§ 902.45 Management operations scoring and thresholds.

(a) Scoring. The Management Operations Indicator score provides an assessment of each PHA’s management effectiveness. Under PHAS Indicator #3, REAC will calculate a score of the overall management operations of a PHA that reflects weights based on the relative importance of the individual management sub-indicators. Under PHAS Indicator #3, REAC will calculate a score following the procedures described in the PHAS Notice on the Management Operations Scoring Process (PHAS MASS Notice 3), which will be published in the Federal Register. HUD may revise this notice in the future, but HUD will publish for comment any significant proposed amendments to this notice. After comments have been considered, HUD will publish a notice adopting a final notice or amendment. The PHAS Notice on the Management Operations Scoring Process that is currently in effect can be found at the REAC Internet site at http://www.hud.gov/reac or obtained from REAC’s Technical Assistance Center at 888-245-4860 (this is a toll free number).

(b) Thresholds. (1) In order to receive a passing score under the Management Operations Indicator, the PHA must achieve a score of at least 18 points or 60 percent of the available points under this PHAS Indicator #3. If the PHA fails to receive a passing score on the Management Operations Indicator, the PHA shall be categorized as a substandard management agency.

(2) A PHA that receives less than 60 percent of the maximum calculation for the Capital Fund subindicator under Management Operations Indicator, shall be subject to the sanctions provided in section 6(j)(4) of the Act (see §902.67(c)(2)(ii).)

[65 FR 36044, June 6, 2000]

§ 902.47 Management operations portion of total PHAS points.

Of the total 100 points available for a PHAS score, a PHA may receive up to 30 points based on the Management Operations Indicator.

Subpart E—PHAS Indicator #4: Resident Service and Satisfaction

§ 902.50 Resident service and satisfaction assessment.

(a) Objective. The objective of the Resident Service and Satisfaction Indicator is to measure the level of resident satisfaction with living conditions at the PHA.

(b) Method of assessment, generally. The assessment required under PHAS Indicator #4 will be performed through the use of a resident service and satisfaction survey. The survey process will be managed by the PHA in accordance with a methodology prescribed by HUD. The PHA will be responsible for completing implementation plans activities and developing a follow-up plan, if applicable, to address issues resulting from the survey, subject to independent audit.

(c) PHA certification of completion of resident survey process. (1) At the completion of the resident survey process as described in this subpart, a PHA will be audited as part of the Independent Audit to ensure that the resident survey process has been managed as directed by HUD. PHAs are required to submit and certify their implementation plans electronically via the internet prior to the fiscal year end in accordance with §902.60(d). Follow-up plans, if applicable, must be made available for review and inspection at the principal office of the PHA during

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normal business hours as a supporting
document to the PHA’s Annual Plan in
accordance with §903.23(d) of this title.
The PHA must certify electronically
that it will develop a follow-up plan, if
applicable.

(2) If circumstances preclude the
PHA from reporting electronically,
HUD will consider granting short-term
approval to allow a PHA to submit its
resident service and satisfaction cer-
tification manually. A PHA that seeks
approval to submit the certification
manually must ensure that REAC re-
ceives the PHA’s written request for
manual submission two months before
the submission due date of its resident
service and satisfaction certification.
The written request must include the
reasons why the PHA cannot submit
the certification electronically. REAC
will respond to the PHA’s request and
will manually forward its determina-
tion in writing to the PHA.

§902.52 Distribution of survey to resi-
dents.

(a) Sampling. A statistically valid
number of units will be chosen to re-
cieve the Resident Service and Satis-
faction Survey. These units will be ran-
domly selected based on the total num-
ber of occupied and vacant units of the
PHA. The Resident Service and Satis-
faction assessment takes into account
the different properties managed by a
PHA by organizing the unit sampling
based on the unit representation of
each development in relation to the
size of the entire PHA.

(b) Survey distribution by third party
organization. The Resident Service and
Satisfaction survey will be distributed
to the randomly selected sample of
units of each PHA by a third party or-
ganization designated by HUD. The
third party organization will also be
responsible for:

(1) Collecting, scanning and aggre-
gating results of the survey;

(2) Transmitting the survey results
to HUD for analysis and scoring; and

(3) Keeping individual responses to
the survey confidential.