DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR–4086–N–36]

Government National Mortgage Association; Notice of Proposed Information Collection for Public Comments

AGENCY: Government National Mortgage Association ("Ginnie Mae"), Department of Housing and Urban Development ("HUD").

ACTION: Notice.

SUMMARY: In compliance with the provisions of the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35, as amended), Ginnie Mae is providing notice in the Federal Register of proposed information collections in order to solicit public comment. These proposed information collections include customer satisfaction surveys and focus groups and are intended to evaluate existing Ginnie Mae services and programs.

DATES: Comments due: October 28, 1996.

ADDRESS: Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and should be sent to: Sonya K. Saurez, Government National Mortgage Association, Office of Policy, Program, and Risk Management, Department of Housing and Urban Development, 451—7th Street, SW, Room 6222, Washington, DC 20410.

FOR FURTHER INFORMATION CONTACT: Sonya K. Saurez, on (202) 708-2772 (this is not a toll-free number) for copies of the proposed forms and other available documents.

SUPPLEMENTARY INFORMATION: The Department will submit the proposed information collection to OMB for review, as required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35, as amended). The Notice is soliciting comments from members of the public and affecting agencies concerning the proposed collection of information: (1) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

This Notice also lists the following information: Title of Proposal: Customer Satisfaction Surveys and Focus Groups. OMB Control Number: New instrument, not applicable.

Description of the need for the information and proposed use: Ginnie Mae intends to seek clearance for an undefined number of focus groups and customer satisfaction surveys to be conducted over the next three years. These proposed collections are designed to obtain customer feedback on existing Ginnie Mae services and programs as required by Executive Order 12862, Setting Customer Service Standards. This Executive Order mandates that federal agencies like HUD be customer-driven in order to meet the principles of the National Performance Review. Ginnie Mae, as a government-owned corporation within HUD, must comply with the terms and spirit of the Executive Order. Ginnie Mae uses the full faith and credit of the United States to guaranty the timely payment of principal and interest on publicly sold mortgage pass-through certificates ("mortgage-backed securities" or "MBS"). The Ginnie Mae MBS are backed by a pool or pools of individual mortgage created by mortgage lenders.

There are several Ginnie Mae MBS programs and new programs in process of development. Examples of programs include the Ginnie Mae I single family, Ginnie Mae II, Ginnie Mae REMIC and Ginnie Mae Platinum programs. The kind and quality of MBS programs and services are expected to vary significantly by program type, lender orientation, market conditions and investors preferences. Ginnie Mae's diverse private sector customer base in the mortgage and capital markets gives rise to a need for a comprehensive customer satisfaction data collection approach. To this end, Ginnie Mae proposes to establish a mechanism through which it will be able to explore issues of mutual concern (e.g., kind and quality of desired services) with its major outside participants and beneficiaries.

Ginnie Mae is seeking the flexibility to devise surveys and focus groups by mortgage servicer type e.g., single-family, multifamily, manufactured homes, home improvement loans or hospital/nursing homes. Ginnie Mae may also need to develop different data collection schemes for lenders as compared to investors (i.e., Wall Street dealers or securities holders). Ginnie Mae expects to conduct between 4–7 surveys annually (all programs combined). It is expected that Ginnie Mae may conduct as many as 4–8 focus groups with lenders and/or investors.

The areas of concern to Ginnie Mae and its participants and beneficiaries are expected to change over time. It is important, therefore, that Ginnie Mae have the ability to evaluate customer concerns quickly. Accordingly, Ginnie Mae plans to request that OMB grant an approval for a three-year period of focus groups and surveys. Participation in the focus groups and surveys will be voluntary. Ginnie Mae will consult with OMB regarding each specific information collection during the approval period.

Agency form numbers: Not applicable.

Members of affected public: Business or other for-profit and the Federal Government.

Estimation of the total numbers of hours needed to prepare the information collection including number of respondents, frequency of response, and hours of response: 

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Public and Indian Housing; Notice of Proposed Information Collection for Public Comment

AGENCY: Office of the Assistant Secretary for Public and Indian Housing, HUD.

ACTION: Notice.

SUMMARY: The proposed information collection requirement described below will be submitted to the Office of Management and Budget (OMB) for review, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

DATES: Comments due: October 28, 1996.

ADDRESS: Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB Control Number and should be sent to: Mildred M. Hamman, Reports Liaison Officer, Public and Indian Housing, Department of Housing and Urban Development, 451 7th Street, S.W., Room 4238, Washington, DC 20410-5000.

FOR FURTHER INFORMATION CONTACT: Mildred M. Hamman, (202) 708-0846, for copies of the proposed forms and other available documents. (This is not a toll-free number).

SUPPLEMENTARY INFORMATION: The Department will submit the proposed information collection to OMB for review, as required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35, as amended).

This Notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information; (3) enhance the quality, utility, and clarity of the information to be collected; and (4) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated collection techniques or other forms of information technology; e.g., permitting electronic submission of responses.

This Notice also lists the following information:

Title of proposal: Insurance Information.

OMB control number: 2577-0045.

Description of the need for the information and proposed use: The Annual Contributions Contract between HUD and a Public Housing Agency (PHA) or Indian Housing Authority (IHA) requires the PHA or IHA to insure their property for an amount sufficient to protect against financial loss. Completion of HUD-5460 is needed only when a new project is constructed. It is used to establish an insurable value at the time the project is built. The amount of insurance can then be increased each year as inflation and increased costs of construction create an upward trend on insurable values.

Agency form number, if applicable: HUD-5460.

Members of affected public: PHA/IHAs. Based upon historical information, it is estimated that approximately 60 new projects will be constructed each year. Public burden for collection of the information necessary to complete HUD-5460 is estimated to average one hour per response, including time for reviewing instructions, searching existing data sources, gathering data needed, and reviewing the collection of information. Annual burden hours per PHA/IHA should not exceed one hour, and total hours for all combined would be approximately sixty. Status of the proposed information collection: Reinstatement.


Dated: August 20, 1996.

Michael B. Janis,
General Deputy, Assistant Secretary for Public and Indian Housing.

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