



REPORT ON CUSTOMER SERVICE



Prepared by the

Division of Policy and Public Affairs
Texas Department of Housing and Community Affairs
PO Box 13941
Austin, TX 78711-3941
Phone: (512) 475-3976
Fax: (512) 469-9606

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INTRODUCTION

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

COMPACT WITH TEXANS

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

CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Section 2114.006, is Michael Lyttle, Director of the Division of Policy and Public Affairs. Mr. Lyttle also oversees the Department's complaint process, performance measurement system, and marketing and communications plans for the Agency.

REPORT ON CUSTOMER SERVICE

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

- **Section One:** An inventory of external customers by each strategy listed in the 2006-2007 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:** A chart detailing the levels of customer-determined service quality and other relevant information received for each customer group and each statutorily required customer service quality element: facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information.
- **Section Four:** An analysis of the findings identified from the customer satisfaction assessment. This analysis includes an identification of changes that would improve the survey process itself, as well as summary findings regarding the quality of service provided and improvements to be made in response to this assessment.
- **Section Five:** A description of performance measure information related to customer service standards and customer satisfaction.

INVENTORY OF EXTERNAL CUSTOMERS

OVERVIEW

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

Housing and Community Services Assistance

- housing assistance for individual households (homebuyer down payment, low interest mortgage financing, home repair, and rental payment assistance);
- funding for the development of apartments (new construction or rehabilitation of rental units);
- energy assistance (utility payments or home weatherization activities);
- assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- capacity building assistance (training and technical assistance, and predevelopment loans to help local housing organizations develop housing).

With the exception of most of its community service assistance, TDHCA's funding resources are awarded through formal, competitive processes. As such, funding is distributed to entities that, in turn, provide assistance to households in need. This distribution is done using a number of techniques.

- Almost all housing development, rehabilitation, and rental assistance related funding is awarded through formal competitive requests for proposals and notices of funding availability.
- First time homebuyer and down payment assistance is allocated through a network of participating lenders.
- Community services funds are predominantly allocated through a network of community based organizations who receive their funding on an annual, ongoing basis.

Manufactured Housing Activities

TDHCA's Manufactured Housing Division administers the Texas Manufactured Housing Standards Act (Texas Act). The Texas Act ensures that manufactured homes are well constructed and safe, are installed correctly, that consumers are provided fair and effective remedies, and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of Statements of Ownership and Location (SOL) research; training and license issuances to individuals for manufactured housing manufacturing, retailing, rebuilding, installations, broker, or sales; records and releases on tax and mortgage liens; installation inspections; consumer complaints; and through a cooperative agreement with HUD, regulate the manufactured housing industry in accordance with federal laws and regulations.

Information Resources

TDHCA is a housing and community service informational resource for individuals, local governments, the Legislature, community organizations, advocacy groups, and members of the housing development

Inventory of External Customers

community. Examples of information it provides include general information on TDHCA activities, US Census data analysis, and consumer information on available housing and supportive service assistance 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/assist_main.htm.

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

EXTERNAL CUSTOMERS

External customers are identified as two groups:

- Targeted Program Beneficiaries
- Direct Subrecipients and Licensees

Targeted Program Beneficiaries

TDHCA generally funds local organizations that serve individuals and households at the local level. Though these households may never contact TDHCA directly, TDHCA considers these households to be customers because TDHCA is responsible for contract oversight of the organization assisting the household and also verifies the household's eligibility data. In addition, the household can contact TDHCA to file a complaint against the organization. TDHCA also considers households residing in multifamily housing funded by TDHCA to be customers because TDHCA monitors these properties for tenant eligibility, and TDHCA funds enable the property to offer reduced rents to the tenants.

Most households served by TDHCA programs are at or below 80 percent of the area median family income. The exception to this would be households served through TDHCA's Single Family Bond homebuyer assistance programs, which enable households to have an income of up to 115 percent of the area median. Furthermore, households contacting the agency for general information may have incomes above 80 percent of the area median. TDHCA still counts these households as customers.

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

Direct Subrecipients and Licensees

The vast majority of the customers who have direct contact with the Department are subrecipients (which include funding applicants) and Manufactured Housing Division licensees. These are organizations or individuals who apply directly to TDHCA for funding or licensing oversight, 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, etc.; and other housing and community affairs entities.

2006-2007 GENERAL APPROPRIATIONS ACT STRATEGIES

This section identifies customers served by each strategy listed in the 2006-2007 General Appropriations Act and a brief description of the types of services provided to customers.

Goal 1: To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

1.1 Strategy: Provide federal mortgage loans, through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Goal 2: Promote improved housing conditions for extremely low, very low, and low income households by providing information and technical assistance.
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2.1 Strategy: Provide information and technical assistance to the public through the Division of Policy and Public Affairs.

- **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 through field offices.

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

Goal 3: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income Texans.

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

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

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

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

Goal 4: Ensure compliance with Department of Housing and Community Affairs federal and state 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:** In-site property inspections and desk reviews.

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

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

Goal 5: Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.
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5.1 Strategy: Provide services for Statement of Ownership and Location and licensing in a timely and efficient manner.

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

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

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

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

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

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

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

METHODS OF INPUT

OVERVIEW

The high number of programs combined with a delivery system that works through various organizations (e.g., nonprofits, for-profits, local governments, community action agencies, councils of governments, community development corporations, lending institutions, etc.) with differing levels of sophistication makes determining a specific level of customer satisfaction difficult.

Because of this, TDHCA has typically measured service quality through its public input process for the *State of Texas Low Income Housing Plan and Annual Report (SLIHP)*, which was approved as a measure of service quality by the LBB and Governor's Office of Budget and Planning through the *2001-2005 State of Texas Strategic Plan*.

The SLIHP is an annual planning document required by Section 2306.071-2306.0724 of the Texas Government Code, and covers all aspects of the Department's programs. The Department's public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, facilities, and service, during the public comment period, at 13 public hearings held across the state, and during TDHCA Board of Directors meetings. TDHCA also accepts comment at program-specific hearings and workshops, and responds to comments or concerns received at any time during the year.

The 2006 SLIHP public input process started in September 2005. The public comment period was held from September 19, 2005, through October 18, 2005, after a draft version of the document was released. TDHCA received 13 comments on the SLIHP; however, public comments focused on affordable housing and community service needs, programs, and policies.

No comment during this period addressed customer service issues. Though this is an approved customer service measure, the Department was not able to determine customer service quality due to the absence of clear data. Because of this, TDHCA elected to release a survey that specifically asked respondents about their experiences with TDHCA.

2006 TDHCA CUSTOMER SERVICE SURVEY

In May 2006, the Department conducted an online 2006 TDHCA Customer Service Survey (Survey) to better assess the customer service provided by TDHCA. TDHCA used an online survey software called Zoomerang (www.zoomerang.com) to develop a short, 10-question survey that specifically asked respondents about the seven customer service areas (facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information).

SURVEY QUESTIONS

The Survey contained 10 questions, with an opportunity at the conclusion for the respondent to add comments. Staff were concerned that respondents would exit the survey if there was a lengthy list of questions or questions that required individual, typed responses, so survey questions were kept to a minimum. It was determined that, depending on responses to this short survey, an additional survey could be released with detailed questions if necessary.

Methods of Input

The Survey included the following questions. The first two questions, “Business with TDHCA” and “Customer Type,” enabled the respondent to pick one choice. The following eight questions enabled the respondent to rank the statement with “Agree,” “Neutral/Unsure,” “Disagree,” and “Not Applicable” as the choices. The final question, “Additional Comments” allowed the respondent to type in any comments or concerns. All questions, with the exception of the “Additional Comments” entry, required a response in order to complete the survey.

Question Subject	Question
Business with TDHCA	What is your primary type of business with TDHCA? (Select One) 1. Housing (<i>HOME, Housing Tax Credits, Single Family Bond, etc.</i>) 2. Community Affairs (<i>Emergency Shelter Grants Program, utility and weatherization programs, etc.</i>) 3. Manufactured Housing (<i>titling, licensure, inspections, etc.</i>)
Customer Type	What type of contact do you have with TDHCA? (Select One) 1. Direct applicant, awardee, subrecipient, licensee, or business working with TDHCA (<i>HOME awardee, Housing Tax Credit developer, CSBG subrecipient, Manufactured Housing licensee, etc.</i>) 2. Individual seeking information and assistance from TDHCA or receiving assistance through a local organization (<i>first time homebuyer, seeking rental assistance, seeking assistance with manufactured housing documents, receiving utility assistance through local provider, etc.</i>)
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.
Facility	The location of the TDHCA office is convenient.
Staff	TDHCA staff members are knowledgeable and courteous.
Communications	I can easily and quickly reach a TDHCA staff member by phone or email.
Website	The TDHCA website contains clear and accurate information (including forms and instructions) on programs, services, and events.
Complaint Process	I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees and understand the process through which my complaint will be handled.
Service Timeliness	My requests for information or assistance are answered in a timely manner.
Printed Information	Documents produced by TDHCA are clear and accurate.
Additional Comments	Please use the space below to provide any additional comments or concerns.

The “Business with TDHCA” question was included so that the opinions of customers who have contact with certain sections of TDHCA could be examined. The Housing and Community Affairs choices reflect the two main program and service categories within TDHCA. The TDHCA Manufactured Housing Division is an independent entity with its own Board of Directors, but is administratively tied to TDHCA. This Division has its own staff and policies.

The “Customer Type” question divides respondents into the two categories of customers as determined by TDHCA. The following eight questions address the customer service categories as specified by Chapter 2114 of the Texas Government Code, with the addition of a “General Satisfaction” question.

SURVEY TIMELINE

On April 28, 2006, TDHCA released the survey via the website and email broadcasts. An announcement and link was placed on the front page of the TDHCA website and on the TDHCA Manufactured Housing

Division webpage, and an email was sent out to all TDHCA email distribution lists. The survey was available for completion until Friday, May 12, 2006.

CUSTOMERS SURVEYED

TDHCA's broad customer base makes it difficult to survey each organization and individual that has contact with the Department. Because of this, TDHCA elected to make the survey available to all as many individuals connected with the Department as possible.

TDHCA emailed notice of the survey to all TDHCA email lists. Email lists specifically address the Housing Tax Credit Program, Multifamily Bond Program, Housing Trust Fund, HOME Program, Manufactured Housing, First Time Homebuyer, 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 sign up via the website. An additional email notice was also sent to all entities eligible for Community Services Block Grant funding through the Community Affairs Division.

Because these lists may not include all individuals who have contact with TDHCA, notice of the survey was also posted on the front page of the TDHCA website, as well as on the Manufactured Housing Division's webpage. This enabled any individual visiting the TDHCA and Manufactured Housing webpages an opportunity to click on a link and respond to the survey.

Email notices and website postings included the following language:

Take Our Customer Service Survey!

How well do you think TDHCA serves its customers? TDHCA is conducting an [online survey](#), and we are asking for your opinions and input. The survey is composed of 10 short questions, with an opportunity for you to provide additional comment at the conclusion. Your input will help us as we work to improve our customer service. The Department appreciates the feedback!

With the exception of the Consumer News and Information and First Time Homebuyer email lists, which may also include members of the general public seeking information about TDHCA, staff assumed these lists primarily include individuals from organizations receiving funds from TDHCA programs (subrecipients). The website link was made available to survey all other individuals, including households seeking housing information, individuals seeking assistance with manufactured housing documents, and other program beneficiaries.

RESPONSE RATES

TDHCA emailed the Survey information to 2,893 individuals on the TDHCA email lists. This includes those subscribed to the Housing Tax Credit, Multifamily Bond, Housing Trust Fund, HOME Program, First Time Homebuyer, and/or Consumer News and Information email lists. In addition, the notice was sent to 81 individuals subscribed to the Manufactured Housing email list, and notice was emailed to those eligible for Community Services Block Grant funding, which included 47 organizations. This totals 3,021 individuals.

Notice of the Survey was posted on the front page of the TDHCA website, as well as on the Manufactured Housing Division's webpage. As a public website, the content is available to all individuals visiting the website, and so the survey was available for anyone to complete. Because of this, it is difficult to gauge

Methods of Input

how many individuals were informed about the survey. Even more difficult is to estimate how many individuals took the survey after reading the notification on the website compared to those who received the email.

Due to difficulties in assessing the response rate regarding the website notification, the response rate will be based on how many individuals received email notice of the survey, which totals 3,021.

The Survey closed on Friday, May 12, 2006. TDHCA's survey software reported 221 of completed surveys. Of 3,021 email notifications sent out about the survey, this represents a 7.3 percent response rate.

SURVEY ISSUES AND ERRORS

The Survey was a short survey designed to gather informal data on TDHCA's customer service. Because this was a quick and informal survey, staff identified issues and errors with the survey.

Because the Survey was not sent to a finite or identifiable group and was instead available for any and all to complete, determining response rates was difficult.

Because the Survey was only available online, those individuals and households that have contact with TDHCA but do not have internet access were excluded from sampling. TDHCA staff receive numerous telephone calls from individuals seeking information and assistance, and, additionally, the Manufactured Housing Division receives customers who need assistance with manufactured housing documents who visit the Department in person. Unless these individuals have a computer with internet access and received an email notice or visited the website, they would not have been surveyed.

In order to properly survey individuals and households receiving services from TDHCA programs and services, TDHCA would need to contact each funding subrecipient and request their clients lists. Additionally, some subrecipients, specifically those that assist victims of domestic violence, may not have the ability to distribute their client lists for this purpose. This is a notable data limitation.

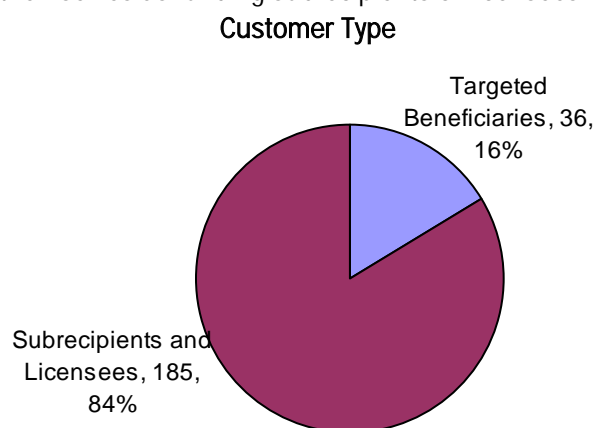
Because this survey was not a simple random sample (based on the fact that only individuals with email and access to TDHCA's website could have been surveyed), it is not possible to calculate a proper confidence level and interval for this Survey. Due to this, this Survey will not be used to reflect the entire TDHCA customer base, but will instead be used for information purposes.

CUSTOMER-DETERMINED SERVICE QUALITY

The Department received 221 responses to the Survey. Based on these responses, the Department received the following feedback. Results are analyzed by survey question/customer service quality measure and are categorized by (1) all survey respondents, (2) targeted program beneficiaries, and (3) subrecipients and licensees. Total percentages may not add due to rounding.

CUSTOMER TYPE

TDHCA designated two customer groups that have contact with TDHCA: (1) targeted program beneficiaries and (2) subrecipients and licensees. Approximately 16 percent of respondents, or 36 individuals, identified themselves as targeted beneficiaries. Approximately 84 percent of respondents, or 185 individuals, identified themselves as funding subrecipients or licensees.

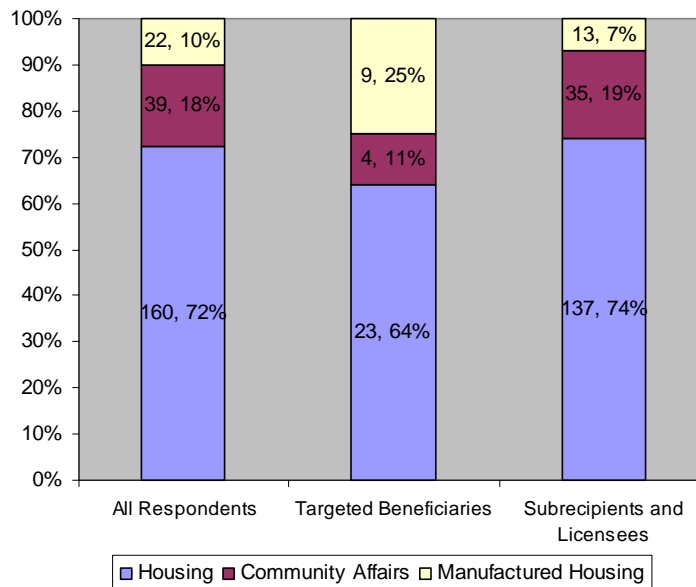


The customer service categories below are analyzed by these two customer types, as well as for all respondents.

BUSINESS WITH TDHCA

Of all respondents, 72 percent primarily had contact with the Housing section of TDHCA, 18 percent had contact with the Community Affairs section of TDHCA, and 10 percent had contact with the TDHCA Manufactured Housing Division. Of targeted beneficiaries, 64 percent primarily utilized services from the Housing section of TDHCA, 11 percent utilized Community Affairs services, and 25 percent had contact with the TDHCA Manufactured Housing Division. Of subrecipients and licensees, 74 percent primarily worked with the Housing section of TDHCA, 19 percent worked with the Community Affairs section of TDHCA, and 7 percent were licensees with the TDHCA Manufactured Housing Division.

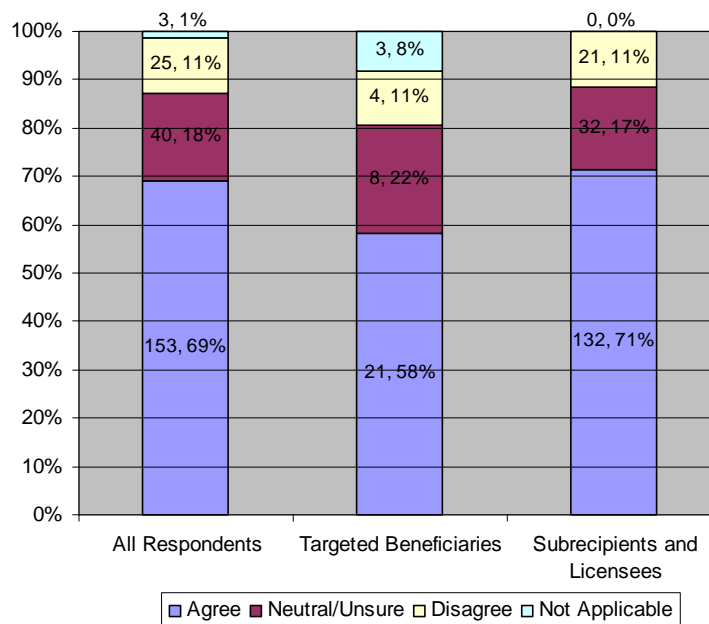
Respondent Business Type by Customer Type



GENERAL SATISFACTION

Of all respondents, 69 percent stated that, overall, they were satisfied with their experiences with TDHCA. Approximately 18 percent were neutral/unsure of this statement, 11 percent disagreed with this statement, and 1 percent did not find the statement applicable. Of targeted beneficiaries, 58 percent were satisfied with their experience, 22 percent were neutral/unsure, 11 percent disagreed, and 8 percent did not find the statement applicable. Of subrecipients and licensees, 71 percent were satisfied, 17 percent were neutral/unsure, and 11 percent disagreed.

General Satisfaction by Customer Type

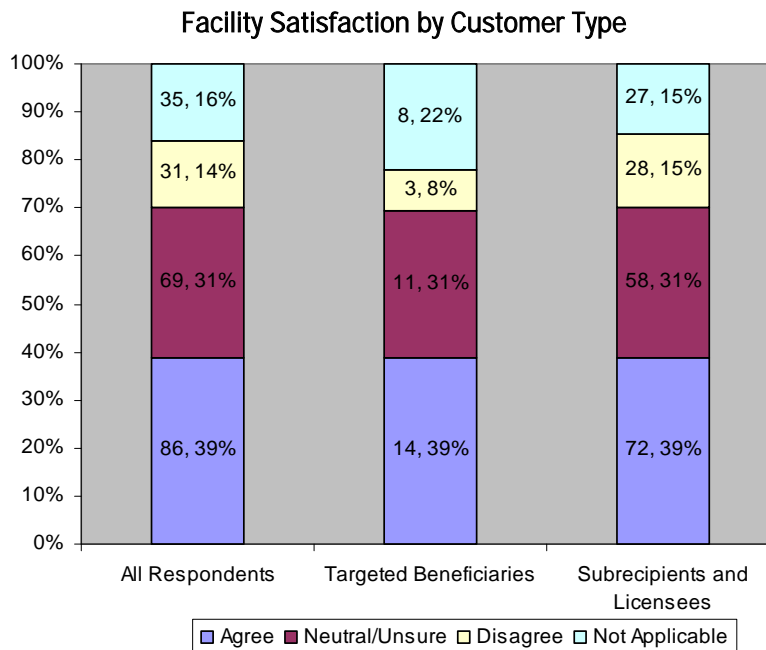


Additional comments made by respondents addressing general satisfaction include the following:

- KEEP UP THE GOOD WORK!!!!!!!
- TDHCA has/is doing an excellent job!!
- Thank you for caring to do a great job! I am grateful for all the work you do!
- My experiences with TDHCA have been very positive.
- I find TDHCA staff to be doing a great job and the department in general to be responsive to the needs of the people.
- I have enjoyed working with TDHCA.
- We have, over the years, experienced a wonderful relationship with TDHCA.
- I have been very pleased with the service provided to me as an awardee.
- TDHCA, in the nineteen years I have been associated with them, has always provided a "good faith effort, in the needs of our families and contractors. Their staff always has a listening ear for change towards the betterment of service to our customers as well as employees.
- I work with many different governmental entities and the TDHCA is without question the best of them all.
- This is a model agency others should benchmark from.
- Dept. has really grown in competence and involvement over the last few years.
- We have always had positive experiences when dealing with TDHCA
- Simply put working with TDHCA is no longer fun or fulfilling.
- TDHCA has become so interested in paperwork and making the programs harder that they have lost sight of who they are ultimately serving.

FACILITY

Of all respondents, 39 percent stated that the location of the TDHCA office is convenient. Approximately 31 percent were neutral/unsure of this statement, 14 percent disagreed with this statement, and 16 percent did not find the statement applicable. Of targeted beneficiaries, 39 percent considered the location of the TDHCA office convenient, 31 percent were neutral/unsure, 8 percent disagreed, and 22 percent did not find the statement applicable. Of subrecipients and licensees, 39 percent found the office convenient, 31 percent were neutral/unsure, 15 percent disagreed, and 15 percent found the statement not applicable.



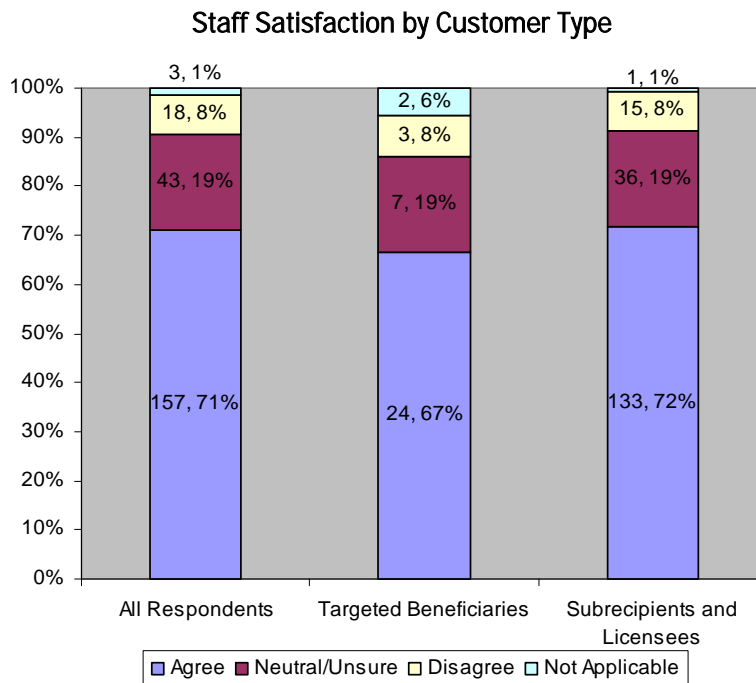
Methods of Input

Additional comments made by respondents regarding the facility include the following:

- There does not seem to be any place to meet with a staffer near the lobby.
- While the new location is more secure, it does not appear to be as customer friendly.
- Parking at the new TDHCA facility is a challenge.
- With regard to #4, although the office is convenient parking is atrocious, especially for physically challenged. I had to park several blocks away in the parking garage and maneuver up the hill in my chair.
- When I have to go to TDHCA for meetings there is no available parking except on the street with a meter.
- The new location is not the greatest--parking is a challenge and it seems crowded for the staff.

STAFF

Of all respondents, 71 percent stated that TDHCA staff members are knowledgeable and courteous. Approximately 19 percent were neutral/unsure of this statement, 8 percent disagreed with this statement, and 1 percent did not find the statement applicable. Of targeted beneficiaries, 67 percent agreed with the statement, 19 percent were neutral/unsure, 8 percent disagreed, and 6 percent did not find the statement applicable. Of subrecipients and licensees, 72 percent found staff knowledgeable and courteous, 19 percent were neutral/unsure, 18 percent disagreed, and 1 percent found the statement not applicable.



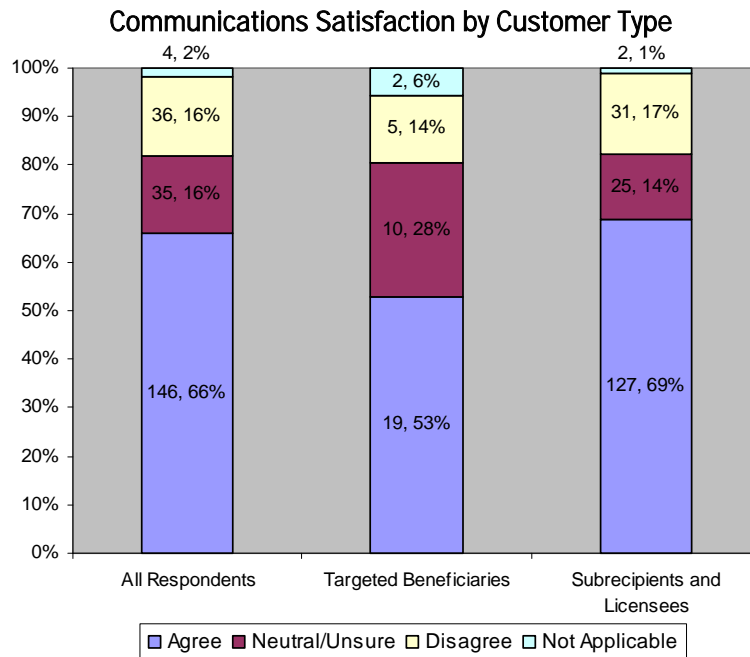
Additional comments made by respondents regarding TDHCA staff include the following:

- TDHCA staff are good, some are awesome.
- The technical assistance at every step in the process is exemplary.
- Very professional staff.
- All the staff has been very helpful whenever I have had a question or needed help.
- All of my interactions with TDHCA personnel during my tenure have professional and completely satisfactory. As a newcomer to this arena, the TDHCA staff have been exceedingly patient with me during the learning period.

- The personnel at TDHCA is very knowledgeable and extremely eager to provide assistance with possible.
- Staff is always very courteous. Knowledge is a problem because the programs were not designed properly and communication between department sections seems lacking.
- Staff is courteous but right hand often doesn't know what left hand is doing.
- There is a continuing erosion of service and interest by both the staff and the board for assisting persons with housing problems.
- Educate your people better and tell them to be nicer when people call in for assistance.
- You need more common sense when dealing with the public sector.
- The attitude of staff could quite easily be more oriented to helping with paperwork rather than simply enforcing.

COMMUNICATIONS

Of all respondents, 66 percent stated they can reach a TDHCA staff member quickly. Approximately 16 percent were neutral/unsure of this statement, 16 percent disagreed with this statement, and 2 percent did not find the statement applicable. Of targeted beneficiaries, 53 percent agreed with the statement, 28 percent were neutral/unsure, 14 percent disagreed, and 6 percent did not find the statement applicable. Of subrecipients and licensees, 69 percent agreed, 14 percent were neutral/unsure, 17 percent disagreed, and 1 percent found the statement not applicable.

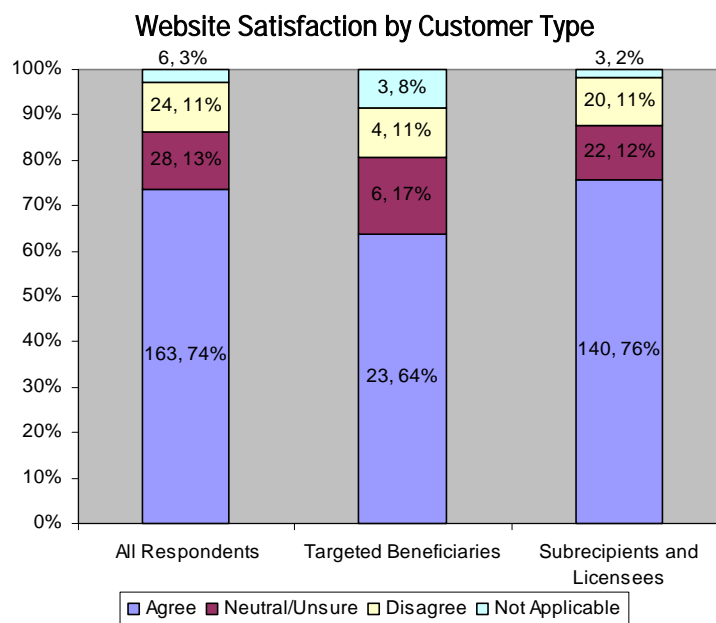


Additional comments made by respondents regarding communications include the following:

- The hold time in order to speak to someone is high at all times of day.
- The phone system since you moved to the new location is not user friendly. Most of the time I am unable to locate the group I am trying to contact. It would help if staff phone numbers were listed on the web site. That way I could call the individual I am trying to reach directly.
- The phone system is very difficult when someone is not answering the main line.
- My biggest two issues with TDHCA is the length of time you are on hold when you have to call TDHCA, and the length of time it takes to process title work to manufactured homes.

WEBSITE

Of all respondents, 74 percent stated that the TDHCA website contained clear and accurate information. Approximately 13 percent were neutral/unsure of this statement, 11 percent disagreed with this statement, and 3 percent did not find the statement applicable. Of targeted beneficiaries, 64 percent agreed with the statement, 17 percent were neutral/unsure, 11 percent disagreed, and 8 percent did not find the statement applicable. Of subrecipients and licensees, 76 percent agreed, 12 percent were neutral/unsure, 11 percent disagreed, and 2 percent found the statement not applicable.



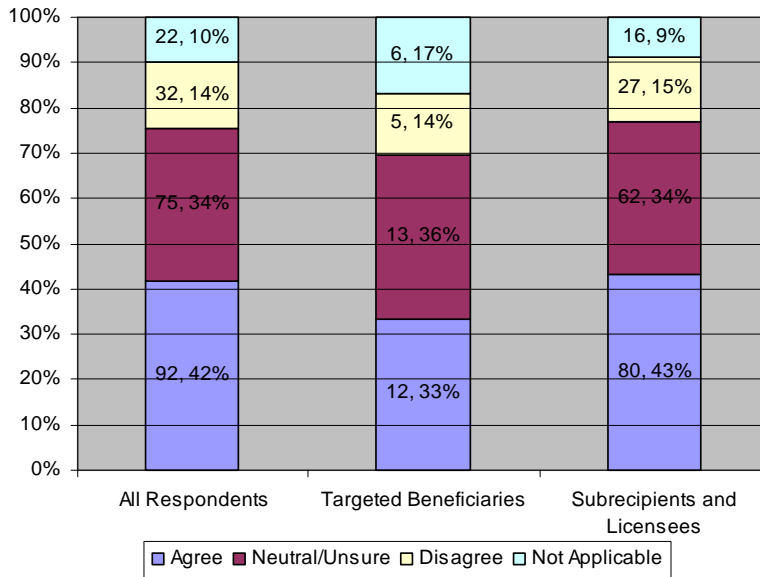
Additional comments made by respondents regarding the website include the following:

- I am very pleased with the services provided by this website.
- I find what I need in a couple clicks on the website.
- I like the new multifamily web pages.
- The TDHCA website is not friendly.
- Sometimes the forms leave too much room for misinterpretation as to what is required.
- The website is not kept up to date.
- Web site is very user un-friendly.
- It is often difficult to find the correct form through the website.

COMPLAINT PROCESS

Of all respondents, 42 percent stated they understood how to file a complaint. Approximately 34 percent were neutral/unsure of this statement, 14 percent disagreed with this statement, and 10 percent did not find the statement applicable. Of targeted beneficiaries, 33 percent agreed with the statement, 36 percent were neutral/unsure, 14 percent disagreed, and 17 percent did not find the statement applicable. Of subrecipients and licensees, 43 percent agreed, 34 percent were neutral/unsure, 15 percent disagreed, and 9 percent found the statement not applicable.

Complaint Process Satisfaction by Customer Type



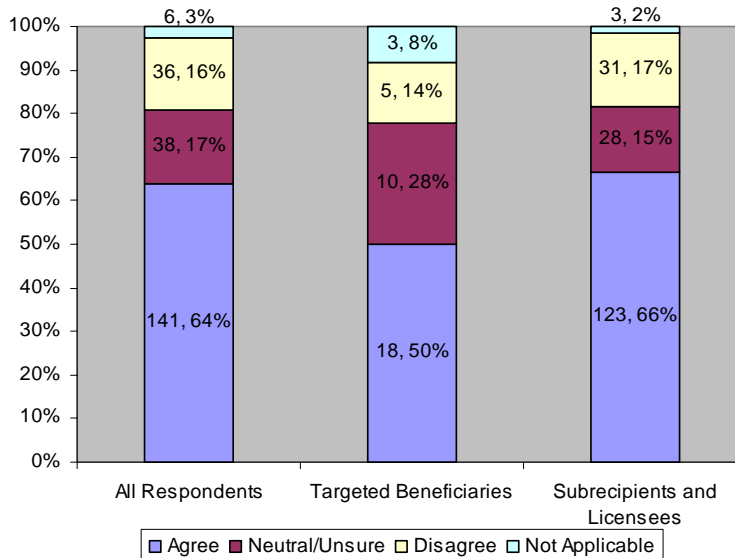
Additional comments made by respondents regarding the complaint process include the following:

- I have had no need to even think about filing a complaint against TDHCA.

SERVICE TIMELINESS

Of all respondents, 64 percent stated that their requests for information were answered in a timely manner. Approximately 17 percent were neutral/unsure of this statement, 16 percent disagreed with this statement, and 3 percent did not find the statement applicable. Of targeted beneficiaries, 50 percent agreed with the statement, 28 percent were neutral/unsure, 14 percent disagreed, and 8 percent did not find the statement applicable. Of subrecipients and licensees, 66 percent agreed, 15 percent were neutral/unsure, 17 percent disagreed, and 2 percent found the statement not applicable.

Service Timeliness Satisfaction by Customer Type



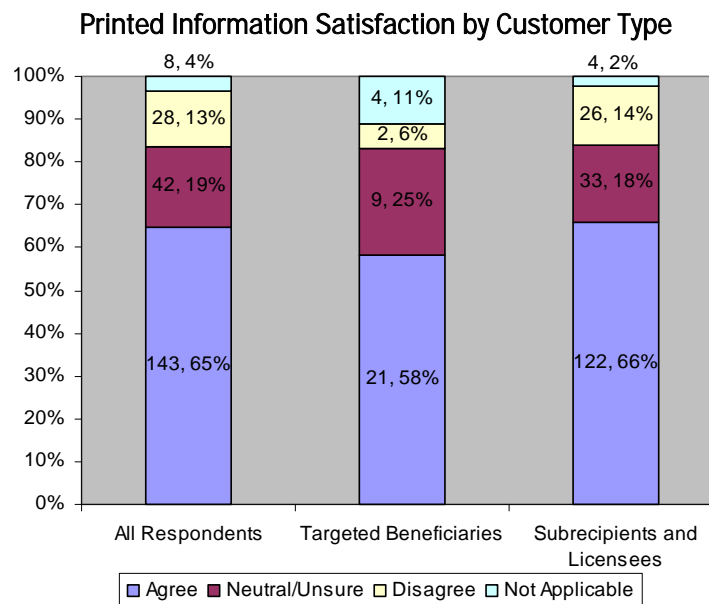
Methods of Input

Additional comments made by respondents regarding service timeliness include the following:

- TDHCA staff returns my calls promptly; staff is very responsive, knowledgeable, and courteous. Great people!!
- They are very courteous, helpful and always respond quickly when I need something.
- Staff is extremely helpful and swift to respond.
- I have seen improvement in the Agency's responsiveness, but it is still difficult to contact someone to help with a question.

PRINTED INFORMATION

Of all respondents, 65 percent felt that TDHCA documents are clear and accurate. Approximately 19 percent were neutral/unsure of this statement, 13 percent disagreed with this statement, and 4 percent did not find the statement applicable. Of targeted beneficiaries, 58 percent agreed with the statement, 25 percent were neutral/unsure, 6 percent disagreed, and 11 percent did not find the statement applicable. Of subrecipients and licensees, 66 percent agreed, 18 percent were neutral/unsure, 14 percent disagreed, and 2 percent found the statement not applicable.



Additional comments made by respondents regarding printed information include the following:

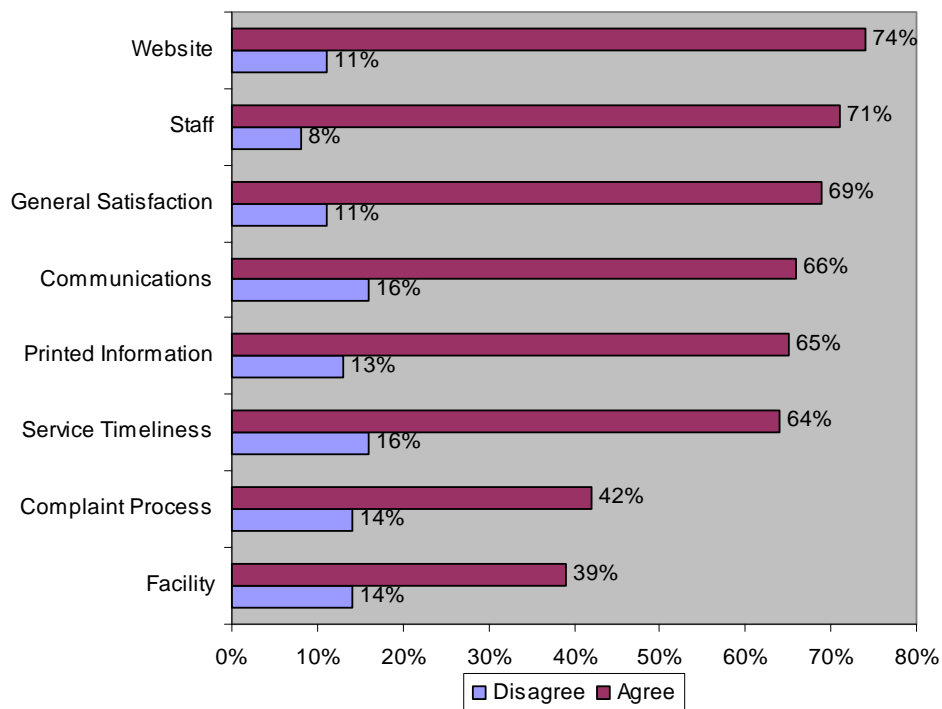
- I have recently had to deal with housing agencies in several other states and now have a genuine appreciation for TDHCA and its relative clarity of documentation and procedures and the helpfulness of the staff.
- Documents produced by the TDHCA sometimes lack clarity, but this is nothing unusual and is certainly better than I have seen recently.
- Although procedures manuals are generally very thorough and informative, sometimes forms, etc., are not completely applicable and recurring changes make for confusion.
- I would like more concise how-to information. How to complete applications for Grants/TDHCA programs.
- Some construction documents are confusing or used improperly. The format of this document is not consistent with HUD recommended procedures.
- As a sub-grantee, it seems that TDHCA makes too many changes on its program forms and then require "backward" compliance.

SUMMARY

For all respondents, survey respondents indicated a positive overall satisfaction with TDHCA customer service. Both the Website and Staff categories had a satisfaction rate of over 70 percent, meaning that respondents agreed with the favorable survey statement. The Staff category had the lowest “disagree” percentage, meaning that respondents disagreed with the favorable survey statement less than in other categories.

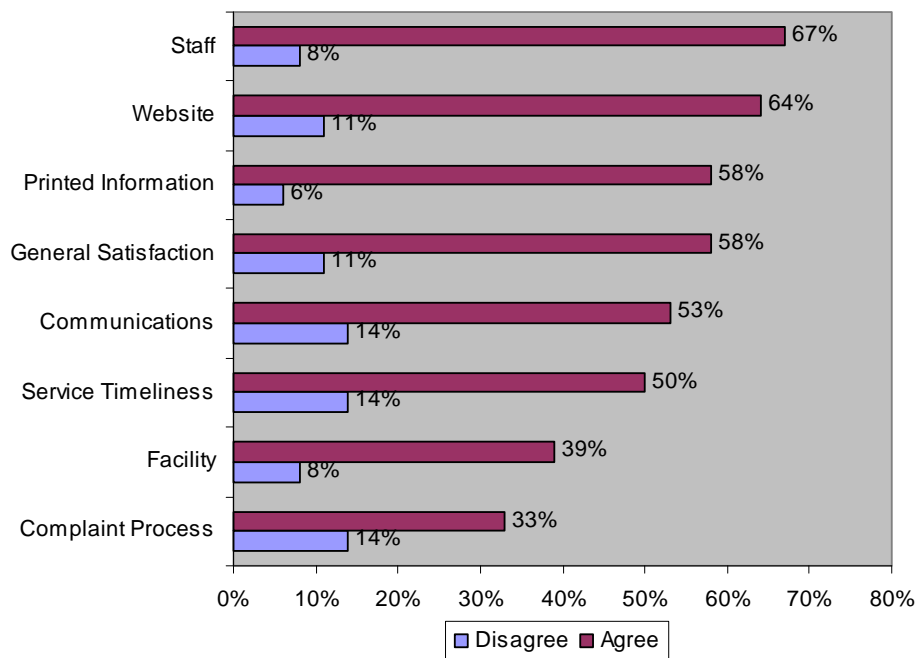
The Communications and Service Timeliness categories has the highest rates of “disagree” selections with 16 percent, respectively. This indicates that respondents were least satisfied with these customer service elements. The Complaint Process and Facility categories has the lowest rates of “agree” responses; however, these categories also had the highest rates of “neutral/unsure” and “not applicable” responses, indicating the survey respondents did not have as much familiarity with these two elements.

Customer Service Element by Agree and Disagree Percentages: All Respondents



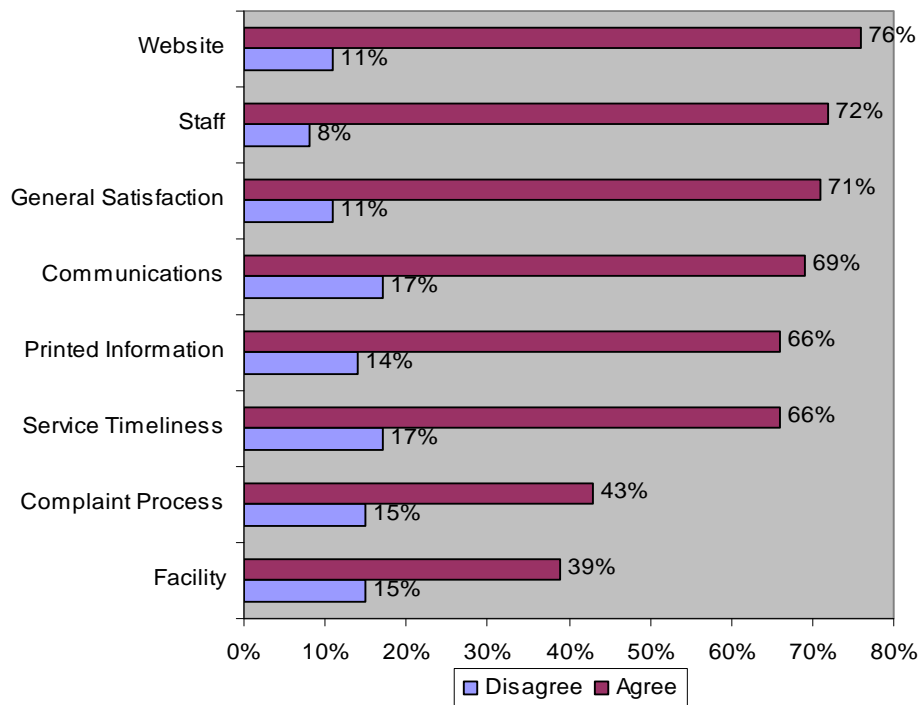
For the Targeted Program Beneficiaries customer group, the Staff and Website Categories had the highest overall levels of satisfaction, with percentages over 60 percent. Printed information has the lowest percentage of “disagree” choices. Communications, Service Timeliness, and the Complaint Process had the highest levels of respondents choosing “disagree” in response to the favorable survey statement. Complaint Process and Facility received the lowest percentage of “agree” responses.

Customer Service Element by Agree and Disagree Percentages: Targeted Beneficiaries



For the TDHCA Subrecipients and Licensees, the Website, Staff, and General Satisfaction categories had the highest overall levels of satisfaction, with percentages over 70 percent. Staff has the lowest percentage of “disagree” choices. Communications and Service Timeliness had the highest levels of respondents choosing “disagree,” while Complaint Process and Facility received the lowest percentage of “agree” responses.

Customer Service Element by Agree and Disagree Percentages: Subrecipients and Licensees



CUSTOMER SATISFACTION ANALYSIS

This section analyzes the findings of the Survey. The analysis 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

In general, TDHCA was satisfied with the survey. The questions reflected each customer service element, and answers enabled the Department to examine each customer area and make necessary changes. Approximately 41.2 percent of respondents filled out the "Additional Comments" question, which provided valuable insight from customers. The main change TDHCA would make to the survey is to reach a broader and more random sample population.

Because this survey only reached those who have email or visit the website, future surveys will incorporate those who do not have such access. This might include surveying people over the phone when they call seeking information, mailing surveys to clients who received assistance from TDHCA subgrantees, and making surveys available to customers who visit the Department (such as individuals who visit the Manufactured Housing Division for title assistance). TDHCA would also specifically distribute the survey to organizations and developers utilizing TDHCA funds. A better sample population will also enable the Department to determine confidence levels and intervals so that a reliable statement that reflects all TDHCA customers can be determined. Furthermore, a fixed survey population will enable the Department to calculate a definite response rate.

SURVEY FINDINGS

TDHCA takes the Survey results seriously, and welcomes customer service comments on how it can improve its ratings in future surveys. Survey respondents expressed a 69 percent general satisfaction rate with TDHCA. The customer service element with the highest overall satisfaction rate was the Website, with 74 percent of respondents agreeing that the TDHCA website contains clear and accurate information (including forms and instructions) on programs, services, and events.

The customer service element with the highest percentage of "disagree" selections was Communications and Service Timeliness, both with 16 percent of respondents disagreeing with the statements, "I can easily and quickly reach a TDHCA staff member by phone or email" and "My requests for information or assistance are answered in a timely manner." Staff believes that a significant reason for higher dissatisfaction rates for these two elements is unfamiliarity with the new TDHCA main telephone line. Another factor is lengthy wait times experienced by some callers to the Manufactured Housing telephone line due to limited staffing. TDHCA is constantly making changes to improve the telephone systems to improve satisfaction with the system.

CUSTOMER SERVICE IMPROVEMENTS

Over the past year, TDHCA has strived to improve how the Department interacts with its customers and distributes information. Improvements listed by customer service category and suggestions by survey respondents are included below.

Facility

In December 2005, TDHCA relocated from its location at 5th Street and Sabine in commercial space to the State-owned space at 221 East 11th Street. Though this location is convenient to the State Capitol and other State agencies, this location does not have free parking nearby. A few survey responses mentioned that parking for the new building was an issue, especially due to metered spots and the difficulty in locating parking spaces for those with disabilities. Unfortunately, TDHCA is unable to address parking issues.

Another comment concerned the lack of customer meeting space near the lobby of the building. TDHCA has found that, at times, there is a shortage of meeting rooms. Due to this, TDHCA's Staff Services Section has developed an online meeting room reservation system so that TDHCA staff can see which rooms are available for use and plan accordingly.

Staff

A great majority of survey respondents agreed that TDHCA staff are knowledgeable and courteous. Some comments specifically named TDHCA staff members that have done an especially good job. These staff members are being presented with a certificate that emphasizes appreciation by a customer. A couple comments did mention that some divisions and staff members say or do one thing while another division or staff members does another. Another mentioned that, as a subgrantee, having multiple people work on a contract makes it difficult to receive information and answers. This report and the detailed comments are being provided to all directors and managers.

Communications

In January 2006, TDHCA offered a main toll-free number for consumers. In addition, an Automated Attendant system was implemented that enables callers to use the system to be connected directly with the division of their choice. The use of this system also eliminates the need for a dedicated employee to answer the main telephone line, but callers are still able to talk to an employees when exiting the system. Survey comments expressed frustration with the phone system and the inability to reach a live person. Since the system was implemented, TDHCA has made changes as problems and improvements have been identified, and will continue to do so as necessary.

The Manufactured Housing Division maintains a separate toll-free number, but this division also has a choice on the Automated Attendant system on the main TDHCA line. Many survey comments concerned telephone wait times for customers contacting the Manufactured Housing Division. Staff recognizes that, at certain times of the day, there may be a shortage of staff available to answer calls; however, full-time employees dedicated to customer service phone calls has been increased from five in FY 2005 to eight in FY 2006. Manufactured Housing staff work as quickly as possible to answer all phone calls, but customers are also encouraged to send their questions by email. Customers are also able to visit the website for title, tax lien, license, and inspection records.

One comment specifically requested a staff directory for the website in order to contact individuals and divisions directly, rather than using the phone system. TDHCA is currently exploring how to implement this service.

Website

TDHCA strives to make all information and documents available on the website, as well as make website materials accessible to persons with vision impairments.

There was a mix of comments regarding the website; some wrote that the website was “great” and it was easy to find information, others wrote that the website was “not friendly,” difficult to use, or that it was not updated. However, nearly 75 percent of respondents agreed that the website contains clear and accurate information.

TDHCA is constantly seeking ways to reorganize and improve the website so that it is easier for stakeholders, households seeking information, and industry professionals to locate information of interest. Various changes have been made to the website over the past year, which the Department believes are useful improvements.

In response to Hurricanes Katrina and Rita, the Department created a searchable database of rental properties for households seeking housing. TDHCA pulled information from other housing agencies so that the list contained properties from other funding sources in addition to TDHCA-funded rental properties. This database also included the number of vacant units at the property, as reported and updated by property managers. Due to the positive response to this system, TDHCA has kept the vacancy search online.

In addition, TDHCA has made improvements to its existing housing assistance search. For those searching for TDHCA-funded properties in their area, property owners are able to include information such as unit size, number of units, units with accessibility features, and vacancies in their search records.

In July 2004, the Manufactured Housing Division offered the ability to renew manufactured housing industry licenses online. This has streamlined the license process and has allowed industry professionals to receive their renewals quickly and easily. In addition, manufactured housing tax lien information was added to the website in June 2005, and the ability to search for tax liens on a home without an ownership record was added in April 2006.

The Department’s newsletter, *Breaking Ground*, is also posted on the website. In March 2006, the newsletter went from being an Adobe PDF document posted to the website to an HTML webpage document. Staff believes that this reduces loading times for readers.

Complaint-Handling Process

A fairly high number of survey respondents chose that they were “neutral/unsure” how to file a complaint. Staff suspects that this response choice was high because many respondents have not had a reason to file a complaint, so they have not used the process. TDHCA currently has a link called “File a Complaint” on the front page of the website. Overall, TDHCA and the Manufactured Housing Division are pleased with the complaint processes and no changes have been implemented or are intended.

Service Timeliness

TDHCA strives to answer all phone calls, emails, and letters as quickly as possible. The majority of survey respondents agreed that requests for information and assistance are answered by TDHCA staff in a timely manner. However, this was one of the categories with the highest rate of “disagree” responses.

A few commenters noted that they have experienced lengthy waits for return phone calls. TDHCA is currently considering revising the TDHCA Compact with Texans to include specific Department policies and timelines for return calls and correspondence. These policies would be distributed to all staff members.

Printed Information

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

While most survey respondents agreed that TDHCA documents are clear and accurate, a few noted that some forms were redundant or that they allowed for misinterpretation. TDHCA values these comments and is always looking for ways to improve its forms and applications.

TDHCA is currently developing a marketing and communications plan that outlines the Department’s overall communications policies and projects. This plan includes numerous printed information projects that the Department produces.

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.

PERFORMANCE MEASURES

The following performance measures, goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. Fiscal year 2005 performance and fiscal year 2006 estimated performance is included.

Goal 2: Promote improved housing conditions for extremely low, very low, and low income households by providing information and technical assistance.

Objective 1: Provide information and technical assistance for housing and community services

Outcome Measure: Percent of short term and long term information and technical assistance requests fulfilled within established time frames

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	N/A	N/A	100%

Strategy 1: Center for Housing Research, Planning, and Communications (now Division of Policy and Public Affairs)

Output Measures:

1. Number of Information and Technical Assistance Requests Completed

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	3,082	N/A	5,400

2. Number of Short Term Information and Technical Assistance Requests Completed

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	N/A	N/A	2,000

3. Number of Long Term Information and Technical Assistance Requests Completed

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	N/A	N/A	3,400

Objective 2: Promote and enhance homeownership opportunities along with the development of safe neighborhoods and effective community services for colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.

Strategy 2: Provide technical assistance to colonias through field offices.

Output Measures:

1. Number of On-site Technical Assistance Visits Conducted Annually by the Field Offices

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	1,038	N/A	600

Customer Service Performance Measures

2. Number of Colonia Residents Receiving Technical Assistance Annually through the Colonia Field Offices

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	550		1,700

3. Number of Entities and/or Individuals Receiving Informational Resources

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	2,304	N/A	1,200

Goal 5: Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1: Operate a regulatory system to ensure responsive handling of Statement of Ownership and Location and license applications, inspection reports, and complaints as follows: 25 percent installation inspections; 97 percent of applications within established timeframes; and 99 percent of consumer complaint inspections within 30 calendar days of a request.

Outcome Measures:

1. Percent of Applications Processed within Established Time Frames

2005 Measure	2005 Actual	% of Goal	2006 Measure
97%	98%	100.5%	100%

2. Percent of Consumer Complaint Inspections Conducted within 30 Days of Request

2005 Measure	2005 Actual	% of Goal	2006 Measure
100%	100%	100%	100%

3. Percent of Complaints Resulting in Disciplinary Action

2005 Measure	2005 Actual	% of Goal	2006 Measure
22%	9.7%	44.09%	22%

4. Percent of Documented Complaints Resolved within Six Months

2005 Measure	2005 Actual	% of Goal	2006 Measure
70%	70.7%	101%	75%

5. Recidivism Rate for Those Receiving Disciplinary Action

2005 Measure	2005 Actual	% of Goal	2006 Measure
5%	0%	0%	5%

Strategy 1: Provide services for Statement of Ownership and Location and licensing in a timely and efficient manner.

Output Measures:

1. Number of Manufactured Housing Statements of Ownership and Location Issued

2005 Measure	2005 Actual	% of Goal	2006 Measure
115,000	93,499	81.3%	89,000

Customer Service Performance Measures

2. Number of Licenses Issued

2005 Measure	2005 Actual	% of Goal	2006 Measure
5,700	4,118	72.25%	4,435

Efficiency Measure:

1. Average Cost per Manufactured Housing Statement of Ownership and Location Issued

2005 Measure	2005 Actual	% of Goal	2006 Measure
\$20.00	\$14.64	73.2%	\$20.00

Explanatory Measure:

1. Number of Manufactured Homes of Record in Texas

2005 Measure	2005 Actual	% of Goal	2006 Measure
790,000	770,906	97.6%	767,000

Strategy 2: Conduct inspections of manufactured homes in a timely and efficient manner.

Output Measures:

1. Number of Routine Installation Inspections Conducted

2005 Measure	2005 Actual	% of Goal	2006 Measure
13,500	5,488	40.65%	8,000

2. Number of Non-routine Inspections Conducted

2005 Measure	2005 Actual	% of Goal	2006 Measure
N/A	2,405	N/A	2,500

Efficiency Measure:

1. Average Cost per Inspection

2005 Measure	2005 Actual	% of Goal	2006 Measure
\$150.00	\$104.69	29.8%	\$150.00

Explanatory Measure:

1. Number of Installation Reports Received

2005 Measure	2005 Actual	% of Goal	2006 Measure
30,000	14,528	48.4%	20,000

2. Number of Installation Inspections with Deviations

2005 Measure	2005 Actual	% of Goal	2006 Measure
1,900	1,025	53.9%	1,000

Strategy 3: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Output Measure:

1. Number of Complaints Resolved

2005 Measure	2005 Actual	% of Goal	2006 Measure
1,620	1,502	92.75%	1,700

Customer Service Performance Measures

Efficiency Measures:

1. Average Cost per Complaint Resolved			
2005 Measure	2005 Actual	% of Goal	2006 Measure
\$1,200	\$1,028.79	85.7%	\$1,200
2. Average Time for Complaint Resolution (Days)			
2005 Measure	2005 Actual	% of Goal	2006 Measure
200	188.5	94.2%	180

Explanatory Measure:

1. Number of Jurisdictional Complaints Received			
2005 Measure	2005 Actual	% of Goal	2006 Measure
1,900	1,316	69.3%	1,800

Strategy 4: Provide for the processing of occupational licenses, registrations, or permit fees through TexasOnline. Estimated and nontransferable.
Currently No Associated Measures

DEPARTMENT-DESIGNATED MEASURES

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

- Number of Complaints Received in FY 2005: 94
- Number of Complaints with TDHCA jurisdiction: 45
- Complaints Receiving TDHCA Response within 15 Days of Receipt (FY 2005): 100%
- Complaints Resolved in FY 2005: 62

As of May 12, 2006, there have been 96 complaints filed for FY 2006. This figure already exceeds the total FY 2005 complaint figure.

STANDARD MEASURES

The following measures concern the Report on Customer Service. These customer service measures report on FY 2006 because the 2006 TDHCA Customer Service Survey was conducted in 2006.

Outcome Measures:

1. Percentage of surveyed customer respondents expressing overall satisfaction with services received	
2006 Actual	
67%	

Explanation: 153 (out of 221) of the survey respondents indicated that, overall, they were satisfied with their experiences at TDHCA.

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

2006 Actual
22%

Explanation: Number of survey respondents (49) who answered the "Additional Comments" question by identifying an area of improvement.

Output Measures:

1. Number of customers surveyed

2006 Actual
221

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2005 Actual	2006 Estimated
824,791	866,400

Explanation: This category includes all households receiving assistance from TDHCA, as well as entities applying for TDHCA funding. It is anticipated that FY 2006 applications from entities will be similar to FY 2005 application counts. These figures are derived from performance measures and internal data. They may include some double counting.

Subrecipients and Licensees	2005	2006
MFB Applicants	33	33
HTC Applicants	265	265
HTF MF	21	21
MF HOME Applicants	31	31
SF HOME Program Applicants	226	226
CSBG, CEAP and/or WAP organizations	62	62
HTF SF (Bootstrap)	18	26
Contract for Deed	0	14
MH licensees	4,118	4,435
ESGP Applicants	123	123
TOTAL	4,897	5,236
Targeted Beneficiaries	2005	2006
SF Bond loans	1,898	1,727
Existing loans serviced by TDHCA	8,180	8,180
Section 8 voucher holders	1,750	2,100
DPPA requests	3,082	5,400
On-site tech asst from OCI BFO	1,038	600
orig/indiv asst from OCI BFO	2,304	1,200
colonia resid asst from OCI BNFO	550	1,700
MH SOLs	93,499	89,000
MH inspections	7,893	10,500
MH complaints resolved	1,502	1,700
MH juris complaints received	1,316	1,800
DPPA complaints	94	128
MF units	201,114	227,195
households asst with HOME SF	1,308	1,834
households asst with HTF SF (Bootstrap)	128	100
households asst with homeless	404,801	440,000
household receiving energy asst	84,018	63,200
households receiving wap	5,419	4,800
TOTAL	819,894	861,164

Customer Service Performance Measures

Efficiency Measure:

1. Cost per customer surveyed

2006 Actual
\$.08

Explanation: The cost of the Zoomerang survey software was \$99 for three months of service starting February 16, 2006, through May 16, 2006. Considering that this period include 89 total days, this comes to \$1.11 per day for the service. The survey was available for 15 days, from April 28, 2006, through May 12, 2006. Considering \$1.11 per day multiplied by 15 days, the survey cost \$16.65. Per customer surveyed (221), this total is 7.5 cents.

Explanatory Measure:

1. Number of customers identified

2005 Actual	2006 Estimated
3,818,018	3,814,451

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

Subrecipients and Licensees	2005	2006
MFB Applicants	33	33
HTC Applicants	265	265
HTF MF	21	21
MF HOME Applicants	31	31
SF HOME Program Applicants	226	226
CSBG, CEAP and/or WAP organizations	62	62
HTF SF (Bootstrap)	18	26
Contract for Deed	0	14
MH licensees	4,118	4,435
ESGP Applicants	123	123
TOTAL	4,547	4,886
Targeted Beneficiaries	2005	2006
Households at or below 80% AMFI	3,042,565	3,042,565
Number of MHs in Texas	770,906	767,000
TOTAL	3,813,471	3,809,565

- Number of customer groups inventoried

2006 Actual
2

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