

**KANSAS**  **HOUSING**  
**RESOURCES CORPORATION**

November 14, 2008

Dear KHRC Partner:

As the Performance Based Contract Administrator for the U.S. Department of Housing and Urban Development (HUD), Kansas Housing Resources Corporation (KHRC) is committed to performing the duties of contract administrator to ensure Section 8 owners and management agents receive the best available assistance in the processes of *Management and Occupancy Review (MOR)*, *Contract Renewals and Rent Adjustments* and *Section 8 Voucher Payments*. To fulfill this commitment, we are surveying a sample of owners and management agents to determine how satisfied our customers are with these processes and how KHRC services can be improved.

Please take a few minutes to complete the enclosed PBCA *Customer Service Survey* or online at [www.kshousingcorp.org](http://www.kshousingcorp.org). In order for KHRC to have a clear picture of our customers' opinions, questions and concerns, it is important that your questionnaire be completed and returned. Please return your completed surveys by **Wednesday, November 26<sup>th</sup>, 2008**, in one of the following manners:

1. e-mail to [BMLind@kshousingcorp.org](mailto:BMLind@kshousingcorp.org)
2. fax to **Beth Lind** at (785) 296-6626
3. mail to **Beth Lind** at 611 S. Kansas Avenue, Suite 300, Topeka, Ks. 66603-3803

To assure your complete confidentiality, please do not put your name on the questionnaire. If you have questions please contact Beth Lind at (785) 296-6625 or by e-mail at [BMLind@kshousingcorp.org](mailto:BMLind@kshousingcorp.org).

Sincerely,

Barbara Porter, Director  
KHRC Asset Management Division



7. Did the Compliance Officer give you the opportunity to look through the tenant files to locate any missing documents or information?

Yes No

8. If a follow-up MOR was scheduled, did the Compliance Officer provide the technical assistance needed to ensure HUD regulations were followed?

Yes No N/A

9. The Compliance Officer who conducted your most recent MOR demonstrated a thorough understanding of HUD regulations.

Strongly Agree Moderately Agree Not Sure Moderately Disagree Strongly Disagree

10. The Compliance Officer responded promptly to phone calls & emails – within two business days.

Strongly Agree Moderately Agree Not Sure Moderately Disagree Strongly Disagree

11. The Compliance Officer was courteous & professional.

Strongly Agree Moderately Agree Not Sure Moderately Disagree Strongly Disagree

12. Using a ten-point scale, with 1 representing poor service and 10 representing excellent service, how would you rate the quality of KHRC's customer service in the area of MORs?

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

13. In the space below, please provide any comments you have concerning KHRC's customer service in the area of MORs.

## SECTION 2 – CONTRACT RENEWALS & RENT ADJUSTMENTS

14. Did you request a contract renewal or a rent increase in the past year?

Yes No

15. Was your organization notified by KHRC, in writing, at least 150 days prior to the expiration of the HAP Contract or the contract anniversary date?

Yes No

16. Did you contact KHRC for technical assistance regarding the contract renewal or rent adjustment? If your answer is no, skip to Question 19.

Yes

No

17. The KHRC staff member provided professional and courteous technical assistance with a thorough understanding of HUD regulations.

Strongly Agree

Moderately Agree

Not Sure

Moderately Disagree

Strongly Disagree

18. The KHRC staff member responded promptly to phone calls & emails – within two business days.

Strongly Agree

Moderately Agree

Not Sure

Moderately Disagree

Strongly Disagree

19. Using a ten-point scale, with 1 representing poor service and 10 representing excellent service, how would you rate the quality of KHRC's customer service in the area of contract renewals & rent adjustments?

Excellent

10

9

8

7

6

5

4

3

2

1

Poor

20. In the space below, please provide any comments you have concerning KHRC's customer service in the area of contract renewals and rent adjustments.

### SECTION 3 – SECTION 8 VOUCHER PROCESS

21. Did you contact the KHRC or EPS staff for technical assistance or information regarding processing the Section 8 voucher? If the answer is no, skip to question 24.

Yes

No

22. The EPS staff member who processed the HAP voucher did so in a professional and timely manner.

Strongly Agree

Moderately Agree

Not Sure

Moderately Disagree

Strongly Disagree



31. In regards to professional development opportunities, how interested would you be in attending Owner/Management Agent training seminars?

Very interested

Moderately interested

Not very interested

Not at all interested

32. From the list below, please select the subjects or types of presentations you would like to see addressed at the 2009 Kansas Housing Conference or other trainings presented by KHRC.

HUD Handbook 4350.3 compliance

Fair Housing

Kansas Residential Landlord Tenant Act

REAC from the Inspector's Point of View

Other (please specify)

33. Would you be willing to pay a registration fee, if such a fee was necessary to bring in professional trainers?

Yes

No

**Thank you for taking the time to complete this questionnaire!**

**Your responses are very important to us.**