



IOWA FINANCE
AUTHORITY

Section 8 Contract Administration

Customer Service Survey Report

2008 - 2009

Table of Contents

Table of Contents	2
Summary of 2008/9 Customer Service Survey Results	3
Summary.....	3
Management, Occupancy and FHEO Reviews.....	5
Comments from respondents - Management, Occupancy and FHEO Review	8
Rental Adjustments.....	11
Comments from respondents – Rental Adjustments.....	14
Contract Renewals.....	15
Comments from respondents – Contract Renewal	17
Payment of HAP Vouchers/ Special Claims.....	18
Comments from respondents – the payment of HAP Vouchers/Special Claims.....	22
EPS, Inc. (IFA’s sub-contractor for voucher reconciliation and transmission to HUD).....	23
Comments from respondents – EPS, Inc. (IFA’s sub-contractor).....	27
Customer Service / Communication.....	28
Comments from respondents – Customer Service and Communication	32
Training.....	33
Comments from respondents – Training.....	35

Summary of 2008/9 Customer Service Survey Results

The 2008/09 Customer Service Survey was made available to Owners, Management Agents, and Property Managers on April 27, 2009 under the name "Iowa Finance Authority Section 8 Survey." The survey was redesigned this year using 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 May 15, 2009, ninety-two 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 May 31, 2009.

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 eighth survey conducted since the inception of the program in 2000. Some questions were condensed or eliminated from previous surveys in an effort to make the survey easier to understand and complete. The Customer Service Survey was emailed to 317 Owners, Management Agents, and Property Managers. IFA received 127 responses to the survey - a 40% return rate. This is up from the 2007 survey, which had a lower than average response rate of 18%.

Summary

A majority of the Owner/Agents responding believe that IFA's staff is courteous, professional and responsive when performing their work. Additionally, they agree that IFA's staff understands HUD regulations and the staff provides technical assistance to help them in complying with HUD rules and regulations.

EPS, Inc., the sub-contractor who conducts the review and reconciliation of monthly HAP vouchers, also continued to receive high marks regarding professionalism and knowledge when contacted by the Owner/Agents.

Overall customer satisfaction remains high. 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?"* 70.4% of respondents answered "Always", and 78.4% 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?"*

Based on the comments provided, the IFA Section 8 staff should be satisfied with its strong overall performance while continuing to seek ways to maintain this high level of customer service. The survey results reinforce the fact that IFA's staff is committed to providing quality customer service.

Summary (continued)

The survey also indicated in the “Management, Occupancy, and FHEO Reviews” section that 54% of the respondents believe there are areas where IFA’s staff and Owner/Agents interpreted HUD rules and regulations differently. Additionally, the “Training” section of the survey indicated responses of 35.4% “Rarely” and 13.1 % “Never” to the statement, *“Have you ever used the IFA website to assist you in your compliance needs?”* Going forward, IFA should seek innovative ways to better inform and train our customers and stakeholders on IFA’s interpretation of HUD rules and regulations. IFA should also consider providing training via the Iowa Communication Network (ICN) or by use of the Internet (Webinar) to involve as many Owner/Agents as possible. As noted in the “Training” section of the survey, nearly 83% Owner/Agents responded they would attend a training session if available over the ICN and 92% said they would participate in a training session if it were available on the Internet.

The Iowa Finance Authority will continue to post the most current documents to the IFA website, www.IowaFinanceAuthority.gov as well as distribute management bulletins to Section 8 stakeholders. The Customer Survey reported that over 48% rarely use IFA’s website, an indication that IFA needs to take steps to ensure our website is as user friendly and effortless to navigate as possible, allowing for the easy retrieval of current documents and essential information contained in recent management bulletins.

The Section 8 Customer Service Report will be submitted to IFA’s Executive Director, Section 8 Director, management team members, EPS, Inc., and the Contract Administration Oversight Monitor (CAOM). The survey results will be posted on IFA’s website.

Percent of Respondents With Overall Satisfaction			
	2008/9	2007	2006
Management Occupancy & FHEO Reviews	91%*	96%	90%
Rental Adjustments	96%	94%	91%
Contract Renewals	100%	100%	100%
HAP Voucher & **Special Claims	86%	83%	86%
EPS, Inc.	90%	81%	80%
Customer Service	97%	n/a	n/a
Average	94%	92%	91%

* Includes Question #5, where 54% agree, to some degree to the statement, “Do you believe there were areas where the HCS interpreted HUD rules and regulations differently from your understanding of the rules and regulations.” If this question is omitted, overall satisfactory is 98%.

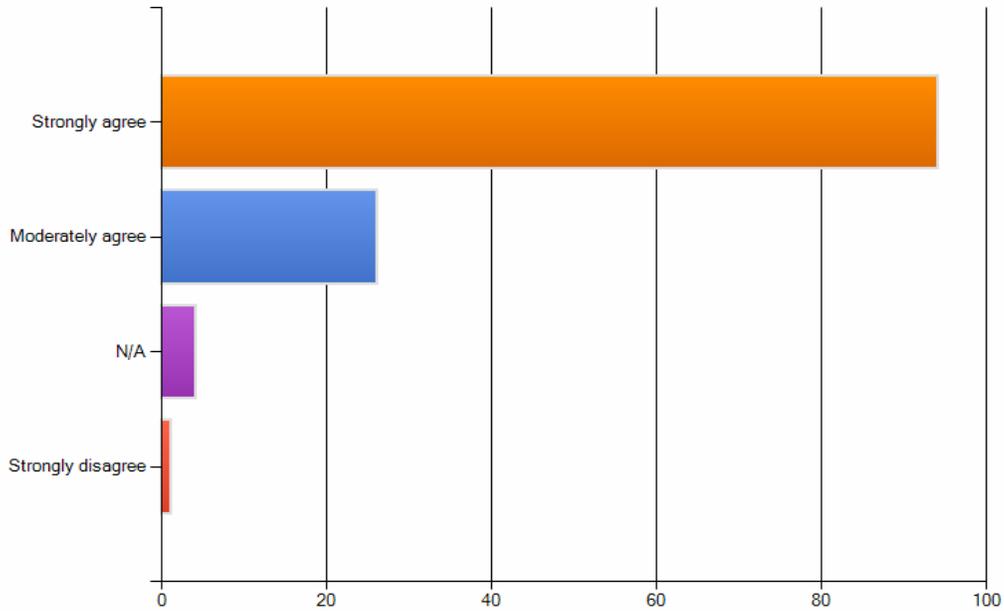
** The “Special Claims” section was combined with HAP Voucher section this year.

Management, Occupancy and FHEO Reviews

125 respondents answered questions on the “Management, Occupancy and FHEO Review” section. Of the 125 customers that participated, the following responses were provided:

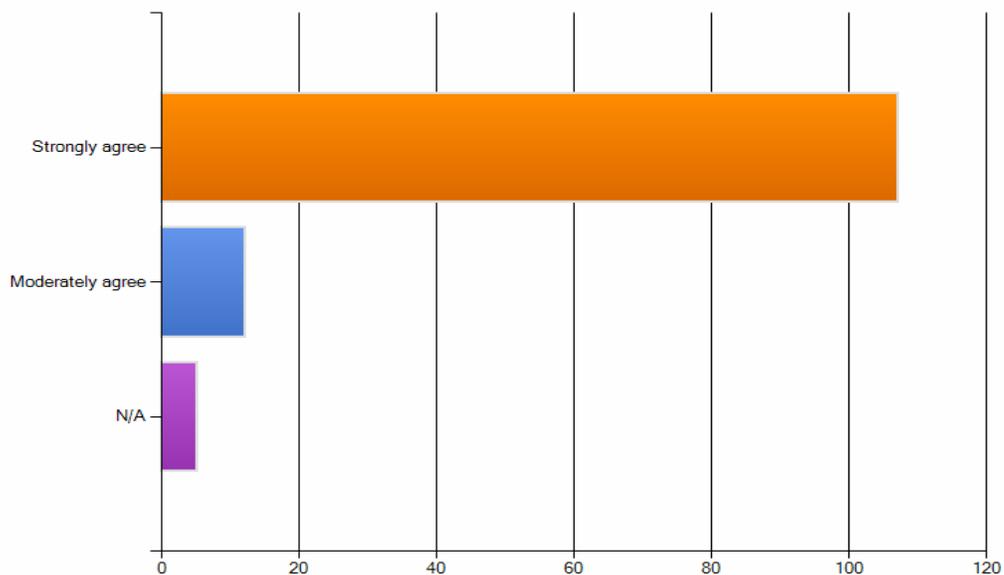
Question #1.

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



Question #2.

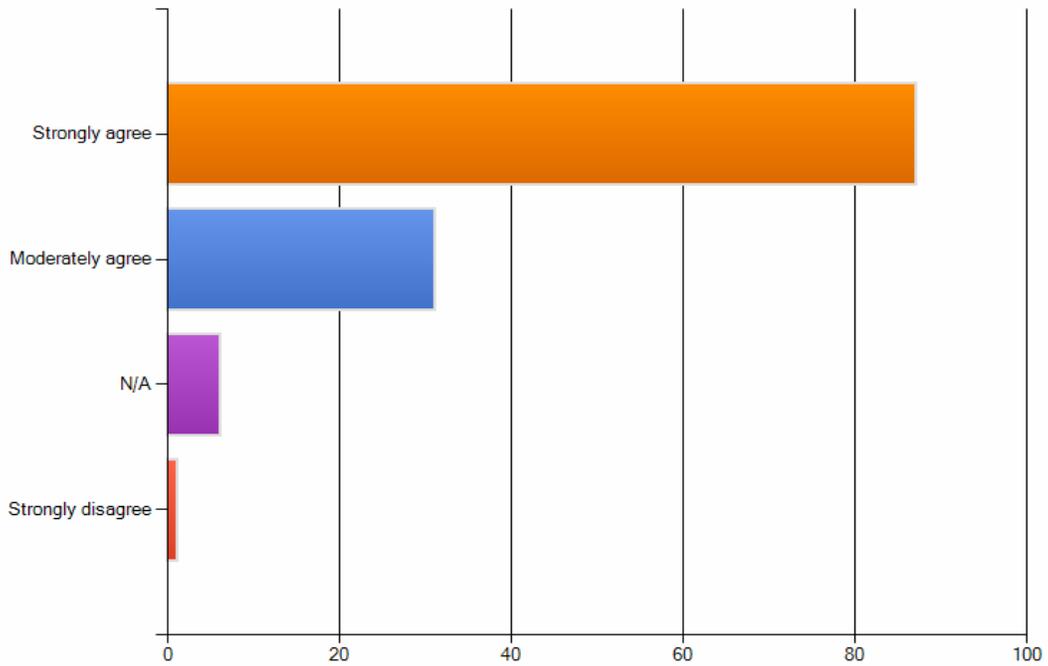
Did the Housing Compliance Specialist (HCS) arrive at the property at the scheduled time?



Management, Occupancy and FHEO Review

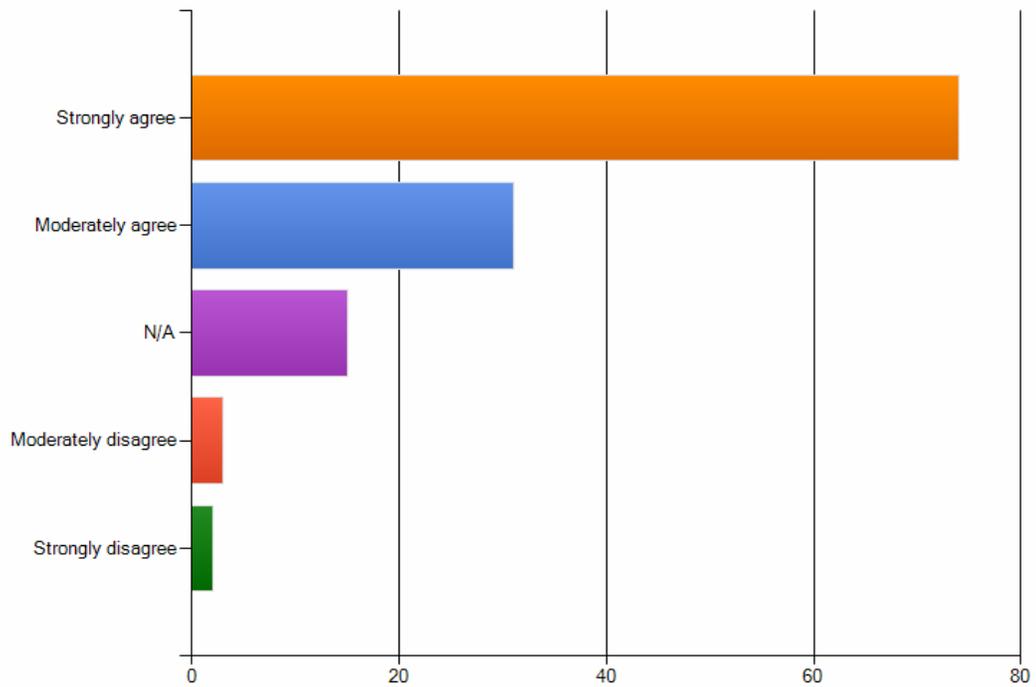
Question #3.

Did the HCS conducting the review have a thorough understanding of HUD rules and regulations and/or conduct research to follow-up on owner/agent questions?



Question #4.

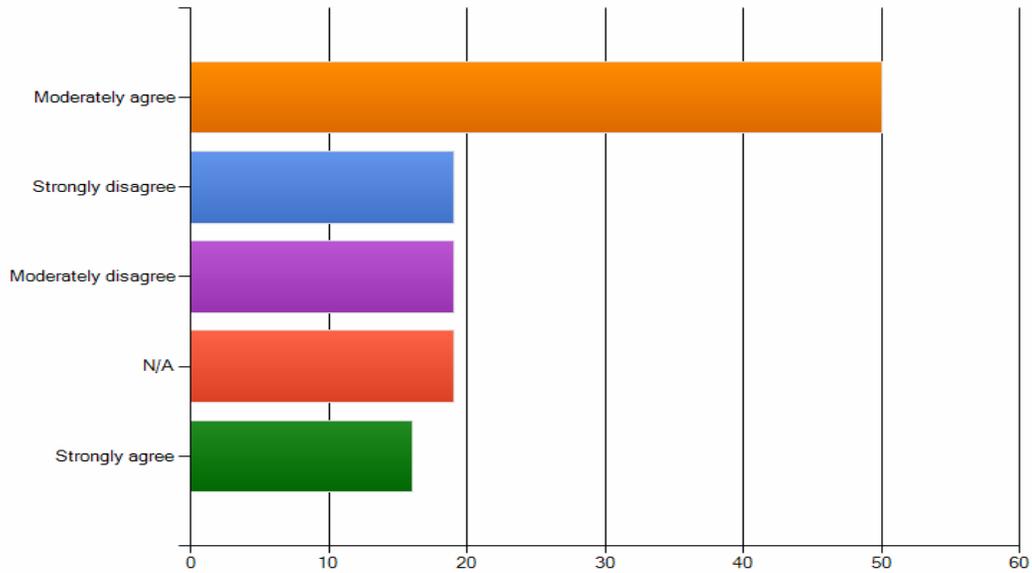
Did the HCS provide technical assistance during and after the Management and Occupancy Review and respond to phone calls or emails within two business days?



Management, Occupancy and FHEO Review

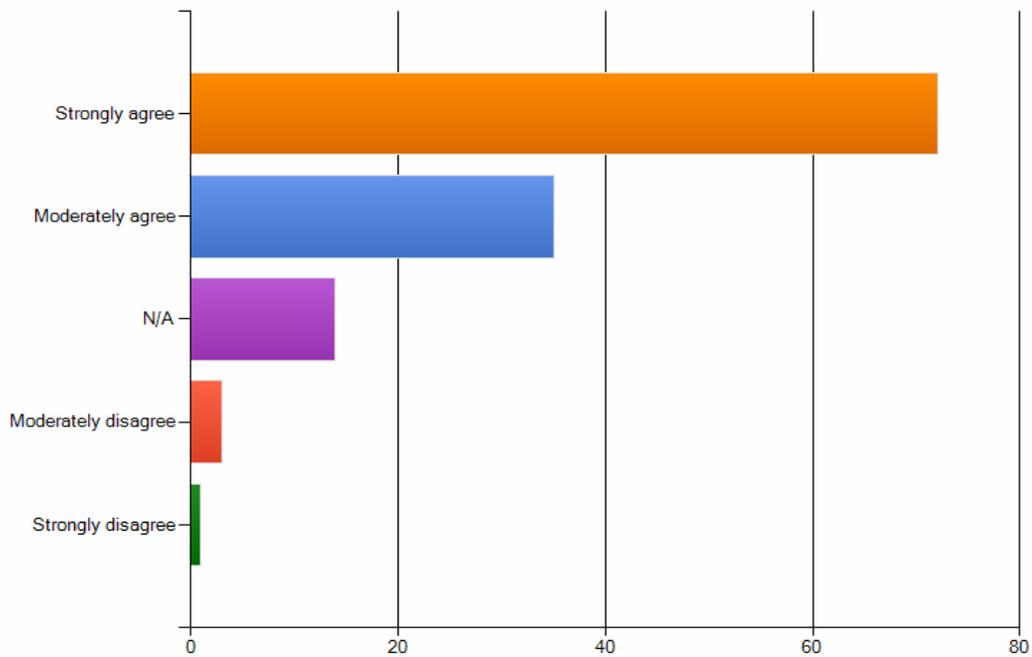
Question #5.

Do you believe there were areas where the HCS interpreted HUD rules and regulations differently from your understanding of the rules and regulations?



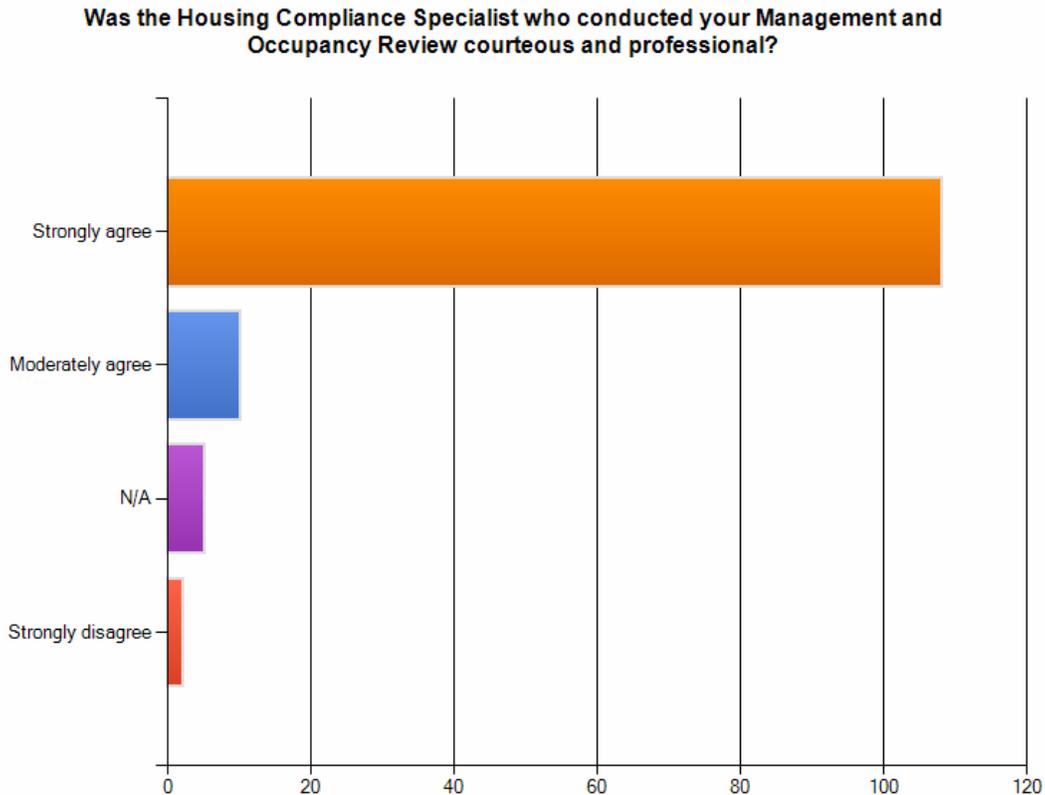
Question #6.

Did the HCS provide adequate instructions regarding corrections or appeals to the Management and Occupancy Review findings and/or ratings?



Management, Occupancy and FHEO Review

Question #7.



Comments from respondents - Management, Occupancy and FHEO Review

Of the 125 respondents that participated in the “Management, Occupancy and FHEO Review” section, 26% offered the following comments and/or suggestions regarding the Management and Occupancy Review:

1. Consistency among reviewers would be appreciated. Resident selection criteria is fine with one reviewer and not with the next. We are constantly changing based on reviewer.
2. HCS was great during our MOR. We enjoyed meeting and working with her. I think she is a great addition to the IFA team.
3. Some of the forms mentioned as not being in the file for this year were not there because all of our recertification/inspections are not put in permanent files until all paperwork is complete. I do not remember being asked why the current forms were not in the file. The summary form indicated for family information is actually in the file with the application and initial application information.
4. HCS was very informative and helpful. HCS showed up early for the review but that was no problem, better early than late.
5. The entire staff from the Dept head to the Section 8 Mgr. intentionally ignored the pre-submission of our 400 page policy & procedure manual, failed to provide any corrective recommendations (as in past 2 years as documented in writing) and discriminated against me and produced false and misleading report and findings.

Comments from respondents - Management, Occupancy and FHEO Review (continued)

6. HCS was courteous but the way the inspection was conducted was handled differently than I had ever experienced. HCS had me take apart the files and it seemed very unorganized and parts seemed unnecessary.
7. HCS has been a great help to me with correcting language on my forms and instructions on the timeliness of procedures.
8. Have not had the review yet, only just scheduled for June 10th.
9. Thank you for the change in HCS. But, we learn something new from each one. Thank you.
10. The same findings that were cleared on previous MOR's will be cited again.
11. Our common goal is to quality, safe, and affordable housing for those who qualify. My wife and I strive to make a safe, comfortable environment, we would be proud to live in. Thank you.
12. Let's get on the same page with HUD regarding interpretations of various matters. While I don't do the actual reviews, I hear many concerns regarding variances in rule interpretations, variance between HCS's, variances with HUD interpretations, inconsistencies among reviewers, and just plain "nit-picking."
13. HCS was great Compliance Specialist, I will miss him.
14. Review was conducted in such a manner as to promote changes in practices and revisions in policy to benefit the property and the tenants served.
15. HCS was very helpful and knowledgeable of the handbook. HCS showed me things to help me in the future and was nice about it not mean.
16. HCS has always been a great help whenever needed.
17. I believe if there is a finding that is not correct they should be better procedures in place to have a finding removed from the report after the supporting documentation is submitted from the project. I also would suggest that IFA come every other year if a project is consistently having positive MOR's and REAC inspections over 90 points. We also go through a tremendous amount of paperwork and time to do an annual every year to raise rent \$5-\$10; I believe it could save a lot of time and money to do annual every other year.
18. Since the project manager has recently passed away I cannot answer these questions.
19. The specialist who comes here every year has an attitude.
20. It is the first time in all of our years being audited, that we felt we were "working together" rather than against each other. Solving and correcting problems. The rating system needs overhaul.
21. Maybe a little too much by the book. All situations are different. We are small town not metropolitan.

Comments from respondents - Management, Occupancy and FHEO Review (continued)

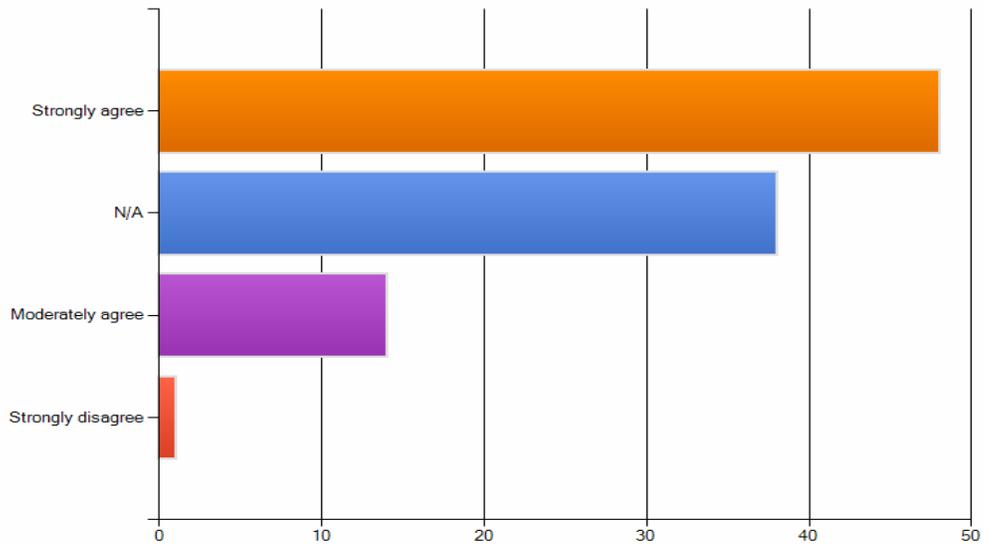
22. Always very professional and willing to give examples of needed documents and other helpful solutions.
23. I wasn't actually the one in charge at the time of the review but they have been very courteous and prompt with questions since.
24. We have a Section 8 project and a Section 236 project with some Section 8 units. Review of the latter is always challenging given the high level of units not under Section 8 rules specifically.
25. Thought the MOR was positive and HCS was helpful and enjoyed having here. We always learn something.
26. All IFA staff have always been courteous and helpful to me.
27. HCS performance varies with the individual assigned to each project – we have several.
28. We just took over management of this property in January and have not had the opportunity to meet with an HCS from Iowa Finance.
29. HCS was knowledgeable, professional and congenial. I had no problems during the course of the review, or after.
30. I have always maintained that my HSC is very knowledgeable and very professional. Your survey item 4 questions leads me to respond that although my HSC is very knowledgeable, I do not feel that managers are updated and directed to information helping us do our job as well as we might. I have internet connections. I am enrolled in your e-newsletter.
31. HCS did a great job, and was able to answer all my questions!
32. I have found the review as a learning and very helpful to my knowledge of the HUD rules. I appreciate all the help that I get from the Compliance Specialists.
33. HCS did a great job and ALWAYS responds to questions promptly with great understanding of the handbook. HCS is always willing to help and that is appreciated.

Rental Adjustments

The “Rental Adjustment” section received 101 responses but a large number of responses were answered N/A. Of the 101 respondents that participated, the following answers were provided:

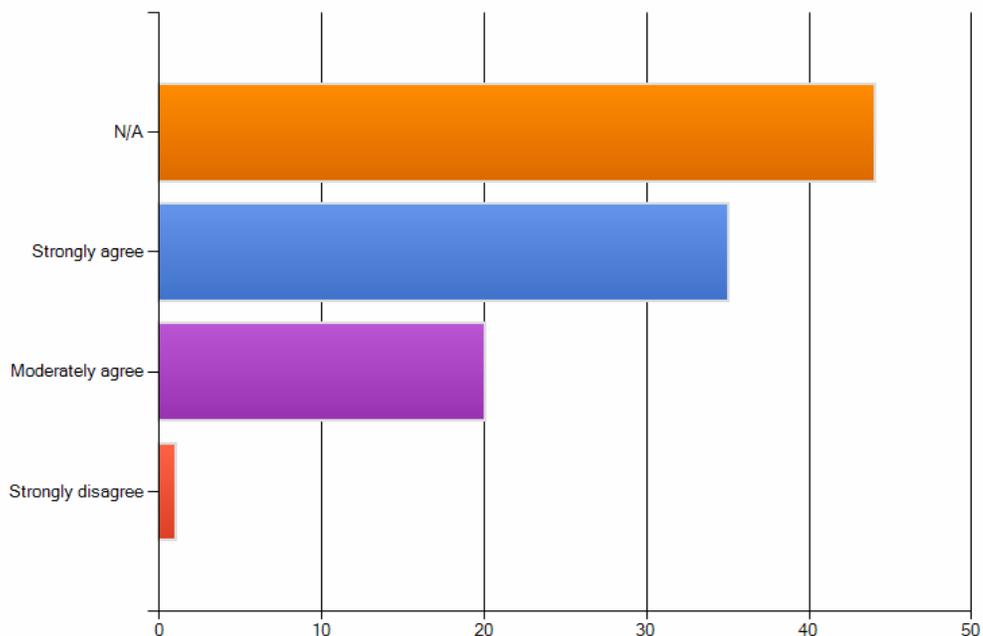
Question #1.

Did the IFA team member conducting the rent increase have a thorough understanding of HUD rules and regulations?



Question #2.

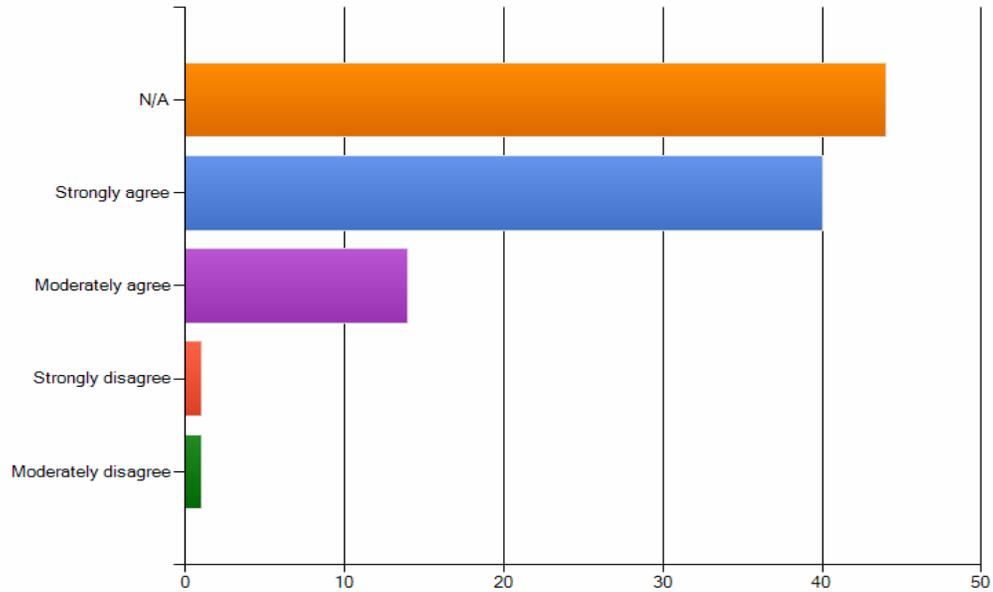
Did the IFA team member provide clear and understandable answers to your rent adjustment questions?



Rental Adjustments (continued)

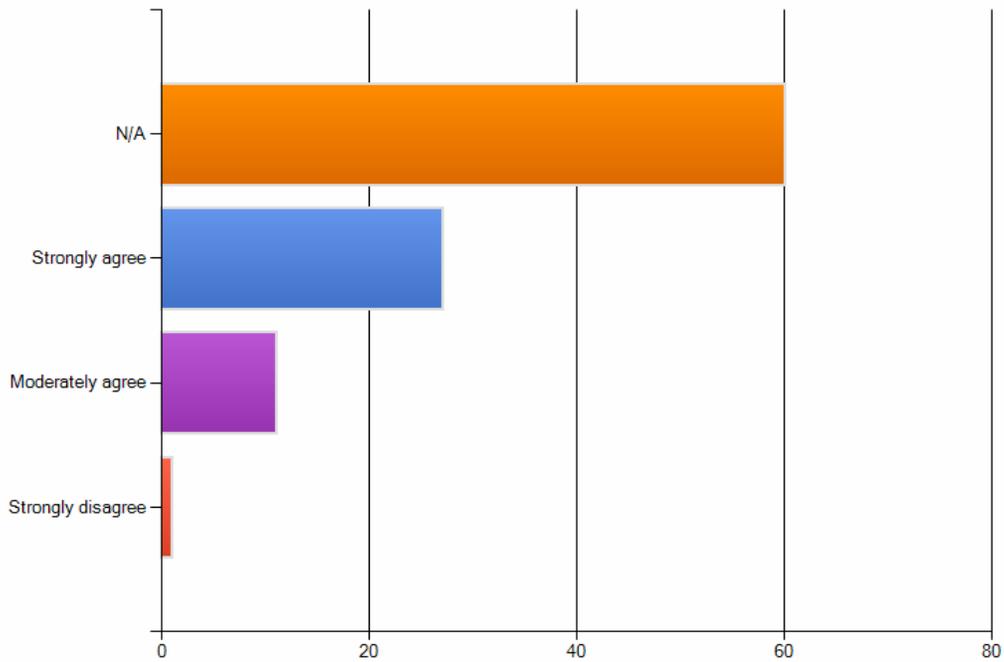
Question #3.

Did the IFA team member provide technical assistance during and after the rent adjustment and/or respond to phone calls or emails within two business days?



Question #4.

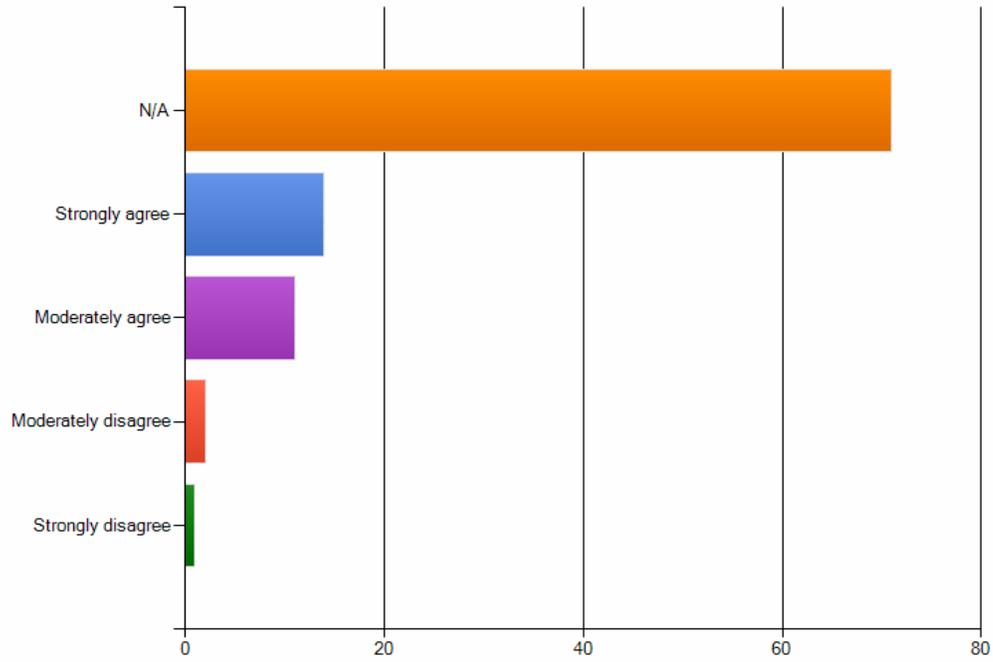
Did the IFA team member inform you if there was a problem or delay in processing your rent adjustment?



Rental Adjustments (continued)

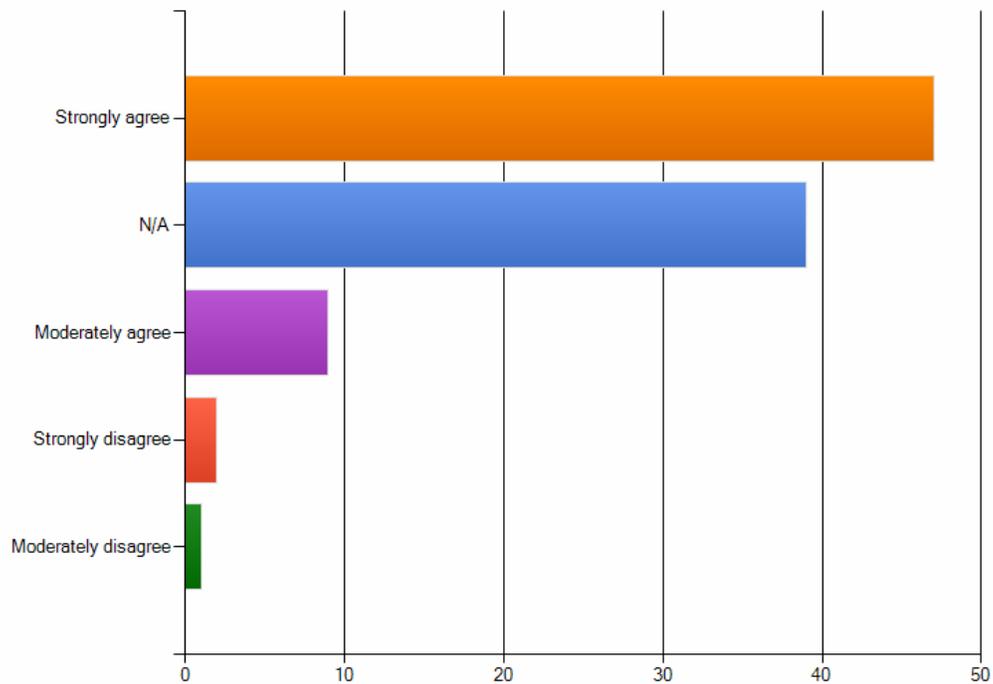
Question #5.

If your rent adjustment was denied or reduced, did you receive a clear explanation of why line items were reduced or denied?



Question #6.

Was the IFA team member who processed your rent adjustment courteous and professional?



Comments from respondents – Rental Adjustments

Of the 101 respondents that participated in “Rental Adjustment” section, 16% offered the following comments and/or suggestions regarding Rental Adjustment:

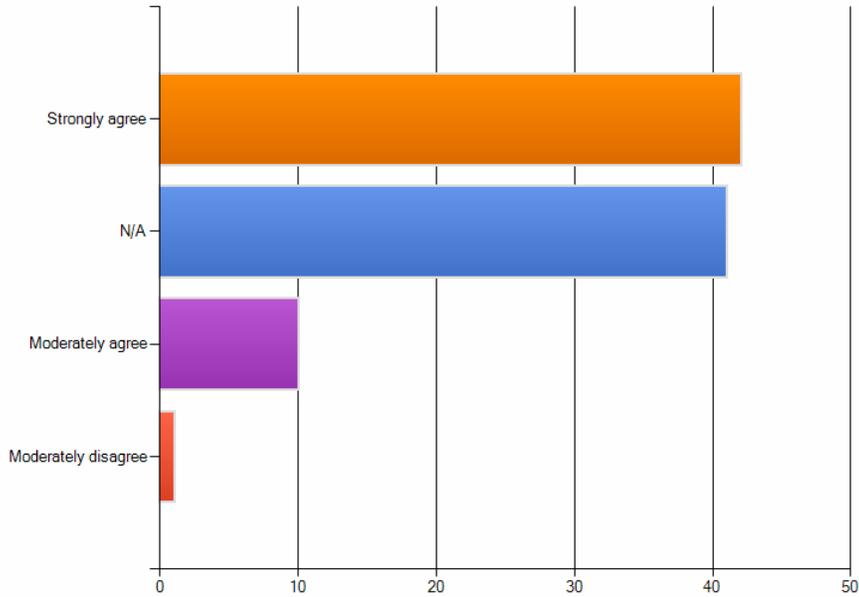
1. Thank You!
2. I believe that the mission of some reviewers is to challenge as much as possible some of the budgeting and projections done by our people. I strongly disagree with some of the interpretations of HUD rules by IFA or HUD.
3. We did not do a rent increase this year or last year.
4. Rent increases are handled out of our main office in Des Moines; these questions don't pertain to this office in Indianola.
5. Since the project manager has recently passed away I cannot answer these questions.
6. Although it is not fun or easy to do, he was very helpful, kind and patience.
7. One application has been approved. The second application is not yet concluded.
8. We have not had a rent adjustment, only OCAF adjustments.
9. I am not responsible for this portion of the management activities.
10. We are in the process of our first rent adjustment at this property and cannot answer all the questions at this time as we have just begun the process.
11. This is done through our main office. I had no participation in this part.
12. I was not directly involved with the rent adjustment; therefore those questions did not pertain to me. My supervisor was given the notice regarding the change.
13. I am just now submitting a rent increase for one of my projects. I could better answer this in a few weeks. I base this on last year's rent increase. Because of this project's financial situation, we don't usually get what is needed in the way of a rent increase.
14. The way that REAL PAGE is doing the rent changes now, is not a productive way to be doing them. We are not able to do them until the date they are due, by then we have already done the HAP for that month. It makes a lot of corrections on the HAP that it is due. I felt the way it was done before was a better way for all managers.
15. I am a site manager. This is handled by regional manager therefore I answered N/A to all.
16. OCAF Increases.

Contract Renewals

The “Contract Renewal” section received 94 responses but, like the “Rental Adjustment” section, a large number of responses were answered N/A. Of the 94 respondents that participated, the following answers were provided:

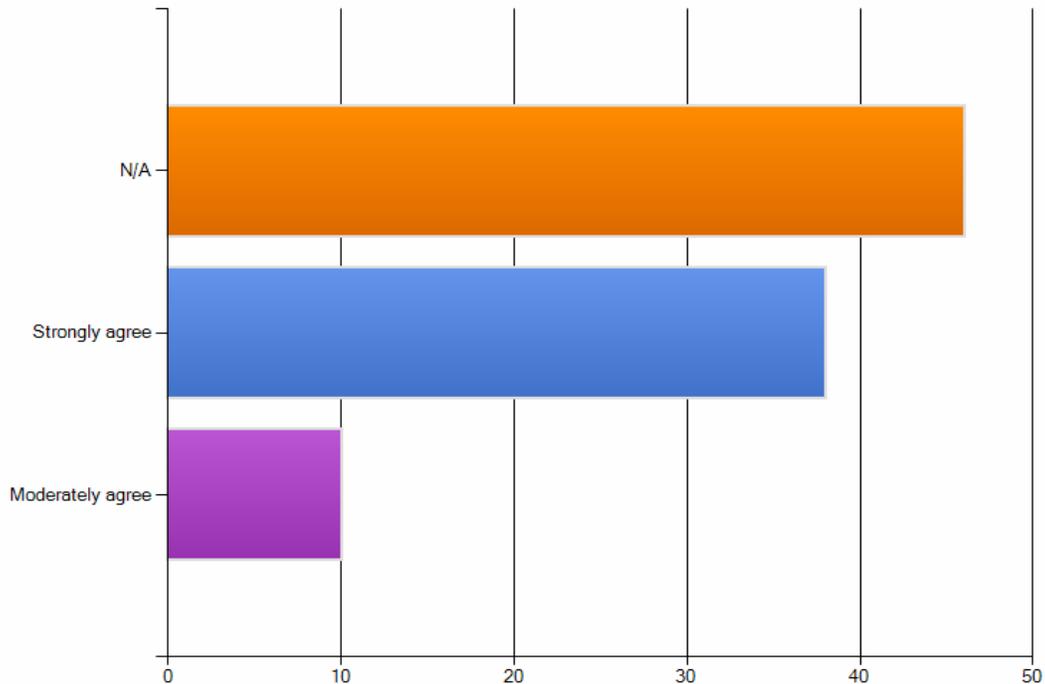
Question #1.

Did the IFA team member who processed the contract renewal have a thorough understanding of HUD rules and regulations?



Question #2.

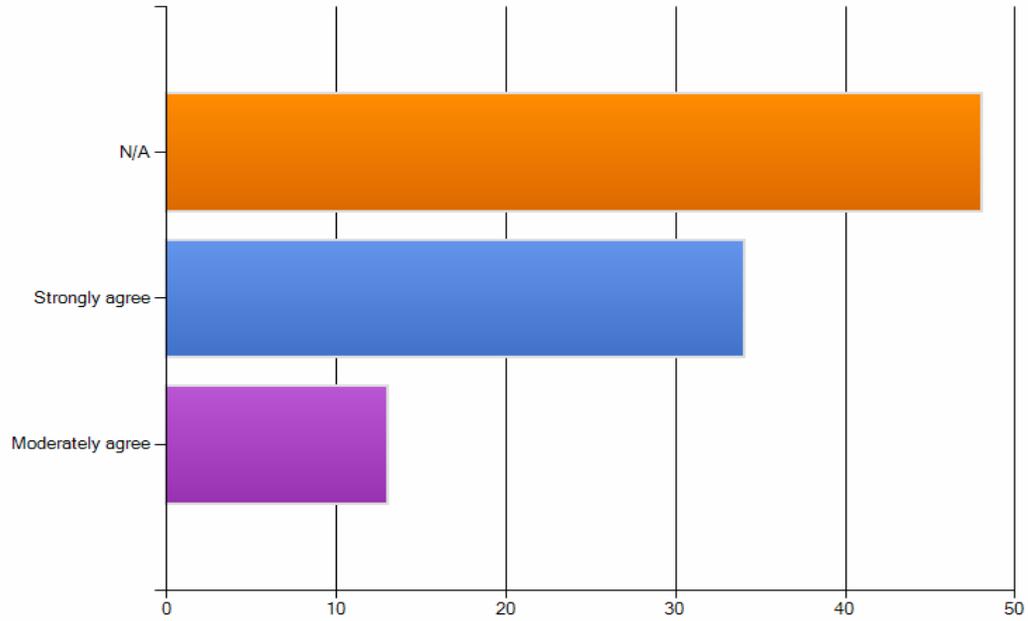
Did IFA provide clear and understandable answers to your contract renewal questions?



Contract Renewals (continued)

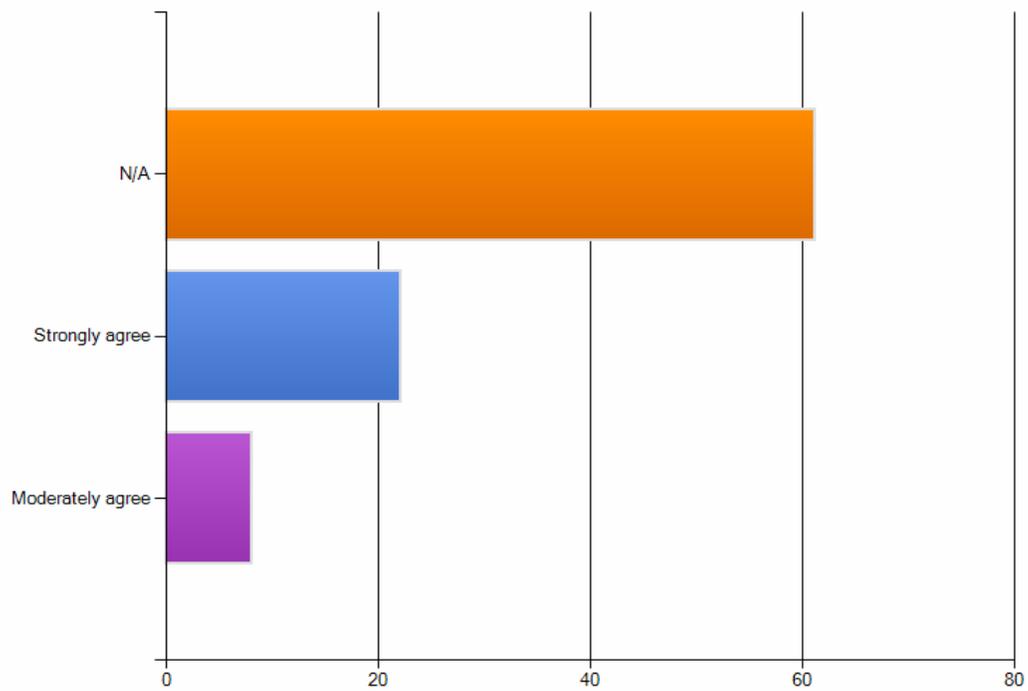
Question #3.

Did the IFA team member provide technical assistance during and after the contract renewal process and/or respond to phone calls or e-mails with two business days?



Question #4.

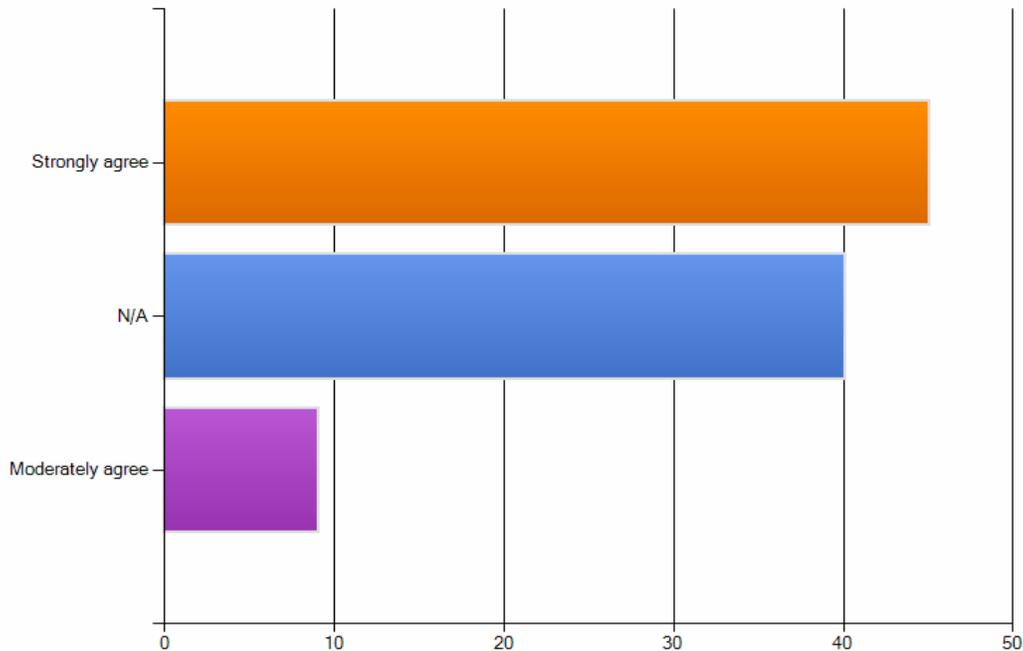
Did IFA inform you if there was a problem or delay in processing your contract renewal?



Contract Renewals (continued)

Question #5.

Was the IFA team member who processed your contract renewal courteous and professional?



Comments from respondents – Contract Renewal

Of the 94 respondents that participated in “Contract Renewal” section, 13% offered the following comments and/or suggestions regarding Contract Renewal:

1. Our contract renewal will be due next year.
2. This is always a smooth process.
3. The contract renewal process goes smoothly, as there is little human judgment involved unless a budget-based rent increase is requested (see above comments).
4. Contract renewal is handled out of the main office in Des Moines. These questions do not pertain to the office in Indianola.
5. Since the project manager has recently passed away I cannot answer these questions.
6. I don't think I have been through a contract renewal yet.
7. Have not done the contract renewal process.
8. I am not responsible for this aspect of property management.
9. Again, we are in the process now and cannot answer all the questions accurately until we are done or have more communication with IFA regarding the contract renewal.

Comments from respondents – Contract Renewal (continued)

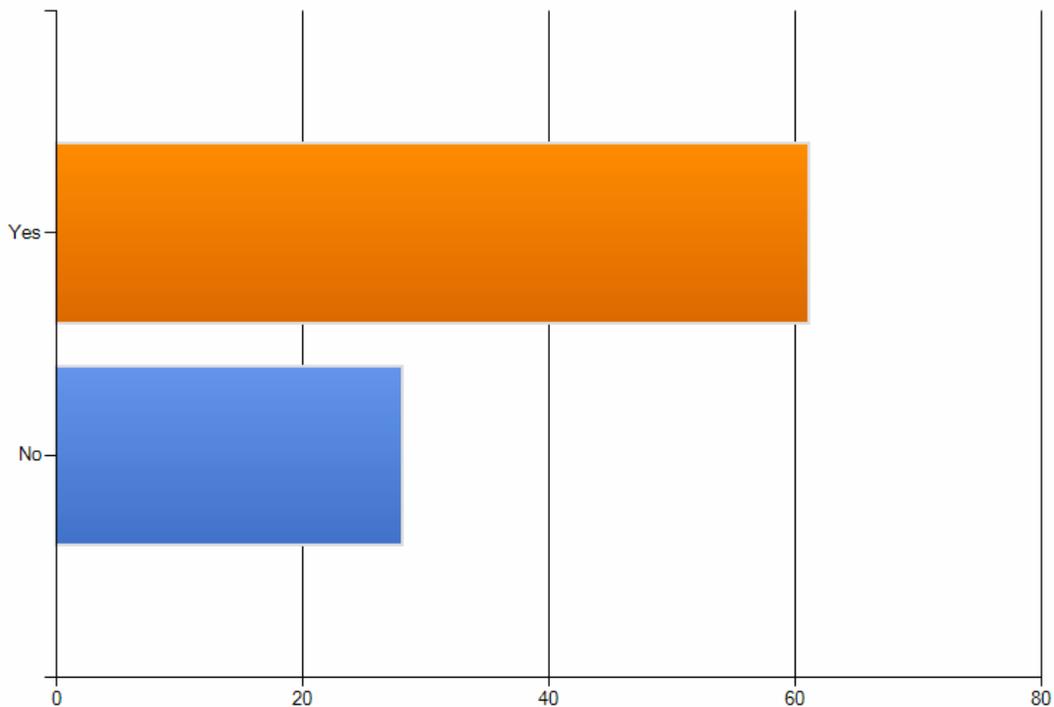
- 10. Again, this is done through our main office.
- 11. Again, I did not have the direct contract with the IFA team member regarding the contract renewal.
- 12. Generally, I have no problem in implementing a contract renewal.

Payment of HAP Vouchers/ Special Claims

The payment of “HAP Vouchers/Special Claims” section received around 90 responses for most questions, but, like the “Rental Adjustment” and “Contract Renewal” sections, a large number of responses were answered N/A. Of the respondents that participated, the following answers were provided:

Question #1.

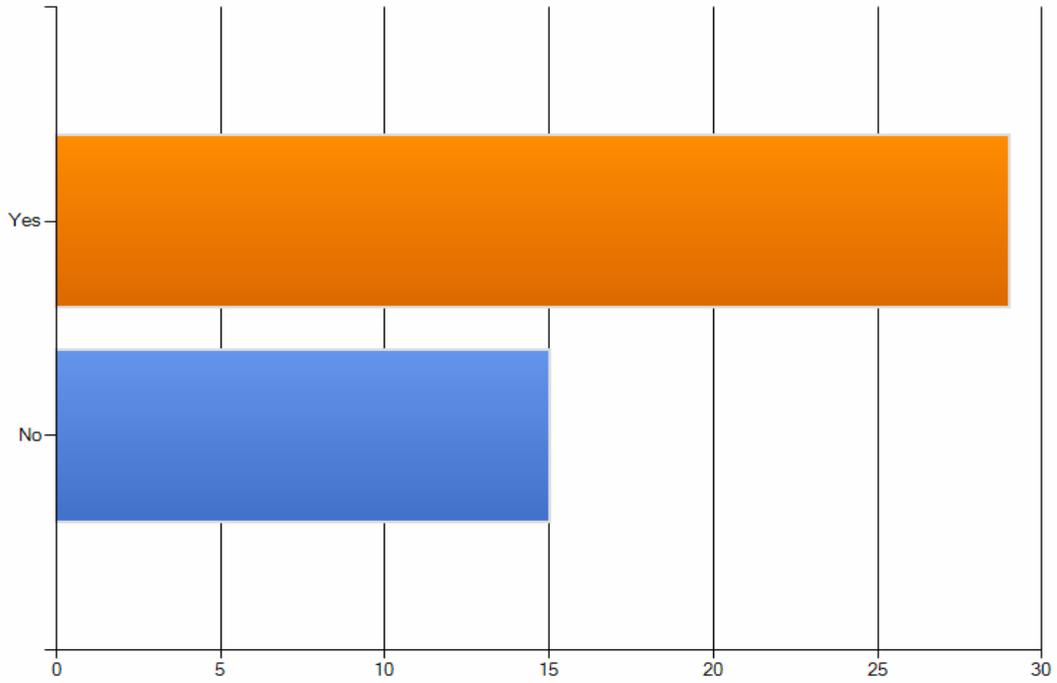
Do you routinely receive your monthly subsidy payments from IFA on the 1st business day of the month?



Payment of HAP Vouchers/ Special Claims (continued)

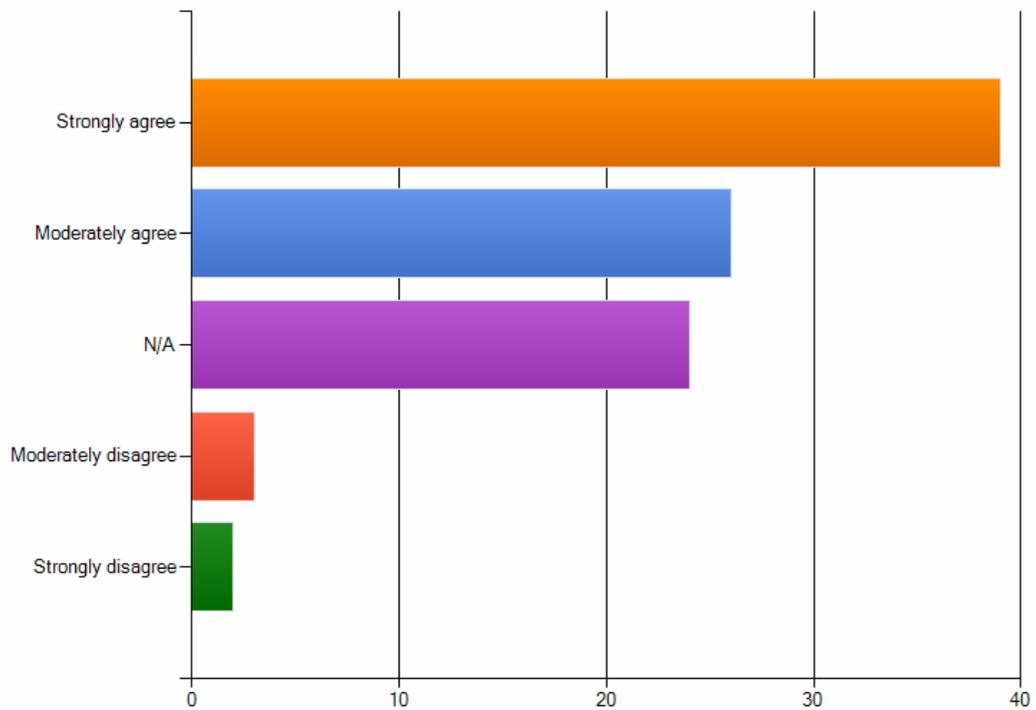
Question #2.

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



Question #3.

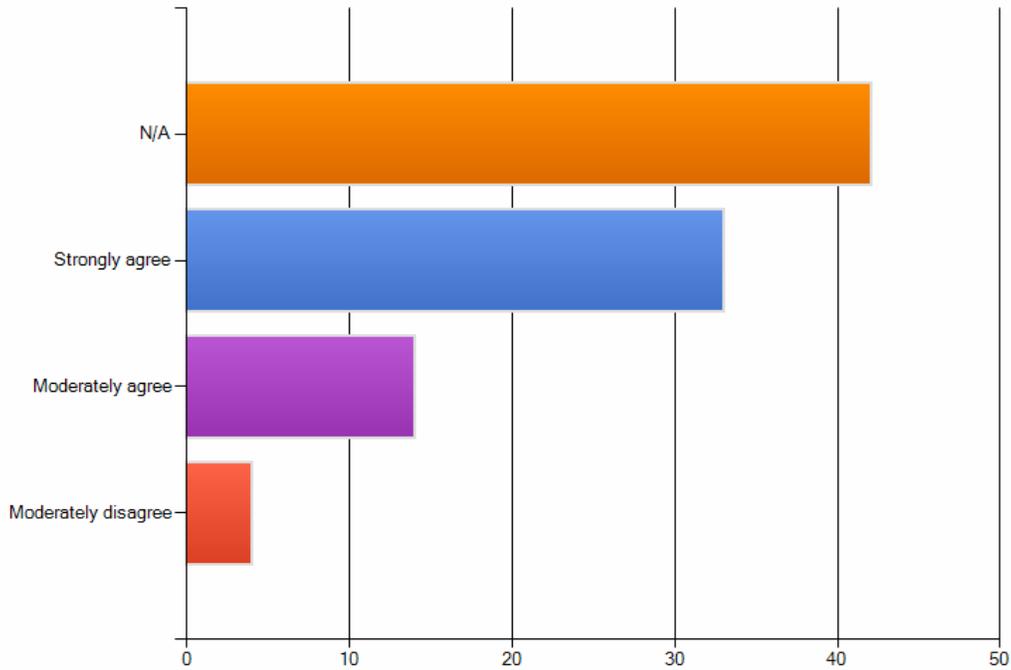
Did IFA inform you in advance of funding shortfalls which may result in the delay of your HAP subsidy?



Payment of HAP Vouchers/ Special Claims (continued)

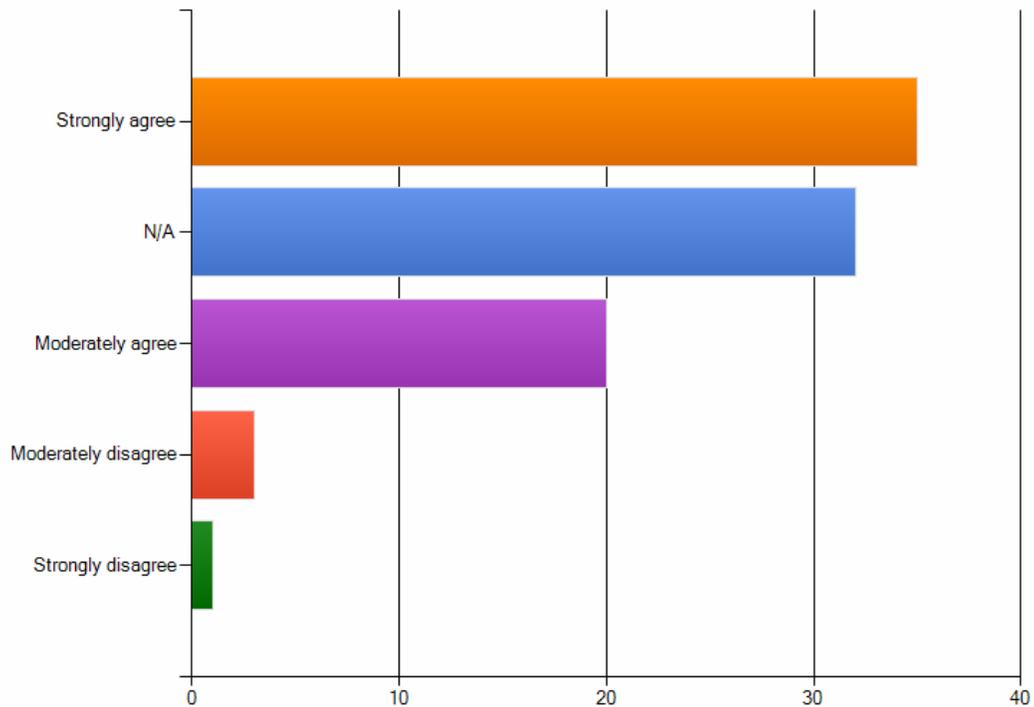
Question #4.

Did the IFA team member who processed your special claims request have a thorough understanding of HUD rules and regulations?



Question #5.

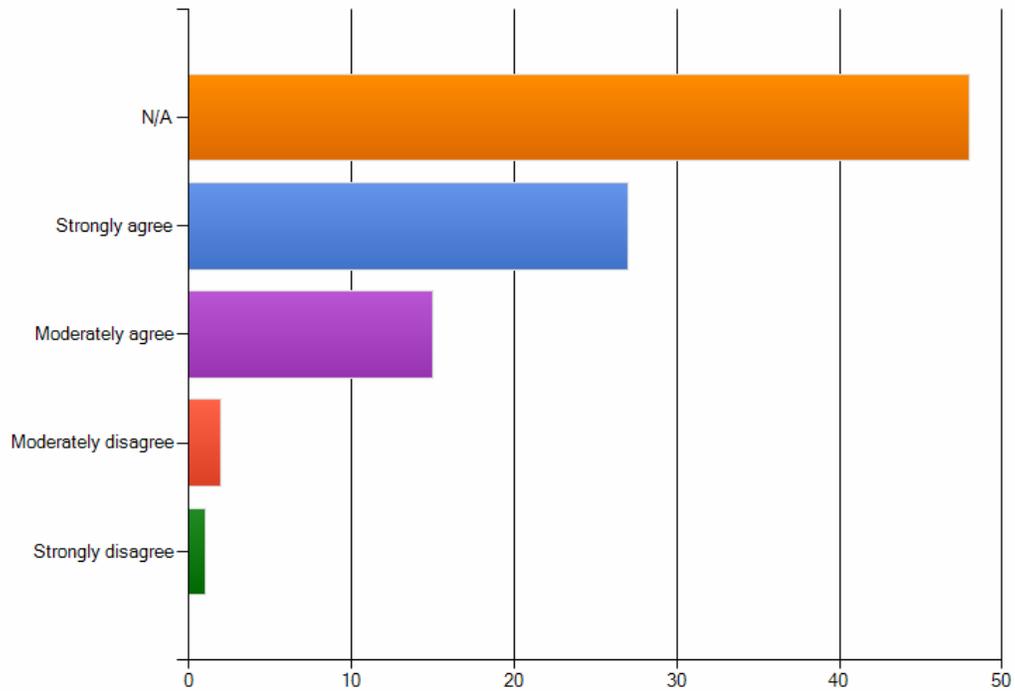
Did IFA provide clear and understandable answers to your voucher adjustment/special claims request questions?



Payment of HAP Vouchers/ Special Claims (continued)

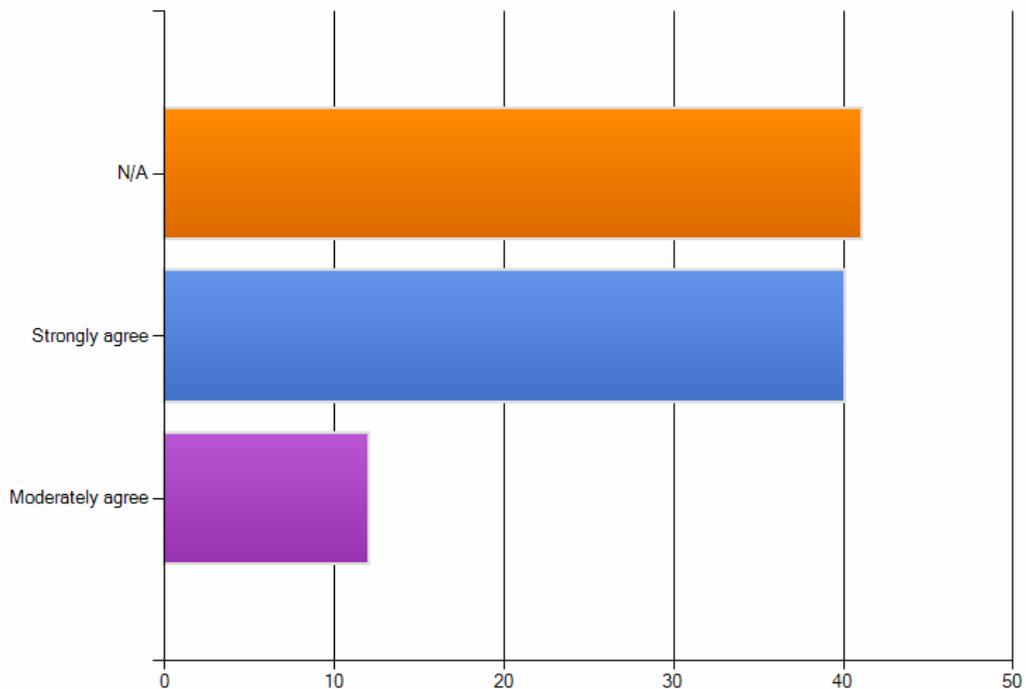
Question #6.

Did the IFA team member provide technical assistance during and after the special claims request process and/or respond to phone calls or e-mails within two business days?



Question #7.

Was the IFA team member who processed your special claims request courteous and professional?



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

Of the 90 Owner/Agents that participated in “The payment of HAP Vouchers/Special Claims” section, 16% offered the following comments and/or suggestions regarding HAP Vouchers/Special Claims:

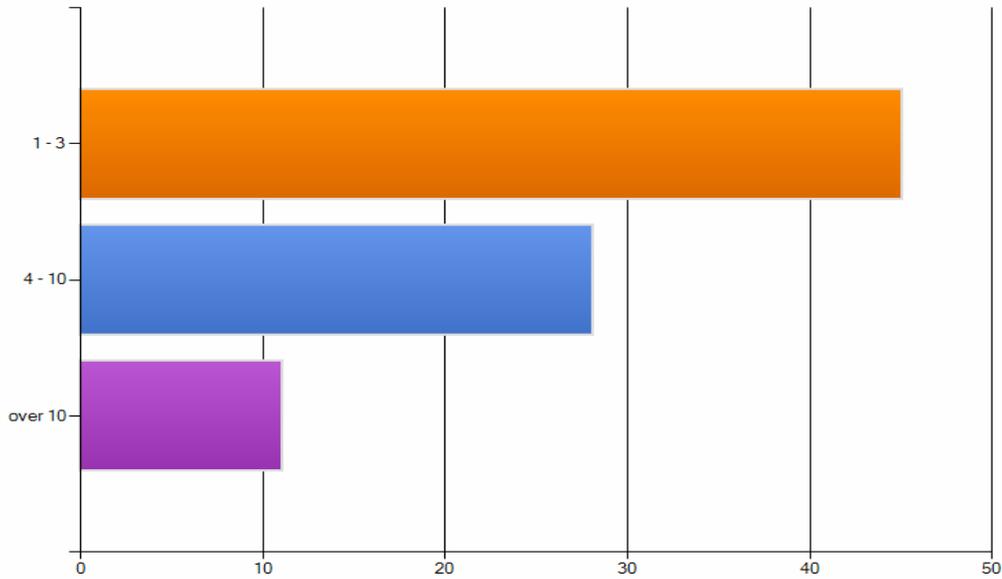
1. Haven’t had any special claims in quite sometime.
2. We have not filed special claims.
3. The “moderately agree” answers were a result of several claims being denied for paperwork that was not included but which was not clearly indicated on the instructions as necessary. I received a phone call about several other claims but not about these and was a little surprised.
4. We regularly receive our subsidy payments on the second business day of the month.
5. The Indianola office does not know when the vouchers are received so questions 1 -2 cannot be answered in this office. Please see the Des Moines office for answers to those questions.
6. Monthly HAP Funding is more likely a bank posting problem than a HUD problem.
7. We always receive the HAP payments from the City of Dubuque Voucher program BEFORE the first of the month. For unknown reasons, the HAP payment for the project based vouchers ALWAYS comes in about a week later. Special claims have always been handled with a great deal of support from IFA.
8. I generally don’t receive the subsidy until the 3rd of the month or later. I assume it just takes time to transmit to the bank. My Special Claims have gone OK, with no problems so far.
9. We usually don’t receive our monthly subsidy until the 2nd of each month. We assume it is timing with the banks.
10. Subsidy payments are not posted to our account until the 2nd of each month – probably a bank issue.
11. Special claims are handled through our main office.
12. We do not receive our monthly subsidy payments until the 5th of each month. If the 5th falls on a weekend, then the payment is received the following Monday. I do not process the Special Claims, therefore, those questions do not apply to me.
13. I have never submitted special claims requests. I would like to have some training on how to do this.
14. I can not accurately answer these, they are done at the corporate office.

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

An average, about 88 Owner/Agents answered questions on “EPS, Inc.” section of the customer survey. Of the stakeholders that participated, the following responses were provided:

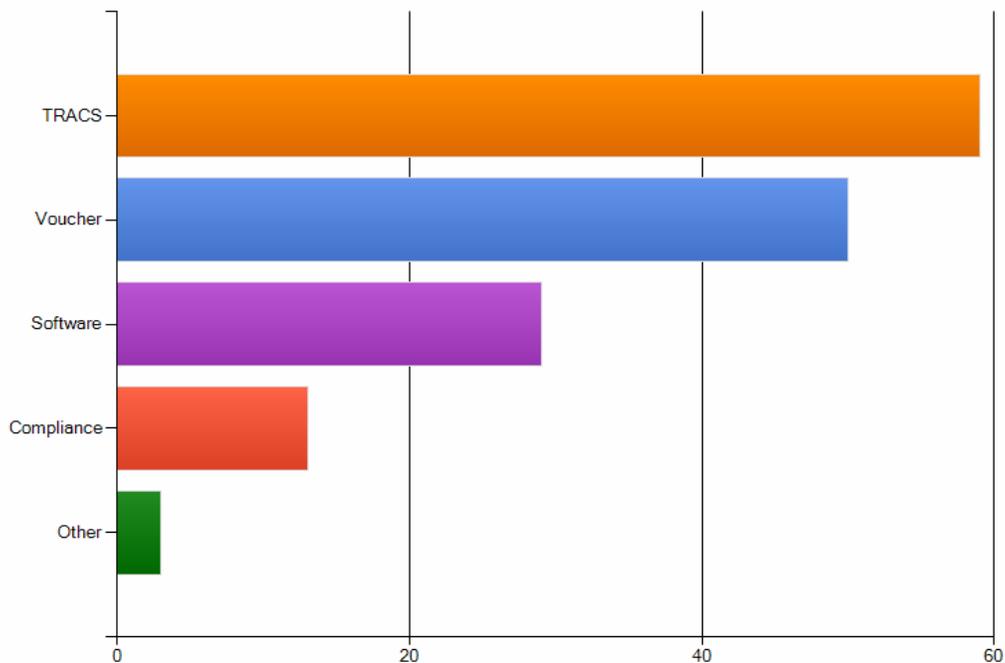
Question #1.

How many times have you contacted EPS for assistance with the voucher?



Question #2.

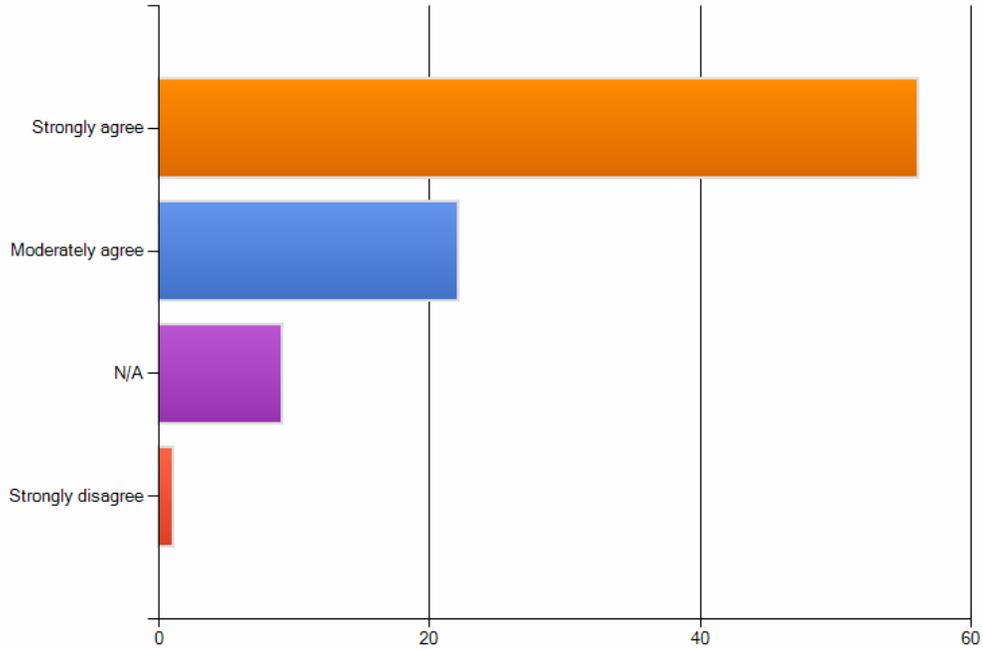
What type of issues did you call for? (check all the apply)



EPS, Inc. (continued)

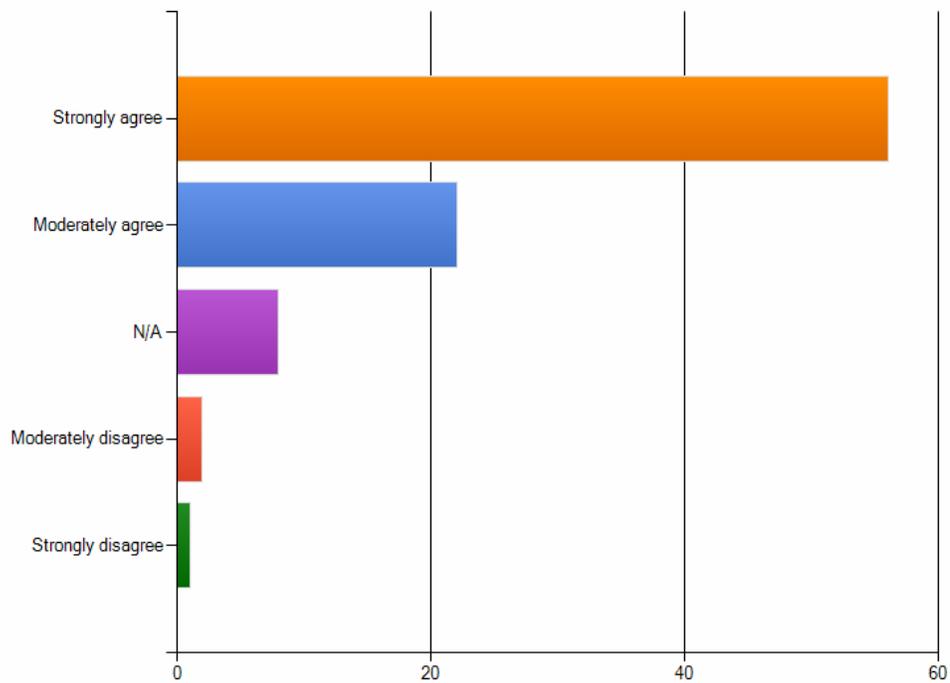
Question #3.

Did the EPS team member who was providing assistance have a thorough understanding of your issue(s)? (HUD rules & regulations)?



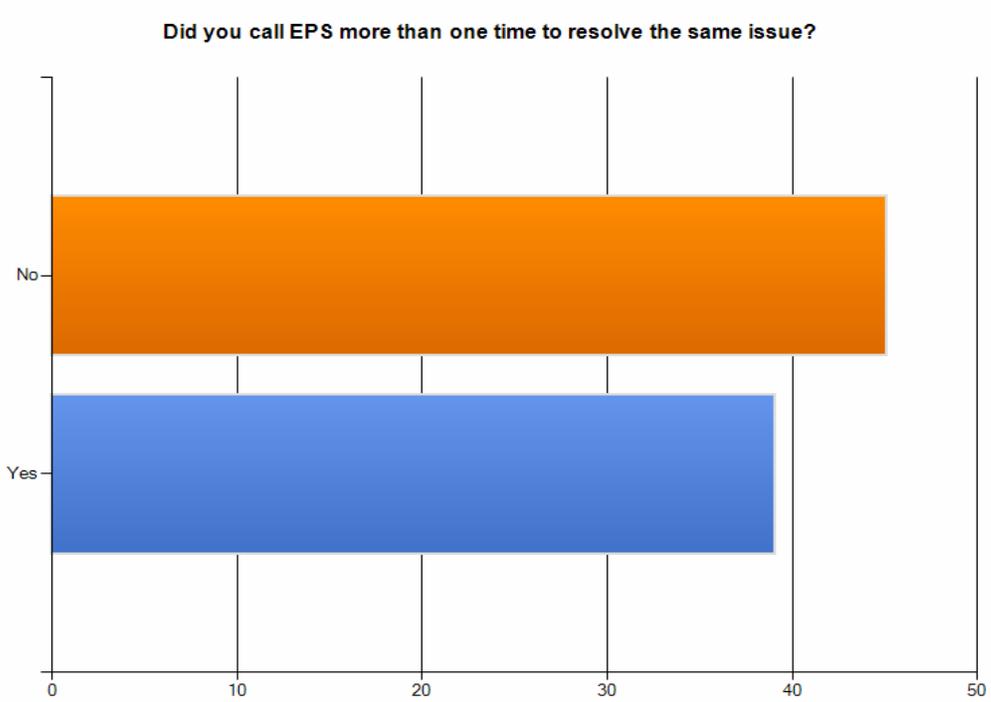
Question #4.

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

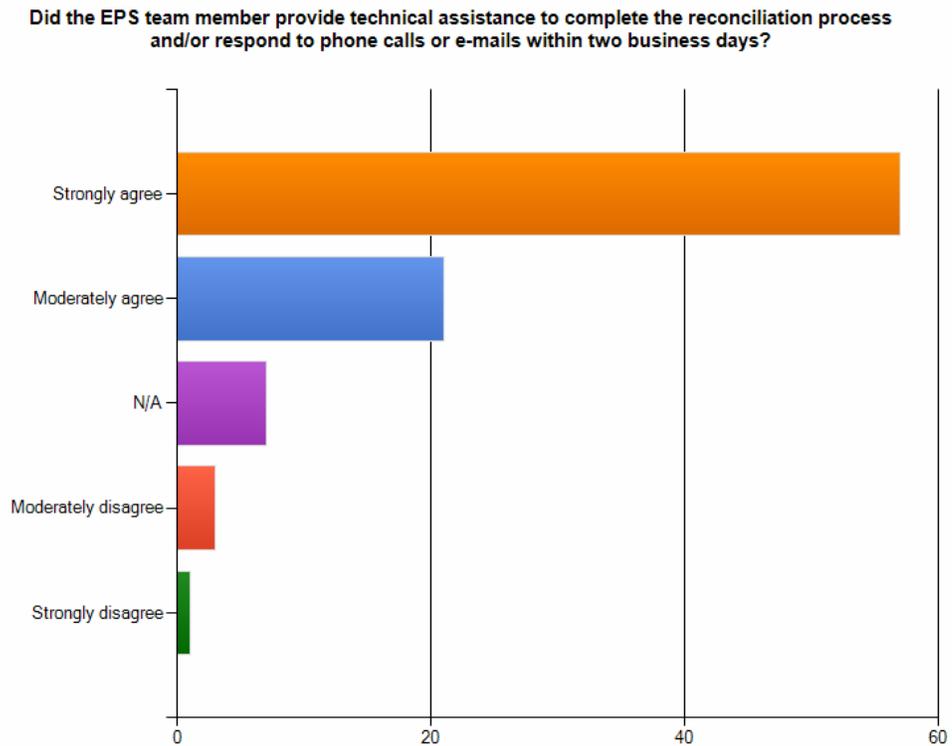


EPS, Inc. (continued)

Question #5.

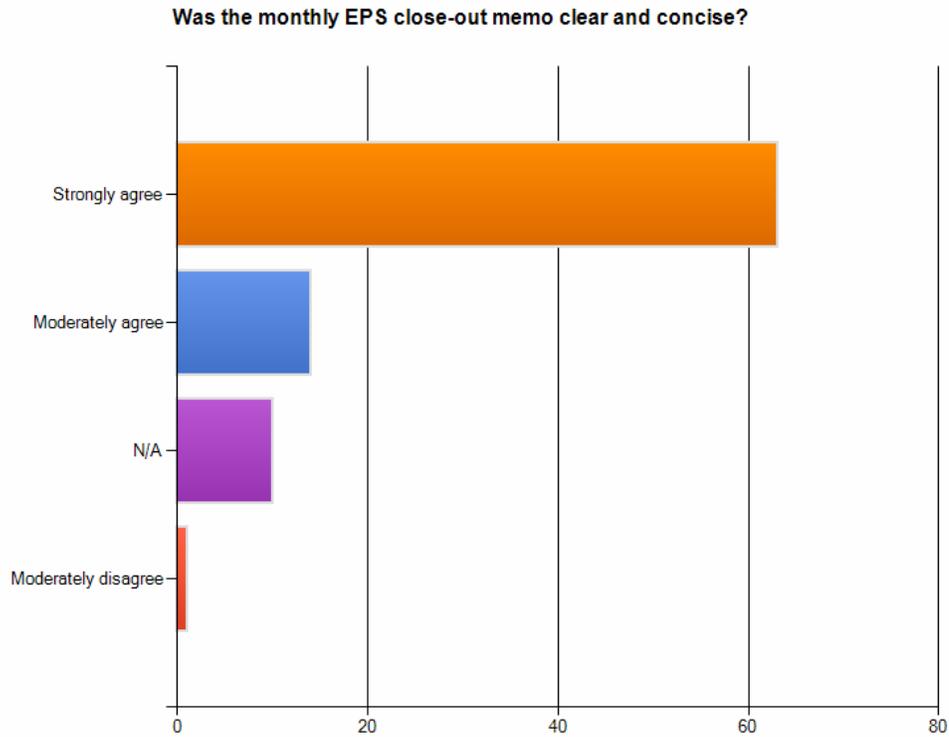


Question #6.

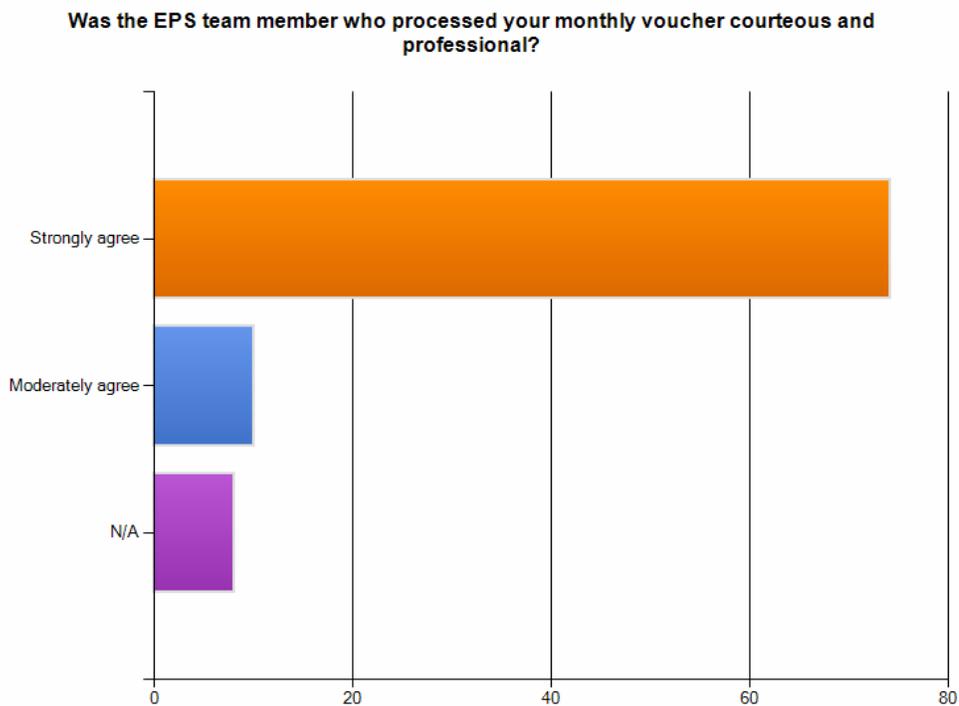


EPS, Inc. (continued)

Question #7.



Question #8.



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

Of the 88 Owner/Agents who participated in the “EPS, Inc.” section of the customer survey, 23 % offered the following comments and/or suggestions regarding EPS, Inc.:

1. Have not contracted EPS.
2. The EPS team member who helped me was very considerate, but has yet to know any answers to my questions or concerns of why our voucher is not arriving to them correctly. The say it’s software. Software says it’s EPS.
3. Our Vouchers are processed by a TRACS Specialist in Denver – the home office of our Management Agent. The specialist has the most contact with EPS.
4. I had a problem with one voucher and the adjustments. Three IR’s were submitted for one person but for some reason, one of them arrived a day late so the adjustments didn’t match the voucher. The EPS team member changed my voucher without calling me about it and sent it to HUD. The adjustment was almost impossible to make on the next month’s voucher. My software vendor spent several days trying to figure out how to initiate the IR so that it would appear on the next voucher. So the only quarrel I’ve had with EPS is when they change my voucher without talking to me about it first.
5. The issue being addressed was complicated, involving WASS and iMAX. The problem was eventually determined to be with the software.
6. One time my voucher just got mailed, they said my fax didn’t work...so it made me late in getting my signed voucher in. This is the only time this has happened.
7. It would be nice if EPS personnel would work with us to reconcile the discrepancies/errors PRIOR to closing out the voucher.
8. EPS staff is always very helpful and supportive when assisting with any questions or concerns. I would suggest the IFA reviewer at the time of the MOR go over the report they receive from EPS to so that project staff has the opportunity to clarify anything that might generate a finding. EPS could also cc: the project manager the same information when they send their report to IFA.
9. We are currently transitioning from one manager to another, as well as changing software programs. This transition has not been easy and there have been a lot of voucher errors that need to be cleared up. EPS has been very patient and helpful in working through this transition.
10. One EPS staff member is very nice but another was very, very rude and nasty and I hope I don’t have to speak with her again.
11. EPS people are very nice.
12. I am new at this and just get a little frustrated by it all. I need to take a class on the whole process of how all this stuff works.
13. The staff at EPS are the BEST.

Comments from respondents – EPS, Inc. (continued)

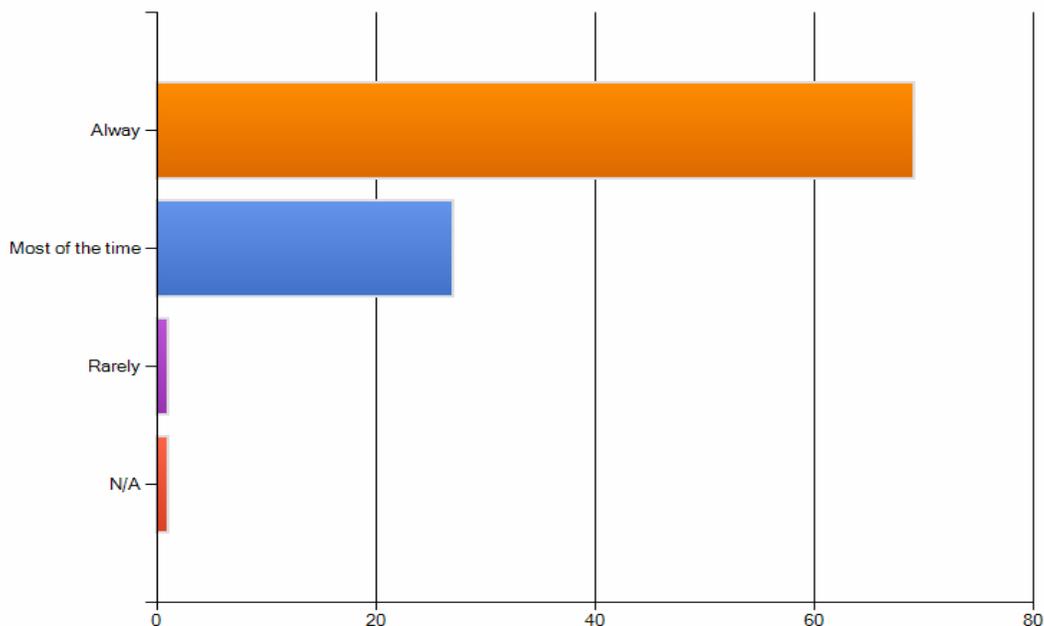
14. In the very beginning, after ownership change, I had to contact a couple of times on the same issue. It was not the fault of EPS. We had a numbering issue from the old owner. EPS helped get that taken care of. They did a nice job.
15. I rarely have problems with EPS. Even the switch over to iMAX went smoothly. I did not get confirmation of the voucher, but that was just an e-mail problem – hanging in cyberspace somewhere. Generally, I transmit on the 1st and have received confirmation by the 4th, at the latest. If it goes longer than that, then I check to make sure everything was received and to make sure there are no problems.
16. A person in our company processes all vouchers and certification and interacts with EPS. I don't, and do not have the answers to these.
17. EPS rep has been our only help at times. Calling EPS more than one time for the same issue was not any fault on their end- just additional required.
18. This is all processed through the main office.
19. We have had some problems with iMAX system. We had to check in with them, they were not calling to let us know that the voucher was not submitted after they received the paper copy. It was a bit frustrating.
20. The EPS team has always been very helpful and clean on all matters that I have had.

Customer Service / Communication

The “Customer Service and Communication” section received 98 responses from owner/agents. Of those that participated in this section, the following answers were recorded:

Question #1.

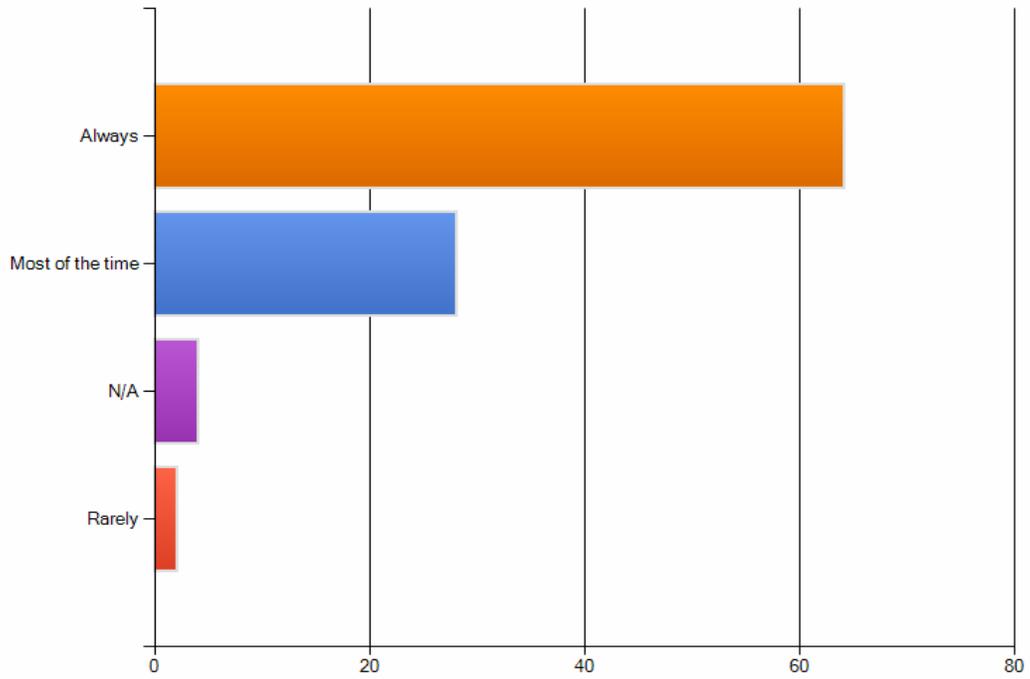
Is IFA's staff courteous and professional when responding to questions/inquiries?



Customer Service / Communication (continued)

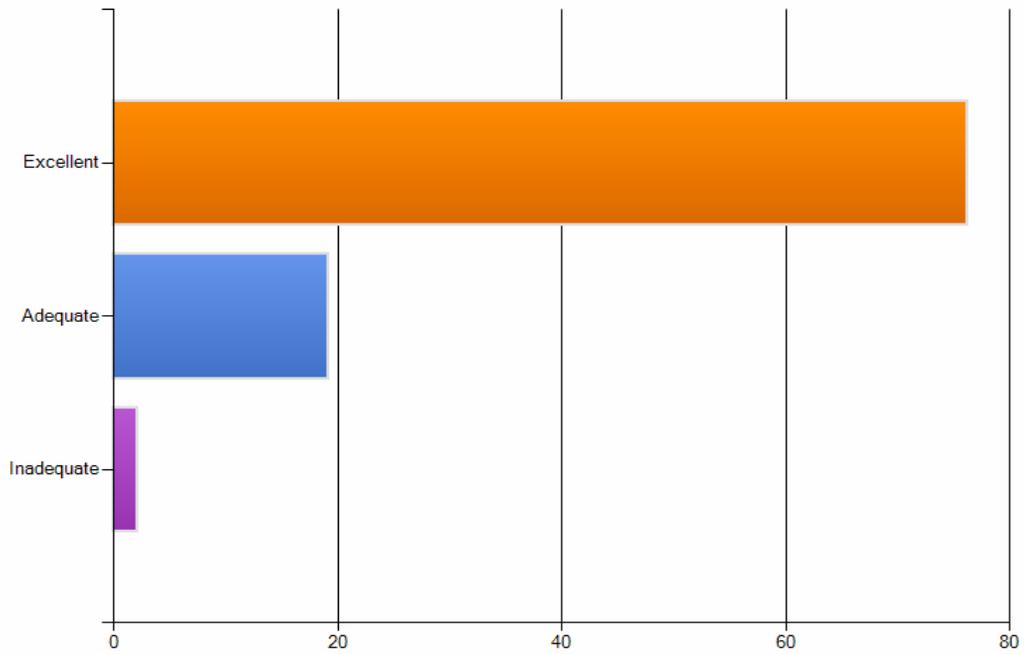
Question #2.

Does IFA respond in writing when necessary (whether electronically or via mail service)?



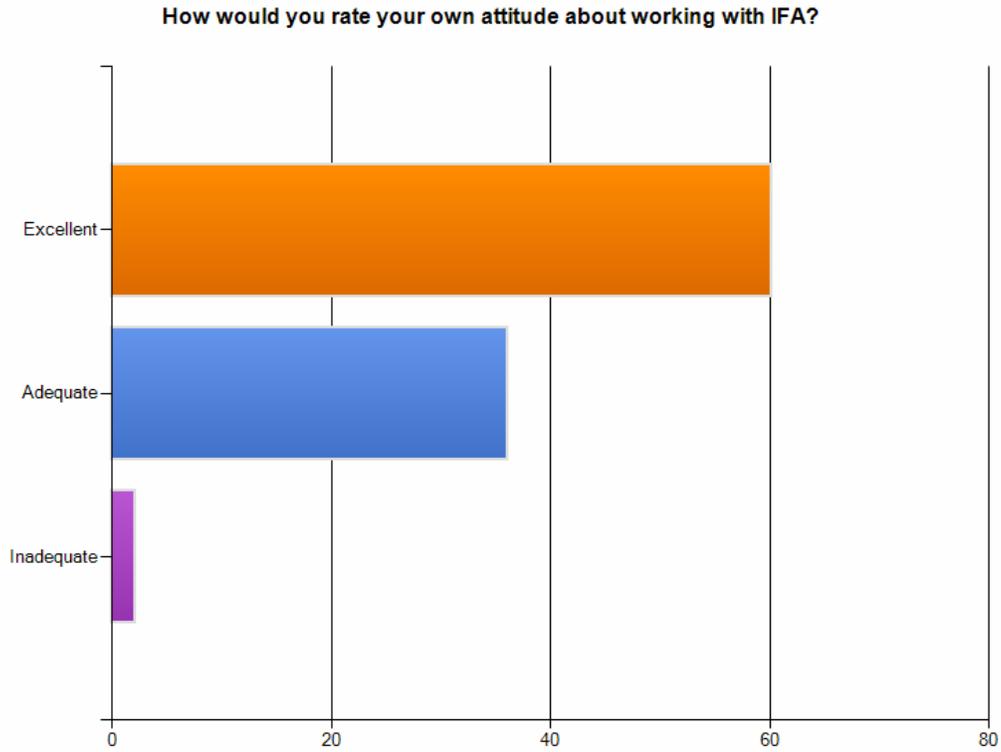
Question #3.

How would you rate the level of courtesy and respect with which you are treated by IFA staff at all levels?

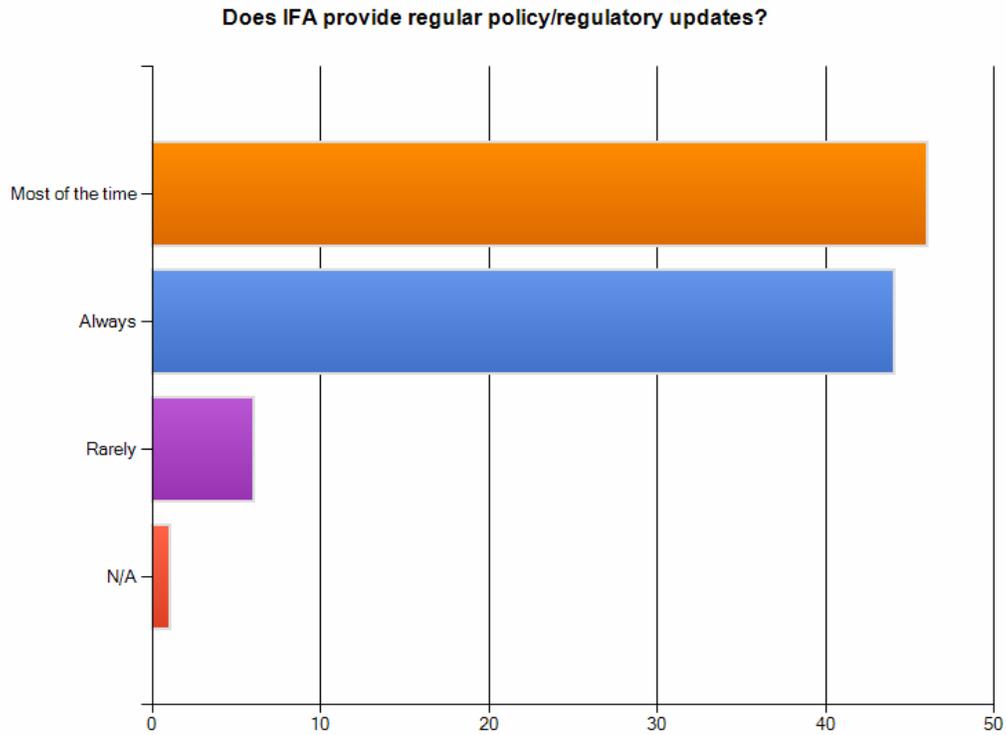


Customer Service / Communication (continued)

Question #4.



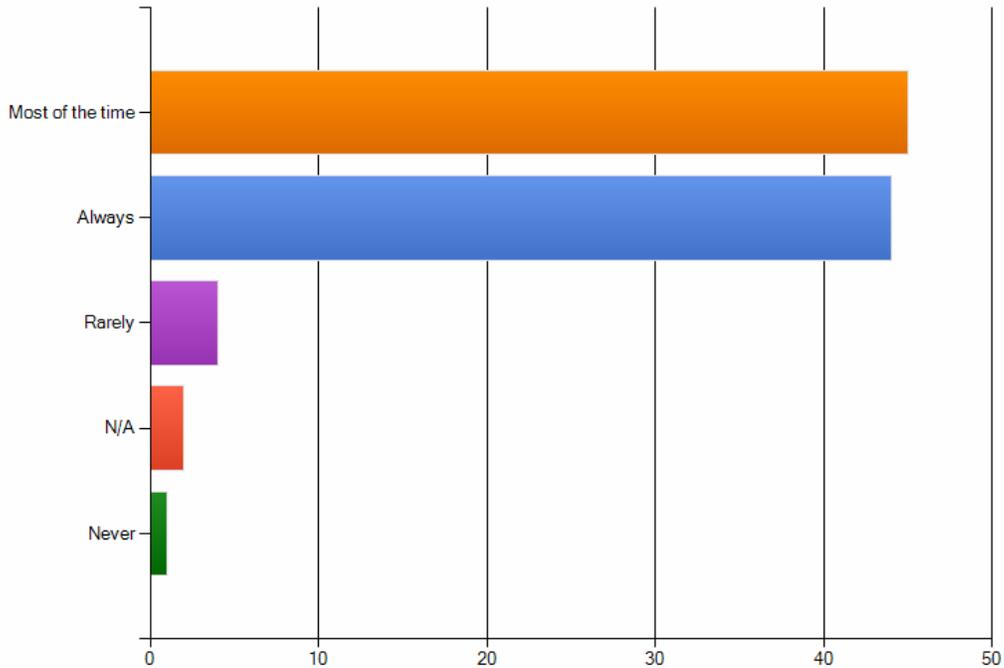
Question #5.



Customer Service / Communication (continued)

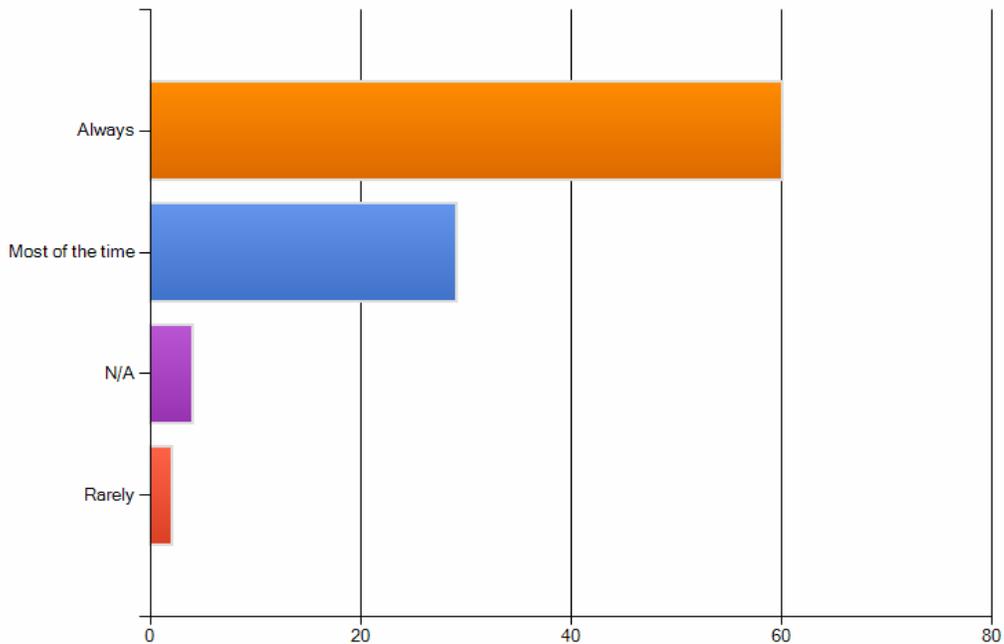
Question #6.

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



Question #7.

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



Comments from respondents – Customer Service and Communication

Of the 98 stakeholders who participated in the “Customer Service and Communication” section of the customer survey, 16% offered the following comments or suggestions:

1. I usually have to ask for a copy of anything. Usually sent to corporate office and I do not get the copies in a timely manner from them, so would appreciate getting my own copy.
2. I always seem to be surprised by new regulations or changes to regulations. I’m not suggesting that IFA is at fault here; but I often wonder why I don’t seem up to date on changes in policy and procedures.
3. IFA is usually good to work with; however, sometimes they can get too literal with HUD regulations and leave no room for common sense. I think we need to work together more equally to achieve results and make this a pleasant experience for managers and tenants.
4. Most of the time policy/regulatory updates occur so often one does not always know when the changes have taken place. Just like the 50059’s have been changed more than three times in the past six months and it takes the software company to do this, which makes the property manager out of compliance.
5. Since the project manager has recently passed away I cannot answer these questions.
6. Here again, they provide information, I just don’t always know how to use it or where to get the information that they need.
7. Owner loses the paperwork and I do not get copies all of the time.
8. The owner loses the documents, so I have requested the address to be changed.
9. For our Tax Credit properties we were informed that the “Marital Status” form is required for all Initial and Annual Certifications. This was not conveyed to us or listed on the IFA web page under “Required Forms”.
10. Again, I rarely have a problem in dealing with IFA or EPS. The only problems I have encountered has been with the budget process/rent increase for one of my projects. I feel there is a good working relationship between all entities.
11. Again, most of the contact is through the main office.
12. I wish when I have a compliance question like the current income discrepancy question I have, I would get an answer instead of suggestions on where to research the answer.
13. We are always getting info from IFA and we are notified if we need to be doing something different or extra.
14. The IFA staff is always very helpful and clear about anything I have called them about.

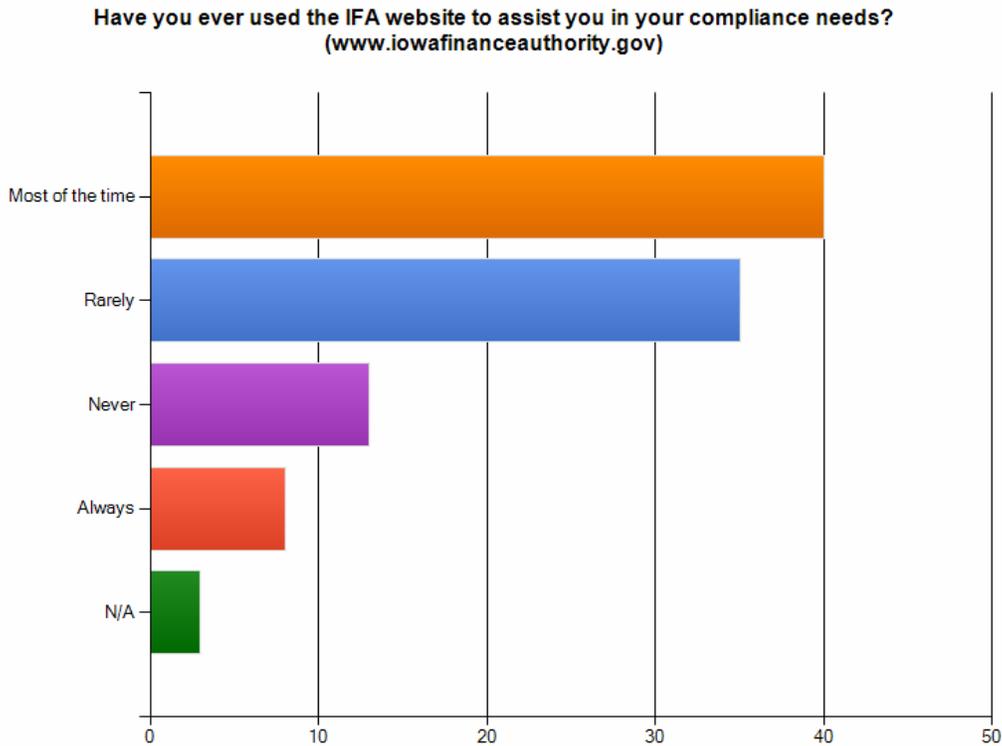
**Comments from respondents – Customer Service and Communication
(continued)**

- 15. I think there should be more group training sessions. It has been a long time since we had one of these. They used to be yearly. I think twice a year would be great.
- 16. Sometimes, the owner receives something that is not sent to me. The owner (Chairman of the Board) does not always understand the information and just turns it over to me to process. While I understand the HUD requirement to do this, common sense would indicate that this is a waste of everyone’s time.

Training

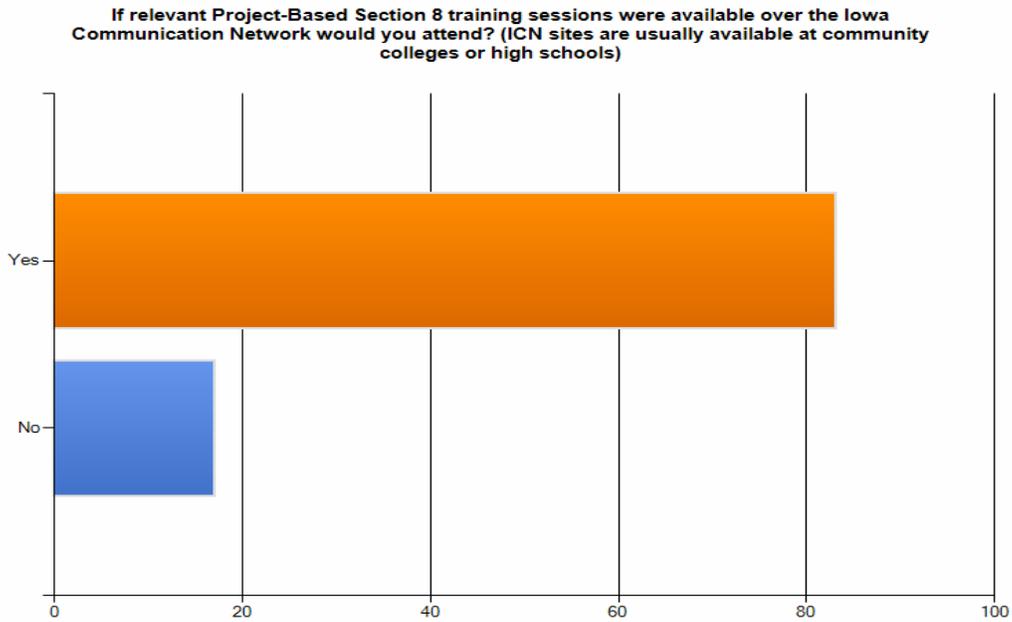
Approximately 99 Owner/agents answered questions in the “Training” section of the customer survey. Of those who participated, the following responses were provided:

Question #1.

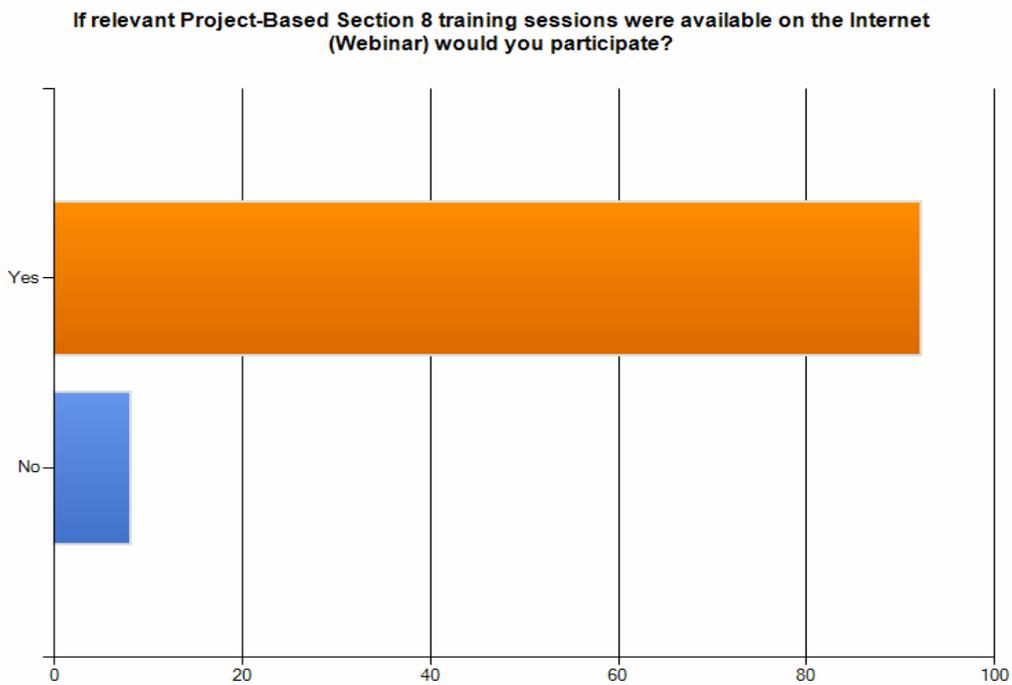


Training (continued)

Question #2.

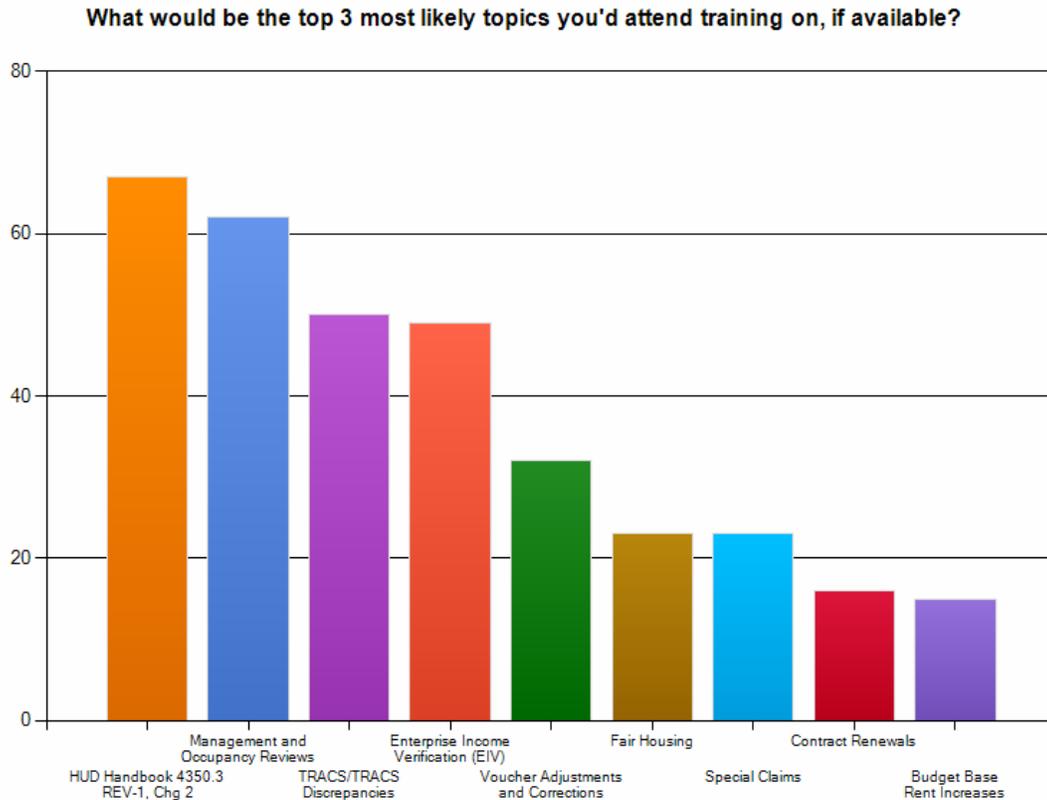


Question #3.



Training (continued)

Question #4.



Comments from respondents – Training

Of the 99 Owner/Agents that participated in the “Training” section, 15% offered the following comments/suggestions regarding the “Training” section:

1. I find the staff at IFA, from the bottom up, to be deceitful and dishonest and lack the integrity required to fulfill the mission HUD has appointed them to perform.
2. The only improvement I'd like to see is in the forms on their website. Sometimes they don't have the most recent HUD form posted as soon as it is updated by HUD. I'd also like to see them in fillable and saveable pdf or word form. HUD has a few forms in saveable word form but it would be nice to have all of them in saveable form.
3. I would attend sessions if allowed by corporate.
4. I used to try and use web site but I found it too difficult to navigate and find answers.
5. It is hard to find time to travel, it would be very helpful to have ICN training or web training.
6. I have been wondering if there is ever any training in this area. As a new manager I could use some (a lot).

Comments from respondents – Training (continued)

7. You could do Webcasts on all the above subjects.
8. We would be open to anything since we are all learning.
9. We would consider attending any of the topics. The top 3 choices just happen to have current questions for us.
10. For question #1, I only use this for our Tax Credit properties. I don't feel the Section 8 section is very helpful. I usually email IFA directly and receive a response very quickly.
11. As regards to the training over the web, that would depend on other factors. But I have not done that in the past. I doubt I would use the Iowa Communication.
12. Past experience with training session is that they have been too broad to be of any benefit.
13. I really feel there needs to be more training with the HUD handbook. So many changes are made and we are not aware of them until several months after the fact. Additional training would be very beneficial.
14. Everyone does a good job and I appreciate all the help.
15. Any training that I could receive is always a help to my job.