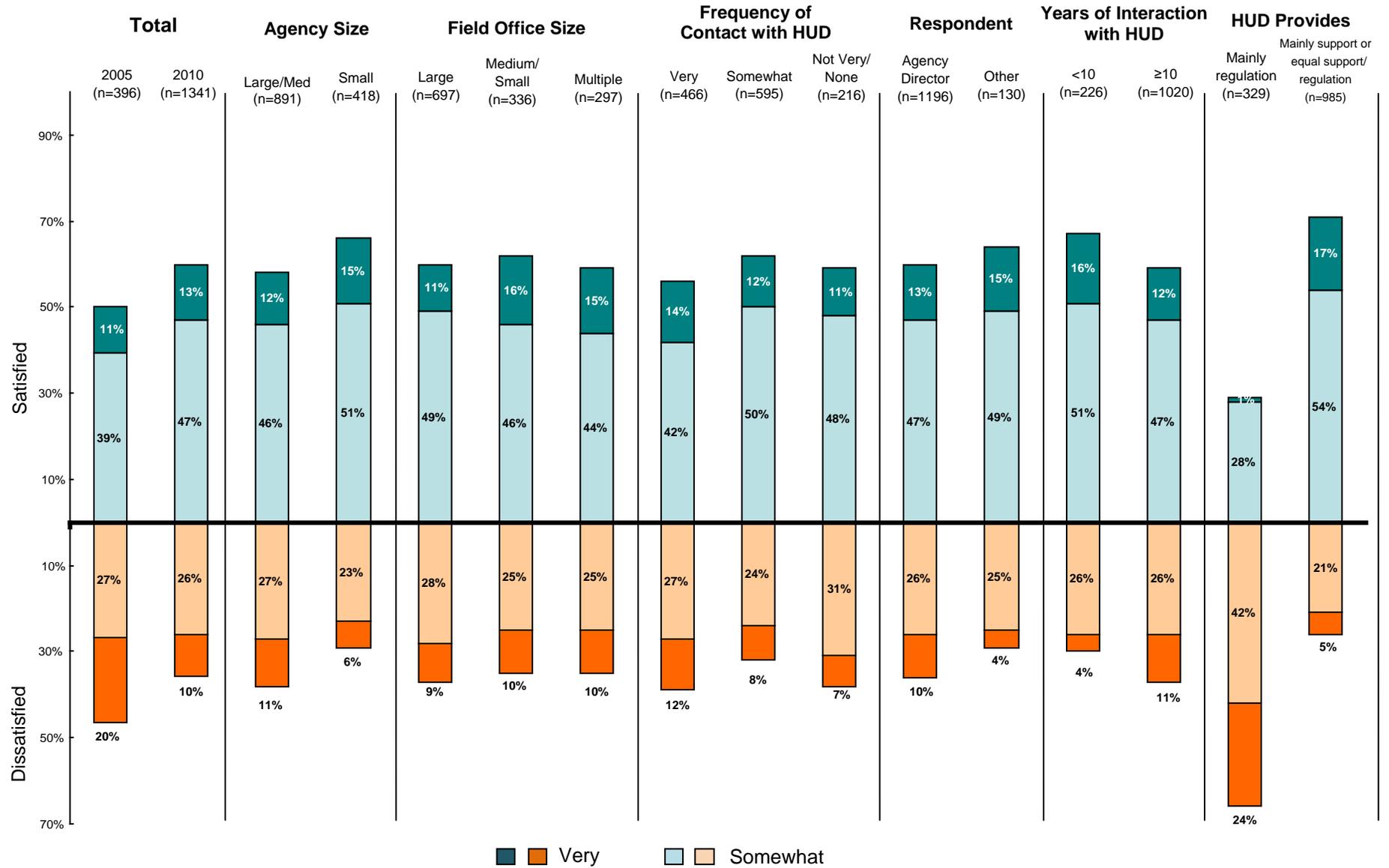
**Effectiveness of communications.** As tools for communicating with its partners, HUD has increasingly relied on electronic transmission of information, including notices or guidance. PHA directors were asked about the effectiveness of various communications media: 60 percent considered e-mail to be very effective and 36 percent considered it to be somewhat effective; 37 percent considered HUD's listservs to be very effective and 45 percent considered them to be somewhat effective; and 27 percent considered HUD's website postings to be very effective and 52 percent considered them to be somewhat effective.

**PART 3: BAR CHARTS FOR EACH SURVEY QUESTION**

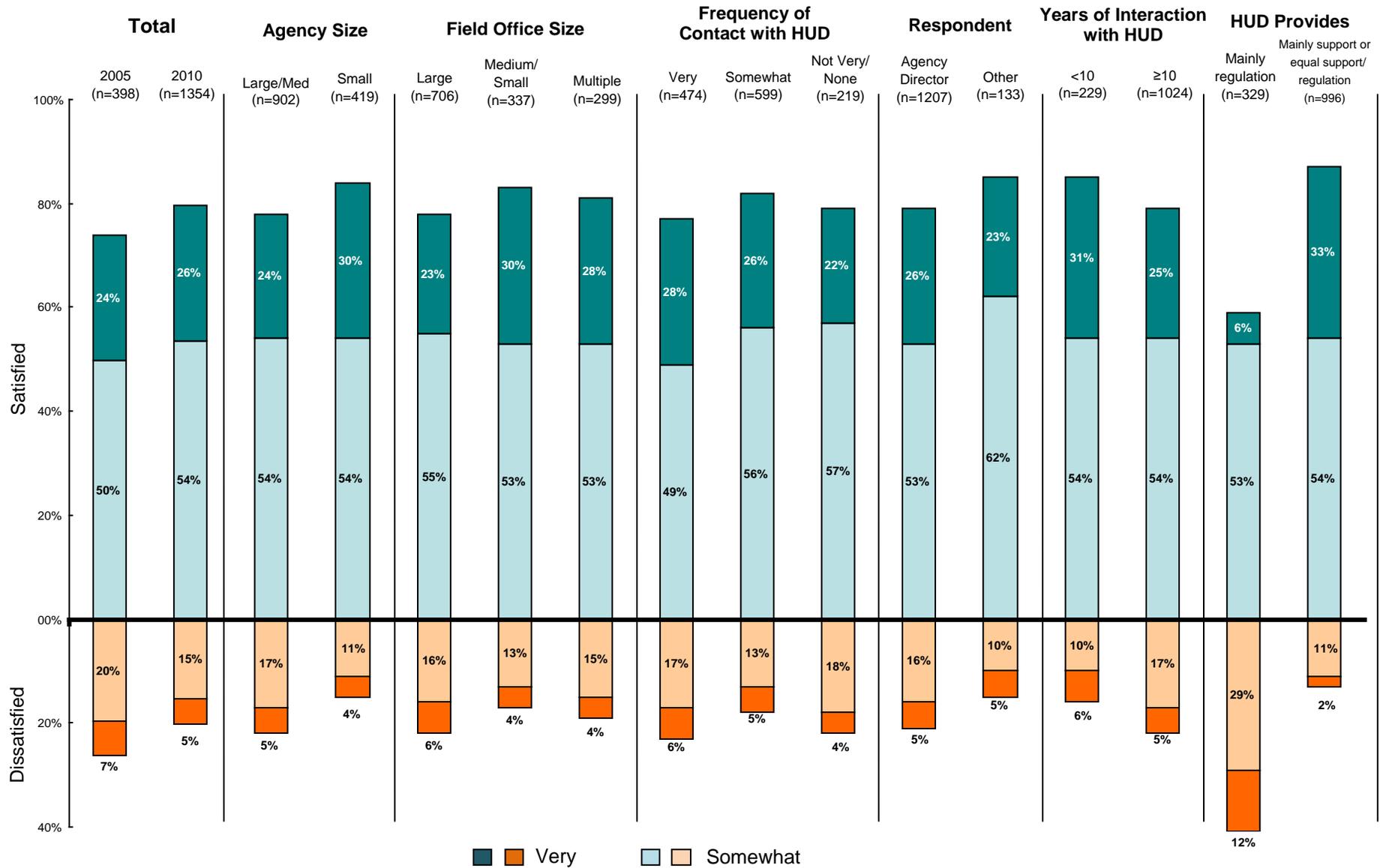
**Question 4a.** Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the HUD programs you currently deal with?



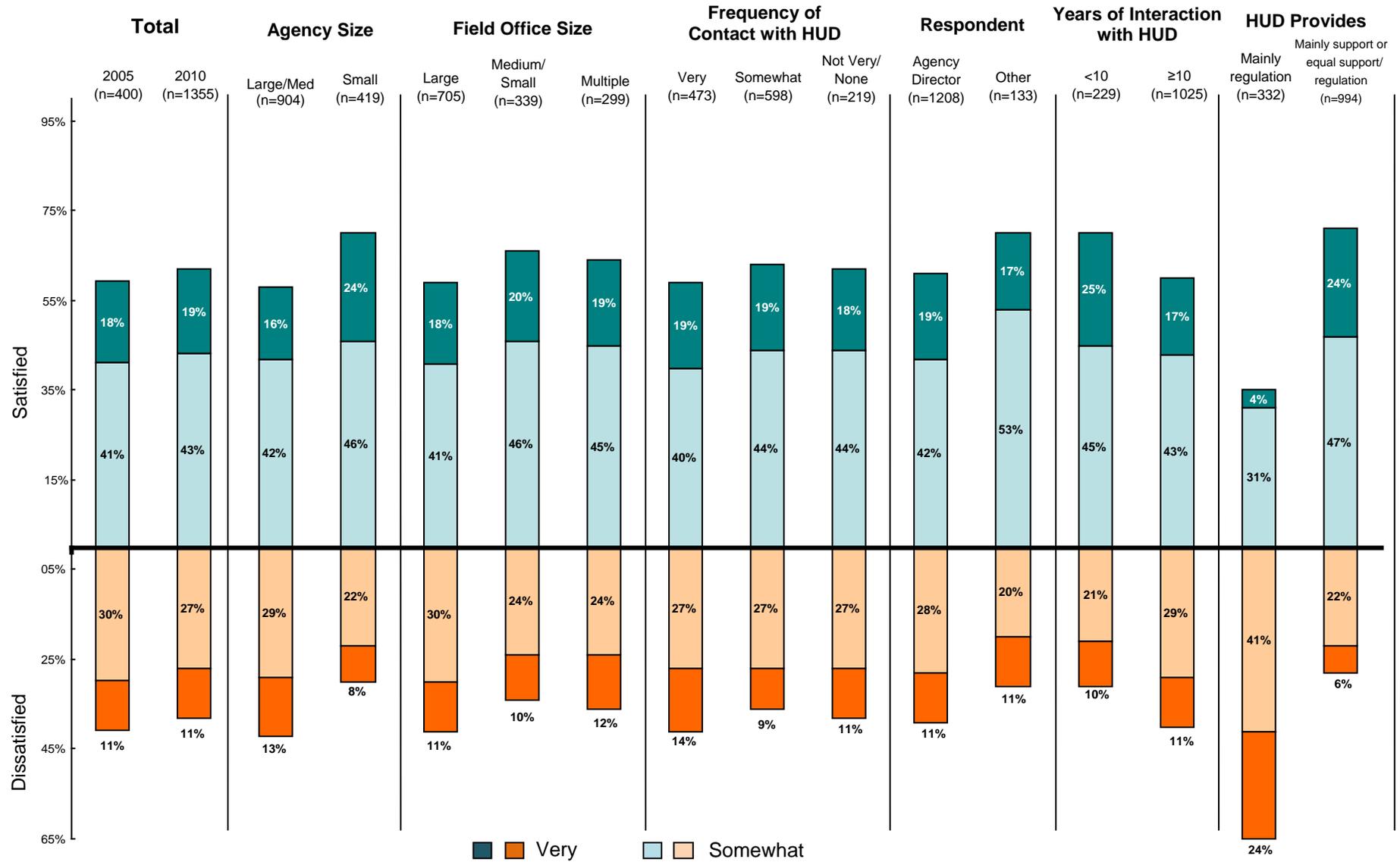
**Question 4b.** Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the way HUD currently runs those programs?



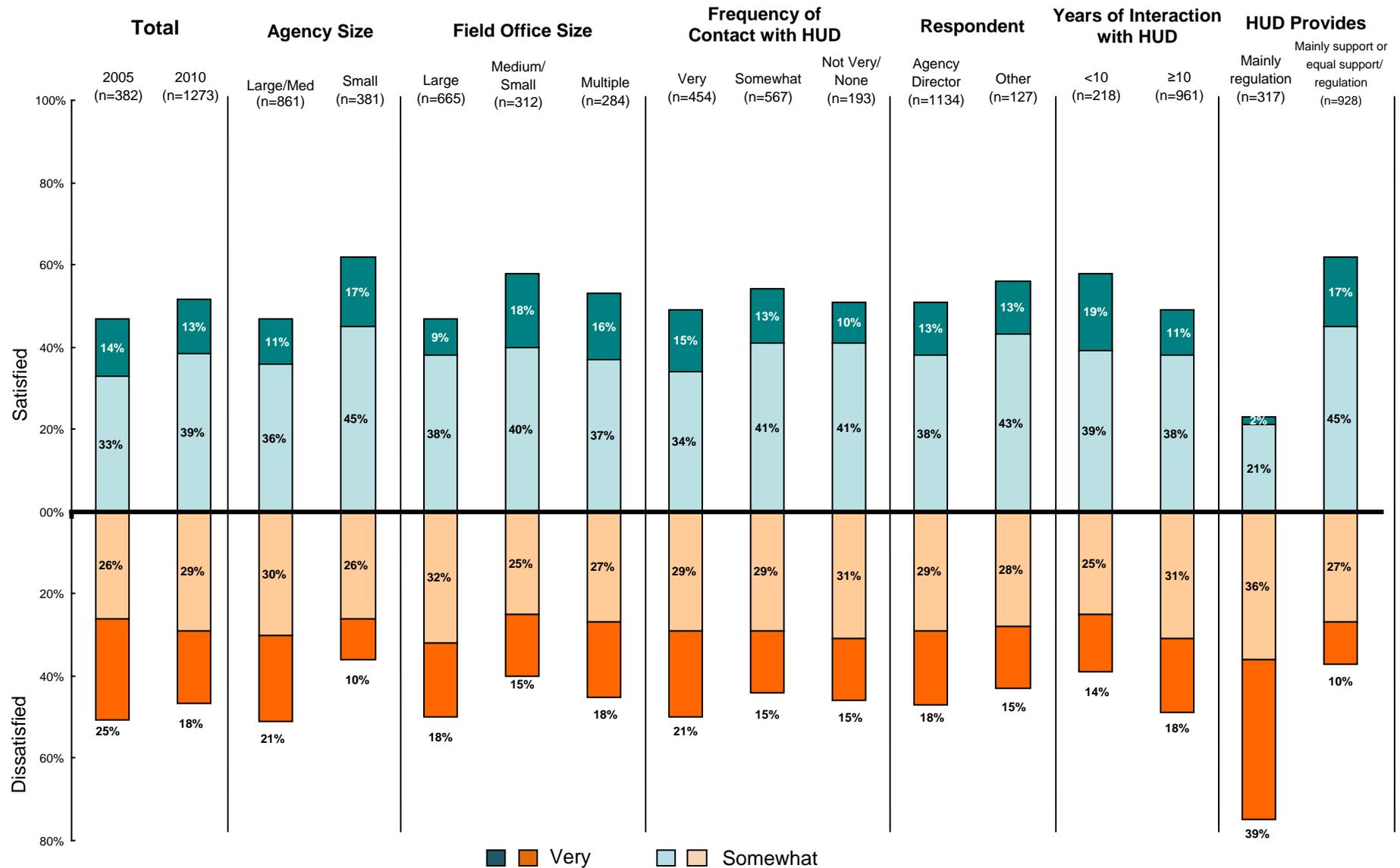
**Question 5a.** How satisfied or dissatisfied are you, in general, with the quality of the information you currently receive from HUD?



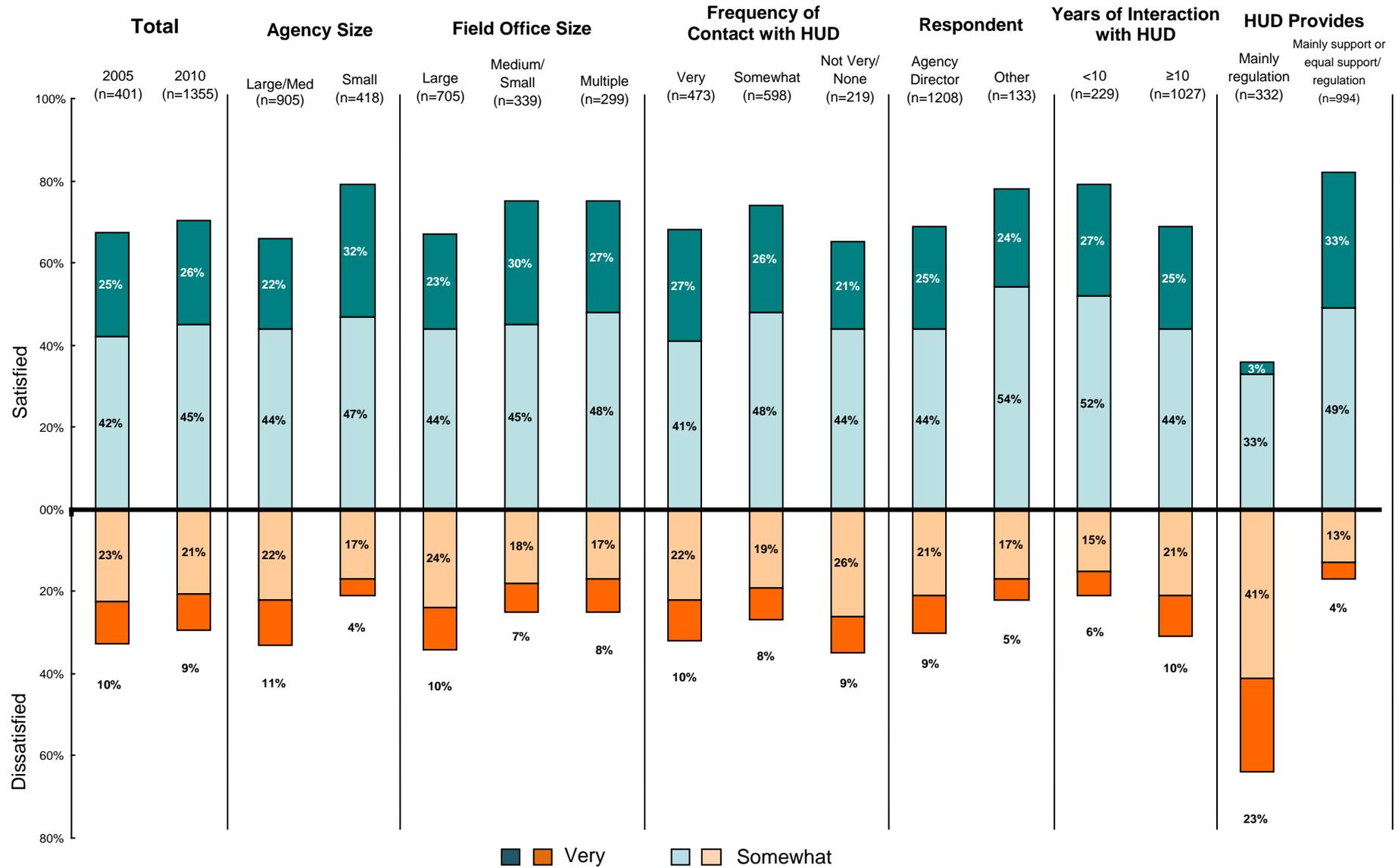
**Question 5b.** How satisfied or dissatisfied are you, in general, with the timeliness of the information you currently receive from HUD?



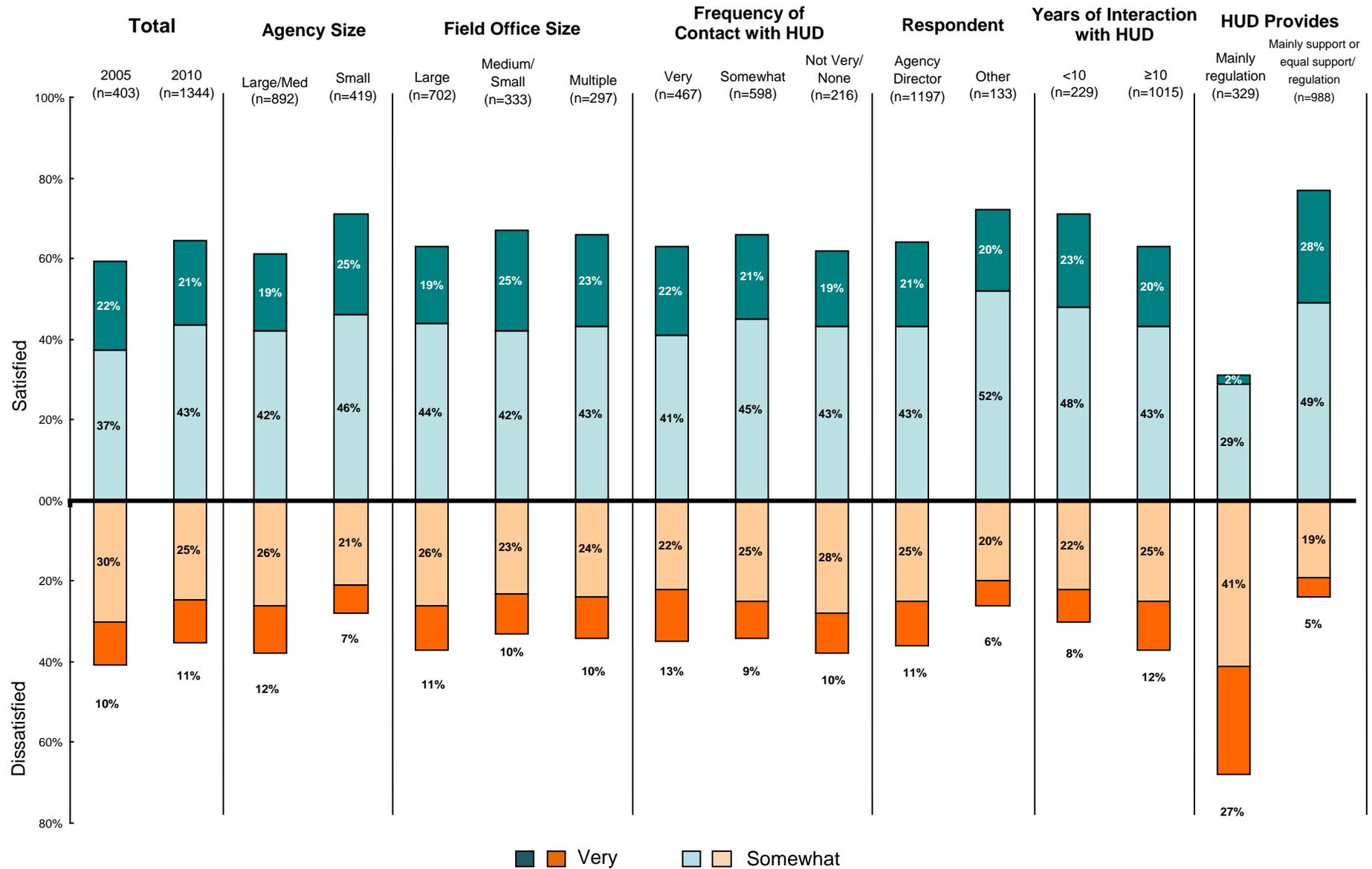
**Question 5c.** How satisfied or dissatisfied are you, in general, with the timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)?



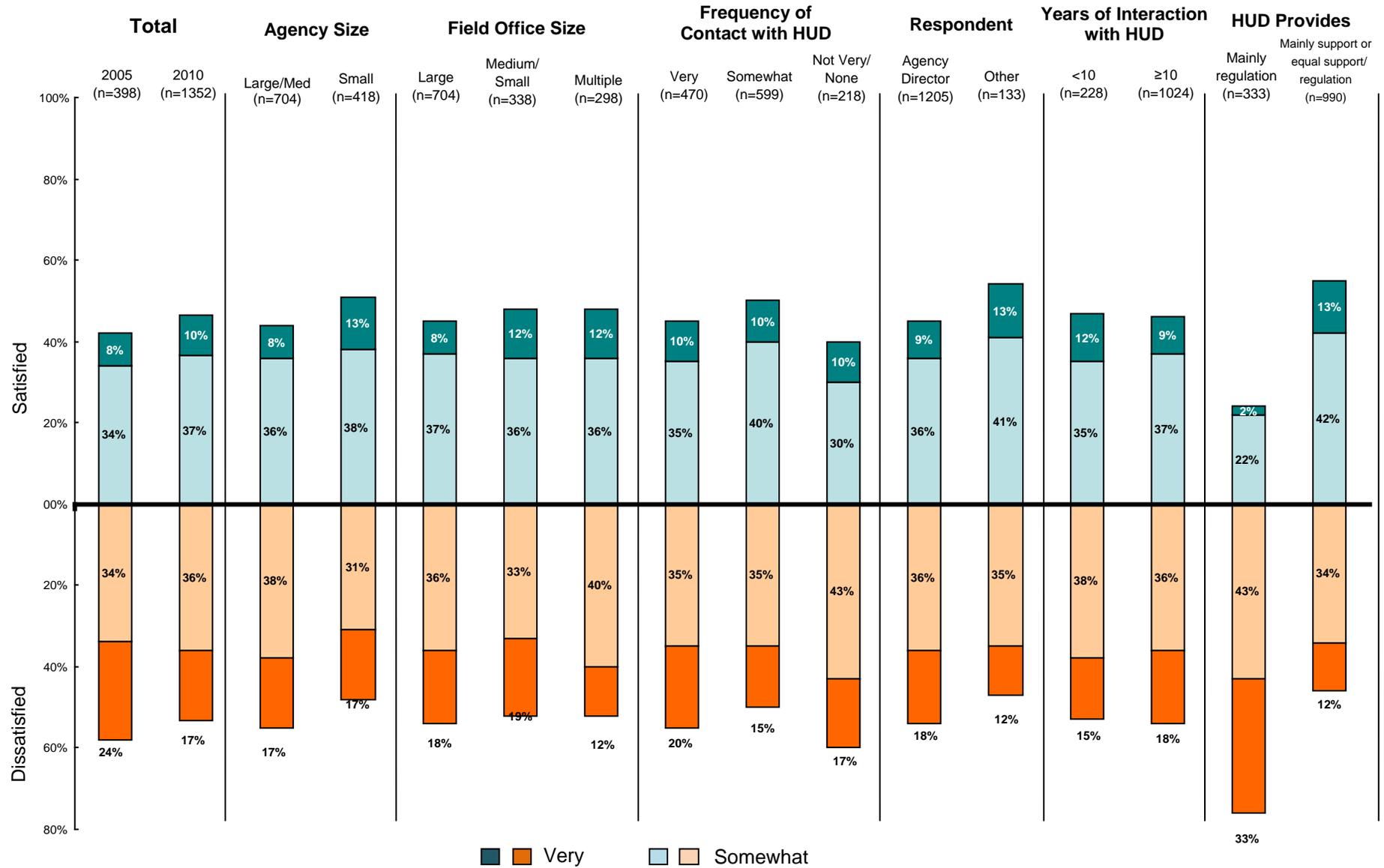
**Question 5d.** How satisfied or dissatisfied are you, in general, with the quality of guidance you currently get from HUD?



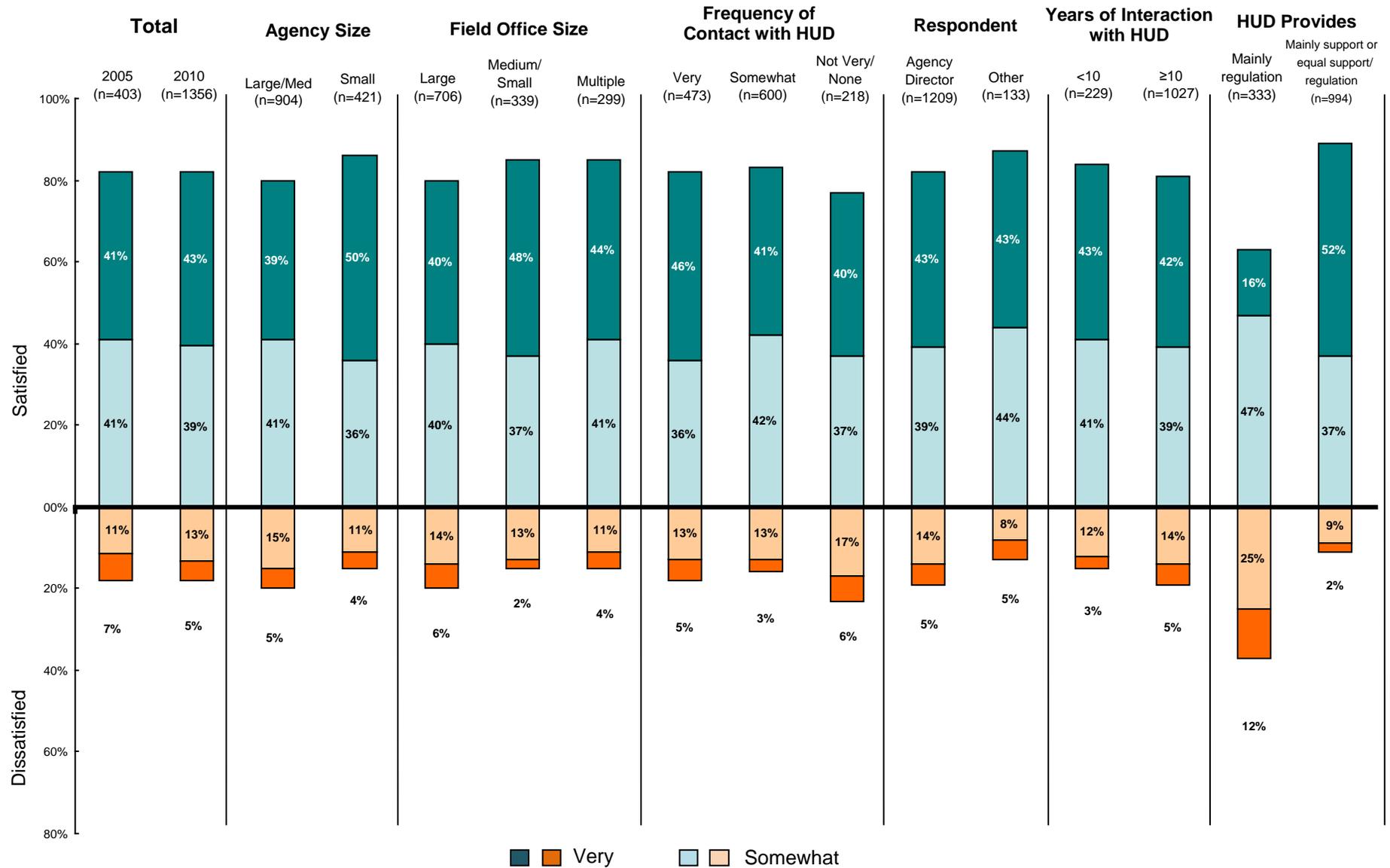
**Question 5e.** How satisfied or dissatisfied are you, in general, with the consistency of guidance you currently get from HUD?



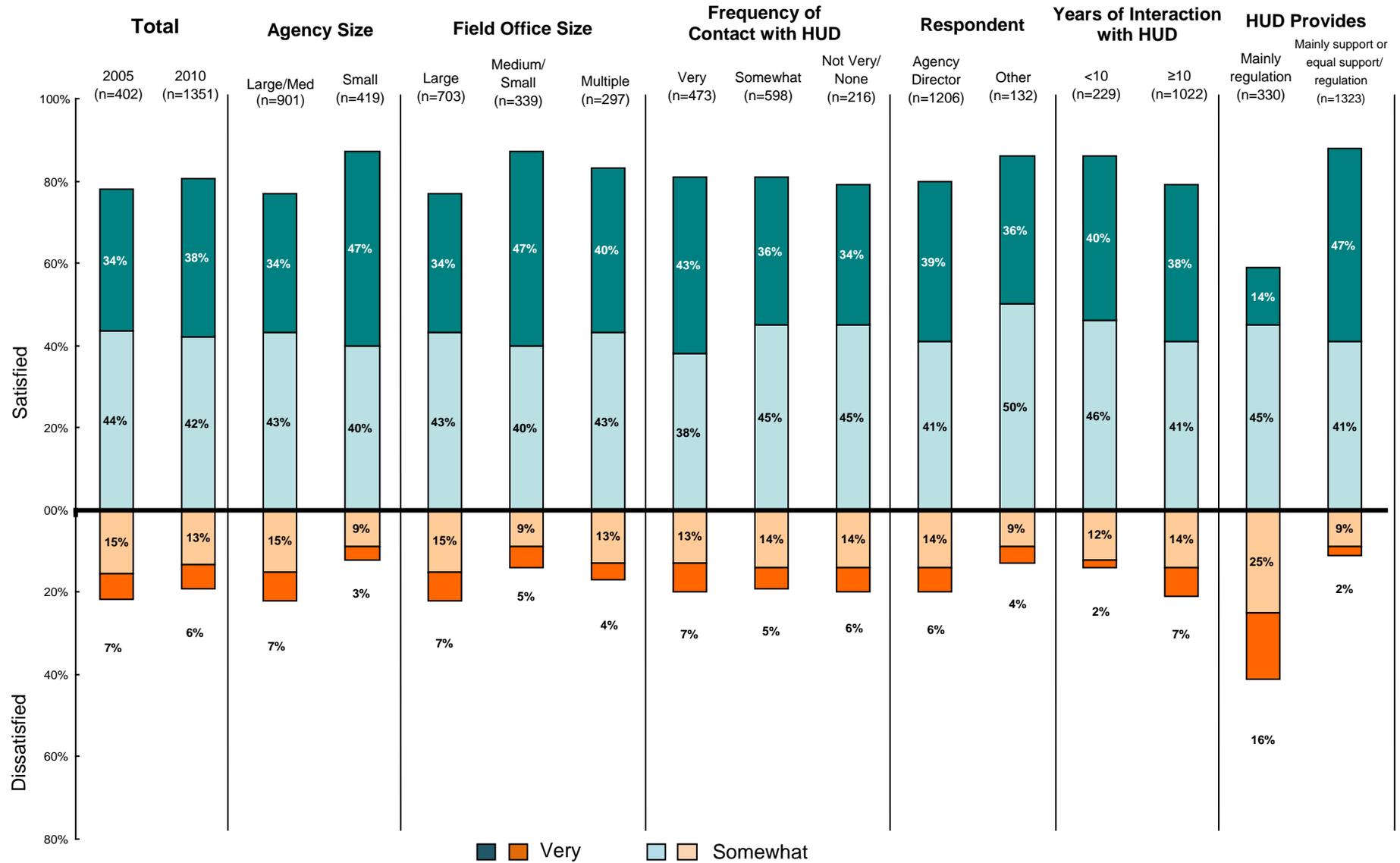
**Question 5f.** How satisfied or dissatisfied are you, in general, with the clarity of HUD rules and requirements that apply to your agency?



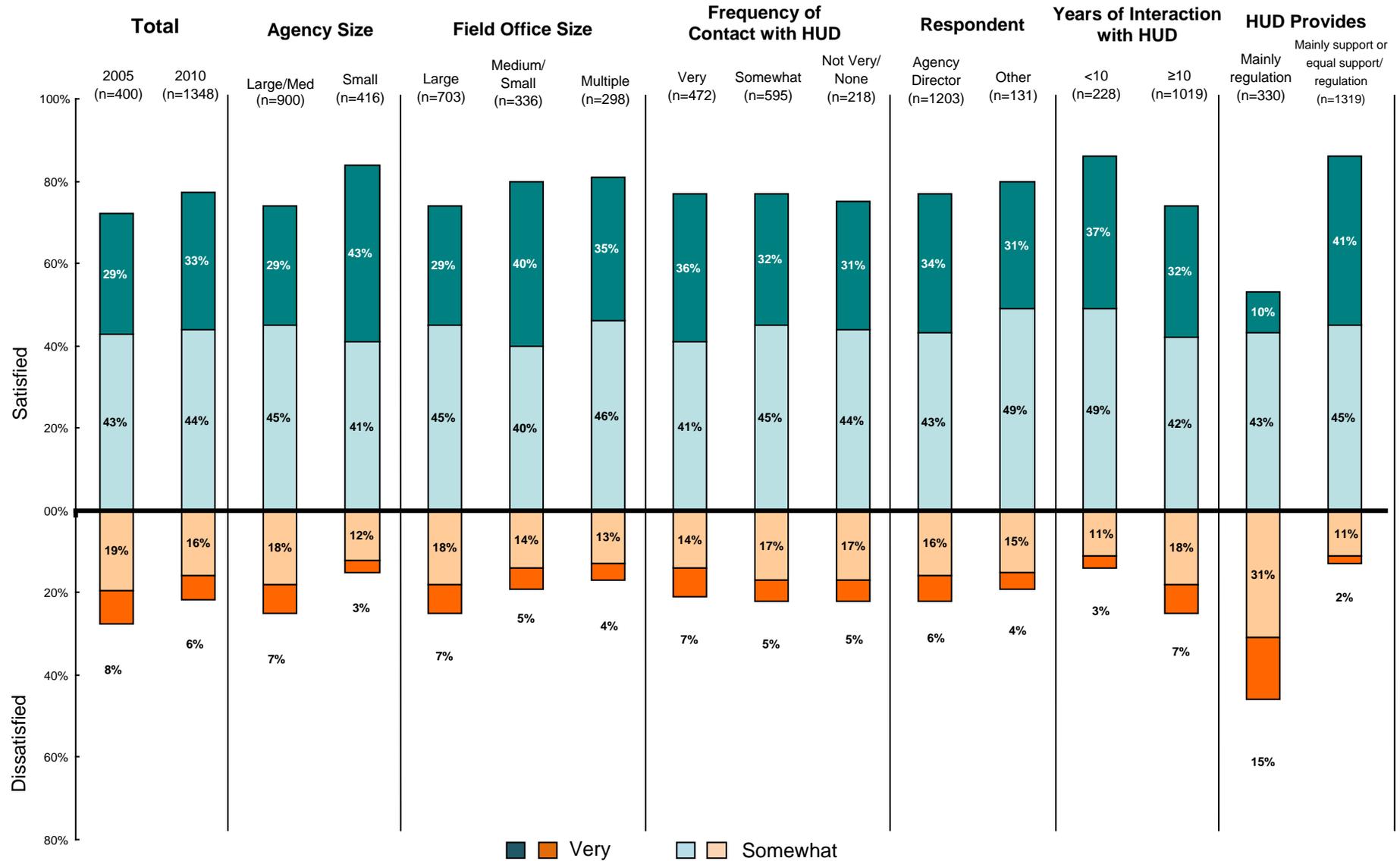
**Question 5g.** How satisfied or dissatisfied are you, in general, with the responsiveness of the people with whom you currently deal at HUD?



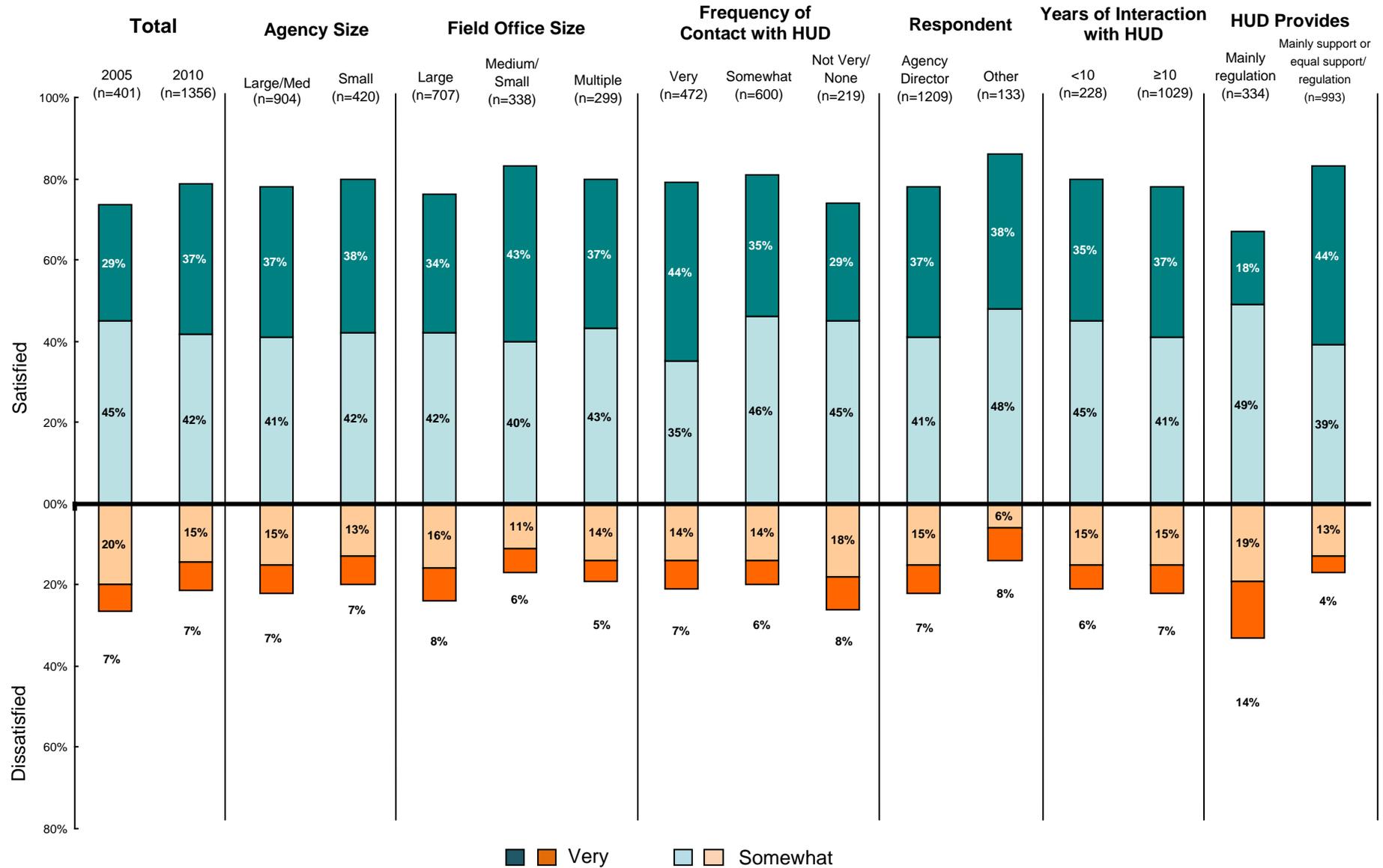
**Question 5h.** How satisfied or dissatisfied are you, in general, with the competence of the people with whom you currently deal at HUD?



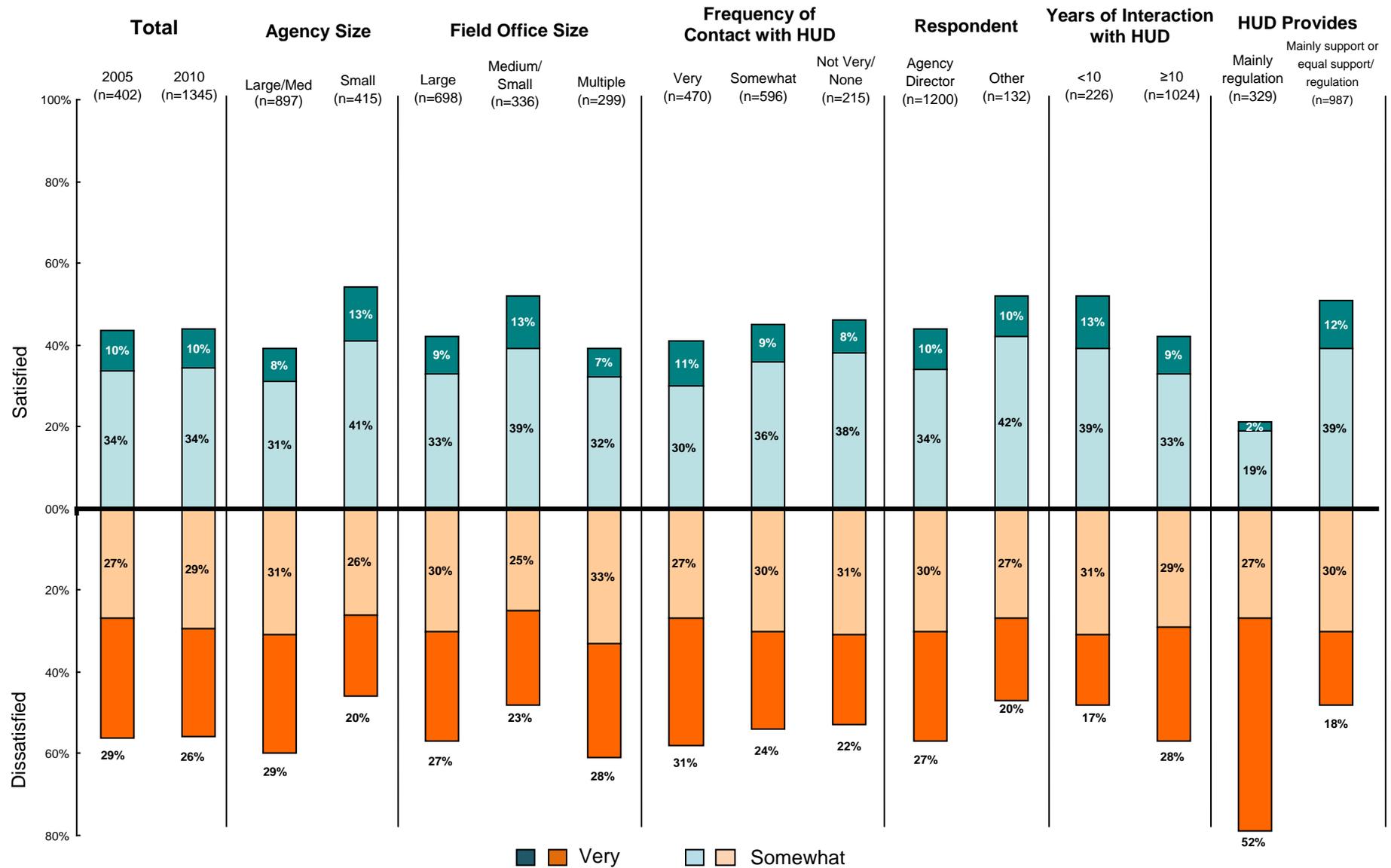
**Question 5i.** How satisfied or dissatisfied are you, in general, with the extent to which HUD employees have the knowledge, skills, and ability to do their work?



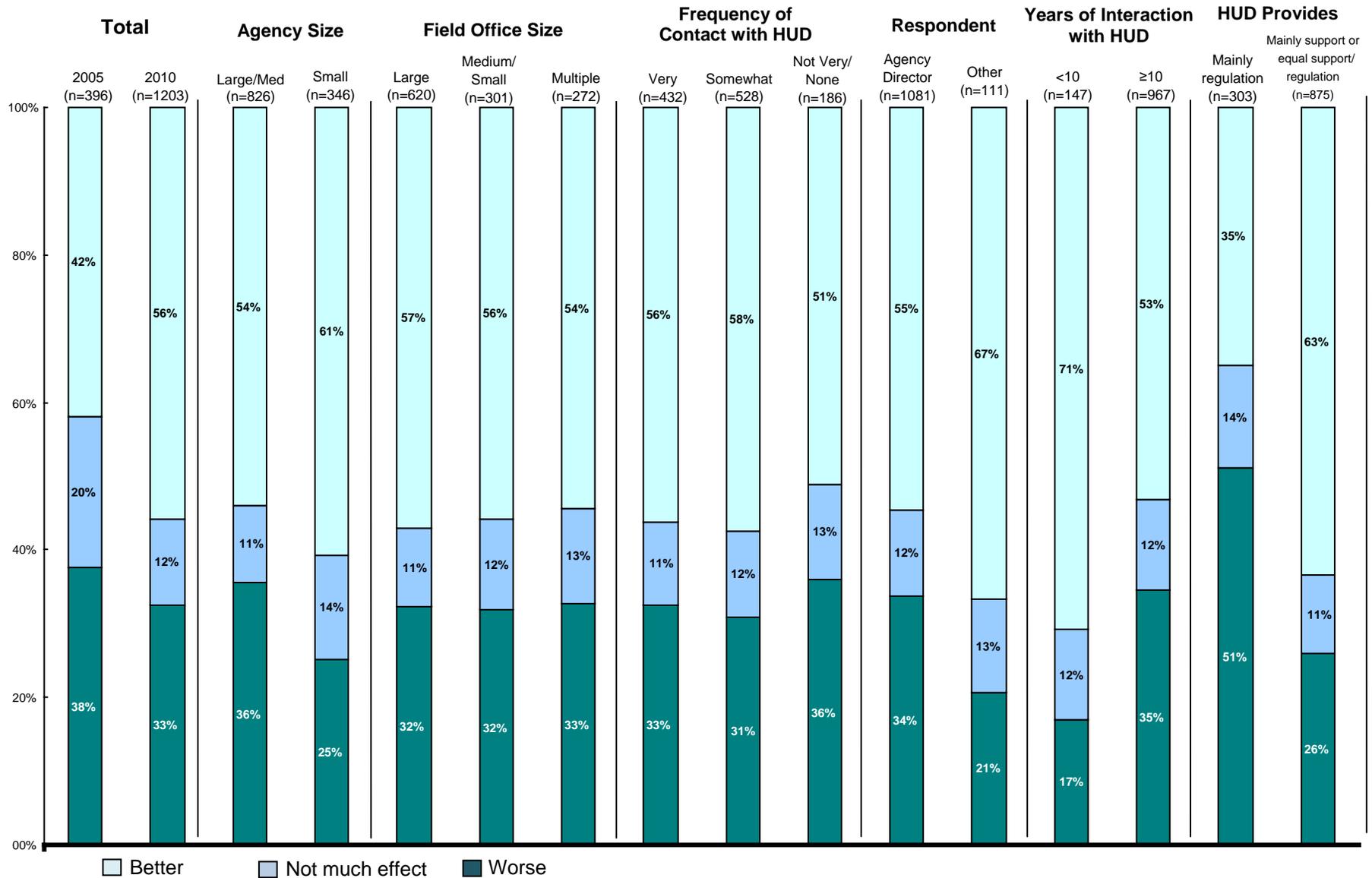
**Question 5j.** How satisfied or dissatisfied are you, in general, with your ability to reach the people at HUD whom you need to contact?



**Question 5k.** How satisfied or dissatisfied are you, in general, with the time commitment required to comply with HUD reporting requirements (e.g., for REAC or PIC)?

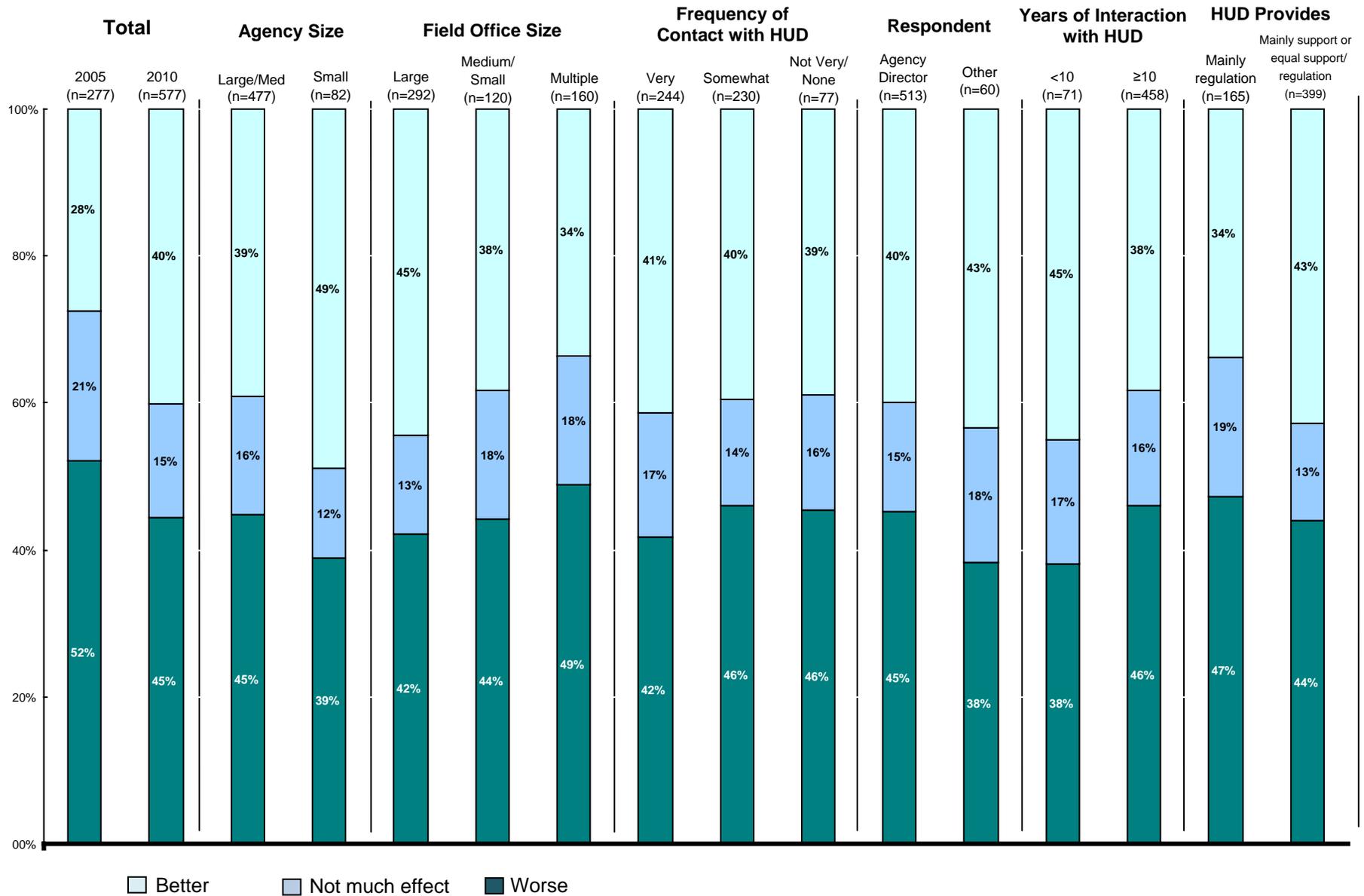


**Question 6a.** Have organizational changes, such as consolidation of previously independent offices under other offices, made HUD better or worse, or have they not had much effect?

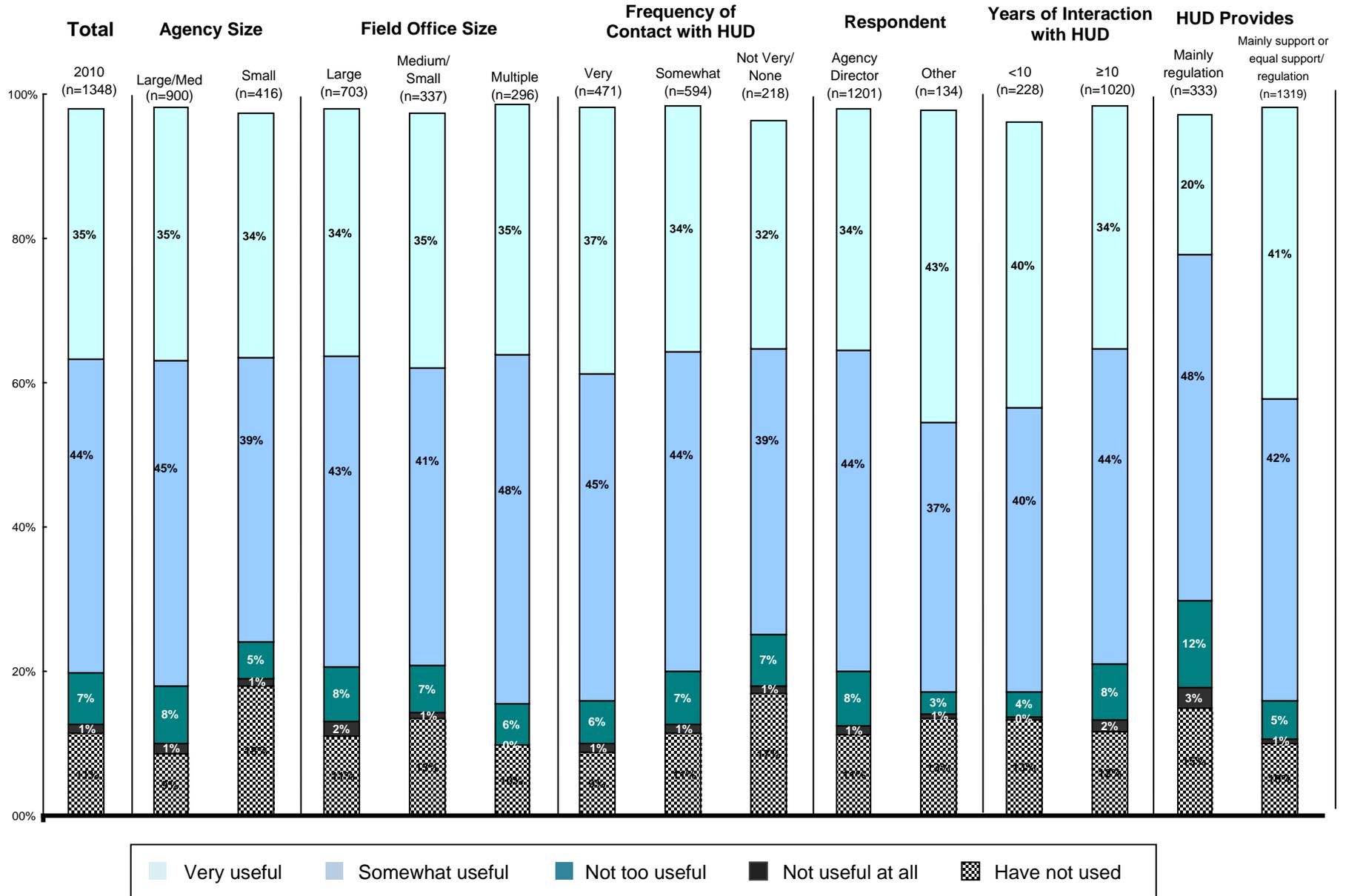


This chart excludes 105 respondents who answered don't know or not applicable or skipped the question.

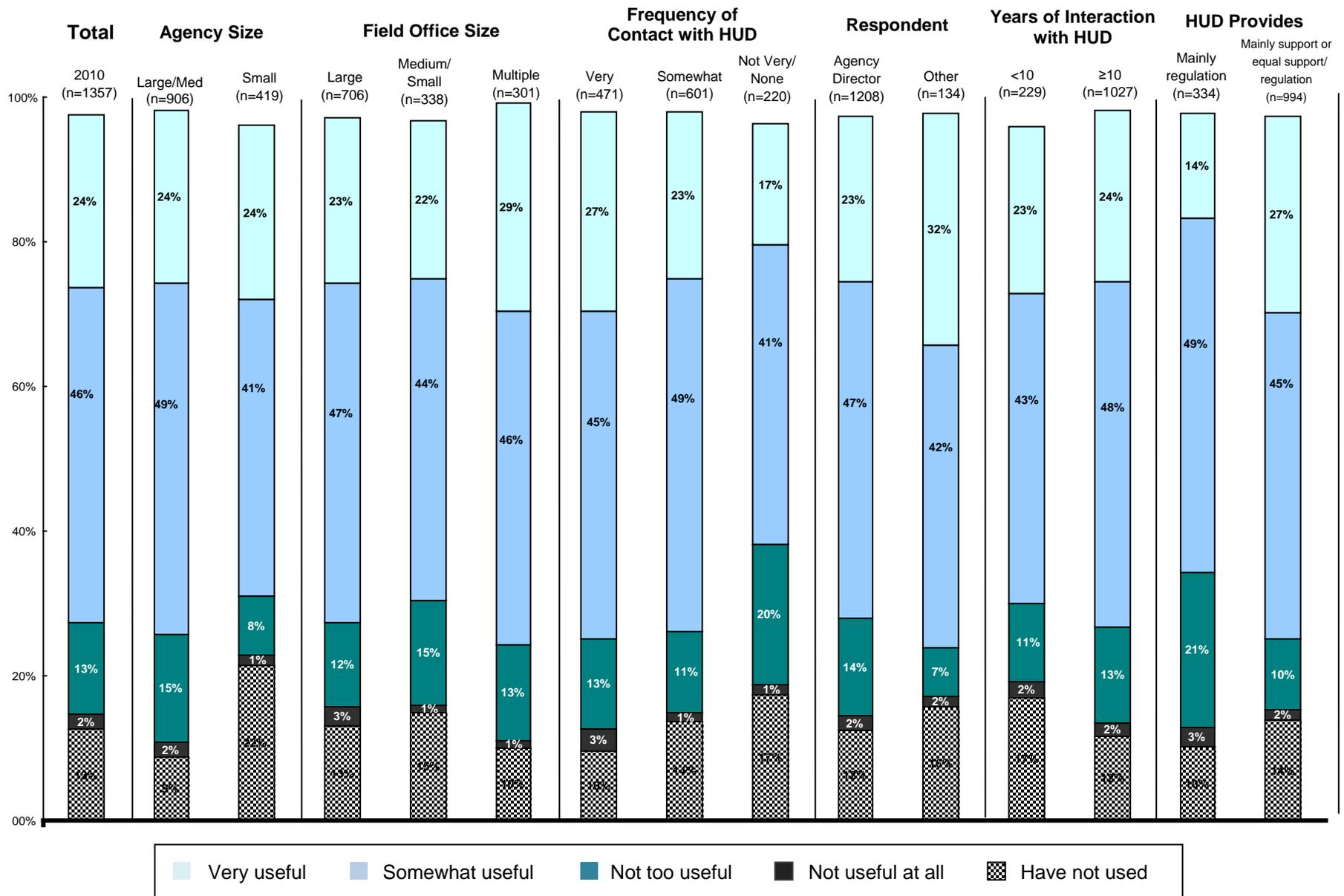
**Question 6b.** Over the past several years HUD has made some changes to project-based Section 8 program monitoring through outsourcing to a third-party entity. In general, have these changes made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect?



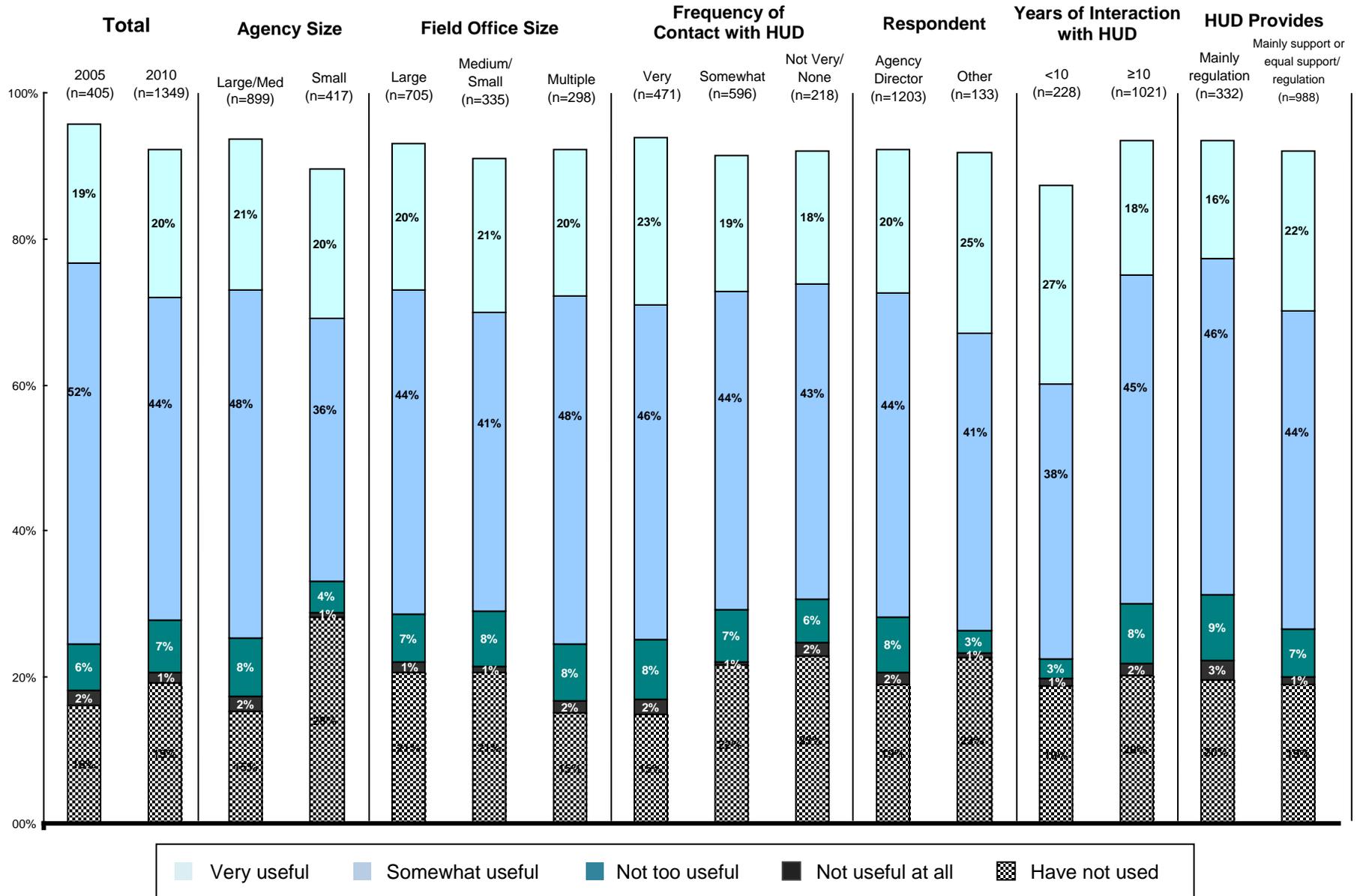
**Question 7a.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored conferences?



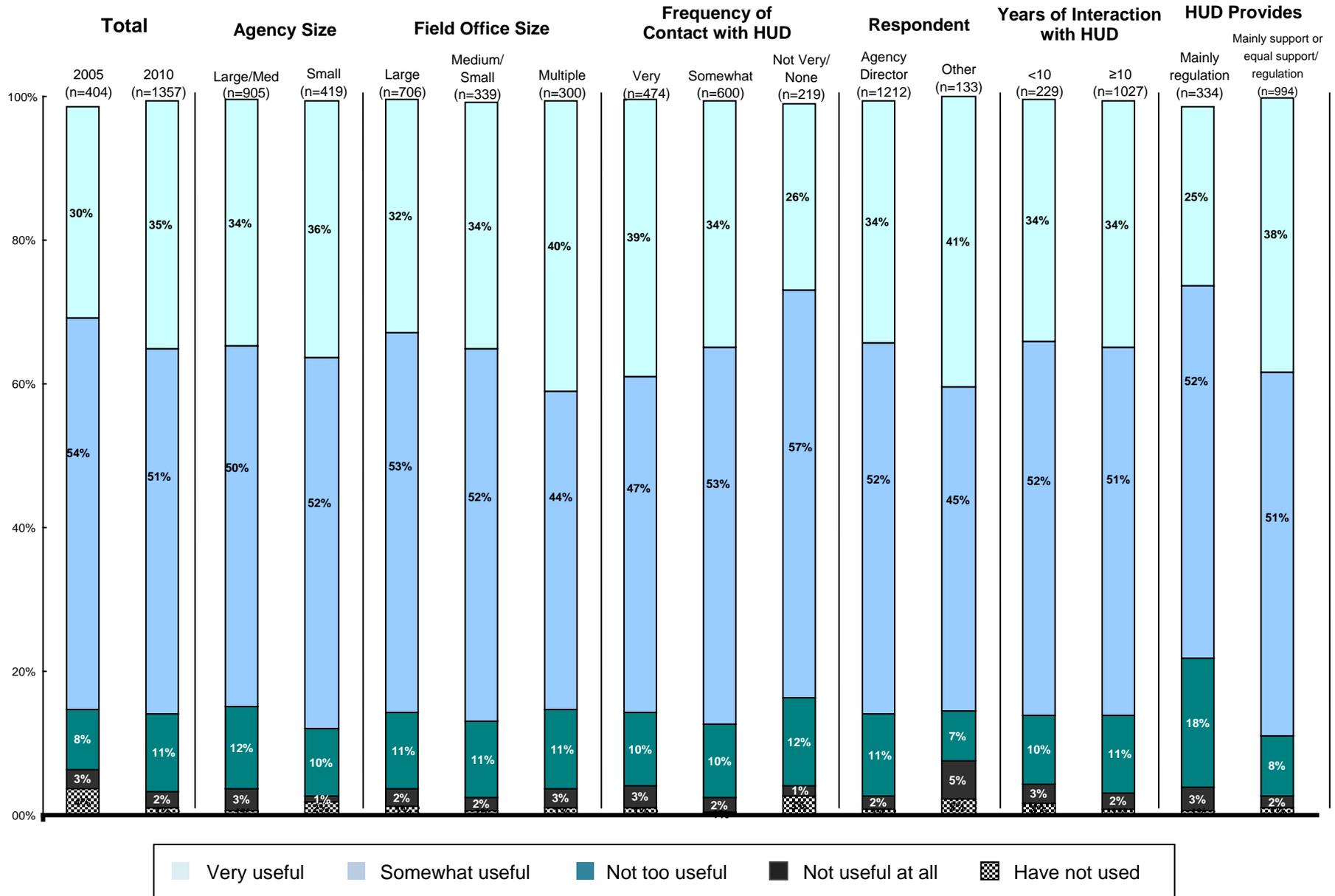
**Question 7b.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored satellite broadcasts?



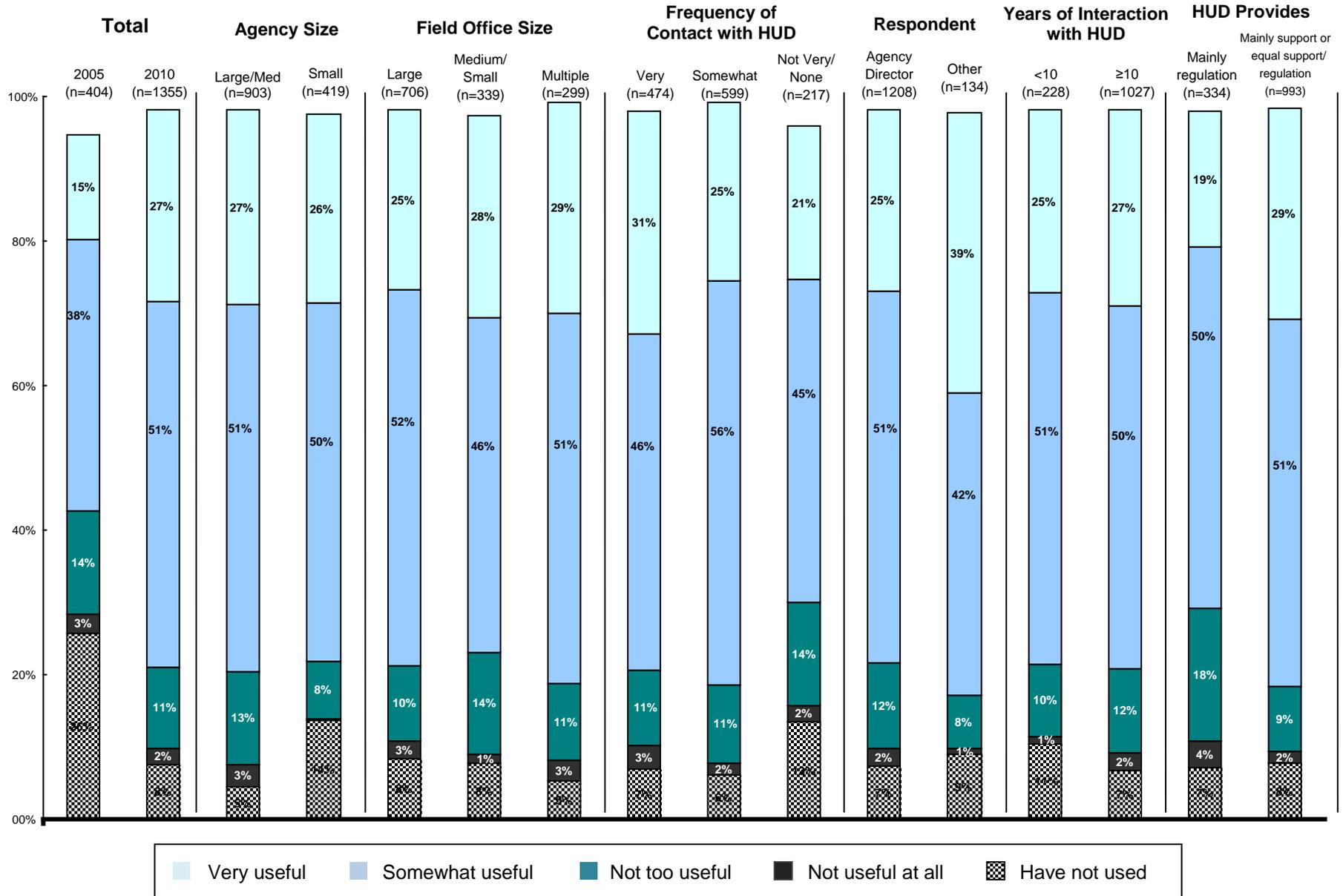
**Question 7c.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored training programs conducted by contractors?



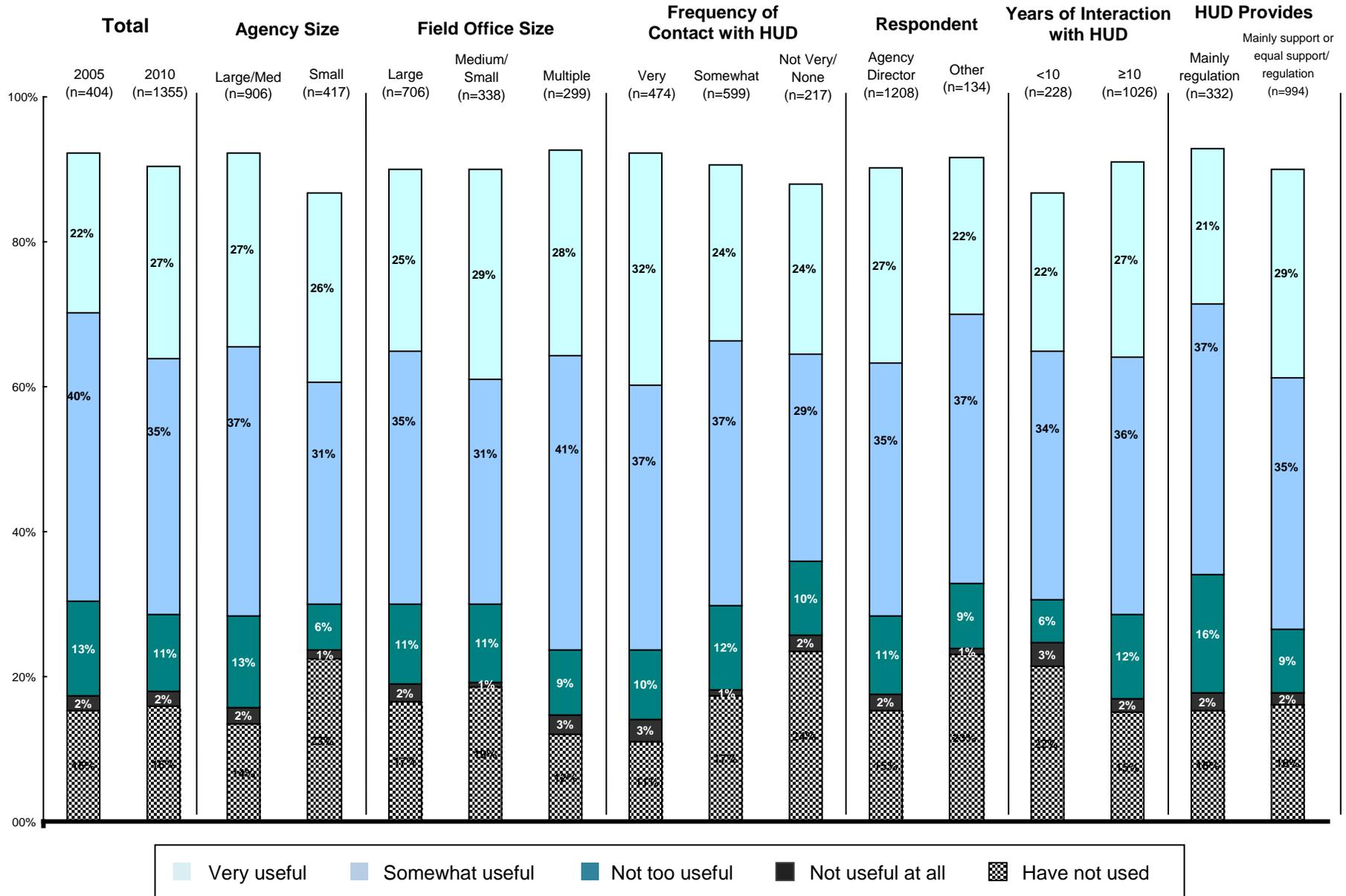
**Question 7d.** How useful or not useful have you found HUD's training and technical assistance through HUD's Webpage?



**Question 7e.** How useful or not useful have you found HUD's training and technical assistance through HUD's Webcast training?

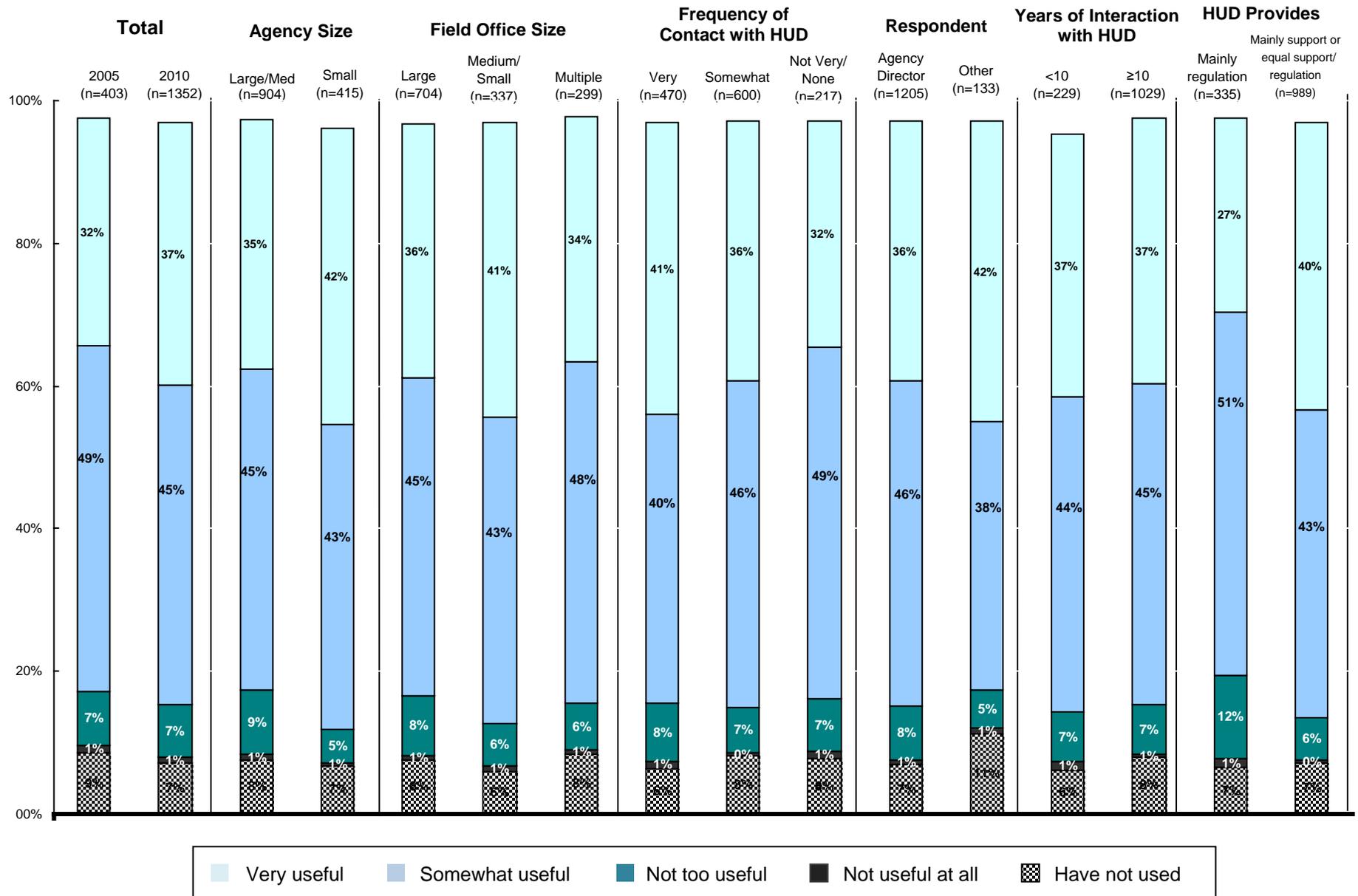


**Question 7f.** How useful or not useful have you found HUD's training and technical assistance through HUD participation in panel discussions and training sessions set up by non-HUD groups?

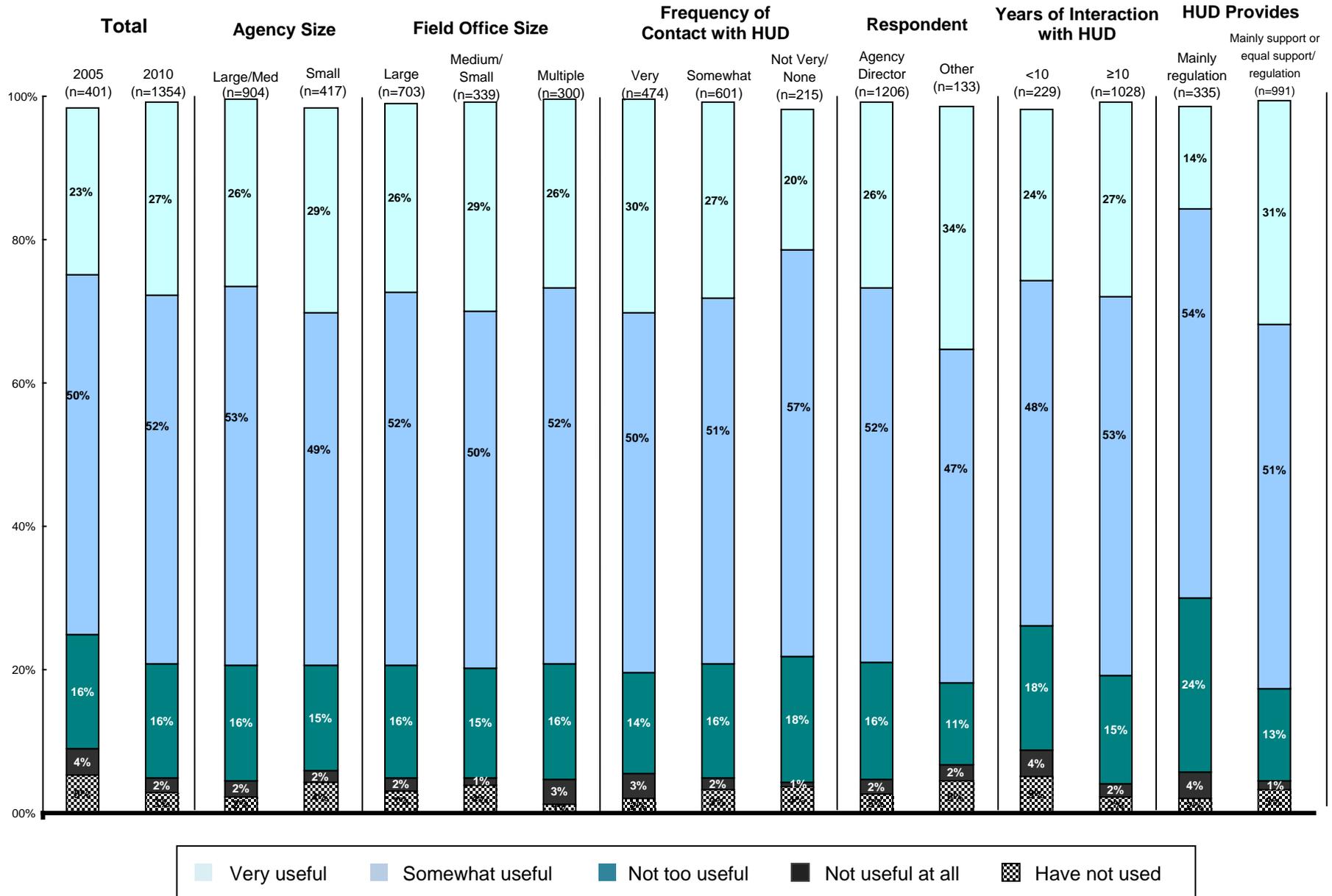


PHA Partners

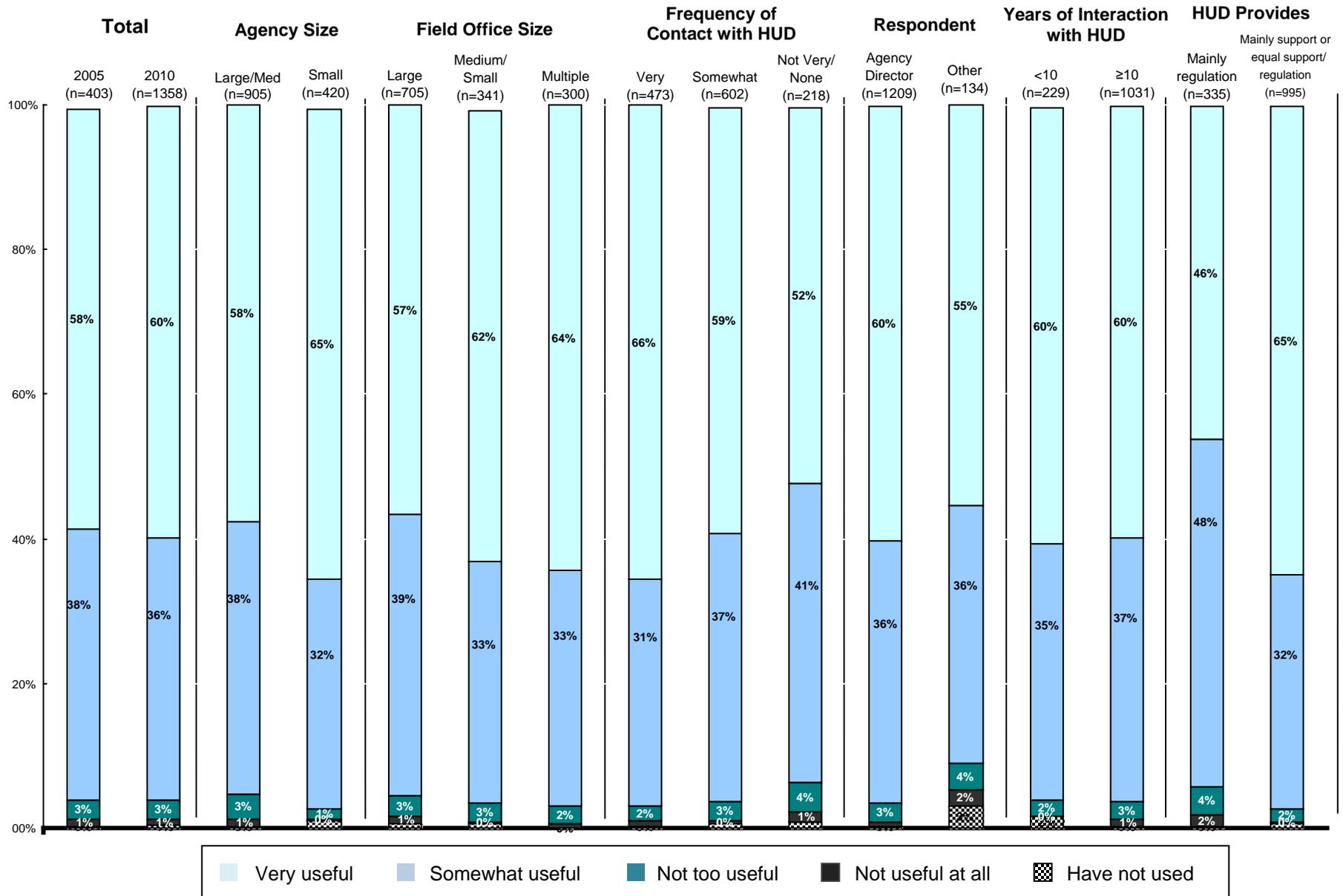
**Question 8a.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD listservs have been as a tool for HUD to convey important information to you, such as notices and guidance.



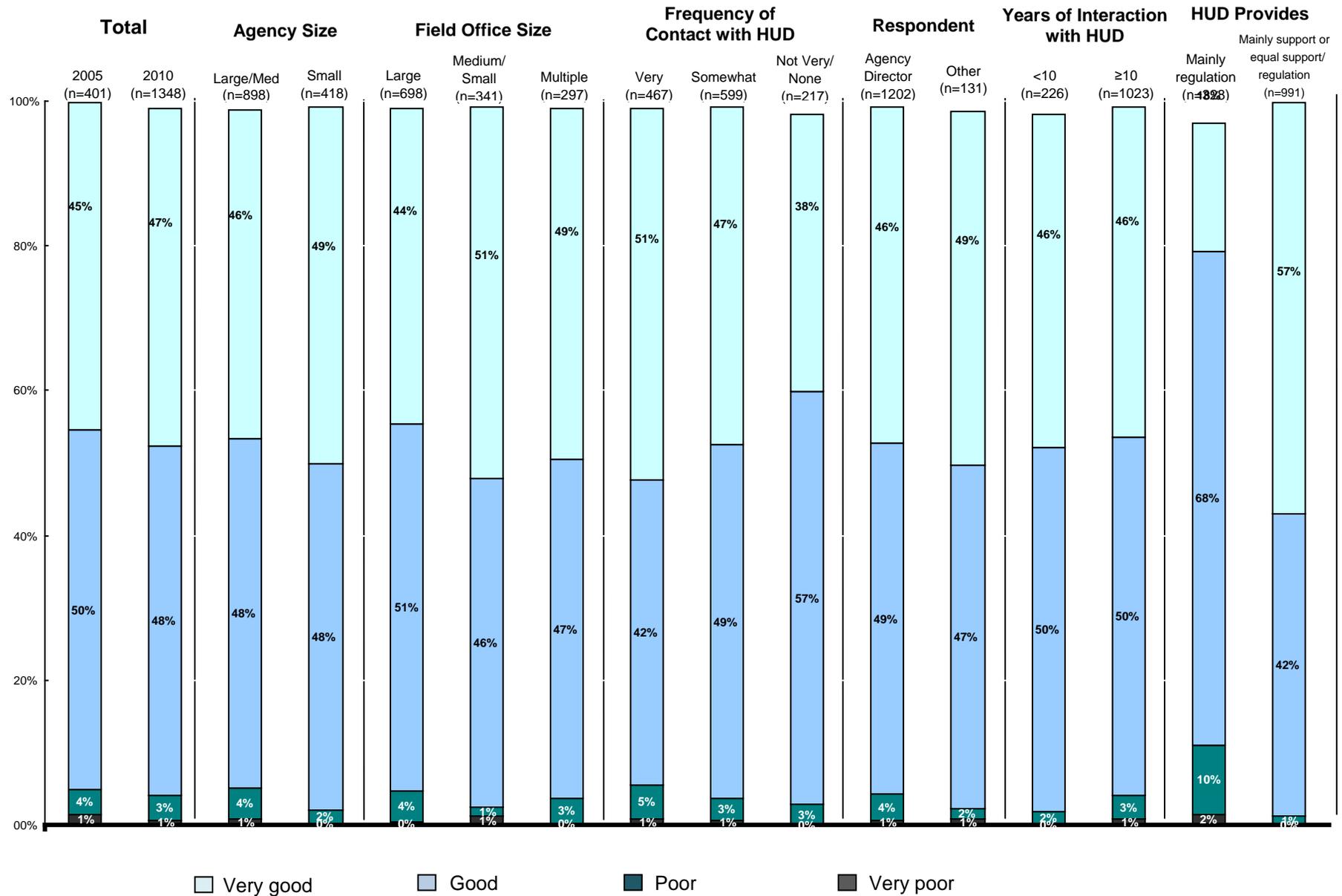
**Question 8b.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD website postings have been as a tool for HUD to convey important information to you, such as notices and guidance.



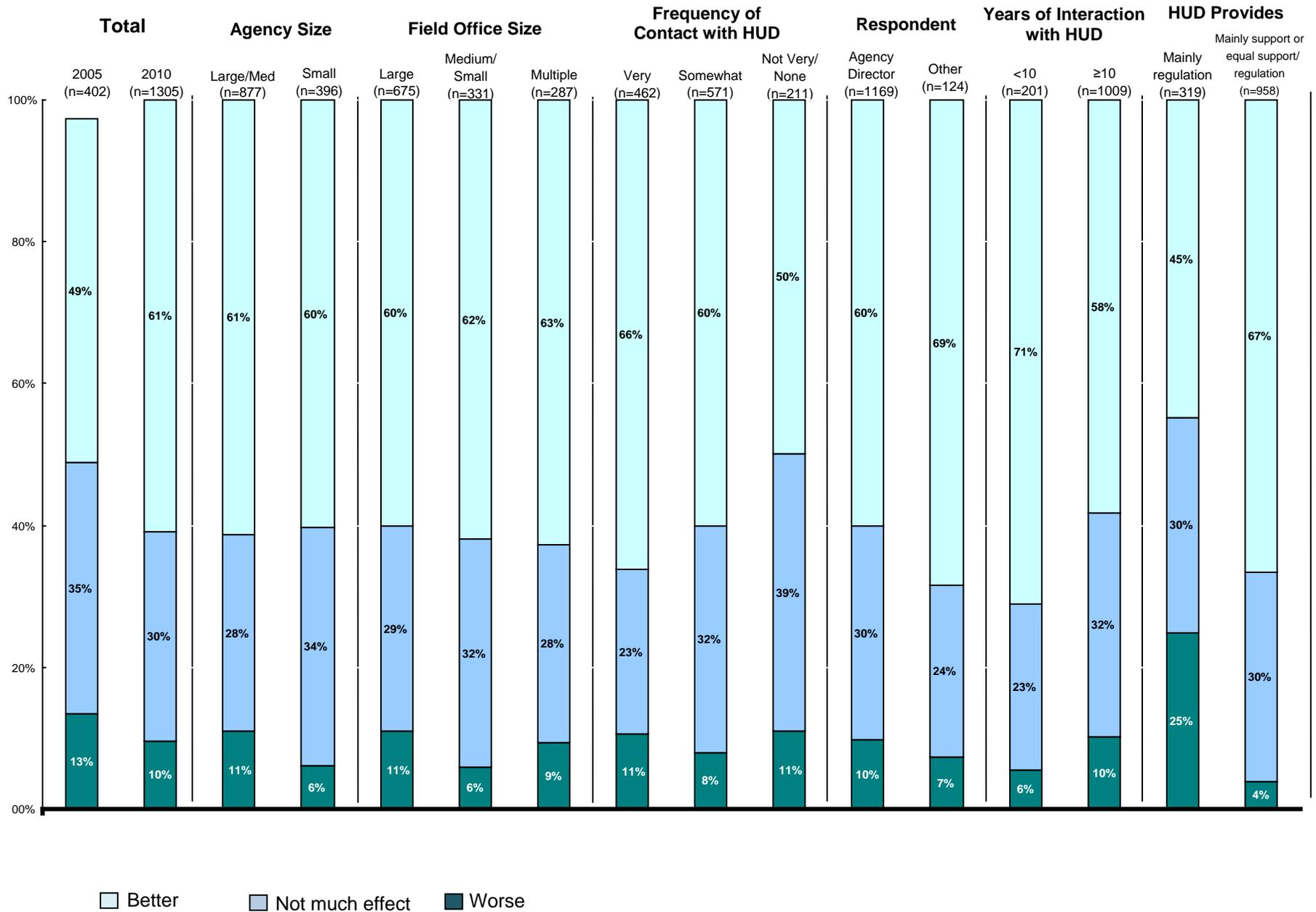
**Question 8c.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD e-mail has been as a tool for HUD to convey important information to you, such as notices and guidance.



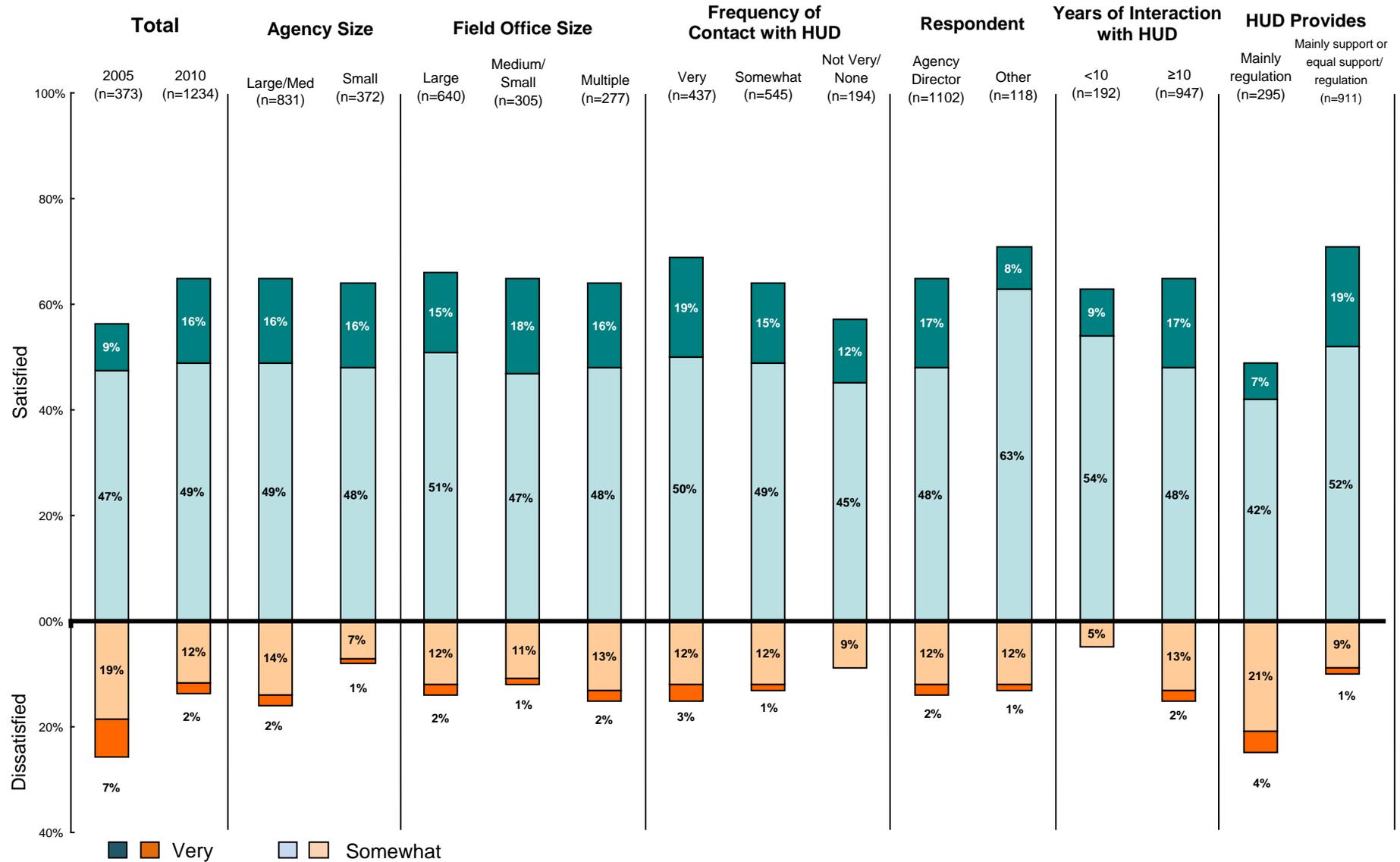
**Question 9.** How would you characterize relations between your housing agency and HUD today? Are they very good, good, poor or very poor?



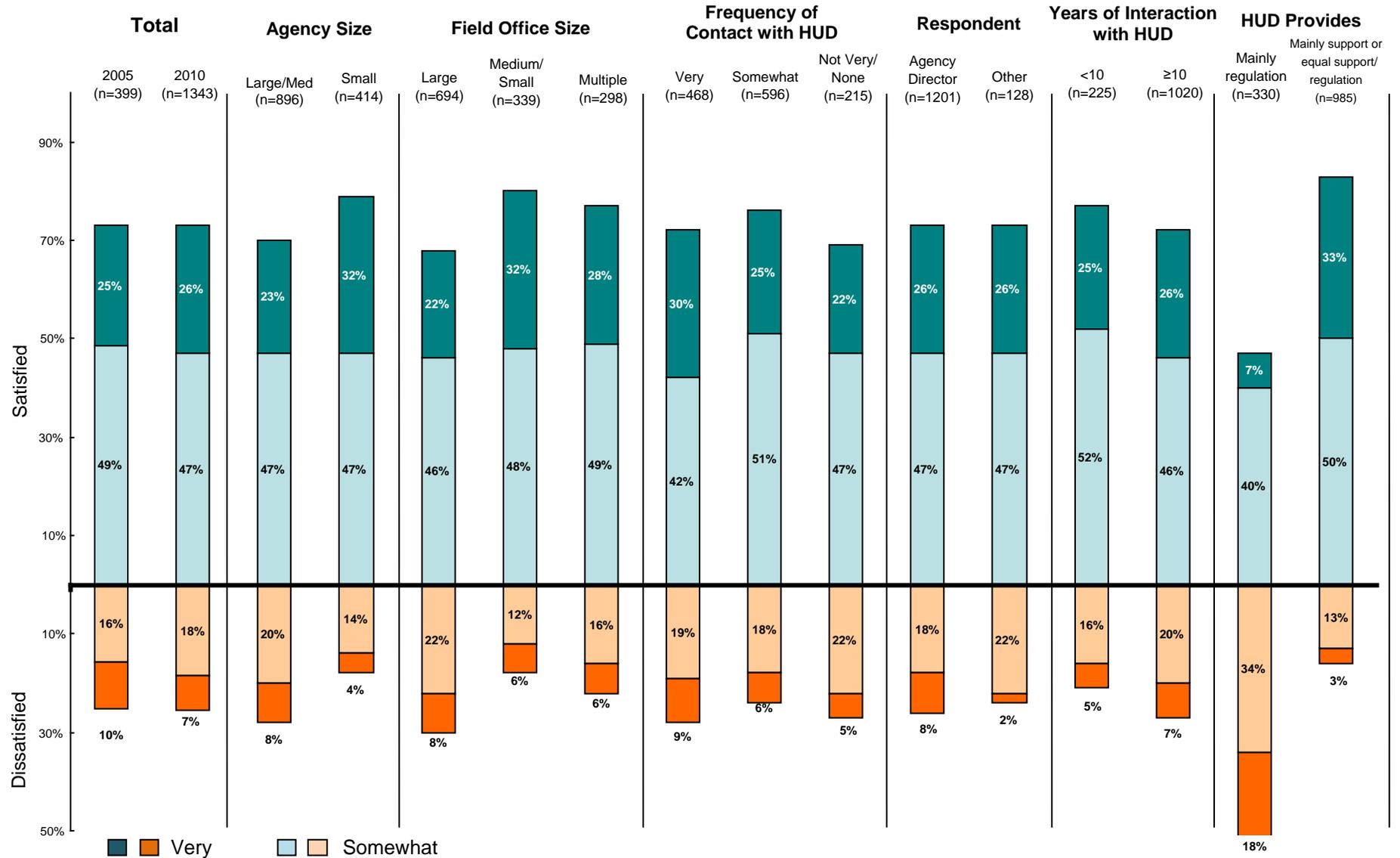
**Question 10.** Over the last several years have relations between your housing agency and HUD gotten much better, somewhat better, somewhat worse, much worse, or have they not changed?



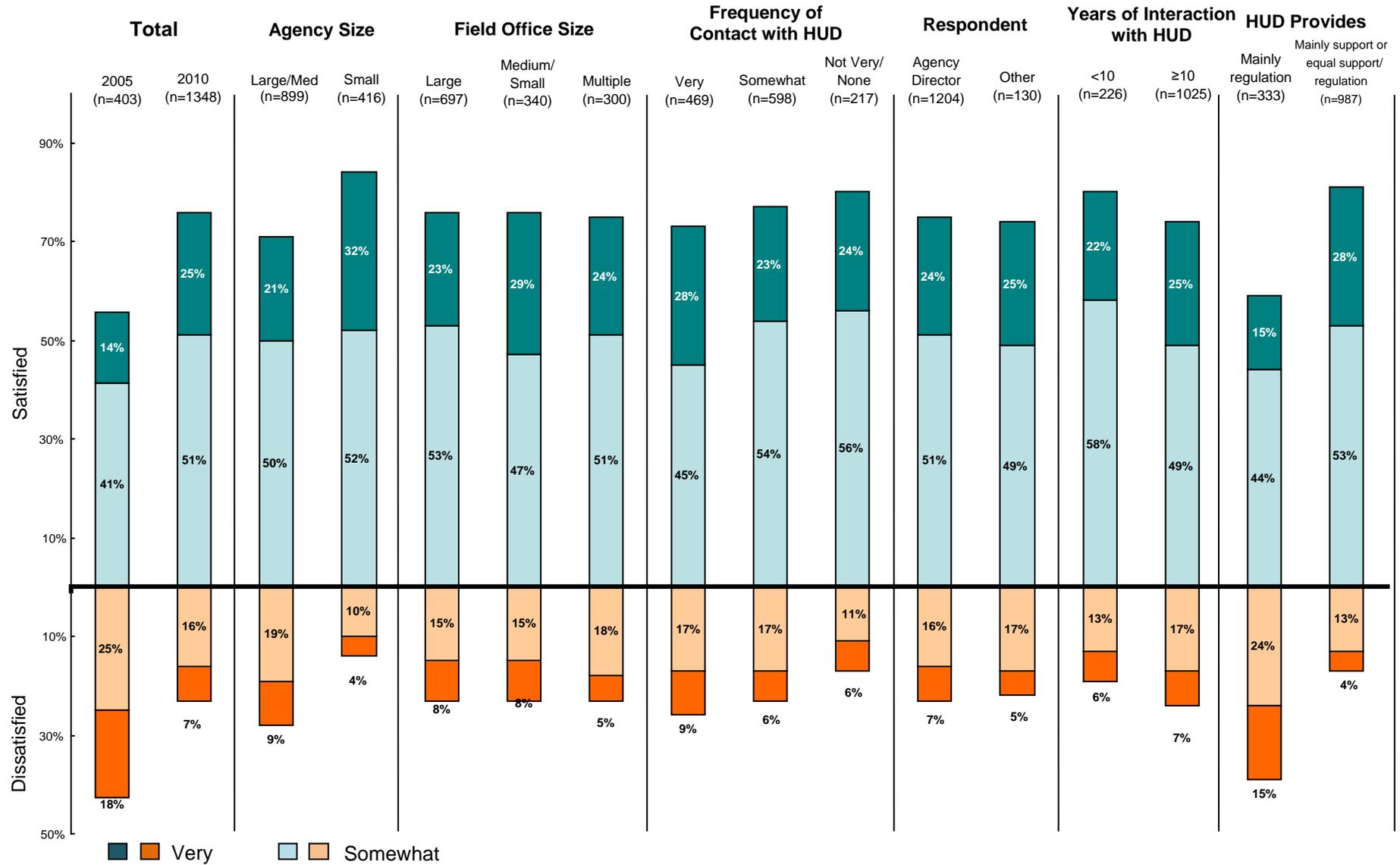
**Question 11a.** How satisfied or dissatisfied are you with HUD's ability to accurately monitor income and rent policies through the Rental Housing Integrity Improvement Project (RHIP)?



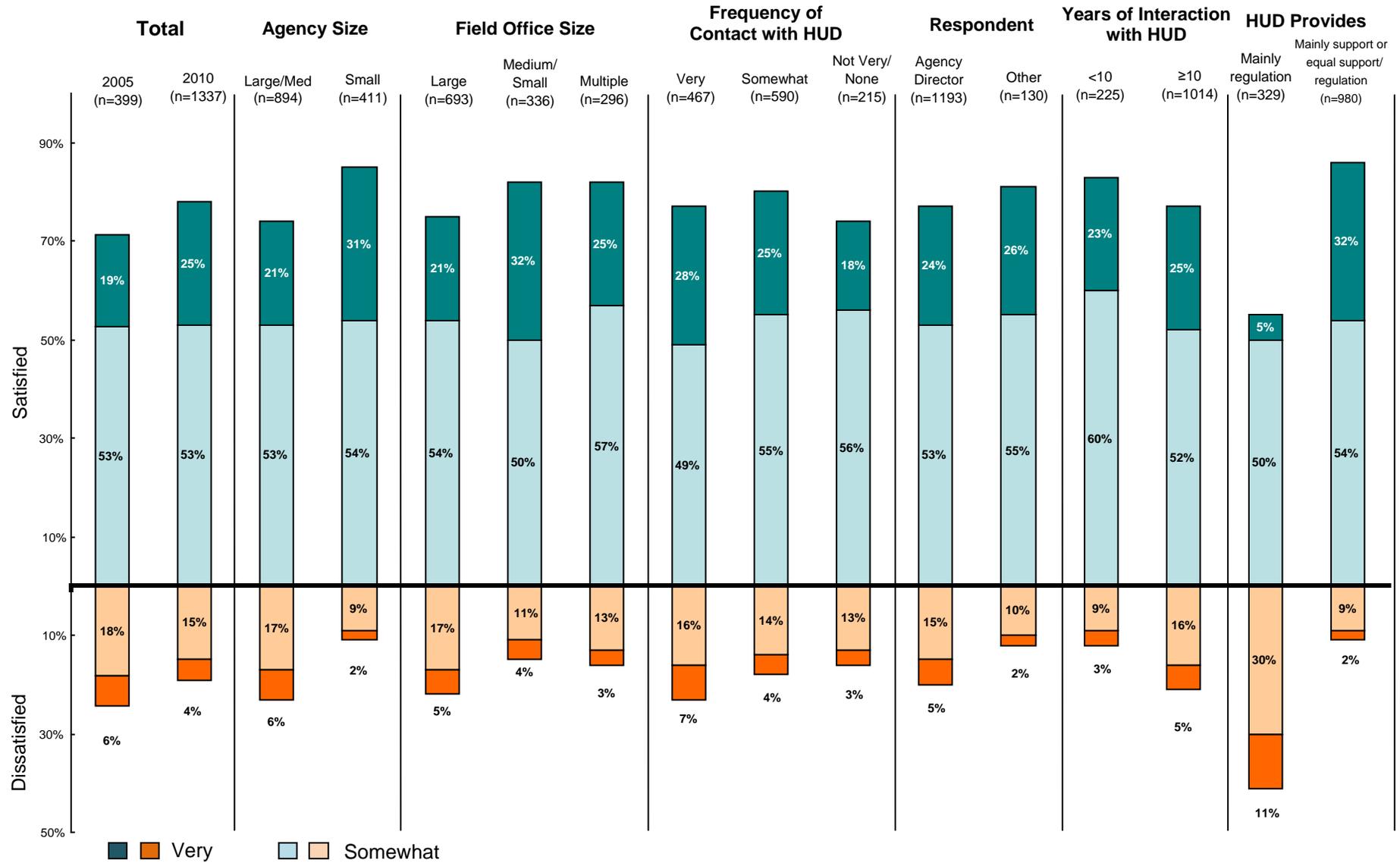
**Question 11b.** How satisfied or dissatisfied are you with the ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your agency's grants and programs?



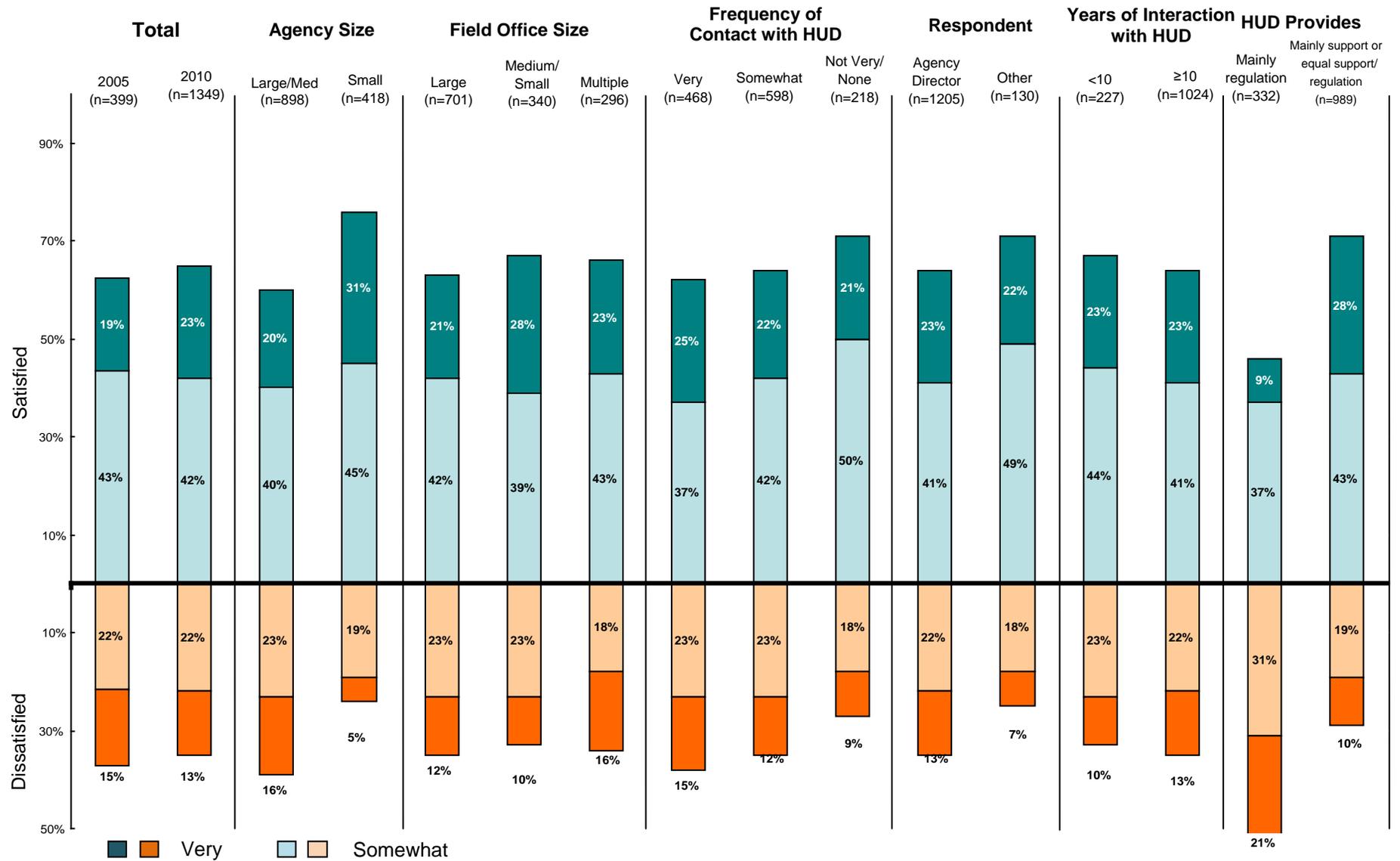
**Question 11c.** How satisfied or dissatisfied are you with HUD's current capacity to collect and make available tenant (HUD-50058) data and reports in the PIH Information Center (PIC) system?



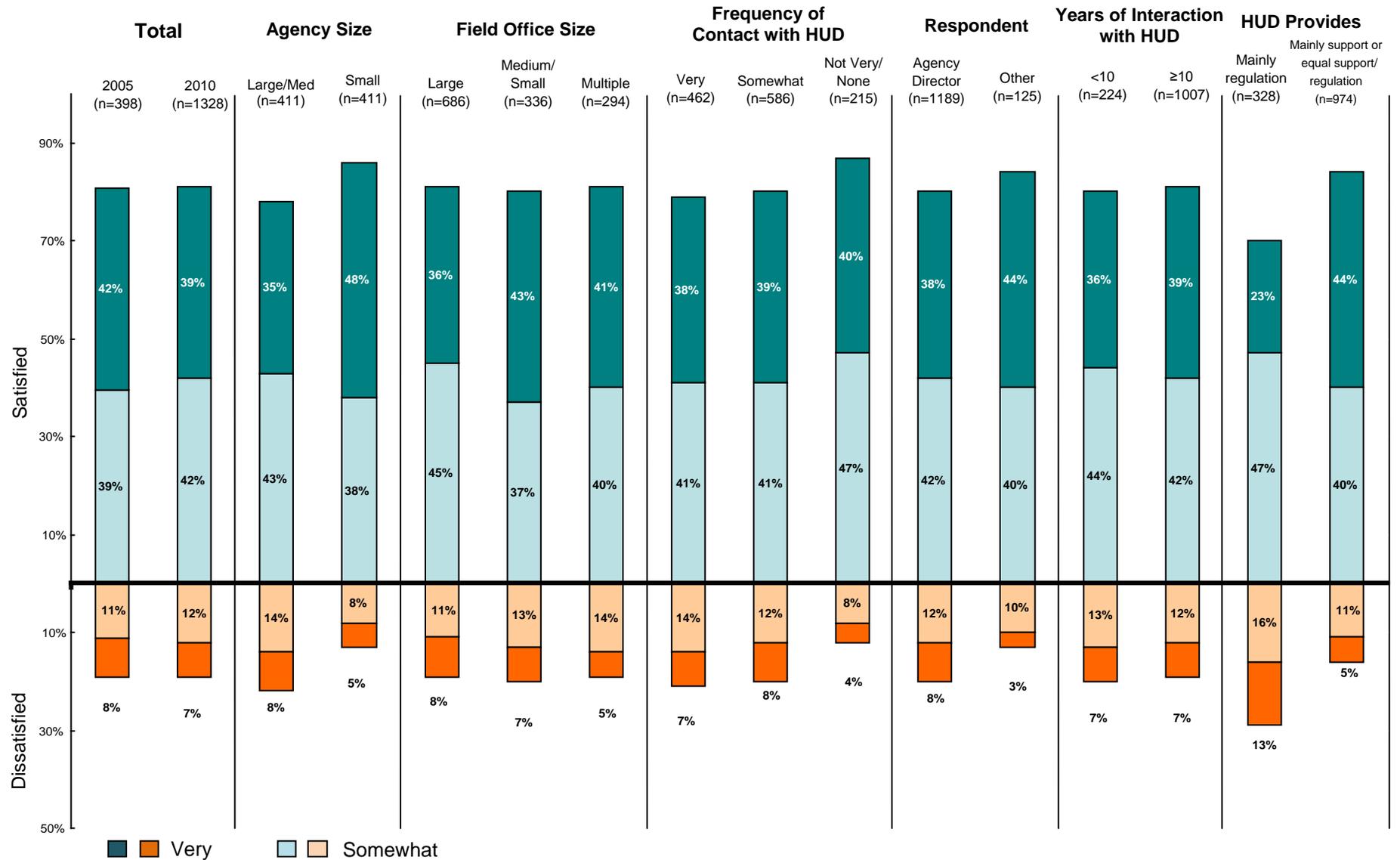
**Question 11d.** How satisfied or dissatisfied are you with HUD's current capacity to monitor and provide oversight of your agency's activities?



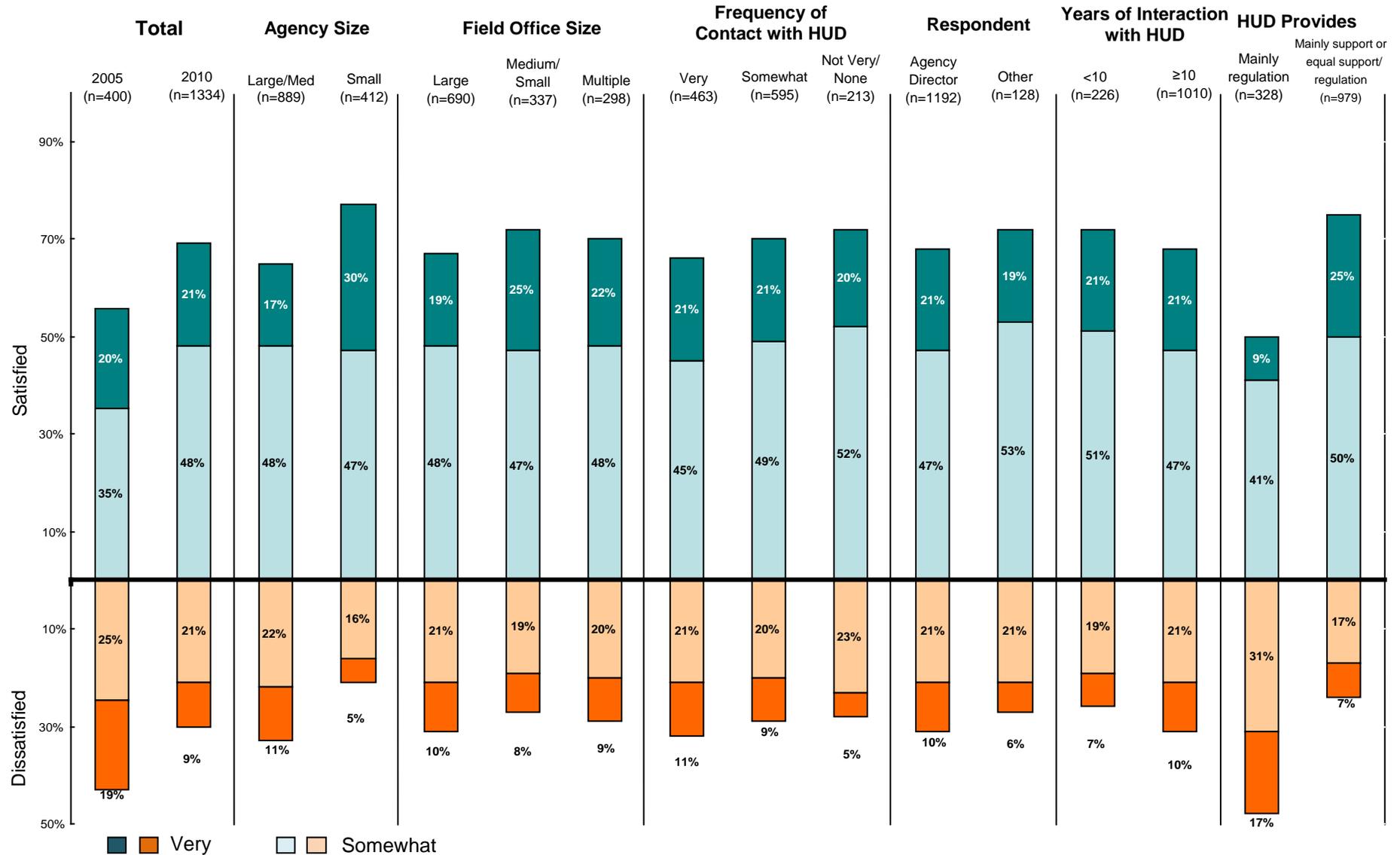
**Question 11e.** How satisfied or dissatisfied are you with the timeliness of financial information you receive from HUD?



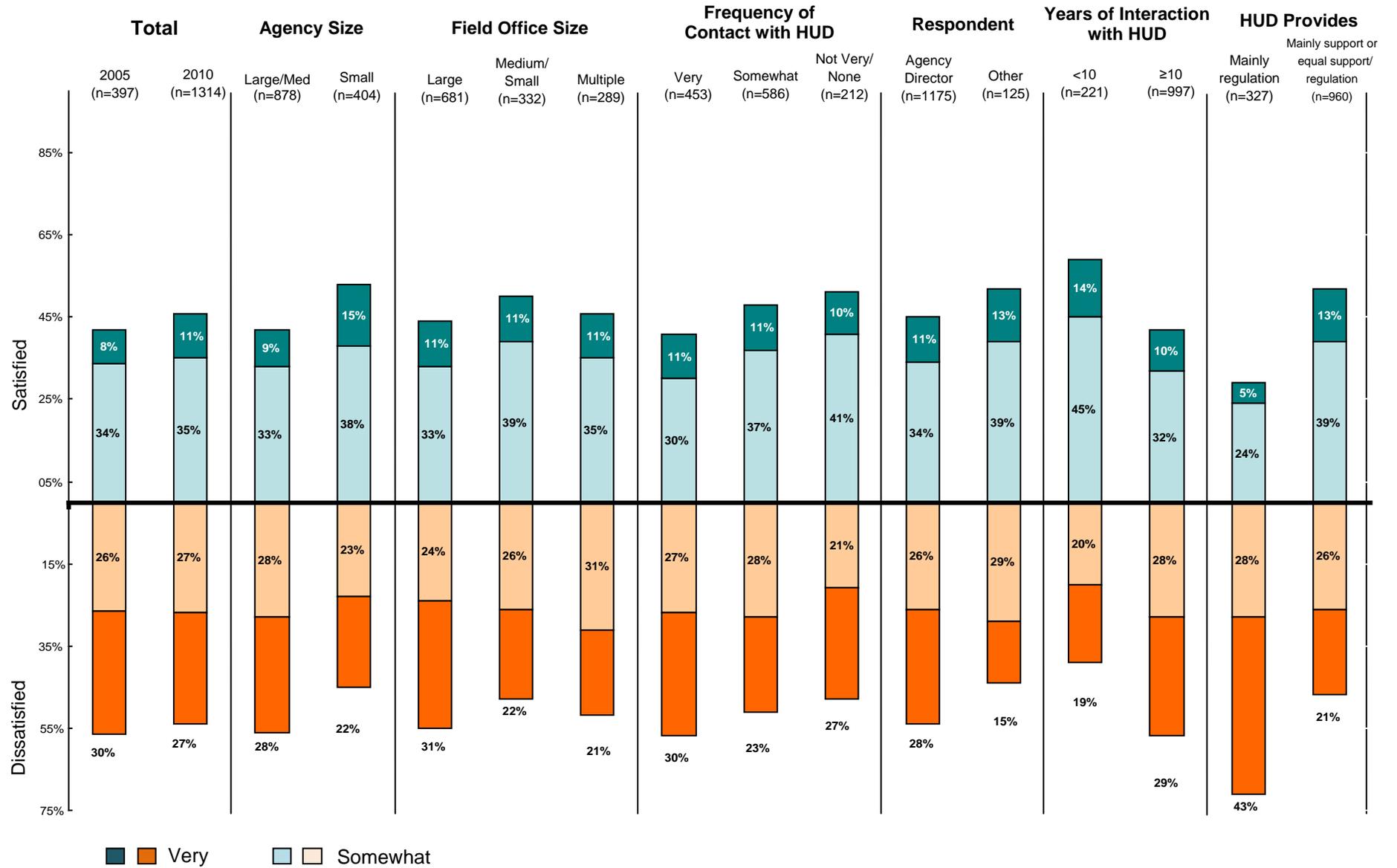
**Question 11f.** How satisfied or dissatisfied are you with the timeliness of funds disbursed by HUD for your agency?



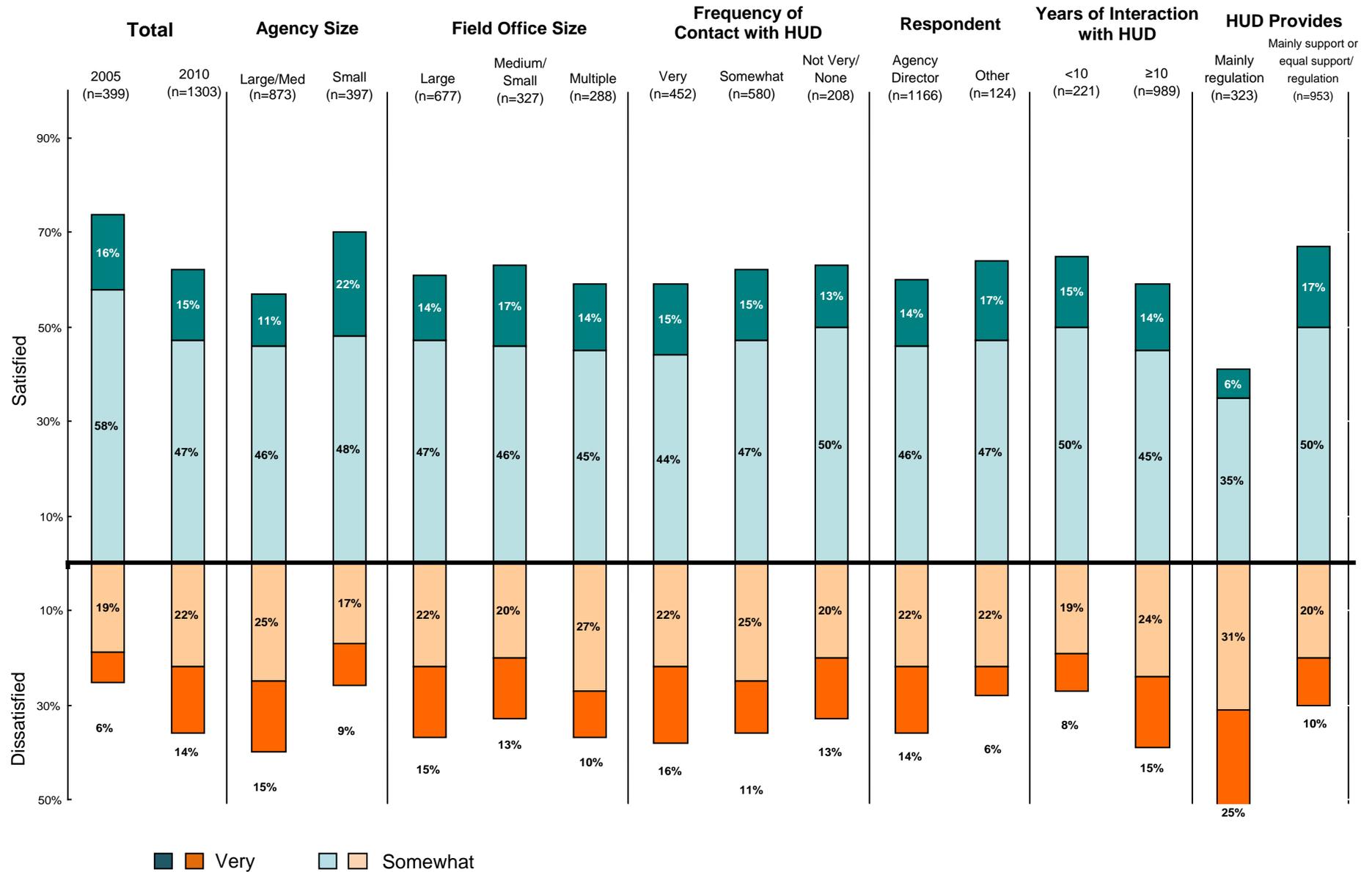
**Question 11g.** How satisfied or dissatisfied are you with the quality of technical assistance and guidance you receive about PIC and from REAC related to electronic transmission of information to HUD?



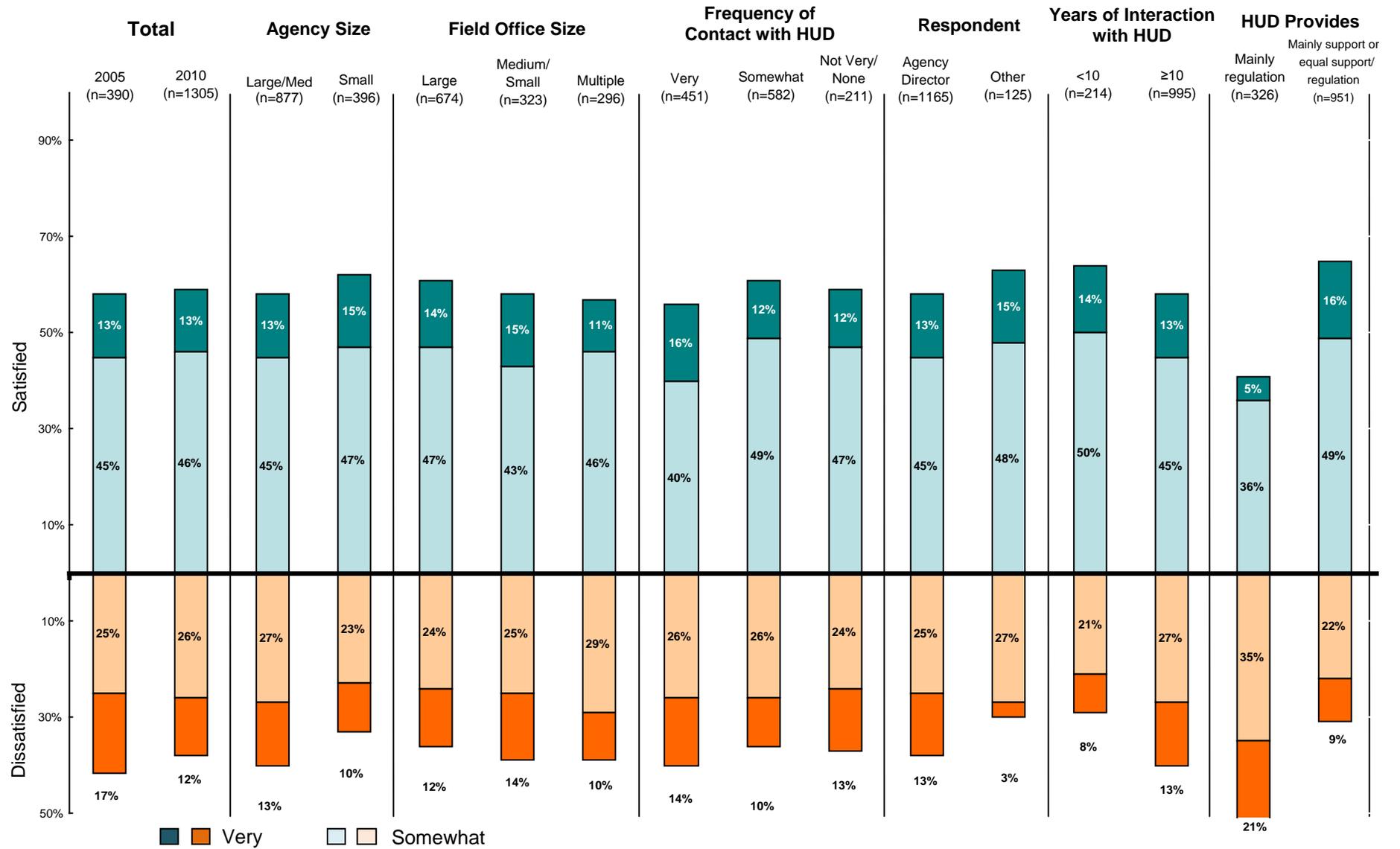
**Question 11h.** How satisfied or dissatisfied are you with the physical inspections performed by REAC?



**Question 11i.** How satisfied or dissatisfied are you with the electronic financial reporting to REAC?



**Question 11j.** How satisfied or dissatisfied are you with the Public Housing Assessment System (PHAS)?



**Question 11k.** How satisfied or dissatisfied are you with the Section Eight Management Assessment Program (SEMAP)?

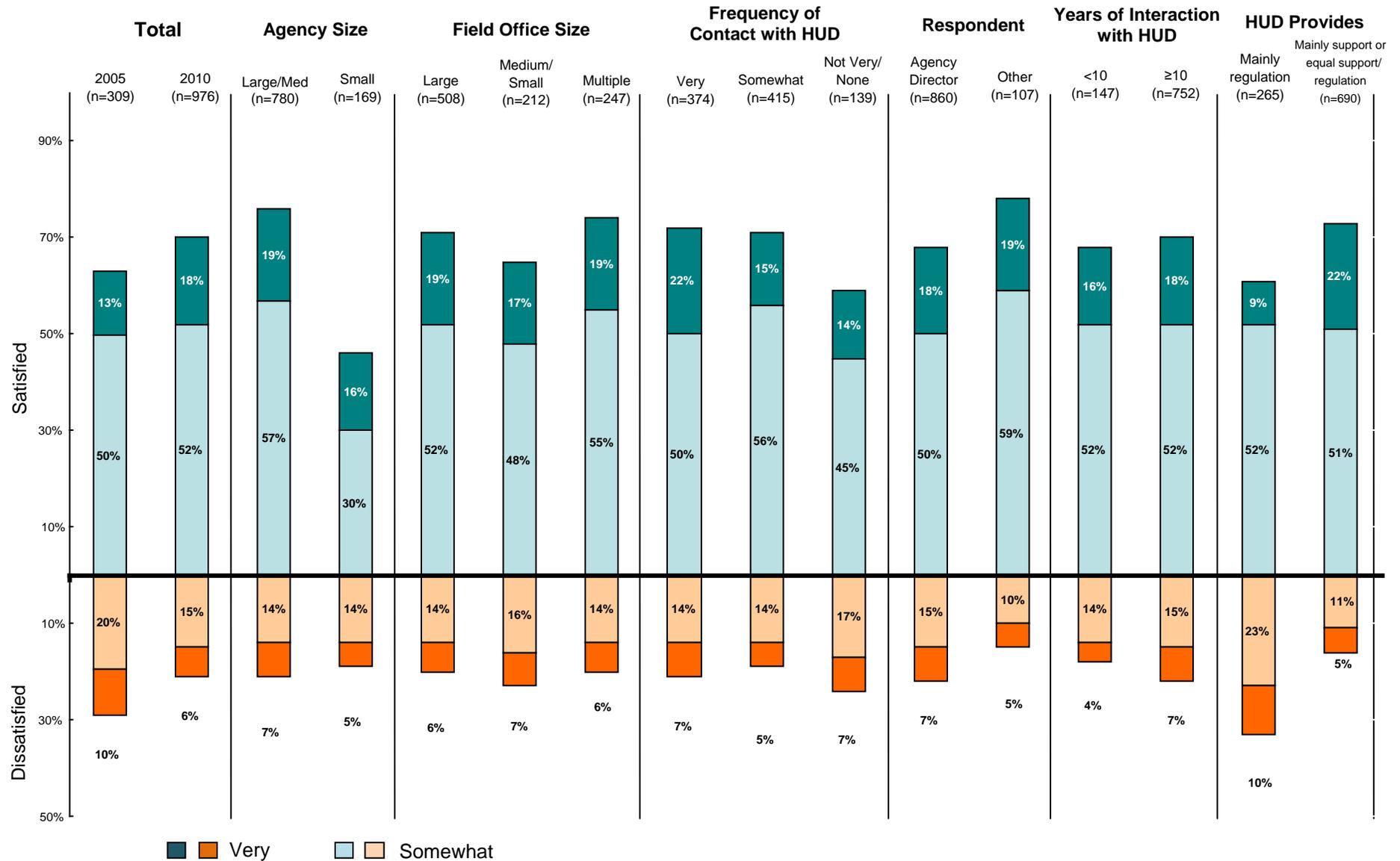
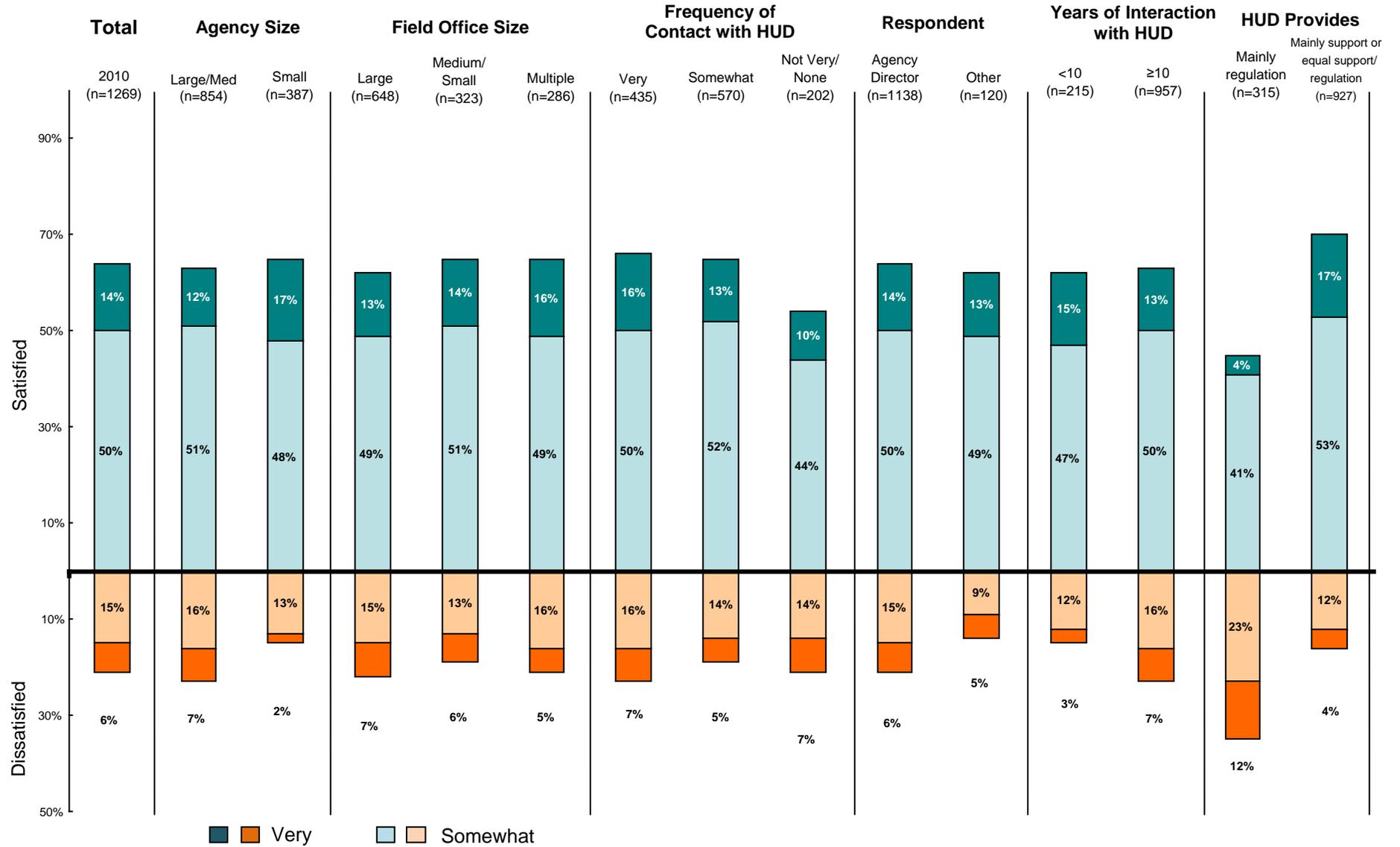
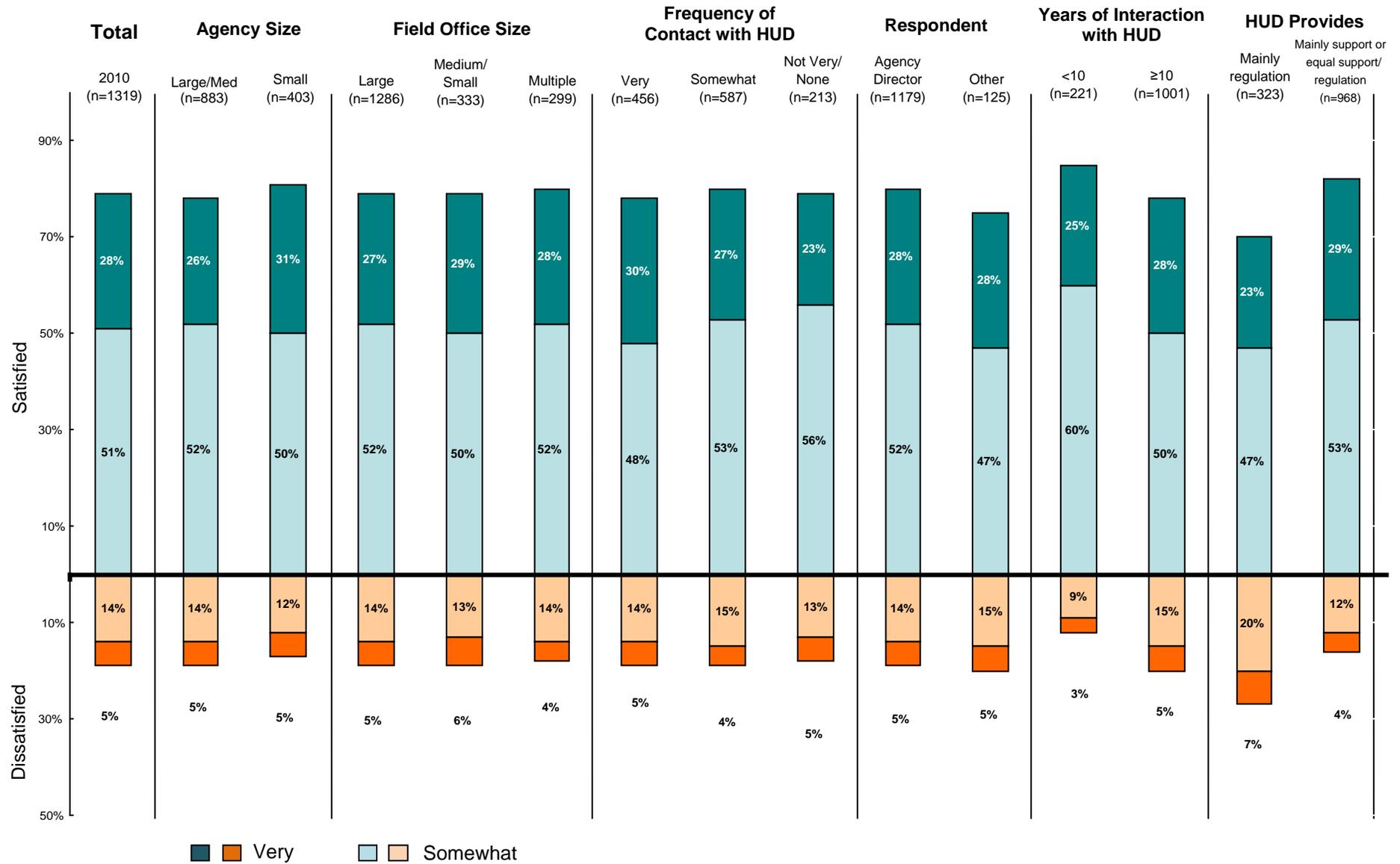


Chart excludes 324 people who answered the question "not applicable."

**Question 111.** How satisfied or dissatisfied are you with the quality of HUD support & technical assistance related to improving the energy efficiency of housing supported by HUD programs?



**Question 11m.** How satisfied or dissatisfied are you with the Enterprise Income Verification (EIV) system?



**Question 11n.** How satisfied or dissatisfied are you with the amount of support & technical assistance for implementing asset management?

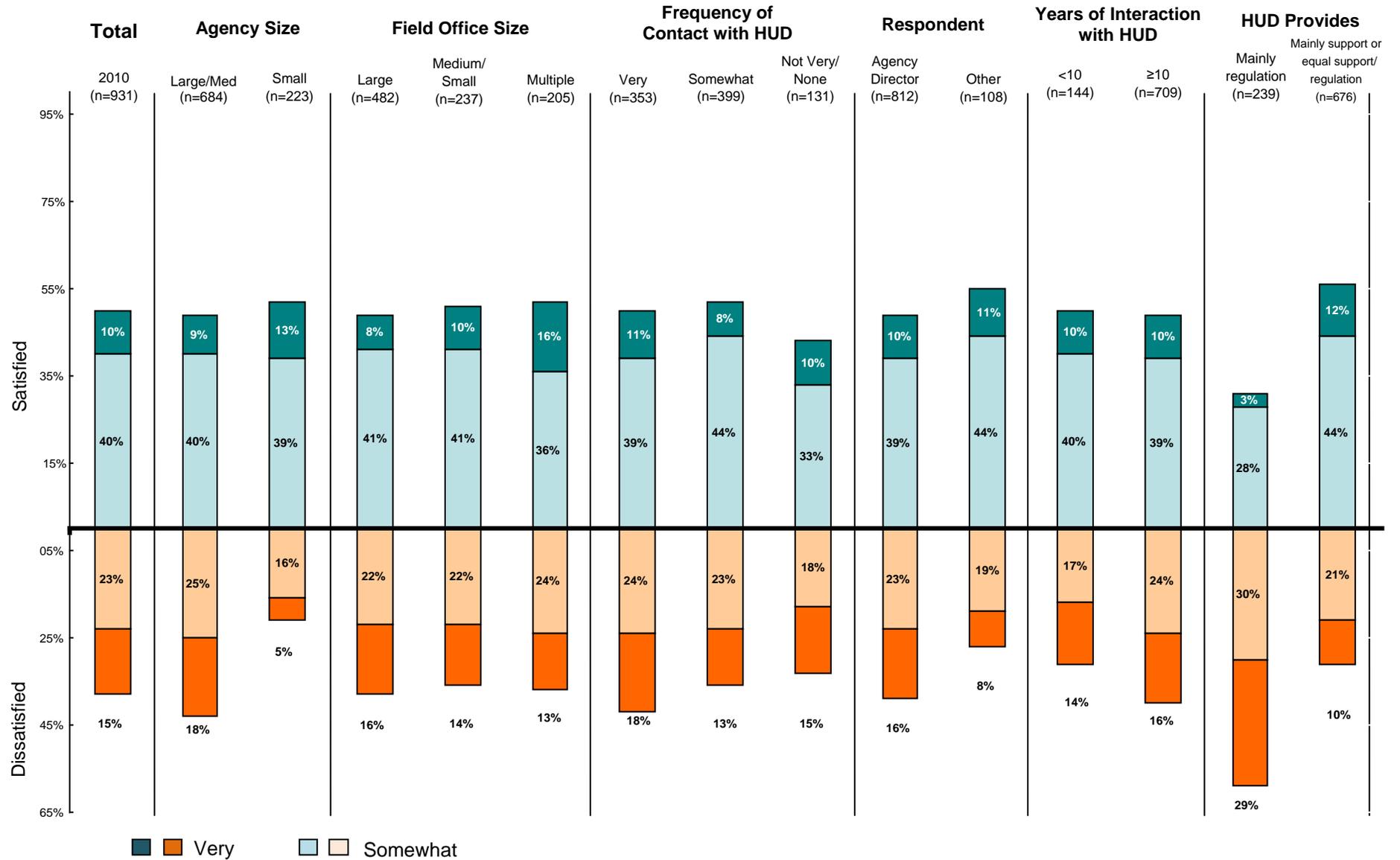


Chart excludes 405 people who answered the question "not applicable."

**Question 11o.** How satisfied or dissatisfied are you with the quality of support & technical assistance for implementing asset management?

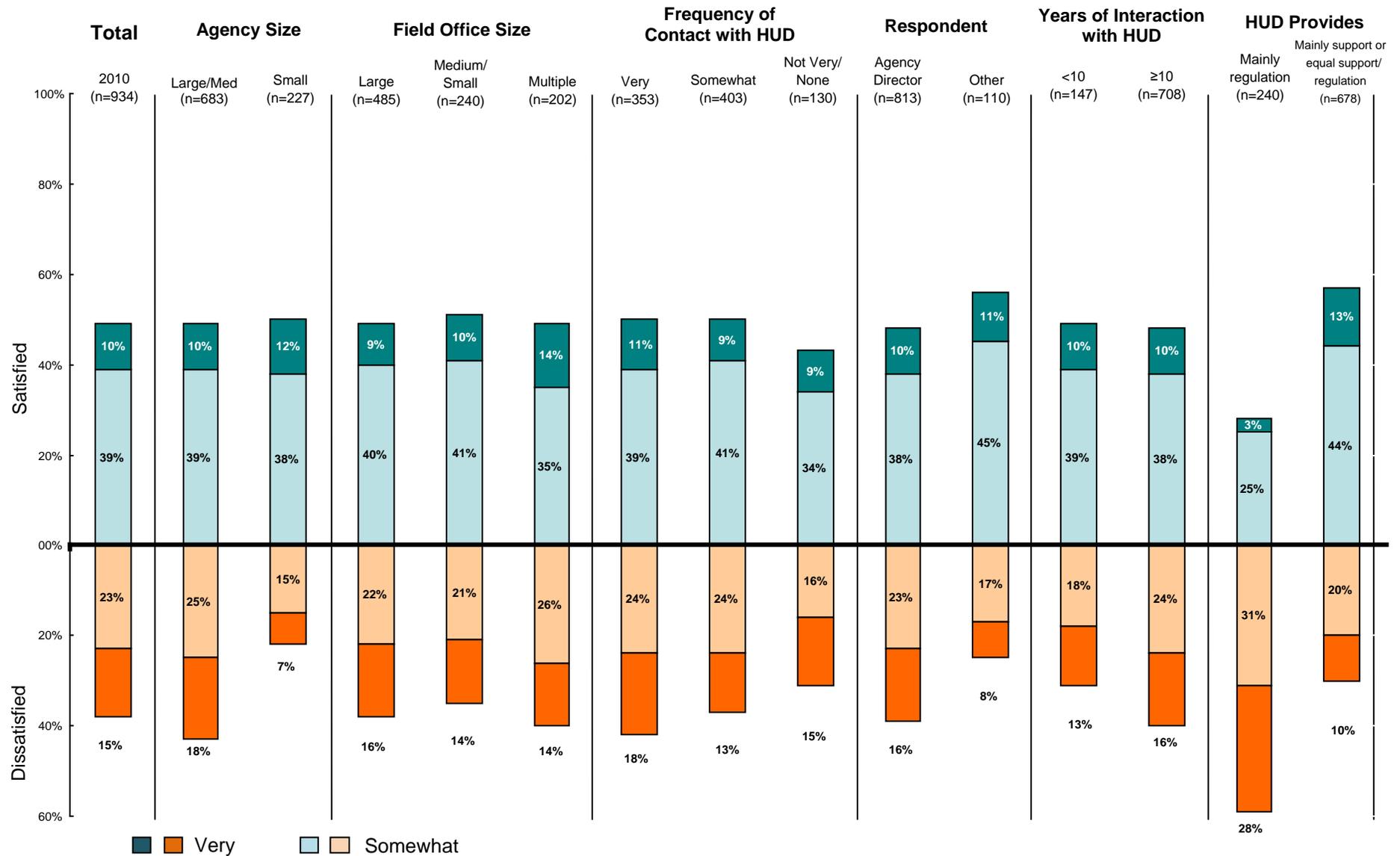


Chart excludes 405 people who answered the question "not applicable."

**Question 12:** What, if anything, can HUD do to improve the process for converting to asset management?

- WE EMBRACE THE BROAD GOALS OF ASSET MANAGEMENT BUT HUD HAS APPROCHED IT WITH AN IDEOLOGICAL RIGIDITY THAT DOES NOT CONSIDER LOCAL CONDITIONS AND NEEDS. DON'T TREAT IT AS A REGULATORY SCHEME, BUT AS ONE MANAGEMENT TOOL AMONG MANY.
- NOTE: ANYONE WHO THINKS IT COSTS THE SAME OR SIMILAR TO OPERATE PUBLIC HOUSING AS IT DOES TO OPERATE PRIVATE MULTI-FAMILY PROPERT HAS NEER DONE BOTH!
- ASSET MANAGEMENT DOES NOT SUPPORT THE OPERATION OF SCATTERED SITE SINGLE FAMILY UNITS. THESE ARE FINANCIAL LOSERS IN THE CURRENT ASSET MANAGEMENT. THIS HURTS OUR ABILITY TO DECONSTRATE.
- FULLY FUND OPERATING SUBSIDY. PROVIDE CLEARER INSTRUCTIONS ON FINANCIAL ACCOUNTING & REPORTING. PROVIDE CONSISTENT INSTRUCTIONS ON HOW TO IMPLEMENT.
- MORE TRAINING AND HUD PERSONNEL KNOWING HOW IT WORKS AND THEN BEING ABLE TO SHARE THAT INFORMATION W/ US.
- NATIONAL HUD HAS BEEN VERY SUPPORTIVE ON OUR CONVERSION TO ASSET MANAGEMENT. I WOULD SUGGEST PROVIDING FURTHER TRAINING TO THE LOCAL OFFICE STAFF SO THEY CAN INCREASE THEIR LEVEL OF SUPPORT.
- PERMIT PHAS TO DESIGN ASSET MANAGEMENT PROTOCOLS THAT FIT THE LOCALE. ELIMINATE THE "ONE SIZE (METHOD) FOR ALL" MENTALITY.
- FIELD OFFICE STAFF ARE OVERLOADED AND NOT PREPARED YET FOR THE TASKS. SIMPLIFY THE PROGRAM BEFORE ANYTHING ELSE AND GIVE FIELD OFFICES NECESSARY RESOURCES.
- HOWEVER, MORE TRAINING IS NEEDED FOR THE HOUSING AUTHORITIES WHICH ARE CONVERTING TO ASSET MANAGEMENT.
- BE REALISTIC. FINANCIALLY, ASSET MGMT. WORKS; OPERATIONALLY, IT IS FOOLISH AND NOT COST EFFECTIVE IN MANY HA'S.
- THEY CAN UNDO THIS AND GO BACK TO HOW THINGS WERE BEFORE THEY STARTED THIS CONFUSING AND MOST ANNOYING CONVERSION FROM SENSE TO IDIOCY.
- ADDRESS THE CHAOS AND CONFUSION RELATED TO THE CENTRAL OPERATING COST CENTER.
- ASSET MANAGEMENT HAS TOO MANY FLAWS. IT IS A SYSTEM SET UP TO HAVE PHA'S FAIL, WITH A SUBUMINAL TO OVERT INTENT OF DIVIDING AND SELLING OFF "POOR PERFORMING" AMPS. I CAN NOT STRESS ENOUGH HOW LOUSY A.B. MANAGEMENT IS. IMPRACTICAL, ILLOGICAL. IT DOES NOT HELP OUR RESIDENTS; IT DOES NOT HELP PHA PERFORMANCE.
- ASSET MANAGEMENT IS A WASTE OF TIME FOR PHAS.
- MORE TRAINING ON LOCAL LEVEL.
- KEEP CROSS REFERENCE TO OLD PROJECT NUMBERS.

- I THINK IT'S A WAIST OF MONEY AND TIME. I DO NOT SEE THE BENEFIT IN IT! PERSONALLY CONVERTING MANAGEMENT FEE TO DEFEDERILIAZE MONEY IS IN VIOLATION OF A-87 & HUD WILL OPEN ITSELF FOR ABUSE.
- DO NOT CONVERT.
- ALLOW PHAS TO FIGURE OUT MANAGEMENT FEES THAT WORK FOR THE BUDGET, NOT A SPECIFIC AMOUNT.
- NEED FEWER RULES ABOUT COST ALLOCATING.
- WE ONLY HAVE 1 PROJECT # SO IT DOESN'T EFFECT US VERY MUCH.
- AS A PHA WITH FEWER THAN 400 UNITS, WE ARE NOT PLANNING A FULL CONVERSION TO ASSET MANAGEMENT, ALTHOUGH WE DO PRACTICE VARIOUS ASPECTS OF THE PROCESS.
- MOVE TO A LEVEL OF 500-1000 UNITS FOR MANDATORY CONVERSION AND LET SMALL PHA'S OPT OUT. ONE SIZE FITS ALL DOESN'T WORK.
- BETTER COMMUNICATION RE: THE FINANCIAL CHANGES.
- ASSET MANAGEMENT WILL NOT WORK IN PUBLIC HOUSING, ESPECIALLY IN SMALLER AUTHORITIES. IT IS FISCALLY IMPOSSIBLE TO MAKE ASSET MANAGEMENT WORK FOR A SMALL AUTHORITY.
- UNDERSTAND DIFFERENCES IN SIZE OF AUTHORITIES & RESOURCES AVAILABLE TO COMPLY W/ REGS.
- BE REALISTIC-THIS IS NOT FOR PROFIT HOUSING.
- MORE HANDS ON!
- MORE TRAINING AND QUICKER TRAINING FOR FIELD OFFICES.
- WEBCAST UPDATES.
- FUNDING LEVELS SHOULD BE 100% ADD-ON FOR IT ISSUES; VERY EXPENSIVE.
- LET HA'S MANAGE AS THEY SEE WORKS BEST FOR THEM. ONE SIZE FITS ALL DOESN'T WORK!
- NONE AT THIS TIME.
- ABANDON THE "ONE-SIZE" FITS ALL MENTALITY REGARDING ASSET MGMT.
- ASSET MANAGEMENT FOR HA WITH MORE THAN 1,000 UNITS IS NESSARY FOR GOOD MANAGEMENT. THOSE HA'S WITH LESS THAN 1,000 UNITS USUALLY WITH LIMITED STAFF WAS "BAD" IDEA-BECAUSE IT IS IN REALITY A SMALL BUSINESS.
- PROVIDE FULL FUNDING FOR SECTION 8 VOUCHER PROGRAM.
- MAYBE ESTABLISH A PEER REVIEW DATA BANK AS A RESOURCE SO PEOPLE HAVE OPTION RATHER THAN FEELING THEY ARE GOING IT ALONE.

- FOR HIGH PERFORMING AGENCIES, HUD SHOULD ALLOW & PROMOTE WAIVERS FROM CONFORMING TO THE PBAM [PROJECT BASED ACCOUNTING AND MANAGEMENT] MODEL. FOR AGENCIES SUCH AS OURS WITH MANY SMALL SCATTERED SITE COMPLEXES, IT DOES NOT MAKE SENSE.
- WE'VE DONE IT SO---
- MORE HUD SPONSORED SEMINARS.
- PROVIDE MAXIMUM FLEXIBILITY AND AVOID ONE SIZE FITS ALL APPROACH.
- GET THE INFORMATION TO US IN A MORE TIMELY MANNER. WE ARE EXPECTED TO CONVERT BUT THE POLICIES ARE NOT COMPLETE, THEY ARE STILL WORKING ON PROGRAMS AND IT DOES NOT APPEAR THAT THE DIFFERENT OFFICES & PROGRAMS COMMUNICATE. MAKES IT HARD FOR US TO DO OUR JOBS.
- THE FINANCIAL REPORTING SYSTEM IS NOT WORKING WELL. DEADLINES ARE ALWAYS MOVING TARGETS. IT IS HARD TO DETERMINE WHEN MEETING DEADLINES LEAVE NEGATIVE RAMIFICATIONS.
- WASTE OF TIME AND MANPOWER FOR SMALLER AGENCIES IN SMALL TOWNS; PHA'S WITH LESS THAN 500 UNITS DO NOT NEED IT.
- QUIT THE WHOLE PROCESS. WHAT HUD IS ATTEMPTING TO DO IS NOT TRUE ASSET MANAGEMENT.
- ENSURE FIELD OFFICE STAFF ARE PROPERLY TRAINED AND MOTIVATED TO SUPPORT THOSE WITH ASSET MANAGEMENT.
- PROVIDE MORE GUIDANCE FOR SMALLER "LARGE" HA'S.
- NEED REAL TIME DATA.
- PROVIDE TECHNICAL ASSISTANCE ON SITE AT THE FRONT END OF THE CONVERSION INSTEAD OF JUST DOING AN ON-SITE ASSESSMENT AT THE END OF THE CONVERSION WHEN THE ADVICE PROVIDED MAY COME TOO LATE. TRY A LIVE ON-LINE CUSTOMER SUPPORT SYSTEM LIKE MAJOR COMPANIES OFFER TO SUPPORT THEIR PRODUCTS.
- HUD GUIDEBOOK WOULD HELP; STANDARDIZED REPORT FOR TRACKING PROPERTY PERFORMANCE AND TRAINING AND GUIDANCE FROM HUD BEFORE PROGRAM CHANGES, SUCH AS CONVERSION TO ASSET MANAGEMENT IS MANDATED.
- NOT AT THIS TIME UNLESS THEY LOWER 500 UNIT.
- BE A LITTLE MORE FLEXIBLE WITH SMALLER AGENCIES.
- THERE IS SO MUCH INFORMATION ON THE WEBSITE THAT IS OUTDATED, SINCE THE FIRST POSTING UP TO TODAY THERE HAS BEEN SIGNIFICANT REVIEWS AND CHANGES, YOU DO NOT KNOW WHERE IN THE TIME FRAME TO GO TO GET THE RIGHT INFORMATION.
- MORE TIME.
- SIMPLIFY THE PROCESS, BETTER EXPLANATION OF REQUIREMENTS, REGULATIONS.
- IN GENERAL, INFORMATION WAS SOMEWHAT LACKING IN REGARD TO SPECIFIC FINANCIAL ASPECTS OF SPECIFIC PROJECTS SUCH AS COCC. ADDITIONALLY SPECIFIC TIME FRAMES OF ASSET MANAGEMENT COMPLIANCE AND REVIEWS

ENDED UP BEING PUNITIVE IN NATURE FOR SOME AGENCIES DUE TO POOR PLANNING AND IMPLEMENTATION BY HUD.

- HAVE ALL SYSTEMS BE CONSISTENT FROM YEAR TO YEAR, ESPECIALLY IT SYSTEMS.
- ALLOW A LONGER PERIOD OF TIME FOR IMPLEMENTATION.
- ALREADY CONVERTED.
- MAKE PERMANENT THE EXEMPTION FOR LHA'S WITH LESS THAN 400 UNITS.
- MOVE TRAINING [FROM] CONTRACTORS.
- TRAINING FOR STAFF.
- THIS HAS ALREADY OCCURED AT THIS HA; LITTLE GUIDANCE WAS RECEIVED FROM THE HUD FIELD OFFICE.
- NOT REQUIRED; UNDER 250 UNITS.
- WE COULD USE MORE GUIDANCE AND CLEAR INFORMATION ON WHAT HUD WILL BE LOOKING FOR AS CRITERIA TO JUDGE WHETHER OR NOT A PHA IS RUNNING THEIR AIM TO HUD STANDARDS.
- ONE SIZE DOES NOT FIT ALL. NEED MORE FLEXIBILITY TO BE ENTREPRENEIMAL AND USE WHAT LITTLE RESOURCE WE HAVE MORE EFFECTIVELY. ALSO, WE HAVE VERY OLD UNITS/STOCK. MAINT. COSTS ARE HIGH-SHOULD REDEVELOP ALL.
- BE CONSISTANT IN THEIR INTERPRETATION OF REGUATIONS & CLEARER & MORE CONCISE IN PROVIDING ADVICE OR ASSISTANCE.
- CONSIDER SMALLER AGENCIES CONFLICTING REGULATIONS W/OLD & NEW REGS, INCREASE OPERATING FUNDS, PUT CAP ON QUALIFYING I.E. 500 + UNITS "REQUIRED TO PARTICIPATE."
- KEEP THE CUMMITMENT TO ASSET MGMT. DO NOT STOP. ALSO GET OUR FUNDING STREAM CONSISTENT. PRORATION MAKES OUR BUSINESS HARD.
- CONSISTENT OVERSIGHT NEEDED BY QUALIFIED PERSONNEL. FIELD VISIT WAS A JOKE; VERY INCONSISTENT AND NOT COMPLIANT.
- ASSET MANAGEMENT CAN'T BE A ONE SIZE FITS ALL ENDEAVORS. WE NEED TO PROVIDE MORE TRAINING (VIA THE INDUSTRY ASSOCIATIONS) ON FINANCIAL ASSET MGT AND RELAX THE REGULATORY REACH ON HOW WE MANAGE.
- VERY SATISFIED WITH OUR RELATIONSHIP W/HUD.
- DON'T GET THE CART BEFORE THE HORSE. TEST YOUR SOFTWARE AND PROGRAMS BEFORE YOU PLACE THEM IN SERVICE FOR HOUSING AUTHORITIEES TO USE FOR REPORTING WHEN THEY ARE BASICALLY USELESS AND WASTE OUR TIME.
- MAKE IT VOLUNTARY/MAKE COCC COSTS REALISTIC/MAKE IT VOLUNTARY, MAKE IT VOLUNTARY MAKE IT VOLUNTARY! PUBLIC HOUSING AUTHORITIES ARE CONTRACTING HUD NOT EMPLOYEES.

- DO A PHAS REVIEW TRIAL 1ST YEAR.
- DO NOT PENALIZE. MY AGENCY HAS ADOPTED, BUT CONTRACTED REVIEWER FELT IN HER OPINION WE DID NOT GO FAR ENOUGH. WE THOUGHT WE HAD COMPLIED. PLEASE REMOVE FINANCIAL SANCTIONS.
- NOT A PROBLEM.
- HUD NEEDS TO ADOPT THE FULL HAVARD STUDY AND M.T.W. FLEXABILITY IF CAN NOT FUND AGENCY'S 100%.
- COULD CANCEL IT. IT WAS TOO TIME-CONSUMING AND COSTLY FOR THE BENEFIT RECEIVED. THERE ARE MANY INEFFICIENCIES IN A/M.
- MORE TRAINING TO HELP US SELECT APPROPRIATE STAFF & TRAINING FOR SELECTED STAFF.
- CONTINUE TO PROVIDE TRAINING. VISIT AGENCY TO MEASURE HOW THE AGENCY IS PROGRESSING AND PROVIDE GUIDANCE TO ASSIST IN MOVING TOWARDS ASSET MANAGEMENT.
- CONTINUE WITH AS MUCH TRAINING AS POSSIBLE.
- NEWSLETTER IS VERY GOOD. MORE OFTEN REGIONAL TRAINING. FACE TO FACE NOT WEDCASTS.
- EVERYONE WAS SO CONFUSED ABOUT ASSET MANAGEMENT. WE ELECTED NOT TO CONVERT.
- BETTER COMMUNICATION, LESS CHANGING OF PROCEDURES, MORE CONCISE DIRECTION.
- I AM NOT SURE.
- ALLOW THE LOCAL PHA TO DECIDE FOR ITSELF WHAT WILL WORK BEST WITHIN THE REGULATIONS.
- PROVIDING GUIDANCE ON A TIMELY BASIS (BEFORE WE HAVE TO MAKE CHANGES!) EDUCATING FIELD OFFICE STAFF SO THEY CAN ANSWER QUESTIONS. HAVE AN ASSET MGMT HELP DESK THAT WORKS-RECENTLY SUBMITTED SIMPLE QUESTION-TOOK 1 1/2 MONTHS TO GET RESPONSE VIA EMAIL. COULD NOT GET ANY RESPONSE VIA 800 #.
- ADMIT THAT ONE SIZE DOES NOT FIT ALL PHA'S.
- PROCESS GOING WELL.
- HUD NEEDS TO BE MORE TIMELY IN RESPONDING TO AGENCY REGARDING ASSET MANAGEMENT. HOUSING AGENCIES ARE UNDER DEADLINES AND OFTEN NEED ANSWERS TO QUESTIONS IN A TIMELY FASHION.
- MORE TRAINING.
- PHA'S HAVE BEEN TOLD WHAT THEY CAN'T DO; HOWEVER, THE EXPECTATIONS HAVE NOT BEEN CLEARLY DEFINED. A CONCERN IS THAT IF CAP FUNDS ARE GRANTED TO AN AMP, THE AMP MAY NOT BE ABLE TO PLAN AND DO MAJOR REHAB WORK.
- INCREASE MIN SIZE OF AGENCY TO 1000.

- REAC INSPECTION SYSTEM IS A DISASTER. THERE IS ABSOLUTELY AND CONSISTENCY FROM INSPECTOR TO INSPECTOR AND/OR FROM YEAR TO YEAR.
- QUITE LATE TO BE ASKING.
- MAKE THE "OPT OUT" PROVISION YEAR TO YEAR WONDERING HOW YOU MAY BE REQUIRED TO OPERATE IS WORSE THEN A MANDATE.
- REGARDING N&O ABOVE, WHAT SUPPORT? THERE HASN'T BEEN ANY.
- WE ARE SMALL AGENCY AND OPTED OUT. WE DIDN'T FEEL IT TOOK INTO ACCOUNT THE SIZE OF DEVELOPMENTS THAT WERE FUNDED IN THE PAST.
- NOT DO IT.
- MORE TRAINING.
- WE COULD NOT AFFORD THE HUD TRAINING, SO I HAD TO TRY TO LEARN ON MY OWN. THIS IS VERY DIFFICULT GIVEN ALL MY OTHER JOB DUTIES.
- HAVE RULES IN PLACE PRIOR TO MANDATED TIME FRAMES.
- ALTHOUGH WE WOULD HAVE HAD THE FINAL RULE BEEN A BETTER PRODUCT.
- HUD SYSTEMS NEED TO BE CONVERTED TO HANDLE INFO. STRUCTURED IN ALIGNMENT WITH ASSET MANAGEMENT. AS A STOP-LOSS AGENCY, WE FOUND THAT HUD STAFF HAD NOT RECEIVED TRAINING IN ASSET MANAGEMENT PRIOR TO OUR CONVERSATION, AND THEREFORE COULD NOT PROVIDE US GUIDANCE OR TA.
- RECOGNIZE THAT COOKIE CUTTER PROGRAM REQUIREMENTS ARE INEFFECT.
- WOULD APPRECIATE MORE TECHNICAL HELP WITH AREAS (MIXED DEVELOPMENT) (POSSIBLY EXAMPLES OF WHAT WORKS, SPECIFICALLY FOR SMALLER PHAS).
- MAKE EVERYTHING AS SIMPLE & CLEAR AS POSSIBLE.
- IT WOULD HAVE BEEN HELPFUL IF WE HAD BEEN GIVEN A CHOICE IF WE ARE A HIGH PERFORMING AGENCY WITH NO HISTORY OF PROBLEMS.
- LESS RED TAP REGULATION AND MICRO-MGMT.
- USE PHA DIRECTED CONTRACTORS TO EDUCATE HUD FIELD OFFICE STAFF AND PHA STAFF. MONEY SPENT ON TRAINING SHOULD ALWAYS BE WELL-SPENT!
- QUICKER INSTRUCTIONS TO THE FIELD ON HOW MUCH AND WHEN.
- ELIMINATE IT.
- BE MORE FLEXIBLE, IT SHOULDN'T BE A ONE SIZE FITS ALL MODEL.

- HUD STAFF NEEDS TRAINING BIGTIME-FROM NAHRO.
- BEFORE SETTING DEADLINES BE SURE THE SYSTEMS ARE UP AND RUNNING ACCURATELY.
- FAILURE OF HUD TO REALIZE ONE SIZE DOES NOT FIT ALL AGENCIES. HOUSING AUTHORITIES SHOULD BE GIVEN THE ABILITY TO TAILOR THE ASSET MANAGEMENT STRUCTURE THAT FITS THE AGENCY.
- HUD'S OWN TRAINERS HAVE SAID THE MODEL "DOES NOT WORK" FOR LHA WITH LESS THAN 600 & UNITS-SO THEY CAN DO NOTHING FOR US IN THAT CATEGORY.
- MR ... AND STAFF HAVE BEEN EXTREMELY HELPFUL. THE FIELD OFFICE OF NO USE.
- HUD COULD PAY FOR THE CONSULTANTS THAT HELPED TRAIN AND EDUCATE STAFF DURING THE CONVERSION. HUD STAFF TYPICALLY DOES NOT HAVE HANDS ON EXPERIENCE IN PROPERTY/ASSET MANAGEMENT.
- NOT CONVERTING BECAUSE IT'S TOO RIDGID AND NOT SIMILAR TO NON-PROFIT OPERATIONS. HUD PUBLIC HOUSING ASSET MGMT DOES NOT REPLICATE THE NON-PROFIT SIDE AT ALL. PHA'S HAVE SIGNIFICANTLY POORER AND MUCH MORE DYSFUNCTIONAL RESIDENTS THAN FHA HOUSING. PHA ASSET MGMT IS VERY INFLEXIBLE AND MAKES NO SENSE FOR US.
- REGULATE LESS AND ALLOW LOCAL FLEXIBILITY. MORE CLOSELY MATCH PRIVATE SECTOR.
- LEAVE SMALL PHA'S OUT OF ASSET MANAGEMENT. ANY MANAGEMENT PROBLEMS WILL ALREADY BE PICKED UP IN PHAS.
- REDEFINE.
- EXEMPT AS OF THIS DATE.
- NOTHING.
- WE ARE PRESENTLY NOT RECEIVING ANY OPERATING FUNDS.
- CURRENTLY SATISFIED.
- DO COST ACCOUNTING ONLY FOR SMALL PHA'S. IN SMALLER AUTHORITY'S (400 OR LESS) YOU WEAR MANY HATS. ALLOCATION OF TIME WILL ACCOMPLISH COST METHODOLOGY FOR PROJECT BASED.
- WHEN WE ORIGINALLY CONVERTED TO AMPS, HUD WAS VERY EXPLICIT AS TO HOW THE UNITS WERE TO BE ORGANIZED. NOW THAT WE HAVE BEEN UNDER ASSET MANAGEMENT FOR 2 YEARS, IT WOULD BE HELPFUL IF WE COULD REVISE THE NUMBER OF AMPS.
- PROVIDE TECHNICAL ASSISTANCE AND TRAINING TO PROPERTY MANAGERS.
- YOU CANNOT RUN A GOVERNMENTAL AGENCY LIKE A PUBLIC COMPANY. TOO MANY REGS & RESTRICTIONS. ALL AGENCIES SHOULD HAVE CHOICE OF WHETHER OR NOT THEY WANT TO DO ASSET MANAGEMENT. ASSET MANAGEMENT IS NOT COST EFFECTIVE.
- ALREADY CONVERTED/DON'T KNOW.

- DISREGARD! PARTS OF THE PROGRAM ARE EXCELLENT HOWEVER SMALLER AGENCIES HAVE A DIFFICULT TIME IN FINDING APPROPRIATE STAFF TO OVERSEE OR PROPERLY MANAGE.
- PROVIDE MORE CONCISE GUIDELINES. REKEY INFORMATION QUICKER TO AUTHORITY. HUD CHANGES RULES IN MID-STREAM-VERY CONFUSING. AGENCY HAD TO SPEND A LOT OF MONEY WITH OUTSIDE VENDORS FOR TRAINING ON ASSET MANAGEMENT TO ACCOMPLISH THIS TRANSITION. TEST COMPUTER SOFTWARE BEFORE REPORTING DEADLINES.
- WE ALREADY CONVERTED; HOWEVER, THE FEE STRUCTURE FOR THE COCC MUST BE REEVALUATED AND INCREASED AND THE REGULATIONS ARE OVERLY PRESCRIBED. IT NEEDS TO BE SIMPLIFIED.
- WOULD LIKE TO SEE ALL THE RULES IN PLACE FIRMLY. SEEMS TO STILL BE EVOLVING.
- VERY SATISFIED, BUT PRIMARILY BECAUSE THE HUD MODEL FOR ASSET MANAGEMENT MAKES SENSE FOR MY AGENCY'S PORTFOLIO (NON-SCATTERED SITE).
- THE FIELD OFFICE STAFF HAVE LITTLE OR NO KNOWLEDGE ABOUT ASSET MAGT. OR PROJECT BASED BUDGETING.
- HUD DID NOT PROVIDE SUFFICIENT FINANCIAL RESOURCES TO COMPLETE THE CONVERSION OF COMPUTER SOFTWARE AND ACCOUNTING CONSULTATION WAS EXPENSIVE.
- THE RECOGNITION THAT THERE ARE SOME 10,000 PAGES OF REGULATIONS GOVERNING PUBLIC HOUSING THAT DICTATE EXACTLY HOW AUTHORITIES ARE TO ADMINISTER THE PUBLIC HOUSING PROGRAM.
- IF # OF UNITS IS 400 WILL NOT CONVERT.
- DO AWAY WITH ASSET MANAGEMENT.
- ASSET MANAGEMENT WORKS GREAT FOR HOUSING AUTHORITIES THAT HAVE IN EXCESS OF 1000 P.H. UNITS. WE HAVE LESS THAN 270. HUD SHOULD START WORKING WITH LARGE HOUSING AUTHORITIES FIRST.
- PROVIDE PHAS WITH FUNDING TO PROPERTY CONVERT.
- EXEMPT HA'S WITH 500 UNITS OR LESS.
- ALLOW MORE FLEXIBILITY IN FINANCIAL MANAGEMENT. PROVIDE ADITONAL GUIDANCE REGARDING AMP STRUCTURE.
- EXEMPT ALL HOUSING AUTHORITIES WITH 500 OR FEWER UNITS FROM ASSITT MANAGEMENT (REGIONAL OFFICE QUICK TO RESPOND-BUT WASHINGTON MAKES ALL DECISIONS).
- SMALL AUTHORITY.
- STOP COMPARING PUBLIC AGENCIES WITH DIFFERENT MISSIONS TO NON-PROFITS WHO ARE MANAGING HOUSING!! (PUBLIC VS. PRIVATE-WE ARE NOT THE SAME!!).
- GET RID OF IT.
- SIMPLIFY THE PROGRAM/PROCESS AND REDUCE THE # OF AMPS PER HOUSING AUTHORITY.
- IT WOULD HAVE IMPROVED THE PROCESS IF "GAINER'S" HAD BEEN MADE WHOLE IMMEDIATELY DUE TO YEARS OF UNDERFUNDING.

- PROVIDE MORE CLEAR EXAMPLES.
- ASSET MANAGEMENT SHOULD BE LIMITED TO HA'S OVER 500 UNITS INCLUDING STOP-LOSS AGENCIES.
- PUBLISH EXAMPLES OF FEES CREATED AT THE AGENCY LEVEL.
- HAVE MORE TRAINING AS IT PERTAINS TO ASSET MANGEMENT.
- BE MORE REALISTIC WITH REGULATIONS; PROVIDE NEEDED MONIES TO COMPLETE CONVERSION; NEED BETTER BREAKDOWN ON AMP! EXPENSES (%); UNDERSTAND THAT DIFFERENT SIZE HA'S HAVE DIFFERENT PROBLEMS.
- DROP IT; FOR US AT [~130] UNITS IT MAKES NO SENSE.
- I THINK THEY HAVE DONE AS MUCH AS POSSIBLE.
- MORE TIME & GUIDANCE.
- STOP TREATING PHAS AS ONE SIZE FITS ALL. WE HAVE [~360] UNITS AND IT WAS RIDICULOUS TO MOVE TO ASSET MANAGEMENT; WOULD HAVE LOST FUNDS.
- FOR NEW ED'S YOU ALL NEED TO SIMPLIFY.
- IMPLEMENT A MID-SIZE HOUSING GROUP INSTEAD OF JUST LARGE OR SMALL.
- NOT NEW; MY UNSTANDING IS THAT ALL WILL CONVERT TO ASSET MGMT--THOUGH THAT'S WHAT WE'VE DONE FOR YRS...MANAGE OUR ASSETS.
- MANY HA ARE ALREADY CONVERTED. HOWEVER THE FDS TOOL IS OUTDATED. AUDITOR'S WASTE MUCH TIME AND EXPENSE TO SATISFY AUDIT REQUIREMENTS.
- VIEW THE PROCESS POSITIVELY, AS A GOOD THING--NOT PUNITIVELY--DO IT OR ELSE & AS A TOOL TO BETTER MANAGEMENT--NOT IF A PROJECT SHARES NEGATIVE CASH FLOW YOU MUST CLOSE IT.
- STOP CREATING COOKIE CUTTER REQUIREMENTS. ALLOW MORE FLEXIBILITY DEPENDING ON THE GEOGRAPHIC LOCATION.
- FIELD OFFICE STAFF NEED TO BE BETTER TRAINED TO ANSWER QUESTION FROM PHA'S.
- EDUCATE ITS STAFF MEMBERS. HA'S PAY LARGE AMOUNTS OF MONEY TO TRAIN STAFF; SO SHOULD HUD. WE GET THE INFORMATION ... ONLY TO FIND THAT HUD STAFF AREN'T UP TO DATE.
- WE WERE A STOP LOSS AGENCY AND IMPLEMENTED ASSET MANAGEMENT IN THE EARLY STAGES. TRAINING IS NOW JUST AVAILABLE FOR THE PROCESS THAT WE HAVE ALREADY SUCCESSFULLY COMPLETED.
- NOTHING.
- LESSEN THE REPORTING/PAPERWORK BURDEN FOR SMALL AGENCIES.

- HAVE REPORTING SYSTEMS TESTED AND IN PLACE BEFORE MANDATING CONVERSION. ALLOW MORE FLEXIBILITY. STOP MICROMANAGING THE PROCESS. RELIEVE HOUSING AUTHORITIES OF SOME OF THE REGULATING REQUIREMENTS.
- DISCONTINUE IT.
- EVERYTHING SEEMS TO BE BEHIND WITH REGARDS TO THE RULES. HUD TAKES FOREVER IN NOW REVIEWING OUR AUDITS. WE SHOULD DO AUDITS WITH ASSET BASED MGT.
- HUD IS TRYING TO HAVE IT BOTH WAYS--TO FORCE PHAS INTO ASSET MGMTMENT TO CONTROL IT'S SCOPE. IT NEEDS TO BE ALL OR NOTHING, BUT PREFERABLY ALL.
- PROVIDE MORE ASSISTANCE TO SMALL AGENCIES WITH LIMITED STAFF.
- DON'T KNOW.
- ONE SIZE DOES NOT FIT ALL. IF A HA IS SUCCESSFUL IN A CERTAIN ASPECT, HUD NEEDS TO RELAX AND LET HA CONTINUE PROGRAM.
- BE MORE SPECIFIC AND CLEAR ON WHAT IS EXPECTED OF HA DURING THE CONVERSION TO ASSET MANAGEMENT. NO ONE SEEMS TO BE ABLE TO ARTICULATE IT. IT'S A HIT AND MISS TRANSICITIAN. AND FINDING IS TOTALLY UNSAT. FOR THE CHANGE OVER.
- TO GIVE GUIDELINES IN A TIMELY MANOR. SPECIFIC GUIDELINES.
- KEEP HOUSING AUTHORITIES OF 400 & BELOW WITH THE CHOICE OF CONVERTING OR NOT CONVERTING TO ASSET MANAGEMENT.
- LIKE EVERYTHING ELSE YOU NEED TO HAVE ALL RULES/REGS GUIDELINES OUT COMPLETELY BEFORE YOU ASK US TO IMPLEMENT. PRIVATE SECTOR & A PUBLIC AGENCY THAT IS A STEWARD OF TAXPAYERS FUNDS DON'T MIX.
- PROVIDE ONSITE SUPPORTIVE EVALUATION TO DETERMINE THE EFFECTIVENESS OF PHA'S EFFORTS TO CONVERT.
- PROVIDE HANDS ON TECHNICAL ASSISTANCE, NOT JUST MONITORING.
- SMALL AGENCY WE DON'T HAVE MANY PROBLEMS W/1 AMP.
- MORE DIRECT ONE-ON-ONE TECHNICAL ASSISTANCE OR, AT A MINIMUM, REGULAR AND PERIODIC CONTACT W/AGENCIES UNDERGOING THE PROCESS TO INQUIRE AS TO WHAT TA IS NEEDED.
- ADDITIONAL FUNDING WOULD HELP THIS TRANSITION. A FINAL RULE EXEMPTION ON NO. OF UNITS REQUIRED TO OPT OUT OF ASSET MGT.
- UNDERSTAND WHAT ASSET MGT IS ALL ABOUT, NOT MICRO-MANAGE.
- GIVE ADDITIONAL TIME FOR TRAINING OF STAFF AND IMPLEMENTATION OF ASSET MANAGEMENT. IT IS NOT A GOOD SYSTEM FOR OUR 600 UNIT PHA.
- PUSH CONGRESS TO REPEAL THE COMMUNITY SERVICE PROVISION, IT IS TOO DIFFICULT TO MONITOR. ALLOW MORE FLEXIBILITY TO HAS REGARDING CENTRAL WAVE HOUSING AND ADMINISTERING THE BUDGET. ALL PROPERTY MANAGERS

ARE NOT BUDGET PEOPLE.

- SOME PROPERTIES, BECAUSE OF THE UNIT SIZE, DO NOT JUSTIFY HAVING IT'S OWN SEPARATE MANAGEMNT/MAINTENANCE.
- MORE FLEXIBILITY AT THE LOCAL LEVEL.
- INCREASE MANAGEMENT FEES TO COCC.
- ALLOW MORE TIME FOR THE ADJUSTMENT AND CONVERSION PERIOD. ADDITIONAL TIME SHOULD BE ALLOWED FOR HOUSING AUTHONTIES OF A SPECIFIC SIZE.
- WE'VE CONVERTED-2ND YEAR STOP-LOSS; FELT LIKE WE FIT A ROUND PEG INTO A SQUARE HOLE. SHOULD BE MORE CONSIDERATON GIVEN TO SMALL/MEDIUM PHA'S AND THOSE WHO ARE CONSISTENLY "HIGH PERFORMING".
- ADDITIONAL SMALL GROUP TRAINING.
- CONVEY INFORMATION MORE ACCURATELY & TIMELY.
- INCREASE CENTRAL OFFICE MANAGEMENT FEE'S, REMOVE "STOP LOSS" AND ALLOW SMALL PHA'S UNDER THE CURRETN STOP LOSS TO COMBINE AMP'S INTO ONE.
- BETTER CLARITY IN REPORTING REQUIREMENTS.
- TOO EXPENSIVE & USELESS.
- RECENT TRAINING BY HUD ... WAS EXCELLENT. NEEDED TO BE DONE 1 YEAR EARLIER; NEED TO UPDATE AND DO MORE ADVANCED CLASS.
- CONVERTING TO ASSET MGMT. HAS INCREASED OUR WORK LOAD.
- DO AWAY WITH THE REQUIREMENT TO CONVERT TO ASSET MANAGEMENT PERMANENTLY FOR ALL AGENCIES UNDER 500 UNITS WHICH OPT NOT TO CONVERT. WE TRIED IT, LOST VALUED EMPLOYEES BECAUSE OF IT, IT DID NOT WORK WELL FOR US, SO WE OPTED OUT THE FIRST DAY WE COULD.
- CURRENT PHA IS UNDER THE 500 UNIT LIMIT.
- ALLOW OPTION FOR AGENCIES WITH LESS THAN 500 UNITS TO OPT OUT, YET STILL MAINTAIN AMP CONFIGURATION.
- DO AWAY WITH THE COCC AND CHARGE OUT ADMIN COST PROPERLY TO EACH PROPERTY.
- GET RID OF IT.
- MORE TRAINING.
- PROVIDE MORE TRAINING & BE MORE TIMELY; STREAMLINE THE PROCESS TO MAKE IT EASIER.
- CHOOSE A DIRECTION AND STICK TO IT.

- SMALL HOUSING AGENCY; NO SUGGESTIONS AT THIS TIME EXCEPT FOR A SEVERE REDUCTION IN PAPERWORK AND REPORTING.
- PERMISSION TO ALLOCATE OVERHEAD FROM THE COST CENTER TO THE AMP'S AND ABILITY TO TRANSFER EXCESS CASH AT THE AMP'S TO THE COST CENTER, IF NEEDED.
- WHAT THE HECK IS ASSET MGMT?
- TOO LATE FOR THIS QUESTION; WE ARE ALREADY CONVERTED.
- FINALIZE PHAS PERFORMANCE INDICATORS. REDUCE RENT COLLECTION THRESHOLD TO 90%.
- PROVIDE MORE SUPPORT & TECHNICAL ASSISTANCE.
- ELIMINATE REQUIREMENT! HUD IS CURRENTLY REQUIRING US TO REPORT AS A STAND ALONE AMP ONE "FOUR UNIT" PROJECT BUILT ON THE SAME SITE WHERE WE CONVERTED ZERO UNITS TO 2 BDR.
- ... TRAINING WAS GREAT!
- WE HAVE SUCCESSFULLY CONVERTED; HOWEVER WE FIND THE PROCESS TO BE CUMBERSOME AND NOT PRODUCTIVE.
- HUD CONDUCTED WORKSHOPS.
- DUE TO STOP LOSS, WE HAD TO CONVERT TO ASSET MGMT. I AM GOING TO MY FIRST HUD TRAINING ON ASSET MGMT. A YEAR LATER. THE AGENCY HAD TO RELY ON INDUSTRY SOURCES AND NOT HUD FOR INFORMATION. SMALL HAS SHOULD HAVE NOT BEEN PUT INTO THIS SITUATION.
- THE PERCENTAGES ALLOWED FOR SERVICES PROVIDED TO AMPS BY EOCC DO NOT REFLECT THE TOTAL COSTS INCURRED IN PROVIDING THOSE SERVICES. "ONE SIZE FITS ALL" DOES NOT ALWAYS WORK. THE SYSTEM NEEDS SOME FLEXIBILITY TO ALLOW FOR DIFFERENCE AND VARIATIONS.
- PROVIDE CLEARER GUIDANCE, MORE FLEXIBLE GUIDELINES; NOT LIMIT OVER MANAGEMENT FEES OF 80%, LIKELY AM MARKET. ADMIN FEES AND NET ADJUSTMENTS TO REIMBURSE US FOR ADMIN BURDEN REPORTING. (BASED ON MULTI FAMILY, WHICH IS A DIFFERENT INDUSTRY!).
- ENACT REASONABLE MEASURES FOR SMALL AGENCIES TO CONVERT SOME ASPECTS WHILE NOT OVERBURDENING IN ORDER TO LIMIT FUNDING LOSSES.
- I AM OPTING OUT--TOO MUCH UNNECESSARY TRACKING & REPORTING.
- DEVELOP ACTUAL PROVEN MODEL THAT ALL PHA' CAN INCORPORATE FOR CONSISTENT PROGRAM REQUIREMENTS. HUD MUST CONSIDER THAT THIS MODEL IN PUBLIC HOUSING DOES NOT ALLOW FOR THE FREEDOM OF FLEXIBILITY AS IN THE PRIVATE SECTOR (MULTI FAMILY MGMT).
- CURRENTLY WE HAVE NOT CONVERTED AND I HOPE THE CUT-OFF REMAINS AT 400 UNITS.
- THE ASSET MANAGEMENT PROIGRAM ATTEMPTS TO MICRO-MANAGE ALL HOUSING AUTHORITIES TO FIT ONE MANAGEMENT MODEL AND DOES NOT ALLOW LOCAL MANAGEMENT THE LEEWAY TO DEVIATE IN AREAS THAT WOULD ACTUALLY BE MORE

BENEFICIAL TO THEIR AUTHORITY.

- RAISE LIMIT TO 1,000 UNITS
- ALTHOUGH NOT ENTIRELY FEASIBLE, IT WOULD BE HELPFUL TO HAVE ASSISTANCE AT THE PHA LEVEL. IN OTHER WORDS, IT WOULD BE HELPFUL FOR HUD TO DO AN ANALYSIS AT A PHA'S STRUCTURE & OPERATIONS AND GIVE SPECIFIC ADVICE & RECOMMENDATIONS RELATED TO CONVERSION. TOO MUCH OF THE INFORMATION IS CONVEYED AT A CONCEPTUAL [LEVEL].
- MED/SMALL AGENCIES SHOULD NOT HAVE TO USE ASSET MGT TO KEEP SAME LEVEL OF FUNDING. IF LOSING MONEY YOU HAVE TO HAVE AMPS TO KEEP FUNDING NO MATTER HOW SMALL.
- GUIDANCE HAS BEEN TIMELY AND GOOD. HUD SHOULD BE PREPARED TO REEVALUATE THE ADMINISTRATIONS BURDEN OF PRE-ASSET MANAGEMENT REPORTING USING POST-ASSET MANAGEMENT COCC STAFF.
- MORE TIME.
- PLEASE, BEFORE IMPLEMENTING NEW PROGRAMS, TEST THE PROGRAM ON A SMALL BASIS BEFORE REQUIRING THE ENTIRE PHA SYSTEM TO IMPLEMENT.
- BE MORE CONSISTENT; THE HUD TRAININGS ARE VERY INFORMATIVE AND GOOD. ALWAYS FEELS LIKE WE ARE A-STEP BEHIND THOUGH. THE REAL CONVERSION HAS BEEN A DISASTER!!!
- ONLY ONE AMP.
- NO RESPONSE.
- CONTINUE TO GIVE OUT INFORMATION THAT WILL ENABLE OUR AGENCY TO BECOME MORE EFFECTIVE.
- OPTED OUT OF ASSET MGMT. WAAYY TOO MUCH PAPER WORK AND REPORTING!
- REWORK SOME OF THE REQUIREMENTS UNDER ASSET MANAGEMENT. THE LANSING INDUSTRY GROUPS HAVE MADE THESE SUGGESTIONS.
- HUD'S RECENT ASSET MANAGEMENT TRAINING WAS EXCELLENT. SHOULD HAVE HAD IT AVAILABLE 2 YEARS AGO.
- MORE TRAINING.
- RECOGNIZE THAT THE PUBLIC HOUSING PROGRAM RANGES TO 60-100 YEARS OLD AND THAT ADDITIONAL FUNDS ARE REQUIRED.
- HUD CAN PROVIDE EXAMPLES OF BEST PRACTICES OR PROMISING PRACTICES TO PHAS HUD SHOULD SEND LESS COMMUNICATION THROUGH FAQs.
- CHANGE OUT THE CONSTRAINTS ASSOCIATED WITH THE CONVERSION. IT IS VERY COSTLY AND DOES NOT REPRESENT CURRENT REAL ESTATE PROCESSES. TRYING TO TIE IT TO MULTIFAMILY WITH THE SAME OPERATING PROCESS DOES NOT WORK
- ALLOW AGENCY-WIDE BALANCE SHEET, RATHER THAN AMP-SPECIFIC.

- HUD MUST WORK TO IMPROVE ITS FINANCIAL REPORTING SYSTEMS FOR LARGE PHA'S. THE SYSTEM REQUIRES TOO MUCH TIME AND TOO MUCH MANUAL INPUT FOR LARGE PHA'S; PERHAPS AN ELECTRONIC TRANSFER OR SPREADSHEET UPLOAD WOULD HELP. TRAINING FOR PROPERTY MANAGERS INSUFFICIENT.
- PHA'S NEED MORE TIME.
- MORE TA FROM FIELD OFFICES IN THE EARLY IMPLEMENTATION TO ASSET MFG. THEY NEEDED MORE UPFRONT TRA TO ASSIST THE PHA'S. ... HUD NEW STAFF ARE TRYING TO GET UP TO SPEED; LOTS OF NEW LINGO) THROWN AT THEM.
- MAKE IT LESS STRINGENT ON SMALL TO MIDSIZED AGENCIES (I.E. LESS THAN 400/500 UNITS).
- HAVE NOT HAD THE OPPORTUNITY TO LEARN MUCH ABOUT THIS PROCESS.
- HAVE REGULAR DIALOGUE ABOUT AGENCY'S PROCESS THAT CONFORMS SPIRIT & INTENT OF ASSET MANAGEMENT.
- NO NOT REQUIRE HOUSING AUTHORITIES TO COMPLY IT UNDER 500 UNITS. DO AWAY WITH STOP LOSS-LOOK AT INDIVIDUAL HOUSING AUTHORITIES SUCH AS REGIONAL WHEN APPLYING REDUCTION IN SUBSIDY.
- MAK SPECIFIC TRAINING AVAILABLE IN ALL AREAS ACCESSIBLE TO PHA'S.
- ASSET MANAGEMENT DOES NOT SUPPORT THE OPERATION OF SCATTERED SITE SINGLE FAMILY UNITS. THESE ARE FINANCIAL LOSERS IN THE CURRENT ASSET MANAGEMENT. THIS HURTS OUR ABILITY TO DECONSTRATE.
- I THINK WE NEED MORE TIME. HUD IS TRYING HARD. MY OBSERVATIONS.
- NOT SURE.
- HUD HAS IMPROVED THINGS OVER PAST YEAR BY REDUCING THE MICRO-MANAGEMENT OF GUIDANCE. HA'S SHOULD BE ABLE TO ESTABLISH THEIR ORGANIZATIONAL STRUCTURE TO WHAT LOCAL MANAGMENT DEEMS APPROPRIATE, AS LONG AS HA CAN PROVIDE THE AMP LEVEL DATA AND THE FINANCIAL & PHYSICAL INDICATORS ARE AT OR ABOVE STANDARD PERFORMANCE.
- HUD HAS IMPROVED THINGS OVER PAST YEAR BY REDUCING THE MICRO-MANAGEMENT OF GUIDANCE. HA'S SHOULD BE ABLE TO ESTABLISH THEIR ORGANIZATIONAL STRUCTURE AT LOCAL MANAGMENT DEEMS APPROPRIATE AS LONG AS HA CAN PROVIDE THE AMP LEVEL DATA AND THE FINANCIAL & PHYSICAL INDICATORS ARE AT OR ABOVE STANDARD PERFORMM.
- DEALING WITH THE REALITY OF REGULATION OVERLOAD AND FATIGUE MAKES IT DIFFICULT TO STAY CURRENT WITH THE EVERYDAY WORK LOAD DUE TO LOSING STAFF AND BECAUSE OF REDUCED FUNDING.
- EVERYTHING IS RUNNING SMOOTH.
- ELIMINATE THE CONCEPT FOR PHA'S UNDER 500 UNITS AND REDUCE THE RIGID APPLICATIONS TO SMALL DEVELOPMENTS. AMP'S CANNOT SUPPORT STAFF WITH TIME OR SOPHISTICATION TO DEAL WITH HUD REGULATIONS AND REAL PROPERTY MANAGEMENT.
- THE AUTHORITY'S ACCOUNTANT HAS DONE ALL FOR ASSET MGT.
- EXEMPT.

- CONTINUED GUIDANCE.
- MORE CLARIFICATION BETTER UNDERSTANDING OF PROCESS BY HUD PERSONNEL.
- MORE TECHNICAL ASSISTANCE.
- PROVIDE PHA OF REAL CASES THAT HELPS W/THE CONVERSION. PROVIDE BEST PRACTICES MODELS!
- SMALL HOUSING AUTHORITY.
- THE ONLY PROBLEM WE HAD IS THAT THE PAST ED LEFT AND DID NOT TELL ANY EMPLOYEES A THING ABOUT STOP LOSS, PAID ASSET MANAGEMENT...WORK FOR US TO PASS ON ... OLD. PREVIOUSLY WE HAD FAILED ALL THE [?].
- HUD SHOULD HAVE ALLOWED HIGH PERFORMERS NOT TO CONVERT TO ASSET MANAGEMENT. AS A HIGH PERFORMER, WE WERE DOING SOMETHING RIGHT.
- CLEAR & TIMELY INFORMATION.
- EVERYTHING OUR AGENCY LEARNED ABOUT ASSET MANAGEMENT WAS DUE TO US HIRING AND PAYING FOR AN INDEPENDENT CONSULTANT TO PROVIDE ITS OWN TECHNICAL ASSISTANCE. HUD MANDATED ASSET MANAGEMENT WITHOUT ANY GUIDANCE ON FUNDAMENTAL ISSUES AND THEN THE AGENCY WAS FACING "STOP LOSS" WHICH WOULD HAVE BEEN DEVASTATING.
- PROVIDE MORE FLEXIBILITY.
- WE WILL CONVERT IN 2011.
- YES, FIGHT FOR PHA'S UNDER 500 UNITS TO BE EXEMPT ONCE AND FOR ALL!
- CHECK OFFICE FLEXIBILITY FOR AGENCIES REGARDING CENTRAL OFFICE EXPENDITURES.
- TREAT IT MORE LIKE A BUSINESSLIKE ENTERPRISE TO PRESERVE AND ENHANCE THE QUALITY OF HOUSING AND IMPROVE FINANCIAL HEALTH. THE PRESENT SYSTEM IS SIMPLY "COST-ACCOUNTING" FOR ITS OWN SAKE WITH TOO MANY MANDATES THAT IGNORE LOCAL NEEDS.
- LESSEN RESTRICTION ON VERIFICATION METHODS TO SAVE MONEY.
- SPONSOR AND/OR CONDUCT TRAINING AT DIFFERENT LEARNING LEVELS.
- PROVIDE TRAINING TO HUD OFFICIALS; ENSURE THAT INFORMATION IS CONSISTENT (RELIABLE) BETWEEN HUD OFFICIALS AND OUTSOURCE CONTRACTS; ESTABLISH CONSISTENT (RELIABLE) TIMELINES TO ENSURE BOTH (HUD/OUTSOURCE) HAS KNOWLEDGE AT THE SAME TIME.
- WE HAVE SAID EVERYTHING IN OFFICIAL STATEMENTS TO HUD.
- IF HUD WANTS US TO OPERATE MORE LIKE THE PRIVATE SECTOR THEN REMOVE ALL OF THE REGULATIONS THAT THE PRIVATE SECTOR DOES NOT HAVE TO FOLLOW OR ACKNOWLEDGE THE BURDENS THE REGULATIONS PUT ON PHA AND

OPERATE ACCORDINGLY.

- THERE WERE NO MAJOR ISSUES AS WE CONVERTED IN OUR FIRST YEAR OF THE STOP LOSS.
- SIMPLIFY PERMANENTLY THE REQUIREMENT FOR SMALL AGENCIES UNDER 500 UNITS.
- TECHNICAL ASSISTANCE IN INVENTORY CONTROL TRAINING SESSION PERHAPS.
- LOCAL INEXPENSIVE TRAINING. FULL FUNDING!!!!
- ASSET MANAGEMENT SHOULD BE OPTIONAL, ESPECIALLY FOR HIGH-PERFORMING PHAS. PHAS WITH LESS THAN 1,000 PUBLIC HOUSING UNITS SHOULD NOT BE REQUIRED TO CONVERT TO ASSET MANAGEMENT.
- WE ALREADY USE ASSET MANAGEMENT.
- TRAINING. THE QUESTION IS ABOUT 2 YEARS TO LATE.
- KEEP TO ORIGINAL PLAN TOWARD COST STUDY RECOMMENDATIONS FOR NECESSARY QUESTIONS.
- DONE.
- PROVIDE ON-SITE AND WEB BASE TRAINING.
- NOTHING.
- I DO NOT HAVE TO DO ASSET MANAGEMENT. I HAVE UNDER 250 UNITS. I AM SMALL PHA.
- ONE SIZE DOES NOT FIT ALL!
- PROVIDE MORE TECHNICAL ASSISTANCE THE ON-SITE VISITS. DESIGN IMPLEMENTATION STEP BY STEP TRAINING WHICH ANSWERS QUESTIONS ON CENTRALIZED VS. NON CENTRALIZED OPERATIONS.
- MORE TRAINING SEMINARS ARE NEEDED.
- ONLY REQUIRE THE VERY LARGEST PHAS TO CONVERT TO ASSET MGMT. WE DON'T HAVE THE RESOURCES, MONEY & STAFF TO SUPPORT CONVERSION. PHAS IN EXCESS OF 2000 UNITS S/B REQUIRED TO CONVERT. ASSET MGMT FEES DO NOT SUPPORT THE COCC. AGENCIES HAVE MORE REPORTING REQUIREMENT THAN IN PAST SEVERAL YEARS.
- NOTE: SMALL PHA IS OFTEN EXCLUDED IN DISCUSSIONS & TRAINING INVOLVING ASSET MANAGMENT.
- GO BACK TO OLD SYSTEM, DO AWAY WITH ASSET MANAGAMENT!
- INCREASE THE # OF APT THAT HAVE TO CONVERT TO ASSET MANAGEMENT. THIS IS TOO MUCH OF A BURDEN FOR SMALL HA--FINANCIALLY & STAFF.
- SMALL H.A.
- PROVIDE MORE REAL-WORLD TRAINING OPORTUNITIES.

- EASE REGULATIONS AND ALLOW AUTHORITIES TO COMPLETE WITH THE PRIVATE SECTOR.
- IT IS A NEW PROGRAM, AND AS IN EVERY NEW PROGRAM THERE IS A LEARNING CURVE. I FOUND HUD RESPONSES TO MY QUESTIONS VERY HELPFUL. I AM SURE THE LEARNING PROCESS ALSO AFFECTS HUD.
- LET HAS KNOW IF AGENCIES WITH LESS THAN 400 UNITS WILL BE EXEMPT FROM ASSET MANAGEMENT.
- SUPPORT & TECHNICAL STAFF AT HUD NEED MORE KNOWLEDG-SO TIRE OF HEARING, "I DON'T KNOW" WHEN I CALL FOR ASSISTANCE!
- REQUIRE ONLY LARGE AGENCIES TO CONVERT (1250 UNITS +).
- MORE KNOWLEDGEABLE TRAINING TO HOUSING AUTHORITY!
- THERE IS NO "PERSON" TO ASK A QUESTION-YOU HAVE TO SUBMIT YOUR QUESTION VIA EMAIL AND HOPE YOU GET A RESPONCE.
- PROVIDE ADEQUATE FUNDING INFORMATION IN TIME TO PREPARE BUDGETS-WE SEEM TO BE WORKING BEHIND IN RECENT YEARS.
- BE SENSITIVE TO THE FACT THAT SMALLER PHA'S DO NOT MEET TNE MODEL.
- STOP THE PROCESS. THE FINANCIAL COMPONENT IS EXCELLENT. THE CENTRAL OFFICE COST CENTER & ASSIGNMENT OF STAFF MAY WORK IN LARGER PHAS BUT I FIRMLY BELIEVE THIS MODEL RESULTS IN INCREASED OPERATING COSTS (VIA A CREATION OF AN INTERNAL VILLIAGE SYSTEM COCC TO AMP SETC) (OR AMP TO AMP WHEN USING STAFF IN [?]).
- MAKE THE "(?)" PERMANENT FOR PHA'S WITH LESS THAN 500 UNITS OF PUBLIC HSG. THE BURDENS OF THIS MODEL ARE TOO GREAT FOR THE GAINS FOR SMALLER HOUSING AUTHORITIES. WE HAVE REORGANIZED STAFFING BUT HAVE NOT CHANGED OUR ACCTNG, SYSTEM. I HOPE WE DO NOT HAVE TO!
- HUD FIELD OFFICE HAS HAD ROUNDTABLE DISCUSSIONS THAT HAVE BEEN HELPFUL, BUT THEY ARE DOING THE BEST THEY CAN WITH THE GUIDANCE THEY RECEIVE.
- HUD STAFF REALLY TRY FOR THE MOST PART, BUT AMONG THE STAFF THERE ARE MANY INCONSISTENCIES. THEY ALL NEED MORE TRAINING WITH A GOOD DOSE OF CUSTOMER SERVICE TRAINING.
- THERE IS LITTLE TO NO PERSONAL SUPPORT FOR ASSET-BASED MANAGEMENT. HUD STAFF ARE NOT TRAINED IN ASSET-BASED MANAGEMENT.
- PHA'S NEED MORE ONE-ON-ONE INSTRUCTION AND GUIDANCE.
- WE THINK HUD SHOULD PROVIDE WEBCASTS AND MORE HANDS ON TRAINING ON CONVERTING TO ASSET MANAGEMENT.
- INCREASE SUPPORT STAFF TO IMRPOVE CAPACITY TO RESPOND TIMELY TO REQUESTS FOR ASSISTANCE.
- EXEMPT AGENCIES WITH 400 UNITES OR LESS!! ELIMINATE P.H. COMMUNITY SERVICE!!!
- BETTER CONSIDER THE NATURE OF PUBLIC HOUSING AND HOURING AUTHORITIES, NOT TRY TO FORCE A "ONE SIZE FITS ALL" MODEL.

- ALLOW PRORATION BASED ON PERIODIC TIME ALLOCATION STUDIES; ESPECIALLY FOR SMALLER PHA'S.
- WE ARE A SMALL AGENCY AND USING ONE AMP #.
- TOO LATE NOW.
- HAVE BETTER UNDERSTANDING THAT ONE MODEL DOES NOT FIT ALL.
- RAISE UNIT LIMIT TO 500.
- APPROVE OUR REQUEST TO OPT OUT OF ASSET MGMT.
- FINALIZE RULES AND LET EVERYONE KNOW WHAT THEY ARE. HUD HAS A TENDENCY TO SUBMIT PROGRAMS OR ASK YOU TO DO SOMETHING AND COME UP WITH RULES AFTER-ESPECIALLY ARRA.
- GUIDE & HELP CORRECT ANY DEFICIENCIES-NOT PLAY "I GOT YOU."
- RAISE THE THRESHOLD FOR MANDATORY CONVERSION; IT IS NOT COST EFFECTIVE FOR MIDSIZE HOUSING AUTHORITIES.
- IT IS ESSENTIAL THAT MANAGEMENT FEE BE INCREASED SMALL AUTHS. LESS THAN 350 ARE HARD PRESS TO BALANCE BUDGET IN COCC.
- WE ARE HAVING GOOD LUCK ON OUR ASSET MANAGEMENT.
- DO NOT IMPLEMENT THE MANAGEMENT ASSESSMENT PROGRAM (HUD FORM 5834) AS PROPOSED. VERY DISJOINTED, UNFAIR SCORING & EMPHASES.
- I EXPECT MORE UPDATE TRAINING AS AMP'S BECOMES MORE DEFINED-HUD TO ASSIST WITH TRAINING FOR PHA TO MAKE THE TRANSITION. (DO AWAY WITH AMPS).
- HUD COULD MAKE IT EASIER BY HAVING FINAL REQS & METHODS DECIDED TO REQUIRED CONVERSION. HUD SUBSIDY AT 88% OF NEED CAUSES SERIOUS DEFICIT PROBLEMS.
- GIVE IT UP.
- SINCE WE ARE A SMALL PHA < 250 UNITS THE CONVERSION HAS BEEN VOLUNTARY.
- SHOULD ONLY BE REQUIRED FOR AGENCIES LARGER THAN 2,500 UNITS.
- TRAINING.
- PROVIDE ADDITIONAL FUNDING.
- REEVALUATE ASSET MANAGEMENT WITH MORE INPUT BY PUBLIC HOUSING AUTHORITIES.
- SELL US OUR INVENTORY FOR \$X.OO-LEAVE US ALONE!!!
- COVER ONLY LARGE PHA'S, SMALL & MEDIUM SIZE, I SEE NO ADVANTAGE. HAVE DEVELOPMENT BE AMP'S, I HAVE 1 AMP

THAT COVERS 7 SITES.

- STREAMLINE AND REDUCE PAPERWORK REPORTING REQUIREMENTS. WE ARE EXPECTED TO OPERATE LIKE THE PRIVATE SECTOR, YET THERE HAS BEEN NO REDUCTION IN REPORTING OR COMPLIANCE REQUIREMENTS.
- BE MORE RESPONSIVE IN ADDRESSING QUESTIONS/CONCERNS. HARD TO GET HOLD OF A SUBJECT MATTER EXPERT.
- ONE SIZE DOES NOT FIT ALL, CONSIDER COMMUNITY VARIABLES-COCC'S OPERATING IN POVERTY IS NOT A SOLUTION, ALLOW MORE FLEXIBILITY WITHIN PROGRAM FUNDS.
- GUIDANCE TO PHAS WHO ARE NOW REQUIRED TO CONVERT AND WERE NOT STOP LOSS AGENCIES. PROVIDING ON-SITE TECHNICAL REVIEWS PRIOR TO THE IMPLEMENTATION TO ASSESS SYSTEMS AND MAKE SUGGESTIONS TO THE PHA ON BEST PRACTICES, ETC. WOULD BE MOST HELPFUL.
- BE MORE FLEXIBLE. EVERY PHA IS DIFFERENT SO THERE SHOULD BE FLEXIBILITY IN APPLYING RULES. NEXT AMP REVIEW SHOULD AGAIN BE ADVISORY SINCE HUD HAS BEEN SLOW IN GETTING REVIEWS DONE.
- QUIT THREATENING US WITH PULLING FUNDS AWAY: THIS JOB IS IMPOSSIBLE AS IT IS WITH WHAT FUNDS YOU ARE SENDING-TAKING FUNDS AWAY ONLY INCREASES THE POSSIBILITY OF FAILING & DRIVING GOOD HONEST HARD WORKING PEOPLE AWAY. WHO TRAINED HUD STAFF TO BE ASSET MANAGERS? .
- FULL FUNDING OF THE OPERATING FUND WOULD GIVE US ENOUGH MONEY TO CONVERT TO ASSET MANAGEMENT. ALSO, ALLOWING SUFFICIENT FEES SO THE CENTRAL OFFICE COST CENTER DOESN'T GO BANKRUPT. CLARITY ABOUT HUD'S GOALS FOR THEIR ASSETS (HUD CONSIDERS OUR AMPS TO BE HUD'S ASSETS) WOULD HELP.
- CANCEL THE PROGRAM!
- I THINK ASSET MANAGEMENT FOR A H.A. BELOW 500 UNITS CREATES MORE PROBLEMS THAN THEY SOLVE.
- WE ARE A SMALL AGENCY.
- ASSET MANAGEMENT IS SEVEN TIMES THE WORK-HUD NEEDS TO EVALUATE THE EFFECTIVENESS OF ASSET MANAGEMENT ON WELL MANAGED PHA.
- WE ARE NOT ASSET MGT AT THIS TIME.
- HAVE A MUCH BETTER PLAN. BETTER SUPPORT AT TECHNICAL ASSISTANCE.
- ASSET MANAGEMENT IS OK FOR LARGE, METROPOLITAN PHAS; IT IS UNNECESSARY FOR SMALL/MEDIUM PHAS.
- I AM NOT CONVERTING, BUT THEY TELL ME I HAVE TO GO BY ASSET MANAGEMENT. GUIDELINES.
- I THOUGHT THE EXCEL TOOLS FOR SUBSIDY & FDS WERE EASIER TO USE THAN SAG'S AND THE FORMER REAL FINANCIAL TEMPLATES. PROCUREMENT AND FULL REGULATORY COMPLIANCE IS DIFFICULT AT THE AMP LEVEL.
- HUD SHOULD CONSIDER EXEMPTING AUTHORITIES THAT HAVE LESS THAN 1,000 UNITS.
- ALREADY CONVERTED.

- BE MORE FLEXIBLE IN REVIEWING DATA (SUCH AS STOPLOSS).
- ASSET MANAGEMENT CONVERSION IS TOO PRESCRIPTIVE AND DOES NOT ALLOW FOR UNIQUE LOCAL ISSUES AND CIRCUMSTANCES. THE CONVERSION, UNFORTUNATELY, COINCIDED WITH SEVERE FUNDING SHORTFALLS WHICH HAMPERED THE TRANSITION. OUTSIDE AUDITS WERE GIVEN NO FLEXIBILITY WITH IDEAL ISSUES.
- ASSOGM A FOX REMT TP REACH BEDROOM SIZE LIKE THE SECTION 8 HOUSING CHOICE PROGRAM.
- PERMANENTLY EXEMPT SMALL AUTHORITIES WITH LESS THAN [?] UNITS
- NOT EQUATE "PUBLIC HOUSING" WITH PRIVATE SECTOR HOUSING. DON'T USE FHA "MULTI-FAMILY" PROJECTS AS MODEL FOR "PUBLIC HOUSING". SET HIGHER THRESHOLD LEVEL FOR CONVERSION REQUIREMNT.
- THERE HAS BEEN VERY LITTLE ATTENTION TO THE ACTUAL ON-THE-GROUND ASPECTS OF ASSET MANAGEMENT-TO HUD, IT SEEMS. IT IS ALL THEORY & ABSTRACTION.
- PROVIDE DISBURSED FUNDING IN A TIMELY MANNER. CONSIDER CONVERTING THE FUNDING BACK TO THE PHA CALENDAN YEAR. PROVIDE ADDITIONAL ASSET MANAGEMENT GUIDEANCE AND PROTOCOL.
- MORE TRAINING AND CLARIFICATION ON NEW FORMS & SCORING.
- PROVIDE SUBJECT MATTER EXPEXTS FOR TECHNICAL ASSISTANCE AND FUNDS.
- DESPITE THE QUALITY AND AMOUNT OF SUPPOORT FOR CONVERSION TO ASSET MANAGEMENT, IT REQUIRED AN INORDINATE EXPENDITURE OF TIME AND RESOURCES, INCLUDING FEE ACCOUNTATNT EXPENSES TO CONVERT.
- THEY SHOULD HAVE TAKEN LONGER TO RESEARCH THE CHANGE, HAD ANSWERS TO QUESTIONS SOONER, AND GIVEN MORE CONSIDERATION TO PHA'S UNDER 2500 UNITS.
- OPTED OUT.
- CONSISTING FROM HQ TO THE [?] OFFICE IN INTERPRETING ASSET MANAGEMENT PRINCIPLES.
- THIS CREATES INCREASED FINANCIAL & ADMINASTRATIVE BURDEN. SHOULD EXCLUDE HA'S WITH LESS THAN 1,000 UNITS OR BEFORE MAKING HAS TRANSITION TO ASSET MANAGEMENT HELP BRING UNITS UPT TO STANDARDS THAT WOULD MAKE THEM COMPETE IN THE MARKET PLACE.
- HUD TRAINING IN EACH STATE VS. SELECTED CITIES. DIFFICULT FOR SMALL PHAS TO BUDGET AIRFARE AND HOTEL STAY. ALLOW LOCAL FIELDS OFFICES TO MONITOR AAND ASSIST.
- MORE HANDS ON LOCAL TRAINING WITH OTHER AGENCIES OUR SIZE.
- LESS THAN 250 UNITS.
- LOCAL TRAINING INCLUDING HUD STAFF.
- BE MORE OPEN TO ENTREPRENEURAL INNOVATION AND EXPERIMENTATION TO HELP MITIGATE THE LACK OF FLEXIBILITY

## IN REVENUES.

- I BELIEVE A REVIEW (SUPPORT) OF OUR IMPLEMENTATION OF ASSET MANAGEMENT TO DETERMINE IF THE PHA IS IMPLEMENTING ASSET MANAGEMENT CORRECTLY WOULD BE VERY HELPFUL.
- SPEND MORE TIME ON TRAINING IN THE FIELD--I.E. HOUSING AUTHORITIES, LOCAL HUD OFFICE, ETC.
- IMPROVE REAC RESPONSE TO INSPECTION DEFICIENCY SUBMISSIONS. ASIDE FROM BEING A COMPLIANCE/FRAUD RECOGNITION TOOL, EIV IS USELESS.
- RAISE THE THRESHOLD FROM 250 UNITS TO 500 FOR PHA'S TO CURRENT.
- RAISE THRESHOLD TO 1,000 UNITS OPTIMALLY ON 500 MINIMALLY. HUD NEEDS TO FOCUS ON PHA'S WHERE THEY HAVE EXPOSURE.
- SHARE BEST PRACTICE OPERATING MANUALS (OR LINKS TO THEM AND OTHER WEB-SITES) AND MANAGEMENT REPORTS. ISSUE PHA'S RULES AND DISCUSS WHAT EXPECTATIONS ARE FOR JULY 1, 2011.
- HUD HAS FACILITATED DISCUSSION GROUPS AMONG HOUSING AGENCIES, WHICH HAS WORKED OUT WELL.
- PERMIT PHAS TO DESIGN ASSET MANAGEMENT PROTOCOLS THAT FIT THE LOCALE. ELIMINATE THE "ONE SIZE (METHOD) FOR ALL" MENTALITY.
- PROVIDE MORE TA TO AGENCY. SPECIFICALLY ADDRESS PRIVATELY MANAGED SITES.
- PROVIDE DIRECTION FOR MIXED-FINANCE DEVELOPMENTS MAKE REAC REPORTING CONSISTENT WITH GAAP.
- THE PROCESS OF MEETING STOPS LOSS APPROVAL THRESHOLDS HAS NOT BEEN EFFECTIVE. ALTHOUGH WE ARE NOW SUBMITTING YEAR 4 STOP LOSS DATA, WE HAVE YET TO HAVE OUR YEAR 2 SUBMITTED/APPROVED. HUD'S CONTRACTORS HAVE NOT BEEN HELPFUL.
- ACCEPT THE AMP GROUPING WITHOUT CHALLENGING HOUSING DECISIONS!
- GIVE STAFF GUIDANCE AND ANSWERS TO BASIC QUESTIONS ABOUT CONVERSION PROCESS BEFORE IMPLEMENTING IT.
- WE ARE CONVERTING UNDER MOVING TO WORK, SO NOT REALLY APPLICABLE.
- START OVER.
- MORE INPUT/CONSIDERATION FROM LARGE PHA'S. MORE CONSIDERATION OF THE POPULATIONS THAT PHA'S SERVE.
- THE ACCOUNTING AND MANAGEMENT REQUIREMENTS IMPOSED BY HUD ON SMALL PHAS MAKE NO SENSE. DO AWAY WITH THEM FOR PUBLIC HOUSING PROGRAMS WITH LESS THAN 500 PUBLIC HOUSING UNITS.
- THE ... COUNTY HOUSING AUTHORITY HAS ALREADY CONVERTED TO ASSET MANAGEMENT.
- PROVIDE FINAL RULES.

- IT WOULD HAVE BEEN MUCH BETTER TO HAVE WORKED WITH THE INDUSTRY TO IDENTIFY PROBLEMS EARLIER AND NOT TO DO THE DECISIONS AND GUIDANCE AS HUD LEARNED FROM PHA'S THAT MOVED FORWARD AND PAVED THE WAY. MORE EXAMPLES FOR SMALLER AND RURAL ENTITIES WOULD HAVE HELPED.
- GIVE US 100% APPROPRIATION OF SUBSIDY. PROVIDE ON-SITE TECHNICAL ASSISTANCE.
- ALREADY CONVERTED.
- THERE NEEDS TO BE CLEARER DIRECTION, ESPECIALLY SMALL PHA'S.
- INCREASE THE UNIT THRESHOLD TO PHA'S WITH 1,000 UNITS THAT CONVERSION & COMPLIANCE IS OPTIONAL.
- PROVIDE FINANCIAL MODELS/STANDARDS FOR COSTS.
- HAVE STAFF KNOW WHAT THEY ARE TALKING ABOUT AS IT PERTAINS TO TRANSITIONING TO ASSET MGMT.
- CONSTANT INTERRUPTIONS AND MORE REALISTIC TIMEFRAME TO CONVERT.

**Question 13:** What, if anything, can HUD do to improve the Enterprise Income Verification (EIV) system?

- SOME RECENT IMPROVEMENTS ARE VERY GOOD.
- FALSE DOMICILE AND CASH EARNINGS ARE THE TWO BIGGEST RENT ERRORS, EIV DOES NOTHING ABOUT EITHER. TYPICAL HUD ALL TREES, BUT MISS FOREST.
- DECREASE LAG TIME OF INCOME INFORMATION INTO SYSTEM.
- GET THE INFORMATION IN THE SYSTEM ON A TIMELY BASIS.
- MAKE IT MORE UP-TO-DATE.
- THIS IS ONE OF THE FEW THINGS HUD IS DOING WELL.
- SOMETIMES THE DATA IN EIV IS TOO OLD. WE FIND OUT 2-3 MONTHS AFTER THE FACT THAT A PERSON HAS A NEW SOURCE OF INCOME; THEN WE HAVE TO SEND THEM A LETTER, ETC. FOR FAILING TO REPORT; DRAFT REPAYMENT AGREEMENTS, ETC.
- FAMILY RESPONSE & DATA!!
- RECEIVE CURRENT INCOME IN A MORE TIMELY FASHION.
- TRAINING AND MORE TRAINING AND SUPPORT.
- TOOLS TO MAKE UP FRONT INCOME VERIFICATION MORE EFFECTIVE.
- PROVIDE MORE DATA, PARTICULARLY REGARDING OTHER PUBLIC BENEFITS. RECEIVED BY PROGRAM PARTICIPANTS. ALSO DMV RECORDS AND SEX OFFENDER STATUS WOULD BE HELPFUL.
- EMPLOYMENT INFO NEEDS TO BE MORE CURRENT; DATA IS YEAR OLD OR MORE.
- IMPROVE TIMELINESS.
- MORE CURRENT INFO.
- IF THEY COULD INCLUDE MORE INFORMATION ON CHILD SUPPORT PAYMENTS, WELFARE, AND OTHER INCOME.
- PROVIDE INFORMATION ON NEW APPLICANT SOONER. PROVIDE DATA BASE OF TENANTS THAT MOVED OUT WITH BALANCE OWED.
- HAVE MORE CURRENT INFORMATION.
- THE EIV SYSTEM SEEMS TO BE WORKING AT THIS TIME.
- SEEMS USEFUL AS IT IS. DON'T HAVE ENOUGH EXPERIENCE TO SAY MORE.

- INCOME VERIFICATION NEEDS TO BE MORE CURRENT.
- MORE SUPPORT.
- WE NEED TO BE ABLE TO GET CHILD SUPPORT AS WELL AS OTHER INCOME. IT WOULD BE GOOD IF WE COULD SEE THIS FOR AN APPLICANT BEFORE THEY BECOME A RESIDENT.
- EIV NEEDS TO COVER OTHER HUD PROGRAMS LIKE HOMELESS PROGRAMS.
- HAVE MORE UP-TO-DATE INFORMATION; INCLUDE PENSION AMOUNTS AND UNEMPLOYMENT.
- NEED MORE UP TO DATE INFORMATION.
- WAGE INFORMATION TO BE MORE TIMELY.
- WE ARE BASICALLY SATISFIED WITH THE EIV SYSTEM.
- GOOD. CONTINUE TRAINING OPPORTUNITIES.
- MAKE IT MORE CURRENT.
- VERY SATISFIED.
- THE EIV SYSTEM SEEMS TO WORK FINE AS LONG AS INFORMATION IS MADE AVAILABLE IN A TIMELY MANNER.
- CONTINUE TO IMPROVE TIMELINESS OF VERIFICATIONS & OTHER OPTIONS RELEVANT TO PHA OPERATIONS.
- CONTINUE TO HAVE OPEN, CLEAN & PRECISE INFORMATION TRANSMISSION TO PHA'S.
- I LIKE THE SYSTEM.
- THE EIV SYSTEM WORKS VERY WELL; I DON'T KNOW OF ANYTHING THAT NEEDS TO BE DONE TO IMPROVE IT.
- IF POSSIBLE, WORK WITH MORE CURRENT DATA.
- AT THIS TIME AND AFTER WATCHING THE SEPT. 24, 2009 WEBCAST, I FEEL THAT HUD IS BEING VERY RESPONSIVE TO OUR NEEDS REGARDING EIV.
- IT'S GOOD NOW; MAYBE JUST MORE DEMONSTRATIONS.
- SUPPLY MORE UP TO DATE INFORMATION; USUALLY 1/4 OF THE YEAR BEHIND.
- INCLUDE CHILD SUPPORT PAYMENTS, TANF AND FOOD STAMPS. EIV COULD BE THE ONE-STOP FOR INCOME VERIFICATIONS. IT WOULD MAKE LIFE SO MUCH EASIER.

- WE FIND THIS AN EXCELLENT TOOL FOR VERIFICATION OF INCOME AND LOOK FORWARD TO THE EXPANSION OF THE PROGRAM.
- MAKE SURE IT IS UP!
- MORE CURRENT UPDATES.
- EXPAND ADMINISTRATIVE ACCESS.
- INFORMATION NEEDS TO BE MORE CURRENT.
- THERE ARE TWO PROGRAMS THAT ARE COMBINED; LOW RENT PUBLIC HOUSING & HCV UNDER EIV. HAVE HAD ACCESS FOR SEVERAL YEARS. JUST PURCHASED A MULTI FAMILY PROPERTY AND EIV ACCESS IS COORDINATED THROUGH MF-EIV. HAVE BEEN WORKING TO GET ACCESS FOR MF-EIV FOR OVER 4 MONTHS WITHOUT SUCCESS.
- NO PROBLEMS.
- GET THE DATA MORE CURRENT; AS OF SEPTEMBER '09 WE JUST NOW GET INFO FROM 1ST QUARTER 2009!
- WE USE EIV AND FIND IT TO BE A VERY USEFUL TOOL TO OPERATE OUR PROGRAM. IT PROVIDES THE NECESSARY INFORMATION TO DETECT FRAUD. IF SIV COULD PROVIDE CRIMINAL INFORMATION AS WELL AS FINANCIAL THAT WOULD MAKE IT A "GREAT ASSET."
- EIV HAD SOME RECENT MINOR CHANGES WE HAVE AND ARE DISCUSSING VARIOUS NEEDS-BUT AT THIS TIME UNABLE TO COMMENT!
- EIV IS A GOOD SYSTEM. I WISH THAT INFORMATION WAS CLEARER. IT WOULD ALSO BE NICE TO GET AN EMAIL UPDATE WHEN NEW MATCHES OCCUR.
- GET RID OF IT! IT'S MORE HASSLE THAN A BENEFIT OR TOOL.
- NONE.
- IT'S ON A GOOD DEVELOPMENT TRACK. NO CHANGES NECESSARY.
- MORE CURRENT INFORMATION.
- THEY ARE TRYING!!
- PROVIDE MORE CURRENT DATA.
- THE EIV SYSTEM HAS BEEN OF BENEFIT TO OUR AGENCY. ITS CONSISTENCY AND TIMELINESS IS OF CRITICAL IMPORTANCE.
- THE EIV SYSTEM IS PROBABLY ONE OF THE BETTER CHANGES BUT IT IS NOT ALWAYS RELIABLE OR TIMELY.

- THIS PROGRAM KEEPS GETTING BETTER AND IT MAKES INFORMATION GATHERING EASIER. I AM PLEASED W/THIS PROGRAM AND THE WAY WE ARE KEPT UP TO DATE IS WONDERFUL.
- THE REPORTS ARE OUT-DATED IN CALCULATING CURRENT INCOME SO THE THIRD PARTY VERIFICATIONS ARE NEEDED. THIS APPLIES ONLY TO FAMILIES. EIV IS GOOD FOR SENIOR CITIZENS.
- EIV IS BECOMING MUCH EASIER TO WORK THROUGH, KEEPING THE MOST CURRENT INFORMATION AVAILABLE.
- WE LIKE THE EIV.
- INCOME CURRENT.
- EIV SYSTEM IS EXCELLENT AS IS.
- MORE TIMELY INCOME INFO.
- WEB CAST 9-24-09 WAS GOOD AND EIV HAS BEEN IMPROVING AND HELPING THIS AUTHORITY PREVENT FRAUD.
- INCREASE THE TIMELINESS OF THE WAGE INFORMATION IN THE SYSTEM. DISFUNCTIONALITY OF THE SYSTEM COULD BE IMPROVED TO ELIMINATE REPETITIOUS STEPS.
- REPORT CURRENT WAGES, REPORT CHILD SUPPORT, RETIREMENT INCOME, VA.
- MOST RECENT EMPLOYMENT OF TENANTS IS NOT UP TO DATE THRU EMPLOYMENT REPORTING.
- MAKING IT EASIER TO PRINT BULK DOCUMENTS.
- GET YOUR COMPUTER SYSTEMS TO A RELIABLE STATUS.
- TIMELINESS OF INFORMATION PROVIDED.
- THE SYSTEM HAS GREATLY IMPROVED. NO CHANGE.
- NEED TIMELY (MONTHLY) INFORMATION AND NOT DATA FROM THE PAST YEAR ON REPORTS.
- THE INFORMATION IN EIV NEEDS TO BE UP-TO-DATE, NOT 3 MOS. OLD. WE ARE EXPECTED TO ACCURATELY CALCULATE RENTS, USING EIV AS ONE OF THE TOOLS TO DO SO. MORE INFORMATION, IE. CHILD SUPPORT, FOOD STAMPS, TANF, OR THE ABILITY TO OBTAIN UP TO DATE INFO IN THESE AREAS.
- NO COMMENTS.
- MORE LOCAL TRAINING WORKSHOPS.

- IT IS IMPOSSIBLE TO TELL FROM DESCREPNACY REPORTS WHAT THE CAUSE/SOURCE OF DISCREPNACY IS. ALSO TIME FRAMES DONT MATTER; THERE IS AS MUCH AS A YEARS LAG FROM WHAT IS REPORTED TO WHAT IS MATCHED.
- SEENS FINE.
- UPDATE THS INFORMATION SOONER.
- LATEST RELEASE CORRECTED SOME CONCERNS.
- SYSTEM WORKS REASONABLY WELL; HOWEVER THE TIMELINESS (QUARTERLY DATA) IS ONLY "SO SO" IN REGARD TO USEFULNESS.
- HAVE INFORMATION BE ACCURATE TO ONE MONTH.
- IMPROVE THE EASE FOR UNDERSTANING SHOULD ONLY HAVE TO CERTIFY CONTACT INFORMATION IN ONE LOCATION INSTEAD OF IN EVERY STSTEM AT DIFFERENT SITES THROUGH DIFFERENT METHODS.
- MORE CURRENT INFORMATION.
- NEEDS TO BE CURRENT. IT'S A QUARTER BEHIND. MOST OF OUR PEOPLE GO FROM JOB TO JOB.
- OUR TENANTS/PARTICIPANTS CHANGE JOBS FREQUENTLY. BECAUSE OF THIS THE WORKING INCOME DATE IS USUALLY NOT USABLE.
- NOTHING.
- TRAINING FOR STAFF.
- MATCH THE TIMES BETTER. THE INFORMATION IS SEVERAL WEEKS OR MONTHS OLD. WOULD BE BETTER IF MORE TIMELY.
- IT WOULD BE NICE IF THE INFORMATION WAS MORE CURRENT. IT IS HELPFUL INFORMATION THAT WE SHOULD HAVE HAD ACCESS TO LONG AGO.
- FIND A WAY FOR CHILD SUPPORT VERIFICATION.
- MAKE THE INCOME INFORMATION MORE TIMELY.
- MAKE SYSTEM MORE USER FRIENDLY. ELIMINATE ALL THE USELESS SECURITY RULES, TIME INFORMTATION IN FILE, ECT.
- ATTEMPT TO GET CURRENT WAGE, OTHER INCOME INFORMATION. USUALLY 3 OR MORE MONTHS BEHIND.
- FOR THE USER ADMINISTRATORS WHO TYPICALLY DON'T USE THE SYSTEM ALL THE TIME, IT WOULD BE GOOD TO HAVE CLEAR PROCUDRES ON HOW TO DO CERTAIN THINGS THAT CHANGE THE OTHER USERS' ROLES OR ACCESS.

- PROVIDE MORE CURRENT INFORMATION AND MORE INCOME SOURCES, I.E.: PUBLIC ASSISTANCE, WEEKLY UNEMPLOYMENT BENEFIT, CHILD SUPPORT WHEN PAID THROUGH A SUPPORT COLLECTION AGENCY.
- PROVIDE ADDITIONAL \$ TO PHAS FOR IMPLEMENTATION.
- INCOME INFO NEEDS TO BE MORE CURRENT.
- NO COMMENT.
- TO SET UP PROJECT BASED SECTION 8 NEED A COACH FOR WASS SYSTEM. IMPROVE LAG TIME INFO NEEDS TO BE CURRENT.
- EIV ONLY AS GOOD AS PHA INPUTING DATA.
- NOT SURE. PHA RECOVERED \$0 IN FRAUD AS PER 2007 AUDIT.
- EASIER TO LEARN/READ & USE.
- PROVIDE MORE TRAINING.
- SOFTWARE THAT ACTUALLY WORKS.
- INCOME SHOULD BE ANNUALIZED FROM DATE OF ENTRY OF PROGRAM.
- IMPROVE ON THE TIMEINESS OF INFORMATION PRESENTED IN EIV. ALTHOUGH HISTORICALLY USEFUL, THE INFORMATION IS NOT CURRENT ENOUGH.
- REPORT IN A MORE TIMELY MANNER. WAGES INFORMATION IS OLDER THAN STATE PROGRAMS.
- IMPROVE THE TIMELINESS OF INFORMATION.
- PROBLEM IS PRIMARILY MORE UP TO DATE INFORMATION BUT THAT MAY BE A PROBLEM DUE TO REPORTING TIMES.
- MAKE DATA MORE CURRENT, REAL TIME.
- DATA IS USUALLY NOT ACCURATE/ADEQUATE; IT'S A HELPFUL TOOL BUT SHOULD NOT BE THEIR 1ST INCOME SOURCE OF VERIFICATION; REPORT SHOULD INCLUDE ALL INCOME STREAMS. AS IT STANDS IT MAKES ONE FEEL THEY HAVE DEFICIENCIES, WHEN THEY REALLY DON'T!
- RUN'S PRETTY WELL.
- MAKE INFORMATION MORE CURRENT. INFORMATION IS SOMETIMES VERY OLD WHEN WE RECEIVE IT THROUGH EIV.
- QUICKER VERIFICATION ON TENANT'S EMPLOYMENT HISTORY/BENEFITS.

- PROVIDE MORE CURRENT INFORMATION AND TYPES OF PAYMENTS--E.G., CHILD
- SUPPORT PAYMENTS, IRS PAYMENTS TO INDIVIDUALS PARTICIPATING UNDER PROGRAMS FOR "CROSS-CHECKING".
- EIV IS 6 MONTHS BEHIND ON INCOME AS IT CURRENTLY STANDS, MAY BE THE NATURE OF THE BEAST AND AMOUNT OF DATA TO COMPILE.
- MAKE MORE USER FRIENDLY.
- NOTHING. IT WORKS VERY WELL.
- MAKE DATA MORE CURRENT AND ACCESSIBLE.
- MAKE AS CURRENT AS POSSIBLE.
- WORKING FINE NOW.
- DON'T KNOW. SATISFIED.
- THIS IS A GREAT SYSTEM. WHAT COULD IMPROVE: INFORMATION IS MORE CURRENT.
- MAKE GAINING/RETAINING ACCESS MORE SIMPLIFIED PROCESS. THE WHOLE SECURITY ADMIN PIECE IS FAR TOO COMPLEX FOR SMALL AGENCY USERS & IF ANYONE EVER GETS KNOCKED OUT, IT IS WAY TOO TIME CONSUMING TO TROUBLE SHOOT & FIX.
- TIMING LAG; DATA OLD: CREATES MORE WORK THAN IT SHOULD. NEW HIRE REPORT IS VERY USEFUL. OTHERWISE, FIND IT NOT USEFUL DUE TO DATA BEING OLD.
- IT IS WORKING WELL ESPECIALLY SINCE WE CAN INVESTIGATE APPLICANTS.
- REDUCE FIELDS IN THE PROGRAM. CONDENSE INFO.
- ENSURE THAT THE PROGRAM WORKS. THE PROGRAM SEEMS TO BE ON AND OFF. PROVIDE MORE HANDS ON TRAINING.
- BETTER EXPLAIN PROCESS.
- MAKE INFORMATION AVAILABLE IN TIMELY MANNER.
- IT IS POSSIBLE TO HAVE MORE CURRENT INFORMATION?
- INCLUDE VA BENEFITS.
- NO SUGGESTIONS.

- THE LATEST ADDITIONS TO EIV SHOULD BE VERY HELPFUL. CONTINUE TO MAKE AGREEMENTS WITH STATES TO INCLUDE PERTINENT DATA--SOCIAL SERVICES DATA SUCH AS TANF, CHILD SUPPORT, ETC.
- WORKS FOR US.
- IMPROVEMENTS MADE ARE GOOD. INFORMATION IS NOT VERY CURRENT.
- FEEL IT IS OKAY AS IS.
- IMPROVE DISCREPANCY REPORT. INFORMATION USED TO TRACK DISCREPANCY IS TOO OLD TO COMPARE CURRENT DATA TO.
- MORE TIMELINESS OF INFORMATION ADDED.
- POSTING NEW HIRE INFORMATION QUICKER.
- I THINK IT WORKS JUST FINE.
- IT SEEMS TO WORK QUITE WELL.
- TWO MONTH LAG BEFORE REPORT APPEARS NOT ACCEPTABLE. WHAT DO WE DO WHEN WE HAVE DISCREPANCY?
- NO COMMENT AT THIS TIME.
- REDUCE LAG TIME ON RESIDENT INFORMATION. THE AVAILABILITY OF EIV FOR APPLICANTS WOULD BE GREAT.
- NEED BETTER GUIDANCE ON PROCEDURES, REQUIREMENTS. PROVIDE INFORMATION. MOST ITEMS ARE TWO QUARTERS BEHIND & ONLY PROVIDE LIMITED HISTORY. CHILD SUPPORT/TANF/VA INCOME NOT PROVIDED.
- RULES GOVERNING THE USE OF INFORMATION RECEIVED ARE TOO CONFUSING. SIMPLIFY THE PROCESS.
- EIV NEEDS TO BE UPDATED MORE OFTEN. OFTENTIMES THE EIV SYSTEM IS 6+ MONTHS BEHIND.
- INFORMATION PROVIDED IN EIV IS TOO OLD. THEREFORE, REPORTS ARE OFTENTIMES UNRELIABLE.
- 1. ADD ABILITY TO UPLOAD DATA ON PARTICIPANTS' DEBTS AND TERMINATION. 2. ONE WEBCAST FOR ANNUAL SECURITY AND EIV TRAINING ONLY; NO OTHER TOPICS
- MORE TIMELINESS OF QUARTERLY DATA.
- 1.) ADD ADDITIONAL CAPABILITIES TO SEARCH MECHANISMS, FOR EXAMPLE, NAME AND/OR BIRTHDATE. 2.) IN ADDITION TO START DATE OF EMPLOYMENT, PROVIDE THE TERMINATION DATE OF EMPLOYMENT. 3.) WHEN NOTIFIED OF MULTIPLE SUBSIDY, PROVIDE THE PHA CONTACT INFORMATION. 4.) MORE CURRENT INCOME INFORMATION.
- PROVIDE MORE RECENT INFORMATION. I'M LOOKING FORWARD TO SOME OF THE NEW CHANGES: NEW HIRES, MONEY

OWED, ETC.

- PROVIDE INFORMATION TO THE SITE IN AN UP TO DATE FASHION SO THAT THE INFO IS USEABLE AND RELIABLE.
- EIV IS A VERY VALUABLE AND USEFUL TOOL. THE IMPROVEMENTS THAT ARE CURRENTLY BEING MADE WILL MAKE IT EVEN MORE USEFUL AS EVERYONE GETS THEIR TENANT INFO INPUT. IT MAKES OUR PROGRAM OVERSIGHT MUCH MORE EFFECTIVE.
- MAKE THE INFORMATION WE ARE USING FOR COMPARISON (DISCREPANCY REPORTS) MORE CORRECT.
- WE HAVE BEEN VERY HAPPY WITH EIV SYSTEM.
- I AM HAPPY WITH THE NEW IMPROVEMENTS TO TAKE PLACE.
- MORE UP TO DATE DATA.
- MAKE SURE SS CAN VERIFY NUMBERS OF THE ELDERLY SO THE PHA DOES NOT SHOW A '58' NOT BEING DONE.
- GET A LITTLE MORE CURRENT ON DATES OF EMPLOYMENT.
- DO NOT HAVE PARTICIPANTS UPDATE SO OFTEN; 1 TIME A YR.
- WE HAVE NOT BEEN ABLE TO VIEW THE LATEST REQUIRED WEBCAST DUE TO TECHNICAL ISSUES. IT CONSTANTLY FREEZES EVERY 4 MINUTES.
- SHARE INFORMATION. SAME INFO AS AVAILABLE TO OIG.
- MAKE UPFRONT INCOME INFORMATION AVAILABLE.
- A LITTLE SLOW, CLOSER TO REAL TIME WOULD BE BETTER IF IT WERE POSSIBLE. ALSO, IF SOMEONE IS DRAWING BENEFITS ON SOMEONE ELSE'S SS #, WON'T SHOW UP.
- HAVE MORE UPDATE INFORMATION.
- PROVIDE MORE CURRENT DATA (DATA IS ABOUT 6 MONTHS OLD NOW); LIST UNEMPLOYMENT BENEFITS IMMEDIATELY; MERGE DATABASES TO CAPTURE CHILD SUPPORT AND TANF INFORMATION; DEVELOP A STANDARDIZED METHOD FOR CALCULATING REPAYMENT PLANS.
- ONE OF THE MOST AWESOME EMPLOYEES @ HUDS IS .... SHE DESERVES A MENTION OF HONOR FOR HER ROLE IN THIS AREA OF HUD'S RESPONSIBILITY. "YEA ..."
- THE RECENT UPDATE REGARDING TENANTS' HISTORY IS A GOD ADDITION. THE ONLY ISSUES INVOLVE TIMING OF INCOME & THEIR CHANGES (IS USUALLY A QUARTER OR MORE BEHIND).
- MORE UP TO DATE INFORMATION, ADD DEPT OF SOCIAL SERVICE BENEFITS (SUCH AS, CHILDS SUPPORT, FOOD STAMPS,

ETC.). UNEMPLOYMENT INFO WOULD ALSO BE VERY HELPFUL.

- MAKE EVERYTHING AS SIMPLE & CLEAR AS POSSIBLE.
- ALL OK.
- I DOUBT THAT HUD CAN DO ANYTHING. THE PROBLEM IS THE TIMELINESS OF THE INFORMATION.
- MAKE IT MORE UP TO DATE. THE INFORMATION PROVIDED IS TOO OLD.
- MAKE INFO MORE CURRENT.
- PROVIDE BETTER TOOLS FOR BASIC TRAINING FOR NEW EMPLOYEES. TURNOVER IN A SMALL AGENCY ERADICATES ANY PRIOR KNOWLEDGE BASE OF HOW TO INTERPRET EIV DATA. LENGTHY WEBCASTS ARE NOT ALWAYS MOST EFFECTIVE TRAINING FORMAT.
- TAP INTO STATE WELFARE PROGRAMS.
- HUD SYSTEMS--PIC, EIV, ETC.--ARE NEVER UP-TO-DATE. ALWAYS BEHIND IN REPORTING ACCURATELY.
- MAKE SYSTEM SIMPLE AND MORE INTEGRATED; PHA AND MULTI-FAMILY INFORMATION SECTORS TOGETHER, ALLOWS FULL ACCESS TO INFO FOR (?).
- VA BENEFITS DO NOT APPEAR ON EIV; SS BENEFITS TAKE A LONG TIME TO SHOW UP.
- KEEP WORKING IN IMPROVING THE SYSTEM!
- BRING UP TO DATE.
- DON'T BE SO PRESCRIPTIVE. LESS SECURITY RULES. THEY ARE UNREALISTIC TO IMPLEMENT.
- I LIKE THE EIV SYSTEM THE WAY IT IS!
- STOP MAKING EVERYTHING SO DAMN DAUNTING AND OVERBEARING.
- THE INFORMATION IS OUTDATED BY THE TIME WE HAVE ACCESS TO IT.
- IMPROVE THE TIMELINESS IN UPDATING AND PROVIDING INFORMATION.
- WE NEED PUBLIC ASSISTANCE INFO (TANF) AND CHILD SUPPORT DATA FROM THE STATE AS WELL AS UNEMPLOYMENT INFO.
- OK SO FAR.
- RECENT CHANGE TO SEMI-ANNUAL RECERTIFICATION HELPS, BUT ANNUALLY WOULD REALLY HELP. SYSTEM "TIME OUT"

IF YOUR EIV COORDINATOR IS ASSIGNED A LOT OF PROPERTIES WHEN TRYING TO RECERTIFY.

- MAKE THE INFORMATION MORE CURRENT; 90 DAYS IS TOO LONG OF A PERIOD.
- LEARN THE IN'S & OUT'S AND RELAY CONSISTANT INFORMATION TO END USERS.
- EIV DATA IS ALWAYS TOO MANY MONTHS BEHIND AND WE HAVE FOUND INACCURATE. WE WERE MUCH BETTER OFF WHEN WE GOT THE INFO DIRECTLY.
- DATA NEEDS TO BE MORE TIMELY.
- IT WOULD BE NICE IF IT WAS MORE CURRENT, ESPECIALLY WITH TENANTS WITH WAGES. SS AND SSI ARE CURRENT.
- THE UPDATES NEED TO BE MORE TIMELY. INFORMATION IS OFTEN TOO LATE TO B E EFFECTIVE.
- MOVING IN RIGHT DIRECTION.
- NEEDS TO BE MORE CURRENT.
- MORE UP TO DATE INFORMATION.
- ALLOW US TO USE IT FOR NEW MOVE-INS!!!!
- REAL TIME DATA.
- INCOME INFORMATION FASTER.
- WAGE DATA IS OFTEN NOT CURRENT ENOUGH TO BE HELPFUL.
- MORE UP TO DATE INFO, IF POSSIBLE.
- SATISFIED WITH IT.
- INCOME INFORMATION NEEDS TO BE MORE CURRENT.
- NOTHING.
- PROVIDE CASES PROCESS FOR STAFF ACCESSIBILITY.
- THE NEWEST ADDITIONS WILL BE VERY HELPFUL. INCOME DISCRIPENCY INFORMATION TOO OLD TO BE USEFUL.
- GET INCOME (EARNED) MORE CURRENT. CURRENTLY, EMPLOYMENT INCOME IS ALMOST A YEAR OLD.
- WE NEED TO BE ABLE TO CHECK FOR STATE UNEMPLOYMENT CHECKS ALSO.

- NOTHING.
- WEBCAST ARE VERY GOOD.
- INCLUDE STATE AGENCY (WELFARE, FOOD STAMPS) INFORMATION, ALONG W/CHILD SUPPORT PAYMENTS THROUGH STATE AGENCY.
- NEEDS TO BE MORE UP TO DATE; NEED ACCESS FOR APPLICANTS.
- TO BE MORE EFFICIENT ON THE TIMELESSNESS WITH EMPLOYEMENT ON EIV.
- WE ARE PLEASE WITH THE EIV SYSTEM AT THIS TIME.
- PROVIDE ADDITIONAL TECHNICAL SUPPORT.
- EIV IS NOT UP TO DATE. IT RUNS FROM 5 TO 8 MONTHS BEHIND DUE TO QUARTERLY REPORTING FROM DEPT. OF LABOR. CAN ONLY GIVE YOU A CLUE IF SOMEONE IS WORKING.
- THE WAGE INFORMATION NEEDS TO BE UPDATED IN A MORE CURRENT FASHION. SOMETIMES THE INFORMATION IS 6 MONTHS OLD BEFORE IT'S POSTED.
- 1) TIMELINESS/WAGES: STATE WAGE REPORTING DUE DATE TOO (?), CAUSING DELAYS INTO EIV. 2) TIMELINESS/SOC SEC: CHANGED EFFECT JAN 1 NOT IN EIV UNTIL MARCH; EXCESSIVE DELAYS. 3) THRESHOLD: (?) RENT (?) ARE ESTIMATED INCOMES; INCREASED VARIANCE WOULD STREAMLINE PROCESS.
- MORE CURRENT INFORMATION.
- SPEED IT UP, PROVIDE MORE CURRENT DATA.
- EIV INFORMATION IS HEPFUL FOR THOSE RECEIVING SOCIAL SECURITY BENEFITS. USUALLY EMPLOYMENT INFORMATION IS OUTDATED, ALTHOUGH THE HISTORICAL PERSPECTIVE IS HELPFUL. WISH VA BENEFITS WERE LISTED.
- MAKE SURE INFORMATION IS CURRENT.
- TIMELY INFORMATION, IRS INFORMATION, OR STATE TAX INFORMATION.
- MAKE IT AVAILABLE MORE TIMELY, NOT 3 MONTHS AFTER RESIDENT HAS MOVED IN!
- CAPABILITY TO VERIFY CHILD SUPPORT AND UNEMPLOYMENT BENEFITS.
- SERVES US WELL.
- CURRENT INFORMATION.
- SATISFACTORY AT PRESENT

- NEW HIRE REPORTS NEED A DATA SORTER WHERE WE CAN SPECIFY A DATE RANGE OF HIRE. IMPROVE SPEED OF UPDATING INCOME INFORMATION.
- PROVIDE PHA ACCESS TO WAGE (CURRENT) INFO PRIOR TO MOVING A FAMILY INTO PUBLIC HOUSING, RATHER THAN 30 DAYS AFTER THEY HAVE TAKEN OCCUPANCY.
- MAKING THE INFO MORE UP TO DATE. IT IS 3 MONTHS BEHIND NOW AND WE CANNOT GET ACCURATE INFO IN ORDER TO DO OUR JOB.
- ALLOW ACCESS TO TENANT INFORMATION AFTER EOP. WE NEED THIS TO GET JUDGMENTS/GARNISHMENTS FOR THOSE TENANTS WITH VACATED BALANCES.
- IF THE INFORMATION COULD BE LITTLE MORE CURRENT.
- RELAX SECURITY MEASURES.
- NEEDS CONTINUED TRAINING WITH SECURITY AND ACCESS POLICY.
- VERY SATISFIED WITH EIV.
- NEED: 1) MORE UP TO DATE INCOME DATA; 2) MORE DETAILED INFO ON THE MULTIPLE SUBSIDY REPORT FOR HOUSING AGENCIES (MULTI-FAMILY HOUSING PROGRAMS); 3) INCLUDE DATA SOURCES LIKE WELFARE (TANF) AND CHILD SUPPORT ENFORCEMENT AGENCIES.
- NEED UP TO DATE INFO FROM EMPLOYEES.
- MORE TRAINING ON EIV AND EID.
- PLEASED WITH THE NEW INFORMATION COMING OUT. SOME OF THE AREAS ARE NOT ESPECIALLY HELPFUL, OR JUST NOT APPLICABLE TO ALL AGENCIES. SOME OF THE AREAS ARE NOT EASY TO UNDERSTAND AS TO HOW THEY ARE HELPFUL OR USEFUL.
- EIV IS A VALUABLE TOOL; HOWEVER ITS USE IS SOMEWHAT LIMITED BY THE FACT THAT ITS INFORMATION IS 3-6 MONTHS OUT OF DATE. ALSO EIV INFO MAY NOT BE FOR A FULL QUARTER, WHICH IS NOT CLEAR FROM THE INFO. PRESENTED.
- THIS IS A WONDERFUL RESOURCE FOR PUBLIC HOUSING AGENCIES. ADDING CHILD SUPPORT WOULD BENEFIT US GREATLY.
- IMPROVE SPEED ON EIV SYSTEM.
- I DON'T HAVE A PROBLEM WITH IT.
- EIV WORKS FINE, EXCELLENT IN MY OPINION. SOMEHOW THE INFO. IN EIV SHOULD BE UPLOADED EVERY 30 DAYS NOT EVERY 90 DAYS. HOW COULD WE BETTER MONITOR SELF EMPLOYED TENANT INCOME?

- INFORMATION SHOULD BE CURRENT.
- IMPROVEMENTS ARE IN THE PROCESS AND THEY ARE GREAT! I JUST ATTENDED A WORKSHOP REGARDING THOSE IMPROVEMENTS!
- IT SEEMS TO BE GETTING BETTER AND THERE CONTINUES TO BE NEW INFORMATION, BUT ALL THE USE RULES CONNECTED TO THE SYSTEM ARE CUMBERSOME
- THE INFORMATION IS TOO OLD--IF IT IS NOT SOCIAL SECURITY.
- KEEP DATA CURRENT, INCLUDE ALL INCOME SOURCES.
- CHILD SUPPORT
- NEEDS TO BE REAL TIME OR CLOSE.
- INCLUDE WELFARE INCOME.
- GOOD SYSTEM; CONSOLIDATE SCREENS.
- MAKE IT EASIER TO NAVIGATE. IT IS CONFUSING.
- TIMELINESS OF DATA IN EIV IS SOMETIMES SO OUT-OF-DATE THAT IT'S CAUSING USELESS DISCREPANCY REPORTS.
- CONTINUE TO MAKE CHANGES AND IMPROVEMENTS AS IN THE PAST 3 YRS. SHOW OLD PHA DEPTS ON EIV.
- I THINK THIS SYSTEM HAS COME A LONG WAY! ONE OF THE BETTER SYSTEMS, THANKS TO ...
- PROVIDE REAL TIME INFO.
- INCOME NEEDS TO BE CURRENT; INCLUDE ALL SOURCES OF INCOME; WORK TO MAKE THIS SYSTEM AVAILABLE FOR USE IN APPLICATION PROCESSING.
- MAKE AVAILABLE MORE CURRENT DATA.
- THE MORE CURRENT THE DATA, THE BETTER.
- VERY SATISFIED.
- UPDATE W/ CURRENT INFO.
- IMPROVE THE TIMELINESS OF THE INFORMATION.
- THE INFORMATION WE OBTAIN NEEDS TO BE MORE RECENT.

- LOVE IT!
- THE ONLY PROBLEM IS THAT ON WAGES THERE IS A DELAY OF ONE QUARTER. SOME START & STOP JOBS IN A MONTH! NOT HUD'S FAULT.
- EIV IS AN AWESOME SYSTEMS AND SEEMS ONLY TO GET BETTER.
- CANNOT GO FROM ONE PERSON TO ANOTHER/STILL NEED TANF & CHILD SUPPORT.
- HUD SEEMS TO BE MAKING SOME PROGRESS IN IMPROVING THIS SYSTEM.
- THINGS ARE A LOT BETTER.
- MAKE IT THE LAST QUARTER. STAY ONLY ONE QUARTER BEHIND CURRENT QUARTER.
- GOOD SYSTEM.
- EVERYTHING NEEDS TO BE MORE USER FRIENDLY. TOO COMPLICATED AT TIMES.
- THEY HAVE DONE QUITE A BIT ALREADY. I DON'T THINK THERE IS MORE TO DO.
- HAVE MORE CURRENT DATA.
- PROBLEMS ARE BEING ADDRESSED AS THEY ARISE.
- DATA NEEDS TO BE MORE CURRENT; 3 MONTHS BEHIND.
- INFORMATION FROM TENANTS IS USUALLY MORE ACCURATE.
- REMOVE SOME OF THE RED TAPE AND MAKE THE SYSTEM MORE USER FRIENDLY.
- I AM SOMEWHAT SATISFIED WITH THE SYSTEM. IT HAS BEEN VERY HELPFUL TO OUR AGENCY.
- OPERATING AS WELL AS EXPECTED. NO INFO FOR "NON CITIZENS".
- NOTHING. WE LIKE THE EXPANDED REPORTS & INCREASED SIMPLICITY. ... DOES A GOOD JOB COMMUNICATING ROLE OF EIV FOR OUR SMALL AGENCY.
- SO FAR THE SYSTEM IS GOOD. FASTER UPDATES WOULD BE GOOD.
- SYSTEM IS SOMETIMES DOWN.
- EARLIER REPORTING BY EMPLOYERS.
- SOMEHOW GIVE PHA'S REAL TIME INFORMATION.

- MORE CURRENT INFORMATION AVAILABLE; ALWAYS 6 MONTHS BEHIND.
- IT WOULD BE MORE USEFUL IF INFO WAS MORE "CURRENT" (EARNINGS INFO IS 6 MOS. OLD).
- MAKE IT CURRENT.
- SHARE DATA TO & FROM DHS.
- NO SUGGESTIONS.
- NOTHING.
- CONTINUE TO IMPROVE THE TIMELINESS OF DATA. IT WOULD BE NICE IF WE COULD ACCESS SOCIAL SECURITY & IRS INFORMATION ON TENANTS.
- CURRENT INFO.
- REPORT EARNED INCOME AND UNEMPLOYMENT DATA SOONER; THREE TO FOUR QUARTERS AFTER THE FACT IMPACTS STAFFTIME, RECONCILING TIMING DIFFERENCES. ALSO, IT WOULD BE HELPFUL TO INCLUDE DEDUCTIONS FROM SOCIAL SECURITY, I.E., MEDICARE PART D, FEDERAL AND STATE PENSIONS. COMPLETE EXPLANATION OF ERRORS WOULD ALSO BE HELPFUL.
- INITIATE LONGER AUTHORIZATION TIMES FOR EIV USERS.
- VARIOUS PRINT OPTIONS ARE NOT AVAILABLE.
- MORE UP TO DATE DATA. BY THE TIME WE RECEIVE IT, IT IS OLD DATA.
- STREAMLINE TRAINING PROGRESS TO FOUR HOUR SESSIONS IS UNNECESSARY AND WASTEFUL.
- ... IS DOING AN OUTSTANDING JOB OF CONTINUALLY UPDATING THIS SYSTEM TO HELP US GAIN AN ADVANTAGE.
- IT HAS GOTTEN BETTER.
- DATA IS OF LITTLE USE 6 OR 9 MONTHS LATE. IT NEEDS TO BE UP TO DATE AT LEAST TO THE PREVIOUS 1/4.
- WOULD LIKE TO HAVE ACCESSIBILITY FOR A NEW MOVE-IN.
- MORE CURRENT INFORMATION. FEEL THAT THE DEBTS OWED TO PHAS AND TERMINATION REPORTS AND SEARCH FOR FORM TENANTS WILL BE QUITE BENEFICIAL.
- SHOW APPLICANT INFORMATION, NOT JUST PARTICIPANT INFORMATION.
- HAVE MORE REAL TIME INFORMATION, WHICH INCLUDES MORE RESOURCES AGENCIES.

- PROVIDE CURRENT INFORMATION INSTEAD OF INFORMATION THAT IS 3-6 MONTHS OLD.
- MAKE IT CURRENT-NOT A QUARTER BEHIND!
- ... IS A GREAT ASSET.
- THE INFORMATION IS OUTDATED BY AT LEAST SIX MONTHS MAKING IT HARD TO VERIFY THE ACCURACY OF IT.
- LET US CHECK APPLICANTS ON THE EIV SYSTEM.
- EIV NEEDS TO BE MORE CURRENT INSTEAD OF 30-90 DAYS BEHIND.
- THIS SYSTEM SEEMS TO BE WORKING VERY GOOD FOR THE HA.
- INCREASE THE TIMELINESS OF FINANCIAL REPORTING.
- THE TOTAL NUMBER OF MINUTES THAT THE USER IS ON THE SYSTEM VS. THE NUMBER OF MINUTES BEFORE YOU'RE LOCKED OUT NEEDS TO BE REVISED. NEED PROMPT ANSWERS FROM HUD WHEN THERE ARE REAL QUESTIONS. INCOME INFORMATION NEEDS TO BE MORE CURRENT THAN THE LAST 3 MONTHS.
- TO HAVE THE ABILITY TO VERIFY INCOME ON APPLICANTS.
- IMPROVE THE SOFTWARE.
- NOTIFY PHA'S PRIOR TO MAKING CHANGES SHOULD COME FROM FIELD OFFICE. UNDERSTAFFED FIELD OFFICES UNABLE TO MEET DEMANDS.
- WE NEED VA BENEFITS INCLUDED. WE NEED TO KNOW EMPLOYERS PHONE NUMBERS/MORE 3RD PARTY INFORMATION.
- HOW PHA'S DO REPORT FORMER RESIDENTS OUTSTANDING BALANCE & THE ABILITY TO CHECK BEFORE HOUSTING A PERSON TO CHECK FOR OUTSTANDING BALANCE.
- NEEDS TO BE MORE CURRENT. INFO IS TOO OLD TO BE USEFUL IN MOST CASES.
- ACCESS AUTHORIZATION PROCESS IS BURDENSOME.
- THIS IS A GOOD SYSTEM. I LOOK FORWARD TO THE ENHANCEMENTS AS THE SYSTEM CONTINUES TO EXPAND. ACCESS TO EMPLOYMENT BENEFITS.
- WITH THE RELEASE OF 9.0, I THINK HUD HAS ADDRESSED MANY OF THE THINGS WE'VE BEEN ASKING FOR.
- BE MORE CURRENT ON INFORMATION USED FOR TENANTS.
- NOT MAKE SO MANY CHANGES IN ONE YEAR. IT GETS CONFUSING.

- EIV IS NOT ACCURATE OR UP TO DATE. I DO NOT THINK HUD HAS ANY CONTROL OVER THIS.
- HAVE THE DEPARTMENT OF HUMAN SERVICES ON BOARD, ALSO THE VETERANS ADM.
- SET IT UP WHERE EIV CAN BE USED TO VERIFY HOUSING APPLICANT'S INCOME.
- CURRENT INFO ON WAGE INFO & A WAY TO RUN INFO ON APPLICANTS.
- BE A LITTLE FASTER.
- SYSTEM WORKS WELL.
- MAKE INFO MORE TIMELY.
- KEEP IT UPDATED--INFO IS OLD; ALLOW AVERAGING YEARLY INCOME FOR UPCOMING YEAR FOR THOSE MOVING FROM JOB TO JOB & ALWAYS PAYING RENT.
- MAKE MULITI-FAMILY AND PUBLIC HOUSING INTER-CONNECTED SO THAT BOTH CAN SEE FAMILY DATA FROM EACH OTHER.
- DON'T KNOW.
- GET THE INCOME INFORMATION UP TO DATE AS SOON AS POOIBLE, BECAUSE IF YOU DON'T HAVE THE RIGHT INFORMATION IT WON'T HELP. THE SYSTEM IS ONLY GOOD FOR (?). OVERALL IT WILL BECOME A (?).
- MAKE IT MORE TIMLEY. INFORMATION 3 MO'S OLD IS NOT USEFUL TO US.
- TOO MUCH RED TAPE.
- DISCONTINUE THE QUARTERLY RECERTIFATION PROCESS. MAKE IT ANNUAL RECERTIFICATION.
- MAKE IT MORE CURRENT. A LOT OF TIMES WHEN YOU GET INFORMATION ON IT, IT MAY BE OVER A YEAR OLD AND WE HAVE TO ANSER TO SOMETHING THAT TOOK PLACE BEFORE TENANT WENT ON HOUSING PROGRAM OR ALREADY CORRECTED!
- MAKE THE SYSTEM EASIER TO ACCESS & PROVIDE CONCISE & INFORMATIVE TRAINING.
- HAVE ADDITIONAL TRAINING AT HUD IN WASHINGTON DC. THE LAST ONE WAS VERY HELPFUL.
- ALLOW THE USE OF THE SYSTEM FOR APPLICANTS AND GET THE INFORAMTION UPDATED IN A SHORTER AMOUNT OF TIME.
- EIV IS CURRENTLY APPROX. 6 MO. BEHIND. IF IT COULD BE MORE CURRENT, IT WOULD GREATLY IMPROVE ITS VALUE.
- IT SEEMS TO BE WORKING BETTER.

- DEVISE A MEANS TO KEEP THE SYSTEM MORE CURRENT, YOU WOULD HAVE LESS RETROACTIVE RENT ASSESSED AGAINST RESIDENTS.
- THE NEW UPGRADED SYSTEM IS VERY SUFFICIENT.
- WE FIND IT VERY USEFUL AS IT CURRENTLY EXISTS.
- HAVING CHILD SUPPORT INFORMATION HAS BEEN VERY USEFUL. THE NEW SYSTEM REQUIREMENT TO HAVE RESIDENTS OF PUBLIC HOUSING & SECTION 8 PARTICIPANTS COME IN AND SIGN OFF ON INCOME IS VERY HELPFUL.
- HUD HAS DONE GOOD JOB WITH THIS SYSTEM.
- INFO GENERALLY A QUARTER LATE.
- SIMPLIFY THE RULES & REGULATIONS FOR EIV ACCESS.
- I BELIEVE IT IS BETTER THEN THE PAST AND WILL CONTINUE TO IMPROVE.
- NOT ALL TENANT INFORMATION IS AVAILABLE; TECH SUPPORT NEEDS TO BE MORE EASILY REACHED OR NEEDS TO CALL BACK BY THE NEXT DAY.
- MAKE IT EASIER TO GET AND MAINTAIN CERTIFICATION TO USE SYSTEM. TRAINING IS EXPENSIVE TO SEND INDIVIDUALS TO D.C., OR DIFFICULT TO WATCH ON WEB-CAST AND IMPOSSIBLE TO GET EARNED CERTIFICATE OF COMPLETION. ALSO, E.D.'S SHOULDN'T HAVE TO BE CERTIFIED TO CERTIFY THOSE WHO USE SYSTEM.
- WONDERFUL!
- HUD TAKE BACK MULTIFAMILY (CONTRACTOR IS ...). ALSO, GET MORE CURRENT DATA. SEPARATE THOSE WITH INCOME AND THOSE WITH SS BENEFITS.
- GOOD SYSTEM; IMPROVED!
- GET RID OF IT. IT IS ALWAYS BEHIND AND NOT AT ALL USEFUL. IT IS AN EXERCISE IN FUTILITY.
- TRAINING HAS BEEN GOOD. MORE IS NEEDED
- EIV IS A GREAT TOO! USED BY OUR STAFF.
- THE WAY EIV REPORTS DOES NOT COMPLETELY UPDATE A FILE BASED ON RELEVANT INFORMATION MISSING I.E., WORKMANS COMP, UNEMPLOYMENT, PENSION, DHHR, VETERANS PENSIONS AND BENEFITS. RETIREMENT; MUST HAVE THIS INFORMATION TO COMPLETE ALL INCOME ENTERING HOUSEHOLD TO DETERMINE ACCURATE RENT FIGURES!!
- NO COMMENT.

- PROVIDE DATA THAT IS CURRENT.
- MAKE ACCESS AND USAGE A LITTLE LESS STRINGENT. CERTIFYING NEW USER'S IS CUMBERSOME AND TOO LONG.
- EIV IS TOO FAR BEHIND. BY THE TIME A TENANT'S WAGES HIT THE SYSTEM, THE TENANT NO LONGER WORKS. ALSO, IT WOULD BE GOOD TO GET CHILD SUPPORT VERIFICATION AND V.A. BENEFITS.
- (1) KEEP IT OPERATIONAL. (2) BETTER TRAINING ON USE OF SYSTEM.
- GET MORE CURRENT ON INCOME REPORTS, INCLUDE TANF & OTHER AGENCY BASED INCOMES (ATTORNEY GENERAL CHILD SUPPORT).
- HAVE MORE CURRENT DATA.
- INFORMATION NEEDS TO BE CURRENT. IT IS HARD HAVING TO RELY ON INFORMATION 90-120 DAYS OLD.
- HAVE MORE CURRENT INFORMATION IN SYSTEM. THE INFORMATION DOESN'T DO MUCH GOOD FOR VERIFYING CURRENT INFO.
- MAKE THE DATA AVAILABLE MORE CURRENT
- GOOD SYSTEM.
- GET INFO QUICKER.
- I BELIEVE THE INTEGRATION AND AVAILABILITY OF SEVERAL DIFFERENT VERIFICATION PROCESSES IS HELPFUL (SUCH AS THE SAVE SYSTEM, NEW HIRE DATA), BUT TIMELESS IS AN ISSUE BECAUSE IT IS NOT CURRENT INFORMATION.
- HAVE MORE CURRENT INFORMATION. BY THE TIME SOME INFO IS ON THE EIV WEBSITE, SITUATIONS CHANGED WEEKS TO MONTHS AGO.
- INFORMATION COULD BE MORE CURRENT. SOME INCOME DATA IS MONTHS OLD CREATING DISCREPANCIES THAT ARE NOT REALLY DISCREPANCIES.
- I THINK HUD IS WORKING ON IT. MAKING INFO MORE CURRENT; NOT REQUIRING STAFF RECERTIFICATIONS SO OFTEN.
- ADD CHILD SUPPORT INCOME TO EIV SYSTEM.
- MORE TIMELY POSTED INFORMATION, MORE DETAILED INFO, WELFARE INFORMATION INCLUDED, UNEMPLOYMENT INFO ADDED, CHILD SUPPORT INFO
- MAKE THE INFORMATION MORE CURRENT.
- EIV NEEDS TO BE MORE TIMELY! DATA RUNNING 6 MONTHS BEHIND DOES NOT HELP US.

- UPDATE INFORMATION MORE OFTEN; MORE DETAILED UNEMPLOYMENT DATA; NO START DATE; LUMP SUM FOR THE GREATER.
- IMPROVE THE SYSTEM BY PROVIDING MORE ACCURATE UPDATED DATA.
- WE ARE SATISFIED. HUD COULD TRY TO MAKE USER ACCESS, SETTING UP USERS, LESS CONFUSING.
- HUD CONDUCTED WORKSHOPS.
- NOT ALL INCOME INTO HOUSEHOLD INCLUDED SUCH AS CHILD SUPPORT, PENSIONS, UNAUTHORIZED DWELLING, VA BENEFITS, ETC.
- MORE TIMELY REPORTING OF INFORMATION, ALSO INCLUSION OF DEPARTMENT OF HUMAN SERVICES. INFORMATION (INCOME) WOULD BE VERY HELPFUL AS WELL AS THE ABILITY TO PRESCREEN CLIENTS FOR RENTAL HISTORY OR OUTSTANDING DEBTS AT OTHER PHA'S BEFORE SIGNING THE LEASE. MAYBE EVEN A NATIONAL CENTRAL PROCESSING CENTER.
- INFO ON APPLICATNS/NOT HAVING TO WAIT 3 MONTHS TO GET THE INFO.
- HAVING EIV INCLUDE CHILD SUPPORT PAYMENTS (RECORDS) WOULD BE A GREAT HELP.
- PROVIDE CURRENT DATA WITH ABILITY TO CROSS-REFERENCE INFORMATION FOR PREVIOUS PARTICIPATION.
- GET INCOME INFORMATION IN FASTER.
- AN ABILITY TO GENERATE BATCH REPORTS BY RE-EXAM MONTH WOULD BE HELPFUL.
- TRY TO ELIMINATE DISCREPANCIES THAT ARE A RESULT OF DIFFERENT REPORTING DATES. HUD IS WORKING ON THIS, BUT-SOMEONE MAY HAVE AN INCOME INCREASE THAT DOESN'T AFFECT RENT UNTIL MONTHS LATER AT RECERTIFICATION.
- SOME THINGS ARE A BURDEN. REGARDING FAMILY INFORMATION THAT CAN'T BE SHARED BETWEEN FAMILY MEMBERS & IT IS TYPICALLY NOT UP TO DATE.
- NO IMPROVEMENTS AT THIS TIME. WISH A CONSIDERATION WOULD BE MADE TO ALLOW THE USE OF THE EIV AFTER RESIDENCY IS TERMINATED IN ORDER TO ASSIST IN COLLECTING BALANCES OWED TO THE PHA.
- GET RID OF IT, AND REAC!
- OFFER ON DVD FOR REFERENCE TO THE SYSTEM.
- THE ABILITY TO OBTAIN ACTUAL REAL-TIME INCOME VERIFICATION (WAGES).
- RECENT IMPROVEMENTS LOOK PROMISING.

- THEY CAN INCLUDE MILITARY PAY INFORMATION IN THE REPORT. COULD BE MORE CURRENT. THE REPORTS ARE AT LEAST A QUARTER BEHIND THE DATA THE REPORT IS RUN. WOULD LIKE FOR IT TO CAPTURE IRS INFORMATION, I.E. INCOME REPORTED.
- MAKE THE INFORMATION MORE CURRENT.
- THIS IS A GOOD SYSTEM BUT NEEDS TO BE KEPT UP TO DATE; THE 3 MONTH+ DELAY IS A PROBLEM.
- VERY GOOD SYSTEM.
- SOME INFO OUT OF DATE.
- THE DATA IS NOT TIMELY. BY THE TIME WE FIND UNREPORTED INCOME (THREE TO FIVE MONTHS LATER) THEY ARE MOVED.
- A MORE UP TO DATE SYSTEM.
- TECHNICAL ASSISTANCE ON ESTABLISHING USER IN MULTI FAMILY.
- IT IS GREAT!
- MORE CURRENT WAGE INFORMATION WOULD BE USEFUL.
- EXPAND INFORMATION AVAILABLE TO INCLUDE CHILD SUPPORT AND OTHER INCOME, PROVIDE MORE TIMELY VERIFICATIONS.
- UP TO DATE FILES.
- IT WOULD BE HELPFUL IF THE INFORMATION WAS CURRENT AND NOT 3 OR MORE MONTHS OLD WHEN WE RECEIVE IT. THERE IS WAY TO MUCH LAG TIME.
- NOT SURE.
- NEEDS TO BE MORE UP TO DATE.
- NOTHING.
- NEEDS TO BE MORE CURRENT
- DATA NEEDS TO BE MORE CURRENT. OVERALL, GOOD IDEA & GOOD SYSTEM
- SYSTEM APPEARS TO BE IMPROVING CONSISTENTLY.
- MAKE IT EASIER TO ACCESS DIFFERENT PROGRAMS (I.E., S/8, SECTION 236, PH) FROM THE SAME COMPUTER.

- NO RESPONSE.
- SYSTEM WORKS WELL BUT INFORMATION NEEDS TO BE MORE CURRENT.
- I DO NOT SEE ANY PRBLMS AT THIS POINT.
- UPDATE INFO ON A MORE FREQUENT BASIS.
- MAKE INFORMATION MORE CURRENT.
- IT'S GOOD.
- WORKS VERY WELL, ESPECIALLY WITH RECENT IMPROVEMENTS IN REPORTING.
- OK.
- FIGURE A WAY TO MAKDE DATA MORE CURRENT, NOT DATA THAT IS 6 MONTHS OLD.
- MORE TIMELY REPORTS.
- EIV IS WORKING WELL.
- WORK OUT PLAN TO BE ABLE TO USE FOR NEW MOVE-IN VERIFICATION.
- THE EIV SHOULD BE AVAILABLE ONCE THE APPLICANT IS BEING INTERVIEWED. THIS WILL ASSIST WITH NOT HAVING ANY DISCREPANCIES. ALSO, PROVIDE CURRENT DATA.
- THE INFORMATION NEEDS MORE UPDATES & REAL TIME.
- DATA NEEDS TO BE MORE CURRENT. GOOD EXAMPLE OF A "TOOL" BECOMING A SEPARATE PROGRAM IN & OF ITSELF.
- WEBCASTS ARE VERY GOOD. ... IS AWESOME! GOOD IDEAS ARE COMING DOWN THE PIPLINE. NEEDS TO BE MORE CURRENT.
- IT WOULD BE GREAT IF IT WAS CURRENT. IT IS TWO TO THREE QUATERS BEHIND THE PRESENT DAY.
- NEED TO SIMPLIFY ACCESSIBILITY OF INFORMATION IN EIV. IT IS CUMBERSOME AND TIME CONSUMING. DATA SHOULD BE MORE UP TO DATE.
- SYSTEMS SHOULD BE MORE CONSOLIDATED AND MORE USER FRIENDLY.
- THE SYSTEM IS VERY HELPFUL.
- NEED MORE UP TO DATE INFORMATION.

- ADDITIONAL TRAINING AND USER GUIDES ARE NEEDED.
- IMPROVE WAGE REPORTING TIME LINE.
- DON'T KNOW AT THIS TIME.
- DELAY OF DATA.
- PULL INFO FROM 50058 MORE OFTEN THAN 3 MONTHS. POSSIBLY EVERY MONTH OR EVERY OTHER MONTH.
- TRY TO BE MORE CURRENT, UP TO DATE.
- NOTHING AT THE PRESENT TIME.
- MAKE IT MORE TIMELY WITH LATEST CLIENT INFO.
- VERY SATISFIED.
- RECEIVE INFORMATION BEFORE TENANT MOVES IN.
- MORE COMPREHENSIVE & TIMELY INFORMATION.
- INCREASE TIMELINESS.
- SIMPLIFY THE POLICY THAT HA'S MUST DEVELOP AND REDUCE THE TRAINING HA'S ARE REQUIRED TO DO FOR STAFF BY PROVIDING ANNUAL TRAINING FOR USERS WITH AN ONLINE TEST TO VERIFY TRAINING. RELIEVE HA OF THIS TIME COMSUMING STEP.
- OFTENTIMES THE EIV IS LATE WITH INFO OR WE GET THE WRONG PERSON. ON MOST OCCASIONS IT'S BEEN HELPFUL IN OBTAINING INFORMATION NEEDED AND WE HAVE BEEN ABLE TO RECOVER LOST REVENUE.
- NOTHING AT THIS TIME.
- WORKS FINE.
- UP TO DATE INCOME VERIFICATION.
- I HAVE NO SUGGESTIONS ON HOW TO IMPROVE EIV AT THIS TIME.
- IT IS JANUARY BEFORE SS UPDATES ARE IN EIV AND SOME OF OUR RECERTIFICATIONS ARE EFFECTIVE FEBRUARY 1.
- EIV IS WORKING FINE WITH OUR PHA.
- ADMINISTRATIVE DUTIES ARE A NIGHTMARE! SYSTEM AND HUD STAFF CONTINUALLY LOSE/CHANGE INFORMATION SUBMITTED. HUD STAFF HAS NO ABILITY SUPPORT ACTUAL USE OF THE SYSTEMS BY PHA'S OF DIFFERENT SCALE.

- MAKE INFORMATION MORE UPDATED OTHER THAN EVERY 3 MOS.
- THE DATA SHOULD BE CURRENT. THERE IS A LAG TIME OF ABOUT 3 MONTHS IN THE INCOME DATA.
- UPDATE MORE TIMELY. IT IS USUALLY 2 QTRS BEHIND.
- PROVIDE CURRENT DATA NOT YEARS OLD. ALLOW CERTIFICATION FORM TO PRINT WHEN PRINTING MULTIPLE EIV REPORTS AT ONCE. NOW YOU HAVE TO GO BACK TO EACH INDIVIDUAL TO PRINT.
- EIV IS DOING FINE.
- UPDATE INCOME FASTER.
- IMPROVE THE TIMELY POSTING OF INCOME.
- VERY EFFECTIVE.
- USE FOOD STAMPS AS HOUSEHOLD INCOME SOURCE & CHILD CARE ASSISTANCE. WORKING FAMILIES ARE PENALIZED WHEN THEY ARE INCREASING INCOME & INCUR THESE EXPENSES. WE KEEP REWARDING NON-WORKING, ABLE BODIED FAMILIES & PENALIZING WORKING FAMILIES.
- EIV IS A GOOD SYSTEM. AN EXCELLENT CHANGE WOULD BE TO NO LONGER REQUIRE ALL EMPLOYEES WITH EIV ACCESS TO ATTEND THE FOUR (4) HOUR WEBINAIR. RATHER, REQUIRE AGENCIES TO HAVE THEIR OWN TRAINING REQUIREMENT AND CERTIFY THAT EMPLOYEES HAVE BEEN PROPERLY INSTRUCTED.
- AS LONG AS TRAININGS CONTINUE TO BE SCHEDULED AND INFORMATION RELEASES PROVIDED AS CHANGES COME UP, NO FURTHER RECOMMENDATIONS AT THIS TIME.
- INTEGRATE SYSTEM WITH CHILD SUPPORT SERVICES. ALSO THE DATA COLLECTION SYSTEM TAKES TOO LONG AND INFORMATION GAINED FROM EIV IS OUTDATED.
- MORE TIME RELEVANT DATA.
- COORDINATE WITH OTHER GOV'T AGENCIES AS THE DEPT OF ENERGY FOR EIV TO BE THE STANDARD FOR CONFIRMING INCOMES.
- UPDATE ON A MONTHLY BASIS
- INCLUDE FEDERAL INCOME, PENSIONS, AND ALL INCOME SOURCES.
- RECOGNIZE THE LIMITATIONS OF THE EIV AND REDUCE ITS PROMINANCE ASSESSING PREFERRED VERIFICATION.
- THE TRAINING IS SO LONG & I STILL DON'T KNOW HOW TO (?) THING. INFO IS TOO OLD. MAKE THE INFORMATION BE CURRENT AND ABLE TO SEARCH APPLICANTS." "INPUT CURRENT UP-TO-DATE DATA IF POSSIBLE.

- (1) MAKE IT EASIER TO ENROLL EMPLOYEES. (2) PUBLISH BETTER & SIMPLER INSTRUCTIONS. I HAVE NEVER SEEN A SIMPLE LISTING OF THE STEPS REQUIRED TO ENROLL A NEW EMPLOYEE.
- UPDATE INFORMATION SO IT IS CURRENT.
- HAPPY WITH RECENT IMPROVEMENTS.
- INCLUDING CHILD SUPPORT DATA AND TANF (WELFARE) DATA WOULD HELP OUR AGENCY TREMENDOUSLY.
- MORE CURRENT EMPLOYMENT DATA.
- TIMELINESS OF DATA PROVIDED, PARTICULARLY SS NUMBER ERRORS AS INVALID WHEN RECENTLY ISSUED BY SSA. EXAMPLE: APPLICANT PROVIDES VALID S.S. CARD FOR NEW BORN. EIV REJECTS BECAUSE IT DOES NOT HAVE INFORMATION YET.
- THE INFORMATION PROVIDED SHOULD BE MORE CURRENT, THEREFORE, PROVIDING STAFF WITH CURRENT INFORMATION ALLOWING FOR BETTER STAFF USE. EIV'S INFORMATION IS VERY HELPFUL BUT HAS BECOME A HINDRANCE TO STAFF.
- MORE TIMELY INFORMATION, CONSTANT CHANGES TO SYSTEM MANDATORY (FREQUENT) TRAININGS, MANDATORY MONTHLY CERTIFICATIONS; WASS, PIC, EIV PASSWORD UP DATES, ALL TOO TIME CONSUMING.
- SATISFIED WITH EIV PROCESS. WOULD LIKE MORE REAL TIME DATA.
- MORE CURRENT INCOME INFORMATION, CHILD SUPPORT INFO, BETTER ACCESS TO INFO W/STATE COOPERATION
- MAKE INFORMATION MORE TIMELY (INCLUDING NEW HIRES).
- NONE AT THIS TIME.
- SERVICES OKAY.
- MORE CURRENT EARNINGS REPORT WOULD BE VERY HELPFUL.
- MORE TIMELY.
- EARNED INCOME DATA SHOULD BE MORE CURRENT.
- SYSTEM IS OKAY AS IMPLEMENTED.
- MAKE THE INFO MORE CURRENT AND MORE USER FRIENDLY.
- CAN HAVE CURRENT DATA.
- WE LIKE THE EIV SYSTEM.

- WE NEED FRESHER DATA. IF WE COULD GET WAGE DATA FROM THE STATE, PERHAPS IT WOULD BE MORE CURRENT. FOR ABOUT 15 YRS. WE HAVE ASKED FOR THE FREEDOM TO GET WAGE MATCHING SO WE CAN PREVENT FRAUD.
- NO COMMENTS. SERIES QUITE EFFECTIVE.
- NEEDS TO BE CURRENT AT ALL TIMES, MEANING CONTINUOUS, CURRENT & ACCURATE INFORMATION.
- NOT CURRENT ENOUGH. CHANGES TO FAR BEHIND. GOOD SYSTEM OVERALL.
- PROVIDE ON-SITE AND WEB BASED TRAINING.
- SYSTEM OVERALL IS GOOD; HOWEVER, IT WOULD IMPROVE IF MORE RECENT DATA WAS AVAILABLE FROM INCOME SOURCES; I REALIZE IT IS DONE QUARTELY BY EMPLOYERS CURRENTLY.
- HAVE MONTHLY UPDATES INSTEAD OF QUARTERLY UPDATES.
- NOTHING.
- NO SUGGESTIONS.
- IT WORKS FINE.
- LOVE IT!
- DESIGN A MECHANISM WHICH PERMITS USE OF THE SYSTEM FOR NEW MOVE INS.
- GO SLOWER. THE SYSTEM IS NEW AND STILL HAS BUGS.
- INFORMATION MORE UP TO DATE.
- CURRENTLY DOING FINE.
- THE SYSTEM FOR INCOME DESCREPENCY REPORTS & RESOLUTION OF THESE REPORTS NEEDS AN OVERHAUL.
- WORKS GOOD, DON'T CHANGE!
- MORE CURRENT DATA.
- NEW HIRE REPORTS NOT POSTED IN TIMELY MANNER FOR RESIDENTS CURRENTLY WORKING. NOT POSTING AT ALL NOW.
- INFORMATION UPDATED MORE FREQUENTLY.
- NOT SURE.

- MORE TIMELY DATA.
- MORE UP TO DATE INFORMATION.
- VERY PLEASED WITH CURRENT SYSTEM.
- THIS IS ONE AREA HUD IS DOING FAIRLY WELL WITH. THE PROGRAM ADMINISTRATOR FROM WASHINGTON IS VERY INTELLIGENT & INNOVATIVE.
- SOMETIMES PUBLIC HOUSING IS HARD TO RETREIVE.
- WHEN WE CHECK INCOME, THE SYSTEM INS'T ALWAYS CAUGHT UP TO DATE SO CHECKING INCOME CAN BE INCORRECT AT TIMES.
- NOTHING THAT I CAN THINK OF.
- HUD NEEDS TO BE READY ON THEIR END WHEN THEY REQUIRE PHA'S TO USE. EVERY SYSTEM STARTS OFF BY NOONE BEING READY TO ASSIST, RESPOND, OR MAKE DECISIONS.
- MAKE THE DATA MORE CURRENT!
- TIME FRAME NOT AS UPDATED AS NEEDED. OLD INFORMATION.
- MAKET IT CURRENT. VERY GOOD CONCEPT AND OUR HOUSING AUTHORITY SUPPORTS THE SYSTEM, BUT IT NEEDS TO IMPROVE ON TIMENESS IF POSSIBLE.
- NOT MAKE IT SO HARD TO ASSIGN ROLES AND PROPERTIES TO EMPLOYEES. WHAT A NIGHTMARE!
- IT IS WORKING WELL.
- MAKE INFORMATION MORE CURRENT. ALWAYS AT LEAST A QUARTER BEHIND.
- UPDATE INCOME MORE OFTEN; KEEP INFORMATION CURRENT.
- THE QUARTERLY DOL WAGES REPORTED ARE LAGGING BEHIND WHAT WE SEE IN THE STATE DATABASE. IF THERE IS A WAY IN IMPROVE THE TIMELINESS OF EIV RECEIVING WAGE DATA SO IT IS MORE CURRENT.
- SEEMS TO WORK WELL.
- NO COMMENT.
- THINK IT WORKS FINE.
- VERIFICATION NEEDS TO BE MORE TIMELY.

- SEEMS TO BE WORKING OKAY.
- IT WOULD BE HELPFUL IF INFORMATION WAS CORRECT BEFORE HA'S RECEIVE IT. INSTEAD OF HA'S ACTING ON FALSE INFO RECEIVED THRU EIV.
- SYSTEM GOES DOWN OFTEN; BETTER MAINTAINED SYSTEMS WOULD HELP.
- HAVE MORE CURRENT INFORMATION. INFORMATION IS TOO OLD.
- NO SUGGESTION.
- IT'S TOO COMPLICATED WHEN HAVING TO RE-CERTIFY PEOPLE EVERY QUARTER. WHY NOT JUST ONCE PER YEAR?
- IMPROVE DATA BEING MORE CURRENT. MAKE THE DISCREPENCEY REPORTS EASIER TO UNDERSTAND. THEY ARE OFTEN CONFUSING.
- V.A. PENSIONS, P.E.R.A., ETC & OTHER PENSIONS SHOULD ALSO BE INCLUDED.
- MAKE VA BENEFITS, CHILD SUPPORT BENEFITS. ASSESSIBLE IN THE SYSTEM. STATES WAFE INFORMATION IS SLOW COMING INTO THE SYSTEM.
- WE ARE VERY SATISFIED WITH THE WEBCASTS PROVIDED HAS IN THE PAST, BUT WE THINK HUD SHOULD HAVE MORE FREQUENT WEBCASTS ON EIV PROVIDING DETAILS ON THE SPECIFIC REPORTS.
- I FEEL HUD SHOULD PROVIDE EIV SECURITY TRAINING FACE-TO FACE-SINCE IT IS A REQUIREMENT.
- WITH THE LATEST UPGRADE, AGENCIES WILL BE ABLE TO TELL MORE ONCE IMPLEMENTED. EIV NEEDS TO PROVE MORE CURRENT INFORMATION WITH REGARDS TO WAGES AND CURRENT WAGES.
- CONTINUE TO IMPROVE EASE OF USE.
- INFORMATION NEEDS TO BE MORE UP-TO-DATE. CHILD SUPPORT INFORMATION, UNEMPLOYMENT INFORMATION, WORKER'S COMP INFORMATION WOULD BE USEFUL. EIV VA BENEFIT INFORMATION.
- INFO NEEDS TO BE MORE CURRENT (UP-TO-DATE), NEED TO INCLUDE MORE FINANCIAL INSTITUTIONS.
- NEEDS BETTER CROSS REFERENCES WITH SOCIAL SECURITY WHEN RESIDENT IS RECEIVING CHECKS UNDER TWO AWARD NUMBERS. WAGES NEED TO BE REPORTED SOONER IF POSSIBLE.
- CURRENT CHG'S TO TENANT TRACKING, DEBTS OWED, AND NEGATIVE HISTORIES IS GREAT ADDITION BUT IT STILL REQUIRES A LOT OF MANUAL INPUT. EXCLUDED INCOME SOURCES CONTINUE TO SHOW DISCREPANCIES; SHOULD EXCLUDE TOO.
- STAFF SEEMS TO LIKE IT BUT HAVE HAD TO WORK AT IT.

- INCLUDE VA BENEFITS & CHILD SUPPORT. INFORMATION NEEDS TO BE MORE CURRENT AS WELL.
- MORE TRAINING.
- MAKE THE SYSTEM MORE USER FRIENDLY, ESPECIALLY IN ASSIGNING RIGHTS AND PERMISSIONS, ETC. HUD TENDS TO PUT OUT SYSTEMS THAT ARE VERY DIFFICULT TO USE.
- BE ABLE TO SCREEN APPLICATNS.
- MORE TIMELY INFORMATION
- IMPLEMENT MORE CURRENT DATA.
- SATISFIED WITH EIV.
- UPDATE THE DATA BASE TO KEEP IT MORE CURRENT. THE TIME LAG FROM REAL TIME CREATES ISSUES.
- MORE CURRENT INFORMATION NEEDED.
- MORE CURRENT INFORMATION. EXPAND TO MORE INS.
- MAKE THE INFORMATION MORE CURREN.T
- INTIIAL SIGN UP FOR MULTI-FAMILY NOT USER FRIENDLY. HARD TO GET A LIVE PERSON ON PHONE.
- RECENT IMPROVEMENTS HAVE BEEN HELPFUL.
- IT WOULD BE MUCH BETTER IF IT COULD KEEP MORE CURRENT INFORMATION. I HAVE RESIDENTS RECEIVING WORKERS COMP THAT DOES NOT SHOW ON THE EIV UNTIL MUCH LATER.
- SYSTEM IS GOOD NO PROBLEMS.
- DONT KNOW OF ANYTHING.
- MORE UP TO DATE INFORMATION..
- I EXPECT THE NEW CHANGES TO EIV TO BE VERY HELPFUL IN SCREENING APPLICANTS AND COLLECTING OLD DEBTS.
- SYSTEM OK.
- THE TRAINING IS VERY USEFUL, SO KEEP IT COMING.
- THE EIV SYSTEM HAS BEEN A WONDERFUL HELP. MORE TIMELY REPORTING AT (?) INFORMATION WOULD HELP AS WOULD THE ADDITION OF VA PENSION INFORMATION. THANK YOU FOR THE UPCOMING BAD DEBT AND TERMINATION

INFORMATION SOON TO BE AVAILABLE.

- UPDATE INFO QUICKER.
- NO SUGGESTIONS. GOOD REPORTING SYSTEM THAT BEEN HELPFUL IN DETECTING FRAUD.
- MAKE INFO MORE TIMLY & MORE USER FRIENDLY.
- MORE UP TO DATE INFORMATION.
- MAKE IT MORE CURRENT. TENANTS WHO COLLECT HUSBAND'S SS SHOW NO INCOME IN EIV. TENANTS WHO RECEIVE RR BENEFITS SHOW NO INCOME. CAN'T REALLY RELY ON IT FOR INCOME INFO.
- NEED INCOME INFO ON APPLICANTS.
- ABOLISH INCOME-BASED RENT!!! BUT, BECAUSE HUD WILL NEVER EVER, EVER ABOLISH INCOME-BASED RENT, WHY ISN'T RENT DETERMINATION WEB-BASED?!?
- THE INFORMATION IS NOT UP TO DATE. (SEEMS TO BE ABOUT 6 MONTHS) BEHIND.
- EXTEND DATA COLLECTION REGARDING PREVIOUS TENANTS' BALANCES FURTHER THAN 15 MONTHS. DEVISE SYSTEM WHICH COULD HOLD LARGE AMOUNTS OF DATA ON PREVIOUS OUTSTANDING BALANCES TO HELP CAPTURE BACK RENT, DAMAGES ETC.
- MOVE OUT DEBT WILL HELP.
- THE ABILITY TO SEE PENSION BENEFIT AMOUNTS WOULD BE EXTREMELY HELPFUL.
- INFORMATION IS NOT CURRENT.
- SYSTEM WORKS WELL.
- ONCE THE DATA IS PRESENT NOTHING, NOT CERTAIN HOW TO GET CURRENT DATA PLACED BY OTHER FEDERAL DEPARTMENTS FASTER. THIS IS A GOOD TOOL.
- THE CONTINUED COMMUNIATION VIA E-MAIL HAS BEEN VERY HELPFUL. ENSURING CHANGES TO EIV REQUIREMENTS; ANY SAMPLE EIV POLICIES, ETC. WOULD BE HELPFUL.
- HAVE MORE CURRENT INFO, HAVE ADDITIONAL SOURCES, INCLUDE INFO ON CHILD SUPPORT & ALLOW STATE TAX CREDIT COMPLIANCE OFFICERS TO VIEW EIV DATA.
- EIV IS GREAT AS IS. HUD NEEDS TO WORK ON PIC.
- MAKE INFORMATION MORE UP-TO-DATE, LOCATION FOR VERIFICATION OF INCOME. ADD VA PAYMENTS, DHHR

## PAYMENTS.

- MAKE IT EASIER TO GET REGISTERED INTO THE SYSTEM.
- EIV IS PRETTY GOOD. IT IS THE BEST OF THE ONLINE SYSTEMS.
- USE ANNUAL VERIFICATION TO MONITOR PLACEMENT IN A TIERED RENT SYSTEM.
- IT WOULD BE BETTER IF WE COULD CHECK THE APPLICANTS BEFORE THEY ARE HOUSED. THE SYSTEM IS GOOD BUT AFTER THEY ARE HOUSED IT IS HARD TO DEAL WITH DISCREPANCIES.
- THE EIV IS A TOOL BUT WE NEED ACCESS FOR APPLICANTS TOO.
- WE LOVE THE EIV. SOC SEC NEEDS TO BE ABLE TO CROSS-REFERENCE IF A RESIDENT IS DRAWING OFF ANOTHER #-SUCH AS SPOUSE SS#.
- EFFECTIVE SYSTEM.
- 1. PROVIDE A BOX TO CHECK IF RESIDENT PAYS FLAT RENT SO THE DISCREPANCY DOES NOT APPEAR. WE WOULD UNMARK THE BOX IF THEY QUIT PAYING FLAT RENT. 2. TRY TO GET DOL-SSA-VA-ALL REPORTERS TO REPORT INFO ON A MORE TIMELY BASIS.
- IT'S ALWAYS INCORRECT!!
- THE PROBLEM IS MOST INFORMATION IS 2/3 MONTHS OLD.
- NOT UPDATING INCOME DATA BANK IN TIMELY MANNER.
- VERY SATISFIED.
- I AM SATISFIED WITH EIV SYSTEM.
- USE THE IRS DATABASE OR BETTER YET DO AWAY WITH EIV. MAKE TENANTS PAY AFFORDABLE RENTS.
- EIV IS A VITAL TOOL IN SUPPLYING INCOME INFORMATION THAT TENANTS FAIL TO SUPPLY.
- MORE CURRENT INFORMATION AND INFORMATION FOR CHILD SUPPORT & DHS. PENSIONS ALSO!
- SOME INFO NOT UP TO DATE.
- IT IS VERY CUMBERSOME AND FRUSTRATING FOR MULTIFAMILY USERS SINCE IT ISN'T OPERATIONAL. FOR PUBLIC HSG & S8HCV IT SEEMS TO WORK OK.
- NOT SURE.

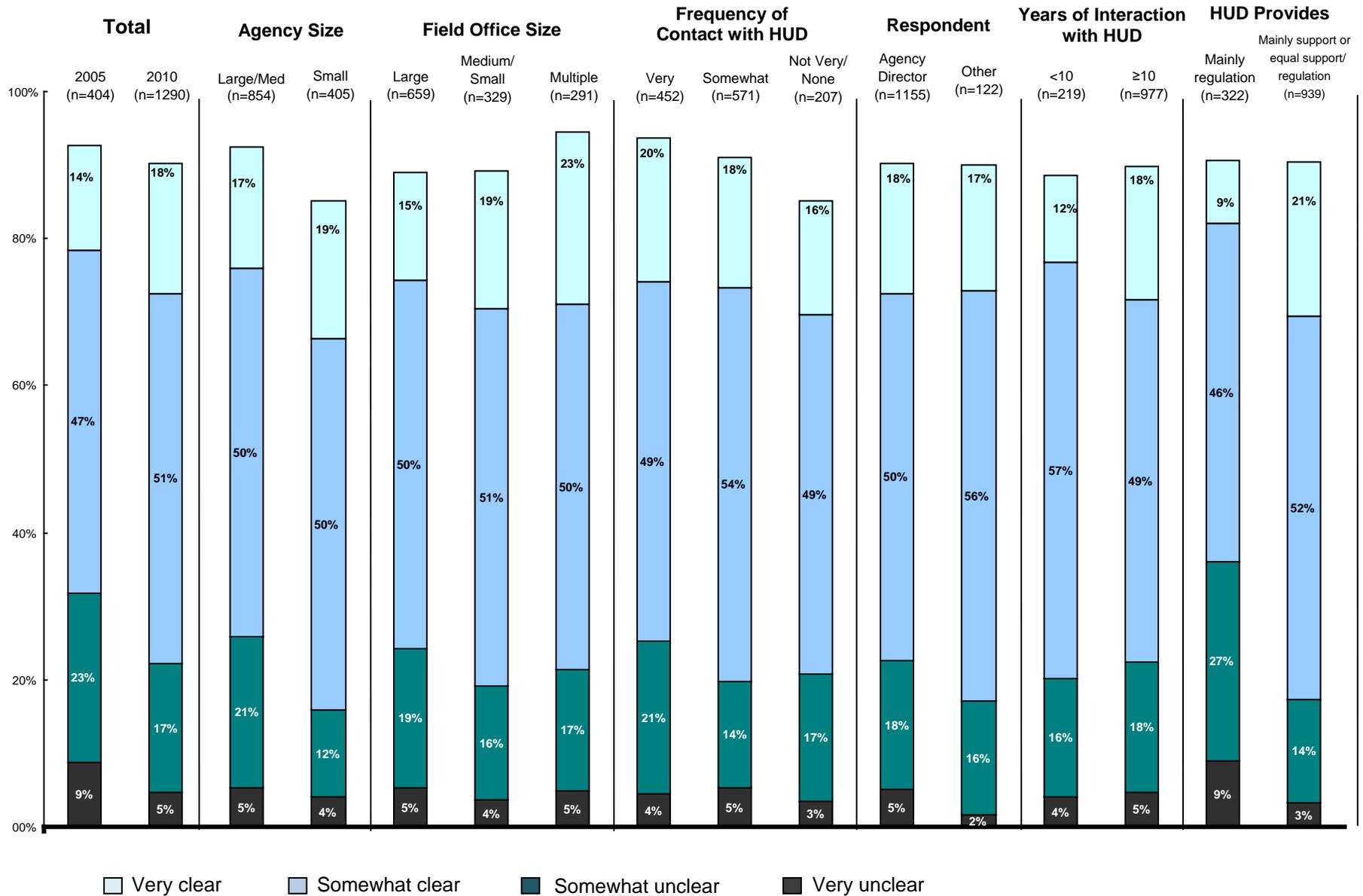
- THE DELAY OF INFO IN THE EIV SYSTEM LEAVES US TO STILL DO 3RD PARTY VERIFICATION. STRONG HELP IF SOMEONE IS WORKING BUT DOES NOT REPORT IT BUT I THINK IT IS NOT NECESSARY. WE SHOULD STILL 3RD PARTY.
- THIS SYSTEM IS A VERY USEFUL TOOL TO MY AGENCY AS IT IS.
- ADD CHILD SUPPORT.
- THE PRIMARY ISSUE WITH EIV IS THE DELAY TIME WITH INCOME UPDATES. IT TAKES BETWEEN 6-8 MONTHS BEFORE INCOME IS RECONCILED. MANY TIMES RESIDENTS DO NOT KNOW THE PARENT COMPANY THAT THEY ARE WORKING FOR WHICH IS DIFFERENT THAT WHAT IS SHOWN ON EIV REPORT.
- I LIKE THE EIV SYSTEM.
- NOTHING.
- MAKE RETENTION PERIODS FOR ALL DATA THE SAME.
- WE WOULD LIKE TO SEE ALL FEDERAL AND STATE AGENCY INFORMATION ON EIV. (EX) CHILD SUPPORT, FOOD STAMPS- EVEN VERIFICATION OF YEARLY IRS REPORTING FOR NCOME TAXES.
- WAGES REPORTED ON EIV ARE BEHIND. EXAMPLE: WAGERS FROM Q1 2009 DID NOT SHOW UP UNTIL 8/19/09. IF THERE IS A WAY TO GET THAT INFORMATION 1 TO 3 MONTHS AFTER A QUARTER ENDS, WE WOULD GREATLY APPRECIATE IT!
- IT'S ONE PROGRAM HUD IS DOING VERY WELL AT.
- PROVIDE STATE BENEFITS & PROVIDE CURRENT INCOME INFORMATION.
- MORE GUIDINCE ON HOW TO ADD STAFF TO EIV. HANDBOOKS ARE NOT CLEAR. VEDEO WOULD BE GOOD.
- I THINK WITH THE RECENT UPGRADES EIV WILL BE OKAY.
- IT WOULD REALLY BE GREAT IF EIV COULD HAVE ACCESS TO CHILD SUPPORT BENEFITS WHICH ARE ADMINISTERED BY MOST STATES. ALSO, ACCESS TO VA PENSION BENEFITS WOULD ALSO BE VERY HELPFUL.
- DO THIS ON A MONTHLY BASIS, NOT QUARTELY.
- THIS SYSTEM HAS BEEN A MAJOR ADVANCE. IN THE FUTURE, IT COULD BE IMPROVED WITH OTHER-AGENCY DATA, E.G. \$ OWED TO OTHER PHA'S.
- THE INFORMATION IS NOT CURRENT ENOUGH; WOULD LIKE TO SEE THE INFORMATION MORE CURRENT.
- REAL TIME DATA.
- THERE HAVE BEEN SEVERAL INPROVEMENTS MADE OVER THE PAST 2 YEARS. WE ARE VERY PLEASED WITH EIV.

- PROVIDE TECHNICAL ASSISTANCE.
- SO FAR, EIV IS GOOD. WE UNDERSTAND THAT HUD CANNOT CONTROL THE TIMELINESS OF THE INCOME BUT WE WOULD LIKE TO SEE OTHER INFORMATION ADDED, I.E. CHILD SUPPORT INCOME, ETC.
- UPDATED MORE OFTEN, 2-3 QUARTERS BEHIND. MORE INFORMATION ON SOCIAL SECURITY REGARDING LUMP SUMS, BACK PAYMENTS AND DIFFERENCE BETWEEN GROSS AND NET AMOUNTS.
- I THINK IT IS VERY GOOD AT THIS TIME.
- GET ALL INCOME INCLUDED IN EIV. NEED MORE CLARIFICATION ON SS & SSI VERIFICATION WHEN PEOPLE BEGIN RECEIVING BENEFITS.
- SATISFIED WITH EIV.
- THEY ARE A YEAR BEHIND WHEN WE RECEIVE FEEDBACK ON UPDATED REPORTS WE SEND THEM. WE SEND CURRENT INFORMATION AND GET A PIC ERROR DUE TO THEIR REPORTS BEING OUTDATED. SO OUR AGENCY DOCUMENTS THE FILE AND SENDS PROOF TO THE HUD FIELD OFFICE.
- ADD ABILITY TO UPLOAD DATA ON PARTICIPANTS' DEBTS AND TERMINATION; ONE WEBCAST FOR ANNUAL SECURITY AND EIV TRAINING ONLY; NO OTHER TOPICS.
- MORE CURRENT UPDATES ON INCOME. TOO MUCH TIME ON INCOME CHANGES BEFORE EIV POST THOSE CHANGES.
- SYSTEM WORK VERY WELL!!
- CURRENT DATA!! DATA THAT IS OLD AND OUTDATED CREATES INCOME DISCREPENCY REPORTS THAT WOULD BE NONEXISTANT IF HUD HAD CURRENT DATA.
- MAKE DATA AVAILABLE EARLIER; (WE ARE ALWAYS DELETING FRAUD WAY AFTER THE FACT).
- EVERYTHING LOOKS PRETTY GOOD ON EIV.
- IT'S GETTING BETTER.
- THREE MONTHS BEHIND ON INFO MORE CURRENT INFO WILL BE HELPFUL; OTHERWISE IT IS VERY GOOD.
- MORE TIMELY REPORTS.
- WE ARE VERY HAPPY WITH EIV; CONTINUE TO ADD TO THE DATABASE.
- ADD CHILD SUPPORT. VETAN'S RETIREMENT ETC. IT NEEDS TO BE MORE CURRENT.
- GOOD SYSTEM.

- IT WOULD BE HELPFUL IF WE HAD ACCESS TO EIV DATA FOR NEW MOVE-INS AND IF THE INFORMATION WAS MORE CURRENT, BUT I UNDERSTAND THE INFORMATION IS AS CURRENT AS IT CAN BE.
- ABSOLUTELY NOTHING.
- CONVERT IT TO A "REAL-TIME" INFORMATION SYSTEM.
- NEEDS TO BE MORE UPDATED. THE SYSTEMS TAKES LONG TO REPORT WAGES AND WOULD LIKE TO HAVE CHILD SUPPORT PAYMENTS.
- INFORMATION SUBMITTED TO SYSTEM NEEDS TO BE MORE CURRENT.
- DONT ENFORCE ANY MORE CHANGES; ITS BEGINNING TO GET DIFFICULT TO ACCESS.
- DO NOT TURN IT INTO DATA INPUT/COLECTION SYSTEM FOR PHAS! LET IT BE DATA RETRIEVAL SYSTEM.
- THE SYSTEM WORKS GOOD, BUT THE SECURITY MEASURES ARE EXTREMELY STRINGENT AND OVERKILL, IN MY OPINION.
- NONE. SYSTEM IS GREAT!
- PHA'S SHOULD BE ALBE TO RELY ON EIV FOR DEFINITIVE INCOME CHECKS AND BE ABLE TO AVOID THIRD PARTY VERIFACTION.
- SHORTEN DELAY TIME TO 3 OR 6 MONTHS BACK. ALLOW USE AT LEASE UP.
- TIMELINESS OF DATA IS BIGGEST PROBLEM. GENERATES A GREAT DEAL OF WORK IN PHA. FIND STAFF FOR THIS PURPOSE.
- IMPROVE TIMELINESS OF INFORMATION; DATA RUNS 90-120 DAYS BEHIND CLIENT REPORTED INFORMATION.
- INCREASING THE RELIABILITY OF THE SYSTEM.
- IMPROVE THE TIMELINESS OF THE DATA. THE SYSTEM IS AT LEAST TWO QUARTERS AND SOMETIMES THREE QUARTERS BEHIND. MAKE REGULATORY REQUIREMENTS CONSISTENT WITH INFORMATION BEING DISCUSSED IN WEBCASTS.
- NO PROBLEM WITH EIV.
- ELIMINATE THE LONG TIME LAG IN REPORTING OF DATA.
- NO SPECIFIC DATA. IT WORKS OK FOR US.
- RECENT CHANGES ARE A BIG IMPROVEMENT. STILL CONCERNS ABOUT LACK OF UP TO DATE INFO AND THE FREQUENCY OF TECHNICAL ISSUES KICKING USERS OUT OF THE SYSTEM.

- NOTHING. SEEMS TO WORK FINE.
- MAKE EIV AVAILABLE FOR APPLICANTS.
- MORE UP-TO-DATE INFO; INFO IS ALWAYS 1-2 QUARTERS OLD.
- WORK EARNINGS HARD TO VERIFY IN A TIMELY MANNER.
- MAKE SIGNING UP NEW USERS EASIER.
- MORE CURRENT FINANCIAL INFORMATION ON CONSTITUENTS.
- THE DATA SHOULD BE MORE CURRENT.
- IT WORKS WELL NOW; HOWEVER, THE PLAN TO HAVE ALL RECORDS FOR PEOPLE LEAVING THE PROGRAMS TO GET DUMPED INTO AN "OWES MONEY" SYSTEM AND REQUIRE PHA'S TO REMOVE RECORDS FOR THOSE WHO DON'T OWE, WILL BE A DIASTER. LEAVE WHO DO NOT OWE--THIS WOULD ADD TOO MUCH ADMINISTRATIVE WORK. ENTER JUST WHO OWES.
- ACCESS FOR APPLICANTS.
- MAKE SETTING-UP ACCOUNTS FOR EMPLOYEES MORE USER FRIENDLY & ACCOMMODATING.
- IT WOULD BE MORE HELPFUL IF MORE RECENT INFORMATION COULD BE OBTAINED FROM EMPLOYERS.
- IT IS ALWAYS GOING TO BE INACCURATE; ALWAYS AT LEAST A QUARTER BEHIND.
- MORE CURRENT INFO.
- SATISFIED.
- CONTRACT WITH THE CORRECT IT COMPANIES.
- GLAD TO HAVE PAST TENANT DEBTS TO H.A. AVAILABLE.
- ALLOW APPLICANTS TO BE CHECKED THROUGH THE SYSTEM.

**Question 14.** Housing agencies may work with several HUD offices, hubs and centers for various purposes. How clear are the different functions and responsibilities of these offices, hubs and centers?



**Question 15.** How satisfied or dissatisfied are you with Grants.gov—considering such things as ease of use, usefulness etc.?

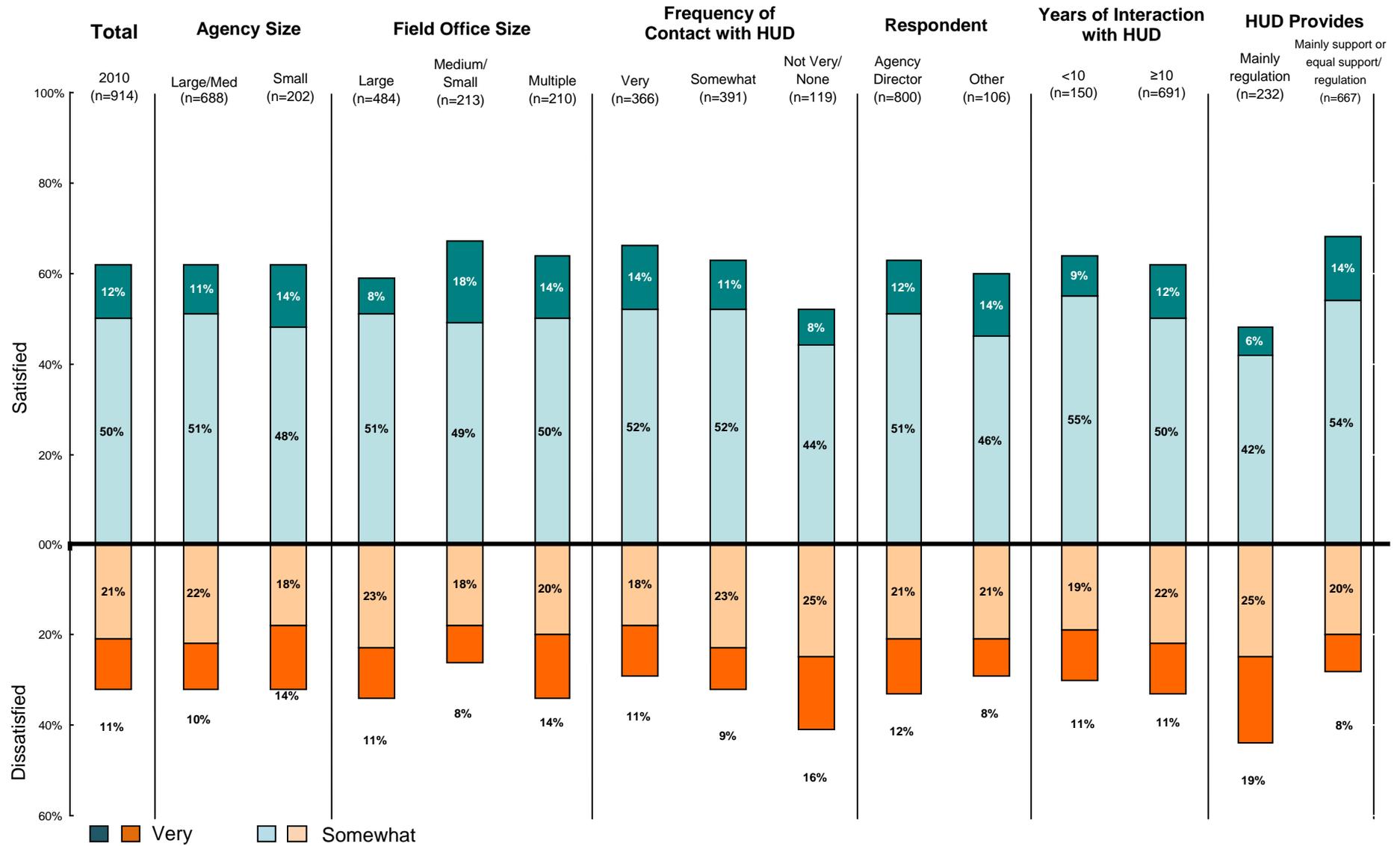
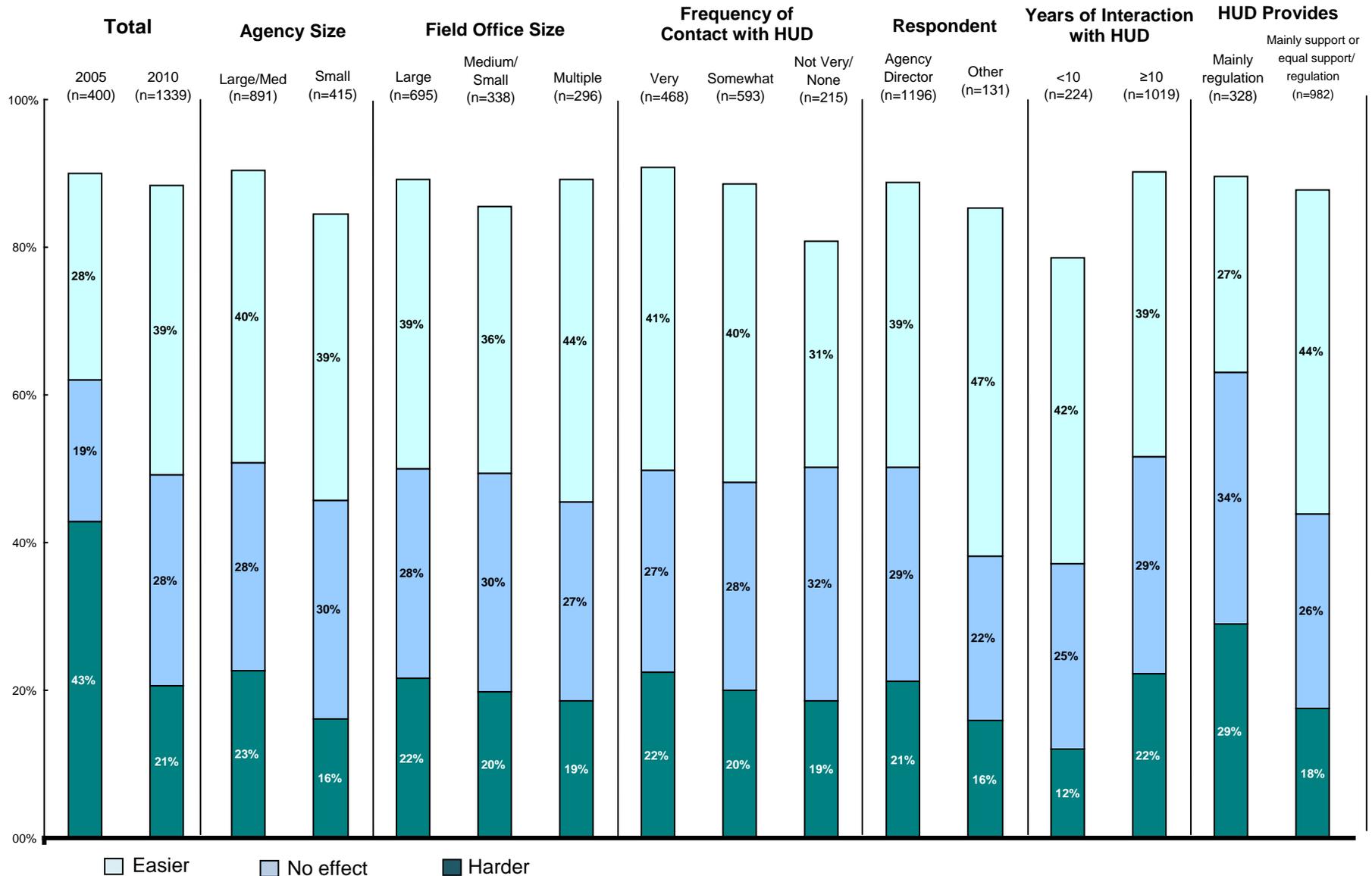
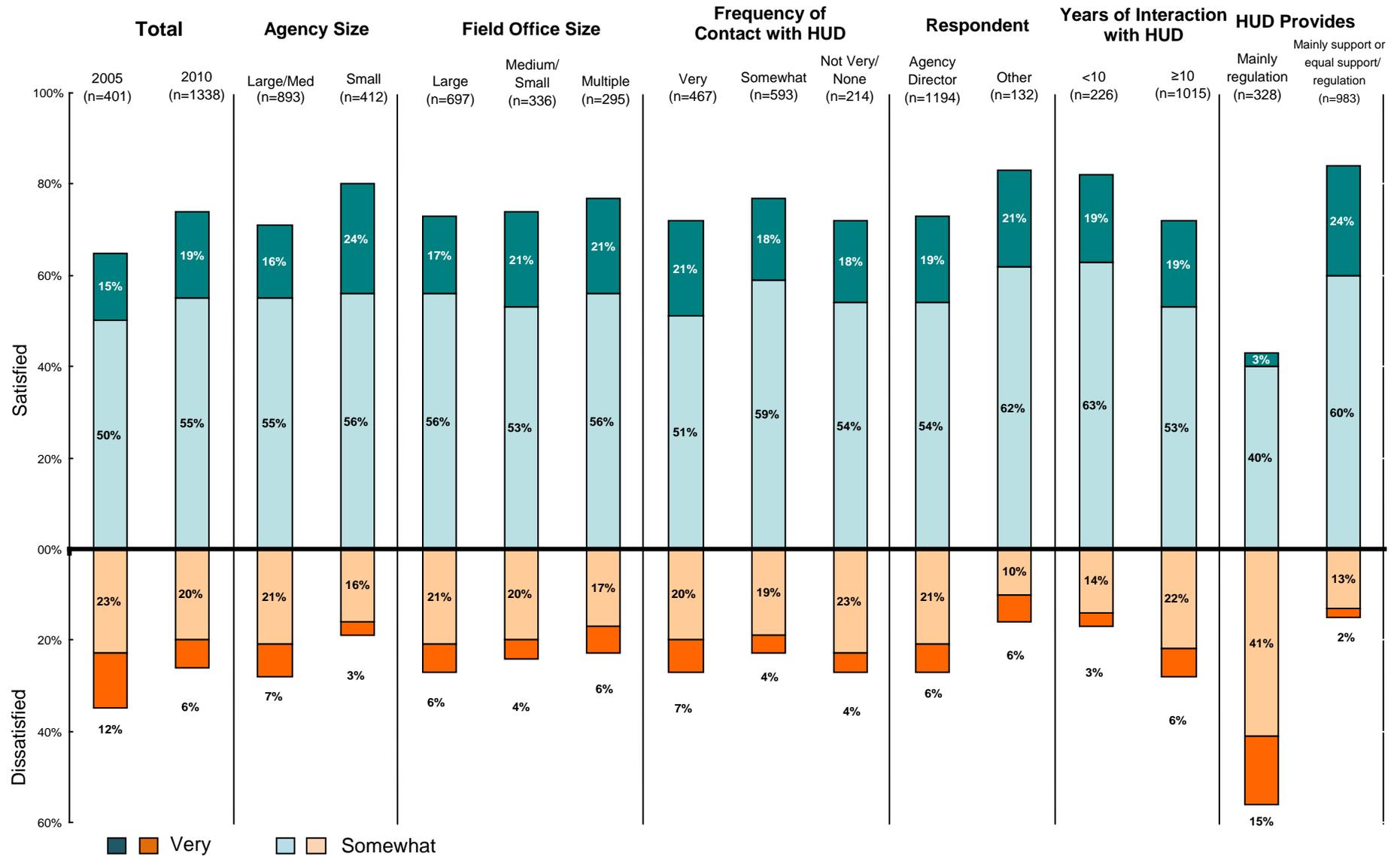


Chart excludes 439 people who said they do not use Grants.gov.

**Question 16.** Consider HUD's public communications, such as to Congress and the media, about public housing agencies. Do those communications generally make it much easier for you to accomplish your agency's objectives, somewhat easier, somewhat harder, or much harder, or do they generally have no effect?



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



#### **PART 4: VERBATIM RESPONSES TO AN OPEN-ENDED ITEM ON THE PARTNERS SURVEY**

This section consists of respondents' verbatim responses to the last item on the HUD Partners Survey questionnaire, which read:

We welcome and appreciate any comments you may have about HUD. Please do not identify yourself or anyone else by name.

Many partners used this opportunity to address a wide range of issues, in their own words. Often they provided examples and explanation beyond what was communicated through standardized closed-ended questions. Since there is a large volume of information provided in these comments, readers are urged to use their browsers to search for key words or phrases in order to identify topics of interest.

The responses provided below are unedited except as follows. Respondents were guaranteed confidentiality when asked to participate voluntarily in the survey. This assurance meant that neither they nor their agencies, organizations, companies or communities would be identified in reporting the survey findings to HUD or anyone else. Accordingly, survey questionnaires and datasets resulting from them do not contain respondents' names or other identifiers. In response to the open-ended question, however, some respondents provided information that could conceivably be used to identify them, either directly or by deduction. As a result, the independent survey contractor redacted such information—replacing names of persons, organizations, agencies, offices, places, or other potentially identifying material with ellipses (...).

An example of deductive identification could involve the director of the only large community development department who was working with a particular HUD field office mentioning in his or her verbatim comments those two facts. Another example would be mention of the name of a HUD employee in the context of other information provided, which might result in identification of the respondent. Even though there are circumstances where mention of proper names would not likely be traceable to a respondent, a blanket policy of redacting the names of persons, offices, organizations, businesses or communities was applied. Responses appear as follows: "... from ... office is the best but ... is rude and nonresponsive; terminate ...'s employment since ... industry has no respect for him."

While it is recognized that redaction of names and other such information limits the utility of certain respondent comments, it was determined that the risks to respondents of deductive identification were greater than the value of including such information in the report. This determination followed from the fact that a significant number of potential respondents across the partner groups conveyed to the survey contractor their worries related to possible retribution or retaliation if their identities became known.

The fact that participation and frank and honest responses on the part of some partners were contingent upon an absolute assurance of confidentiality warranted erring on the side of protecting confidentiality. In sum, confidentiality considerations and concern for survey validity overrode concern about loss of information in dictating the redaction of potentially identifying information.

<p>PIH stimulus competitive grant should have been all formula based. It is obvious to everyone that only the large PHA's got any of this competitive stimulus money. This process was not fair or transparent. If my agency could have gotten even \$500,000, it would have taken care of most of our problems. Yet the large PHA's got multi-millions and we get nothing for our effort. Small PHA's are much more frugal than the large ones and should be given more opportunities. Thank you very much.</p>
<p>HUD has lone been a dysfunctional agency. It has suffered a "brain drain" for years and has not attracted comparably qualified replacements. Many, if not most of its regulations are virtually incomprehensible. Employees seem defensive and demoralized, while the leadership has historically been ---political. The department needs to be completely reorganized. The current leadership team is very bright, but the management structure utilizing numerous "czars" is unclear-who do you call, for example?</p>
<p>Recent acquisitions from asset group in DC have been very difficult. Not only are things taking a very long time, but there is no communication to know status. In DC, CPD, NSP, HOPE VI staff have been very accessible and solving problems. Green improvements with ARRA, etc require huge investment of time, but our operating subsidy will be going down anyway. Would be great to reward "green" PHAs in operating subsidy for doing the right thing.</p>
<p>Satisfaction is dependent upon the individual with whom you interact, not the office you interact with. Most of the staff are very competent, helpful and responsive- a few are not. Response time varies depending on the individual. Field office response is adequate from a guidance and support perspective. Unfortunately, we receive poor support and guidance from a certain grant manager. This lack of assistance greatly hampers our ability to run that specific program. Response from SAC is poor at best. Limited support/guidance. Very poor follow through. Slow response time.</p>
<p>#5 and #11A Relationship with HUD. Many HUD staff we deal with regularly are very knowledgeable, competent, responsive, accessible, etc. A few are less so, but most generally try hard to provide correct, timely answers. #8-HUD website postings are helpful, but sometimes important information is posted without sufficient attention being called to it. NEW buttons help. More cross-references to new postings on related sites would help. #11e-Sec 8 financial info is very late- HAP amounts, admin fee actual, etc. Section 3 guidance is inconsistent and incomplete. The HUD-60002 Annual report form is confusing. The recent PIH-EIV webcast and email list serve (PIH-RHIIP-TA; ...) are very good.</p>
<p>HUD's technology systems need major help. Too much "rule-making" by FAQ's and news items. In my opinion too much time in CD and not enough time on field offices. Most on-line reporting is riddled with problems-system overload. I believe the department philosophy is now going in the right direction. But the whole department needs to be reengineered. I also appreciate congress creates many of the problems the department is blamed for. We really appreciate the field office people and there are some great folks in DC.</p>
<p>The primary problems with HUD communication are the timeliness and completeness. HUD personnel need to treat PHA's personnel's with professional respect instead if treating them as though PHA's do not know what they are doing.</p>
<p>1. Recommend HUD provide more grant TA after grants are awarded-grant specific TA. 2. Be more consistent when communication with the agency-use designated points of contact (POCs).</p>
<p>The conversion to asset management is too proscriptive and, as a stop loss agency much too time consuming and wasteful. We're doing what we need to do to comply not because this is a sound business decision and direction for our organization.</p>
<p>The notifications of operating subsidy and section 8 funding make it impossible to plan. E-mail notifications often give PHA's very short response times. Constant changes to the systems like VMS and PIC make it very difficult to keep up and very expensive to constantly modify our data systems to meet new reporting requirements. Field office is very responsive, but often has not gotten information from HQ to be able to provide assistance.</p>

The local office has little autonomy and can get caught up in the contradictory interpretation of policies and procedures with HQ. Also, it is hard to rely on what contracted trainers provide because of the local or HQ office contradicts what the trainer is saying.
Inconsistency between HUD interpretations and HUD OIG interpretation of various rules, regulations and agreements has been a major issue. As a Moving to Work agency the creation of and then changes to the MTW office and the related negotiation around the new Amended and re-stated MTW agreement also created significant issues. It is only fair to note that changes in philosophy and approach re: MTW were major source of contention, rather than the existence of staffing of that office.
HUD needs to renew REAC inspection process. Currently not a very effective or accurate way to gauge true condition of public housing properties.
HUD staff is challenged to get up to speed there. PHA's are challenged.
HUD grant deficiency notices should be faxed, emailed and mailed to ensure receipt in a timely manner. The current system has room for error.
HUD needs to continue to take the lead in solving long-term housing problems. This administration can help housing authorities to provide more affordable housing for families with funding more HOPE VI type programs and vouchers.
I have seen great improvements with the direction HUD is going in. I would like to see that progress continue.
The inconsistency in the scoring process with REAC, which is almost entirely attributed to the difference between inspectors, is a problem. The purpose of the process should be to help agencies identify and correct issues, rather than to test the ability to hit a moving target.
It seems HUD has become a lot of independent sub bodies and acting their own without constant ways of communicating to us.
Portability move-ins 50058s should automatically process a portability move-out 50058 for MTW agencies.
Simplify HCV funding and regulatory leasing cycle mismatch roller coaster.
... field office responds in a timely manner-good to work with-helpful in resolving portability issues, supportive of public housing agencies. Because of time and job responsibilities- sometimes can't get an answer as quick as you like. Duties are very segregated even though others would be capable of answering the question. Email and webcast appreciated as well as HUD workers and attendance at conferences.
We have a large numbers of programs for a small agency. I am very pleased with the availability, information received and support of our field personnel. My complaints would be issued toward help desk response personnel, specifically APPS. Our field office personnel are excellent as is our state organization.
Overall, I find HUD internet communications to be helpful. HUD ... has an excellent staff. All employees are helpful, knowledgeable and empathic. My issues with HUD: As a small PHA, HUD (HQ) upon action from Congress or the President, saddles us with time-consuming compliance. For example, Federal Reporting and RAMPS. These are easy enough to do once you read all the instructions (which take a lot of time out of our schedules). HUD is constantly giving us these kinds of reports to do. We have very small staffs and many tasks to do with dealing with our tenants, budgets, capital projects, Boards, community relations, tenant activities (elderly), contactors, maintenance, etc. I understand the need for "transparency" but do small HAs really need to waste so much of their available workday resources on this? I would like to see more exemptions for small HA's to opt out of this reporting. We truly appreciate these extra funds (ARRA) and normal funds (CFP), but please don't bog us down with more and more paperwork. As you do this, our budget costs for wages go up. We spend many extra hours learning "HUD's" newest rules on a particular report. Furthermore, these reports have been coming to us with very short deadlines. More advance notice would be appreciated. In summary, we feel that HUD doesn't always understand the constraints that small PHA's have. We don't have various departments to siphon our work to. The director & admin. assistant have to be jack-of-all trades and specialists in all areas of housing authority operations.

This can be very frustrating at times. Thank you for asking. Thank you for listening.

1. Public housing and Section 8 budgets need to be more quickly disseminated after Congressional appropriations. 2. HUD's data systems seem to take years to work effectively which creates workload issues for authorities. 3. HUD tasks authorities for actions with short times yet HUD take months for its own actions. 4. Funding shortfalls reduce effectiveness; however, the performance levels are never adjusted to compensate. 5. HUD needs to view authorities as partners, not as enemies. 6. Rules need to be clear and issued in advance.

Note: 11g: quality of technical assistance. My experience with REAC has been extremely poor; however my experience with our level PIC coaches has been very useful. I will "not" call REAC unless I have no other choice! I am very dissatisfied with REAC support. They are less than helpful.

HUD area office personnel need training in customer service. They do not respect PHA partners. They are vindictive. They only want to "catch" a PHA doing something wrong. They offer "little" or "no" technical assistance. Small PHA's are inundated with petty request often times for documents already submitted. Disaster Housing Program was hastily put together and rules were revised almost weekly. Information from HUD was to be verified by PHA. Contractor for HUD earned big \$\$ had large staff.

One of the most frustrating things with HUD has been dealing with the computer technology. We are required to enter information into systems which do not work well, or do not work at all. Sometimes we have difficulty meeting the deadlines due to no fault of PHA. There have been so many changes that it is very difficult to keep up with new requirements. One of the really nice changes is the fillable forms which are now available. They are great.

I have taken over the roles and responsibilities of Executive Director because ... . While I am smart and capable, I am lacking in technical knowledge needed for the filing of many reports required. Many of which are overdue because of the previous ED's neglect. While I understand that there are rules to follow with regard to our current situation and many of our staff in our local office have gone out of our way to help me fill out and submit reports, there seem to be a great many obstacles erected by others. I would simply appreciate a small amount of the deference shown to our last incompetent ED.

There is no consistency in reporting dates, application dates and methods used for both processes. We are constantly required to learn a new system and following year it has changed. For a small housing authority with limited staff this is overwhelming.

Computer systems are poor. We enter the same data in multiple systems and get requests for the same data. Computer systems do not work as HA's are told they will. Housing program regs are out of date conflicting and cost too much to administer and one size does not fit all.

HUD needs to establish subsidy assistance time limits for public housing residences. In not doing so, it has created a generation of dependence on a system. By doing so, PHA would be able to reduce the size of their waiting list. More guidance is needed in the area of policy and procedures as it related to PHA actual situations.

The ... Authorities lost their total housing stock of ... units on ... .Our local HUD (...) office under the leadership of ... hit the ground running & traveled every day to the coast helping the five coastal housing authorities after Hurricane Katrina. Without their help and guidance, I do not know what we would have done; they were there for us then and they continue to help at the Housing Authority's in ... every day.
FAIR HOUSING needs to be more FAIR to housing authorities and not just take the word of residents (and others) [who] first assume the HA's are guilty and [not] innocent.
We enjoy a very professional relationship with U.S. HUD in our efforts to provide quality affordable housing to disadvantage in our community.
There is a power struggle right now at HUD ... .
I feel that overall HUD acts as a correction's officer in their treatment of Housing Authorities. They are more focused on attempting to catch you doing something wrong instead of assisting you to perform better. Many of the staff personnel come off as being uninformed in regards to their job responsibilities and knowledge. I am particularly upset with how they change compliance requirements after the fact rather than before the fact & it's apparent a number of them have no experience as a practitioner for the programs they are responsible for.
Since the field offices are at ground level with authorities more final decision making need to be given to them. This would make decisions based on the areas affected verses the one size fits all.
We are a small agency and it is absolutely impossible to get all the work (reports, PHAS, etc., etc.) done in a 40 hours week. I and my staff spend lots of nights working to try to meet all of the deadlines that have been placed upon us. Our jobs used to be about housing those in need; now we find ourselves doing one report after another and one deadline followed by another and another--seems like no break to where we are never "caught up." If this is HUD's way of substantiating their existence, it is not working.
HUD requires a large amount of reporting and in many instances it seems duplicative. The reporting requirements especially for small agencies should be streamlined and/or reduced and reports. There is no time for exploring new ideas/options.
Our complaint on REAC involves the arbitrary and capricious physical inspection results we have experienced. Our last four scores in this process were ... we are bounced into and out of this high performance status routinely by this indicator.
HUD needs to look at its asset policy. They need to limit assets and participants who are business owners, own homes and real estate have multiple LLC and money in the hundreds of thousands of dollars should not be assisted. There are too many people with nothing or very little who have not been served.
We have a good working relationship with our field office. Communication is best I have seen it. We have lived through the implementation of electronic submission, creation of REAC, PIC systems, etc. Overall the systems are running pretty well and HUD staff are responsible for the most part.
..., ... and ... are wonderful!
The ... field office staff is wonderful, supportive and extremely knowledgeable. They cannot help as often as before because areas of information have been centralized to REAC, Financial Management, etc., with great loss to PHA's. Any negative checkmarks above refer to the problems with REAC. Dealing with HUD 10 years ago was easier before the work was outsourced. The way HUD finances the Section 8 program is not working and must be corrected.

<p>The HUD field office does their best to assist HA's but they often do not know anymore than the HA's when it comes to HUD regs. It is also frustrating when HUD makes systems changes that do not progress as scheduled, such as FASS REAC reporting, SAG reporting and Asset Mgm't submission and approval. It is generally expected that HUD guidance will be provided too late and that HUD initiatives will be very frustrating. Our agency's REAC Financial Analyst has been excellent-....</p>
<p>I point out we are a very small agency, about 100 units. It seems that it would be a wise business decision to categorize small agencies as under 100; 100-150; 151-200 very small agencies and reduce the paper/electronic requirements that are really designed for large PHA's. Also, there is a waste of time and money by HUD to get too involved with lots of paper/electronic oversight elements for very small dollar risk agencies that have small staffs. This would not likely happen this way in the public sector. Very smalls should be treated as very low risk and have much less reporting and frequency of reporting than the large PHA's.</p>
<p>The only concern we have is getting a timely response to Labor Relation questions. This sometimes holds up the construction jobs. Thank you, great survey.</p>
<p>HUD does an excellent job.</p>
<p>HUD Public Housing seems to respond sooner and be more abreast of changes-multi-family not helpful or responsive.</p>
<p>... HUD staff attempt to run this PHA from their office. When the issue was brought to their attention by all the PHA's we were told nothing and nothing has been done to alleviate the problem. Every HUD staff person should be assigned to work at a PHA for 6 months to one year. The hands on experience, that they now lack, would enhance their ability to assist us versus attempting to be absent managers. Administering the PH and Section 8 programs in a business-like manner has been impossible for the past eight+ years. Staff have left in frustration. Good residents have moved in frustration. Thank you for the opportunity to comment but I need more space.</p>
<p>Asset management should be optional for all PHA's. Section 8 funding should be more consistent. VMS program should only ask for critical data. SRO program should be funded before the year is over, not after.</p>
<p>There is new leadership at HUD. I suggest they review the results of this survey and consult with the industry groups. They have an opportunity to make a fresh start in those areas where it is needed.</p>
<p>It seems the local field office tries to be helpful but the lack of knowledge is a barrier. The newer folks have much to learn. REAC Technical Assistance is useless. The electronic systems are not reliable and some PIC reports are questionable. HUD rule makers need to get out of the big cities sometimes and evaluate how it could work in the more rural areas or at least on the West Coast. East coast cities are not the only areas to serve.</p>
<p>The level of frustration in regard to reporting requirements is very high. Small agencies just don't have the capacity!</p>
<p>In general my field office does a great job with the staff resources available. HUD DC falls way down simply because of poor telephone service and coverage.</p>
<p>The REAC inspection process is flawed. There is no consistency from one inspection to the next. Some inspectors score you bad then want you to hire them to come to a "pre-reach" inspection. There is a lack of common sense used when inspecting units built in the 1940's &amp; 1950's. We can't make units look "new" with the CFP funding we receive.</p>
<p>HUD regional field office staff needs to get into the field more. We see our front lines regularly. HUD also needs to listen more about what works and what does not.</p>

The ... FO is the best!! They are knowledgeable, easy to work with, always available and pro active. They are always supportive of ideas yet they keep rules/regs always in focus. The higher levels-HUD Washington is where the biggest problems are. Biggest complaint lack of timeliness. For example, SAGIS, PHA's, HCV funding are always obscure with little info on when, where, how etc.

... has a fantastic HUD staff. Always ready to assist the housing authorities.

Stop putting the cart before the horse. You approved the spending of funds, then want to explain the do's and don'ts after the local agencies have obligated the funds. This puts a strain on the local agency with the contractors. Example: you have obligated a contract because HUD has provided the funds in LOCCS and given you permission to obligate. You have submitted all required documentation and it has been approved by HUD offices. At the time of payment to contractor, HUD will not release the funds because according to them you missed something they required. Now I get an angry contractor and you've ... HUD customer (me)!

Frankly, the reason the ratings were mostly "somewhat satisfied" or "somewhat very dissatisfied" is primarily due to the ineffectiveness of the area office. On major impactful matters our field office staff are not helpful, knowledgeable or demonstrate a desire to be involved or serve as an asset/partner. On many occasions I have been told "if I can please not get involved" on certain critical operation matters. The only way I can get these issues resolved is to go to headquarters. Headquarter staff are true partners and will serve as your advocate if it is deserved. If you could just get the field staff to operate like HQ staff it would be great!!!

First and foremost our local HUD field office (...) has a dedicated staff and is wonderful to work with on various projects and issues. As a small PHA with RAMPS & LOCCS I find the reporting and paper reduction really has not decreased on the end of the PHA - it has increased. Physical inspection software needs to continue to evade, everything is not black and white as the questions are noted in the software allow with the option of one individual. HUD is doing a good job but congress needs to do the same as some lack knowledge because approving regulations.

In the past HUD has put housing authorizes in a bad light with Congress and the press. I have not seen that happen in the administration. Thanks for your support.

HUD field office staff are knowledgeable, proactive and dedicated professionals.

Great people, the program works.

Simplification would eliminate costly bureaucracy.

HUD staff try to work with us and are very helpful.

2009 has been a tough year especially for the Housing Choice Voucher program. HUD staff have been very helpful while we have worked through the funding shortfalls.

Rulings/requirements could be make simpler, arbitrariness with PHA physical inspections-no consistency with the physical inspection scoring.

The ... field office has been fantastic to work with. They are very responsive to my request for assistance.

Overall I am VERY satisfied with the leadership that the ... office has. ... is excellent!!

HUD is a broad word and so this survey was hard to respond to. Our field office (...) is excellent and very responsive, but when I combine that with my total experience it's not at all excellent. The regional field offices need to be empowered to make more decisions. They very often call me to get the latest info; they are often the last to know.

Consistency of (?) from various arms of HUD is poor. Some of the field office staff lack the skills to provide appropriate technical assistance when needed.

<p>We have experienced poor communication with our HUD office since removing duties from the ... office. We feel that ... does not relate well to issues involving small, rural housing authorities. The tone of HUD correspondence is intimidating and overly authoritative. We are all adults and don't need to be told repeatedly what sanctions can be used against us, etc. The HUD office should provide guidance and support in a friendlier manner.</p>
<p>The previous relationship with HUD was good. I am not satisfied with our field office however.</p>
<p>Very hard to reach senior staff.</p>
<p>HUD sends email notices that require timely responses. It does not send copies to key local staff members. If the person receiving the notice is away from the office no one knows about the notice. No one at HUD knows that it has not been received. It receives no confirmation of receipt of such emails. HUD staff rarely returns telephone calls in timely manner. I participated in a HUD focus group several years ago on communication but HUD personnel have not made changes to improve.</p>
<p>More flexibility regarding the use of operational revenues, (as well as reserves) would certainly be welcome....especially in terms of developing relevant housing programs in the local market place and renovating existing inventory to reflect changing lifestyles and priorities. Currently, the aging of public housing inventory presents formidable barriers to attracting and keeping a quality resident population. Local PHA's need to be given more latitude in terms of using available assets (as collateral) for borrowing, to fund improvements including the creation of desirable floor plans. "Obsolescence "not over-saturation is the primary enemy of forward thinking PHA's.</p>
<p>Reminders by email for critical deadlines would be a VERY welcome tool!</p>
<p>HUD has numerous employees who are telling housing authorities how to operate, but have never worked one day at a housing authority.</p>
<p>Housing authority staff are not the enemy yet the rules and laws sometimes treat us as the wrong doers in tenant landlord issues. Several 2009 notices are very unfavorable to public housing yet we are directed to comply in all areas, providing many other services while at the same time be competitive with newer tax credit properties developed using funding that could be earmarked for nonprofits affiliated with the housing authority instead of private developers with greater greed. Repeal 2009-13, educate rule makers, oppose allowing handguns in PH regardless of permit possession. Let us charge reasonable SPs and application fees allowed by the state.</p>
<p>Why when the rest of the country can take part in the stimulus money for Adm fee, the new HUD office disallow it.</p>
<p>Improvement in testing and implementations of upgrades to online reporting systems. The level of detailed tracking in VMS system is a significant administrative burden.</p>
<p>I would like to see more funds made available for the small housing authorities to replace old and worn housing. I have some public housing that is close to 50 years old, block construction that I do not want to keep putting good money into and still have old, block units. It's time to replace, make funds available or provide other vehicles of funding. Make it easier to use funds that are in the federal pipeline. The grant process is too complicated. All large authorities get the highest percentage of the fund made available to housing authorities. Small authorities don't get all these new facilities and housing development as do the large. We need a little more assistance with funds for such work even so often.</p>
<p>Our HUD field office is very cooperative and helpful. They offer guidance and technical assistance when our agency needs it.</p>
<p>As a small HA, I feel we are sometimes struggling to try to keep up with regulations changes, new regulation, new deadlines and reporting while trying to carry out the regular day operations such as unit turnovers, evictions, lease violation enforcement, chasing rent, supervision capital projects, budgets, five year/annual plans, etc. It seems like everyone is maxed out-from office staff to maintenance staff, as well as our staff? Contacting out more work?</p>

<p>Between Washington DC and our field office, we are often overwhelmed with repetitious emails regarding regulations, reporting requirements, etc. We like the fact that HUD is giving us the information. But recently I have had to read through 3 to 10 emails on the same subject. We are a small agency and this takes too much of our time. Over the past year I have experienced days, weeks and even no response from emails and telephone voice messages to field office staff. I have also met more resistance to their willingness to take time to discuss and work on issues. This appears to be due to staff shortage and increased responsibility without training.</p>
<p>Smaller agencies are left out regarding grant money....grant applications are so complex and by the time we know of the grant there is not enough time to properly prepare the grant application. Way too much information is required.</p>
<p>Exempt agencies with 400 units or less from asset management!!! Eliminate PH community service requirements!!</p>
<p>Over the past 8 years, I've attended one HUD training that was not impressive. I've dealt with one individual who appeared to be on a "Power-trip." The majority of HUD people I have dealt with have been exceptional. REAC inspectors have not been consistent at all. Some are extremely picky and others seem to just want to get through as fast as possible. We have had one inspector who seems to do an honest evaluation of conditions.</p>
<p>HUD's computerized systems continue to not work well, implementation is always delayed. VMS is particular problem.</p>
<p>I am dissatisfied with the inconsistency of inspectors with the Inspections. We are a "high performer" and have been for years. However, our decent, safe and sanitary goal does not equal the "white glove" inspections we receive. Common sense is just not being used. Most properties as old as ours (1977) should show some wear and tear. They are rental units with a lot of moving in and out. The type inspections with criteria would make brand new developments stretch to make a passing grade. HUD is causing us to spend money we don't have to fix things that really aren't broke. We need to stop trying to make a silk purse out of a sow's ear!! I will compare our physical condition with anyone's. Please lighten up!</p>
<p>HUD should provide more training.</p>
<p>I wish that people at HUD would not use so many acronyms--they are confusing and not helpful to people who have not dealt with the foolishness for long periods of time.</p>
<p>Common sense goes out the window in dealing with HUD. HA's need to use management agreements (interagency) to help their Sec. 8 utilization. Larger agencies can help smaller agencies, but a PIH notice forbids this. Agencies can bring up theory Sec. 8 utilization by portable units to larger agencies but we are unable to do this because of a recent PIH notices that forbids transferring units even for a specified period of time.</p>
<p>Overall HUD does a fair job with the people they have. Some have never worked in a housing authority. In turn, they have no idea how things work there. A lot of the time they have to ask us or ask for copies of Board Meetings in order to get a handle on things. We have a good working relation with our HUD counter parts.</p>
<p>There are few people among these HUD offices that are genuinely interested in helping. Unfortunately, the "I got you mentality" still exists especially with fair housing in ... specifically.... Many staff appear to be too scared to lead their areas and provide clear concise answers; or at least help. They lack professionalism. The few that give their 100% are overworked and cannot do it all on their own. They seem to fear losing their jobs and constantly try to cover their "6:00," so to speak. There are just too few HUD staff with the right knowledge and attitude.</p>

<p>HUD's Rules and Regulations are unclear and complicated. Needs to be simplified and sent to the HAs in a more timely manner. There is too much time spent on paperwork and reporting (red tape) which leaves less time to concentrate on the needs of our clients and agency. Funding needs to be known in a more timely manner so the HAs can plan and operate more efficiently. It is hard to operate when you don't know how much funding you will receive until you are several months in to the funding year.</p>
<p>Dissatisfied comments are about multifamily and contact administration. Public housing very responsive and helpful.</p>
<p>HUD used to be an excellent agency. With all the computer based programs they have lost all contact with the local PHAs. They no longer have a housing mission. They just fill out reports which we provide them with; no contact. They just respond to us if they receive a complaint. What happened to the partnership we were supposed to have had with HUD?</p>
<p>Some aspects of physical inspections are ridiculous as where the pull chord should hang. WEB casts at times do not come through as quickly as the action occurs; therefore at times we miss important things being said. Also, the video blurs when rapid movement occurs. I do like WEB cast great tool to educate.</p>
<p>... office has a very poor Fair Housing Division that does not know the rules that apply to their program area. Public Housing Division does a good job helping PHA's at the Housing specialist level. Mgm't leaves much to desire. Fair Housing is not responsive and many mistakes. Another problem deals with implementation of changes with little notice or after deadlines pass causing an agency to discard work only to redo it again in another format. Mgm't plan is a good example. In 2008, we had to resubmit in another format.</p>
<p>REAC inspections-every year, every new inspector has a different form. It really feels like they have to find things to write us up on. REAC- very difficult to speak with when you have a problem; they have no idea what we are talking about. Maybe they need to go out into the field. Also, it would be nice to know our operating subsidy before the fiscal year, not when it is almost over!</p>
<p>The "public communication" regarding low rent and HCV Programs is misleading. These programs are run by dedicated people and agencies to provide better housing and improved quality of life for the residents and participants. We all work for lower pay and benefits than is availed in the private sector. We work and operate "under funded" programs to better our communities. We live in or near the communities we serve. Congress, the Executive Branch and HUD do not give consideration to these problems. Our successes are not considered. Only the failures are reported and considered when policies are changed or set. Those who run the programs are usually not consulted or considerate.</p>
<p>HUD ... appears dysfunctional, unreliable, non-responsive, fails to maintain records. There are only a few employees that have the knowledge, skills, and ability to do their work. PHAs have to constantly request status of approval or response to inquiries to get a response from HUD. They lose more records, letters and responses than anyone we deal with. No one seems to know where anything is!</p>
<p>Our field office staff are great, but shorthanded! HUD needs more people out there with the knowledge for HA's.</p>
<p>HUD is trying hard to provide service. Some dissatisfaction stems from items from HUD's control and beyond the control of local regional offices. Examples: 1. LAT Congressional appropriation. 2. PIC/VMS discrepancies. 3. Voucher under funds. 4. Object (?) prorated assistance due to incomplete funding. 5. Unclear Congressional direction and 6. Too much top down direction from HUD headquarters and no answers to local conditions.</p>
<p>It is frustrating when I ask a question and am given wrong info. Also, sometimes you get conflicting answers to the same question depending on who you talk to. I was at a training about the ARRA money and we were told that we did not have to amend our procurement policy unless we were changing our purchasing methods for the grant. HUD staff was at this training and yet I received a finding on my remote HUD audit for not amending the policy. GRRRRRR!!</p>

The ... HUD field office and the HUD headquarters in Washington are great to deal with. Dealing with REAC or PIC or Grants Management can be a big challenge. Process tends to be complicated sometimes. Hard to get the needed assistance.
Accountability is very weak in our field office. You can never get a "yes" or "no" answer. They talk in circles and refer you to other Executive Directors. You have to mail everything certified and still doesn't get to the right person. It took me 2 months for a response and I still had to make new copies on a field site review.
HUD needs to hire more people and be more interactive with PHA's and HRAs across the states. Not just in regulatory sense, but in a consulting sense. We also need more small city development funds and people to work the program.
I strongly feel that HUD goes at most of the programs in a very inefficient manner. Example: S8 should be a straight dollar amount for HAP & admin & allow the local agency to support max # of participants. Too much reporting and backhanded calculations is counter productive. I would like to see a more common sense approach and less embarrassing governmental walls. In 32 years I still beg for a day we utilize funds available to be productive and not waste on all the unnecessary paperwork to provide job security to positions not needed those in the field have a clue!
I think the HUD office in ... does an excellent job assisting authorities in ...
The problem we have with HUD field office (especially capital fund programs) is that they do not return phone calls, ever. You talk to voice mail but never a live person. Thank you!!
Any less than positive evaluations were solely directed toward REAC FASS! Our current contact has been the most frustrating and least useful we've ever experienced. We have constant deadlines and threats of dire consequences if we don't meet them- yet, the system doesn't work properly a lot of the time. The auditors are as frustrated as we are.
For the most part the ... staff are friendly and competent. Our frustration is more with overall coordination and the reporting systems. It would be nice if the different divisions of HUD worked more closely together and had better communications.
Very happy with our field office and relationship has been great since change in Administration. Lower overall scores have been because of interacting with ... Worked with them twice and both times have been horrible. Absurdly slow, documents lost repeatedly, decision maker out for months at a time. People working in PHA's are losing jobs because of PHA's are losing money waiting a year to more for ... to do their job.
Often people employed as HUD staff are only specialized in their field; there are not too many generalists. Many times questions or problems that our HA may have need to be understood and answered from more than one perspective. It is sometimes difficult to get the same answer from different offices.
They need to make forms that have to be filled out easier to understand. Why keep changing forms all the time; it goes back to, "If it is not broke, don't fix it."
We have very good field office staff. Asset management has had a positive impact.
Many of us have been extremely frustrated with all the regulations we have now to comply with. It took me two weeks to get my federal reports in for ARRA--never got RAMPS to work. The material of Sec. 3 and all the environmental we haven't had to do in the past is very difficult now with asset management, ARRA funds, etc. There are just not enough hours in the day; we can't pay for --- under lease, FSS coordinator was cut--always here to do more with less. Many HA directors just want to retire or go on strike.
The survey is difficult to complete in that some HUD personnel are exceptional while other are miserable--the survey is general and therefore the good is tainted by the not so good. Thank you for the opportunity.

<p>My field office for the most part tries to be helpful. They respond when I call and provide information. Sometimes the response from field and DC is to read me the regulation. When I call I have done that. I want to know what HUD has decided the regulation requires. I believe HUD staff are like HA staff--we are afflicted with change and information overload. Too much, too fast. Most recent example: on December 31 e-mail with guidance for Core Activity Report in RAMPS which is due between Jan 1-10. Instructions are 27 pages; requires data we didn't know we should be collecting, so we have to backtrack and get data; then after weekend of working to try to comply, email 1-04 changes date due to a problem in the system. More reporting.</p>
<p>The field office is often at a disadvantage because there is unclear direction from DC. Also, different field offices often interpret policy differently, so there is a lack of consistency.</p>
<p>Field office staff-especially direct line-are generally very helpful. Staff at HQ or in specialty offices much less so.</p>
<p>They are very supportive to ... PHA's and we have a great partnership with them in working together to provide training and information throughout the state with our state housing organization. I know other state PHAs envy our state HUD office relationship with ... PHA's.</p>
<p>Our ... field office has been absolutely wonderful. My concern primary is with the Housing Choice Voucher program funding. Due to an extreme job loss in our area, several participants have become unemployed and many receive utility reimbursements. In a town of ... , 1,000 + jobs have been lost in the past year. I would like to see the voucher program subsidy/admin fees back to being budget based. We have ... baseline units, but can only consistently help 250-255 people because of the increase in subsidy due to under employment. Our admin fee is reduced because we're helping fewer families, but we're using all of the subsidy. The fewer the units the less the admin fee. We have cut staff twice and we are running out of options. We've consolidated and added work to the remaining employees and the unit-based approach would really help.</p>
<p>The compatibility of HUD employees varies widely, hence the double answers to 5 G, H, I. While the old Administrative structure may have been less efficient, HUD employees were more knowledgeable of local PHA's and problems could be resolved locally or regionally. HUD has suffered a horrendous brain drain, its computer systems stink and it seems stuck between old paper intrusive systems and newer electronic methods.</p>
<p>Two areas where I have major disagreements with HUD staff is in the requirements for environmental reviews for modernization work that realistically has no impact on the environment. Most of the work is simply replacing worn out interiors such as cabinets, floors, etc. The time consumed by housing authority's staff and other agencies that have to review or information to give clearance letter is exhaustive. The second area of disagreement also involves HUD staff that do not interpret rules correctly. Such as, not allowing housing authority with 250 units or less to draw down CFP funds in 1406 when it is expressly allowed.</p>
<p>Coming to public housing has been wonderful dealing with tenants who really need the services. I wish HUD had a handbook that had examples of different cases and how it should be dealt with. Every housing agency does things differently; it should all be the same. A standard housing book would be a great tool to have in the office.</p>
<p>HUD is normally and "by now" noticeably not prepared to implement new frontiers or programs before demanding the housing agency start using them. Very ill-prepared, not expectable, not hands on, sorry.</p>
<p>The ... office is doing a great job and I appreciate all the assistance from my team at ... .</p>
<p>HUD field offices need more staff- well-trained staff! We need less oversight and more support! Some regulations are so complicated they are overwhelming i.e.; Procurement Procedures!</p>

<p>... HUD office has been understaffed for past several years. They have lost Director and Asset Director and have been in turmoil. They have one individual who cannot speak English. Always change from Washington with little or no advance thought. One shoe does not fit all!! The old CIAP program is just not the same as Capital Funds except got bells and whistles. The computer age does not solve problems; creates as many as it solves. Take the HUD Director out of political arena and hire a professional.</p>
<p>When we refer to HUD, it generally means ... We do not have a lot of contact with headquarters. Our field office in ... are regular partners and very responsive.</p>
<p>The ... field office has always helped in any way possible with our problems with the HUD issues. At time I feel they have their hands full with many problems they cannot fix.</p>
<p>HUD regularly requires almost unrealistic turnaround for reporting documents from PHA's yet PHA's are forced to operate without accurate/timely financial information. It is okay for HUD to be late, behind or not timely to a PHA's needs, but a PHA is severely penalized if documents are not submitted within established timeframes-that tend to be unrealistically short.</p>
<p>The local HUD ... office is as helpful as can be expected when they don't get much more guidance than we do.</p>
<p>Our ... has been extremely responsive to our needs and work with us to implement programs.</p>
<p>The financial submission in REAC has been a disaster for the past two years and recent release has massive problems again. Grant applications submitted via grants.gov have improved as immediate confirmation of receipt is available, but an on-line system with reader capability would be a useful tool. Applicants could self-verify that all grant components were received by HUD.</p>
<p>Clarity and especially timeliness to queries is not very good at field office level. Any issue to matter that has to go to Headquarters is a joke in terms of getting a timely response. Biggest problem is absence of real and thorough delegation of authority to the field office. Regional directors should be decision makers, not figureheads. HUD is classic discredited top-down management. Washington does not trust the decision making of field office, despite the fact that most decisions in the housing field are not rocket science. Empowering the field offices will make the department more focused on its fundamental mission rather than obsession with regulatory enforcement.</p>
<p>As ED of 2 PHAs, both high performers, thanks to staff and close relationships we have with the state HUD office, who have good honest employees who are always willing to help.</p>
<p>Portability move-ins 50058s should automatically process a portability move-out 50058 for MTW agencies.</p>
<p>The important element for dealing with PHA's is fairness. It appears that if someone in HUD likes you (regardless of your agency's performance) you'll get special treatment. If someone doesn't like you....watch out! I must say that under the new leadership in the ... office (past 2 years) things have greatly improved.</p>
<p>Security and user access should be simpler-setting up new users is not user friendly.</p>
<p>The ... office has been outstanding in technical support as well as responsive. The REAC center has been inconsistent in applications of rules, late in implementation of REAC changes, inflexible or unwilling to asset when asked other than that their ok.</p>
<p>The Section 8 formula for funding, the program that was adapted a few years ago is terrible. It makes the program far more difficult to operate. In addition, Section 8 admin fees are inadequate. The PHA's scores should not be frozen again this year. Freezing the score again punishes PHA's that would otherwise be high performers by withholding incentives modernization funding and reducing the authority competitiveness for grants.</p>
<p>HUD is normally very ill prepared.</p>

The local and state HUD field offices (...) are excellent and we deal with all 3. They are responsive and timely. But the REAC website, PIC, EIV, PBA and PBM are difficult to work with. PBA and PBM are a joke!! Cut off should have been 500 PH units or even ?%!
There should be partnership approach. Less regulation and more tenant support and communication. HUD staff should be trained and have the knowledge to be able to effectively assist housing authorities.
The local ... field office [works] with housing authorities cooperatively to meet the common goal of providing affordable housing to low income people in our community. They are knowledgeable and responsive. The [Headquarters] HOPE VI office is non-responsive, non-cooperative, hard to work with and not helpful at all.
1. HUD rewards poor performance and penalizes those that manage funds and prospective efficiently. 2. Stop trying to manage PHA from Washington DC, the real world is much different. 3. HUD seldom meets their timelines or schedules but penalizes PHAs for not meeting their marks. 4. Portions of the physical are unfair to hold PHA responsible for the tenants' actions. Perhaps they should share responsibility. 5. Have you ever tried to get help from REAC? Very little, very late, if at all.
... field office is very good to work with.
The physical inspection system is well intentioned, but in reality is a dismal failure. When a housing authority's score can fluctuate from the high 90's one year and the low 50's the next year there is something wrong with the system.
HUD gives too much credence to the people who call them to complain about a person and or agency.
Field office generally supportive and responsive. Financial team also responsive; reporting and monitoring have become cumbersome. While we appreciate when public (applicant/participant/tenant) complains to a field office or HUD HQ are brought to us for clarity and discussion, there are many times when we respond to several different people at varying levels regarding the same complaint-providing reams of documentation and justifying our application of the proper procedures. Many hours of time are spent and our staff begins to take a "why bother" attitude about enforcement. They feel HUD is an adversary not an advocate. Not a good feeling.
As a fairly new ED, I have found my field office to be extremely helpful and more than willing to take the time to explain things.
Most of my problems occur with the ... field office. Do not feel that they are supportive of PHAs for the most part. A few of the staff members are helpful, but most are not; often feel we are having to do their job and ours. Open personality conflicts within the staff and with PHAs. Seem to be fighting to see who is boss at Region VI. Very weak and poor leadership at ...
HUD used to be about outreach and services to communities. Now it is about paperwork and monitoring; time consuming and takes away from dealing with our clients and even keeping documentation.
The ... HUD field office is excellent in their support.
My greatest dissatisfaction with HUD is its constant change in the way things are done, reported, graded, etc. Many of these changes have not been good; some didn't even work. 1. PHMAP--PHAS. 2. Tenant surveys. 3. 5 year plans with estimated \$\$ amounts that will change 4. SAGIS
Clear answers-some answers from more than one person, less stupid regulations and paperwork, the entire procurement system is stupid. We spend way more money than we should have to buy things and get things done. Also, better follow-up and timely help from HUD regional office.
We are encouraged by the efforts of the new administration and Congress to recognize the importance of maintaining the infrastructure and the investment in public housing; as well as to serve the programmatic needs of the population we serve, and we see tangible improvements in the delivery of resources and support by HUD.
Our agency is split between 2 field offices-this makes it a little hard to even know who to call on different circumstances.

I think that something HUD needs to focus on is consistency between field offices. Very often at professional conferences or in talking to consultants, we will find out that regulations are interpreted differently. Another issue is timeliness of requests. We are frequently asked to respond within 24 hours or less on certain items. On the other hand when we request information it can take up to several weeks before it is addressed.
Capital Fund Program has been underway for 10 years. There is still no guidebook. Previously HUD has published handbooks for the CIAP, CGP etc. HUD starts new programs and reporting before HUD has completed regulations and tested reporting websites. SAGIS failed; RAMPs is not up yet (9/29/09). PIC has problems. REAC FASS is messed up. It is very frustrating for HUD to give us a very short time to complete tasks while they take years to get the systems right.
Too many regs the field office doesn't have time to oversee and keep up with what DC wants. Does DC know what they want? When making rules and regulations the thought process doesn't seem to go all the way to local HA as to how to implement.
Our community has a great need for additional affordable housing. We would like to see new funding for Section 8 and Public Housing.
Many changes have taken place in PHA's as well as field offices. Seemingly, the field offices need more staff to operate more efficiently. At the same time HUD in DC needs to allow field offices adequate time to perform duties imposed on them from DC.
HUD needs to actively look at deregulating small HA's. A small agency does not have the same capacity as a large one. The HCV funding and admin fees need to be looked at. A study of admin fees should include a general sample of HAs not just "well run" ones. With the "yo-yo" funding, it is difficult to effectively run the program. With PH we know we will get some % of 95% of the funding HUD thinks we need. The ... field office has been great to work with. They are always willing to help and give guidance when asked. They are very approachable and easy to work with.
Region ... office has great leadership and their director is focused on working with HAs to improve operations.
Will say they will provide examples of policies forms, etc., but don't.
The field office I work with in ... is one of the best. They are very helpful and always there to answer my questions.
The paperwork is overwhelming and stressful. Staff spends too much time dealing with forms and documents-more consideration should be given to "efforts" made than results when results are not controlled by staff-ex-reported a problem-vacancies when applicants do not qualify causing delay in rent ups- area income issued.
The ... field office is wonderful to work with. The paperwork, reporting and record keeping are so tremendous that day-to-day operations are being negatively affected. PIC, VMS< EIV, etc. the same data is re-entered or obtained from multiple sources-please simplify.
As far as field offices are concerned they seemed to be the last to receive updates and information. Many times PHA's know before field offices which make it difficult to get questions answered. The field office staff are good, but it seems they can't make decisions on important matters.
The ... field office for Public Housing is generally helpful, knowledgeable, and responsive which is appreciated. However, they are chronically short staffed so site reviews and responses, particularly responses to grant changes, budgets, close-outs, etc. are often significantly delayed. The ... field office has instituted monthly conference calls and tries to provide quarterly training sessions to help PHAs up-to-date on requirements and changes.
I am a fairly new director and no previous housing experience. It appears as if things are complicated in processing things sometimes which ultimately can delay services to our residents. We need to all be good stewards of taxpayer's dollars.

<p>REAC Physical inspections are a total waste of time and of absolutely no benefit. Energy audits are absolutely worthless and a waste of money. Both should cease immediately. Send us the full amount of operating and capital funding we are eligible for and let us manage our facilities, stop managing us. Have annual audits done real the audit reports. Survey the tenants if you feel it is worth your while, be available with support information and leave agencies with 500 and less public housing units and or vouchers to manage for themselves.</p>
<p>HUD staff with education and problem-solving ability are mainly in Washington DC. HUD's central office cost center!! HUD central office staff is out of touch with smaller PHA's and also the realities of HUD's our regional offices. Much of AMP-level PHA staff is incapable of both managing property and HUD regulation; so HUD's regional office staff are incapable of understanding and administering regulation while at the same time understanding and supporting PHA realities. To professionally administer the complex web HUD has created takes more money/ staff quality of staff than is available. Either invest the money to match the systems or change the systems-get out of the middle.</p>
<p>The ... field office does not provide us with technical assistance needed.</p>
<p>HUD is too slow in implementing changes such as project based accounting asset management PHA's etc. HUD is constantly making changes, especially during new administration, and does not have the staff to implement or follow up.</p>
<p>1. You cannot call them for help because if you do it puts a target on your agency. 2. They do not allow enough employees to get done what they require you to do. 3. They have no knowledge of the day-to-day operations and struggles. They only see and care about what is black and white, deadlines and what they can find wrong. But I know that is their job. They need more people like ....</p>
<p>Please note the reference to area office. Very satisfied. ...</p>
<p>The staff we work with in ... office are superb! They are knowledgeable, prompt and pleasant to work with. They will search for answers if they are uncertain rather than leaving you uncertain.</p>
<p>HUD needs to be trained on new applications or changes before we are expected to implement.</p>
<p>The support staff in REGION ... is extremely helpful and reachable. Out frustration are with the reporting requirements and bureaucracy within the programs.</p>
<p>I am hopeful that with the change in Administration HUD in general will assist in a greater advocacy capacity toward PHA's. In the last 8 years, HUD held its own regulatory requirement above the promotion of developing and sustaining affordable housing.</p>
<p>I have found the ... HUD field office a delight to work with. They are always very responsive to my calls and needs. They also have an attitude of being here to help rather than put up roadblocks. I am very disappointed with the upper divisions of HUD. As a high performing PHA it is my responsibility to achieve all reporting goals placed on our agency. To date, I have yet to miss a date; even when sent an email allowing only two days to submit a random new report. I find it incredibly unprofessional and extremely disappointing to consistently meet those deadlines only to learn HUD has once again provided an extension. It would at least be appreciated if HUD would recognize that our agency met the original deadline with perhaps a thank you; rather than simply send out yet another mass email. The email system is being abused by HUD. It appears that since email has become the primary contact, HUD is sending out requests before completely thinking through the process. I believe this to be part of the short deadlines and then extensions. I am also very unappreciative of HUD sending out letters by email without ANY DATES on the memos. Incredibly inappropriate. In regards to the PIC, REAC, and so on, I continue to be very upset about the duplication of information I must provide to HUD. If HUD would utilize the systems already in place, I would not be buried in reporting requirements. I am extremely upset that HUD wants us to utilize the reporting capabilities for our own agencies use but refuses to do the same. I am certain the whole REAC site was very expensive. Again, appalled at HUD's inability to extract information from the site for its own use. Today I have a deadline of October 10, 2009, to</p>

submit a new ARRA report and HUD has not released instructions on how to complete the complicated form. The form was obviously not developed for PHA's but some other entity and we will be forced to learn it and submit it. By the way, today, is nine working days before the report is due; again, no instructions have been released (only a template filled in as an example-useless). Also, I have noticed that HUD has become very lacking in allowing comment periods. It appears they no longer follow the rule on the number of days rules can be commented on. Also, appears new rules are not even being sent out for comment any longer. Again, I have been very happy with the ... HUD Office. The areas of discontentment discussed above are obviously from higher up than the ... HUD Office.

It would be refreshing to see that HUD is having this survey done. I hope it gives HUD staff useful information. Additionally, I feel it would be helpful for HUD to have their data & program designers spend time field-testing programs and data systems they are considering before implementation them. Presently, changes are mandated and we do our best to carry them out. It is evident that the planning staff have no concept of the unexpected/undesired consequences that often result. Planners and programmers, for the most part, have never been to an agency, or a development, much less have worked in one.

From a regulatory and oversight standpoint, it is extremely frustrating to deal with HUD personnel who do not understand housing history and therefore are unable to provide appropriate guidance in program administration. The ability to interpret policy and regulations as they pertain to statute is vital in properly administering programs as Congress intended. The "newbie's" at HUD have little training and knowledge to assist and Board of Commissioners wants nothing to do with dealing with the local field office in ... There has been no leadership on that office for decades and faith on their knowledge and abilities is lacking.

The ... field office provides outstanding assistance to our agency.

The ... field office staff are, to a person, excellent to work with.

1. Our field office tries hard to get us information when we need it and to support our efforts to do our jobs. 2. The idea of making each person in the HUD office a contact person for some PHA was not good. The former facilities person should be available to all of us. The former financial person needed more cross training. 3. Instructions dealing with updating procurement policy for ARRA not clear. HUD has not given us enough lead time to get Board Resolution for 2009 CFP Budget. Violated some by laws state called meetings.

After working with HUD for over 35 years-the ... regional and local office and staff are the best in my experience, more professional, knowledgeable and willing to provide assistance.

Regional office staff have always been accessible, committed and supportive, but the national office would prefer to be rid of us small agencies. We are their most successful product line; well maintained respected housing with innovative programs politically connected in 1000's of small cities. They want to discontinue us and be identified with their persistent failures. And HUD is not very cognizant of the personal commitment it takes to make housing communities flourish despite their growing regulatory demands. PHDEP was supportive, PIC is not. Website design, with the exception of LOCCS, is clunky. No business could thrive with sites like these. The new national staff seem capable. We'll see. ... .

My main frustration is that there are constant changes made prior to all information being thought through completely. Residents need to be held accountable for their actions and held responsible. HUD enables residents to maintain their "low-income" status by the program's (?) regulations. You and I are where we are because of knowing someone was going to be held accountable. Maybe approach public housing from a more "common sense" tactic, than regulating us to death. It needs to be run like a business not a group of mass confusion.

Asset management has accomplished nothing except more work for the PHA. Why is a PHA in trouble when it submits one report late and HUD staff can respond to questions whenever they want? (Or not respond at all); where's the fairness? ... notices and recerts are a joke. So much

clarification is needed for each one. I don't consider myself in housing anymore. I am a tracker.
Everything received from HUD is time sensitive; however they fail to follow the practice when agencies inquire.
Not enough capital funds to manage a public housing authority.
In most cases our ... HUD office has been very responsive to our questions. Some employees interpret the rules different and their way is the only way. I had a very good experience recently with the SAC office.
Our relationship with the ... field office has been excellent through the years. The field office staff is knowledgeable, professional in their dealings with housing authority personnel, and they have always been responsive in handling any problems we might have.
Physical Inspections are out of control. Finance should consider funding at 85% of PFS. Need clear appeal on most issues, a management or construction advisor should not have final say. Their opinion or my opinion??
Make deadlines more realistic especially for small HA's Too much micro-management. Too much reporting. A small agency with only a few employees needs relief.
The REAC Physical Inspection process must become more realistic for the inspectors. Common sense needs to apply when evaluating a local housing agency. Very good agencies have received poor scores from inspectors that have stated their hands are tied by the computer information that they have to work with.
We are a small agency; ... units. Some changes create a hardship when there is only one office person and the ED.
The HUD ... office has been very helpful to me. The REAC financial reporting has been a big problem. REAC needs to go back to the old system. The old system was very easy to use and it included some very good information. Our auditors used the data for many of their analyses (comparison with prior year, reconciliation with E-LOCCS, etc). This information is no longer available.
The Region ... office, indicated in #20 is always willing and able to help at any time. ...
The ... field office staff have been supportive and fair during a difficult time at this housing authority.
Local field office helpful and always there. Asset management is difficult with collective bargaining unions.
The ... field office is very supportive. There seems as if there are not enough employees to serve all the agencies sometime. I am still very pleased with the support they give.
I believe HUD is trying to improve relations with the PHA's. I appreciate their effort. They do need to wait until their systems are working properly before they start putting deadlines on the PHA's.
Field office staff are outstanding, very responsive. REAC Inspections are inconsistent and allow for too much variance in report depending on qualifications of inspector. Asset based mgt needs more time and training of HUD staff. Multi-family staff are much more difficult than PH or CD.
Some staff like ... are very knowledgeable and helpful. Others in ... and ... are often difficult to reach and seem bothered by the call. The bigger the office the longer to receive a call back. Sometimes days. Overall ... is very efficient and reliable.
I am not sure what the problem is with ... HUD office, but please believe me, they are no help to your housing agencies in the state of ... We get better results and or assistance from ... HUD Office during the time when ... . I have been trying for at least 3-4 years to get my ... agreement started, but I have been waiting on the ... HUD to get someone in their office that may have the "expertise" to be sure I am doing everything

right.
Uniform REAC inspectors so it won't be a gotcha/surprise game at PHA expense. Simplify rent calculation to tiered rent. Do away with utility allowances. Do away with EID. Do away with supportive community services.
We feel very fortunate to have a very good working relationship with our state HUD office.
Our housing authority has an excellent relationship with our field office. ... Meetings are held monthly to update HUD staff in current issue and communicate concern so they are resolved quickly.
Need deregulation in order to streamline delivery of services. Need rent reform. Need fair & consistent properly inspection (REAC). I have no problem being monitored for program compliance-HUD needs to realize that asset mgmt is different in the subsidized world and cost/expenses are different than that on the "market" properties. Grant funding is not evenly distributed-CFRC, etc. small housing authorities are at a disadvantage!
..., director of ... field office along with ... , Director of Public Housing Division and the support staff have been and continue to be extremely helpful to the authority by providing guidance on daily problems, including technical guidance pertaining to REAC, LOCCS, CFS grant etc. However, I would like to complement ..., for his guidance and persistence effort which enabled this authority (...) to ... . And only with ... help was this ...!!
Field office staff are excellent and responsive to emails and phone calls. The main problem is not having a Section 8 budget until 6 months into the year. It is extremely difficult to operate the program not knowing what your budget is.
1. HUD should have made all stimulus funds allocated by formula. 2. HUD should make all passwords last longer. 3. ... field office staff is great especially... .
I am extremely dissatisfied with the time of access to CFP good funds. It is end of Sept. we still don't have access and still have hoops (environmental assessment) to jump through. We did our s---- work here in the Midwest expecting access to funds to build back up our checkbook and no funds available. Latest available that I can recall.
A cultural shift to "stimulating" housing and community development enterprises would be nice. Maybe breakout regulatory from program organization. Employees at the best are conflicted, "I am helping create opportunities or monitoring for retaliatory." Situation will not get better without a foundational change.
The staff at the ... office has always been extremely helpful. Mandated training certification should be available at local HUD offices. I.e.. EIV income and rent, etc. Small HA's cannot afford to send staff to Washington DC or out of the state. Web training is not always clear viewing (stops in the middle to sentences etc.)
HUD is necessary; the cut-backs over the years have caused HUD to charge its priorities to a point where they are not performing as they should be. Too often agencies performing well get tied into a regulatory environment intended for poor performers. HUD comes into audits with an agenda, typically to allow a HUD employee to keep their job not to better a community with findings. I believe HUD has lost its path to really help low income people--providing public assistance for 30 years to an individual is not helping; limit terms of assistance!

<p>1. The decision makers at HUD are far too removed from the recipients of the service so they so not get to see the impact of their decisions on a local level. What they do see is a filtered version of successes but never see the failures. 2. It is obvious that the many departments within HUD do not communicate with one another...their modules on the website do not communicate with the others?? PIC is a joke. Representatives at the field office do not know how to fix certain errors...and if you can get though to REAC or the SAC, they fail to have answers as well.</p>
<p>Does not have time to complete surveys when reporting requirements are so stringent.</p>
<p>We have an excellent working relationship with our HUD ... office. We have a lousy working relationship with our HUD ...office-they are the pits and should be dismantled.</p>
<p>HUD needs to get online systems working, We waste an incredible amount of time typing to submit data to systems that are in constant revision and don't work. The latest absurdity is recording VMS to PIC. HUD's insistence on reporting HAP expense month by month wastes a huge amount of time. Stable, predictable funding of the voucher program with funding amounts known in advance would be tremendously helpful. Grants.gov has been great, EIV has been great. SAGIS and FASS-PHA have been disgraceful.</p>
<p>Prior to 2003, housing authorizes were able to build resources from admin fees earned from administering Section 8 certificates and vouchers. HA's were able to use that "earned income" for any housing related expense and therefore were financially sound. The circumstances currently placed on that "earned income" has resulted in many housing authorities having financial difficulties, coupled with the reduction in operating subsidies. As a result, this housing authority, which administers a very large Section 8 program, is considering NOT signing the ACC's and giving the Section 8 program to HUD for someone else to administer. Laying off the entire Section 8 staff and concentrating solely on our LIPH program.</p>
<p>Field office staff seem to be overburdened with regulatory and extra work above staff levels. Frequent changes of personnel leave local authorities unaware of which person to call.</p>
<p>HUD has made great effort to improve on relationships with PHA's. We had several HUD staff as well as an employee of REAC at our regional NAHRO mgt. in .... Round table discussions took place with the PHA's and field office staff as well as ... Regional. This was the best mgt we ever had. I have 33 years experience with subsidized housing programs.</p>
<p>Far too many emails come from HUD and then are immediately corrected/resent, corrected again and then resent. Also, use the subject line of the email to help those of us that get 20 HUD emails a day. Tell us in the subject line the HUD Departmental which is sending, the sub dept., the subject and if there is a suspense. HUD puts out too much NOISE!</p>
<p>The attitude of our field office is still I'm going to get you verses how can I help you. Fair Housing Division is so very bad in many areas. Trying to micro-manage our programs in our different communities from some 3 hours always doesn't work and that's not how it is supposed to work. Cookie cutter approach doesn't work. 20 years ago, HUD was our friend and used more common sense approach to issues.</p>
<p>Our HA spends most of its time covered in needless paperwork. Or doing the same things over and over for different officials.</p>
<p>The ... office is very helpful.</p>
<p>The ... staff is excellent in every area of operations. Any time there are delays or poor communications it is from Headquarters level. This survey would be more effective if there was one for the field office and one for Headquarters.</p>
<p>I have found when you contact the field office and speak with two or more persons, you will receive a completely different answer. It is hard to determine which answer is correct. That is when directors have to spend even more time researching for the correct answer. The field offices have so much on their own plate; it is hard for them to assist the PHAs in a timely manner.</p>

<p>HUD appears to be understaffed at field office level. Improvements in timeliness of responses such as application approvals would be a big help. HUD staff need better training to be able to provide consistent TA. Field office director is responsive and helpful but often does not have the necessary info. HUD appears to operate in silos, which makes it difficult to get answers and there appears to be little coordination or cooperation across the silos (divisions, departments, functions). Housing authorities are often given very short deadlines by HUD but responses from HUD typically take months.</p>
<p>Our field office team is wonderful. They are prompt, helpful and willing to assist when needed, They need more support from HQ. The SAC is in need of retooling. Real serious look at the operations at this center is needed. Thanks for allowing us this opportunity to provide input.</p>
<p>Overall we have a good working relationship with our local field office; my only concern is with HUD in general and the number of changes that take place. It sometimes seems before we can get one change implemented another change or revision to the original is being sent, which makes it difficult to keep up with everything. I think many times HUD finds it just as overwhelming as the agencies.</p>
<p>PHA's must have better financial and technical support.</p>
<p>HUD does not seem to train their employees well enough to assist Housing Authorities. Often we are more aware of regulations and procedures than they are. The employees are very helpful, but they are at a disadvantage because of lack of information and strict division of responsibilities.</p>
<p>I used to view HUD staff as helpful partners. Now I view them as adversarial watchdogs who want to micromanage my operation. Level of regulations, reporting requirements and red tape are not helpful.</p>
<p>MTW has had a positive impact on the agency. We can adopt programs to local conditions. The MTW office staff are excellent and there is an enthusiasm in working with these people which is not evident in working with HUD field office staff. In the FHEO area it is confusing whether they are there to assist the agency with complying with the Fair Housing Act, or simply to investigate. Instruction in this area has been conflicting; the OIG and the DOJ have criticized agencies for being too generous with subsidies for reasonable accommodations yet if an agency questions or engages in a dialogue about a request, they are penalized by FHEO and in some cases accused of discrimination. Agencies are walking a tightrope, and HUD is not giving them the advice or instructions that they need.</p>
<p>Our HUD field office: generally easy to reach; staff pleasant willing to offer guidance and support; appear to be understaffed-being responsible for multiple programs they are not familiar with. High score for our field office. ....</p>
<p>Everyone at our field office has been very helpful as I was a new director and had many questions.</p>
<p>The HUD office in ... has been very helpful in all aspects. They go beyond their call of duty to help, educate in any situation you have. Our agency is not offended to contact the HUD office if we need assistance. They are always very kind and ready to help you achieve your goals and help make your agency a high performer and help us make the right decisions.</p>
<p>Our field office is doing a great job. They are very helpful but are spread out too thin. ...</p>
<p>... field office staff very supportive.</p>
<p>HUD field office staff are good to work with-HUD central office needs to pass information on to them sooner.</p>
<p>I wish the construction of new public housing would be (?); the little system is far too complicated for rural communities that are experiencing a real crisis concerning affordable housing units.</p>
<p>It would be great to see HUD consider the small PHA and take steps to lighten our bureaucratic paperwork burden. The small agency personnel have to wear more hats due to the size of the agency.</p>
<p>The ... field office is by far the most capable HUD employees I have dealt with.</p>

The HUD office with which I work is very helpful. ...
Our field office is understaffed and has to spend too much time doing fieldwork which makes them hard to make contact with. ...
Too often HUD focuses on form rather than substance. Asset management is a big authority solution imposed as well on medium and many smaller authorities. Asset management has greatly increased the work of our fiscal department to the extent that it may be necessary to hire another fiscal person.
I appreciate the efforts of the ... field office, but we are closer to the ... office and would be more to our advantage to be closer to the field office. EIV and PIC are great. Changes are needed with the Community Service requirements. PHA's changes need to be looked at on a Housing Authority level instead of HUD employee levels. HA's are better equipped to know what will work or will not.
Our agency always has had a positive relationship with the HUD representatives. Most of the time we feel they do not know their position very well. Most of the time they cannot answer questions concerning Public Housing or Section 8 at the time we call or they or they return our call. Time is precious when you are working with a limited number of staff members. So if you cannot get an answer at the time you need it, you either call another HUD office or Housing Authority to see if they experience the situation.
I have been concerned for years about the inequality of rent charged. I understand the process and method but then you have someone working and paying flat rent and the family living next door in the same unit type and not working where they may be receiving a utility allowance check- you have very unhappy people. Unfortunately, we see people stop working in order to receive lower rent.
Labor relations is totally non-responsive; never return phone calls! Field offices need more staff and better training-answers are not consistent.
The field office needs more travel money; one cannot manage from afar! Training for field office staff must be timely, to help PHA's they must be trained first!
In ... we have very little support from our public housing department. It is very difficult to get questions answered or support when needed. The office is very much reactive vs. proactive. You can rarely get a response in writing and some of the staff are somewhat harassing. They use their status to intimidate and demand instead of work with agencies to ensure compliance and high performance. This does not apply to all staff but the majority. Leadership???
Separate function offices such as the special application center are highly inefficient and not responsive. The outsourcing of Section 8 program monitoring to a 3rd party is a waste of funds. These private companies fabricate or exaggerate problems to justify their existence.
1. REAC physical inspections are unreasonable-scored on items that really have no impact on quality of housing. Several items are resident related and PHA really has no control over- need to use more common sense in scoring. 2. HUD needs to be more a partner providing assistance to perform well.
The REAC inspection program is punitive and outrageous. Time to revamp this program.
I am sure there are other inept bureaucracies in Washington, but it would be difficult to believe there is one worse than HUD. HUD has absolutely no concept of what it is like to run a public housing program in a small town. We are, for instance, accountable for everything that happens at our properties; we are inspected every day, not just once a year using some (expletive) national standard,-but every day! Let's face it; HUD adds no value to our inventory, only high cost. After all, HUD micro-manages only 5% of the need for affordable housing. Abolish HUD!!
The internet PIC etc. is great; have good guidance-.... The LOCCS & ELOCCS are not as helpful when one calls as they should be.

<p>HUD local offices should direct complaints to Housing Authorities instead of siding with the tenant when receiving a complaint. HUD local offices tend to side with the tenant and therefore causing undue stress on housing authorities. Grievance policies are in place to help the tenant and housing authority as well as policies which local HUD offices has access to.</p>
<p>My scoring is based on mostly HUD Washington; the local field office for the most part knows no more than I do and sometimes later. Decision making drags on and on. You know funding levels when your year ends and you check your balance.</p>
<p>I've enjoyed working with HUD for over 22 years now-through good times and bad. I wouldn't want to work anywhere else so that has to say something good about HUD. I even enjoy the challenge of all the changes over the years. I have griped a little, at times but overall I think HUD is doing a great job for my agency.</p>
<p>There are times we have difficulty entering FDS data in the REAC system.</p>
<p>The ... HUD office is very knowledgeable and responsive. They do a great job.</p>
<p>Some field office staff are very knowledgeable, but many more are clueless and just holding seat waiting to retire. Our field office is very understaffed in the areas most of need (public housing) and overstaffed in the areas of least need (fair housing). HUD's only primary function is regulatory. Their concept of asset management is nothing more than additional administrative burden/oversight is very unrealistic compared to private market management practice. HUD electronic data tools are difficult to use and maintain and their assessment systems (PHA's, REAC, SEMAP) are not realistic or immune from arbitrary capaciousness of the personal conducting the assessments.</p>
<p>The MEID program is a joke. People don't understand it they just get the benefit and when it is over they quit their job and back on welfare.</p>
<p>1. HUD treats PHA's still as if we are incompetent and thieves. 2. HUD PHA must distinguish between small, medium, large and very large agencies! Rules that apply to large agencies are horrible for the small ones to implement and adhere to. 3. On-line systems often don't work; are very difficult and cumbersome to maneuver and very frustrating in general. 4. We refer to HUD as our Overlords; that should tell you how helpful versus regulatory they are. 5. I have sought help from the HUD senior clearinghouse and never gotten a response. This is typical. 6. HUD does not respect or know what really is going on in HAs, esp. small ones.</p>
<p>1. There is increased compliance and regulatory focus in the last 2-3 years that has increased the workload for PHA's. 2. Reviews are conducted with a "gotcha" focus and usually result with a finding or recommendation that results in a "corrective action plan" whose monitoring and reporting can last for years.</p>
<p>1. It is much more difficult for smaller PHA's to comply with the myriad of changes being implemented. Large PHA's are much better funded and able to adequately staff. 2. Funding should be known in advance not after the fiscal year has started. 3. Rolling out electronic systems that do not work are time consuming and costly. 4. Some of the new compliance appears to be witch hunts. 5. There are many good staff at HUD, but often their hands are tied in being able to assist.</p>
<p>Was just hired as Executive Director ... . Thanks</p>
<p>Satisfaction/efficiency could improve if HUD would eliminate the following: SILO mentality, impracticable bureaucratic requirements/regulations. Implement: Examine the feasibility of self-managed work teams, some in HUD systems to avoid competence disparity among staff.</p>
<p>Brain drain at HUD Central is evident. Workload is too much for area offices when staff is not replaced after retirement, etc. Most HUD staff are highly dedicated but stretched too thin. Too many rules-complications, too much bureaucracy.</p>

<p>I have a fair amount of communication with the field office. There are some really great people that work there. They really try to help you learn and be accountable. However there needs to be more HUD training. Especially for new directors. By new I refer to 1 year to 5 years. These are so many changes it can really be hard for a new ED to be effective. Also, there are staff at the field office that I would not trust to carry my lunch. They make my job really hard at times. One poor performing staff can sour the whole program. Small PHA's really rely on the field office. I can't say enough good things about competent staff at the field office.</p>
<p>In general the Central Office HUD staff is very conscientious, competent and have the sincere ability to resolve problems. However the FO so totally inept. They are inconsistent, over-reaching and out of tune with the mission, vision and direction established by the CO. They tend to micro-manage agencies even though they do not possess the necessary skills etc. They are often times unaware of policy changes or communicate issued by the CO. Unless FO's are redefined with added value, the offices should be right-sized or eliminated.</p>
<p>Because changes are sometime rapid-from Congress or upper HUD mgmt to the field office personnel-time elements can be frustrating for both the field office and those of us in the trenches, i.e.-changes for which there is a deadline but policies aren't final yet. All in all they probably are doing pretty well considering field offices.</p>
<p>Our ... /08 audit still has not been approved.</p>
<p>The HUD ... office is top notch. Always returns calls, always tries to find answers to questions. REAC staff are also helpful but the whole system of REAC needs work. Too great a disparity among inspectors. Deadlines for reporting should be more flexible and reasonable. The more we hear we should act like private sector the more regulated we become.</p>
<p>Special applications- very difficult to communicate with. Applications help for months with no explanation. And horrible attitude!!</p>
<p>HUD is a dysfunctional agency. Its individual employees may be capable but basically they are a rudderless ship and seem almost totally detached from the "real world" of providing subsidized housing. It is almost impossible to establish contact with HUD field staff now that they have voicemail and email to hide behind. We never hear from our rep unless he calls or emails about info he demands within a few hours-usually something we've already submitted. Deadlines work only one way; PHA's must comply and HUD must not. HUD field staff tends to be woefully under informed; the [contractors] ... and ... tell PHA's more than the field office knows. Messages on HUD's website are often weeks or months out of date. HUD treats even good PHA's like we are the "enemy" bent on corruption. Rules are made to punish all for the sins of few.</p>
<p>The field office should have more responsibility so it can provide guidance and technical support to local agencies. HUD's website should be easier to navigate. Web pages contain a lot of information but it is difficult to monitor each webpage for pertinent data.</p>
<p>The Section 8 shortfall situation should have never occurred! PHA's must receive timely information regarding the next year's budget! We received S8 financial budget info in May of 2009. Had we received it in December or even January, we would not have issued vouchers in December. So, it's not good business practice to have no reserves. We have now been forced to use 100% of NRA for shortfall. Now we have to check w/bank to be sure HUD deposits are there before we mail checks. We have never been in this position before! It's bad business to operate this way.</p>
<p>Too many changes and not enough training before paperwork has to be in. Local HUD office sometimes don't know about new rules until after HA have already been sent the information. There should be more trainings on all programs!!</p>
<p>While I appreciate the opportunity to participate in this survey I wonder if it will accomplish anything. We are at the end of the 3rd quarter of our calendar year and still have not been informed of the total amount of rent subsidy we are to receive. How are we expected to effectively manage our PHAs and programs if our main "partner" is unable to provide us with the information we need to create a workable and viable budget. As</p>

our buildings get older, our funding continues to decline. HUD continues to fund us at levels of less than 100% of our eligibility. Continued funding in this manner will serve as a way to "bankrupt" and cause smaller PHA's across the country to become ineffective in the jobs and services that we provide to those who reside in our communities and service areas. The recent competitive grant cycle, in my opinion, was a complete waste of time. Did anyone actually look to see which areas of the county received funding? How many PHA's actually received funding? I know we did not. While I realize that this was competitive, it seems to me that there has to be some type of compromise or adjustments made when comparing large PHA's to small PHA, it appears that the people we serve may not necessarily be as important as those larger, metropolitan areas. This somehow needs to be spread more evenly among the PHA's across the entire country. There is one state in the funding rounds that has been in an economic depression for well over 2 years, way before the rest of the country hit hard times and the funding that was realized in this state was, if we are lucky \$10,000,000 total, with the bulk of the funding going to metropolitan areas. As earlier stated, a complete waste of my time and the time and money of directors of small PHA's in our area. Again, thank you for allowing me to participate in this survey. I hope that it can bring about some changes within HUD family in Washington DC, which will aid and allow those of us who serve the people on the front lines and opportunity to serve them better.

... is the best. ... in ... is an idiot!!

Technical support from the engineer department is not provided in a timely manner. Information was requested; I was referred to headquarters-Washington DC. I formed my question to DC. The individual did not respond to my email. I then called ... office and was told "oh" she never returns calls. The ... office engineer tells me I will get back to you on information that was requested seven months ago. Response from them, "I have other projects."

... field office staff are always extremely helpful, however dealing with multiple layers at HUD, Field office, headquarters, REAC and PIC are difficult-when our field office had more control-working with HUD was easier. Presently there are different standards and opinions between field office, headquarters, REAC and PIC staff.

The public housing assessment system is too complicated to be productive. Physical inspections are inconsistent and have no actual appeal mechanism. The FASS is a waste of money and is no more than a popularity contest that is easy to manipulate. FASS requires a CPA to submit and understand. Asset mgmt. is the worst idea yet. It was formed on PHA's that needed economies of scale, not actually split up into small units to stand alone. It is an avoidance to hold poorly run PHAs, their mgmt and boards, accountable (kind of like big banks). Like other programs, Congress does not begin to understand this when I attempted to complain about this. Everything is messed up at the expense of taxpayers and to the detriments of well run PHAs. This survey was done by a very high performing PHA.

The large amount of reporting that we are required to do is very time consuming. This should be lessened if an agency is a high performer.

Field office is exceptional with capital fund monitoring and grant management response. Field office is weak in returning calls and providing information on (?) contract administration. Overall field office does a fine job depending on personnel one interacts with.

Asset management needs to be abolished for an agency under 500 units which elects not to have it. REAC needs to have physical inspectors using not only technical training, but also common sense and compassion, and not train them to perform as robots or part of a machine.

When emails sent regarding HUD notices there is no need to send the notice out via US mail 2-3 months later. When changing systems better test with a few agencies before going nationwide and then have the systems down during crucial reporting times.

Most of the on-line systems do not work as they should causing much frustration and difficulty. These systems should be improved.

<p>Change is necessary and takes time to implement. The changes that HUD is making are for the overall good. I feel as a Director of a small housing agency with limited resources we are constantly playing catch up to the larger agencies in the areas of funding, oversight and general communications with HUD as well as training opportunities. The days of long-term, old directors running things as they wished are over, but I believe we reap the error of many of their decisions. Sometimes one need to have a clean slate to start with and be able to work in conjunction with the local field offices to move to properly implementing all HUD programs.</p>
<p>I have worked in 3 of the HUD regions and I feel that ... office is the best hands down. ... is very helpful and responsive.</p>
<p>1. HUD staff are doing their best. 2. They are understaffed and under supported. 3. There are surprising numbers of mid-level staff who are outstanding, caring, competent. 4. The pendulum between customer service and employee friendliness has swung too far to the latter--flex time etc. There is no point in trying to reach a HUD employee on Friday-no one ever is available.</p>
<p>My only complaint is that HUD imposes strict deadlines for housing authority responses, etc. But they seem to have no deadlines for their own responses.</p>
<p>I have been a housing authority director for 22 years. I know changes must come, but the days of our local field offices (pre-REAC) were so much easier and better! All things were so personally handled at the local level, LESS government meant more time for us to serve our residents!</p>
<p>Capital funds and ARRA are bogged down in red tape and rules that ... does not understand. Why doesn't HUD hire people that have been directors to do field office work!!</p>
<p>We are very dissatisfied with Washington DC's implementation of programs and the housing authority feels that Washington DC does not have all the bugs worked out of programs before they are implemented. There are always components left out of instructions given to initiate all programs. We are required to do things in a timely manner but we do not receive the notifications in a timely manner and the housing authority is penalized if it misses a deadline. We are very satisfied with the local HUD offices for our region and technical assistance is always available. All programs needs to be turned back over to the local HUD office for each region.</p>
<p>There are key staff at ... field office that are senior employees that I depend on and it doesn't appear there are plans to replace them. I hope I retire before they do.</p>
<p>We are a high performing HA- the real-contractor comes to do a physical inspection and makes statements like "I have to find something to mark down or they will think I am not doing my job." These inspectors are protecting their jobs and many of us feel HUD wants us to fail. They nitpick on overgrown vegetation, one small branch hanging over the sidewalk. Inspections are not done fairly. Someone needs to look at this.</p>
<p>I appreciate and respect HUD employees that I interact with. I am most frustrated by the "one size fits all" approach that HUD promotes. As a small PHA, we find that HUD requirements "drive" at no small expense our non-HUD operations as well. While we realize that HUD has an immense responsibility its agendas are often "half-baked" and the implementation often premature. That costs all of us money as we work to comply within systems that are not viable-or simply not ready to be utilized.</p>
<p>I believe that more training on local or state levels would be better than ... and ... and ... . It would be more cost efficient and they would know more what applied to our area and have people from the area field offices.</p>
<p>I am very pleased with the support from the HUD ... office. They go out of their way to be helpful and they are all very knowledgeable. I am displeased with REAC physical inspectors. Consistency is very much lacking in the inspectors interpretations of the inspectable items. Most inspections become a nightmare for our PHA. PASS should be used as a tool to improve a PHA's performance, not as a tool to intimidate.</p>

The reporting required is so burdensome--both time and materials. Isn't there some way to rescue this waste of our time? CFP-agency plan-ARRA stimulus - competitive. At least try to consolidate some of the required reports.
... field office is the best to work with. Washington obliges not so much. I cannot say much about the ... field office they are great.
I have a great relationship with the HUD office in ... . Specifically with ... and ... two professionals that have made my relationship and my agencies relationship much better. Because of these two HUD employees we are a "high performer" today. Both ... and ... should be commended for their dedication and service.
Working with the public on a day-to-day basis in a rural setting does not compare with the metropolitan or large cities. Interaction with prospective applicants and residential dealing with their problems and concerns can be very (?) when they do not get their way and do not want to follow the lease agreement, rules , regulations and policies. HUD makes themselves too available to the public section and not to the agencies, regardless of the problems, complaints and concerns.
The REAC inspection process was developed during times of full funding for housing authorities. Today, authorities are barely getting by on 85% of operating subsidy, on average, and half the capital grant funding. It is hard to believe that HUD would expect authorities to maintain buildings and apartments when the authorities are not fully funded. Less manpower and less funding makes it extremely hard to keep buildings and units up to the level they deserve.
Please improve HUD's website so that it becomes an instrument for beginners as well as experienced staff. It is very difficult to locate information whether current or from the past. The site also lags behind real-time events. The site needs to contain a section titled tools of the trade. This section would contain forms and Q & A's to current as well as long standing regs in an easy to reach location. There is so much potential that is going un-used. HUD needs to complete a strategic plan for improvement of this site. Also, spend more time understanding the difference in large and small authorities and rural.
... HUD excellent relationship they are always helpful and cooperative. Great working relationship. HUD in general--too many regulations to keep up with. Reporting requirements are very tedious! Too many departments require separate reporting. Extremely time consuming and frustrating.
HUD never offers any suggestions about doing things better. HUD should suggest ways to improve resident relations.
We have a good field office in ... The ... field office need more and better training and more staff to do their job.
... at the ... field office is a great asset to HUD and the ... office. She is quick and accurate on her responses.
The ... field office staff have been a Godsend to me as a new ED. They have gone far beyond the call of duty to orient me and help me deal either the issues of our PHA.
HUD has always been helpful in taking care of our request!
The support team from the ... HUD office is outstanding. Phone calls and emails are answered promptly and staff is always willing to help. They offer training opportunities to agencies in the state of ... that are always needed as rules and regulations change often. ... is the HUD office for Section 8 Housing Choice Voucher assistance and she is very helpful. I feel REAC Inspections are invasive to tenants and their right to privacy. Just because they are at the poverty level doesn't mean they have to have someone come in to check on their home. Changes in policy and procedures happen way too often. We would do a much better job of management if changes did not happen so often. Davis Bacon wage rules are ridiculous and add too much unnecessary cost to any capital fund project.

The time the staff takes to provide specific information is great. The staff is always professional and the Director ... also makes time to give input and direction when needed. He is also very responsive, timely as is ... , ... and ... .
The response to very specify questions by email is not consistent. Either get response right away or wait until the 2nd attempt is made. The people have always been professional and well informed.
Generally we have a good relationship with HUD particularly with the area staff. The ever increasing reporting requirements are expensive and unnecessary. The REAC physical inspection system should be eliminated and a new more realistic system should be put in place.
I would like to make the following suggestions: 1. HUD needs to improve the timeliness of operating fund levels and information about the same to PHAs. 2. The period of time given to PHAs for reporting and responding to new HUD regulations could be increased; for example: 2009 CFP funding and 2 week turnaround for documentation.
We appreciate the work done by the ... office of public housing. Communication/paperwork is processed timely. In comparison, paperwork from community development office as example the continuum of care grant agreements, took many months to receive.
... is awesome in ... ! ... and his staff try hard to work with us--they communicate well and are very responsive.
It is stressful trying to get information for reports and grants complied accurately. But working in a system (that is new) is difficult enough let alone shutout or not working at all is extremely aggravating.
Policies: Please reconsider the community service requirements. We are having a difficult time enforcing compliance.
HUD acts as though their only role is regulator to solve housing problems we need partners. Washington practices innovative solutions and problem solving, creative thinking-local offices act merely as regulators.
We are getting "demands" for information with very short notice or we get general information that isn't really intended for us. Better use of field office to funnel communications would probably be better. Asset management has adversely affected our small agency under 500.
Grants.doc is not user friendly--easier if application just emailed to HUD. Many HUD staff very competent but too over-worked to be responsive. The website is just plain awful; scrap it and try again. NOFA's, regulations, etc often written densely-very hard to interpret.
The staff at our ... office in Region ... are very helpful and professional. They interact with requests and programs and taking a "team" approach to inform, educate and develop successful agencies.
Even with all the REAC's glitches, it is basically a very effective tool and has greatly improved our financial management, reporting responsibilities, and performance monitoring. I have worked with HUD since 1980. Things have changed drastically with the role of the HUD staff as "guidance" providers diminishing and REAC becoming our primary HUD contact. My major complaint about HUD is that our field office continues to utilize an outdated form of collecting and processing complaints from our clients. They take phone calls and then call us out of the blue and want us to resolve what we consider to be routine complaints from clients that are just an everyday part of working with the public. It is disruptive to our day-to-day system and usually works against what we are trying to accomplish with the client. HUD needs to work out their "PR" "customer relations" component. We are not the enemy.
Everything is coming too fast. No one knows what HUD wants; directions too confusing and difficult.
Getting timely, direct and correct information from field office would be helpful.

<p>Sub-system computer systems: they all need to be made more user friendly; it is especially difficult to set up new users, right/permissions, delete old users, etc. when one does not use the system that often. Help desk: For PIC issues, help desk staff frequently don't know what they are doing, which costs additional phone calls and frustrations. ARRA Federal Reporting: # employed formula makes no sense at all; amount of funds received/expended-different staff have different opinions as to which figure belongs here. The help desk is impossible to get into; it is totally unresponsive to emails. I have waited 2 weeks for a response. The ARRA Federal Reporting system is badly broken and needs fixed. REAC Inspections: They are apparently biased and political; it depends on what inspector the agency gets as to how the agency is graded. It is not fair, it is not equitable one inspector actually said he was there to fail the agency. 5 year/ annual plans: burdensome and a waste of time; why copies of "previously approved"</p>
<p>... PH Staff B+, ... ME Staff B-, ... FHEO Staff C, ... Region C, DC Headquarters C-.</p>
<p>The HUD staff in ... work very well with my agency. They are very responsive and given me direction so I can operate my agency in compliance. Don't know what would do without them.</p>
<p>The field office in generally more helpful and responsive that other parts of HUD. However, they are often kept out of the loop and frequently do not know any more than we do about new guidance from HQ's. It would help if HUD would use "user friendly" forms such as fill able forms and excel format when appropriate. The form 50075.7 is a financial document, but HUD set it up in a WORD format, which requires extra work at the PHA to complete the form.</p>
<p>HUD is consistently late in providing information but require HA's to respond or report in a very short period of time; REAC is a joke and should be abolished! HUD rewards agencies who are over budget and penalizes agencies who follow the regulations; all financial information is behind schedule; HUD needs to find a good IT company; high performer status means nothing-we receive no stimulus competitive funding and are underfunded in Section 8 and public housing programs; stimulus fund reporting is confusing- RAMPS site is inaccessible-time allowed for reporting is too short given the website problems.</p>
<p>I am reluctant to ask questions or for help from ... office- either I don't get a response at all (when I leave a phone message or email) or I am treated like an idiot for asking. I hope you get responses from other ... agencies as several (possibly even most) of us have on-going problems with this office.</p>
<p>Regulations need to be streamlined to ensure removal of conflicting regulations. PHA's need to be funded at a level that provides for compliance of regulations. HUD staff needs to be able to provide correct, concise and accurate guidance and interpretation of regulations.</p>
<p>I have worked very close with HUD for the past two years. They have always answered any questions or concerns I have and go beyond any other person to help me out.</p>
<p>No good deed goes unpunished. Cutting admin fee FSS and homebuyer coordinators without any warning for programs that technically are volunteer programs and working programs was not nice. A warning of a year would have been the decent thing to do.</p>
<p>HUD has a tendency to threaten PHAs that do not comply on a timely basis while not being able to provide working platforms to deliver data. If HUD corporate, HUD field offices and PHAs could all find a way to pursue common goals together, we could probably be able to provide a better product at a cheaper price.</p>
<p>All HUD personnel have been very helpful and competent.</p>

I believe the REAC system should either be run exclusively by HUD or dismantled. It is difficult to get inspections conducted that are consistent. It depends on the inspector personality. Also the FASS report is very difficult with the process used by HUD. It seems common sense is not always present. HUD funding aids numerous people, which is a tribute to HUD and its staff. It would be great to reduce the regulatory oversight to allow more \$ to be used for stock and mortar versus administrative, to comply with all the regulations.
The ... field office is supportive and cooperative. The problem is that headquarters totally fails to provide field offices with up to date information. Authorities are confused as to why we are told to de-centralize our administration while HUD is centralizing theirs.
I have worked with housing for 30 years-the main thing HUD needs to think about is if it's not broke, don't fix it. Whenever the HA get comfortable about programs, HUD comes in and changes everything and makes it 10 time worse.
The Department of Housing and Urban Development's policies have become increasingly complex and diversified. The basics of housing and maintenance of housing has been diluted into a myriad of social services that detracts from the main premise of our mission statement. Record keeping and information systems have replaced time spent on housing as our primary function. In other words, forms and supplying information take more time than assisting families with housing. Systems are always in change and the changes do not function properly in the initial stages, which require multiple filing and delays in program implantation.
Have had no training on ARRA monies and/or training. It is difficult to stay on top of deadlines with no guidance. PHRS's should have knowledge of all aspects of HUD. If they are only familiar with one aspect they are no help to the agency. Representatives should also be available. It is hard when you cannot make contact and never hear back after leaving messages.
Public housing is over-regulated.
There is still no consistency with the physical inspections. The same inspector should not be allowed to do the property year after year. We have had the same for the last 3 years. The inspector should not be allowed to do ours again. Check scores in our area from this past year the inspector did not do any one but ours and their scores went up tremendously. ... .
Too much inconsistent application of rules and regs between regions. HUD has changed it relationship from technical support, training and auditing to exclusively auditing. The inexperienced and lack of knowledge of field application of rules and regulations has HUD staff's roles becoming virtually "rule readers." PHAs are left to themselves to make practical applications of the regs with HUD incessantly looking for errors or audit exceptions. The prevalent attitude at HUD is that they are always right and PHAs are wrong. HUD's job is to find out how wrong. Our regional office approaches us in a paternalistic, demanding manner, regardless of the fact that PHA staff members are more experienced and qualified than they. HUD needs to recognize they are being looked to as a resource. They need not play the role of auditor exclusively.
Still too much paper; also, too many instances of technological improvements to systems that are not tested enough before being rolled out.
I am a new ED as of ... '09 and have very little experience working with HUD. However, my experience to date has been positive, with HUD officials in my area offering to assist in any way necessary and providing training sessions to assist me in complying with guidelines and due dates.
It would be better if HUD would just fold up and turn the regulation of all PHAs over to the states.
It is very difficult to plan / budget when HUD is constantly changing rules regarding HUD admin fee and operating subsidy. Also, delays in funding and the course appropriations hinder the process significantly. Their inadequacies in these have hurt PHAs and now affordable housing communities. Too many formulas, too many rules, too much regulations, just give PHA's the tools and resources and freedom to do our jobs and help others. Private sector (of which I have 15 years experience) is so much more predictable and effective.

Expert knowledge at the field office has diminished to a point that it is frustrating to try and get information or clarification on specific issues.
I have an outstanding 2006 CAP that has NEVER been closed, despite repeated requests and columns of correspondence to HUD; no response 1st time for 8 months and this time for 7 months.
The field office in ... has been great. Weakness depends on program managers or reps. Needs more authorizing authority at field office.
HUD needs to let us manage ourselves and not insist on a one size fits all management concept. (?) with REAC is overly presumptive. Just count the number of (?) and high performing agencies. The problem is HUD does not trust us.
I believe the staff at ... field office are great. They really try but still have blind spots from DC.
We are cautiously optimistic that relations with HUD will get better under the new Secretary and administration. Under the last administration the primary communication of the Secretary with Congress and the media was to insult everyone in the industry.
As I stated, asset based management does not work for this PHA with ... LIPH units. Fix this, PHA's and residents will improve service and be happier. Real inspectors. The contracting process does not work. Inspectors must prove they are worthwhile by severely scoring PHAs. The numerical picture is never accurate. Again, it is tied to the previous administration's agenda to privatize. Fire every contracted inspector; I have never met one that I would hire myself.
REAC is not functioning. New computer programs need to be tested 1st. Local field office staff need: 1 training; 2 authority to actually make a decision; 3 special offices need to be back at field office level; 4. deregulation. HUD is an obstacle.
HUD is all over the place with regard to asset management and tech assistance. HUD should work with NAHRO PHADA CLPHA and other stakeholders to address PHA needs.
The regional and local field offices are GREAT: quick response, helpful, professional and cordial. Headquarters is terrible to work with. ...
In my long career of working in gov't, I don't think I have ever experienced so much effort on what seems like repeated annual activities. Specifically, environmental reviews time and again say and do same thing taking our time, HUD's time, historical society's time and others to review / approve same things every year wasted time/ money!! The new change to 5 year plan reduces some of that for small agencies in good standing. REAC Inspections cannot possibly be consistent--far too many factors to rate.
Focus attention on staff development; staff delay responding because they don't know and must "check." Often we check and let HUD staff know answer before they get back to us. HUD staff require more training and mentoring.
I marked ... Regional Office because of interaction with the Section 8 financial management center there. I greatly respect and admire the people at the ... office. Their efforts to assist us have been time given what they must deal with.

The staff in the ... office who answers questions from residents who have reasonable accommodation questions is a very unprofessional and biased individual who does not help the authorities but counseled residents as to ADA & encourages them to file suits and complaints. This person does not call the HA to determine the problem they just react! HUD has made changes in the Section 8 Program that make the program so labor intensive that it is more difficult to administer. The rules have become so complicated and trying to find staff who can do the program well is extremely difficult. Section 8 has more rules and regulations than most government programs. For the last ten years it appears that the contractors like ... write the regulations and have more input than the Housing Authorities who administer the program. The contractors want it to be convoluted and difficult so they stay in business! Look, take away the deductions and have the tenants pay a flat 10% or whatever of their income. The program would be more equitable that way. Why should we give deductions for each child-welfare doesn't do that anymore due to Welfare reform-such a contradiction! Why are people allowed to stay on the program for life in Section 8 and public housing? We keep the welfare cycle going. Give all participants 5 years to participate-that way our long waiting list would finally be reduced. Citizens would get the chance to receive a subsidy. I could go on. Congress and HUD need to use some common sense and stop doing knee jerk legislation and regulation.

I get the feeling that HUD looks for ways on issues to get public housing back. HUD seems to be on a mission to block or decrease funding. Does HUD really know how important public and affordable housing is to the economically disadvantaged? If they did, I think HUD would be more sensitive and more supportive. I was under the impression that PHA's were an area of HUD or the ones in the tenants doing the work on behalf of HUD but apparently that is not so. I realize HUD has to monitor but their requirements seem to be very time consuming and costly. Let's work together!!

Very dissatisfied with the '09 agency plan 50075. 1 template-only available in PDF format and can't be changed. The columns on page one are left justified instead of right justified for the first four columns on page 2 or center justified and the rest are left justified instead of right justified last as on page 1. There are no cut, copy, paste functions; could not fill in forms and save them to my computer. I wasted many, many hours trying to get '09 agency plan submitted due to these problems. The template should be in Excel format.

There seems to be a lack of communication between HUD in Washington and regional offices. Frontline agencies tend to be required to do most of the work in reporting. Why is regional office there?

It appears that HUD tries to improve on laws passed to the advantage of the residents, thus handicapping PHA's with their operations--such as minimum rent or rent calculations. Wish HUD would stop reducing our funding to pay for their pet projects not in the budget. Stop changing rules to benefit large agencies, <12%; the other 88% get screwed.

The ... field office staff are extremely knowledgeable and helpful at all times. Their training is also very helpful.

A lot of the HUD staff I deal with lack knowledge of HUD's rules and regulations. Many of the staff look down on public housing authorities' staff. May HUD staff literally spend their time trying to justify their jobs. I have had HUD staff call me to ask what my PHA was doing because they were going to a meeting and had to take credit for doing something with my agency. I have HUD staff who come to my office with the attitude that they must find something wrong or their bosses will think they are not doing their jobs. HUD says that they are partners with PHA's but in two decades I have yet to believe it.

VMS reporting is redundant and onerous. HUD has all that data in PIC. HUD should find a way to access it or not collect it at all. Why does HUD need all that data on every household member receiving assistance? HA's should be given the funds to run the programs and HUD can have the auditors check for program compliance.

HUD field office most often less familiar with origins and their roles than we are. Hard to feel any desire to take their suggestions when they do not know or understand basic concepts and regulations. HUD needs to change attitude and clarify their role. Need to be partner in service delivery; be more concerned and measure outcomes vs. process. Regulatory approach, particularly if they do not understand the regulations, is not helpful or needed.
In our constant changing environment, HUD needs to be better prepared to offer technical assistance and training in a timely manner.
HUD should be prompt in its responses to PHA's. HUD should also strive to provide better service to PHA's.
Region ... employees are helpful, but most communications, reporting and guidance is not locally. REAC and PIC have created a very time consuming and difficult system to manage and operate public housing. Reporting is redundant, website information and access is often "down" or delayed. Grants are often difficult to access. Families and elderly are not being served because of all the reporting.
Regulation change so rapidly, it is very difficult to keep up and stay current. When your agency is small, sometimes you have to work the front office as well as your job as executive director. Therefore it is a struggle to keep up with regulation changes.
The biggest frustration is HUD sees PHAs as one size fits all. The small agencies suffer with trying to wear all the hats that large agencies have several managers to do. It is time consuming and we often live in fear of the penalties if you are out of compliance. And it keeps you from the primary mission of providing decent, safe, sanitary housing to low-income persons.
For the most part I am very satisfied with our dealings with the ... office. One thing I am not satisfied with is we do not always get issues handled in a timely manner and I know that is because they are understaffed. I am generally unsatisfied with most other HUD offices because they do not do things timely, accurately and seem to make things more difficult that they need to be. The financial reporting in FOSS is a disaster and HUD should abandon this project as they can't seem to get it right.
Local and field offices are sometimes the last to know about new funding for the local agencies. Very hard to move the "paper" when they don't know it's coming.
HUD's electronic reporting systems are a mess! They state deadlines before the systems are ready to receive information. They wait a day or two before the deadline to announce a new deadline due to the system malfunctioning. Announce a "fix" only to announce the new deadline that cannot be met due to the "fix" not working. This has happened over and over, again and again. Once the system is finally fixed they (HUD) set the final deadline so tight that everyone tries to get "on" to the system and then it "crashes." This has been happening for years now. Someone should have HUD read the story "Peter the boy who cried wolf-too many times!"
Many field office personnel are reluctant to give answers to basic questions, apparently due to a lack of knowledge; but often it seems they are afraid of getting into trouble if they give a bad answer so we get nothing and are left to make our own decision. Too many have an, "I just want to get to retirement, so leave me alone" (attitude). I also believe there are many who have lost the required competence and/or commitment to do their jobs well. A house cleaning is in order.
Personnel at the ... HUD office are "excellent".
HUD should send clear instructions for complying with all reports before a grant is funded. Example: ARRA was funded and now, 6 months later, we are getting unclear instructions to file reports electronically.
Too often HUD expects instant-to-24-hr responses from HA's while their response is often much longer.
The ... field office has always been helpful and informative, Could not ask for a nicer staff.

While I believe the physical inspection system in theory is very good and necessary, it is arbitrary and very subjective. Your score depends on the inspector and his/her attitude that day.
Responsiveness and support from our field office has been great. ...
The ... office is very knowledgeable and helpful. They could be a model for the other field offices or HUD. So much communications is via email. There really needs to be more time given to provide notices before deadlines, so there is adequate time in case problems are encountered.
Our field office has sponsored monthly teleconferences for about 2 years- these are extremely helpful in 2 ways. 1. Training on pertinent topics; information dissemination. 2. Networking with other state agencies for best practice info, etc. These make the most impact on our relationship with HUD.
The field office (...) has always been very helpful to our PHA.
The ... HUD office is very responsive and professional. I feel that I have a partnership with the HUD office. They are involved with the state public housing authority association including the policy task force, which drafts needed policies and documents for the states authorities to maintain their compliance with law and regulations. Telephone calls and emails are promptly returned and problems and complaints concerning this authority that arise are handled effectively and efficiently.
FMC for our area has been very helpful and easy to work with, concerning the VMS systems. Regional PIC/REAC assistance has been very good.
We need adequate and timely funding.
This business is not fun anymore. It is severely micromanaged and the groups doing this do not know how to efficiently and efficiently operate a public housing program. We spend more of our time doing paperwork reporting, transmitting than should be necessary.
The ... office is wonderful to work with and do the best they can with the information available to them. There are many times that I have an email with information on a change before they do. I have in these cases forwarded what was sent so they can check it out. It is not reasonable to tell PHA's of requirements they must follow before final rules are established; i.e., required 5 year needs assessment. What is for sure required to be in that, who can do it, etc.
Email addresses should be clear as to where it is coming from. Sometimes they are coming from staff, sometimes from a department to other programs for the same subject. It is difficult when we get over 70 emails daily.
While upper level HUD management seems to have gotten more competent/responsive, many lower level staff in the field and headquarters are woefully ignorant, lazy, unimaginative, slavish to the rules, and unresponsive. Too many of these types have been promoted by virtue of their longevity in the system and they do a good deal of harm to the programs.
I think that our HUD field office in ... does an excellent job with us. I have nothing but wonderful things to say about the help and support we receive from our revitalization specialist, facilities manager, financial analyst, HUD director and acting director as well as the computer person. They have helped our agency tremendously.
Overall, I'm very pleased with our field office staff in ... . HUD outsourcing services (i.e. uniformed inspections, reviews, etc.) is a major problem. This service has always been handled better by the HUD field offices. In addition, PHA's with 550 and above units should be given the choice to of central or project-based management.
The former administration was not helpful to PHA's and often blamed and belittled PHA's. The current administration appears to be much more supportive (question #16). Our local field office does a good job implementing the programs and/or proper funding is essential.
We are very pleased with our local field office (...) and especially our state office (...). Our relationship with their offices is absolutely great.

HUD is doing a fine job! However EIV must be improved.
Unfortunately the reduction in force over the last several years has done great deal or harm in HUD's efforts to assist local PHA's.
I do not feel as though REAC physical inspectors are knowledgeable of public housing to conduct inspections without being biased.
The ... Office HUD sometimes is not fair in issues with appeals and in organizational changes. They have favoritism issues. We all should be treated equally and fair.
Considering the enormity and complexity of "the job," the HUD ... staff does a really fine job!
Webcast trainings would be very helpful, but most of the time the archived webcasts are broken up so they cannot be seen or heard. The quality is very poor, especially those that were provided for the ARRA Capital Competitive Grants. We have gone through grants.gov once several years ago. There was someone available by phone. There are grants we would like to apply for, but there is so much to read on how to use grant.gov, it is confusing. Maybe a slide training would be more useful. I would prefer something I can print out before even downloading the application.
... has a good field office.
Look at my answer to #17 ... - very dissatisfied with many HUD employees. Electronic/web HUD groups do a fine job. My primary dissatisfaction is with the employees who do not do their jobs and gov't is not able to discipline these employees. I never contact the HUD reps; they do not know or do not care. Technical staff at the local HUD office are qualified and give excellent service.
As a new ED I feel you all should simplify things.
Fund all programs at 100%.
Stop the double standard; hire folks and train them accordingly before putting them in charge of important programs. Terminate ... 's employment; ... industry has no respect for him.
In our area there are two housing authorities. We are 1 and the other housing authority is bigger. I don't believe it is fair for one of us to go through the process of applying for the more vouchers and the other to just make a call and have vouchers given to them just because they have a friendship with someone in Washington who makes the final decisions.
... HUD & ... HUD have been very supportive in every area of Public Housing and Sec 8 (HCV). Having been in PH for 27 years; I believe support for Directors and their roles have improved tremendously over the past 10 years. The HUD websites, System Administration and electronic capacities have been a huge success.
I think tying ARRA formula funding to the LCR registration and reporting process was and is a complete waste over time as program administrator!!
The quality of reports and layers of paperwork and increasing no of c-submissions are very cumbersome, temporally. Wish we had more time to focus on the needs of our residents and their homes, e.g., this report; privately contracted and costly, I am sure; and what will come of it, statistics.
There are a few gems who work for HUD. Unfortunately there are a few sluggers who should be fired. The gems are sought out to get accomplishments. The sluggers are avoided because they waste your time. Some of them are clueless.
HUD has dual and perhaps conflicting duties of helping PHAs succeed and monitoring/punishing; cannot be both friend and judge. Maybe these functions must be split; field office always a friend and IG, REAC always a monitor + inspector. The field office should be told that they will be rewarded if PHAs succeed, not if they ferret out waste and abuse. OIG should recognize this as field staff responsibility and not attack them for failing to find errors.

<p>What a waste of time competing for the stimulus dollars. The amount of time and the cost to prepare those applications were so costly and time consuming. The better choice for all would have been to distribute on a formula basis; thus all would have benefited instead of the "chosen few."</p>
<p>Competitive Grant Information too labor intensive. Application software not working correctly much of the time. Phone lines not responsive. Local field office good about providing information or addressing questions.</p>
<p>Rules and regulations are too strenuous on small PHA's. No additional funding to implement community service, stop loss, asset amount, etc! We can only do so much!! We spend all our time filing reports!</p>
<p>It makes it very difficult to interact with HUD individuals when they are hardly ever in the office.</p>
<p>HUD ... is fantastic to work with. HUD ... much more difficult to get response in timely manner; people (staff) not as helpful or friendly.</p>
<p>There is no oversight when it comes to Region Directors at HUD. A lot of harm is done to a PHA/Staff when HUD operates on both sides PHA/tenant. A clear answer is never given and nothing is ever written to give clear guidance to a PHA. ... office of Public Housing needs a change so fair treatment can be given to ALL PHAs, not just in good favor.</p>
<p>Get rid of REAC inspectors.</p>
<p>The ... field office staff is very accommodating and well run. From top to bottom, each factor (financial, engineering, PH) are all well educated and helpful. The physical inspections sector, especially the competence of the inspectors is about right -- joke.</p>
<p>1. Need to have flexibility within programs as "one size does not fit all" and most are designed for large PHA's in metro area with (?) staff levels. 2. Need budget approvals and avail funding levels more timely. Right now budgets are not approved until 13 months after submission and funding levels not provided until 8-9 months into current year. 3. Too many costly add-ons on funding which takes away from programs and limits dollar to run programs. 4. If HUD truly wants programs to run more cost effectively then they need to get out of the way and let us do it more responsibly. HUD is failing in our opinion.</p>
<p>It seems that we are spending way too much time reporting and not enough time working with housing. Our priorities have changed from providing housing to clicking "the right" box on our computer.</p>
<p>Rules and regulations are not issued timely. In some situations, have been published with retroactive effective dates, making compliance difficult at best. Funding letters are late, formulas difficult. Before issuing rules and guidance, research contradictory regulations. New electronic reporting systems need more QC before being released for use. They never work the first time out.</p>
<p>HUD staff needs training to redirect their expertise from audit and direct corrective action to coach and assist in developing systems to ensure compliance.</p>
<p>My problems are not with the people in the field office or HUD - my problem is with the decision regarding (?); confusion -- particularly regarding Section 8 -- for 2 years and our program and our families are suffering from that confusion.</p>
<p>HUD staff at our Hub office have great expertise; however there are not enough staff to effectively serve their caseload of Housing Authorities. The HQ office staff are not [nearly as] timely as FO staff and (?) these employees are not close to the realities of the everyday operation of a housing authority or FO, for that matter. Thank you for including our agency in this survey.</p>
<p>HUD needs to work on getting information to agencies in a timely manner when a response is expected/required of the agency. I am finding it more and more common that HUD is sending things out (Ex. ACC amendments) and expecting an immediate response from the agency. This creates problems for both HUD and the agency.</p>

<p>Although the local HUD office has a few employees with knowledge and are helpful, on balance they lack capacity and don't demonstrate that they understand the complexities of working within the HUD guidelines and our particular tenant populations. When you add the new business model of asset management to the mix, it further exposes their lack of capacity and yet they are rigid in their "regulatory" only approach. The public housing director tone is condescending, whether he recognizes it or not.</p>
<p>Very satisfied with local field office staff. It is often difficult to work with contractors whether it's REAC, PIC or monitoring reviews. HQ staff should have some PHA experience so they can better understand the practitioner's issues.</p>
<p>Adequately and fully staff local field offices. Ensure local field office staff are well trained regarding new regs or changes before implementation occurs so they can provide effective guidelines. Staff local offices so they can respond to questions or request in timely fashion. Review, consider and plan more reasonable timelines for implementation of new or revised requirements on phase and their responsibilities (too fast to plan effective mgmt.)</p>
<p>We have some concern with the administrative capacity of HUD; the administrative side is so large that we find it difficult it receive answers and instructions for our daily operations management. The HUD website contains quite a bit of information but it isn't user friendly.</p>
<p>It would have been better if questions were applicable to specific HUD offices- e.g., Field office, FMC (there were for REAC) also for specific programs e.g. section 8, capital funding. Our field office personnel are very responsive, but often are the last people to know what's going on. The FMC has gotten much better. Timeliness of funding is awful-e.g. we don't have any info re. next year's operating subsidy inflation factor, utilities factor, frozen rent; makes budgeting impossible.</p>
<p>Simplify the public housing program to work as easy as the multi-family program.</p>
<p>We find it difficult to get a question answered with a straight forward, timely answer. Reviews of information take months. Staff will repeat Section of the regs but refuse to explain or interpret them. We can read, what we need is help from the interpretations.</p>
<p>HUD regulations should allow Q &amp; A's before taking effect. Most Housing Authorities read the regs but interpret them differently than HUD intended.</p>
<p>... office -great!</p>
<p>We believe that HUD always takes the "middle" of the road approach when it comes to a problem within the housing authority. We believe that there should not be so much of a grey area and things should be more clear. HA should not have to feel they are standing alone; we need your backup and support when it comes to decision-making. REAC is very difficult since it is impossible to speak with anyone due to the waste at least 30 (?) -- that is unacceptable and a waste of admin time.</p>
<p>HUD wants a HA to run in accordance with (?) and yet they continue to put more and more rules and regulations on us and want us to do more and more with less. Deregulate us. Our local field office is great to work with but they only can do what HUD Washington allows.</p>
<p>They will bury US!!</p>
<p>It seems to me that contracting out HUD functions has not been effective way to assist HUD in accomplishing it mission.</p>
<p>The current leaders at HUD seem to be more in tune with housing. Ask this survey next year.</p>
<p>HUD needs to focus on how we can help agencies comply instead of what is HUD going to do if not in compliance.</p>
<p>The field office does a good job with the information they are provided, the problems are on the national level.</p>
<p>Area personnel should be required to work in a HA for at least 6 months before they/HUD can understand what goes on with residents, city officials, citizens and employees. This would help them apply HUD's regulations. I have much more on this.</p>

HUD staff has taken on the attitude of support rather than the go for it attitude, that has been very helpful.
Our HUD ... field office does a super job of informing us and helping us understand and implementing HUD regulations.
HUD has totally gotten away from the way business used to be done when it was simple to understand, follow and report. Today HUD has too many reporting systems such as RASS, MASS, PASS, etc to keep up with!!! REAC inspections are a total joke. One inspector will pass one inspection and the next year another inspector will fail the same thing. The same thing with interpretations, one interprets one way and another will interpret entirely different. You receive minus points for a lot of things you have no control over!
HUD officials can be very supportive and informative when they have time. I feel they are bogged down with work-regulations and reporting requirements which leave them very little time to work with the agencies. HUD could be more helpful if they were able to spend quality time with each agency.
Our agency simply could not function without the able assistance of the ... field office. I am very pleased and grateful for our association.
Thank you for the opportunity to give my opinion. In the 25 years I have dealt with HUD I can say things have changed for the better. Communication is key and that has greatly improved.
Field office was very helpful In the past. It seems that they are in the dark now about what is happening in DC. They are unable to give us quality answers because they are either not informed or not allowed by HQ. I am not sure of what avenue to use: field office or HQ. Electronic data systems are not good at this time; too many glitches when updated. Poor quality and testing.
People who work in the HUD offices don't have a clue as to the general functions of a housing authority. Their knowledge, ability and skills are very poor. All HUD employees should have to work at an authority for at least 3 years before working at HUD public housing.
Field office employees are quick to take PHA residents side before hearing PHA side. Quite often incorrect information is passed to PHA from field office; often don't know how to answer PHA questions. Field offices quick to offer regulations -"do this, do that"- but when PHA calls for advice- we get answered with "we can't put ourselves in the middle of your situation in case you get sued." Aren't we all HUD working for the greater good? FO provides lists of employees to mail certain reports, etc. to but we are not notified when that person is gone and time sensitive materials sits on desks (untouched) for 6 weeks while that person is off in some other area (e.g. ..., etc.). Then we get jumped on with the clock ticking..."yep, started ticking 6 weeks ago when your office got it." basically I don't think there are enough people in the field office to handle the volume and not enough money for the training PHA's etc.
Survey approach was to the Dept of HUD overall. Exception Q 5 g, h, I+ ... field office employees, responsiveness, competence, knowledge, skilled, ability, approach, tone, helpfulness some stuff (most) very poor in these areas.
Q6.On line systems is beneficial, however, a considerable price was paid by PHAs to get to this point. Q8 Electronic transmission has shifted cost (time and expense) from HUD to PHA's, but this is not generally acknowledged by HUD. Also, some HUD employees have elected to use email in lieu of other forms of communications. This is irresponsible. Q. 17 My biggest complaint is that HUD has lost an element of control by outsourcing capabilities. The supporting entities do not have a historical context and are biased toward privatization. Conflicts over operating fund, asset management, etc., are exacerbated.
HUD has shown a great willingness to respond to any issue. They seem to use more common sense over last 7 years, meaning the regulation interpretations are more reasonably interpreted. HUD training are much improved my office is very good. ... .

<p>I reply on the ... field office for technical assistance; lately it seems that many reports are due from various sources with very little notice. It is becoming unclear on who we should contact; in the past it was ask the ... field office. Recently, when I was completing the ARRA environmental report, I called the Washington office listed but was then referred back to the local HUD office. Within the past few days, I received an email from Washington that my agency had not submitted our 2008 Section 3 report, when it actually had. These follow-ups take time / waste time.</p>
<p>I feel our field office has done a commendable job in updating us on information as it becomes available. However, in discussions with other PHAs I have found that different reps handle similar situations differently. I'd like to see a more consistent approval. Questions are answered quickly, opinions are welcome. ... field office is a pleasure to work with. A majority of the time I feel they are supreme in answering all questions and guidance.</p>
<p>... has a superb staff with ... at the head!!</p>
<p>HUD needs to train field offices before training PHA's. This will give PHAs another source for help. Unreasonable deadline for reporting and software reporting programs are not ready, crash or are impossible to use. HUD officials in Washington do not understand the daily working of a local PHA and how much work it takes to understand what HUD requires and time to complete needed information. HUD officials need to spend a month internship in an accounting PHA office; help-line and contact service for REAC does not function well and is very time consuming. Get cut off a lot. Rules and deadlines change frequently, software is not reliable. No flexibility- small PHAs treated same as large PHAs; field are last to know anything.</p>
<p>We were better served by the ... office. We currently answer to ... which is a longer drive if we had to go to that office and when calling for help, the time spent waiting for an answer is very long, if we do get an answer.</p>
<p>1. It was a waste of money for HUD to randomly mail PIH notices, when PHA has quick access to all notices at the HUDCLIPS website. Too many of these notices mailed to our PHA are not relevant to our type of public housing. 2. It is also a great waste of money for the HUD, ... Dept of Labor to require a PHA mail contact files "express mail" when conducting a remote procurement audit. What is the hurry, when clearly that office does not promptly conduct the actual file review until 10 weeks later? 3. If Davis-Bacon prevailing wage rates can be posted on a website for easy access by PHA, then HUD determined prevailing wage rates should also have an easy access website to speed up the procurement process for a PHA.</p>
<p>HUD has become a nearly dysfunctional agency. The ever-increasing complexity of programs and reporting requirements has not been accompanied by the increase in training and other support needed by HUD staff to successfully administer its programs. The regional staff in ... is unwilling, unable, or not allowed to make decisions when questions arise. Issues are routinely sent to Washington for resolution; which often takes months. This is not meant to be an attack on HUD regional staff. I believe that they are simply not adequately staffed or trained. HUD seems intent on running its programs with a handful of employees in Washington and a maze of websites, and it simply is not working.</p>
<p>We are most dissatisfied with the work of private contractors performing inspections and / or reviews for HUD. Personnel are often inexperienced, poorly trained, and sometimes even express discriminatory remarks about public housing tenants. Reviewers often have no concepts of the reality of administering public housing programs.</p>
<p>The HUD ... has very knowledgeable, experienced employees who are very customer friendly. The various representatives provide as much assistance as they can to help their authorities remain complaint and even succeed in an extremely challenging and heavily regulated environment.</p>
<p>Typical government, slow, always changing policies, too much top down decisions making, local housing authority should have more power to make decisions (God help us if we have government run health care).</p>

The persons I deal with in ... have been very helpful this year. I sometime do not know who to call but I always get pointed in the right direction. I am not too happy about the reporting on the stimulus money for Section 8 sub-rehab; we did not know the HAP was being paid with these funds and reports were due until 4 days before they were due. I think it is hard to request funds from the reserve for Section 8 sub-rehab. I am also not happy with the voucher shortfall!! We are placed in the wrong MSA.

HUD ... staff are dedicated, knowledgeable, sincere and helpful, have always given great support and dealt with confusing and sometimes crazy regs to help the housing agencies for 34 years. I, and our agency, have received great assistance from the people in the field offices (... in the past and ...) Technology has made great improvements, but people are key.

I get very upset that the notices to do something which we have waited for HUD for months and we are to turn it around within 4 days. Notice of 2009 capital funds, posted late on 9-4-09, had to download and have in field office on 9-14-09. 9-4 was Friday, then a holiday weekend; had 8th-9th-10th to get it done and out of the office. Very typical of sending out notices 2 days after implementation or invoking notices at the 9th hour. Way too much paperwork!

The SEMAP program needs overhauled. Too many zero indicators are given based on reporting rate which doesn't truly reflect agency program administration. REAC technical assistance center quality of customer service is very poor. Sometimes there is a delay of 7-10 days before a returned call is received.

The ... field office is outstanding. I cannot praise them enough.

We have a good relationship with the personnel at our area offices but disappointed with the national HUD office in advice and guidance.

The ... field office is excellent.

## SURVEY QUESTIONNAIRE





9.	How would you characterize <b>relations</b> between your <b>agency</b> and <b>HUD today</b> ?	<input type="checkbox"/>				
		Very good	Good	Bad	Very bad	Don't know
10.	Over the <b>last several years</b> have <b>relations</b> between your <b>agency</b> and <b>HUD</b> gotten:	<input type="checkbox"/>				
		Much better	Somewhat better	Somewhat worse	Much worse	Have not changed
11.	Indicate your level of satisfaction or dissatisfaction with each of the following as it relates to your agency. <i>Check "Not Applicable" if the situation does not apply.</i>					
	a. HUD's ability to accurately <b>monitor income and rent policies</b> through the <b>Rental Housing Integrity Improvement Project (RHIP)</b>	<input type="checkbox"/>				
	b. The ability of HUD field office personnel to <b>consistently</b> and <b>reliably interpret policies</b> and <b>regulations</b> that pertain to your agency's grants and programs	<input type="checkbox"/>				
	c. HUD's current capacity to <b>collect</b> and <b>make available</b> tenant (HUD-50058) data and reports in the <b>PIH Information Center (PIC)</b> system <i>(Consider such things as ease of use of the system, usefulness of reports, appropriateness of data collected, etc.)</i>	<input type="checkbox"/>				
	d. HUD's current capacity to <b>monitor</b> and <b>provide oversight</b> of your agency's activities	<input type="checkbox"/>				
	e. The <b>timeliness</b> of <b>financial information</b> you receive from <b>HUD</b>	<input type="checkbox"/>				
	f. The <b>timeliness</b> of <b>funds disbursed</b> by HUD for your agency	<input type="checkbox"/>				
	g. The quality of <b>technical assistance</b> and <b>guidance</b> you receive about <b>PIH</b> and from <b>REAC</b> related to electronic transmission of information to HUD	<input type="checkbox"/>				
	h. The <b>physical inspections performed by REAC</b>	<input type="checkbox"/>				
	i. <b>Electronic financial reporting to REAC</b>	<input type="checkbox"/>				
	j. The <b>Public Housing Assessment System (PHAS)</b>	<input type="checkbox"/>				
	k. The <b>Section Eight Management Assessment Program (SEMAP)</b>	<input type="checkbox"/>				
	l. The <b>quality</b> of HUD support & technical assistance related to improving the <b>energy efficiency</b> of housing supported by HUD programs	<input type="checkbox"/>				
	m. The <b>Enterprise Income Verification (EIV)</b> system	<input type="checkbox"/>				
	n. The <b>amount</b> of support & technical assistance for implementing <b>asset management</b>	<input type="checkbox"/>				
	o. The <b>quality</b> of support & technical assistance for implementing <b>asset management</b>	<input type="checkbox"/>				

12. What, if anything, can HUD do to **improve** the process for **converting to asset management**? (Please print.)  
 *Check this box if you are not converting to asset management.* \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

13. What, if anything, can HUD do to **improve** the **Enterprise Income Verification (EIV)** system? (Please print.)  
 *Check this box if EIV is not applicable.* \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

14. Housing agencies may work with several HUD offices, hubs and centers for various purposes. Are the **different functions and responsibilities** of **these offices, hubs and centers**:

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

