

U.S. Department of Housing and Urban Development

Plain Writing Act Compliance Report

August 7, 2015

The Plain Writing Act of 2010 requires federal agencies to write all new publications, forms and publicly distributed documents in a “clear, concise, well-organized” manner by October 13, 2011. HUD’s Plain Language efforts started with its public website, which was redesigned in 2014, consistent with Plain Language Guidelines. The launch of HUD’s FaceBook pages and Twitter feeds were also consistent with the guidelines. Other documents, including letters and correspondence to the public; forms and applications for services or information; and hard-copy and electronic information intended for the public will follow or are currently underway.

The following agency communications have been released consistent with the Plain Writing guidelines.

| Type of communications (including document or posting). The following details how this is made available to the public | Who is the intended user and approximate number of potential users | What has changed by using Plain Writing |
|--|--|--|
| HUD Website www.hud.gov | General public, business partners, media (3.5 million/month) | Webmanagers focused on fulfilling plain writing guidelines for each and every post |
| Social Media (FaceBook, Twitter, Blog, etc.) | General public, business partners, media, etc. | Continuous updates for concise and easy to understand language |
| HUD Forms | Variety of users seeking to access and participate in housing and urban development programs | Continued focus upon user accessibility to optimize experience and maximize fulfillment of requested information |
| Letters and Correspondence | Broad range of stakeholders on housing and urban development updates | Sustained clear communication efforts for public to understand and use information |

HUD has informed staff of Plain Writing Act’s requirements by:

- Posting information on the Plain Writing Act on HUD Intranet;
- Publishing an article on the Plain Writing Act and its requirements in HUD Happenings, the agency weekly newsletter;
- Communicating Plain Language training requirements throughout the Department

Training

HUD will provide or has already provided the following employee trainings on Plain Writing:

| Type of Training | Number of Employees Trained | Date |
|------------------|--|---------|
| Webinars | Employees have taken plain language classes through Web Manager University | Ongoing |
| Training | Employees receive in-person training through HUDLEARN's rigorous plain writing training regimen at the discretion of work components | Ongoing |

Ongoing compliance

- HUD has and will continue to document and report use of plain writing in agency communications by linking to new and revised documents from our plain writing web page.
- HUD has established a “plain language culture” to act as a clearance process in requiring documents covered by the Act be reviewed for plain writing before being issued.

HUD's Plain Language Website

URL: www.hud.gov/plainlanguage

Contact us about documents in plain language: help@hud.gov:

The following HUD documents are covered by the Plain Writing Act:

- HUD's website (www.hud.gov)
- HUD's social media sites, including FaceBook and Twitter
- HUD Forms
- Letters and correspondence

HUD's Compliance Reports

Resources

[OMB Final Guidance on Implementing the Plain Writing Act of 2010](#) (PDF, 269 KB, 6 pages, April 2011, requires [Adobe Acrobat Reader](#))

[OMB Memorandum](#) (PDF, 62 KB, 3 pages, November 2010, requires [Adobe Acrobat Reader](#))

[Plain Writing Act of 2010](#) (PDF, 153 KB, 3 pages, January 2010, requires [Adobe Acrobat Reader](#))

Plainlanguage.gov

[Center for Plain Language](#)