

CHAPTER II. LETTERS

2-1 Purpose.

This chapter explains how to prepare letters for signature by Department officials and includes information on the concurrence and dispatch process.

- A. For details on policies for originating and controlling correspondence, see Chapter I.
- B. For details on preparing memorandums, see Chapter III.
- C. For details on preparing secretarial correspondence, other than congressional correspondence, see Chapter IV.
- D. For details on preparing White House correspondence, see Chapter V.
- E. For details on preparing congressional correspondence, see Chapter VI.

2-2 Use.

The letter format is used:

- A. For formal correspondence with the public and government agencies when the telephone or other informal communications are not appropriate; and
- B. To convey awards, commendations, congratulations, condolences, etc.

2-3 Stationery and Printer Requirements.

- A. Stationery. Department letterhead is available in Microsoft Word in HUDDocs. To access HUDDocs, click on "File," click on "New," click on "HUDDocs," select the appropriate letterhead. When using HUDDocs, plain white stock suitable for laser printers is acceptable as an original because HUDDocs prints the letterhead. For continuation pages, use plain white paper of equal quality.
- B. Printer. Use a laser printer for all letters.

2-4 Type Style.

Always use Times New Roman font, 12-pitch type.

2-5 Margins.

- A. Standard Letter. The standard margins are one inch on the left, right, and bottom. The top margin is automatically set in HUDDocs.

- B. Short Letter. The margins may be adjusted for balance on the page. Set the margins at 1.25 inches and hit "Tab" five times for the signature block.

2-6 Date.

In HUDDocs the cursor will be at the date line, however, the date will be added after the letter has been signed.

2-7 Addressing a Letter.

(See Appendix B for models of address and general rules.)

- A. Placement. (See Exhibit 2-1.)
- B. Spacing. Single-space the address and arrange it in block style. Limit the address to five lines or less on the letter. Limit each line to three inches or less. If more than five lines are needed to ensure delivery, type the complete address on the envelope. Indent runover lines two spaces by hitting the space bar two times.
- C. Multiple Addressees. Prepare letters using one of the following:
1. An original for each addressee;
 2. In response to incoming correspondence with multiple signatures, a single reply to the first person who signed the letter. In the first paragraph, state that the reply is also intended for the other addressees; or
 3. In response to petitions or resolutions, a single reply addressed to the person who submitted the petition or resolution,
letter,
or to the first person who signed it. In the body of the
mention the other addressees as a group.
- D. State and Territory Abbreviations Table. (See Appendix C.)
- E. ZIP Code. All ZIP Codes should consist of nine digits. To find a ZIP +4 Code when a street or postal address is available, go to the United States Postal Service website at www.usps.com and click on "Find ZIP Codes."
- F. Attention Line. Normally attention lines are not necessary unless required by the incoming letter. After typing the last line of the address, hit "Enter" two times and type ATTENTION:. Hit the space bar two times and type the person's name.

2-8 Salutation.

(See Exhibit 2-1.) Do not personalize the salutation. The signer will personalize the salutation on the original, if necessary.

2-9 Body of a Letter.

- A. Placement and Spacing. (See Exhibit 2-1.)
- B. Paragraphs. (See Exhibit 2-1.)
- C. Subparagraphs. (See Appendix D.)
- D. Quotations. (See Appendix E to incorporate quotations into the body of a letter.)
- E. Multiple Page Letter. Do not begin a paragraph near the end of a page unless there is room for at least two lines. Do not continue a paragraph on the next page unless at least three lines can be carried over.

In HUDDocs, the cursor will be on the correct line for the page number. Number continuation pages at the top right margin and continue typing the letter three lines below.

2-10 Complimentary Close.

(See Exhibit 2-1 and Appendix B.)

2-11 Signature Element.

(See Exhibit 2-1.)

- A. One Signature. (See Exhibit 2-1.) The signature element includes:
 - 1. The signer's name;
 - 2. The signer's title; and
 - 3. The signer's office name. Use only enough to identify the office. For example, if the signer is a Division Director or Branch Chief, use the name of that Division or Branch only. Indent runover lines two spaces by hitting the space bar two times. Omit the office name when the title alone clearly identifies the signer.
- B. Joint Signatures. (See Exhibit 2-2.)

2-12 Enclosure Notation.

(See Exhibit 2-1.) If the letter has an enclosure, type an enclosure notation.

2-13 Courtesy Copy Notation.

(See Exhibit 2-1.) If the originator wants the addressee to know that someone else will receive a copy of the letter, type a cc (courtesy copy) notation.

2-14 Official Record Copy of a Letter.

(See Exhibit 2-3.) The Official Record Copy is used to provide internal HUD information as well as to obtain concurrences within program offices. It is created by completing form HUD-713.1 located on the letterhead in HUDDocs and contains the following information:

- A. Multiple Addressees, if any. (See Figure 2-1.) If a letter is being sent to more than one addressee, after typing the signer's title (enclosure or cc notation, if any) hit "Enter" two times and type SIMILAR LETTER SENT TO:. Hit the space bar two times and type the names of all other addressees. Use more than one line if needed.

Figure 2-1

SIMILAR LETTER SENT TO: Mr. John Doe, Mr. Chris Kringle,
Ms. Rose Bush, Mr. Early Byrd, Ms. Mae B. Soe, Mr. Ben Hurr,
Mr. Jon Shaft, Mr. Byrd Song, Mr. Jessie Jessup, Ms. Susie
Cue, Mr. Mark E. Mark

- B. Internal HUD Distribution List. (See Figure 2-4.)

- 1. List office copies such as chronological, index, or reading file, as required by your office, to include the following: correspondence code, office file name, and room number.
- 2. List Headquarters recipients to include the following: correspondence code, recipient's last name, and room number. On correspondence controlled by the Executive Secretariat, required copies are indicated in the INFORMATION ONLY field on the ACORN Control Ticket. Any other information copies are prepared as directed by the program area.
- 3. List field office recipients to include the following: field office, recipient's last name, and correspondence code.
- 4. If there is not enough room to type the copy distribution list in one column, use additional columns.

- C. Identification Lines.

- 1. Office-Originator-Typist. (See Figure 2-4.) List the following:
 - a. Correspondence code of the originating office (type a colon)
 - b. Originator's last name (type a colon)
 - c. Typist's initials (hit the space bar two times)
 - d. Date typed (hit the space bar two times)
 - e. Originator's telephone number (hit the space bar two times)
 - f. Name of the file (hit the space bar five times)

g. Type the words ACORN Control Number, hit the space bar two times, and type the number

2. Office-Originator-Typist Identification Line for Acknowledgment, Interim, or Final to Controlled Incoming. (See Figure 2-2.)

Figure 2-2

ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN
Control Number XXXXXX ACKNOWLEDGMENT

ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN
Control Number XXXXXX INTERIM

ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN
Control Number XXXXXX FINAL

3. Office-Originator-Typist Identification Line for Certified Mail. (See Figure 2-3.) Type Certified Mail if the letter will be sent by certified mail with a return receipt requested.

Figure 2-3

ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN
Control Number XXXXXX Certified Mail

D. Concurrences. (See Figure 2-4.)

1. In the originator column, type the originator's correspondence code and last name.

2. In the other concurrence columns, type the correspondence code and last name of each concurring official in the order in which the concurrences will be obtained.

Figure 2-4

Internal HUD Distribution:

A - Chron - 3270
ASE - Smith - 3272

AB - Doe - 10172
AX - Executive Secretariat 10139

AP - Jones - 2162
Fort Worth - Forthright - 6AS

Identification Lines:

ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN
Control Number XXXXXX

Correspondence
Code
Originator

ASE
Concurrence
AP
Concurrence
AB
Concurrence
Concurrence
Concurrence

Name
Smith
Jones
Doe

Date

Official Record Copy U.S. Department of Housing and Urban
Development form HUD-713.1 (02/03)
Previous edition is obsolete.

E. Saving the Document. Click on "File," click on "Save As," select the appropriate drive, select a folder (if appropriate), and enter the ACORN number as the electronic file name. This is the Official Record Copy and is maintained as the electronic file version of the letter.

2-15 Printing.

A. Official Record Copy. Print the Official Record Copy.

B. Original(s). Below the signature element (or enclosure or cc notation, if any), insert a page break (Ctrl+Enter) to separate the internal HUD information. Go to the top of the document, click on "File," click on "Print," and select "Current Page" to print a one page letter or "Pages" to print a multiple page letter, excluding the information after the page break. (Reminder: When saving the document, do not save the page break.)

C. Envelope(s). Prepare envelope(s) (or label(s) for large envelopes) for the original and any external copies using Times New Roman font, 12-pitch type.

2-16 Proofing.

Read the letter(s) and envelope(s) (or label(s)) carefully to assure there are no errors.

2-17 Assembly.

(See Appendix F or follow the procedures established by the correspondence unit or point of contact for correspondence in your program office.)

2-18 Routing.

Follow the routing procedures for obtaining concurrences used by

your correspondence unit or point of contact for correspondence.

2-19 Revisions.

A. Retype. A retype corrects errors in spelling, typing, punctuation, or grammar.

1. Prepare the Letter. Use the electronic file version of the Official Record Copy to make corrections.

2. Update the Official Record Copy.

a. (See Figure 2-5.) Add a new identification line under the last identification line.

Figure 2-5

```
ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN  
Control Number XXXXXX  
Retyped:ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name]  
ACORN Control Number XXXXXX
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b. Do not reroute the retyped letter through offices that have already concurred.

c. In the first concurrence column, type See Attached to show prior concurrences.

d. In the second concurrence column, type the correspondence code and last name of the official who requested the revision.

e. Starting in the third concurrence column, type the correspondence codes and last names of officials who have not concurred.

f. Save the retyped document.

3. Printing.

a. Official Record Copy. Print a new Official Record Copy. Mark an "X" across the text on each page of the previous Official Record Copy.

b. Original(s). Below the signature element (or enclosure or cc notation, if any), insert a page break (Ctrl+Enter) to separate the internal HUD information. Go to the top of the document, click on "File," click on "Print," and select "Current Page" to print a one page letter or "Pages" to print a multiple page letter, excluding the information after the page break. Mark an "X" across the text on each page of the previous original letter. (Reminder: When saving the document, do not save the page break.)

c. Envelope(s). Prepare new envelope(s) (or label(s)), if needed.

4. Proofing. Read the letter(s) (envelope(s) or label(s))

carefully to assure there are no errors.

5. Assembly.

a. (See Appendix F or follow the procedures established by the correspondence unit or point of contact for correspondence in your program office.)

b. Fold and place the previous original in front of the new original on the inside right of the folder.

c. Attach the previous Official Record Copy, with the original concurrences behind the new Official Record Copy.

6. Routing. Follow the routing procedures for obtaining concurrences used by your correspondence unit or point of contact for correspondence.

B. Rewrite. A rewrite is a major change made to the content of a letter.

1. Prepare the Letter. Use the electronic file version of the Official Record Copy to make the changes.

2. Update the Official Record Copy.

a. (See Figure 2-6.) Add a new identification line under the last identification line.

Figure 2-6

```
ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN  
Control Number XXXXXX  
Rewritten:AP:Jones:clh XX-XX-20XX 202-XXX-XXXX [File Name]  
ACORN Control Number XXXXXX
```

b. Rewritten letters are rerouted through offices that have already concurred.

c. Type the correspondence codes and last names of all concurring officials starting with the originator.

d. Save the rewritten document.

3. Printing.

a. Official Record Copy. Print a new Official Record Copy. Mark an "X" across the text on each page of the previous Official Record Copy.

b. Original(s). Below the signature element (or enclosure or cc notation, if any), insert a page break (Ctrl+Enter) to separate the internal HUD information. Go to the top of the document, click on "File," click on "Print," and select "Current Page" to print a one page letter or "Pages" to print a multiple page letter, excluding the information after the page break. Mark an "X" across the text on each page of the previous original

letter. (Reminder: When saving the document, do not save the page break.)

c. Envelope(s). Prepare new envelope(s) (or label(s)), if needed.

4. Proofing. Read the letter(s) (envelope(s) or label(s)) carefully to assure there are no errors.

5. Assembly.

a. (See Appendix F or follow the procedures established by the correspondence unit or point of contact for correspondence in your program office.)

b. Fold and place the previous original in front of the new original on the inside right of the folder.

c. Attach the previous Official Record Copy, with the original concurrences behind the new Official Record Copy.

6. Routing. Follow the routing procedures for obtaining concurrences used by your correspondence unit or point of contact for correspondence.

2-20 Dispatching After Signature.

A. After signature, type or stamp, centered, the date on the original. It must be legible and in month, day, and year format with the month in text, and the day and year in numerals; for example, January 10, 2003.

B. Arrange enclosures in the order mentioned in the letter.

C. Make sure the name and address on the letter and envelope are the same.

D. Make copies of signed originals as may be required by a cc notation. On each cc copy put a check mark next to the recipient's name. If there are cc copies for distribution within HUD, write the correspondence code and room number in the upper right corner of the first page of each copy.

E. Conforming the Official Record Copy.

1. Type, stamp, or print the /s/ notation and the official's name in the signature block.

2. If an official other than the person named in the signature element signs the letter, type, stamp, or print the /s/ notation and the signing official's name in the signature block. Add "for" in front of the typed name as shown in Figure 2-7.

Figure 2-7

On each Copy:

/s/ Jon E. Begood

for Chase R. Banks
Director
Office of Voluntary Compliance

3. Type (in Times New Roman font, 12-pitch type) or stamp the date, centered, in the same place as on the original.

F. Make the distribution list copies. On each copy put a check mark next to the distribution list name and write the correspondence code and room number in the upper right corner of the first page. Make sure all copies are legible.

G. Headquarters program offices and field offices dispatch all responses to correspondence controlled to them by the Executive Secretariat for direct reply and forward the following to the Executive Secretariat:

1. One copy of the signed and dated response letter with any enclosures or form HUD-2029 if handled by telephone. If the enclosures are brochures or pamphlets, make a copy of the front cover (only);

2. One copy of the Official Record Copy: and

3. Field offices only: The completed Priority Correspondence Assignment Sheet for General Correspondence. (See Appendix A for a sample of this form.)

H. Follow additional dispatch procedures used by your correspondence unit or point of contact for correspondence. Return empty direct reply folders to the Executive Secretariat.

Exhibits of Letters

Exhibit 2-1 Structural Elements of a Letter

Exhibit 2-2 Letter with Joint Signatures

Exhibit 2-3 Official Record Copy of a Letter

EXHIBIT 2-1
Structural Elements of a Letter

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-3000

OFFICE OF ADMINISTRATION

(Date)

Mr. Ari Zona
123 Desert Lane
Sun City, AZ 77054-7777

Dear Mr. Zona:

The following guidelines address structural elements of a

HUD letter. Access Microsoft Word. Click on "File," "New," and "HUDDocs," select the appropriate letterhead. Make certain the font is Times New Roman, 12-pitch type. The cursor will be at the date line; however, most of the time the date will be added after the letter has been signed.

Hit "Enter" four times and type the inside address. Hit the space bar two times between the state code and the ZIP Code. Hit "Enter" two times, type Dear, the professional or courtesy title, last name, and a colon. Hit "Enter" two times and hit "Tab" one time to begin typing the body of the letter.

Hit the space bar two times after each sentence. For standard and short letters, single-space within each paragraph and double-space between paragraphs. Hit "Tab" one time before typing each paragraph. Hit "Enter" two times at the end of the last paragraph. Hit "Tab" six times and type Sincerely,. Hit "Enter" five times, hit "Tab" six times, and type the signer's name. Hit "Enter" one time, hit "Tab" six times, and type the title, aligned directly under the signer's name. Hit the space bar two times to indent runover lines. If there is an enclosure(s), hit "Enter" two times and type Enclosure(s). If a cc will be sent, hit "Enter" two times after typing the signer's title (or enclosure notation, if any) and type cc:. Hit "Enter" one time and type the recipient's name. List additional names single-spaced.

Sincerely,

Nevada Smith
Deputy Assistant Secretary
for Handbook Regulations

Enclosure(s) (if required)

cc: (if required)
Silvah Bells

This letter is typed in Times New Roman, 10-pitch type for this handbook exhibit only.

EXHIBIT 2-2

Letter with Joint Signatures

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410

(Date)

Mr. Ari Zona
123 Desert Lane
Sun City, AZ 77054-7777

Dear Mr. Zona:

Use the standard letter format as shown in Exhibit 2-1. For

joint signatures, use general Departmental letterhead (available in HUDDocs, "Generic HUD.dot") if the officials are in different primary organizations. Hit "Enter" two times after the last paragraph.

Hit "Tab" six times and type Sincerely,. Hit "Enter" five times, type the name of the first signer. Hit "Tab" five or six times (depending on the length of the names) and type the name of the second signer.

Single-space the title of each signer below and flush with their names. Limit signature elements to four lines or less. Indent runover lines two spaces by hitting the space bar two times.

Sincerely,

Barry Blanco
T. Rose

Assistant Secretary for Housing-Federal
Assistant Secretary for Administration/
Housing Commissioner
Information Officer

Amarillo

Chief

Enclosure(s) (if required)

cc: (if required)
Silvah Bells

This letter is typed in Times New Roman, 10-pitch type for this handbook exhibit only.

EXHIBIT 2-3
Official Record Copy of a Letter

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-3000

OFFICE OF ADMINISTRATION

(Date)

Mr. Ari Zona
123 Desert Lane
Sun City, AZ 77054-7777

Dear Mr. Zona:

The following guidelines address structural elements of a HUD letter. Access Microsoft Word. Click on "File," "New," and "HUDDocs," select the appropriate letterhead. Make certain the font is Times New Roman, 12-pitch type. The cursor will be at the date line; however, most of the time the date will be added after the letter has been signed.

Hit "Enter" four times and type the inside address. Hit the space bar two times between the state code and the ZIP Code. Hit "Enter" two times, type Dear, the professional or courtesy title,

last name, and a colon. Hit "Enter" two times and hit "Tab" one time to begin typing the body of the letter.

Hit the space bar two times after each sentence. For standard and short letters, single-space within each paragraph and double-space between paragraphs. Hit "Tab" one time before typing each paragraph. Hit "Enter" two times at the end of the last paragraph. Hit "Tab" six times and type Sincerely,. Hit "Enter" five times, hit "Tab" six times, and type the signer's name. Hit "Enter" one time, hit "Tab" six times, and type the title, aligned directly under the signer's name. Hit the space bar two times to indent runover lines. If there is an enclosure(s), hit "Enter" two times and type Enclosure(s). If a cc will be sent, hit "Enter" two times after typing the signer's title (or enclosure notation, if any) and type cc:. Hit "Enter" one time and type the recipient's name. List additional names single-spaced.

Sincerely,

/s/Nevada Smith

Nevada Smith
Deputy Assistant Secretary
for Handbook Regulations

Enclosure(s) (if required)

cc: (if required)
Silvah Bells

This letter is typed in Times New Roman, 10-pitch type for this handbook exhibit only.

EXHIBIT 2-3
(continued)

Internal HUD Distribution:		
A - Chron - 3270	ASE - Smith - 3272	
AB - Doe - 10172	AX - Executive Secretariat 10139	
AP - Jones - 2162	Fort Worth - Forthright - 6AS	
Identification Lines:		
ASE:Smith:scb XX-XX-20XX 202-XXX-XXXX [File Name] ACORN Control Number XXXXXX		

Correspondence	Originator	Concurrence	Concurrence	Concurrence	Concurrence	Concurrence
Code	ASE	AP	AB			
Name	Smith	Jones	Doe			
Date						

Official Record Copy

U.S. Department of Housing and Urban Development

form HUD-713.1 (02/03)

Previous edition is obsolete.

This letter is typed in Times New Roman, 10-pitch type for this handbook exhibit only.