

## Chapter 1. Policies and Responsibilities

### 1-1 Purpose

The policies, procedures, and standards set forth in this Handbook form the basic structure of the HUD System for Initial Distribution and Replenishment of Printed Material. The objectives of the System are to:

- A. Promote the most efficient and economical distribution of printed material;
- B. Integrate the distribution function with the related services of printing computer-processing of mailing lists;
- C. Allow for orderly and timely distribution of printed material;
- D. Provide for updating and stock maintenance of printed material; and
- E. Establish policies and procedures for the replenishment of printed material in Headquarters, Regions and Field.

### 1-2 Scope

The policies and standards in this Handbook are applicable to all initial distribution and replenishment of printed material. The primary focus is the initial distribution service provided by the Printing Branch, Management Services Division, Office of Administrative and Management Services, Assistant Secretary for Administration, and the replenishment service provided by the Property and Supply Branch, Facilities Operations Division, Office of Administrative and Management Services, Assistant Secretary for Administration. These policies and standards are applicable to all organizational units which have a responsibility for the initial distribution of printed material by mailing lists. They are also applicable to Regional and Field Offices which have the responsibility for replenishment of printed material.

### 1.3 Policies

All initial distribution of printed material will take place under the auspices of the Printing Branch. All replenishment of Headquarters stocked printed matter will take place under the auspices of the Property and Supply

2255.3 REV-1

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Branch. Items not stocked by Headquarters, such as cut sheet forms or forms specific to a particular Region, will be printed and distributed by the Regional Administrative Services Division/Administrative and Management

Services Division. A number of HUD forms and publications are sold by the Government Printing Office (GPO), and are not distributed by the Department.

A. Selective Distribution. Printed material should be targeted to the appropriate audiences.

B. Direct Distribution. To the maximum extent feasible, the Printing Branch will distribute initially printed material directly to HUD Regional and Field Offices and program participants rather than distributing to intermediate redistribution points.

C. Quantities. Distribution of printed material to Regional and Field Offices will consist of the quantities required for initial use distribution and a stock supply, as determined by the sponsoring program office. Regional Offices should contact the Headquarters Printing Branch regarding any problems with quantities of directives from Headquarters program offices. The Printing Branch should resolve problems with the Directives Management Officer (DMO) of the affected program office.

For forms and publications, if the quantities received are inappropriate (too many or too few), the Regional Office should contact the sponsoring program office to verify the quantity. The program office will contact the Printing Branch to resolve the discrepancy.

D. Initial Distribution. The initial distribution of printed material will be made using the labels attached to the Printing Requisition, form HUD-20, when established mailing lists are not suitable for the intended distribution (see Chapter 2, paragraph 2-1(a)). Initially, distribution will be made to HUD Regional and Field Offices and/or to program participants.

E. Replenishment. The replenishment of printed material will be made in accordance with Chapters 6 through 9 of this handbook.

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#### 1-4 Responsibilities

A. The Office of Administrative and Management Services (OAMS) is responsible for the overall management and operation of the Department's mailing and distribution system. OAMS will appoint a Mailing Lists Liaison Officer who will insure that Departmental mailing lists are kept current by:

1. Collecting, combining, and verifying mailing lists;
2. Cross-referencing and matching Departmental

mailing lists to insure that no addressee is omitted;

3. Updating Departmental mailing lists simultaneously when changes, deletions and/or additions are received;

4. Polling all Departmental and outside mailing lists every 6 months for updating;

5. Notifying sponsoring offices within 30 days after polling of all changes, deletions and/or additions;

6. Ensuring that the review of mailing lists is a part of the annual Regional Office Reviews; and

7. Serving as the contact office for general problems concerning mailing lists.

B. The Printing Branch is responsible for:

1. Developing and maintaining the HUD system for initial distribution;

2. Establishing criteria and standards applicable to the initial distribution of printed material;

3. Reviewing requests for creation of mailing lists. Reviews will be conducted to assure that the proposed lists are in accord with the policy and criteria established in this handbook;

4. Eliminating duplicate distribution;

5. Rejecting Printing Requisitions that do not provide for initial distribution of printed material by standardized mailing lists or do not otherwise arrange for systematic distribution;

6. Responding to inquiries from Regional Offices concerning failure to receive agreed upon quantities of initial distribution as shown on the form HUD-20;

7. Polling mailing lists periodically; and

8. Maintaining automated mailing lists for the list sponsors, except where the responsibility has been delegated to the list sponsors.

C. Headquarter's Directives Management Officers and other sponsors of mailing lists are responsible for:

2255.3 REV-1

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1. Maintaining current and accurate mailing lists;

2. Establishing mailing lists for systematic distribution of all directives;

3. Identifying mailing code(s) on directives to inform readers and Distribution Control Points about the intended distribution;

4. Indicating mailing code(s) on all Printing Requisitions (form HUD-20), together with stock supply;

5. Providing special instructions when, under unusual conditions, a nonstandard distribution is made of a directive;

6. Informing Field Distribution Control Points of any special distribution, i.e., one not using a standard coded mailing list;

7. Providing responses to requests from Regional and Field Offices concerning changes to quantities;

8. Purging their mailing lists of undeliverable addresses;

9. Arranging for the updating of Program mailing lists using mailing lists maintained in Regional and Field Offices. Note: this requirement pertains only to the following mailing lists:

a. Single Family Housing:

Mortgagees servicing FHA in area office jurisdiction.

Approved lenders (mortgagees originating loans -home office and other offices in area office jurisdiction.

Direct endorsement mortgagees.

Direct endorsement appraisers.

Free appraisers.

b. Multifamily Housing:

Management agents in area office jurisdiction (MIDLIS).

Owners and projects in area office jurisdiction sorted by type of subsidy.

c. Property Disposition:

List of Area Management Brokers (AMBs) and management agents of HUD held properties.

d. Public and Indian Housing:

List of Indian Housing Authorities (IHAs) and  
Public Housing Authorities (PHAs) sorted by  
Section 8 - Existing, Modern rehabilitation,  
New & substantial rehabilitation, and Vouchers.

Comprehensive Improvement Assistance Program (CIAP).

1-2

2/89

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e. CPD:

Entitlement & Small City Grantees.  
312 & Rental Rehabilitation Grantees.  
Urban Homesteading.  
Enterprise Zones.

f. FHEO:

Community Housing Resource Boards.

10. Being the contact person for problems concerning  
program mailing lists.

D. The Property and Supply Branch is responsible for:

1. Replenishing HUD printed material to Headquarters,  
Regional and Field Offices;
2. Maintaining warehouse stock and inventory control;
3. Developing policies and procedures for replenishment  
of printed material;
4. Initiating requests to Program Offices for stock  
replenishment; and
5. Maintaining an automated printed matter inventory  
management system.

E. Field Distribution Control Points are responsible for  
establishing control over the receipt and distribution of  
printed material. They are also authorized to request, by  
telephone, that the Chief, Planning Section, Printing  
Branch, correct a situation where agreed upon initial  
distribution quantities of printed material were not  
received. The following officials (or designated members  
of their staffs) will serve as Distribution Control  
Officers: Director, Administrative Services/Administrative  
and Management Services Division, in each Region: Director,  
Administration Division, and Administrative Officer,  
respectively, in Category A and B Offices.

F. Regional Offices are responsible for:

1. Providing updated mailing lists to Headquarters  
as requested by DMO's whose offices sponsor the  
following mailing lists:

a. Single Family Housing:

Mortgagees servicing FHA in area office jurisdiction.  
Approved lenders (mortgagees originating loans - home office and other offices in area office jurisdiction.

Direct endorsement mortgagees.

Direct endorsement appraisers.

Fee appraisers.

b. Multifamily Housing:

2255.3 REV-1

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Management agents in area office jurisdiction (MIDLIS).

Owners & projects in area office jurisdiction sorted by type of subsidy.

c. Property Disposition:

List of Area Management Brokers (AMBs) and management agents of HUD held properties.

d. Public and Indian Housing:

List of Indian Housing Authorities (IHAs) and Public Housing Authorities (PHAs) sorted by Section 8 - Existing, Modern rehabilitation, New & substantial rehabilitation, and Vouchers.

Comprehensive Improvement Assistance Program (CIAP).

e. CPD:

Entitlement and Small City Grantees.  
312 & Rental Rehabilitation Grantees.  
Urban Homesteading.  
Enterprise Zones.

f. FHEO:

Community Housing Resource Boards.

2. Distributing printed matter to Regional Office personnel and to local area end users;

3. Distributing regionally printed forms and issuances to Field Offices;

4. Developing Regional policies and procedures for Regional printing and distribution of printed matter;

5. Maintaining Inventory control and maintenance of Regional Office stock;

6. Maintaining camera-ready copies of Departmental and Regional cut sheet forms that are regionally printed; and

7. Implementing and maintaining the Forms, Issuances and Publications System (FIPS) automated inventory management system.

G. Field Offices are responsible for:

1. Providing updated mailing lists to Headquarters as requested by DMO's whose offices sponsor the following mailing lists:

a. Single Family Housing:

Mortgagees servicing FHA in area office jurisdiction.

Approved lenders (mortgagees originating loans - home office and other offices in area office jurisdiction.

Direct endorsement mortgagees.

Direct endorsement appraisers.

1-3

2/89

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Fee appraisers.

b. Multifamily Housing:

Management agents in area office jurisdiction (MIDLIS).

Owners and projects in area office jurisdiction sorted by type of subsidy.

c. Property Disposition:

List of Area Management Brokers (AMBs) and management agents of HUD held properties.

d. Public and Indian Housing:

List of Indian Housing Authorities (IHAs) and Public Housing Authorities (PHAs) sorted by Section 8 - Existing, Modern rehabilitation, New & substantial rehabilitation, and Vouchers.

Comprehensive Improvement Assistance Program (CIAP).

e. CPD:

Entitlement & Small City Grantees.  
312 & Rental Rehabilitation Grantees.  
Urban Homesteading.  
Enterprise Zones.

f. FHEO:

Community Housing Resource Boards.

2. Distributing printed matter to local HUD personnel

and local area end users;

3. Maintaining inventory control and maintenance of field office stock; and

4. Adhering to Departmental and Regional policies and procedures governing the printing, storing and distribution of HUD printed materials.