



IOWA FINANCE
AUTHORITY

Section 8 Contract Administration

Annual Customer Service Survey

2012

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Summary of 2012 Customer Service Survey Results

The 2012 Customer Service Survey titled “Annual Survey for Owners, Management Agents, and Property Managers of Section 8 Properties” was made available to Owners, Management Agents, and Property Managers on August 13, 2012. The survey used a web-based internet company to compose, collect, and analyze the results. A cover email and link to the survey was sent electronically to IFA’s Section 8 stakeholders. As of August 27, 2012, thirty-nine responses to the survey had been received. In order to provide an additional opportunity to participate, the survey was sent a second time to Owners and Agents who had not previously responded. The survey return deadline was extended to September 21, 2012.

The survey included questions regarding specific core tasks. The survey also included questions about customer service and training. The survey questions were asked in the following order:

1. Management, Occupancy and FHEO Reviews;
2. Rental Adjustments;
3. Contract Renewals;
4. Payment of HAP Vouchers & Special Claims;
5. EPS, Inc. (IFA’s subcontractor for voucher processing);
6. Customer Service and Communication; and
7. Training.

This is IFA’s eleventh survey conducted since the inception of the program in 2000. The questions in this survey are designed for consistency and it uses the same content that was utilized in last year’s survey. IFA believes the web-based survey is easier for the Section 8 shareholders to understand, takes less time to complete, and is more convenient to submit the completed survey to IFA through the web-based system. The Customer Service Survey was emailed to 378 Owners, Management Agents, and Property Managers. IFA received 92 responses to the survey, a 24% return rate. The return rate is an increase from the 2011 survey, which had a response rate of 23%.

Summary

A majority of respondents believe that IFA is maintaining a high level of customer service in all categories. Management, Occupancy and FHEO Reviews, Contract Renewals, and Customer Service were the top sections in the survey by posting a 98% satisfaction rating. The Owner/Agents responding believe that IFA’s staff is courteous, professional, and responsive when performing their work. The respondents in three (3) of the six (6) applicable sections of the survey gave IFA a 100% satisfaction rating for “*courteous and professionalism*” and gave a 99% rating for the remaining three (3) sections of the survey. Additionally, 98% of the stakeholders believe that IFA’s staff understands the regulations and provides technical assistance to the Owners/Agents.

There was a minor decline in the approval rating for EPS, Inc., the sub-contractor who conducts the review and reconciliation of monthly HAP vouchers. EPS, Inc. did receive an excellent 95% overall satisfactory rating compared to the 97% overall rating the company achieved in last year’s survey. Owner/Agents gave EPS, Inc. superior marks for their technical assistance, professionalism, prompt responses, and understandable answers to questions about voucher compliance and submissions. On questions that related to

“technical assistance and response to phones calls within two days,” and *“provides clear and understandable answers,”* Owner / Agents gave EPS, Inc. a 98% satisfactory rating. Additionally, when the question is related to *“a courteous and professional manner,”* EPS, Inc. received a perfect 100% satisfactory rating.

Overall, Section 8 stakeholders are satisfied with IFA’s services. On average, 97% of respondents stated they were satisfied to some degree with the services the Section 8 Contract Administration division provides. When presented with the statement, *“Is IFA’s staff courteous and professional when responding to questions/inquiries?”* 72.7% of respondents answered “Always.” 81.6% respondents answered “Excellent” when presented with the statement, *“How would you rate the level of courtesy and respect with which you are treated by IFA staff at all levels?”*

IFA’s staff received a perfect score Of 100% satisfaction rating on two (2) out of five (5) questions in the Contract Renewal section from the Owner/Agents. Of the remaining three (3) questions in the Contract Renewal section, the staff received a nearly perfect score. IFA Section 8 staff should be pleased with maintaining the customer satisfactory ratings the division received from the Owner/Agents this year. The overall performance rating was at 98%, or decrease of 1% from last year’s total. The superb rating indicates the Contract Renewal department is providing exceptional technical proficiency. Additionally, the survey shows the department processes renewals in a courteous and professional manner. IFA received few comments from the shareholders on this section of the survey. However, the comments that IFA did receive were written by agents who were not directly involved in the Contract Renewal process.

The *Management, Occupancy, and FHEO Reviews* section and the *Customer Service* section both received perfect scores of 100% satisfaction rating for two (2) questions on the survey. The Management, Occupancy, and FHEO Review section exceeded in being prompt, having a thorough understanding of HUD’s rules and regulations and performing follow-up on Owner/Agents questions, and arriving at the property at the scheduled time. The Customer Service section received outstanding marks for professionalism and courtesy when responding to questions/inquiries and Owners/Agents rating their own attitude with working with IFA.

The “Payment of HAP Vouchers/Special Claims” section of the survey had an over-all 96% satisfactory rating. This was a decrease of 1% from the previous year. Although a slight decline, the customer satisfactory rating was far higher than the previous low of 89% in 2010. The survey indicated the department was not providing clear and understandable reasons for delay of payments. In last year’s survey IFA received responses of 56% “Yes” and 44% “No” to the statement, *“Did IFA provide clear and understandable reasons for the delay?”* This year the division received responses of 94% “Yes” and 6% “No” for the same question. Additionally, IFA staff received 100% satisfactory rating for the statement, *“IFA processes your special claims request with a thorough understanding of HUD rules and regulations.”* Going forward, IFA should strive to maintain the same proficiency in all areas of Contract Administration that staff has attained in the payment of vouchers and special claims.

IFA needs to find inventive ways to train and inform our customers and stakeholders on the newer and more complex HUD rules and regulations. Most information is delivered by HUD to the Contract Administrators (IFA) and the public by the way of internet websites. The survey indicated that internet usage had increased in the current year, but 47.3% of

Owner/Agents “Rarely” or “Never” used IFA website to assist them in their compliance needs. The survey also showed that over 88% of the respondents would participate in training session if they were available on the Internet. Owners/Agents are most interested in information about Management and Occupancy Reviews (64.7%), Enterprise Income Verification (61.8%), HUD Handbook 4350.3 REV-1, Chg 3 (55.9%), and TRACS/TRACS Discrepancies (39.7%). The Iowa Finance Authority will continue to post new and updated documents to the IFA website, www.IowaFinanceAuthority.gov as well as distribute the most current information in management bulletins and our quarterly newsletter ‘News-Br-8-k’ to Section 8 stakeholders. IFA is in the process of revamping their current website to a more customer friendly format which should encourage stakeholders to use the website for their Section 8 compliance needs.

The Section 8 Customer Service Report will be submitted to IFA’s Executive Director, Chief Administration Officer, Section 8 Director, management team members, EPS, Inc., and our HUD Contract Administration Oversight Monitor (CAOM). The survey results will be posted on IFA’s website, and notification will be provided to all Owner/Agents by email titled Section 8 News.

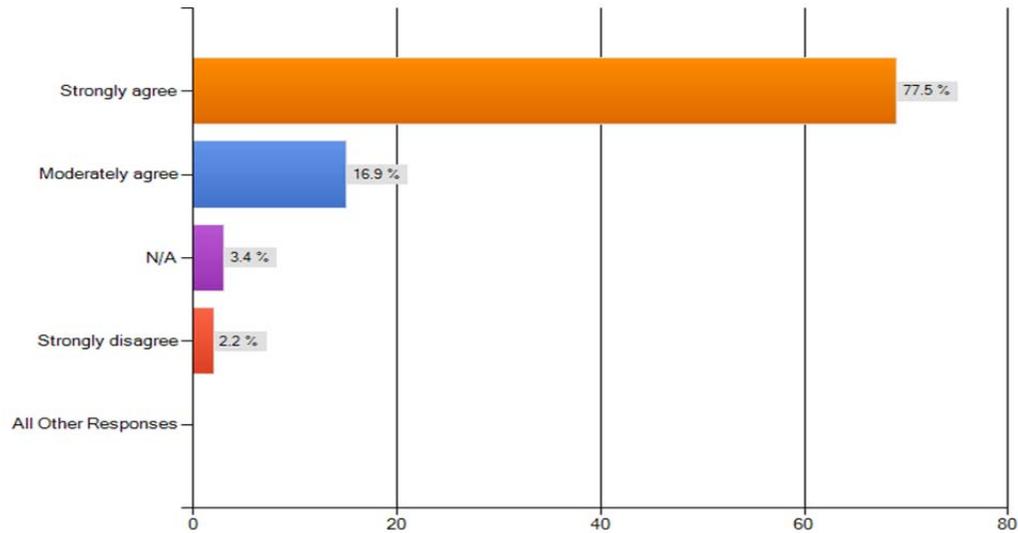
Percent of Respondents With Overall Satisfaction			
	2012	2011	2010
Management Occupancy & FHEO Reviews	98%	99%	90%
Rental Adjustments	97%	98%	92%
Contract Renewals	98%	99%	97%
HAP Voucher & Special Claims	96%	97%	89%
EPS, Inc.	95%	97%	92%
Customer Service	98%	98%	97%
Average	97%	98%	93%

Management, Occupancy and FHEO Reviews

92 respondents answered questions on the “Management, Occupancy and FHEO Review” section. Of the 92 customers that participated, the following responses were provided:

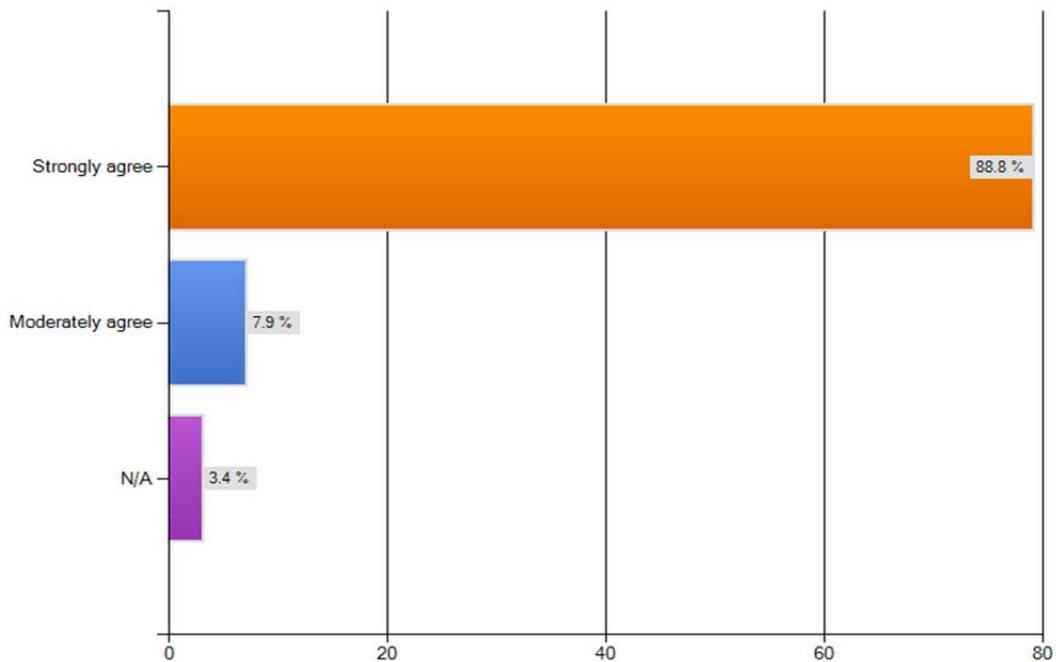
Question #1.

IFA provides your organization with ample notice for scheduling the Management and Occupancy Review and provides enough information to assist you in making preparation for the review.



Question #2.

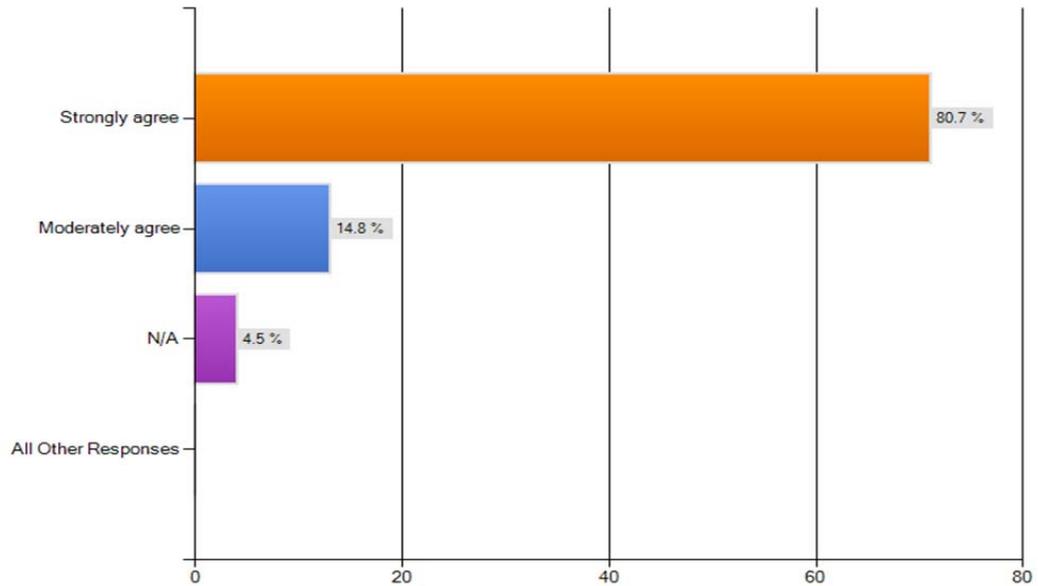
The Housing Compliance Specialist (HCS) arrives at the property at the scheduled time.



Management, Occupancy and FHEO Review (continued)

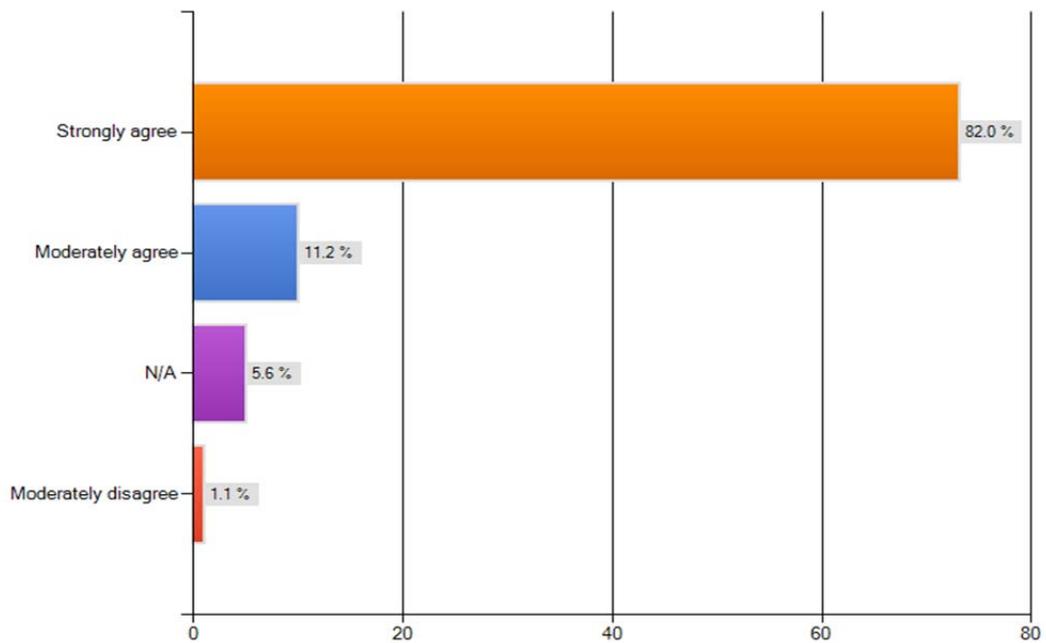
Question #3.

The HCS conducting the review has a thorough understanding of HUD rules and regulations and/or performs follow-up research on owner/agent questions.



Question #4.

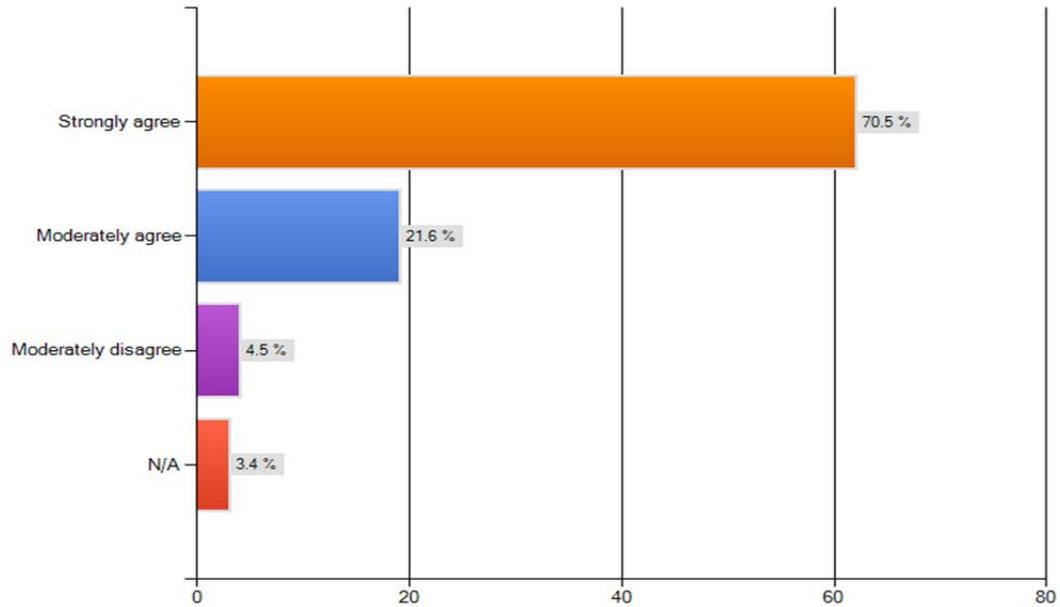
The HCS provides technical assistance during and after the Management and Occupancy Review and responds to phone calls or emails within two business days.



Management, Occupancy and FHEO Review (continued)

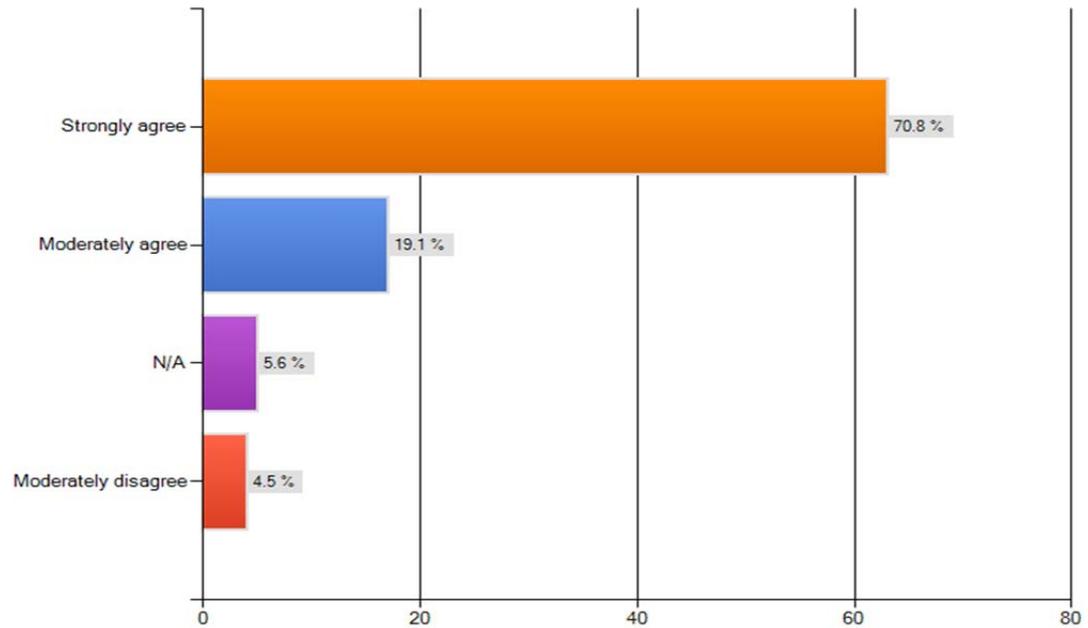
Question #5.

The HCS provides adequate interpretation and instructions regarding HUD rules and regulations.



Question #6.

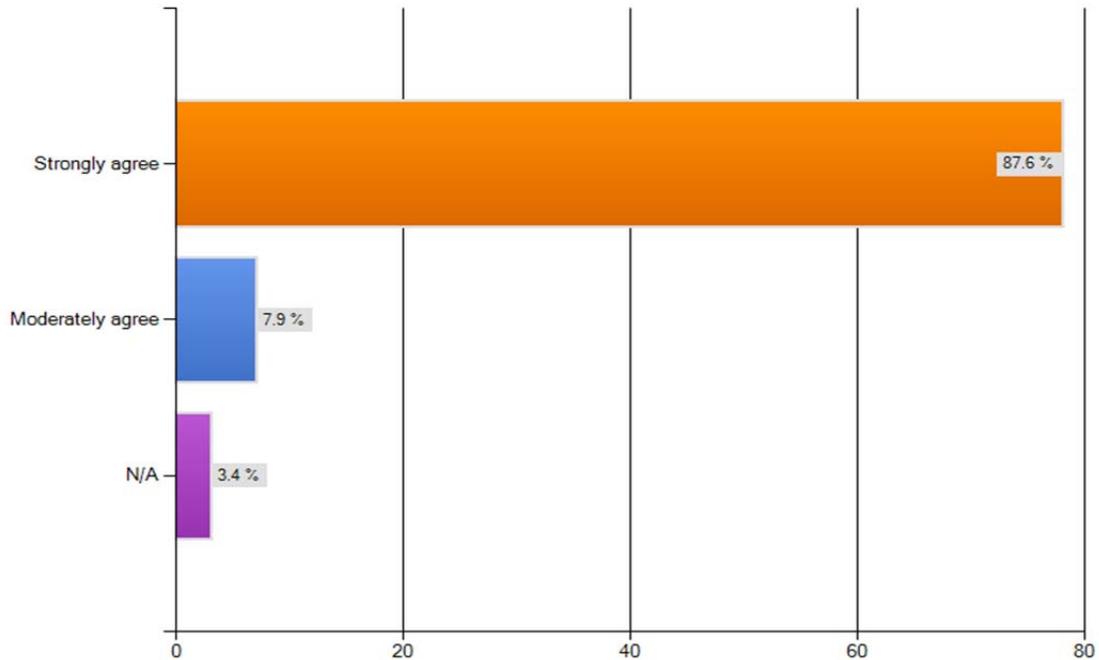
The HCS provides adequate instructions regarding corrections or appeals to the Management and Occupancy Review findings and/or ratings.



Management, Occupancy and FHEO Review (continued)

Question #7.

IFA's Housing Compliance Specialist conducts your Management and Occupancy Review in a courteous and professional manner.



Comments from respondents - Management, Occupancy and FHEO Review

Of the 92 respondents that participated in the “Management, Occupancy and FHEO Review” section, 24% offered the following comments and/or suggestions regarding the Management and Occupancy Review:

1. I was not here for the Review and so cannot rate the questions being asked.
2. I do feel like we have good support, but feel like we are there to find mistakes, not so much as to support us and help us to improve.
3. I am not responsible for our Management and Occupancy Reviews.
4. Our HCS does a great job. I feel like I can call them anytime and ask any question and they will always answer it or explain it to me without making me feel like it was a stupid question. The HCS is always pleasant and courteous.
5. The HCS has been very helpful through-out the entire year. Very glad to have such wonderful help.

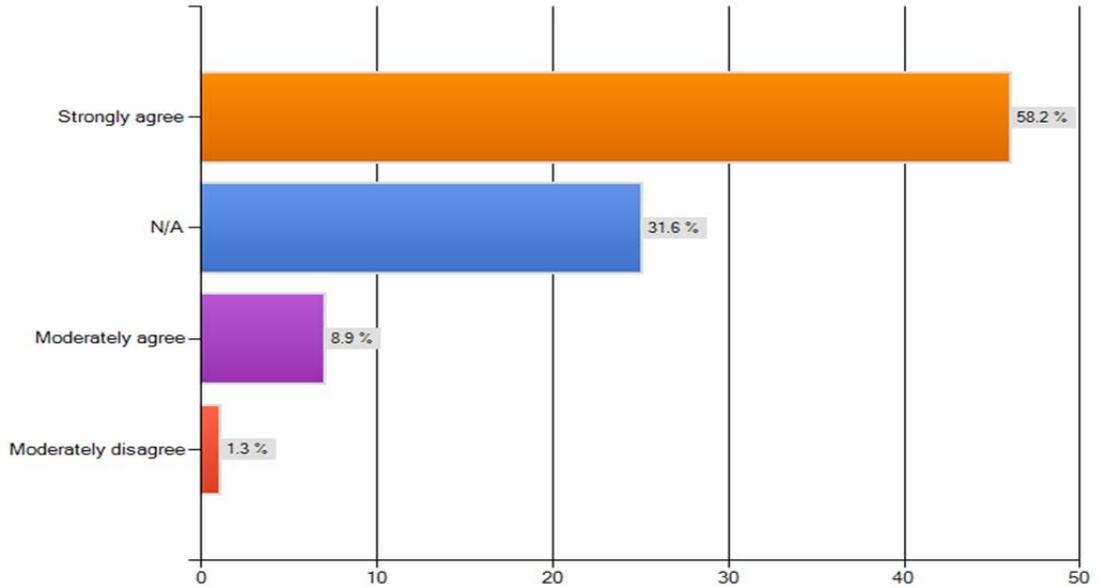
6. The process of the review has improved a lot over the past 8 years. The HCS is very easy to work with and if they need to get us follow-up information, it is done promptly. It is also helpful that all the staff is able to help. Overall, IFA is doing a great job!
7. HCS forgot to send info that was needed. The HCS did send it after I reminded the HCS about it. Phone calls back are not always returned. Most of the time yes.
8. My supervisor from our home office deals with the IFA review. But from all the times I have been in those reviews it seems as if the person from IFA is very pleasant and respectful.
9. Always so very knowledgeable, helpful, and kind.
10. The HCS is excellent at Management and Occupancy Reviews. The HCS knows HUD's regulations and makes sure you are following them. The HCS understands the job of managing an apartment complex and relates very well with site staff and getting them to understand the rules and comply.
11. The HCS is an excellent source of support and knowledge. The HCS has been instrumental in assisting me with difficult situations. The HCS is someone who wants to see you succeed in your job and is a pleasure to work with!
12. No complaints whatsoever!
13. HCS is a pleasure to work with!
14. The HCS does a great job. The HCS's is fair and full of information. I appreciate that the HCS is always willing to help with questions.
15. Many of the officials are professional & nice, while others are rude and seem very unhappy with their job or that they had to take time out of their day to come to a struggling property.
16. Each one of them has their own idea of what HUD wants and they may not be the same. Such as the Resident Selection Plan.
17. There should really not be any surprises when the written report comes back, but there often are some.
18. The HCS is a great contact person.
19. The HCS has been a wonderful help and resource.
20. More accessible training available in our local area.
21. MOR would be much more effective if the HCS could provide suggestions for staff on remedying compliance issues or how other projects deal with those same issues.
22. Sometimes it seems as if the HCS's are overloaded and if your MOR comes at the end of a very busy week, the tone isn't as upbeat as usual due to the auditor being too tired.

Rental Adjustments

The "Rental Adjustment" section received 80 responses but an average of 34% were answered N/A. Of the 80 respondents that participated, the following answers were provided:

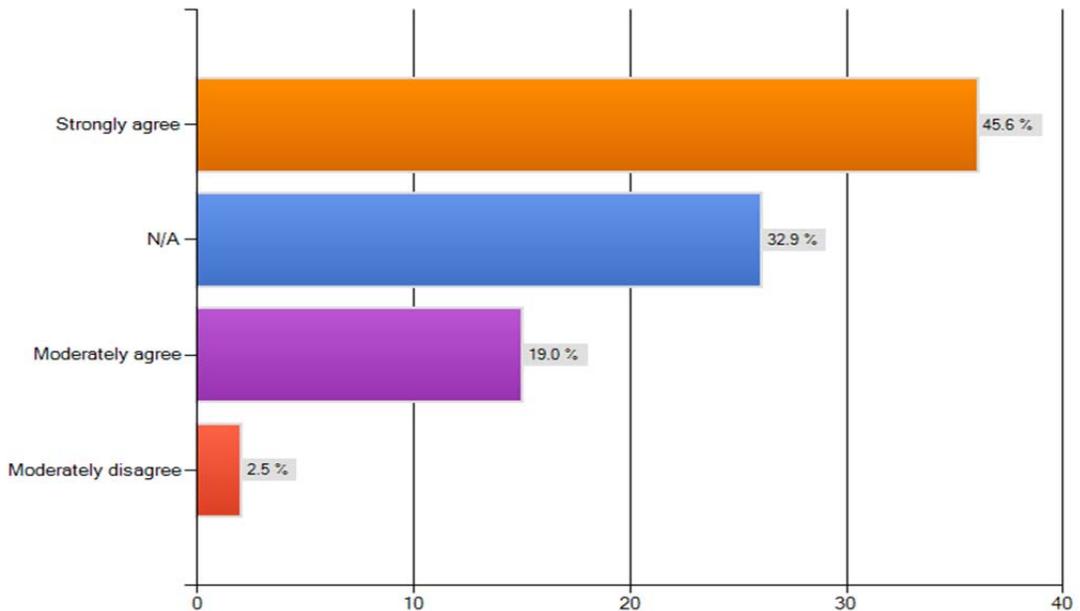
Question #1.

The IFA team members conducting the rent increase have a thorough understanding of HUD rules and regulations.



Question #2.

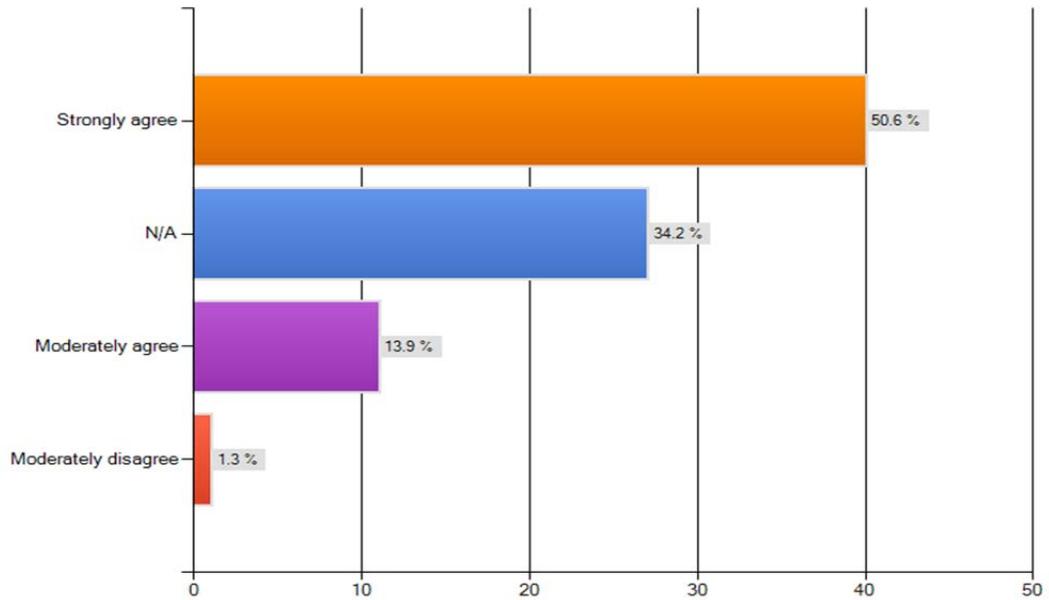
The IFA team members provide clear and understandable answers to your rent adjustment questions.



Rental Adjustments (continued)

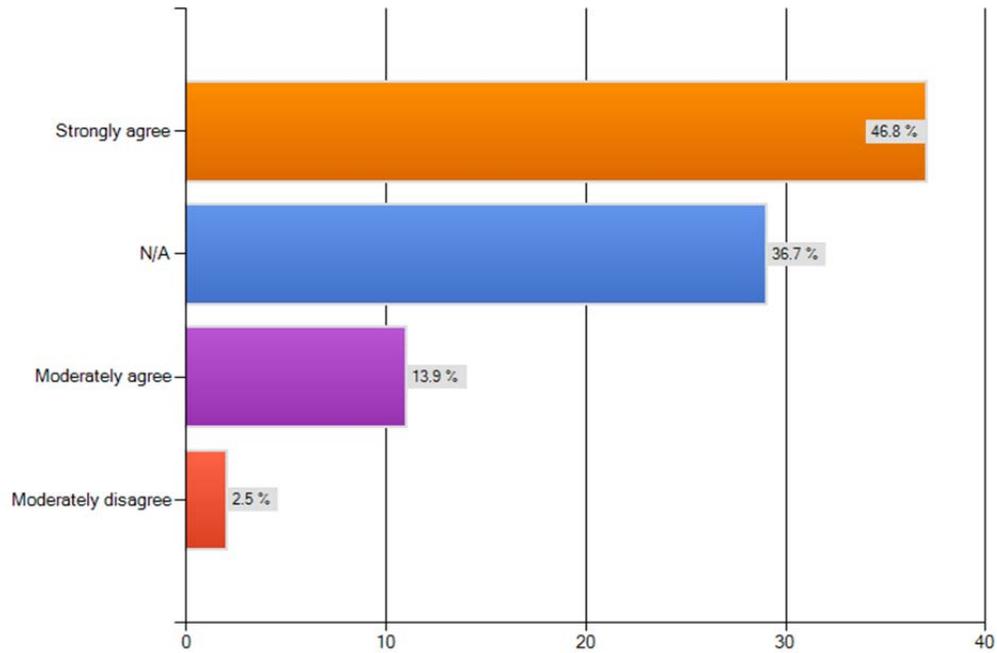
Question #3.

The IFA team members provide technical assistance during and after the rent adjustment and/or respond to phone calls or emails within two business days.



Question #4.

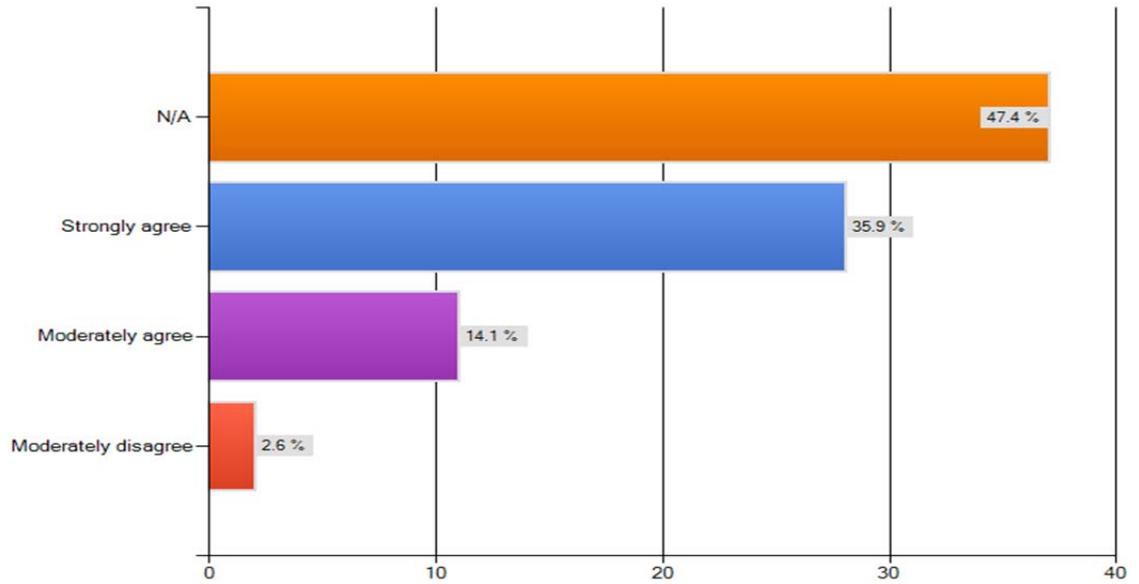
The IFA team members inform you if there is a problem or delay in processing your rent adjustment.



Rental Adjustments (continued)

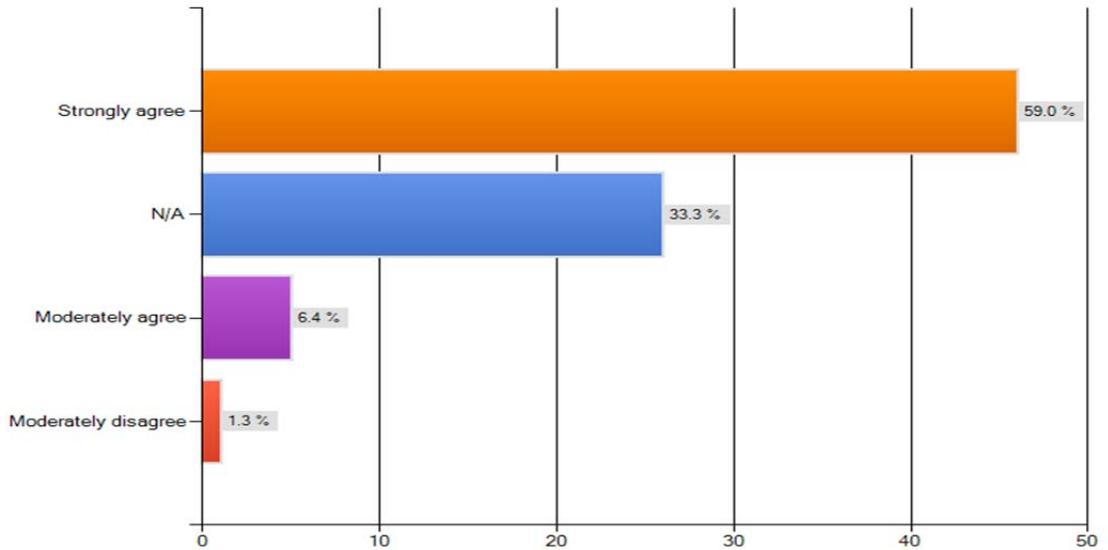
Question #5.

IFA team members provided a clear explanation for a rent adjustment that was denied or reduced.



Question #6.

IFA team members process your rent adjustment in a courteous and professional manner.



Comments from respondents – Rental Adjustments

Of the 80 respondents that participated in “Rental Adjustment” section, 15% offered the following comments and/or suggestions regarding Rental Adjustment:

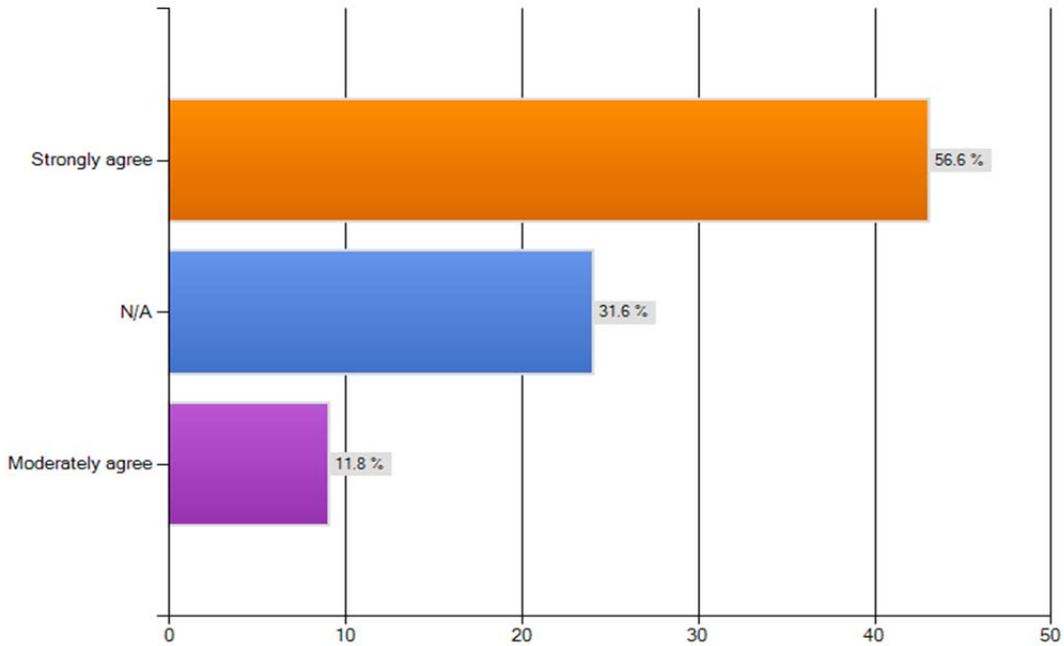
1. The IFA team members have always been courteous and professional. Always willing to help.
2. I don't handle this part of the operation.
3. Everything very good. Utility study a little murky but good.
4. The utility study was not used in adjusting the rent.
5. Special Thanks to the contract renewal team for assistance with our HAP renewal.
6. I do not deal with rent increases that are done by the management company.
7. All this information is something that would be given to my Boss. I do not deal with most of it.
8. Again the home office deals with IFA, not myself.
9. I would only strongly agree from past experiences. However, I no longer am involved in this process.
10. All very nice.
11. This is done at our corporate office.
12. The team has been great to us.

Contract Renewals

The “Contract Renewal” section received 78 responses and, like the “Rental Adjustment” section, an average of 33% were answered N/A. Of the 78 respondents that participated, the following answers were provided:

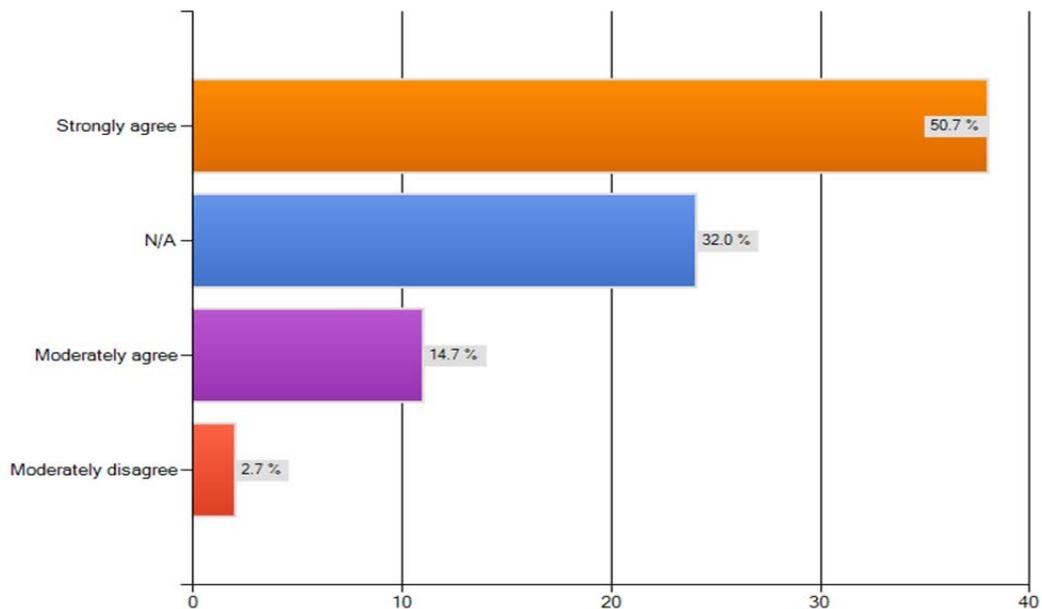
Question #1.

The IFA team members who process the contract renewal have a thorough understanding of HUD rules and regulations.



Question #2.

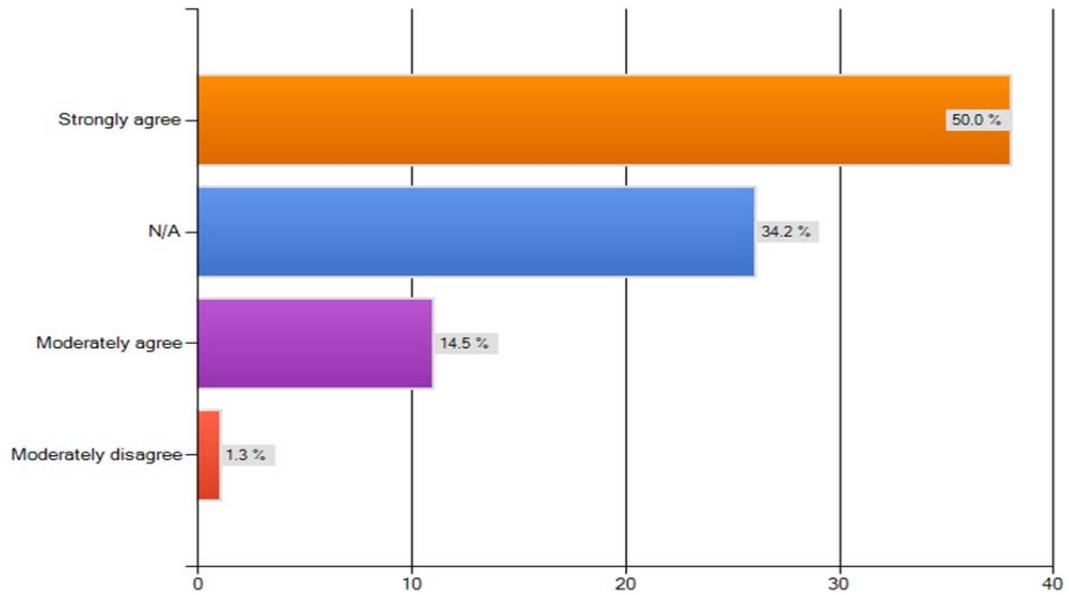
IFA provides clear and understandable answers to your contract renewal questions.



Contract Renewals (continued)

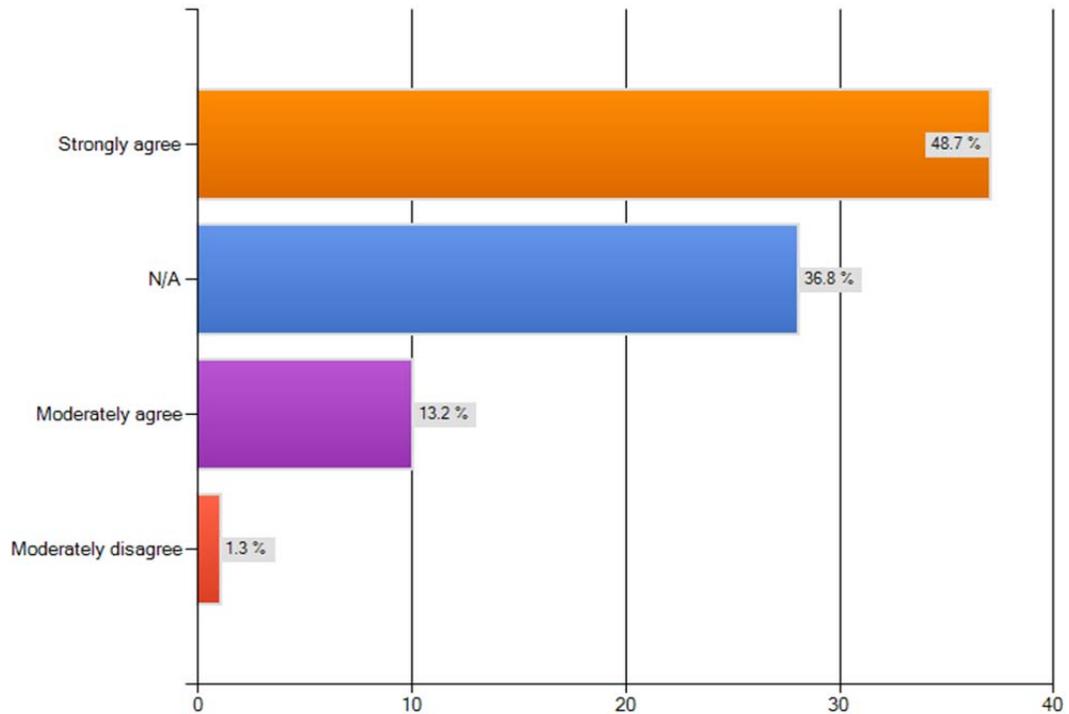
Question #3.

The IFA team members provide technical assistance during and after the contract renewal process and/or respond to phone calls or e-mails within two business days.



Question #4.

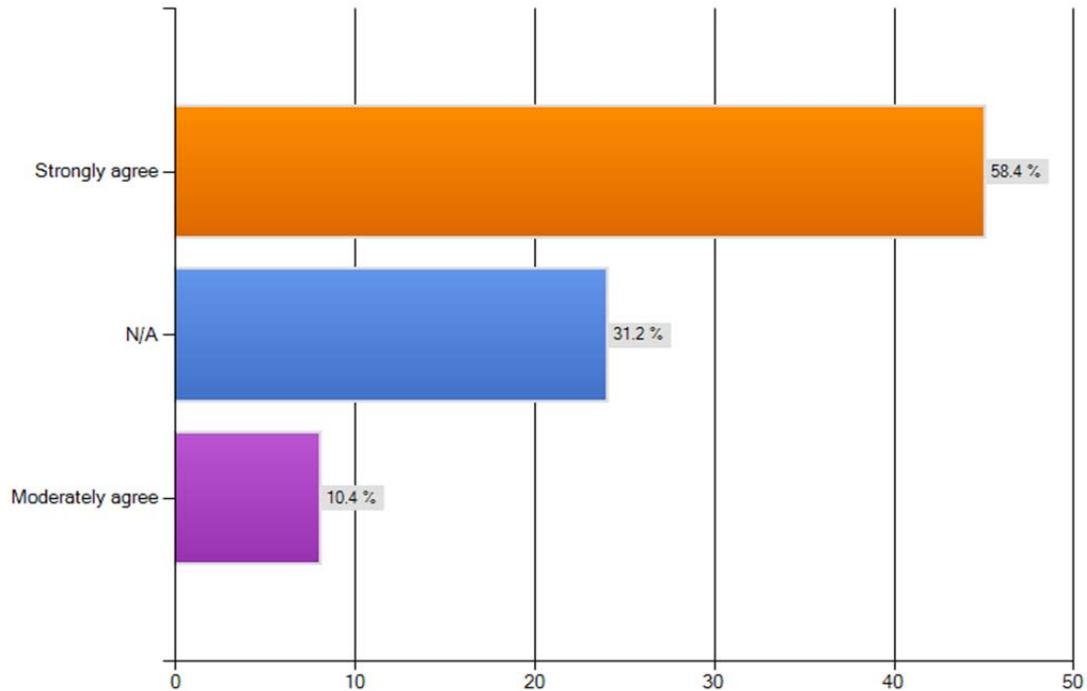
IFA informs you if there is a problem or delay in processing your contract renewal.



Contract Renewals (continued)

Question #5.

IFA team members process your contract renewal in a courteous and professional manner.



Comments from respondents – Contract Renewal

Of the 78 respondents that participated in “Contract Renewal” section, 10% offered the following comments and/or suggestions regarding Contract Renewal:

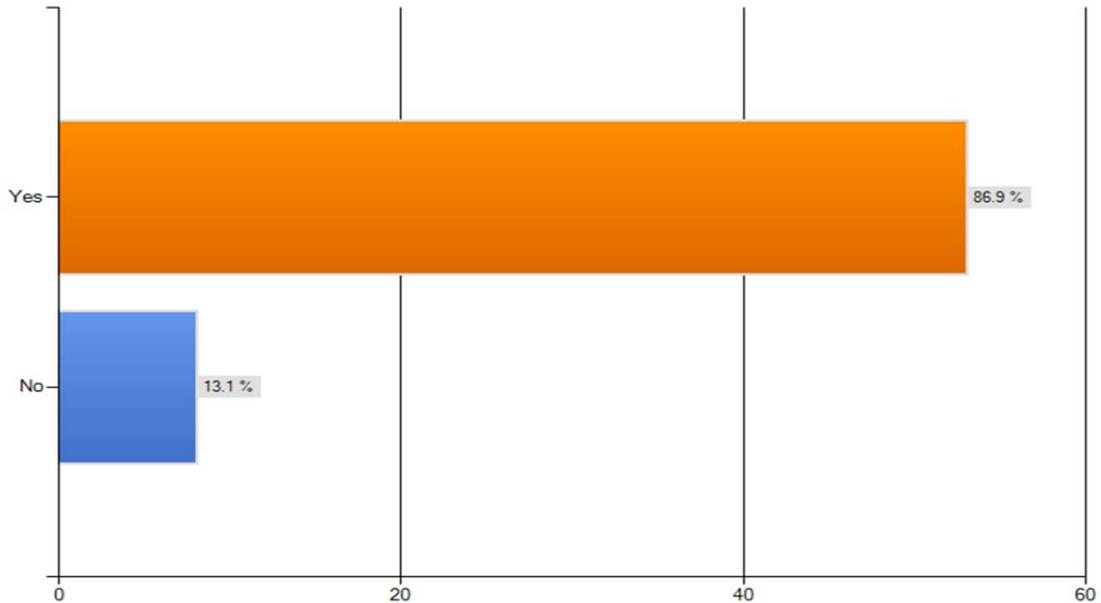
1. I don't take care of this part of the operation.
2. I do not deal with contract renewals, the management company does.
3. This is something that is given to my Boss, I do not deal with most of it.
4. Again, I no longer am involved in this process but would still strongly agree from past experiences.
5. This is all done through my home office.
6. Done in corporate office.
7. Always helpful.
8. If technical assistant out of office answers are delayed.

Payment of HAP Vouchers/ Special Claims

The payment of “HAP Vouchers/Special Claims” section received approximately 70 responses for most questions, but, like the “Rental Adjustment” and “Contract Renewal” sections, an average of 32% were answered N/A. Of the respondents that participated, the following answers were provided:

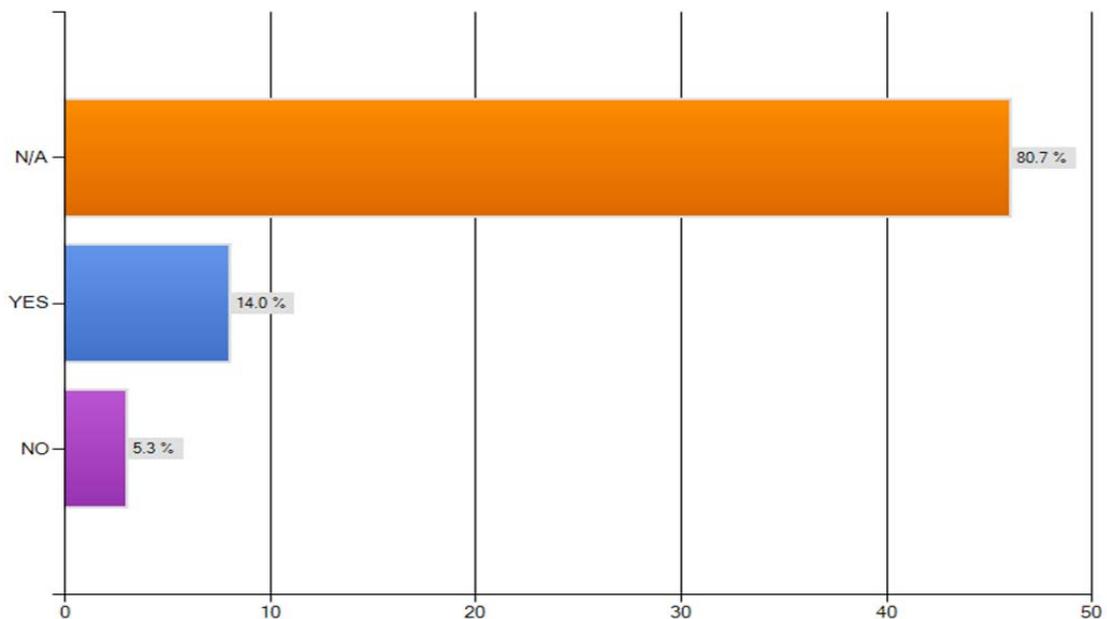
Question #1.

Do you routinely receive your monthly subsidy payments from IFA on the 1st business day of the month?



Question #2.

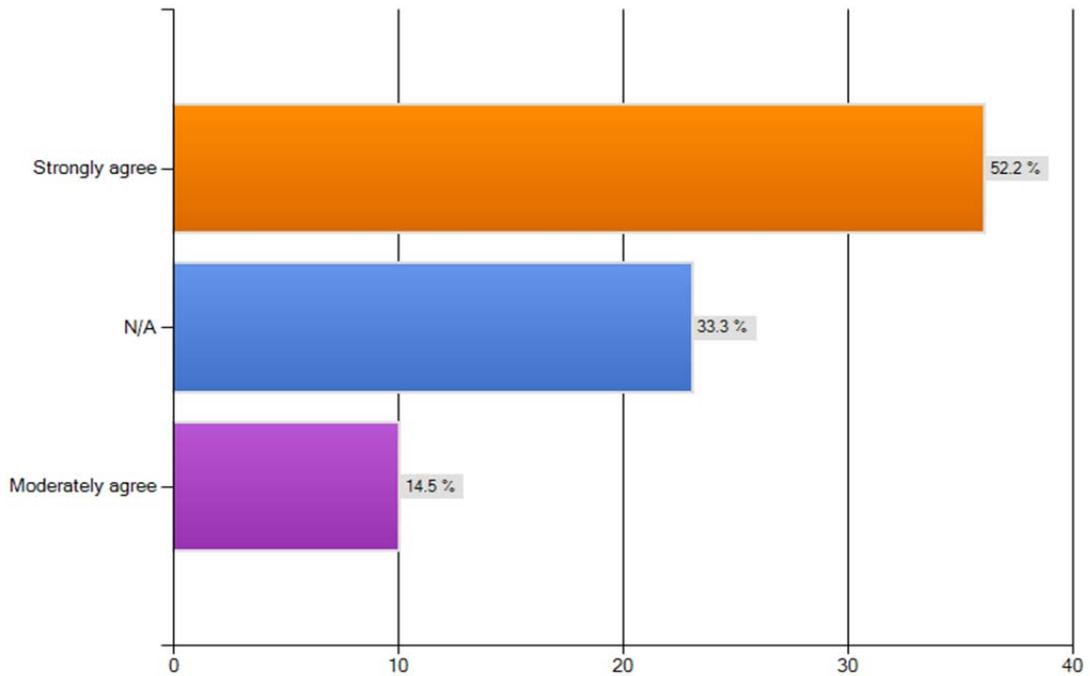
If no, did IFA provide clear and understandable reasons for the delay?



Payment of HAP Vouchers/ Special Claims (continued)

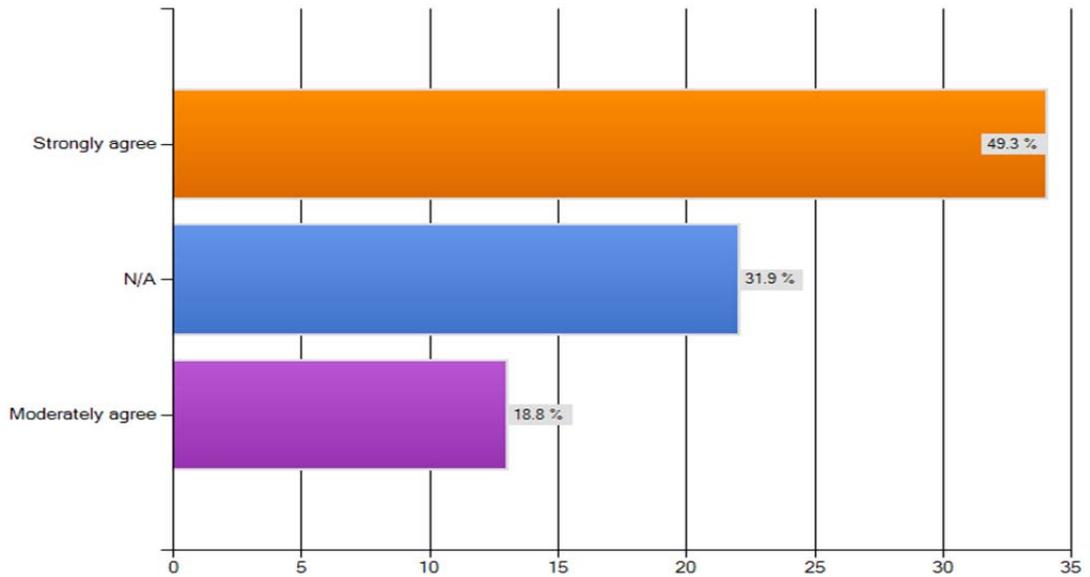
Question #3.

IFA informs you in advance of funding shortfalls which may result in the delay of your HAP subsidy.



Question #4.

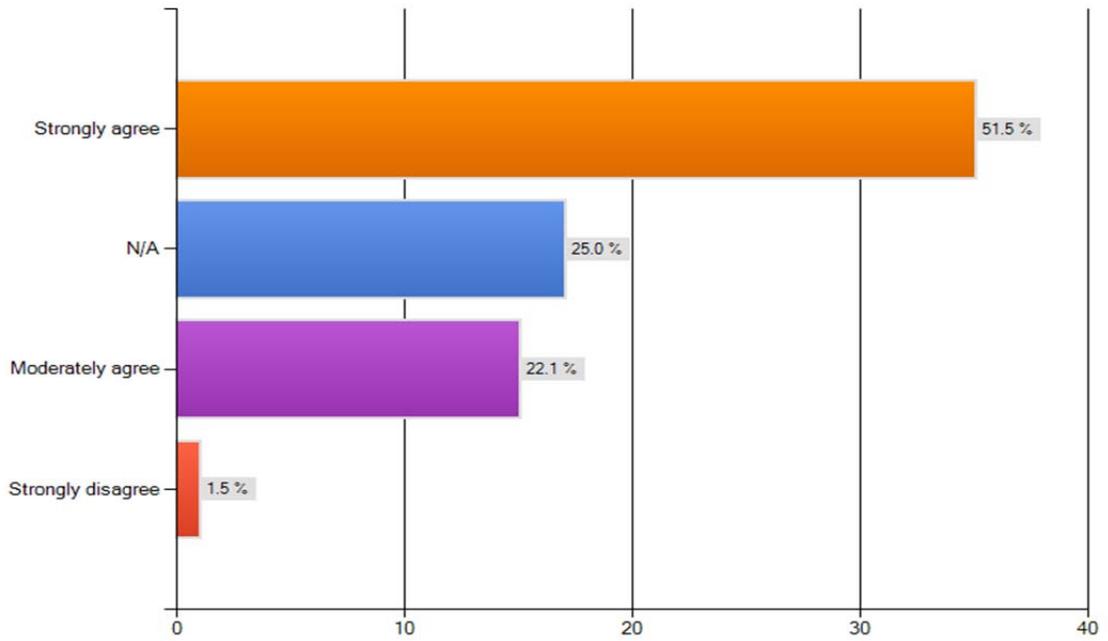
IFA processes your special claims requests with a thorough understanding of HUD rules and regulations.



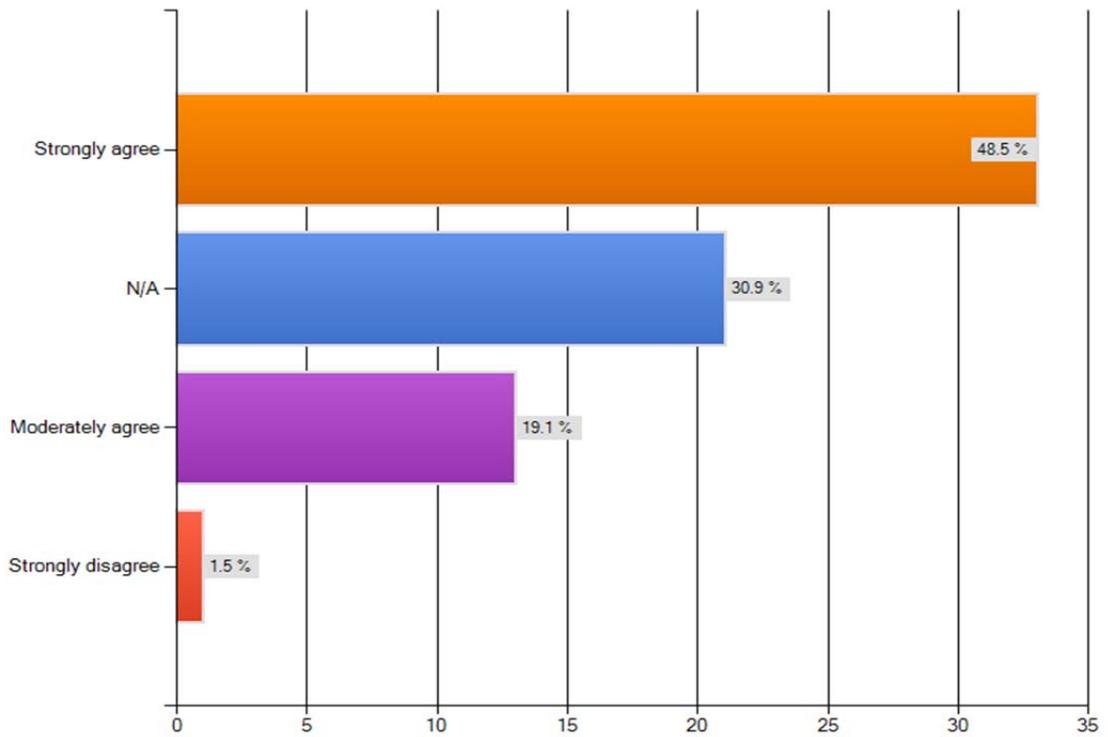
Payment of HAP Vouchers/ Special Claims (continued)

Question #5.

IFA provides clear and understandable answers to your voucher adjustment/special claims questions.



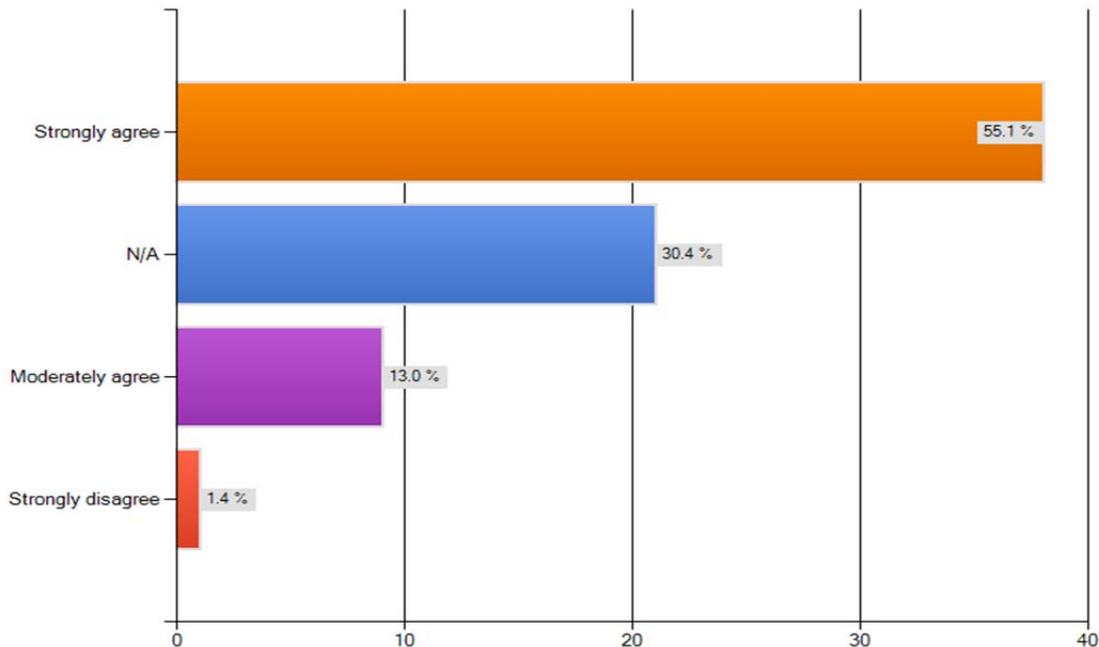
Question #6.



Payment of HAP Vouchers/ Special Claims (continued)

Question #7.

IFA processes your special claims requests in a courteous and professional manner.



Comments from respondents – the Payment of HAP Vouchers/Special Claims

Of the 70 Owner/Agents that participated in “The Payment of HAP Vouchers/Special Claims” section, 10% offered the following comments and/or suggestions regarding HAP Vouchers/Special Claims:

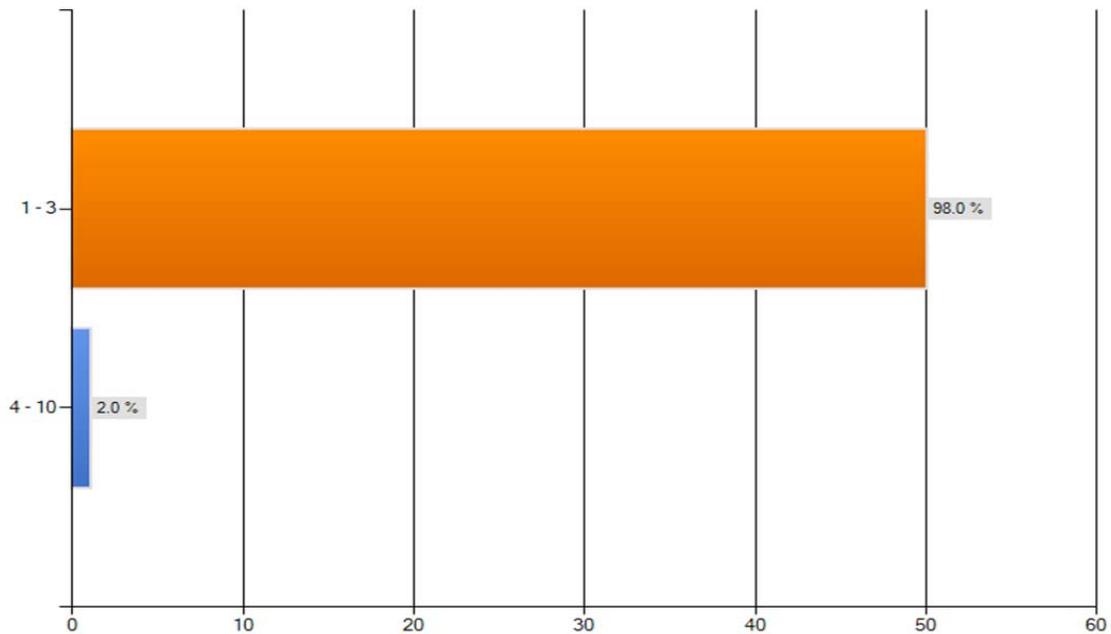
1. This is handled by the management company.
2. Every member of IFA that I deal with has been extremely helpful with any question that I may have had.
3. Our payments are received in a timely manner and we really don't have adjustments or special claims. I know that we do receive the same great service we've come to count on from the IFA staff.
4. I have a compliance department that handles most of the issues with IFA.
5. I am not directly involved with this aspect of accounting.
6. This is all handled through my home office.
7. Payment is not in bank until 2nd day at earliest - we assume it may be there earlier. We usually talk with the contract administrator (EPS) about HAP adjustments. Haven't had much reason to contact IFA on special claims, so not sure of response time.

EPS, Inc. (IFA’s sub-contractor for voucher reconciliation and transmission to HUD)

An average, 61 Owner/Agents answered questions on the “EPS, Inc.” section of the customer survey. Of the stakeholders that participated, the following responses were provided:

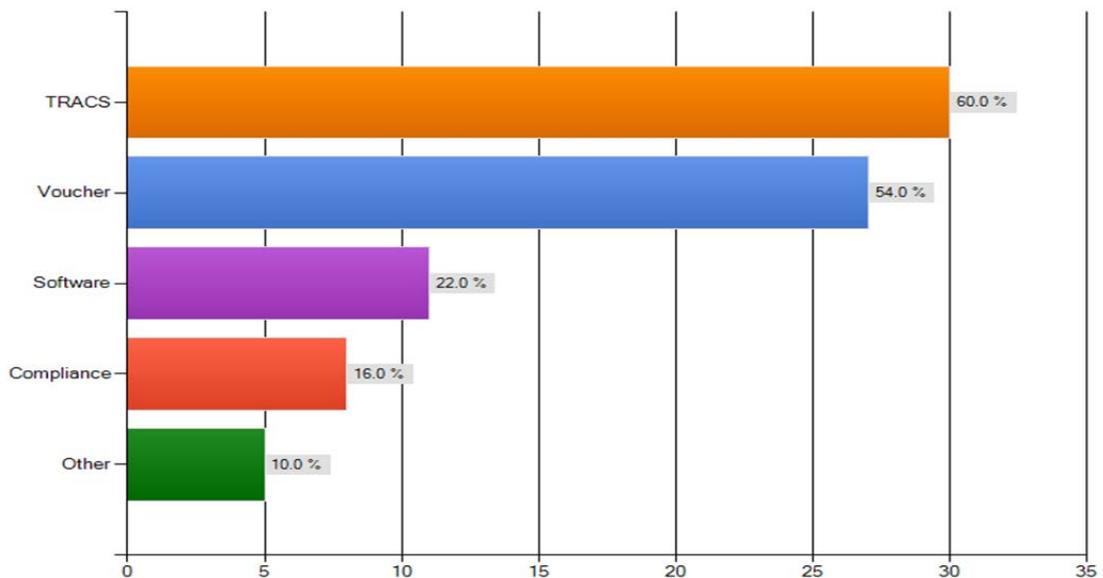
Question #1.

How many times (per month) have you contacted EPS for assistance with the voucher?



Question #2.

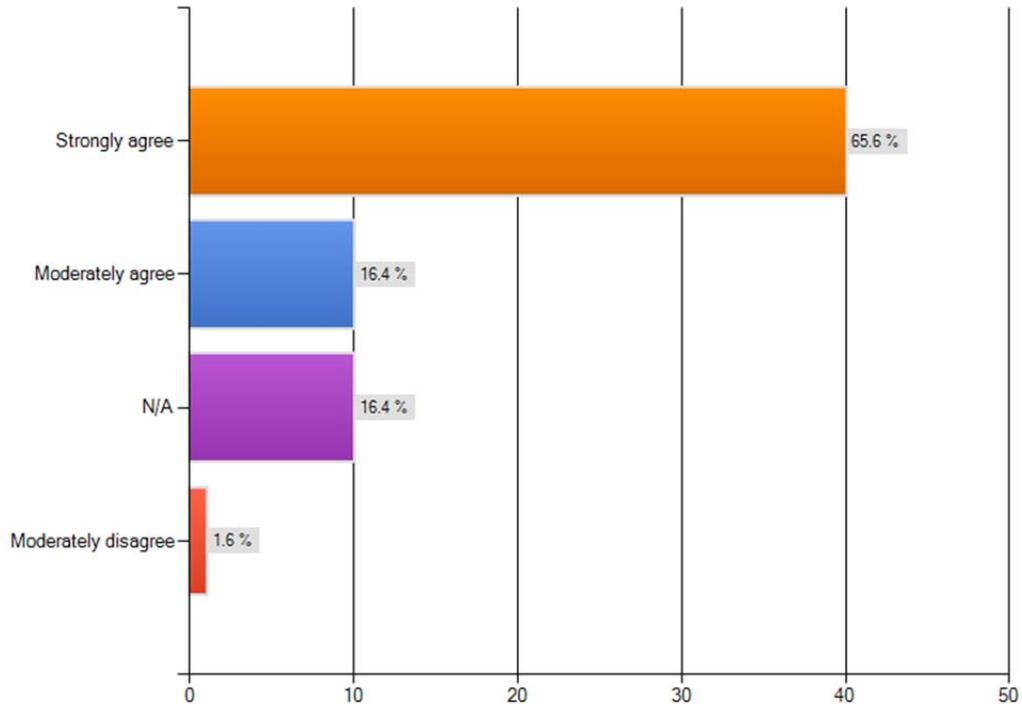
What type of issues caused you to contact EPS? (check all the apply)



EPS, Inc. (continued)

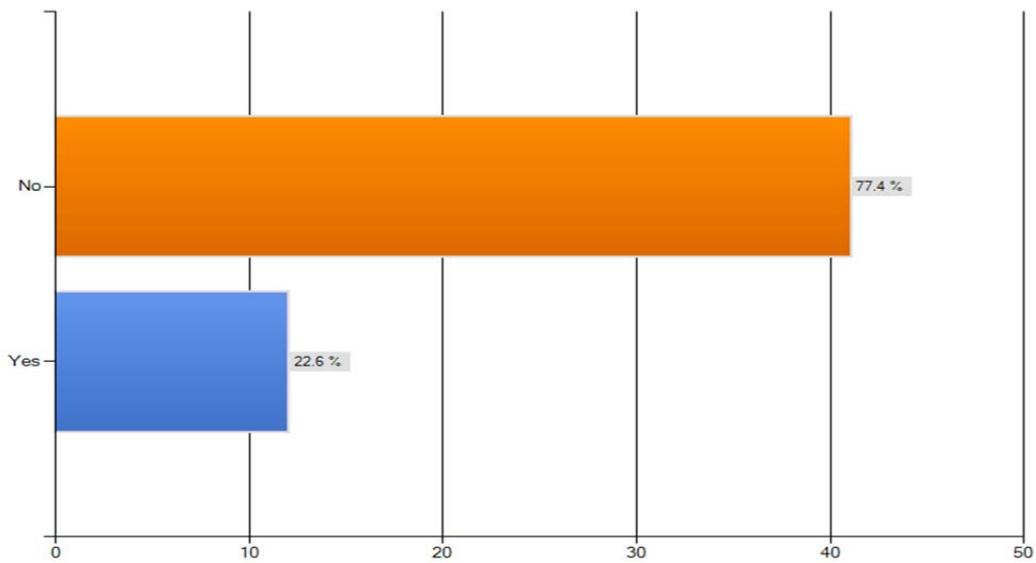
Question #3.

EPS provides clear and understandable answers to your voucher compliance/submission question(s)?



Question #4.

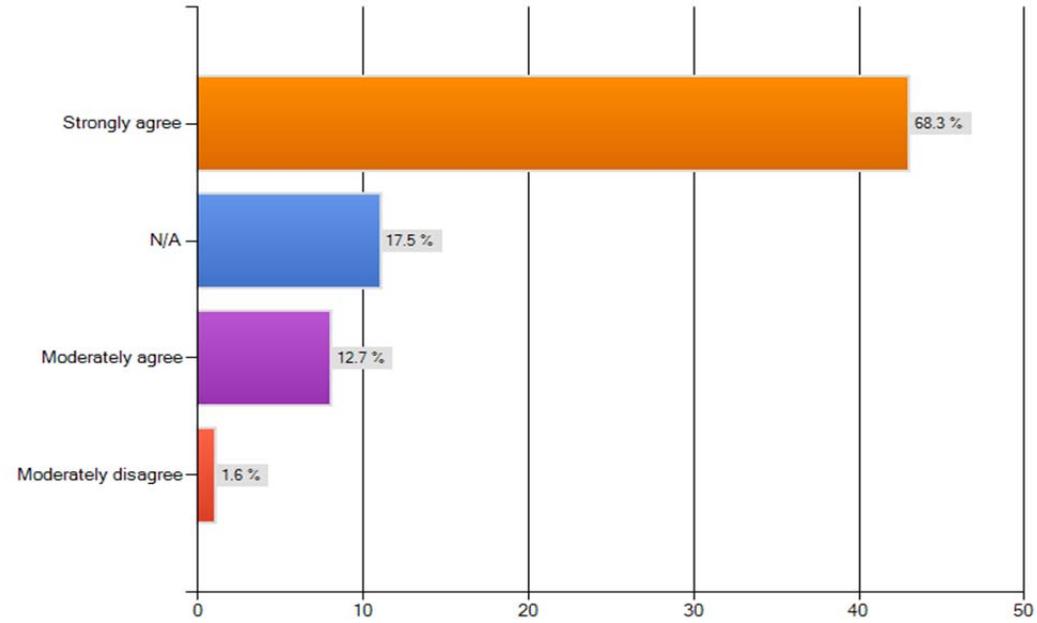
Did you call EPS more than one time to resolve the same issue?



EPS, Inc. (continued)

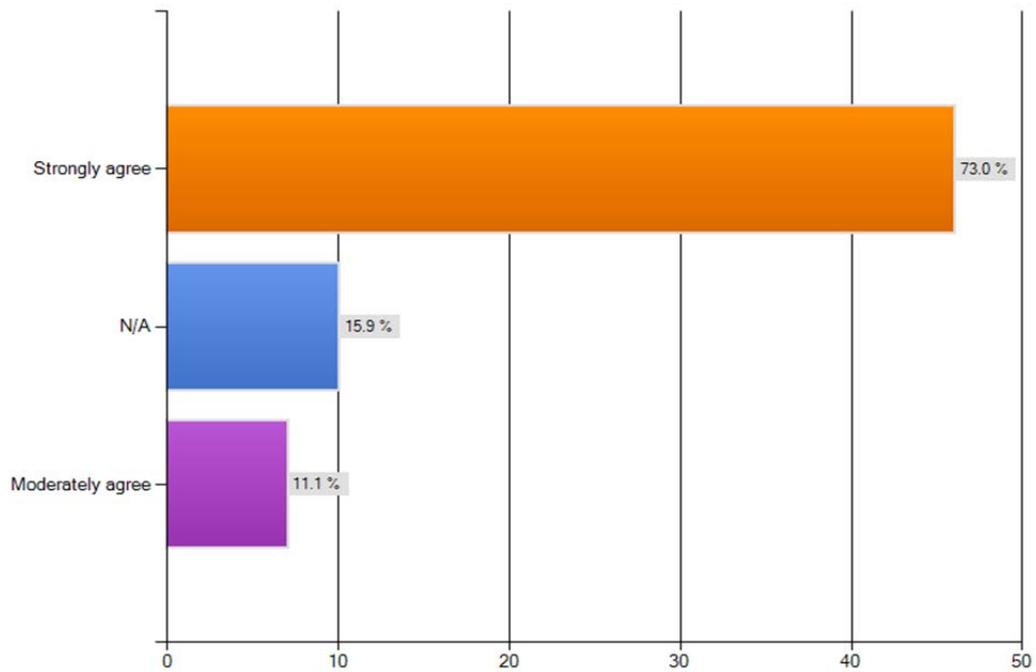
Question #5.

EPS provides technical assistance to complete the reconciliation process and/or responds to phone calls or e-mails within two business days.



Question #6.

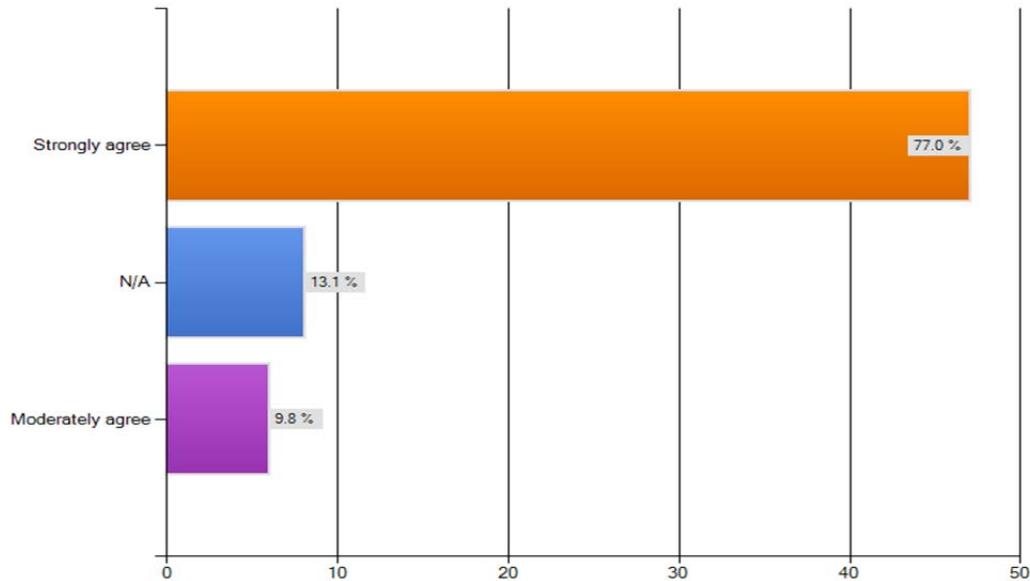
The monthly EPS "Close-out" memo is clear and concise.



EPS, Inc. (continued)

Question #7.

EPS processes your monthly voucher in a courteous and professional manner.



Comments from respondents – EPS, Inc. (IFA’s sub-contractor)

Of the 61 Owner/Agents who participated in the “EPS, Inc.” section of the customer survey, 18 % offered the following comments and/or suggestions regarding EPS, Inc.:

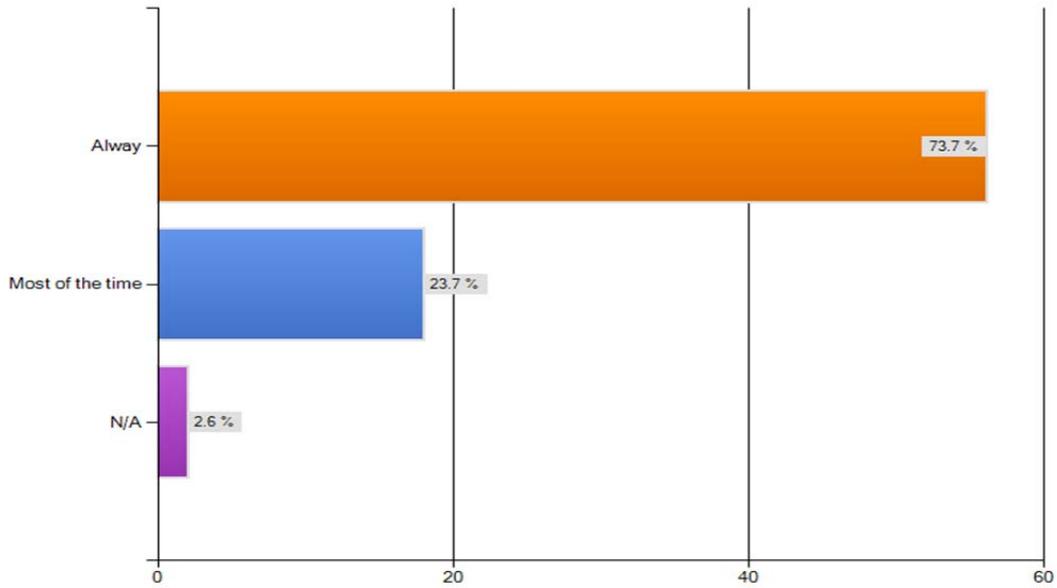
1. EPS is great to work with.
2. I do not work with EPS..
3. Handled by the management company.
4. When I have had a problem with anything on my Voucher, they always help me through it.
5. EPS goes out of their way to help us get it right!.
6. Hardly ever have to contact EPS for assistance.
7. Again, I no longer am involved with this process as Dominion has a compliance manager who handles this.
8. We use PMCS to help service our claims and things run pretty smoothly.
9. I sometimes have to call about the "close-out" memo because I am not clear what is needed.
10. #1 - contact is not per month; maybe once or so every 2-3 months.
11. EPS has been wonderful! Very patient, courteous and helpful.

Customer Service / Communication

The “Customer Service and Communication” section received 76 responses from owner/agents. Of those that participated in this section, the following answers were recorded:

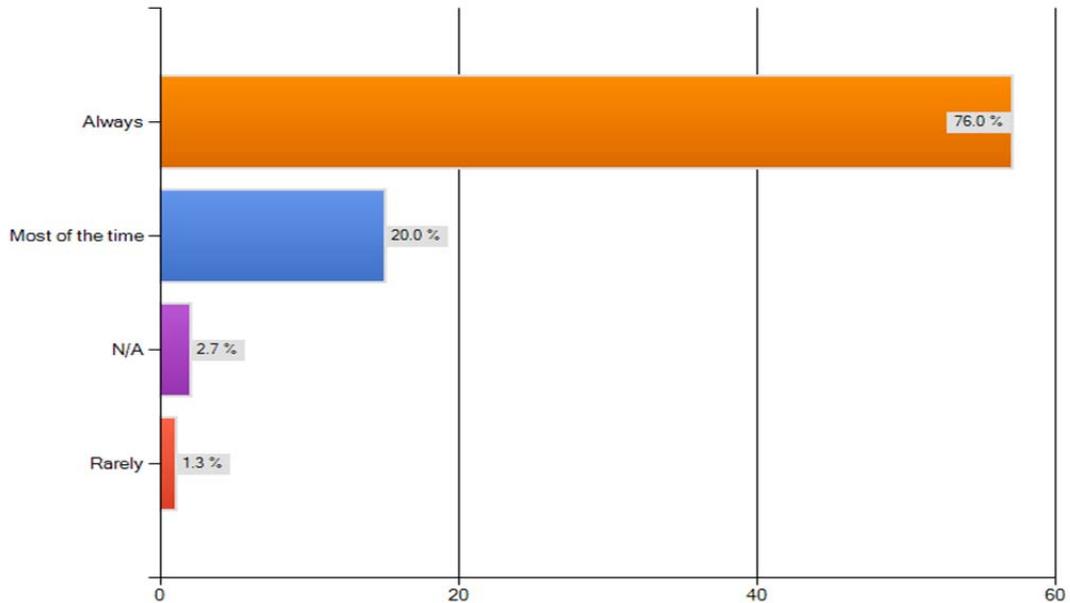
Question #1.

IFA's staff is courteous and professional when responding to questions/inquiries.



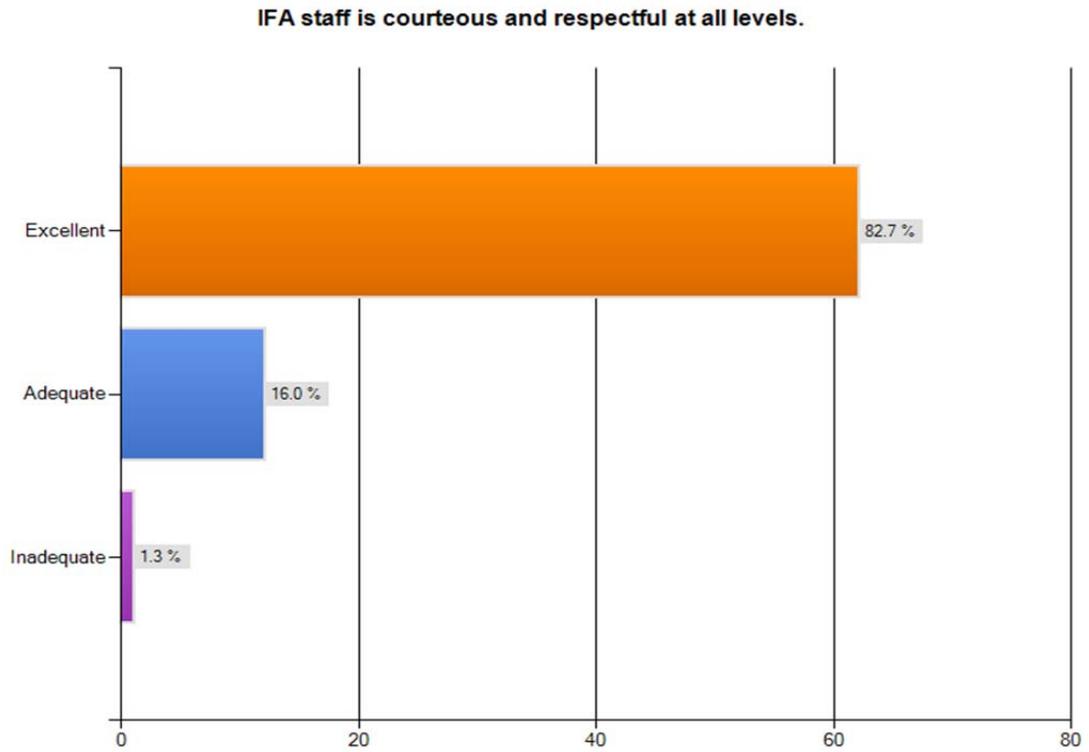
Question #2.

IFA responds in writing when necessary (whether electronically or via mail service).

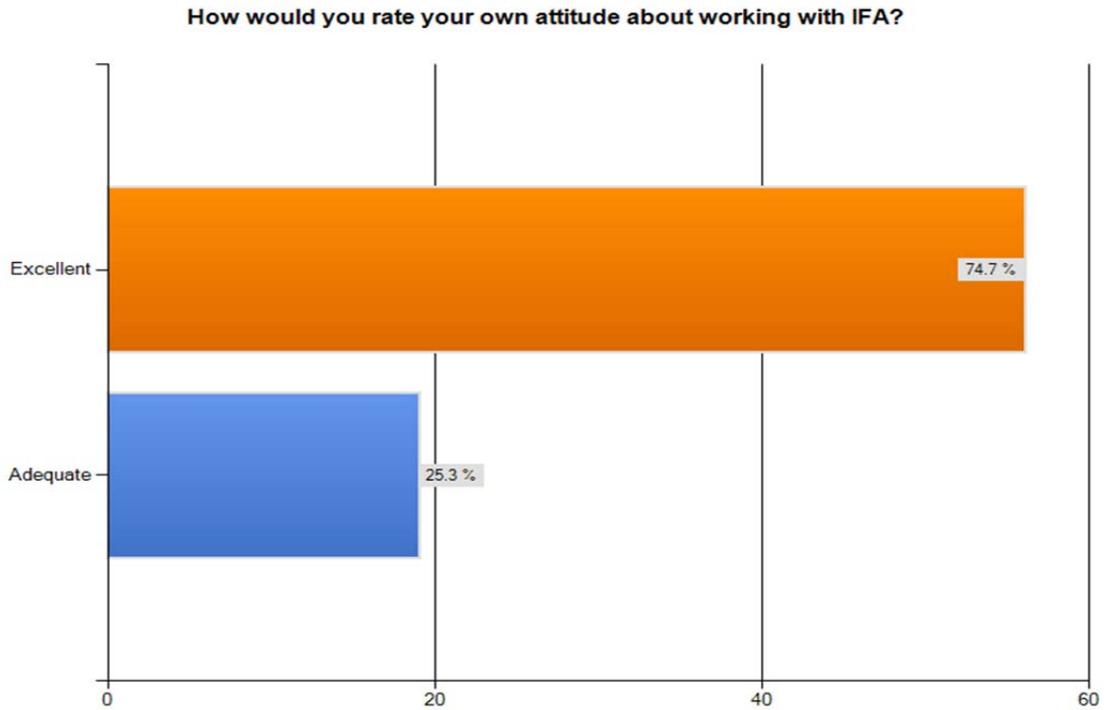


Customer Service / Communication (continued)

Question #3.

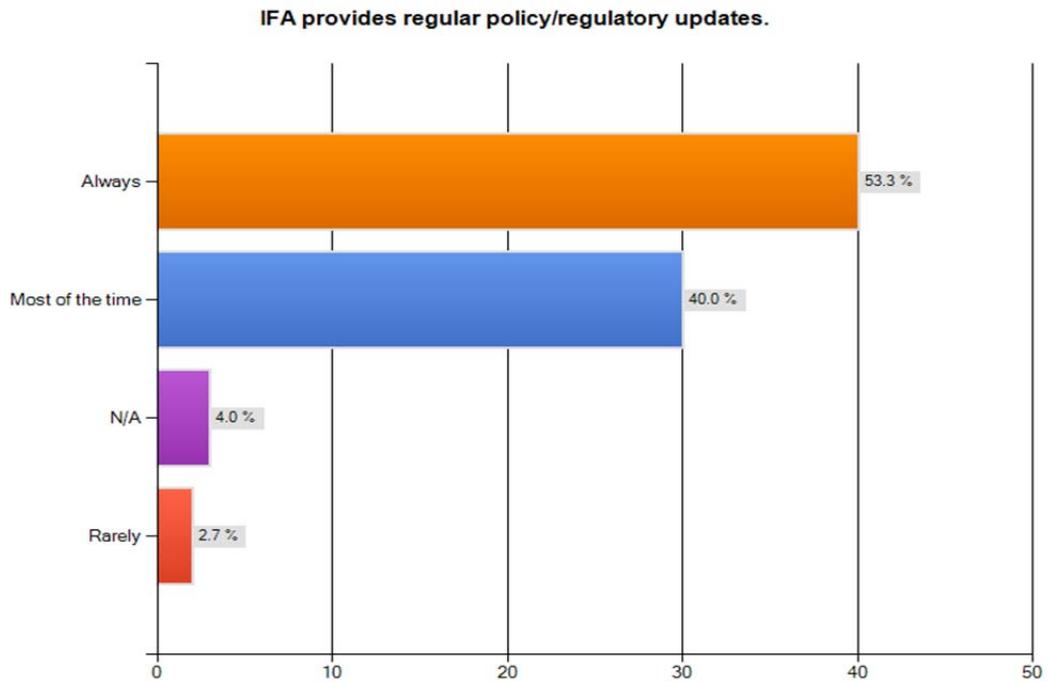


Question #4.

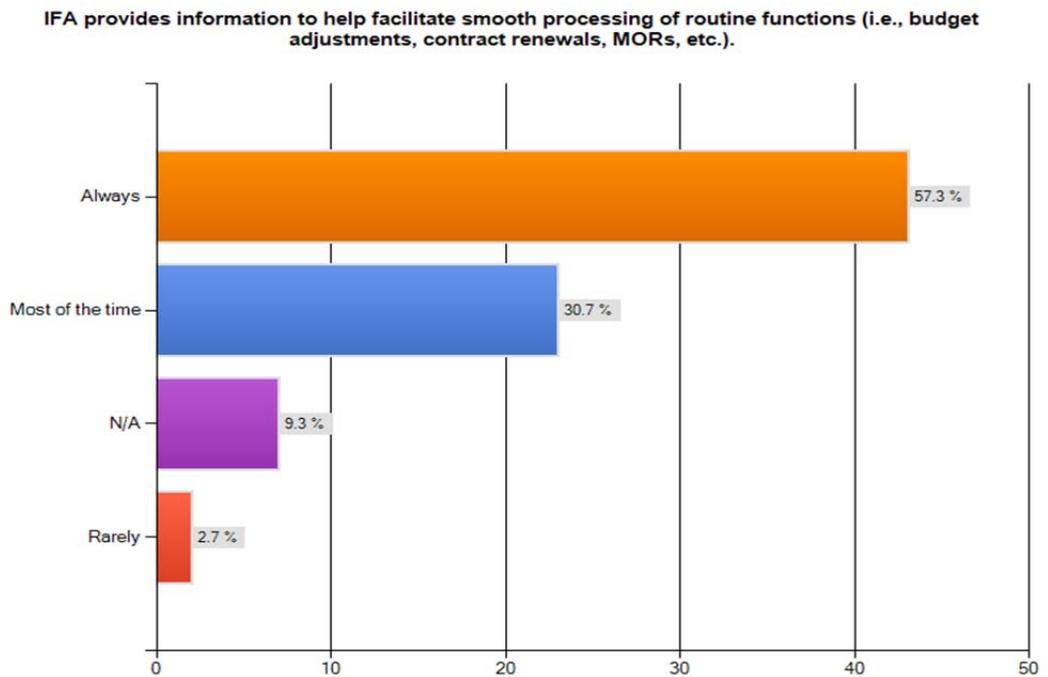


Customer Service / Communication (continued)

Question #5.



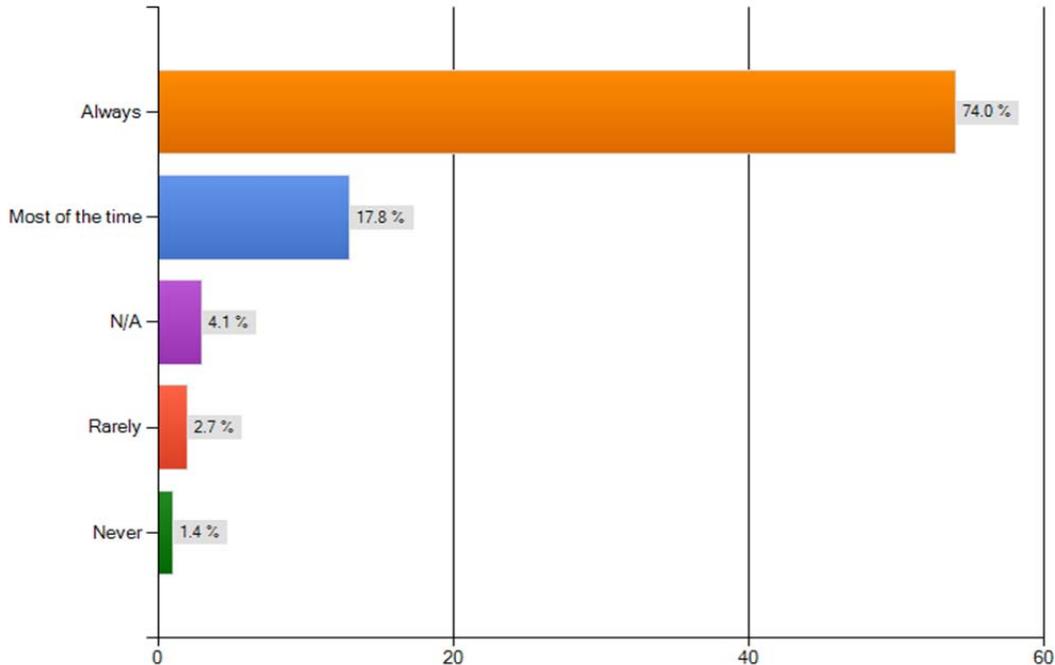
Question #6.



Customer Service / Communication (continued)

Question #7.

When IFA initiates an action (request for information, written report from MOR, etc.) both owner and management agent receive the same documents.



Comments from respondents – Customer Service and Communication

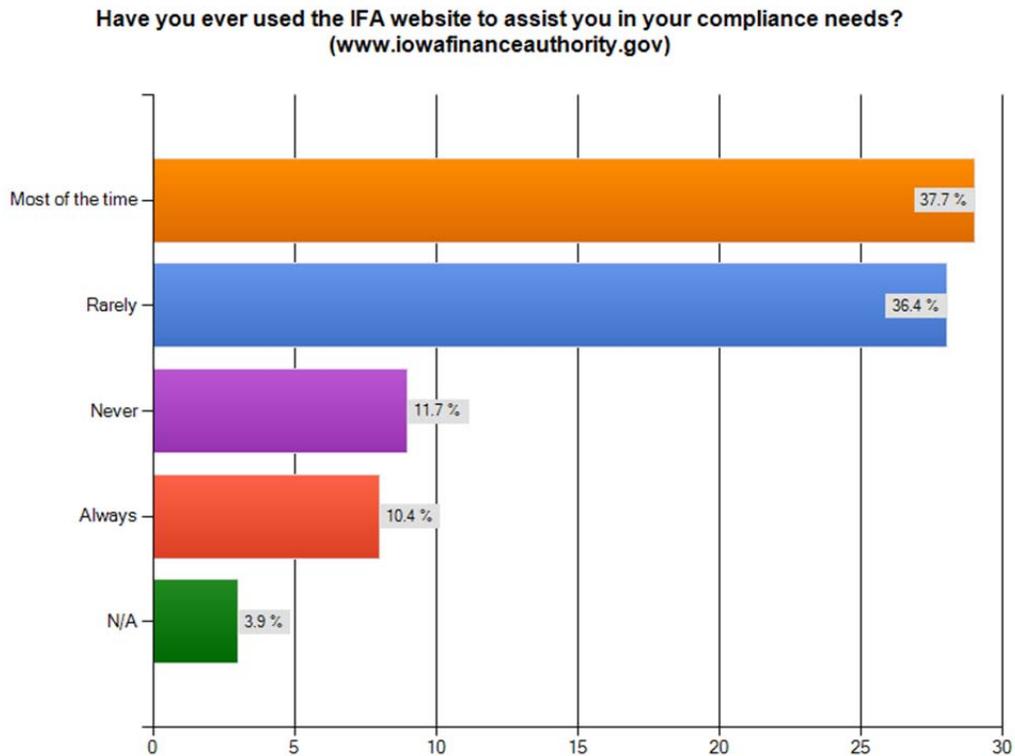
Of the 76 stakeholders who participated in the “Customer Service and Communication” section of the customer survey, 5% offered the following comments or suggestions:

1. Courteous, kind and respectful always.
2. The IFA staff is good about keeping us informed out in the field. I would be great if some training could be done on line like Nicole Fasion does w/EIV.
3. HUD Blast seems to provide policy/regulatory changes before IFA.
4. Our owner corporation is affiliated to our management corporation.

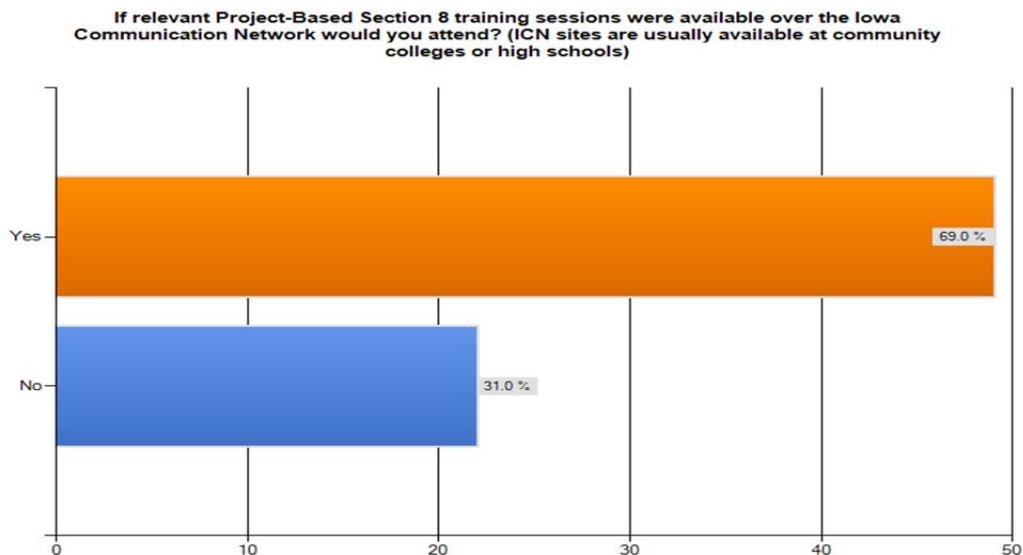
Training

Approximately 76 Owner/agents answered questions in the “Training” section of the customer survey. Of those who participated, the following responses were provided:

Question #1.

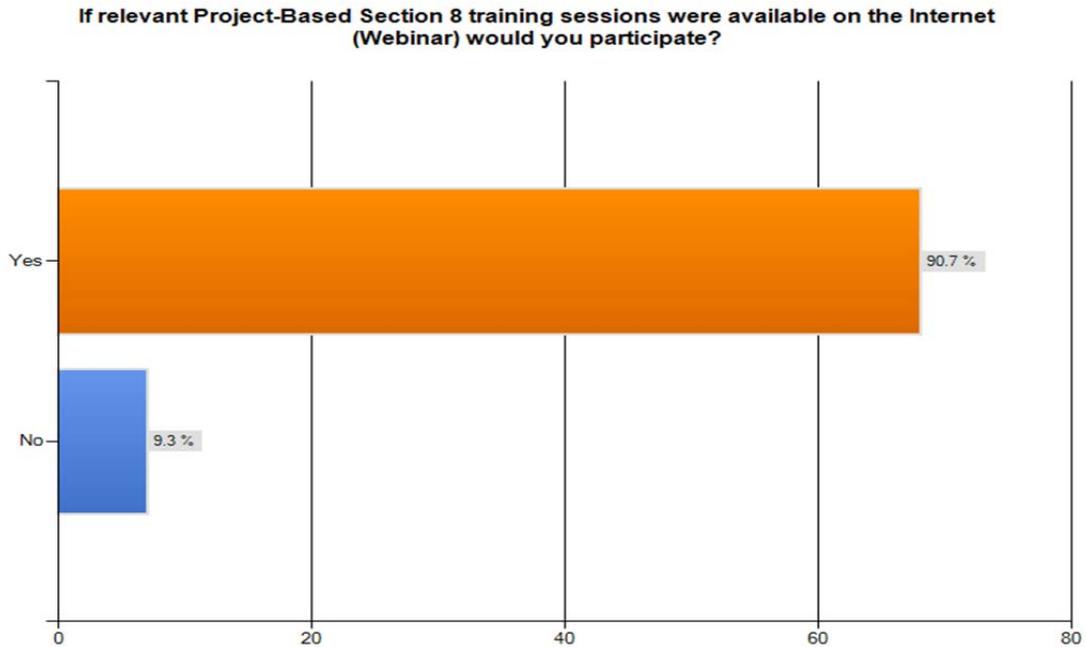


Question #2.

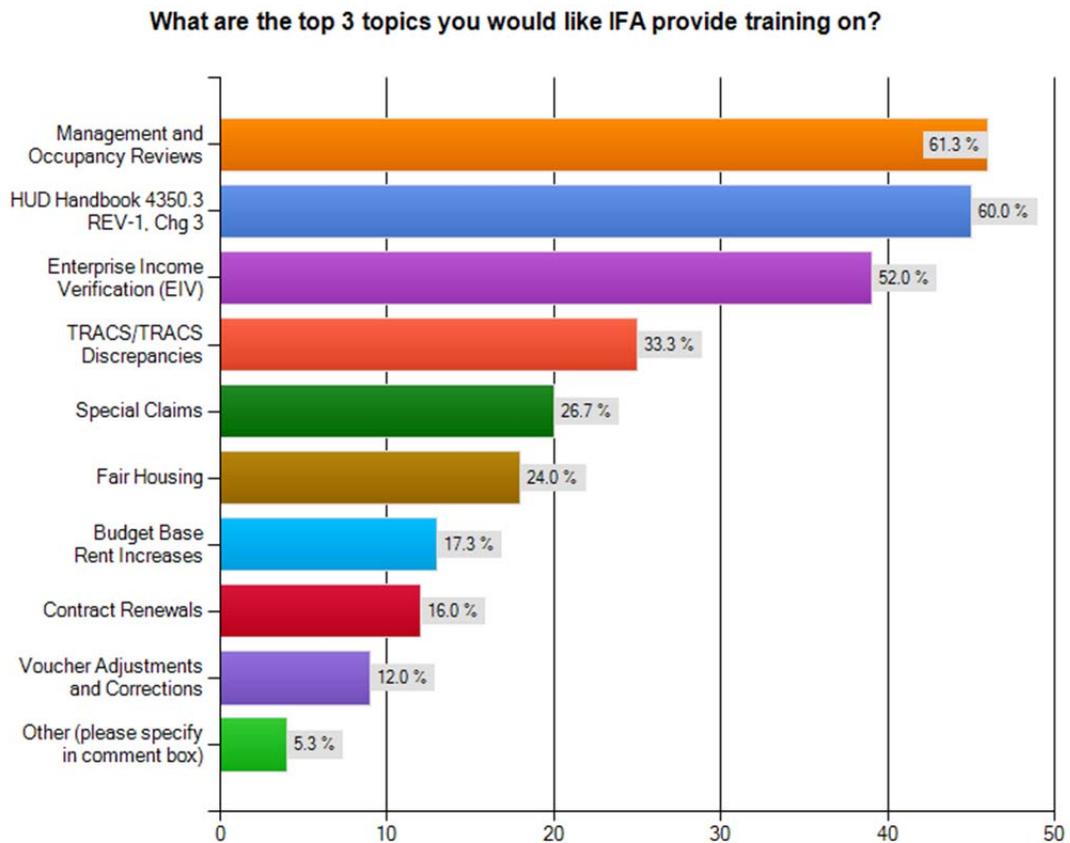


Training (continued)

Question #3.



Question #4.



Comments from respondents – Training

Of the 76 Owner/Agents that participated in the “Training” section, 8% offered the following comments/suggestions regarding the “Training” section:

1. I appreciate the fact that no matter what questions I have, the team there will always have the answers for me. Thank you.
2. How to figure the Discrepancies with EIV.
3. Tenant selection Plan.
4. I am in favor of Webinars and ICN, two to three times per year. Time and budget issues being the number one issue.
5. The new Residual Receipt Recoupment process.
6. New rules or interpretations.