DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Notice of Proposed Information Collection: Comment Request; Assessment of FHA Lender Customer Satisfaction—Survey of Businesses

AGENCY: Office of the Assistant Secretary for Housing—Federal Housing Commissioner, HUD.

ACTION: Notice.

SUMMARY: The proposed information collection requirement described below will be submitted to the Office of Management and Budget (OMB) for review, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

DATES: Comments Due Date: June 18, 2007.

ADDRESSES: Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB Control Number and should be sent to: Lillian Deitzer, Reports Management Officer, Department of Housing and Urban Development, 451 7th Street, SW., Room 4178, Washington, DC 20410 or Lillian_Deitzer@hud.gov.

FOR FURTHER INFORMATION CONTACT: James Beavers, Assistant Director, Office of Single Family Program Development, Department of Housing and Urban Development, 451 7th Street SW., Washington, DC 20410, telephone (202) 402–2205 (this is not a toll free number) for copies of the proposed forms and other available information.

SUPPLEMENTARY INFORMATION: The Department is submitting the proposed information collection to OMB for review, as required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35, as amended).

This Notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) Evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

This Notice also lists the following information:


OMB Control Number, if applicable: 2502–NEW.

Description of the need for the information and proposed use: FHA has recently undertaken efforts to modernize programs and processes in order to maintain a strong lending position with unserved and underserved borrowers. A customer satisfaction survey will be conducted to assist FHA in first assessing the level of satisfaction that lenders have with their financing programs and then monitor the changes in satisfaction as the enhancements to their programs are put in place. By compiling quantitative data regarding customer satisfaction, steps can be taken to improve FHA’s standing in the lending market. The initial survey will serve as a baseline from which to measure improvement in satisfaction levels as the survey is completed on an annual basis.

In 2005, the “Studies of the Barriers of the Use of FHA Programs and the Use of Third-Party Originators for FHA-Insured Loans” reported that the key factors contributing to the decline of FHA-insured product use in the lending market were the product itself, FHA processes, and customer relations. From these results, it was recommended that FHA undertake steps to enhance its products and processes and to improve its customer service. In an effort to reinvigorate its programs, re-engineer its processes, and increase responsiveness to mortgagees, FHA has begun to roll out new changes in its programs and methods. FHA is in need of a successful mechanism through which they can address their progress in removing the barriers that were mentioned in the study. A customer satisfaction survey serves as a useful method of assessing the levels of satisfaction of new programs and also identifying areas that still need more attention. This survey will address specific items and access respondents’ levels of satisfaction or dissatisfaction so that FHA can take the appropriate actions while reforming their programs and processes. Through conducting this survey on an annual basis, FHA will have a consistent and quantitative measure of the level of customer satisfaction and also determine if the overall sentiment regarding FHA has changed versus prior years.

Agency form numbers, if applicable: None.

Estimation of the total numbers of hours needed to prepare the information collection including number of respondents, frequency of response, and hours of response: The number of burden hours is 167. The number of respondents is 668, the frequency of response is annually, and the burden hour per response is 15 minutes.

Status of the proposed information collection:


Frank L. Davis,
General Deputy Assistant Secretary for Housing—Deputy Federal Housing Commissioner.

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Public Housing Operating Fund Program; Guidance on Implementation of Asset Management

AGENCY: Office of the Assistant Secretary for Public and Indian Housing: HUD.

ACTION: Notice.
SUMMARY: Under HUD's regulations for the Public Housing Operating Fund Program, public housing agencies (PHAs) with 250 or more units are required to convert to asset management. PHAs with less than 250 units may elect to convert but are not required to do so. On September 6, 2006, HUD published a Federal Register notice providing interim guidance to assist PHAs in the conversion to asset management. On that same date, HUD posted on its Web site Public and Indian Housing (PIH) Notice 2006–33, Changes in Financial Management and Reporting Requirements for Public Housing Agencies Under the New Operating Fund Rule (24 CFR part 990), that provided interim guidance on changes in PHA financial management and reporting necessitated by the conversion to asset management. Both the September 6, 2006, Federal Register notice and PIH Notice 2006–33 were issued for public comment. This notice advises the public that HUD has posted its final guidance on the HUD Web site. The final guidance takes into consideration the public comments received on both sets of guidance documents, and HUD responds to the significant issues raised by the public commenters.

FOR FURTHER INFORMATION CONTACT:

Elizabeth Hanson, Deputy Assistant Secretary, Departmental Real Estate Assessment Center, Office of Public and Indian Housing, Department of Housing and Urban Development, 451 Seventh Street, SW., Washington, DC 20410; telephone 202–475–7949 (this is not a toll-free number). Individuals with speech or hearing impairments may access this number through TTY by calling the toll-free Federal Information Relay Service at 800–877–8339.

SUPPLEMENTARY INFORMATION:

I. Background

HUD's regulations for the Public Housing Operating Fund Program at 24 CFR part 990 provide the formula for distributing operating subsidy to public housing agencies (PHAs) and establish requirements for PHAs to convert to asset management. Subpart H of the part 990 regulations (§§ 990.255 to 990.290) establishes the requirements regarding asset management. Under § 990.260(a), PHAs that own and operate 250 or more dwelling rental units must operate using an asset management model consistent with the subpart H regulations. PHAs with fewer than 250 dwelling rental units may elect to transition to asset management, but are not required to do so. PHAs are required to implement property-based management, property-based budgeting, and property-based accounting, which are all defined in the subpart H regulations and are essential components of asset management.

On September 6, 2006 (71 FR 52710), HUD published a notice in the Federal Register providing interim guidance pertaining to various aspects of a PHA’s conversion to asset management. Also on September 6, 2006, HUD posted on its Web site Public and Indian Housing (PIH) Notice 2006–33, providing interim guidance on changes in PHA financial management and reporting that result from the conversion to asset management. Both the September 6, 2006, Federal Register notice and PIH Notice 2006–33 were issued for public comment.

II. This Notice

This notice advises the public that HUD has posted its final guidance on the HUD Web site. The final guidance takes into consideration the public comments received on the interim guidance. Given the similarity in subject matter, the posted guidance incorporates the subject matter of the September 6, 2006, Federal Register notice and PIH Notice 2006–33. HUD has also posted a summary of the comments received on the two interim guidance documents, and HUD's responses to the comments.

The final guidance and public comment summary may be downloaded at HUD's asset management Web page: www.hud.gov/offices/pih/programs/ph/am/.


Paula O. Blunt,

General Deputy Assistant Secretary for Public and Indian Housing.

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DEPARTMENT OF THE INTERIOR

Fish and Wildlife Service

Notice of Availability of a Draft Environmental Assessment for the Sheldon National Wildlife Refuge Horse and Burro Management Program and Announcement of a Public Meeting

AGENCY: Fish and Wildlife Service, Interior.

ACTION: Notice of availability and announcement of a public meeting.

SUMMARY: The Fish and Wildlife Service (Service) announces that a draft environmental assessment (EA) for an interim Sheldon National Wildlife Refuge (Refuge) Horse and Burro Management Program (Program) is available for review and comment. The EA provides a consolidated and updated National Environmental Policy Act (NEPA) evaluation of the Sheldon Refuge Program. The EA analyzes the environmental effects of various alternatives for managing the Refuge's horses and burros until a Comprehensive Conservation Plan (CCP) for the Refuge is completed.

DATES: Comments must be received by May 17, 2007 (see addresses). A public meeting will be held on May 8, 2007 in Lakeview, Oregon (details of the meeting will be posted on Internet).

ADDRESSES: Address comments on the draft EA by e-mail to Sheldon-Hart@fws.gov or in writing to: Sheldon National Wildlife Refuge, P.O. Box 111, Lakeview, OR 97630. The EA will be available on the Internet at http://www.fws.gov/pacific/news/2006/Sheldon_Horse_EA_draft.pdf.

FOR FURTHER INFORMATION CONTACT: Paul Steblein, Project Leader, Sheldon National Wildlife Refuge, at e-mail Sheldon-Hart@fws.gov, fax (541) 947–4414, or phone (541) 947–3315.

SUPPLEMENTARY INFORMATION:

Background

The Sheldon Refuge encompasses approximately 572,900 acres of semiarid desert in the northwestern corner of Nevada, and approximately 630 acres across the State line, in Oregon.

The Sheldon Refuge was established in the 1930's for the conservation of antelope (American pronghorn), migratory birds, and other species of wildlife. By law, the Service must manage its refuges to achieve the purpose(s) of the refuge and accomplish the mission of the National Wildlife Refuge System, which focuses on the conservation, management, and, where appropriate, restoration of native fish, wildlife, plants, and their habitats. The terrain of Sheldon Refuge is characterized by flat, open expanses of sagebrush lands, narrow canyons that empty into rolling valleys, and broad rimrock tables that end abruptly in vertical cliffs. Surface water supplies are severely limited. Annual precipitation averages less than 13 inches in the western portions of the Refuge, and decreases to 6 inches in the easterly parts. With elevations averaging approximately 6,000 feet, the area has been appropriately labeled high-desert country.

Alternatives

The draft EA for Sheldon Refuge's Horse and Burro Management Program identifies and describes four