

IOWA FINANCE
AUTHORITY

Section 8 Contract Administration
2006 Customer Service Survey Report

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Introduction

The survey was posted on the IFA website under "Section 8 Contract Administration" on October 23, 2006. A link to the survey was electronically mailed to owners, management agents, property managers, and other contacts the same day. The survey return deadline was November 3, 2006.

The survey included questions regarding specific core tasks, namely management and occupancy reviews, rental adjustments, voucher processing, and contract renewals. The core tasks are identified in this report by a green indicator. It also included other topics such as special claims, our sub-contractor's work (EPS), customer opinions regarding the Section 8 portion of IFA's website, and the overall satisfaction with the Section 8 Contract Administration Department. A comparison chart has been included between 2004, 2005 and this year's survey results for the core tasks. Please note there are some variances due to rounding.

A total of two hundred seventy eight surveys were sent with a return rate of 33% or 93 respondents. Last year, two hundred ninety seven surveys were electronically mailed with a return rate of 28%. In 2004, one hundred seventy six surveys were electronically mailed with a return rate of 18%.

Summary

2006 results show that IFA continues to provide good service to owners, agents, property managers, and management agent staff. Overall satisfaction is above 90% and is consistent with 2005 results; however two areas experienced a slight decline in the number of positive responses. Management and Occupancy Reviews saw an 8% decrease while Rental Adjustments decreased 7%. The remaining four areas increased 15% which offset the decreases experienced in the previously mentioned two areas. Contract Renewal satisfaction increased 4%, Voucher Payments increased 6%, Special Claims increased 2% and EPS increased 3%.

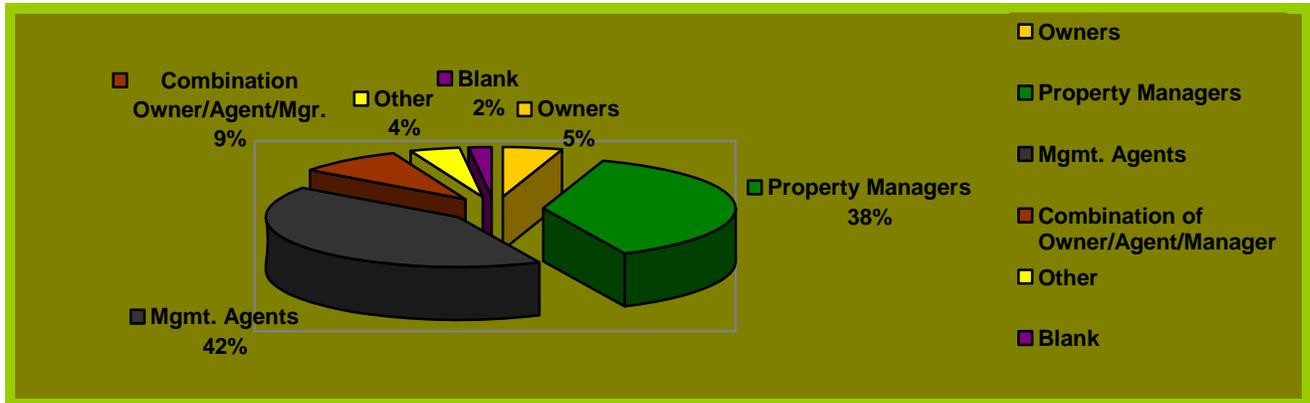
In the past two years, the number of respondents who have utilized IFA's website to assist in their compliance needs has increased 19%. However, over 50% of the comments received this year indicated information is hard to locate.

As a result, two recommendations have been made. The first recommendation is to include customer service and communication training in its on-going staff training program. The second recommendation is to enhance the website to enable project-based Section 8 users to easily navigate the website to find the necessary forms and documents.

General Information

5% of survey respondents were owners, 42% were management agents, and 38% were property managers, with 9% claiming status as a combination of owner/agent/property manager, and 4% other (regional manager, etc). 2% left the question blank.

Types of Respondents – 2006



Management and Occupancy Review

94% of respondents stated they participated in a Management and Occupancy Review in the past year while 3% answered they had not participated in a Management and Occupancy Review and 3% left the question unanswered.

79% of respondents strongly agreed with the statement that IFA staff was courteous and professional when conducting management and occupancy reviews. 16% moderately agreed with the above statement. 1% slightly agreed while 2% moderately disagreed and 1% strongly disagreed.

When asked if technical assistance was provided during the review, 57% of those responding strongly agreed, 28% moderately agreed, and 10% slightly agreed. 3% moderately disagreed that technical assistance was provided during the review and 1% left the question unanswered.

70% of respondents strongly agreed with the statement that the IFA team member conducting the review had a thorough understanding of HUD regulations. 23% moderately agreed, 6% slightly agreed, and 1% moderately disagreed.

Presented with the statement, "The IFA team member who conducted the review responded to phone calls and e-mails within two business days," 80% strongly agreed, 14% moderately agreed, and 7% slightly agreed. 5% left the question blank.

33% of respondents who participated in a Management & Occupancy review offered the following 29 comments and suggestions regarding the delivery of Management and Occupancy Reviews:

Your office has always been very helpful to us. Thank You.

Very competent and polite staff at IFA.

Your staff is always very kind and helpful.

██████ did an excellent job.

I talked with representatives from IFA every year about training. Every year they tell me that it's my responsibility as a management agent to get my own training. Every year I get more outside training. The problem is this. The outside training companies and IFA don't always agree. We need more training straight from IFA.

I sometimes feel that the reviewer who conducts the MOR sometimes takes on a different role than what is expected. It seems like we are being questioned on everything we do and sometimes what is done, but is questioned anyway. Need to have the reviewers be consistent with each MOR. When a tenant selection plan (tsp), application, pet rules, etc... are reviewed, why would there continue to be changes to that which is submitted at every review? I understand that HUD mandates changes and I can certainly see that a review of that is made to ensure compliance. What I am experiencing is that the same tsp, application, etc... submitted, seems like there is a different change requested each time. Why can't the tsp, application, etc be reviewed and left at that until HUD comes up with additional changes that need to be inserted? I also feel that IFA HAS to find something to prove that they are doing their job. IFA, I feel, is getting away from what the contract was originally designed for. Correct calculation of rent so HUD is paying the proper assistance. It has become almost like a competition to see who can find something. When it comes to the third party verifications, we can't MAKE them SIGN the form supplied. They usually use a stamp or send a fax sheet with the name of the supplier of the information. It is getting harder and harder to get verifications back under the most preferred way. Agencies are being bombarded by everyone and are getting a little testy. It is also my opinion that when it comes to copies, it is still unnecessary as it should only be copied if IFA gets audited and management would be happy to supply at that time. IFA is the only CA that still requires copies.

I also feel that IFA reviewer should have knowledge of all programs necessary when reviewing a file that has more than one program attached to it or at least become familiar prior to sending out the findings. Too much time is wasted on both your end and management's end. Again, my strongest suggestion would be review it, make whatever corrections necessary and agreed upon and leave it alone....

I don't appreciate being cited for inadequate management for failure to comply with "best management practices"!! If there are HUD regulations that are being violated then say so. If not, we meet our duty to comply with the HUD regulatory agreement and extraneous opinions are not welcome.

Reviewer was extremely rude, came to my project with a bad attitude, had little concern about my perspective with actually working with elderly, low income tenants, was only concerned with "the rules," received phone calls of personal nature during the visit, seemed upset and seemed disinterested in even being at my project.

It seems that the rules change so much from year to year and it is hard to keep the files to the current rules.

Reviewer's remarks were unprofessional and unjustifiable in regards to previous and current staff work ethics. [REDACTED] has an amateurish, pompous attitude. Needs to instruct on the difference between professional detachment and blatant offensiveness.

It was a little difficult when after the review our asset manager was changed mid-stream. It would have been easier if the manager that did the review was allowed to finish the process.

The agreement with HUD should be modified to allow IFA personnel the same latitude as HUD personnel had when various requirements are basically inapplicable due to the nature of a specialized projects or in light of the small size of a project. A whole lot of time, effort, and money is going into "compliance" which has no bearing on either ensuring access to housing or proper management of a property.

1. How can one reviewer approve one document where another reviewer approves it? 2. The average balance of an account with regard to checking. If the bank does not have the ability to provide an average readily, then the management agent should not be held to a standard we are unable to come into compliance with. 3. It is unreasonable to think that we can contact every bank that does not provide the information based upon their software's inability to provide such data.

Work with the owners/managers and do not treat this as a "you against us" review. We should all be working to give the residents a safe and clean atmosphere as well as the funding that is made available to those in need.

Provide more training for site managers who work in HUD programs.

Have them once every three years!

We just had a review and it went very well.

Every property is unique and has its' own set of problems and solutions. I believe that once an asset management specialist has found out how a property is operated, what its' special needs are and such, the asset management specialist should be left in place. As well as developing a professional working relationship with the staff of a project, the asset management specialist has learned what, where, how, and why a project may need help or guidance.

The IFA team member we had did not discuss anything once the review was complete. We left thinking that everything was fine. However once we received the report there were several items listed that were never mentioned during the review. This doesn't seem right. We believe that IFA should be there to support management. Some items listed in the review were in the tenant file yet it was listed as a finding. The IFA team member did not really do their job effectively.

IFA team member was great. Now you are changing our support again. I understand it will be yearly? It is difficult to keep changing. The new one is extremely rude. I am not looking forward to important communication with someone who starts off a business relationship by telling my boss how we need to establish a new company policy. [REDACTED] has never even seen the property yet.

Consistency between team members. It's really hard when the team members don't agree or interpret the regulations the same and one approves certain items in your files and the next writes you up for something.

In the 3 years that I have managed, I have had 3 inspectors that have told me and written up items that previously were fine or I was told to do it a certain way or have a certain form and then it was not sufficient for the next inspector. It would be nice to have the same inspector with the same expectations every year.

I just had the review on Tuesday and Wednesday of this week. The team member has not had time to respond to anything yet, and neither have I. I don't know the outcome of the inspection yet. I am sure each team member conducts the inspections in their own way. This member was new to me, as [REDACTED] was assigned to me just a few months ago. [REDACTED] is also new to this position at IFA, therefore, what was done this year may change next year after more experience in this area.

It would seem that each inspector is looking for something different. If they were all looking for the same thing it would be less stressful on the properties. I know things are always changing but some things remain the same.

I have just finished my IFA review, so am unable to answer Question 5.

As much advance notice of date as possible.

New manager start up kit. Contacts, flow chart, general web addresses, newsletters, etc.

Samples of forms would be very helpful. I feel the forms HUD would like you to use should be e-mailed or somehow given to us at the time of survey or along with the report.

We believe that IFA should not get so hung up with technicalities of the guidelines, but be more concerned about the administration of them.

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. 19% of respondents said they had participated in a follow-up review. 76% had not participated in a follow-up review. 4 % left the question blank.

Of the 18 respondents who had participated in a Follow-up review, 72% strongly agreed that the follow-up review provided technical assistance needed to ensure HUD regulations are followed. 17% moderately agreed, 6% slightly agreed, and 6% moderately disagreed.

The following 3 suggestions and comments were provided regarding the delivery of follow-up reviews.

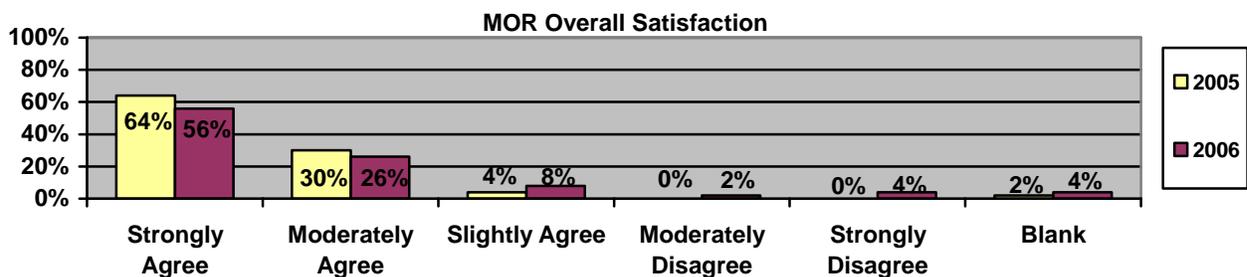
Unable to answer questions 7 & 8 as my review was just last Wednesday.

You have your computer "tuned" in daily to the regulations that come out. We do not. Management is at the other end of the spectrum, that being taking care of the physical plants and the residents, yet a reviewer can show up, quote a new directive that came out a week ago, then proceed to do a write-up. If there is a new reg., work management through it without a write-up on new items.

Professional knowledge combined with just, plain "good manners" would be greatly appreciated.

When asked whether the overall MOR experience and contacts with asset management staff in the past year were positive, 56% strongly agreed, 26% moderately agreed, 8% slightly agreed, 2% moderately disagreed and 4% strongly disagreed. 4% left the question blank.

In comparing data from 2006 and 2005, 2006 results show an 8% decrease in respondents who answered strongly, moderately, or slightly agree that the overall MOR experience and contacts with asset management staff in the past year were positive. Those answering moderately or strongly disagree increased 6% while those not answering this question increased 2%.



Rental Adjustments

43% of respondents stated they had requested a rent increase in the past year (outside of the contract renewal process). 53% stated they had not requested a rent increase. 4% left the question unanswered.

80% of respondents strongly agreed the IFA staff was courteous and professional when submitting rental adjustment requests. 13 % moderately agreed with the above statement. 3% of respondents slightly agreed, and 3% strongly disagreed. 3% left the question blank.

73% of respondents believe the IFA team member who reviewed the rent increase provided technical assistance. 20% answered moderately agreed, and 3% strongly disagreed to the above statement while 5% left the question unanswered.

75% of respondents strongly agreed with the statement that the IFA team member processing the rent increase had a thorough understanding of HUD regulations. 20% moderately agreed and 5% did not provide an answer.

When asked if the IFA team member returned phone calls and e-mails within two business days, 75% strongly agreed. 23% moderately agreed and 3% answered N/A.

If the rent increase request is denied, the owner/agent/manager is notified why line items in the budget were reduced or eliminated. 20% strongly agreed the reasoning is clear. 2.5% moderately agreed, 2.5% slightly agreed, and 2.5% moderately disagreed. 2.5% strongly disagreed while 65% answered this question as not applicable, and 5% left the question blank.

13% of respondents, or 5 of 40, provided the following comments and suggestions on the rent increase process:

I personally do not participate in this process. It's done by our main office.

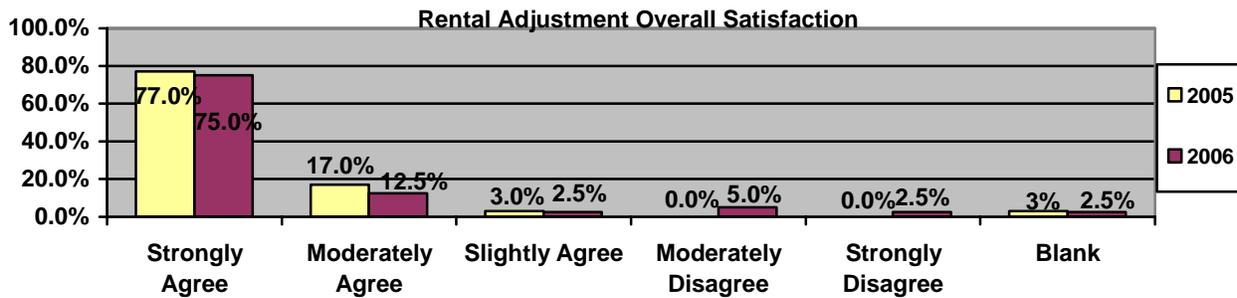
As you may or may not be aware, I did have issues with the rent increase process. I sent a separate letter concerning these issues. IFA did respond back and concerning the "technical" aspect of the response, I suppose I am somewhat satisfied. To be truthful, I was not satisfied with the response concerning the personnel issues; however, I certainly hope this will not affect me in a negative way next year when it is budget time again.

None of this really applies to me as my boss does all this process.

Since we do the OCAF, it is quite easy and quick.

Some times you feel IFA should just tell you what you need to do to assist with this process. Sometimes you feel that IFA is working against the company. I feel it should be a cooperative effort for the good of the tenants that live at the project.

When asked whether the overall rental adjustment experience and contacts with rent increase staff in the past year were positive, 75% strongly agreed, 12.5% moderately agreed, 2.5% slightly agreed, 5% moderately disagreed, and 2.5% strongly disagreed. 2.5% left the question blank.



In comparing 2005 and 2006 data, 2006 results show a 7% decrease in 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 were positive. Those answering moderately or strongly disagree increased 7.5% while unanswered questions decreased .5%.

Contract Renewals

29 of the 93 respondents (31%) participated in the contract renewal process in the past year. 60% said they had not taken part in the process. 9% left the question blank.

83% of respondents strongly agreed the IFA staff conducting the contract renewal process was courteous and professional. 17% moderately agreed with this statement.

When presented with the statement, “Technical assistance was provided during the renewal process”, 79% strongly agreed, 14% moderately agreed, and 3% slightly agreed. 3% left the question unanswered.

76% of respondents strongly agreed with the statement that the IFA team member processing the contract renewal had a thorough understanding of HUD regulations. 17% moderately agreed, and 7% failed to provide a response.

When asked if the IFA team member completing the renewal responded to phone calls and e-mails within two business days, 86% strongly agreed, 10% moderately agreed, 3% left the question unanswered.

17% of the respondents provided the following 4 comments and suggestions regarding the contract renewal process:

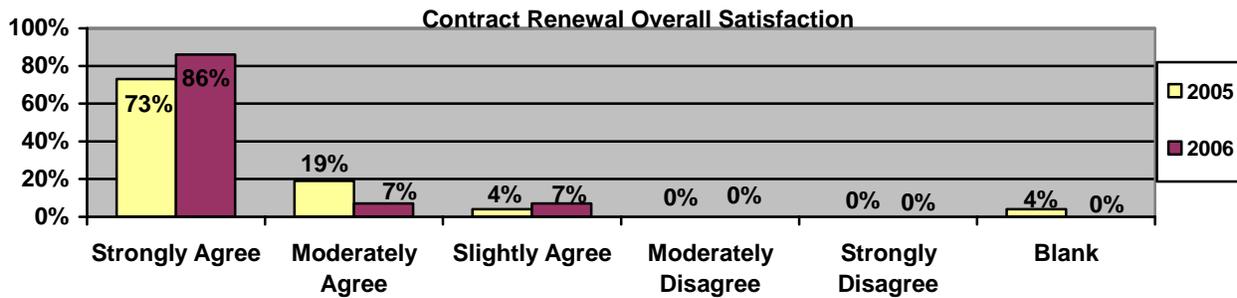
The staff on contract renewals and rent increases is a very strong staff, knowledgeable, courteous and professional.

Very courteous.

This does not apply to me as this is done by my boss.

Regarding #24: I can't say how thorough the IFA team member's understanding was of HUD regulations as I had very little contact with IFA while processing the renewal.

When asked whether the overall experience and contacts with the contract renewal staff in the past year were positive, 86% strongly agreed, 7% moderately agreed, and 7% slightly agreed.



In comparing 2005 and 2006 data, 2006 results show a 4% increase in the number of respondents answering strongly, moderately, or slightly agree that the overall contract renewal experience and contacts with contract renewal staff in the past year were positive. Once again, there were no respondents who answered they had a negative experience with the contract renewal staff. Those choosing not to answer this question decreased 4%.

Voucher Payments

60% of respondents strongly agreed and 23% moderately agreed HAP vouchers were processed in a timely manner. 4% answered slightly agreed. 1% moderately disagreed while 12% left the question blank.

When asked if the IFA budget staff is courteous and professional, 59% strongly agreed, 24% moderately agreed, and 2% slightly agreed. 15% left the question blank.

51% owners/agents/managers strongly agreed IFA team members provided technical assistance if needed during the voucher process. 24% moderately agreed, 6% slightly agreed, and 2% answered moderately disagree. 17% left the question blank.

57% of respondents strongly agreed the IFA team provided timely response to phone calls and e-mails. 20% expressed a moderate agreement, 3% expressed slight agreement, and 15% left the question unanswered.

IFA staff routinely conducts a line by line comparison of the TRACS system and voucher. The results are forwarded to owners/management agents to assist them in maintaining the HUD mandated 90% of current certifications in TRACS. When asked if this process is helpful 53% strongly agreed, 24% moderately agreed, and 4% slightly agreed. 2% answered moderately disagree and 1% strongly disagreed. 16% left the question blank.

Three respondents who moderately disagreed or strongly disagreed that the IFA line by line comparison of the TRACS system and voucher is helpful provided comments. Seven other respondents also provided comments and/or suggestions.

I work more with EPS regarding the HAP vouchers than with IFA. Only if there is a revised voucher do I work with IFA. That is the reason some of the questions were not answered.

Most of the mistakes that they come back on most generally are not my fault. They have something to do with the software that I have no control over. The issues have been discussed with the software company, but I can't make them fix something immediately, but yet my property is penalized with a revised voucher, which counts against us. The timeliness issue has to do with holdups by HUD for HAP funds, which is not IFA's fault.

Accuracy should be the first priority.

I don't participate in the HAP process. It is done by another person in within our company.

Fax number was changed and we were not notified. We contract with a vendor for TRACS and they didn't notify us that it had changed.

I have not had issues with IFA concerning the HAPS. I believe I may have gotten a call once or twice because the fax did not go through properly. At one time I was told the fax was enough for the HAPS, but now I do believe I am to send in an original signature via postal mail. I feel that TRACS is still not user friendly when it comes to looking up vouchers and certification reports and retrieving messages. That is not IFA's problem, but is frustrating for me.

I do not process the HAP payments or do TRACS. That is done at our corporate level. There was no place to respond to those questions in that manner, so I marked moderately since I was not a witness to higher or lower degrees of professionalism.

We continue to have problems with TRACS and EPS not receiving something that was electronically transmitted.

I am not involved in the process of the HAP payments.

The following comments and suggestions to regarding the voucher reconciliation process were provided by 11% of the respondents.

The release of funds this past year has been the worst in all the years I have worked with IFA and EPS, but I realize that this is HUD Washington and not IFA. IFA has been very good at notifying the management agents of a possible hold up of funds.

Our management agent does the vouchers.

There have been a lot of staff changes with EPS which is the contract administrator for Iowa. You never know who you are going to be partnered with next.

I deal with EPS on voucher problems.

Stop changing all of the requirements and adding more and more paper work that ends up being totally confusing.

Please, explain the problem in detail. It is time consuming and ineffective to refer to a "TRACS error" or see, "Subsection #2" only to make a calculated guess as to what you are making reference to. This is a common complaint with most managers.

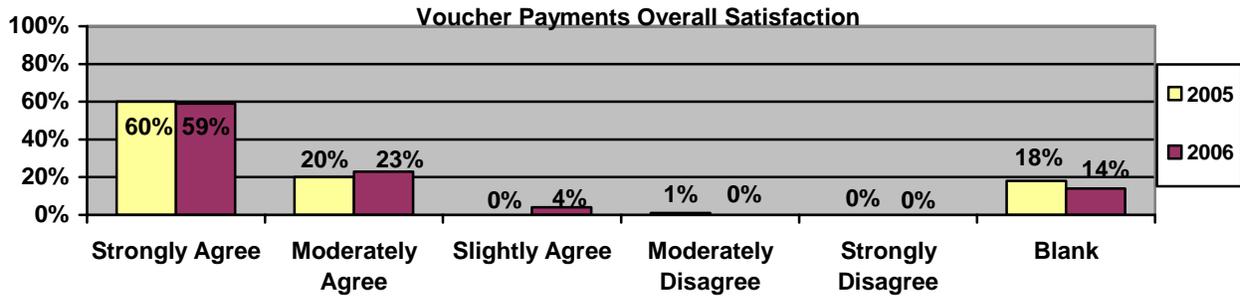
My suggestion would be to try to improve on the whole TRACS system. I have a hard time receiving and understanding the TRACS messages. At one time, the middle initial of tenants was to be included, now I get messages saying the name is different and does not match. I believe it is because of the middle initial. I also get messages that the SS is materially different. I have the verification from the SS office or from the TRACS system (soon to be EIV), so I do not understand why those messages keep coming. I have not had issues with the 90% compliance regulation.

I am very happy with all the help that I get with my HAP reports. The staff has been very helpful and considerate in helping me with any questions I have.

Our only problem was that the October payment came very late and there's probably nothing you can do about that.

Send report on internet - not dial up anymore.

When asked whether the overall experience and contacts with the voucher staff in the past year were positive, 59% strongly agreed, 23% moderately agreed, 4% moderately disagreed, and 14% left the question blank.



In comparing 2005 and 2006 data, 2006 results show a 6% increase in respondents who answered strongly, moderately, or slightly agree that the overall voucher payment experience and contacts with voucher payment staff in the past year were positive and the number of respondents answering moderately or strongly disagree decreased to 0%. Unanswered questions decreased 4%.

Special Claims

31% of respondents submitted special claims in the past year. 61% did not submit a request for claims. 8% left the question unanswered.

52% strongly agreed that claims were processed in a timely manner. 31% moderately agreed, and 14% slightly agreed. 3% moderately disagreed.

When asked if the IFA team member who processed the special claim was courteous and professional, 66% responded strongly agreed, 31% as moderately agreed, and 3% slightly agreed.

When asked if the IFA team member processing the claim provided technical assistance and was also courteous and professional, 55% strongly agreed, 34% moderately agreed, and 10% slightly agreed.

59% of respondents strongly agreed with the statement that the IFA team member processing the special claim had a thorough understanding of HUD regulations. 38% moderately agreed, and 3% slightly agreed.

When asked if phone calls and e-mails were returned in a timely manner, 62% strongly agreed and 38% moderately agreed.

34% of the respondents provided the following comments and suggestions regarding the special claims process:

There have been a lot of changes recently with the processing of special claims. My suggestion would be to allow management to supply that which is forgotten in the packet as opposed to denying the claim and starting all over again.

The HUD and IFA submission requirements are excessive and the time required to assemble the data makes it a waste of time to submit special claims for less than \$200.00 !!!!. Requiring copies of leases and 50059's for tenants who moved in a decade or more ago is sometimes impossible. The whole process seems to be designed to discourage the submission of special claims. I have always gotten them back very quickly, until the recent change. I had to call to be sure you had received it because I had not gotten approved claim back before the next HAP voucher went in. I understand that this is probably due to the added paper work. I will probably continue to call to check if it has been received if it takes this long again.

The special claims process as administered by the IFA has become increasingly difficult almost to the point of it not being worth the effort. I have understood from contacts outside of Iowa that their Special Claims process has not changed so dramatically. The process of denial or adjustment of claims should be reviewed to determine if it is unnecessarily harsh.

Stop adding more and more copies of items to be sent it for each special claim. The paper work is getting way out of hand.

Claims, especially the vacancy claims take well over a month to process. End of the year claims are a concern.

In the past, special claims has been very time consuming and difficult to put the package together to send. I have not had a special claim report since the new regulations have been in effect. In the past; however, I did not have any major problems and did receive what was indicated on the claim.

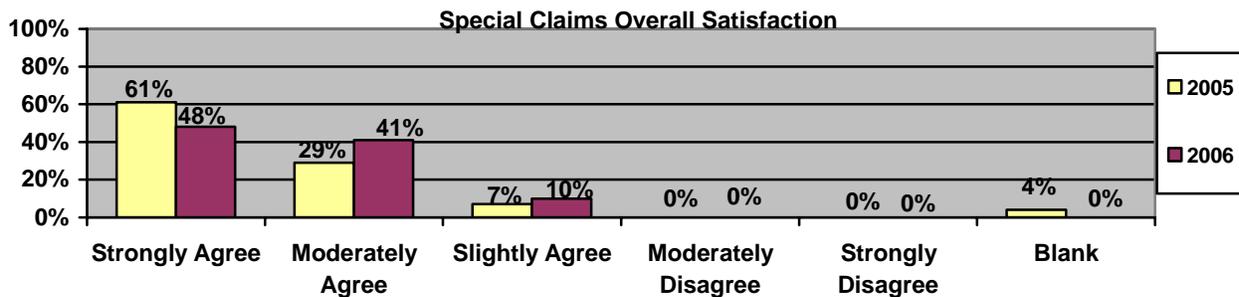
I do not process the special claims for rent/damages or vacancy. That is done at the corporate level. Perhaps those are the persons you should have completing this questionnaire to gain a more accurate account of satisfaction.

██████ was great. ██████ was very helpful. It would have taken a lot longer without ██████'s help. Please thank ██████ again.

The help I have gotten from the special claims person has been outstanding. I have been given answers to any questions I have had, and have been helped to understand the proper way to submit them. I am very grateful for the help I have gotten to understand my job better.

I am not involved in the process of special claims.

When asked whether the overall experience and contacts with the special claims staff in the past year were positive, 48% strongly agreed, 41% moderately agreed and 10% slightly agreed.



In comparing 2005 and 2006 data, 2006 results show a 2% increase in the number of respondents who answered strongly, moderately, or slightly agree that the overall voucher payment experience and contacts with voucher payment staff in the past year were positive and the number of respondents answering moderately or strongly disagree remained at 0%. Unanswered questions decreased 4%.

EPS, Inc.

58% of respondents contacted EPS for assistance with the HAP voucher in the past year. Of those respondents, 56% stated they had to contact EPS for assistance with the HAP voucher 1-3 times, 35% 4-10 times, and 9% over 10.

The types of issues EPS were contacted for were:

22% responded TRACS issues, 26% responded voucher issues, 6% responded to software issues, and 46% responded to a combination of all these issues.

When asked whether EPS had to be contacted more than one time to resolve the same issue, 33% answered yes, 67% answered no.

When asked whether the EPS team member providing assistance was knowledgeable, 67% strongly agreed, 30% moderately agreed, 4% slightly agreed.

65% of respondents strongly agreed that the EPS staff person was able to lead them to resolution of issue(s). 26% moderately agreed, 7% slightly agreed, and 2% moderately disagreed.

When asked if EPS, Inc. responded to calls within two business days, 58% of respondents strongly agree that EPS is responsive to phone calls and e-mails. 19% moderately agree and 3% moderately disagree. 19% left this question blank.

49% of owners/management agents/property managers strongly agree that the EPS team member provided technical assistance. 27% moderately agreed, 3% slightly agreed, and 1% strongly disagreed. 19% left the question blank.

60% of respondents strongly agree that the EPS staff is courteous and professional. 17% moderately agree while 2% slightly agree. 20% left the question unanswered.

When asked whether the monthly EPS close-out memo is clear and concise, 61% of respondents strongly agreed, 15% moderately agreed, and 2% slightly agreed. 20% did not answer the question.

The following comments and suggestions regarding the delivery of the voucher reconciliation process with EPS were provided by 11% of the respondents:

I seldom contact EPS. EPS contact me on their close out letter. I feel that the voucher should be able to be corrected prior to a close out letter with a revised voucher. By the time EPS sends a revised voucher it is too late to send a corrected voucher to make sure that the next months HAP matches as when they close out, it has already been transmitted.

Most EPS team members are courteous and helpful. Some not so helpful, but overall the help is welcome. TRACS problems are sometimes difficult to resolve through no fault of EPS.

The method to correct must be correct. They should never change a voucher without permission prior to the change and explain any inconsistencies. My current specialist is doing a great job. His name is [REDACTED].

I don't always get a return call or email to questions.

I switched my software from HUDManager to Classic. I had issues with the software at the time of conversion. This is still very new so I hope that the bugs have gotten resolved. So, the problem was not with EPS, but with the software. EPS, however, worked with me very well and answered my calls and were most polite and professional when I called to check if my transmissions had gone through. When they had not, EPS showed patience at receiving my calls. The first month of the conversion I had to go back to the "old" software to ensure that the transmission went through. The 2nd month went much smoother, so I am hopeful that this next month will be, too. I have had no issues with EPS whatsoever.

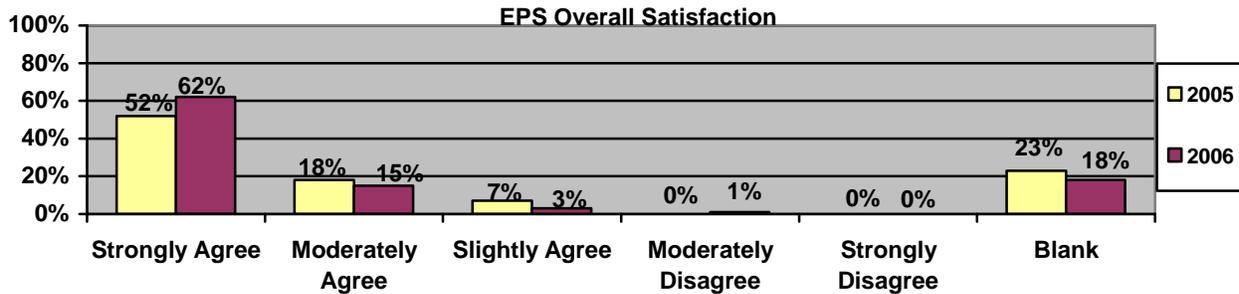
I do not contact EPS at my level. Again, please send this questionnaire to those at the corporate office for a more accurate rating.

The staff that they have at EPS is very good. They always help with any problem that you might have with your voucher.

Our experience has been good. We do "batch recertification" on July 1, the same date that there is a gross rent change. We had a good experience with [REDACTED] trying to get it to work out. It was a software issue and he worked with us and our vendor.

I am not involved in this process.

When asked whether the overall experience and contacts with the EPS in the past year were positive, 62% strongly agreed, 15% moderately agreed, 3% slightly agreed, and 1% moderately disagreed. 18% left the question blank.



In comparing 2005 and 2006 data, 2006 results show a 3% increase in the number of respondents who answered strongly, moderately, or slightly agree that the overall voucher payment experience and contacts with voucher payment staff in the past year were positive. The percentage of respondents answering moderately or strongly disagree increased 1% while those who chose to leave this question blank decreased 5%.

Other Information

When asked if the IFA website was used, 63% of respondents said yes, 33% said no, and 3% left the question unanswered.

8% of the respondents provided the following suggestions and comments regarding the IFA website:

A better directory - have had difficulty finding the necessary forms that relate to our property.

Yes, and I thoroughly in enjoy trying to navigate and guess where I will find the answer.

Make it easier to navigate and make the keyword search yield better results. There should be a place that clarifies and changes in relation to the regulation or procedure it replaces such as: This difference and this is how it is dealt with now.

It is a hard site to locate any information regarding our need.

List the career openings because I want to work for IFA's Compliance Department.

It takes awhile to find the actual site for property management. The form I was looking for (Section 214 declaration of citizenship) was not on the site.

I need to become more familiar with this sight.

When asked whether IFA is effective in communicating regulatory updates, 2% of respondents moderately agreed while 98% of the responses were not received due to a technical problem with the survey.

Overall Satisfaction

Once again, due to a technical problem, 98% of the responses were not received for the overall satisfaction with IFA. However, when presented with the statement, “Generally I am satisfied with IFA’s services,” 2% of respondents moderately agreed.

There were no comments or suggestions offered regarding the overall satisfaction with IFA.

Two Year Overall Satisfaction Comparison

	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
MOR's						
2005	64%	30%	4%	0%	0%	2%
2006	56%	26%	8%	2%	4%	4%
% Change	-8%	-4%	+4%	+2%	+4%	+2%
Rental Adjustments						
2005	77%	17%	3%	0%	0%	3%
2006	75%	12.5%	2.5%	5%	2.5%	2.5%
% Change	-2%	-4.5%	-.5%	+5%	+2.5%	-.5%
Contract Renewal						
2005	73%	19%	4%	0%	0%	4%
2006	86%	7%	7%	0%	0%	0%
% Change	+13%	-12%	+3%	0%	0%	-4%
Voucher Payments						
2005	60%	20%	0%	1%	0%	18%
2006	59%	23%	4%	0%	0%	14%
% Change	-1%	+3%	+4%	-1%	0%	-4%
Special Claims						
2005	61%	29%	7%	0%	0%	4%
2006	48%	41%	10%	0%	0%	0%
% Change	-13%	+12%	+3%	0%	0%	-4%
EPS						
2005	52%	18%	7%	0%	0%	23%
2006	62%	15%	3%	1%	0%	18%
% Change	+10%	-3%	-4%	+1%	0%	-5%

Within these six areas for 2006, those answering some degree of satisfaction, remain at 91%. However, two areas experienced decreases. Management & Occupancy Reviews decreased 8% and Rental Adjustments decreased 7%. The other four areas (Contract Renewal, Voucher Payments, Special Claims, and EPS show an increase of 15%.

2006 results show a 15% increase in respondents answering with some degree of dissatisfaction in Management & Occupancy Reviews, Rental Adjustments, and EPS while Voucher Payments decreased 1%. Contract Renewal and Special Claims remained unchanged at 0%.

Overall, 16% more respondents provided answers other than leaving questions blank or answering N/A.

Recommendations

As part of its on-going training, staff could benefit from customer service and communication training sessions to enhance relations with owners, management agents, and property managers.

Given the comments regarding www.IowaFinanceAuthority.gov, it's enhancements to the website are recommended to enable project-based Section 8 customers to more readily locate forms and documents.

3 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%				
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%
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%
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%
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%				
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%

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%				
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%
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%
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%
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%

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%				
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%
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%
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%

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%
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%
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%
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%
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%

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%

Overall Satisfaction

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%				
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%