Appendix II: Survey Forms



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

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

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

1.	Would you describe the frequence	y of your agency's contacts wi	th HUD over the last year	as being:		
	Very frequent (GO TO 2)					
	Somewhat frequent (GO	TO 2)				
	Not very frequent (GOT	O 2)		5000000		
	□ None at all (→)□ Don't know (→)	On behalf of your agency, a of HUD's organization and		ess and comme	ent on the p	performance
		Yes (CONTINUE)				
		□ No	PLEASE FORWARD TO			Carlotte Street
		☐ Don't Know →	RETURN QUESTIONNA	AIRE IF THERE I	s no suci	H PERSON.
2.	During the past year, has your ag	ency had direct contact with:		Yes	No	Don't Know
	a. HUD personnel in HUD's V	Vashington D.C. Headquarters	office			
	b. HUD personnel in one or n					
	c. HUD personnel in a special Section 8 Financial Management Co	ized HUD Center or Hub (sucl enter,Troubled Agency Recovery Cent		ter,		
	d. A HUD Community Builder					
	e. A contractor working for H	IUD				
3.	Thinking separately about the HU how HUD runs those programs,			Per satisfied Somewhat satisfied	Somewhat disabished Nevy disass.	I depend I depend
	a. The HUD programs you cu	rrently deal with				
	b. The way HUD currently ru	ns those programs				

4.	Listed below are several different ways to think about your relationship with HUD. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).	er Jatistied	Somewhat Sation	Palled	Very J.	Ussatisfied	rot applicable	Mou
	How satisfied or dissatisfied are you, in general, with?	Very sa	ботем	₅ отем;	ley,	3	de son	Don? know
	a. The quality of the information you currently receive from HUD							
	b. The timeliness of the information you currently receive from HUD							
	c. The quality of guidance you currently get from HUD							
	d. The consistency of guidance you currently get from HUD							
	e. The reasonableness of HUD rules and requirements that apply to your agency							
	f. The responsiveness of the people with whom you currently deal at HUD							
	g. The competence of the people with whom you currently deal at HUD							
	h. The overall quality of service you receive from HUD today							
5.	. Over the last several years, would you say the overall quality of service you receive from HUD is generally getting:	Much better	Somewhat berr	J. Somewhat wor.	Much Worse	Has not changed	Mot applicable	Don't Know
						no	,	
6.	. HUD has several different responsibilities. On one hand, it provides various forms of support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:		not or the	unity regulating you	Abour equally pract	Neiss and regulating You	The The Tank of the	Don't know
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you	Hainy Providing		Somewhat More	Mich wase	Mat had much]	Dan't Angua Changes Dan't Angua
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is: There is a list of some changes that have occurred at HUD over the last several years where interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better,	ilipido d' frieg		Tot sometime to the sound of sometimes to the sound of sometimes to the sound of sou	Much worse	С]	
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HUD's management reforms over the last several years were an attempt to achieve cert objectives. Five of HUD's reform objectives are listed below. Please indicate the exte to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?	tain palije (III)	Mostly achieva	Partially achievad	Not achieved at all	Don't Know
a. To restore the public trust in HUD.					
b. To be "the best in the business."					
c. To replace a top-down bureaucracy with a new customer-friendly structure.					
d. To instill an ethic of competence and excellence at HUD.					
e. To replace the emphasis on process with an emphasis on performance.					
Please indicate your level of satisfaction with each of the following as it relates to your acheck "Not Applicable" if a situation does not apply to your agency (e.g., if the Consolidation Plan is not relevant to your agency). How satisfied are you with?	agency.	Somewhat satisfied	Somewhat disatisfied for	Palisiper Joy	Don't know
The overall quality of guidance and training you received in relation to the development of your most recent (three- or five-year) Consolidated Plan					
b. The overall quality of community development training and technical assistance provided to you over the past year or so					
c. The process and instructions provided for developing your Consolidated Annual Performance Report (CAPER)					
 d. The overall quality of HUD's monitoring of your community development activities 					
e. The ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your community development grants and programs					
f. The progress HUD has made in developing the Integrated Disbursement and Information System (IDIS) or its successor, the Departmental Grants Management System (DGMS) (Consider such things as clarity of instructions,					
ease of use, usefulness, etc.)			9192	<i>₃</i>	
0. How valuable to you ?	Very valuable	Somewhat	Mer year year.	Not aware/not	Don't know
a. Is HUD's Community 2020 planning software					
b. Are HUD's "Best Practices" efforts and products					
I. In recent months, how easy or difficult has it been for you to reach the people at HUD whom you need to contact? In general, has it been:	Legh car	Somewhat easy	Somewhat officials	Have not tried.	Don't trans
	objectives. Five of HUD's reform objectives are listed below. Please indicate the exte to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all? a. To restore the public trust in HUD. b. To be "the best in the business." c. To replace a top-down bureaucracy with a new customer-friendly structure. d. To instill an ethic of competence and excellence at HUD. e. To replace the emphasis on process with an emphasis on performance. Please indicate your level of satisfaction with each of the following as it relates to your check "Not Applicable" if a situation does not apply to your agency (e.g., if the Consolidation Plan is not relevant to your agency). How satisfied are you with? a. The overall quality of guidance and training you received in relation to the development of your most recent (three- or five-year) Consolidated Plan b. 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ease indicate t	the title	position of the pe	rson (o	or persons) who ans	wered	these questions:			
Agency	Directo	r		Agency Deputy Di	rector		Other	Agency Senior Officia	al
Other	Agency E	mployee		Other:					
/hich HUD fiel	ld office	or offices does yo	our age	ncy interact with or	n a regu	ılar basis?			
Alabama		Orlando		Flint		Buffalo		Tennessee	
Alaska		Tampa		Grand Rapids		Syracuse		Nashville	
Arizona		Georgia		Minnesota		North Carolina		Knoxville	
Phoenix		Hawaii		Mississippi		North Dakota		Memphis	
Tucson		Idaho		Missouri		Ohio		Texas	
Arkansas		Illinois		Kansas City		Columbus		Fort Worth	
California		Chicago		St. Louis		Cincinnati		Dallas	
San Francisco		Springfield		Montana		Cleveland		Houston	
Fresno		Indiana		Nebraska		Oklahoma		Lubbock	
Los Angeles		Iowa		Nevada		Oklahoma City		San Antonio	
Sacramento		Kansas		Las Vegas		Tulsa		Utah	
San Diego		Kentucky		Reno		Oregon		Vermont	
		Louisiana		New Hampshire				Virginia	
Colorado		New Orleans							
Connecticut		Shreveport		Newark		Pittsburgh			
Delaware		Maine		Camden	1500	Puerto Rico/U.S.			
Florida		2011/02/11/05/2		CHARLEST THE STATE OF THE STATE		Virgin Islands		Wisconsin	
Miami						Rhode Island		Wyoming	
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Thank You for Completing the HUD Survey of Community Development Departments.

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

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

QUESTIONS ABOUT THE SURVEY

CALL: I-800-441-7080 • FAX: I-301-519-6300 E-MAIL: SURVEY@ASPENSYS.COM



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

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I.	Would you describe the frequence	y of your agency's contacts wit	th HUD over the last year	as being:		
	Very frequent (GO TO 2)					
	Somewhat frequent (GO	TO 2)				
	☐ Not very frequent (GO T	O 2)				216022
	□ None at all (→)□ Don't know (→)	On behalf of your agency, a of HUD's organization and		ess and commer	nt on the	performance
		Yes (CONTINUE)				
		□ No	PLEASE FORWARD TO	O THE APPROPR	UATE PER	SON, OR
		☐ Don't Know →	RETURN QUESTIONNA	AIRE IF THERE IS	NO SUC	H PERSON.
2.	During the past year, has your ag	ency had direct contact with:		Yes	No	Don't Know
	a. HUD personnel in HUD's V	Vashington D.C. Headquarters	office			
	b. HUD personnel in one or n	nore of HUD's field offices				
	c. HUD personnel in a special Section 8 Financial Management Co	ized HUD Center or Hub (such enter, Troubled Agency Recovery Cent		ter,		
	d. A HUD Community Builder					
	e. A contractor working for H	UD				
3.	Thinking separately about the HU how HUD runs those programs,	, –		lery satisfied Somewhat satisfied	Somewhat disatisfied Nery discourse	It depends Don't know
	a. The HUD programs you cu	rrently deal with	100 100			
	b. The way HUD currently ru	ns those programs				

Τ.	Listed below are several different ways to think about your relationship with HUD. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).	Very satisfied	Somewhat sail	Payron PeyMauog	. Ousanished	Not and	rinable know
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	a. The quality of the information you currently receive from HUD						
	b. The timeliness of the information you currently receive from HUD						
	c. The quality of guidance you currently get from HUD						
	d. The consistency of guidance you currently get from HUD						
	e. The reasonableness of HUD rules and requirements that apply to your agency						
	f. The responsiveness of the people with whom you currently deal at HUD						
	g. The competence of the people with whom you currently deal at HUD						
	h. The overall quality of service you receive from HUD today						
5.	Over the last several years, would you say the overall quality of service you receive from HUD is generally getting:	Much better	Somewhat betto.	Somewhat Worse	Much worse	Very much anged	Don't Know

6.	HUD has several different responsibilities . On one hand, it provides various forms of support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:		nod of blody	not simposa Am-	Sour Equally providing	Neitherfor	Don't hon.
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you	Tainy provide:					
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is: Here is a list of some changes that have occurred at HUD over the last several ye	Tainy provide:		Somewhat worse			
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8.	HUD's management reforms over the last several years were an attempt to achieve cert objectives. Five of HUD's reform objectives are listed below. Please indicate the exte to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?		Mostly achieved	Partially achieved	Not achieved at all	Don't know
	a. To restore the public trust in HUD.					
	b. To be "the best in the business."					
	c. To replace a top-down bureaucracy with a new customer-friendly structure.					
	d. To instill an ethic of competence and excellence at HUD.					
	e. To replace the emphasis on process with an emphasis on performance.					
9.	Please indicate your level of satisfaction with each of the following as it relates to your agency's experiences. Check "Not Applicable" if a situation does not apply to your agency (e.g., if you are not aware of any training/assistance provided by HUD or if your agency has not received any grant agreement payments). How satisfied are you with?	Hery satisfied	Jonewhat satisfied	-Omewhat disatisfied Very dis-	Not appliable	Don's know
	 The quality of the HUD program training and technical assistance provided over the past year or so 					
	b. The timeliness of grant agreement payments made to your Agency					
	c. HUD's current capacity to respond to fair housing complaints					
10	Over the last several years, would you say HUD's capacity to respond to fair housing complaints is generally getting:	Muci better	Somewhat better		Ha not worked	Don't' know
J	More broadly, do you think HUD's capacity to enforce fair housing laws over the last several years has:	Improved substant	Improved somewhat	Declined substantially	Ha not worked	Don't' Know
13	2. How adequate is the level of technical assistance currently provided to you by HUD in support of your agency's responsibility for responding to fair housing complaints? Is it:	lery adequate	Этем	"Ist adequate	Not very adequate	Don't know
				[,,	
1	3. How useful to your agency is HUD's Internet Web site devoted to Fair Housing and Equal Opportunity? Is it:	Kery useful	John What Well	Mos very uselly	Have not wed HUD's	Don't know
ŀ	4. To what extent would you say the outreach functions being performed by HUD's new Community Builders have contributed to a heightened awareness of fair housing protections and remedies?	To a great extent	To some extent	Community Buildon	Maware of Comm	Don't know
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Agency D	Director	mployee		r persons) who ans Agency Deputy Di Other:	rector		Other	- Agency Senior Officia	. [
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Diego		Kentucky		Reno		Oregon		Vermont	
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vare		Maine		Camden		Puerto Rico/U.S.		West Virginia	
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Thank You for Completing the HUD Survey of FHAP Agencies.

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1.	. Would you describe the frequence	cy of your business or organiza	tion contacts with HUD	over the last yea	ır as being:						
	☐ Very frequent (GO TO 2)										
	Somewhat frequent (GO	TO 2)									
	Not very frequent (GOT	O 2)									
	 None at all (→) Don't know (→) 		On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?								
		Yes (CONTINUE)									
		□ No → Don't Know →	PLEASE FORWARD T RETURN QUESTIONNA								
2.	During the past year, has your bu	usiness or organization had dire	ect contact with:	Yes	No	Don't Know					
	a. HUD personnel in HUD's V										
	b. HUD personnel in one or r										
	 HUD personnel in a special Section 8 Financial Management C 	 HUD personnel in a specialized HUD Center or Hub (such as Real Estate Assessment Center) Section 8 Financial Management Center, Troubled Agency Recovery Center, a multifamily Hub) 									
	d. A HUD Community Builder	•									
	e. A contractor working for H	IUD									
3.	Thinking separately about the HU how HUD runs those programs,	JD programs with which you on how satisfied an	currently deal and about e you, in general, with:	Key satisfied Somewhat satisfied	Somewhat disabished Hery disabish	It depends Don't know					
	a. The HUD programs you cu	rrently deal with									
	b. The way HUD currently ru	ns those programs									

	Listed below are several different ways to think about your relationship with HUD. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).	tisfied	Somewhat sail	Somewhat dir.	Satisfied	Not applicable	, July
	How satisfied or dissatisfied are you, in general, with?	Very satisfied	_{Ботем}	ботем	Very di	tde JON	Don't know
	a. The quality of the information you currently receive from HUD						
	b. The timeliness of the information you currently receive from HUD						
	c. The quality of guidance you currently get from HUD						
	d. The consistency of guidance you currently get from HUD						
	e. The reasonableness of HUD rules and requirements that apply to your business or organization						
	f. The responsiveness of the people with whom you currently deal at HUD						
	g. The competence of the people with whom you currently deal at HUD						
	h. The overall quality of service you receive from HUD today						
5.	Over the last several years, would you say the overall quality of service you receive from HUD is generally getting:	Much better	Somewhat bette.	Somewhat worse	Much Worse Has no	Yery much aged Not applie	Don't Know
6.	HUD has several different responsibilities. On one hand, it provides various forms of support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUI would you say HUD is:	ovidi	Sun to how	The Paulating You	Support and Peniding	Meistersoneshing you	Don't kon
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUI	D. Mainy Provide		Somewhat Morse			Dan't kyn.
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUI would you say HUD is: Here is a list of some changes that have occurred at HUD over the last several ye We're interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better,	ars.		Somewhat wase			
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUI would you say HUD is: Here is a list of some changes that have occurred at HUD over the last several ye We're interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect? a. Changes in HUD's organizational structure, such as the establishment of	ars.		Somewhat wase			
	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your business or organization's relationship with HUI would you say HUD is: Here is a list of some changes that have occurred at HUD over the last several ye We're interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better, somewhat worse, much worse, or have they not had much effect? a. Changes in HUD's organizational structure, such as the establishment of new centers and hubs. b. Changes in HUD functions, such as the establishment of the new Community	ars.		Somewhat wong			

8.	HUD's management reforms over the last several years were an attempt to achieve certa objectives. Five of HUD's reform objectives are listed below. Please indicate the extento which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?		Mostly achieved	Parially achieved	Not achieved at all	Don't Know
	a. To restore the public trust in HUD.					
	b. To be "the best in the business."					
	c. To replace a top-down bureaucracy with a new customer-friendly structure.					
	d. To instill an ethic of competence and excellence at HUD.					
	e. To replace the emphasis on process with an emphasis on performance.					
9.	Under HUD's new organizational structure, property owners may have to work with several HUD offices, hubs, and centers for various purposes. Are the different functions and responsibilities of these offices, hubs, and centers:	They dear	Somewhat clear	Somewhat undear	Hey unclear	Oon's know
10	In recent months, how easy or difficult has it been for you to reach the people at HUD whom you need to contact? In general, has it been:	leny easy	Sonewhat easy	Jomewhat difficult lery difficult	Hate not tried to	Oon's Know
11	. How satisfied are you with the transition to property inspections by HUD's Real Estate Assessment Center (REAC)? Are you:	Nery satisfied	Satisfied Somewhat	dissentited loss of the left o	No experience with apply to the does no.	Don't know
12	2. Once fully implemented, do you expect the physical inspections done by HUD's Real Estate Assessment Center (REAC) will be an improvement over the previous methods used by HUD to inspect housing developments?	🔲 les, delmitely	Megaad 'say _	Mor at all	REAC PAYAGAI INDESTRONS GO NOS	000
13	3. How satisfied are you with the transition to electronic financial reporting to HUD's Real Estate Assessment Center (REAC)? Are you:		Somewhat satisfied	dissalisted Nery dissaries		Don't know
14	4. Once fully implemented, do you expect the electronic financial reporting to HUD's Real Estate Assessment Center (REAC) to be an improvement over previous methods used by HUD to report financial information?	les, definiely	They probably	Mor at all	REAC Mangal reporting docs	Oon's know
13	5. How satisfied are you with the ability of HUD field office personnel—those in the multifamily hubs and program centers—to consistently and reliably interpret policies and regulations that pertain to your properties? Are you:	☐ Nery satisfied	Somewhat satisfied	disatified	Haven + recently interpretation	Oon's kno
1)	6. Over the last several years, would you say HUD's capacity to monitor and provide oversight related to your property or properties is generally getting:	Much better	Ginewhat Setter	Moch morre	Hery much alaged Here not worked	Don't kno

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

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

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

QUESTIONS ABOUT THE SURVEY

CALL: I-800-441-7080 • FAX: I-301-519-6300 E-MAIL: SURVEY@ASPENSYS.COM



hud HUD Survey of Mayors

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

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

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

1.	Would you describe the frequence	y of your community's contact	s with HUD over the last	year as being:		
	☐ Very frequent (GO TO 2)					
	Somewhat frequent (GO	ΓO 2)				
	Not very frequent (GOT	O 2)				
	 □ None at all (→) □ Don't know (→) 	On behalf of your agency, a of HUD's organization and		ess and commer	nt on the p	performance
		Yes (CONTINUE)				
		□ No	PLEASE FORWARD TO			
		☐ Don't Know →	RETURN QUESTIONNA	IRE IF THERE IS	NO SUCH	H PERSON.
2.	During the past year, has your co	ommunity had direct contact w	rith:	Yes	No	Don't Know
	a. HUD personnel in HUD's V	Vashington D.C. Headquarters	office			
	b. HUD personnel in one or n	nore of HUD's field offices				
	c. HUD personnel in a special Section 8 Financial Management Co	ized HUD Center or Hub (such enter, Troubled Agency Recovery Cent		er,		
	d. A HUD Community Builder					
	e. A contractor working for H	IUD				
3.	Thinking separately about the HU how HUD runs those programs,			lesy satisfied Somewhat satisfied	Jonewhat disabisted Nevy disabise	lt depends Don't know
	a. The HUD programs you cu	rrently deal with				
	b. The way HUD currently ru	ns those programs				

4. Listed below are several different ways to think about your relationship with HUP Please consider each separately, and indicate your level of satisfaction or dissatisfact at the present point in time. Check "Not Applicable" if a situation does not apply to you community (for example, if you do not currently receive information from HUD).	ion	Somewhat	Palistied	Mery .	Ossatisfied (* applicable	Mous
How satisfied or dissatisfied are you, in general, with?	Very sa	Somewi	50тем!	Per	6	de ion	Don't Know
a. The quality of the information you currently receive from HUD							
b. The timeliness of the information you currently receive from HUD							
c. The quality of guidance you currently get from HUD						J	
d. The consistency of guidance you currently get from HUD							
e. The reasonableness of HUD rules and requirements that apply to your community				Ę			
f. The responsiveness of the people with whom you currently deal at HUD							
g. The competence of the people with whom you currently deal at HUD							
h. The overall quality of service you receive from HUD today							
 Over the last several years, would you say the overall quality of service you receive from HUD is generally getting: 	Much better	Somewhat he.	Somewhat was	Much Worse	Has not changed	Not applicable	Don't Know
		1 1 1					
6. HUD has several different responsibilities. On one hand, it provides various for support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your community's relationship with HUD, would say HUD is:		Not of Hody	vany eguang you	About equally prairie	Mair and regulating you	Ther something office	Don't king
support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your community's relationship with HUD, would		nod or hoods	Tainly regulating you	About equally princip	Moisi and Postaling You	The state of the s	Oni king
support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your community's relationship with HUD, would say HUD is: 7. Here is a list of some changes that have occurred at HUD over the last sever We're interested in your opinions about the effects of these changes to date.	you May Tallyears.	E	Defrey Many regulating You	More About equally process			
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support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your community's relationship with HUD, would say HUD is: 7. Here is a list of some changes that have occurred at HUD over the last sever We're interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better,	you May Tallyears.	E	Somewhat was	Huch worse About equally pro-			
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8.	HUD's management reforms over the last several years were an attempt to achieve cert objectives. Five of HUD's reform objectives are listed below. Please indicate the exter to which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?		Mostly achieu.	Partially	Mo. Achieved	achieved at all	Don's know
	a. To restore the public trust in HUD.						
	b. To be "the best in the business."						
	c. To replace a top-down bureaucracy with a new customer-friendly structure.		П				
	d. To instill an ethic of competence and excellence at HUD.						
	e. To replace the emphasis on process with an emphasis on performance.						
9.	In general, would you describe your community's current relations with HUD as being:	Hery 800d	6000	Poor	4	Hood Am	Oon's know
10	O. Over the last few years, would you say your community's relations with HUD have improved substantially, improved somewhat, worsened somewhat, worsened substantially or would you say they have not changed very much?	Improved substantia	Inproved somewhat] [Not chapped	Do not have by	Oon's know
H	I. Has one or more of HUD's Community Builders been in contact with you or other senior officials of your community within the last year or so?	Varanbay tey	les, occasiones.	View of t	reast once	lle Ja Ja	not certain
17	 Please indicate your level of agreement with each of the following statements regarding HUD's services or requirements. Check "Not Applicable" if a situation does not apply to your community (e.g., if your community is not subject to comprehensive planning requirements). 	les, very much	Ves, somewhat	Nos as all	Nos applicable	Do not have Prior experie	Don't know
	a. HUD's Community Builders have helped our office and our community to take better advantage of federal government programs and resources than had been the case prior to the establishment of Community Builders.				5		
	b. The addition of HUD's Community Builders has improved HUD's overall service to our office and our community compared to what it had been prior to the establishment of Community Builders.						
	c. HUD's requirement that we prepare a Consolidated Plan has helped our office and our community to better meet our housing and community development needs than had previously been the case.			Ó			
	d. HUD's Community 2020 mapping software has helped our office and our community to better understand and assess our housing and community development needs than had previously been the case.						
	e. HUD's Web site—including the Elected Officials page—has been useful to our office and our community in keeping abreast of HUD resources, programs, and events?						

13.	At present, takin with HUD's ove			ation, ho	ow satisfied or diss	atisfied	are you	Somewhat	Somewhat Very dissa.	Don't kon
14.				rson (or	persons) who ans		• • • • • • • • • • • • • • • • • • • •			
			Supervisor of Mayor's Immedia	te Office			Chief of Staff/Senior partmental Senior O		t to the Mayor	
	Other	City/Dep	artmental Employee		Other					
15.	Which HUD fiel	ld office	or offices does yo	our com	munity interact wit	h on a	regular basis?			
	Alabama		Orlando		Flint		Buffalo		Tennessee	_
	Alaska		Tampa		Grand Rapids		Syracuse		Nashville	
	Arizona		Georgia		Minnesota		North Carolina		Knoxville	
	Phoenix		Hawaii		Mississippi		North Dakota		Memphis	
	Tucson		Idaho		Missouri		Ohio	-	Texas	10000
	Arkansas		Illinois	200.5	Kansas City		Columbus		Fort Worth	
	California		Chicago		St. Louis		Cincinnati		Dallas	
	San Francisco		Springfield		Montana		Cleveland		Houston	
	Fresno		Indiana		Nebraska		Oklahoma		Lubbock	
	Los Angeles		Iowa		Nevada		Oklahoma City		San Antonio	
	Sacramento		Kansas		Las Vegas		Tulsa		Utah	
	San Diego		Kentucky		Reno		Oregon		Vermont	
	Santa Ana		Louisiana		New Hampshire		Pennsylvania		Virginia	
	Colorado		New Orleans		New Jersey		Philadelphia		Washington	
	Connecticut		Shreveport		Newark		Pittsburgh		Washington, D.C.	
	Delaware		Maine		Camden		Puerto Rico/U.S.		West Virginia	
	Florida		Maryland		New Mexico		Virgin Islands		Wisconsin	
	Miami		Massachusetts		New York		Rhode Island		Wyoming	
	Jacksonville		Michigan		New York City		South Carolina			
			Detroit		Albany		South Dakota			
W	e welcome any ac	dditional	comments you m	ay have	about HUD. (PLEA	SE PRIN	NT.)			
_										
_										

Thank You for Completing the HUD Survey of Mayors.

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

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

QUESTIONS ABOUT THE SURVEY

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



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

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

1. \	Would you describe the frequency	of your organization's contac	ts with HUD over the las	t year as being	Ç.	
	Very frequent (GOTO 2)					
	Somewhat frequent (GOT	O 2)				
	Not very frequent (GOTO	O 2)				
	 None at all (→) Don't know (→) 	On behalf of your agency, a of HUD's organization and Yes (CONTINUE)		ess and comm	ent on the p	performance
		□ No → □ □ Don't Know → □	PLEASE FORWARD TO RETURN QUESTIONNA			
2.	During the past year, has your or	ganization had direct contact v	with:	Yes	No	Don't Know
	a. HUD personnel in HUD's W	ashington D.C. Headquarters	office			
	b. HUD personnel in one or m	nore of HUD's field offices				
	 c. HUD personnel in a speciali. Section 8 Financial Management Ce 	zed HUD Center or Hub (such enter,Troubled Agency Recovery Cent		ter,		
	d. A HUD Community Builder					
	e. A contractor working for H	UD				
	Thinking separately about the HU how HUD runs those programs, I a. The HUD programs you curb. The way HUD currently run	how satisfied or dissatisfied an			Somewhat disabilited Rey disabil.	Transport of the state of the s

	Listed below are several different ways to think about your relationship with HUD. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your organization (for example, if you do not currently receive information from HUD).	Very satisfied	Somewhat	-dusfied	Very J.	Satisfied	applicable	know
	How satisfied or dissatisfied are you, in general, with?	Ney Sa	Somew	Somew	<i>§</i>	` *	de sou	Don't know
	a. The quality of the information you currently receive from HUD]	
	b. The timeliness of the information you currently receive from HUD							
	c. The quality of guidance you currently get from HUD						J	Ш
	d. The consistency of guidance you currently get from HUD]	
	e. The reasonableness of HUD rules and requirements that apply to your organization							
	f. The responsiveness of the people with whom you currently deal at HUD							
	g. The competence of the people with whom you currently deal at HUD							
	h. The overall quality of service you receive from HUD today							
5.	Over the last several years, would you say the overall quality of service you receive from HUD is generally getting:	Much better	Somewhar better	Somewhat worse	Much Worse	resy much sed	Not applicable	Don't Know
6.	HUD has several different responsibilities. On one hand, it provides various forms of support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your organization's relationship with HUD, would you say HUD is:	Ovidin	But to hour	namy regulating you	About equally proces	Subling You	"chet/something offe.	Don't know
7.	Here is a list of some changes that have occurred at HUD over the last several years we're interested in your opinions about the effects of these changes to date. Would you say that the following have made HUD much better, somewhat better,	ears.	what h	vhat	rorse Worse	had much	Wate of	on's know changes
	somewhat worse, much worse, or have they not had much effect?	Much	Some	Some	Much	Not ,	Not	Doni
	 a. Changes in HUD's organizational structure, such as the establishment of new centers and hubs. 							
	 Changes in HUD functions, such as the establishment of the new Community Builder and Public Trust Officer functions. 							
	 c. Changes in HUD staffing, such as the overall reduction in staff, staffing reassignments, and retraining of HUD staff. 							
	d. Changes in HUD's financial management systems, such as the creation of							

8.	HUD's management reforms over the last several years were an attempt to achieve cert objectives. Five of HUD's reform objectives are listed below. Please indicate the extent owhich you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?		Mostly achies.	Patrice	Payay achieved	Nor achieved at all	Don't Know
	a. To restore the public trust in HUD.]		
	b. To be "the best in the business."]		
	c. To replace a top-down bureaucracy with a new customer-friendly structure.]		
	d. To instill an ethic of competence and excellence at HUD.]		
	e. To replace the emphasis on process with an emphasis on performance.						
9.	Has one or more of HUD's Community Builders been in personal contact with you or others in your organization within the last year or so?	les, frequently	1 hes, occasioners	1/10.	., at least once	Not at all	Don't know
						Ш	
10	D. Please indicate your level of agreement with each of the following statements regarding HUD's services or requirements. Check "Not Applicable" if a situation does not apply to your organization (e.g., if your organization does not use the SuperNOFA or is not subject to HUD monitoring).	form hear say	les, somewhat	Mos as all	Mor appliable	Do nor have prin-	Don't know
	a. The addition of HUD's Community Builders has improved HUD's overall service to our organization compared to what it had been.						
	b HUD's use of a SuperNOFA over the last several years has improved the way it announces and manages the grants process.						
	c. Across the range of our activities, HUD is generally clear about what it expects of our organization in its various relationships with our organization.						
	 In general, HUD has consistent standards of enforcement with respect to our organization's activities. 						
	 e. HUD's accounting requirements are reasonable and appropriate as they pertain to our organization. 						
	 f. HUD's Regional Housing Opportunity Centers (HOCs) have provided good service to our organization. 						
	g. HUD's organizational changes over the last few years have allowed more direct access than we had before to the person at HUD best able to respond to our needs.						
1	I. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance ?	They saidsed		Paylinger Jan.	John Jewal disabished	Hery dissassified	Don't know

12. Please indicate t	the title	position of the pe	rson (o	r persons) who an	wered	these questions:			
Organ	ization I	Director		Deputy Director	.	Oth	er Org	anization Senior Off	icial
Other	Organi	zation Employee		Other:					
13. Which HUD fie		* :				a regular basis?		Tennessee	
Alabama Alaska		Orlando Tampa		Flint Grand Rapids		Syracuse		Nashville	
Arizona		Georgia		Minnesota		North Carolina	ä	Knoxville	H
Phoenix		Hawaii		Mississippi		North Dakota		Memphis	
Tucson		Idaho		Missouri	L.J	Ohio		Texas	
Arkansas		Illinois	1	Kansas City		Columbus		Fort Worth	
California		Chicago		St. Louis		Cincinnati		Dallas	П
San Francisco	П	Springfield		Montana		Cleveland		Houston	
Fresno		Indiana		Nebraska		Oklahoma	-	Lubbock	$\overline{\Box}$
Los Angeles		Iowa		Nevada		Oklahoma City		San Antonio	
Sacramento		Kansas		Las Vegas		Tulsa		Utah	
San Diego		Kentucky		Reno		Oregon		Vermont	
Santa Ana		Louisiana	7	New Hampshire		Pennsylvania		Virginia	
Colorado		New Orleans		New Jersey		Philadelphia		Washington	
Connecticut		Shreveport		Newark		Pittsburgh		Washington, D.C.	
Delaware		Maine		Camden		Puerto Rico/U.S.		West Virginia	
Florida		Maryland		New Mexico		Virgin Islands		Wisconsin	
Miami		Massachusetts		New York		Rhode Island		Wyoming	
Jacksonville		Michigan		New York City		South Carolina			
		Detroit		Albany		South Dakota			
We welcome any ac	dditiona	l comments you m	nay have	about HUD. (PLEA	ASE PRI	NT.)			

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

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

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

QUESTIONS ABOUT THE SURVEY

CALL: I-800-441-7080 • FAX: I-301-519-6300 E-MAIL: SURVEY@ASPENSYS.COM



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

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

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

1.	Would you describe the frequency	y of your agency's contacts wi	th HUD over the last year	as being:		
	☐ Very frequent (GO TO 2)					
	Somewhat frequent (GOT	TO 2)				
	Not very frequent (GOT	O 2)				
	 □ None at all (→) □ Don't know (→) 	On behalf of your agency, a of HUD's organization and	The second secon	ess and commer	nt on the	performance
		Yes (CONTINUE)				
		□ No	PLEASE FORWARD TO	O THE APPROPR	NATE PER	SON, OR
		☐ Don't Know —▶	RETURN QUESTIONNA	AIRE IF THERE IS	NO SUC	H PERSON.
2.	During the past year, has your ago	ency had direct contact with:		Yes	No	Don't Know
	a. HUD personnel in HUD's W	ashington D.C. Headquarters	office			
	b. HUD personnel in one or m	nore of HUD's field offices				
	c. HUD personnel in a speciali Section 8 Financial Management Ce	zed HUD Center or Hub (such enter, Troubled Agency Recovery Cent		er,		
	d. A HUD Community Builder					
	e. A contractor working for H	UD				
3.	Thinking separately about the HU how HUD runs those programs, I			her satisfied Somewhat satisfied	Somewhat disatistied Nery discess	^{II} depends Don't know
	a. The HUD programs you cui	rrently deal with				
	b. The way HUD currently rur	is those programs				

4.	Listed below are several different ways to think about your relationship with HUD. Please consider each separately, and indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if a situation does not apply to your agency (for example, if you do not currently receive information from HUD).	y satisfied	отемпа	paysited	ornat disatisfied	disatisfied	Pplicable	know
	How satisfied or dissatisfied are you, in general, with?	Ney	Some	Some	, 4	E .	Mor	Don!
	a. The quality of the information you currently receive from HUD							
	b. The timeliness of the information you currently receive from HUD]		
	c. The quality of guidance you currently get from HUD							
	d. The consistency of guidance you currently get from HUD							
	e. The reasonableness of HUD rules and requirements that apply to your agency		О					D
	f. The responsiveness of the people with whom you currently deal at HUD							
	g. The competence of the people with whom you currently deal at HUD				Γ			
	h. The overall quality of service you receive from HUD today							
5.	Over the last several years, would you say the overall quality of service you receive from HUD is generally getting:	Much better	Somewhat box	Somewhat w.	Much Worse	Has not change.	Not applicable	Don't Know
			1.1		111111111111111111111111111111111111111	all dress hall	77	111
6.	HUD has several different responsibilities. On one hand, it provides various forms of			70"	,	ding	no/ °	omer
6.	HUD has several different responsibilities. On one hand, it provides various forms of support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you say HUD is:		Sim to John	ranty regulating you	Abour equally	ryor and regulating	Neither/something out	Don't kon.
6.	support (for example, funding, technical assistance, information) and, on the other, it has a regulatory responsibility (that is, it makes rules, assures compliance with those rules, does assessments). In your agency's relationship with HUD, would you		Bur 10 Hours	ramy regulating you	About equally	Poort and Powding	Neither something out	Oon't know
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	HUD's management reforms over the last several years were an attempt to achieve certa objectives. Five of HUD's reform objectives are listed below. Please indicate the extento which you believe each objective has been fully achieved, mostly achieved, partially achieved, or has not been achieved at all?		Mostly achieved	Partially achieved	Nor achieved at all	Don't Know
	a. To restore the public trust in HUD.					
	b. To be "the best in the business."					
	c. To replace a top-down bureaucracy with a new customer-friendly structure.					
	d. To instill an ethic of competence and excellence at HUD.					
	e. To replace the emphasis on process with an emphasis on performance.					
9.	Once fully implemented, do you expect the following changes to HUD's systems or methods to be an improvement over previous systems/methods used by HUD? Check "Not Applicable if a situation does not apply to your agency (e.g., if the PHAS does not apply to your agency).	les, definitely	Kes, probably	Not at all	Mor applicable	Don's know
	The new Public Housing Assessment System (PHAS) for assessing housing agencies					
	 The physical inspections performed by HUD's Real Estate Assessment Center (REAC) 					
	c. Electronic financial reporting to HUD's Real Estate Assessment Center (REAC)					
10	Nowled you say that HUD's requirements that you prepare a 5-Year Plan and an Annual Plan (PHA Plans) will generally have a positive or negative impact on the people served by your Housing Agency, or will they have no impact at all?	Generally have a positive impact	Generally have a myacr	Have no impace	Not currently subject reporting and	Don't know
				1_1		
11	I. Please indicate your level of satisfaction with each of the following as it relates to your agency. Check "Not Applicable" if a situation does not apply to your agency (e.g., if you have not recently required interpretation of HUD's policies or regulations). How satisfied are you with?	Very satisfied	Somewhat satisfied	Somewhat disabisfied Very	Not applicable	Don't know
	a. The ability of HUD field office personnel to consistently and reliably interpret policies and regulations that pertain to your agency's grants and programs?					
	b. The progress HUD has made in developing the Multifamily Tenant Characteristic System (MTCS)? (Consider such things as its ease of use, usefulness, appropriateness of data collected, etc.)	cs				
	c. HUD's current capacity to monitor and provide oversight of your agency's activities					
	2. Over the last serveral years, would you say HUD's capacity to monitor and provide oversight of your agencys activities is generally getting:	Much better	Somewhat better	Mach worse	Have not worked	Don't king
10	3. Under HUD's new organizational structure, housing agencies may have to work with several HUD offices and centers for various purposes. Are the different functions and responsibilities of these offices and centers:	Hery clear	Somewhat clear	Jonewast undear	lery undear	Don't know.

14.	How valuable to	you ar	e HUD's "Best Pra	actices"	efforts and produc	ts? Are	they:	Somewhat	Not yery Not awan Best Pract	Don't kno
							Paj	Somewhat satisfied	Somewhat disabished Very disabished	3
15.	At present, taking with HUD's over	-		eration, l	now satisfied or dis	satisfied	d are you	Somewhat	Somewhat disabis	Don't Know
16. Please indicate the title/position of the person (or persons) who answered these questions:										
Agency Director Agency Deputy Director Other									Agency Senior Offici	al
	Other /	Agency	Employee		Other:					
17.	Which HUD field	d office	or offices does y	our agei	ncy interact with o	n a regu	ılar basis?			
	Alabama		Orlando		Flint		Buffalo		Tennessee	
	Alaska		Tampa		Grand Rapids		Syracuse		Nashville	
	Arizona		Georgia		Minnesota		North Carolina		Knoxville	
	Phoenix		Hawaii		Mississippi		North Dakota		Memphis	
	Tucson		Idaho		Missouri		Ohio	l-ud	Texas	
	Arkansas		Illinois		Kansas City		Columbus		Fort Worth	
	California	101	Chicago		St. Louis		Cincinnati		Dallas	
	San Francisco		Springfield		Montana		Cleveland		Houston	
			Indiana		The Charles Handles		Oklahoma		1 10.000 30.000 40.000	
	Fresno		141		Nebraska		104714444		Lubbock	
	Los Angeles		lowa		Nevada		Oklahoma City		San Antonio	
	Sacramento		Kansas		Las Vegas		Tulsa		Utah	
	San Diego		Kentucky		Reno		Oregon		Vermont	
	Santa Ana		Louisiana	-	New Hampshire		Pennsylvania	_	Virginia	
	Colorado		New Orleans		New Jersey		Philadelphia		Washington	
	Connecticut		Shreveport		Newark		Pittsburgh		Washington, D.C.	
	Delaware		Maine		Camden		Puerto Rico/U.S.		West Virginia	
	Florida	-	Maryland		New Mexico		Virgin Islands		Wisconsin	
	Miami		Massachusetts		New York	-	Rhode Island		Wyoming	
	Jacksonville		Michigan	_	New York City		South Carolina			
			Detroit		Albany		South Dakota			
We	e welcome any ad	ditiona	l comments you m	nay have	about HUD. (PLEA	ASE PRII	NT.)			

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

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

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

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