



TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS

Building Homes. Strengthening Communities.

REPORT ON CUSTOMER SERVICE

Prepared by the

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REPORT ON CUSTOMER SERVICE

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INTRODUCTION

The *Report on Customer Service* is required by Chapter 2114 of the Texas Government Code. This chapter requires state agencies to develop customer service standards and implement customer satisfaction assessment plans.

COMPACT WITH TEXANS

In accordance with this chapter, beginning with the *2001-2005 Strategic Plan*, the Texas Department of Housing and Community Affairs (TDHCA) prepared a Compact with Texans and designated a Customer Relations Representative. The Compact with Texans is available on the TDHCA website at <http://www.tdhca.state.tx.us/compact.html>.

CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Section 2114.006, is Elizabeth Yevich Manager of the Housing Resource Center. Ms. Yevich also oversees the Department's complaint process, performance measurement system, and strategic planning for the Agency.

REPORT ON CUSTOMER SERVICE

The *Report on Customer Service* is due to the Legislative Budget Board (LBB) and the Governor's Office of Budget, Planning, and Policy no later than June 1 of each even-numbered year. According to Section 2114.002(b), the report evaluates TDHCA's facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information. As required by *State Agency Strategic Plan Instructions*, the document includes the following five sections:

- **Section One:** An inventory of external customers by each strategy listed in the 2010-2011 General Appropriations Act and a brief description of the types of services provided to customers.
- **Section Two:** A brief description of the information-gathering methods utilized in obtaining input from agency/institution customers.
- **Section Three:** Charts and graphs detailing the levels of customer-determined service quality and other relevant information received for each customer group and each statutorily required customer service quality element: facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information.
- **Section Four:** An analysis of the findings identified from the customer satisfaction assessment. This analysis includes an identification of changes that would improve the survey process itself, as well as summary findings regarding the quality of service provided and improvements to be made in response to this assessment.
- **Section Five:** A description of performance measure information related to customer service standards and customer satisfaction.

INVENTORY OF EXTERNAL CUSTOMERS

OVERVIEW

TDHCA is the State's lead agency responsible for providing affordable housing, community services assistance, energy assistance, and colonia programs and activities. TDHCA's mission is to help Texans achieve an improved quality of life through the development of better communities. To achieve its mission, TDHCA provides the following types of assistance:

Housing and Community Services Assistance

- Housing assistance for individual households (homebuyer down payment, low interest rate mortgage financing, home repair, homebuyer education, Texas veterans housing assistance, grants for accessible home modifications for persons with disabilities, and rental payment assistance);
- Funding for the development of rental housing and single-family developments (new construction or rehabilitation);
- Disaster recovery/relief (home repair and reconstruction, and development of rental housing);
- Foreclosure relief (foreclosure prevention counseling and stabilization of neighborhoods with excessive foreclosures);
- Energy assistance (utility payments or home weatherization activities); and
- Assistance for homeless persons and emergency relief for individuals or families in crisis (transitional housing, energy assistance, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, other emergency assistance, and administrative support for community service agencies).

TDHCA's funding resources are awarded through formal application processes. Funding is distributed to entities that provide assistance to households in need. This distribution is done using a number of techniques.

- Almost all housing assistance, rental housing and single-family development, disaster recovery and foreclosure relief funding is awarded through formal requests for proposals and notices of funding availability.
- First time homebuyer assistance is allocated through a network of participating lenders.
- Community services funds are predominantly allocated through a network of community-based organizations. (Of the above list, community services include energy assistance and assistance for homeless persons and emergency relief for individuals or families in crisis.)

Manufactured Housing Activities

TDHCA's Manufactured Housing Division administers the Texas Manufactured Housing Standards Act (TMHSA). The TMHSA ensures that manufactured homes are well constructed and safe; are installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include recordation of ownership and liens, issuance of Statements of Ownership and Location (SOL); required training and examination for prospective license applicants, license issuance to manufacturers, retailers, rebuilders, installers, brokers, and/or salespersons; record and release of tax and mortgage liens; installation inspections; consumer complaints; and through a cooperative

agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

Information Resources

TDHCA is a housing and community service informational resource for individuals, local governments, the Legislature, community organizations, advocacy groups, and members of the housing development community. Examples of information provided include general information on TDHCA activities, US Census data analysis, and consumer information on available housing and services statewide. A primary method by which this information is made available is TDHCA's interactive consumer assistance website at <http://www.tdhca.state.tx.us/texans.htm>.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; prevent discrimination; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

EXTERNAL CUSTOMERS

External customers are identified as two groups:

- Households
- Businesses and Organizations

Households

Most TDHCA programs fund local organizations or developers that serve households at the local level. TDHCA considers these households to be customers because TDHCA is responsible for contract oversight of the organization or developers assisting the household and also verifies the household's eligibility data. In addition, the household can contact TDHCA to file a complaint against the organization or developers that received funding through TDHCA. These households are Targeted Program Beneficiaries of TDHCA's programs or services; for the purposes of this report, they will be called "Households."

While a majority of the programs at TDHCA are required to assist households with income not greater than 80 percent of the area median family income, most programs are able to assist households with even lower incomes. For example, according to the *2010 State of Texas Low Income Housing Plan and Annual Report*, approximately 98 percent of households served or committed to be served in state fiscal year 2009 were between 30 to 50 percent area median family income.

Only a few programs at TDHCA are permitted to serve households above 80 percent area median family income, including the Single Family Bond homebuyer programs, Community Development Block Grant Disaster Recovery, Neighborhood Stabilization Program and the National Foreclosure Mitigation Counseling programs, depending on the requirements of specific initiatives. In addition, Households contacting the Direct Subrecipients or the Department for general information may have incomes above 80 percent of the area median. TDHCA considers all Households that have contact with TDHCA as customers.

Inventory of External Customers

TDHCA also includes owners of manufactured homes in this group of customers because the Manufactured Housing Division has contact with these owners for title transfers or other related documents.

It should be noted that, with the exception of owners of manufactured homes and households that receive Section 8 rental assistance directly from the Department, most Households do not have contact with TDHCA. Unless the Household files a complaint with TDHCA regarding an organization or developer funded by the Department or the Department questions the eligibility requirements of the Household, the process through which the Household receives assistance does not directly involve the Department.

Businesses and Organizations

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include funding applicants, and Manufactured Housing Division Licensees. These are organizations or individuals that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities. For the purpose of this report, the Direct Subrecipients and Manufactured Housing Division Licensees will be called “Organizations.”

2010-2011 GENERAL APPROPRIATIONS ACT STRATEGIES

This section identifies customers served by each strategy listed in the 2010-2011 General Appropriations Act and a brief description of the types of services provided to customers.

Goal 1: Increase Availability of Safe/Decent/Affordable Housing
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1.1 Strategy: Provide federal mortgage loans and Mortgage Credit Certificates (MCCs), through the department's single family Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

- **Targeted Program Beneficiaries:** Very low, low, and moderate income homebuyers.
- **Subrecipients:** Participating mortgage lenders.
- **Type of Assistance:** Below market rate mortgage loans and down payment assistance to eligible individuals and families.

1.2 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships (HOME) Program for very low and low income families, focusing on the construction of single family housing in rural areas of the state through partnerships with the private sector.

- **Targeted Program Beneficiaries:** Extremely low, very low, and low income households (at or below 80 percent of the area median income).
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, and public housing authorities.
- **Type of Assistance:** Homebuyer Assistance: down payment and closing costs; Owner-Occupied Housing Assistance: repair or reconstruction of substandard single family housing; Tenant-Based Rental Assistance: rental subsidy.

1.3 Strategy: Provide state housing loans and grants through the Housing Trust Fund for very low and low income households (single family activities).

- **Targeted Program Beneficiaries:** Extremely low, very low, and low income households (at or below 80 percent of the area median income).
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** Acquisition, rehabilitation and construction of single family housing; and predevelopment loans.

1.4 Strategy: Provide federal rental assistance through Section 8 certificates and vouchers for very low income households.

- **Targeted Program Beneficiaries:** Extremely low and very low income households (at or below 50 percent of the area median income).
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

Inventory of External Customers

1.5: Strategy: Provide federal tax credits to develop rental housing for very low and low income households.

- **Targeted Program Beneficiaries:** Very low income households (at or below 60 percent of the area median income).
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

1.6 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships (HOME) Program for very low and low income families, focusing on the construction of multifamily housing units in rural areas of the state through partnerships with the private sector.

- **Targeted Program Beneficiaries:** Extremely low, very low, and low income households (at or below 80 percent of the area median income).
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, and public housing authorities.
- **Type of Assistance:** Rental Housing Development and Preservation: acquisition, rehabilitation, and/or construction of affordable rental units.

1.7 Strategy: Provide state housing loans and grants through the Housing Trust Fund for very low and low income households (multifamily activities).

- **Targeted Program Beneficiaries:** Extremely low, very low, and low income households (at or below 80 percent of the area median income).
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, and public housing authorities.
- **Type of Assistance:** Acquisition, rehabilitation and construction of multifamily affordable housing; and predevelopment loans.

1.8 Strategy: Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction, and preservation of multifamily rental units for very low, low, and moderate income families.

- **Targeted Program Beneficiaries:** Very low, low, and moderate income families.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

Goal 2: Provide Information and Assistance.
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2.1 Strategy: Provide information and technical assistance to the public through the Housing Resource Center.

- **Targeted Program Beneficiaries:** All individuals and families seeking housing and community services information and assistance.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

2.2 Strategy: Provide technical assistance to colonias, border communities, and non-profits through field offices.

- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, general public.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

Goal 3: Improve Poor/Homeless Living Conditions & Reduce Very Low Income Energy Costs.

3.1 Strategy: Administer homeless and poverty-related federal funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.

- **Targeted Program Beneficiaries:** Households at or below 125 percent of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Community services, including health and human services, child care, transportation, job training, emergency assistance, nutrition services, counseling, and other services.

3.2 Strategy: Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

- **Targeted Program Beneficiaries:** Households at or below 125 percent of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Case management, education, and financial assistance to reduce energy costs; repair or replacement of heating and cooling appliances to increase energy efficiency; energy crisis assistance.

Goal 4: Ensure Compliance with Program Mandates.

4.1 Strategy: Monitor and inspect for federal and state housing program requirements.

- **Targeted Program Beneficiaries:** Residents of TDHCA-assisted housing units.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** On-site property inspections and desk reviews.

4.2 Strategy: Administer and monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.

Inventory of External Customers

- **Type of Assistance:** Single audit desk reviews.

Goal 5: Regulate Manufactured Housing Industry.
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5.1 Strategy: Provide services for Statement of Ownership and Location and licensing in a timely and efficient manner.

- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process SOLs/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, and sales personnel.

5.2 Strategy: Conduct inspections of manufactured homes in a timely and efficient manner.

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Manufactured housing installation inspections and non-routine inspections.

5.3 Strategy: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers.

5.4 Strategy: Provide for the processing of occupational licenses, registrations, or permit fees through TexasOnline.

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals online.

METHODS OF INPUT

OVERVIEW

Because of the large discrepancy between the nature of Households (Targeted Program Beneficiaries) and Organizations (Direct Subrecipients), determining a specific level of customer satisfaction is difficult. TDHCA has typically measured service quality through its public input process for its planning documents and program-specific hearings, workshops and roundtables during the year.

The *State Low Income Housing Plan and Annual Report (SLIHP)* is an annual planning document required by Section 2306.071-2306.0724 of the Texas Government Code, and covers all aspects of the Department's programs. The Department's public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, facilities, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Board of Directors meetings. The *2010 SLIHP* public input process was held from January 4th through February 2nd, 2010. There were eight public comments received on the *2010 SLIHP (Draft for Public Comment)* and the Department addressed these comments in the final version of the document.

Many divisions within TDHCA host roundtables to gather input on their program structures. During these roundtables, the Department enters into dialogue with its customers about the level and effectiveness of service. TDHCA also accepts comment at board meetings, program-specific hearings, and workshops, and responds to comments or concerns received at any time during the year. Furthermore, TDHCA has several workgroups and advisory groups that meet monthly with stakeholders to engage with TDHCA about relevant issues. For example, the Disability Advisory Workgroup advises the agency's Executive Director on policies and programs that affect persons with disabilities. The Rural Housing Workgroup provides a forum where rural housing providers and advocates can share insights with TDHCA management and staff as they develop policies and rules for the federal and state programs administered by TDHCA.

2010 TDHCA CUSTOMER SERVICE SURVEY

In April and May 2010, the Department conducted the online 2010 TDHCA Customer Service Survey, which will be called "Survey". TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the seven customer service areas (staff, communications, website, printed information, facility, service timeliness, complaint process, and general satisfaction).

SURVEY QUESTIONS

The Survey contained a demographic question section; 15 multiple choice questions asking the respondent to rate TDHCA; a question to determine the medium through which the survey was taken; and an opportunity for the respondents to elaborate with additional comments.

The Survey included demographic questions at the beginning of the survey to determine the language in which the survey would be conducted, the customer type, and the type of business conducted with TDHCA. The questions regarding the business conducted with TDHCA were dependent on the questions regarding customer type. Respondents were directed to the appropriate business type questions; they did not see all the business type questions available. A sample of the customer types and business questions can be found in Appendix A.

Methods of Input

The “Customer Type” questions divide respondents into the two categories of customers: Individuals and Businesses/Organizations. The “Business with TDHCA” questions allows for the analysis of opinions of customers who have contact with certain sections of TDHCA. The “Housing”, “Community Affairs” and “Manufactured Housing” choices reflect the three main program and service categories within TDHCA. The TDHCA Manufactured Housing Division is administratively tied to TDHCA but is an independent entity with its own Board of Directors, staff and internal policies. To gain a better understanding of which programs respondents rated, additional Business Type questions were added to determine which type of assistance was requested or which TDHCA Division was contacted, as can be seen in Appendix A.

All respondents were asked the multiple choice questions below. (Note: The numbering of the multiple choice questions varied depending on the Customer Type.) The following questions address the customer service categories as specified by Chapter 2114 of the Texas Government Code, with the addition of a “General Satisfaction” question.

<i>Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).</i>	
Staff	11. TDHCA staff members are courteous.
	12. TDHCA staff members demonstrated a willingness to assist.
Communication	13. TDHCA staff members respond to my e-mails and voice messages in a timely manner.
	14. I was given clear explanations about services available to me.
	15. The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.
Website	16. I am able to access information about the services I need using the Internet.
	17. The TDHCA website contains clear information (including forms and instructions) on programs, services, and events.
	18. The TDHCA website contains accurate information (including forms and instructions) on programs, services, and events.
Printed Information	19. Documents produced by TDHCA are clear.
	20. Documents produced by TDHCA are accurate.
Facility	21. The location of the TDHCA office is convenient.
Service Timeliness	22. My requests for information or assistance are answered in a timely manner.
Complaint Process	23. I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.
	24. If I complained, I believe it would be addressed in a reasonable manner.
General Satisfaction	25. Overall, I am satisfied with my experiences with TDHCA.
Survey Type	26. At a customer service center (written) A. Through a listserv announcement B. Email from a TDHCA program C. On TDHCA website D. Over the phone E. You heard about this survey
<i>Please add additional comments below.</i>	
Comments	27. Please use the space below to provide any additional comments or concerns.

SURVEY TIMELINE

On April 16, 2010, TDHCA publicized the release of the survey through online, email, phone and written announcements. The survey was available for completion until Friday, May 7, 2010 at 5:00pm.

SURVEY MARKETING AND CUSTOMERS SURVEYED

TDHCA works with and serves a large cross-section of the public. Some contact with the Department may only last a few minutes, such as a phone call from a Texan in need. Some contact may last decades, such as a developer with a 30-year affordability period on their apartment complex funded through the Housing Tax Credit Program. Given the wide range of people and durations of contact, TDHCA used the internet, email, phone and written surveys to reach as many individuals and organizations connected to the Department as possible.

The survey was made accessible online. A link was placed on the homepage of the TDHCA website under the *What's New* dropdown menu. Also online, the link to the survey was placed on the *Help for Texans* webpage, a site that allows Texans seeking assistance to search for providers in their areas. A similar link was placed on the Spanish language *Help for Texans* website. Another link was put on the *Notices of Funding Availability (NOFA)* webpage. A final link was put under the Manufactured Housing homepage under the *What's New* dropdown menu. By reaching out to the public at large on our homepage, to potential Subrecipients on the *Help for Texans* webpage and Spanish language *Help for Texans* webpage, potential Subrecipients on the *NOFA* webpage and those seeking information about Manufactured Housing on the manufactured housing webpage, the Department marketed to all types of external customers identified in this report.

A notice was also posted on the homepage of TDHCA's website. The notice contained a link to the survey. It stated:

Speak up! TDHCA conducting survey to improve customer service

TDHCA is conducting a Customer Service Survey of funding recipients and households served through its programs. Customer responses help the Department evaluate its facilities, staff and communications, as well as the quality of its complaint handling processes and timeliness of service.

The survey was made available April 16, and concludes on Friday, May 7. It is available in both English and Spanish.

If you represent a city, county, nonprofit organization or for-profit developer that has been awarded TDHCA funds, or if you are a resident of Texas who has had contact with TDHCA, the Department encourages you to complete this short survey.

The survey is available online, and hard copies are available at the main office of the TDHCA Manufactured Housing Division. It only takes a few minutes to

Methods of Input

complete, but your opinions can have a positive and significant impact on thousands of Texas' most vulnerable residents

A Listserv Announcement with a direct link to the survey was sent out to all TDHCA email list subscribers. Email lists specifically address the Housing Tax Credit Program, Multifamily Bond Program, Multifamily Compliance, Housing Trust Fund, HOME Program, Manufactured Housing, First Time Homebuyer Program, Disaster Recovery Programs, Community Affairs Programs and a general Consumer News and Information group. These email lists are a subscription-based service, and members of the public who are interested in receiving information from TDHCA can sign up via the website. The Listserv Announcement was sent to approximately 4,093 email addresses. Fifteen emails were returned because the email addresses were incorrect. A total of 4,078 email announcements reached the addressee.

In addition to the Listserv email invitations, TDHCA searched its Central Database for email addresses of Organizations working with the HOME Investment Partnership Division (499 emails), Community Development Block Grant for Disaster Recovery (15 emails) and Housing Tax Credit Exchange Program (22 emails). Organizations with email addresses entered into the Central Database were sent email invitations to the survey. Email invitations were also sent to lenders in the First Time Homebuyer Program (89 emails). In addition, the Neighborhood Stabilization Program (86 emails), Housing Trust Fund Division (51 emails) and National Foreclosure Mitigation Counseling Program (26 emails) sent emails to their Subrecipients. In total, 788 emails were sent. Fourteen emails were returned because of incorrect email addresses. A total of 774 email announcements reached the addressee.

Email notices and website postings included the following language:

How well do we serve our customers? The Texas Department of Housing and Community Affairs is conducting a survey and we would like your opinions. The short survey should take less than 5 minutes of your time. Your input will help us as we work to serve you better. We appreciate your feedback! The survey will be available until May 7th, 2010 at 5pm.

When email invitations were sent to Direct Subrecipients' with email addresses in the Central Database, the following language was added:

Both awardees and the people that are helped through our programs are TDHCA's customers. Please forward the link above to households that you assist through TDHCA's programs. The survey is available in English and Spanish.

It is likely that most Listservs and email invitations primarily included Direct Subrecipients. However, the Consumer News and Information and First Time Homebuyer email lists may also include members of the general public seeking information about TDHCA.

To reach customers without access to the internet, TDHCA also conducted surveys over the phone and in writing. The Housing Resource Center in TDHCA receives inbound calls from TDHCA's main phone line. The duties of the Information Specialist in the Housing Resource Center consist of this person answering a majority of those calls. The Information Specialist asked every 10th caller if he/she would like to take

the Customer Service Survey. If the caller indicated that he/she would take the survey, the Information Specialist transferred the caller to another member of the Housing Resource Center who then completed the survey with the caller over the phone. The Information Specialist received approximately 325 calls, of which 32 were asked to take the survey.

Manufactured Housing is unique at TDHCA because that Division has a steady number of walk-in customers throughout the year. Written surveys were available in the Manufactured Housing waiting room. Customers were asked to complete the surveys and return to the Manufactured Housing staff before leaving. The Manufactured Housing Division averages approximately 115 walk-in customers a month. During the three week period that the survey was available, approximately 86 people received the survey.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to the 2006 to 2008 American Community Survey, Texas had 629,917 Spanish linguistically-isolated households during that timeframe.¹ Of households that are linguistically isolated, Spanish linguistically-isolated households are the highest number compared to linguistically-isolated households that spoke another language. Therefore, Spanish would be the most likely language to reach linguistically-isolated households in Texas.

RESPONSE RATES

TDHCA emailed the survey invitation to 4,078 active emails on the TDHCA email lists. TDHCA also emailed the survey to 774 Direct Subrecipients with active emails in the Central Database or directly to the Subrecipients through the program's email lists.

Since an announcement of the survey was posted on the homepage of the TDHCA website, the survey was available for any member of the public to complete. For the week ending April 26th, the front page received 5,495 unique visitors, the Manufactured Housing front page received 3,540 unique visitors, the Help for Texans page received 663 unique visitors and the Notice of Funding Availability received 228 unique visitors. Since the survey lasted three weeks, a total of approximately 29,778 unique visitors potentially saw the online survey invitations. This is the most problematic estimate because the link was not a direct invitation, but an indirect invitation, relying on the website visitor to notice the link.

Of approximately 32 callers asked to take the survey by the Information Specialist, 9 callers completed the survey.

The Manufactured Housing Division estimates that the Division receives approximately 115 walk-in customers per month. Given that the survey was available for three weeks, approximately 86 walk-in customers had an opportunity to complete the survey. Eighteen walk-in customers completed the survey.

Notice that each advertisement strategy varied in its effectiveness. The vast majority of respondents were those who were emailed directly from email addresses taken from the Central Database or

¹ According to the U.S. Census Bureau, "a linguistically isolated household is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English 'very well.' In other words, all members 14 years old and over have at least some difficulty with English."

Methods of Input

emailed directly from their program administrators at TDHCA. The second highest number of respondents were from the Listserv Announcement, followed by TDHCA website, which may explain the high number of individual respondents compared to when the last Customer Service Survey was conducted (37 in 2008 versus 105 in 2010 – see *Customer Type* on page 18).

Survey Type

You heard about this survey:	Total
At a customer service center (written)	22
Email from TDHCA (info@tdhca.state.tx.us)	217
On TDHCA website	29
Over the phone	9
Through the Listserv Announcement	61
Total Respondents Who Answered Question 25	338*

*This differs from the total respondents (357) because not all respondents answered this question.

The response rate is based on emails sent through email, emails sent directly to Subrecipients, website visitors, people who were asked to complete the survey over the phone, and walk-in customers for the Manufactured Housing Division, which totals 34,748 invitations.

The survey closed on Friday, May 7, 2010. There were 357 completed surveys. Out of 34,748 people who received the survey invitation, this represents a 1.0 percent response rate. However, the number of online visitors with an indirect invitation may have skewed the response rate; it is impossible to know how many visitors saw the invitation. If the online visitors estimate was taken out of the response-rate calculation, the total people who received the survey invitation would be 4,970 and the response rate would be 7.2 percent.

SURVEY ISSUES AND ERRORS

The scope of the Customer Service Survey was subject to certain survey errors based on physical limitations. First, because of prohibitive costs associated with contacting each household and organization that had contact with TDHCA, the Customer Service Survey was made available for the general public to complete. Since the survey was not limited to a specific population, response rates are estimated.

Secondly, most of the marketing and outreach was conducted online. While customers who contacted TDHCA by phone or in-person were not excluded from the survey, a majority of the people invited to take the survey had to have access to the internet. Mailings were not included because of cost restrictions. The cost associated with the mailing and data entry required was high-priced for the scope of this survey.

This survey was not a simple random sample: TDHCA performed the majority of the outreach to invite individuals with email addresses and access to the internet; the efforts to reach customers in-person was not a random sample since every walk-in customer was offered the survey; the efforts to reach customer by phone was limited to those customers who called TDHCA directly. Therefore it is not possible to calculate a proper confidence level and interval for this survey. As a result, this survey does

not reflect the opinions of the entire TDHCA customer base, but instead is used for informational purposes.

SURVEY RESULTS

The Department received 357 responses to the survey. The feedback from these responses is summarized below. Results are analyzed by customer type including (1) all survey respondents, (2) Household Respondents, and (3) Organization Respondents. These results are shown in the charts in this report. Charts also include responses by type of business conducted with TDHCA: (4) Community Affairs, (5) Housing Programs and (6) Manufactured Housing.

SURVEY RESPONDENT DEMOGRAPHICS

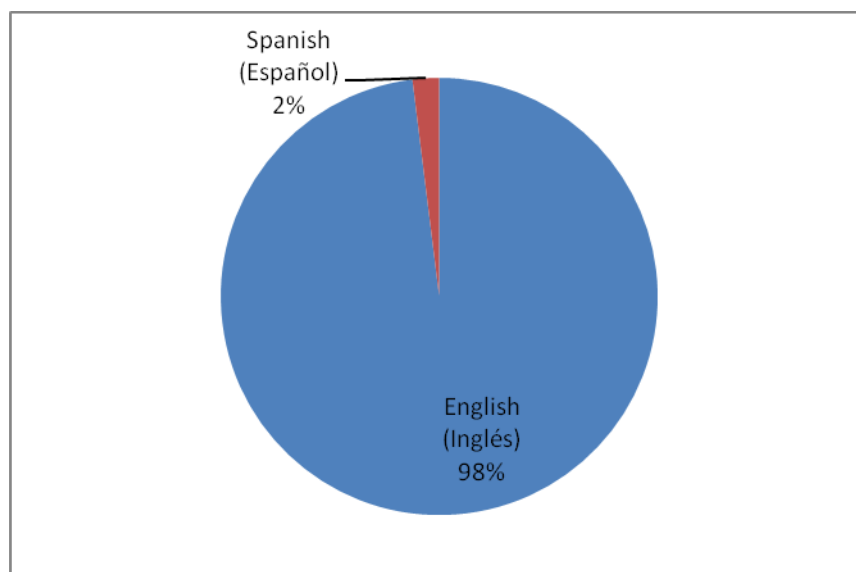
Language

Of all respondents, 98% took the survey in English and 2% took the survey in Spanish. The table below shows that most of the Spanish surveys were conducted for Manufactured Housing. In addition, more Organization Respondents took the survey in Spanish than Households Respondents.

Table 1. Survey Language

I would like to take this survey in (Me gustaría responder a esta encuesta en):	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
English (Inglés)	350	102	248	97	216	37
Spanish (Español)	7	3	4	2	2	3
Totals	357	105	252	99	218	40

Figure 1. Language, Total Respondents



Customer Type and Business with TDHCA

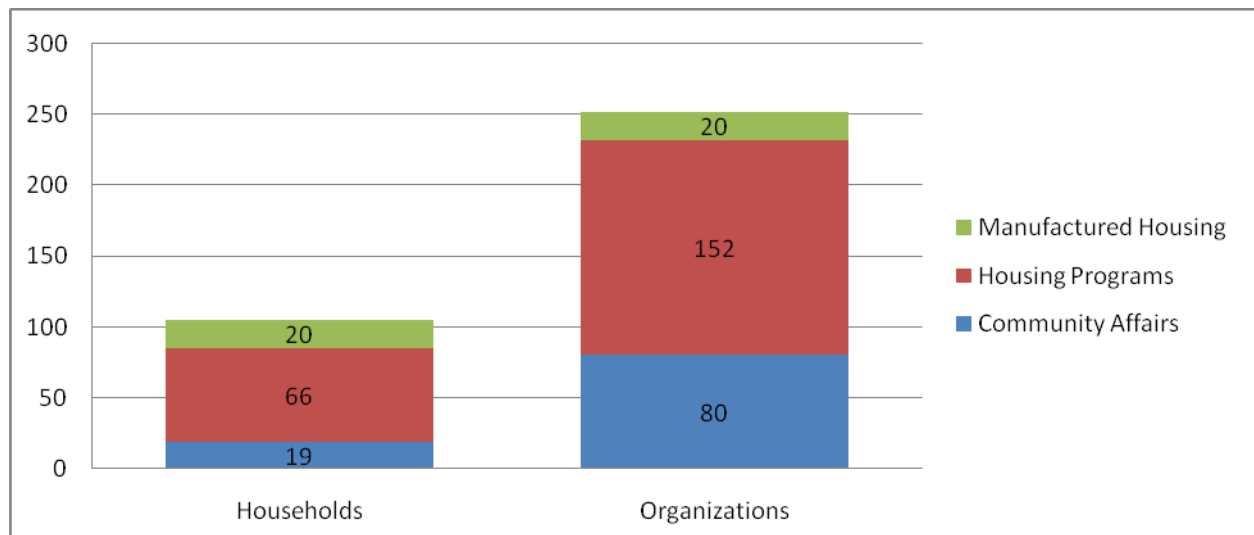
TDHCA designated two customer groups that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 29 percent of respondents, or 105 individuals, identified themselves as Households for the purposes of this report. Approximately 71 percent of respondents, or 252 individuals, identified themselves as representing Organizations.

Table 2. Customer Type by Business with TDHCA

My primary type of business with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Community Affairs	99	19	80
Housing Assistance	218	66	152
Manufactured Housing	40	20	20
Total Households or Organizations	357	105	252

Of all respondents, 61 percent primarily had contact with the Housing Section of TDHCA, 28 percent had contact with the Community Affairs Division of TDHCA, and 11 percent had contact with the TDHCA Manufactured Housing Division. Figure 2, Customer Type by Business, shows that a higher percentage of Organizations responded for Community Affairs (81%) as compared to the Housing Assistance (70%) and Manufactured Housing Assistance (50%).

Figure 2. Customer Type by Business with TDHCA



CUSTOMER-DETERMINED SERVICE QUALITIES

Average Responses

Survey respondents rated TDHCA’s service on a scale of 1 to 5 with 1 being Strongly Disagree and 5 being Strongly Agree. All of TDHCA’s average ratings were above 3.0; a score of 3.0 is neutral. Since a majority of the statements with which the respondents were to agree or disagree were positive, a score above 3.0 indicates positive average customer-determined service qualities.

Figure 3 shows that the overall satisfaction (Question 25) for the respondent types is very similar. The fourth highest average was “Overall, I am satisfied with my experiences at TDHCA” for three of the five types of respondents: Organization (3.74), Community Affairs (3.71), Housing Programs (3.69). The other two respondent types, Household and Manufactured Housing, rated overall satisfaction as the seventh highest category out of fifteen questions: Household at 3.57 and Manufactured Housing at 3.67.

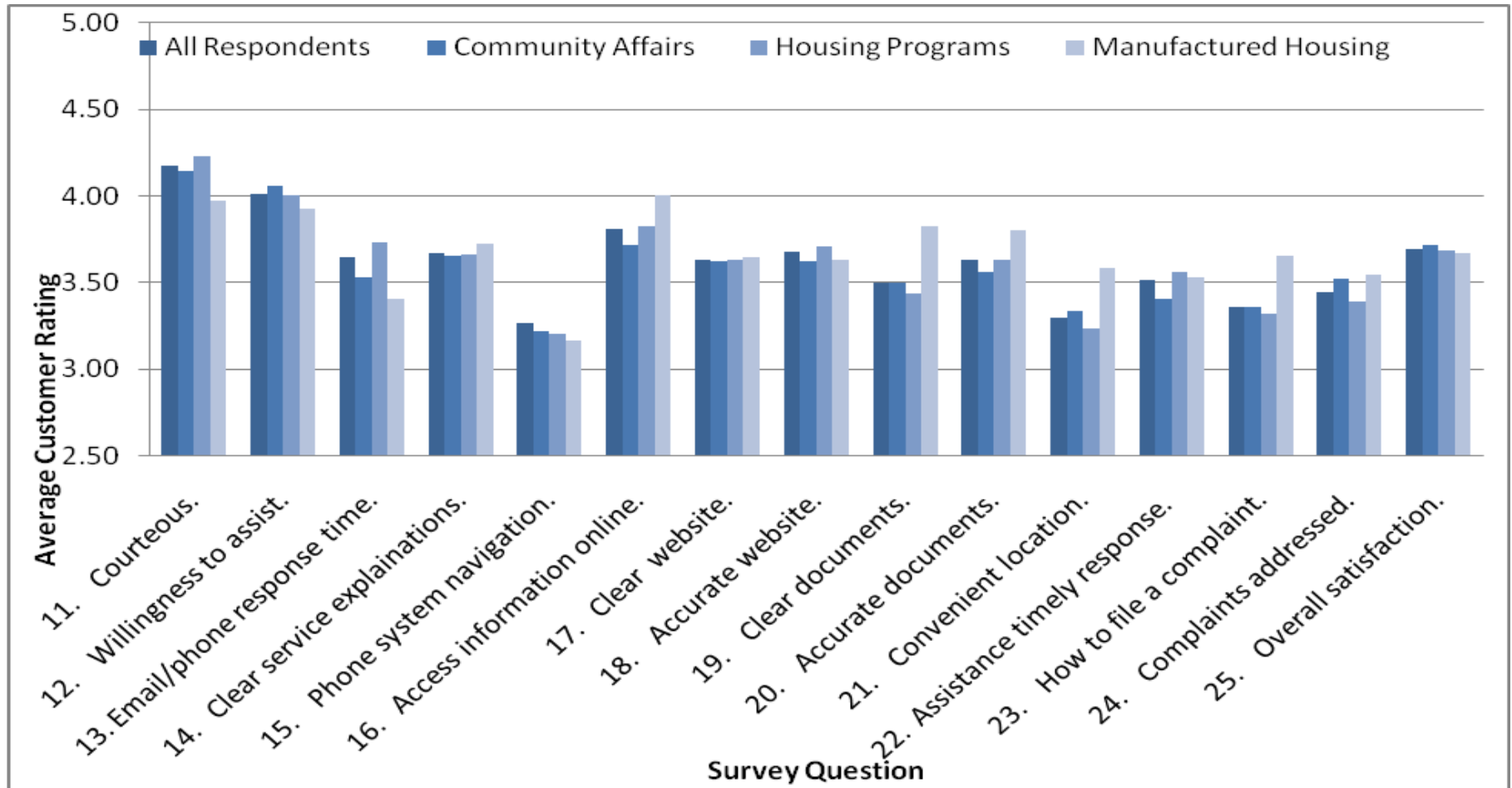
Table 3. Average Ratings

Questions	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
11. TDHCA staff members are courteous.	4.18	4.07	4.22	4.14	4.23	3.98
12. TDHCA staff members demonstrated a willingness to assist.	4.01	4.00	4.01	4.06	4.00	3.93
13. TDHCA staff members respond to my e-mails and voice messages in a timely manner.	3.64	3.70	3.62	3.53	3.73	3.41
14. I was given clear explanations about services available to me.	3.67	3.68	3.66	3.65	3.66	3.72
15. The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.	3.26	3.21	3.29	3.22	3.20	3.17
16. I am able to access information about the services I need using the Internet.	3.81	3.73	3.84	3.72	3.82	4.00

Customer Satisfaction Analysis

Questions	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
17. The TDHCA website contains clear information (including forms and instructions) on programs, services, and events.	3.63	3.57	3.65	3.62	3.63	3.64
18. The TDHCA website contains accurate information (including forms and instructions) on programs, services, and events.	3.68	3.56	3.72	3.62	3.71	3.63
19. Documents produced by TDHCA are clear.	3.50	3.48	3.50	3.50	3.44	3.83
20. Documents produced by TDHCA are accurate.	3.63	3.44	3.68	3.56	3.63	3.80
21. The location of the TDHCA office is convenient.	3.30	3.27	3.31	3.34	3.23	3.59
22. My requests for information or assistance are answered in a timely manner.	3.51	3.52	3.51	3.40	3.56	3.53
23. I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.	3.36	3.29	3.39	3.36	3.32	3.66
24. If I complained, I believe it would be addressed in a reasonable manner.	3.44	3.38	3.47	3.52	3.39	3.55
25. Overall, I am satisfied with my experiences with TDHCA.	3.69	3.57	3.74	3.71	3.69	3.67

Figure 3. Average Customer Rating by Respondent Type



Overall Satisfaction

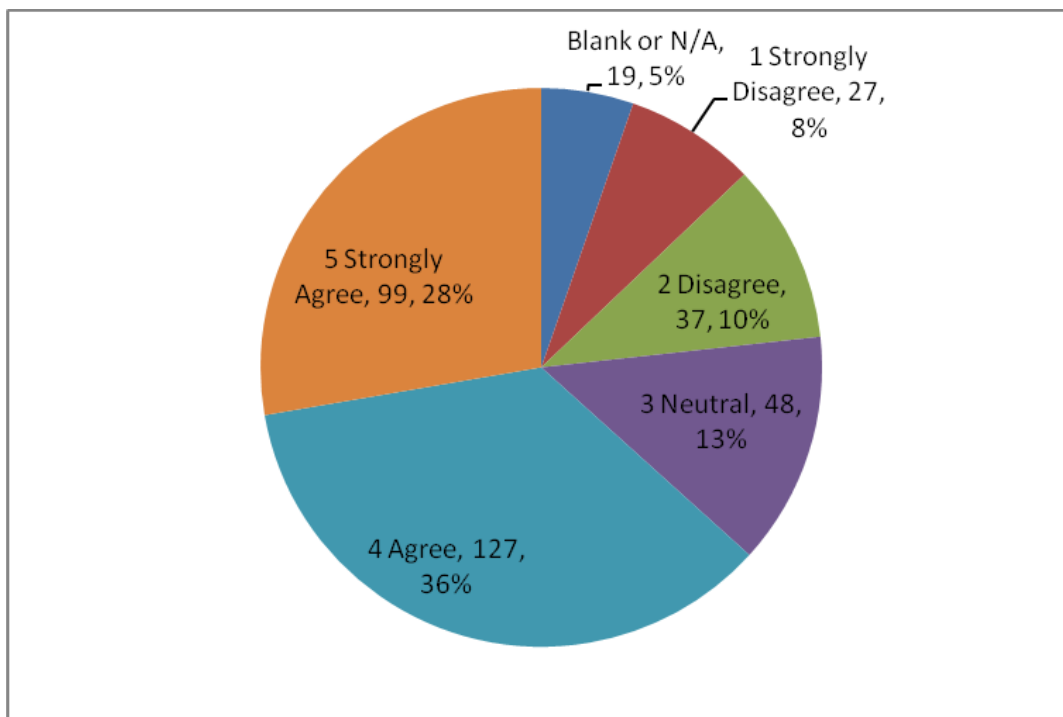
Table 4 and Figure 4 show that out of all respondents, 67 percent stated they strongly agree or agree with the statement “Overall, I am satisfied with my experiences with TDHCA”. Nineteen percent either disagree or strongly disagree with the statement that they were satisfied with their experiences of TDHCA. Approximately 14 percent was either left the question blank or found it not applicable.

Among the customer subgroups, Organization Respondents indicated general satisfaction with TDHCA in a greater percentage than did Household Respondents. Table 4 shows that the extent that each respondent type agreed or disagreed with the statement; the ratios were roughly equal among respondents categorized by their contact with TDHCA.

Table 4. Overall Satisfaction

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	27	13	14	2	19	6
2 Disagree	37	9	28	15	19	3
3 Neutral	48	14	34	18	28	2
4 Agree	127	33	94	32	84	11
5 Strongly Agree	99	29	70	27	58	14
Blank or N/A	19	7	12	5	10	4

Figure 4. Overall Satisfaction, All Respondents



STAFF

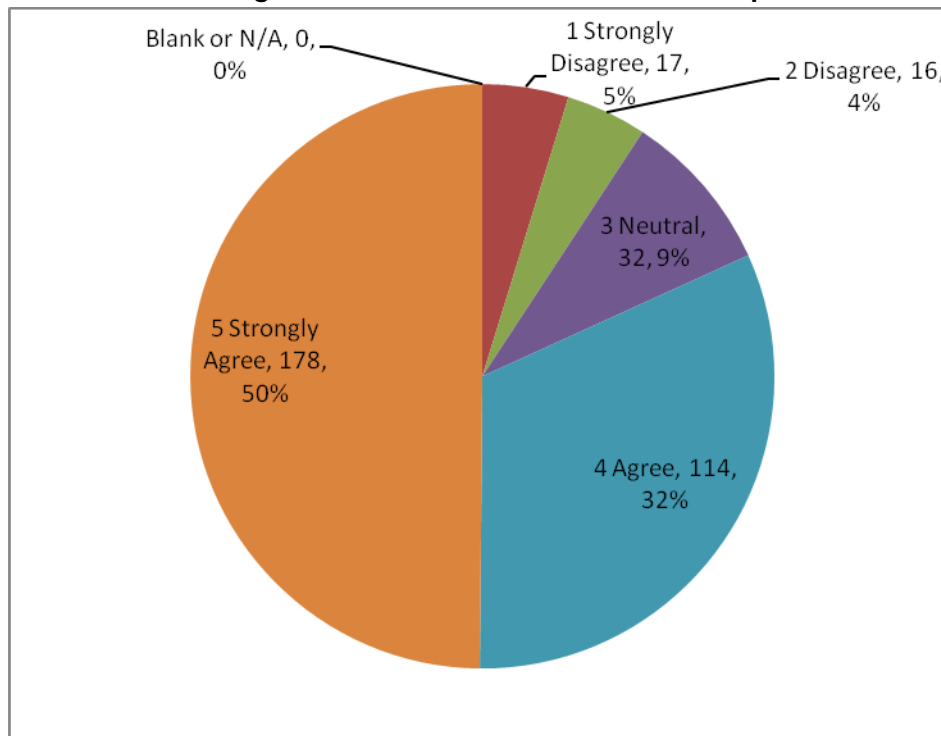
Courteousness

Table 5 and Figure 5 show that of all respondents, 82 percent strongly agree or agree with the statement “TDHCA staff members are courteous”. Approximately 9 percent was neutral to that statement and 9 percent disagree or strongly disagree with this statement. Table 5 shows that a greater percentage of Housing Program Respondents (84 percent) agreed with the statement than Community Affairs Respondents (79 percent) and Manufactured Housing Respondents (76 percent).

Table 5. Staff Courteousness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	17	7	10	3	8	6
2 Disagree	16	7	9	5	9	2
3 Neutral	32	10	22	13	18	1
4 Agree	114	29	85	32	73	9
5 Strongly Agree	178	52	126	46	110	22
Blank or N/A	0	0	0	0	0	0

Figure 5. Staff Courteousness, All Respondents



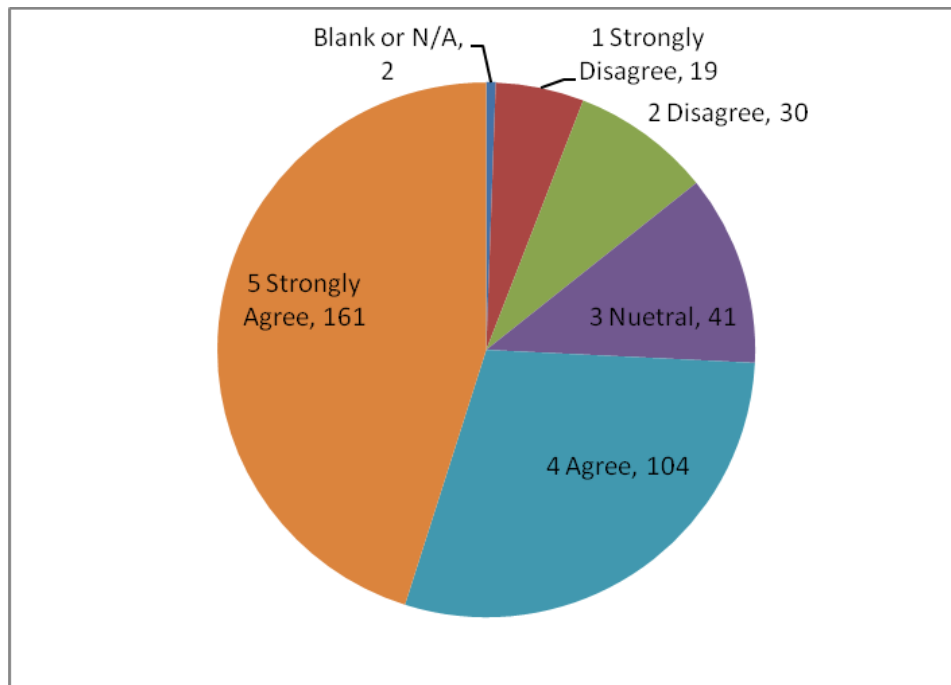
Willingness to Assist

Table 6 and Figure 6 show that of all respondents, 75 percent strongly agree or agree with the statement “TDHCA staff members demonstrated a willingness to assist”. Approximately 11 percent were neutral to that statement and 14 percent disagree or strongly disagree with this statement. Table 6 shows that a greater percentage of Community Affairs Respondents (77 percent) agreed with the statement than Housing Programs Respondents (74 percent) and Manufactured Housing Respondents (73 percent).

Table 6. Staff Willingness to Assist by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	19	8	11	3	11	5
2 Disagree	30	9	21	7	19	4
3 Neutral	41	8	33	13	26	2
4 Agree	104	29	75	34	63	7
5 Strongly Agree	161	50	111	42	97	22
Blank or N/A	2	1	1	0	2	0

Figure 6. Staff Willingness to Assist, All Respondents



Comments about Staff

There were more positive comments about staff than negative comments: 29 staff members were commended by name compared to 6 negative comments about staff members. Most negative comments had to do with inconsistencies with staff service and technical assistance. More than one of the positive comments noted that the staff has a large amount of work. The following is a sample of the comments made by respondents regarding the staff.

Negative Comments/Suggestions:

- TDHCA auditors are not consistent on the rules.
- The new program monitor [name withheld] is not well briefed about the program and needs more development and training on the program content.
- Dealings with individual staff members varies tremendously—some are fantastic, others, not so much.
- The folks at TDHCA need to be trained in the same Programs that they oversee because too many times they are unsure about answers that should come quickly.
- These questions were very hard to answer fairly. Some of the staff is excellent and some that have new positions it has gone to their heads. Some promise they will get your questions answered and never do. Some of the staff jump right on it and if they cannot answer it they get back to you by the next day.
- Overall I think the TDHCA staff are dedicated and committed. I think most of my issues are the result of staff turnover and inadequate staffing.

Positive Comments:

- I had a licensing issue in which I required some special attention. [Name withheld] was wonderful to work with and helped me through the process. Thank you!
- I have always received prompt assistance.
- I work for a mortgage company and contact [name withheld] often. She is always a pleasure to work with. She responds to my questions in a timely manner, is always friendly and courteous and ALWAYS provides me with accurate answers to my questions.
- I work in a compliance department for a property management company and I cannot say enough good things about the TDHCA staff.
- I would especially commend [name withheld] in the HOME Division - she has extended herself and her expertise on more than one occasion to me, going above and beyond in every case.
- I would like to thank [name withheld] for all his assistance. He was always helpful whenever I had any questions.
- [Name withheld] is awesome. He always gets to the bottom of issues & gets the job done.
- TDHCA staff is overworked. They do a tremendous job of responding to programs under the purview.
- Given the tremendous workload of program managers and administrative staff, TDHCA does a good job of dealing with the various entities and programs it oversees. Thanks.
- I just want to thank you for the support that the staff gives us. It makes the work easier and is a good learning for all of us.
- Great service.

COMMUNICATION

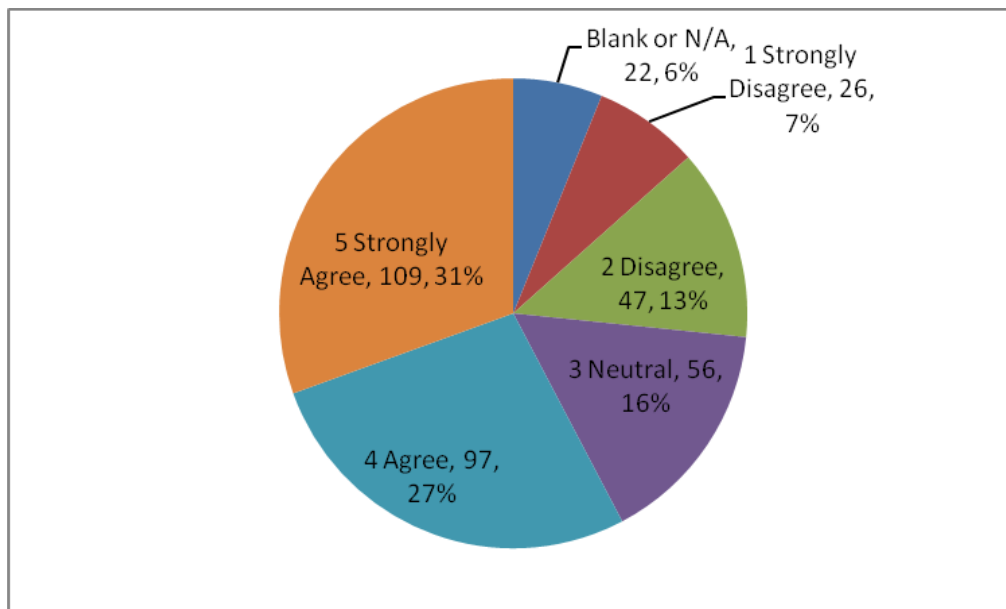
Timely Response

Table 7 and Figure 7 show that of all respondents, 61 percent strongly agree or agree with the statement “TDHCA staff members respond to my e-mails and voice messages in a timely manner”. Approximately 17 percent were neutral to that statement and 22 percent disagree or strongly disagree with this statement. Table 7 shows that Housing Programs and Manufactured Housing had the same percent of respondents (63 percent) that agreed with the statement; 57 percent of Community Affairs respondents agreed with the statement.

Table 7. Email or Phone Timely Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	26	7	19	7	15	4
2 Disagree	47	9	38	16	25	6
3 Neutral	56	18	38	17	37	2
4 Agree	97	26	71	28	56	13
5 Strongly Agree	109	30	79	26	76	7
Blank or N/A	22	15	7	5	9	8

Figure 7. Email or Phone Timely Response, All Respondents



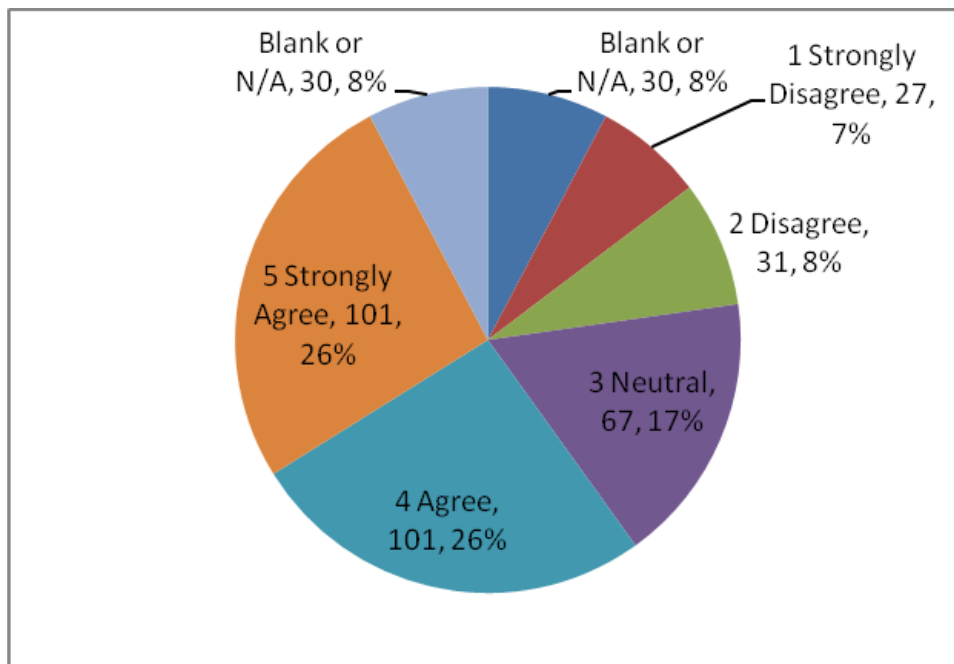
Clear Explanations

Table 8 and Figure 8 show that of all respondents, 62 percent strongly agree or agree with the statement “I was given clear explanations about services available to me”. Approximately 20 percent were neutral to that statement and 18 percent disagree or strongly disagree with this statement. Table 8 shows that Manufactured Housing had the highest percentage of respondents (67 percent) that agreed with that statement; Community Affairs and Housing Programs had the same percent of respondents (61 percent) that agreed with the statement.

Table 8. Clear Explanation by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	27	11	16	6	15	6
2 Disagree	31	8	23	9	19	3
3 Neutral	67	19	48	18	46	3
4 Agree	101	22	79	26	68	7
5 Strongly Agree	101	37	64	25	59	17
Blank or N/A	30	8	22	15	11	4

Figure 8. Clear Explanations, All Respondents



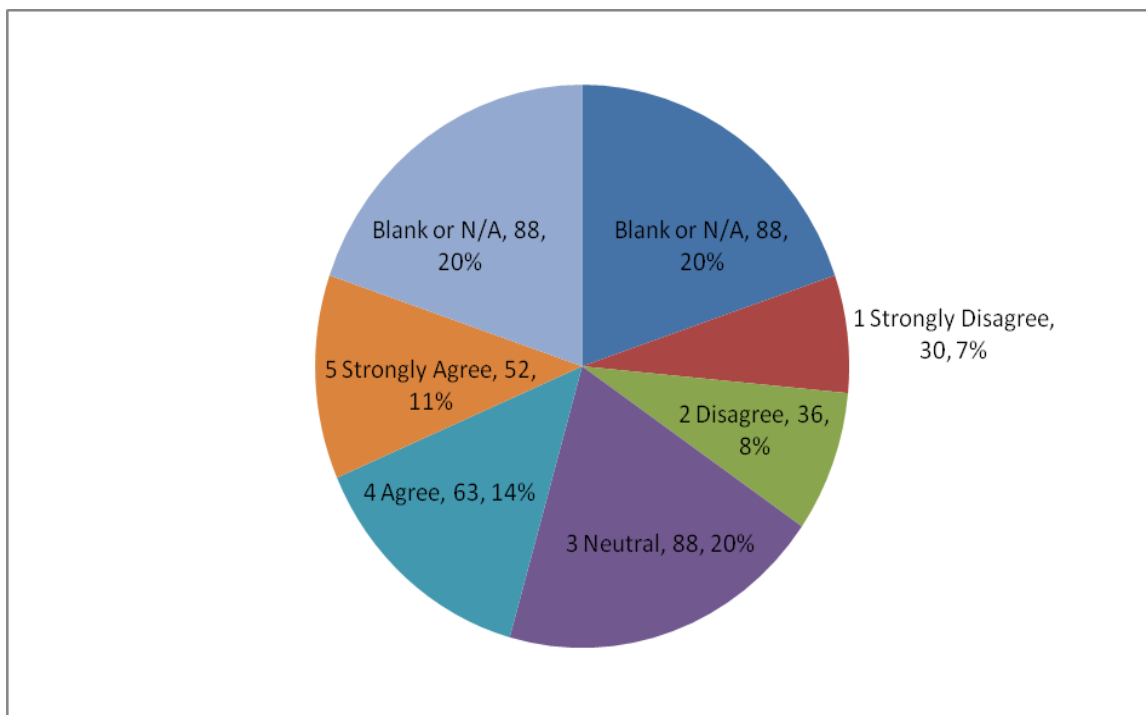
Automated Phone System

Table 9 and Figure 9 show that of all respondents, 43 percent strongly agree or agree with the statement “The automated phone system is easy to navigate and helps me reach the correct division or individual when I call”. Approximately 33 percent were neutral to that statement and 24 percent disagree or strongly disagree with this statement. Table 9 shows that a higher percentage of Manufactured Housing Respondents (47 percent) agreed with the statement than Housing Programs Respondents (43 percent) and Community Affairs Respondents (41 percent).

Table 9. Automated Phone System by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	30	11	19	6	17	7
2 Disagree	36	11	25	11	21	4
3 Neutral	88	27	61	24	59	5
4 Agree	63	19	44	18	40	5
5 Strongly Agree	52	16	36	10	33	9
Blank or N/A	88	21	67	30	48	10

Figure 9. Automated Phone System, All Respondents



Comments about Communication

Most negative comments/suggestions had to do with the slowness of TDHCA responses. Rather than comment on TDHCA's customer service, some of the negative comments were more of a complaint of how TDHCA funded local organizations rather than individuals or how it was difficult to find assistance. Even though the automated phone system received the lowest average rating, there were only a few comments about the phone system. The following is a sample of the comments made by respondents regarding the communications.

Negative Comments/Suggestions:

- Failure to communicate through emails, phone calls or mail within a reasonable amount of time. Some responses have taken almost a full YEAR!
- Hire more people to answer the phones.
- There have been occasions where TDHCA staff has not responded to emails or telephone messages, either within a week or even at all.
- Prior to this year, response from TDHCA employees has been very good. Now, employees usually are hard to get by phone, and may not ever respond to an email with a question.
- No he podido tener la informacion, de una lista de departamentos con programa HUD en Austin Tx. si es posible facilitar mejor la informacion? (Translated: I have not been able to get a list of HUD programs in Austin, TX. Is it possible to make access to the information easier?)
- It is hard to find current services and assistance in Texas.
- Customer service at TDHCA is a problem. Approximately twenty emails and calls go unanswered. While most staff are friendly and are trying hard, there are several who have forgotten who their customers are and that TDHCA is essentially a service agency and needs to treat all who work with the agency with respect. In addition to simply not responding to inquiries (emails and calls) dealing with TDHCA in person is usually a problem – you really need to have a real receptionist at the front door. It is a drag to sit there for 1/2 an hour waiting for the security guard to track someone down who can take documents etc.

Positive Comments:

- I am a real estate professional and I am working with my loan officer (prime lending) on several assisted loans. Over the years in the business I always had great communication with TDHCA and therefore I don't have any complaints. You all do a great job.
- I sent an email to the website and someone called me within about a minute and helped me find the page I needed. Excellent response time! Very helpful!
- Any time I need help or have a question the staff is always willing to assist me. If I send a email or leave a voice message they either return it that day or the next. They are always friendly and helpful.
- Persons were helpful and nice. Thank you!
- Always very helpful. Thank you

WEBSITE

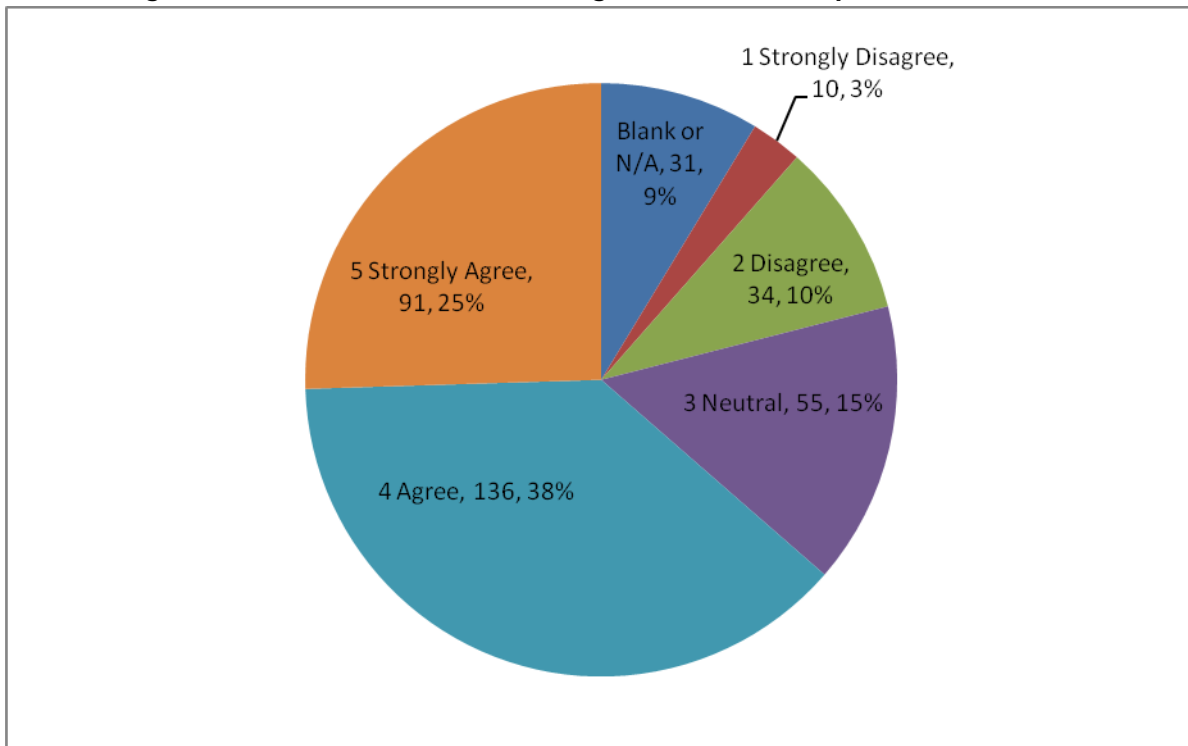
Access Information Using Internet

Table 10 and Figure 10 show that of all respondents, 70 percent strongly agree or agree with the statement “I am able to access information about the services I need using the Internet”. Approximately 17 percent were neutral to that statement and 13 percent disagree or strongly disagree with this statement. Table 10 shows that a higher percentage of Manufactured Housing Respondents (74 percent) agreed with the statement than Community Affairs Respondents (70 percent) and Housing Programs Respondents (69 percent).

Table 10. Access Information Using Internet by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	10	6	4	2	6	2
2 Disagree	34	8	26	12	21	1
3 Neutral	55	16	39	14	36	5
4 Agree	136	36	100	46	80	10
5 Strongly Agree	91	25	66	18	60	13
Blank or N/A	31	14	17	7	15	9

Figure 10. Access Information Using Internet, All Respondents



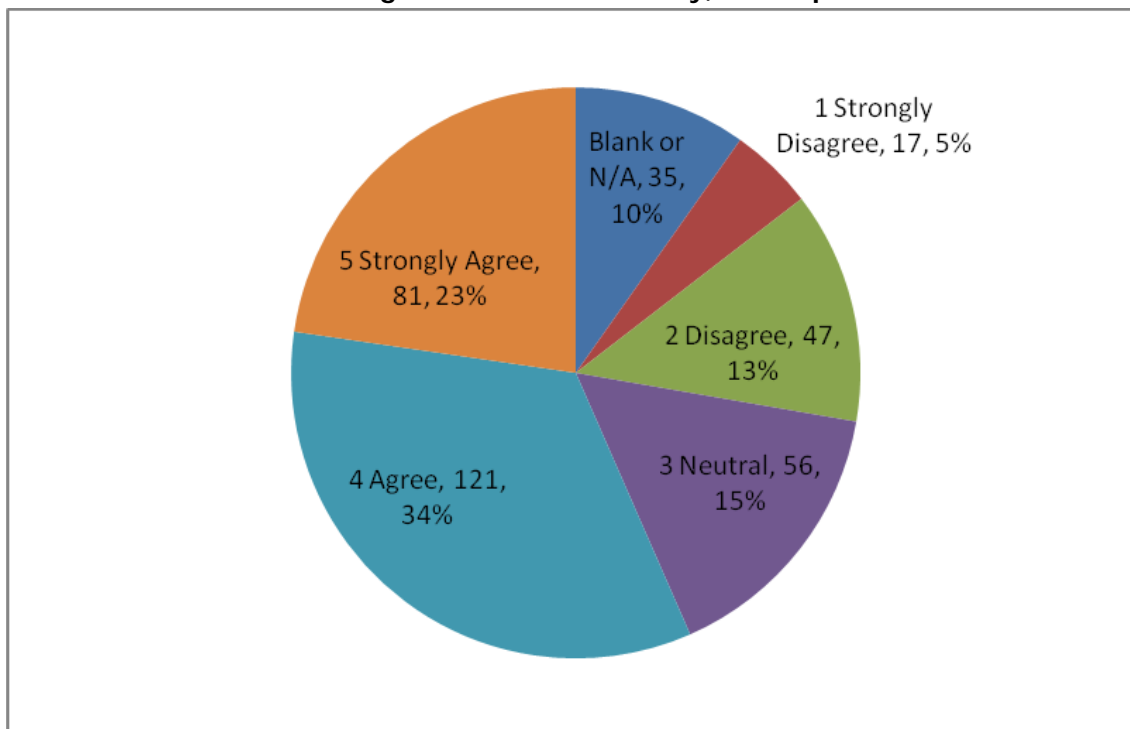
Website Clarity

Table 11 and Figure 11 show that of all respondents, 63 percent strongly agree or agree with the statement “The TDHCA website contains clear information (including forms and instructions) on programs, services, and events”. Approximately 17 percent were neutral to that statement and 20 percent disagree or strongly disagree with this statement. Table 11 shows that a slightly higher percentage of Community Affairs and Housing Programs Respondents (63 percent) agreed with the statement than Manufactured Housing Respondents (61 percent).

Table 11. Website Clarity by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	17	8	9	2	12	3
2 Disagree	47	10	37	17	27	3
3 Neutral	56	17	39	15	36	5
4 Agree	121	31	90	38	76	7
5 Strongly Agree	81	23	58	20	51	10
Blank or N/A	35	16	19	7	16	12

Figure 11. Website Clarity, All Respondents



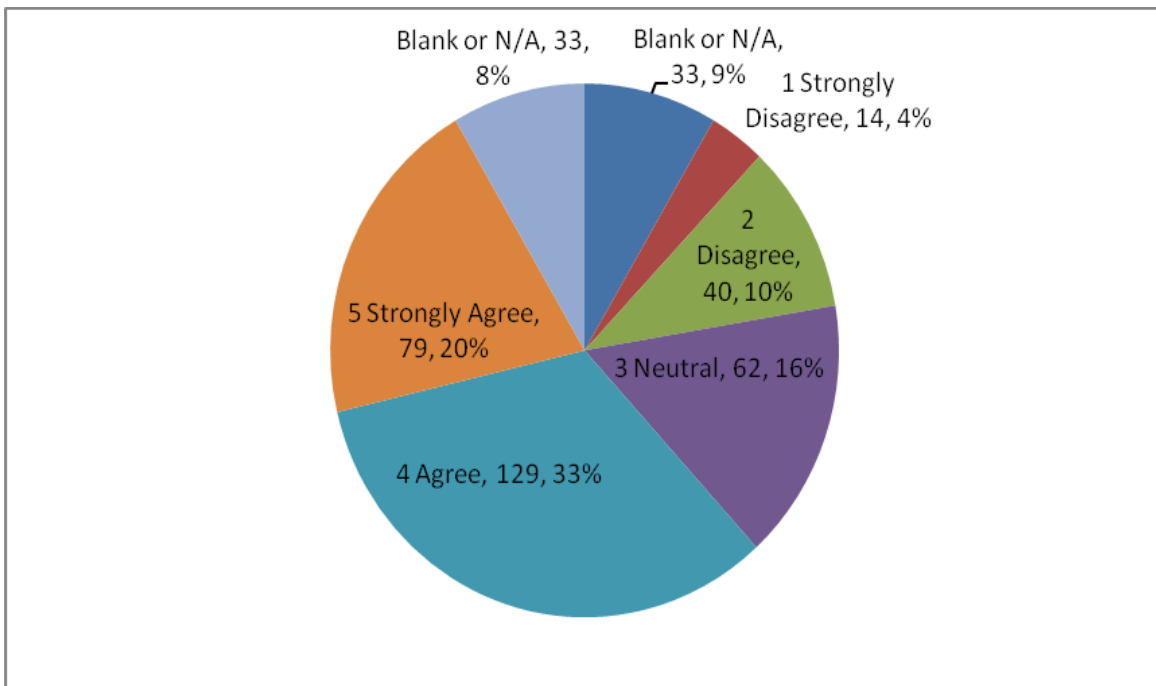
Website Accuracy

Table 12 and Figure 12 show that of all respondents, 64 percent strongly agree or agree with the statement “The TDHCA website contains accurate information (including forms and instructions) on programs, services and events”. Approximately 19 percent were neutral to that statement and 17 percent disagree or strongly disagree with this statement. Table 12 shows that a higher percentage of Housing Program Respondents (66 percent) agreed with the statement than Community Affairs Respondents (62 percent) and Manufactured Housing Respondents (60 percent).

Table 12. Website Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	14	8	6	1	10	3
2 Disagree	40	10	30	17	19	4
3 Neutral	62	18	44	17	40	5
4 Agree	129	32	97	38	84	7
5 Strongly Agree	79	22	57	19	49	11
Blank or N/A	33	15	18	7	16	10

Figure 12. Website Accuracy, All Respondents



Comments about Website

There were few comments specifically about the website. Most problems with the website had to do with not understanding TDHCA's processes, rather than the website itself. Positive comments had to do with the "self-help" features allowing customers to access information without contacting staff members.

Negative Comments/Suggestions:

- The sites are confusing and unclear. The distinction from consumer use and agency use are not there.
- The website is not as clear as it could be if one does not understand the programs clearly. I am much more able to understand the data and documents, since I have had several conversations with staff to get a better understanding of the programs and lingo.
- The forms and website navigation do NOT help me to report and require a lot of paper to use the TDHCA 'paperless' web based system.
- Instruction links on forms on website would be helpful.

Positive Comments:

- I work for an appraisal district and I am really pleased with the release of tax lien webpage. Thanks a million. Can't wait until you have the program ready for us to file our liens ourselves. Thanks again.
- Great site!

PRINTED INFORMATION

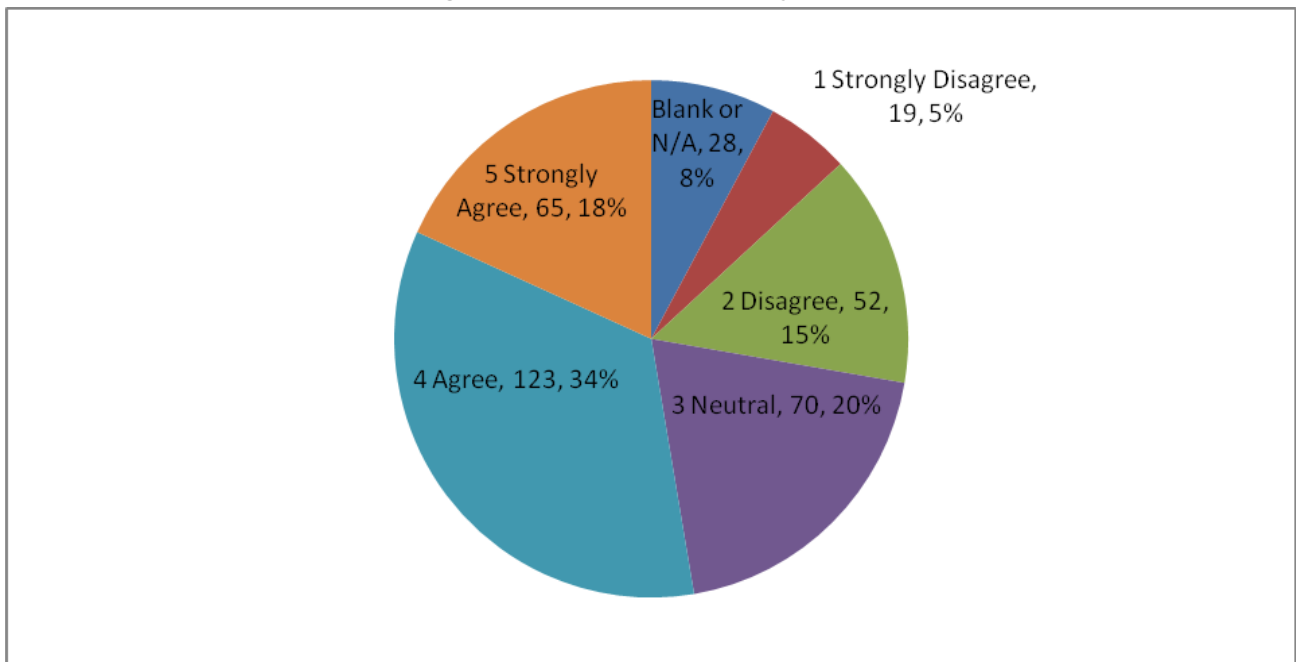
Document Clarity

Table 13 and Figure 13 show that of all respondents, 57 percent strongly agree or agree with the statement “Documents produced by TDHCA are clear”. Approximately 21 percent were neutral to that statement and 22 percent disagree or strongly disagree with this statement. Table 13 shows that a higher percentage of Manufactured Housing Respondents (66 percent) agreed with the statement than Housing Programs Respondents (57 percent) and Community Affairs Respondents (54 percent).

Table 13. Document Clarity by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	19	8	11	2	15	2
2 Disagree	52	10	42	16	32	4
3 Neutral	70	21	49	24	40	6
4 Agree	123	33	90	34	80	9
5 Strongly Agree	65	18	47	16	35	14
Blank or N/A	28	15	13	7	16	5

Figure 13. Document Clarity, All Respondents



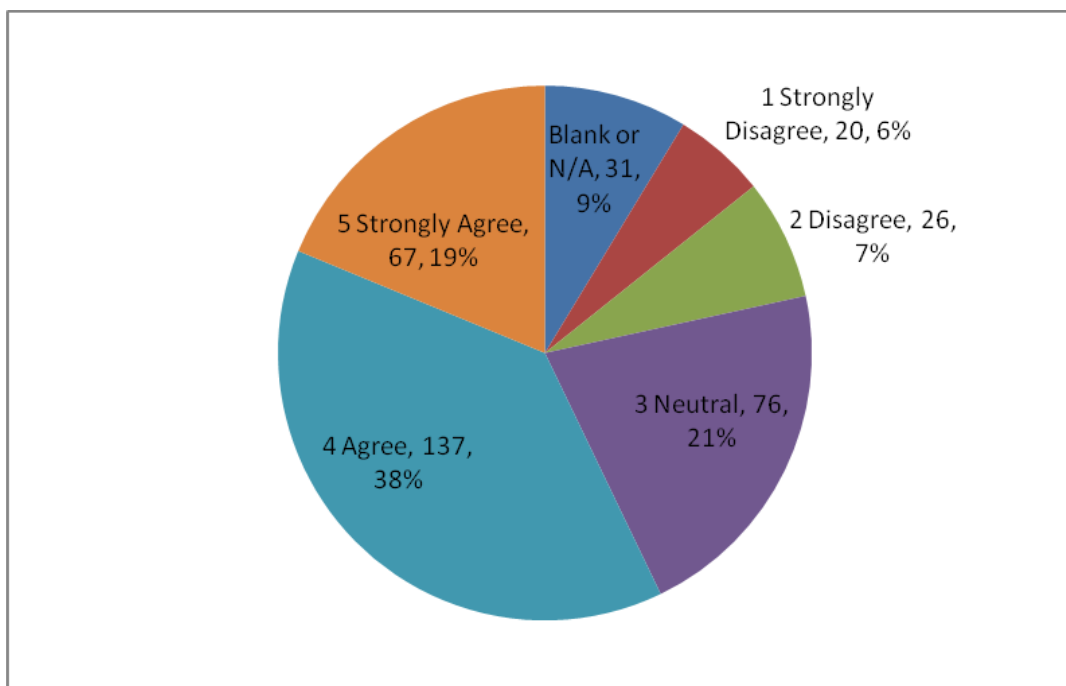
Document Accuracy

Table 14 and Figure 14 show that of all respondents, 63 percent strongly agree or agree with the statement “Documents produced by TDHCA are accurate”. Approximately 23 percent were neutral to that statement and 14 percent disagree or strongly disagree with this statement. Table 14 shows that a higher percentage of Manufactured Housing Respondents (66 percent) agreed with the statement than Housing Programs Respondents (65 percent) and Community Affairs Respondents (56 percent).

Table 14. Document Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	20	11	9	4	14	2
2 Disagree	26	4	22	7	17	2
3 Neutral	76	24	52	29	39	8
4 Agree	137	31	106	36	89	12
5 Strongly Agree	67	19	48	15	41	11
Blank or N/A	31	16	15	8	18	5

Figure 14. Document Accuracy, All Respondents



Comments about Documents

Even though over 60 percent of respondents agreed that the documents were clear and accurate, most of the comments for the documents were negative. Most of the negative comments had to do with inconsistencies in the documents or in documents required by staff and changes in forms as a result of procedural changes.

Negative Comments/Suggestions:

- Staff should do a better job of proofing materials, including application forms, so that they do not need to be revised as often.
- Every time there is new staff, everything seems to be re-done (rules & paperwork) with no learning from history. Unwilling to change policies even if they are unreasonable or impractical and result in monies unused.
- Overall the staff that I have spoken with regarding questions has been very helpful. Could improve on having a manual done prior to awarding of funds so that does not delay the project.
- TDHCA staff needs to be consistent when technical assistance is needed. Each staff had different ways of interpreting information. It seemed we had to please more than one person and redo paperwork several times. If policies are in place, I believe they should be used and not interpreted by one individual but rather the whole TDHCA team understand how the policy is written and what it means.
- Big differences in staff as far as paperwork is concerned.
- Staff tends to be great. The documents can be intimidating and sometimes contradictory. At least one form has instructions that are contradictory to the instructions in the QAP. I pointed this out and was told the QAP rules when there are conflicts. Trouble is, I do not have the QAP memorized and usually I just read instructions on the forms to fill them out. Sometimes one section of the QAP may be dependent upon another section but that is not obvious. One year a section of the QAP said "the minimum requirements are" with a list. Then the next page said, "and you must have the following". So relying on the page claiming to have the minimum requirements would have been wrong. That sort of circular language or dependent instructions lead to errors. Staff is great and tries to help but even they can be confused by the language sometimes.
- Information is not clear. I need more directions.

Positive Comments:

- Have only been working with TDHCA as a lender. All TDHCA personnel have been very helpful in answering questions and providing information. The program materials are generally very clear and well organized.

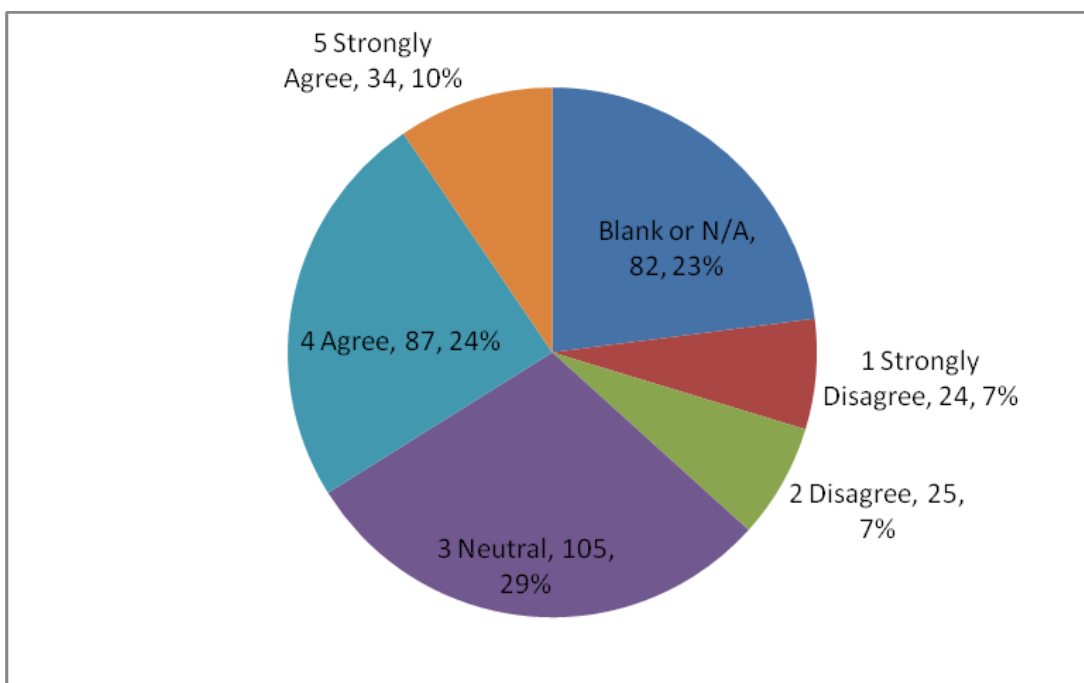
FACILITY

Table 15 and Figure 15 show that of all respondents, 44 percent strongly agree or agree with the statement “The location of the TDHCA office is convenient”. Approximately 38 percent were neutral to that statement and 18 percent disagree or strongly disagree with this statement. Table 15 shows that a higher percentage of Manufactured Housing Respondents (59 percent) agreed with the statement than Community Affairs Respondents (52 percent) and Housing Programs Respondents (38 percent).

Table 15. Location Satisfaction by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	24	8	16	7	13	4
2 Disagree	25	4	21	6	17	2
3 Neutral	105	32	73	21	78	6
4 Agree	87	20	67	30	50	7
5 Strongly Agree	34	10	24	7	17	10
Blank or N/A	82	31	51	28	43	11

Figure 15. Location Satisfaction, All Respondents



Comments about Facility

The fewest respondents agreed that TDHCA's offices were conveniently located. However, this question had the highest number of respondents that replied that they were neutral to the office location. This could be because, with the exception of Manufactured Housing customers, few customers actually come to the TDHCA offices. There were very few comments and no positive comments about the facility.

Negative Comments/Suggestions:

- I wish you had satellite offices in other major cities.
- More convenient handicap parking to West Tower Building. No elevators signs for location.

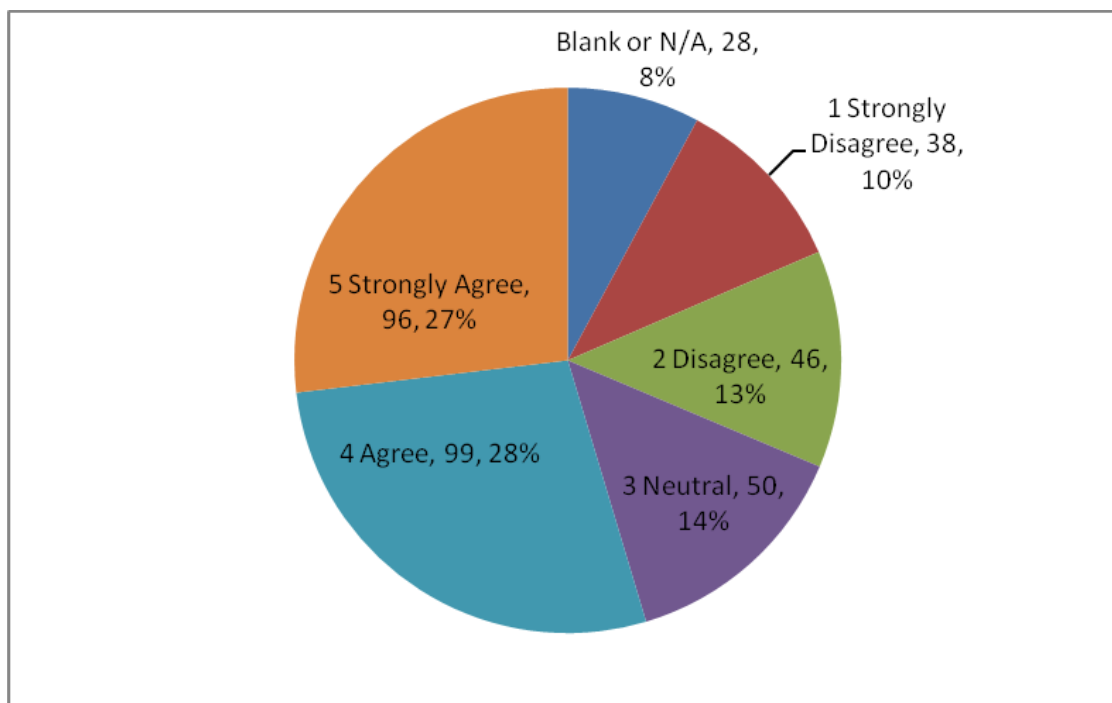
SERVICE TIMELINESS

Table 16 and Figure 16 show that of all respondents, 59 percent strongly agree or agree with the statement “My requests for information or assistance are answered in a timely manner”. Approximately 15 percent were neutral to that statement and 26 percent disagree or strongly disagree with this statement. Table 16 shows that a higher percentage of Manufactured Housing Respondents (64 percent) agreed with the statement than Housing Programs Respondents (64 percent) and Community Affairs Respondents (54 percent).

Table 16. Service Timeliness Satisfaction by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	38	15	23	9	22	7
2 Disagree	46	8	38	16	26	4
3 Neutral	50	13	37	17	31	2
4 Agree	99	29	70	29	61	9
5 Strongly Agree	96	29	67	21	61	14
Blank or N/A	28	11	17	7	17	4

Figure 16. SERVICE TIMELINESS, ALL RESPONDENTS



Comments about Service Timeliness

By far the most comments had to do with service timeliness. Thirty-three of 71 negative comments or suggestions and 7 out of 41 positive comments were about service timeliness. Most negative comments had to do with draw requests, the processes for approval, such as legal review, and the short timeframes given to subrecipients to respond to TDHCA's questions. Most positive comments had to do with the timely answers provided by staff.

Negative Comments/Suggestions:

- Difficult to reach staff needed. Many times responses to questions are never received.
- Draws take way too long to process!
- I feel that the turnaround time in some programs (not all) could be faster from the legal department.
- Legal process takes too long. Staff has been flexible and has been accessible. New programs take a lot of communication.
- It appears that when communication is required with HUD, programs are usually delayed.
- Often I feel that TDHCA expects our agency to be able to respond to questions the second that you all have them, but in contrast I do not feel that I am provided with the same service. Often when changing contact info or other things in regard to our agency it takes 3 or 4 requests, and often requires going to a supervisor to finally get someone to respond. In addition, ...many staff people whose voicemail boxes seem to always be full, leaving other agencies unable to leave messages.
- I have not received prompt responses to questions and issues that arise as before.
- Program staff have become difficult to contact. Teleconferences have been set up between grantee and program officers and TDHCA staff does not make the meetings. Program staff have not been willing to return calls or discuss the reasons why budget items have been denied.
- Some of the processing when working with your programs make it so time consuming that we are discouraged from using your funds.
- Sometimes staff is slow in getting program documents out, however, I also realize that they are overwhelmed with new programs right now. I think some of the things they are doing should be outsourced for greater efficiency. I would pay more in fees for faster processing of program services.
- Concerned about promptness of information or answers to questions related to policy or clear direction when problems arise that impact the ability of the subrecipient to be successful. I don't think it's due to a lack of concern or interest on the part of staff, but the inherent problem with getting things approved through governmental systems.

Positive Comments:

- Any time I need help or have a question the staff is always willing to assist me. If I send an email or leave a voice message they either return it that day or the next. They are always friendly and helpful.
- I am very pleased with the answers I receive when I have asked a question. They always answer in a timely manner. Thank you for all your assistance.
- We usually get prompt answers from the NSP staff...
- We receive requested assistance as available and necessary.

COMPLAINT PROCESS

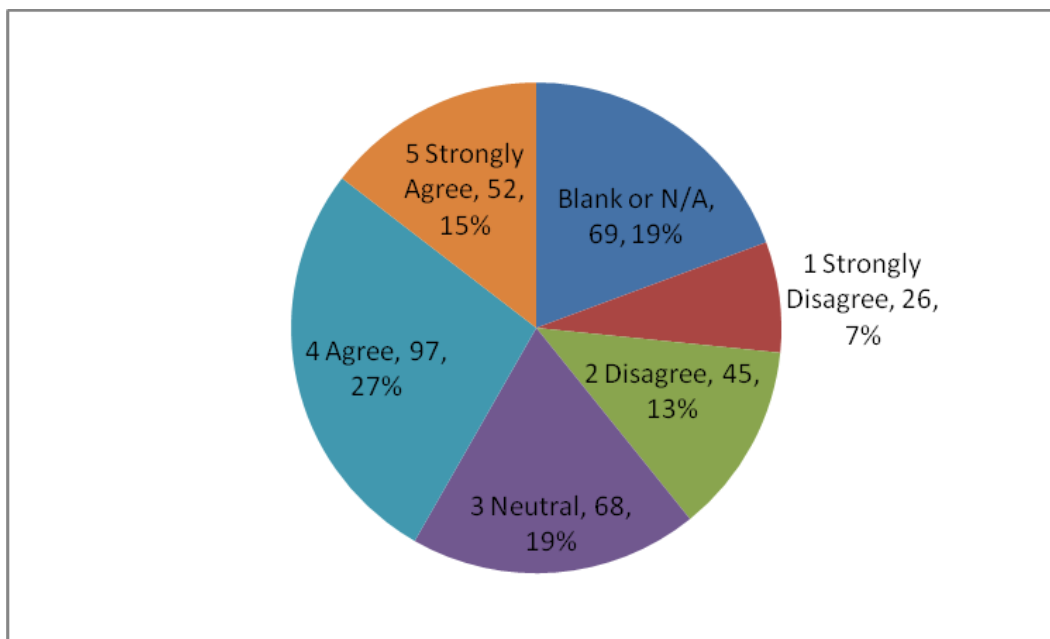
How to File a Complaint

Table 17 and Figure 17 show that of all respondents, 52 percent strongly agree or agree with the statement “I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees”. Approximately 23 percent were neutral to that statement and 25 percent disagree or strongly disagree with this statement. Table 17 shows that a higher percentage of Manufactured Housing Respondents (62 percent) agreed with the statement than Community Affairs Respondents (54 percent) and Housing Programs Respondents (49 percent).

Table 17. How to File a Complaint by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	26	12	14	7	15	4
2 Disagree	45	11	34	13	30	2
3 Neutral	68	19	49	15	48	5
4 Agree	97	23	74	28	62	7
5 Strongly Agree	52	18	34	13	28	11
Blank or N/A	69	22	47	23	35	11

Figure 17. How to File a Complaint, All Respondents



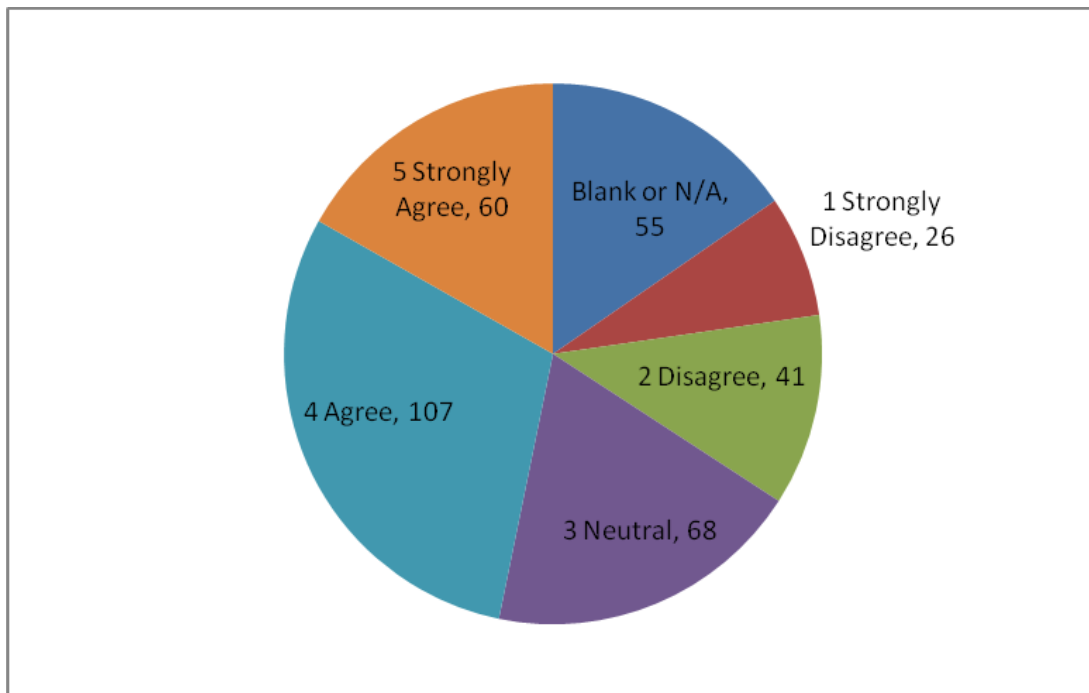
Complaint Response

Table 18 and Figure 18 show that of all respondents, 55 percent strongly agree or agree with the statement “If I complained, I believe it would be addressed in a reasonable manner”. Approximately 23 percent were neutral to that statement and 22 percent disagree or strongly disagree with this statement. Table 18 shows that a higher percentage of Manufactured Housing Respondents (64 percent) agreed with the statement than Community Affairs Respondents (56 percent) and Housing Programs Respondents (54 percent).

Table 18. Complaint Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
1 Strongly Disagree	26	12	14	4	17	5
2 Disagree	41	8	33	10	28	3
3 Neutral	68	17	51	22	42	4
4 Agree	107	32	75	30	66	11
5 Strongly Agree	60	16	44	15	35	10
Blank or N/A	55	20	35	18	30	7

Figure 18. Complaint Response, All Respondents



Comments about Complaint Process

There were no comments about the complaint process.

Other Comments

Respondents' comments did not always relate to the categories surveyed but are still valuable input. For example, some comments were about specific programmatic concerns, the 2010 American Recovery and Reinvestment Act, training opportunities, appreciation for funding opportunities at TDHCA, and general encouragement. The comments regarding a specific program were sent to that division. General comments were reviewed by TDHCA as a whole. A sample of other comments can be found below:

- I wish that there was more money to go around.
- I think that the need to eliminate the 1% discount to the buyer. The interest rate for the buyer is a little high when they get the assistance.
- I have to remember that the present circumstances have (stimulus period) presented a totally different and, yes, difficult time. Having a clearer, less hectic and better timelines to not only learn new systems but provide assistance to income eligibility in the most efficient way possible. This is an excellent learning period for our agency.
- TDHCA provides informative trainings with regards to applying to grant programs. However, training for current grantees on programmatic reporting could be more robust and could be included as part of the application training, after all, current grantees participated in the application training process and that would have been an appropriate time to learn about reporting requirements, features of the online reporting system, etc.
- I feel for the staff and think they are overloaded in terms or workload. Most are courteous, it is just difficult to obtain a timely response and grant adjustment processing takes quite a while compared to other funders. We rely upon TDHCA's funding and appreciate all they do.
- Staff are professional and try to help - often they say I cannot answer that question - and then it takes weeks or months to get an answer. Compliance and training are great.
- Given the tremendous workload of program managers and administrative staff, TDHCA does a good job of dealing with the various entities and programs it oversees. Thanks.
- Our agency is very pleased to be working with this agency.
- Keep on keeping on!

SUMMARY

Amongst all respondents, the survey indicated a positive overall satisfaction with TDHCA customer service. There were two customer subgroup respondents (e.g. (1) Individuals and (2) Organizations) and three business-type respondents (e.g. (3) Community Affairs Respondents, (4) Housing Program Respondents, (5) Manufactured Housing Respondents). Of these five respondent types, four respondent types have the same top three averages and same bottom three averages. The top three averages for Individuals, Organizations, Community Affairs and Housing Programs, from highest to lowest, are:

1. "TDHCA staff members were courteous";
2. "TDHCA staff members demonstrated a willingness to assist"; and
3. "I am able to access information about the services I need using the internet."

The bottom three averages for the same respondent types, from highest to lowest, are:

1. "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees";
2. "The location of TDHCA is convenient"; and
3. "The automated phone system is easy to navigate and helps me reach the correct division or individual when I call".

The same top three and bottom three categories are true for All Respondents (Table 3: Average Ratings).

Manufactured Housing Respondent averages had the same top three average categories as the other types of respondents, but in a different order: "I am able to access information about the services I need using the internet" was the highest average score followed by staff courteousness and staff willingness to assist. Manufactured Housing's bottom three averages from highest to lowest were:

1. "My requests for information or assistance are answered in a timely manner";
2. "TDHCA staff members respond to my e-mails and voice messages in a timely manner"; and
3. "The automated phone system is easy to navigate and helps me reach the correct division or individual when I call". (Table 3: Average Ratings).

For a majority of the questions, the differences in the responses for the different types of business at TDHCA were very similar, all within 10% of each other. For document clarity and facility location, the differences between the types of business respondents were more than 10%, warranting further inquiry of any inconsistencies within the Department. Only 54 percent of Community Affairs Respondents agreed that "Documents produced by TDHCA are clear" as compared to 66 percent of Manufactured Housing Respondents. Only 38 percent of the Housing Programs Respondents agreed that "The location of the TDHCA office is convenient: as compared to 59 percent of the Manufactured Housing Respondents.

CUSTOMER SATISFACTION ANALYSIS

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey.

SURVEY CHANGES

The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the Strategic Plan Instructions was included in the survey. The additional comments included by 105 respondents helped give specific direction to TDHCA as to what worked and what needed improvement. The main change TDHCA would make to the survey is to reach a broader and more randomly sampled population.

While written surveys were available at the Manufactured Housing offices, mailed surveys could be used to gather input from a wider range of customers. To keep the mailings within a reasonable cost, the surveys could be sent to Households and Organizations that have received funds within the last year; in this way TDHCA could limit the number of mailings to customers whose addresses have changed. Similarly, while phone surveys were conducted when customers called TDHCA, some phone surveys could be conducted by TDHCA to Households and Organizations. A better sample population would also enable the Department to determine confidence levels and intervals so that a reliable statement that reflects all TDHCA customers can be determined. Furthermore, a fixed survey population would enable the Department to calculate a definite response rate.

In addition, for Organization respondents, requesting program names was a level of detail that was not needed in the analysis. Because of the low number of respondents for each program, asking only for the division name which administered the programs would have sufficed. This is one step that could be eliminated for 2012.

SURVEY FINDINGS

TDHCA is acting upon the results found in the 2010 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 67 percent of respondents agreed that they were satisfied with their experiences at TDHCA. The customer service element with the highest overall satisfaction rate was the staff category, with 82 percent of all respondents agreeing that TDHCA staff members are courteous, and 75 percent of respondents agreeing that TDHCA staff members demonstrated a willingness to assist.

The customer service elements with the highest percentage of "disagree" selections were disagreeing with the statements "My requests for information or assistance are answered in a timely manner" (26 percent) and "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees" (25 percent).

CUSTOMER SERVICE IMPROVEMENTS

TDHCA has acted on the results of the 2008 Survey. Improvements listed by customer service category are included below.

Staff

Staff courteousness and willingness to assist received the highest average ranking. Even though this customer service element was also the highest ranking in the 2008 Survey, the percentage of respondents that agreed that staff was courteous increased from 76 percent in 2008 to 82 percent in 2010. The detailed comments from the 2008 Survey were acted upon and the result was an increase in the percent of respondents that agreed that staff was courteous.

The respondents that agreed that staff was willing to assist lowered 1 percentage point to 75 percent. Although it is a decrease, it is not large enough to warrant concern.

Similarly to the 2008 Survey, some respondents named specific TDHCA employees they felt had done an especially good job. However, multiple comments also mentioned that the knowledge of staff members is sometimes undermined by policy or program changes that are not communicated thoroughly to all staffers. This report and the detailed comments, both positive and negative, have been provided to all directors and managers.

Communications and Automated Phone System

The percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner decreased from 69 percent in 2008 to 61 percent in 2010. One explanation for this drop in response time may be the large increase in funding since 2008 for the American Recovery and Reinvestment Act of 2009, approximately \$1.1 billion over three years, and additional funds for housing disaster funding, approximately \$620 million for Hurricane Dolly and Ike. The increase of funds resulted in an increase in programs administered through TDHCA and an increase in workload. In fact, a few of the comments in the 2010 Survey noted that staff was overworked.

To increase response time, TDHCA has undergone intensive hiring to meet the demands of the increased productivity required. In 2009 staff has increased by more than one-third with most of the positions funded through the 2009 American Recovery and Reinvestment Act and funded by disaster recovery funds provided for Hurricane Dolly and Ike. The number of staff has increased by such a dramatic amount that several divisions, including the Manufactured Housing Division, needed to move off site. TDHCA now is in two different office buildings: one at 221 East 11th Street and one at 1106 Clayton Lane in Austin, TX.

Some survey comments expressed concern about the lengthy telephone wait times for customers contacting the Manufactured Housing Division. To assist in reducing the hold time, this division has implemented several initiatives to reduce or redirect the number of inquiries such as a "Support Services," line which serves the needs of license holders, title companies, attorneys, and lenders. The division has also created specialized staff groups with individual extensions so that callers can be directed to representatives trained to handle specific scenarios, created general email addresses for sending inquiries or responses to letters, and implemented a pilot program where license and

Statement of Ownership and Location (SOL) applicants are contacted for additional information when their application is incomplete, rather than automatically sending the application back. These initiatives help reduce incoming calls and hold time, and improve customer satisfaction.

Additionally, the Manufactured Housing Division is scheduled to launch its new database in the summer of 2010, which will enable the end user to process transactions online. Customers will be able to enter and pay for their title transactions via Texas Online, and follow up by mailing the original application to the Manufactured Housing Division, who will validate the information, issue and mail the SOL. The license holders will be able to process many of their titling transactions online and even print them from their own printer. Additionally, the license holders will be able to electronically submit and pay for the required installation report, and request and pay for inspections online. With the implementation of the new database, customers will see tremendous efficiency improvements resulting in the realigning of staff to better serve them.

One question that was added from the 2008 Survey is “I was given clear explanations about services available to me.” The number of respondents that agreed with this statement was 62 percent and was ranked 8th highest out of 15 questions. A majority of the respondents agreed with the statement.

The number of respondents that agreed that the automated system was easy to use increased from 34 percent to 43 percent. While this customer service element still had the lowest percentage of respondents that agreed with the statement, it was an improvement over the 2008 Survey.

Website

Most respondents agreed that they could find services online (70 percent) and that the website contained clear (63 percent) and accurate information (64 percent). However, these percentages decreased from the 2008 Survey in which 75 percent of the respondents agreed that the website contained clear and accurate information.

In January, 2009, the Department unveiled a new look for the front page with a very recognizable path for the general public to follow when searching for assistance. Changes included adding three large buttons named Help for Texans, Developers & Builders, and Communities & Nonprofits. The Help for Texans button takes visitors to the Housing Resource Center’s Web application which allows a user to select an assistance type, enter their city or county, and view a list of assistance providers in their area. A member of the general public looking for assistance can find and contact providers very quickly. The buttons for Developers & Builders and Communities & Nonprofits take visitors to introductory pages meant to act as starting points with links to pertinent areas of the Web site. Other changes made to the front page include adding a slideshow photo gallery to showcase TDHCA-funded projects and activities, adding collapsible menus to accommodate four significant content areas: What’s New, Quick Assistance, Featured Items, and TDHCA Tools, adding a menu item for the TDHCA Board of Directors content, and changing to the TDHCA Flag Logo designed in-house. The navigation structure for the rest of the Web site did not change.

In November 2009, the Department launched the Manufactured Housing Tax Lien Database. This Web application is located on the MH Tax Lien Information page and provides taxing entities the ability to release tax liens online. Throughout 2009, the Department enhanced the Community Affairs Contract

Customer Satisfaction Analysis

System and Housing Contract System to help administer new and expanded programs associated with the American Recovery and Reinvestment Act of 2009, the Housing and Economic Recovery Act of 2008, and Community Development Block Grant Disaster Recovery funding. Both systems can be accessed through the TDHCA Interactive page.

Documents

TDHCA produces various forms of written information including website text, printed and bound documents required by state and federal mandates, legal forms and documents for program compliance, titling and licensing documents for manufactured housing, and a variety of other documents.

More respondents agreed that documents were accurate (63 percent) than that documents were clear (57 percent). This percentage has decreased since the 2008 Survey in which 67 percent agreed that documents were clear and accurate. This decrease may be a result of the documents produced for the new programs which began under the 2009 American Recovery and Reinvestment Act and went through some federal and state administrative changes before they were finalized, such as the Homeless Prevention and Rapid Re-housing Program and Weatherization Assistance Program. These changes resulted in multiple document revisions. This may be why only 54 percent of Community Affairs Respondents agreed that “Documents produced by TDHCA are clear” as compared to 66 percent of Manufactured Housing Respondents.

Although many of TDHCA programs are administered through a complex series of federal and state regulations, TDHCA makes every effort to make documents that are used to explain its programs or used for its programs as simple as possible. For example, in 2010, the Department of Policy and Public Affairs created new one-page flyers that explain how programs can help provide one service for a low-income Texan. There are one-page flyers on topics from home repair to home buying. These short and to-the-point flyers are meant to effectively communicate how TDHCA can help in Texas communities.

Facility

Even though TDHCA now occupies two office buildings, the satisfaction with the location decreased from 2008 to 2010. For the 2008 Survey, 48 percent of the respondents stated that the location of the facility was convenient. For the 2010 Survey, this percent dropped to 44.

The only comments regarding facility location had to do with lack of satellite offices in other cities and the need for more convenient handicap parking and signs at the new office building. Both of these comments were from Manufactured Housing Respondents. Fortunately, with the features of the new Manufactured Housing Divisions database, the need for SOL applicants to physically go to a satellite office will be eliminated as customer assistance by phone will be more readily available and the customer can actually enter and pay for their application online.

Only 38 percent of the Housing Programs Respondents agreed that “The location of the TDHCA office is convenient” as compared to 59 percent of the Manufactured Housing Respondents. Two explanations may be the lack of meeting space and parking at the 221 E. 11th Street building, where the Housing Programs are located.

There are two new programs funded through the Recovery Act that have to do with the Housing Tax Credits: Tax Credit Exchange Program and Tax Credit Assistance Program. These new programs created new application cycles and requirements that resulted in additional documentation and additional meetings requirements. Although the documents may be mailed or emailed, because of short time deadlines, many documents are hand delivered. The lack of convenient parking near the building where Housing Programs are located has been mentioned to staff as a problem by Housing Tax Credit applicants. In addition, some meetings have to take place as a conference call because of lack of meeting space at TDHCA's offices.

In 2008, the respondents had negative comments about meeting space or parking. To address these issues TDHCA regularly schedules meetings with an anticipated attendance by persons with disabilities at off-site locations in order to offer convenient parking and accessibility to all attendees.

Service Timeliness

TDHCA uses phone, website, email, fax, conferences, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures and other mediums to communicate with customers. A majority of survey respondents (59 percent) agreed that requests for information and assistance are answered by TDHCA staff in a timely manner. However, this category had the highest rates of "disagree" responses at 26 percent.

It should be noted that the comments for this customer service element were polarized. Many comments were extremely positive or negative. Therefore it may be that TDHCA service timeliness is inconsistent among divisions. Further research will be conducted on which divisions have the slowest response times so that the division can take measures to improve service.

Complaint-Handling Process

More respondents agreed that they understood how to file a complaint (52 percent) compared to the 2008 Survey responses (37 percent). This is a marked improvement. While there were no improvements proposed or implemented from the 2008 Survey, the percentage increase could be a result of the Housing Resource Center explaining the complaint process to many incoming callers.

In addition, 57 percent of the respondents agreed that they believed the complaint would be addressed in a reasonable manner. This could be a result of the strict adherence to the 15 business day response rate and efforts to communicate complaint responses clearly.

Customer Satisfaction Analysis

CUSTOMER SERVICE PERFORMANCE MEASURES

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the customer service report. The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2009 performance and state fiscal year 2010 estimated performance is included.

GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and technical assistance.

Strategy 2.1

Provide information and technical assistance to the public through the Public Affairs Division and the Housing Resource Center

Strategy Measure	2009 Target	2009 Actual	% of Goal	2010 Target
Number of information and technical assistance requests completed	4,900	5,281	108%	5,000

Explanation of Variance: None needed.

Strategy 2.2

To provide technical assistance to colonias through field offices

Strategy Measure (A)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of on-site technical assistance visits conducted annually from the field offices	800	948	119%	800

Explanation of Variance: As the Department continues to improve the Texas Bootstrap Loan Program and the colonia SHC Program, OCI Field Staff continues to provide technical assistance to units of local governments and nonprofit organizations. The Texas Bootstrap Loan Program Reservation System has necessitated increased technical activities. In addition, technical assistance visits have increased for the colonia SHC Program due to environmental assessments, labor laws, changes to rules and processes and other related federal regulations.

Strategy Measure (B)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of colonia residents receiving assistance	8,000	11,707	146%	12,000

Explanation of Variance: The Department focuses on empowering the units of local government and nonprofit organizations to work with the colonia residents on a one-on-one basis through the colonia SHCs. Due to increased outreach efforts more colonia residents are utilizing the programs and activities of the colonia SHCs. In addition, targeted performance for 2009 has increased due to Val Verde County conducting two solid waste removal activities during the 3rd Quarter and one during the 4th Quarter and Webb County conducting one during the 3rd Quarter. This activity is reported as area wide and benefiting all colonia residents in the targeted area.

Customer Satisfaction Analysis

Strategy Measure (C)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of entities and/or individuals receiving informational resources	1,000	636	63%	1,000

Explanation of Variance: The Office of Colonia Initiatives (OCI) staff provides technical assistance to county governments and local nonprofits. Local nonprofits are the primary conduits of information since the Department (OCI) does not provide direct services to individuals. As a consequence, a majority of informational resources is provided through our nonprofits and county governments rather than through OCI staff. It is also important to note that in FY2008 the OCI released a biennial NOFA under the Texas Bootstrap Loan Program.

GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Strategy 5.1

Provide titling and licensing services in a timely and efficient manner.

Strategy Measure (A)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of manufactured housing statements of ownership and location issued	90,000	63,767	70.8%	80,000

Explanation of Variance: This measure is under the targeted amount due to the excessive number of applications which were incomplete, as a result of law changes effective January 2008. Approximately 38% of the applications received were rejected, but will ultimately be resubmitted for issuance.

Strategy Measure (B)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of licenses issued	4,000	2,318	57.9%	3,100

Explanation of Variance: Performance is under the targeted projection due to receiving fewer applications for new and renewed licenses. Effective in January 2008, the licenses were renewed every two years as opposed to every year, which caused a reduction in the number of renewals for this fiscal year.

Strategy 5.2

Conduct inspections of manufactured homes in a timely manner.

Strategy Measure (A)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of routine installation inspections conducted	6,000	4,801	80.0%	5,000

Explanation of Variance: The measure was below the targeted projection. However, there were 5,315 attempted inspections; but, due to lack of accessibility, only 4,801 could be successfully completed. If all attempted inspections had been successful, then the measure would have been exceeded. The Department is meeting the program's statutory requirement to inspect at least 25% of the installation inspections received. The actual year-to-date inspection rate is 38%.

Strategy Measure (B)	2009 Target	2009 Actual	% of Goal	2010 Target
Number of non-routine installation inspections conducted	2,200	2,239	101.8%	2,300

Explanation of Variance: No explanation required.

Customer Satisfaction Analysis

Strategy 5.3

To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Strategy Measure	2009 Target	2009 Actual	% of Goal	2010 Target
Number of complaints resolved	1,250	629	50.3%	850

Explanation of Variance: The Department has received fewer complaints than expected, resulting in fewer complaints resolved.

DEPARTMENT-DESIGNATED MEASURES

The following numbers concern TDHCA's complaint process. These are internal numbers as there is no formal performance measure associated with non-manufactured housing complaints.

Number of Complaints Received in FY 2009: 153

Number of Complaints with TDHCA jurisdiction: 105

Complaints Receiving TDHCA Response within 15 Days of Receipt (FY 2009): 100%

Complaints Resolved in FY 2009: 105

As of May 20, 2010, there have been 78 complaints filed for FY 2010. This figure is on track to approximately match the total FY 2009 complaint figure, with an average of about 12 complaint submissions per month.

STANDARD MEASURES

The following measures concern the Report on Customer Service. These customer service measures report on FY 2009 as the 2010 TDHCA Customer Service Survey was conducted this year.

Outcome Measures:

1. Percentage of surveyed customer respondents expressing overall satisfaction with services received

2010 Actual
67%

Explanation: 226 (out of 338) of the survey respondents agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.*

**The actual number of respondents was 357, but not all respondents answered all questions. For the overall satisfaction question, 338 respondents answered.*

2. Percentage of surveyed customer respondents identifying ways to improve service delivery

2010 Actual
29%

Explanation: Number of survey respondents (105) who wrote in additional comments about TDHCA service delivery

Output Measures:

1. Number of customers surveyed

2010 Actual
357

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2009 Actual	2010 Estimated
1,051,785	1,013,820

Customer Satisfaction Analysis

Explanation: This category includes all households receiving assistance from TDHCA, as well as entities applying for TDHCA funding. It is anticipated that FY 2010 applications from entities will be similar to FY 2009 application counts. These figures are derived from performance measures and internal data. They may include some double counting.

Subrecipients and Licensees	2009	2010
Comprehensive Energy Assistance Program Organizations	51	50
Community Service Block Grant Organizations/Discretionary Fund Applicants (including Recovery Act)	73	84
Disaster Recovery Subrecipients – Dolly/Ike	18	18
Disaster Recovery Subrecipients – Katrina/Rita	3	3
Emergency Shelter Grant Program Applicants	125	130
First Time Homebuyer and Mortgage Credit Certificate Programs participating lenders	100	81
90-day Down Payment Assistance, Mortgage Advantage Programs participating lenders and brokers	112	0
Homeless Housing and Services Program Organizations	8	8
Housing Tax Credit Applicants (including Recovery Act – Housing Tax Credit Exchange)	245	134
Homelessness Prevention and Rapid Re-housing Organizations (Recovery act)	95	0
Housing Trust Fund Single Family – Bootstrap	46	46
Housing Trust Fund Single Family – non-Bootstrap	17	10
Manufactured Housing licensees	2,350	2,458
Multifamily HOME Applicants (including Recovery Act – Tax Credit Assistance Program)	150	48
Multifamily Housing Trust Fund	9	0
Multifamily Bond Applicants	14	3
National Foreclosure Mitigation Counseling Organizations	6	9
Neighborhood Stabilization Program Applicants	72	15
HOME Program Single Family Applicants	129	72
Weatherization Assistance Program Organizations (including Recovery Act)	100	33
TOTAL	3,723	3,202

Targeted Beneficiaries	2009	2010
90-Day Down Payment Assistance Programs (Recovery Act)	854	0
Colonia residence assisted from Office of Colonia Initiatives field office	11,707	12,000
Complaints other than Manufactured Housing	153	153
Disaster Recovery - Dolly/Ike	0	7,001
Disaster Recovery – Katrina/Rita	2,835	1,589
Calls regarding existing loans serviced by TDHCA	1,115	1,115
Household asst with Housing Trust Fund Single Family - non-Bootstrap	154	269
Household receiving energy assistance	129,907	66,050
Households asst with HOME SF	783	952
Households asst with HTF SF - Bootstrap	181	75
Households receiving weatherization (including Recovery Act)	4,489	20,679
Housing Resource Center/Department of Policy of Public Affairs information requests completed	5,281	5,000
Multifamily Units	225,553	238,151
Manufactured Housing complaints resolved	629	850
Manufactured Housing inspections	4,801	5,000
Manufactured Housing jurisdiction complaints received	558	750
Manufactured Housing Statements of Ownership and Location	63,767	80,000
National Foreclosure Mitigation Counseling households	1,109	1,109
Neighborhood Stabilization Program households	0	10
On-site tech asst from Office of Colonia Initiatives field office	948	900
Organizations/Individuals assisted from Office of Colonia Initiatives field office	948	1,000

Customer Satisfaction Analysis

Targeted Beneficiaries	2009	2010
Persons assisted with homeless/poverty funds (including Recovery Act)	590,481	564,865
Section 8 voucher holders	974	1,100
Single family bond loans	835	2,000
TOTAL	1,048,062	1,010,618
All Customers Served	2009	2010
GRAND TOTAL	1,051,785	1,013,820

Efficiency Measure:

1. Cost per customer surveyed

2010 Actual
\$5.69

Explanation: The cost of the Department's subscription to SurveyMonkey online survey program was \$400.00 for two years (April 6, 2009-April 6, 2011). There have been 18 surveys, including the Customer Service Survey, conducted by TDHCA on SurveyMonkey, which is approximately \$22 per survey. Approximately 100 paper surveys were produced. At \$.10 per copy, this is \$10. The Customer Service Report took approximately 100 hours of staff time to develop, administer and analyze. At an average of \$20 per hour, this is approximately \$2,000. The total cost of the survey was \$2,032. Per customer surveyed (357), this total is \$5.69 cents per survey.

Explanatory Measure:

1. Number of customers identified

2009 Projection	2010 Estimated
4,349,323	4,358,613

Explanation: TDHCA primarily serves households at or below 80 percent of the area median income. All of this population would be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas would potentially need the services of the TDHCA Manufactured Housing Division. All owners of manufactured homes in Texas would potentially need the services of the TDHCA Manufactured Housing Division. These figures are derived from performance measures and internal data. They may include some double counting.

Subrecipients and Licensees	2009	2010
Comprehensive Energy Assistance Program Organizations	51	50
Community Service Block Grant Organizations/Discretionary Fund Applicants (including Recovery Act)	73	84
Disaster Recovery Subrecipients – Dolly/Ike	18	18
Disaster Recovery Subrecipients – Katrina/Rita	3	3
Emergency Shelter Grant Program Applicants	125	130
First Time Homebuyer and Mortgage Credit Certificate Programs participating lenders	100	81
90-day Down Payment Assistance, Mortgage Advantage Programs participating lenders and brokers	112	0
Homeless Housing and Services Program Organizations	8	8
Housing Tax Credit Applicants (including Recovery Act – Housing Tax Credit Exchange)	245	134
Homelessness Prevention and Rapid Re-housing Organizations (Recovery act)	95	0
Housing Trust Fund Single Family – Bootstrap	46	46
Housing Trust Fund Single Family – non-Bootstrap	17	10
Manufactured Housing licensees	2,350	2,458
Multifamily HOME Applicants (including Recovery Act – Tax Credit Assistance Program)	150	48

Customer Satisfaction Analysis

Subrecipients and Licensees	2009	2010
Multifamily Housing Trust Fund	9	0
Multifamily Bond Applicants	14	3
National Foreclosure Mitigation Counseling Organizations	6	9
Neighborhood Stabilization Program Applicants	72	15
HOME Program Single Family Applicants	129	72
Weatherization Assistance Program Organizations (including Recovery Act)	100	33
TOTAL	3,723	3,202

	2009	2010
Targeted Beneficiaries		
Households at or below 80% AMFI	3,528,411	3,528,411
Number of Manufactured Housing Units	817,189	827,000
TOTAL	4,345,600	4,355,411
All Customers Identified	2009	2010
GRAND TOTAL	4,349,323	4,358,613

Number of customer groups inventoried

2010 Actual
2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees).

APPENDIXES

APPENDIX A

The following table shows the questions and programming included in the online survey. Depending on the answers to Questions 1 and 2, the respondents saw either Questions 3, 4 or 5, Depending on the answers to Questions 3, 4 or 5, the respondents were directed to either Questions 6, 7, 8, 9, or 10. The respondents were all directed to Question 11. Starting with Question 11, the survey questions were the same for all the respondents. Questions 11 to 25 can be found on page 11 and asked the respondent to rate service TDHCA on a number of topics.

Question Subject	Question
English/Spanish	1. I would like to take this survey in: A. English B. Spanish
Business with TDHCA	2. My primary type of business with TDHCA is: (Select One) A. Housing Assistance (<i>homebuyer assistance, rental assistance, home repair assistance, foreclosure counseling, disaster recovery and apartment development</i>) B. Community Affairs (<i>weatherization, homelessness prevention and services, and utility payments</i>) C. Manufactured Housing (<i>titles, licensure, inspections, etc.</i>) [Programming: If A, go to Question 3; if B, go to Question 4; if C, go to Question 5.]
Customer Type	3. What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information and assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (<i>first time homebuyer assistance, rental assistance, home repair, etc</i>) B. I am a direct applicant, awardee, subrecipient or business working with TDHCA (<i>e.g. HOME awardee, Housing Tax Credit developer, etc.</i>) [Programming: If A, go to Question 6; If B, go to Question 9.] 4. What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information and assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (<i>weatherization, utility assistance, homeless services, etc. through a local provider</i>) B. I am a direct applicant, awardee, subrecipient, or business working with TDHCA (<i>Community Service Block Grant, Comprehensive Energy Assistance Program, Weatherization Assistance Program, Homelessness Prevention and Rapid Rehousing subrecipient, etc.</i>) [Programming: If A, go to Question 7; If B, go to Question 9.] 5. What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information from TDHCA (<i>titles, statements of ownership and location, etc.</i>) B. I am a licensee or business working with TDHCA [Programming: If A, go to Question 8; If B, go to Question 10.]
	11. What kind of housing assistance did you receive: A. Homebuyer Assistance B. Rental Assistance C. Home Repair Assistance D. Disaster Recovery E. Foreclosure Counseling

Customer Satisfaction Analysis

Question Subject	Question
	<p>F. Other (specify) [Programming: Go to Question 11.]</p> <p><i>If Question 4 was A:</i></p> <p>12. What kind of assistance did you receive?</p> <ul style="list-style-type: none"> A. Homeless services B. Homeless prevention assistance C. Weatherization D. Utility bill payments E. Other (specify) <p>[Programming: Go to Question 11.]</p> <p>13. Please mark what contact you have had with the Manufactured Housing Division:</p> <ul style="list-style-type: none"> A. Statement of Ownership and Location B. Records and releases on tax and mortgage liens C. Installation inspections D. Other (specify) <p>[Programming: Go to Question 11.]</p>
	<p>14. Please indicate the programs with which you work:</p> <p>Community Affairs Division</p> <ul style="list-style-type: none"> A. Community Services Block Grant Program B. Community Services Block Grant Program (Recovery Act) C. Comprehensive Energy Assistance Program D. Emergency Shelter Grants Program E. Homelessness Prevention and Rapid Re-housing Program (Recovery Act) F. Homeless Housing and Services Program G. Section 8 Housing Choice Voucher Program H. Weatherization Assistance Program I. Weatherization Assistance Program (Recovery Act) <p>Disaster Recovery Division</p> <ul style="list-style-type: none"> J. Community Development Block Grant – Disaster Recovery Round One and Round Two K. Community Development Block Grant – Disaster Recovery Hurricanes Dolly and Ike <p>HOME Investment Partnerships Program Division</p> <ul style="list-style-type: none"> L. Community Housing Development Organization Set-Aside M. Homeownership Assistance N. Homeowner Rehabilitation Assistance O. Rental Housing Development P. Tax Credit Assistance Program (Recovery Act) Q. Tenant-Based Rental Assistance <p>Housing Trust Fund Program Division</p> <ul style="list-style-type: none"> R. Affordable Housing Match Program S. Disaster Recovery Homeowner Repair Gap Financing Program T. Home Free Barrier Removal and Rehabilitation Program U. Homeownership Assistance Program V. Rural Housing Expansion Program W. Texas Veterans Housing Assistance

Question Subject	Question
	<p>Multifamily Finance Division</p> <ul style="list-style-type: none"> X. Housing Tax Credit Program Y. Housing Tax Credit Exchange (Recovery Act) Z. Multifamily Bond Program <p>Office of Colonia Initiatives</p> <ul style="list-style-type: none"> AA. Colonia Self-Help Center Program BB. Texas Bootstrap Loan Program <p>Neighborhood Stabilization Program Division</p> <ul style="list-style-type: none"> CC. Neighborhood Stabilization Program 1 <p>Texas Homeownership Division</p> <ul style="list-style-type: none"> DD. 90-Day Down Payment Program and Mortgage Advantage Programs (Recovery Act) EE. First Time Homebuyer Program FF. Mortgage Credit Certificate Program GG. National Foreclosure Mitigation Counseling Program HH. Texas Statewide Homebuyer Education Program <p>If you worked through a program not listed above, please indicate below. II. Other: <i>[Programming: Go to Question 11.]</i></p>
	<p>15. Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance for:</p> <ul style="list-style-type: none"> A. Manufactured Housing Manufacturing B. Manufactured Housing Retailing C. Manufactured Housing Rebuilding D. Manufactured Housing Installations E. Manufactured Housing Broker F. Manufactured Housing Sales G. Other (specify) <p><i>[Programming: Go to Question 11.]</i></p>

Customer Satisfaction Analysis

APPENDIX B

The following four surveys were the written surveys available at the Manufactured Housing Office. Two surveys are for individuals who have had contact with TDHCA and two surveys are for businesses and organizations that have had contact with TDHCA. Of the four surveys, two are in Spanish. The Spanish surveys had the same questions as the English surveys.

Customer Service Survey Questions (Individuals)

Subject	Question
Business with TDHCA	<p>1. My primary type of business with TDHCA is: (Circle One)</p> <p>A. Housing Assistance (<i>homebuyer assistance, rental assistance, home repair assistance, foreclosure counseling, disaster recovery and apartment development</i>)</p> <p>B. Community Affairs (<i>weatherization, homelessness prevention and services, and utility payments</i>)</p> <p>C. Manufactured Housing (<i>titles, licensure, inspections, etc.</i>)</p>
	<p>2. Please circle what contact you have had with the Manufactured Housing Division:</p> <p>A. Statement of Ownership and Location</p> <p>B. Records and releases on tax and mortgage liens</p> <p>C. Installation inspections</p> <p>D. Other (specify) _____</p> <p>E. Not applicable</p> <p>3. Please circle what kind of assistance you received/requested:</p> <p>A. Homebuyer Assistance</p> <p>B. Rental Assistance</p> <p>C. Home Repair Assistance</p> <p>D. Disaster Recovery</p> <p>E. Foreclosure Counseling</p> <p>F. Homeless services</p> <p>G. Homeless prevention assistance</p> <p>H. Weatherization</p> <p>I. Utility bill payments</p> <p>J. Other (specify) _____</p> <p>K. Not applicable</p>
<p>Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). Circle the number you select.</p>	
Staff	<p>4. TDHCA staff members are courteous.</p> <p>1 2 3 4 5 n/a</p> <p>(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p>
	<p>5. TDHCA staff members demonstrated a willingness to assist.</p> <p>1 2 3 4 5 n/a</p> <p>(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p>
Communication	<p>6. TDHCA staff members respond to my e-mails and voice messages in a timely manner.</p> <p>1 2 3 4 5 n/a</p> <p>(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p>

Customer Satisfaction Analysis

Subject	Question
	7. I was given clear explanations about services available to me. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	8. The automated phone system is easy to navigate and helps me reach the correct division or individual when I call. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Website	9. I am able to access information about the services I need using the Internet. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	10. The TDHCA website contains clear information (including forms and instructions) on programs, services, and events. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	11. The TDHCA website contains accurate information (including forms and instructions) on programs, services, and events. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Printed Information	12. Documents produced by TDHCA are clear. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	13. Documents produced by TDHCA are accurate. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Facility	14. The location of the TDHCA office is convenient. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Service Timeliness	15. My requests for information or assistance are answered in a timely manner. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Complaint Process	16. I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	17. If I complained, I believe it would be addressed in a reasonable manner. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
General Satisfaction	18. Overall, I am satisfied with my experiences with TDHCA. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
<i>Please add additional comments below.</i>	
Comments	19. Please use the space below to provide any additional comments or concerns.

Preguntas de la Encuesta de Servicio al Cliente (Individuos)

Materia de la Pregunta	Pregunta
Relación con TDHCA	<p>1. Mi relación primaria con TDHCA es para: (Seleccione Uno)</p> <p>A. Asistencia con Vivienda (<i>asistencia para compradores de vivienda, asistencia con renta, asistencia con reparación de viviendas, asesoramiento con la ejecución de una hipoteca, recuperación tras un desastre y el desarrollo de apartamentos</i>)</p> <p>B. Asuntos Comunitarios (<i>climatización, prevención y servicios con la falta de vivienda, y los pagos de energía</i>)</p> <p>C. Viviendas Prefabricadas (<i>títulos, licencias, inspecciones, etc.</i>)</p>
	<p>2. Favor de marcar el tipo de comunicación que a tenido con la División de Viviendas Prefabricadas:</p> <p>A. Declaración de Propiedad y Ubicación</p> <p>B. Registros y liberación de impuestos y gravámenes hipotecarios</p> <p>C. Inspecciones de instalación</p> <p>D. Otros (especificar) _____</p> <p>E. No aplica.</p> <p>3. Favor de marcar qué tipo de asistencia recibió o solicitó acerca de vivienda.</p> <p>A. Asistencia para Compradores de Vivienda</p> <p>B. Asistencia con la Renta</p> <p>C. Asistencia con Reparación de Vivienda</p> <p>D. Recuperación tras un Desastre</p> <p>E. Asesoramiento con la Ejecución de una Hipoteca</p> <p>F. Servicios para personas sin hogar</p> <p>G. Asistencia para prevenir la falta de vivienda</p> <p>H. Climatización</p> <p>I. Asistencia con los pagos de energía</p> <p>J. Otros (especificar) _____</p> <p>K. No aplica.</p>
<p><i>Favor de calificar las declaraciones siguientes en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la declaración). Marque su selección.</i></p>	
Personal	<p>4. Miembros del personal de TDHCA son atentos.</p> <p>1 2 3 4 5 no aplica.</p> <p>(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>5. Miembros del personal de TDHCA demostraron una buena voluntad para asistirle.</p> <p>1 2 3 4 5 no aplica.</p> <p>(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Comunicaciones	<p>16. Miembros del personal de TDHCA respondieron a mis correos electrónicos y mensajes de voz en un tiempo oportuno.</p> <p>1 2 3 4 5 no aplica.</p> <p>(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>

Materia de la Pregunta	Pregunta
	17. Me dieron una explicación clara sobre los servicios disponibles para mí. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
	18. El sistema telefónico automático es fácil de navegar y me ayuda a comunicarme con la división correcta o individuo cuando llamo. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Sitio de Internet	19. Tengo acceso a información sobre los servicios que necesito a través del Internet. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
	20. El sitio de internet de TDHCA contiene información clara (incluyendo formularios e instrucciones) sobre los programas, servicios y eventos. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
	21. El sitio de internet de TDHCA contiene información precisa (incluyendo formularios e instrucciones) sobre los programas, servicios y eventos. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Información Escrita	22. Documentos producidos por TDHCA son claros. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
	23. Documentos producidos por TDHCA son precisos. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Facilidad	24. La localización de la oficina de TDHCA es conveniente. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Puntualidad de Servicio	25. Mi peticiones de información o asistencia están contestadas en un tiempo oportuna. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Proceso de Quejas	26. Entiendo cómo presentar una queja con respecto a los programas de TDHCA, servicios, concesionarios o sub-beneficiarios. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
	27. Si yo diera una queja, me parece que se manejaría de una manera razonable. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
Satisfacción General	28. En general, estoy satisfecho con mis experiencias con TDHCA. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)
<i>Favor de añadir comentarios adicionales a continuación.</i>	
Comentario	29. Favor de utilizar el espacio abajo para proporcionar cualquier comentario adicional.

Customer Service Survey Questions (Organizations/Businesses)

Subject	Question
Business with TDHCA	<p>1. My primary type of business with TDHCA is: (Circle One)</p> <p>A. Housing Assistance (<i>homebuyer assistance, rental assistance, home repair assistance, foreclosure counseling, disaster recovery and apartment development</i>)</p> <p>B. Community Affairs (<i>weatherization, homelessness prevention and services, and utility payments</i>)</p> <p>C. Manufactured Housing (<i>titles, licensure, inspections, etc.</i>)</p>
	<p>2. Please indicate the programs with which you work:</p> <p>Community Affairs Division</p> <p>A. Community Services Block Grant Program</p> <p>B. Community Services Block Grant Program (Recovery Act)</p> <p>C. Comprehensive Energy Assistance Program</p> <p>D. Emergency Shelter Grants Program</p> <p>E. Homelessness Prevention and Rapid Re-housing Program (Recovery Act)</p> <p>F. Homeless Housing and Services Program</p> <p>G. Section 8 Housing Choice Voucher Program</p> <p>H. Weatherization Assistance Program</p> <p>I. Weatherization Assistance Program (Recovery Act)</p> <p>Disaster Recovery Division</p> <p>J. Community Development Block Grant – Disaster Recovery Round One and Round Two</p> <p>K. Community Development Block Grant – Disaster Recovery Hurricanes Dolly and Ike</p> <p>HOME Investment Partnerships Program Division</p> <p>L. Community Housing Development Organization Set-Aside</p> <p>M. Homeownership Assistance</p> <p>N. Homeowner Rehabilitation Assistance</p> <p>O. Rental Housing Development</p> <p>P. Tax Credit Assistance Program (Recovery Act)</p> <p>Q. Tenant-Based Rental Assistance</p> <p>Housing Trust Fund Program Division</p> <p>R. Affordable Housing Match Program</p> <p>S. Disaster Recovery Homeowner Repair Gap Financing Program</p> <p>T. Home Free Barrier Removal and Rehabilitation Program</p> <p>U. Homeownership Assistance Program</p> <p>V. Rural Housing Expansion Program</p> <p>W. Texas Veterans Housing Assistance</p> <p style="text-align: right;"><i>over</i></p>

Subject	Question
	<p>Multifamily Finance Division X. Housing Tax Credit Program Y. Housing Tax Credit Exchange (Recovery Act) Z. Multifamily Bond Program</p> <p>Office of Colonia Initiatives AA. Colonia Self-Help Center Program BB. Texas Bootstrap Loan Program</p> <p>Manufactured Housing Division CC. Manufactured Housing Manufacturing DD. Manufactured Housing Retailing EE. Manufactured Housing Rebuilding FF. Manufactured Housing Installations GG. Manufactured Housing Broker HH. Manufactured Housing Sales II. Other _____</p> <p>Neighborhood Stabilization Program Division JJ. Neighborhood Stabilization Program 1</p> <p>Texas Homeownership Division KK. 90-Day Down Payment Program and Mortgage Advantage Programs (Recovery Act) LL. First Time Homebuyer Program MM. Mortgage Credit Certificate Program NN. National Foreclosure Mitigation Counseling Program OO. Texas Statewide Homebuyer Education Program</p> <p>If you worked through a program not listed above, please indicate below. Other: _____</p>
<i>Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). Circle the number you select.</i>	
Staff	<p>3. TDHCA staff members are courteous.</p> <p style="text-align: center;">1 2 3 4 5 n/a</p> <p style="text-align: center;">(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p>
	<p>4. TDHCA staff members demonstrated a willingness to assist.</p> <p style="text-align: center;">1 2 3 4 5 n/a</p> <p style="text-align: center;">(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p>
Communication	<p>5. TDHCA staff members respond to my e-mails and voice messages in a timely manner.</p> <p style="text-align: center;">1 2 3 4 5 n/a</p> <p style="text-align: center;">(strongly disagree) (disagree) (neutral) (agree) (strongly agree)</p> <p style="text-align: center;"><i>Over</i></p>

Customer Satisfaction Analysis

Subject	Question
	6. I was given clear explanations about services available to me. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	7. The automated phone system is easy to navigate and helps me reach the correct division or individual when I call. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Website	8. I am able to access information about the services I need using the Internet. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	9. The TDHCA website contains clear information (including forms and instructions) on programs, services, and events. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	10. The TDHCA website contains accurate information (including forms and instructions) on programs, services, and events. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Printed Information	11. Documents produced by TDHCA are clear. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	12. Documents produced by TDHCA are accurate. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Facility	13. The location of the TDHCA office is convenient. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Service Timeliness	14. My requests for information or assistance are answered in a timely manner. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Complaint Process	15. I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
	16. If I complained, I believe it would be addressed in a reasonable manner. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
General Satisfaction	17. Overall, I am satisfied with my experiences with TDHCA. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
<i>Please add additional comments below.</i>	
Comments	1. Please use the space below to provide any additional comments or concerns.

Preguntas de la Encuesta de Servicio al Cliente (Organizaciones y negocios)

Materia de la Pregunta	Pregunta
Relación con TDHCA	<p>1. Mi relación primaria con TDHCA es: (Seleccione Uno)</p> <p>A. Asistencia con Vivienda (<i>asistencia para compradores de vivienda, asistencia con renta, asistencia con reparación de viviendas, asesoramiento con la ejecución de una hipoteca, recuperación tras un desastre y el desarrollo de apartamentos</i>)</p> <p>B. Asuntos Comunitarios (<i>climatización, prevención y servicios con la falta de vivienda, y los pagos de energía</i>)</p> <p>C. Viviendas Prefabricadas (<i>títulos, licencias, inspecciones, etc.</i>)</p>
	<p>2. Favor de marcar los programas con los cuales usted trabaja:</p> <p>Community Affairs Division</p> <p>A. Community Services Block Grant Program</p> <p>B. Community Services Block Grant Program (Recovery Act)</p> <p>C. Comprehensive Energy Assistance Program</p> <p>D. Emergency Shelter Grants Program</p> <p>E. Homelessness Prevention and Rapid Re-housing Program (Recovery Act)</p> <p>F. Homeless Housing and Services Program</p> <p>G. Section 8 Housing Choice Voucher Program</p> <p>H. Weatherization Assistance Program</p> <p>I. Weatherization Assistance Program (Recovery Act)</p> <p>Disaster Recovery Division</p> <p>J. Community Development Block Grant – Disaster Recovery Round One and Round Two</p> <p>K. Community Development Block Grant – Disaster Recovery Hurricanes Dolly and Ike</p> <p>HOME Investment Partnerships Program Division</p> <p>L. Community Housing Development Organization Set-Aside</p> <p>M. Homeownership Assistance</p> <p>N. Homeowner Rehabilitation Assistance</p> <p>O. Rental Housing Development</p> <p>P. Tax Credit Assistance Program (Recovery Act)</p> <p>Q. Tenant-Based Rental Assistance</p> <p>Housing Trust Fund Program Division</p> <p>R. Affordable Housing Match Program</p> <p>S. Disaster Recovery Homeowner Repair Gap Financing Program</p> <p>T. Home Free Barrier Removal and Rehabilitation Program</p> <p>U. Homeownership Assistance Program</p> <p>V. Rural Housing Expansion Program</p> <p>W. Texas Veterans Housing Assistance</p>

Customer Satisfaction Analysis

Materia de la Pregunta	Pregunta
	<p>Multifamily Finance Division</p> <p>X. Housing Tax Credit Program Y. Housing Tax Credit Exchange (Recovery Act) Z. Multifamily Bond Program</p> <p>Office of Colonia Initiatives</p> <p>AA. Colonia Self-Help Center Program BB. Texas Bootstrap Loan Program</p> <p>Manufactured Housing Division</p> <p>CC. Fabricación de Viviendas Prefabricadas DD. Minoristas de Viviendas Prefabricadas EE. Reconstrucción Viviendas Prefabricadas FF. Instalaciones de Viviendas Prefabricadas GG. Corredor de Viviendas Prefabricadas HH. Ventas de Viviendas Prefabricadas II. Otros (especificar) _____</p> <p>Neighborhood Stabilization Program Division</p> <p>JJ. Neighborhood Stabilization Program 1</p> <p>Texas Homeownership Division</p> <p>KK. 90-Day Down Payment Program and Mortgage Advantage Programs (Recovery Act) LL. First Time Homebuyer Program MM. Mortgage Credit Certificate Program NN. National Foreclosure Mitigation Counseling Program OO. Texas Statewide Homebuyer Education Program</p> <p>Si usted trabajó con un programa que no está mencionado arriba, por favor indíquelo a continuación. Otros: _____</p>
<p><i>Favor de calificar las declaraciones siguientes en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la declaración). Marque su selección.</i></p>	
Personal	<p>3. Miembros del personal de TDHCA son atentos.</p> <p>1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>4. Miembros del personal de TDHCA demostraron una buena voluntad para asistirle.</p> <p>1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Comunicaciones	<p>5. Miembros del personal de TDHCA respondieron a mis correos electrónicos y mensajes de voz en un tiempo oportuno.</p>

Materia de la Pregunta	Pregunta
	<p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>6. Me dieron una explicación clara sobre los servicios disponibles para mí.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>7. El sistema telefónico automático es fácil de navegar y me ayuda a comunicarme con la división correcta o individuo cuando llamo.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Sitio de Internet	<p>8. Tengo acceso a información sobre los servicios que necesito a través del Internet.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>9. El sitio de internet de TDHCA contiene información clara (incluyendo formularios e instrucciones) sobre los programas, servicios y eventos.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>10. El sitio de internet de TDHCA contiene información precisa (incluyendo formularios e instrucciones) sobre los programas, servicios y eventos.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Información Escrita	<p>11. Documentos producidos por TDHCA son claros.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>12. Documentos producidos por TDHCA son precisos.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Facilidad	<p>13. La localización de la oficina de TDHCA es conveniente.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Puntualidad de Servicio	<p>14. Mi peticiones de información o asistencia están contestadas en un tiempo oportuna.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Proceso de Quejas	<p>15. Entiendo cómo presentar una queja con respecto a los programas de TDHCA, servicios, concesionarios o sub-beneficiarios.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
	<p>16. Si yo diera una queja, me parece que se manejaría de una manera razonable.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
Satisfacción General	<p>17. En general, estoy satisfecho con mis experiencias con TDHCA.</p> <p style="text-align: center;">1 2 3 4 5 no aplica.</p> <p style="text-align: center;">(muy en desacuerdo) (en desacuerdo) (neutral) (de acuerdo) (muy de acuerdo)</p>
<i>Favor de añadir comentarios adicionales a continuación.</i>	
comentario	<p>18. Favor de utilizar el espacio abajo para proporcionar cualquier comentario adicional.</p>