IOWA FINANCE
AUTHORITY

Section 8 Contract Administration

2007 Customer Service Survey Report

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Introduction

The survey was posted on the IFA website under "Section 8 Contract Administration" on September 13, 2007. A link to the survey was electronically mailed to owners, management agents, property managers, and other contacts the same day. The survey submission deadline was October 1, 2007.

The survey included questions regarding specific core tasks, namely Management and Occupancy Reviews, Rental Adjustments, Voucher Processing, and Contract Renewals. It also included other topics such as Special Claims, our sub-contractor's work (EPS, Inc.), customer opinions regarding the Section 8 portion of IFA's website (www.IowaFinanceAuthority.gov), and the overall satisfaction with the Section 8 Contract Administration Staff. Two additional questions were added this year regarding training and training topics of interest. A four-year comparison chart has been included for the core task only. Please note there are some variances due to rounding and response rates have fluctuated from 18% to 33%.

The response rate was extremely low this year. This may be due to the requirement that names were required in order to submit the survey rather than optional. Respondents' names adds value by allowing further communication and review of a particular concern. This year, a total of two hundred seventy-five surveys were electronically sent with a return rate of 18% or 49 respondents. Last year, two hundred seventy-eight surveys were electronically mailed with a return rate of 33%.

Summary

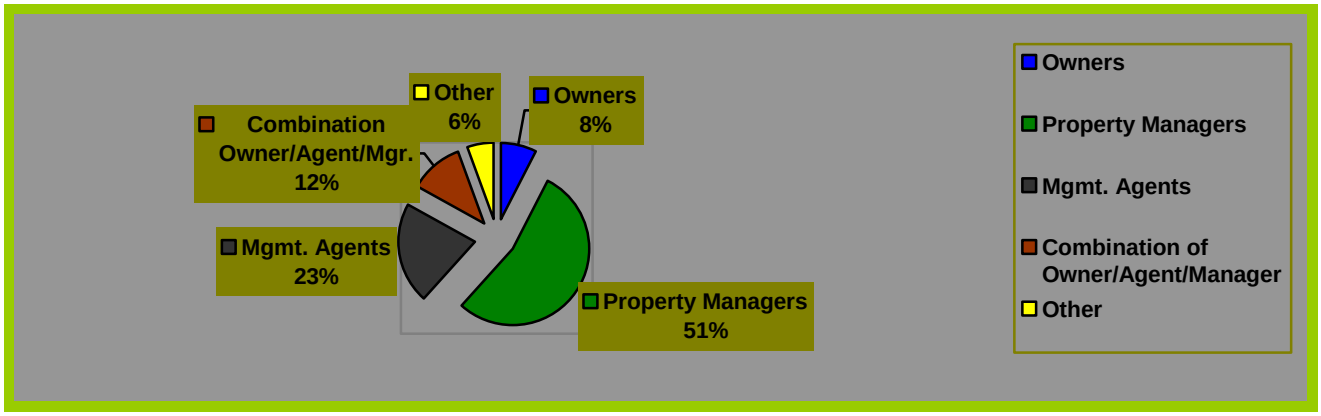
Participants, who responded to the 2007 survey conducted by the Quality Control Coordinator, gave consistently high scores in customer service, professionalism, timely communications, and technical assistance. Staff should be proud of the agency's strong overall performance and continue to work hard to maintain this high level of customer service in years to come. The 2007 average percentage of respondents who indicated some level of satisfaction was 92%.

Percent of Respondents With Overall Satisfaction			
	2007	**2006**	**2005**
Asset Management (MOR/FHEO Reviews)	**96%**	90%	98%
Rental Adjustments	**94%**	91%	97%
Contract Renewals	**100%**	100%	96%
Voucher Payments	**83%**	86%	80%
Special Claims	**100%**	99%	97%
EPS, Inc.	**81%**	80%	77%
Average	**92%**	91%	91%

General Information

8% of survey respondents were owners, 23% were management agents, and 51% were property managers, with 12% claiming status as a combination of owner/agent/property manager, and 6% other (regional manager, etc).

Types of Respondents – 2007



Management and Occupancy Review

92% of respondents stated they participated in a Management and Occupancy Review in the past year while 8% answered they had not participated in a Management and Occupancy Review. Of the 45 respondents that had participated in a Management and Occupancy Review, the following responses were provided:

82% of respondents strongly agreed with the statement that IFA staff was courteous and professional when conducting Management and Occupancy Reviews. 18% moderately agreed with the above statement.

When asked if technical assistance was provided during the review, 58% of those responding strongly agreed, 40% moderately agreed, and 2% slightly agreed.

69% of respondents strongly agreed with the statement that the IFA team member conducting the review had a thorough understanding of HUD regulations and 31% moderately agreed.

Presented with the statement, "The IFA team member who conducted the review responded to phone calls and e-mails within two business days," 82% strongly agreed, 13% moderately agreed, and 5% left the question blank.

20% of respondents who participated in a Management & Occupancy Review offered the following 9 comments and/or suggestions regarding the delivery of Management and Occupancy Reviews:

[redacted] is a delight to work with. [redacted] is helpful, courteous, professional, and a good listener. [redacted] has a very good understanding of HUD regulations and is very willing to help with questions and concerns that I may have as a property manager. I no longer dread my MOR!

The IFA team member has taught me a lot. He has been so helpful in getting my files and all things in order. I am very grateful to [redacted].

I've always found IFA members to be helpful and supportive.

The person who conducted by review last year was new to the IFA team, but did a very good job. If [redacted] did not know the answer [redacted] researched it or went to a supervisor to find the answer.

IFA team members need to have same guidelines.

After the information required at move-in, citizenship, application, ethnicity are checked for each resident, there is no need to use time to review these again as they are one time forms. When a file is checked for this information, then it should be marked as done and not take up the time of the reviewer so time can be spent on certifications, etc.

Please negotiate agreement with HUD so that IFA surveyors have the same flexibility as HUD reviewers used to have. If an item doesn't really apply, just say that. It would be better if surveyors finish their work on site and explain problems or ask questions. It seems like everything is fine when they leave, but reports don't come back that way.

Can't we do this every 2 years?

We have had three different staff members in the past three years. Each one has been good, but each notes different details. Is there some way to get more consistency among staff?

Follow-Up Management & Occupancy Review

Follow-up Management and Occupancy Reviews are conducted approximately six months after the annual review if the overall rating assigned in the annual review is less than a satisfactory rating. 22% of respondents (11) said they had participated in a follow-up review. 76% (37) had not participated in a follow-up review. Two percent (1) left the question blank.

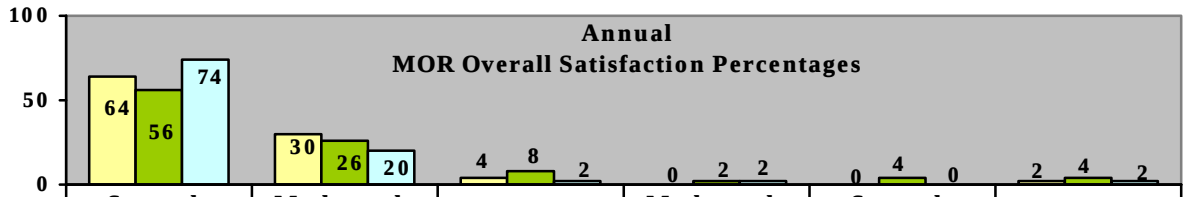
Of the 11 respondents who had participated in a Follow-up review, 73% strongly agreed that the follow-up review provided technical assistance needed to ensure HUD regulations are followed. 27% moderately agreed.

The following comment was provided regarding the delivery of follow-up reviews:

I'm perhaps not clear on what this question means. Files were reviewed again as in the regular review.

When asked whether the overall MOR experience and contacts with housing compliance staff in the past year were positive, 74% strongly agreed, 20% moderately agreed, 2% slightly agreed, 2% moderately disagreed and 2% didn't answer the question.

In the past three years, the percentage of respondents who answered strongly, moderately, or slightly agree that the overall MOR experience and contacts with housing compliance staff in the past year has remained 90% or above. Those answering moderately or strongly disagree increased 2% while those not answering this question remained consistently low.



	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank
2005	64	30	4	0	0	2
2006	56	26	8	2	4	4
2007	74	20	2	2	0	2

Rental Adjustments

33% of respondents stated they had requested a rent increase in the past year (outside of the contract renewal process). 59% stated they had not requested a rent increase. 8% left the question unanswered.

Of the 16 respondents who requested a rent increase in the past year, 81% strongly agreed the IFA staff was courteous and professional when submitting rental adjustment requests. 13% moderately agreed with the above statement and 6% slightly agreed.

75% strongly agreed the IFA team member who reviewed the rent increase provided technical assistance. 13% moderately agreed, and 6% slightly agreed. 6% moderately disagreed that technical assistance was provided.

88% of respondents strongly agreed with the statement that the IFA team member processing the rent increase had a thorough understanding of HUD regulations. 13% moderately agreed with the statement.

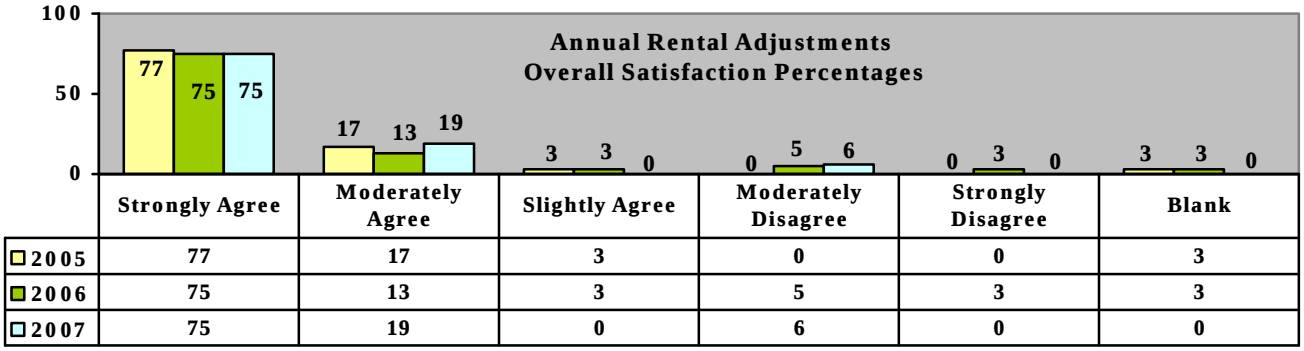
When asked if the IFA team member returned phone calls and e-mails within two business days, 88% strongly agreed, 6% moderately agreed, and 6% moderately disagreed.

7 of the 16 respondents (44%) indicated a contact with IFA was made for an explanation as to why line items in the budget were reduced or eliminated. Of the 7, 57% strongly agreed the reasoning is clear, 14% slightly agreed and 29% moderately disagreed.

25% of respondents, or 4 of 16, provided the following comments and suggestions on the rent increase process:

> Because the previous year was not a good experience, this past year's budget was done via e-mail, mostly. I had no personal contact with the IFA team member who reviewed the budget and that went much better than before. The rents were reduced by approx. $1.00 of what was budgeted, so not a significant amount to question.
>
> This is done by our corporate office, so I cannot answer the above questions.
>
> We were forced to go through the market to market restructuring for a 4$ per unit difference. A major squander of tax payers dollars to go through this process. What should have happened is simply bringing the rents to market.
>
> I have two very small properties. The rent increase requested was reduced and we are still having cash flow problems. This has happened before. Maybe the numbers used for larger properties just don't work for the very small ones.

When asked whether the overall rental adjustment experience and contacts with rent increase staff in the past year were positive, 75% strongly agreed, 19% moderately agreed, and 6% moderately disagreed.



	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank
2005	77	17	3	0	0	3
2006	75	13	3	5	3	3
2007	75	19	0	6	0	0

In the past three years, the number of respondents who answered strongly, moderately, or slightly agree that the overall rental adjustment experience and contacts with rental adjustment staff in the past year remained above 90%. In the past year, there was a 2% decrease in those answering moderately and strongly disagree. Those not answering the question remained low.

Contract Renewals

18 of the 49 respondents (37%) participated in the contract renewal process in the past year. 57% said they had not taken part in the process. 6% didn't provide a response.

Of the 18 who have participated in the contract renewal process, 89% strongly agreed the IFA staff conducting the contract renewal process was courteous and professional. 11% moderately agreed.

When presented with the statement, "Technical assistance was provided during the renewal process", 83% strongly agreed, 6% moderately agreed, 6% slightly agreed. 6% moderately disagreed with this statement.

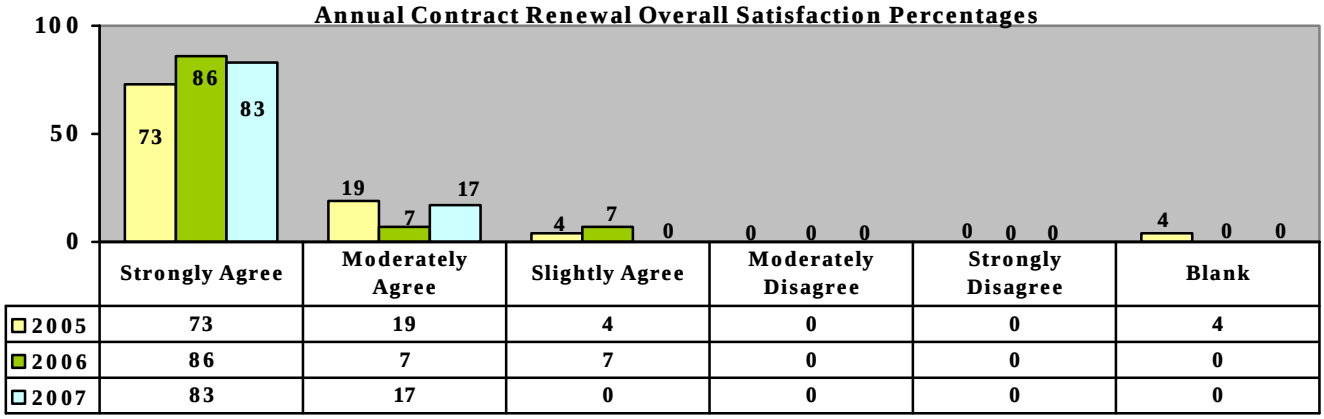
78% strongly agreed with the statement that the IFA team member processing the contract renewal had a thorough understanding of HUD regulations. 22% moderately agreed.

When asked if the IFA team member completing the renewal responded to phone calls and e-mails within two business days, 78% strongly agreed, 16% moderately agreed, 6% slightly agreed.

One respondent provided the following comment regarding the contract renewal process:

> One of my projects was caught in a catch-22 situation. HUD was changing some of its regulations regarding contract renewals and Rent Comparability Studies (RCS) so it was difficult for everyone as the new regulations were not quite in place during the timeframe of what was to be taking place with this project. [redacted] was very good about keeping me abreast of the situations and was very helpful to me and the board. We even had a conference call with the executive board concerning this.

When asked whether the overall experience and contacts with the contract renewal staff in the past year were positive, 83% strongly agreed and 17% moderately agreed.



In the past three years, the number of respondents answering strongly, moderately, or slightly agree that the overall contract renewal experience and contacts with contract renewal staff were positive increased 4%. Once again, there were no respondents who answered they had a negative experience with the contract renewal staff.

Voucher Payments

67% of respondents strongly agreed and 12% moderately agreed HAP vouchers were processed in a timely manner. 6% slightly agreed, 2% moderately disagreed, and 2% strongly disagreed. 10% left the question blank.

When asked if the IFA budget staff is courteous and professional, 69% strongly agreed, 10% moderately agreed, 2% slightly agreed, and 2% moderately disagreed. 16% left the question blank.

57% strongly agreed IFA team members provided technical assistance if needed during the voucher process. 18% moderately agreed and 6% slightly agreed. 18% left the question blank.

57% of respondents strongly agreed the IFA team member provided timely response to phone calls and e-mails. 12% expressed a moderate agreement, 2% expressed slight agreement, and 29% left the question blank or answered N/A.

IFA staff routinely conducts a line by line comparison of the TRACS system and voucher. The results are forwarded to owners/management agents/property managers to assist them in maintaining the HUD mandated 90% of current certifications in TRACS. When asked if this process is helpful 55% strongly agreed, 16% moderately agreed, and 8% slightly agreed. 2% moderately disagreed while 18% left the question unanswered.

The one respondent who moderately disagrees that IFA's review of TRACS is helpful, provided the following comment:

> To me, the messages in TRACS are confusing and sometimes, inaccurate. It seems the messages are behind what is happening (Example: move-outs). Sometimes I can't even get into the messages as the page cannot be opened.

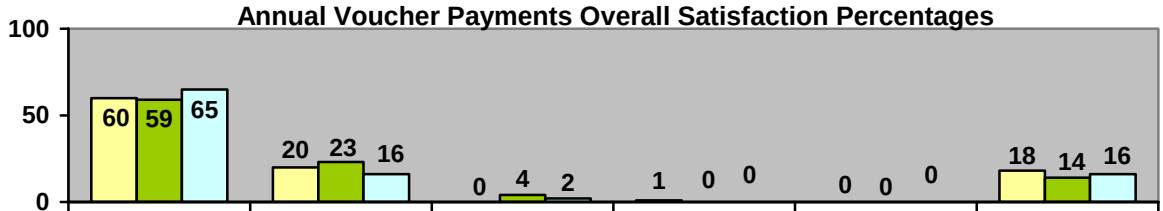
The following four comments and/or suggestions regarding the voucher reconciliation process were provided by 8% of the respondents:

> The only thing I notice is that I get busy signals frequently when trying to transmit.
>
> I like that EPS e-mails you when they receive the voucher. This way you know that it's received and there are no problems.

If in the future HAP payments continue to be delayed, it would be good to have a "rapid response" process in place to keep properties updated as much as possible.

The recent delays in receipt of HAP Voucher Payments are not the fault of IFA's staff and may skew the ratings for this area of the satisfaction survey. It should be noted that IFA's staff acts professionally and makes every effort to keep owners/management agents aware of any delays or issues related to the receipt of the HAP Vouchers.

When asked whether the overall experience and contacts with the voucher staff in the past year were positive, 65% strongly agreed, 16% moderately agreed, 2% slightly agreed, and 16% left the question blank.



	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Stongly Disagree	Blank
2005	60	20	0	1	0	18
2006	59	23	4	0	0	14
2007	65	16	2	0	0	16

In comparing the three year period, those answering strongly, moderately, or slightly agree remained 80% or above. For the past two years, there were no respondents who answered Moderately or Strongly Disagree.

Special Claims

37% of respondents (18) submitted special claims in the past year. 59% did not submit a request for claims. 4% didn't indicate yes or no regarding special claims submissions..

78% strongly agreed that claims were processed in a timely manner, 11% moderately agreed, and 11% slightly agreed.

When asked if the IFA team member who processed the special claim was courteous and professional, 78% responded strongly agree and 22% as moderately agree.

When asked if the IFA team member processing the claim provided technical assistance 78% strongly agreed, 11% moderately agreed, and 11% slightly agreed.

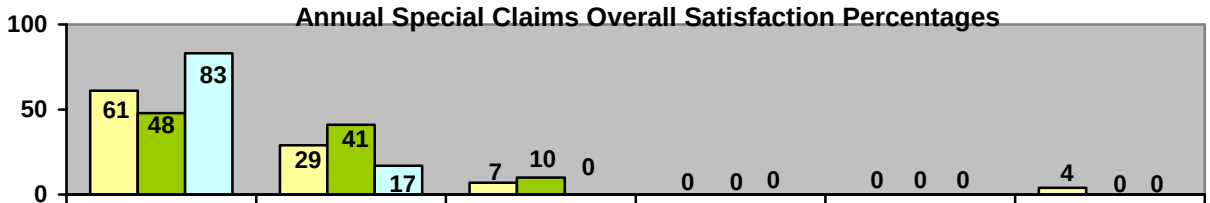
78% of respondents strongly agreed with the statement that the IFA team member processing the special claim had a thorough understanding of HUD regulations and 22% moderately agreed.

When asked if phone calls and e-mails were returned in a timely manner, 83% strongly agreed and 17% moderately agreed.

6% of the respondents (1 of the 18) provided the following comment regarding the special claims process:

It has become a laborious process to prepare the special claim but can see the need for most of the information. Providing information on the initial security deposit seems unnecessary and takes time, especially if paid in installments or a long time ago.

When asked whether the overall experience and contacts with the special claims staff in the past year were positive, 83% strongly agreed and 17% moderately agreed.



	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank
2005	61	29	7	0	0	4
2006	48	41	10	0	0	0
2007	83	17	0	0	0	0

Since 2005, the percentage of respondents answering strongly agree, moderately agree and slightly agree has remained 90% or above. This year, 100% of the respondents answered strongly agreed or moderately agreed that the overall experience and contacts with staff was positive.

EPS, Inc.

49% of respondents (24) contacted EPS for assistance with the HAP voucher in the past year.
Of these, 67% stated they had to contact EPS for assistance with the HAP voucher 1-3 times and 33% had to make contacts 4-10 times.

The types of issues EPS were contacted for:
13% indicated TRACS issues, 29% voucher issues, 4% software issues, and 50% responded to a combination of all these issues. 4% listed other, but didn't elaborate on the issue.

When asked whether EPS had to be contacted more than one time to resolve the same issue,
25% answered yes and 75% answered no.

When asked whether the EPS team member providing assistance was knowledgeable,
83% strongly agreed, 8% moderately agreed, 4% slightly agreed, and 4% moderately disagreed.

63% of respondents strongly agreed that the EPS staff person was able to lead them to resolution of issue(s). 21% moderately agreed, 4% slightly agreed, and 4% strongly disagreed.

When asked if EPS, Inc. responded to calls within two business days, 65% of respondents strongly agree that EPS is responsive to phone calls and e-mails. 10% moderately agree and 4% moderately disagree. 20% left this question blank.

59% strongly agree that the EPS team member provided technical assistance. 12% moderately agree, 6% slightly agree, and 22% left the question blank.

65% of respondents strongly agree that EPS staff is courteous and professional. 10% moderately agree while 4% slightly agree. 20% left the question unanswered.

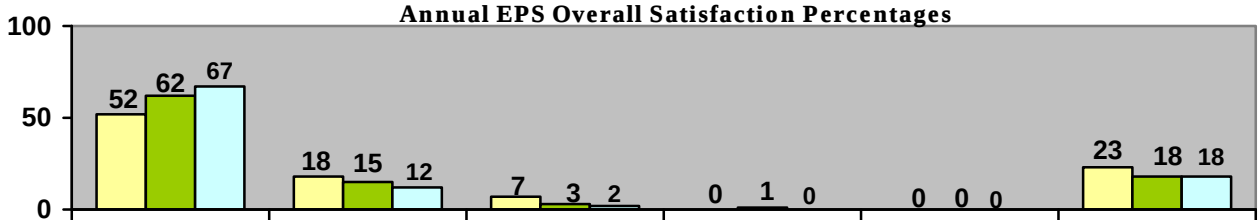
When asked whether the monthly EPS close-out memo is clear and concise, 63% of respondents strongly agreed, 12% moderately agreed, and 4% slightly agreed. 20% did not answer the question.

The following comments regarding the delivery of the voucher reconciliation process with EPS were provided:

Because I started a new software program last Sept., I had issues with the conversion. Sometimes, the EPS representative got frustrated with me and then I became frustrated. I hope now that a year has gone by and each tenant is now fully in the new system without conversion issues, things will go much more smoothly. Some EPS reps. e-mail responses and some fax responses. I prefer faxes.

Many times when there is a problem with the voucher, it's a soft ware issue so EPS can only tell me to call them. That is the reason I answered slightly agree above. EPS didn't provide technical assistance beyond making us aware of a problem.

When asked whether the overall experience and contacts with the EPS in the past year were positive, 67% strongly agreed, 12% moderately agreed, 2% slightly agreed, and 18% left the question blank.



	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank
2005	52	18	7	0	0	23
2006	62	15	3	1	0	18
2007	67	12	2	0	0	18

In the past three years, the overall percentage of respondents' overall level satisfaction has steadily increased from 77% to 81%. The percentage of respondents answering moderately or strongly disagree has remained low while those who chose to leave this question blank decreased 5% from 2005 to 2006 and remained at 18% in 2007.

Other Information

When asked if the IFA website was used, 49% of respondents said yes, 43% said no, and 8% answered N/A.

Respondents provided the following two comments regarding the IFA website:

I appreciate the informative e-mails that I receive regarding changes of policies and updates.

I just call. I find it easier to talk to a person.

When asked whether IFA is effective in communicating regulatory updates, 37% of respondents answered strongly agree, 51% moderately agree, and 6% slightly agree. 6% left the question unanswered.

82% of respondents indicated that if relevant project-based Section 8 training was available over the Iowa Communications Network (ICN), they would attend. 12% indicated no interest and 6% left the question unanswered.

When asked to select the top three training topics that would be attended, HUD Handbook 4350.3 Change 2 was the most popular topic with 29% of respondents selecting this topic. Next, was Management & Occupancy Reviews with 18%, TRACS/TRACS Discrepancies with 14%, and Special Claims and Budget-Based Rent Increases both receiving 11%. The remaining topics were Voucher Adjustments and Corrections (6%), Fair Housing (5%), Contract Renewals (4%), and Limited English Proficiency (1%). 2% answered "Other", but failed to list the training subject of interest.

Overall Satisfaction

When presented with the statement, "Generally I am satisfied with IFA's services," 63% of respondents strongly agreed, 33% moderately agreed, and 2% moderately disagreed. 2% didn't answer the question.

There was one comments offered regarding the overall satisfaction with IFA:

Comments already above. Issues/concerns aren't specific to any individual, just the process.

Summary of Two Year Overall Satisfaction Comparison

	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
MOR's						
2006	56%	26%	8%	2%	4%	4%
2007	74%	20%	2%	2%	0%	2%
% Change	+18%	-6%	-6%	0%	-4%	-2%
Rental Adjustments						
2006	75%	12.5%	2.5%	5%	2.5%	2.5%
2007	75%	19%	0%	6%	0%	0%
% Change	0%	+6.5%	-2.5%	+1%	-2.5%	-2.5%
Contract Renewal						
2006	86%	7%	7%	0%	0%	0%
2007	84%	17%	0%	0%	0%	0%
% Change	-2%	+10%	-7%	0%	0%	0%
Voucher Payments						
2006	59%	23%	4%	0%	0%	14%
2007	65%	16%	2%	0%	0%	16%
% Change	+6%	-7%	-2%	0%	0%	+2%
Special Claims						
2006	48%	41%	10%	0%	0%	0%
2007	83%	17%	0%	0%	0%	0%
% Change	+35%	-24%	-10%	0%	0%	0%
EPS, Inc.						
2006	62%	15%	3%	1%	0%	18%
2007	67%	12%	2%	0%	0%	18%
% Change	+5%	-3%	-1%	-1%	0%	0%

*Variances due to rounding.

Within these six areas for 2007, the average of those answering with some degree of satisfaction is 92%. While those with some level of satisfaction with Management & Occupancy Reviews decreased 8% last year, this category increased 8% this year. Rental Adjustments increased 3% while Contract Renewals remained at 100% with only a shift between strongly agree and moderately agree. Special Claims increased 1%, but saw a swing with more respondents answering moderately agree rather than slightly agree. EPS, Inc. saw a 1% increase in 2007 as well with a slight increase in strongly agree vs. moderately agree. Voucher Payments indicates a slight decrease in the overall satisfaction from 86% to 83% from 2006 to 2007.

Recommendations

The survey results reinforce that our staff is committed to providing quality customer service. Going forward, we should seek innovative ways to better serve our customers. A current recommendation is to consider providing or coordinating training sessions, possibly via the Iowa Communications Network (ICN). A high percentage of respondents (40 of the 49) stated they would attend an ICN training session on a relevant Section 8 topic, particularly on Change 2 to the HUD Occupancy Handbook 4350.3 and on Management & Occupancy Reviews.

While the majority of properties in the portfolio perform satisfactory or above in Management and Occupancy Reviews, there are still Follow-Up Reviews being performed on properties who received an overall rating of less than satisfactory. The number one deficient area is Leasing & Occupancy. Therefore, the IFA should consider providing ICN training sessions or coordinating training opportunities within the State of Iowa for owners/agents/managers as well as continued training opportunities for Housing Program Compliance staff. Training sessions can be a means of increasing communication, building stronger relationships, and enhancing future performance.

The IFA should also continue to post updated documents to the IFA website, www.IowaFinanceAutority.gov, as well as distribute management bulletins.

4-Year Core Task Comparisons

Management & Occupancy Reviews

Did you participate in a Management & Occupancy Review in the past year?	Yes	No	Blank
2004	63%	9%	28%
2005	88%	12%	0%
2006	94%	3%	3%
2007	92%	8%	0%

The IFA team member who conducted the review was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		53%	13%	0%	0%	0%	34%
2005		82%	11%	4%	0%	0%	3%
2006		79%	16%	1%	2%	1%	0%
2007		82%	18%	0%	0%	0%	0%

Technical Assistance was provided during and after the management review.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		47%	16%	3%	0%	0%	34%
2005		64%	26%	7%	0%	0%	3%
2006		57%	28%	10%	3%	0%	1%
2007		58%	40%	2%	0%	0%	0%

The IFA team member who conducted the review responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		59%	6%	3%	0%	0%	31%
2005		80%	16%	0%	0%	1%	3%
2006		80%	14%	7%	0%	0%	5%
2007		82%	13%	0%	0%	0%	5%

Did you participate in a follow-up Management & Occupancy Review?	Yes	No	Blank
2004	16%	53%	31%
2005	19%	77%	4%
2006	19%	76%	4%
2007	22%	76%	2%

The follow-up review provided technical assistance needed to ensure HUD regulations are followed.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		16%	3%	0%	0%	0%	81%
2005		63%	31%	0%	0%	0%	6%
2006		72%	17%	6%	6%	0%	0%
2007		73%	27%	0%	0%	0%	0%

4-Year Core Task Comparisons

Rental Adjustments

Did you request a rent increase in the past year (outside of contract renewal)?	Yes	No	Blank
2004	38%	34%	28%
2005	42%	54%	4%
2006	43%	53%	4%
2007	33%	59%	8%

The IFA team member who reviewed the request was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		38%	0%	3%	0%	0%	59%
2005		83%	11%	3%	0%	0%	3%
2006		80%	13%	3%	0%	3%	3%
2007		81%	13%	6%	0%	0%	0%

The IFA team member provided technical assistance during the rent increase process.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		25%	9%	3%	0%	0%	63%
2005		80%	14%	6%	0%	0%	0%
2006		73%	20%	0%	0%	3%	5%
2007		75%	13%	6%	6%	0%	0%

The IFA team member who processed the request responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		38%	0%	0%	0%	0%	63%
2005		89%	11%	0%	0%	0%	0%
2006		75%	23%	0%	0%	0%	3%
2007		88%	6%	0%	6%	0%	0%

If the rent increase was denied or reduced, I received a clear explanation of why line items were reduced.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		22%	0%	3%	6%	0%	69%
2005		31%	3%	3%	0%	0%	63%
2006		20%	2.5%	2.5%	2.5%	2.5%	70%
2007		57%	0%	14%	29%	0%	0%

4-Year Core Task Comparisons

Contract Renewals

Did you participate in the contract renewal process in the past year?	Yes	No	Blank
2004	41%	31%	28%
2005	31%	63%	6%
2006	31%	60%	9%
2007	37%	57%	6%

The IFA team member who processed the renewal was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		38%	3%	0%	0%	0%	59%
2005		81%	19%	0%	0%	0%	0%
2006		83%	17%	0%	0%	0%	0%
2007		89%	11%	0%	0%	0%	0%
				0%	0%	0%	0%

Technical assistance was provided during the renewal process.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		28%	6%	6%	0%	0%	59%
2005		73%	27%	0%	0%	0%	0%
2006		79%	14%	3%	0%	0%	3%
2007		83%	6%	6%	6%	0%	0%

The IFA team member who processed the renewal responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		31%	9%	0%	0%	0%	59%
2005		85%	12%	4%	0%	0%	0%
2006		86%	10%	0%	0%	0%	3%
2007		78%	16%	6%	0%	0%	0%

4-Year Core Task Comparisons

Voucher Processing

The monthly HAP voucher was processed timely.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		59%	9%	0%	0%	0%	31%
2005		69%	17%	2%	0%	0%	12%
2006		60%	23%	4%	1%	0%	12%
2007		67%	12%	6%	2%	2%	10%
The team member who processed the voucher was courteous and professional.		**Strongly Agree**	**Moderately Agree**	**Slightly Agree**	**Moderately Disagree**	**Strongly Disagree**	**Blank or N/A**
2004		56%	9%	3%	0%	0%	31%
2005		60%	19%	1%	0%	0%	19%
2006		59%	24%	2%	0%	0%	15%
2007		69%	10%	2%	2%	0%	16%
Technical assistance was provided during the HAP payment process.		**Strongly Agree**	**Moderately Agree**	**Slightly Agree**	**Moderately Disagree**	**Strongly Disagree**	**Blank or N/A**
2004		47%	16%	3%	0%	0%	34%
2005		54%	19%	6%	0%	1%	19%
2006		51%	24%	6%	2%	0%	17%
2007		57%	18%	6%	0%	0%	18%
The IFA team member who processed the HAP voucher responded to phone calls within two business days.		**Strongly Agree**	**Moderately Agree**	**Slightly Agree**	**Moderately Disagree**	**Strongly Disagree**	**Blank or N/A**
2004		50%	9%	6%	0%	0%	34%
2005		61%	10%	5%	0%	1%	23%
2006		57%	20%	3%	0%	0%	15%
2007		57%	12%	2%	0%	0%	29%
The review IFA conducts of TRACS and voucher is helpful in maintaining the HUD mandated 90% compliance.		**Strongly Agree**	**Moderately Agree**	**Slightly Agree**	**Moderately Disagree**	**Strongly Disagree**	**Blank or N/A**
2004		41%	19%	9%	0%	0%	31%
2005		54%	18%	4%	2%	0%	22%
2006		53%	24%	4%	2%	1%	16%
2007		55%	16%	8%	2%	0%	18%

Other Comparisons

Other Information

Have you ever used the IFA website to assist you in your compliance needs?	Yes	No	Blank or N/A
2004	44%	25%	31%
2005	61%	31%	7%
2006	63%	33%	3%
2007	49%	47%	4%

Overall Satisfaction with IFA Section 8 Contract Administration

Generally, I am satisfied with IFA's services.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2004		50%	9%	3%	0%	3%	34%
2005		57%	23%	4%	2%	0%	14%
2006		0%	2%	0%	0%	0%	98%
2007		63%	33%	0%	2%	0%	2%

*In 2006 technical difficulties with the survey prevented receipt of the majority of respondents' answers.