REPORT ON CUSTOMER SERVICE

Prepared by the

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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" or "the Department") 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, Director of the Housing Resource Center. Ms. Yevich also oversees the Department's complaint process, and strategic planning for the Department.

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 2014-2015 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, colonia programs and activities, and regulating the manufactured housing industry. TDHCA provides the following types of assistance for individuals and households meeting eligibility criteria:

Housing and Community Services Assistance

- Housing assistance for individual households (homebuyer down payment, low interest rate mortgage financing, home repair, homebuyer education, grants for home accessibility 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 relief (rental assistance, home repair and reconstruction);
- Foreclosure mitigation (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 generally awarded through formal application processes except for funding based on formula distributions to provide community assistance programs. 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 relief 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 previous 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, safe, and 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 Texas Legislature, US Congress, 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; affirmatively further fair housing; 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
- Organizations

Households

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

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 *2014 State of Texas Low Income Housing Plan and Annual Report*, approximately 99 percent of Households served or committed to be served in state fiscal year 2013 were between >30 to 60 percent area median family income.

Only a few programs at TDHCA are permitted to serve households above 80 percent area median family income, such as the Homeownership Programs, depending on the requirements of specific initiatives. In addition, Households contacting the organizations funded by TDHCA 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.

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 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.

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 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."

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2014-2015 General Appropriations Act Strategies
This section identifies customers served by each strategy listed in the 2014-2015 General Appropriations Act and a brief description of the types of services provided to customers.

Goal 1: Increase Availability of Safe/Decent/Affordable Housing

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, down payment assistance and savings on property taxes to eligible individuals and families.

1.2 Strategy: Provide funding through the HOME Investment Partnerships (HOME) Program for Affordable Housing
- **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:** contract-for-deed conversion to a traditional mortgage; down payment and closing cost assistance; rental subsidy; repair or reconstruction of substandard housing; single-family or multifamily housing development.

1.3 Strategy: Provide funding through the Housing Trust Fund Affordable Housing.
- **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:** barrier removal for persons with disabilities; down payment and closing cost assistance.

1.4 Strategy: Provide federal rental assistance through Section 8 certificates and vouchers.
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.

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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 mortgage loans through the department's Mortgage Revenue Bond (MRB) program.

- **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.

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.

- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, and 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 poverty-related federal funds through a network of agencies.

- **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.
- **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: Monitor subrecipient contracts.
- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Single audit desk reviews.

Goal 5: Regulate Manufactured Housing Industry.

5.1 Strategy: Provide Statement of Ownership and Location and licensing services in a timely manner.
- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process Statements of Ownership and Location/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders 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 complaints, conduct investigations, and take administrative actions.
- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.

- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers and enforce statute.

5.4 Strategy: Provide for the processing of occupational licenses, installation reporting, and tax lien filing and release through TexasOnline.

- **Targeted Program Beneficiaries:** Manufactured home industry, inventory lenders, and taxing entities.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals, file reports, inventory finance liens and tax liens and releases 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, roundtables, and online forums during the year.

The *State Low Income Housing Plan and Annual Report* ("SLIHP") is an annual planning document required by Sections 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, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Board of Directors meetings. The *2014 SLIHP* public input process was held from Friday, January 3, 2014, to Monday, February 4, 2014. There were six public comments received on the *2014 SLIHP (Draft for Public Comment)* and the Department addressed these comments in the final version of the document.

Many divisions within TDHCA host in-person roundtables and online discussion forums to gather input on their program structures. During these roundtables and forums, 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 management on policies and programs that affect persons with disabilities. The Housing and Health Services Coordination Council facilitates improvement to state efforts to offer service-enriched housing through increased coordination of housing and health services. A list of these workgroups can be found in the SLIHP.

2014 TDHCA Customer Service Survey

In April 2014, the Department conducted the online 2014 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 eight customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2015 to 2019* (staff, service timeliness, communications, website, printed information, facility, complaint process, and general satisfaction).

Survey Questions

The Survey contained demographic questions; 17 multiple choice questions asking the respondent to rate TDHCA; 1 question to determine the medium through which the survey was taken; and an opportunity for the respondents to elaborate with additional comments.

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 types of 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, rules, 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.

The Survey included demographic questions at the beginning of the survey to determine if the survey would be conducted in English or Spanish, the location of the respondent, 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.

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.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
Staff	TDHCA staff members are courteous.
	TDHCA staff members demonstrated a willingness to assist.
Timeliness	The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.
Communications	I was given clear explanations about services available to me.
	The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).
Website	The public website contains the information I expect.
	The TDHCA public website is easy to use.
	The TDHCA public website contains accurate information on programs,

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
	services, and events.
	TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use.
	TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA.
Printed Information	Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear.
	Written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.
	If I complained, I believe it would be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.

Survey Timeline

On April 8, 2014, TDHCA publicized the release of the survey through social media, email, website, phone and written announcements. The survey was available for completion until May 2, 2014, at 5:00pm.

Survey Marketing and Customers Surveyed

TDHCA interacts with a large and diverse number of Texans. 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 Households and Organizations connected to the Department as possible.

The survey was made available 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. A link was posted on the TDHCA Calendar. 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 link was also distributed on social media sites maintained by TDHCA (e.g., Facebook and Twitter).

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

> **Speak up! TDHCA conducting survey to improve customer service**
>
> TDHCA is currently conducting a Customer Service Survey of funding recipients and households served through its programs to learn how it can improve the manner in which it serves Texas residents.
>
> Customer responses will help the Department evaluate its facilities, staff and communications, as well as the quality of its complaint handling processes and timeliness of service.
>
> But anyone interested in participating shouldn't wait too much longer to do so. The survey, which was launched April 8, will conclude at 5 pm on Friday, May 2, 2014.
>
> If you represent a city, county, nonprofit organization or for-profit developer with experience administering TDHCA funds, or if you are a resident of Texas who has recently interacted with TDHCA in any way, the Department encourages you to complete this short survey.
>
> The survey is available in both English and Spanish, and may be accessed online by following the hyperlink above. Hard copies are also available at the main office of the TDHCA Manufactured Housing Division.
>
> It only takes a few minutes to complete, but your opinions can have a positive and significant impact on thousands of Texas residents in need of assistance.

An 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, 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 announcement was sent to approximately 7,927 email addresses. Thirty-two emails were returned because the email addresses were incorrect or unverified. A total of 7,895 email announcements reached the addressee.

In addition to the email list invitations, TDHCA searched its Central Database for email addresses of Organizations working with the Office of Compliance and Asset Oversight. In total, 8,581 emails

were sent. A total of 6,724 individual announcements reached the addressee, mainly due to outdated email addresses or staff turnover in the business.

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. The survey will be available until 5:00pm on May 2, 2014.
>
> Click on the link to start the survey:
> http://www.surveymonkey.com/s/TDHCACustomerService2014
>
> We appreciate your feedback!
>
> Thank you,
> Texas Department of Housing and Community Affairs

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 Information Specialist in the Housing Resource Center answers 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 they 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 386 calls, of which approximately 38 were asked to take the survey.

The Manufactured Housing Division, unlike the other TDHCA divisions, 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 30 to 40 walk–in customers a week. During the four week period that the survey was available, approximately 140 people had the opportunity to take the survey.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to the 2008 to 2012 American Community Survey, Texas had 2,913,000 Spanish-speaking persons who spoke English less than "very well." There are 2,805,066 more people who speak Spanish but English less than very well compared to any other group of people who speak another language but English less than very well. Therefore, Spanish would be the most likely language to reach non-English speaking persons in Texas.

Response Rates

TDHCA emailed the survey invitation to 7,895 active emails on the TDHCA email lists. TDHCA also emailed the survey to 6,724 active emails in the Central Database.

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 four weeks between April 7, 2014 and May 2, 2014, the front page received 27,569 unique visitors, the Manufactured Housing front page received 18,463 unique visitors, the Help for Texans page received 9,113 unique visitors, the Spanish Help for Texans page received 103 unique visitors and the Notice of Funding Availability received 632 unique visitors. In addition, 411 TDHCA's Twitter Followers and 490 Facebook users who "liked" TDHCA potentially received the invitation. A total of approximately 56,781 unique visitors potentially saw the online survey invitations and social media 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 38 callers asked to take the survey by the Information Specialist, 10 callers completed the survey.

The Manufactured Housing Division estimates that the Division receives approximately 30 to 40 walk-in customers per week. Given that the survey was available for four weeks, approximately 81 walk-in customers had an opportunity to complete the survey. Seven walk-in customers completed the survey.

Notice that each advertisement strategy varied in its effectiveness. The vast majority of respondents were those who responded were emailed directly from the Department's info@tdhca.state.tx.us. Respondents could not tell the difference between receiving an email invitation from a Listserv announcement and directly from the Department's info@tdhca.state.tx.us email address, so responses types are combined in the table below. The second highest number of respondents was from the TDHCA website, followed by over the phone.

Survey Method*

You heard about this survey:	Response Percent	Response Count
Through Twitter	0.2%	1
Through Facebook	0.0%	0
Over the phone	2.3%	15
On TDHCA website	5.3%	34
Email from TDHCA (info@tdhca.state.tx.us)	89.5%	574
At a customer service center (written)	1.2%	8
Other (please specify) - word of mouth	0.8%	5
Other (please specify)	0.6%	4

*The total in this chart (641) differs from the total respondents (766) because not all respondents answered this question.

The response rate is based on emails sent through listserv email distribution, emails sent directly to customers in the Central Database, website visitors, social media followers, people who were asked to complete the survey over the phone, and walk-in customers for the Manufactured Housing Division, which totals 71,551 invitations.

The survey closed on May 2, 2014. There were 766 completed surveys. Out of 71,551 people who received the survey invitation, this represents a 1.1 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 14,770 and the response rate would be 5.2 percent.

While the number of survey invitations increased by 37.6 percent from 2012 to 2014 (52,011 invitations in 2012 and 71,551 in 2014), the response rate saw only a slight change. There were 715 completed surveys in 2012, yielded a response rate of 1.4 percent, while there were and 766 completed surveys in 2014, yielded a response rate of 1.1 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 the online approach yielded good feedback and saved taxpayers the unnecessary cost and expense of a mailing and data entry approach.

This survey was not a simple random sample: TDHCA performed the majority of the outreach to 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 766 complete 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, 98.7% took the survey in English and 1.3% took the survey in Spanish. The table below shows that more Household Respondents took the survey in Spanish than Organization Respondents. Most Spanish responses were received in writing at the Manufactured Housing Division walk-in office.

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)	756	120	636	237	484	35
Spanish (Español)	10	8	2	4	2	4
Totals	766	128	638	241	486	39

Location

Respondents were shown a TDHCA regional map (as seen below) and asked to indicate which area they were from (if Household Respondent) or which areas they served (if Organization Respondent). Of all respondents, 17.8% were from the Gulf Coast followed by 17.0% from the DFW Metroplex. The Northwest Texas area had the least respondents at only 1.7% of the total. For Housing Program Respondents, 12.6% of those that answered the location question indicated that they served the entire state and were not confined to one region. Most of the Manufactured Housing Respondents were from the Capital Area, probably because most of the surveys completed for Manufactured Housing were taken in writing at the office located in Austin.

Figure 1: Location Choices

Table 2: Location of Respondents

| Location by Region	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manu-factured Housing Respondents
Region 1, High Plains (e.g. Panhandle)	29	3	26	14	15	0
Region 2, Northwest Texas (e.g. City of Wichita Falls)	13	3	10	3	7	3
Region 3,	130	31	99	40	82	8

Location by Region	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manu-factured Housing Respondents
Metroplex (e.g. Dallas/Fort Worth/Arlington)						
Region 4, Upper East Texas (e.g. Longview/Marshall)	31	4	27	11	20	0
Region 5, Southeast Texas (e.g. Tyler/Jacksonville)	24	2	22	8	15	1
Region 6, Gulf Coast (e.g. Houston/Sugar Land/Baytown)	136	24	112	30	103	3
Region 7, Capital (e.g. Austin/San Marcos)	97	15	82	24	61	12
Region 8, Central Texas (e.g. City of Waco)	37	5	32	17	16	4
Region 9, Alamo (e.g. City of San Antonio)	57	8	49	20	37	0
Region 10, Coastal Bend (e.g. Corpus Christi/Kingsville)	30	5	25	21	9	0
Region 11, South Texas Border (e.g. Rio Grande Valley)	62	11	51	21	37	4
Region 12, West Texas, (e.g. Midland/Odessa)	25	3	22	12	13	0
Region 13, Upper Rio Grande (e.g. City of El Paso)	23	2	21	11	10	2
All of Texas	72	12	60	9	61	2

Figure 2: Location of Respondents
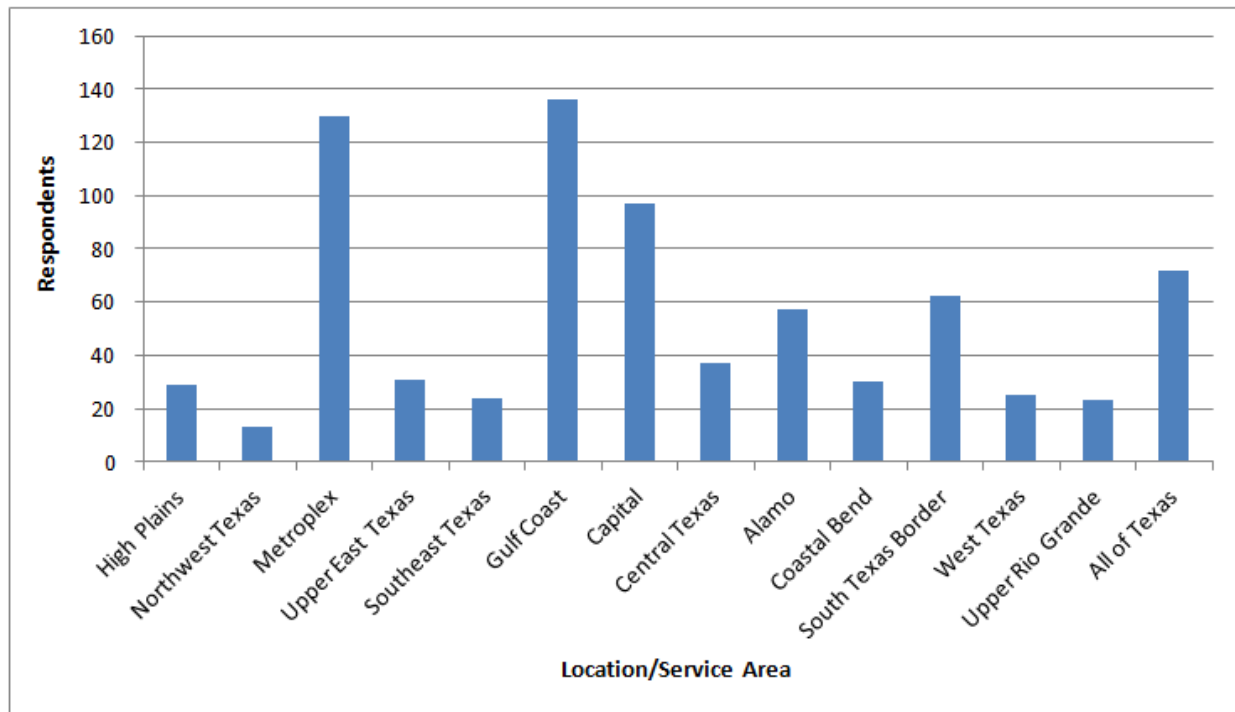
*Customer Type and Business with TDHCA*

TDHCA designated two Customer Types that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 16.7% of respondents, or 128 individuals, identified themselves as Households for the purposes of this report. Approximately 83.3% of respondents, or 638 respondents, identified themselves as representing Organizations.

Table 3: Customer Type by Business with TDHCA

My primary type of business with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Community Affairs	241	30	211
Housing Assistance	486	81	405
Manufactured Housing	39	17	22
Total Households or Organizations	766	128	638

Of all respondents, 63.4% primarily had contact with the Housing Programs, 31.5% had contact with the Community Affairs' programs, and 5.1% had contact with the TDHCA Manufactured Housing Division. Figure 2, Customer Type by Business, shows that a higher percentage of Organizations responded for Housing Assistance (63.5%) as compared to the Community Affairs (33.1%) and Manufactured Housing Assistance (3.4%).

Figure 3. Customer Type by Business with TDHCA
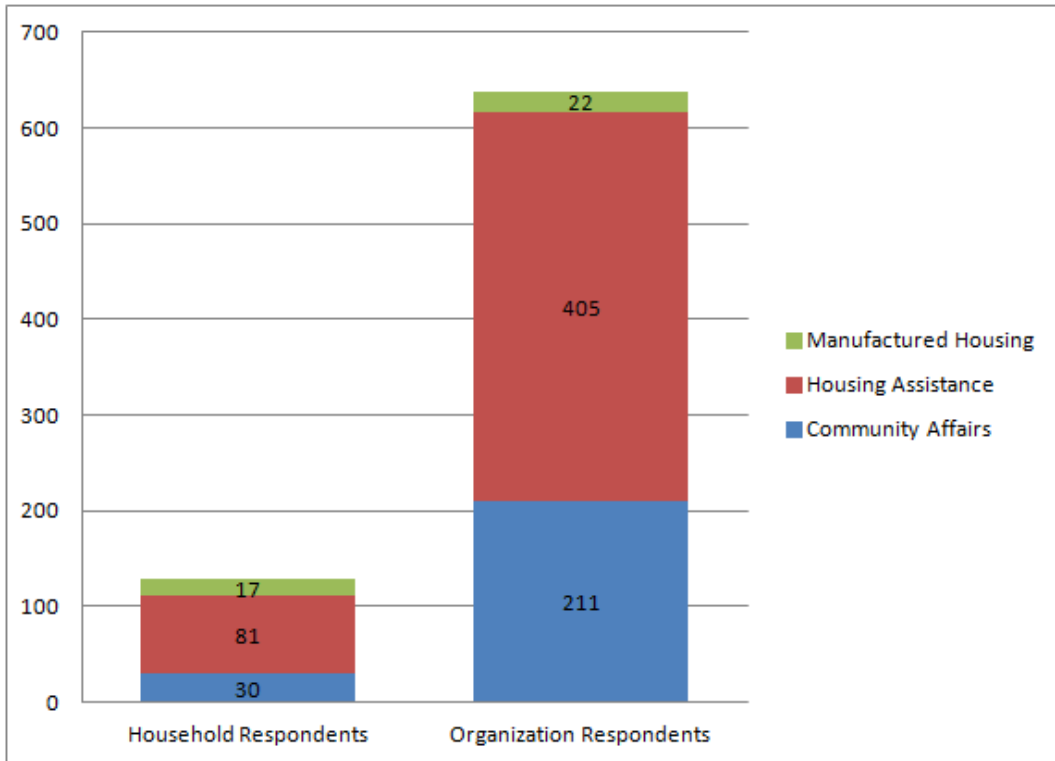
CUSTOMER-DETERMINED SERVICE QUALITIES

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 4 shows that the overall satisfaction (Question 29) for the respondent types varied between 3.70 and 4.05 except for Manufactured Housing, which had a highest average (4.61). The highest average rating was "TDHCA staff members are courteous" for every respondent type. Conversely, the lowest average rating was "The location of the TDHCA office is convenient" for every respondent type.

Table 4. Average Ratings

| Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
13. TDHCA staff members are courteous.	4.25	4.07	4.28	4.12	4.30	4.61
14. TDHCA staff members demonstrated a willingness to assist.	4.10	3.97	4.12	3.91	4.16	4.48
15. The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.	3.80	3.81	3.80	3.68	3.83	4.21
16. I was given clear explanations about services available to me.	3.83	3.79	3.83	3.64	3.88	4.38
17. The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.	3.65	3.69	3.65	3.39	3.76	4.04

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
18. Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).	4.18	4.03	4.20	4.00	4.24	4.59
19. The public website contains the information I expect.	4.02	3.92	4.04	3.92	4.05	4.43
20. The TDHCA public website is easy to use.	3.80	3.79	3.80	3.67	3.83	4.36
21. The TDHCA public website contains accurate information on programs, services, and events.	3.98	3.76	4.01	3.82	4.03	4.41
22. TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use.	3.94	3.58	3.98	3.83	3.99	4.00
23. TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA.	3.89	3.55	3.94	3.71	3.99	4.10
24. Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear.	3.72	3.63	3.74	3.49	3.82	4.10
25. Written materials provide accurate information.	3.86	3.76	3.88	3.66	3.95	4.06

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
26. The location of the TDHCA office is convenient.	3.39	3.33	3.40	3.26	3.42	3.78
27. I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.	3.53	3.36	3.56	3.47	3.52	4.08
28. If I complained, I believe it would be addressed in a reasonable manner.	3.66	3.56	3.67	3.42	3.76	4.00
29. Overall, I am satisfied with my experiences with TDHCA.	3.96	3.77	3.99	3.70	4.05	4.61

Figure 4. Average Customer Rating by Respondent Type
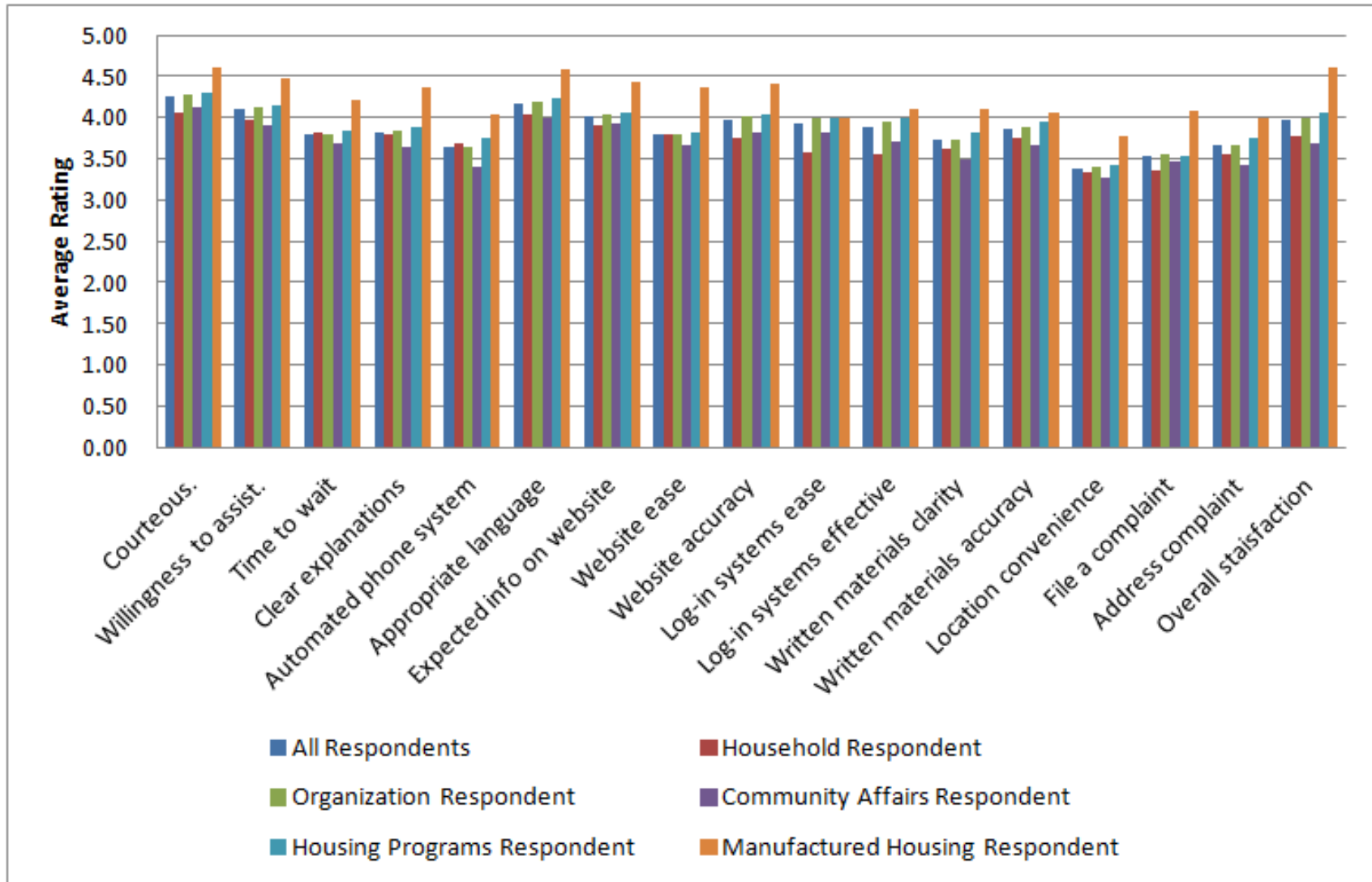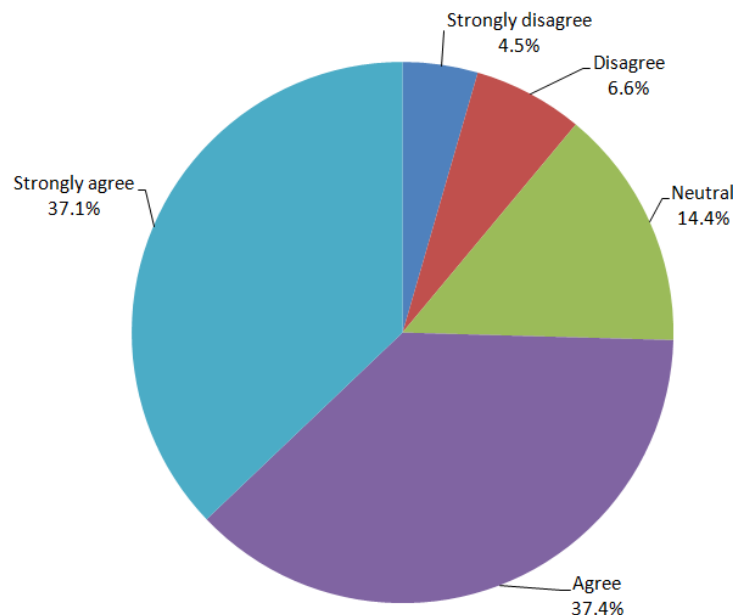
Overall Satisfaction

Table 5 and Figure 5 show that out of all respondents, 74.6% stated they strongly agree or agree with the statement "Overall, I am satisfied with my experiences with TDHCA". Approximately 11.0% either disagree or strongly disagree with the statement that they were satisfied with their experiences with TDHCA.

Among the customer subgroups, Household Respondents indicated general satisfaction with TDHCA in a greater percentage (88.9%) than did Organization Respondents (66.7%). Table 5 shows that the extent that each respondent type agreed or disagreed with the statement. The Manufactured Housing Division had the highest percentage of respondents (98.8%) who agreed or strongly agreed with the statement, followed by the Community Affairs Respondents (79.8%) and then the Housing Program Respondents (69.1%).

Table 5. Overall Satisfaction

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	28	13	15	10	17	1
Disagree	41	2	39	22	18	1
Neutral	90	16	74	38	52	0
Agree	234	17	217	84	145	5
Strongly agree	232	39	193	50	158	24

Figure 5. Overall Satisfaction, All Respondents

Comments about Overall Satisfaction

There were 19 positive, 25 neutral, and 21 negative comments about the overall satisfaction with TDHCA. Below is a sample of positive, neutral, and negative comments about TDHCA. Any comments regarding a specific program were sent to that division.

Positive Comments:

"I have worked with TDHCA for 20 years. I think that each year the system and policies are better because of the work all of the staff does."

"My experience has always been wonderful with representatives sent out to the property."

"Overall TDHCA does a great job."

Neutral Comments:

"Continue to work on it. You'll improve with time. Just remember why you exist."

"You will best serve the state by shifting away from top-down decisions to collaborative decision-making that involves your stakeholders."

Negative Comments:

"There seems to be more of an adversarial attitude from TDHCA than previously experienced."

"We have tax credit properties in 3 states, TDHCA is by far the worst agency we are forced to deal with."

"It would appear that the agency is [too] black or white and does not appear to be user friendly."

STAFF

Courteousness

Table 6 and Figure 6 show that of all respondents, 83.6% strongly agree or agree with the statement "TDHCA staff members are courteous." The highest percentage of respondents agrees with this statement than any other statement on the survey. Approximately 5.1% disagree or strongly disagree with this statement. Table 6 shows that a greater ratio of Manufactured Housing Respondents (90.9%) agreed with the statement than Housing Program Respondents 84.9%) and Community Affairs Respondents (80.0%).

Table 6. Staff Courteousness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	21	7	14	4	16	1
Disagree	12	2	10	5	6	1
Neutral	74	14	60	33	40	1
Agree	219	20	199	88	127	4
Strongly agree	327	45	282	80	221	26

Figure 6. Staff Courteousness, All Respondents

Willingness to Assist
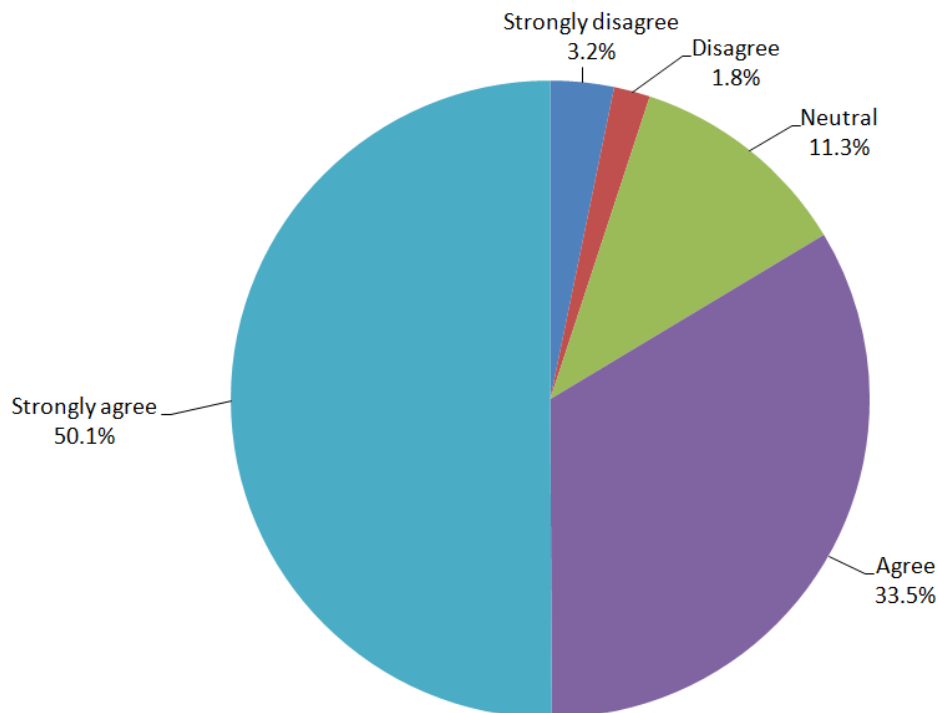
Table 7 and Figure 7 show that of all respondents, 77.4% strongly agree or agree with the statement "TDHCA staff members demonstrated a willingness to assist." Approximately 9.8% disagree or strongly disagree with this statement. Table 7 shows that a greater ratio of Manufactured Housing Respondents agreed with the statement (90.9%) than the ratio of Housing Programs Respondents (87.6%) or Community Affairs Respondents (72.9%).

Table 7. Staff Willingness to Assist by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	28	7	21	6	20	2
Disagree	36	5	31	18	17	1
Neutral	83	15	68	32	51	
Agree	203	17	186	83	114	6
Strongly agree	301	43	258	68	209	24

Figure 7. Staff Willingness to Assist, All Respondents
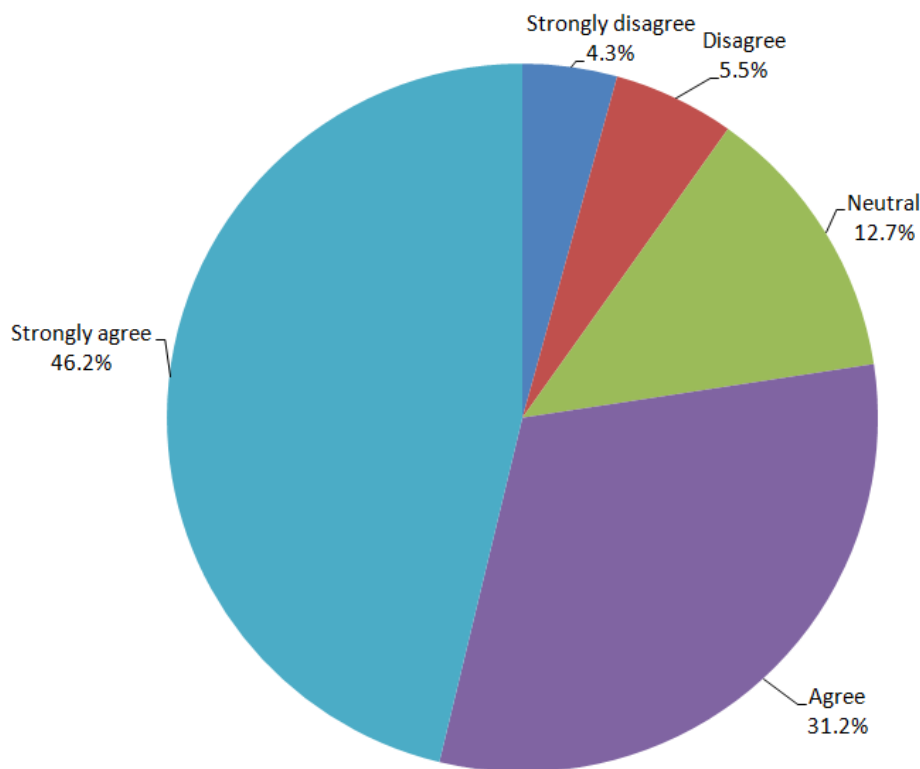
Comments about Staff

There were 27 positive comments about staff, compared to 2 negative comments, and 2 comments that had both positive and negative aspects. Most negative comments had to do with inconsistencies with staff service between divisions. Thirteen positive comments mentioned staff by name. The following is a sample of the comments made by respondents regarding the staff.

Positive Comments:

"The TDHCA staff is professional, highly competent, eager to assist, patient and gracious, among other excellent qualities. I have found the processes of the agency efficient and, especially, transparent. I have dealt with state agencies for thirty years. This is the most customer oriented and professional agency I have dealt with."

"Better customer service is important to me. I appreciate the lady that gave me information."

"[Name removed] is a very knowledgeable representative and will always answer my questions if I do not understand the automated responses. She is very quick to return phone calls and knows her stuff, great employee!"

Neutral Comments:

"While I understand the need for it - some staff members from different divisions are robotic."

Negative Comments:

"Recent compliance monitoring was unprofessional, the monitors proposed solutions to accounting procedures which they did not understand, combative and not willing to listen to our explanations. They arrived with a preconceived agenda and stuck to it."

TIMELINESS

Timely Response

Table 8 and Figure 8 show that of all respondents, 70.8% strongly agree or agree with the statement "The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable." Approximately 14.8% disagree or strongly disagree with this statement. Table 8 shows that higher ratio of Manufactured Housing Respondents (87.9%) agreed with the statement, which was higher than Housing Programs Respondents at 70.7% or Community Affairs Respondents at 68.1%.

Table 8. Timely Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	48	10	38	18	28	2
Disagree	47	3	44	15	30	2
Neutral	93	16	77	33	60	0
Agree	250	20	230	90	148	12
Strongly agree	205	36	169	51	137	17

Figure 8. Timely Response, All Respondents

Strongly disagree 7.5%
Disagree 7.3%
Neutral 14.5%
Agree 38.9%
Strongly agree 31.9%
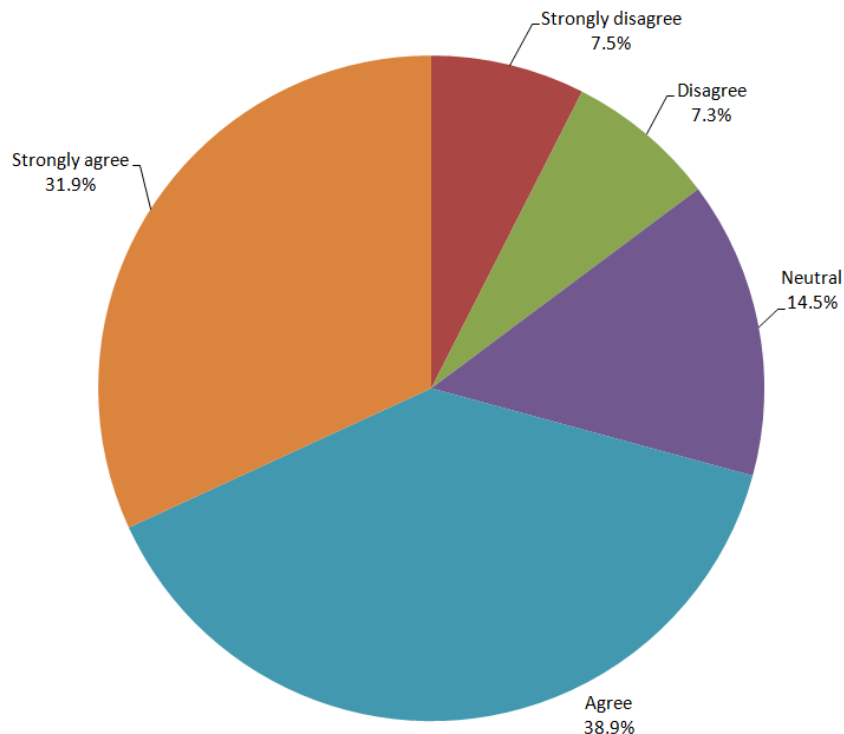
Comments about Timeliness

Most comments about timeliness were negative. There were 7 negative comments, 3 positive comments and 1 comment that had both positive and negative aspects. Many negative comments focused on the long length of time it took to receive a response, though some also commented on the timeframe of the program administration and not specifically the staff. The positive comments focused on the prompt responses received. The following is a sample of the comments made by respondents regarding the staff.

Positive or Mixed Comments:

"It can be hard to get anyone on the phone, however the response to Request for CA Program Assistance is very quick. Would like to see better communication from TDHCA about pending contracts, timing on contracts, and notifying subrecipients when there are changes to best practices, forms, etc. Overall a pleasure to work with the staff at TDHCA."

"I think they are doing a great service to the state of Texas and a wonderful job. Everyone is always helpful whenever I have had to call in. They are a little slow on getting back to you however it is totally understandable due to the high volume of calls that they receive. If you asked me what I would change about the TDHCA I wouldn't change a thing. If it it's not broke don't fix it……"

"I greatly appreciate staff responsiveness to program rules. Thank You [Name removed] for not only following up with a VM but giving me your e-mail address so that my question was answered in a timely manner."

Negative Comments:

"The customer services for the request for payment process is very poor. The request for payments are not expedite in a timely manner. They are review after the 10 days and returned for minor corrections and then take an additional 10 day for final approval."

"CEAP grant funds for agencies need to available at the beginning grant year. It very difficult to help the community when the contract is signed and funds aren't released to assist."

COMMUNICATION

Clear Explanations

Table 9 and Figure 9 show that of all respondents, 69.8% strongly agree or agree with the statement "I was given clear explanations about services available to me." Approximately 14.7% disagree or strongly disagree with this statement. Table 9 shows that Manufactured Housing had the highest ratio of respondents (87.5%) that agreed with that statement, followed by Housing Programs (70.8%) and Community Affairs (64.8%).

Table 9. Clear Explanation by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	41	12	29	14	26	1
Disagree	51	5	46	19	31	1
Neutral	97	12	85	37	58	2
Agree	222	17	205	84	129	9
Strongly agree	214	40	174	45	150	19

Figure 9. Clear Explanations, All Respondents
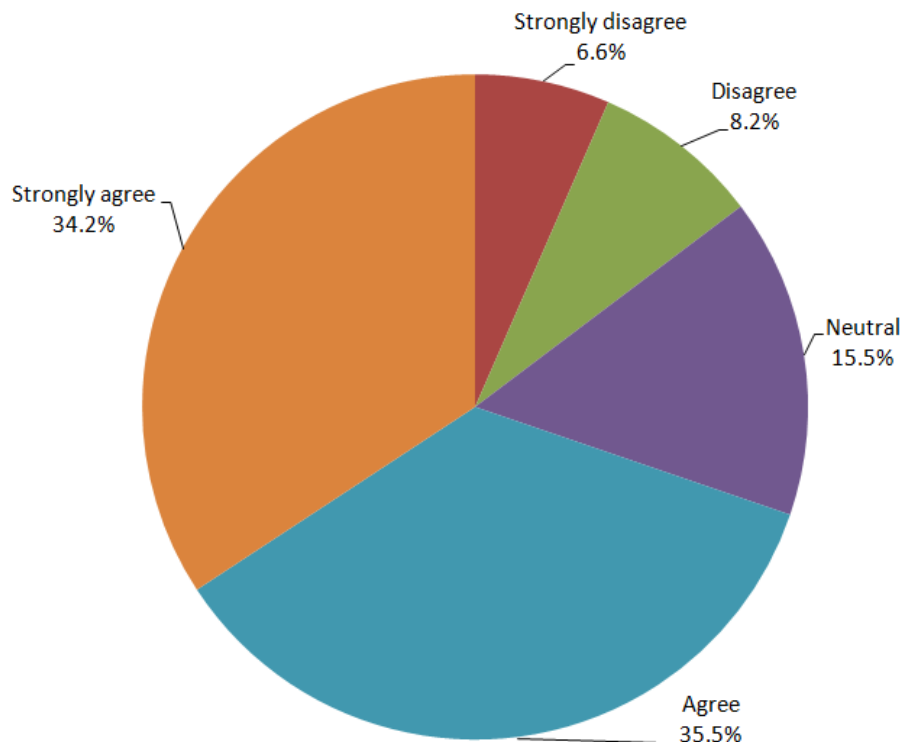
Automated Phone System

Table 10 and Figure 10 show that of all respondents, 57.3% 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 12.9% disagree or strongly disagree with this statement. Table 10 shows that a higher ratio of Manufactured Housing Respondents (69.2%) agreed with the statement than Housing Program Respondents (61.2%) and Community Affairs Respondents (48.2%).

Table 10. Automated Phone System by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	31	9	22	11	19	1
Disagree	34	5	29	22	9	3
Neutral	150	20	130	55	91	4
Agree	152	14	138	53	95	4
Strongly agree	136	32	104	29	93	14

Figure 10. Automated Phone System, All Respondents
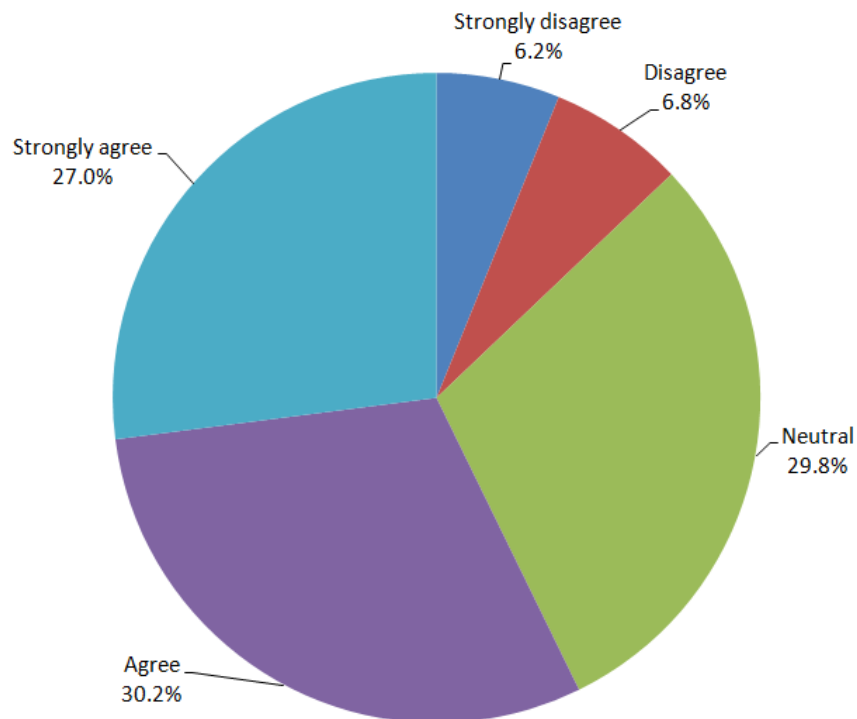
Appropriate Language Availability

Table 11 and Figure 11 show that of all respondents, 79.7% strongly agree or agree with the statement "Communication is available in the appropriate language." (Organization Respondents were asked to consider the languages their clients speak.) Approximately 4.2% disagree or strongly disagree with this statement. Table 11 shows that a higher ratio of Manufactured Housing Respondents (93.1%) agreed with the statement Housing Program Respondents (80.9%) or Community Affairs Respondents (75.3%).

Table 11. Appropriate Language, by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	7	10	3	13	1
Disagree	7	0	7	4	3	0
Neutral	93	13	80	40	52	1
Agree	198	20	178	86	106	6
Strongly agree	260	36	224	57	182	21

Figure 11. Appropriate Language, All Respondents

Strongly disagree 3.0%
Disagree 1.2%
Neutral 16.2%
Strongly agree 45.2%
Agree 34.4%
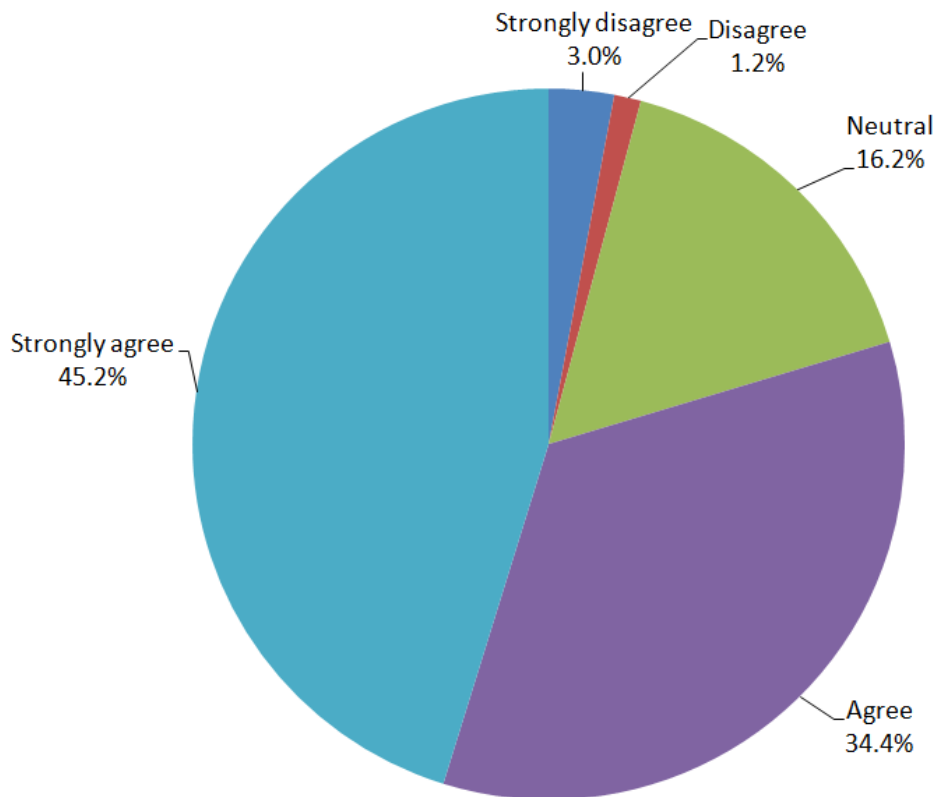
Comments about Communication

Of the 13 comments/suggestions received about communication, only one was positive. The remaining 12 were negative and had to do with the interpretation of and changes to the programs' rules or administration. The following is a sample of the comments made by respondents regarding the communications.

Negative Comments/Suggestions:

"The emails sent out are in TDHCA departmental jargon that are difficult for the end user to process."

"The only challenge I can express is when we need a clear interpretation of HUD guidance and/or TDHCA rules, staff is reluctant to express verbally and much less in writing a clear answer to our questions regarding interpretation of rules."

"The information is sometimes ambiguous and many of us, myself included, believe that some people get more favorable treatment."

Expected Information Available Online

Table 12 and Figure 12 show that of all respondents, 97.1% strongly agree or agree with the statement "The public website contains the information I expect." Approximately 6.4% disagree or strongly disagree with this statement. Table 12 shows that a higher ratio of Manufactured Housing Respondents (85.7%) agreed with the statement than Housing Program Respondents (80.5%) or Community Affairs Respondents (75.5%).

Table 12. Expected Information Available Online by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	6	9	4	10	1
Disagree	25	2	23	12	12	1
Neutral	90	15	75	34	54	2
Agree	291	30	261	101	185	5
Strongly agree	200	30	170	53	128	19

Figure 12. Expected Information Available Online, All Respondents
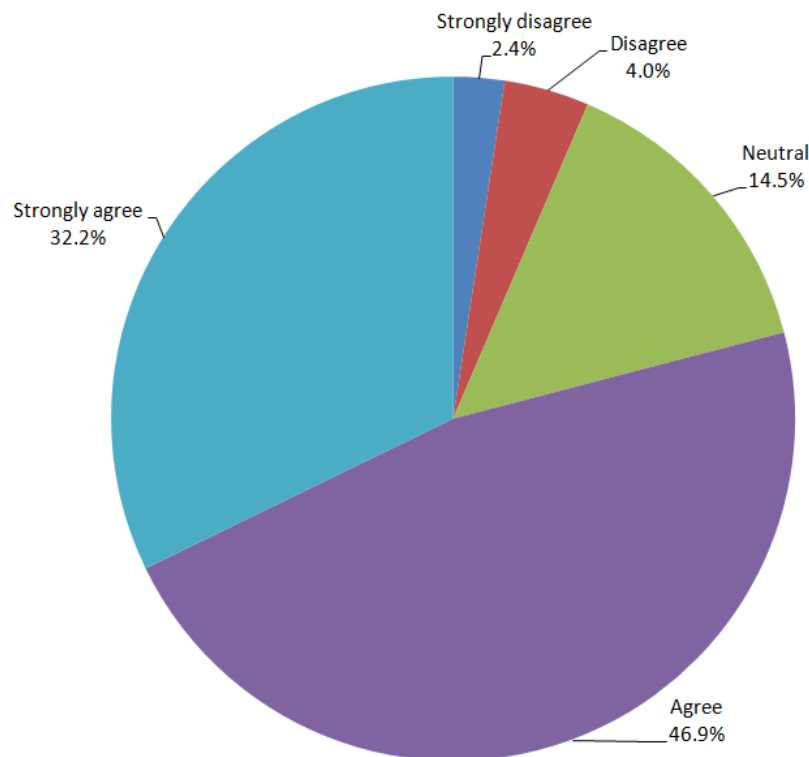
Website Ease

Table 13 and Figure 13 show that of all respondents, 69.7% strongly agree or agree with the statement "The TDHCA public website is easy to use." Approximately 13.6% disagree or strongly disagree with this statement. Table 13 shows that a higher ratio of Manufactured Housing Respondents (85.7%) agreed with the statement than Housing Program Respondents (69.5%) or Community Affairs Respondents (62.4%).

Table 13. Website Ease by Customer Type

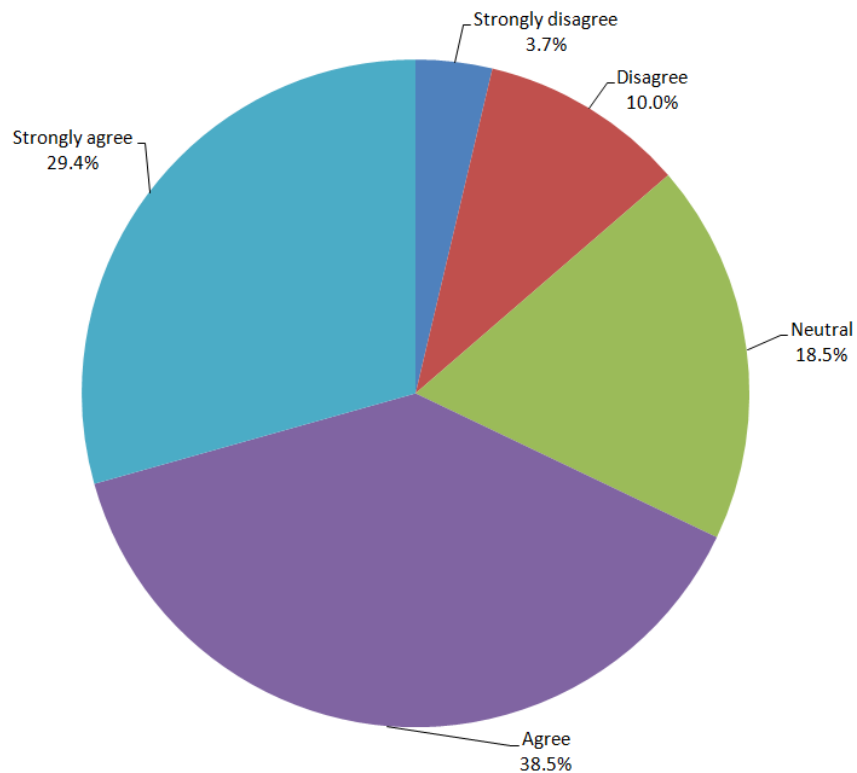| Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	23	7	16	5	16	2
Disagree	62	3	59	29	32	1
Neutral	115	20	95	43	71	1
Agree	240	25	215	80	155	5
Strongly agree	183	29	154	48	116	19

Figure 13. Website Ease, All Respondents

Website Accuracy

Table 14 and Figure 14 show that of all respondents, 75.2% strongly agree or agree with the statement "The TDHCA public website contains accurate information on programs, services, and events." Approximately 6.8% disagree or strongly disagree with this statement. Table 14 shows that a higher ratio of Manufactured Housing Respondents (85.2%) agreed with the statement than Housing Programs (77.3%) and Community Affairs Respondents (70.0%).

Table 14. Website Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	7	10	5	11	1
Disagree	25	4	21	14	11	
Neutral	111	19	92	42	66	3
Agree	266	21	245	93	167	6
Strongly agree	198	29	169	49	132	17

Figure 14. Website Accuracy, All Respondents
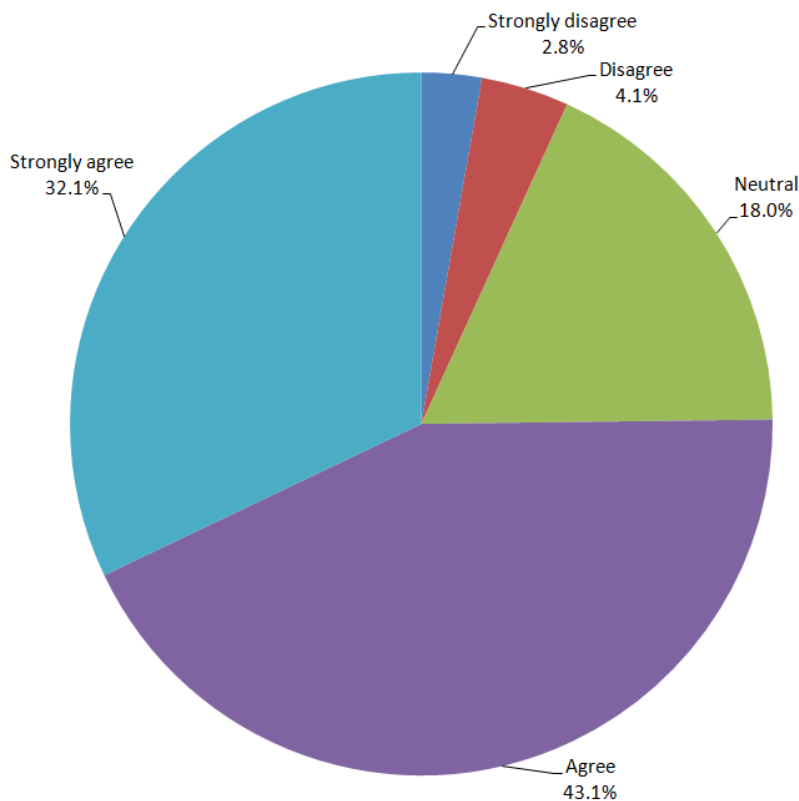
Comments about Website

Many of the comments regarding the website contained both positive and negative statements. Overall, 3 comments were positive, 9 were neutral and 5 were negative. Below is a list of the comments.

Positive Comments:

"As a service provider, we can never have too much information. While the information on TDHCA's website is accurate, it is not useful for interpreting guidelines and regulations. The program FAQs are a great step in the right direction and I always get quick response from the question/answer portal."

"The website was helpful and found the number to call for help with housing assistance. Left a message and got a call back right away. The lady helped me a lot. Thank you."

Neutral Comments/Suggestions:

"Overall, the TDHCA website is a good source for general information about the programs, but I would love to see a Technical Guide in the future so that we do not have to rely so heavily on our Program Specialists for information. There have been times when I just need to ask a question regarding the rules of the program and I have to wait days for a reply from the Program Specialist. With a Technical Guide, I believe this would eliminate a lot of the questions to the Program Specialists and give them more time to focus on more important things like setup and draw requests."

Negative Comments/Suggestions:

"I would like information on the website to be posted more quickly and without error regarding the 9% competitive HTC applications."

"TDHCA's website is cumbersome and difficult to navigate even for the most saavy user. It is very hard to find a contact person and to actually get to the person."

Ease of Use

Table 15 and Figure 15 show that of all respondents, 73.4% strongly agree or agree with the statement "TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use." Approximately 9.3% disagree or strongly disagree with this statement. Table 15 shows that a higher percentage of Housing Program Respondents (76.2%) agreed with the statement than Community Affairs Respondents (68.8%) and Manufactured Housing Respondents (68.4%).

Table 15. Systems Ease of Use by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	22	6	16	7	14	1
Disagree	30	1	29	14	14	2
Neutral	97	23	74	39	55	3
Agree	224	18	206	77	144	3
Strongly agree	187	16	171	55	122	10

Figure 15. Systems Ease of Use, All Respondents

Strongly disagree 3.9%
Disagree 5.4%
Neutral 17.3%
Agree 40.0%
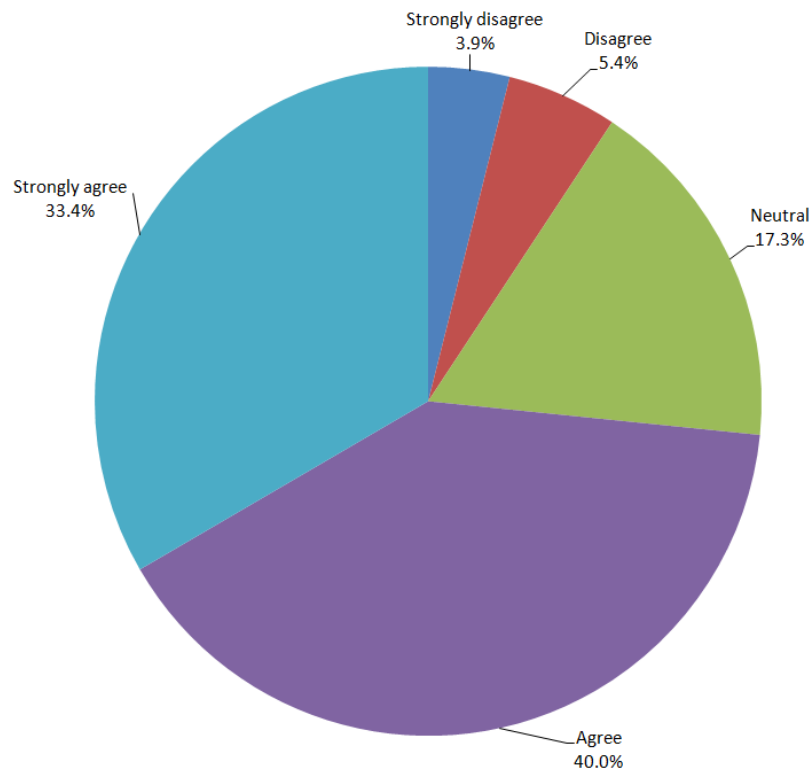Strongly agree 33.4%

Effectiveness of Systems Requiring Log-in

Table 16 and Figure 16 show that of all respondents, 70.9% strongly agree or agree with the statement "TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA." Approximately 10.1% disagree or strongly disagree with this statement. Table 16 shows that a higher percentage of Housing Program Respondents (74.5%) agreed with the statement than Manufactured Housing Respondents (70.0%) and Community Affairs Respondents (64.4%).

Table 16. System Effectiveness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	21	7	14	8	12	1
Disagree	35	1	34	21	14	
Neutral	106	24	82	39	62	5
Agree	214	18	196	74	136	4
Strongly agree	180	17	163	49	121	10

Figure 16. Systems Effectiveness, All Respondents
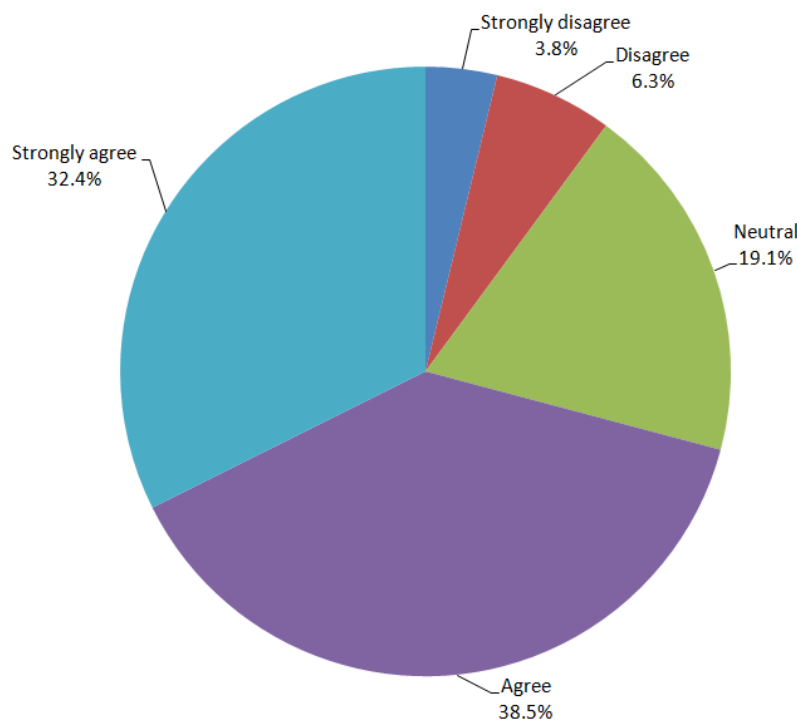
Comments about Systems Requiring Log-in

Most comments received about Systems Requiring Log-in were neutral in tone and provided suggestions to make the systems more user-friendly. Below is a list of the comments.

Mixed Comments:

"Would love to be able to upload budget info via a template rather than item by item. Is this possible?"

"Make the reporting system 'auto save' with option to manually save. Some sections of the report are not clearly identified in the body of the report…"

Document Clarity

Table 17 and Figure 17 show that of all respondents, 64.9% strongly agree or agree with the statement "Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear." Approximately 14.2% disagree or strongly disagree with this statement. Table 17 shows that a higher percentage of Manufactured Housing Respondents (82.8%) agreed with the statement than Housing Program Respondents (67.8%) and Community Affairs Respondents (56.9%).

Table 17. Document Clarity by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	33	9	24	11	19	3
Disagree	55	4	51	33	21	1
Neutral	129	22	107	43	85	1
Agree	236	23	213	77	150	9
Strongly agree	166	26	140	38	113	15

Figure 17. Document Clarity, All Respondents
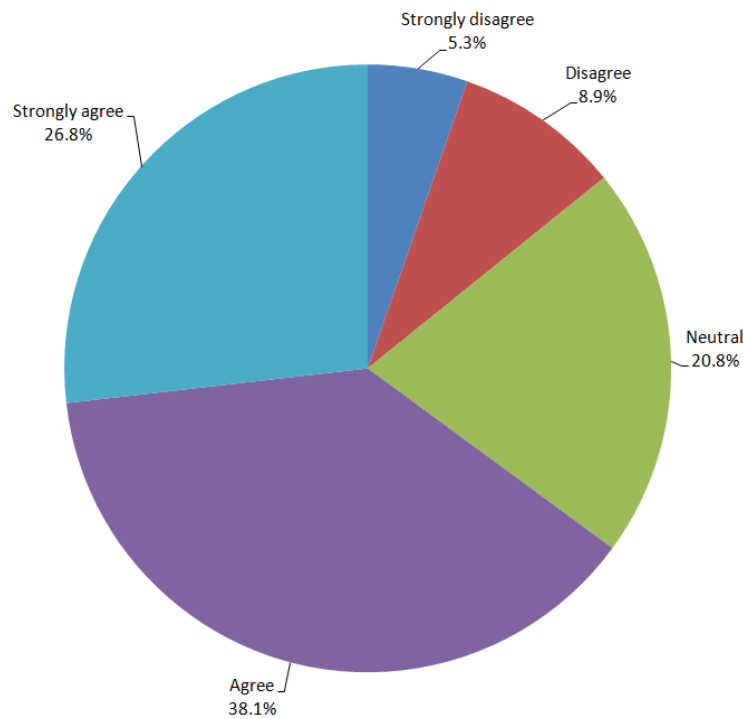

Figure 17. Document Clarity, All Respondents

Document Accuracy

Table 18 and Figure 18 show that of all respondents, 70.2% strongly agree or agree with the statement "Written materials provide accurate information." Approximately 9.7% disagree or strongly disagree with this statement. Table 18 shows that a higher ratio of Manufactured Housing Respondents (74.2%) agreed with the statement than Housing Programs Respondents (72.9%) and Community Affairs Respondents (64.4%).

Table 18. Document Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	25	8	17	9	14	2
Disagree	35	1	34	23	11	1
Neutral	124	22	102	40	79	5
Agree	249	24	225	85	156	8
Strongly agree	184	28	156	45	124	15

Figure 18. Document Accuracy, All Respondents
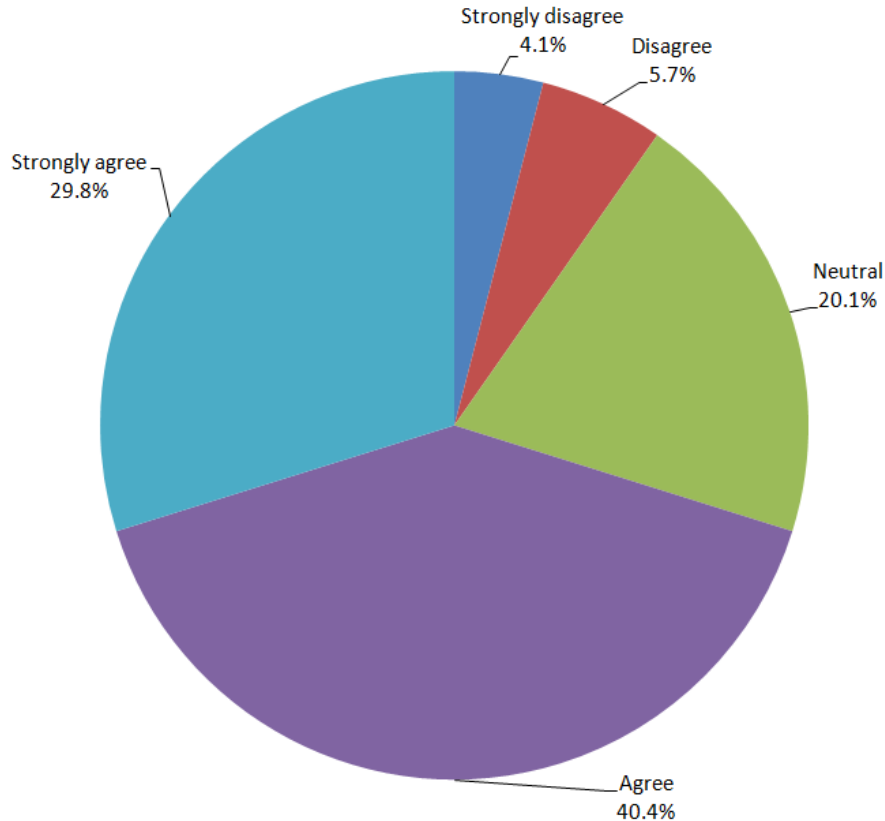
Comments about Documents

Of the 6 comments received about Documents, all provided specific suggestions to for the Department to make improvement to documents posted on the website. Many of these comments focused on calculations in Excel documents.

Mixed Comments:

"I wish required forms that involve any type of figures were available in excel format so that there was a lower chance of mistakes when filled out on the properties - an example of this would be the Tenant Income Certification Form."

"Please revise the budget forms. It is hard to add the required information the way the forms are designed."

FACILITY

Location Satisfaction

Table 19 and Figure 19 show that of all respondents, 45.6% strongly agree or agree with the statement "The location of the TDHCA office is convenient." This was the lowest rate of agreement out of all the statements. Approximately 15.1% disagree or strongly disagree with this statement. Table 19 shows that a higher ratio of Manufactured Housing Respondents (56.5%) agreed with the statement than Housing Programs Respondents (46.1%) or Community Affairs Respondents (43.0%).

Table 19. Location Satisfaction by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	34	11	23	13	19	2
Disagree	44	3	41	20	24	
Neutral	204	24	180	65	131	8
Agree	160	16	144	57	99	4
Strongly agree	76	16	60	17	50	9

Table 19. Location Satisfaction, All Respondents
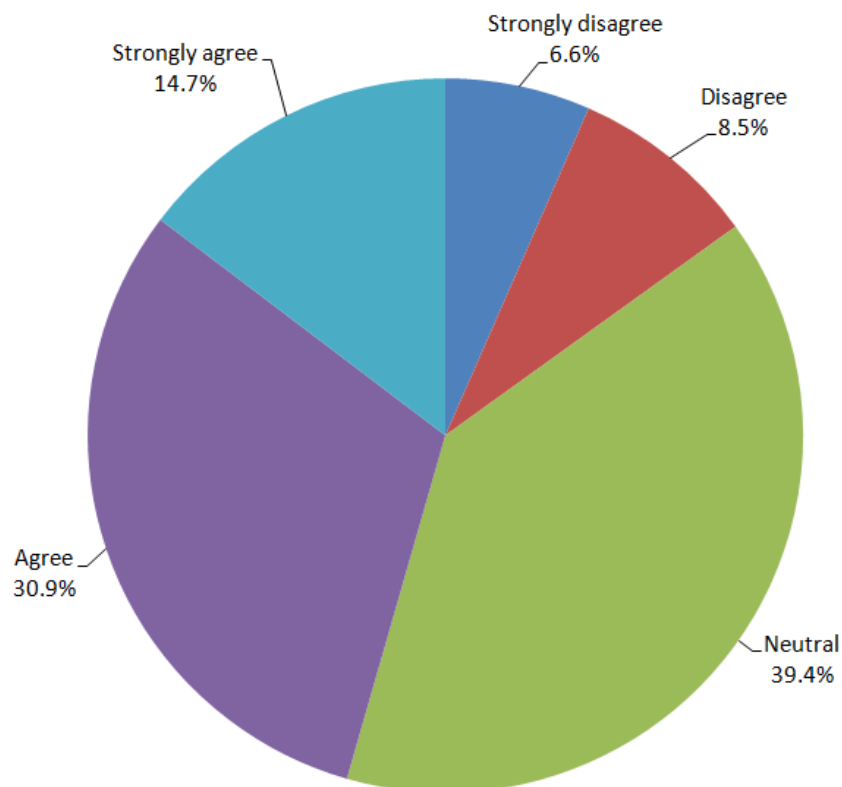
Comments about Facility

There were no comments received about TDHCA's facility.

COMPLAINT PROCESS

How to File a Complaint

Table 20 and Figure 20 show that of all respondents, 57.0% strongly agree or agree with the statement "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees." Approximately 18.3% disagree or strongly disagree with this statement. Table 20 shows that a higher percentage of Manufactured Housing Respondents (70.8%) agreed with the statement than Community Affairs Respondents (57.2%) and Housing Programs Respondents (55.8%).

Table 20. How to File a Complaint by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	28	13	15	6	22	0
Disagree	73	7	66	33	38	2
Neutral	137	19	118	41	91	5
Agree	208	20	188	81	121	6
Strongly agree	107	21	86	26	70	11

Figure 20. How to File a Complaint, All Respondents
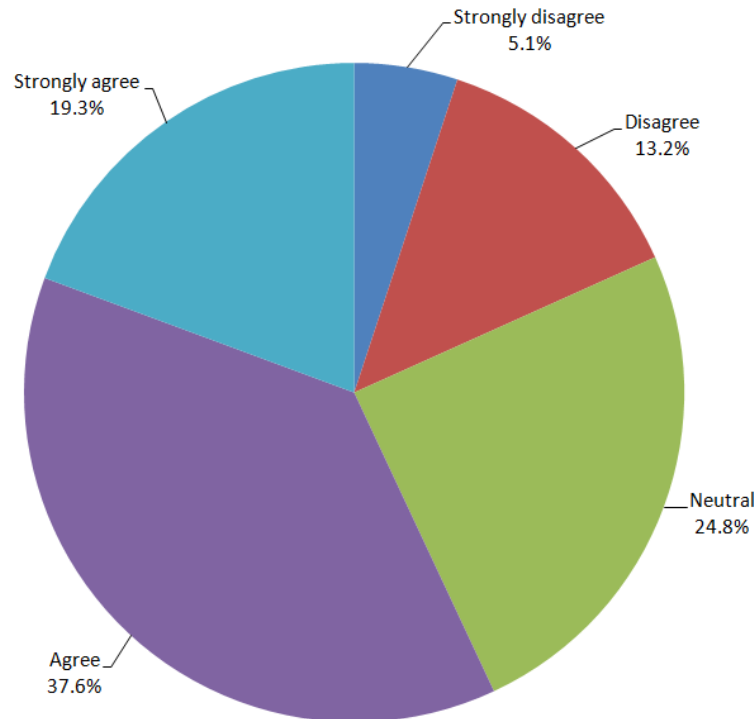
Complaint Response

Table 21 and Figure 21 show that of all respondents, 62.2% strongly agree or agree with the statement "If I complained, I believe it would be addressed in a reasonable manner." Approximately 14.9% disagree or strongly disagree with this statement. Table 21 shows that a higher ratio of Manufactured Housing Respondents (68.0%) agreed with the statement than Housing Programs Respondents (67.0%) and Community Affairs Respondents (52.3%).

Table 21: Complaint Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	37	13	24	14	21	2
Disagree	49	2	47	24	24	1
Neutral	132	19	113	54	73	5
Agree	214	21	193	68	142	4
Strongly agree	144	26	118	33	98	13

Figure 21. Complaint Response, All Respondents
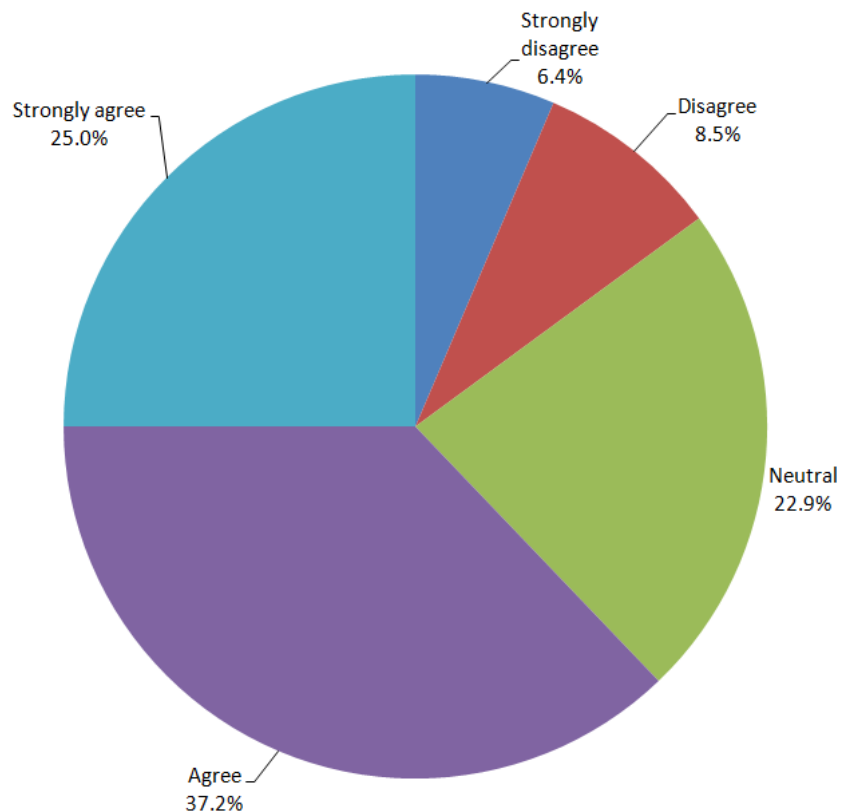
Comments about Complaints

There were no comments received about TDHCA's complaint system.

Summary

Amongst all respondents, the survey indicated a positive overall satisfaction with TDHCA customer service. There were two Customer Type respondents (e.g., (1) Households and (2) Organizations) and three business-type respondents (e.g., (3) Community Affairs Respondents, (4) Housing Program Respondents, and (5) Manufactured Housing Respondents). Four of the five respondent types (all except Community Affairs Respondents) had the same three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "TDHCA staff members demonstrated a willingness to assist."
3. "Communication is available in the appropriate language."

Community Affairs had the following three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "TDHCA staff members demonstrated a willingness to assist."
3. "The public website contains the information I expect."

None of the five respondent types had the same three statements with the lowest average ranking but all types had the statement "The location of the TDHCA office is convenient." with the lowest average ranking.

Community Affairs had the following three statements with the lowest average ranking:

1. "The location of TDHCA is convenient."
2. "The automated phone system is easy to navigate and helps me reach the correct division or individual when I call."
3. "If I complained, I believe it would be addressed in a reasonable manner."

Housing Programs had the following three statements with the lowest average ranking:
1. "The location of TDHCA is convenient."
2. "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees."
3. "If I complained, I believe it would be addressed in a reasonable manner."

Manufactured Housing had the following three statements with the lowest average ranking:
1. "The location of TDHCA is convenient."
2. "TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use."
3. "If I complained, I believe it would be addressed in a reasonable manner."

For a majority of the statements, the differences in the percentage of respondents that agreed for the different types of business at TDHCA were very similar, all under 15% of each other. For 3 of the 17 statements, the differences between the types of business respondents were more than 15%, warranting further inquiry of any inconstancies within the Department. The largest differences are summarized below:

- Clear explanations: Manufactured Housing has an agreement rate 22.7% and 16.7% higher than Community Affairs or Housing Program Respondents, respectively.
- Website ease of use: Manufactured Housing has an agreement rate 23.3% and 16.2% higher than Community Affairs or Housing Program Respondents, respectively.
- Timeliness: Manufactured Housing has an agreement rate 19.8% and 17.2% higher than Community Affairs or Housing Program Respondents, respectively.
- Document clarity: Manufactured Housing has an agreement rate 25.8% higher than Community Affairs.
- Automated phone system: Manufactured Housing has an agreement rate 21.0% higher than Community Affairs.

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 *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2015 to 2019* was included in the survey, along with other elements which will be used internally. The additional comments included by 173 respondents helped give specific direction to TDHCA as to what worked and what needed improvement. For 2016, the main change TDHCA would make to the survey is to reach more randomly-sampled population and a broader population, particularly with the Manufactured Housing Division customers. Of the 766 respondents, only 5.1% had contact with the Manufactured Housing Division.

Having a randomly-sampled population would allow TDHCA to determine confidence levels and intervals and a definite response rate. Unfortunately, because of the large TDHCA customer base, the number of written surveys or out-going calls which would be needed to provide a random sample is cost prohibitive. In 2016, TDHCA plans to continue electronic outreach via, email, website, and social media and will further expand outreach to field office locations with written surveys. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

Survey Findings

TDHCA is acting upon the results found in the 2014 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 76.4% of respondents agreed that they were satisfied with their experiences at TDHCA, which was a slight decrease from 77.8% in 2012.

The customer service element with the highest overall satisfaction rate was the staff category, with 83.6% of all respondents agreeing that TDHCA staff members are courteous, and 79.7% of respondents agreeing that the public website contains the information they expect.

The customer service elements with the highest "disagree" selections were disagreeing with the statements "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees" (18.3%) and "The location of the TDHCA office is convenient" (15.1%).

Customer Service Improvements

TDHCA has acted on the results of the 2012 Survey. Improvements listed by customer service category are included below.

Staff

The highest percentage of respondents who agreed with the statements in the survey agreed that the staff was courteous and willing to assist. Even though these customer service elements were the highest ranking in the 2012 Survey, the percentage of respondents that agreed that staff was courteous decreased from 85.9% in 2012 to 83.6% in 2014 and the percentage of respondents that agreed that staff was willing to assist decreased from 82.1% to 77.4%. Department continues to promote several customer-service related activities such as:

- Social Media: Establishment of the Department's presence on Twitter and Facebook in late 2011 has expanded communication opportunities beyond the Department's historical communication routes to more broadly include current audiences as well as additional public members and potential stakeholders. Since the last Customer Service Survey in May 2012, the Department's Twitter followers has grown by 256% (from 117 in May 2012 to 417 in May 2014) and the Department's number of Facebook "likes" has grown by 210% (from 127 in May 2012 to 394 in May 2014)

- Online Forums: The Department continues to use online forums, which enhance opportunities for stakeholders to participate in Department activities, such rules and plan development, and general input. As of mid-May 2014, the Department has 492 registered forum members.

- Surveys: Beyond the biennial Customer Service Survey, the many divisions within the Department actively survey their customer groups throughout the year. For example, the Compliance Division sends an online survey to program administrators and subrecipients, following a monitoring visit receive feedback on the monitoring process and provide an established and formal channel of communication between Department staff and Organizational customers. The Compliance Division provides a quarterly report to the Department's Board of Directors to share the results of the survey with the Board members and the public.

Similarly to the 2012 Survey, in the comment section of the survey some respondents specifically named TDHCA employees with which they had exceptionally good experiences. However, there were also comments that some staff members needed more training or noted that staff enforced rules inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

Timeliness

Customer Satisfaction Analysis

TDHCA uses phone, website, email, fax, conferences, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures, social media, online discussion forums and other mediums to communicate with customers. Following a large increase of the percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner from between 2010 and 2012 from 61.5% to 71.0%, the trend seems to be stabilizing in 2014 at 70.9%

As reported in the 2015-2019 Agency Strategic Plan, TDHCA's turnover rates have historically been at least 5 percent under the state turnover rates, consistently for the last 5 years. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. However, some turnover will always occur and is normal to any organization. With comparatively low turnover rates, staff is able to build relationships with customers and communicate consistently.

Besides having additional staff to improve response times, the implementation of the Department's Reservation System has greatly improved administrator access to program funds and streamlined staff/administrator communications. The reservation system is used for the Housing Trust Fund and HOME programs

Following reorganization of their Customer Service Unit in 2011, the Manufactured Housing Division continues to exceed performance standards and processing times with titling, licensing, and consumer complaint resolution, resulting in a higher customer satisfaction.

Communications and Automated Phone System

Regarding clarity of explanations and the automated phone system, there was a slight decrease in respondents who agreed with the positive statements. For the statement "I was given clear explanations about services available to me," in 2012, 72.4% of the respondents agreed, but in 2014, 69.8% agreed with the statement.

However, clarity of explanations was one of the statements that had large discrepancies between business types; Manufactured Housing had an 87.5% agreement rate and Community Affairs and Housing Programs had 64.8% and 70.8% agreement rates respectively.

In 2010 and 2012, 42.8% and 57.4% of respondents agreed that the automated phone system helped them reach the correct person/division when they called, while 57.3% respondents agreed with that statement in 2014. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed. TDHCA is currently in the process of updating its phone answering system with a new message about its divisions. In addition, TDHCA has made efforts to provide information to the public outside of the phone system. Besides the use of the public website and email, TDHCA uses its Facebook page, Twitter account, and online discussion forums to communicate with customers, without having to navigate the automated phone system.

2014 Report on Customer Service

In the 2012 and 2014 surveys, "Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak)"was in the top three statements with the highest levels of agreement. While not listed as a sample question in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2015 to 2019*, this question helped TDHCA develop its Language Access Plan in 2012. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote a more educated customer, the Manufactured Housing Division regularly provides training to the manufactured housing industry and to special interest groups such as the taxing entities, appraisal districts, titling companies, and private trade associations. This training is available in person and also though webinars. In addition to their goal to significantly increase the number of calls handled, the Manufactured Housing Division also focuses on the their Spanish speaking customers by dedicating adequate staff to assist this customer base, both in person and on the phone.

Website

The first statement about the website, "The public website contains the information I expect," was new for the 2012 survey and received an agreement rate of 81.1%. In 2014, the agreement rate dropped to 79.1%. For the majority of TDHCA's customers and members of the general public, the public website is the first resource used to learn about and interact with the Department. Over the last few years, several new sections, pages and documents have been added to the public website. For manufactured housing, license holders are able to report and pay for installations performed, as opposed to mailing them in, enabling the Manufactured Housing Division to expeditiously inspect 90% of the installations reported.

Another new survey statement in 2012, "The website is easy to use" garnered agreement of 72.9% in 2012 but dropped to 67.9% in 2014. As content grows on the website, the Department works to keep information posted, up to date, and readily available to its customers. TDHCA will continue to improve navigability and accessibility of the public website.

In 2012, 75.9% of respondents agreed that the website contained accurate information. In 2014, this percentage remained steady at 75.2%. Since 2010, some sections of the website were updated to include more real-time information, such as a HOME reservation summary which provides access to the status of the HOME reservation contracts, and the closing status database which provides a tracking system to view the status of pending loan closings. Recently, the Department launched the Vacancy Clearinghouse, providing a list of affordable apartments, located in properties funded by TDHCA, searchable by city, county or ZIP code. Also, in conjunction with the launching of a new web-based computer system, the Manufactured Housing Division made website enhancements enabling users to view all ownership liens and tax lien information in real time.

Systems requiring log-in

Survey statements referring to the web applications that require sub-grantees to log in were added in 2014 to receive additional feedback on the internal systems, so a direct comparison with the

2012 survey results is not feasible. In addition, based on the comments received, some respondents did not distinguish between the public-facing pages and the web applications that require sub-grantees to log in.

The newly added statement "TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use" received a 73.4% agreement rate. Similarly, the statement "TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA" received a 70.9% agreement rate.

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, requests for applications, notices of funding availability, titling and licensing documents for manufactured housing, and a variety of other documents. The agreement rate with positive statements about TDHCA's documents remained steady from 2012 to 2014.

Similarly to the 2012 survey, more respondents in 2014 agreed that documents were accurate (70.2%) than that documents were clear (64.9%). This percentage has decreased since the 2012 Survey in which 71.9% agreed that documents were clear and 69.5% agreed that documents were accurate.

Facility

TDHCA occupies two office buildings and the satisfaction with the location decreased from 2012 to 2014 from 49.5% to 45.6%. However, this rate of agreement that the location of the office was convenient was not uniform across business types. Only 43.0% of Community Affairs Respondents agreed that "The location of the TDHCA office is convenient" as compared to 56.5% of the Manufactured Housing Respondents. One explanation may be that 36.6% of respondents for Manufactured Housing respondents took the survey at the customer service center, while the Community Affairs and Housing Programs do not have a customer service center.

For those respondents for whom the office is not convenient, TDHCA attempts to reduce the need for customers for Community Affairs Programs or Housing Programs to come to TDHCA headquarters. Most required documents may be mailed or emailed. Trainings and outreach conducted by TDHCA are regularly scheduled at sites other than the TDHCA offices, partly in order to reach a larger number of people and partly because of the lack of meeting space at TDHCA. Regarding persons with disabilities, TDHCA regularly schedules meetings at off-site locations in order to offer convenient parking and accessibility to all attendees.

The facility of Manufactured Housing Division was specifically designed to accommodate the consumer with a customer reception area and a self-contained call center. Additionally, the facility's design is conducive to a processing environment with accommodations to train staff, hold small mediation and dispute resolution meetings between the industry and consumer. The facility

also has sufficient space for the Manufactured Housing Division to house scanning equipment to sustain a paperless environment.

Complaint-Handling Process

Fewer respondents agreed that they understood how to file a complaint (57.0%) compared to the 2012 survey responses (62.1%). Approximately 62.2% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2014, compared to 66.3% in 2012.

The link with information on how to file a complaint is presented prominently on TDHCA's homepage. All complaints that come to the Department must be received in writing (either through the online form, by email, by mail or by fax) and are logged and tracked by Department staff to ensure proper resolution and follow-up. To facilitate a response for the complaints, the letter sent from TDHCA to indicate that the complaint has been received also includes the name, division and phone number of the TDHCA staff member who will be handling the complaint.

Based on voluntary compliance with the industry, the Manufactured Housing Division has up to 180 days to resolve complaints but completes the process in an average of 103 days which includes complaint investigation, inspection, repair, and final inspections.

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 2013 performance and state fiscal year 2014 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 Housing Resource Center

Strategy Measure	2013 Target	2013 Actual	% of Goal	2014 Target
Number of information and technical assistance requests completed	5,000	7,919	158.38%	7,000

Explanation of Variance: The number of informational and technical assistance requests handled by the Housing Resource Center (HRC) varies based on economic conditions across the state. Throughout SFY2012 and into SFY2013, the HRC has experienced a higher volume of phone requests than usual due in large part to the slow economic recovery.

Strategy 2.2
To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Strategy Measure	2013 Target	2013 Actual	% of Goal	2014 Target
Number of technical assistance contacts and visits conducted by the field offices	900	1,207	134.11%	1,200

Explanation of Variance: The Office of Colonia Initiatives (OCI) exceeded quarterly and annual targeted performance measures for on-site technical assistance visits due to high demand stimulated by the Department's first-come, first-served Reservation System model. A higher demand for the program has led to a subsequent increase in need for Technical Assistance amongst local governments and non-profit agencies.

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

Strategy 5.1
Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Strategy Measure	2013 Target	2013 Actual	% of Goal	2014 Target
Number of manufactured housing statements of ownership and location issued	70,000	68,590	97.99%	70,000

Explanation of Variance: None needed.

Strategy 5.2

Conduct inspection of manufactured homes in a timely manner.

Strategy Measure	2013 Target	2013 Actual	% of Goal	2014 Target
Number of installation reports received	11,000	12,947	117.70%	10,000

Explanation of Variance: There was an increase in the number of installation reports received and processed.

Strategy 5.3

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

Strategy Measure #1	2013 Target	2013 Actual	% of Goal	2014 Target
Number of complaints resolved	600	479	79.83%	500

Explanation of Variance: The Department has received fewer complaints than targeted, resulting in fewer complaints needing resolution.

Strategy Measure #2	2013 Target	2013 Actual	% of Goal	2014 Target
Average time for complaint resolution	180	103	57.22%	180

Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.

Strategy Measure #3	2013 Target	2013 Actual	% of Goal	2014 Target
Number of jurisdictional complaints received	550	429	78.00%	450

Explanation of Variance: This measure is lower than the targeted projection due to the receipt of fewer complaints than projected.

STANDARD MEASURES

The following measures concern the Report on Customer Service. These customer service measures report on FY 2013 as the 2014 TDHCA Customer Service Survey was conducted this year.

Outcome Measures:

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

2014 Actual
74.6

Explanation: 466 (out of 625*) of the survey respondents agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

*The actual number of respondents was 766, but not all respondents answered all questions. For the overall satisfaction question, 625 respondents answered.

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

2014 Actual
22.3%

Explanation: Number of survey respondents (173) who wrote in additional comments about TDHCA service delivery

Output Measures:

1. Number of customers surveyed

2014 Actual
766

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2013 Actual	2014 Estimated
1,333,346	811,240

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities applying for TDHCA funding. It is anticipated that FY 2014 applications from entities will be similar to FY 2013 application counts in most cases. These figures are derived from performance measures and internal data. They may include some double counting.

Subrecipients and Licensees	SFY 2013	SFY 2014
Comprehensive Energy Assistance Program Organizations	43	43
Community Service Block Grant Applicants	43	43
Community Service Block Grant Discretionary Fund Applicants	10	4
Emergency Shelter/Solutions Grant Program Applicants	66	23
First Time Homebuyer and Mortgage Credit Certificate Programs participating lenders	71	60
Homeless Housing and Services Program Organizations	8	8
Housing Trust Fund Single Family Administrators – Bootstrap	38	39
Housing Trust Fund Single Family Applicants – non-Bootstrap	113	15
Manufactured Housing Licensees	1,619	1,450
Multifamily HOME Applicants	17	39
Multifamily Housing Trust Fund Applicants	150	178
Multifamily Bond Applicants	1	1
National Foreclosure Mitigation Counseling Organizations	11	10
HOME Program Single Family Applicants	149	47
Section 8 Local Operators	4	4
Weatherization Assistance Program Organizations	25	26
TOTAL	2,368	1,990

Targeted Beneficiaries	2013	2014
Colonia residents assisted from Office of Colonia Initiatives field office	19,455	1,200
Complaints other than Manufactured Housing	246	102
Calls regarding existing loans serviced by TDHCA	1,073	1,206
Households assisted with Housing Trust Fund Single Family - non-Bootstrap	280	612
Household receiving energy assistance	212,497	212,497
Households asst with HOME SF	1,576	1,558
Households asst with HTF SF - Bootstrap	164	100
Households receiving weatherization	36,656	13,800
Housing Resource Center requests completed	7,500	7,000
Multifamily Units (Assisted)	209,133	217,971
Manufactured Housing inspections	12,495	12,000

Targeted Beneficiaries	2013	2014
Manufactured Housing jurisdiction complaints received	2488	2450
Manufactured Housing Statements of Ownership and Location	68,590	60,000
National Foreclosure Mitigation Counseling households	233	200
On-site tech asst from Office of Colonia Initiatives field office	1,207	1200
Organizations/Individuals assisted from Office of Colonia Initiatives field office	1,004	1,200
Persons assisted with homeless/poverty funds	752,873	273,054
Section 8 voucher holders	1,094	1,098
Single family bond loans/Mortgage Credit Certificates Issued	2,414	2,002
TOTAL	1,330,978	809,250

All Customers Served	2013	2014
GRAND TOTAL	1,333,346	811,240

Efficiency Measure:

1. Cost per customer surveyed

2014 Actual
$2.64

Explanation: The cost of the Department's subscription to SurveyMonkey online survey program was $200.00 for one year. On average, the Department conducts 20 surveys per year, including the Customer Service Survey, which is approximately $10.00 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 $2,020. Per customers that completed the surveyed (766), this total is $2.64 cents per survey.

Explanatory Measure:

1. Number of customers identified

2013 Projection	2014 Estimated
5,172,402	5,185,402

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.

Targeted Beneficiaries	2013	2014
Households at or below 80% AMFI	4,305,402	4,305,402
Number of Manufactured Housing Units	867,000	880,000
TOTAL	5,172,402	5,185,402

Number of customer groups inventoried

2014 Actual
2

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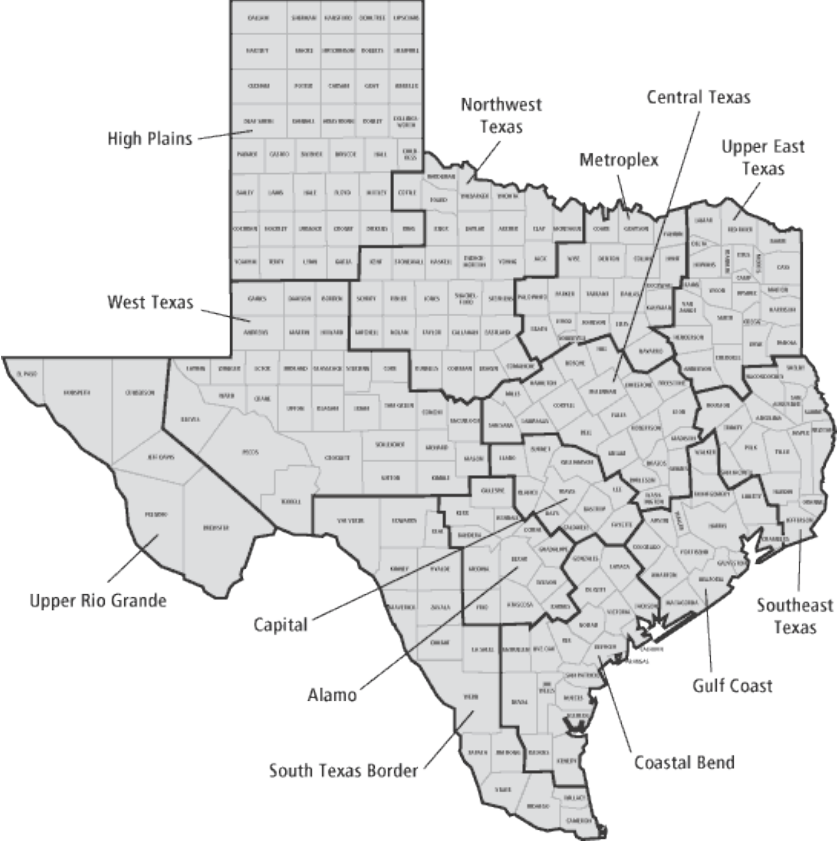
APPENDIXES

APPENDIX A

The following tables show the questions and programming included in the online survey.

English version:

Question Subject	Question
English/Spanish	I would like to take this survey in: English Spanish
Business with TDHCA	Where do you live in Texas or, if you are part of a business or organization that does business with TDHCA, what areas does your organization serve? Region 1, High Plains (e.g., Panhandle) Region 2, Northwest Texas (e.g., City of Wichita Falls) Region 3, Metroplex (e.g,. Dallas/Fort Worth/Arlington) Region 4, Upper East Texas (e.g., Longview/Marshall) Region 5, Southeast Texas (e.g., Tyler/Jacksonville) Region 6, Gulf Coast (e.g., Houston/Sugar Land/Baytown) Region 7, Capital (e.g., Austin/San Marcos) Region 8, Central Texas (e.g., City of Waco) Region 9, Alamo (e.g., City of San Antonio) Region 10, Coastal Bend (e.g., Corpus Christi/Kingsville) Region 11, South Texas Border (e.g., Rio Grande Valley) Region 12, West Texas, (e.g., Midland/Odessa) Region 13, Upper Rio Grande (e.g., City of El Paso) All of Texas

Question Subject	Question
	My primary type of business/contact with TDHCA is: (Select One) Housing Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, foreclosure counseling, disaster relief and apartment development/rental) Community Affairs (e.g. weatherization, homelessness prevention and services, and utility payments) Manufactured Housing (titles, licensure, inspections, etc.) [Programming: If A, go to Question 5; if B, go to Question 6; if C, go to Question 7.]
Customer Type	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 *(e.g. first time homebuyer assistance, rental assistance, home repair, etc)* B. I am a direct applicant, awardee, contract administrator, subrecipient or business working with TDHCA *(e.g. HOME awardee, Housing Tax Credit developer, etc.)* [Programming: If A, go to Question 8; If B, go to Question 11.] What type of contact do you have with TDHCA? (Select One)

Question Subject	Question
	A. I am an individual seeking information and assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA *(e.g. weatherization, utility assistance, homeless services, etc. through a local provider)* B. I am a direct applicant, awardee, contract administrator, subrecipient, or business working with TDHCA (e.g. Community Service Block Grant, Comprehensive Energy Assistance Program, Weatherization Assistance Program, Emergency Solutions Grant subrecipient, etc.) [Programming: If A, go to Question 9; If B, go to Question 12.] What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information from TDHCA (e.g. titles, statements of ownership and location, etc.). B. I am a licensee or business working with TDHCA. [Programming: If A, go to Question 10; If B, go to Question 13.]
	What type of housing assistance did you receive: Homebuyer Assistance Rental Assistance Home Repair Assistance Disaster Relief Foreclosure Counseling Other (specify) [Programming: Go to Question 14.] What type of assistance did you receive? Homeless services Homeless prevention assistance Weatherization Utility bill payments Other (specify) [Programming: Go to Question 14.] Please mark what contact you have had with the Manufactured Housing Division:

Question Subject	Question
	Statement of Ownership and Location
	Records and releases on tax and mortgage liens
	Installation inspections
	Other (specify)
	[Programming: Go to Question 14.]
	Please indicate the programs areas with which you work: HOME Investment Partnerships Program (e.g Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed Conversion) Housing Trust Fund Program (e.g Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed Conversion) Housing Tax Credit Program, Multifamily Bond Program Colonia Self-Help Center Program or Texas Bootstrap Loan Program Neighborhood Stabilization Program First Time Homebuyer Program, Mortgage Credit Certificate Program, Texas Statewide Homebuyer Education Program Other (specify): [Programming: Go to Question 14.] Please indicate the programs areas with which you work: Community Services (e.g. Community Services Block Grant Program, Emergency Solutions Grant Program, Homeless Housing and Services Program, Section 8 Housing Choice Voucher Program) Energy Assistance (e.g. Comprehensive Energy Assistance Program, Weatherization Assistance Program) Other (specify) [Programming: Go to Question 14.]
	Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance for: Manufactured Housing Manufacturing

Question Subject	Question
	Manufactured Housing Retailing
	Manufactured Housing Rebuilding
	Manufactured Housing Installations
	Manufactured Housing Broker
	Manufactured Housing Sales
	Other (specify)
	[Programming: Go to Question 14.]
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
Staff	TDHCA staff members are courteous.
	TDHCA staff members demonstrated a willingness to assist.
Timeliness	The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.
Communications	I was given clear explanations about services available to me.
	The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).
Website	The public website contains the information I expect.
	The TDHCA public website is easy to use.
	The TDHCA public website contains accurate information on programs, services, and events.
	TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use.
	TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA.
Printed Information	Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear.
	Written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.
	If I complained, I believe it would be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.
Survey Type	You heard about this survey

Question Subject	Question
	Through Facebook
	Through Twitter
	Through a listserv announcement
	Email from a TDHCA program
	On TDHCA website
	Over the phone
	At a customer service center (written)
Please add additional comments below.	
Comments	Please use the space below to provide any additional comments or concerns.

Spanish Version

Tema de la Pregunta	Pregunta
Inglés / Español	Me gustaría responder a esta encuesta en: Inglés Español
Asunto con TDHCA	2. Donde vive en Texas o, si es parte de un negocio u organización que realiza gestiones de negocios con TDHCA, en que áreas ofrece servicio su organización? A. Región 1, High Plains – Altíplanos (por ejemplo, Panhandle) B. Región 2, Northwest Texas - Noroeste de Texas (por ejemplo, Cuidad de Wichita Falls) C. Región 3, Metroplex (por ejemplo, Dallas/Fort Worth/Arlington) D. Región 4, Upper East Texas – Norte Este de Texas (por ejemplo, Longview/Marshall) E. Región 5, Southeast Texas - Sureste de Texas (por ejemplo, Tyler/Jacksonville) F. Región 6, Gulf Coast - Costa del Golfo (por ejemplo, Houston/Sugar Land/Baytown) G. Región 7, Capital (por ejemplo, Austin/San Marcos) H. Región 8, Central Texas - Centro de Texas (por ejemplo, Cuidad de Waco) I. Región 9, Alamo (por ejemplo, Cuidad de San Antonio) J. Región 10, Coastal Bend – Plegado Costero de Texas (por ejemplo, Corpus Christi/Kingsville) K. Región 11, South Texas Border - Frontera del Sur de Texas (por ejemplo, Valle del Rio Grande) L. Región 12, West Texas - Oeste de Texas (por ejemplo, Midland/Odessa) M. Región 13, Upper Rio Grande – Norte del Rio Grande (por ejemplo, Cuidad de El Paso) N. All of Texas - Todo Texas

Tema de la Pregunta	Pregunta
	5. Mi principal tipo de negocio con TDHCA es: (Seleccione Uno) Asistencia con Vivienda (por ejemplo, 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 fomento de apartamentos y alquiler) Asuntos Comunitarios (por ejemplo, climatización, prevención y servicios con la falta de vivienda, y los pagos de energía) Viviendas Prefabricadas (por ejemplo, títulos, licencias, inspecciones, etc.) [Programación: Si es A, vaya a la pregunta 5, Si es B, vaya a la pregunta 6, Si es C, vaya a la pregunta 7.]
Tipo de Cliente	6. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno) Soy un individuo buscando información y asistencia de TDHCA o buscando/recibiendo asistencia a travez de una organización local financiada por TDHCA *(por ejemplo, asistencia con compra de vivienda por primera vez, asistencia con renta, reparaciones de viviendas, etc.)* Soy un solicitante directo, adjudicatario, administrador de contrato, sub-beneficiario o tengo negocio que trabaja con TDHCA *(por ejemplo, adjudicatario HOME, Promotor de crédito de impuestos de vivienda, etc.)* [Programación: Si es A, vaya a la pregunta 8; Si es B, vaya a la pregunta 11.] 7. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno) Soy un individuo buscando información y asistencia de TDHCA o buscando/recibiendo asistencia a travez de una organización local

Tema de la Pregunta	Pregunta
	financiada por **TDHCA** *(por ejemplo, climatización, asistencia con los pagos de energía, servicios para personas sin hogar, etc. a través de un proveedor local)* Soy un solicitante directo, adjudicatario, administrador de contrato, sub-beneficiario o tengo negocios con TDHCA (por ejemplo, Community Service Block Grant, Comprehensive Energy Assistance Program, Weatherization Assistance Program, Emergency Solutions Grant subrecipient, etc.) [Programación: Si es A, vaya a la pregunta 8; Si es B, vaya a la pregunta 12.] **8. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno)** Soy un individuo buscando información de TDHCA (por ejemplo, títulos, declaraciones de propiedad y ubicación, etc.) Soy un licenciatario o tengo negocio que trabaja con TDHCA. [Programación: Si es A, vaya a la pregunta 9; Si es B, vaya a la pregunta 13.]
	9. ¿Qué tipo de asistencia de vivienda recibió o solicitó? Asistencia para Compradores de Vivienda Asistencia con la Renta Asistencia con Reparación de Vivienda Recuperación tras un Desastre Asesoramiento con la Ejecución de una Hipoteca Otro (especificar) [Programación: Vaya a la pregunta 14.] **10. ¿Qué tipo de asistencia recibió o solicitó?** A. Servicios para personas sin hogar B. Asistencia para la prevención de la falta de vivienda C. Climatización D. Asistencia con los pagos de energía E. Otro (especificar) [Programación: Vaya a la pregunta 14.]

Tema de la Pregunta	Pregunta
	11. Favor de marcar para que asunto se ha comunicado con la División de Viviendas Prefabricadas: Declaración de Propiedad y Ubicación Registros y liberación de impuestos y gravámenes hipotecarios Inspecciones de instalación Otro (especificar) [Programación: Vaya a la pregunta 14.]
	12. Favor de indicar los programas con los cuales usted trabaja: HOME Investment Partnerships Program (e.g Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed Conversion) Housing Trust Fund Program (e.g Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed Conversion) Housing Tax Credit Program, Multifamily Bond Program Colonia Self-Help Center Program or Texas Bootstrap Loan Program Neighborhood Stabilization Program First Time Homebuyer Program, Mortgage Credit Certificate Program, Texas Statewide Homebuyer Education Program Otro (especificar) 13. Favor de indicar los programas con los cuales usted trabaja: Community Services (e.g. Community Services Block Grant Program, Emergency Solutions Grant Program, Homeless Housing and Services Program, Section 8 Housing Choice Voucher Program) Energy Assistance (e.g. Comprehensive Energy Assistance Program,

Tema de la Pregunta	Pregunta
	Weatherization Assistance Program) Otro (especificar) [Programación: Vaya a la pregunta 14.]
	Favor de indicar que asunto ha tratado con la División de Viviendas Prefabricadas. ¿Ha recibido entrenamiento y/o una emisión para: Fabricación de Viviendas Prefabricadas Minoristas de Viviendas Prefabricadas Reconstrucción Viviendas Prefabricadas Instalaciones de Viviendas Prefabricadas Corredor de Viviendas Prefabricadas Ventas de Viviendas Prefabricadas Otro (especificar) [Programación: Vaya a la pregunta 14.]
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).	
Personal	Miembros del personal de TDHCA son atentos.
	Miembros del personal de TDHCA demostraron una buena voluntad al asistirle.
Puntualidad	El tiempo que tuve que esperar para una respuesta a un problema o cuestión, sea por teléfono, en persona, o por carta era razonable.
Comunicaciones	Me dieron explicaciones claras sobre los servicios disponibles para mí.
	El sistema telefónico automatizado es fácil de navegar y me comunica con la división o persona con quien quiero hablar.
	Comunicación es disponible en el idioma apropiado (para organizaciones/negocios, favor de considerar el idioma que sus clientes hablan).
Sitio de Internet	El sitio de internet contiene la información que espero encontrar.
	El sitio de internet de TDHCA es fácil de usar.
	El sitio de internet de TDHCA contiene información clara y precisa sobre los programas, servicios y eventos.
	Sistemas del Departamento que requieren acceso, tales como los

Tema de la Pregunta	Pregunta
	sistemas departamentales de contratación y cumplimiento, son fáciles de usar.
	Sistemas del Departamento que requieren acceso al sistema proveen una manera efectiva para intercambiar información sobre programas con el Departamento.
Información Escrita	Documentos (formas, instrucciones, información sobre programas y servicios, eventos, etc.) producidos por TDHCA son claros.
	Documentos proveen información exacta.
Facilidades	La localizacion de la oficina de TDHCA es conveniente.
Proceso de Presentar Quejas	Entiendo cómo presentar una queja con respecto a los programas, servicios, concesionarios o sub-beneficiarios de TDHCA.
	Si yo diera una queja, estoy confiado que se manejaría de una manera razonable.
Satisfacción General	En general, estoy satisfecho con mis experiencias con TDHCA.
Tipo de encuesta	Se enteró de esta encuesta a través de: Facebook Twitter Un anuncio de listserv Correo electrónico de un programa de TDHCA El sitio de internet de TDHCA Por teléfono En un centro de servicio de cliente (por escrito) Otro (specifar)
Favor de añadir comentarios adicionales a continuación.	
Comentario	Por favor, utilice el espacio abajo para proporcionar cualquier comentario adicional o expresar alguna duda.

APPENDIX B

The following two surveys were the written surveys available at the Manufactured Housing Office.

English Version:

(If you provide/receive services through other TDHCA program areas other than Manufactured Housing, such as Community Affairs or Housing Assistance, please go online to take the survey at www.tdhca.state.tx.us).

Business with TDHCA
Where do you live in Texas or, if you are part of a business or organization that does business with TDHCA, what areas does your organization serve? (circle your choice)
Region 1, High Plains (e.g. Panhandle)
Region 2, Northwest Texas (e.g. City of Wichita Falls)
Region 3, Metroplex (e.g. Dallas/Fort Worth/Arlington)
Region 4, Upper East Texas (e.g. Longview/Marshall)
Region 5, Southeast Texas (e.g. Tyler/Jacksonville)
Region 6, Gulf Coast (e.g. Houston/Sugar Land/Baytown)
Region 7, Capital (e.g. Austin/San Marcos)
Region 8, Central Texas (e.g. City of Waco)
Region 9, Alamo (e.g. City of San Antonio)
Region 10, Coastal Bend (e.g. Corpus Christi/Kingsville)
Region 11, South Texas Border (e.g. Rio Grande Valley)
Region 12, West Texas, (e.g. Midland/Odessa)
Region 13, Upper Rio Grande (e.g. City of El Paso)
All of Texas

Business with TDHCA

For Individuals only: Please mark what contact you have had with the Manufactured Housing Division:

Statement of Ownership and Location

Records and releases on tax and mortgage liens

Installation inspections

Other (specify): _____

For Businesses/Organizations only: Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance for

Manufactured Housing Manufacturing

Manufactured Housing Retailing

Manufactured Housing Rebuilding

Manufactured Housing Installations

Manufactured Housing Broker

Manufactured Housing Sales

Business with TDHCA
Other (specify): _____
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). (Circle your choice.)
TDHCA staff members are courteous.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
TDHCA staff members demonstrated a willingness to assist.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
I was given clear explanations about services available to me.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
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)
Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
The public website contains the information I expect.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
The TDHCA public website is easy to use.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
The TDHCA public website contains accurate information on programs, services, and events.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)
Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear.   1   2   3   4   5   n/a (strongly disagree) (disagree) (neutral)   (agree)   (strongly agree)

Business with TDHCA
Written materials provide accurate information. 　　　　1　　　　　　　2　　　　　3　　　　　4　　　　　5　　　　　n/a (strongly disagree) (disagree)　(neutral)　(agree)　(strongly agree)
The location of the TDHCA office is convenient. 　　　　1　　　　　　　2　　　　　3　　　　　4　　　　　5　　　　　n/a (strongly disagree) (disagree)　(neutral)　(agree)　(strongly agree)
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)
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)
Overall, I am satisfied with my experiences with TDHCA. 　　　　1　　　　　　　2　　　　　3　　　　　4　　　　　5　　　　　n/a (strongly disagree) (disagree)　(neutral)　(agree)　(strongly agree)
Please use the space below to provide any additional comments or concerns. _____ _____

Spanish version:

(Si usted proporciona o recibe servicios a través de otros programas del TDHCA, como asistencia para la vivienda o con la utilidad, por favor visitenos en línea para participar en la encuesta en www.tdhca.state.tx.us).

Pregunta
Donde vive en Texas o, si es parte de un negocio u organización que realiza gestiones de negocios con TDHCA, en que áreas ofrece servicio su organización?
Región 1, High Plains – Altíplanos (por ejemplo, Panhandle)
Región 2, Northwest Texas - Noroeste de Texas (por ejemplo, Cuidad de Wichita Falls)
Región 3, Metroplex (por ejemplo, Dallas/Fort Worth/Arlington)
Región 4, Upper East Texas – Norte Este de Texas (por ejemplo, Longview/Marshall)
Región 5, Southeast Texas - Sureste de Texas (por ejemplo, Tyler/Jacksonville)
Región 6, Gulf Coast - Costa del Golfo (por ejemplo, Houston/Sugar Land/Baytown)
Región 7, Capital (por ejemplo, Austin/San Marcos)
Región 8, Central Texas - Centro de Texas (por ejemplo, Cuidad de Waco)
Región 9, Alamo (por ejemplo, Cuidad de San Antonio)
Región 10, Coastal Bend – Plegado Costero de Texas (por ejemplo, Corpus Christi/Kingsville)
Región 11, South Texas Border - Frontera del Sur de Texas (por ejemplo, Valle del Rio Grande)
Región 12, West Texas - Oeste de Texas (por ejemplo, Midland/Odessa)
Región 13, Upper Rio Grande – Norte del Rio Grande (por ejemplo, Cuidad de El Paso)
All of Texas - Todo Texas

Pregunta

Para individuos solamente: Favor de marcar para que asunto se ha comunicado con la División de Viviendas Prefabricadas

Declaración de Propiedad y Ubicación

Registros y liberación de impuestos y gravámenes hipotecarios

Inspecciones de instalación

Otro (especificar): _____

Para empresas y organizaciones solamente: Favor de indicar que asunto ha tratado con la División de Viviendas Prefabricadas. ¿Ha recibido entrenamiento y/o una emisión para:

Fabricación de Viviendas Prefabricadas

Minoristas de Viviendas Prefabricadas

Reconstrucción Viviendas Prefabricadas

Instalaciones de Viviendas Prefabricadas

Corredor de Viviendas Prefabricadas

Ventas de Viviendas Prefabricadas

Pregunta
Otro (especificar) :_____
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). Encierre en un círculo su elección.
Miembros del personal de TDHCA son atentos. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Miembros del personal de TDHCA demostraron una buena voluntad al asistirle. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
El tiempo que tuve que esperar para una respuesta a un problema o cuestión, sea por teléfono, en persona, o por carta era razonable. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Me dieron explicaciones claras sobre los servicios disponibles para mí. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
El sistema telefónico automatizado es fácil de navegar y me comunica con la división o persona con quien quiero hablar. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Comunicación es disponible en el idioma apropiado (para organizaciones/negocios, favor de considerar el idioma que sus clientes hablan). 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
El sitio de internet contiene la información que espero encontrar. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
El sitio de internet de TDHCA es fácil de usar. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
El sitio de internet de TDHCA contiene información clara y precisa sobre los programas, servicios y eventos. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Documentos (formas, instrucciones, información sobre programas y servicios, eventos, etc.) producidos por TDHCA son claros.

Pregunta
1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Documentos proveen información exacta. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
La localizacion 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*)
Entiendo cómo presentar una queja con respecto a los programas, servicios, concesionarios o sub-beneficiarios de TDHCA. 1   2   3   4   5   no aplica. (muy en desacuerdo) (en desacuerdo)   (neutral)   (*de acuerdo*)   (*muy de acuerdo*)
Si yo diera una queja, estoy confiado 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*)
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*)
Por favor, utilice el espacio abajo para proporcionar cualquier comentario adicional o expresar alguna duda. _____ _____