

approved collection; *Title of Information Collection*: Partnership/Regulated Entity Customer Survey Generic Clearance; *Form No.*: HCFA-R-184; *Use*: Executive Order (E.O.) 12862 directs agencies that "provide significant services to the public" to "survey customers to determine the type and quality of services they want and their level of satisfaction with existing services." HCFA is requesting a generic approval for satisfaction surveys of our partners/regulated entities, to ensure that HCFA and its partners/regulated entities continue to strive to guarantee high quality health care services. The Generic Clearance which we are seeking will allow HCFA to field satisfaction surveys in an expeditious manner, as outlined in the generic clearance supporting statement. *Frequency*: Annually; *Affected Public*: Individuals or Households; *Number of Respondents*: 1; *Total Annual Responses*: 1; *Total Annual Hours*: 1.

To obtain copies of the supporting statement for the proposed paperwork collections referenced above, access HCFA's WEB SITE ADDRESS at <http://www.hcfa.gov/regs/prdact95.htm>, or to obtain the supporting statement and any related forms, E-mail your request, including your address and phone number, to [Paperwork@hcfa.gov](mailto:Paperwork@hcfa.gov), or call the Reports Clearance Office on (410) 786-1326. Written comments and recommendations for the proposed information collections must be mailed within 60 days of this notice directly to the HCFA Paperwork Clearance Officer designated at the following address: HCFA, Office of Financial and Human Resources, Management Analysis and Planning Staff, Attention: John Rudolph, Room C2-26-17, 7500 Security Boulevard, Baltimore, Maryland 21244-1850.

Dated: May 19, 1997.

**Edwin J. Glatzel,**

*Director, Management Analysis and Planning Staff, Office of Financial and Human Resources*

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-4200-N-65]

**Notice of Proposed Information Collection for Public Comment**

**AGENCY**: Office of the Assistant Secretary for Housing-Federal Housing Commissioner, 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: July 28, 1997.

**ADDRESSES**: 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 Oliver Walker, Housing, Department of Housing and Urban Development, 451-7th Street, SW, Room 9116, Washington, DC 20410.

**FOR FURTHER INFORMATION CONTACT**:

Leslie Bromer, Insured Servicing Branch (HSISI), Telephone number (202) 708-1719 ext. 2309 (this is not a toll-free number) for copies of the proposed form 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 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*: Single Family Mortgage Insurance—Loss Mitigation Procedures.

*OMB Control Number*: N/A.

*Description of the need for the information and the proposed use*: New Section 24 CFR 203.605, "Loss Mitigation Evaluation," requires mortgagees to perform an evaluation of each defaulting mortgagor's circumstances to determine which if any of the available loss mitigation techniques are appropriate in order to assist the mortgage to:

(a) Reinstate the mortgage and retain ownership of the affected property, or

(b) Avoid foreclosure, mitigate the losses to the Department by encouraging the mortgagor to sell the property or, if the mortgagor has no equity in the property, to pursue a buyer under the pre-foreclosure ("short") sale procedure or to voluntarily convey the deed in lieu of what would otherwise be the imminent foreclosure of the mortgage.

This evaluation must be performed no later than three monthly mortgage installments are due and unpaid, and must be performed monthly thereafter while the account is in default and such foreclosure avoidance and loss mitigation options remain under consideration.

This information is needed to ascertain whether adequate and prudent loan servicing was performed by the mortgagee. If a mortgagee submits a claim for FHA insurance benefits, this information will be subject to post-claim review under the Department's lender monitoring activities.

*Agency form numbers*:

Documentation simply added to lender's servicing files on HUD-27011 insurance claim form.

*Members of affected public*:

Mortgages, loan servicing entities. Estimation of the total numbers of hours needed to prepare the information collection, including:

(a) *Number of respondents*: Each FHA approved lender will be required to respond as part of standard procedures for servicing defaulted loans.

(b) *Frequency of response*: 625,000 (based on 250,000 90-day defaults; 50% self-cure; 125,000, 90+ day defaults averaging 3-additional months).

(c) *Hours of response*: 625,000 @ 0.25 hrs. = 156,250 hours Status of the proposed information collection: Pending approval.

**Authority**: Section 3506 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35, as amended.

Dated: May 20, 1997.

**Nicolas P. Retsinas,**

*Assistant Secretary for Housing-Federal Housing Commissioner.*

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-4208-N-02]

**Submission for OMB Review: Comment Request**

**AGENCY**: Office of Administration, HUD.

**ACTION**: Notice.