

## FOREWORD

The purpose of the Departmental Correspondence Handbook is to provide specific guidelines to: (1) assist in responding as quickly and efficiently as possible to correspondence that the Department of Housing and Urban Development receives from a variety of federal, state, and local government officials and other parties, including private citizens; and (2) assist in preparing memoranda and other internal correspondence.

Being responsive to the needs of correspondence received from the outside is central to the Department's mission, and those responses must be timely and in plain English. All employees are required to use this handbook in the preparation of correspondence, both in responding to external correspondence and in drafting internal correspondence.

By following the guidance outlined in this handbook, the correspondence process will be expedited. Suggestions on improvement of the process are welcome and may be submitted via the Executive Secretariat website, <http://hudatwork.hud.gov/po/es/>, for consideration.

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