



## **Section 8 Contract Administration**

### **Annual Customer Service Survey**

2011

## **Table of Contents**

Table of Contents .....	2
Summary of 2011 Customer Service Survey Results .....	3
Summary.....	3
Management, Occupancy and FHEO Reviews.....	5
Comments from respondents - Management, Occupancy and FHEO Review .....	9
Rental Adjustments .....	10
Comments from respondents – Rental Adjustments.....	13
Contract Renewals.....	14
Comments from respondents – Contract Renewal .....	16
Payment of HAP Vouchers/ Special Claims.....	17
Comments from respondents – the payment of HAP Vouchers/Special Claims.....	20
EPS, Inc. (IFA’s sub-contractor for voucher reconciliation and transmission to HUD) .....	21
Comments from respondents – EPS, Inc. (IFA’s sub-contractor) .....	24
Customer Service / Communication.....	25
Comments from respondents – Customer Service and Communication .....	28
Training.....	29
Comments from respondents – Training.....	31

## **Summary of 2011 Customer Service Survey Results**

The 2011 Customer Service Survey was made available to Owners, Management Agents, and Property Managers on June 28, 2011 under the name "Section 8 Annual Customer Service Survey." The survey used a web-based internet company to compose, collect, and analyze the results. A cover letter and link to the survey was sent electronically to IFA's Section 8 stakeholders. As of July 15, 2011, fifty-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 August 12, 2011.

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 tenth survey conducted since the inception of the program in 2000. The questions in this survey were redesigned for consistency but 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 that it is more convenient to file the completed survey to IFA through the web-based system. The Customer Service Survey was emailed to 394 Owners, Management Agents, and Property Managers. IFA received 90 responses to the survey or a 23% return rate. This return rate is down from the 2010 survey, which had a response rate of 26%.

### **Summary**

A majority of respondents believe that IFA has improved in all categories on the survey. Management, Occupancy and FHEO Reviews and Contract Renewals were the top sections in the survey by posting a 99% satisfaction rating. The Owner/Agents responding believe that IFA's staff is courteous, professional, and responsive when performing their work. The respondents in five (5) of the six (6) applicable sections of the survey gave IFA a 100% satisfaction rating for "*courteous and professionalism*" with the Rental Adjustment section receiving a high score (95%). Additionally, the majority of the respondents believe that IFA's staff understands the new regulations and provides technical assistance to the Owners/Agents by the 97% satisfactory rating received in questions related to "*a thorough understanding of HUD rules and regulations.*"

EPS, Inc., the sub-contractor who conducts the review and reconciliation of monthly HAP vouchers, did extremely well in the annual survey by increasing their percent of overall satisfaction from 92% to 97%. Owner/Agents give EPS elevated marks for their professionalism, prompt responses, and understandable answers to questions about voucher compliance and submissions.

Taken as a whole, Section 8 shareholders seem to be extremely satisfied with IFA's services. On average, 98% 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?*" 73.6% of respondents answered "Always", and 77.8% 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 four (4) out of five (5) questions in the Contract Renewal section from the Owner/Agents. However, a majority of the limited comments received on this portion of the survey appeared to be written by agents who are not directly involved in the Contract Renewal process. IFA Section 8 staff should be pleased with the increase in the satisfactory ratings the division received from the Owner/ Agents this year. The overall performance rating was at 99%, an increase of 2% from last year’s total. The extremely high rating indicates the Contract Renewal department is committed to providing exceptional technical proficiency in the renewal area. Additionally, the survey shows the department strives to process renewals in a courteous and professional manner.

The survey demonstrated the Management, Occupancy, and FHEO Reviews section and the Customer Service section were not far behind the Contract Renewal Division in the satisfaction rating. In both sections, staff received perfect scores of 100% satisfaction rating for three (3) 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 conducting the reviews in a courteous and professional manner. The Customer Service section received outstanding marks for professionalism and courtesy when responding to questions/inquiries and the Owners/Agents felt this professionalism and courtesy transcended to all levels of staff.

The “Payment of HAP Vouchers/Special Claims” section of the survey improved to an overall 97% satisfactory rating, an increase of 8% from the previous year. Last year, 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](http://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 shareholders 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 provided to Owner/Agents in IFA’s September edition of News-Br-8-k.

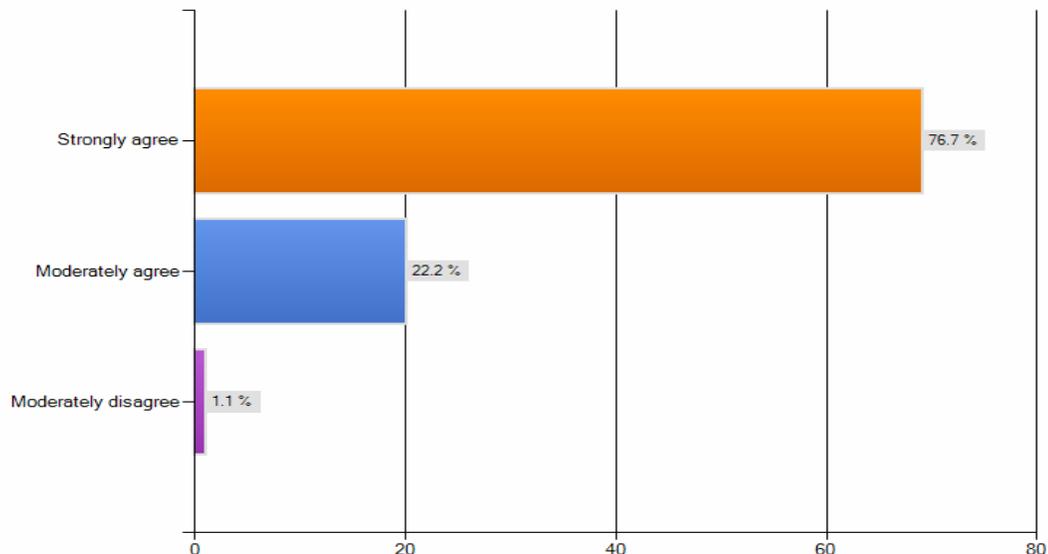
<b>Percent of Respondents With Overall Satisfaction</b>			
	<b>2011</b>	<b>2010</b>	<b>2008/9</b>
<b>Management Occupancy &amp; FHEO Reviews</b>	99%	90%	91%
<b>Rental Adjustments</b>	98%	92%	96%
<b>Contract Renewals</b>	99%	97%	100%
<b>HAP Voucher &amp; Special Claims</b>	97%	89%	86%
<b>EPS, Inc.</b>	97%	92%	90%
<b>Customer Service</b>	98%	97%	97%
<b>Average</b>	98%	93%	94%

### **Management, Occupancy and FHEO Reviews**

90 respondents answered questions on the “Management, Occupancy and FHEO Review” section. Of the 90 customers that participated, the following responses were provided:

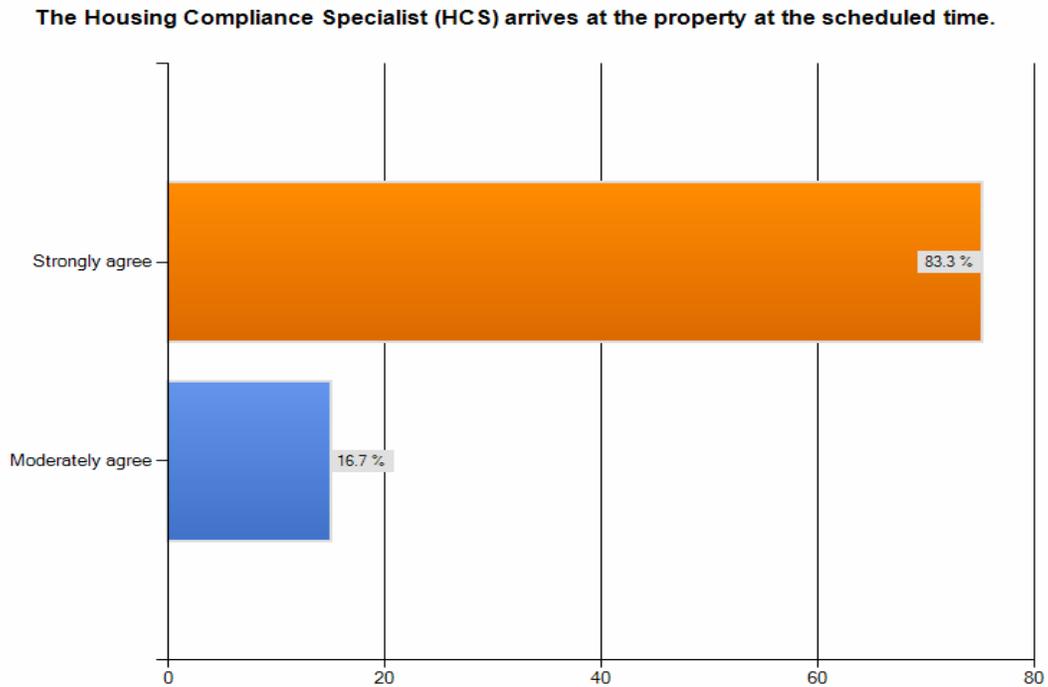
Question #1.

**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.**

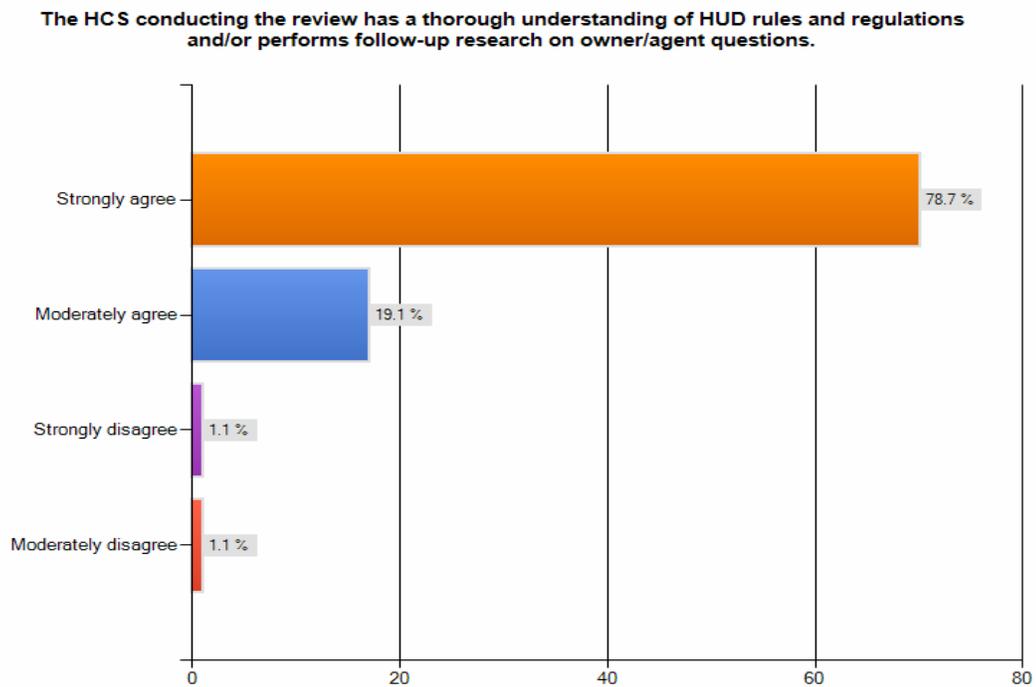


## Management, Occupancy and FHEO Review (continued)

### Question #2.



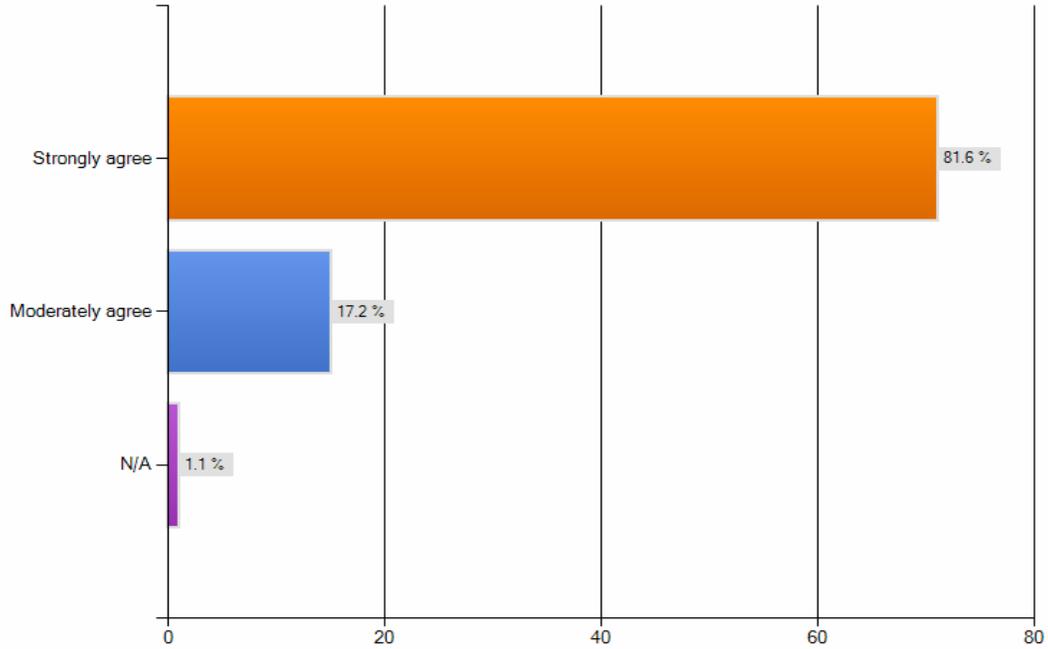
### Question #3.



## Management, Occupancy and FHEO Review (continued)

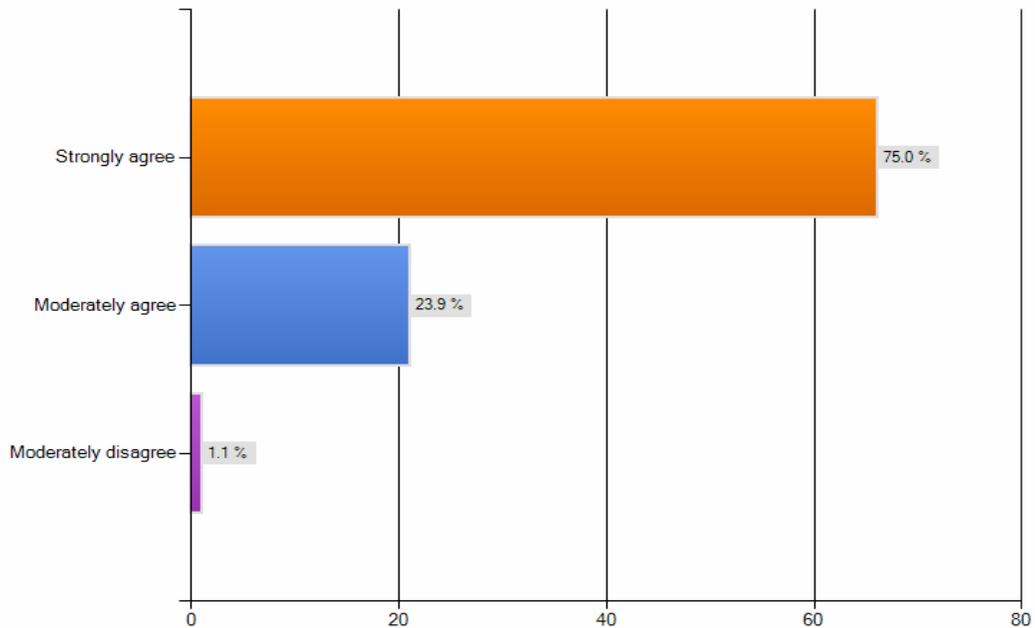
### Question #4.

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



### Question #5.

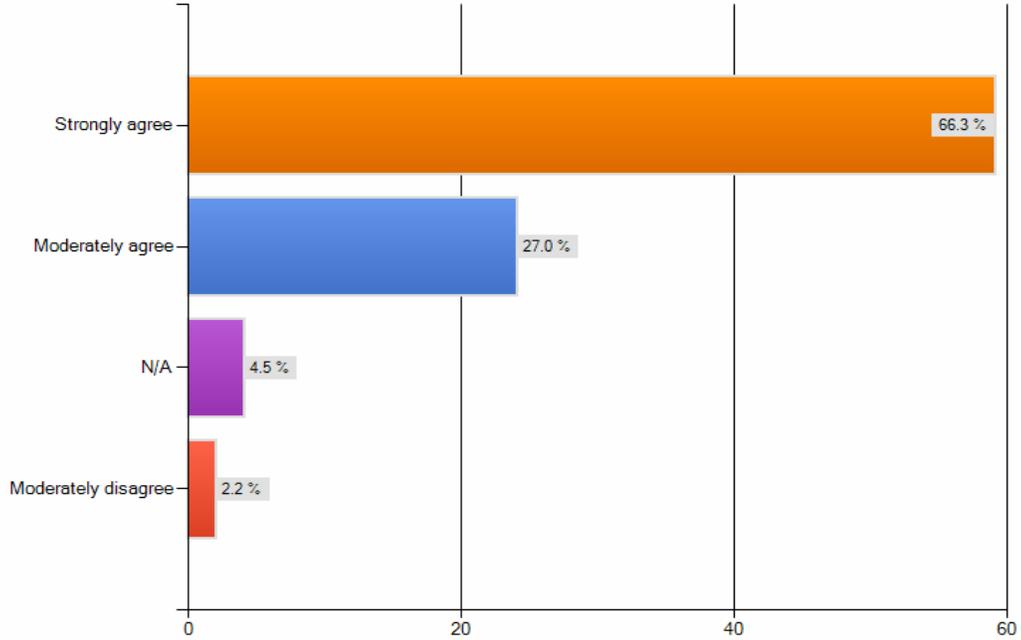
The HCS provides adequate interpretation and instructions regarding HUD rules and regulations.



## Management, Occupancy and FHEO Review (continued)

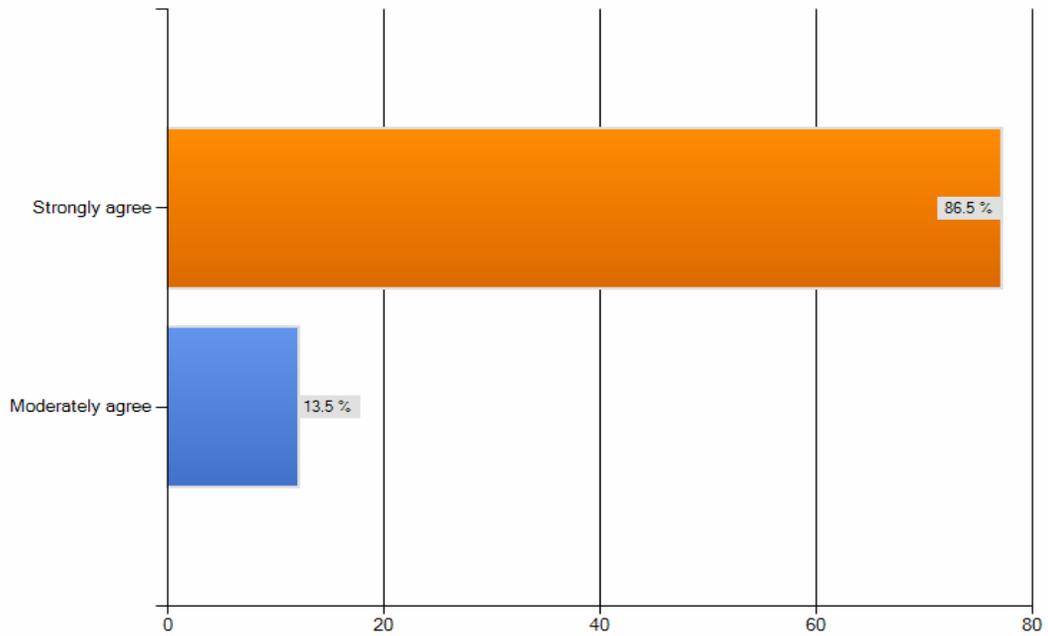
### Question #6.

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



### 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 90 respondents that participated in the “Management, Occupancy and FHEO Review” section, 17% offered the following comments and/or suggestions regarding the Management and Occupancy Review:

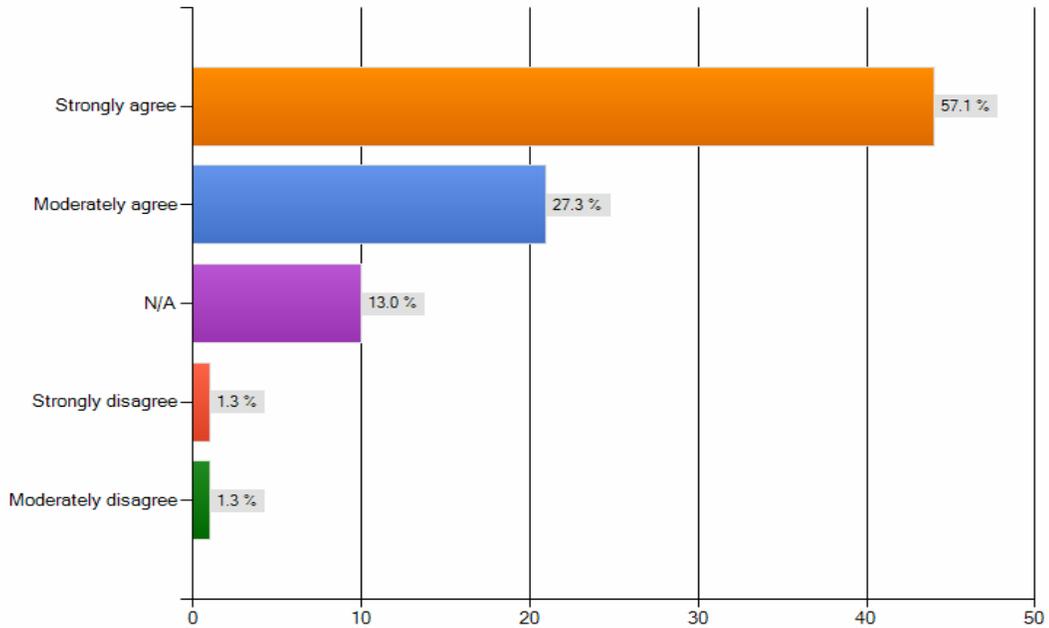
1. I have been the only problem and I am working on everything. Our HCS has done a good job and is very helpful.
2. Why every year. How about every two? Merge section 8 and tax credit forms. Lot of duplication! This duplication & etc. is a waste of precious time. Thank you!
3. The Compliance Specialist is very polite yet strict with audits. We appreciate all the feedback.
4. Biggest bone of contention has always been that the rules of the day or interpretation of the day change each time a new specialist is assigned.
5. Our HCS & all @ IFA are great to work with.
6. The Housing Compliance Specialist is extremely helpful during the annual review and throughout the year.
7. Items I can correct while she is here I still get wrote up for, such as I may miss a signature.
8. The MOR would be more professional if cell phones for calls, and texts were disallowed.
9. I have been here 32 yrs. and I can honestly say that all of IFA's HCS people I have dealt with are courteous, helpful and willing to go that extra mile to make sure I get the information I need to be a better manager.
10. The HCS has been wonderful to work with, we are still currently correcting audit issues and she has been a wonderful resource for questions during this process.
11. The HCS is great to work with.
12. The HCS that comes here is very helpful and knowledgeable about all phases of the MOR and associated tasks and is very prompt at answering requests and answers. Very important person.
13. IFA if very knowledgeable and very helpful in all aspects of the industry!
14. The HCS did a great job. The HCS was on-time and very helpful.
15. Great job.

## Rental Adjustments

The "Rental Adjustment" section received 77 responses but an average of 18% were answered N/A. Of the 77 respondents that participated, the following answers were provided:

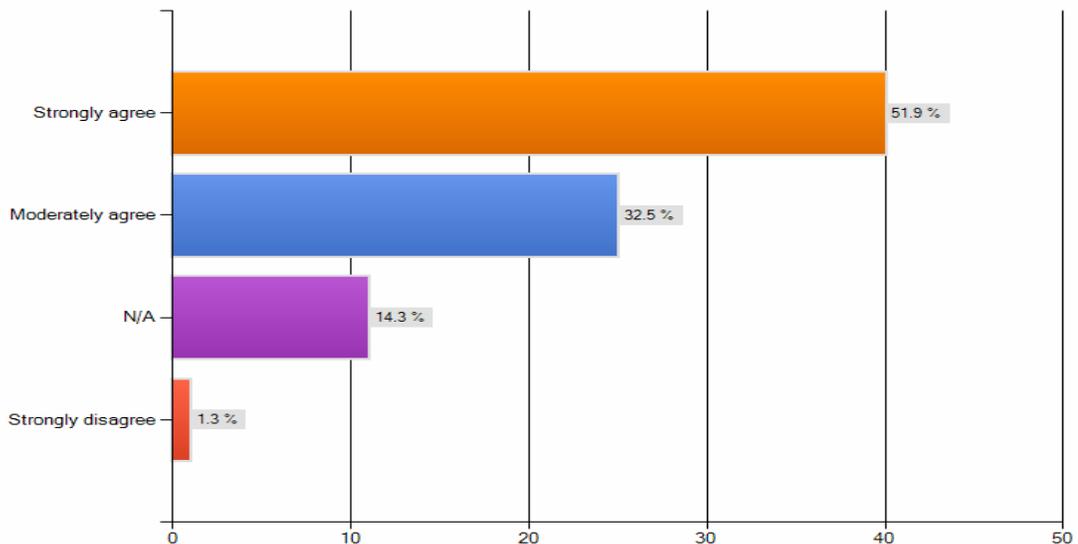
### Question #1.

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



### Question #2.

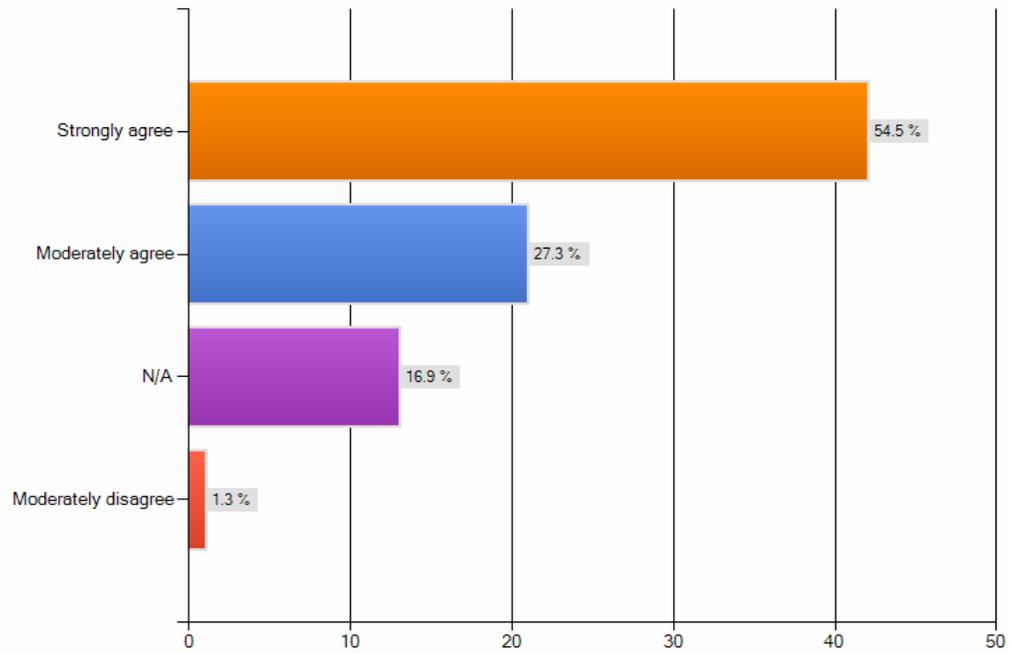
**The IFA team members provide clear and understandable answers to your rent adjustment questions.**



## Rental Adjustments (continued)

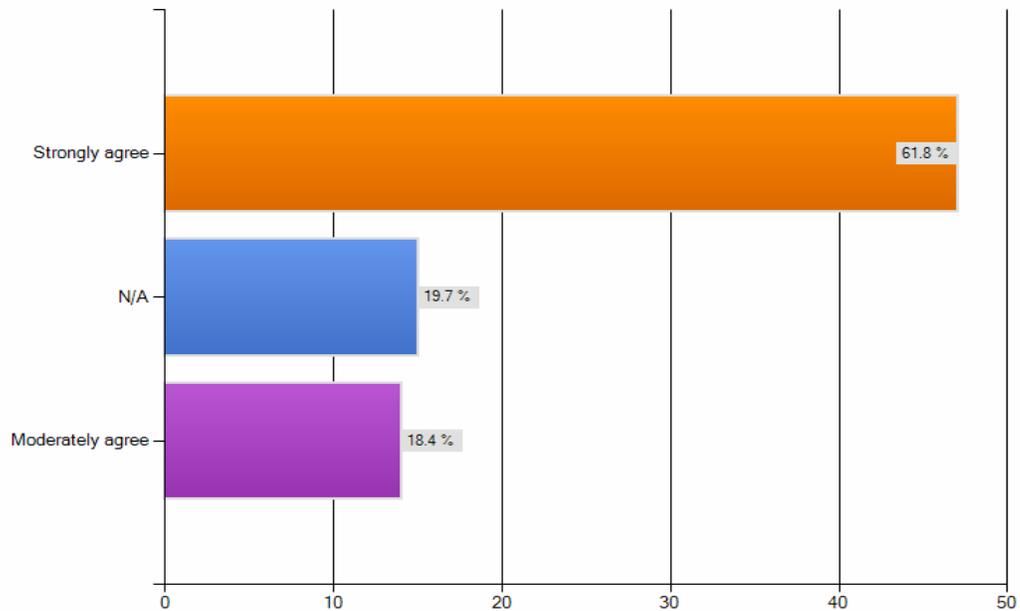
### Question #3.

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.

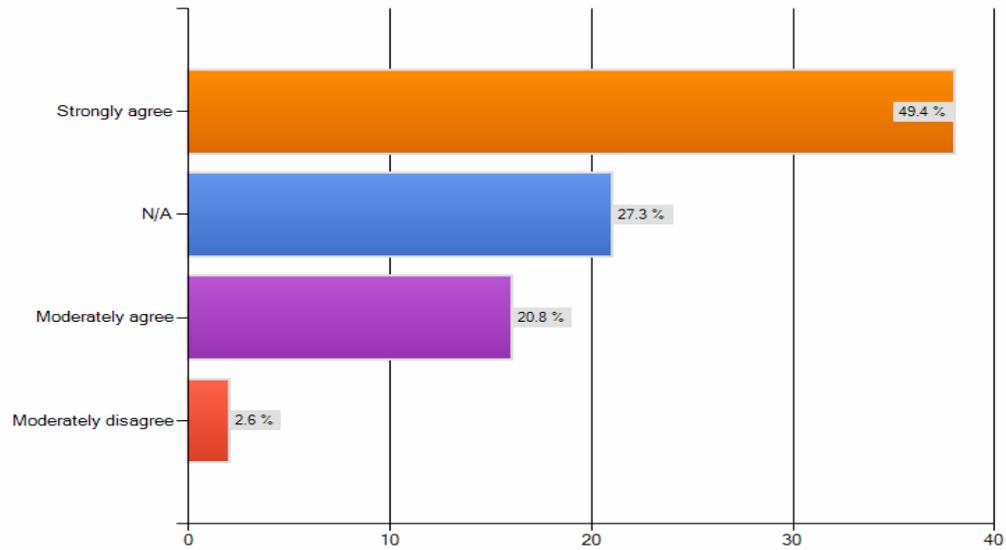
The IFA team members inform you if there is a problem or delay in processing your rent adjustment.



## Rental Adjustments (continued)

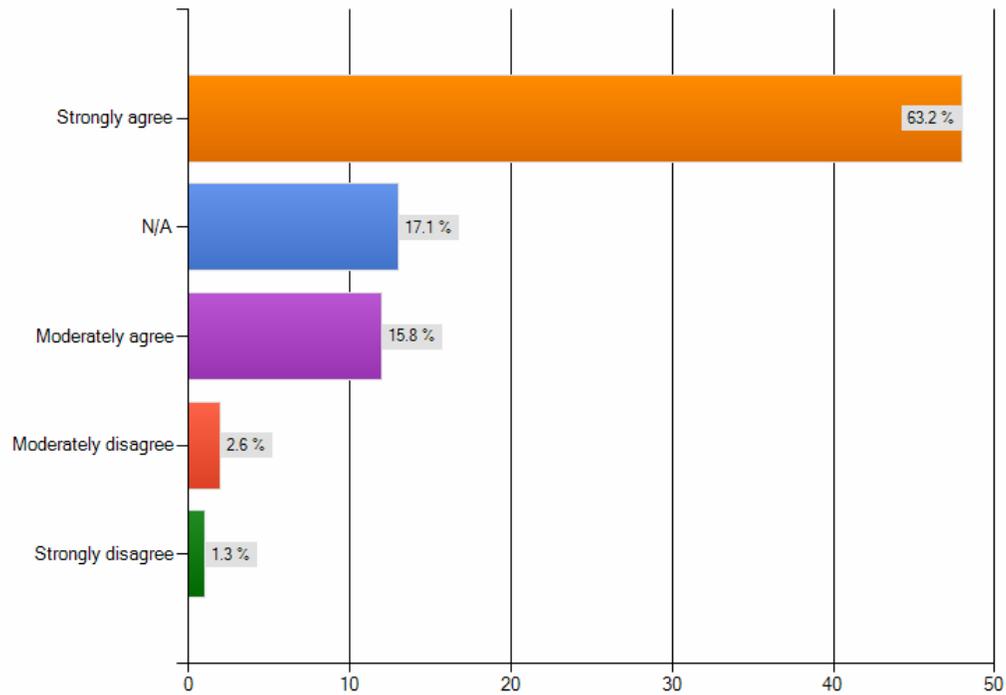
### Question #5.

**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 77 respondents that participated in “Rental Adjustment” section, 13% offered the following comments and/or suggestions regarding Rental Adjustment:

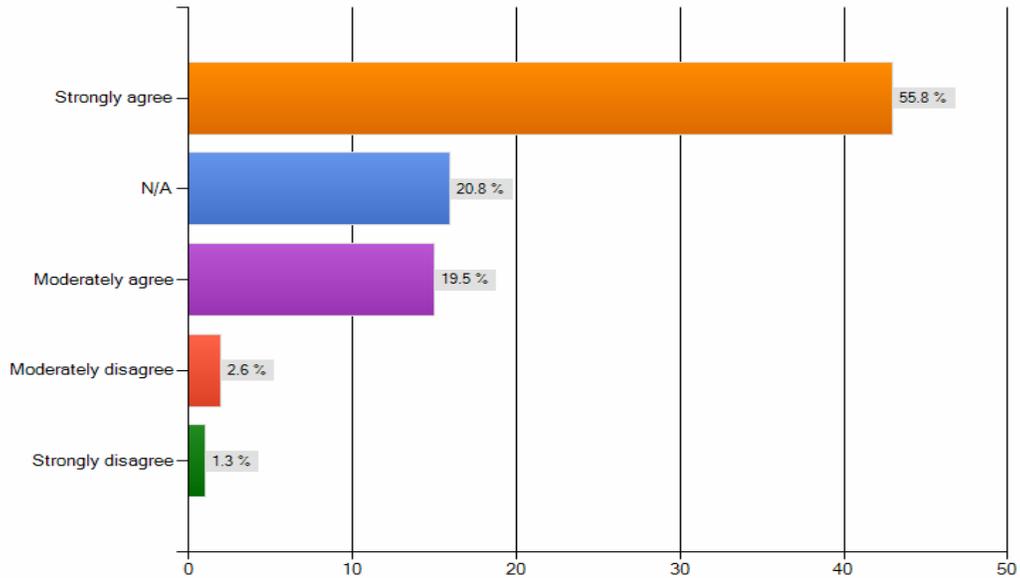
1. I don't deal with this our management company does.
2. Staff is courteous, nice, efficient and helpful.
3. It is difficult to get specific guidance when circumstances surrounding rent increase requests are out of the ordinary-- like the end of a mortgage on a Mixed Property, or incorporation of Tax Credits to a Section 8 Property.
4. This part does not apply to my office.
5. I am property manager and do not handle rent adjustments.
6. This is a matter that my Boss deals with not me.
7. Everyone is always helpful and make it a "less" painful process.
8. Great team to work with and communicate with. Very helpful and understanding.
9. NA
10. Corporate compliance deals with this aspect.

## Contract Renewals

The “Contract Renewal” section received 77 responses and, like the “Rental Adjustment” section, an average of 21% were answered N/A. Of the 77 respondents that participated, the following answers were provided:

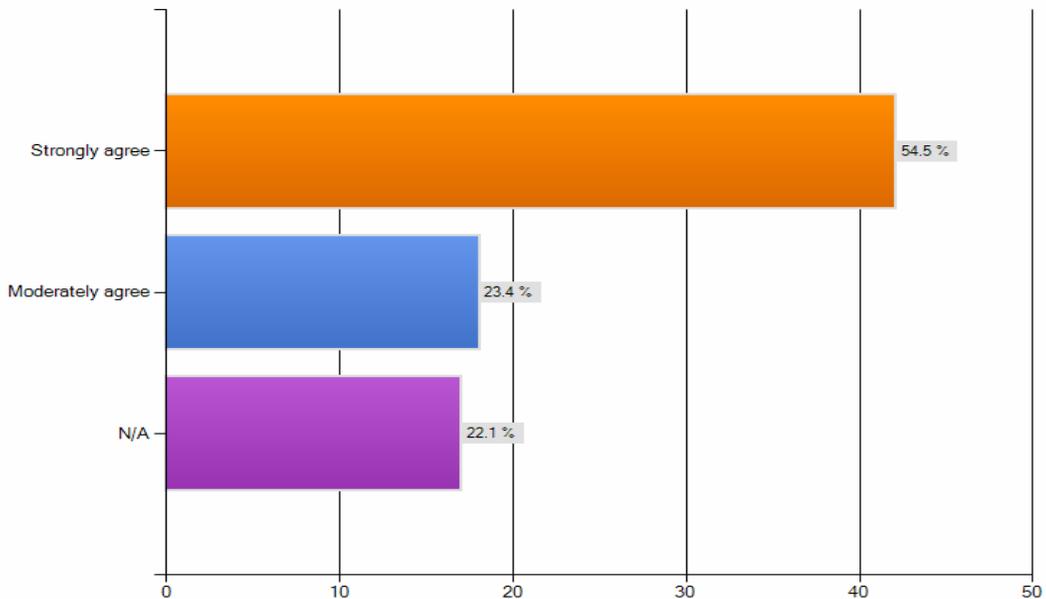
### Question #1.

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



### Question #2.

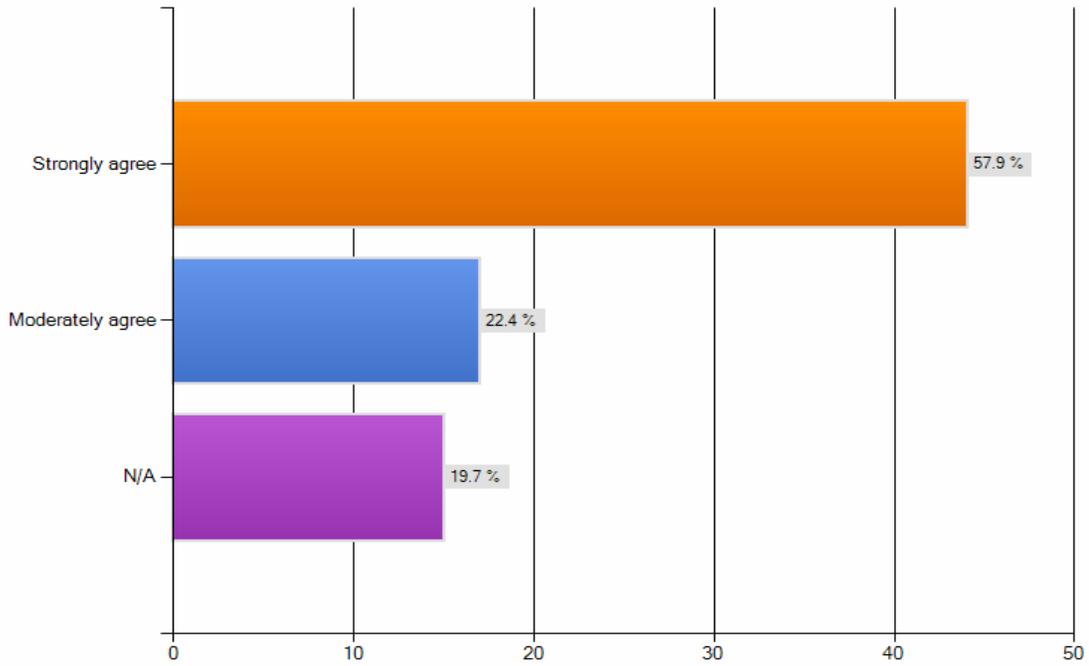
**IFA provides clear and understandable answers to your contract renewal questions.**



## Contract Renewals (continued)

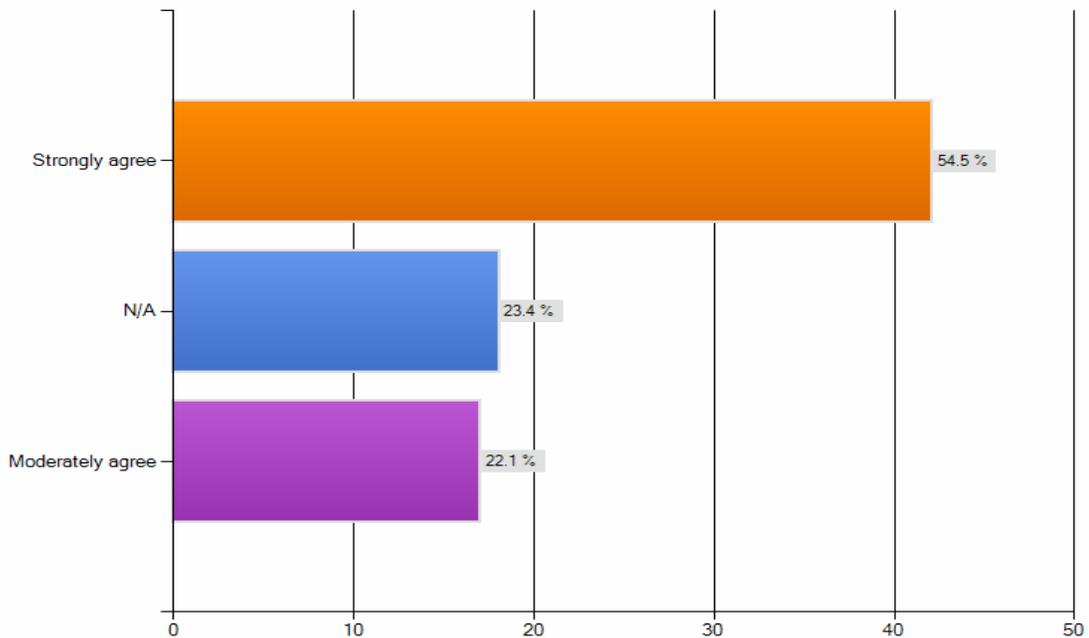
### Question #3.

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.

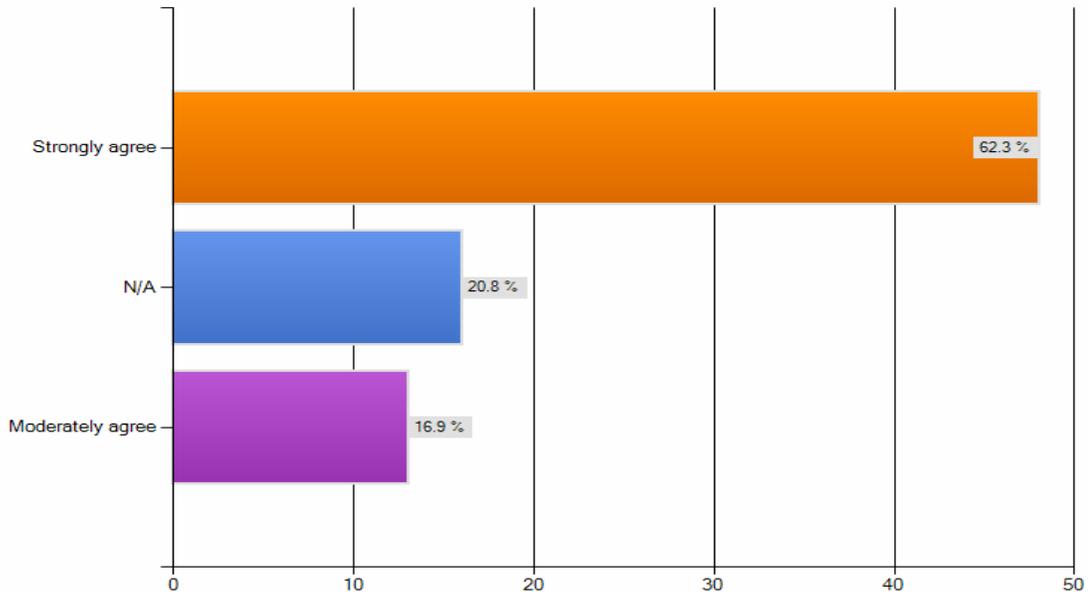
IFA informs you if there is a problem or delay in processing your contract renewal.



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

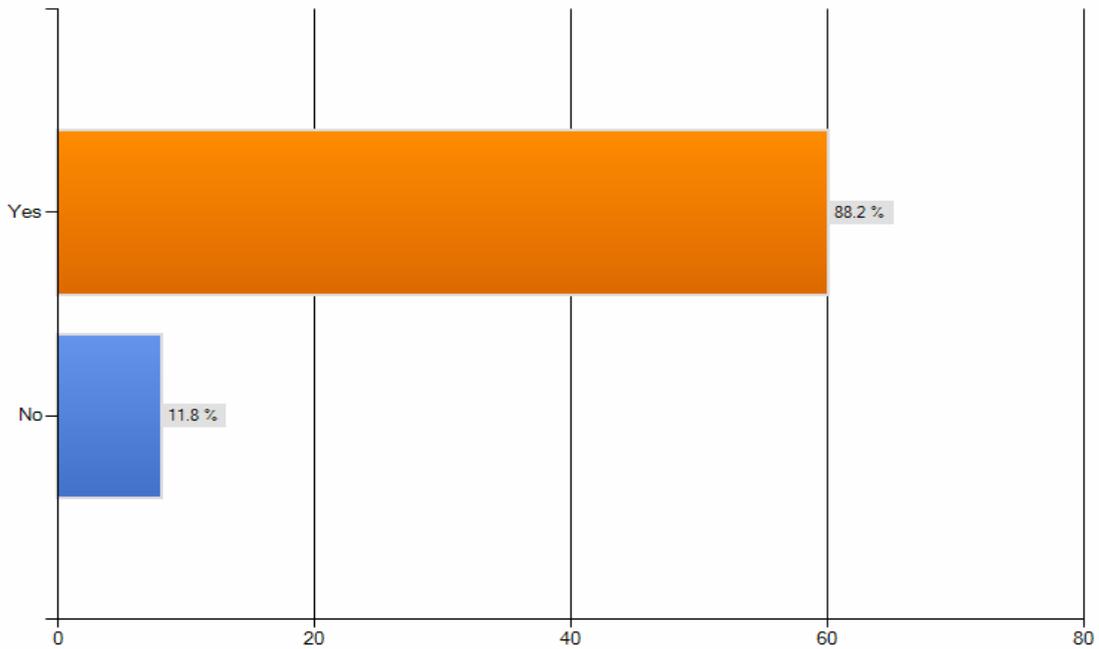
1. The management company deals with this.
2. Got a little more confusing this year with the new emphasis on twenty year extensions as “an option”.
3. This part does not affect my office.
4. I do not handle contract renewal.
5. This is a matter my boss deals with not me.
6. Great to work with.
7. Compliance at Corp deals with this section.
8. IFA does a great job reminding us we’re late each year.

## Payment of HAP Vouchers/ Special Claims

The payment of “HAP Vouchers/Special Claims” section received approximately 73 responses for most questions, but, like the “Rental Adjustment” and “Contract Renewal” sections, an average of 29% were answered N/A. Of the respondents that participated, the following answers were provided:

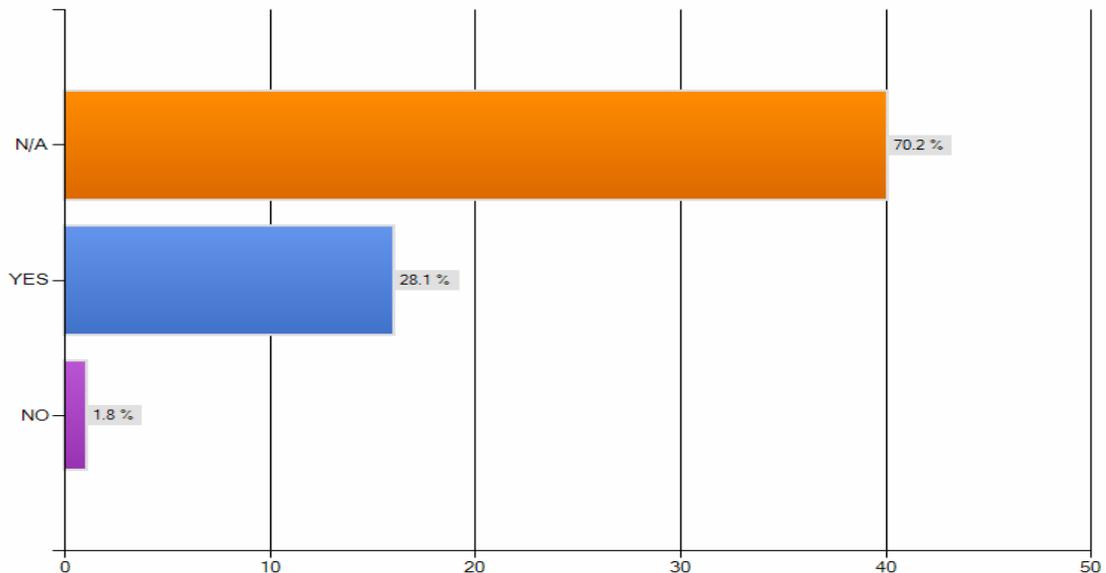
### Question #1.

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



### Question #2.

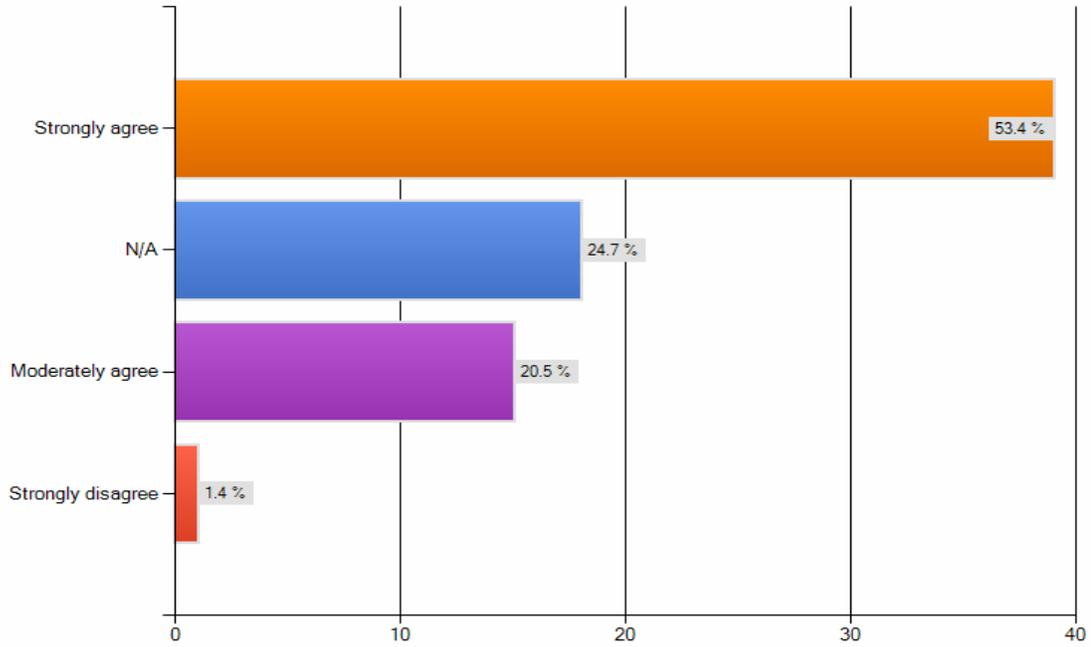
**If no, did IFA provide clear and understandable reasons for the delay?**



## Payment of HAP Vouchers/ Special Claims (continued)

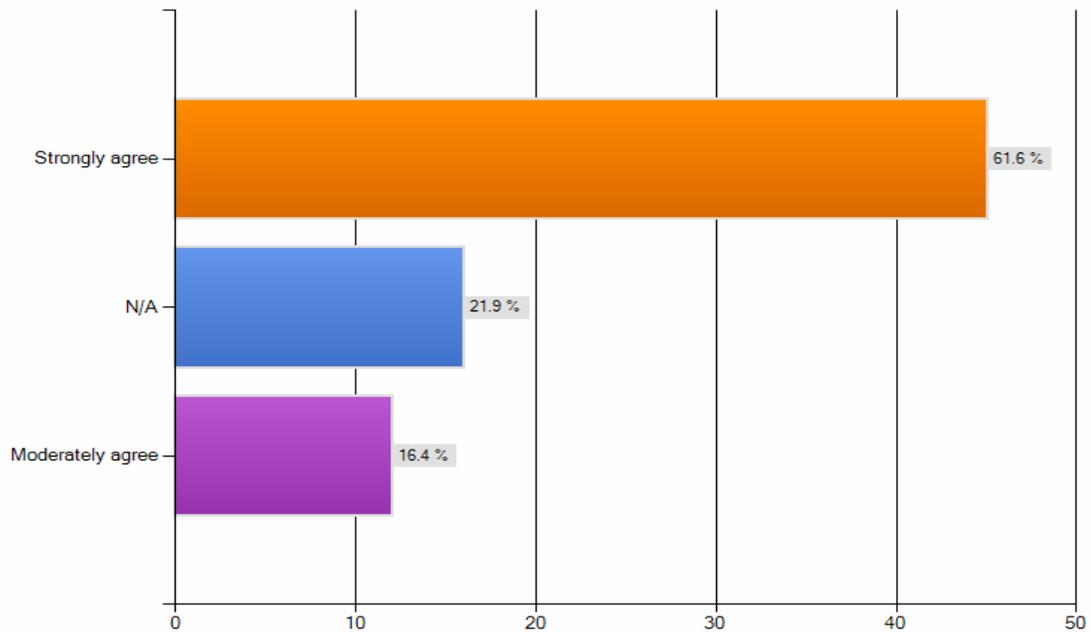
### Question #3.

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



### Question #4.

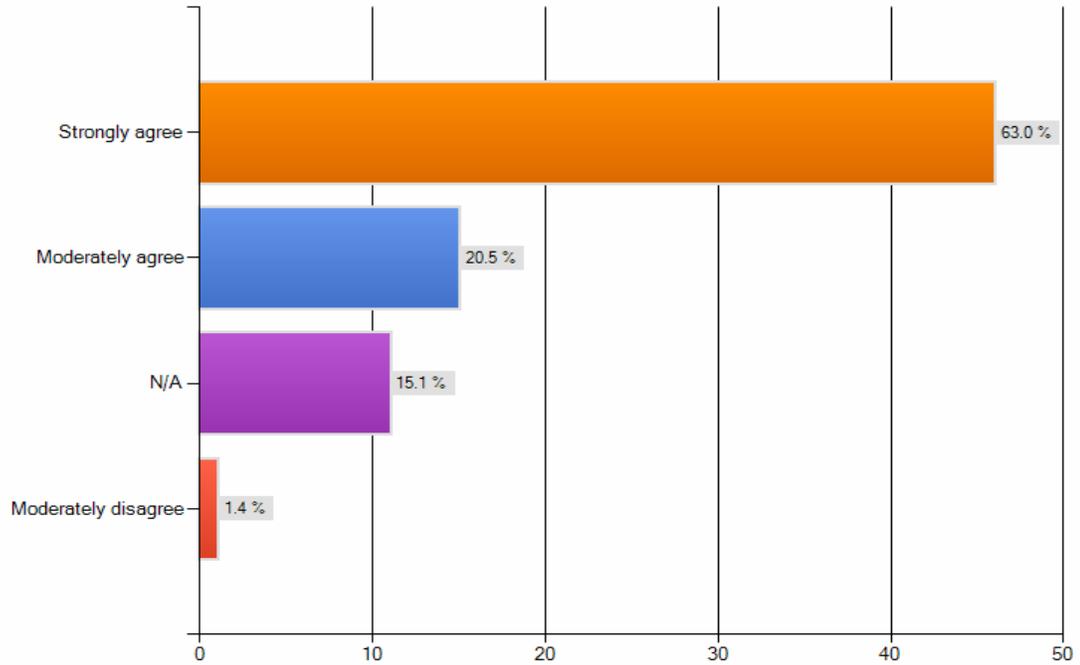
IFA processes your special claims requests with a thorough understanding of HUD rules and regulations.



## Payment of HAP Vouchers/ Special Claims (continued)

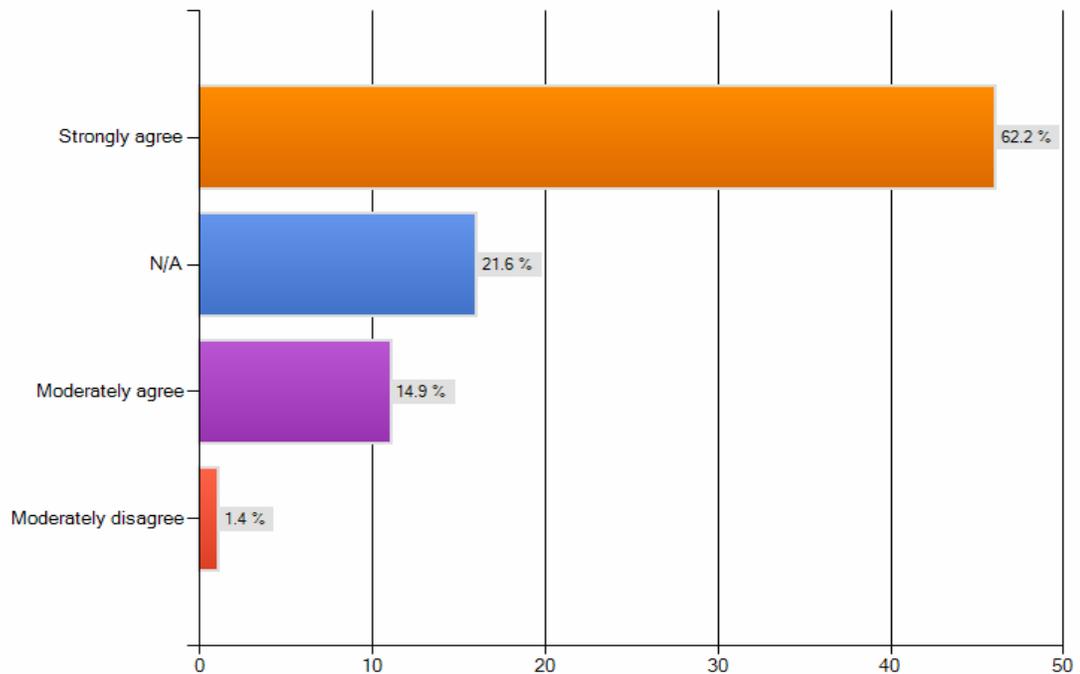
### Question #5.

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



### Question #6.

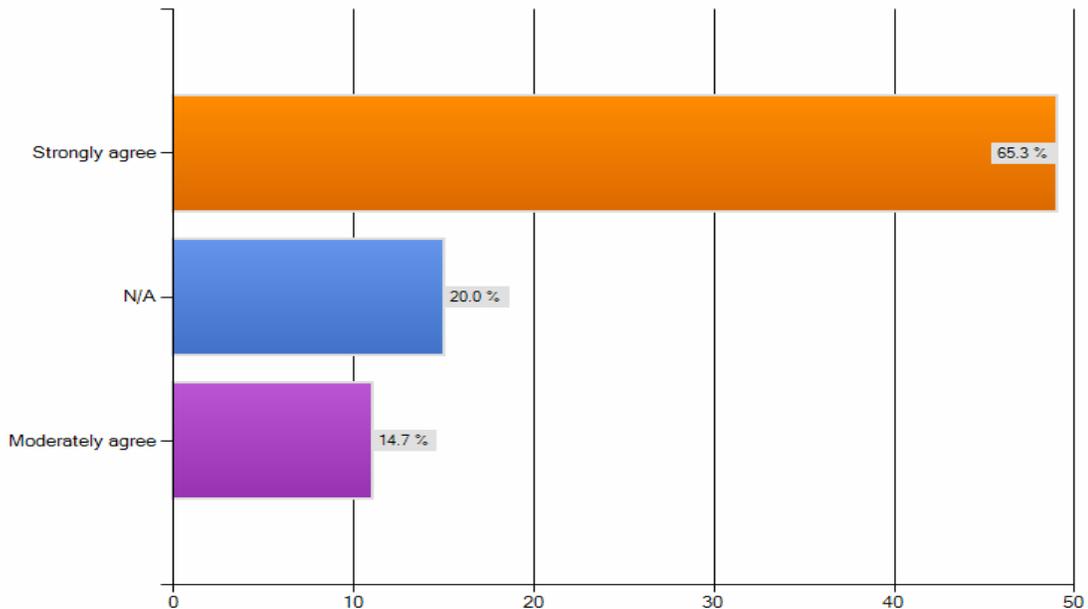
**IFA provides technical assistance during and after the special claims request process and/or responds to phone calls or e-mails within two business days.**



## 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 73 Owner/Agents that participated in “The Payment of HAP Vouchers/Special Claims” section, 12% offered the following comments and/or suggestions regarding HAP Vouchers/Special Claims:

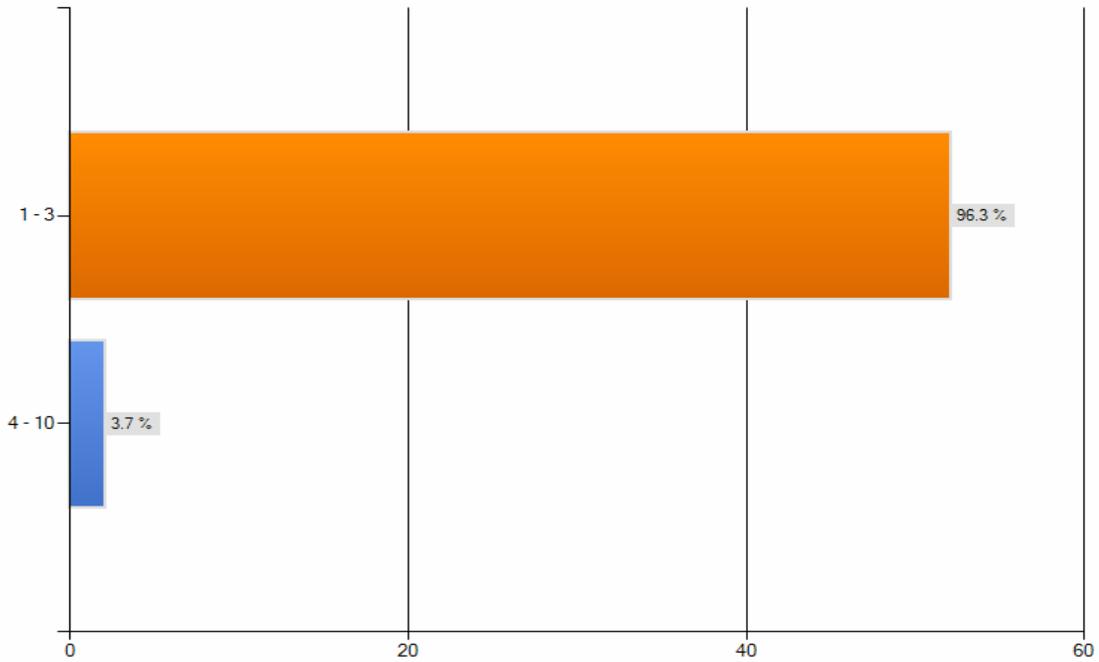
1. The management company deals with this.
2. I don't know who is responsible but I am having a lot of trouble for 3 years with the low income limits. Whoever puts the low income limits in the system always (100%) of the time puts Sioux City income limits in the system. The correct low income limit is for "SIOUX COUNTY". I don't know who is responsible but I sure wish this could be corrected. Thanks.
3. Our vouchers go through EPS, not IFA.
4. This part does not apply to my office.
5. Excellent claims processing.
6. I do not handle this either.
7. Subsidy is always here by the 3<sup>rd</sup>.
8. Compliance deals with this area.
9. Everyone is very helpful with special claims.

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

An average, 60 Owner/Agents answered questions on the “EPS, Inc.” section of the customer survey. Of the stakeholders that participated, the following responses were provided:

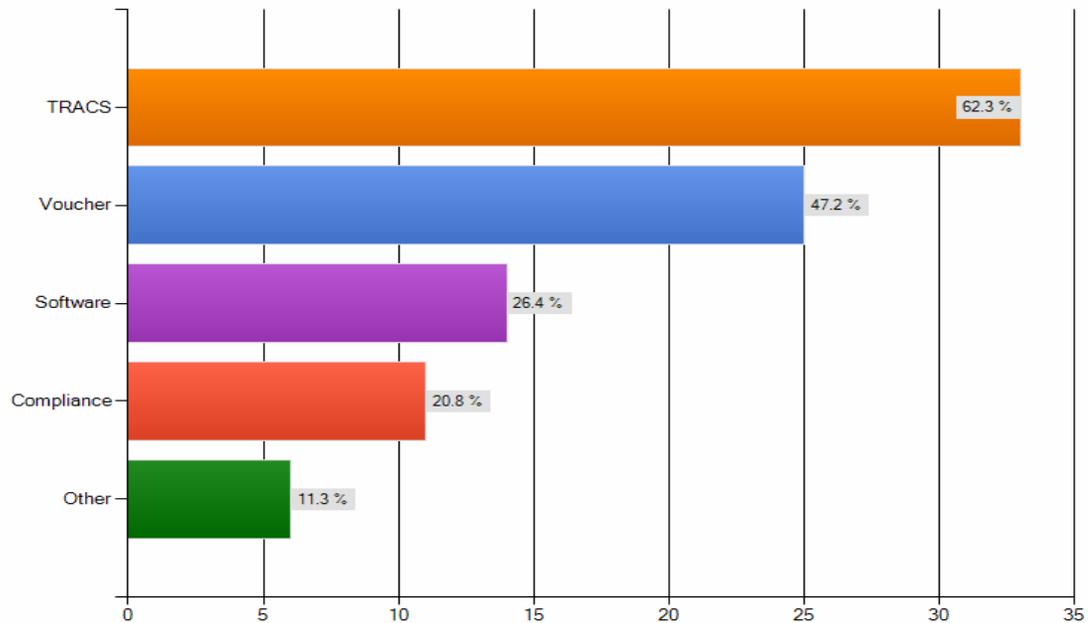
**Question #1.**

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



**Question #2.**

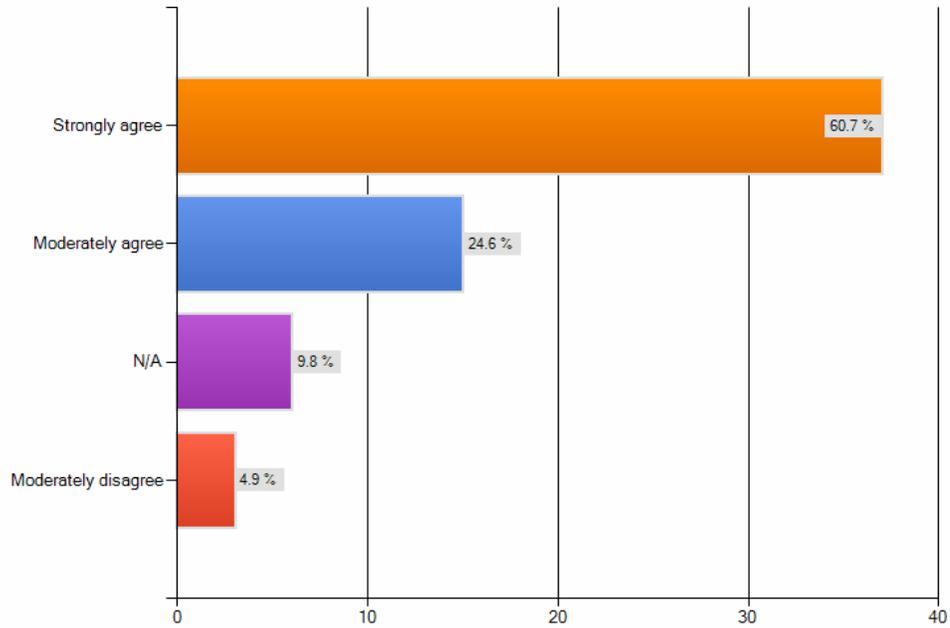
**What type of issues caused you to contact EPS? (check all the apply)**



## EPS, Inc. (continued)

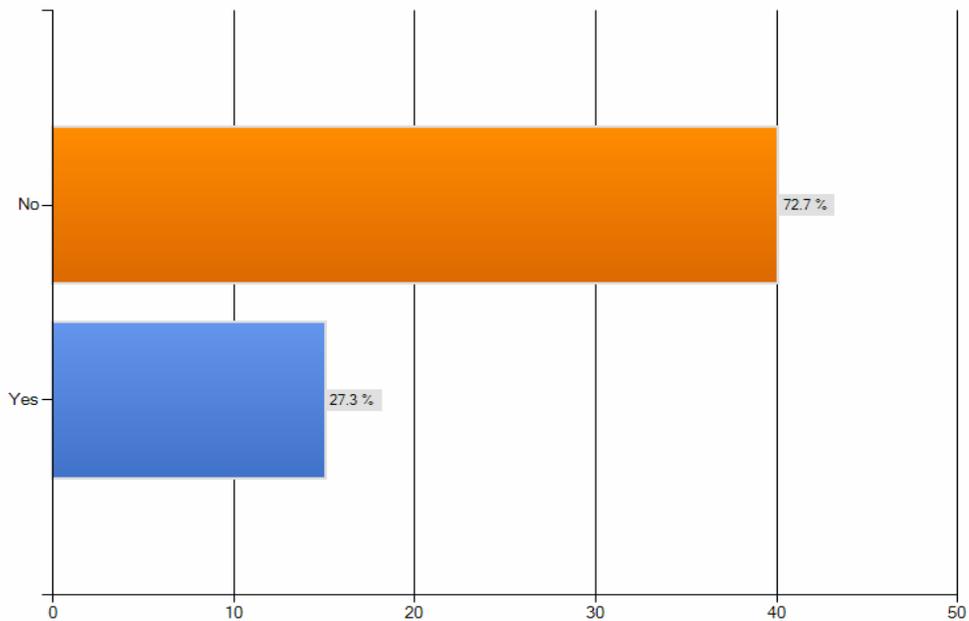
### Question #3.

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



### Question #4.

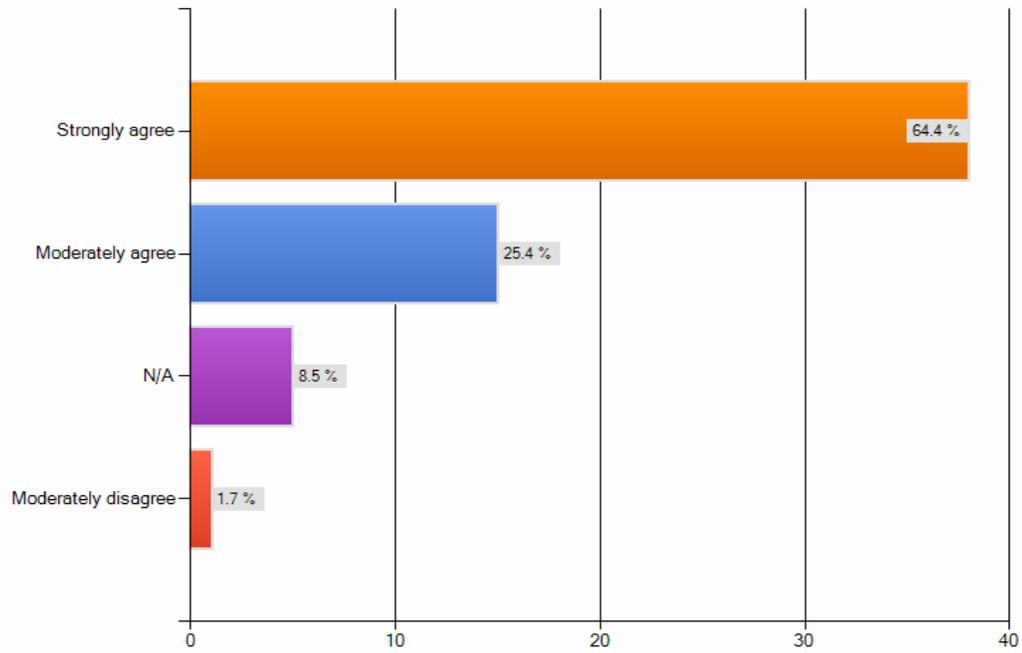
Did you call EPS more than one time to resolve the same issue?



## EPS, Inc. (continued)

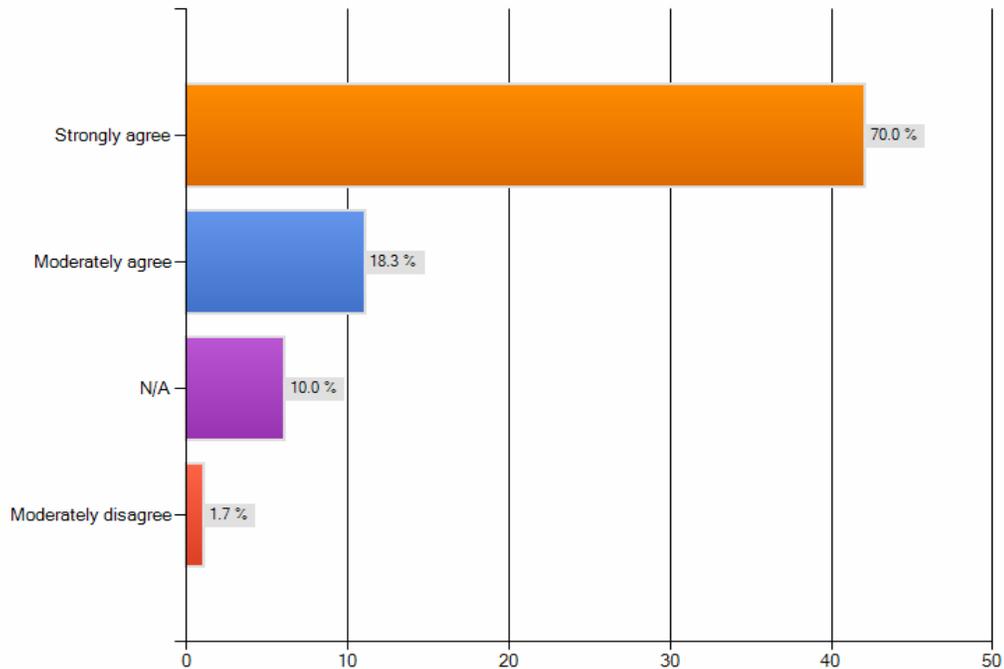
### Question #5.

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



### Question #6.

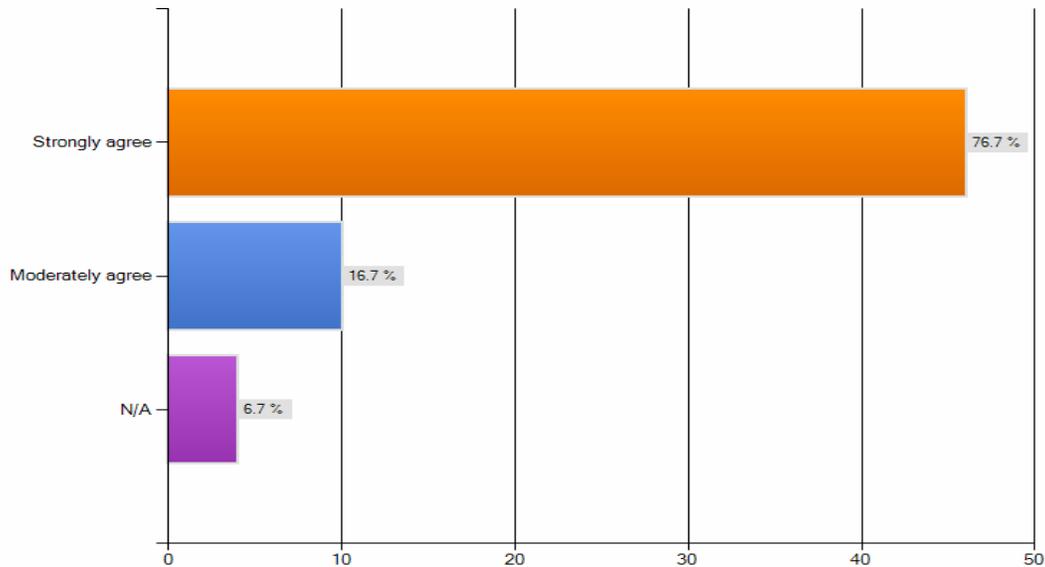
The monthly EPS "Close-out" memo is clear and concise.



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

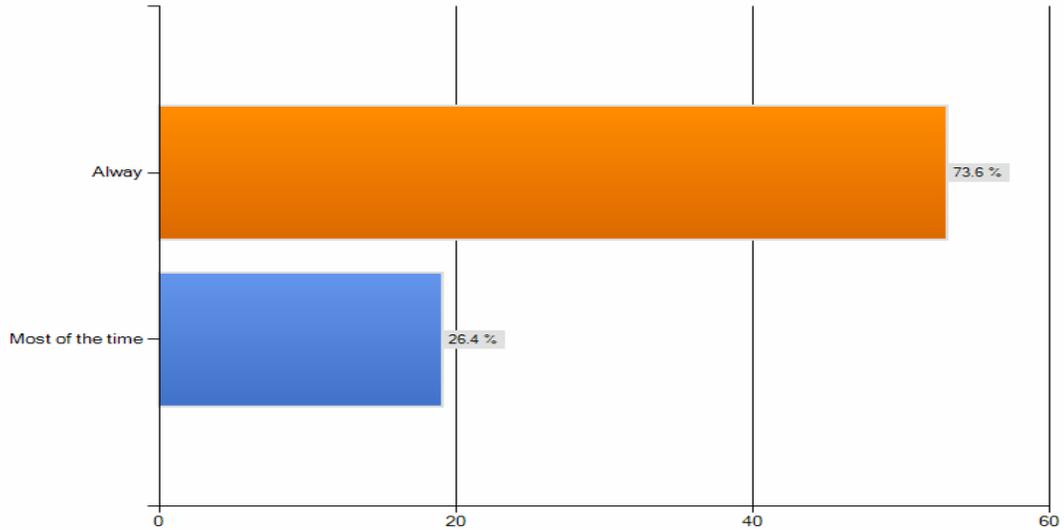
1. See comments in previous section.
2. I never have to call them.
3. With multiple staff changes in our office, there was a significant increase in phone calls and questions between us and EPS. One issue was very complicated and took multiple tries for us to sort out. Otherwise EPS has made the corrections process very straightforward.
4. This part does not apply to my office.
5. Do not handle EPS.
6. EPS’s Analyst is great!!!!!!!!!!!!!!!
7. EPS is the greatest.
8. EPS is always very helpful.
9. Maybe 2-3 times a year I contact EPS for assistance with voucher.
10. Very helpful and understanding.
11. Again, the compliance area deals with area.

## Customer Service / Communication

The “Customer Service and Communication” section received 72 responses from owner/agents. Of those that participated in this section, the following answers were recorded:

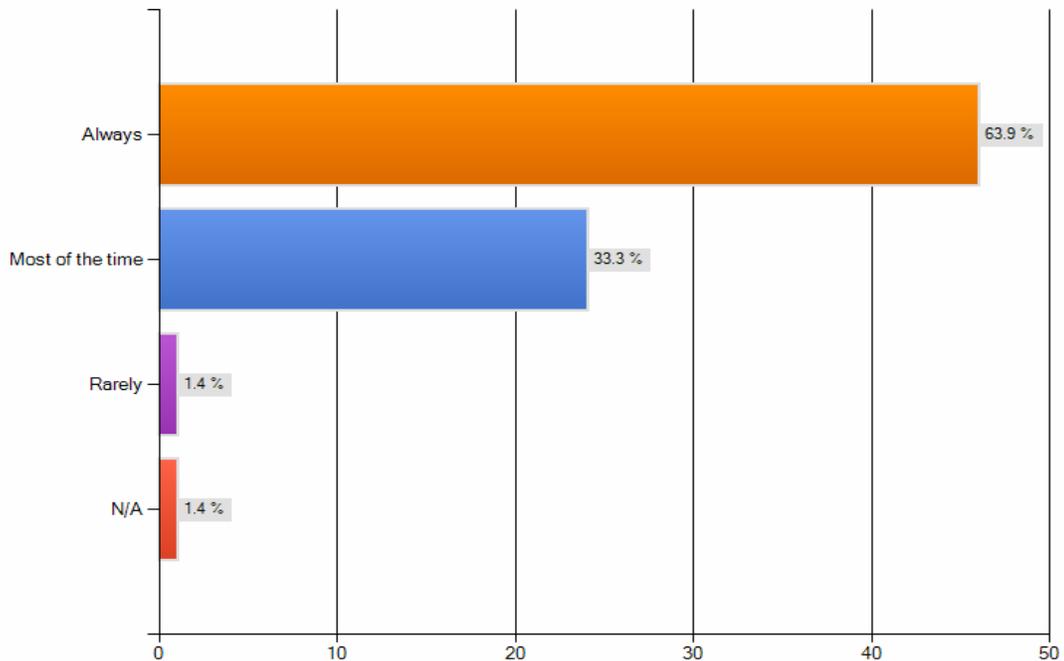
### Question #1.

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



### Question #2.

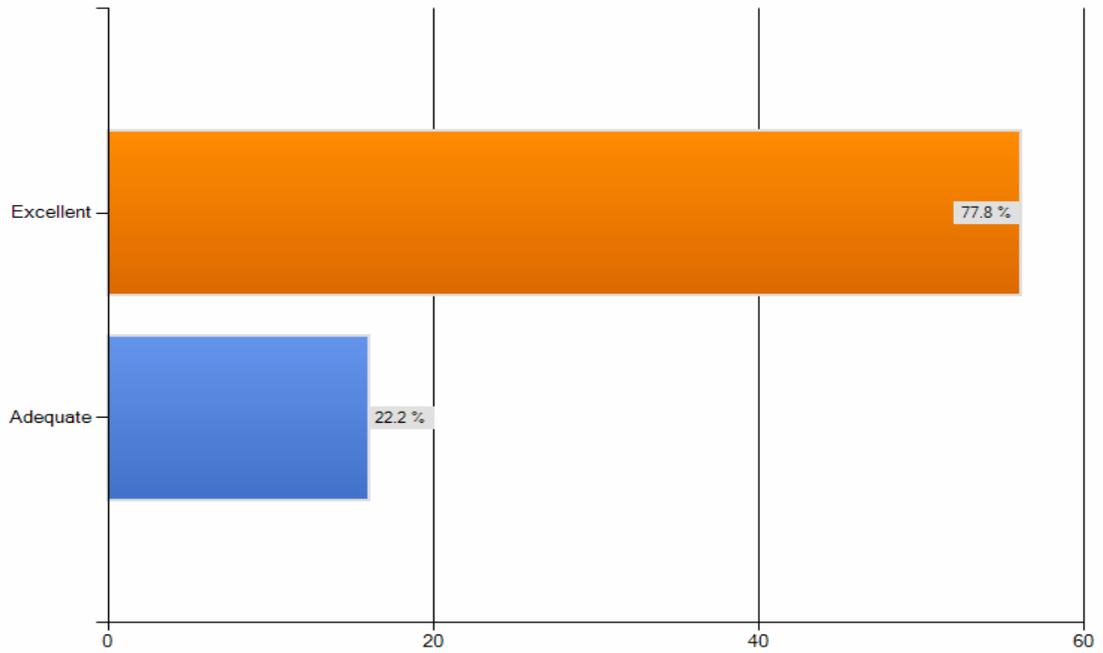
**IFA responds in writing when necessary (whether electronically or via mail service).**



## Customer Service / Communication (continued)

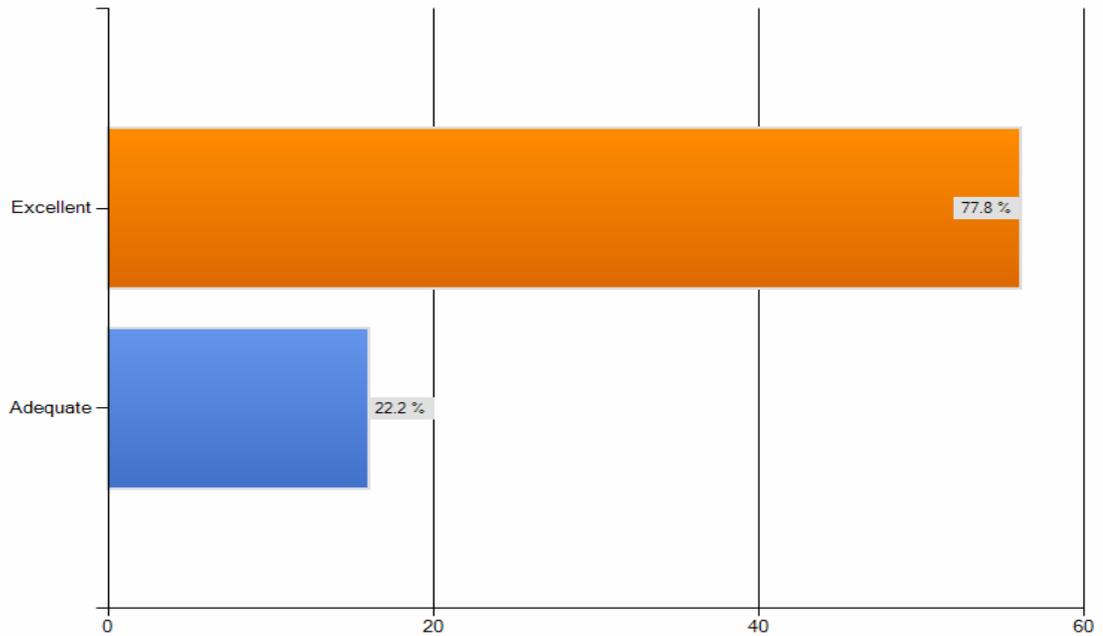
Question #3.

IFA staff is courteous and respectful at all levels.



Question #4.

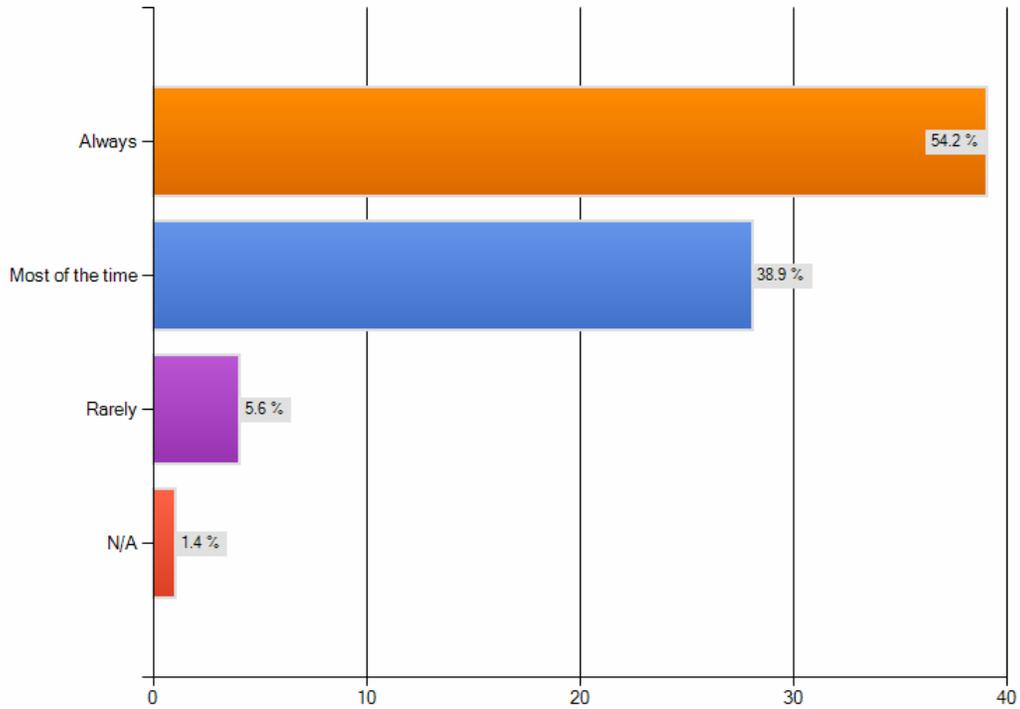
How would you rate your own attitude about working with IFA?



## Customer Service / Communication (continued)

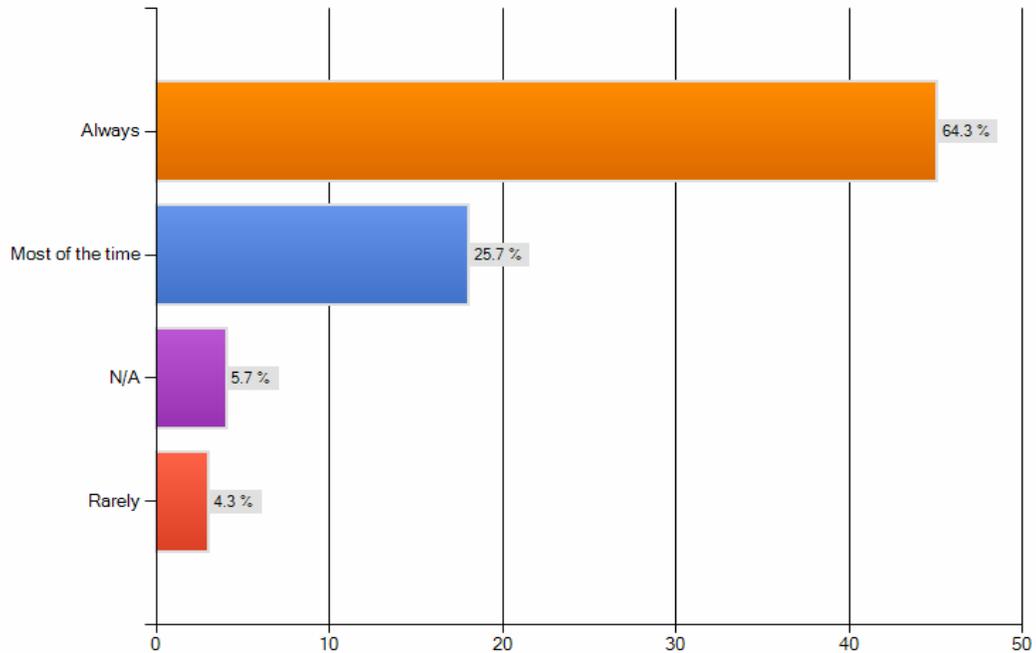
### Question #5.

IFA provides regular policy/regulatory updates.



### Question #6.

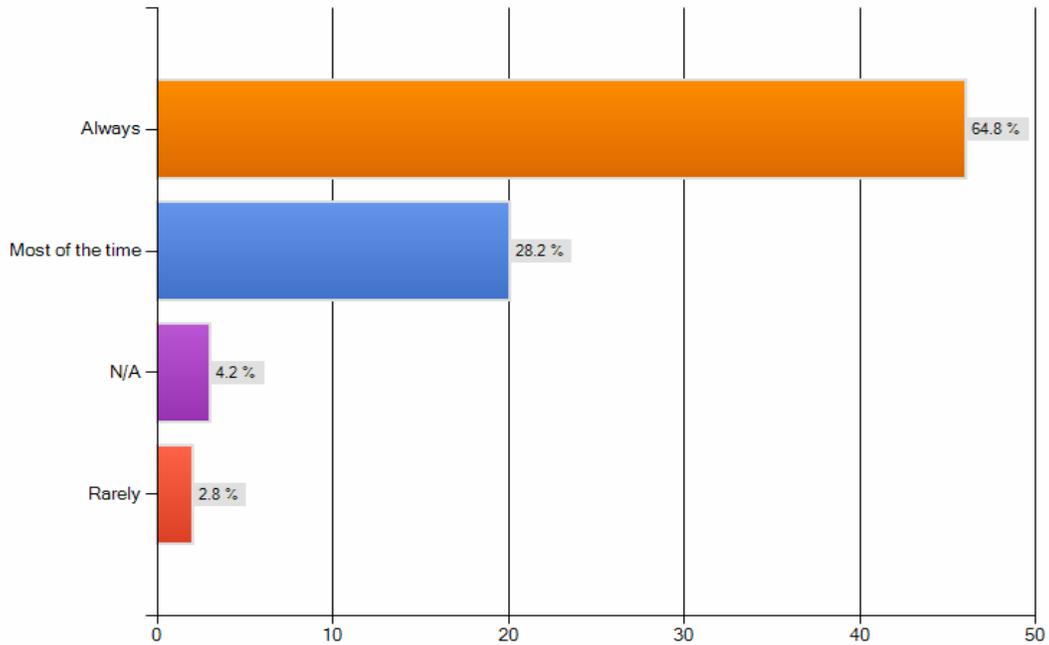
IFA provides information to help facilitate smooth processing of routine functions (i.e., budget adjustments, contract renewals, MORs, etc.).



## 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

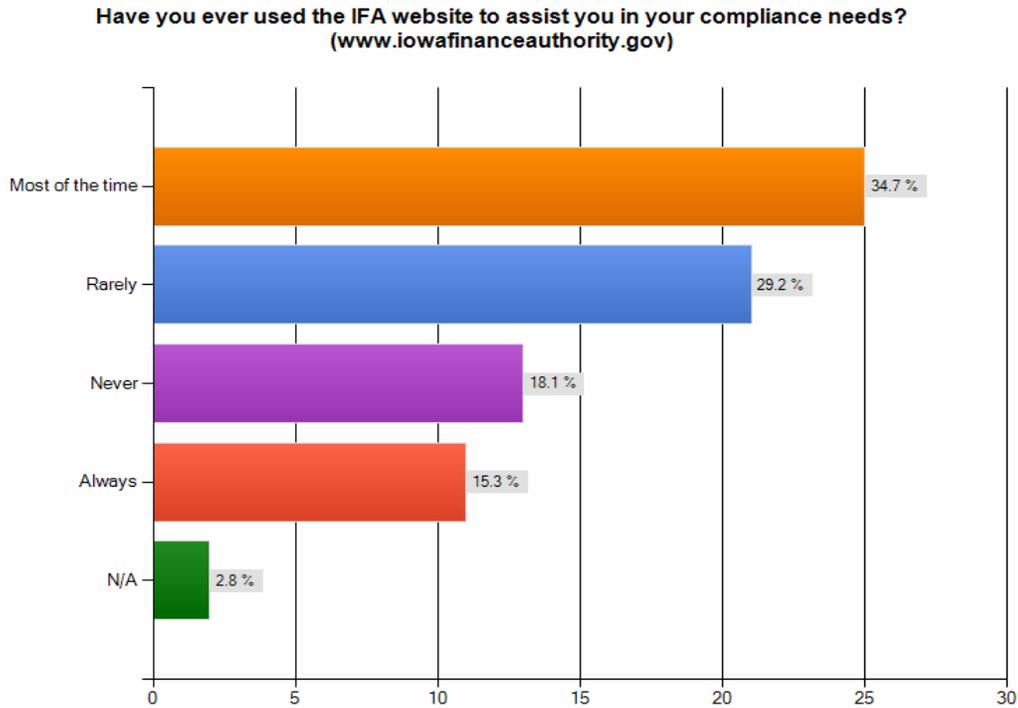
Of the 72 stakeholders who participated in the “Customer Service and Communication” section of the customer survey, 5% offered the following comments or suggestions:

1. Sometimes changes of names for Owner reps are not processed by all parties at the same time. I think it is more often communication originating with HUD than with IFA.
2. It sometimes is wasteful to send so much communication back and forth.
3. IFA responds in writing when needed #5 & #6, will not answer these as am not sure.
4. It would also be helpful if the site were also to get notification on MOR's, etc.

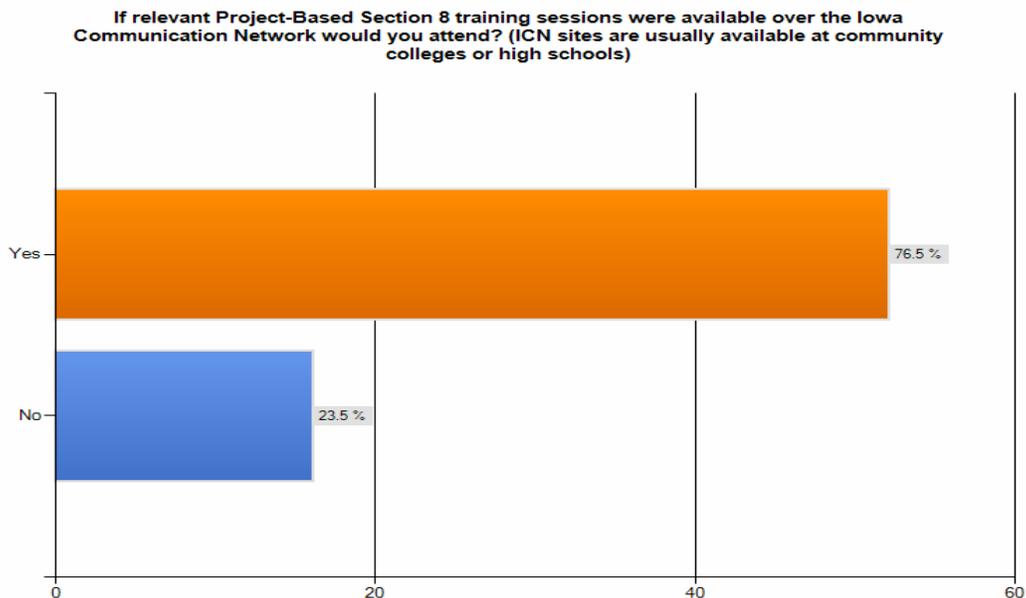
## Training

Approximately 72 Owner/agents answered questions in the “Training” section of the customer survey. Of those who participated, the following responses were provided:

### Question #1.



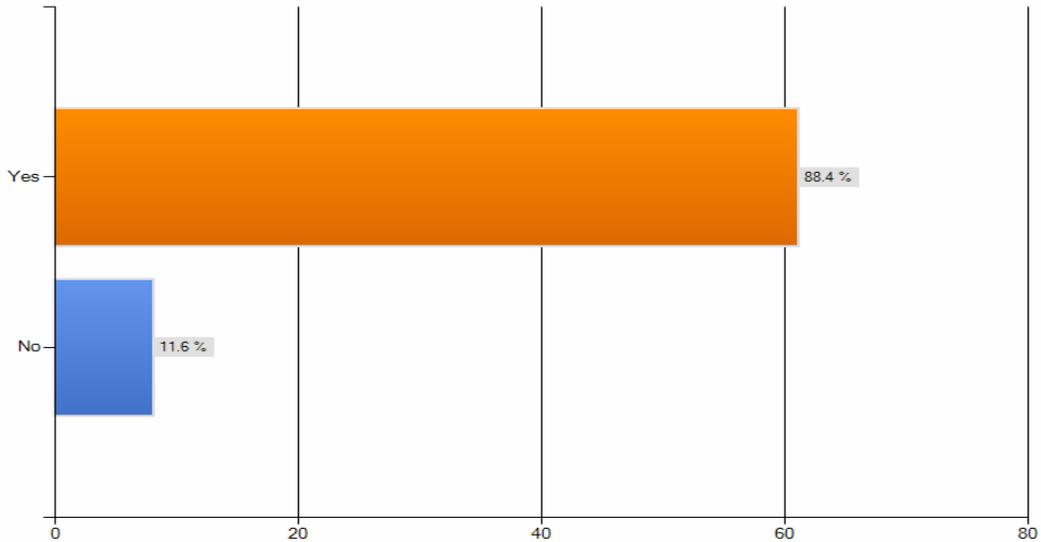
### Question #2.



## Training (continued)

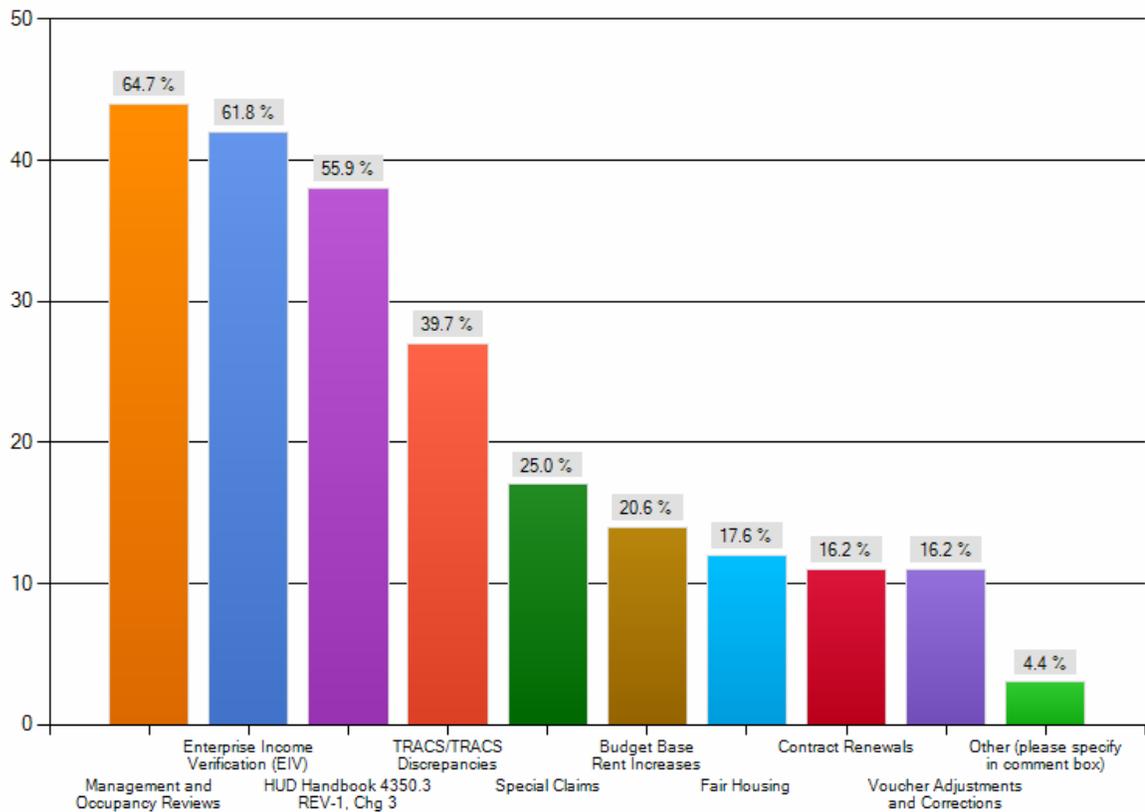
### Question #3.

If relevant Project-Based Section 8 training sessions were available on the Internet (Webinar) would you participate?



### Question #4.

What are the top 3 topics you would like IFA provide training on?



## **Comments from respondents – Training**

Of the 72 Owner/Agents that participated in the “Training” section, 15% offered the following comments/suggestions regarding the “Training” section:

1. I need more training.
2. Additional training opportunities would be greatly appreciated. We have spent a LOT of money on NCHM based training that does not provide affordable “update training.”
3. I would attend ICN & web classes but would prefer to attend in person.
4. Updates.
5. Repayment agreements.
6. Although it is difficult to keep up with so many changes, we have always received kind and courteous treatment. The people we have worked with have been highly knowledgeable and have provided guidance when we ask for help.
7. I would like better training on the EIV System, with someone who uses it, knows what it is, and have time to ask questions. When we have to correct income and go back a year or move, this can get really involved and to have training on this would be helpful, also to be able to know what would be the best way to put it through our vouchers would be helpful.
8. IFA and all of its staff have always treated us fairly, in a courteous manner, and with a high degree of professionalism.
9. These are topics that I feel would be beneficial to various employees within Dominion not just Hillside Park. Items checked would be helpful also to properties assistants not necessarily the mgr. Tks.
10. Compliance with termination of tenancy and Iowa Landlord/Tenant law.
11. I wish that IFA could contract for our 202/PRAC building that is currently managed by HUD staff - IFA does a better job.