



## **Section 8 Contract Administration**

### **Annual Customer Service Survey**

2016

## **Table of Contents**

Table of Contents .....	2
Summary of 2016 Customer Service Survey Results.....	3
Summary.....	3
Management, Occupancy and FHEO Reviews.....	6
Comments from respondents - Management, Occupancy and FHEO Reviews.....	10
Rental Adjustments.....	12
Comments from respondents – Rental Adjustments.....	15
Contract Renewals.....	16
Comments from respondents – Contract Renewals.....	19
Payment of HAP Vouchers/ Special Claims.....	20
Comments from respondents – Payment of HAP Vouchers/Special Claims.....	24
CGI (IFA’s sub-contractor for voucher reconciliation and transmission to HUD) .....	25
Comments from respondents – CGI (IFA’s sub-contractor) .....	29
Customer Service and Communication .....	30
Comments from respondents – Customer Service and Communication .....	34
Training.....	35
Comments from respondents – Training.....	38

## **Summary of 2016 Customer Service Survey Results**

The 2016 Customer Service Survey titled “Annual Survey for Owners, Management Agents, and Property Managers of Section 8 Properties” was made available to Owners, Management Agents, and Property Managers on June 13, 2016, with a deadline of June 23, 2016. The survey used a web-based internet company to compose, collect, and analyze the results. A cover email and link to the survey was sent electronically to IFA’s Section 8 stakeholders. As of June 15, 2016, 24 responses to the survey had been received.

On June 15, 2016, IFA sent a personal request to all owners and agents for their input on the customer survey and reduced the number of emails sent per transmission, so the customer survey would not be automatically transferred to the Owner/Management Agents’ junk file. As of June 23, 2016, 88 responses to the survey had been received. In order to provide an additional opportunity to participate, the survey was sent a third time to Owners and Agents who had not previously responded. The survey return deadline was extended to June 30, 2016. As of July 1, 2016, 106 responses to the survey had been received.

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. CGI (IFA’s subcontractor for voucher processing);
6. Customer Service and Communication; and
7. Training.

This is IFA’s 15th survey conducted since the inception of the program in 2000. The questions in this year’s survey were designed to help the Owners and Agents answer the questions quickly, and to stay consistent with the content utilized in the last survey. IFA believes the web-based survey is easiest method for shareholders to complete the Section 8 Customer Service survey. The survey takes less than 10 minutes to complete, and when completed, it is in the system ready for analysis. The Customer Service Survey was emailed to approximately 400 Owners, Management Agents, and On-site Managers. However, around 35 emails bounced and were returned undelivered to the owner of the account. IFA received 106 responses to the survey, a 29% return rate. This return rate is a 5% increase from the 2014 survey, which had a response rate of 24%.

### **Summary**

A strong majority of respondents believe that IFA is maintaining a high level of customer service in most categories of service. Contract Renewals and Rental Adjustments led the way with a 99% overall rating, followed by Payment of HAP Vouchers & Special Claims and Customer Service by posting a 97% satisfaction rating. The Owners/Agents responding believe that IFA’s staff is courteous, professional, and responsive when performing their work. The respondents in three (3) of the six (6) applicable sections of the survey gave IFA a 100% satisfaction rating for “*courteous and professionalism.*” They also gave IFA a 99% and 96% rating for two (2) sections of the survey, and the lowest rating for this category was 94%. Furthermore, 97.65% of the responding stakeholders believe that IFA’s staff understands the regulations and provides technical assistance to the Owners/Agents.

There was a tangible decrease in the approval rating for CGI, the sub-contractor who conducts the review and reconciliation of monthly HAP vouchers. CGI received an above average 89% overall satisfactory rating, but compared to last year's 99% overall rating, the rating this year seemed substandard. Owners/Agents gave CGI very good marks for responding to phone calls and/or emails within two (2) days, and by giving clear and concise answers for the monthly voucher reconciliation. On the question that related to "*How many times (per month) have you contacted CGI for assistance with the voucher,*" Owners/Agents gave CGI, Inc. a 97% satisfactory rating. The worst category for CGI, with a score of 87%, was the question, "*My organization was provided with clear and understandable answers to voucher compliance/submission question(s).*"

Overall, Section 8 stakeholders seemed very satisfied with IFA's services. Over 99% 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 contract renewal process conducted in a courteous and professional manner,*" 67.7% of respondents answered that they "Strongly Agree." 64.6% and 63.5% respondents answered "Strongly Agree" when presented with the statements, "*The IFA team members processing the contract renewal have a thorough understanding of HUD rules and regulations and/or perform follow-up on owner/agent questions and provide guidance once the issue is researched,*" and "*My organization is provided with clear and understandable answers to contract renewal questions.*"

IFA's staff received a perfect score Of 100% satisfaction rating on four (4) out of six (6) questions in the Contract Renewals section from the Owners/Agents. The Contract Renewals section had only one (1) negative answer on (1) Contract Renewal question, and two (2) negative answers on the other Contract Renewal question. The Contract Renewal staff should be very pleased by keeping the customer satisfactory ratings of the division at a very high level. The overall performance rating was a small decrease of 1% from last year's total. The 99% rating indicates the Contract Renewal department is providing excellent contract renewal service using the staff's technical expertise to process renewals in a courteous and professional manner. IFA received few comments from the shareholders on this section of the survey. The comments that IFA did receive were written by agents who were not directly involved in the Contract Renewal process.

The Rental Adjustments section had an outstanding overall 99% satisfactory rating, while the Payment of HAP Vouchers/Special Claims section of the survey was close behind with a 97% satisfactory rating. This was a decrease of 2% for the Payment of HAP Vouchers/Special Claims section. The Rental Adjustments section maintained the same customer satisfaction percentage from the previous year. The Payment of HAP Vouchers/Special Claims section received a perfect 100% rating score for providing prompt technical assistance during and after the Special Claims process, and by processing Special Claims requests in a courteous and professional manner. The Rental Adjustments section received a perfect 100% rating by promptly notifying the properties of any problems or delays in processing the rent adjustment, and by conducting the rent adjustment process in a courteous and professional manner.

The Customer Service and Communication section received exceptional marks and an overall 97% satisfactory rating. The overall performance rating was a slight decrease of 2% from last year's total. The Customer Service and Communication section received a perfect 100% rating score by providing both the owner and management agent the same documents when IFA initiates an action (Health, Safety, Maintenance Inquiry, MOR reports, requests for information, etc.). The overall decrease in score can be seen in these two questions. When presented with the statement, "*Providing excellent customer service that is courteous and respectful is a priority for all levels of IFA staff,*" 73.3% of respondents answered "Excellent" compared to 85.9% in 2014.

Again, when presented with the statement, *“My organization’s working relationship with IFA is:”* 75.6% respondents answered “Excellent” compared to 86.1% in 2014. It appears some respondents went from an excellent relationship to an adequate relationship with IFA.

The Management, Occupancy and FHEO Reviews section received very good responses and an overall 96% satisfactory rating. The overall performance rating was a minor decrease of 2% from last year’s total. The Management, Occupancy and FHEO Review section scored 97% on two (2) questions, 96% on two (2) questions, 95% on one (1) question, and 94% on the remaining two (2) questions. The survey indicated some Owners/Agents were unhappy with the MOR process. The statement, *“The HCS takes time to understand my questions(s) and then provides an adequate clear interpretation and instructions regarding the application of HUD rules and regulations,”* received a 2.8% moderately disagree response, and a 2.8% strongly disagree response. IFA received the same results with this question, *“The MOR Report provides specific information, in plain language, regarding the needed corrections for the findings.”* This question got a 2.8% moderately disagree response, and a 2.8% strongly disagree response.

The Training Section of the survey indicated some of the same activity as noted in our earlier surveys, but also some new information regarding the preferred method training for the Owners/Agents. Almost all information is transmitted by the Department of Housing and Urban Development (HUD) to the Contract Administrators (IFA) and the public by way of the internet. Our survey indicated that internet usage is increasing again in the current year, but 21.3% of Owners/Agents “Rarely” or “Never” used the IFA website to assist them in their compliance needs. The survey also showed that over 94.9% of the respondents would participate in a training session if it was available on the internet. The survey also showed that if IFA hosted a relevant Project-Based Section 8 training, 87.3% of the respondents said at least one (1) person would attend.

Owners/Agents are most interested in information about HUD Handbook 4350.3 REV-1, Chg. 4 (58.8%), TRACS/TRACS Discrepancies (48.8%), Management and Occupancy Reviews (45.0%), Enterprise Income Verification (43.8%), and Fair Housing (32.5%), Voucher Adjustments and Correction (31.6%), and Special Claim (30.4%). The Iowa Finance Authority will continue to post new and updated documents to the IFA website, [www.IowaFinanceAuthority.gov](http://www.IowaFinanceAuthority.gov) as well as distribute the most current information in management bulletins and our newsletter ‘News-Br-8-k’ to Section 8 stakeholders.

The Customer Survey revealed many Owners/Agents preferred in-person training compared to Webinar training. When presented with this question, *“Please mark your organization’s preferred training method,”* 40.5% responded in-person training, 1.3% responded ICN training, and 58.2% responded by Webinar training. IFA will have to rethink what would be the best method to train the Owners/Agents on the different components of Section 8 Contract Administration.

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

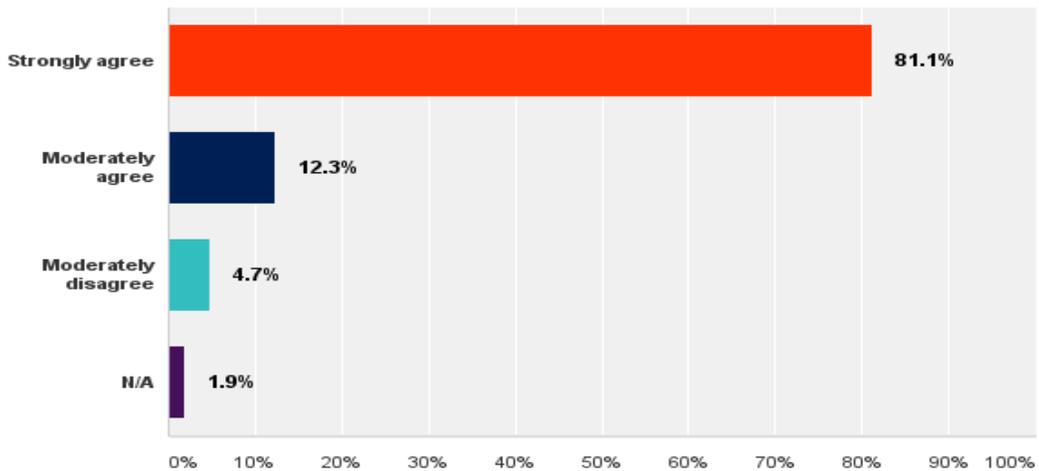
<b>Percent of Respondents With Overall Satisfaction</b>			
	<b>2015 - 2016</b>	<b>2014</b>	<b>2013</b>
<b>Management Occupancy &amp; FHEO Reviews</b>	96%	98%	96%
<b>Rental Adjustments</b>	99%	99%	93%
<b>Contract Renewals</b>	99%	100%	97%
<b>HAP Voucher &amp; Special Claims</b>	97%	99%	91%
<b>CGI, Inc.</b>	89%	99%	92%
<b>Customer Service</b>	97%	99%	97%
<b>Average</b>	96%	99%	95%

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

106 respondents answered questions on the “Management, Occupancy and FHEO Reviews” section. Of the 106 customers who participated, the following responses were provided:

**Q1 My organization is provided with ample notice for scheduling the MOR and IFA provides enough information to assist me in preparing for the review.**

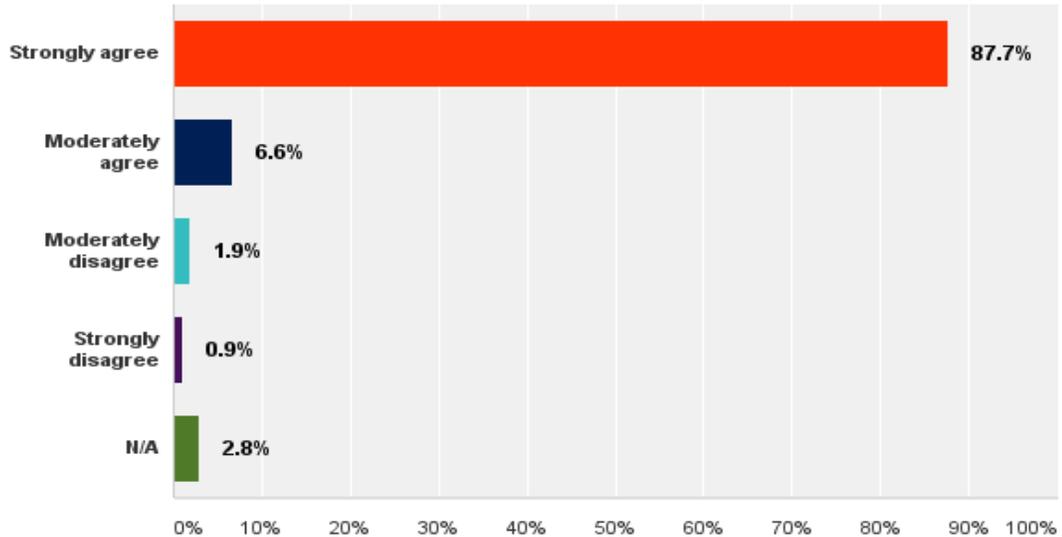
Answered: 106 Skipped: 0



## Management, Occupancy and FHEO Reviews (continued)

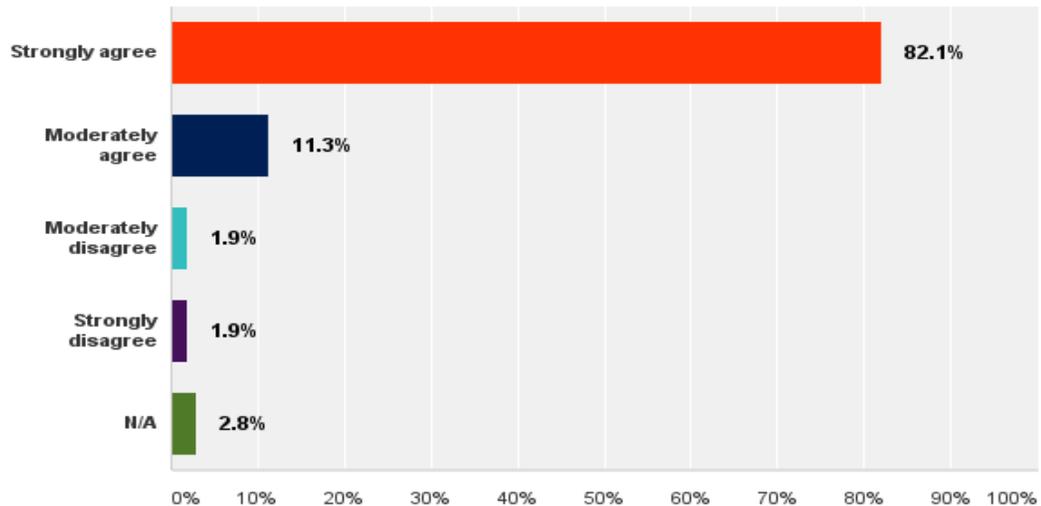
### Q2 The MOR begins promptly at the scheduled time.

Answered: 106 Skipped: 0



### Q3 The HCS conducting the review has a thorough understanding of HUD rules and regulations and/or performs follow-up on owner/agent questions and provides guidance once the issue is researched.

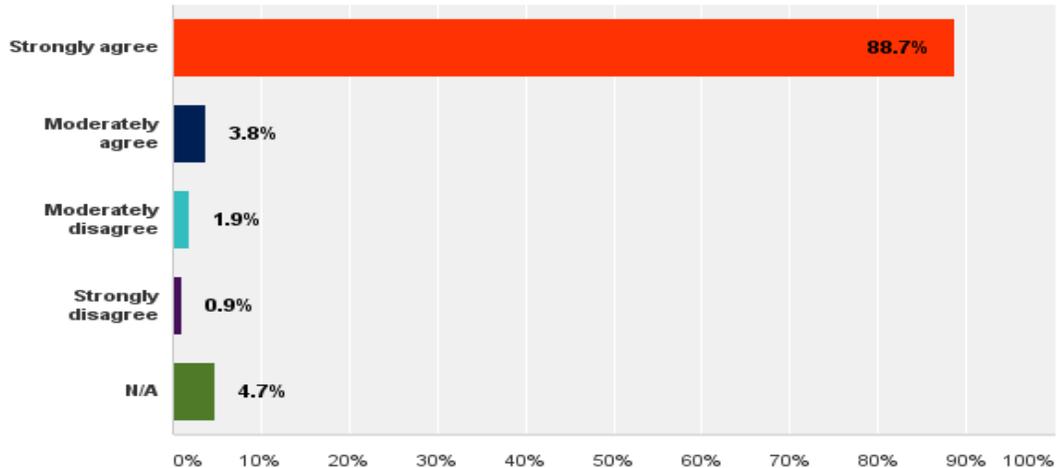
Answered: 106 Skipped: 0



## Management, Occupancy and FHEO Reviews (continued)

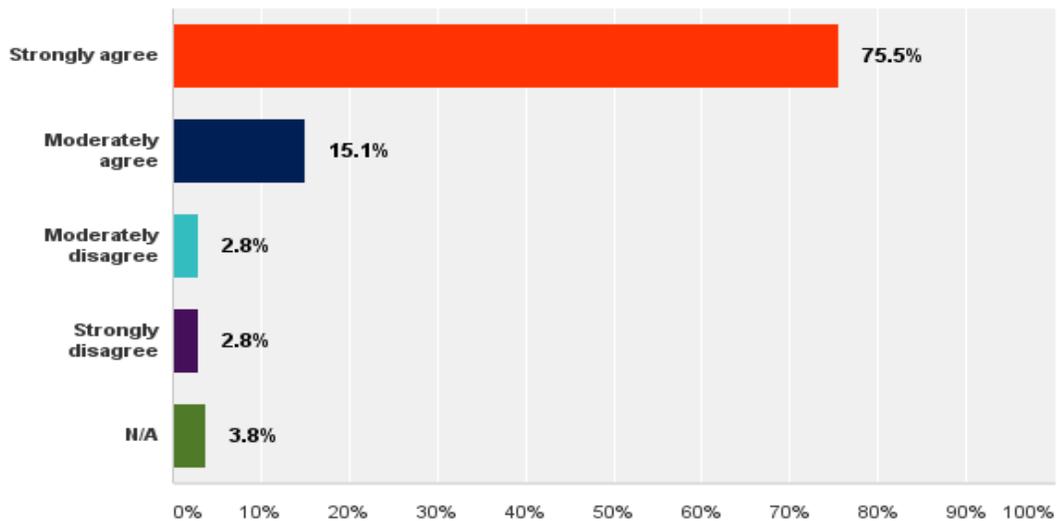
**Q4 The HCS is easily accessible to provide assistance during and after the MOR, responding to phone calls or emails promptly (within two business days).**

Answered: 106 Skipped: 0



**Q5 The HCS takes time to understand my question(s) and then provides an adequate, clear interpretation and instructions regarding the application of HUD rules and regulations.**

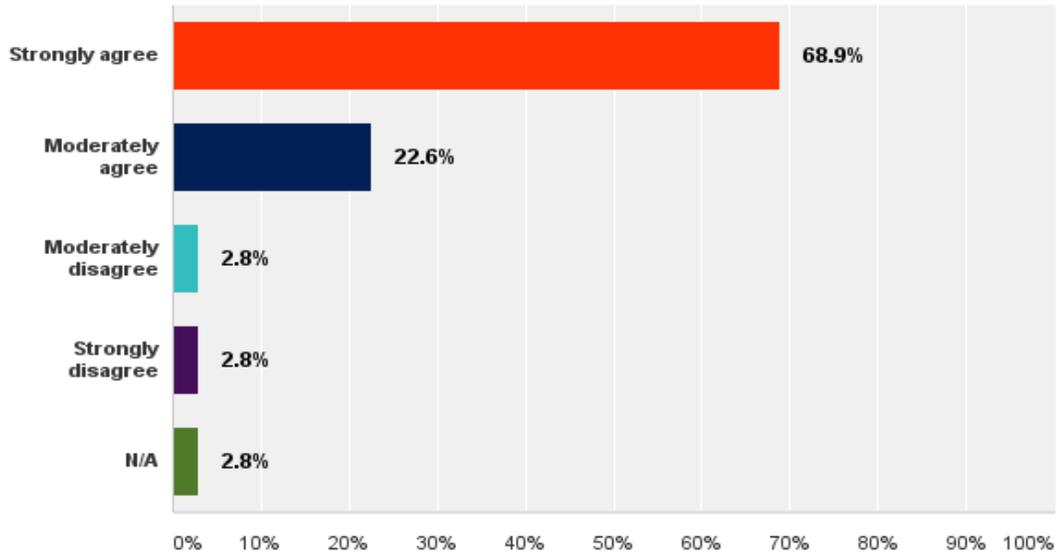
Answered: 106 Skipped: 0



## Management, Occupancy and FHEO Reviews (continued)

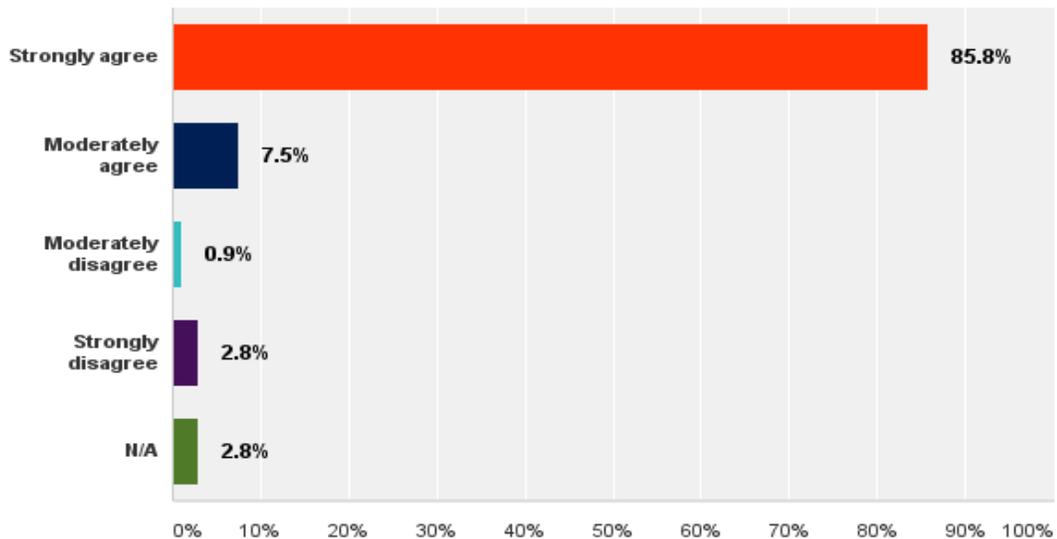
**Q6 The MOR Report provides specific information, in plain language, regarding the needed corrections for the findings.**

Answered: 106 Skipped: 0



**Q7 The MOR is conducted in a courteous and professional manner.**

Answered: 106 Skipped: 0



## **Comments from respondents - Management, Occupancy and FHEO Reviews**

Of the 106 respondents who participated in the “Management, Occupancy and FHEO Reviews” section, 24% offered the following comments and/or suggestions regarding the Management and Occupancy Review:

1. Very courteous and professional.
2. I think that our scores tend to be low for the quality of our files and paperwork.
3. Excellent and courteous explanation at tips on improving our performance.
4. My impression is that the inspector is a little strong on the legal side, or perhaps conveys a strict adherence to Yes/No or Right/Wrong. In other words, I get the impression that the inspector is not very flexible.
5. As board President I especially want to commend the IFA HCS on the professionalism and respectful way IFA treats our staff. That is very important to us as an oversight board.
6. I'm a site manager, we have an IFA HCS and you could not ask for a more pleasant and helpful person. I have been here since 1989 and the HCS is the best.
7. Working with the IFA HCS is great. They are very knowledgeable and is always willing to give examples and help the provider with it comes to meeting all the regs. The HCS is great to work with.
8. It would be helpful if the reviewers are not interpreting the handbook or HUD instruction in their own way. Sometimes they may have been approaching a subject in one manner, but it is incorrect, regardless that they have been doing it that way. They are not open to change or even considering an alternate option or even conversation to discuss. I find this issue with one reviewer, but our other one is excellent.
9. Haven't had the MOR yet this year.
10. IFA's HCS has always been very helpful.
11. I'm sure the MOR and HCS help a lot, however, this will be my first MOR so, I have yet to learn how all of this will go.
12. IFA's HCS has done my MOR for the past several years. The HCS is wonderful and has taught me a lot over the years.
13. Our CO is very rude, short and demanding.
14. I always understand what the MOR report states as my HCS always explains it at the MOR, but if I was just reading the report, I might not understand exactly what the issue was.
15. HUD language is always full of acronyms. Plain English is not their language.

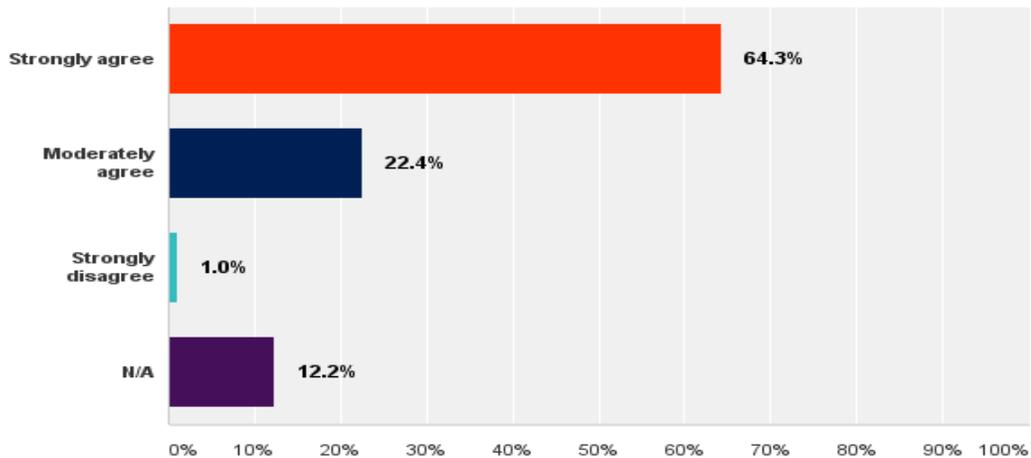
16. Not all of the people that did the inspection arrived on time, nor have they all agreed on how some things should be done.
17. How Managed Care goals of integration and 4 bed waiver homes intersect with HUD Housing Use agreements for 12 bed facilities needs some discussion prior to 2019 transition deadline.
18. We think highly of all the Housing Compliance Specialists that work with our properties.
19. None of this is done in this office. Is done by Horizon Management in Lacrosse, WI
20. I enjoy working with IFA's HCS at North Bay Apartments. If management has questions, we pull up the handbook and the HCS helps clarify any questions. I appreciate the guidance and love gaining the knowledge of the rules and regulations from the HCS.
21. Thanks!
22. THE HCS IS VERY PROFESSIONAL AND HELPFUL.
23. I am not happy with my current HCS; she is not willing to explain things to me or help me in any way.
24. We always feel that we have to fight for our understanding of the rules. The MOR takes far too long to find just one small thing wrong. I would like to see more cohesion during the MOR and not take up an entire day.
25. I learned a lot from my annual MOR. I appreciated that when I asked questions, the representative took time to explain things to me and educate me so that I can do better in the future.

## Rental Adjustments

The “Rental Adjustments” section received 98 responses but an average of 15% were answered N/A. Of the 98 respondents who participated, the following answers were provided:

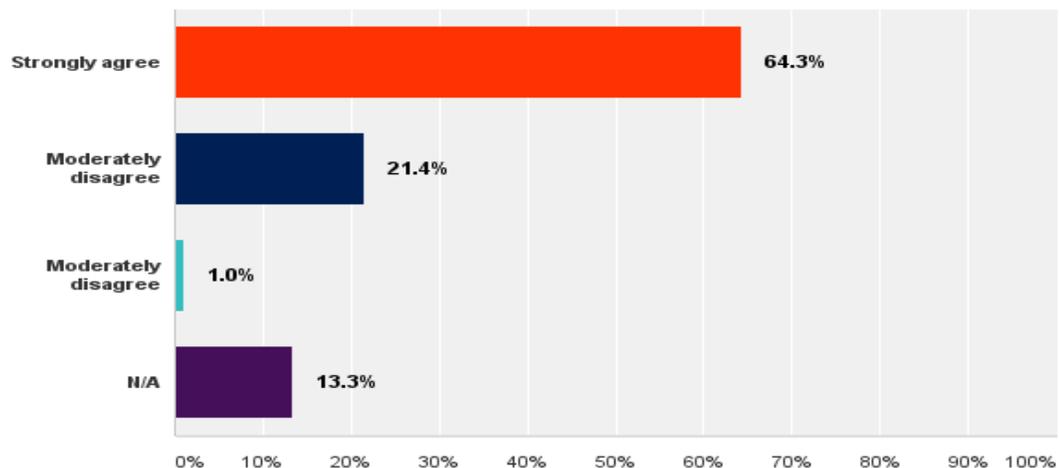
**Q9 The IFA team members processing the rent adjustments have a thorough understanding of HUD rules and regulations and/or perform follow-up on owner/agent questions and provide guidance once the issue is researched.**

Answered: 98 Skipped: 8



**Q10 My organization is provided with clear and understandable answers to rent adjustment questions.**

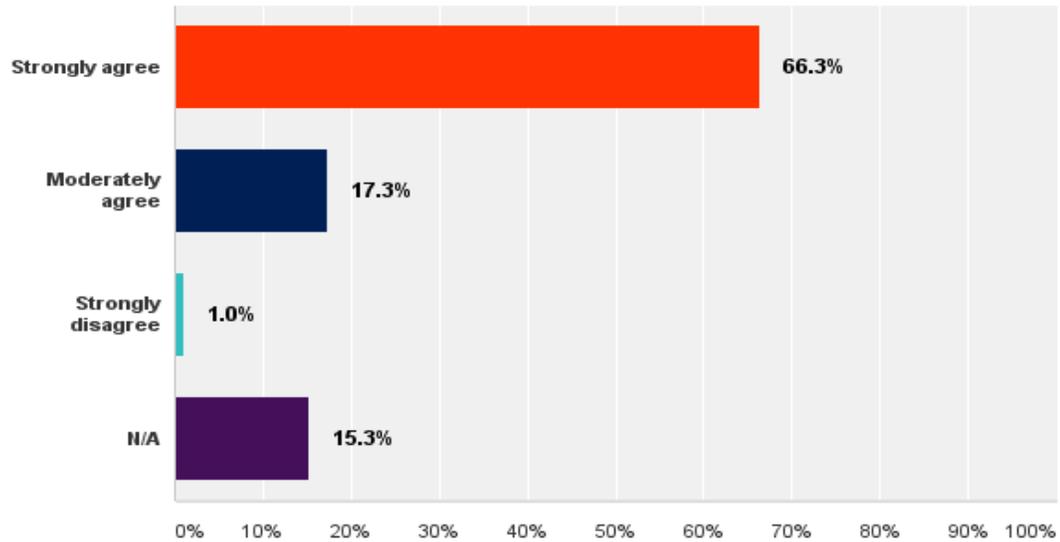
Answered: 98 Skipped: 8



## Rental Adjustments (continued)

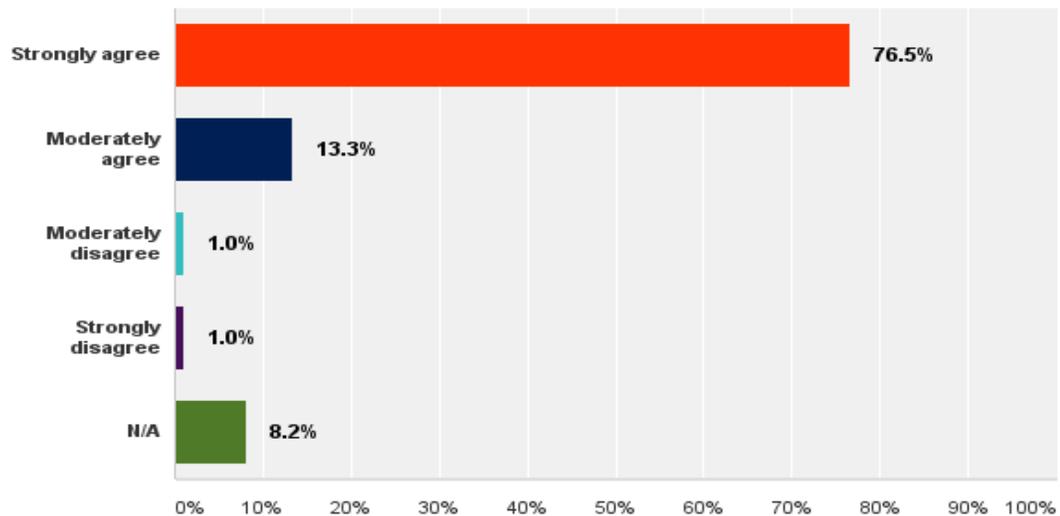
**Q11 IFA team members are easily accessible to provide technical assistance during and after the rent adjustment process.**

Answered: 98 Skipped: 8



**Q12 My organization's phone calls and/or emails are responded to, by the appropriate IFA team member, within two business days.**

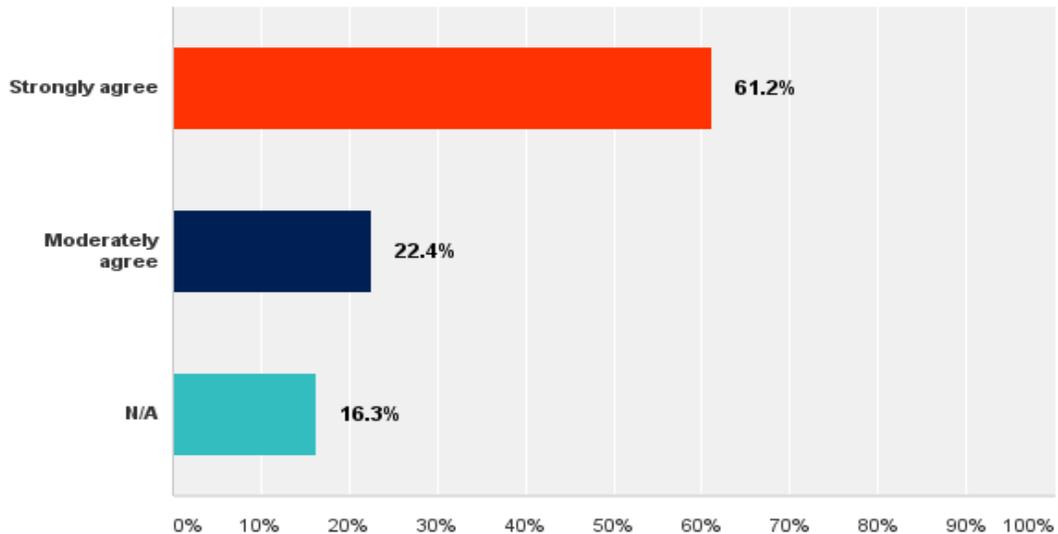
Answered: 98 Skipped: 8



## Rental Adjustments (continued)

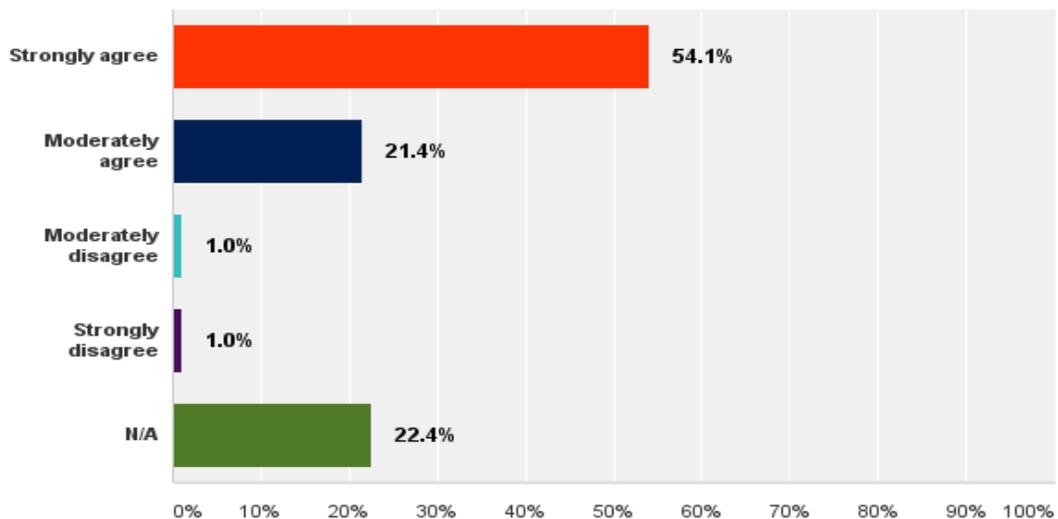
**Q13 My organization is promptly notified of any problems or delays in processing the rent adjustment.**

Answered: 98 Skipped: 8



**Q14 My organization is provided with a clear and complete explanation regarding the basis for denying or reducing a rent adjustment.**

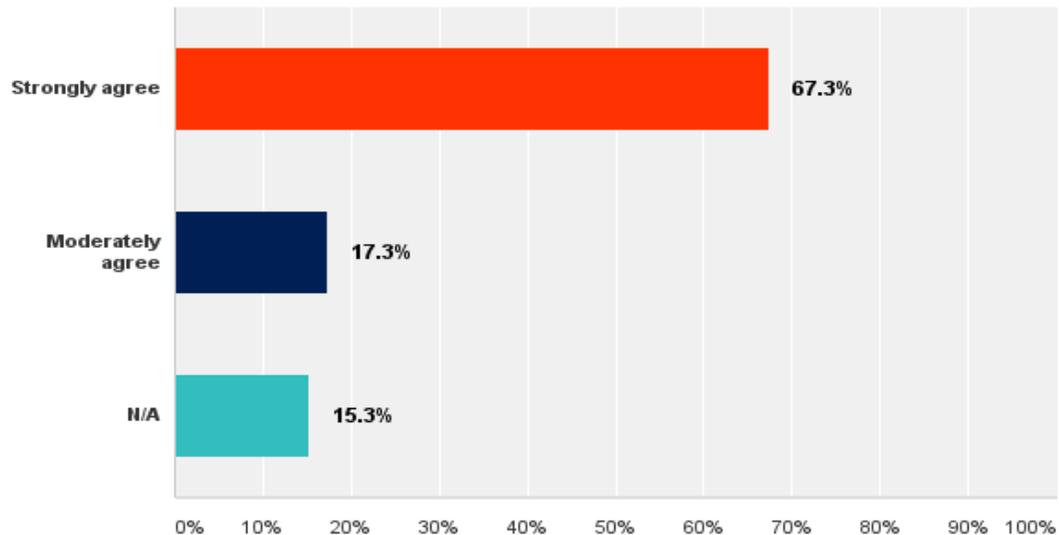
Answered: 98 Skipped: 8



## Rental Adjustments (continued)

### Q15 The rent adjustment process is conducted in a courteous and professional manner.

Answered: 98 Skipped: 8



### Comments from respondents – Rental Adjustments

Of the 98 respondents who participated in the “Rental Adjustments” section, 8% offered the following comments and/or suggestions regarding Rental Adjustments:

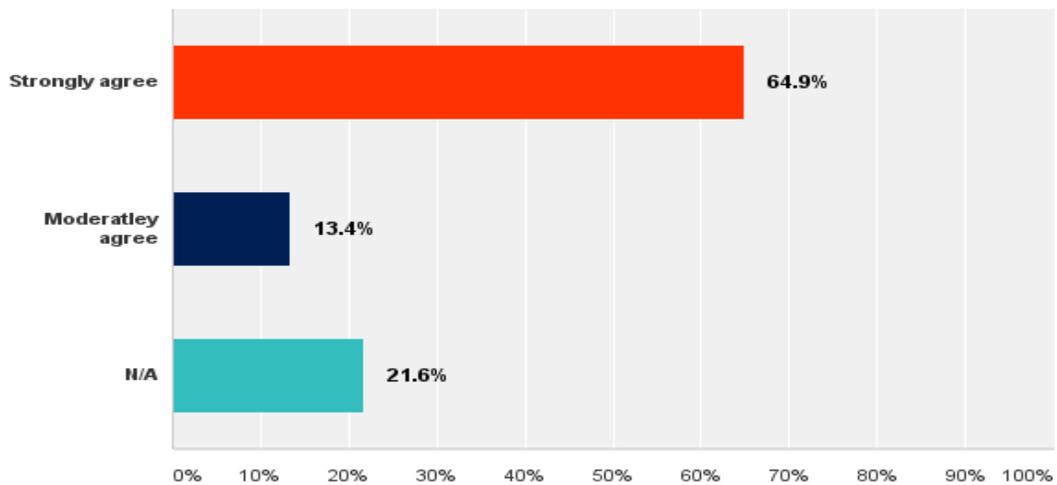
1. IFA’s staff is very helpful and wonderful to work with.
2. My management company takes care of this.
3. I have two properties - one with IFA and one directly with HUD. IFA's service, support & communication couldn't be beat - HUD could learn from you.
4. Again, probably our Corp. office is more familiar with this particular part. But I'm confident that they do a great job!
5. Our relationship with the IFA team regarding our yearly rent increases is very good.
6. This process is completed at the corporate level.
7. The IFA professional who handles our rent adjustments is knowledgeable, helpful and efficient.
8. FYI - The questions: My organization is provided with clear and understandable answers to rent adjustment questions. Has 2 Moderately disagrees and no moderately agree

## Contract Renewals

The “Contract Renewals” section received 97 responses and, like the “Rental Adjustments” section, an average of 21% were answered N/A. Of the 97 respondents who participated, the following answers were provided:

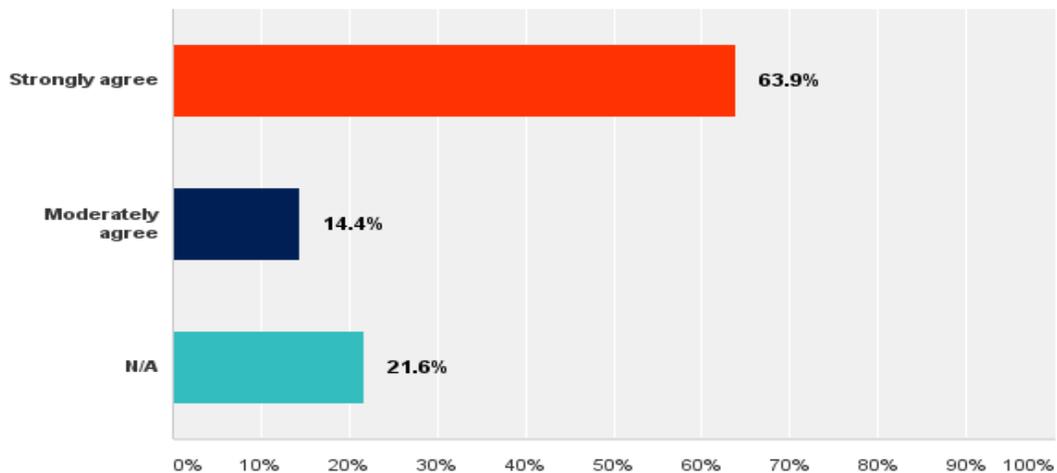
**Q17 The IFA team members processing the contract renewal have a thorough understanding of HUD rules and regulations and/or perform follow-up on owner/agent questions and provide guidance once the issue is researched.**

Answered: 97 Skipped: 9



**Q18 My organization is provided with clear and understandable answers to contract renewal questions.**

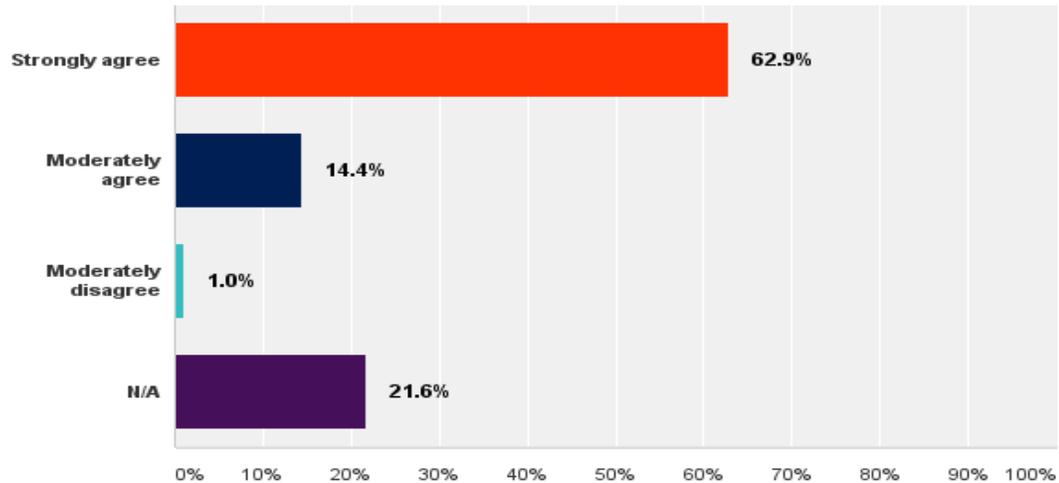
Answered: 97 Skipped: 9



## Contract Renewals (continued)

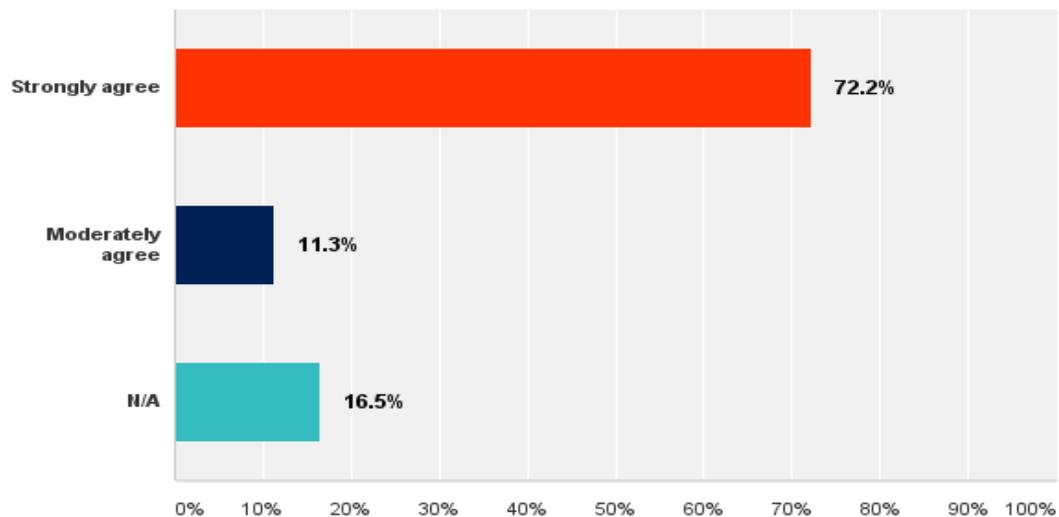
**Q19 IFA team members are easily accessible to provide technical assistance during and after the contract renewal process.**

Answered: 97 Skipped: 9



**Q20 My organization's phone calls and/or emails are responded to, by the appropriate IFA team member, within two business days.**

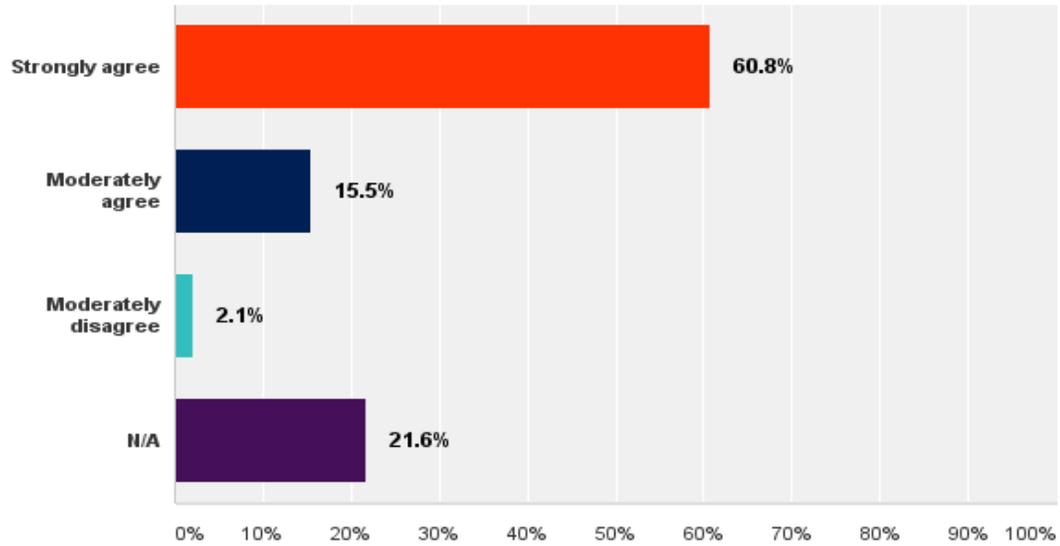
Answered: 97 Skipped: 9



## Contract Renewals (continued)

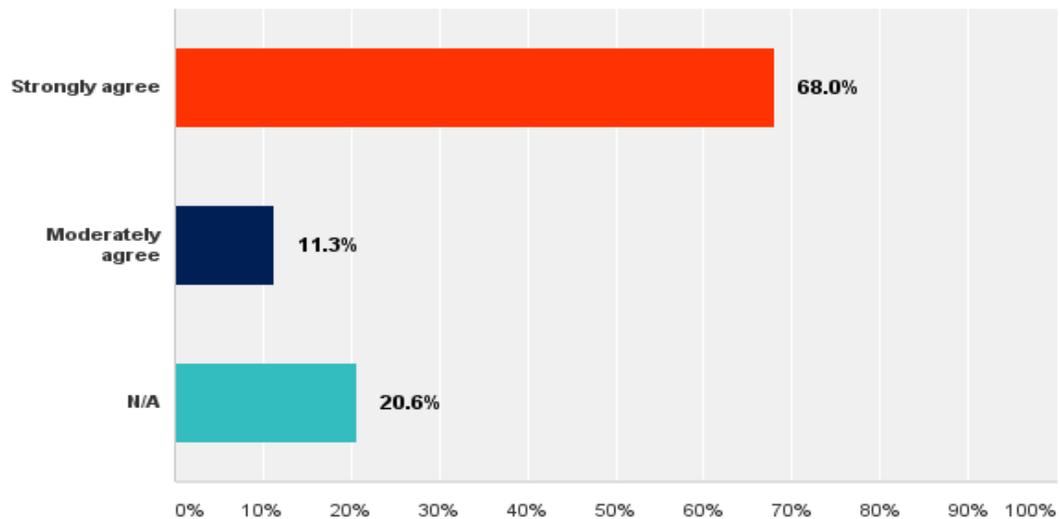
**Q21 My organization is promptly notified of any problems or delays in processing the contract renewal.**

Answered: 97 Skipped: 9



**Q22 The contract renewal process is conducted in a courteous and professional manner.**

Answered: 97 Skipped: 9



## **Comments from respondents – Contract Renewals**

Of the 97 respondents who participated in the “Contract Renewals” section, 5% offered the following comments and/or suggestions regarding Contract Renewals:

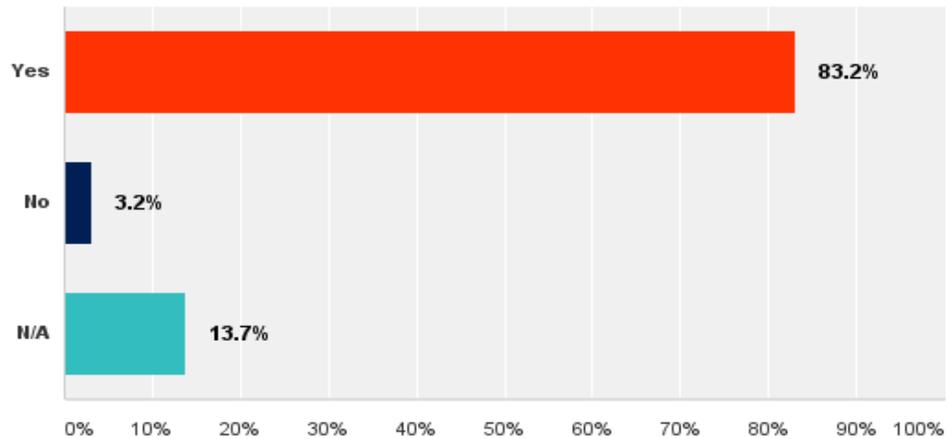
1. We did not renew one of our contracts, and I felt there was no flexibility in how negotiations were handled. This may be something out of IFA’s control. I feel the rules unfairly penalize non-profit owners.
2. My management company takes care of this.
3. Our current contract is good for 20 years, and I do not have experience with IFA regarding contract renewal.
4. The process is completed at the corporate level.
5. Don’t like doing them. Trying to get out of the contract. Have to wait until 2019.

## Payment of HAP Vouchers/Special Claims

The “Payment of HAP Vouchers/Special Claims” section received approximately 95 responses for most questions, but, like other sections of this survey, 23% were answered N/A. Of the respondents who participated, the following answers were provided:

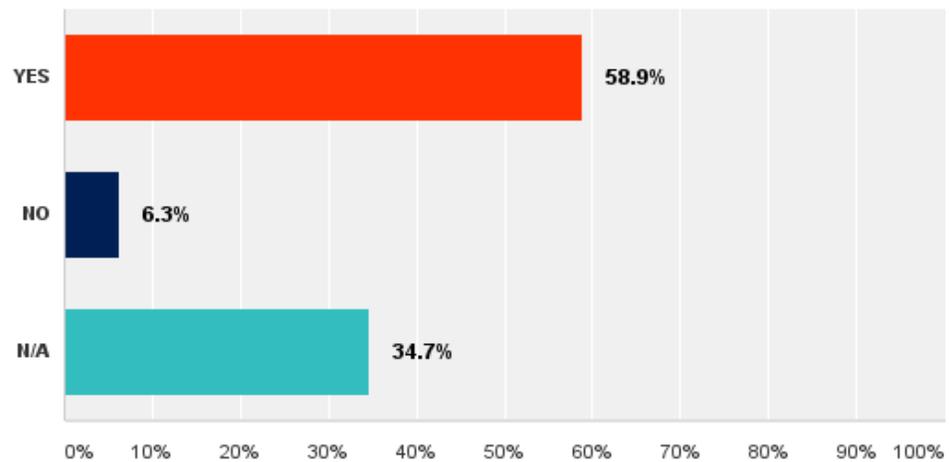
### Q24 Monthly subsidy payments are routinely received on the first business day of the month.

Answered: 95 Skipped: 11



### Q25 If there was a delay in receiving the monthly subsidy payment, a clear and understandable explanation was provided.

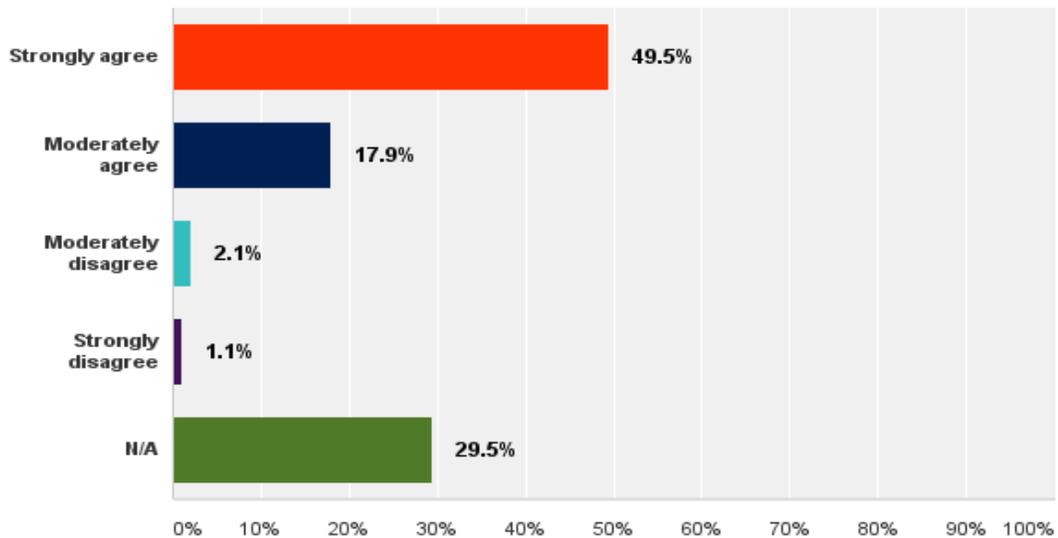
Answered: 95 Skipped: 11



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

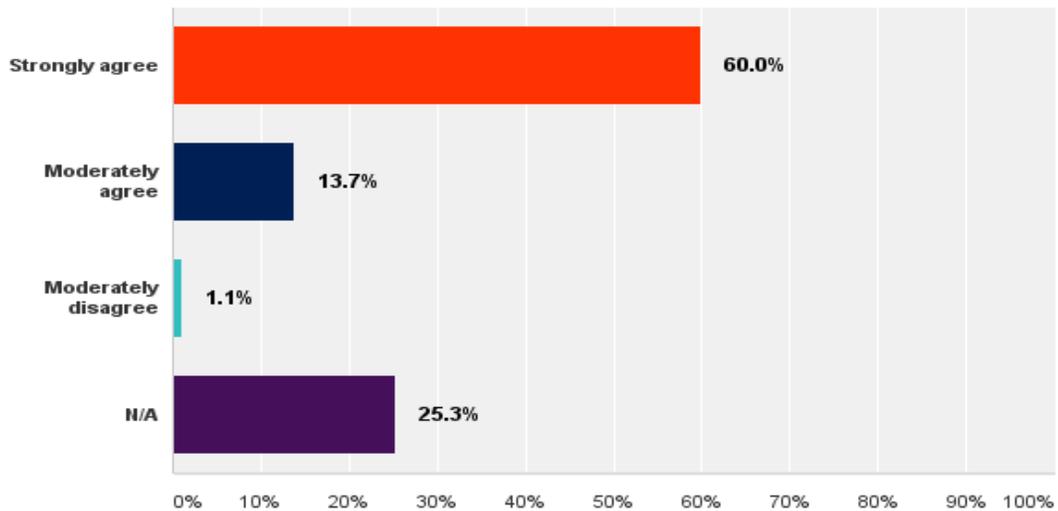
**Q26 My organization is informed, in advance, if a funding shortfall will result in the delay of the disbursement of the HAP subsidy.**

Answered: 95 Skipped: 11



**Q27 Special claims requests are processed promptly with a thorough understanding of HUD rules and regulations.**

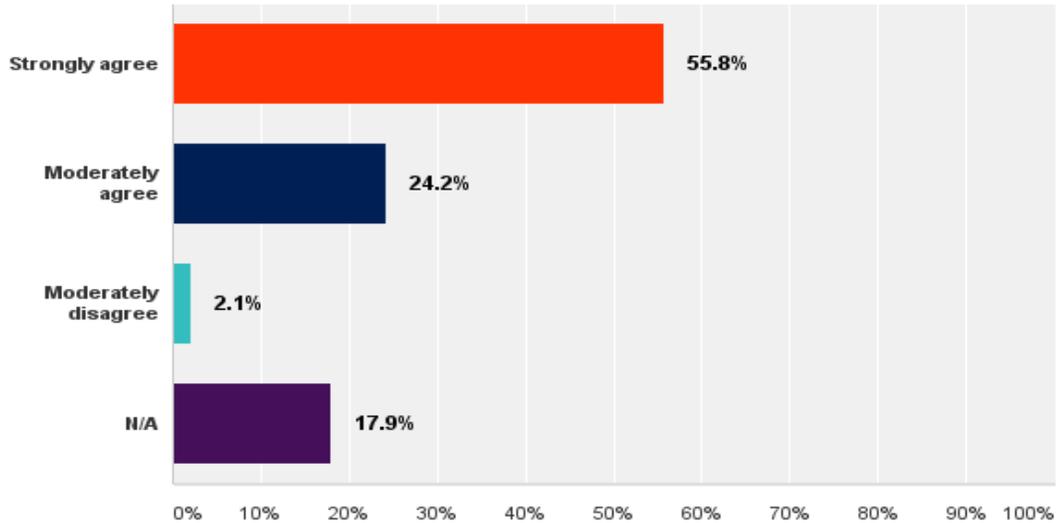
Answered: 95 Skipped: 11



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

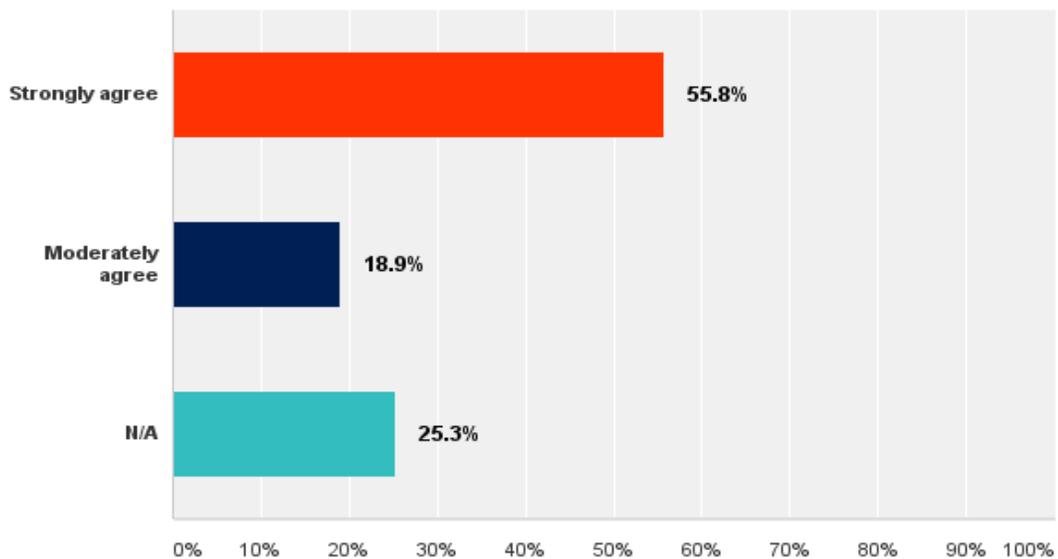
**Q28 My organization is provided with clear and understandable answers to my voucher adjustment/special claims questions.**

Answered: 95 Skipped: 11



**Q29 My organization is provided with prompt technical assistance during and after the special claims process.**

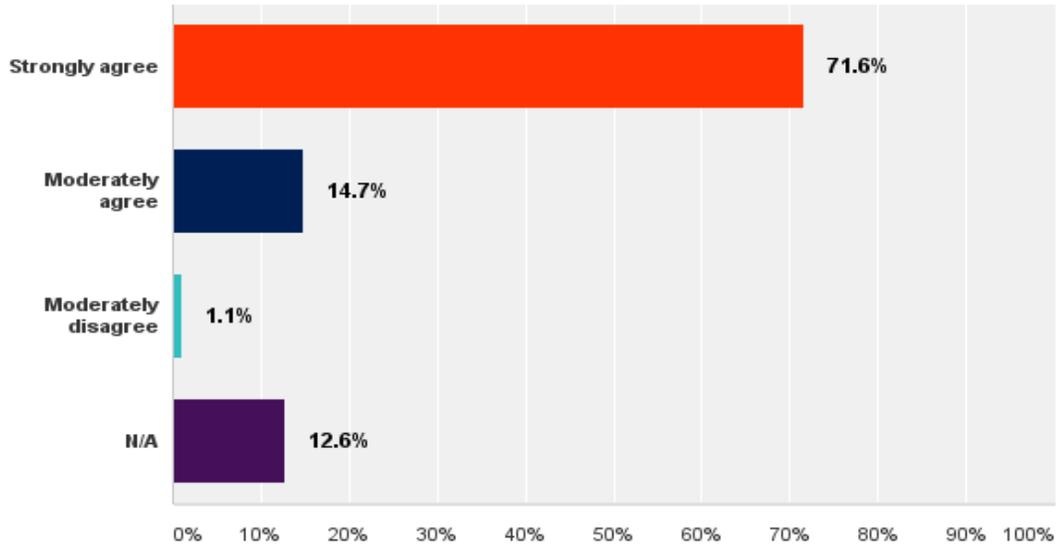
Answered: 95 Skipped: 11



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

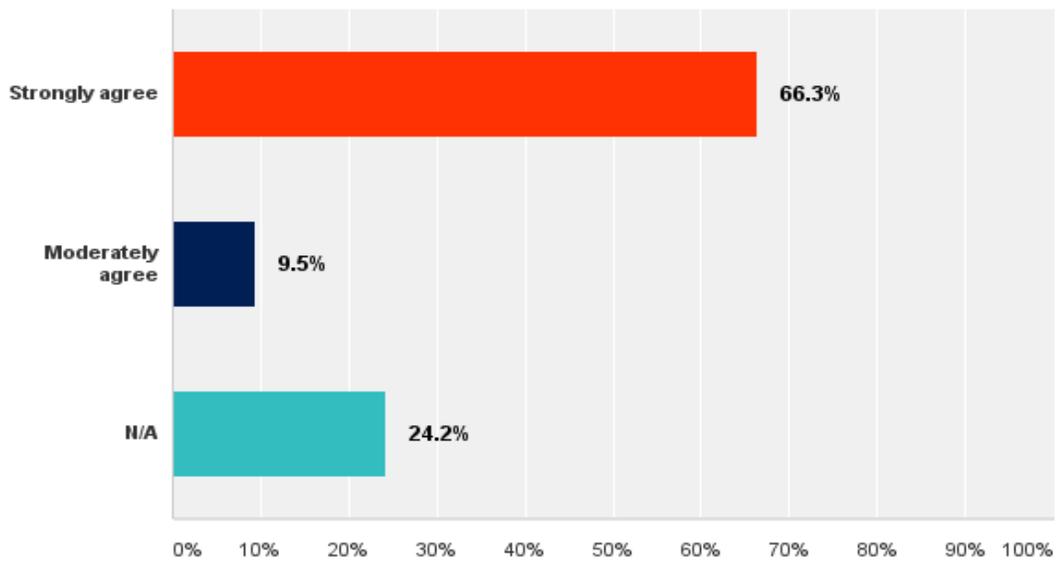
**Q30 IFA is easily accessible and provides a response to questions via phone or e-mails within two business days.**

Answered: 95 Skipped: 11



**Q31 Special claims requests are processed in a courteous and professional manner.**

Answered: 95 Skipped: 11



## **Comments from respondents – Payment of HAP Vouchers/Special Claims**

Of the 95 Owners/Agents who participated in “Payment of HAP Vouchers/Special Claims” section, 8% offered the following comments and/or suggestions regarding HAP Vouchers/Special Claims:

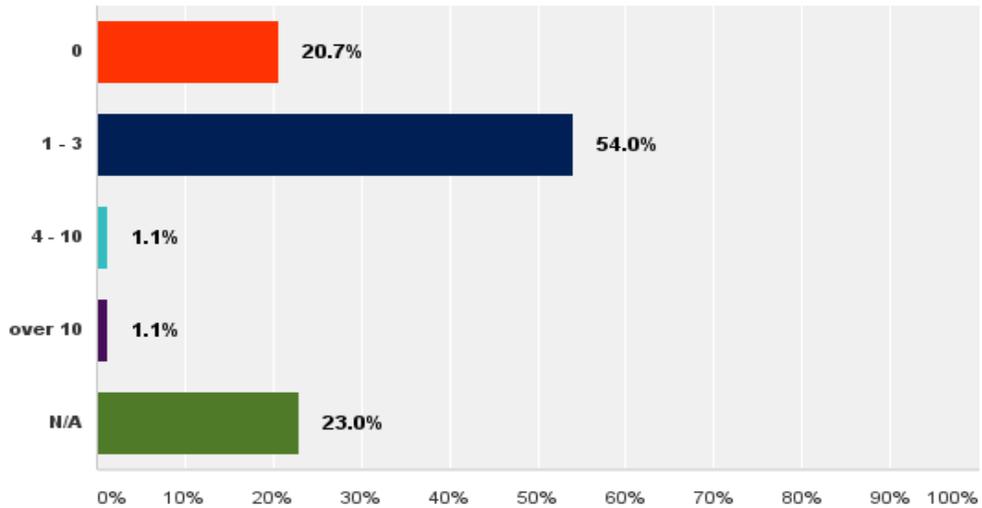
1. I have had difficulty getting a clear answer on what needs to be done in the wind-down process.
2. My management company takes care of this.
3. I believe our Corp. Office deals with this in particular. However, my Corp. Office gets back to me quickly, which I am sure means you respond quickly and accurately to them.
4. I have worked with IFA for the last several years processing Special Claims. IFA is very patient and takes the time to teach me exactly what is needed when turning in Special Claims.
5. IFA does a quick and efficient job of processing special claims; our HAP payments are never late, unless a holiday is involved.
6. This process is completed at the corporate level.
7. IFA is wonderful about asking questions if they need to on a special claim before processing it. They are very prompt with reviewing the special claims we submit. We (management) appreciate working with IFA on special claims.
8. Our Special Claims Agent is very quick, efficient, explains everything and very professional.

## CGI (IFA's sub-contractor for voucher reconciliation and transmission to HUD)

A total of 87 Owners/Agents answered questions on the "CGI" section of the customer survey. Of the stakeholders who participated, the following responses were provided:

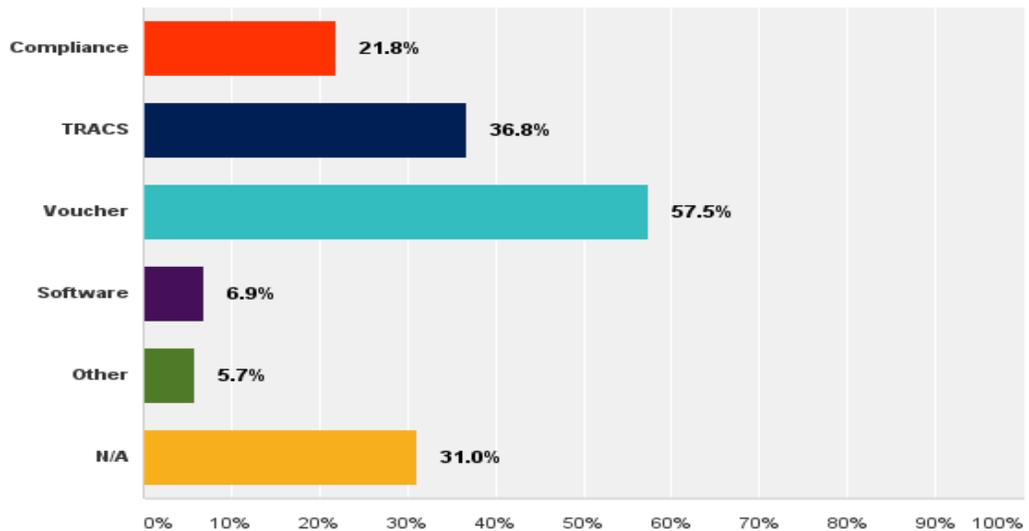
### Q33 How many times (per month) have you contacted CGI for assistance with the voucher?

Answered: 87 Skipped: 19



### Q34 My organization has contacted CGI regarding the following issues (check all that apply):

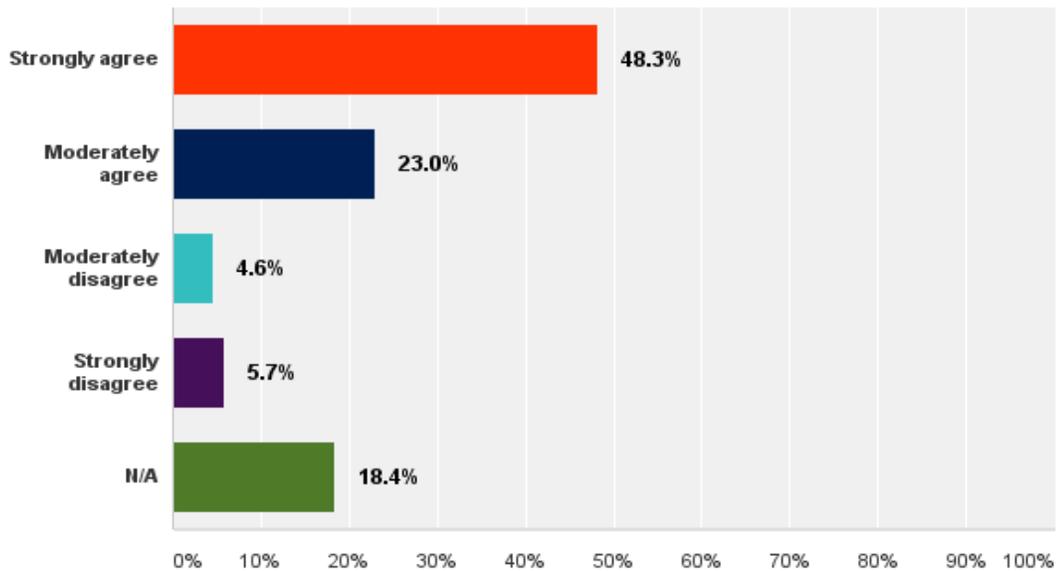
Answered: 87 Skipped: 19



**CGI (continued)**

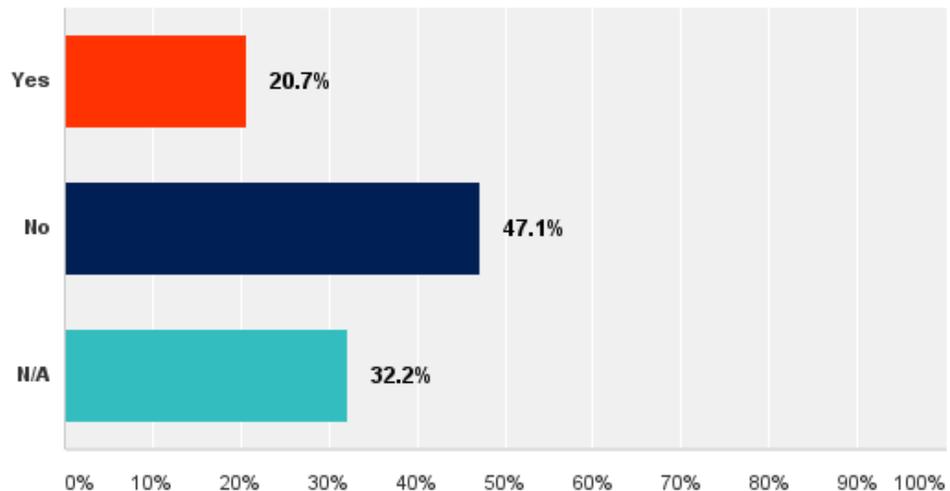
**Q35 My organization was provided with clear and understandable answers to voucher compliance/submission question(s).**

Answered: 87 Skipped: 19



**Q36 My organization called CGI more than one time to resolve the same issue.**

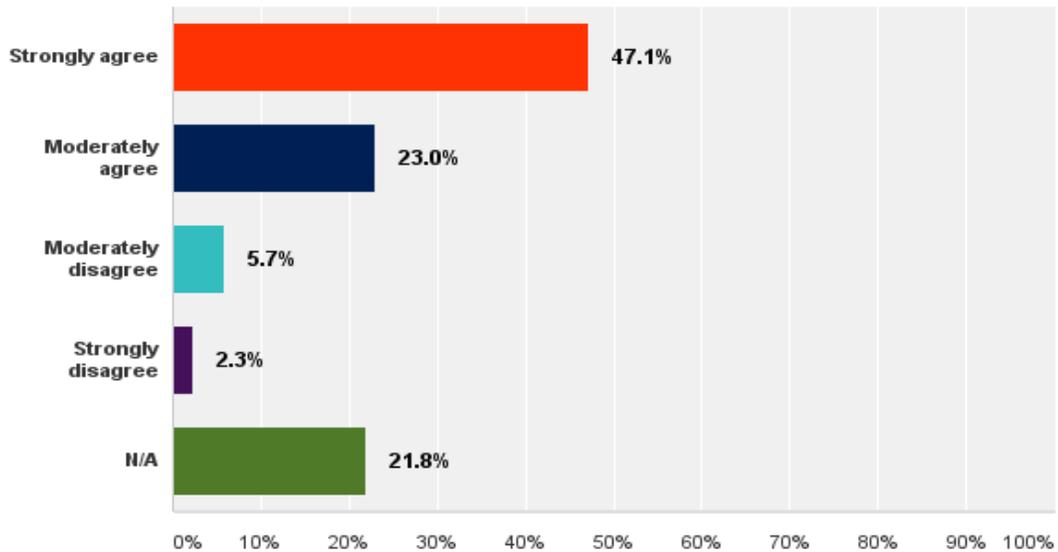
Answered: 87 Skipped: 19



**CGI (continued)**

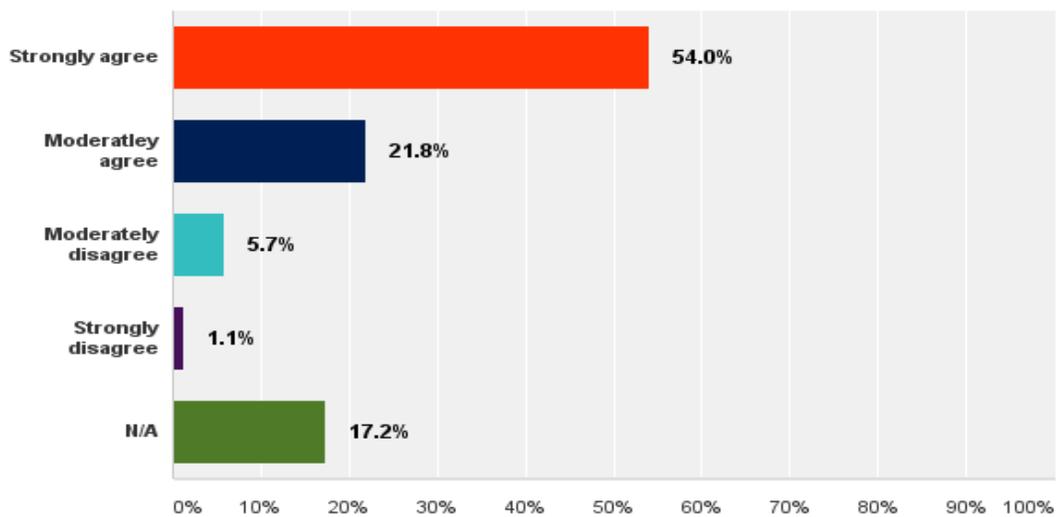
**Q37 CGI is easily accessible and provides prompt technical assistance to complete the reconciliation process.**

Answered: 87 Skipped: 19



**Q38 My organization's phone calls and/or emails are responded to within two business days.**

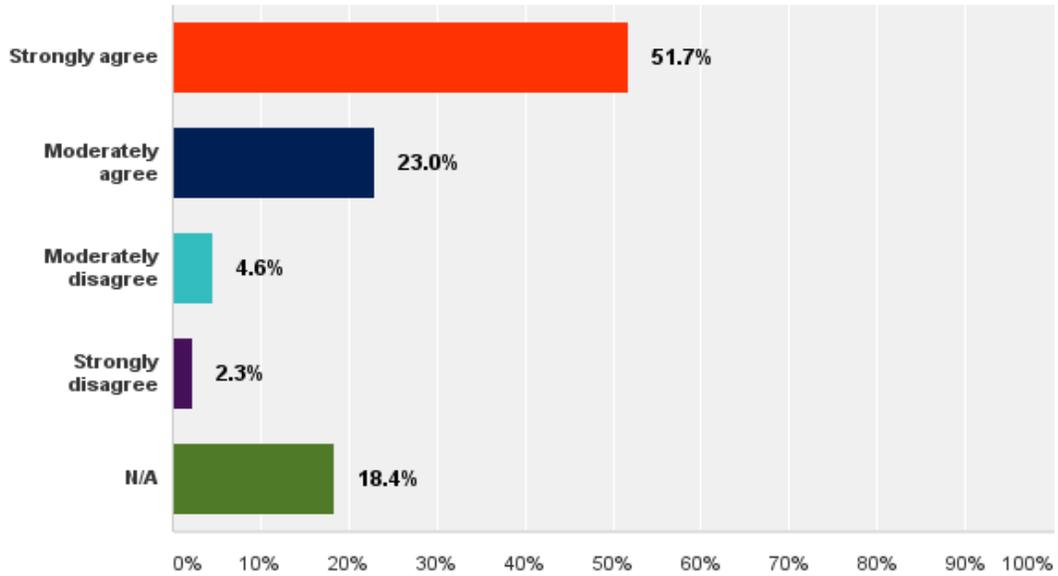
Answered: 87 Skipped: 19



**CGI (continued)**

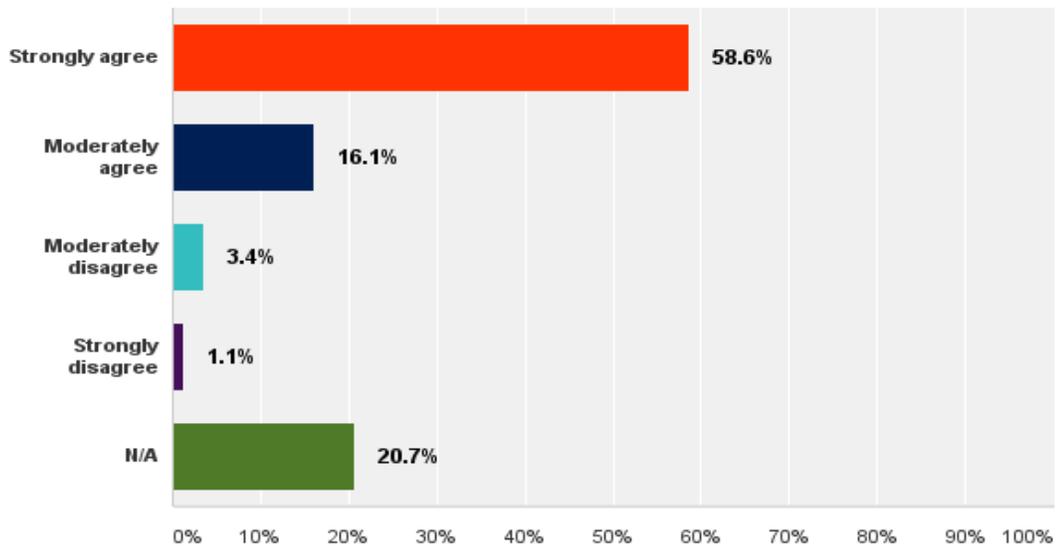
**Q39 The monthly voucher reconciliation completed by CGI is clear and concise.**

Answered: 87 Skipped: 19



**Q40 The monthly voucher is processed in a courteous and professional manner.**

Answered: 87 Skipped: 19



### **Comments from respondents – CGI (IFA’s sub-contractor)**

Of the 87 Owners/Agents who participated in the “CGI” section of the customer survey, 15% offered the following comments and/or suggestions regarding CGI, Inc.:

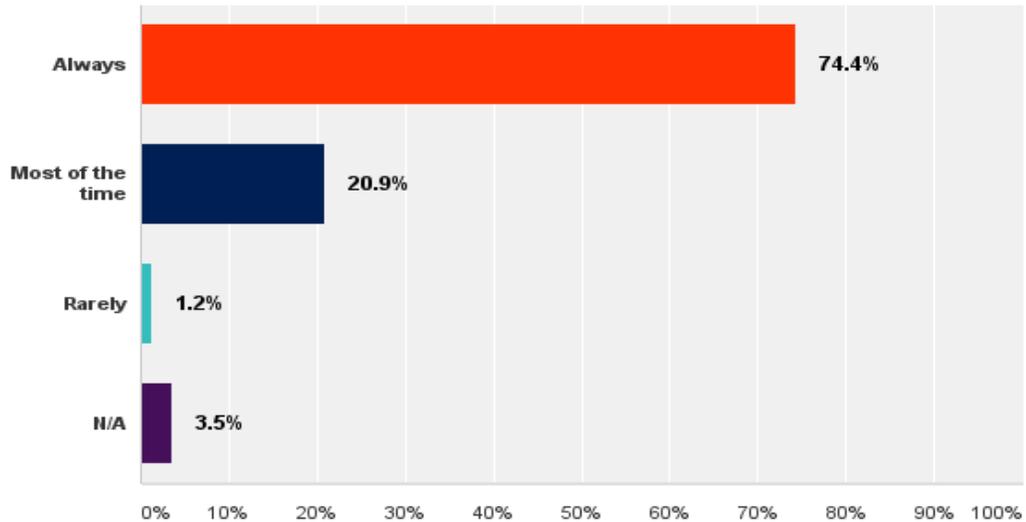
1. We use a 3rd party company to process vouchers.
2. Very prompt responses and clear explanations of discrepancies from CGI.
3. My management company takes care of this.
4. They don’t seem to understand the HUD rules. Our software vendor has to contact them to give them instructions on handling issues.
5. Morning Hills has been a chronic issue with regard to the software vendor, not CGI’s fault.
6. Answers to questions may take a week or more depending on the administrator involved.
7. I rarely have to contact CGI – maybe a few times a year. But CGI’s staff is always helpful when I do need them.
8. CGI does an outstanding job of helping me understand any discrepancies, so I can go back to our software company and get them resolved. CGI is prompt, courteous and professional.
9. I work with two different people for three contracts that we have and there is a significant difference between the response time on each. As well as clear directions on what they need for me to do to resolve the issues. I have really struggled with the new software this past year and the differences between two CGI employees really shows in the voucher approval dates between the two properties.
10. This process is completed at the corporate level.
11. I do not deal directly with CGI.
12. We’ve sent every request in on time; however, our rep never seems to get them even though we always used the same email address as always. We now send submissions to 2 emails to make sure. We were docked on 2015 MOR because of a late submission that we actually had in on time.
13. CGI and my CA are really great....I couldn’t ask for better support and assistance. I have grown so much that I rarely have mistakes to deal with any longer.

## Customer Service and Communication

The “Customer Service and Communication” section received 86 responses from Owners/Agents. Of those who participated in this section, the following answers were recorded:

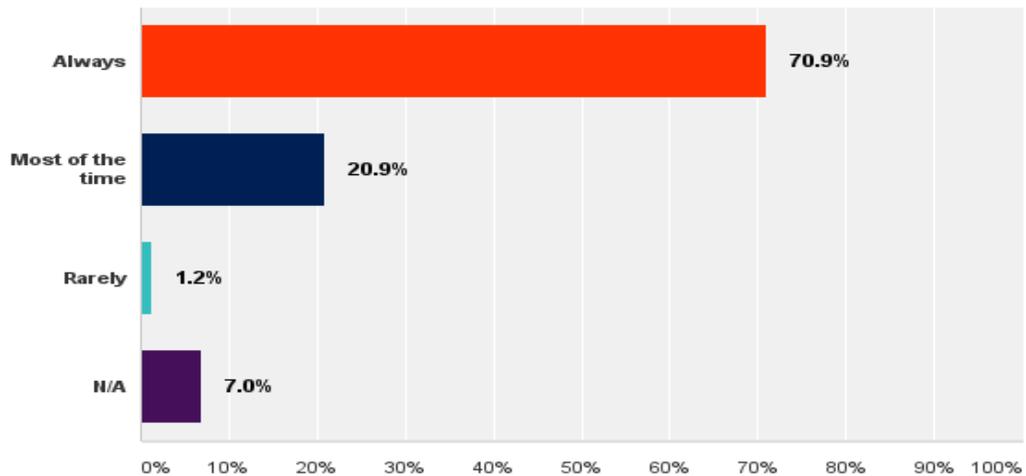
### Q42 Questions/inquiries are responded to courteously and professionally by the appropriate staff person.

Answered: 86 Skipped: 20



### Q43 When necessary, a written response is provided (whether electronically or via mail service).

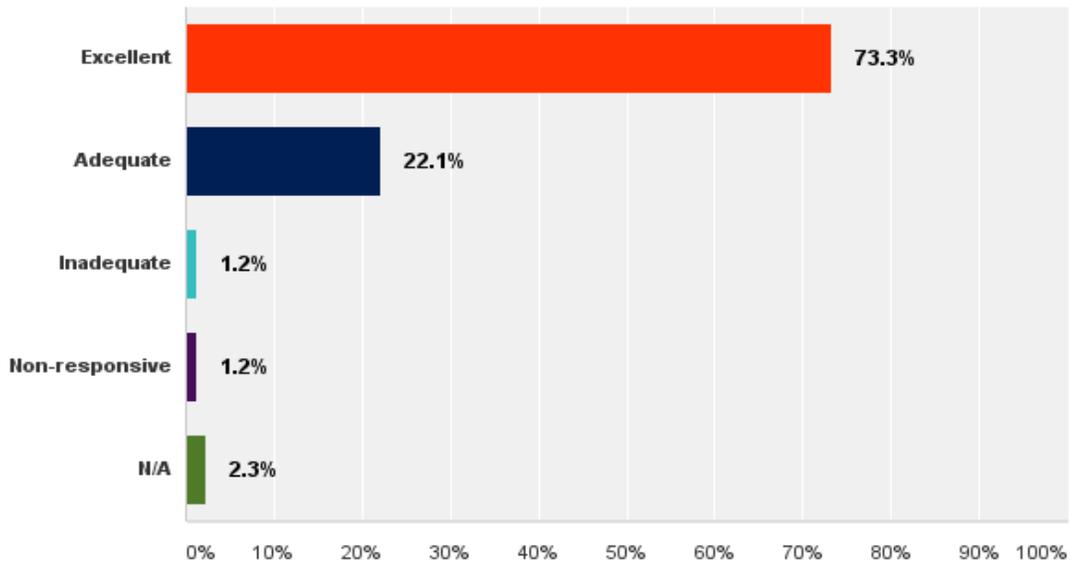
Answered: 86 Skipped: 20



## Customer Service and Communication (continued)

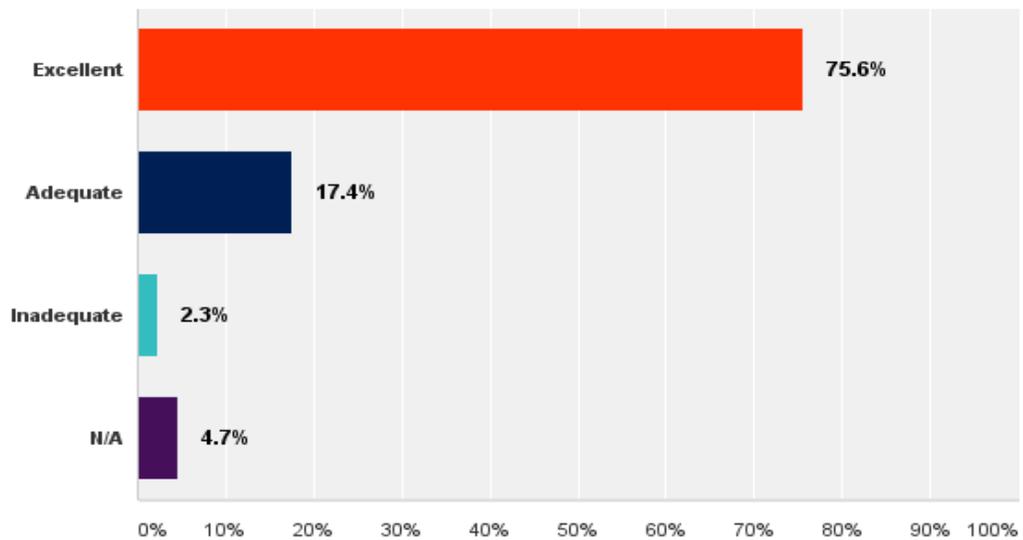
### Q44 Providing excellent customer service that is courteous and respectful is a priority for all levels of IFA staff.

Answered: 86 Skipped: 20



### Q45 My organization's working relationship with IFA is:

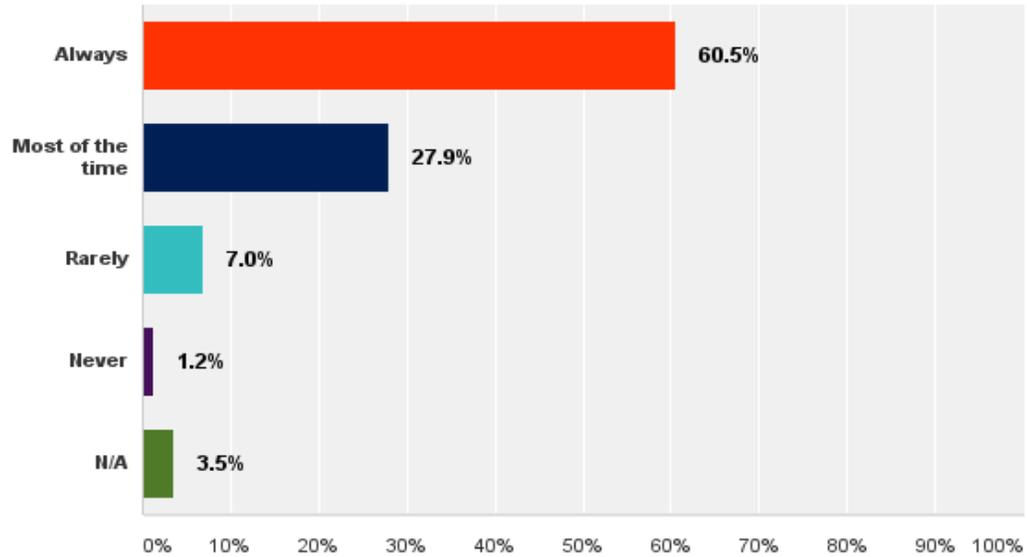
Answered: 86 Skipped: 20



## Customer Service and Communication (continued)

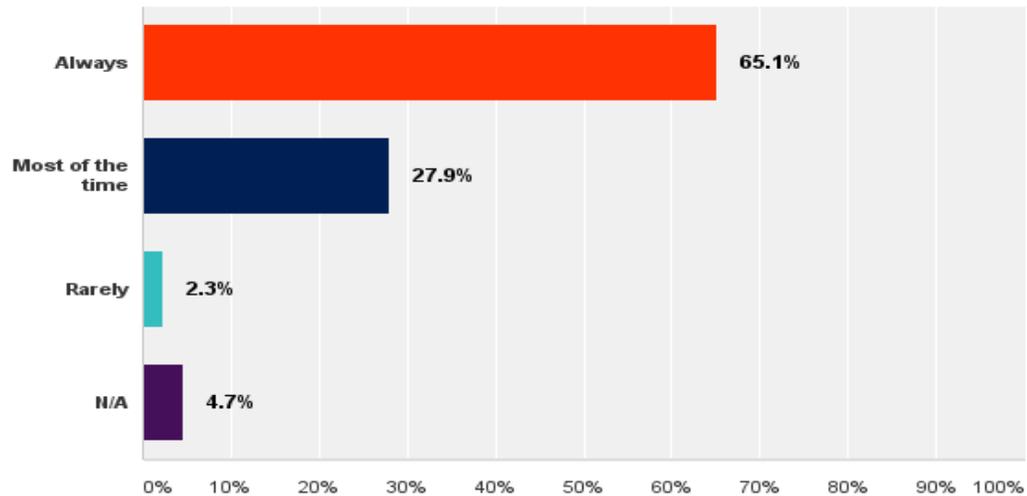
### Q46 Policy/regulatory updates are provided on a regular basis.

Answered: 86 Skipped: 20



### Q47 My organization is provided with accurate and complete information to help facilitate the smooth processing of routine functions (i.e. budget adjustments, contract renewals, MORs, etc.).

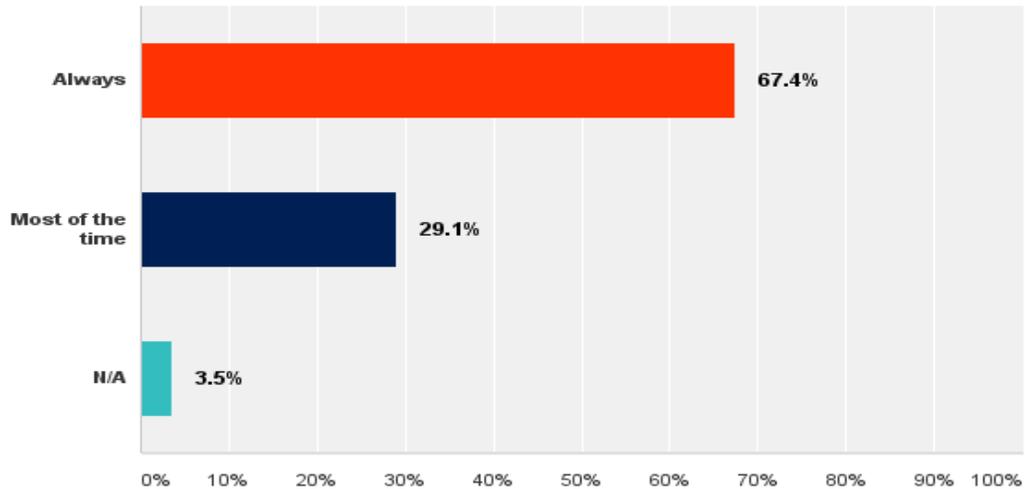
Answered: 86 Skipped: 20



## Customer Service and Communication (continued)

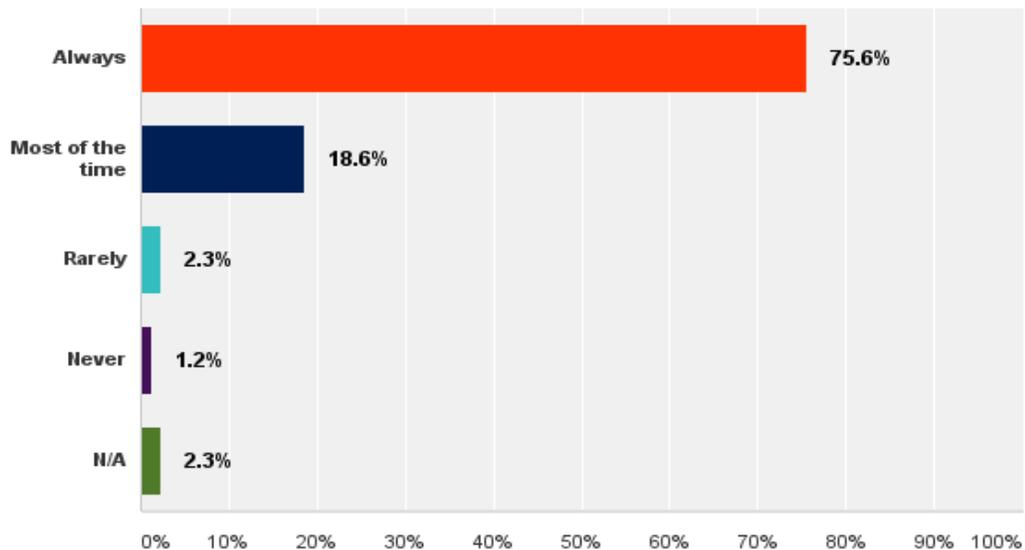
**Q48 Both the owner and management agent receive the same documents when IFA initiates an action (Health, Safety, Maintenance Inquiry, MOR reports, requests for information, etc.).**

Answered: 86 Skipped: 20



**Q49 My organization has confidence in the information provided by IFA and considers them a partner in our success.**

Answered: 86 Skipped: 20



## **Comments from respondents – Customer Service and Communication**

Of the 86 stakeholders who participated in the “Customer Service and Communication” section of the customer survey, 7% offered the following comments or suggestions:

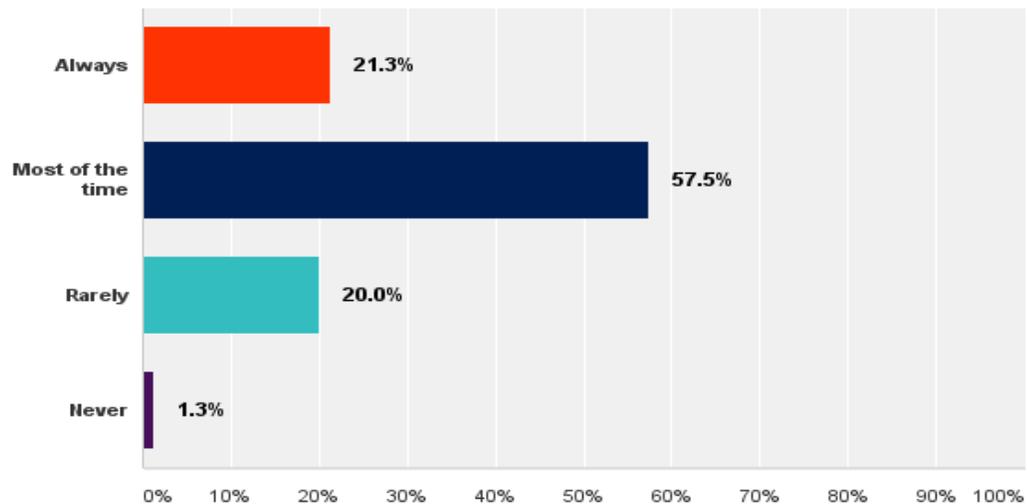
1. No issues with IFA.
2. There was unusually “officious” and demanding notification regarding some very minor REAC Inspection discrepancies (3 outlet covers needed replaced) that had already been completed the day after the inspection that was unlike your organizations normal professional approach and seemed unnecessary, but was responded to promptly and correctly.
3. I have only dealt with IFA’s Housing Compliance Officer.
4. Our only issue is with our current CO; all the other members of IFA who work with me are outstanding.
5. If something is sent to owner, it also needs to be sent to the management agent, sometimes this does not happen.
6. Everyone at IFA is super, with the exception of our HCS. I am very unhappy with the HCS and the HCS’s treatment of us.

## Training

Approximately 80 Owners/Agents answered questions in the “Training” section of the customer survey. Of those who participated, the following responses were provided:

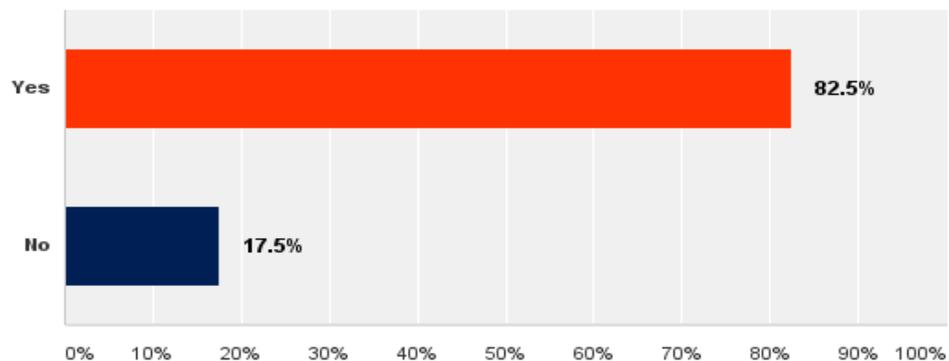
### Q51 My organization routinely uses the IFA website ([www.iowafinanceauthority.gov](http://www.iowafinanceauthority.gov)) to obtain up-to-date forms, handbooks, and documents and to assist with other compliance needs.

Answered: 80 Skipped: 26



### Q52 My organization reads the Section 8 newsletter and bulletins because they provide important information relevant to managing a Project-Based Section 8 property.

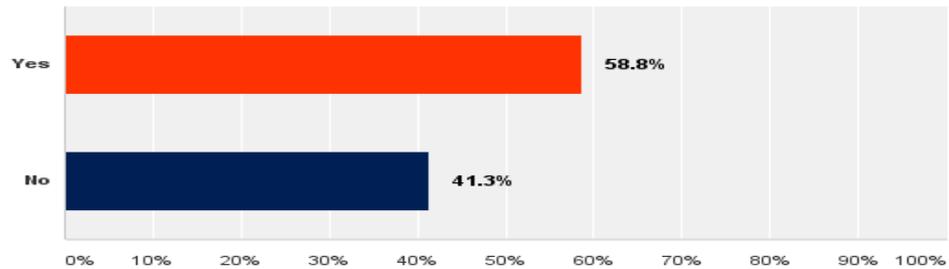
Answered: 80 Skipped: 26



## Training (continued)

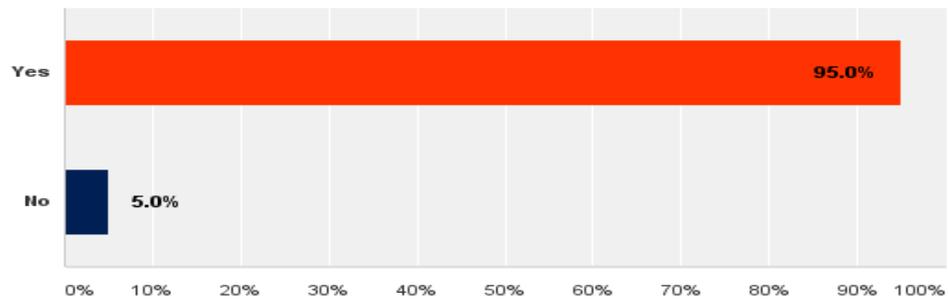
**Q53 My organization would access the Iowa Communications Network (ICN) to participate in relevant Project-Based Section 8 training (ICN sites are usually available at community colleges or high schools).**

Answered: 80 Skipped: 26



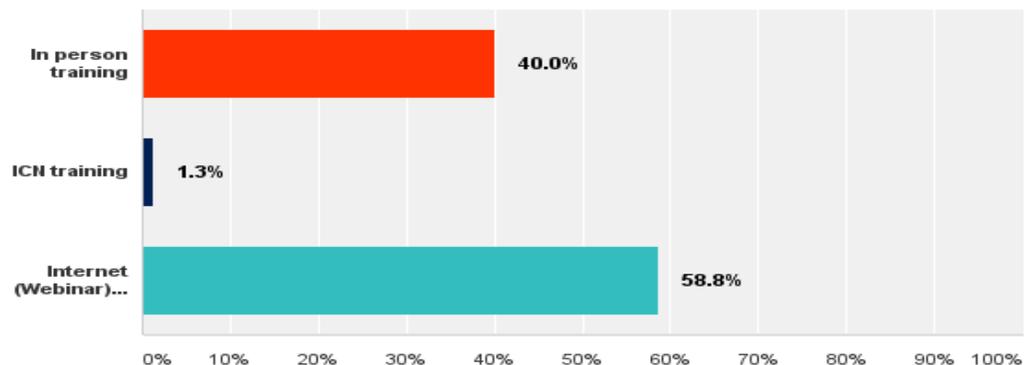
**Q54 My organization would participate in relevant Project-Based Section 8 training sessions if they were available on the Internet (Webinar).**

Answered: 80 Skipped: 26



**Q55 Please mark your organization's preferred training method:**

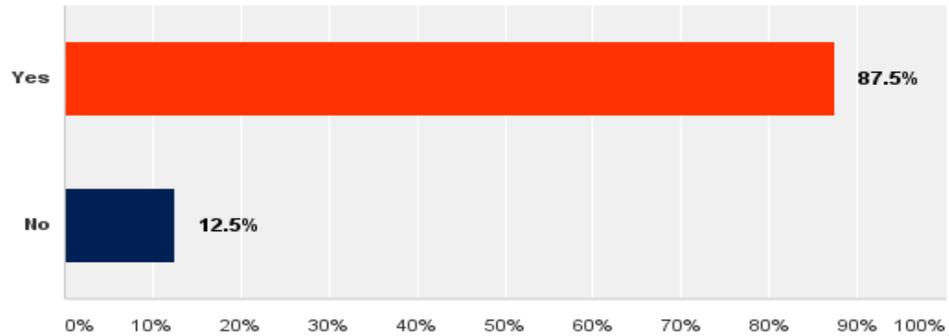
Answered: 80 Skipped: 26



## Training (continued)

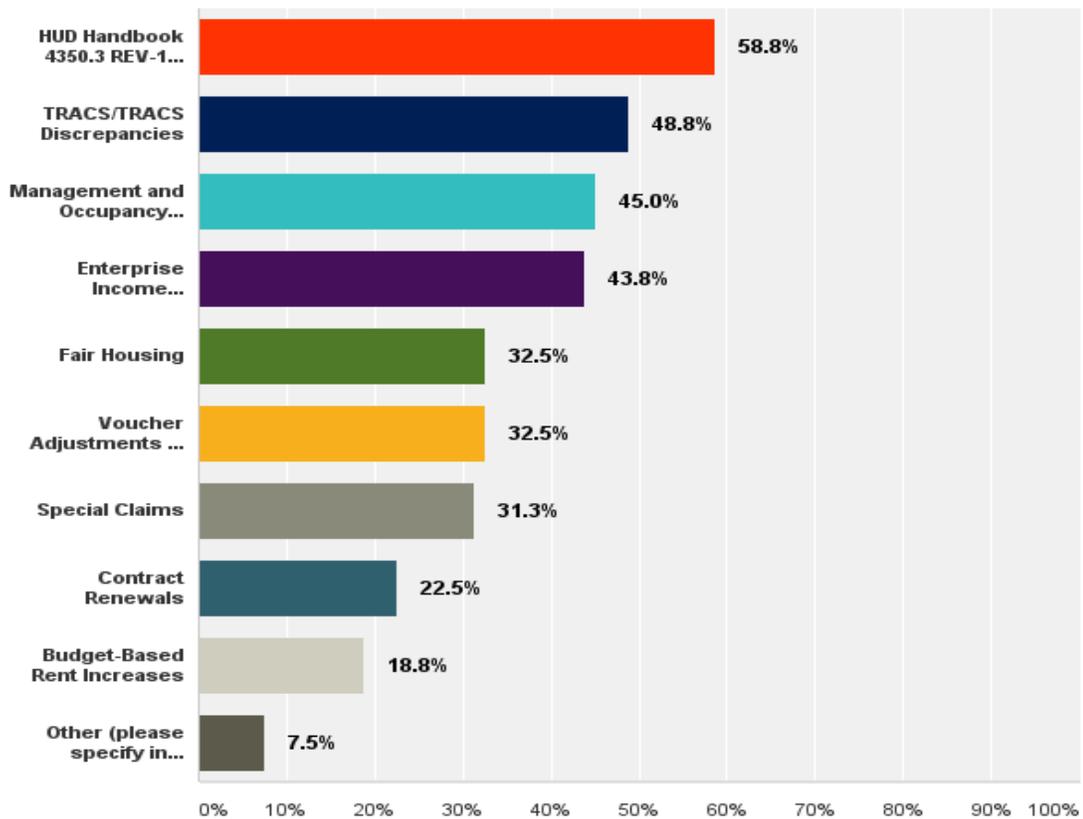
**Q56 If IFA hosted related relevant Project-Based Section 8 training opportunities, at least one person from my organization would attend.**

Answered: 80 Skipped: 26



**Q57 My organization would benefit from additional training about (please select 3):**

Answered: 80 Skipped: 26



## **Comments from respondents – Training**

Of the 80 Owners/Agents that participated in the “Training” section, 14% offered the following comments/suggestions regarding the “Training” section:

1. I am a board member and do not know the answers that our managing agent would recommend. Perhaps you could send this to them.
2. I will let administrative staff respond to the above options for training.
3. All of the above for new staff.
4. Not familiar with ICN Trainings.
5. Screening; Bullying.
6. Most of our training comes thru other organizations.
7. More on how to handle the senior bullying, in more detail.
8. If courses were a lot less expensive, we would be more likely to participate.
9. Any HUD Training would be nice !!!
10. Is Special Claims – Reserve for Replacement? Haven’t done one for a year, but need to do one. On the last one the response was terrible. Communication. I think someone was asleep on the job, sick, or too old and slow to be doing the job. Sorry.
11. Hard to answer these questions. “Maybe” would be a more appropriate answer if allowed.