



## **2018 REPORT ON CUSTOMER SERVICE**

**Prepared by the:**

**Housing Resource Center  
Texas Department of Housing and Community Affairs  
PO Box 13941  
Austin, TX 78711-3941  
Phone: (512) 475-3976  
Fax: (512) 475-0070**

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## **1.0 INTRODUCTION**

The *Report on Customer Service* is required by Tex. Gov't Code §2114.002(c) 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 *State Strategic Plan for Fiscal Years 2001-2005*, 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 Tex. Gov't Code §2114.006(a), 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. Per Tex. Gov't Code §2114.002(b), the report evaluates statutorily required customer service quality elements (TDHCA’s facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information). In order to obtain external customer input, TDHCA conducts a Customer Service Survey (“Survey”) every two years evaluating these elements. As required by *2019-2023 Instructions for Preparing and Submitting State Agency Strategic Plans*, 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.

## **2.0 INVENTORY OF EXTERNAL CUSTOMERS**

For the purposes of the *Report on Customer Service*, external customers are identified as either Households or Organizations. These two groups are further described in Sections 2.5 and 2.6 of this report.

### **2.1 OVERVIEW**

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

### **2.2 HOUSING AND COMMUNITY AFFAIRS ASSISTANCE**

- Housing assistance for individual households (homebuyer assistance and/or education, home repair assistance (including accessibility modifications), and rental payment assistance);
- Homelessness prevention assistance or services;
- Funding for the development of affordable rental housing and single-family developments (new construction or rehabilitation);
- Energy assistance (utility payment assistance or home weatherization assistance); and,
- Emergency relief for individuals or families in crisis, referred to as Community Services in the Survey (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 that directly 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 homebuyer assistance, home repair assistance, rental assistance, and rental housing and single-family development funds are awarded through formal notices of funding availability.
- First-time homebuyer assistance through TDHCA's Homeownership Program is delivered through a statewide network of participating lenders.
- Community services funding is predominantly allocated through a network of community-based organizations. (Of the previous list, "community services" includes energy assistance and emergency relief for individuals or families in crisis.)
- Homelessness prevention assistance funds are allocated both by formal notices of funding availability and by direct allocation to the eight largest cities in Texas.

### **2.3 MANUFACTURED HOUSING ACTIVITIES**

TDHCA's Manufactured Housing Division ("MHD") 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 MHD include recordation of ownership and liens, issuance of Statements of Ownership; required training and examination for prospective license applicants, license issuance to manufacturers, retailers, installers, brokers, and/or salespersons; record and release of tax and finance liens; installation inspections; consumer complaints; licensing and inspection 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 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>. A Spanish-language version of 'Help for Texans' is available at <http://www.tdhca.state.tx.us/texans-sp.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 individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "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 an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the MHD has contact with these owners for title transfers, among other processes.

It should be noted that most Households do not receive direct assistance from TDHCA unless they are manufactured home owners, Section 8 Housing Choice Voucher recipients, or Section 811 beneficiaries. Unless the Household files a complaint with TDHCA, the process through which the Household receives assistance does not involve direct engagement with the Department.

While a majority of the programs at TDHCA are required to assist Households with incomes not greater than 80% of the Area Median Family Income ("AMFI"), most programs assist Households with lower incomes. For example, according to the *2018 State of Texas Low*

*Income Housing Plan and Annual Report (“SLIHP”)*, approximately 99.4% of Households served in state fiscal year 2017 were at or below 60% AMFI.

Only a few programs at TDHCA are permitted to serve households above 80% AMFI depending on the requirements of specific initiatives, such as the Homeownership Programs. In addition, Households contacting either organizations funded by TDHCA or the Department itself for general information may have incomes above 80% AMFI. TDHCA considers all Households that have contact with TDHCA as customers.

## **2.6 ORGANIZATIONS**

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD 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. Direct Subrecipients are referred to by the “Organization/Business” Customer Type in the Customer Service Survey. For the purpose of this report, the Direct Subrecipients and MHD Licensees will be called “Organizations.”

## **2.7 GENERAL APPROPRIATIONS ACT STRATEGIES**

This section identifies customers served by each strategy listed in the 2018-2019 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are:

- Extremely Low Income (“ELI”): less than or equal to 30% AMFI;
- Very Low Income (“VLI”): greater than 30% AMFI, less than or equal to 60% AMFI ;
- Low Income (“LI”): greater than 60% AMFI, less than or equal to 80% AMFI ;and
- Moderate Income and up (“MI”): greater than or equal to 80% AMFI.

### **A. Goal: Increase Availability of Safe/Decent/Affordable Housing.**

**A.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:** VLI, LI, and MI homebuyers (earning up to 115% AMFI or 140% AMFI in targeted areas).
- **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.

**A.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:** ELI, VLI, and LI households.

- **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.

**A.1.3 Strategy:** Provide funding through the State Housing Trust Fund for affordable housing.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **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.

**A.1.4 Strategy:** Provide federal rental assistance through the Housing Choice Voucher Program (Section 8) vouchers for very low-income households.

- **Targeted Program Beneficiaries:** ELI and VLI households.
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

**A.1.5 Strategy:** Provide assistance through the federal Section 811 Project Rental Assistance Program.

- **Targeted Program Beneficiaries:** ELI households with at least one member of a Target Population between 18 and 62 years old.
- **Subrecipients:** Income eligible households.
- **Type of Assistance:** Project-based rental assistance.

**A.1.6 Strategy:** Provide federal tax credits to develop rental housing for very low- and low-income households.

- **Targeted Program Beneficiaries:** VLI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

**A.1.7 Strategy:** Provide federal mortgage loans through the department's Multifamily Mortgage Revenue Bond (“MRB”) program.

- **Targeted Program Beneficiaries:** VLI, LI, and MI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.



## **B. Goal: Provide Information and Assistance.**

**B.1.1 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.

**B.2.1 Strategy:** Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

- **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.

## **C. Goal: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.**

**C.1.1 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.

**C.2.1 Strategy:** Administer state energy assistance programs.

- **Targeted Program Beneficiaries:** Households at or below 150% 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.

## **D. Goal: Ensure Compliance with Program Mandates.**

**D.1.1 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.

**D.1.2 Strategy:** Monitor subrecipient contracts.

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

**E. Goal: Regulate Manufactured Housing Industry.**

**E.1.1 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/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders and sales personnel.

**E.1.2 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.

**E.1.3 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.

**E.1.4 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 Targeted Program Beneficiaries (“Households”) and Direct Subrecipients (“Organizations”), 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 throughout the year.

The State Low Income Housing Plan and Annual Report (“SLIHP”) is an annual planning document required by Tex. Gov’t Code §§2306.071 through 2306.0724, 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 2018 SLIHP public input process was held from Monday, December 18, 2017, to Wednesday, January 31, 2018. A public hearing was held on Tuesday, January 30, 2018, in Austin. There was one public comment received from one source (Alamo Area Council of Governments) on the 2018 SLIHP (*Draft for Public Comment*) and the Department addressed that comment 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.

In 2017, TDHCA’s Multifamily Finance Division entered into an Interagency Contract with the University of Texas at Austin’s Ray Marshall Center in order to conduct a survey and organize focus groups of residents living in TDHCA properties. The purpose of the survey was to gather feedback on what is most important to residents so that Department policies and rules support the goal of meeting low- to moderate-income residents’ needs. The survey, available online and in paper form in both English and Spanish, went live in late July and remained open for about five weeks. 635 residents responded to the survey, a 6.24% response rate. Three focus groups were held in Kyle, South Houston, and Bowie in July and August of 2017 with a total of 27 participants.

#### **3.1 2018 TDHCA CUSTOMER SERVICE SURVEY**

In April 2018, the Department conducted the TDHCA Customer Service Survey (“Survey”). TDHCA used web-based survey software called Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)) to develop a short survey that specifically asked respondents about the seven customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans*

- Fiscal Years 2019 to 2023: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, and printed information).

### **3.2 SURVEY QUESTIONS**

The Survey contained demographic questions; 16 statements for Households and 17 statements for Organizations 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/or how the respondent learned about the survey; and a text field for the respondents to elaborate with additional comments, recognitions, or concerns.

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 “Customer Type” statements divide respondents into two categories of customers: Households and Organizations. Respondents were directed to the appropriate Customer Type flow; they did not see all the business type questions available. A sample of the Customer Types and other questions can be found in Appendix A. The “Customer Location” and “Type of Assistance” questions allow for analysis of opinions of customers who have contact with certain TDHCA staff. The “Housing or Community Affairs” and “Manufactured Housing” choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent entity with its own Governing Board, rules, staff, and internal policies. Type of Assistance questions were added to the Survey to gain a better understanding of which divisions and programs the respondents were rating, as can be seen in Appendix A.

All respondents were asked to rate the statements on the following page using a Likert Scale. The number of statements varied depending on the Customer Type. The following statements address the customer service as specified by Tex. Gov’t Code Chapter 2114, with the addition of “Reasonable Accommodations” and “General Satisfaction” questions.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		
	Survey Questions for Households	Survey Questions for Organizations
Staff	TDHCA staff members are courteous.	TDHCA staff members are courteous.
	TDHCA staff members demonstrate a willingness to assist.	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, letter, or in person.	There is a reasonable wait time for a concern or question to be addressed by phone, fax, 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.	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language.	Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
Web Site	The TDHCA public Web site contains the information I expect.	The TDHCA public website contains the information I expect.
	The TDHCA public Web site is easy to use and ADA-accessible.	The TDHCA public website is easy to use and ADA-accessible.
	The TDHCA public Web site contains accurate information on programs, services, and events.	The TDHCA public Web site contains accurate information on programs, services, and events.
		TDHCA log-in systems, such as the agency'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 easy to understand.	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.	TDHCA written materials provide accurate information.
Facility	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	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 would be addressed in a reasonable manner.	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
Reasonable Accommodations	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

### **3.3 SURVEY TIMELINE**

On April 4, 2018, TDHCA publicized the release of the survey through social media, email, the Department Web site, phone, and written announcements. The survey was available for completion until May 4, 2018, at 6:00 p.m. 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 new feature of the Survey Monkey software allowed the 2018 Survey to be easily accessible by tablet and cellular device.

A link was placed on the homepage of the TDHCA Web site under the *What's New* dropdown menu; on the homepage of the MHD under the *What's New* dropdown menu; on the Housing Resource Center main page; on both the English and Spanish versions of the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas; on the Notices of Funding Availability ("NOFA") page, which contains information about available program funds; and on the Fair Housing Web page, a site that explains the federal Fair Housing Act and who it protects. By reaching out to the public at large on our homepage, to potential Households 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 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 MHD location.

#### **Speak up! TDHCA conducting survey to improve customer service**

TDHCA is conducting a Customer Service Survey of funding recipients and households served through its programs to learn how it can improve the manner in which it serves Texas residents.

Customer responses will help the Department evaluate its facilities, staff and communications, as well as the quality of its complaint handling processes and timeliness of service.

The survey will conclude at 6 p.m. on Friday, May 4, 2018.

If you represent a city, county, nonprofit organization, or for-profit developer with experience administering TDHCA funds, or if you are a resident of Texas who has recently interacted with TDHCA in any way, the Department encourages you to complete this short survey.

The survey is available in both English and Spanish, and may be accessed online by following the hyperlink above. Hard copies are also available at the main office of the TDHCA Manufactured Housing Division.

It only takes a few minutes to complete, but your opinions can have a positive and significant impact on thousands of Texas residents in need of assistance.

A link was also distributed on social media sites maintained by TDHCA (Facebook and Twitter). Twitter posts are automatically posted to the front page of the TDHCA Web site. From the date of the last social media postings on April 24, 2018, until the close of the survey on May 4, 2018, the Survey announcements on Facebook and Twitter were pinned for heightened visibility. As a result, Survey announcements were displayed prominently to any customers that visited our social media pages.

An announcement with a direct link to the survey was sent to all TDHCA email list subscribers. Email lists specifically address Community Affairs programs (CEAP, CSBG, WAP), HOME and Homelessness programs (HOME, ESG, HHSP), the Housing & Health Services Coordination Council, Fair Housing, the First Time Homebuyer Program, the Housing Tax Credit Program, the State Housing Trust Fund Program, the Multifamily Bond Program, Multifamily Compliance, the Multifamily Direct Loan Program, the Section 811 PRA Program, Properties for Sale information, Systems Notifications, and a general Consumer News and Information group. In addition, the MHD distributed an announcement to their Manufactured Housing email distribution list. 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. An announcement was also sent to a special one-time distribution list consisting of email addresses associated with Participating Lenders involved in TDHCA Homeownership Division programs, property owners and managers for TDHCA-funded and monitored multifamily properties, and subscribers who only signed up for individual Community Affairs programs' email lists who would otherwise have been excluded from the traditional LISTSERV email list distribution. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements.

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 ("TDHCA") is conducting a brief Customer Service Survey. Your input will help us as we work to serve you better. The survey will be available until 6:00 p.m., Austin Local Time, on Friday, May 4, 2018.

Please click the following link to start:  
<https://www.surveymonkey.com/r/2018CustServ>.

The link is also available on the Housing Resource Center page of the TDHCA public website here: <http://www.tdhca.state.tx.us/housing-center/index.htm>.

If you have questions about the survey, please contact TDHCA Planner Sidney Beaty at [sidney.beaty@tdhca.state.tx.us](mailto:sidney.beaty@tdhca.state.tx.us).

TDHCA staff members were also asked to include a link to the Survey in their Microsoft Outlook email signatures. The suggested link language was as follows:

**Let us know how we are doing! Take the 2018 TDHCA Customer Service Survey here: <https://www.surveymonkey.com/r/2018CustServ>**

To reach customers without access to the Internet, TDHCA also conducted surveys over the phone and made paper copies available.

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 few callers if they 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.

Due to its regulatory nature, the MHD is an independent entity within TDHCA with its own Governing Board and Executive Director. The MHD is housed in a separate building and maintains a customer service lobby set up to assist walk-in customers with any service they may require. Paper surveys were available in the Manufactured Housing waiting room. After receiving assistance, customers were offered a paper copy of the survey and asked to complete it and return it to MHD staff before leaving.

Paper copies of the survey were also made available at TDHCA Self-Help Centers (seven facilities serving 35 colonias located in Cameron/Willacy, Hidalgo, Starr, Webb, El Paso, Maverick, and Val Verde counties) managed by the Office of Colonia Initiatives ("OCI"). These facilities provide a range of services including technical assistance to residents of colonias. Included with the paper copies delivered to the Manufactured Housing Customer Service Center and OCI facilities was a QR code that allowed visitors to easily scan the code using a mobile phone or tablet and access the survey online if the customer had internet access.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to Table B16001 of the 2012 to 2016 American Community Survey 5-Year Estimates, Texas had 3,013,639 Spanish-speaking persons over the age of 5 who spoke English less than "very well." Speakers of all other languages over the age of 5 who speak English less than "very well" combined total 505,333 people. Therefore, Spanish is the appropriate language to use to reach non-English speaking persons in Texas.



### **3.5 RESPONSE RATES**

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 April 4, 2018 and May 4, 2018, the front page received 18,093 unique visitors, the Manufactured Housing front page received 14,294 unique visitors, the Housing Resource Center main page received 386 unique visitors, the English *Help for Texans* page received 7,584 unique visitors and the Spanish *Help for Texans* page received 545 unique visitors, the Notice of Funding Availability received 662 unique visitors, and the Fair Housing page received 1,375 unique visitors. A total of 36 survey respondents indicated that they heard about the survey through the TDHCA Web site.

1,297 followers of TDHCA's Twitter account and 1,498 followers of TDHCA's Facebook page potentially saw the survey announcement.

TDHCA emailed the survey announcement directly to approximately 14,369 active email addresses on the TDHCA email lists. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements and to minimize double counting. In addition to LISTSERV distribution, TDHCA staff voluntarily added a link to the survey to their email signatures during the survey period. It is not possible to estimate the impact this may have had as there is no record of which staff added the signature nor how many emails they may have sent with a survey link included in the signature.

The Housing Resource Center's Information Specialist received approximately 325 calls during the survey period, of which approximately 108 callers were asked to take the survey. Of approximately 108 callers asked to take the survey by the Information Specialist, 35 callers completed the survey over the phone. Some callers were informed of the survey and chose to take it at a later date online; those customers are not included in this estimate. A total of 43 customers indicated that they heard about the Survey through a telephone conversation with TDHCA staff.

The MHD averages approximately 50 walk-in customers a week at its Customer Service Center. During the four week period that the survey was available, approximately 200 people had the opportunity to take the survey. Of the approximately 200 walk-in customers that had an opportunity to complete the survey at the MHD Customer Service Center, nine customers completed the survey. OCl estimates that all seven Self Help Centers combined average approximately 139 walk-in customers a week, yielding an approximate 556 total number of walk-in customers that had the opportunity to take the survey. Of those that had an opportunity to complete the survey at a Self-Help Center, zero customers completed the survey. An additional four respondents indicated that they heard about the survey at a customer service center or other TDHCA office but took the online version of the survey.

It is possible that a customer could have followed TDHCA on Twitter and Facebook, signed up for a TDHCA email list, visited multiple pages on TDHCA's Web site, and visited the Manufactured Housing Customer Service Center all within the Survey period. There is no way to determine the actual number of persons who could have seen or received an invitation to take the survey. 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.

**Table 3.5a: Survey Invitation Distribution**

Distribution Method	Number of Potentially Unique Survey Invitation Recipients	Percent of Total
Combined Visitors to TDHCA Web Site Pages	42,939	70.4%
Social Media Followers	2,795	4.6%
Direct Email Recipients*	14,369	23.6%
Callers Offered Survey	108	0.2%
Walk-In Customers	756	1.2%
<b>Total</b>	<b>60,967</b>	<b>100.0%</b>

\*Does not include customers who could have seen the survey announcement through the email signature of Department staff.

Each advertisement strategy varied in its effectiveness. The vast majority of respondents were subscribed to one of the Department's email lists.

**Table 3.5b: Survey Type**

Respondent heard about this survey through:	Response Count	Percent of Total
The TDHCA public Web site	36	7.7%
Social Media (Facebook, Twitter)	2	0.4%
An email from TDHCA	354	75.5%
A telephone conversation with TDHCA staff	43	9.2%
At a customer service center or other TDHCA office	13	2.8%
Other - online search	4	0.9%
Other - word of mouth	8	1.7%
Other - miscellaneous	9	1.9%
<b>Total</b>	<b>469*</b>	<b>100.0%</b>

\*The total in Table 3.5b (469) differs from the total respondents (471) because not all respondents answered this question.

There were 471 completed surveys. Out of 60,967 potentially unique survey invitation recipients, this represents a 0.77% response rate. This rate is 0.36% higher than the response rate for the 2016 Report on Customer Service. 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 18,028 and the response rate would be 2.61%.

### **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.

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 SURVEY RESULTS AND ANALYSIS OF FINDINGS

The Department received 471 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) Housing or Community Affairs Programs Respondents; and
- (5) Manufactured Housing Respondents.

\*For the purposes of the *Report on Customer Service*, external customers are identified as either Households or Organizations. Households are referred to by the “Individual” Customer Type in the Customer Service Survey, while Organizations are referred to by the “Organization/Business” Customer Type in the Customer Service Survey.

#### 4.1 SURVEY RESPONDENT DEMOGRAPHICS

##### Language

Of all respondents, 99.4% took the survey in English and 0.6% took the survey in Spanish. Table 4.1a shows that no Organization Respondents took the survey in Spanish.

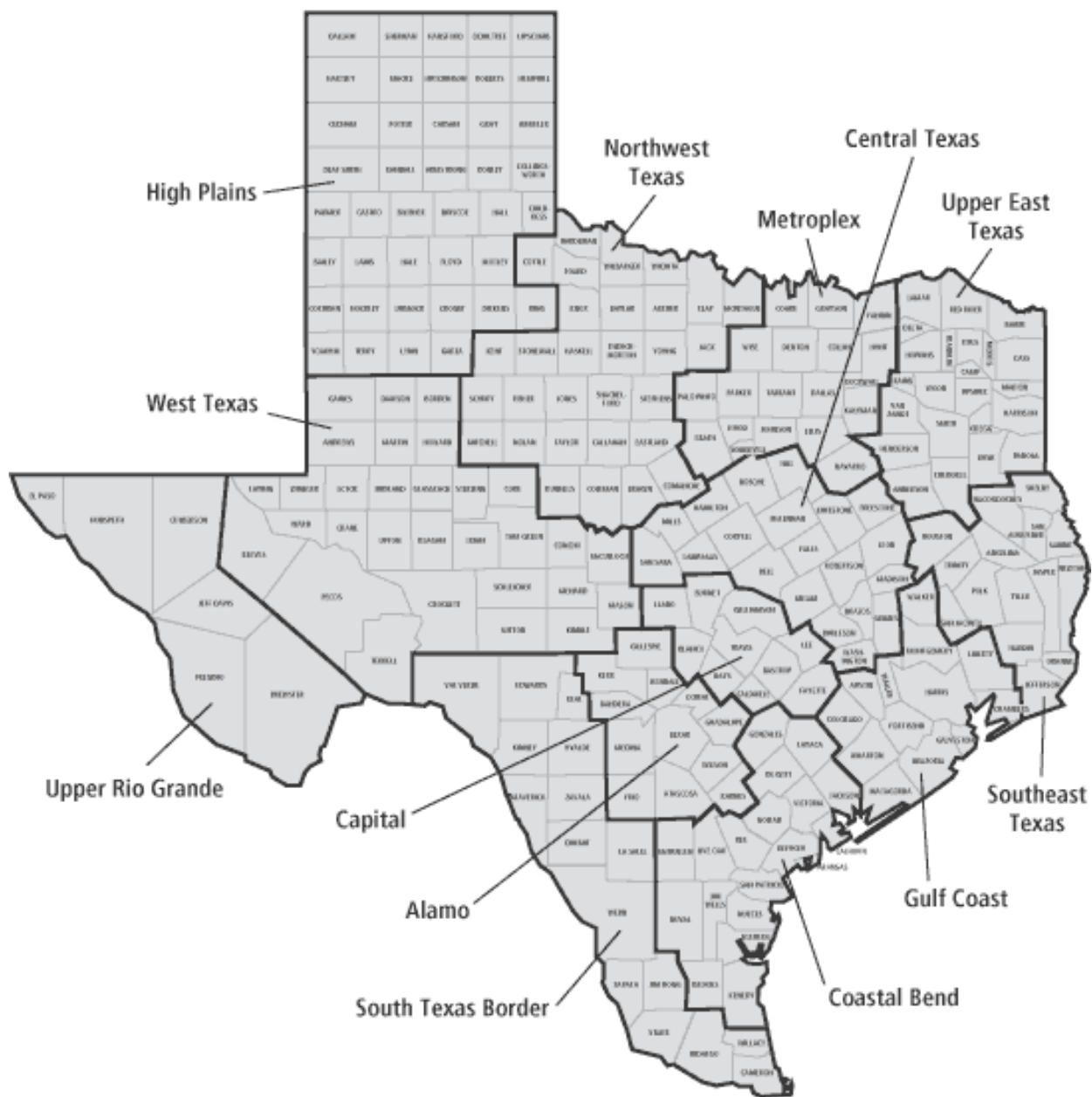
**Table 4.1a: Survey Language**

Survey Language	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
English (Inglés)	468	139	329	379	89
Spanish (Español)	3	3	0	1	2
Totals	471	142	329	380	91

##### Location

Household Respondents were asked to indicate which county they lived in and Organization Respondents were asked which areas they served. Of all respondents, 21.1% were from Region 3 followed by 18.3% from Region 6. Region 13 had the least respondents at only 3.0% of the total. Most of the Manufactured Housing Respondents were from Region 6 and most of the Housing and Community Affairs Programs Respondents were from Region 3.

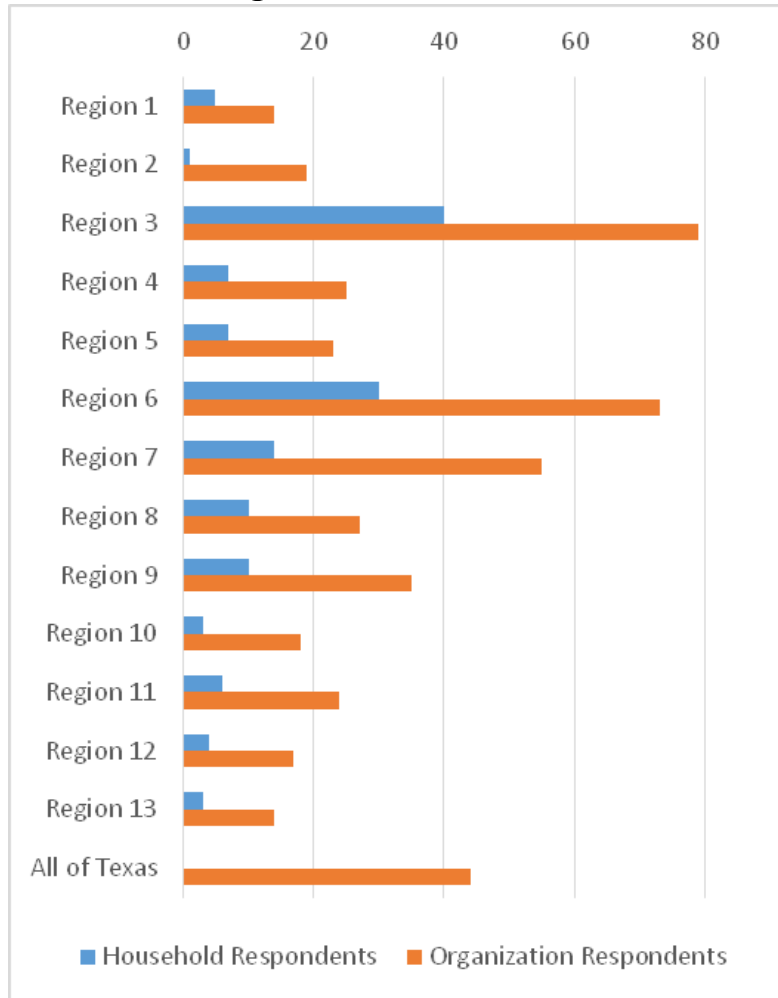
**Map 4.1a: TDHCA State Service Regions**



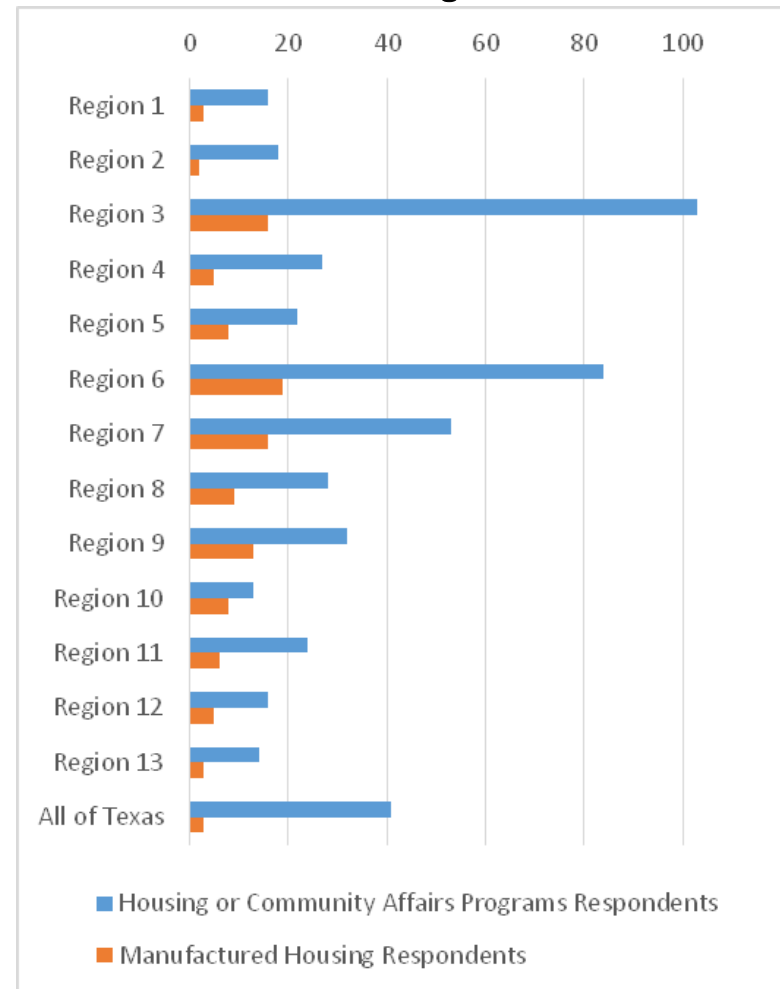
**Table 4.1b: Location of Respondents**

Location by Region	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Region 1, High Plains (Amarillo, Lubbock)	19	5	14	16	3
Region 2, Northwest Texas (Abilene, Wichita Falls)	20	1	19	18	2
Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)	119	40	79	103	16
Region 4, Upper East Texas (Longview, Texarkana, Tyler)	32	7	25	27	5
Region 5, Southeast Texas (Beaumont, Port Arthur)	30	7	23	22	8
Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land)	103	30	73	84	19
Region 7, Capital (Austin, Round Rock)	69	14	55	53	16
Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco)	37	10	27	28	9
Region 9, Alamo (San Antonio, New Braunfels)	45	10	35	32	13
Region 10, Coastal Bend (Corpus Christi Victoria)	21	3	18	13	8
Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)	30	6	24	24	6
Region 12, West Texas, (Midland, Odessa, San Angelo)	21	4	17	16	5
Region 13, Upper Rio Grande (El Paso)	17	3	14	14	3
All of Texas	44	N/A	44	41	3

**Figure 4.1a: Location of Respondents by Customer Type – Households and Organizations**



**Figure 4.1b: Location of Respondents by Customer Type – Housing or Community Affairs Programs and Manufactured Housing**



**Customer Type and Interest with TDHCA**

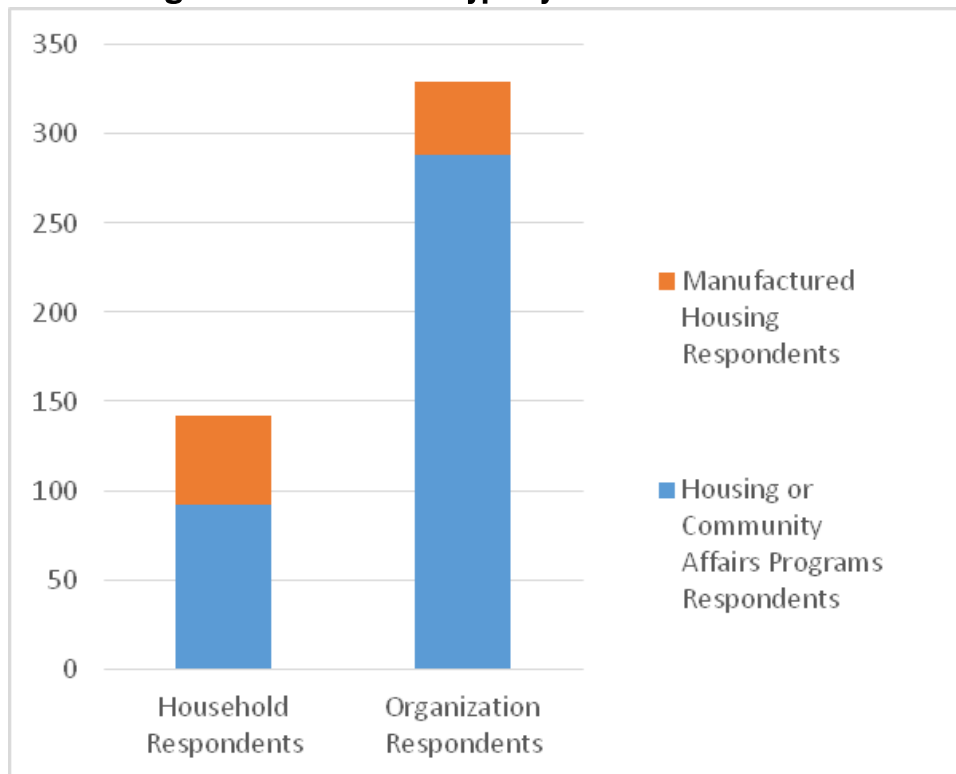
TDHCA designated two Customer Types that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 30.1% of respondents, or 142 individuals, identified themselves as Households for the purposes of this report. Approximately 69.9% of respondents, or 329 organizations and businesses, identified themselves as representing Organizations.

**Table 4.1c: Customer Type by Interest with TDHCA**

My primary interest with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Housing or Community Affairs Programs Respondents	380	92	288
Manufactured Housing Respondents	91	50	41
Total Households or Organizations	471	142	329

Of all respondents, 80.7% primarily had contact with the Housing or Community Affairs Programs and 19.3% had contact with the TDHCA MHD. Figure 4.1c, Customer Type by Business, shows that a higher percentage of Households and Organizations responded for Housing or Community Affairs Assistance as compared to Manufactured Housing Assistance.

**Figure 4.1c: Customer Type by Interest with TDHCA**





## **4.2 AVERAGE RESPONSES**

### **All Respondent Types**

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.

**Table 4.2a: Average Ratings by Respondent Type**

<b>Respondent Type</b>	<b>Housing or Community Affairs Programs Respondent</b>	<b>Manufactured Housing Respondent</b>	<b>All Respondents</b>
<b>Household Respondent</b>	<b>3.8</b>	<b>4.4</b>	<b>4.0</b>
<b>Organization Respondent</b>	<b>4.1</b>	<b>4.3</b>	<b>4.1</b>
<b>All Respondents</b>	<b>4.0</b>	<b>4.3</b>	<b>4.1</b>

Table 4.2b shows that the overall satisfaction for the respondent types varied between 4.12 (for Household Respondents) and 4.40 (for Manufactured Housing Respondents). The highest average rating was given to the questions regarding communication being available in the appropriate language for Manufactured Housing Respondents and Household Respondents; and the statement "TDHCA staff members are courteous" for Housing or Community Affairs Programs Respondents and Organization Respondents. For all Respondents, the highest average rating was given to the questions regarding communication being available in the appropriate language. The lowest average rating was "The location of TDHCA offices and facilities is convenient" for every respondent type.

**Table 4.2b: Average Ratings by Statement and Respondent Type**

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Housing or Community Affairs Programs Respondent	Manufactured Housing Respondent
TDHCA staff members are courteous.	4.41	4.39	4.42	4.36	4.61
TDHCA staff members demonstrate a willingness to assist.	4.30	4.29	4.30	4.25	4.52
There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	3.96	4.04	3.93	3.91	4.16
I am provided clear explanations about TDHCA services available to me. <i>[Household Respondents only]</i>	3.95	4.01	4.16*	3.81	4.27
The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	4.41	3.92	3.97	3.88	4.22
Communication is available in the appropriate language. <i>[Household Respondents only]</i>	4.53	4.47	4.68*	4.34	4.71
Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs. <i>[Organization Respondents only]</i>	4.36	N/A	4.36	4.36	4.00
The TDHCA public Web site contains the information I expect.	4.17	3.92	4.26	4.13	4.31
The TDHCA public Web site is easy to use and ADA-accessible.	4.00	3.93	4.02	3.90	4.38
The TDHCA public Web site contains accurate information on programs, services, and events.	4.13	3.93	4.20	4.10	4.27

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Housing or Community Affairs Programs Respondent	Manufactured Housing Respondent
The TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use. <i>[Organization Respondents only]</i>	4.15	N/A	4.15	4.15	5.00
The TDHCA log-in systems provide an effective way to exchange program information with TDHCA. <i>[Organization Respondents only]</i>	4.23	N/A	4.23	4.23	4.00
TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	3.91	3.85	3.93	3.84	4.20
TDHCA written materials provide accurate information.	4.02	3.87	4.07	3.96	4.24
The location of TDHCA offices and facilities is convenient.	3.61	3.61	3.60	3.55	3.88
I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	3.94	3.79	4.00	3.89	4.22
If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.	4.04	3.86	4.11	4.00	4.24
I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	4.08	3.78	4.19	4.04	4.29
Overall, I am satisfied with my experiences with TDHCA.	4.18	4.12	4.21	4.13	4.40

\* Due to a technical issue involving the flow logic of the Survey in Survey Monkey, some Manufactured Housing Organization Respondents were directed through the Household Survey questions.

*Housing or Community Affairs Programs Respondents*

Household Respondents were asked what type of assistance they received or requested, and could check all that applied out of the options listed in Table 4.2c.

**Table 4.2c: Average Rating by Household Housing or Community Affairs Programs Respondent Assistance Type**

Type of Assistance	Number of Respondents	Average Rating for All Statements
Homebuyer Assistance	19	3.7
Rental Assistance	53	3.7
Home Repair Assistance	14	3.5
Homelessness Prevention Assistance or Services	17	2.6
Weatherization	7	2.7
Utility Assistance	29	3.6
Community Services	10	3.3
Other (please specify)	14	3.1

The “Other” option was primarily selected by respondents interacting with TDHCA in order to file complaints regarding Department-monitored properties or programs. The 17 Respondents who indicated they received or requested Homelessness Prevention Assistance or Services gave the overall lowest average rating at 2.6. The statement with the lowest average rating for these respondents was “TDHCA written materials provide accurate information,” with an average rating of 1.9 for the 13 respondents who rated that statement.

The 19 respondents who indicated they received or requested Homebuyer Assistance and the 53 respondents who indicated they received or requested Rental Assistance both gave the highest overall average rating at 3.7. The statement with the highest average rating for these respondents was “Communication is available in the appropriate language,” with an average rating of 4.2. Those receiving or requesting Rental Assistance also gave the statements “TDHCA staff members are courteous” and “TDHCA staff members demonstrate a willingness to assist” an average rating of 4.2 each.

Organization Respondents were asked to indicate the programs with which they worked, and could check all that applied out of the options listed in Table 4.2d.

**Table 4.2d: Average Rating by Organization Housing or Community Affairs Programs Respondent Assistance Type**

Type of Assistance	Number of Respondents	Average Rating for All Statements
HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed)	87	4.1
Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed)	28	3.9
Housing Tax Credit Program, Multifamily Bond Program, Multifamily Direct Loan Program	138	4.0

Type of Assistance	Number of Respondents	Average Rating for All Statements
Section 811 Program	35	3.7
Section 8 Housing Choice Voucher Program	69	3.9
Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field Offices	6	3.5
Neighborhood Stabilization Program	18	3.5
First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program	51	4.4
Emergency Solutions Grants Program or Homeless Housing and Services Program	30	4.1
Community Services Block Grant Program	45	3.9
Comprehensive Energy Assistance Program or Weatherization Assistance Program	42	3.9
Other (please specify)	9	3.8

The 6 respondents who indicated they worked with OCI programs—Colonia Self Help Centers, Bootstrap, and Border Field Offices—and the 18 respondents who indicated they worked with the Neighborhood Stabilization Program (“NSP”) gave the overall lowest average rating at 3.5. The statement with the lowest average rating for respondents working with OCI programs was “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person,” with an average rating of 2.2. The statement with the lowest average rating for respondents working with NSP was “The location of TDHCA offices and facilities is convenient,” with an average rating of 3.0.

The 51 respondents who indicated they worked with Homeownership programs (First Time Homebuyer, Mortgage Credit Certificates, or Homebuyer Education) gave the highest overall average rating at 4.4. The statement with the highest average rating for respondents working with Homeownership Programs was “The TDHCA public website contains the information I expect,” with an average rating of 4.7.

In general, Respondents participating in Housing or Community Affairs Programs had a lower average rating than those interacting with the MHD.

***Manufactured Housing Respondents***

Household Respondents were asked what contact they had with MHD, and could check all that applied out of the options listed in Table 4.2e.

**Table 4.2e: Average Rating by Individual Manufactured Housing Respondent Assistance Type**

Type of Assistance	Number of Respondents	Average Rating for All Statements
Statement of Ownership	45	4.3
Record and Release Tax or Mortgage Liens	22	4.3
Consumer complaint	1	3.4
Installation Inspections	5	4.4
Other (please specify)	2	4.7

Some assistance types for Household Manufactured Housing Respondents did not have a robust response. For that reason, this analysis will focus on the first two assistance type categories that did receive larger responses, Statement of Ownership and Record and Release Tax or Mortgage Lien. Respondents indicating they contacted MHD for both of these assistance types gave an overall average rating of 4.3.

The statement with the lowest average rating for the 45 respondents indicating they contacted MHD for Statement of Ownership was “If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner,” with an average rating of 4.0. The three statements with the lowest average rating for the 22 respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien were “The location of TDHCA offices and facilities is convenient,” “I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees,” and “I am provided clear explanations about TDHCA services available to me,” with an average rating of 3.9 for all statements.

The three statements with the highest average rating for both respondent categories were “TDHCA staff members are courteous” and “Communication is available in the appropriate language,” with an average rating of 4.7 for respondents indicating they contacted MHD for Statement of Ownership and 4.6 for respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien. Respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien also gave the statement “The TDHCA public website is easy to use and ADA-accessible” an average rating of 4.6.

Organization Respondents were asked what business they had with MHD, and could check all that applied out of the options listed in Table 4.2f.

**Table 4.2f: Average Rating by Organization Manufactured Housing Respondent Assistance Type**

Type of Assistance	Number of Respondents	Average Rating for All Statements
Manufacturer	2	4.7
Retailer	24	4.2
Rebuilding	0	N/A
Installer	19	4.2
Broker	13	4.1
Salesperson	11	4.3
Other (please specify)	15	4.2

Similarly to Household Manufactured Housing Respondents, some assistance types for Organization Manufactured Housing Respondents did not have a robust response. This analysis will focus on all assistance types but Manufacturer and Rebuilding as a result. Of the remaining assistance types, the 13 respondents indicating their business with MHD involved Brokers gave the overall lowest average rating at 4.1. The two statements with the lowest average rating for these respondents were “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person,” and “The location of TDHCA offices and facilities is convenient” with an average rating of 3.4.

The 11 respondents indicating their business with MHD involved Salespersons gave the overall highest average rating at 4.3. The two statements with the highest average rating for these respondents were “TDHCA staff members are courteous,” and “Communication is available in the appropriate language,” with an average rating of 4.8.

### 4.3 CUSTOMER-DETERMINED SERVICE QUALITIES

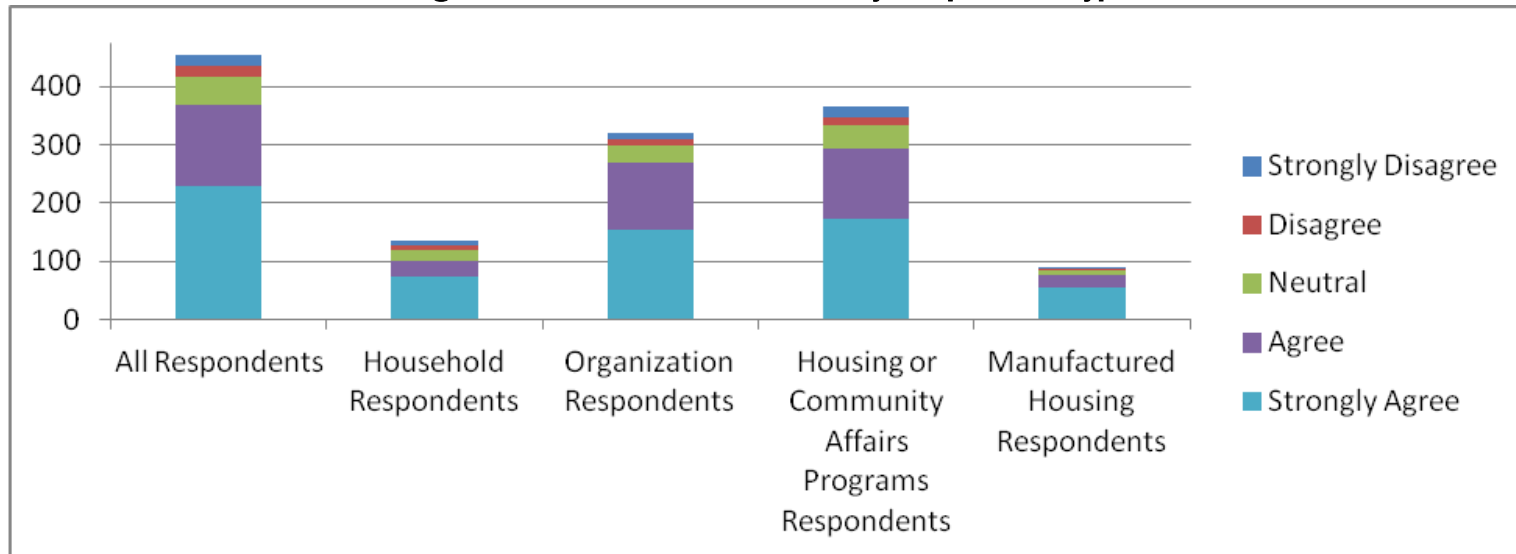
#### Overall Satisfaction

Table 4.3a and Figure 4.3a 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 (83.5%) than did Household Respondents (75.4%). Figure 4.3a shows the percent by respondent type who agreed or disagreed with the statement. The MHD had the highest percentage of respondents (86.5%) who agreed or strongly agreed with the statement.

**Table 4.3a: Overall Satisfaction**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	20	8	12	18	2
Disagree	19	8	11	16	3
Neutral	47	17	30	40	7
Agree	141	28	113	119	22
Strongly agree	228	73	155	173	55
<b>Total</b>	<b>455</b>	<b>134</b>	<b>321</b>	<b>366</b>	<b>89</b>

**Figure 4.3a: Overall Satisfaction by Respondent Type**





**Staff**

**Staff Courteousness**

Table 4.3b shows that of all respondents, 88.4% strongly agree or agree with the statement “TDHCA staff members are courteous.” Approximately 4.7% disagree or strongly disagree with this statement. Table 4.3b shows that a greater ratio of Manufactured Housing Respondents (90.8%) agreed or strongly agreed with the statement than Housing or Community Affairs Programs Respondents (87.9%).

**Table 4.3b: Staff Courteousness by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	3	9	12	0
Disagree	9	4	5	7	2
Neutral	31	11	20	25	6
Agree	128	32	96	112	16
Strongly agree	270	77	193	207	63
Total	450	127	323	363	87

**Staff Willingness to Assist**

Table 4.3c shows that of all respondents, 83.1% strongly agree or agree with the statement “TDHCA staff members demonstrated a willingness to assist.” Approximately 7.8% disagree or strongly disagree with this statement. Table 4.3c shows that a greater ratio of Manufactured Housing Respondents agreed with the statement (89.7%) than the ratio of Housing or Community Affairs Programs Respondents (81.5%).

**Table 4.3c: Staff Willingness to Assist by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	6	9	14	1
Disagree	20	6	14	15	5
Neutral	41	11	30	38	3
Agree	113	26	87	96	17
Strongly agree	261	78	183	200	61
Total	450	127	323	363	87

**Timelines**

**Timely Response**

Table 4.3d shows that of all respondents, 74.2% strongly agree or agree with the statement “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.” Approximately 14.6% disagree or strongly disagree with this statement. Table 4.3d shows that higher ratio of Manufactured Housing Respondents (83.0%) agreed with the statement, which was higher than Housing or Community Affairs Programs Respondents at 72.0%.

**Table 4.3d: Timely Response by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	22	8	14	18	4
Disagree	42	9	33	35	7
Neutral	49	11	38	45	4
Agree	143	34	109	114	29
Strongly agree	182	58	124	138	44
Total	438	120	318	350	88

**Communications**

**Clear Explanations**

Table 4.3e shows that of all respondents, 75.5% strongly agree or agree with the statement “I am provided clear explanations about TDHCA services available to me.” This statement was only offered to Household Respondents. Approximately 14.1% disagree or strongly disagree with this statement. Table 4.3e shows that Manufactured Housing had the highest ratio of respondents (83.1%) that strongly agreed or agreed with that statement, which was higher than Housing or Community Affairs Programs at 67.5%.

**Table 4.3e: Clear Explanation by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	9	1	7	3
Disagree	13	8	5	6	7
Neutral	17	16	1	13	4
Agree	43	32	11	23	20
Strongly agree	80	60	20	31	49
Total	163	125	38*	80	83

\* Although this statement was designed to only be offered to Household respondents, due to a technical issue involving the flow logic of the Survey in Survey Monkey, some Manufactured Housing Organization Respondents were directed through the Household Survey questions.

### Automated Phone System

Table 4.3f shows that of all respondents, 70.3% strongly agree or agree with the statement “The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.” Approximately 9.8% disagree or strongly disagree with this statement. Table 4.3f shows that a higher ratio of Manufactured Housing Respondents (77.8%) agreed with the statement than Housing or Community Affairs Program Respondents (68.4%).

**Table 4.3f: Automated Phone System by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	19	9	10	18	1
Disagree	15	6	9	12	3
Neutral	69	18	51	57	12
Agree	105	28	77	86	19
Strongly agree	139	48	91	102	37
Total	347	109	238	275	72

### Appropriate Language Availability

Household Respondents were asked to rate the statement “Communication is available in the appropriate language,” while Organization Respondents were asked to rate the statement “Communication is available in the appropriate language for clients or applicants to TDHCA-funded program.” These questions have been combined for the sake of detailed analysis. Table 4.3g shows that of all respondents, 88.8% strongly agree or agree with the statements regarding language availability. Approximately 4.3% disagree or strongly disagree with this statement. Table 4.3g shows that a higher ratio of Manufactured Housing Respondents (96.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (86.9%).

**Table 4.3g: Appropriate Language, by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	2	9	11	0
Disagree	6	2	4	6	0
Neutral	27	7	20	24	3
Agree	110	34	76	92	18
Strongly agree	239	73	166	180	59
Total	393	118	275	313	80

*Web site*

**Expected Information Available Online**

Table 4.3h shows that of all respondents, 82.9% strongly agree or agree with the statement “The TDHCA public Web site contains the information I expect.” Approximately 6.2% disagree or strongly disagree with this statement. Table 4.3h shows that a higher ratio of Manufactured Housing Respondents (84.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (82.6%).

**Table 4.3h: Expected Information Available Online by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	9	8	15	2
Disagree	10	4	6	10	0
Neutral	48	22	26	36	12
Agree	171	35	136	142	29
Strongly agree	193	48	145	147	46
Total	439	118	321	350	89

**Web site Ease**

Table 4.3i shows that of all respondents, 74.5% strongly agree or agree with the statement “The TDHCA public Web site is easy to use and ADA-accessible.” Approximately 8.6% disagree or strongly disagree with this statement. Table 4.3i shows that a higher ratio of Manufactured Housing Respondents (88.9%) agreed with the statement than Housing or Community Affairs Programs Respondents (70.9%).

**Table 4.3i: Web site Ease by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	20	8	12	20	0
Disagree	15	6	9	14	1
Neutral	69	15	54	61	8
Agree	147	37	110	116	31
Strongly agree	157	43	114	116	41
Total	408	109	299	327	81

**Web site Accuracy**

Table 4.3j shows that of all respondents, 80.6% strongly agree or agree with the statement “The TDHCA public Web site contains accurate information on programs, services, and events.” Approximately 7.0% disagree or strongly disagree with this statement. Table 4.3j shows that a higher ratio of Manufactured Housing Respondents (84.1%) agreed with the statement than Housing or Community Affairs Programs (79.7%).

**Table 4.3j: Web site Accuracy by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	7	8	15	0
Disagree	15	4	11	12	3
Neutral	53	18	35	43	10
Agree	160	39	121	129	31
Strongly agree	184	39	145	146	38
Total	427	107	320	345	82

**Systems Requiring Log-in Ease of Use**

Table 4.3k shows that of all respondents, 82.3% strongly agree or agree with the statement “TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.” Approximately 9.1% disagree or strongly disagree with this statement. Table 4.3k shows that a higher percentage of Manufactured Housing Respondents (100.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (82.2%). This statement was only offered to Organization Respondents.

**Table 4.3k: Systems Ease of Use by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	0	10	10	0
Disagree	14	0	14	14	0
Neutral	23	0	23	23	0
Agree	97	0	97	97	0
Strongly agree	121	0	121	120	1
Total	265	0	265	264	1*

\*Due to a technical issue involving the flow logic of the Survey in Survey Monkey, most Manufactured Housing Organization Respondents were directed through the Household Survey questions. This resulted in very low Organization Manufactured Housing Respondent response rates.

**Effectiveness of Systems Requiring Log-in**

Table 4.3l shows that of all respondents, 83.2% strongly agree or agree with the statement “TDHCA log-in systems provide an effective way to exchange program information with TDHCA.” Approximately 5.5% disagree or strongly disagree with this statement. Table 4.3l shows that a higher percentage of Manufactured Housing Respondents (100.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (83.2%). This statement was only offered to Organization Respondents.

**Table 4.3l: System Effectiveness by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	9	0	9	9	0
Disagree	5	0	5	5	0
Neutral	29	0	29	29	0
Agree	89	0	89	88	1
Strongly agree	124	0	124	124	0
<b>Total</b>	<b>256</b>	<b>0</b>	<b>256</b>	<b>255</b>	<b>1*</b>

\*Due to a technical issue involving the flow logic of the Survey in Survey Monkey, most Manufactured Housing Organization Respondents were directed through the Household Survey questions. This resulted in very low Organization Manufactured Housing Respondent response rates.

*Printed Information*

**Document Clarity**

Table 4.3m shows that of all respondents, 72.5% strongly agree or agree with the statement “TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.” Approximately 12.9% disagree or strongly disagree with this statement. Table 4.3m shows that a higher percentage of Manufactured Housing Respondents (81.6%) agreed with the statement than Housing or Community Affairs Programs Respondents (70.1%).

**Table 4.3m: Document Clarity by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	26	11	15	25	1
Disagree	29	4	25	24	5
Neutral	62	16	46	52	10
Agree	147	32	115	116	31
Strongly agree	161	41	120	121	40
<b>Total</b>	<b>425</b>	<b>104</b>	<b>321</b>	<b>338</b>	<b>87</b>

**Document Accuracy**

Table 4.3n shows that of all respondents, 75.3% strongly agree or agree with the statement “TDHCA written materials provide accurate information.” Approximately 8.7% disagree or strongly disagree with this statement. Table 4.3n shows that a higher ratio of Manufactured Housing Respondents (81.4%) agreed with the statement than Housing or Community Affairs Programs Respondents (73.7%).

**Table 4.3n: Document Accuracy by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	19	8	11	19	0
Disagree	18	4	14	12	6
Neutral	68	20	48	58	10
Agree	150	34	116	123	27
Strongly agree	170	38	132	127	43
Total	425	104	321	339	86

*Facility*

**Location Satisfaction**

Table 4.3o show that of all respondents, 54.2% strongly agree or agree with the statement “The location of TDHCA offices and facilities 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 4.3o shows that a higher ratio of Manufactured Housing Respondents (66.1%) agreed with the statement than Housing or Community Affairs Programs Respondents (51.7%).

**Table 4.3o: Location Satisfaction by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	18	9	9	17	1
Disagree	25	6	19	18	7
Neutral	103	17	86	92	11
Agree	92	19	73	76	16
Strongly agree	81	26	55	60	21
Total	319	77	242	263	56

**Complaint Process**

**How to File a Complaint**

Table 4.3p shows that of all respondents, 73.9% strongly agree or agree with the statement “I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.” Approximately 9.3% disagree or strongly disagree with this statement. Table 4.3p shows that a higher percentage of Manufactured Housing Respondents (80.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (72.8%).

**Table 4.3p: How to File a Complaint by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	16	8	8	15	1
Disagree	16	4	12	15	1
Neutral	58	20	38	49	9
Agree	137	27	110	119	18
Strongly agree	118	33	85	92	26
Total	345	92	253	290	55

**Complaint Response**

Table 4.3q shows that of all respondents, 76.8% strongly agree or agree with the statement “If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.” Approximately 7.5% disagree or strongly disagree with this statement although. Table 4.3q shows that a higher ratio of Manufactured Housing Respondents (80.6%) agreed with the statement than Housing or Community Affairs Programs Respondents (76.0%).

**Table 4.3q: Complaint Response by Customer Type**

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	7	8	14	1
Disagree	12	3	9	10	2
Neutral	57	22	35	48	9
Agree	136	27	109	117	19
Strongly agree	142	36	106	111	31
Total	362	95	267	300	62



**Reasonable Accommodations**

**Requesting Reasonable Accommodation**

Table 4.3r shows that of all respondents, 78.2% strongly agree or agree with the statement “I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.” Approximately 8.0% disagree or strongly disagree with this statement although. Table 4.3r shows that a higher ratio of Manufactured Housing Respondents (81.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (77.7%).

**Table 4.3r: Reasonable Accommodations Response by Customer Type**

<b>Ratings</b>	<b>All Respondents</b>	<b>Household Respondents</b>	<b>Organization Respondents</b>	<b>Housing or Community Affairs Programs Respondents</b>	<b>Manufactured Housing Respondents</b>
<b>Strongly disagree</b>	<b>13</b>	<b>8</b>	<b>5</b>	<b>13</b>	<b>0</b>
<b>Disagree</b>	<b>14</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>1</b>
<b>Neutral</b>	<b>47</b>	<b>14</b>	<b>33</b>	<b>39</b>	<b>8</b>
<b>Agree</b>	<b>124</b>	<b>31</b>	<b>93</b>	<b>109</b>	<b>15</b>
<b>Strongly agree</b>	<b>141</b>	<b>32</b>	<b>109</b>	<b>117</b>	<b>24</b>
<b>Total</b>	<b>339</b>	<b>92</b>	<b>247</b>	<b>291</b>	<b>48</b>

**4.4 SURVEY COMMENT SUMMARY**

A total of 187 comments were received at the end of the Customer Service Survey. However 14 of those comments were direct requests for assistance and none of the customers requesting assistance included contact information in their comment. If a commenter were to request assistance and provide contact information, a Housing Resource Center staff member would reach out directly to assist the commenter. The following tables and analysis reflect the 173 remaining comments that provided input on TDHCA administration and programs.

**Table 4.4a: Comments Made**

Comments Made	Total Comments	Household Respondents	Organization Respondents
Housing or Community Affairs Programs Respondents	126	36	90
Manufactured Housing Respondents	47	31	16
Total Comments	173	67	106

The majority (106) of the open-ended responses were received from Organization Respondents while 67 responses were from Households.

**Table 4.4b: Tone of Comments**

Tone of Comments Made	Total Comments	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Positive	95	40	55	61	34
Neutral	26	8	18	25	1
Negative	52	19	33	40	12
Total Comments	173	67	106	126	47

Of the comments made, 54.9% of the comments were positive, 30.1% were negative and 15.0% were neutral in tone.

The majority of positive comments related to TDHCA staff courtesy and willingness to help. Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. The most common negative comment topics were staff consistency in communicating with customers and timeliness of staff response.

**4.5 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 2019 to 2023* was included in the survey, along with other elements which will be used internally. The additional comments included by 187 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2020, the main change TDHCA would make to the survey is to reach more randomly-sampled population and a broader population, particularly with the MHD customers. Of the 471 respondents, only 19.3% had contact with the MHD. In addition, there is not currently a clear option in the survey for tenants of TDHCA-monitored multifamily properties, persons assisting Households in securing assistance (such as case workers or benefits coordinators), or individuals filing complaints with the Department regarding Housing or Community Affairs assistance.

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 2020, TDHCA plans to continue electronic outreach via email, Web site, and social media and will strengthen outreach to the MHD's Customer Service Center and OCI Border Field Office and Self-Help Center locations with additional support for staff administering the surveys. Increasing outreach to TDHCA-funded and monitored Multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. Including both English and Spanish announcements in TDHCA email list messages, social media postings, and other outreach materials could also increase the potential pool of survey respondents. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

The Department also plans on simplifying survey language further in both English and Spanish so that the survey is more clear and accessible.

TDHCA is acting upon the results found in the 2018 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 81.1% of respondents agreed that they were satisfied with their experiences at TDHCA, which was a slight increase from 79.0% in 2016.

The customer service element category with the highest overall satisfaction rate was the staff category, with 88.4% of all respondents agreeing that TDHCA staff members are courteous, and 83.1% of respondents agreeing that TDHCA staff members demonstrate a willingness to assist.

The customer service elements with the highest "disagree" responses were disagreeing with the statements "There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person" (14.6%) and "I am provided clear explanations about TDHCA services available to me" (14.1%), the latter of which was only asked to Individual respondents. The statement "The location of TDHCA offices and facilities is convenient" received a disagreement percentage of 13.5% among all respondents, the third highest rate of disagreement.

#### 4.6 CUSTOMER SERVICE IMPROVEMENTS

TDHCA has acted on the results of the previous 2016 Survey. Improvements listed by customer service category are included below.

##### Staff

Even though staff customer service elements were the highest ranking in the 2016 Survey, the percentage of respondents that agreed that staff was courteous increased from 84.8% in 2016 to 88.4% in 2018 and the percentage of respondents that agreed that staff was willing to assist increased from 81.9% to 83.1%. 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, YouTube in September 2014, Flickr in October 2015, and the creation of a Manufactured Housing-specific YouTube in April 2017, 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. The below table shows the increase in followers and subscribers to Department Social Media accounts since the 2016 Report on Customer Service.

**Table 4.6a: Social Media Presence**

Social Media Account Type	Followers or Subscribers May 2016	Followers or Subscribers May 2018	% Change Followers or Subscribers	Views May 2018
Facebook	903*	1,498	65.9%	N/A
Twitter	761	1,297	70.4%	N/A
YouTube	22	73	231.8%	4,470
Manufactured Housing YouTube	0**	16	-%	3,101
Flickr	0	1	-%	4,300

\*TDHCA does not have a record of the number of followers from May 2016. The number presented is the number of ‘likes’ the TDHCA Facebook page had in May 2016, which was reported in the 2016 Report on Customer Service and has always been extremely close to (although slightly lower than) the number of followers. TDHCA’s Facebook page had 1,479 ‘likes’ in May 2018.

\*\*The Manufactured Housing-specific YouTube page was not created until April 2017, after the 2016 Customer Service Survey had closed.

- **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 May 2018, the Department has 841 registered discussion forum members (a 14.6% increase over the number of members in May 2016).
- **Surveys:** Beyond the biennial Customer Service Survey, many divisions within the Department actively survey their customer groups throughout the year. For example, the Multifamily Finance Division conducted a survey in 2017 of TDHCA-monitored multifamily property tenants in order to gather feedback on resident priorities and help inform Department policies and rules.

Similarly to the 2016 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 noted that staff enforced rules inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

### *Timeliness*

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 stabilized in 2014 and 2016 at 70.9% and 71.4% respectively and then increased in 2018 to 74.2%.

As reported in the 2017-2021 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 abnormally high. 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, MHD continues to exceed performance standards and processing times with titling, licensing, and consumer complaint resolution, resulting in a higher customer satisfaction. The Customer Service Unit ensures that 95% of the calls received are handled and that hold times are kept to an absolute minimum.

### *Communications and Automated Phone System*

There was a slight increase in respondents who responded positively to the statements regarding clarity of explanations and the automated phone system. For the statement "I am provided clear explanations about TDHCA services available to me," 70.2% of the respondents agreed in 2016, and 75.5% agreed with the statement in 2018. Only individual customers saw and rated this statement.

In 2012, 2014, and 2016, the rate of respondents who agreed that the automated phone system helped them reach the correct person/division when they called remained stable at 57.4%, 57.3%, and 57.2% respectively. However, in 2018, the number of respondents who responded positively rose to 70.3%. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed; this year the statement had the second fewest positive ratings and the second most neutral ratings. 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 October 2017, TDHCA updated to a new phone system interface. This system improved call routing, decreased the number of dropped calls, and facilitated better record keeping, which resulted in improved customer care. In addition, TDHCA has made efforts to provide

information to the public outside of the phone system. TDHCA uses its public Web site, LISTSERV emails, Facebook page, Twitter account, and online discussion forums to give customers the opportunity to communicate with the Department without having to navigate the automated phone system.

In the 2014, 2016, and 2018, surveys, “Communication is available in the appropriate language (for clients or applicants to TDHCA-funded programs)” was in the top four statements with the highest levels of agreement. In 2018, this statement was written slightly differently for individual and organization respondents. Individuals rated this statement positively more than any other statement while it was rated positively third most for organizations. This question helped TDHCA develop its Language Access Plan in 2012. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote customer education, the MHD 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 commitment to assist as many customers as possible, the MHD ensures that their Spanish speaking customers received the same efficiency by maintaining an adequate number of staff to assist this customer base, both in person and on the phone.

#### *Web site*

The first statement about the Web site, “The TDHCA public Web site contains the information I expect,” was new for the 2012 survey and received an agreement rate of 81.1%. This percentage dropped to 79.1% in 2014 and 68.9% in 2016. In 2018, 82.9% of respondents rated this statement positively, a considerable increase. For the majority of TDHCA’s customers and members of the general public, the Department’s Web site is the first resource used to learn about and interact with TDHCA. Manufactured housing license holders are now able to enroll in the Licensing Education Class, renew their licenses, and report and pay for installations performed, as opposed to mailing them in, enabling the MHD to expeditiously inspect 90–95% of the installations reported. The ability for a retailer to enter and pay for new home ownership applications online has just been introduced as well as a series of education videos for the consumer, industry and taxing entities in conjunction with the MHD’s commitment to promoting efficiency and self-compliance through education.

Another new survey statement in 2012, “The TDHCA Web site is easy to use and ADA-accessible” was rated positively by 72.9% of respondents in 2012 but dropped to 67.9% and 66.7% in 2014 and 2016 respectively. In 2018, 74.5% of respondents rated this statement positively. TDHCA continues to review and improve navigability and accessibility of its Web site.

Also new in 2012 was the statement “The TDHCA public Web site contains accurate information on programs, services, and events.” In 2012, 2014, and 2016, 75.9%, 75.2%, and 69.8% of respondents agreed that the Web site contained accurate information. However, in 2018, this percentage increased to 80.6%. TDHCA continuously reviews and updates its Web site to include real-time information, such as the 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. TDHCA continuously reviews and updates the Vacancy Clearinghouse to maximize clarity and user friendliness. In conjunction with the launching of a new web-based computer system, the MHD made Web site enhancements enabling users to view all ownership liens and tax lien information in real time and now users may print their Statement of Ownership using the internet at no charge. In 2015 and 2016, TDHCA continued to ensure site content addresses user needs. For example, the Homeownership Division launched a new Homebuyer Education Course available free of charge to first time homebuyers who wish to meet the Homebuyer Education Course requirement for TDHCA's homebuyer programs. The Division of Policy and Public Affairs also launched 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.

TDHCA's Web site enhancement activities continued in 2017 with a thorough review to ensure proper link function, removal of outdated information, and content consolidation for click reduction.

#### *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 internal systems.

The statement "TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use" received a 67.3% agreement rate in 2016 and an 82.3% agreement rate in 2018. Similarly, the statement "TDHCA log-in systems provide an effective way to exchange program information with TDHCA" received a 61.9% agreement rate in 2016 and an 83.2% agreement rate in 2018.

#### *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. Similarly to the 2014 and 2016 surveys, more respondents in 2018 agreed that documents were accurate (75.3%) than that documents were clear (72.5%). This percentage has increased since the 2016 Survey in which 63.8% agreed that documents were clear and 65.4% agreed that documents were accurate.

#### *Facility*

TDHCA occupies two office buildings in addition to managing three Border Field Offices, which assist with various Department programs and initiatives especially to entities that serve border and colonia residents. The satisfaction with the location increased from 2016 to 2018 from 46.6% to 54.2%. However, this rate of agreement that the location of the office was convenient was not uniform across business types. Only 51.7% of Housing or Community Affairs respondents agreed that "The location of the TDHCA office is

convenient” as compared to 66.1% of the Manufactured Housing respondents. One explanation may be the MHD has a customer service center, while the Community Affairs and Housing Programs do not. This statement had the highest rate of neutral responses at 32.3%. In addition, it is possible that customers responding to the Survey may confuse a local subrecipient office for a TDHCA office or facility.

For those respondents for whom the office is not convenient, TDHCA attempts to reduce the need for customers for Housing and Community Affairs 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 MHD facility was specifically designed to accommodate the consumer with a customer service lobby 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 MHD to house scanning equipment to sustain a paperless environment.

#### ***Complaint-Handling Process***

More respondents agreed that they understood how to file a complaint (73.9%) compared to the 2016 survey responses (63.7%). Approximately 76.8% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2018, compared to 62.3% 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 who would like to request a reasonable accommodation to submit complaints over the phone or those who require interpretation or translation services may call (512) 475-3800 or (800) 525-0657 (toll free) to submit a complaint. 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 MHD 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 Report on Customer Service.

### 5.1 PERFORMANCE MEASURES

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2017 performance and state fiscal year 2018 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 5.1a: Strategy 2.1**

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of information and technical assistance requests completed	5,800	7,223	124.53%	7,000

Explanation of Variance: The Department received more requests for assistance than targeted, resulting in more assistance requests completed.

#### Strategy 2.2

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

**Table 5.1b: Strategy 2.2**

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,389	100.65%	1,380

Explanation of Variance: None needed.

**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 5.1c: Strategy 5.1**

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of manufactured housing statements of ownership and location issued	65,000	54,248	83.46%	61,000

Explanation of Variance: This measure is under the targeted amount due to the number of applications received incomplete, which is currently about 31%; these will be resubmitted for issuance.

**Strategy 5.2**

Conduct inspection of manufactured homes in a timely manner.

**Table 5.1d: Strategy 5.2**

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of installation reports received	12,000	16,267	135.56%	15,000

Explanation of Variance: The Department received and processed a larger number of installation reports than the targeted projection. This may be attributable to an increase in file reviews undertaken by MHD as well as increased awareness within the industry of enhanced enforcement procedures which can result from the failure to file an installation report.

**Strategy 5.3**

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

**Table 5.1e: Number of Complaints Resolved**

Strategy Measure #1	2017 Target	2017 Actual	% of Goal	2018 Target
Number of complaints resolved	450	730	162.22%	500

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints that resulted in more complaints being closed. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting approximately 150 complaints to the Enforcement Unit for deviations/violations found during these reviews.

**Table 5.1f: Average Time for Complaint Resolution**

Strategy Measure #2	2017 Target	2017 Actual	% of Goal	2018 Target
Average time for complaint resolution	180	47.40	26.33%	180

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

**Table 5.1g: Number of Jurisdictional Complaints Received**

Strategy Measure #3	2017 Target	2017 Actual	% of Goal	2018 Target
Number of jurisdictional complaints received	400	712	178%	400

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints, not consumer complaints. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting a large number of complaints to the Enforcement Unit for deviations/violations found during these reviews.

## 5.2 STANDARD MEASURES

The following measures concern the Report on Customer Service.

### Outcome Measures

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

2016 Actual	2018 Actual
70.9%	81.1%

Explanation: 369 out of the 455 survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

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

2016 Actual	2018 Actual
22.7%	36.7%

Explanation: Number of survey respondents (173) who wrote in additional comments for the Survey. Of the 173 comments submitted, 20.2% (35 comments) gave specific recommendations for improving TDHCA service. Those 35 comments represent 7.4% of the total Survey respondents.

### Output Measures

1. Number of customers surveyed

2016 Actual	2018 Actual
223	471

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2016 Actual	2017 Actual
861,589	806,400

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 double counting.

**Table 5.2a: Subrecipients and Licensees\***

Subrecipients and Licensees	SFY 2016	SFY 2017
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	50	51
Emergency Solutions Grant Program Subrecipients	35	41
Homebuyer Assistance Program Participating Lenders	267	256
Homeless Housing and Services Program Organizations	8	8
State Housing Trust Fund Administrators – Amy Young Barrier Removal Program and/or Contract for Deed Program	25	24

Subrecipients and Licensees	SFY 2016	SFY 2017
State Housing Trust Fund Administrators - Bootstrap Program	33	18
Single Family HOME Administrators	171	133
Housing Tax Credit Awards	109	98
Manufactured Housing Licenses issued	1,523	1,510
<b>Total</b>	<b>2,221</b>	<b>2,139</b>

\*Please note that in Table 5.2a one Organization equals one subrecipient, licensee, administrator, award, or lender. However, more than one person per Organization was allowed to take the Customer Service Survey.

**Table 5.2b: Targeted Beneficiaries**

Targeted Beneficiaries	SFY 2016	SFY 2017
Single Family Homeownership	2,984	5,870
HOME Investment Partnerships Program	760	801
State Housing Trust Fund	161	191
9% Housing Tax Credits	4,422	4,584
4% Housing Tax Credits	1,548	5,233
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	979	998
Section 811 Project Rental Assistance Program**	0	14
Emergency Solutions Grant Program	26,859	28,706
Community Services Block Grant	559,322	492,727
Comprehensive Energy Assistance Program	136,071	134,465
Weatherization Assistance Program	3,384	3,349
Homeless Housing and Services Program	6,438	7,849
Unique complaints received by TDHCA***	384	400
Public Assistance Requests Handled	8,639	7,223
Colonia SHC Beneficiaries	39,440	40,624
Manufactured Housing Statements of Ownership issued	51,586	54,248
Manufactured Housing Inspections	15,765	16,267
Manufactured Housing Complaints Received	626	712
<b>TOTAL</b>	<b>859,368</b>	<b>804,261</b>

\*Targeted beneficiaries of the MF Bond Program also received assistance through the 9% and 4% HTC Programs. In order to avoid double counting as much as possible, targeted beneficiaries served through MF Bond only appear in the 9% or 4% tax credit row.

\*\*The Section 811 PRA Program had not yet begun operating in SFY 2016.

\*\*\*'Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints regarding opposition to development, as those are handled through a process separate from the Complaint process.

**Table 5.2c: Total Customers Served**

Customers Type	SFY 2016	SFY 2017
Total Subrecipients and Licensees	2,221	2,139
Total Targeted Beneficiaries	859,368	804,261
<b>GRAND TOTAL</b>	<b>861,589</b>	<b>806,400</b>

**Efficiency Measure**

Cost per customer surveyed

2016 Actual	2018 Actual
\$4.55	\$4.34

Explanation: The cost of the Department's subscription to Survey Monkey online survey program was \$360.00 for one year. On average, the Department conducts 10 surveys per year, including the biennial Customer Service Survey, which is approximately \$36.00 per survey. Approximately 60 paper surveys were produced at \$.10 per copy, totaling \$6. The Customer Service Report took approximately 100 hours of staff time to develop, administer and analyze. At an average of \$20 per hour, this is approximately \$2,000. The total cost of the survey was \$2,042. Per customers that completed the surveyed (471), this total is \$4.34 cents per survey.

**Explanatory Measures**

Number of customers identified

2016	2017
4,375,455	4,439,194

Explanation: TDHCA primarily serves households with incomes at or below 80% AMFI. All of this population could be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas could potentially need the services of the TDHCA MHD. These figures are pulled from the 2016 and 2017 SLIHPs, though the data are from the 2009-2013 5 Year ACS/2008-2012 CHAS and 2010-2014 5 Year ACS/2009-2013 CHAS respectively. They may include double counting. A manufactured or mobile home is defined by HUD and the Census Bureau as a moveable dwelling, 8 feet or more wide and 40 feet or more long, designed to be towed on its own chassis, with transportation gear integral to the unit when it leaves the factory, and without need of a permanent foundation.

**Table 5.2d: Customers Identified**

Targeted Beneficiaries	2016	2017
Households with incomes at or below 80% AMFI	3,620,451	3,678,993
Number of Manufactured Housing Units	755,004	760,201
<b>TOTAL</b>	<b>4,375,455</b>	<b>4,439,194</b>

Number of customer groups inventoried

2016 Actual	2018 Actual
2	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.

<b>Survey Language – English Flow</b>	
<p>1. Please select the language you would like to take the survey in:</p> <ul style="list-style-type: none"> <li>A. English (Inglés)</li> <li>B. Spanish (Español)</li> <li>C. Other (Otro)</li> </ul> <p><b>[If A, English version of survey, proceed to “Customer Type” page; if B, Spanish version of survey, if C, proceed to “Other Languages (Otros Idiomas)” page]</b></p>	
<b>Other Languages (Otros Idiomas)</b>	
<p>For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services.</p> <p>Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios.</p> <p><b>[If this flow is selected, survey ends here]</b></p>	
<b>Customer Type</b>	
<p>2. What type of contact do you have with TDHCA? (Select One)</p> <ul style="list-style-type: none"> <li>A. I am an individual seeking information and/or assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, statements of ownership and location, titles, licensures, inspections , etc)</li> <li>B. I am a direct applicant, awardee, contract administrator, subrecipient, licensee, or business working with TDHCA (e.g. HOME awardee, Housing Tax Credit developer, Emergency Solutions Grant subrecipient, Comprehensive Energy Assistance Program subrecipient, etc.)</li> </ul> <p><b>[If A, left column below; if B, right column below]</b></p>	
<b>Customer Location - Individual</b>	<b>Customer Location – Organization/Business</b>
<p>3. Where do you live in Texas? Please select a county from the dropdown menu below.</p> <p><i>[DROPDOWN OF TX COUNTIES]</i></p>	<p><i>[MAP OF TDHCA STATE SERVICE REGIONS]</i></p> <p>3. What areas does your organization serve or where is your business headquartered? Check all that apply. An ADA-Accessible Texas County map with TDHCA Service Regions is available here:  <a href="https://www.tdhca.state.tx.us/hft/single-family/docs/SvcRegionMap.pdf">https://www.tdhca.state.tx.us/hft/single-family/docs/SvcRegionMap.pdf</a>.</p> <ul style="list-style-type: none"> <li>A. Region 1, High Plains (Amarillo, Lubbock)</li> <li>B. Region 2, Northwest Texas Abilene, Wichita Falls)</li> <li>C. Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)</li> <li>D. Region 4, Upper East Texas (Longview, Texarkana, Tyler)</li> <li>E. Region 5, Southeast Texas (Beaumont, Port Arthur)</li> <li>F. Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land)</li> </ul>

		<p>G. Region 7, Capital (Austin, Round Rock)  H. Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco)  I. Region 9, Alamo (San Antonio, New Braunfels)  J. Region 10, Coastal Bend (Corpus Christi, Victoria)  K. Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)  L. Region 12, West Texas, (Midland, Odessa, San Angelo)  M. Region 13, Upper Rio Grande (El Paso)  N. All of Texas</p>	
<p>4. My primary interest in TDHCA is: (Select One)  A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.)  B. Manufactured Housing (titles, licensure, inspections, etc.)  <b>[If A, left column below; if B, right column below]</b></p>		<p>4. My interest in TDHCA is: (Select One)  A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, apartment development/rental, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.)  B. Manufactured Housing (titles, licensure, inspections, etc.)  <b>[If A, left column below; if B, right column below]</b></p>	
Type of Assistance – TDHCA Individual	Type of Assistance - Manufactured Housing Individual	Type of Assistance – TDHCA Organization/Business	Type of Assistance – Manufactured Housing Organization/Business
<p>5. What type of assistance did you receive or request? Check all that apply.  A. Homebuyer Assistance  B. Rental Assistance  C. Home Repair Assistance  D. Homeless Prevention Assistance or Services  E. Weatherization  F. Utility Payments  G. Community Services  H. Other (please specify in the box below)  <b>[Proceed to “Quality of Service – Individual” page]</b></p>	<p>5. Please mark what contact you have had with the Manufactured Housing Division. Check all that apply.  A. Statement of Ownership  B. Record and Release Tax or Mortgage Liens  C. Consumer Complaint  D. Installation Inspections  E. Other (please specify in the box below)  <b>[Proceed to “Quality of Service – Individual” page]</b></p>	<p>5. Please indicate the programs with which you work. Check all that apply.  A. HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed)  B. Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed)  C. Housing Tax Credit Program, Multifamily Bond Program, or Multifamily Direct Loan Program  D. Section 811Program  E. Section 8 Housing Choice Voucher Program  F. Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field</p>	<p>5. Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance of a license for one or more of the following? Check all that apply.  A. Manufactured Housing Manufacturer  B. Manufactured Housing Retailer  C. Manufactured Housing Installer  D. Manufactured Housing Broker  E. Manufactured Housing</p>

		<p>Offices</p> <p>G. Neighborhood Stabilization Program</p> <p>H. First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program</p> <p>I. Emergency Solutions Grants Program or Homeless Housing and Services Program</p> <p>J. Community Services Block Grant Program</p> <p>K. Comprehensive Energy Assistance Program or Weatherization Assistance Program</p> <p>L. Other (please specify in the box below)</p> <p><b>[Proceed to “Quality of Service – Organization/Business” page]</b></p>	<p>Salesperson</p> <p>F. Other (please specify in the box below)</p> <p><b>[Proceed to “Quality of Service – Organization/Business” page]</b></p>
<b>Quality of Service – Individual</b>		<b>Quality of Service – Organization/Business</b>	
Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
6. TDHCA staff members are courteous.		6. TDHCA staff members are courteous.	
7. TDHCA staff members demonstrate a willingness to assist.		7. TDHCA staff members demonstrate a willingness to assist.	
8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.		8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	
9. I am provided clear explanations about TDHCA services available to me.			
10. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.		9. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	
11. Communication is available in the appropriate language.		10. Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.	
12. The TDHCA public website contains the information I expect.		11. The TDHCA public website contains the information I expect.	
13. The TDHCA public website is easy to use and ADA-accessible.		12. The TDHCA public website is easy to use and ADA-accessible.	
14. The TDHCA public website contains accurate information on programs, services, and events.		13. The TDHCA public website contains accurate information on programs, services, and events.	
		14. TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.	



	15. TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
15. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	16. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
16. TDHCA written materials provide accurate information.	17. TDHCA written materials provide accurate information.
17. The location of TDHCA offices and facilities is convenient.	18. The location of TDHCA offices and facilities is convenient.
18. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	19. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
19. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	20. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
20. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	21. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
21. Overall, I am satisfied with my experiences with TDHCA.	22. Overall, I am satisfied with my experiences with TDHCA.
<b>[Proceed to “Survey Type” page]</b>	<b>[Proceed to “Survey Type” page]</b>
<b>Survey Type</b>	
22. <i>[INDIVIDUAL FLOW]</i> or 23. <i>[ORGANIZATION/BUSINESS FLOW]</i> Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select one.	
<ul style="list-style-type: none"> <li>A. Social Media (Facebook, Twitter)</li> <li>B. An email from TDHCA</li> <li>C. The TDHCA public website</li> <li>D. A telephone conversation with TDHCA staff</li> <li>E. At a customer service center or other TDHCA office</li> <li>F. Other (please specify in the box below)</li> </ul>	
<b>[Proceed to “Additional Comments” page]</b>	
<b>Additional Comments</b>	
23. <i>[INDIVIDUAL FLOW]</i> or 24. <i>[ORGANIZATION/BUSINESS FLOW]</i> Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!	
<b>[Proceed to “Thank you! (¡Gracias!)” page]</b>	
<b>Thank you! (¡Gracias!)</b>	
Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact <a href="mailto:info@tdhca.state.tx.us">info@tdhca.state.tx.us</a> or 800-525-0657 with any questions about the survey.	
¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con <a href="mailto:info@tdhca.state.tx.us">info@tdhca.state.tx.us</a> o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.	

**Survey Language – Spanish Flow**

1. Please select the language you would like to take the survey in:

- A. English (Inglés)
- B. Spanish (Español)
- C. Other (Otro)

**[If A, English version of survey; if B, Spanish version of survey, proceed to “Tipo de Cliente” page; if C, proceed to “Other Languages (Otros Idiomas)” page]**

**Other Languages (Otros Idiomas)**

For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services.

Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios.

**[If this flow is selected, survey ends here]**

**Tipo de Cliente**

2. ¿Qué tipo de contacto tiene con el TDHCA? (Seleccione una opción.)

- A. Soy una persona que busca información o asistencia del TDHCA o que busca/recibe ayuda a través de una organización local financiada por el TDHCA. (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)
- B. Soy un solicitante directo, adjudicatario, administrador de contrato, beneficiario indirecto, licenciataria o empresa que trabaja con el TDHCA. (Por ejemplo, adjudicatario de HOME, desarrollador de crédito fiscal para viviendas, beneficiario indirecto de subsidio para soluciones de emergencia, beneficiario indirecto del programa integral de asistencia de energía, etc.)

**[If A, left column below; if B, right column below]**

**Ubicación del Cliente – Individuo**

3. ¿Dónde vive en Texas? Seleccione un condado en el menú desplegable.

**[DROPDOWN OF TX COUNTIES]**

**Ubicación del Cliente - Organización/Negocio**

**[MAP OF TDHCA STATE SERVICE REGIONS]**

3. ¿En qué área atiende su organización o dónde tiene su sede central? Marque todo lo que corresponda. Un mapa del condado de Texas accesible a ADA con las regiones de servicio del TDHCA está disponible aquí:

<https://www.tdhca.state.tx.us/hft/single-family/docs/SvcRegionMap.pdf>.

- A. Región 1, Altas Llanuras (Amarillo, Lubbock)
- B. Región 2, Noroeste de Texas (Abilene, Wichita Falls)
- C. Región 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)
- D. Región 4, Noreste de Texas (Longview, Texarkana, Tyler)
- E. Región 5, Sureste de Texas (Beaumont, Port Arthur)
- F. Región 6, Costa del Golfo (Houston, The Woodlands, Sugar Land)
- G. Región 7, Capital (Austin, Round Rock)
- H. Región 8, Centro de Texas (College Station, Bryan, Killeen, Temple, Waco)

		<ul style="list-style-type: none"> <li>I. Región 9, Alamo (San Antonio, New Braunfels)</li> <li>J. Región 10, Curva Costera (Corpus Christi, Victoria)</li> <li>K. Región 11, Frontera Sur de Texas (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)</li> <li>L. Región 12, Oeste de Texas, (Midland, Odessa, San Angelo)</li> <li>M. Región 13, Alto Río Grande (El Paso)</li> <li>N. Todo Texas</li> </ul>	
<p>4. Mi principal interés en TDHCA es (seleccione una opción):</p> <ul style="list-style-type: none"> <li>A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.)</li> <li>B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)</li> </ul> <p><b>[If A, left column below; if B, right column below]</b></p>		<p>4. Mi principal interés en TDHCA es (seleccione una opción):</p> <ul style="list-style-type: none"> <li>A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.)</li> <li>B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)</li> </ul> <p><b>[If A, left column below; if B, right column below]</b></p>	
Tipo de Asistencia – TDHCA Individuo	Tipo de Asistencia - Viviendas Prefabricadas Individuo	Tipo de Asistencia – TDHCA Organización/Negocio	Tipo de Asistencia - Viviendas Prefabricadas Organización/Negocio
<p>5. ¿Qué tipo de asistencia recibió o solicitó? Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> <li>A. Asistencia para compradores de vivienda</li> <li>B. Ayuda para pagar la renta</li> <li>C. Ayuda para la reparación de viviendas</li> <li>D. Prevención y servicios para personas sin hogar</li> <li>E. Climatización</li> <li>F. Pagos de servicios públicos</li> <li>G. Servicios Comunitarios</li> <li>H. Otro (por favor</li> </ul>	<p>5. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> <li>A. Declaración de Propiedad</li> <li>B. Registrar y liberar gravámenes fiscales o hipotecarios</li> <li>C. Inspecciones de instalación</li> <li>D. Queja de consumidor</li> <li>E. Otro (por favor especifíquelo en el cuadro a continuación):</li> </ul> <p><b>[Proceed to “Quality of Service – Individual” page]</b></p>	<p>5. Indique los programas con los que trabaja. Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> <li>A. Programa de Sociedades de Inversión HOME (por ejemplo, restauración de viviendas, ayuda compradores de vivienda, ayuda para inquilinos, contrato de escritura)</li> <li>B. Programa de Fondos Fiduciarios para la Vivienda (por ejemplo, Programa de Eliminación de Barreras Y Restauración Amy Young, contrato de escritura)</li> <li>C. Programa de Crédito Fiscal para la Vivienda, Programa de Bonos Multifamiliares o Programa de Préstamos Directos Multifamiliares</li> <li>D. Programa de la Sección 811</li> <li>E. Programa de Vales para la Elección de</li> </ul>	<p>5. Indique su relación con la División de Viviendas Prefabricadas. ¿Recibió capacitación y/o una asignación de una licencia para una o más de las siguientes opciones? Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> <li>A. Fabricante de Viviendas Prefabricadas</li> <li>B. Minorista de Viviendas Prefabricadas</li> <li>C. Instalador de Viviendas Prefabricadas</li> <li>D. Agente de Viviendas Prefabricadas</li> </ul>

<p>especifíquelo en el cuadro a continuación):  <b>[Proceed to “Quality of Service – Individual” page]</b></p>		<p>Vivienda de la Sección 8  F. Programa de Centros de Autoayuda de Colonia, Programa Bootstrap de Texas u oficinas locales de la frontera  G. Programa de Estabilización de Vecindarios  H. Programa para Compradores de Primera Vivienda, Programa de Certificado de Créditos Hipotecarios o Programa de Educación para Compradores de Vivienda del Estado de Texas  I. Programa de Subsidios para Soluciones de Emergencia o Programa de Vivienda y Servicios para Personas sin Hogar  J. Programa de Subsidios Globales de Servicios Comunitarios  K. Programa Integral de Asistencia de Energía o Programa de Ayuda para la Climatización  L. Otro (por favor especifíquelo en el cuadro a continuación):  <b>[Proceed to “Quality of Service – Organization/Business” page]</b></p>	<p>E. Vendedor de Viviendas Prefabricadas  F. Otro (por favor especifíquelo en el cuadro a continuación):  <b>[Proceed to “Quality of Service – Organization/Business” page]</b></p>
<b>Calidad del Servicio - Individuo</b>		<b>Quality of Service – Organization/Business</b>	
<p>Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).</p>		<p>Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).</p>	
<p>6. Los miembros del personal del TDHCA son amables.</p>		<p>6. Los miembros del personal del TDHCA son amables.</p>	
<p>7. Los miembros del personal del TDHCA demuestran su voluntad de ayudar.</p>		<p>7. Los miembros del personal del TDHCA demuestran su voluntad de ayudar.</p>	
<p>8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.</p>		<p>8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.</p>	
<p>9. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.</p>			
<p>10. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.</p>		<p>9. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.</p>	
<p>11. La comunicación está disponible en el idioma apropiado.</p>		<p>10. La comunicación está disponible en el idioma apropiado para clientes o solicitantes de programas financiados por el TDHCA.</p>	

12. El sitio web público del TDHCA contiene la información que espero encontrar.	11. El sitio web público del TDHCA contiene la información que espero encontrar.
13. El sitio web público del TDHCA es fácil de usar y accesible para ADA.	12. El sitio web público del TDHCA es fácil de usar y accesible para ADA.
14. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.	13. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.
	14. Los sistemas del TDHCA que requieren que inicie sesión, como el contrato de la agencia y los sistemas de cumplimiento, son fáciles de usar.
	15. Los sistemas del TDHCA que requieren que inicie sesión proporcionan una manera efectiva de intercambiar información de programas con el TDHCA.
15. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.	16. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.
16. Los materiales escritos del TDHCA brindan información precisa.	17. Los materiales escritos del TDHCA brindan información precisa.
17. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.	18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.
18. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.	19. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.
19. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.	20. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.
20. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.	21. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.
21. En general, estoy satisfecho/a con mis experiencias con el TDHCA.	22. En general, estoy satisfecho/a con mis experiencias con el TDHCA.
[Proceed to "Survey Type" page]	[Proceed to "Survey Type" page]
<b>Tipo de Encuesta</b>	
22. [INDIVIDUAL FLOW] or 23. [ORGANIZATION/BUSINESS FLOW] ¿Cómo se enteró de la Encuesta de Servicio al Cliente del TDHCA? Seleccione una opción.	
<ul style="list-style-type: none"> <li>A. Redes sociales (Facebook, Twitter)</li> <li>B. Un correo electrónico del TDHCA</li> <li>C. El sitio web público del TDHCA</li> <li>D. Una conversación telefónica con personal del TDHCA</li> <li>E. En un centro de servicio al cliente u otra oficina del TDHCA</li> <li>F. Otro (por favor especifíquelo en el cuadro a continuación):</li> </ul>	
[Proceed to "Additional Comments" page]	

**Comentarios Adicionales**

23. [INDIVIDUAL FLOW] or 24. [ORGANIZATION/BUSINESS FLOW] Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!

**[Proceed to “Thank you! (¡Gracias!)” page]**

**Thank you! (¡Gracias!)**

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) or 800-525-0657 with any questions about the survey.

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

**APPENDIX B**

The following surveys were available as paper copies at the Manufactured Housing Office.

English Version:

Please contact [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) or 1-800-525-0657 with any questions about the survey.

Business with TDHCA Manufactured Housing					
1. Which Texas County do you live in? _____					
2. Please mark what contact you have had with the Manufactured Housing Division. <b>Circle all that apply.</b>					
A. Statement of Ownership					
B. Record and release tax or mortgage liens					
C. Installation inspections					
D. Consumer complaint					
E. Other (specify): _____					
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). <b>Circle your choice.</b>					
3. TDHCA staff members are courteous.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
4. TDHCA staff members demonstrate a willingness to assist.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
5. There is a reasonable wait time for a concern or question to be addressed by phone, in person, or by letter or fax.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
6. I am provided clear explanations about TDHCA services available to me.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
7. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
8. Communication is available in the appropriate language.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
9. The TDHCA public website contains the information I expect.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
10. The TDHCA public website is easy to use and ADA-accessible.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a

<b>11. The TDHCA public website contains accurate information on programs, services, and events.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>12. TDHCA written materials (forms, instructions, information on programs, services, and events, etc.) are easy to understand.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>13. TDHCA written materials provide accurate information.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>14. The location of TDHCA offices and facilities is convenient.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>15. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>16. If I filed a complaint with the TDHCA, I believe it would be addressed in a reasonable manner.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>17. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>18. Overall, I am satisfied with my experiences with TDHCA.</b>					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>Additional Comments</b>					
<b>19. Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!</b>					

**Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on the TDHCA's website after June 1, 2018.**



Spanish version:

Por favor póngase en contacto con [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Tipo de Asistencia					
1. ¿En que condado de Texas vives? _____					
2. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque con un círculo todo lo que corresponda.					
F. Declaración de propiedad					
G. Registrar y liberar gravámenes fiscales o hipotecarios					
H. Inspecciones de instalación					
I. Queja de consumidor					
J. Otro _____ (especifíque):					
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación). Marque su elección con un círculo.					
3. Los miembros del personal del TDHCA son amables.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
4. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
5. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
6. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
7. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
8. La comunicación está disponible en el idioma apropiado.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
9. El sitio web público del TDHCA contiene la información que espero encontrar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	

<b>10.</b>	El sitio web público del TDHCA es fácil de usar y accesible para ADA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>11.</b>	El sitio web público del TDHCA contiene información precisa sobre programas, servicios y eventos.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>12.</b>	Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>13.</b>	Los materiales escritos del TDHCA brindan información precisa.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>14.</b>	La ubicación de las oficinas e instalaciones del TDHCA es conveniente.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>15.</b>	Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>16.</b>	Si presentara una queja con TDHCA, creo que será tratada de manera razonable.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>17.</b>	Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>18.</b>	En general, estoy satisfecho/a con mis experiencias con el TDHCA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>Comentarios adicionales</b>						
<b>19.</b>	Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!					

**¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018.**

The following surveys were available as paper copies at TDHCA's Self-Help Centers.

English Version:

Please contact [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) or 1-800-525-0657 with any questions about the survey.

Business with TDHCA					
<b>20.</b> Which Texas County do you live in? _____					
<b>21.</b> What type of assistance did you receive or request? <b>Circle all that apply.</b>					
K. Homebuyer Assistance					
L. Rental Assistance					
M. Home Repair Assistance					
N. Homelessness Prevention Assistance or Services					
O. Weatherization					
P. Utility Assistance					
Q. Community Services					
R. Other (specify): _____					
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). <b>Circle your choice.</b>					
<b>22.</b> TDHCA staff members are courteous.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>23.</b> TDHCA staff members demonstrate a willingness to assist.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>24.</b> There is a reasonable wait time for a concern or question to be addressed by phone, in person, or by letter or fax.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>25.</b> 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)	
<b>26.</b> The TDHCA automated phone system is easy to use 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)	
<b>27.</b> Communication is available in the appropriate language.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
<b>28.</b> The TDHCA public website contains the information I expect.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

<b>29. The TDHCA public website is easy to use and ADA-accessible.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>30. The TDHCA public website contains accurate information on programs, services, and events.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>31. TDHCA written materials (forms, instructions, information on programs, services, and events, etc.) are easy to understand.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>32. TDHCA written materials provide accurate information.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>33. The location of TDHCA offices and facilities is convenient.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>34. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>35. If I filed a complaint with the TDHCA, I believe it would be addressed in a reasonable manner.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>36. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>37. Overall, I am satisfied with my experiences with TDHCA.</b>					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
<b>Additional Comments</b>					
<b>38. Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!</b>					

**Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on the TDHCA's website after June 1, 2018.**

Spanish version:

Por favor póngase en contacto con [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us) o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Tipo de Asistencia					
<b>39.</b> ¿En que condado de Texas vives? _____					
<b>40.</b> ¿Qué tipo de asistencia recibió o solicitó? Marque con un círculo todo lo que corresponda.					
S. Ayuda para compradores de vivienda					
T. Ayuda para pagar la renta					
U. Ayuda para la reparación de viviendas					
V. Prevención y servicios para personas sin hogar					
W. Climatización					
X. Pagos de servicios públicos					
Y. Servicios comunitarios					
Z. Otro _____ (especifique):					
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación). Marque su elección con un círculo.					
<b>41.</b> Los miembros del personal del TDHCA son amables.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>42.</b> Los miembros del personal del TDHCA demuestran su voluntad de ayudar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>43.</b> Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>44.</b> Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>45.</b> El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>46.</b> La comunicación está disponible en el idioma apropiado.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>47.</b> El sitio web público del TDHCA contiene la información que espero encontrar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>48.</b> El sitio web público del TDHCA es fácil de usar y accesible para ADA.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>49.</b> El sitio web público del TDHCA contiene información precisa sobre programas, servicios y eventos.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	

<b>50. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>51. Los materiales escritos del TDHCA brindan información precisa.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>52. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>53. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>54. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>55. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>56. En general, estoy satisfecho/a con mis experiencias con el TDHCA.</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
<b>Comentarios adicionales</b>					
<b>57. Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!</b>					

**¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018.**