

# U.S. Department of Housing and Urban Development

1280 Maryland Avenue, SW  
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Washington, D.C. 20024-2135  
May 24, 2002



OFFICE OF PUBLIC AND INDIAN HOUSING  
REAL ESTATE ASSESSMENT CENTER

Dear Executive Directors:

The HUD Office of Public and Indian Housing's Real Estate Assessment Center (PIH-REAC) is pleased to announce the pending resident survey administration for Public Housing Authorities (PHAs) with 3/31/02 fiscal year end (FYE) dates. As you know, there has been a delay in conducting the 3/31/02 FYE cycle surveys, however PIH-REAC is now initiating this process and requesting your assistance in updating and certifying your residents' unit address information.

As an important first step in the survey administration process, PHAs are responsible for ensuring that PIH-REAC has correct unit address information for all public housing residents. PIH-REAC has modified the procedures for updating and certifying unit address information in order to facilitate this process. HUD will now use the Public and Indian Housing Information Center (PIC) as the central repository for unit address information. Thus, PHAs are no longer required to update unit addresses in RASS, but instead must update unit address information in PIC, and later certify in RASS that unit address information in PIC is correct.

## Instructions for Updating and Certifying Unit Address Information

1. Access PIC unit address information by logging into:  
<https://pic.hud.gov/PIC/Logon/userlogon.asp>
2. Update PIC unit address information based on the current makeup of your property.
3. Save unit address information in PIC.
4. Go to the PIH-REAC RASS system by logging into:  
<http://www.hud.gov/reac/products/prodrass.cfm>
5. Select "online systems"
6. Select "log in" located at top of page
7. Log in using your User Name (begins with "M") and password.
8. Select the "Resident Assessment Subsystem" link.
9. Select the "Unit Address & Language" link.
8. Update language information for all projects, where appropriate.
9. Certify RASS language information and unit address information previously updated in PIC (Step One above)

Please note that the instructions above direct you to update your unit address information in PIC before logging into RASS. Do not "certify" unit address information in RASS until you have updated your unit address information in PIC. If you need additional assistance using the RASS system, please access RASS User Guides on the RASS web page at [www.hud.gov/reac/products/prodrass.cfm](http://www.hud.gov/reac/products/prodrass.cfm) or contact the PIH-REAC Technical Assistance Center at 1-888-245-4860.

Additionally, within the next month, you will receive a media packet via U.S. mail with detailed information on the survey administration timing, process and PHA responsibilities. Please do not wait until you have received the media packet to begin updating and certifying your unit address information. If unit address information is not updated in PIC and certified in RASS by **July 12, 2002**, the unit address certification deadline, it may result in the loss of the 5 points possible for the survey section of Resident Indicator score. This is due to the fact that incorrect unit addresses increase the number of undeliverable surveys and lowers resident response rates. Without a sufficient number of survey responses, RASS cannot issue a valid score and has no choice but to issue a zero score for the survey section of the Resident Indicator.

As you know, this is the fourth year the survey has been conducted. The last cycle surveyed was a great success, because of a 41% resident response rate. PIH-REAC looks forward to having another successful year with you. Thank you in advance for your continued participation in this process.

Sincerely,  
Elizabeth A. Hanson  
Acting Director