U.S. Department of Housing and Urban Development
1280 Maryland Avenue, SW
Suite 800
Washington, D.C. 20024-2135
September 12, 2002

OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

Dear Executive Director:

We are pleased to announce the initiation of the 6/30/02 Customer Service and Satisfaction Survey sponsored by the Office of Public and Indian Housing Real Estate Assessment Center (PIH-REAC). PIH-REAC's Customer Service and Satisfaction Survey is the fourth indicator of the Public Housing Assessment System (PHAS). It is designed to measure residents' satisfaction with their overall living conditions.

This indicator is worth a total of 10 points. The score is based on three components:

1. Customer Service and Satisfaction Survey results (5 points)
2. Submission of an Implementation Plan certification (2 points)
3. Submission of a Follow-up Plan certification and development of a Follow-up Plan, if required (3 points)

Steps Required of PHAs in the Survey Administration Process

Public Housing Authorities (PHAs) are responsible for the following steps in the survey administration process:

1. STEP ONE: *Updating Unit Address Information in the Public and Indian Housing Information Center (PIC)*

In order to facilitate the process required of PHAs to update unit address information, HUD will now use PIC as the central address repository for unit address information. Thus, PHAs are no longer required to update unit address information in the Resident Assessment Sub-System (RASS), but instead must update unit address information in PIC, and later certify in RASS that unit address information in PIC is correct. *Update your unit address information in PIC before logging into RASS. Do not "certify" unit address information in RASS until you have updated your unit address information in PIC and reviewed your information to ensure that it appears correctly.*

The PIC login screen can be accessed at *https://pic.hud.gov/PIC/Logon/userlogon.asp.* Update PIC unit address information to reflect the current makeup of your property using the instructions provided below.

Figure 1, Instructions for Updating Address Information in PIC

PIC stores the following addresses in three fields:

    <u>Building physical</u> address in the PIC Development submodule

    <u>Tenant physical</u> address in the PIC Form 50058 submodule

    <u>Tenant mailing</u> address

a. Access PIC unit address information by logging into: ***https://pic.hud.gov/PIC/Logon/userlogon.asp***.

b. Update PIC unit address information based on the current makeup of your property. Review the address data using the "RASS Report," which is available in the "Reports" tab of the Development submodule. This report displays the unit address and the mailing address (if provided) side-by-side.

    1.) If tenants use the physical addresses of units for mail, you may edit the appropriate building entrance address in the PIC development submodule if needed.

    2.) If tenants use a "mailing address" (e.g. P.O. Box), then the mailing address must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission if it has not already been done successfully. Line 5b in Form 50058 ("Is the mailing address the same as the unit address?") must be marked "No". Then submit the Form 50058 as you normally do. Ensure that the form is accepted--correct errors if needed.

Any units listed as vacant in PIC will be ignored by RASS. This means that units scheduled for demolition that are vacant in PIC will not receive a survey and will not be considered included in your certification.

If you encounter difficulty updating your address information in PIC, you can receive assistance from the PIC team by calling the PICHelp line at 1-800-366-6827, or by sending them an email message that outlines your problem to pichelp@hud.gov.

2. STEP TWO: *Certifying Language Information and PIC Unit Address Information in RASS*

Once PHAs have updated their unit address information in PIC, they are then required to go to RASS to specify their language requirements and certify that both their language specifications and PIC address information are correct. PHAs should adhere to the following steps to certify language requirements and PIC unit address information in RASS:

Figure 2, Instructions for Certifying Address and Language Information in RASS

    a. Go to the PIH-REAC RASS system to certify addresses by logging into:
       http://www.hud.gov/reac/products/prodrass.cfm

    b. Select "online systems"

    c. Select "log in" located at top of page

    d. Log in using your PHA User Name (begins with "M") and password.

    e. Select the "Resident Assessment Subsystem" link.

    f. Select the "Unit Address & Language" link.

g. Update language information for all properties, where appropriate.

h. Certify RASS language information and unit address information previously updated in PIC.

Please do not click "certify" in RASS until you have updated your unit address information in PIC.

If you need additional assistance using the RASS system, please call the *PIH-REAC Technical Assistance Center (TAC) at (888) 245-4860* between the hours of 7:30 AM-8:30 PM EST. This is a toll free number.

If unit addresses are not updated in PIC and certified in RASS by **October 12, 2002** it may result in the loss of the 5 points possible for the survey section of the Resident Indicator. This is due to the fact that incorrect addresses increase the number of undeliverable surveys and lowers resident response rates. Without a sufficient number of resident responses, RASS cannot issue a valid survey score. An insufficient number of completed and returned surveys may result in a PHA receiving a zero score for the survey section of the Resident Indicator.

3. STEP THREE: *Marketing the Survey to Residents* **(Implementation Plan)**

PHAs are responsible for marketing the survey to residents to help ensure the highest possible response rates. In the near future, PIH-REAC will send you a *Media Plan Guideline,* associated marketing materials, and a business calendar detailing relevant deadlines.

4. STEP FOUR: *Completing the Follow-up Plan*

PHAs are required to complete a Follow-up Plan for **any** section in which they receive a score below 75%. The purpose of the Follow-up Plan is for PHAs to address any deficient areas identified by survey results. HUD requires PHAs to submit Follow-up Plan activity information via the Internet using RASS.

PHAs scoring at or above 75% in **all** survey sections are not required to develop and certify a Follow-up Plan, and will automatically receive the three points for this component of the Resident Indicator.

Survey Administration Previously Delayed/ Revised Business Calendar

The administration of the survey was delayed this year. Due to the delay, the survey assessment cycle will be condensed for PHAs with FYE dates of 6/30/02 and 9/30/02. PIH-REAC will mail you a business calendar detailing all pertinent survey administration dates and deadlines relevant to the upcoming assessment cycle.   In the upcoming weeks, an online business calendar will also be made available to you at *http://www.hud.gov/offices/reac/products/prodrass.cfm*. Please refer to the online business calendar regularly for updates.

If you have any immediate questions or concerns, please call the *PIH-REAC Technical Assistance Center at (888) 245-4860*. This is a toll-free number.

Sincerely,
Elizabeth A. Hanson
Acting Director