

## PHA Follow-up Plan Survey Question Report

**Description:** A Public Housing Authority (PHA) can view information on how residents responded to RASS questions, by *question response choices*, i.e., the percentage of residents that indicated a specific level of satisfaction for each question choice. These are external functions accessible to PHA users. Each PHA has access only to its own information, unless the PHA is a consortium lead PHA. A consortium lead PHA user has access to information for all the member PHAs in addition to its own information, and has the ability to update and certify Follow-Up Plan information for all the PHAs in the consortium.

This functionality can be accessed by single clicking on the Follow-Up Plan link in Step 4 or Follow-Up Plan area of the PHA Main screen, which is shown below:

The screenshot displays the 'PHA MAIN SCREEN' for the 'ASSESSMENT YEAR 2003'. It features a navigation bar with 'RESIDENT ASSESSMENT' and 'Real Estate Assessment Center' logos, along with links for 'REAC Home', 'HUD Home', and 'Contact Us'. Below the navigation bar are links for 'PHA Selection', 'Secure Systems', 'Certification Status', 'Additional Help', and 'User Guidance'. The main content area is titled 'PHA MAIN - ASSESSMENT YEAR 2003' and includes a welcome message, a link for 'OMB PAPERWORK REDUCTION ACT APPROVAL', and a note: 'Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score.' The assessment steps are listed as follows:

Step	Task	Status	Due Date
STEP 1	Unit Address & Language	Complete	10/29/2003
STEP 2	Media Packet	In Progress	
STEP 3	Implementation Plan	Complete	01/27/2004
STEP 4	Follow-up Plan	Complete	03/02/2004

An arrow labeled 'Follow-Up Plan area' points to the 'Follow-up Plan' link in Step 4. Below the steps, there are links for 'View Current Survey' and 'User Guidance'. At the bottom, there are links for 'REAC Home', 'HUD Home', and 'Additional Help', along with a note: 'For Comments or Questions click here for the REAC Technical Assistance Center'.

## Viewing the RASS Survey Question Report

The following steps enable a PHA to view how residents responded to RASS questions by question response choices.

**PHA MAIN SCREEN – FOLLOW-UP PLAN AREA**

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
<a href="#">What is a follow-up plan?</a>	945	321	34%	0

**National Response Rate: 38%**

	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
<a href="#">How do I edit and save?</a>	Maintenance and Repair	87.6%	88.9%	<input type="text"/>	<input type="text"/>
<a href="#">How do I certify?</a>	Communication	75.6%	75.9%	<input type="text"/>	<input type="text"/>
<a href="#">How do I view survey response information?</a>	Safety <b>REQUIRED</b>	67.8%	81.6%	<input type="text"/>	<input type="text"/>
<a href="#">How do I view results by question?</a>	Services	92.2%	92.1%	<input type="text"/>	<input type="text"/>
<a href="#">How do I view results by development?</a>	Neighborhood Appearance <b>REQUIRED</b>	60.2%	77.8%	<input type="text"/>	<input type="text"/>

Survey Question Report link

**Step 1:** Start by single clicking on the  link in the bottom right-hand corner of the PHA Main screen.

**Resident Assessment Subsystem (RASS) External Procedures  
Survey Question Report**

**Step 2:** Locate and review the survey section(s) on the previous page that require a Follow-up plan (scored below 75%) in order to determine the areas of concern based on resident feedback. The question-specific information available in this report can be useful in developing and **certifying** an appropriate Follow-up Plan.

**SURVEY QUESTION REPORT SCREEN**



**PHA CUSTOMER SERVICE AND SATISFACTION SURVEY REPORT**

Assessment Period: 12/31/2003

# Of Returns: 321

PHA: XXXXXXXXXX

This survey is sponsored by HUD's Real Estate Assessment Center (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 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.

[Return To Previous Screen](#)

**OVERALL SATISFACTION**

How satisfied are you with the following: your unit/home?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
30.4%	52.9%	12.1%	4.2%	0.3%

How satisfied are you with the following: your property/building?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
18.9%	58.3%	11.4%	5.3%	6.1%

How satisfied are you with the following: your neighborhood?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
22.4%	52.2%	15.8%	8.5%	1.1%

**MAINTENANCE AND REPAIR**

Over the last year, how many times have you called for maintenance or repairs?

Have Never Called	1 to 2 Times	3 to 4 Times	More Than 4 Times
4.1%	43.8%	33.8%	18.3%

If you called NON-EMERGENCY maintenance or repairs (for example: leaky faucet, broken light, etc.), the work was usually completed in:

Have Never Called	Less Than 1 Week	1 to 4 Weeks	More than 4 Weeks	Problem Never Corrected
17.0%	59.0%	17.6%	2.6%	3.8%

If you called for EMERGENCY maintenance or repairs (for example: toilet plugged up, gas leak, etc.), the work was usually completed in:

Have Never Called	Less Than 6 Hours	6 to 24 Hours	More than 24 Hours	Problem Never Corrected
31.5%	42.3%	18.7%	5.6%	2.0%

Based on your experience, how satisfied are you with: how easy it was to request repairs?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
33.1%	54.9%	6.8%	3.2%	1.9%

Based on your experience, how satisfied are you with: how well the repairs were done?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
27.8%	56.2%	9.8%	3.3%	2.9%

**Step 3:** After reviewing the Survey Question Report data, the PHA must then return to the PHA Main Screen—Follow-up Plan Area and click on the boxes under “Date to be completed in the Annual Plan (mm/dd/yyyy).” Here the PHA enters the future date(s) by which the PHA will have addressed the identified area(s) of concern in each survey section with a score less than 75%. PHAs must also indicate the Source(s) of Funding in the corresponding boxes to the right of each of the dates. **REMEMBER TO SAVE AND CERTIFY YOUR FOLLOW-UP PLAN ONCE YOU HAVE ENTERED THE REQUIRED DATE(S) AND SOURCE(S) OF FUNDING. Print and file a copy of the certification page to maintain for your records.**

**PHA MAIN SCREEN – FOLLOW-UP PLAN AREA**



**RESIDENT ASSESSMENT**  
**Real Estate Assessment Center**  
"Assessments. Today for Better Housing Tomorrow"

[REAC Home](#)   [HUD Home](#)   [Contact Us](#)

[PHA Main](#) | [Secure Systems](#) | [Additional Help](#)

## FOLLOW UP PLAN 2003

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
	945	321	34%	0
<b>National Response Rate: 38%</b>				

	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
<a href="#">What is a follow-up plan?</a>	Maintenance and Repair	87.6%	88.9%	<input type="text"/>	<input type="text"/>
<a href="#">How do I edit and save?</a>	Communication	75.6%	75.9%	<input type="text"/>	<input type="text"/>
<a href="#">How do I certify?</a>	Safety <b>REQUIRED</b>	67.8%	81.6%	<input type="text" value="09/30/2005"/>	<input type="text" value="Capital Funds"/>
<a href="#">How do I view survey response information?</a>	Services	92.2%	92.1%	<input type="text"/>	<input type="text"/>
<a href="#">How do I view results by question?</a>	Neighborhood Appearance <b>REQUIRED</b>	60.2%	77.8%	<input type="text" value="09/30/2005"/>	<input type="text" value="Operating"/>
<a href="#">How do I view results by development?</a>					