

Round Town

Building Closures

Good Friday

Friday,

April 6, 2007

from

12 pm to 5 pm

Memorial Day,

Monday,

May 28, 2007

Independence Day

Wednesday,

July 4 2007

Monthly Meetings

RAB Meetings, every third
Monday of the Month

Board of Commissioners
Meetings, every third
Wednesday of the Month.

RASS Customer Service and Satisfaction Survey

It's that time of year again... HUD is issuing the Annual Customer Service and Satisfaction Survey beginning June 2, 2008 through August 1, 2008. All Public Housing residents throughout the nation will be included in the survey process. However, not all resident will receive a survey. Residents will be chosen randomly using a computer program. Therefore, the Housing Commission will not have any part in resident selection. The survey is used to determine how satisfied residents are with the living conditions at their property.

Last year, Customer Service and Satisfaction Survey were not distributed by HUD. Since our reorganization AAHC has become more involved with your concerns to better serve you and enhance your living experience. The survey will inquire your overall opinion of how well you property is maintained regarding five areas: Maintenance and Repair, Services, Communication, Safety, and Appearance. Here at the Housing Commission we want your honest

opinion. The survey answers will be confidential and anonymous. If you receive a Customer Service and Satisfaction Survey, please take the time to fill it out. Surveys will be conducted starting June 2, 2008 through August 1, 2008. Results will be available beginning August 21, 2008.

If you have any question regarding the RASS Customer Service Satisfaction Survey please contact the Technical Assistance Center at 1-888-245-4860. Your feedback is important to us. AAHC has committed to providing you and your family desirable housing and service to build a healthy community that creates a sense of pride. *Continued on pg 2.*



Senior Housing Awareness Week May 9 - 18, 2008

SHAW is a chance for seniors and their family members to start thinking about their future housing and personal care needs, and how these needs can best be met. It is a time to gather the information needed to make informed choices. Thanks to the generosity of our sponsors and supporters, all events are provided at **no cost to the public**.

Events will be held at both Miller Manor and Baker Commons Monday, May 12, 2008 from 3-5:00 p.m. at Miller Manor and Saturday, May 17, 2008 from 1-4:00 p.m. at Baker Commons.

During SHAW the public is invited to:

- Visit many senior housing communities offering Open Houses.
- Explore choices with housing, personal care and organizing professionals at a Housing and Living Expo.
- Attend seminars about planning and adapting. Experts discuss subjects such as "Housing Transitions and Options for Older Adults," "Assisted Living: Tools for Decision Making," and "Monitoring Expenses to Ensure Care."

Round Town

RASS Customer Service and Satisfaction Survey: Facts About HUD's Resident Survey

What is the Customer Service and Satisfaction Survey?

The Customer Services Satisfaction Survey is a survey that is sent to a random sample of Public Housing residents at each Public Housing Agency on a yearly basis. The purpose of the survey is to find out how satisfied residents are with the living conditions at their property. This survey is part HUD's increased commitment to monitoring PHA's performance.

HUD's Public and Indian Housing, Real Estate Assessment Center assesses the Ann Arbor Housing Commissions performance through the Public Housing Assessment System. PHAS evaluates a PHA's physical condition, financial health, management operations, and resident services. PHAS will measure overall resident satisfaction with living conditions using the Customer Service and Satisfaction Survey. Your household may be randomly selected to participate in this survey.

How is this survey different from other surveys?

Because resident satisfaction with their living conditions is important to HUD, the survey was developed so that the resident experience will be included in HUD's yearly evaluation of all Public Housing Agencies. This survey was developed with the help of resident leaders, PHA's and industry representatives.

Who will receive this survey?

All Public Housing residents throughout the nation will be included in the survey process.

However, not all resident will receive a survey. Residents will be chosen randomly using a computer program. The survey will take place yearly so, if you don not receive a survey this year, you may in the future.



How will survey results be used?

HUD will use the overall results of the survey to help determine how well your property management is doing in five areas (Maintenance and Repair, Services, Communication, Safety, and Housing Development Appearance). The Customer Service and Satisfaction Survey equals 10 out of 100 points your housing agency may receive under the PHAS. Answers that residents provide make up a possible 5 points, while marketing the survey and follow-up actions taken by the Ann Arbor Housing Commission administration could equal an additional 5 points.

Will residents survey answers be confidential and anonymous?

HUD is committed to ensuring that resident survey answers will be kept confidential and anonymous. Your PHA will not know who participated in the survey. Only overall scores will be shared with your PHA.