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3 EXTERNAL RASS SYSTEM

3.1 Public Housing

3.1.1 Component Certification

3.1.1.1 Unit Address/Language

The Unit Address and Language certification by PHAs is the first of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The certification of unit addresses and language requirements by a PHA allows REAC and HUD to solicit feedback from a representative sample of housing residents. The accuracy of addresses to which HUD may randomly send a survey is crucial to the success of the program. Further, consideration of the language needs of various PHAs allows REAC to potentially gather information from all residents.

To Certify Unit Address/Language Information:

Step 1:
Click on the Unit Address & Language link, displayed under STEP 1 on the PHA MAIN screen.

Result: The UNIT ADDRESS/LANGUAGE certification screen is displayed.
### Step 2:
Click the checkbox next to any language spoken by at least 20% of the PHA’s residents. If the desired language is not displayed, click the checkbox next to ‘Other’ and select the appropriate language from the drop down menu.

### Step 3:
Click the Save button to save the language selections.
3.1.1 Component Certification

STEP TWO
Verify Unit Address Information in PIC

You will need to verify your unit address information in the PIH Information Center (PIC):

To verify your unit addresses in PIC:
- Single click on the Verify Unit Addresses in PIC push button.
- This will take you to the PIC login area and you will leave the Resident Assessment Subsystem.
- You will need to log into PIC to update your Unit Addresses.
- Once your PIC Unit Address information is complete, you will need to log back into RASS to certify below that your Unit Addresses in PIC and your selections in the above Language Selection are correct.

Step 4: Click the button on the UNIT ADDRESS/LANGUAGE certification screen.
Result: The PIH INFORMATION CENTER login screen is displayed.

Step 5: Log into the Public and Indian Housing (PIH) Information Center.

*This step takes place outside of the RASS System.*
*Step 6:*

**View Unit Address Information in PIC:**
1. Place the cursor on the Housing Inventory module.
2. Click on the Development sub-module.
3. Click on the Reports tab.
4. Click on the RASS Report link, located in the line under the Reports tab. (It may be necessary to arrow over to the right to see the report.)
5. Click the check box next to the development code(s) to be included in the report.
6. Click the Generate Report button located on the bottom right side of the screen.

**Result:** The physical and mailing addresses are displayed side-by-

*Step 7:*

**Edit Unit Address Information in PIC:**

**Physical Address**
1. Edit the appropriate building entrance address in the PIC development sub-module. Submit the revised data to the field office for concurrence. *(If it is a multi-unit building, include the door number.)*

**Mailing Address**
1. Updates must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission sub-module. *(Note: Line 5b in Form 50058 must be marked "No").*

---

There is a twenty-four (24) hour delay before address changes are reflected in the PIC database. After making any modifications to Unit Address Information, it is recommended that the user wait 24 hours and repeat **Step 6** to verify that the address changes have been included in the RASS Report.

---

* This step takes place outside of the RASS System.
* This step takes place outside of the RASS System.
3.1.1 Component Certification

**STEP THREE**

**Certify Language and Unit Address Information**

You are certifying that your Unit Addresses are accurate in PIC and that your Language information is identified correctly above.

The **Certify** button and the **Save** button will not be visible if the time of the certification is out of the range set by the RASS administrator, the **Certify** button will not be displayed on the page.

**Step 8:**

Return to the **UNIT ADDRESS/LANGUAGE** certification screen. Click the **Certify** button to certify that the PIC unit address & language information is correct.

**Result:** A certification confirmation window is displayed.

**Step 9:**

Click the **OK** button to complete the Unit Address & Language Certification process.

**Result:** The **UNIT ADDRESS/LANGUAGE CERTIFICATION** Confirmation screen is displayed.
3.1.1 Component Certification

The UNIT ADDRESS/LANGUAGE CERTIFICATION Confirmation screen.

PHA Name: CARLSBURG HOUSING AUTHORITY  PHA Code: DC777

You have certified that the Language information for your PHA is correct in RASS and that your Unit Addresses are accurate in the PIH Information Center (PIC) System. The final information for this fiscal year is displayed below. This information cannot be modified again during this assessment period. Please create a print-out of this screen for your records and as proof of your certification.

DC777 - CARLSBURG HOUSING AUTHORITY
Certified PIC Unit Address Information and RASS Language Information

Fiscal Year End: June 30, 2004
Certified PHA Language(s) in RASS: Spanish

The UNIT ADDRESS/LANGUAGE CERTIFICATION Confirmation screen.

Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score.

STEP 1
To view your certified unit address information, single click on the link below.

Unit Address & Language Complete 05/04/2004

The PHA MAIN screen is updated to reflect the successful certification of the Unit Address/Language Component.
3.1.1.2 Media Packet

The Media Packet distribution by PHAs is the second of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Media Packet portion of the Resident Indicator is a suggested plan for PHAs to market the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. A recommended flyer and sample newsletter are available online for PHAs to download and distribute in accordance with their Implementation Plan. PHAs are asked to confirm the completion of these required activities as a part of the Implementation Plan certification process.

To Download Media Packet Information:

Step 1:
Click on the Newsletter Example or the Flyer link, displayed under STEP 2 on the PHA MAIN screen.

Result: The Media Packet information file(s) is displayed.
3.1.1 Component Certification

Example: Media Plan Flyer
3.1.1.3 **Implementation Plan**

The Implementation Plan certification by PHAs is the third of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Implementation Plan component of the Resident Indicator is a certification by PHAs that they have marketed the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of an Implementation Plan by the required deadline is worth two (2) PHAS points.

**To Certify an Implementation Plan:**

1. Click on the link, displayed under STEP 3 on the PHA MAIN screen.
2. To view your certified unit address information, single click on the link below.
   - **Unit Address & Language**
   - **Complete**
   - **05/03/2004**
3. To download a media packet, single click any of the links below:
   - **Media Packet**
   - **Newsletter Example Flyer**
4. To edit your uncertified implementation plan, single click on the link below:
   - **Implementation Plan**
   - **Incomplete**
   - **Start: 04/19/2004**
   - **Due: 06/19/2004**

**Step 1:** Click on the **Implementation Plan** link, displayed under STEP 3 on the PHA MAIN screen.

**Result:** The IMPLEMENTATION PLAN certification screen is displayed.
3.1.1 Component Certification

**IMPLEMENTATION PLAN**

AL047 - THE HOUSING AUTHORITY OF THE CITY OF HUNTSVILLE for 2004

Enter the date that you completed each of the following required items. The date must be within 12/01/2003 and 01/31/2004, and on or before today's date.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date of Event (mm/dd/yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Poster(s)</td>
<td>02/01/2004</td>
</tr>
<tr>
<td>Distribute Flyers to Residents</td>
<td>02/02/2004</td>
</tr>
<tr>
<td>Resident Meeting or Newsletter</td>
<td>02/10/2004</td>
</tr>
</tbody>
</table>

If you have used other activities to promote the survey, please enter a brief description and date that action was completed. The date must be within 12/01/2003 and 01/31/2004, and on or before today’s date.

<table>
<thead>
<tr>
<th>Other Activity</th>
<th>Date of Event (mm/dd/yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss with residents during</td>
<td>02/26/2004</td>
</tr>
<tr>
<td>Interim</td>
<td></td>
</tr>
<tr>
<td>Resident Council Meetings</td>
<td>02/27/2004</td>
</tr>
</tbody>
</table>

**Step 2:** Enter the required Implementation Activity Dates in addition to any Optional Activities that have been completed.
3.1.1 Component Certification

Step 3: Click the Save button to save the activity date information.

Step 4: Click the Certify button.

Result: The certification confirmation window is displayed.

Step 5: Click the OK button to complete the Implementation Plan Certification Process.

Result: The IMPLEMENTATION PLAN CERTIFICATION Confirmation screen is displayed.
The **IMPLEMENTATION PLAN CERTIFICATION** Confirmation screen.

**STEP 3**
To view your certified implementation plan, single click on the link below.

<table>
<thead>
<tr>
<th>Implementation Plan</th>
<th>Complete</th>
<th>Date of Event (mm/dd/yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>05/03/2004</td>
</tr>
</tbody>
</table>

The **PHA MAIN** screen is updated to reflect the successful certification of the Implementation Plan Component.
3.1.1 Component Certification

3.1.1.4 Follow-Up Plan

The Follow-Up Plan certification by PHAs is the fourth of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Follow-Up Plan component of the Resident Indicator is a certification by PHAs outlining actions to be taken during the next fiscal to address any areas receiving a satisfaction score below 75%, as well as the target date of completion and the funding source (if required) that will be utilized. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of a Follow-Up Plan by the required deadline is worth three (3) PHAS points.

If a PHA scores 75% (0.75) or higher on all sections of the survey, no Follow-up Plan will be required and the PHA will automatically receive the three (3) PHAS points.

To Certify a Follow-Up Plan:

The Follow-Up Plan (STEP 4) is only available to external users once the RASS Survey Score has been released to the PHA.

Step 1:

Click on the **Follow-Up Plan** link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN certification screen is displayed.
3.1.1 Component Certification
If the RASS Survey Score has been adjusted by REAC officials for any reason, the following text will appear at the top of the **FOLLOW-UP PLAN** screen:

"Please note that the survey section scores displayed below have been manually adjusted for the following reason: [Description here.]
Please contact the REAC Technical Assistance Center if you have any questions concerning your score."

---

**Step 2:** Enter the Annual Plan Date of Completion and Funding information for all required and applicable Survey Sections.
3.1.1 Component Certification

Step 3: Click the **Save** button to save the Funding and Planned Date of Completion information.

Step 4: Click the **Certify** button.

**Result:** The required threshold confirmation window is displayed.

Step 5: Click the **OK** button to continue with the certification process.

**Result:** The certification confirmation window is displayed.
3.1.1 Component Certification

Step 6: Click the **OK** button to complete the Follow-Up Plan Certification Process.

**Result:** The **FOLLOW-UP PLAN CERTIFICATION** confirmation screen is displayed.
3.1.1 Component Certification

<table>
<thead>
<tr>
<th>STEP 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>To view your survey results, single click on the Follow-up Plan link below.</td>
</tr>
</tbody>
</table>

| Follow-up Plan | Complete | 05/06/2004 |

The **PHA MAIN** screen is updated to reflect the successful certification of the Follow-Up Plan component.
3.1.1.5 User Guidance Information

Additional information is available online to assist PHAs in completing the Resident Indicator Survey Cycle. An electronic version of the survey that will be sent to residents for the current fiscal year is available via the external RASS System. Users can also access more detailed guidance regarding the RASS Survey Process and the actions PHAs are required to complete.

To View the Current Survey:

Current Survey Link

To view an electronic version of the survey that will be sent to your residents for the current fiscal year, single click on the View Current Survey link below. You will be directed to the RASS Home page where copies of the survey are available in the 'helpful tools' section.

View Current Survey

To go to the User Guidance screen, where you can find guidance on the RASS Survey process, single click on the User Guidance link below.

User Guidance

REAC Home | HUD Home
For Comments or Questions click here for the REAC Technical Assistance Center

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

Step 1: Click on the View Current Survey link, displayed on the PHA MAIN screen.

Result: The REAC CUSTOMER SATISFACTION SURVEY screen is displayed.
Step 2: Click on the [English Survey] link.

Result: The REAC PDF FILE REQUEST screen is displayed.

Step 3: Click on the [Open the PDF file] link.

Result: The CUSTOMER SERVICE AND SATISFACTION SURVEY is displayed.
Result: The CUSTOMER SERVICE AND SATISFACTION SURVEY.

To View User Guidance Information:

Step 1: Click on the User Guidance link, displayed on the PHA MAIN screen.

Result: The USER GUIDANCE screen is displayed.
Step 2:
Click on the Unit Address & Language link, displayed on the PHA USER GUIDANCE screen.

Result: The Unit Address/Language PDF is displayed.

Step 3:
Click on the Media Packet link, displayed on the PHA USER GUIDANCE screen.

Result: The Media Packet PDF is displayed.
3.1.1 Component Certification

Step 4: Click on the link, displayed on the PHA USER GUIDANCE screen.

Result: The Implementation Plan PDF is displayed.

Step 5: Click on the link, displayed on the PHA USER GUIDANCE screen.

Result: The Follow-Up Plan PDF is displayed.
3.1.2 Survey Score Information

Customer Satisfaction Survey scores are made available to assist PHAs in completing the Follow-Up Plan Certification process. Each of the five (5) survey sections receives a score ranging from 0-100%. A breakdown of RASS Survey Scores by section and by question is available at both the PHA and Property levels, allowing PHAs to better identify areas in need of improvement.

3.1.2.1 PHA-level (Current Year)

To View a PHA Survey Score for the Current Year:

Step 1:
Click on the Follow-up Plan link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.
3.1.2 Survey Score Information

Step 2: To view question-level information, click on the link corresponding to the desired survey section, such as Neighborhood Appearance.

Result: The PHA RESULTS BY QUESTIONS screen is displayed.
3.1.2 Survey Score Information

<table>
<thead>
<tr>
<th>Question</th>
<th>Your PHA's Average Score</th>
<th>National Average</th>
<th>Question Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?</td>
<td>NS</td>
<td>NS</td>
<td>NS</td>
</tr>
<tr>
<td>How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?</td>
<td>75.1%</td>
<td>75.1%</td>
<td>0.12500</td>
</tr>
</tbody>
</table>

DC777 - CARLSBURG HOUSING AUTHORITY

The table below lists your PHA’s survey section results by question. This information is available to help you develop your Follow-up Plan.

### Neighborhood Appearance

- **Single click a survey section link to view results for each question:**
  - Maintenance and Repair | Communication | Safety | Services | Neighborhood Appearance

---

**Step 3:** *(Optional)*

Click on the survey section links at the bottom of the screen to view question-level information for the remaining survey sections.
### 3.1.2.2 Property-level (Current Year)

To View a Property Survey Score for the Current Year:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Click on the link, displayed under STEP 4 on the PHA MAIN screen.</td>
<td>Unit Address &amp; Language</td>
<td>Complete</td>
</tr>
<tr>
<td>Step 2</td>
<td>Download a media packet, single click any of the links below.</td>
<td>Media Packet</td>
<td>Newsletter Example</td>
</tr>
<tr>
<td>Step 3</td>
<td>View your certified implementation plan, single click on the link below.</td>
<td>Implementation Plan</td>
<td>Complete</td>
</tr>
<tr>
<td>Step 4</td>
<td>View your survey results, single click on the Follow-up Plan link below.</td>
<td>Follow-Up Plan</td>
<td>Incomplete</td>
</tr>
</tbody>
</table>

**Step 1:** Click on the **Follow-Up Plan** link, displayed under STEP 4 on the PHA MAIN screen.

**Result:** The FOLLOW-UP PLAN screen is displayed.
Step 2: To view Property-level survey results, click on the View Results By Development button.

Result: The DEVELOPMENT RESULT SELECTION screen is displayed.
3.1.2 Survey Score Information

Step 3: Click on the desired property link to view property-level survey results.

Result: The SURVEY RESULTS BY DEVELOPMENT screen is displayed.
3.1.2 Survey Score Information

Step 4: Click on the desired survey section link to view question-level results for the current property.

Result: The DEVELOPMENT RESULTS BY QUESTION screen is displayed.
3.1.2 Survey Score Information

DEVELOPMENT RESULTS BY QUESTION

DC777 - CARLSBURG HOUSING AUTHORITY
DC06P77001 DC777 PROJECT 1 - FY 2004

The table below lists your Development's survey section results by question. This information is available to help you develop your Follow-up Plan.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your Development's Average Score</th>
<th>National Average</th>
<th>Question Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>NS</td>
<td>NS</td>
<td>NS</td>
<td>0.12500</td>
</tr>
</tbody>
</table>

How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?

64.0% 70.8% 0.12500

How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?

63.3% 75.1% 0.12500

The DEVELOPMENT RESULTS BY QUESTION screen.
3.1.2 Survey Score Information

3.1.2.3 PHA- and Property-Level (Previous Year)

3.1.2.3.1 Historical Survey Scores (Option #1)

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>To view your certified unit address information, single click on the link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Address &amp; Language</td>
<td>Complete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 2</th>
<th>To download a media packet, single click any of the links below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Packet</td>
<td>Newsletter Example</td>
</tr>
<tr>
<td>Flyer</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 3</th>
<th>To view your certified implementation plan, single click on the link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation Plan</td>
<td>Complete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 4</th>
<th>To view your survey results, single click on the Follow-up Plan link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow-Up Plan</td>
<td>Incomplete</td>
</tr>
<tr>
<td>Start: 04/27/2004</td>
<td></td>
</tr>
<tr>
<td>Due: 09/10/2004</td>
<td></td>
</tr>
</tbody>
</table>

Step 1: Click on the **Follow-up Plan** link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.
3.1.2 Survey Score Information

Step 2: To view Historical Survey information, click on the button.

Result: The PREVIOUS RESULTS screen is displayed.
3.1.2 Survey Score Information

The table below lists by survey section your PHA’s previous survey scores and the current scores. This information is available to help you track progress.

Survey Section Results by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Maintenance and Repair</th>
<th>Communication</th>
<th>Safety</th>
<th>Services</th>
<th>Neighborhood Appearance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>97.3%</td>
<td>76.2%</td>
<td>80.7%</td>
<td>93.8%</td>
<td>70.3%</td>
</tr>
<tr>
<td>2003</td>
<td>89.4%</td>
<td>75.8%</td>
<td>80.6%</td>
<td>93.9%</td>
<td>77.4%</td>
</tr>
<tr>
<td>2002</td>
<td>89.7%</td>
<td>76.4%</td>
<td>73.7%</td>
<td>91.9%</td>
<td>73.8%</td>
</tr>
</tbody>
</table>

The PREVIOUS RESULTS screen.
3.1.2 Survey Score Information

3.1.2.3.2 Historical Survey Scores (Option #2)

Step 1: Select the desired Fiscal Year from the Follow-up Plan drop down menu. Click the Go button to view the Follow-up Plan for a previous year.

Result: The FOLLOW-UP PLAN screen for the selected year is displayed.
3.1.2 Survey Score Information

3.1.2.3 Historical Survey Scores (Option #3)

This option is only available for years in which the PHAS score was released to the PHA by NASS.

Step 1: Click on the Public Housing Assessment System: Scores and Status (NASS) link.

Result: The INTEGRATED ASSESSMENT SUBSYSTEM – INDIVIDUAL REPORTS screen is displayed.
Step 2: Select the appropriate PHA ID, Fiscal Year, and the PHAS Score Report Radio Button. Click the Submit button.

Result: The PHAS SCORE REPORT for the selected PHA and Fiscal Year End screen is displayed.
### 3.1.2 Survey Score Information

**Step 3:** Click the **Resident** link to navigate to the Resident Indicator information section.

**Result:** The **RESIDENT SCORE REPORT** for the selected PHA and Fiscal Year End screen is displayed.
3.1.2 Survey Score Information

Step 4: To view PHA-level results by question, click on the link corresponding to the desired survey section, such as Maintenance and Repair.

To view Property-level results for the selected year, click the Follow-Up Plan link and navigate the FOLLOW-UP PLAN screen as described in Section 3.1.2.2.

Result: The PHA RESULTS BY QUESTIONS screen or the FOLLOW-UP PLAN screen is displayed.
### 3.1.2 Survey Score Information

The table below lists your PHA’s survey section results by question. This information is available to help you develop your Follow-up Plan.

#### Neighborhood Appearance

<table>
<thead>
<tr>
<th>Question</th>
<th>Your PHA’s Average Score</th>
<th>National Average</th>
<th>Question Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?</td>
<td>68.4%</td>
<td>74.5%</td>
<td>0.12500</td>
</tr>
</tbody>
</table>

**Example:** The PHA-level **RESULTS BY QUESTIONS** screen.
3.1.3 External Reports

3.1.3.1 PHA Survey Question Report

The PHA Survey Report is a mirror image of the Customer Service and Satisfaction Survey distributed to residents as a part of the PHAS Resident Indicator. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.

Note

The PHA- and Property-level Survey Question Reports are only available beginning with the 12/31/2003 Fiscal Year End.

To View a PHA-level Survey Question Report:

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>To view your certified unit address information, single click on the link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Address &amp; Language</td>
<td>Complete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 2</th>
<th>To download a media packet, single click any of the links below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Packet</td>
<td>Newsletter Example</td>
</tr>
<tr>
<td>Flyer</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 3</th>
<th>To view your certified implementation plan, single click on the link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation Plan</td>
<td>Complete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 4</th>
<th>To view your survey results, single click on the Follow-Up Plan link below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow-Up Plan</td>
<td>Incomplete</td>
</tr>
</tbody>
</table>

Follow-Up Plan Link

Step 1: Click on the [Follow-up Plan] link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.
3.1.3 External Reports

Survey Question Report

Step 2: Click on the button.

Result: The SURVEY QUESTION REPORT is displayed.

---

**PHA CUSTOMER SERVICE AND SATISFACTION SURVEY REPORT**

Assessment Period: 12/31/2004

PHA: DC777 CARLSBURG HOUSING AUTHORITY

# Of Returns: 1507

This survey is sponsored by HUD’s Public and Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you, the customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions.

The answers you give will remain private. HUD will ensure that your identity remains confidential.

---

**OVERALL SATISFACTION**

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your unit/home?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20.0%</td>
<td>55.0%</td>
<td>13.0%</td>
<td>8.1%</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your property/building?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.0%</td>
<td>50.7%</td>
<td>22.0%</td>
<td>12.7%</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your neighborhood?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.9%</td>
<td>54.2%</td>
<td>21.4%</td>
<td>10.0%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your property/building's management?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The PHA-level SURVEY QUESTION REPORT.
3.1.3.2 Property Survey Question Report

The Property Survey Report is identical to the PHA Survey Report but provides response information at the property-level. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.

To View the Property-level Survey Question Report:

Step 1:
Click on the Follow-Up Plan link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.
3.1.3 External Reports

Step 2: Click on the View Results by Development button.

Result: The RESULTS BY DEVELOPMENT SELECTION screen is displayed.

Step 3: Click on the desired property link to view property-level survey results.

Result: The SURVEY RESULTS BY DEVELOPMENT screen is displayed.
3.1.3 External Reports

Click on the button.

Result: The SURVEY QUESTION REPORT is displayed.
### Property Customer Service and Satisfaction Survey Report

**Assessment Period:** 12/31/2004  
**PHA:** DC777 CARLSBURG HOUSING AUTHORITY  
**Property:** DC08P777001 DC777 PROJECT 1  

This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PH-REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you, the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions.

The answers you give will remain private. HUD will ensure that your identity remains confidential.

#### Overall Satisfaction

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your unit/home?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.9%</td>
<td>70.6%</td>
<td>11.0%</td>
<td>11.9%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How satisfied are you with the following: your property/building?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.0%</td>
<td>46.7%</td>
<td>40.0%</td>
<td>13.3%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

| How satisfied are you with the following: your neighborhood?  | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Does Not Apply |
|                                                               | 6.7%           | 46.7%     | 46.7%        | 0.0%              | 0.0%           |

<table>
<thead>
<tr>
<th>How satisfied are you with the following: Your property/building's management?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.0%</td>
<td>33.3%</td>
<td>26.7%</td>
<td>40.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

The Property-level **Survey Question Report**.
3.1.3 External Reports

3.1.3.3 Demographic Report

The Demographic Report provides Customer Satisfaction scores broken down by resident age and gender. In addition, the national averages for the PHA’s Fiscal Year End are displayed to provide a basis for comparison. This report is intended to assist PHAs in developing their Follow-Up Plan.

Note

The Demographic Report is only available beginning with the 3/31/2004 Assessment Cycle.

To View a Demographic Report:

- **STEP 1**
  - To view your certified unit address information, single click on the link below.
  - **Unit Address & Language** | Complete | 05/03/2004

- **STEP 2**
  - To download a media packet, single click any of the links below.
  - **Media Packet** | Newsletter Example Flyer

- **STEP 3**
  - To view your certified implementation plan, single click on the link below.
  - **Implementation Plan** | Complete | 05/03/2004

- **STEP 4**
  - To view your survey results, single click on the Follow-up Plan link below.
  - **Follow-Up Plan** | Incomplete | Start: 04/27/2004, Due: 09/10/2004

**Step 1:**

Click on the [Follow-up Plan](#) link, displayed under STEP 4 on the PHA MAIN screen.

**Result:** The FOLLOW-UP PLAN screen is displayed.
3.1.3 External Reports

Step 2: Click on the **Demographic Report** button.

Result: The **DEMOGRAPHIC REPORT** is displayed.

### RESIDENT ASSESSMENT - DEMOGRAPHIC REPORT

The following page displays the resident satisfaction by demographic at the PHA level, comparing against the averages of all assessments in the selected FYE. The overall National Average score is a straight average of survey scores from all PHAs that were sampled in the selected FYE. The demographic National Average scores are based on survey scores received from all participating PHAs in the selected FYE.

**DC777 - CARLSBURG HOUSING AUTHORITY**

Fiscal Year End: Dec 31, 2004

Demographic Distribution

<table>
<thead>
<tr>
<th>Age Group</th>
<th>DC777 Male</th>
<th>DC777 Female</th>
<th>DC777 All</th>
<th>National Average for 12/31/2004 Male</th>
<th>National Average for 12/31/2004 Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24</td>
<td>Not Available</td>
<td>3.1090</td>
<td>3.17774</td>
<td>3.1090</td>
<td>3.17774</td>
</tr>
<tr>
<td>25-34</td>
<td>3.12608</td>
<td>3.14894</td>
<td>3.14093</td>
<td>3.12608</td>
<td>3.14894</td>
</tr>
<tr>
<td>35-44</td>
<td>3.35729</td>
<td>3.29921</td>
<td>3.35499</td>
<td>3.35729</td>
<td>3.29921</td>
</tr>
<tr>
<td>45-54</td>
<td>3.43003</td>
<td>3.35910</td>
<td>3.37521</td>
<td>3.43003</td>
<td>3.35910</td>
</tr>
<tr>
<td>55-61</td>
<td>3.60933</td>
<td>3.56420</td>
<td>3.55747</td>
<td>3.60933</td>
<td>3.56420</td>
</tr>
<tr>
<td>All</td>
<td>3.64922</td>
<td>3.46116</td>
<td>3.43081</td>
<td>3.64922</td>
<td>3.46116</td>
</tr>
</tbody>
</table>

For Comments or Questions, click here for the REAC Technical Assistance Center.

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

The PHA **DEMOGRAPHIC REPORT**.