

## **Public Housing Resident Service and Satisfaction Survey**

The Resident Service and Satisfaction Survey is one of four indicators under the Public Housing Assessment System (PHAS). This indicator has a value of 10 points of the total 100 points under PHAS. Five of the points are awarded based on the results of the resident survey itself. The remaining five points are awarded based on the PHA's level of implementation and development of a follow-up plan, if appropriate, based on the aggregate survey results.

Units are randomly selected to receive a survey using an automated system. Therefore, although the survey will be conducted annually, not all residents will be surveyed at the same time. HUD will keep the identity of individual respondents confidential.

HUD designed the survey instruments in consultation with representatives from industry and resident groups. Questions in the survey cover such areas as maintenance and repair, communications, safety, services, and neighborhood appearance.