REPORT ON
CUSTOMER SERVICE

Prepared by the:

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1.0 INTRODUCTION

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

1.1 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 Web site at https://www.tdhca.state.tx.us/compact.html.

1.2 CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Section 2114.006, is Elizabeth Yevich, Director of the Housing Resource Center.

1.3 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 *2017-2021 State Agency Strategic Plan Instructions*, the document includes the following five elements:

- Inventory of External Customers;
- Methods of Input;
- Demographic Charts and Graphs;
- Analysis of Findings; and
- Customer Service Performance Measures.

*For the 2016 Report on Customer Service, this date has been extended. From the 'Letter to Agency Administrators' in the April 2016 Agency Strategic Plan Instructions, "agencies and institutions of higher education must submit their biennial Report on Customer Service with a separate cover to the Governor's Office and the LBB no later than June 3, 2016."

2.0 INVENTORY OF EXTERNAL CUSTOMERS

External customers are identified as two groups:
- Households
- Organizations

2.1 OVERVIEW

TDHCA is the State's lead agency responsible for providing affordable housing, community services assistance, energy assistance, and colonia programs and activities and for regulating the manufactured housing industry. TDHCA provides the following types of assistance for individuals and households meeting eligibility criteria:

2.2 HOUSING AND COMMUNITY SERVICES ASSISTANCE

- Housing assistance for individual households (homebuyer down payment, low interest rate mortgage financing, home repair up to and including replacement, 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);
- 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 which in directly to fund 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, and disaster relief funding is awarded through formal notices of funding availability.
- First-time homebuyer assistance is delivered through a statewide network of participating lenders.
- Community services funds are predominantly allocated through a network of community-based organizations. (Of the previous list, "community services" includes energy assistance, assistance for homeless persons, and emergency relief for individuals or families in crisis.)

2.3 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; licensing and monitoring of Migrant Labor Housing Facilities and, through a cooperative agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

2.4 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 Web site 'Help for Texans' 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.

2.5 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 each Household, and TDHCA also verifies each Household's eligibility data. In addition, a Household can contact TDHCA to file a complaint against the organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible.

While a majority of the programs at TDHCA are required to assist Households with income not greater than 80% of the area median family income, most programs assist Households with lower incomes. For example, according to the *2016 State of Texas Low Income Housing Plan and Annual Report* ("SLIHP"), approximately 99% of Households served or committed to be served in state fiscal year 2015 were at or below 60% area median family income ("AMFI").

Only a few programs at TDHCA are permitted to serve households above 80% AMFI, 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% of the AMFI. 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 from the Department, most Households do not have direct 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 direct engagement with the Department.

2.6 ORGANIZATIONS

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include funding applicants, Manufactured Housing Division Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. 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."

2.7 GENERAL APPROPRIATIONS ACT STRATEGIES

This section identifies customers served by each strategy listed in the 2016-2017 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are 0-30% of AMFI (extremely low-income), 31-60% of AMFI (very low-income), 61-80% of AMFI (low-income), >81% of AMFI (moderate-income and up.)

<u>Goal 1: Increase Availability of Safe/Decent/Affordable Housing.</u>

1.1 Strategy: Provide mortgage loans and Mortgage Credit Certificates ("MCCs"), 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, down payment assistance and savings on property taxes 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 and multifamily 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% 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% 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 the Housing Choice Voucher Program (Section 8) vouchers for very low-income households.

- **Targeted Program Beneficiaries:** Extremely low- and very low-income households (at or below 50% of the AMFI).
- **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% 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 for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.

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

Goal 2: Provide Information and Assistance.

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: Promote and Improve Homeownership Along the Texas-Mexico Border.

- **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 living conditions for the poor and homeless and reduce cost of home energy for very low income Texans.

3.1 Strategy: Administer poverty-related federal funds through a network of agencies.

- **Targeted Program Beneficiaries:** Households at or below 125% 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% 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 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 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 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 and enforce statute.

5.4 Strategy: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.
- **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.

3.0 METHODS OF INPUT
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 challenging. TDHCA has typically measured service quality through its public input process for its planning documents and programs by way of 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 Governing Board meetings. The *2016 SLIHP* public input process was held from Friday, December 18, 2015, to Thursday, January 21, 2016. A public hearing was held on Thursday, January 14, 2016, in Austin. There were seven public comments received from one source (the Texas Council for Developmental Disabilities) on the *2016 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 and rules. 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 regularly with stakeholders to engage with TDHCA about relevant issues. For example, the Disability Advisory Workgroup advises agency's management on policies and programs that affect persons with disabilities. The Housing and Health Services Coordination Council works to increase state efforts to expand Service-Enriched Housing through increased coordination of housing and health services. A list of these workgroups and advisory groups can be found in the SLIHP.

3.1 TDHCA CUSTOMER SERVICE SURVEY FOR 2016

In April 2016, the Department conducted the online TDHCA Customer Service Survey, or "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 2017 to 2021* (staff, service timeliness, communications, Web site, printed information, facility, complaint process, and general satisfaction).

3.2 SURVEY QUESTIONS

The Survey contained demographic questions; 17 statements asking the respondent to rate TDHCA on each statement using a Likert scale; one question to determine the medium through which the survey was taken; and an opportunity text field for the respondents to elaborate with additional comments, recognitions or concerns.

The "Customer Type" statements divide respondents into two categories of customers: Households and Organizations. The "Organizations" statements allow for analysis of opinions of customers who have contact with certain TDHCA staff. The "Housing," "Community Affairs," and "Manufactured Housing" choices reflect the three primary

types of service categories within TDHCA. The TDHCA Manufactured Housing Division is administratively tied to TDHCA but is an independent entity with its own Governing, rules, staff, and internal policies. Additional Business Type questions were added to the Survey to gain a better understanding of which programs (Community Affairs, Housing Programs, or Manufactured Housing) the respondents were rating, 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 to rate the statements below using a Likert Scale. (Note: The numbering of the statements varied depending on the Customer Type). The following statements address the customer service 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 have to wait for a concern or question to be addressed, whether by phone, in person, by email or letter, was reasonable.
Communications	I am provided clear explanations about TDHCA 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).
Web Site	The TDHCA public Web site contains the information I expect.
	The TDHCA public Web site is easy to use.
	The TDHCA public Web site contains accurate information on programs, services, and events.
	TDHCA log-in systems, such as the department's contract and compliance systems, are easy to use.
	TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are clear.
	TDHCA written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue, and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint, I believe it would be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.

3.3 SURVEY TIMELINE

On March 31, 2016, TDHCA publicized the release of the survey through social media, email, Web site, phone and written announcements. The survey was available for completion until April 29, 2016, at 5:00 PM Austin local time.

3.4 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 Web site under the *What's New* dropdown menu. Also online, the link to the survey was placed on the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas, and on the Fair Housing Web page, a site that explains the federal Fair Housing Act and who it protects. A similar link was placed on the Spanish language *Help for Texans* Web site. Another link was put on the *Notices of Funding Availability* ("NOFA") Web page. 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* Web page and Spanish language *Help for Texans* Web page, potential Subrecipients on the NOFA Web page and those seeking information about Manufactured Housing on the manufactured housing Web page, 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 Web site. The notice contained a link to the survey and a link to the Manufactured Housing Division location.

> **Let us know how we are doing!**
>
> TDHCA is currently conducting a short [Customer Service Survey](https://www.surveymonkey.com/r/2016CustServ) to learn how it can improve the ways in which it serves you.
>
> The survey will conclude at 5:00 PM, Austin local time, Friday, April 29, 2016, 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](http://www.tdhca.state.tx.us/mh/contacts.htm).

Your valuable feedback helps us better serve you, so your participation is greatly appreciated!

An announcement with a direct link to the survey was sent 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 Web site. The announcement was sent to approximately 11,288 email addresses.

Email notices and Web site postings included the following language:

How well do we serve our customers? We want to hear from you!

The Texas Department of Housing and Community Affairs is conducting a Customer Service Survey that should take less than 5 minutes to complete.

Your input will help us as we work to serve you better. The survey will be available until 5:00 PM, Austin local lime, on April 29, 2016.

Please 'click' the link here to start:
https://www.surveymonkey.com/r/2016CustServ

We appreciate your feedback!

A message with a direct link to the survey was also posted on the Department's Facebook page and on Twitter.

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 five callers 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 team or staff within the Division of Policy and Public Affairs who then completed the survey with the caller over the phone. The Information Specialist received approximately 330 calls during the time period the survey was open of which approximately 108 callers 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. Paper 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 2010 to 2014 American Community Survey, Texas had 2,963,845 Spanish-speaking persons who spoke English less than "very well." There are 2,487,437 more Spanish speakers who speak English less than very well compared to any other group of people who speak another language but speak English less than very well. Therefore, Spanish would be the most likely language to reach non-English speaking persons in Texas.

3.5 RESPONSE RATES

TDHCA emailed the survey invitation to 11,288 active emails on the TDHCA email lists. Since an announcement of the survey was posted on the homepage of the TDHCA Web site, the survey was available for any member of the public to complete. For the four weeks between March 31, 2016 and March 29, 2016, the front page received 16,842 unique visitors, the Manufactured Housing front page received 12,133 unique visitors, the *Help for Texans* page received 8,729 unique visitors, the Spanish Help for Texans page received 398 unique visitors, the Fair Housing page received 2,885 unique visitors, and Notice of Funding Availability received 674 unique visitors. In addition, 761 TDHCA's Twitter Followers and 903 Facebook users who "liked" TDHCA potentially received the invitation. A total of approximately 43,325 unique visitors potentially saw the online survey invitations and social media invitations. This was a convenience sampling methodology, rather than a valid random sample which relied on visitors to the TDHCA Web site and social media outlets.

Of approximately 108 callers asked to take the survey by the Information Specialist, 26 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 140 walk-in customers had an opportunity to complete the survey. Six walk-in customers completed the survey.

Notice that each advertisement strategy varied in its effectiveness. The vast majority of respondents were those who were emailed directly from the Department's info@tdhca.state.tx.us. The second highest number of respondents was from the TDHCA Web site, followed by over the phone.

Table 1: Survey Method*

You heard about this survey through:	Response Count	Response Percent
A telephone conversation with TDHCA staff	26	12.4%
At a customer service center (written survey copy)	6	2.9%
Email from TDHCA	113	54.1%
Other - online search	10	4.8%
Other - word of mouth	16	7.7%
Social Media: Facebook	5	2.4%
Social Media: Twitter	1	0.5%
The TDHCA public Web site	32	15.3%
TOTAL	209	100.0%

> *The total in Table 1 (209) differs from the total respondents (223) because not all respondents answered this question.

The response rate is based on emails sent through:
- LISTSERV email distribution;
- Web site visitors;
- Social media followers;
- People who were asked to complete the survey over the phone; and
- Walk-in customers for the Manufactured Housing Division.

A total of 54,861 invitations were distributed.

The survey closed on April 29, 2016. There were 223 completed surveys. Out of 54,861 people who received the survey invitation, this represents a 0.41% 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 11,536 and the response rate would be 1.9%.

As the number of survey invitations decreased by 23.2% from 2014 to 2016 (71,551 invitations in 2014 and 54,861 in 2016), the response rate saw a proportionate decrease. The 766 completed surveys in 2014 yielded a response rate of 1.1%, while the 233 completed surveys in 2016 yielded a response rate of 0.4%.

3.6 LIMITATIONS OF THE SURVEY

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.

Because this survey was not a simple random sample the results cannot be generalized. As a result, this survey does not reflect the opinions of the entire TDHCA customer base, but instead is used for informational purposes.

4.0 ANALYSIS OF FINDINGS

The Department received 223 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;
    (3) Organization Respondents;
    (4) Community Affairs;
    (5) Housing Program; and
    (6) Manufactured Housing.

4.1 SURVEY RESPONDENT DEMOGRAPHICS

Language

Of all respondents, 96.4% took the survey in English and 3.6% took the survey in Spanish. Table 2 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 2: 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)	215	103	112	61	126	28
Spanish (Español)	8	6	2	2	3	3
Totals	223	109	114	63	129	31

Location

Household Respondents were asked to indicate which area of the State they were from and Organization Respondents were asked which areas they served. Of all respondents, 18.4% were from the Gulf Coast followed by 17.9% from the Capitol Area. Both the Coastal Bend and Northwest Texas areas had the least respondents at only 1.3% of the total. 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

Location by Region	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Region 1, High Plains (e.g. Panhandle)	7	3	4	2	5	0
Region 2, Northwest Texas (e.g. City of Wichita Falls)	3	2	1	1	2	0
Region 3, Metroplex (e.g. Dallas/Fort Worth/Arlington)	38	27	11	8	28	2
Region 4, Upper East Texas (e.g. Longview/Marshall)	10	3	7	1	7	2
Region 5, Southeast Texas (e.g. Tyler/Jacksonville)	8	3	5	4	4	0
Region 6, Gulf Coast (e.g. Houston/Sugar Land/Baytown)	41	18	23	8	28	5
Region 7, Capital (e.g. Austin/San Marcos)	40	21	19	6	24	10
Region 8, Central Texas (e.g. City of Waco)	18	8	10	7	10	1
Region 10, Coastal Bend (e.g. Corpus Christi/Kingsville)	3	1	2	2	1	0
Region 11, South Texas Border (e.g. Rio Grande Valley)	9	2	7	5	3	1
Region 12, West Texas, (e.g. Midland/Odessa)	9	5	4	5	2	2
Region 13, Upper Rio Grande (e.g. City of El Paso)	7	2	5	4	2	1
All of Texas	16	8	8	3	8	5

Table 3: Location of Respondents

High Plains
Northwest Texas
Central Texas
Metroplex
Upper East Texas
West Texas
Upper Rio Grande
Capital
Alamo
South Texas Border
Southeast Texas
Gulf Coast
Coastal Bend
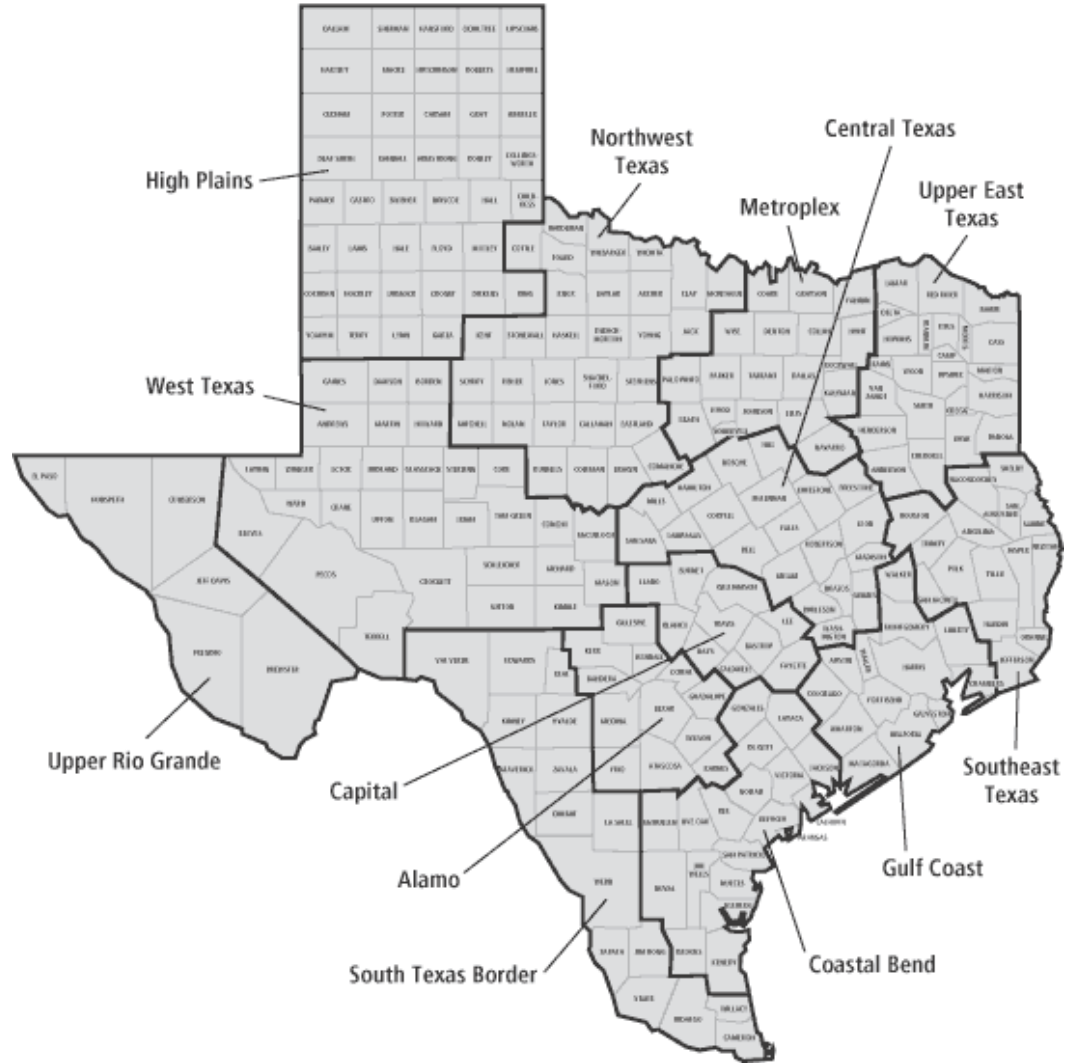
Figure 2: Location of Respondents
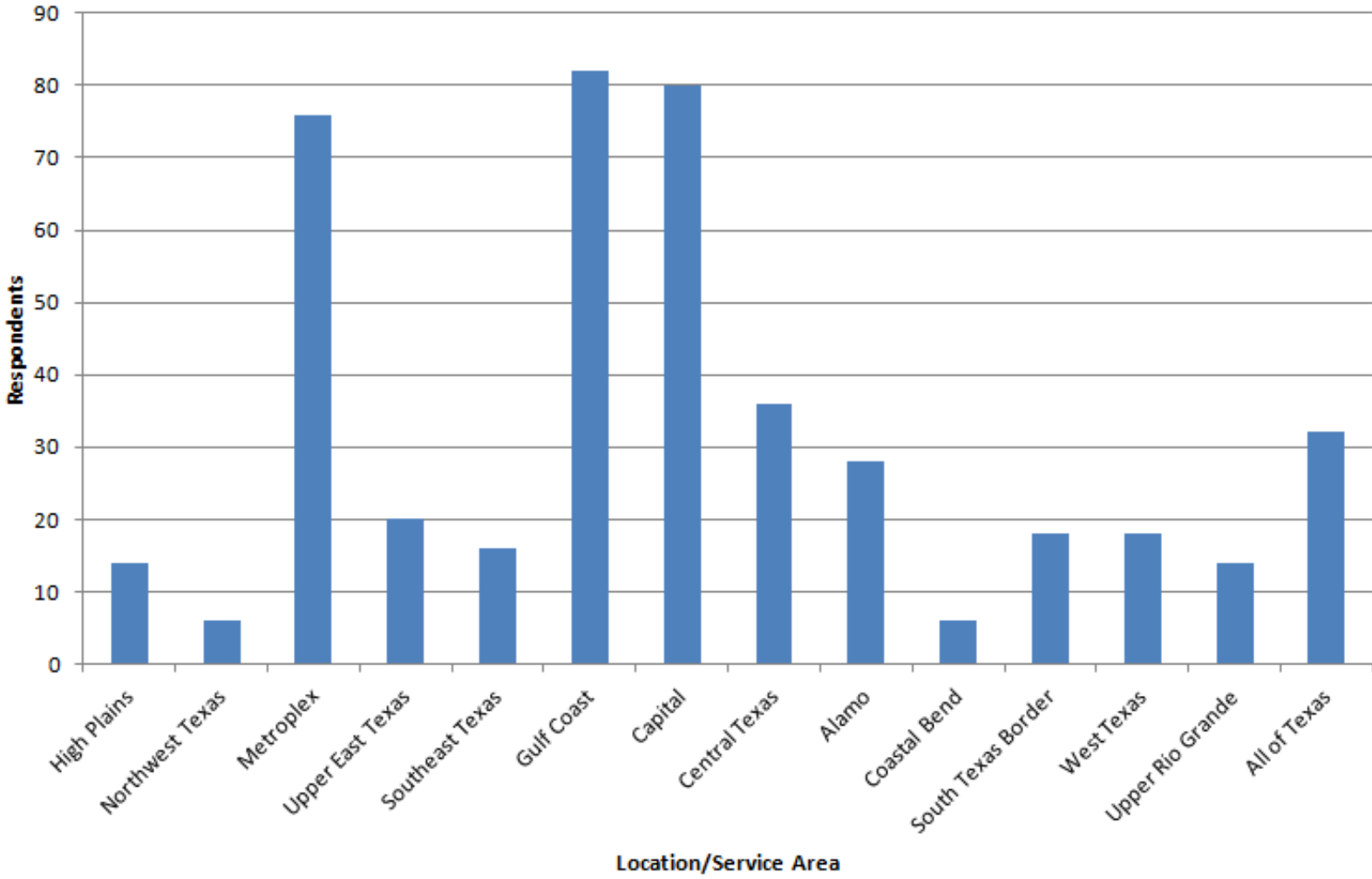
Customer Type and Business with TDHCA
TDHCA designated two Customer Types that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 48.9% of respondents, or 109 individuals, identified themselves as Households for the purposes of this report. Approximately 51.1% of respondents, or 114 respondents, identified themselves as representing Organizations.

Table 4: Customer Type by Business with TDHCA

My primary type of business with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Community Affairs	63	23	40
Housing Assistance	129	62	67
Manufactured Housing	31	24	7
Total Households or Organizations	223	109	114

Of all respondents, 57.8% primarily had contact with the Housing Programs, 28.3% had contact with the Community Affairs' programs, and 13.9% had contact with the TDHCA Manufactured Housing Division. Figure 3, Customer Type by Business, shows that a higher percentage of Households and Organizations responded for Housing Assistance as compared to Community Affairs and Manufactured Housing Assistance.

Figure 3: Customer Type by Business with TDHCA
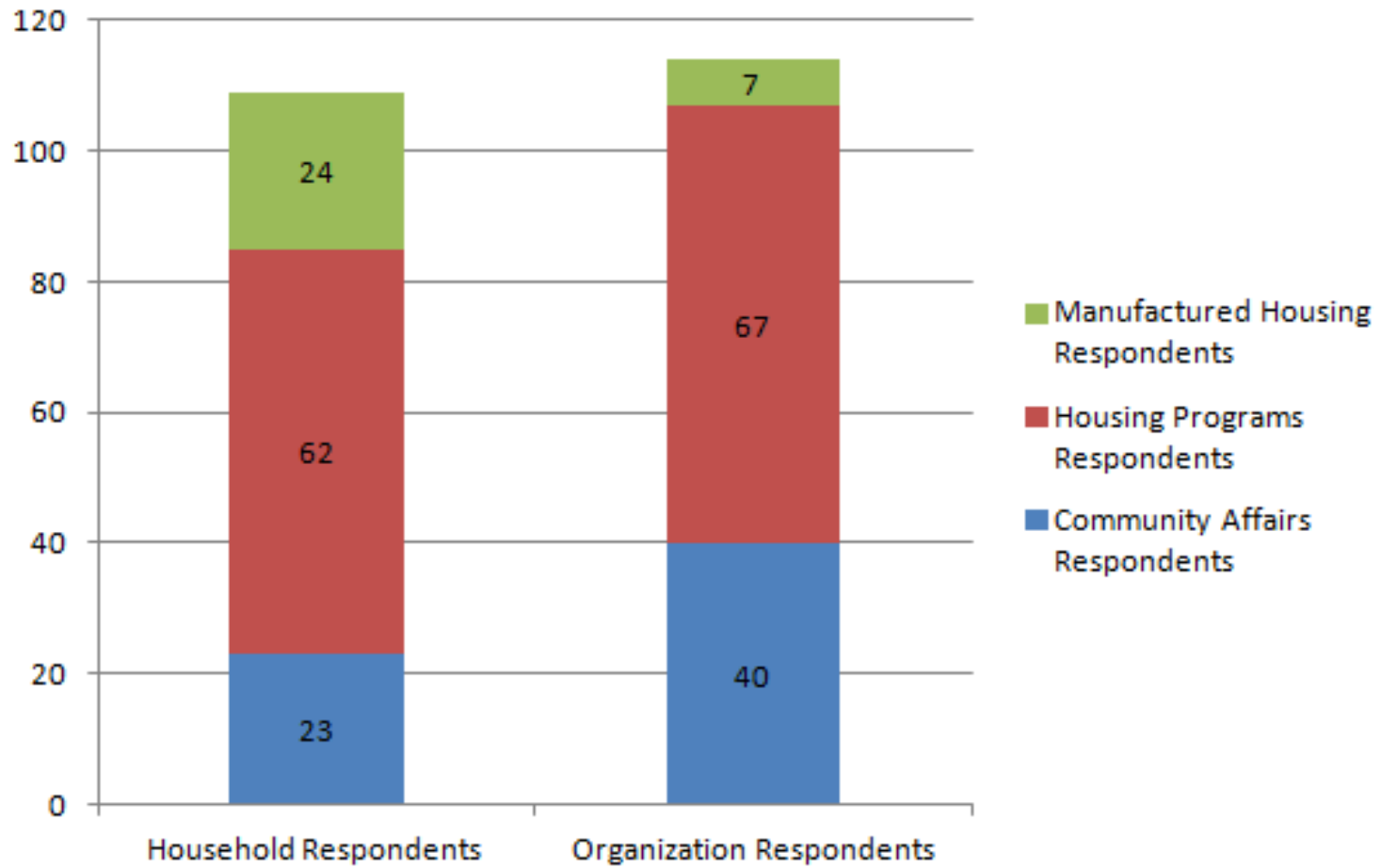
4.2 CUSTOMER-DETERMINED SERVICE QUALITIES
Average Responses

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 3.87 and 4.58. 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 5: 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
TDHCA staff members are courteous.	4.33	4.08	4.52	4.23	4.32	4.59
TDHCA staff members demonstrate a willingness to assist.	4.16	4.02	4.27	4.07	4.14	4.44
There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person.	3.83	3.75	3.89	3.84	3.72	4.26
I am provided clear explanations about TDHCA services available to me.	3.87	3.76	3.95	3.81	3.83	4.16
The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	3.66	3.55	3.77	3.44	3.69	3.95

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
Communication is available in the appropriate language (for organizations/businesses, please consider the languages your clients speak).	4.11	3.98	4.24	3.82	4.15	4.56
The TDHCA public Web site contains the information I expect.	3.87	3.63	4.06	3.80	3.80	4.36
The TDHCA public Web site is easy to use and ADA-accessible.	3.79	3.62	3.91	3.77	3.69	4.26
The TDHCA public Web site contains accurate information on programs, services, and events.	3.88	3.64	4.06	3.81	3.85	4.23
The TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.	3.87	3.56	4.09	3.83	3.85	4.25
The TDHCA log-in systems provide an effective way to exchange program information with TDHCA.	3.82	3.52	4.03	3.63	3.84	4.36

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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
TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	3.74	3.56	3.87	3.73	3.66	4.14
TDHCA written materials provide accurate information.	3.84	3.68	3.95	3.66	3.83	4.35
The location of the TDHCA office is convenient.	3.41	3.35	3.46	3.22	3.44	3.86
I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	3.70	3.57	3.83	3.82	3.59	4.14
If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.	3.69	3.62	3.76	3.67	3.57	4.39
Overall, I am satisfied with my experiences with TDHCA.	4.05	3.99	4.10	3.87	4.02	4.58

Figure 4: Average Customer Rating by Respondent Type
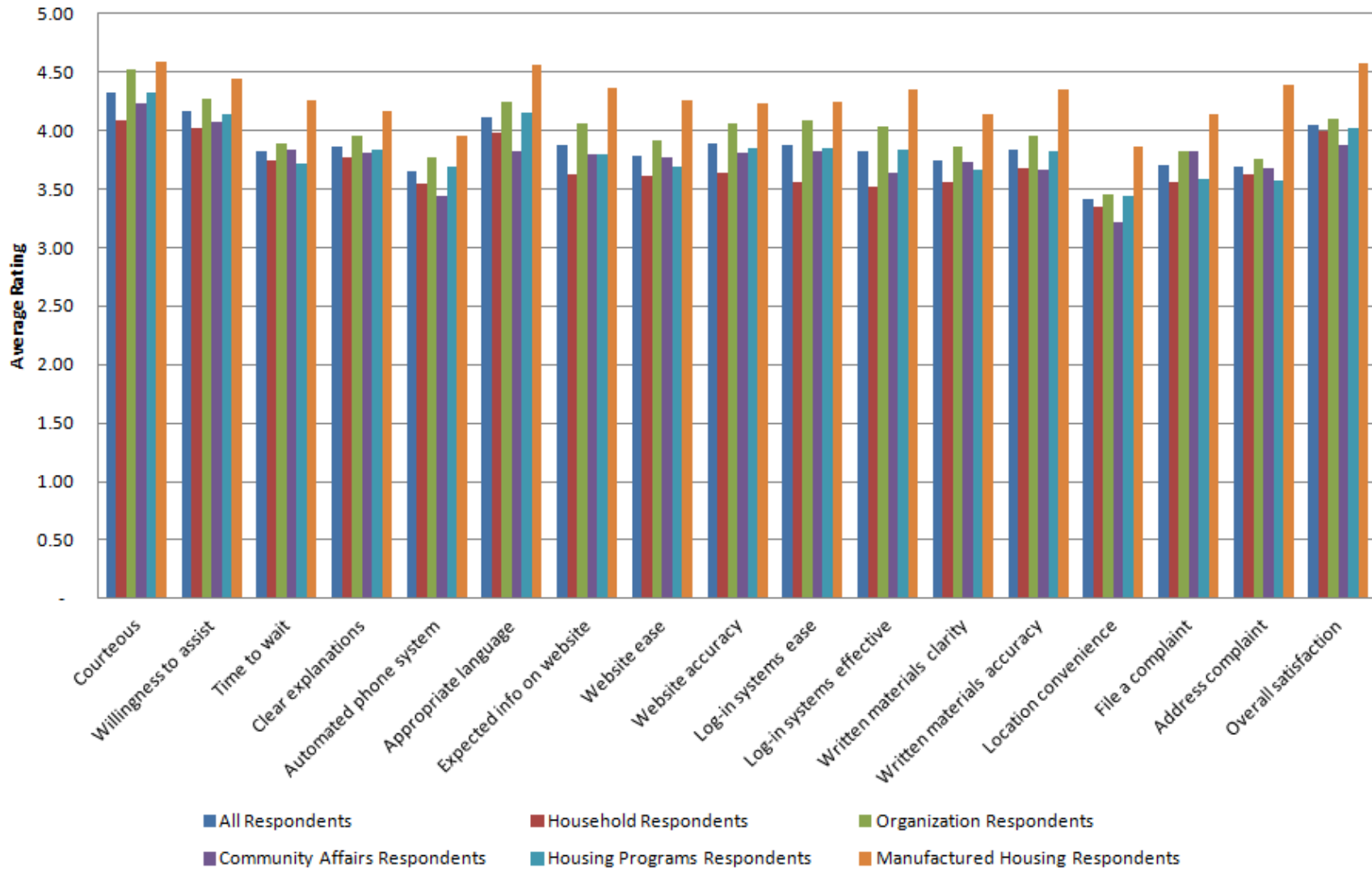
Overall Satisfaction

Table 6 and Figure 5 show that out of all respondents, 79.0% stated they strongly agree or agree with the statement "Overall, I am satisfied with my experiences with TDHCA". Approximately 11.3% either disagree or strongly disagree with the statement that they were satisfied with their experiences with TDHCA.

Among the customer subgroups, Organization Respondents indicated general satisfaction with TDHCA in a greater percentage (84.3%) than did Household Respondents (72.4%). Figure 5 shows the percent by respondent type who agreed or disagreed with the statement. The Manufactured Housing Division had the highest percentage of respondents (88.5%) who agreed or strongly agreed with the statement, followed by Housing Program Respondents (78.1%) and then the Housing Program Respondents (76.4%).

Table 6: Overall Satisfaction

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	8	7	5	9	1
Disagree	7	4	3	3	4	0
Neutral	19	12	7	5	12	2
Agree	66	20	46	23	40	3
Strongly agree	88	43	45	19	49	20

Figure 5: Overall Satisfaction, All Respondents

Disagree
3%

Strongly
disagree
8%

Neutral
10%

Strongly agree
45%

Agree
34%

2016 Report on Customer Service
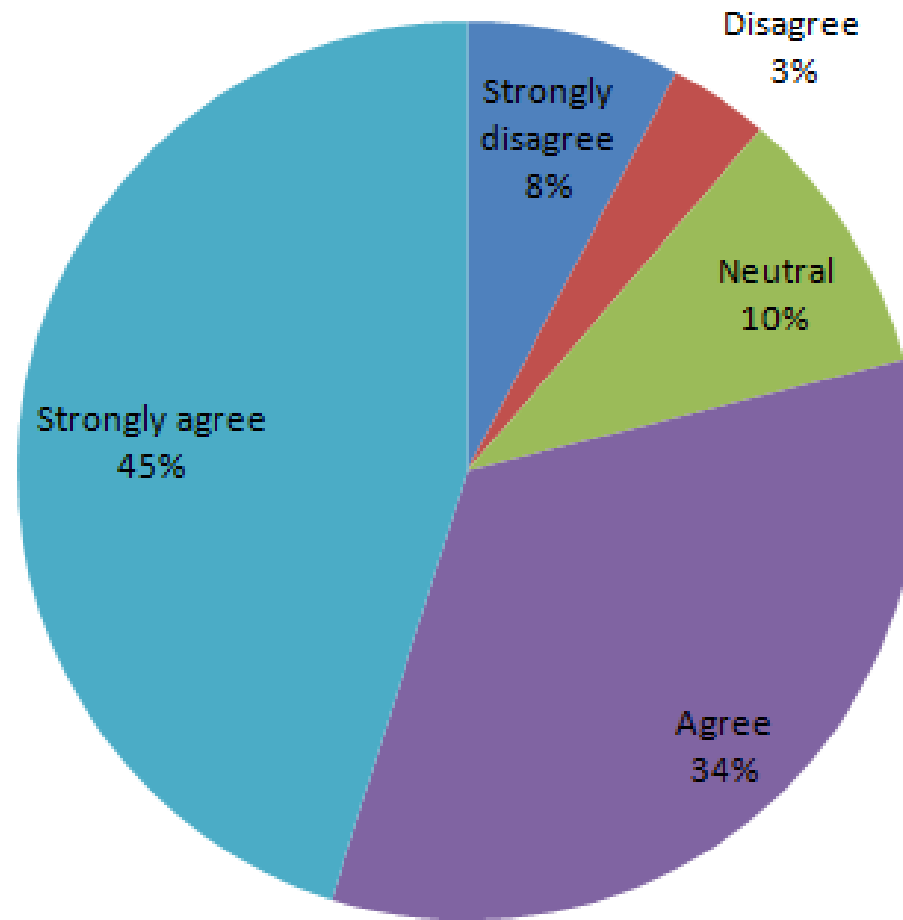
Staff Courteousness

Table 7 and Figure 6 show that of all respondents, 84.8% strongly agree or agree with the statement "TDHCA staff members are courteous." Approximately 7.6% disagree or strongly disagree with this statement. Table 7 shows that a greater ratio of Housing Program Respondents (85.5%) agreed or strongly agreed with the statement than Manufactured Housing Respondents (85.2%) and Community Affairs Respondents (82.5%).

Table 7: Staff Courteousness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	8	3	4	6	1
Disagree	4	1	3	0	4	0
Neutral	15	12	3	6	6	3
Agree	46	20	26	16	29	1
Strongly agree	121	45	76	31	68	22

Figure 6: Staff Courteousness, All Respondents
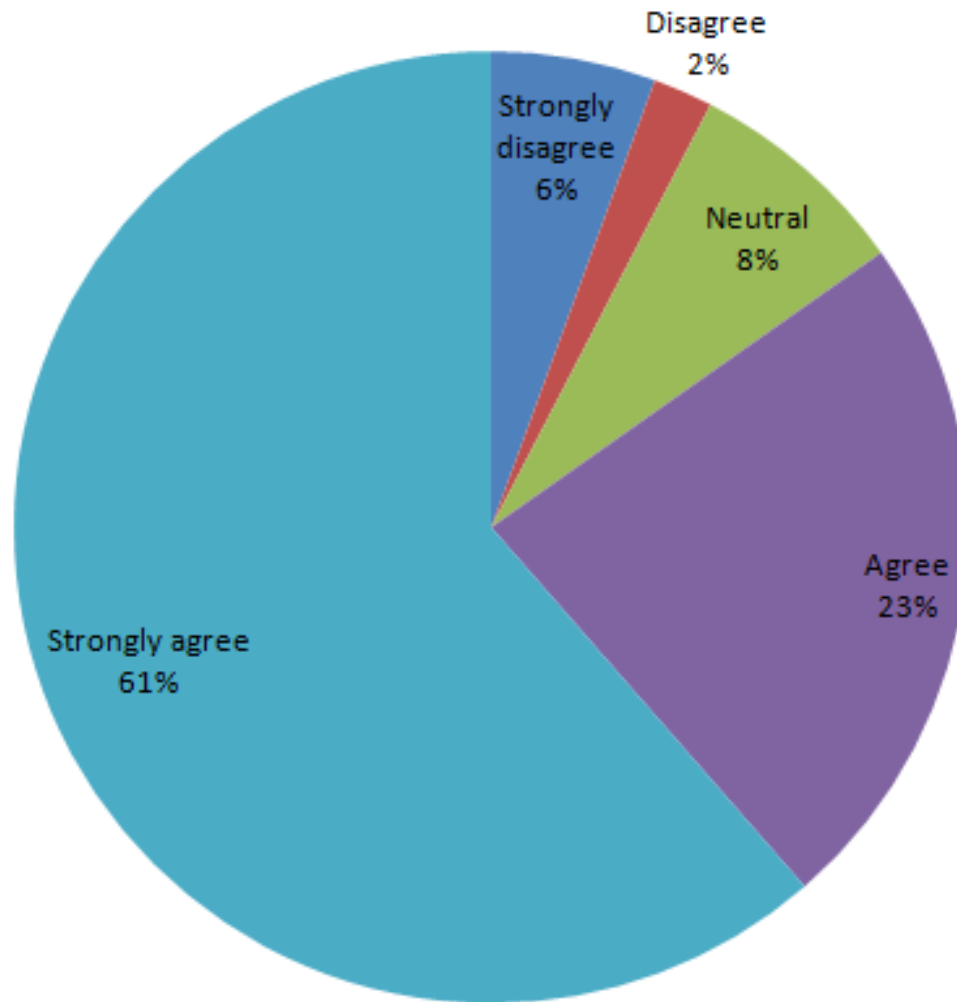
Staff Willingness to Assist

Table 8 and Figure 7 show that of all respondents, 82% strongly agree or agree with the statement "TDHCA staff members demonstrated a willingness to assist." Approximately 10.6% disagree or strongly disagree with this statement. Table 8 shows that a greater ratio of Manufactured Housing Respondents agreed with the statement (85.2%) than the ratio of Housing Programs Respondents (81.7%) or Community Affairs Respondents (80.7%).

Table 8: 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	15	9	6	4	9	2
Disagree	6	5	1	2	4	0
Neutral	15	8	7	5	8	2
Agree	59	19	40	21	35	3
Strongly agree	104	47	57	25	59	20

Figure 7: Staff Willingness to Assist, All Respondents

Pie chart:
- Strongly agree 52%
- Agree 30%
- Neutral 8%
- Strongly disagree 7%
- Disagree 3%

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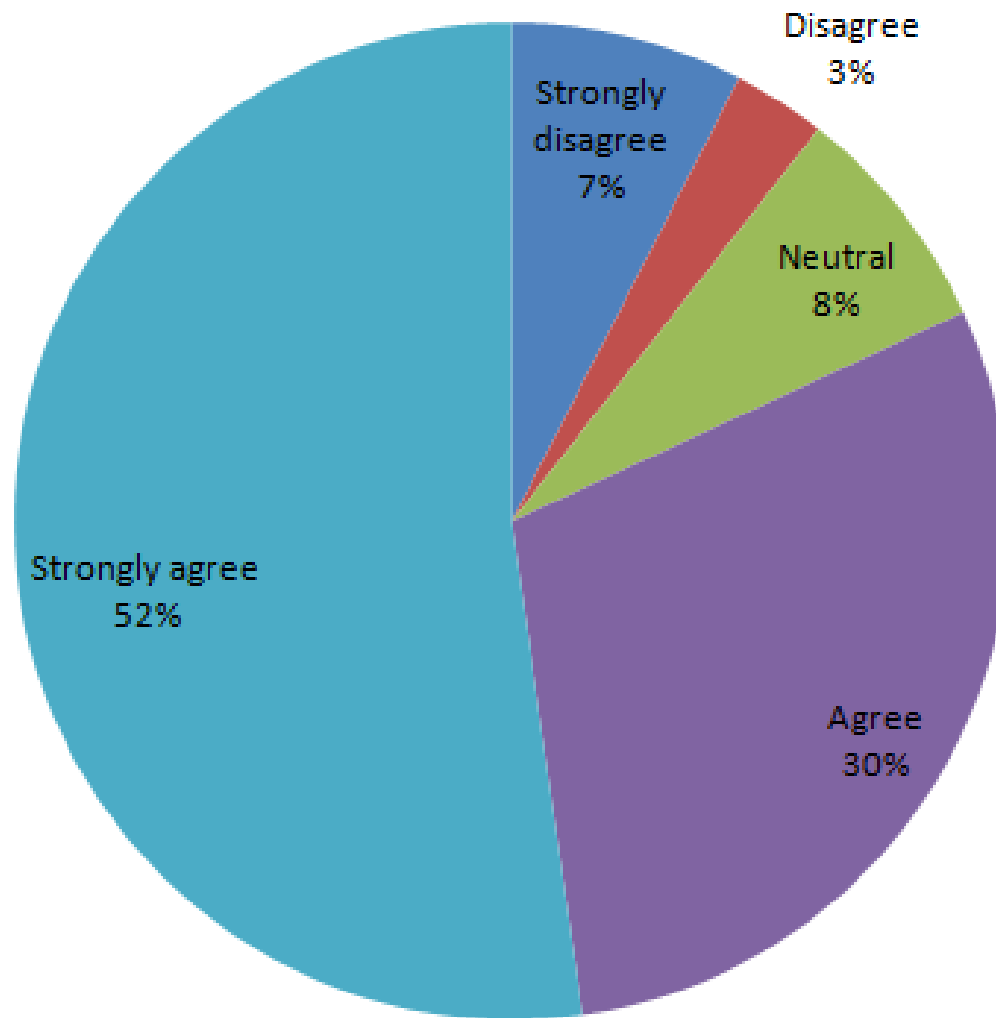
Timely Response
Table 9 and Figure 8 show that of all respondents, 71.4% strongly agree or agree with the statement "The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable." Approximately 16.1% disagree or strongly disagree with this statement. Table 8 shows that higher ratio of Manufactured Housing Respondents (85.2%) agreed with the statement, which was higher than Housing Programs Respondents at 68.2% or Community Affairs Respondents at 70.9%.

Table 9: Timely Response by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	11	6	4	11	2
Disagree	14	7	7	2	11	1
Neutral	24	9	15	10	13	1
Agree	67	22	45	22	38	7
Strongly agree	70	35	35	17	37	16

Figure 8: Timely Response, All Respondents

- Strongly disagree 9%
- Disagree 7%
- Neutral 13%
- Agree 35%
- Strongly agree 36%

2016 Report on Customer Service
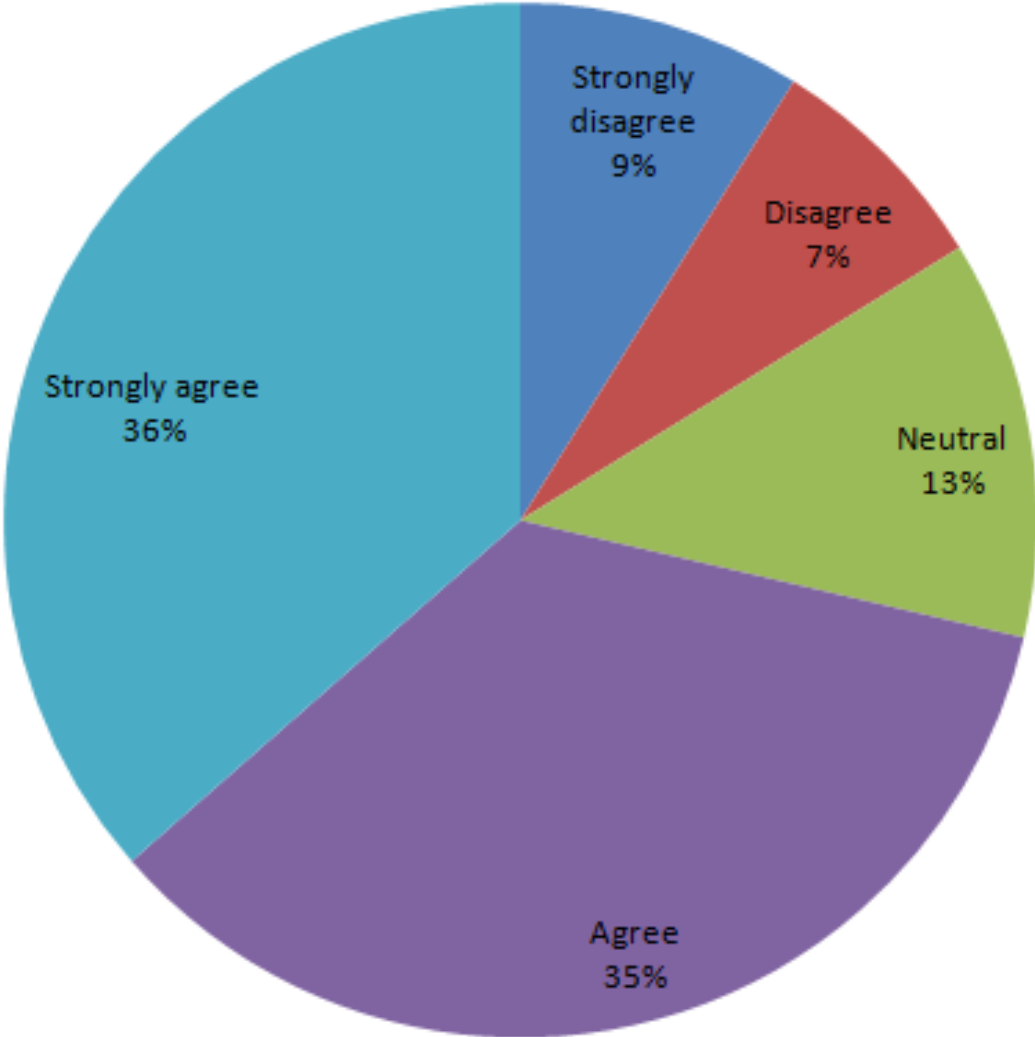
Clear Explanations

Table 10 and Figure 9 show that of all respondents, 70.2% strongly agree or agree with the statement "I was given clear explanations about services available to me." Approximately 16.8% disagree or strongly disagree with this statement. Table 10 shows that Manufactured Housing had the highest ratio of respondents (76.0%) that strongly agreed or agreed with that statement, followed by Housing Programs (69.0%) and Community Affairs (69.8%).

Table 10: Clear Explanation by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	12	5	4	11	2
Disagree	15	9	6	6	8	1
Neutral	25	4	21	6	16	3
Agree	53	22	31	17	32	4
Strongly agree	81	38	43	20	46	15

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Figure 9: Clear Explanations, All Respondents
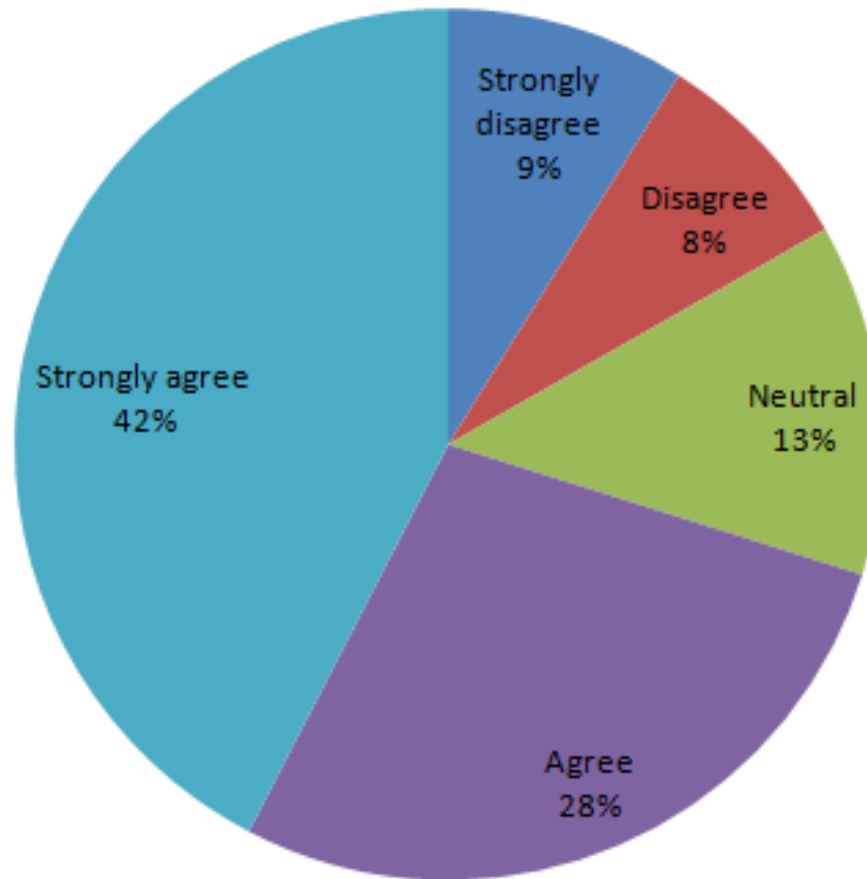
Automated Phone System

Table 11 and Figure 10 show that of all respondents, 57.2% 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 15.1% disagree or strongly disagree with this statement. Table 11 shows that a higher ratio of Manufactured Housing Respondents (65.0%) agreed with the statement than Housing Program Respondents (58.2%) and Community Affairs Respondents (51.2%).

Table 11: Automated Phone System by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	10	5	5	9	1
Disagree	8	5	3	3	4	1
Neutral	42	22	20	12	25	5
Agree	36	13	23	11	21	4
Strongly agree	51	27	24	10	32	9

Figure 10: Automated Phone System, All Respondents
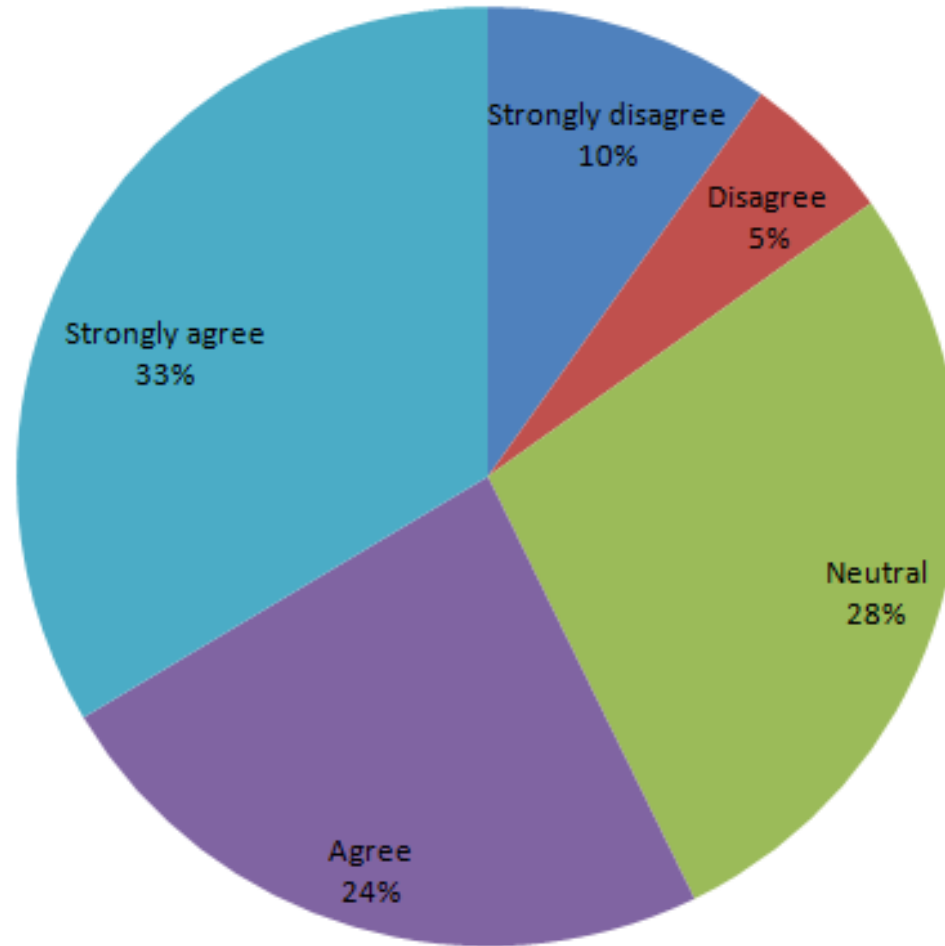
Appropriate Language Availability
Table 12 and Figure 11 show that of all respondents, 78.9% strongly agree or agree with the statement "Communication is available in the appropriate language." (Organization Respondents were asked to consider the languages their clients speak.) Approximately 6.9% disagree or strongly disagree with this statement. Table 12 shows that a higher ratio of Manufactured Housing Respondents (88.0%) agreed with the statement Housing Program Respondents (78.8%) or Community Affairs Respondents (74.5%).

Table 12: Appropriate Language, by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	8	2	5	5	0
Disagree	2	2	0	0	1	1
Neutral	25	13	12	8	15	2
Agree	59	21	38	24	31	4
Strongly agree	79	39	40	14	47	18

Figure 11: Appropriate Language, All Respondents
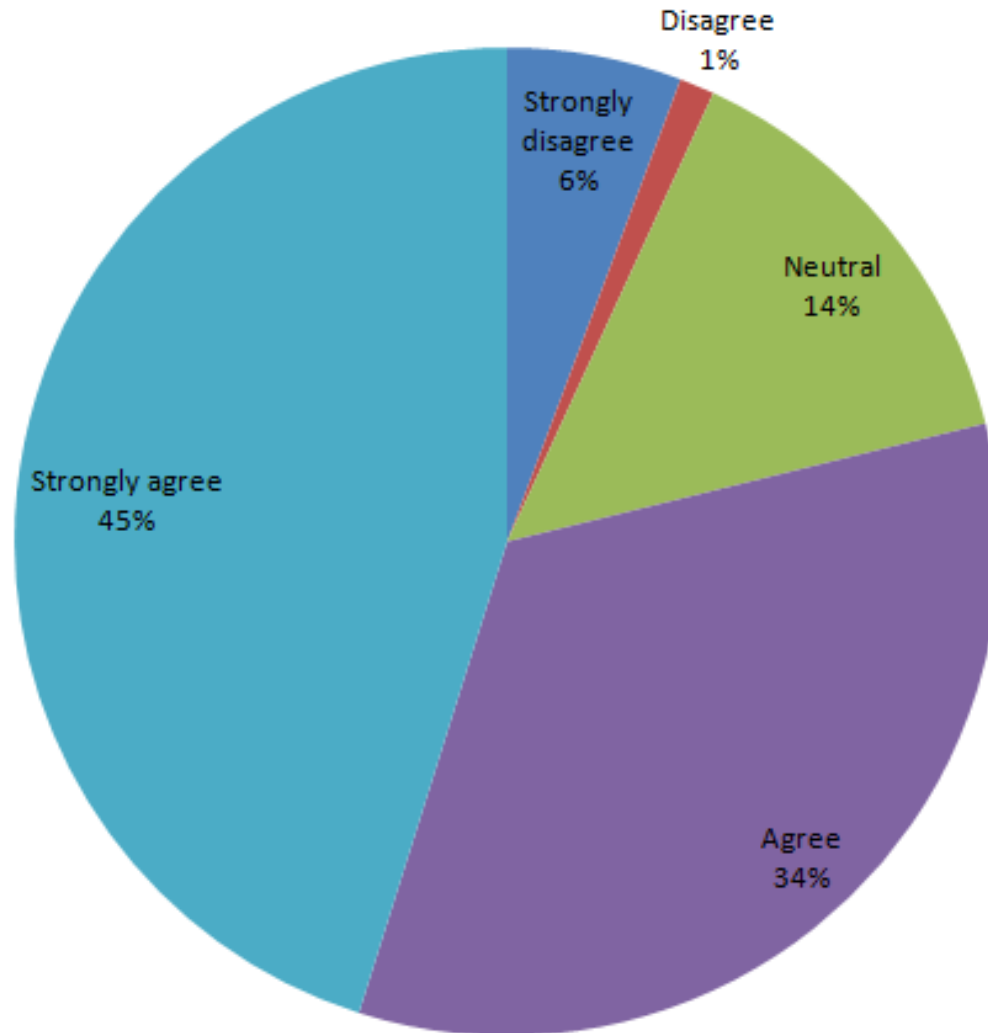
Expected Information Available Online

Table 13 and Figure 12 show that of all respondents, 68.9% strongly agree or agree with the statement "The public Web site contains the information I expect." Approximately 11.6% disagree or strongly disagree with this statement. Table 13 shows that a higher ratio of Manufactured Housing Respondents (80.0%) agreed with the statement than Housing Program Respondents (64.5%) or Community Affairs Respondents (72.7%).

Table 13: 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	9	7	2	4	5	0
Disagree	13	6	7	3	10	0
Neutral	37	24	13	8	24	5
Agree	65	17	48	25	34	6
Strongly agree	66	27	39	15	37	14

Figure 12: Expected Information Available Online, All Respondents

Strongly disagree 5%
Disagree 7%
Neutral 19%
Agree 34%
Strongly agree 35%

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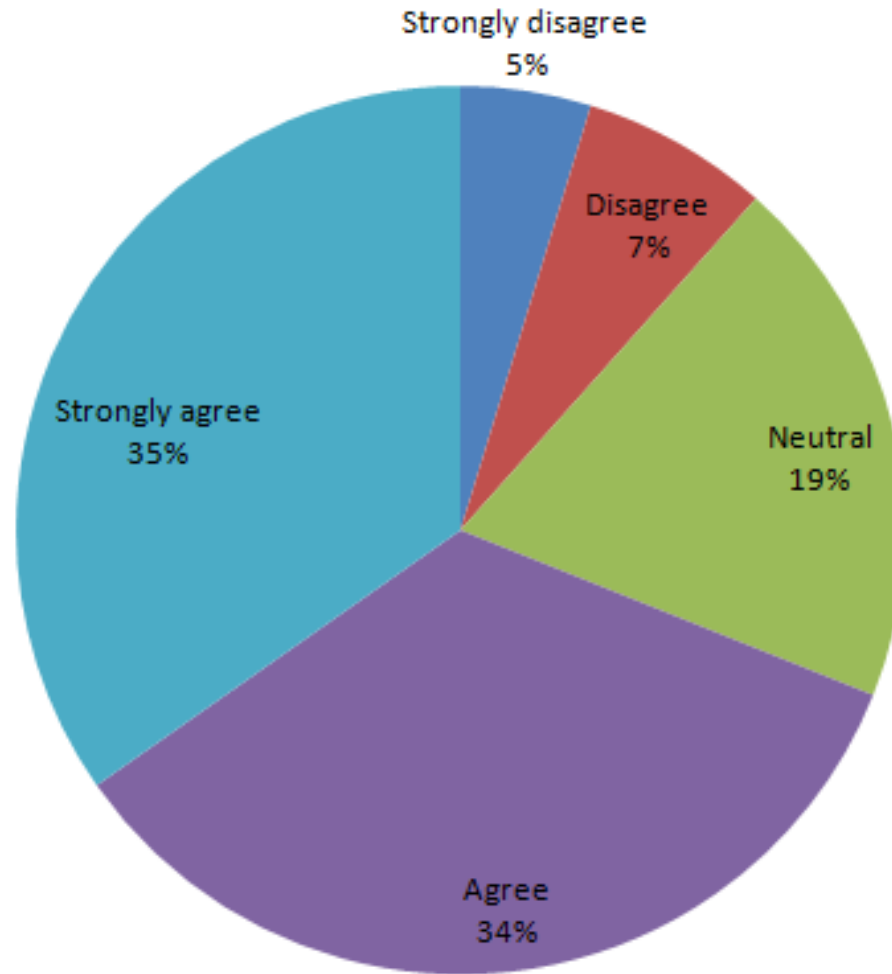
Web site Ease

Table 14 and Figure 13 show that of all respondents, 66.7% strongly agree or agree with the statement "The TDHCA public Web site is easy to use." Approximately 13.1% disagree or strongly disagree with this statement. Table 14 shows that a higher ratio of Manufactured Housing Respondents (73.9%) agreed with the statement than Housing Program Respondents (62.0%) or Community Affairs Respondents (73.1%).

Table 14: Web site Ease by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	8	4	4	8	0
Disagree	12	5	7	1	9	2
Neutral	37	21	16	9	24	4
Agree	64	19	45	27	34	3
Strongly agree	58	25	33	11	33	14

Figure 13: Web site Ease, All Respondents
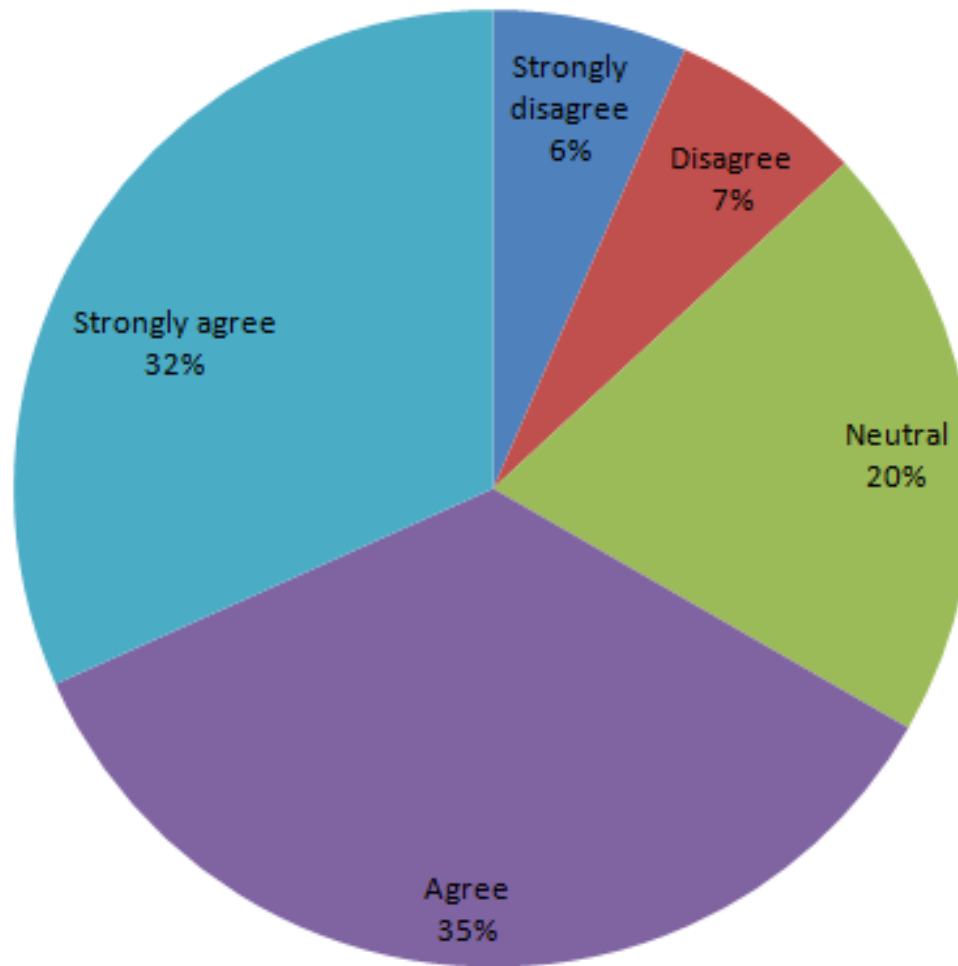
Web site Accuracy

Table 15 and Figure 14 show that of all respondents, 69.8% strongly agree or agree with the statement "The TDHCA public Web site contains accurate information on programs, services, and events." Approximately 13.2% disagree or strongly disagree with this statement. Table 15 shows that a higher ratio of Manufactured Housing Respondents (81.8%) agreed with the statement than Housing Programs (67.9%) and Community Affairs Respondents (69.8%).

Table 15: Web site Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	6	4	2	3	3	0
Disagree	18	11	7	3	14	1
Neutral	31	16	15	11	17	3
Agree	63	20	43	21	34	8
Strongly agree	64	23	41	16	38	10

Figure 14: Web site Accuracy, All Respondents
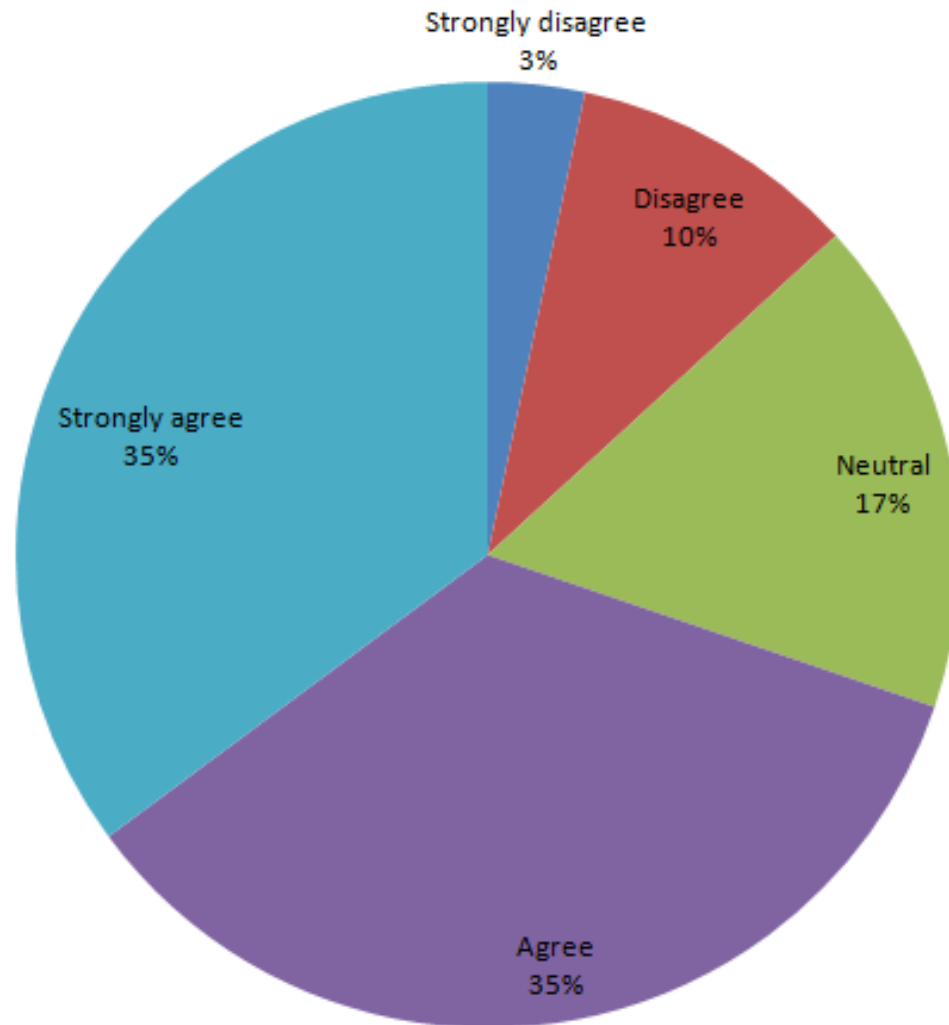
Systems Requiring Log-in

Ease of Use

Table 16 and Figure 15 show that of all respondents, 67.3% 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 9.0% disagree or strongly disagree with this statement. Table 15 shows that a higher percentage of Manufactured Housing Respondents (75.0%) agreed with the statement than Community Affairs Respondents (69.2%) and Housing Program Respondents (65.2%).

Table 16: 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	8	5	3	3	5	0
Disagree	6	4	2	3	2	1
Neutral	37	20	17	10	25	2
Agree	52	19	33	20	30	2
Strongly agree	53	15	38	16	30	7

Figure 15: Systems Ease of Use, All Respondents

Strongly disagree 5%
Disagree 4%
Neutral 24%
Agree 33%
Strongly agree 34%
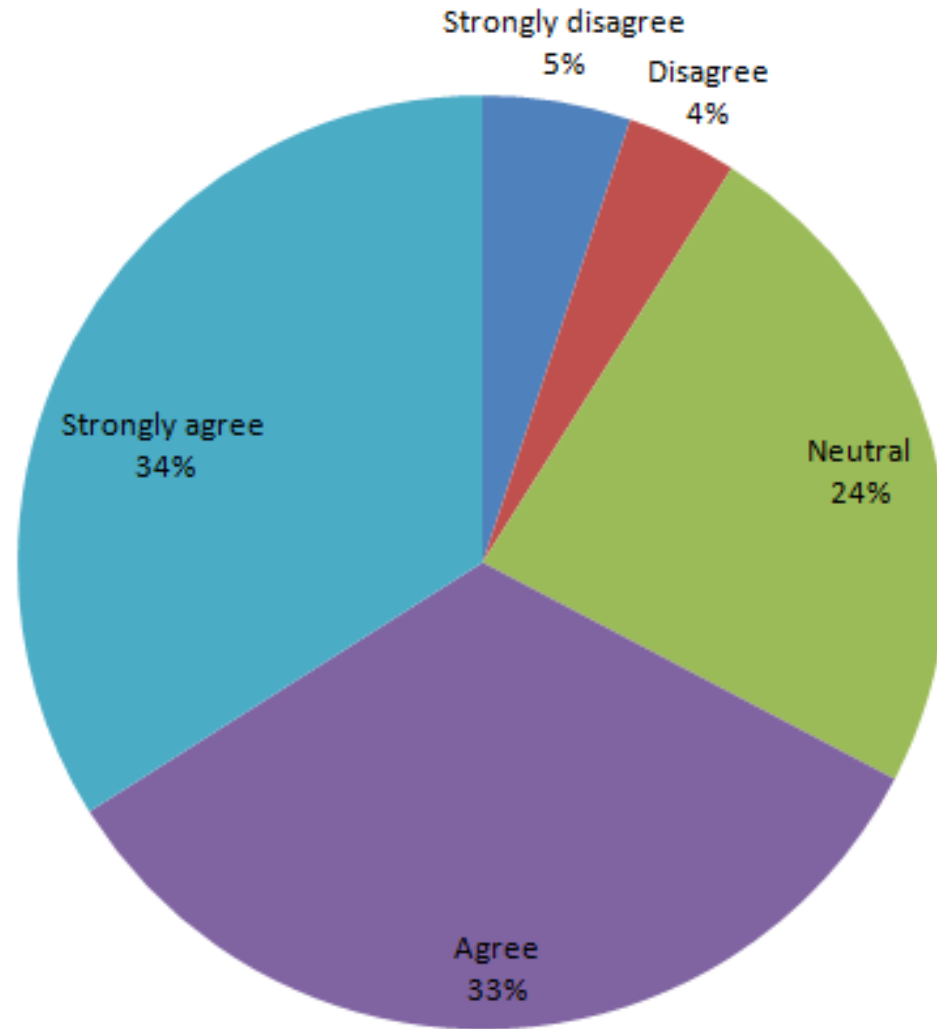
Effectiveness of Systems Requiring Log-in

Table 17 and Figure 16 show that of all respondents, 61.9% 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 11.3% disagree or strongly disagree with this statement. Table 16 shows that a higher percentage of Manufactured Housing Respondents (78.6%) agreed with the statement than Housing Program Respondents (63.8%) and Community Affairs Respondents (53.8%).

Table 17: System Effectiveness by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	7	5	2	3	4	0
Disagree	11	7	4	3	7	1
Neutral	43	21	22	18	23	2
Agree	42	15	27	14	26	2
Strongly agree	57	18	39	14	34	9

Figure 16: Systems Effectiveness, All Respondents

Strongly disagree
4%

Disagree
7%

Neutral
27%

Agree
26%

Strongly agree
36%

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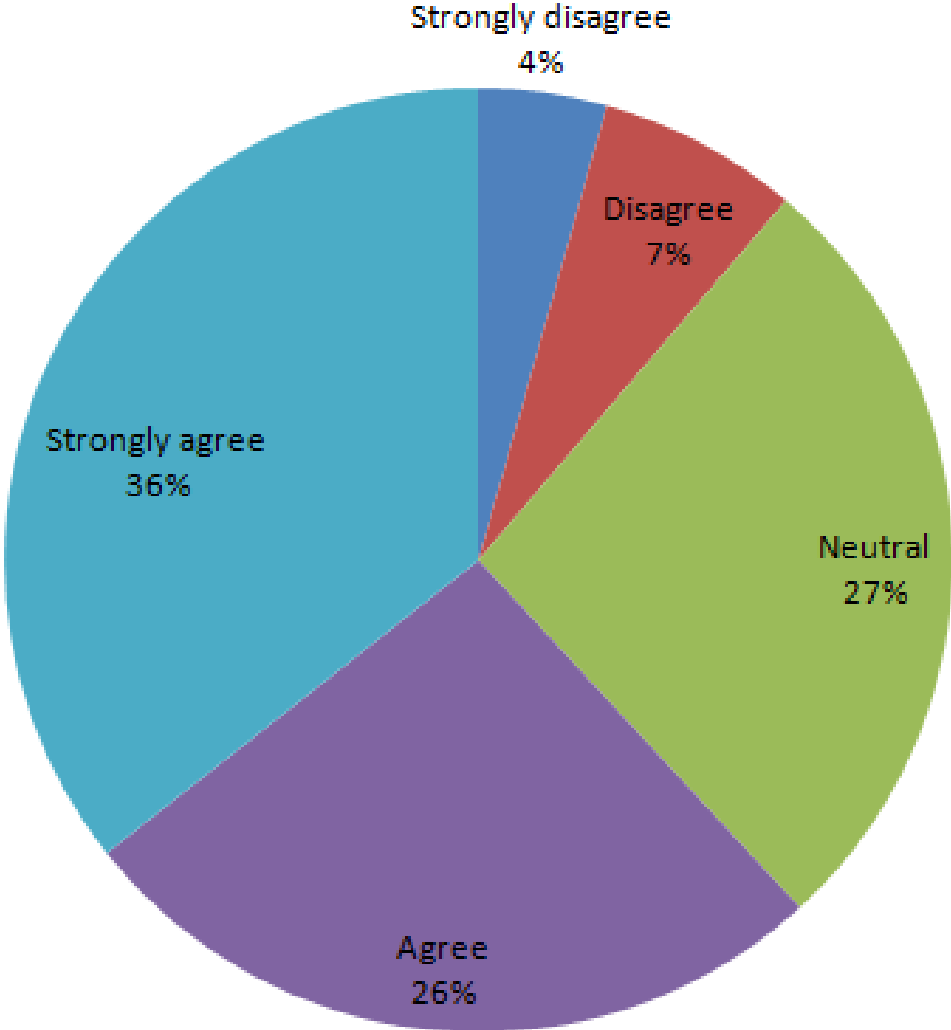
Document Clarity

Table 18 and Figure 17 show that of all respondents, 63.8% strongly agree or agree with the statement "Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear." Approximately 14.6% disagree or strongly disagree with this statement. Table 18 shows that a higher percentage of Manufactured Housing Respondents (72.7%) agreed with the statement than Housing Program Respondents (61.7%) and Community Affairs Respondents (64.3%).

Table 18: Document Clarity by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	7	5	3	9	0
Disagree	15	7	8	5	9	1
Neutral	40	21	19	12	23	5
Agree	60	21	39	20	34	6
Strongly agree	58	22	36	16	32	10

Figure 17: Document Clarity, All Respondents
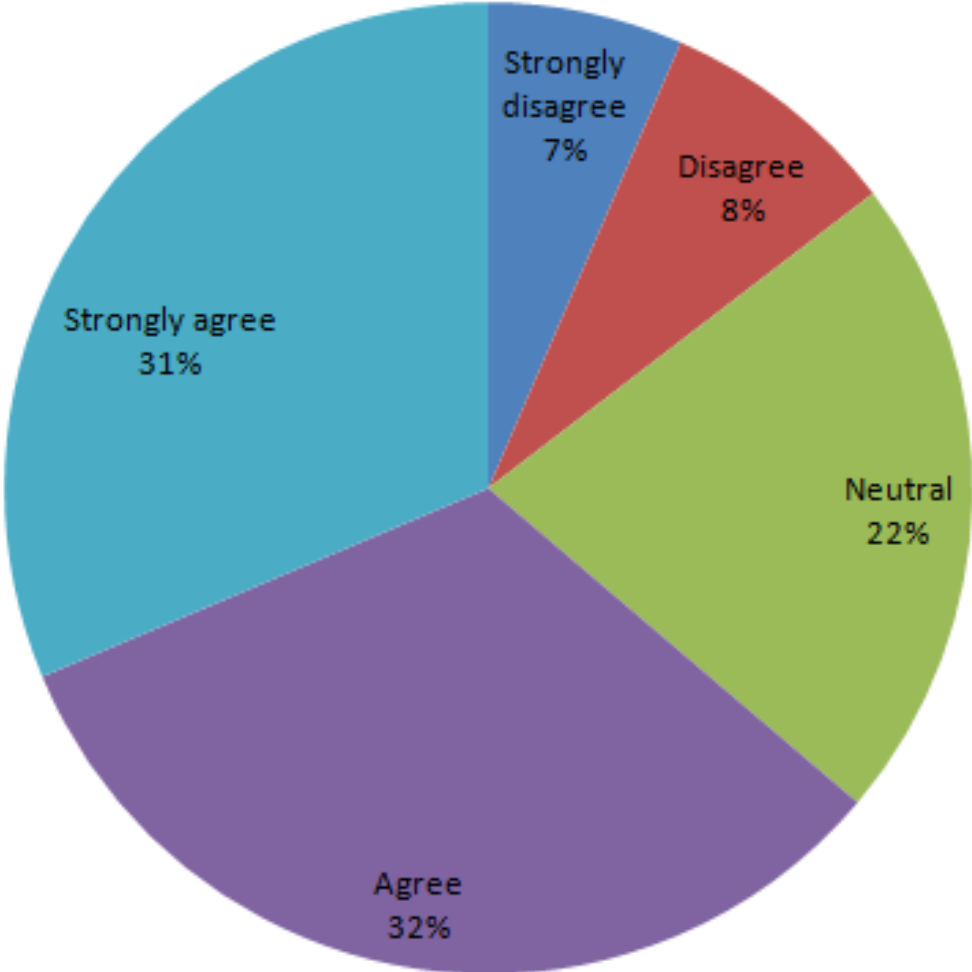
Document Accuracy

Table 19 and Figure 18 show that of all respondents, 65.4% strongly agree or agree with the statement "Written materials provide accurate information." Approximately 12.6% disagree or strongly disagree with this statement. Table 18 shows that a higher ratio of Manufactured Housing Respondents (78.3%) agreed with the statement than Housing Programs Respondents (66.0%) and Community Affairs Respondents (58.9%).

Table 19: Document Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	7	4	3	3	4	0
Disagree	16	8	8	5	11	0
Neutral	40	22	18	15	20	5
Agree	55	16	39	18	32	5
Strongly agree	64	26	38	15	36	13

Figure 18: Document Accuracy, All Respondents

Strongly disagree 4%

Disagree 9%

Neutral 22%

Agree 30%

Strongly agree 35%

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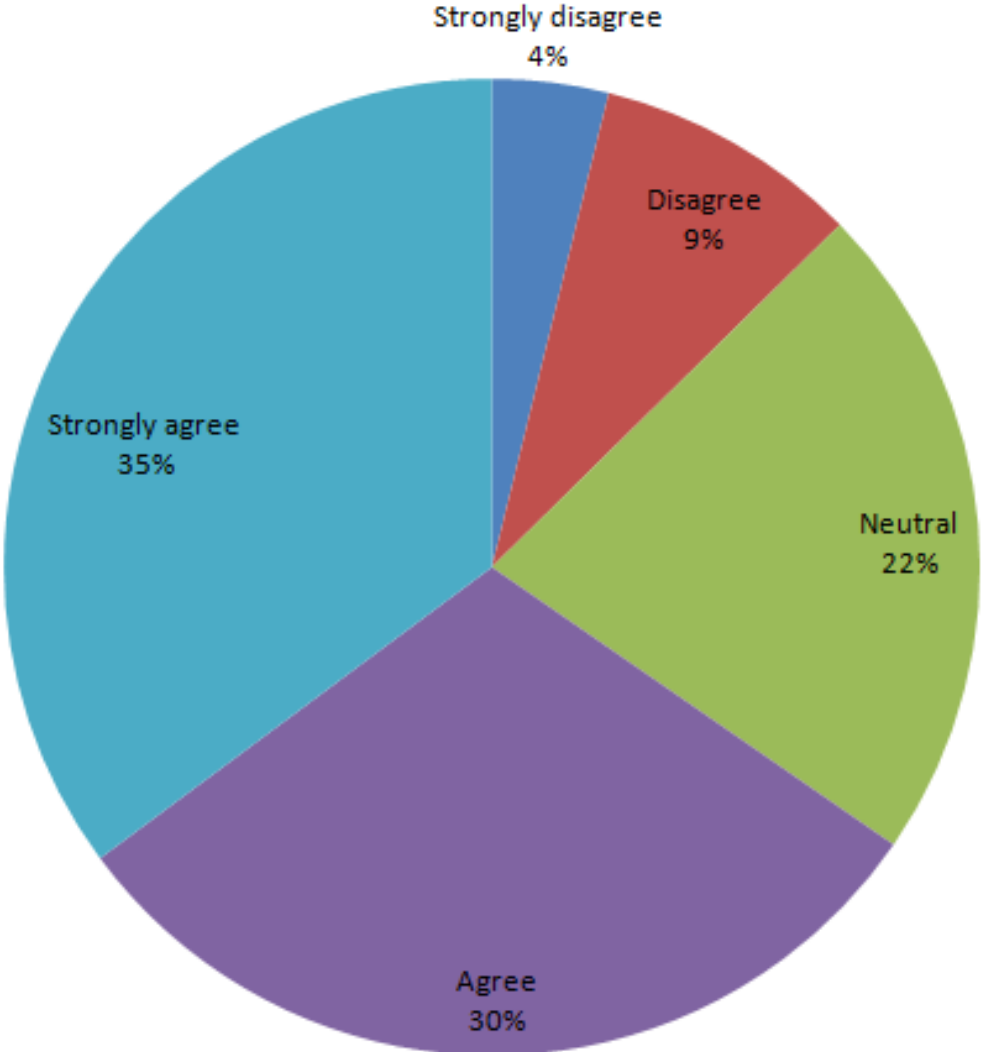
Location Satisfaction

Table 20 and Figure 19 show that of all respondents, 46.6% 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 13.5% disagree or strongly disagree with this statement. Table 20 shows that a higher ratio of Manufactured Housing Respondents (64.3%) agreed with the statement than Housing Programs Respondents (48.3%) or Community Affairs Respondents (37.8%).

Table 20: Location Satisfaction by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	6	5	4	6	1
Disagree	9	6	3	4	4	1
Neutral	59	22	37	20	36	3
Agree	46	18	28	12	31	3
Strongly agree	23	11	12	5	12	6

Figure 19: Location Satisfaction, All Respondents
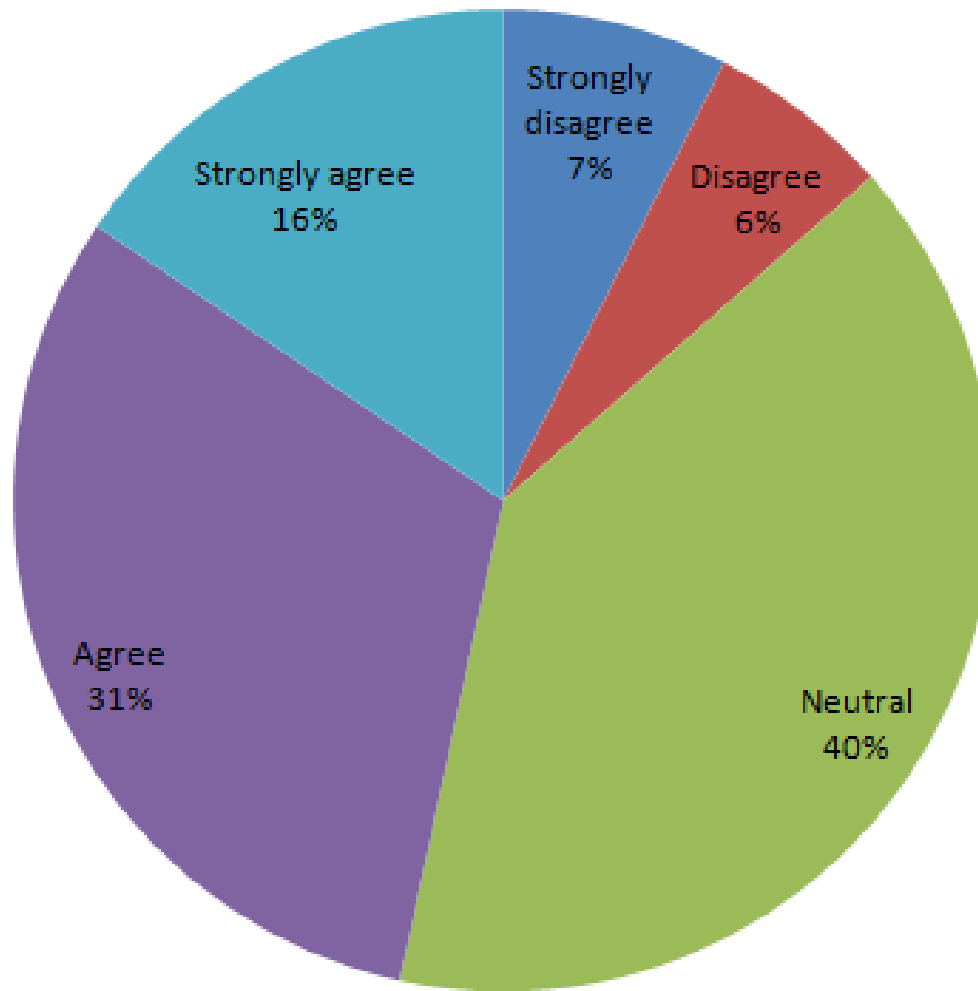
Complaint Process

How to File a Complaint

Table 21 and Figure 20 show that of all respondents, 63.7% strongly agree or agree with the statement "I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees." Approximately 15.9% disagree or strongly disagree with this statement although; no Manufactured Housing Respondents disagreed with this statement. Table 21 shows that a higher percentage of Community Affairs Respondents (70.5%) agreed with the statement than Housing Programs Respondents (61.1%) and Manufactured Housing Respondents (57.1%).

Table 21: 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	6	3	3	2	4	0
Disagree	19	12	7	3	16	0
Neutral	32	19	13	8	18	6
Agree	59	23	36	19	40	0
Strongly agree	41	19	22	12	21	8

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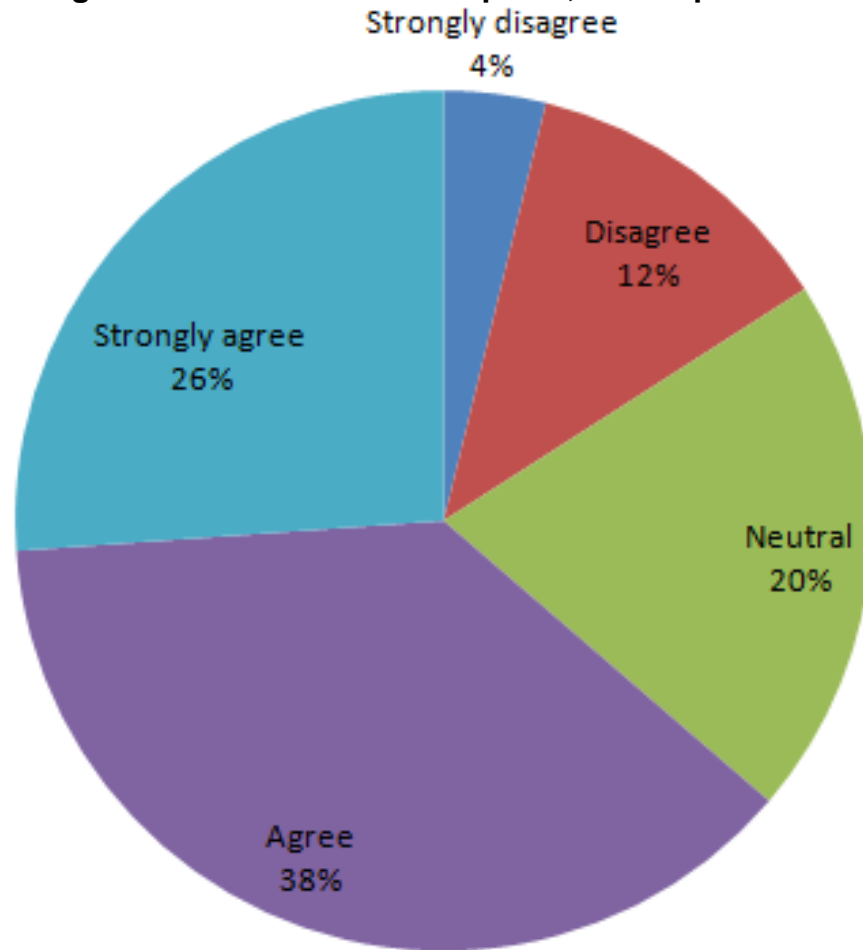
Complaint Response

Table 22 and Figure 21 show that of all respondents, 62.3% strongly agree or agree with the statement "If I complained, I believe it would be addressed in a reasonable manner." Approximately 13.6% disagree or strongly disagree with this statement although; no Manufactured Housing Respondents disagreed with this statement. Table 22 shows that a higher ratio of Manufactured Housing Respondents (83.3%) agreed with the statement than Housing Programs Respondents (55.6%) and Community Affairs Respondents (67.4%).

Table 22: Complaint Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	7	5	5	7	0
Disagree	9	5	4	3	6	0
Neutral	37	19	18	7	27	3
Agree	52	21	31	18	29	5
Strongly agree	44	22	22	13	21	10

Figure 21: Complaint Response, All Respondents

Strongly disagree 8%

Disagree 6%

Neutral 24%

Agree 34%

Strongly agree 28%

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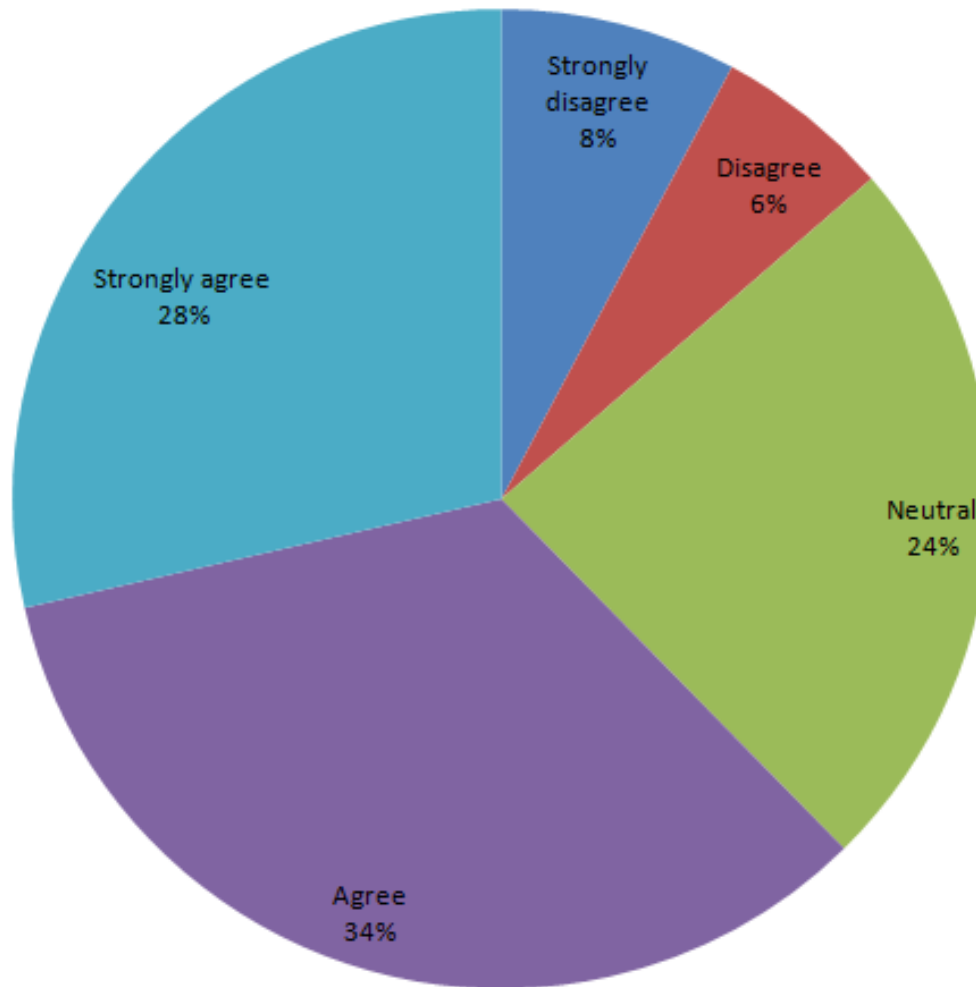
4.3 SURVEY COMMENT SUMMARY

Comments Received

A total of 70 comments were received at the end of the Customer Service Survey. However 16 of those comments were direct requests for assistance. When a commenter requested assistance and provided contact information, a Housing Resource Center staff member reached out directly to assist the commenter. The following tables and analysis reflect the 54 remaining comments that provided input on TDHCA administration and programs.

Table 23: Comments Made

Comments Made	Total Comments	Household Respondents	Organization Respondents
Community Affairs	20	4	16
Housing Assistance	25	13	12
Manufactured Housing	9	6	3
Total Households or Organizations	54	23	31

The majority (31) of the open-ended responses were received from Organization Respondents while 23 responses were from Households.

Table 24: Tone of Comments

Tone of Comments Made	Total Respondents	Household Respondents	Organization Respondents
Positive	30	13	17
Neutral	6	2	4
Negative	18	8	10
Total Comments	54	23	31

Of the comments made, 55.6% of the comments were positive, 33.3% were negative and 11.1% were neutral in tone.

The positive comments related to TDHCA staff treating Organization Respondents with courtesy and their willingness to help them.

Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. Additionally, two commenters expressed appreciation for training opportunities provided by TDHCA.

> "The compliance courses are excellent tools for the apartment industry. Thank you."

"We appreciate the increased training opportunities now available on a monthly basis for ESG."

One negative comment related to the need for more training by TDHCA.

"I think there needs to be more training for newbies entering into the Weatherization field. There has been a lot of employee turnover in the last few years in our agency and much of the original staff from ARRA are no longer with us. As an office personnel, I feel like I need more training on the field assessment end from TDHCA rather than my own staff. I want to be confident that the information I am given is accurate, current information, and not based on a misinterpretation of program regulations. Although there are many webinars featured on the TDHCA Web site , I learn best in a classroom setting rather than through a webinar. I cannot stress enough the need for more classroom-type trainings and peer-to-peer interaction. Once a year at TACAA is not enough to keep up with all of the changing regulations."

A couple of comments related to staff responsiveness.

"I have emailed my <TDHCA staff> representative a question on 3/1/16 concerning our contract and what forms to use. She responded on 3/3/16 that she has read the email and will get back with me. I know everyone gets busy but, I have yet to see her response. The HBA forms state to submit the GFE and Preliminary HUD-1. Those documents have been obsolete since August 2015. When will the site be updated?"

"It would be wonderful (yet I am sure very expensive) to have reps from TDHCA housed in the various regions. TDHCA seems short staffed and very stretched."

Another comment related to the TDHCA Reservation System*.

"Would prefer a different method for allocation of reservation funds."

*It is unknown if the reference regarding the Reservation System was for the Housing Trust Fund or HOME program funding.

A total of 23 comments were received from Household Respondents and 13 of those provided positive feedback. The positive comments related to TDHCA staff being courteous and willing to help the respondents. Eight Household Respondents provided negative feedback.
.
One negative comment was about the TDHCA Web site .

"I feel the Web site is hard to understand; there are a lot of questions (home buying is a process that takes thinking) I had unanswered, I feel lost and I don't

feel confident of what I read nor what exactly is my "next" step, I would like to have a more clear answer."

Another negative comment related to homeownership programs.

"I have been trying to find assistance on buying a home, but can't seem to get ahold of anyone."

It should be noted that if the respondent was contacting TDHCA via the toll-free number, the TDHCA staff person speaking with the individual provided resources and contact information related to the caller's specific request. After this information was relayed, every fifth caller was then transferred to another TDHCA staff who conducted the survey.

Comment Analysis

Among 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). All five respondent types had the same statement with the highest average ranking: "TDHCA staff members were courteous."

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. "Overall, I am satisfied with my experiences with TDHCA."

Housing Programs had the following three statements with the highest average ranking:

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

Manufactured Housing had the following three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "Overall, I am satisfied with my experiences with TDHCA."
3. "Communication is available in the appropriate language."

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. "The TDHCA log-in systems provide an effective way to exchange program information with TDHCA."

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. "The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call."
3. "TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand."

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 20%, warranting further inquiry of any inconstancies within the Department. The largest differences are summarized below:

- Log-in Systems: Manufactured Housing has an agreement rate 24.7%% higher than Community Affairs Respondents.
- Office Location: Manufactured Housing has an agreement rate 26.5% higher than Community Affairs Respondents.
- Complaints: Manufactured Housing has an agreement rate 27.8% Housing Program Respondents.

4.4 SURVEY CHANGES

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.

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 2017 to 2021* was included in the survey, along with other elements which will be used internally. The additional comments included by 53 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2018, 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 223 respondents, only 13.9% 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 2018, TDHCA plans to continue electronic outreach via, email, Web site, 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.

TDHCA is acting upon the results found in the 2016 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 79.0% of respondents agreed that they were satisfied with their experiences at TDHCA, which was a slight increase from 76.4% in 2014.

The customer service element with the highest overall satisfaction rate was the staff category, with 84.8% of all respondents agreeing that TDHCA staff members are courteous, and 81.9% of respondents agreeing that TDHCA staff members demonstrate a willingness to assist.

The customer service elements with the highest "disagree" selections were disagreeing with the statements "I am provided clear explanations about TDHCA services available to me." (16.8%) and "There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person." (16.1%). Although no Manufactured Housing respondents disagreed, the statement "I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees." received a disagreement percentage of 15.9% among all respondents.

4.5 CUSTOMER SERVICE IMPROVEMENTS

2016 Report on Customer Service

TDHCA has acted on the results of the previous 2014 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 2014 Survey, the percentage of respondents that agreed that staff was courteous increased from 83.6% in to 84.8% in 2016 and the percentage of respondents that agreed that staff was willing to assist increased from 77.4% to 81.9%. 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 2014, the Department's Twitter followers has grown by 82% (from 417 in May 2014 to 761 in May 2016) and the Department's number of Facebook "likes" has grown by 129% (from 394 in May 2014 to 903 in May 2016). Further, since the 2014 Customer Service Survey, the Department has launched a YouTube channel in September 2014 and a flickr page in October 2015. Interest in these new Social Media platforms are still growing with 22 YouTube Subscribers and no flickr followers as of mid-May 2016.

- Online Discussion Forums: The Department continues to use online discussion forums, which enhance opportunities for stakeholders to participate in Department activities, such as rules and plan development, and general input. As of mid-May 2016, the Department has 734 registered discussion 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 2014 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

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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
TDHCA uses phone, Web site, 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 and 2016 at 70.9% and 71.4% respectively.

As reported in the 2015-2019 Agency Strategic Plan, TDHCA's turnover rates have historically been at least 5% under the state turnover rates, consistently for the last five 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.

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 increase in respondents who agreed with the positive statements. For the statement "I was given clear explanations about services available to me," in 2014, 69.8% of the respondents agreed, but in 2016, 70.2% agreed with the statement.

In 2012 and 2014, 57.4% and 57.3% of respondents agreed that the automated phone system helped them reach the correct person/division when they called. This trend continued in 2016 with 57.2% of respondents agreeing with that statement. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed. Following the 2014 Customer Service Survey, TDHCA updated its phone answering system with a new message about its divisions in the summer of 2014. In addition, TDHCA has made efforts to provide information to the public outside of the phone system. Besides the use of the public Web site 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.

In the 2014 and 2016 surveys, "Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak)" was

in the top four 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 2017 to 2021*, 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 through 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.

Web site
The first statement about the Web site, "The public Web site contains the information I expect," was new for the 2012 survey and received an agreement rate of 81.1%. In 2014 and 2016, the agreement rate dropped to 79.1% and 68.9% respectively. For the majority of TDHCA's customers and members of the general public, the public Web site 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 Web site. 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 97.9% of the installations reported.

Another new survey statement in 2012, "The Web site is easy to use" garnered agreement of 72.9% in 2012 but dropped to 67.9% and 66.7% in 2014 and 2016 respectively. As content grows on the Web site, 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 Web site.

Also new in 2012 was the statement that "The TDHCA public Web site contains accurate information on programs, services, and events. In 2012 and 2014, 75.9% and 75.2% of respondents agreed that the Web site contained accurate information. However, in 2016, this percentage decreased to 69.8%. Since 2010, some sections of the Web site 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. In 2014, 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 2014, in conjunction with the launching of a new web-based computer system, the Manufactured Housing Division made Web site enhancements enabling users to view all ownership liens and tax lien information in real time. In 2015 and 2016, TDHCA has worked to make the Web site more user friendly as the amount of content and program information available has grown. For example, the Homeownership Division has launched Homebuyer Education

Courses, available through the public Web site, and the Division of Policy and Public Affairs has created a Public Comment Center web page to assist with public participation in the Department's public comment process on draft documents, such as plans, policies, reports, rules, etc.

Systems requiring log-in
In 2014, statements referring to the web applications that require sub-grantees to log in were added to receive additional feedback on the internal systems

The 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 in 2014 and a 67.3% agreement rate in 2016. 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% in 2014 agreement rate and a 61.9% agreement rate in 2016.

Reviewing the type of respondents who answered these questions about log-in systems shows that nearly half of the respondents (46.7% for ease of use and 47.1% for effectiveness) were households, and not organizations that would log-in to systems such as the agency's contract and compliance systems. For the 2018 Customer Service Survey, TDHCA plans to revise the survey logic for the "Systems requiring log-in" questions that only apply to Organizations.

Documents
TDHCA produces various forms of written information including Web site 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 declined slightly from 2014 to 2016.

Similarly to the 2014 survey, more respondents in 2016 agreed that documents were accurate (65.4%) than that documents were clear (63.8%). This percentage has decreased since the 2014 Survey in which 64.9% agreed that documents were clear and 70.2% agreed that documents were accurate.

Facility
TDHCA occupies two office buildings and the satisfaction with the location remained steady from 2014 to 2016 from 45.6% to 46.6%. However, this rate of agreement that the location of the office was convenient was not uniform across business types. Only 37.8% of Community Affairs Respondents agreed that "The location of the TDHCA office is convenient" as compared to 64.3% of the Manufactured Housing Respondents. One explanation may be the Manufactured Housing Division has a customer service center, while the Community Affairs and Housing Programs do not.

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
More respondents agreed that they understood how to file a complaint (63.7%) compared to the 2014 survey responses (57.0%). Approximately 62.3% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2016, compared to 62.2% in 2014.

The link with information on how to file a complaint is presented prominently on TDHCA's homepage. All complaints that come to the Department are 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. Individuals with a disability may request a reasonable accommodation to submit complaints over the phone by calling (512) 475-3800 or toll free: (800) 525-0657. To facilitate a response for the complaints, notification is sent to the complainant from TDHCA to indicate that the complaint has been received and will be processed within the required timeframe.

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 72 days which includes complaint investigation, inspection, repair, and final inspections.

5.0 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 2015 performance and state fiscal year 2016 target is included.

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

Strategy 2.1
Provide information and technical assistance to the public through the Housing Resource Center.

Table 25: Strategy 2.1

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of information and technical assistance requests completed	7,000	7,911	113.01%	6,000

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.

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

Table 26: Strategy 2.2

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of technical assistance contacts and visits conducted by the field offices	1,200	1,376	114.67%	1,380

Explanation of Variance: The Office of Colonia Initiatives (OCI) exceeded quarterly and annual targeted performance measures for on-site technical assistance visits. A higher demand for the program has led to a subsequent increase in the 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.

Table 27: Strategy 5.1

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of manufactured housing statements of ownership and location issued	70,000	49,613	70.88%	65,000

Explanation of Variance:
This measure is less than the targeted amount due to the number of incomplete applications received; applications were resubmitted for issuance.

Strategy 5.2
Conduct inspection of manufactured homes in a timely manner.

Table 28: Strategy 5.2

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of installation reports received	10,000	14,766	147.66%	12,000

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.

Table 29: Number of Complaints Resolved

Strategy Measure #1	2015 Target	2015 Actual	% of Goal	2016 Target
Number of complaints resolved	500	391	78.20	450

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

Table 30: Average Time for Complaint Resolution

Strategy Measure #2	2015 Target	2015 Actual	% of Goal	2016 Target
Average time for complaint resolution	180	71.70	39.83%	180

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

Table 31: Number of Jurisdictional Complaints Received

Strategy Measure #3	2015 Target	2015 Actual	% of Goal	2016 Target
Number of jurisdictional complaints received	450	402	89.33%	400

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

The following measures concern the Report on Customer Service. These customer service measures report on FY 2015 as the 2016 TDHCA Customer Service Survey was conducted this year.

Outcome Measures:

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

2016 Actual
70.9

Explanation: 154 (out of 195*) of the survey respondents agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.
*The actual number of respondents was 223, but not all respondents answered all questions. For the overall satisfaction question, 195respondents answered.

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

2016 Actual
22.7%

Explanation: Number of survey respondents (53) who wrote in additional comments about TDHCA service delivery.

Output Measures:

1. Number of customers surveyed

2016 Actual
223

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2014 Actual	2015 Actual
748,336	680,487

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities awarded funds from TDHCA. These figures are derived from the SLIHP, performance measures and internal data. They may include some double counting.

Table 32: Subrecipients and Licensees

Subrecipients and Licensees	SFY 2014	SFY2015
Comprehensive Energy Assistance Program Subrecipients	43	42
Community Service Block Grant Subrecipients	43	42
Community Service Block Grant Discretionary Fund	4	2

Subrecipients and Licensees	SFY 2014	SFY2015
Subrecipients		
Emergency Solutions Grant Program Subrecipients	23	34
Homebuyer Assistance Program Participating Lenders	60	155
Homeless Housing and Services Program Organizations	8	8
Housing Trust Fund Administrators – Bootstrap Program	39	31
Housing Trust Fund Administrators – Amy Young Program and/or Contract for Deed Program	25	31
Single Family HOME Administrators	275	238
Housing Tax Credit Awards	90	106
Manufactured Housing Licenses issued	1,649	1,667
Total	2,259	2,356

Table 33: Targeted Beneficiaries

Targeted Beneficiaries	SFY 2014	SFY2015
Single Family Homeownership	3,269	2,687
HOME Investment Partnerships Program	929	897
Housing Trust Fund	235	230
9% Housing Tax Credits	6,010	6,416
4% Housing Tax Credits	2,374	5,116
Multifamily Bond Funds	434	100
Section 8 Housing Choice Voucher Program	878	844
Emergency Solutions Grant Program	33,874	53,140
Community Services Block Grant	373,740	324,398
Comprehensive Energy Assistance Program	193,491	151,481
Weatherization Assistance Program	5,543	4,511
Homeless Housing and Services Program	5,339	12,277
Complaints received by TDHCA	248	443
Public Assistance Calls	7,778	7,911
Colonia SHC Beneficiaries	41,973	41,135
Manufactured Housing SOLs issued	53,113	49,613
Manufactured Housing Inspections - routine	13,507	13,211
Manufactured Housing Inspections - non-routine	2,948	3,319
Manufactured Housing Complaints Received	394	402
TOTAL	746,077	678,131

All Customers Served	2014	2015
GRAND TOTAL	748,336	680,487

Efficiency Measure:
Cost per customer surveyed

2014 Actual
$4.55

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 50paper surveys were produced. At $.10 per copy, this is $5. The Customer Service Report took approximately 50 hours of staff time to develop, administer and analyze. At an average of $20 per hour, this is approximately $1,000. The total cost of the survey was $1,015. Per customers that completed the surveyed (223), this total is $4.55 cents per survey.

Explanatory Measure:
Number of customers identified

2014	2015
4,386,771	4,513,870

Explanation: TDHCA primarily serves households at or below 80% 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	2014	2015
Households at or below 80% AMFI	4,346,103	4,458,313
Number of Manufactured Housing Units	879,814	893,419
TOTAL	4,386,771	4,513,870

Number of customer groups inventoried

2016 Actual
2

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

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 your organization does business with TDHCA, what area does your organization serve or where is your business headquartered? Select One. 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, 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) A. I am an individual seeking information and assistance from

Question Subject	Question
	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 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: 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

Question Subject	Question
	Assistance, Contract for Deed) Housing Trust Fund Program (e.g Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed) Housing Tax Credit Program, Multifamily Bond Program, Multifamily Direct Loan 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 (please specify): [Programming: Go to Question 14.] Please indicate the programs areas with which you work: Community Services (Community Services Block Grant Program) Homelessness Services (Emergency Solutions Grant Program, Homeless Housing and Services Program) Energy Assistance (Comprehensive Energy Assistance Program, Weatherization Assistance Program) Section 8 Housing Choice Voucher 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 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 demonstrate a willingness to assist.
Timeliness	There is a reasonable wait time for a concern or question to be addressed by phone, fax, email, letter or in person.
Communications	I am provided clear explanations about TDHCA services available to me.
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.

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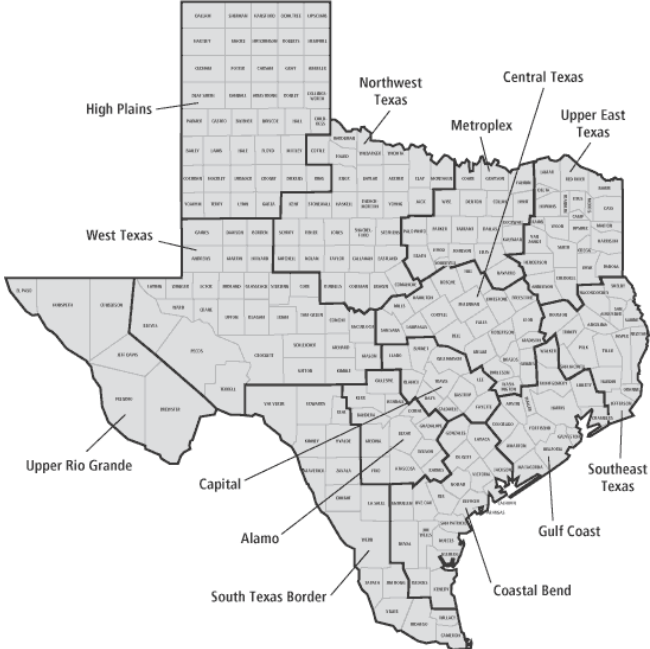
Question Subject	Question
	Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).
Web site	The TDHCA public Web site contains the information I expect.
	The TDHCA public Web site is easy to use and ADA-accessible.
	The TDHCA public Web site contains accurate information on programs, services, and events.
	The TDHCA log-in systems, such as the department's contract and compliance systems, are easy to use.
	The TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.
Survey Type	You heard about this survey Social Media: Facebook Social Media: Twitter A TDHCA Listserv Announcement An Email from TDHCA The TDHCA public Web site A telephone conversation with TDHCA staff At a customer service center (written survey copy) Other:
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

Tema de la Pregunta	Pregunta
	Español
Asunto con TDHCA	2. Donde vive en Texas? 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 para personas sin hogar y para evitar la perdida de hogar, 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

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Tema de la Pregunta	Pregunta
	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 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 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.] 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

Tema de la Pregunta	Pregunta
	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, 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:

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Tema de la Pregunta	Pregunta
	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	Hay un tiempo de espera razonable para una preocupación o preguntas para ser respondidas por teléfono, fax, correo electrónico o en persona.
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 del TDHCA contiene la información que espero encontrar.
	El sitio de Internet del TDHCA es fácil de usar.
	El sitio de Internet del TDHCA contiene información clara y precisa sobre los programas, servicios y eventos.
	Sistemas del TDHCA que requieren acceso, tales como los sistemas departamentales de contratación y cumplimiento, son fáciles de usar.
	Sistemas del TDHCA 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 por un asunto de Equidad de Vivienda, o 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.

Tema de la Pregunta	Pregunta
Satisfacción General	En general, estoy satisfecho con mis experiencias con TDHCA.
Tipo de encuesta	Se enteró de esta encuesta a través de: Medios Sociales: Facebook Medios Sociales: Twitter Un anuncio de listserv del TDHCA Correo electrónico de un programa de TDHCA El sitio de Internet de TDHCA Por teléfono con el TDHCA 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, reconocimientos o expresar alguna duda. Su regeneración se aprecia. GRACIAS.

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
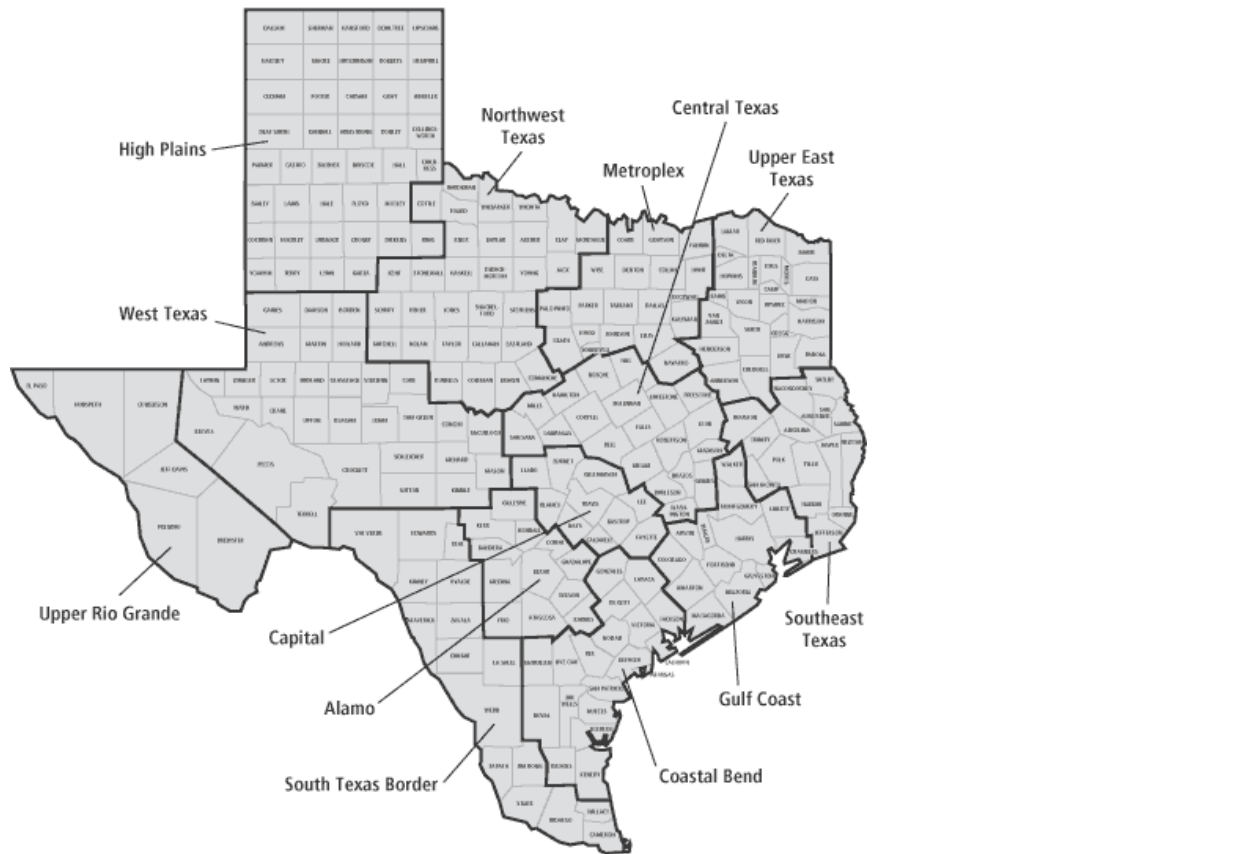
For Individuals only: Please mark what contact you have had with the Manufactured Housing Division:
Statement of Ownership and Location
Records and releases on tax and mortgage liens
Installation inspections
Other   (specify):
_____

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
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.

Business with TDHCA					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

TDHCA staff members demonstrate a willingness to assist.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

The time I have to wait for a concern or question to be addressed, whether by phone, in person, by email or by letter is reasonable.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

I am provided clear explanations about TDHCA 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 TDHCA public Web site contains the information I expect.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

The TDHCA public Web site is easy to use.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

The TDHCA public Web site contains accurate information on programs, services, and events.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are clear.

1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

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)	

Business with TDHCA					
(strongly disagree) (disagree) (neutral) (agree) (strongly agree)					
If I filed a complaint, 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

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.

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Pregunta
(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.
1   2   3   4   5
no aplica.
(muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)

Pregunta
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. _____ _____