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## CHAPTER 1. GENERAL

- 1-1. Purpose. This Handbook states the policy for the management of mail in the Department of Housing and Urban Development (the Department), sets forth objectives of the Mail Management Program, places responsibility on Headquarters and Field personnel to carry out the objectives, and establishes the procedures and requirements necessary to meet the objectives.
- 1-2. Policy. The Federal Records Act of 1950 (44 U.S.C. 3102) directs Government Agencies to set up and keep an active program for the economical and efficient management of their records. One facet of such a records program is the management of mail. It is the policy of the Department to provide rapid handling and accurate delivery of mail at the lowest possible cost, keep processing steps to the necessary minimum, apply sound principles of work flow, use modern equipment, supplies and devices, and safeguard Departmental assets such as cash and other negotiable instruments returned via the mail.
- 1-3. Objectives. To carry out Departmental policy, the following objectives are established:
  - a. Developing and carrying out HUD-wide procedures that will provide for the rapid handling and accurate delivery, collection, and dispatch of Departmental mail at minimum cost.
  - b. Promoting the use of economical practices through posters, newsletters and bulletins to increase employees' awareness of the need to reduce mail costs.
  - c. Checking incoming and outgoing mail periodically to make sure that mailing instructions are being followed.
  - d. Setting up procedures and controls to safeguard the proper handling of cash or other negotiable instruments or valuable documents received within the Department.
  - e. Developing, publishing and carrying out mail receipt and distribution processes for the control of mail throughout HUD.
  - f. Coordinating efforts with local U.S. Postal Service personnel to assure receiving the best possible mail service.