

Report on Customer Service



1.0 Inventory of External Customers

For the purposes of the Report on Customer Service, external customers are identified as either Households or Organizations. These two groups are further described in Sections 1.1 and 1.2 of this report.

1.1 Households

Most TDHCA programs fund local organizations or developers that, in turn, serve individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household. In addition, a Household can contact TDHCA to file a complaint against an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the Manufactured Housing Division (MHD) has contact with these owners for title transfers, among other processes.

1.2 Organizations

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities.

2.0 2022 TDHCA Customer Service Survey

From March to April 2022, the Department conducted the TDHCA Customer Service Survey (the "Survey"). TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the seven customer service areas listed in the Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2023 to 2027: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information and overall satisfaction with the agency).

2.1 Survey Timeline

On March 21, 2022, TDHCA publicized the release of the survey through social media, email, and the Department Web site. The survey was available for completion until April 15, 2022, at 5:00 p.m.

2.2 Survey Questions

The Survey contained demographic questions; 16 statements for Households and 17 statements for Organizations asking the respondent to rate TDHCA on each statement using a Likert scale; and one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey.

The Survey included demographic questions at the beginning to determine if it would be conducted in English or Spanish, the location of the respondent, the Customer Type, and the type of business conducted with TDHCA. The “Customer Type” statements divide respondents into two categories of customers: Households and Organizations. Respondents were directed to the appropriate Customer Type flow; for example, if they selected Household, they did not see the questions intended for businesses. The “Customer Location” and “Type of Assistance” questions allow for analysis of opinions of customers who have contact with certain TDHCA staff and what TDHCA region they are located. The “Housing or Community Affairs” and “Manufactured Housing” choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent entity with its own Governing Board, rules, staff, and internal policies. Type of Assistance questions were added to the Survey to gain a better understanding of which divisions and programs the respondents were rating, as can be seen in Appendix A.

All respondents were asked to rate the statements on the following page using a Likert Scale. The number of statements varied depending on the Customer Type. The following statements address the customer service as specified by Tex. Gov't Code Chapter 2114, with the addition of "Reasonable Accommodations" and "General Satisfaction" questions.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		
	<i>Survey Questions for Households</i>	<i>Survey Questions for Organizations</i>
<i>Staff</i>	TDHCA staff members are courteous.	TDHCA staff members are courteous.
	TDHCA staff members demonstrate a willingness to assist.	TDHCA staff members demonstrate a willingness to assist.
<i>Timeliness</i>	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
<i>Communications</i>	I am provided clear explanations about TDHCA services available to me.	
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language.	Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
<i>Web Site</i>	The TDHCA public Web site contains the information I expect.	The TDHCA public website contains the information I expect.
	The TDHCA public Web site is easy to use.	The TDHCA public website is easy to use.
	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).
	The TDHCA public Web site contains accurate information on programs, services, and events.	The TDHCA public Web site contains accurate information on programs, services, and events.
		TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.

		TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
<i>Printed Information</i>	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.	TDHCA written materials provide accurate information.
<i>Facility</i>	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
<i>Complaint Process</i>	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
<i>Reasonable Accommodations</i>	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
<i>General Satisfaction</i>	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

2.3 Survey Marketing and Customers Surveyed

TDHCA interacts with a large and diverse number of Texans. Given the wide range of people and durations of contact, TDHCA used the Internet, email and phone surveys to reach as many Households and Organizations connected to the Department as possible. The survey was available in both English and Spanish in order to reach a broader base of customers.

2.4 Response Rates

For the four weeks between March 21, 2022 and April 15, 2022, links to the survey were placed on the following pages of the TDCHA website that received a combined 104,185 views. The front page received 40,660 unique visitors; the Manufactured Housing front page received 27,052 unique visitors; the Housing Resource Center main page received 834 unique visitors; the English Help for Texans page received 28,965 unique visitors; the Spanish Help for Texans page received 1,035 unique visitors; the Notice of Funding Availability page received 2,903 unique visitors, and the Fair Housing page received 2,736 unique visitors. A total of 54 survey respondents indicated that they heard about the survey through the TDHCA Web site. 3,268 followers of TDHCA's Twitter account and 7,219 followers of TDHCA's Facebook page potentially saw the survey announcement. TDHCA emailed the survey announcement directly to approximately 32,098 active email addresses on the TDHCA email lists.

Table 2.4 a: Survey Invitation Distribution

<i>Distribution Method</i>	<i>Number of Potentially Unique Survey Invitation Recipients</i>	<i>Percent of Total</i>
Combined Visitors to TDHCA Web Site Pages	104,185	71%
Social Media Followers	10,487	7.1%
Direct Email Recipients	32,098	21.9%
Total	146,770	100.0%

3.0 Survey Results and Analysis of Findings

The Department received 821 responses to the survey (“responses” defined as the number of respondents that answered at least one question). The feedback from these responses is summarized below. Results are analyzed by customer type including:

- (1) All survey respondents;
- (2) Household Respondents*;
- (3) Organization Respondents*;
- (4) Texas Rent Relief Respondents**;

*For the purposes of the Report on Customer Service, external customers are identified as either Households or Organizations. Households are referred to by the “Individual” Customer Type in the Customer Service Survey, while Organizations are referred to by the “Organization/Business” Customer Type in the Customer Service Survey.

**Results from these respondents were not included in the following information

3.1 Survey Respondent Demographics

Customer Type and Interest with TDHCA

TDHCA designated three customer types for the survey: (1) Individuals, (2) Organizations and (3) Those that applied to receive or did receive assistance from Texas Rent Relief (TRR). Individuals include non-affiliated respondents who have had contact with TDHCA. Organizations include those businesses, government entities, and nonprofits that have had contact with TDHCA. Approximately 217 (32.10%) of respondents identified themselves as individuals for the purposes of this report. Approximately 235 (34.76%) of respondents identified themselves as being affiliated with an organization. Approximately 224 (33.14%) of respondents identified themselves as having applied to receive or did receive assistance from TRR, as noted above the results of these respondents is not included in the following information.

Method of Outreach

At the end of the survey, respondents were asked how they heard about the TDHCA Customer Satisfaction Survey. Of the 452 Individual and Organization respondents, 326 answered this question. This provides a rough estimate that only 72.12% of respondents completed the survey from beginning to end.

Figure 3.1a: TDHCA Customer Satisfaction Survey outreach question responses

Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select One.

Answer Choices	Responses	
Social Media (Facebook, Twitter)	4.29%	14
An Email from TDHCA	69.94%	228
The TDHCA public website	16.56%	54
A telephone conversation with TDHCA staff	0.61%	2
Other (please specify in the box below)	4.29%	14

3.2 Individuals

The TDHCA Customer Satisfaction Survey offers different, but closely related questions, to both individuals and organizations. The following section analyzes responses given by individuals.

Figure 3.2a Type of Assistance Requested by Individuals from Housing and Community Affairs

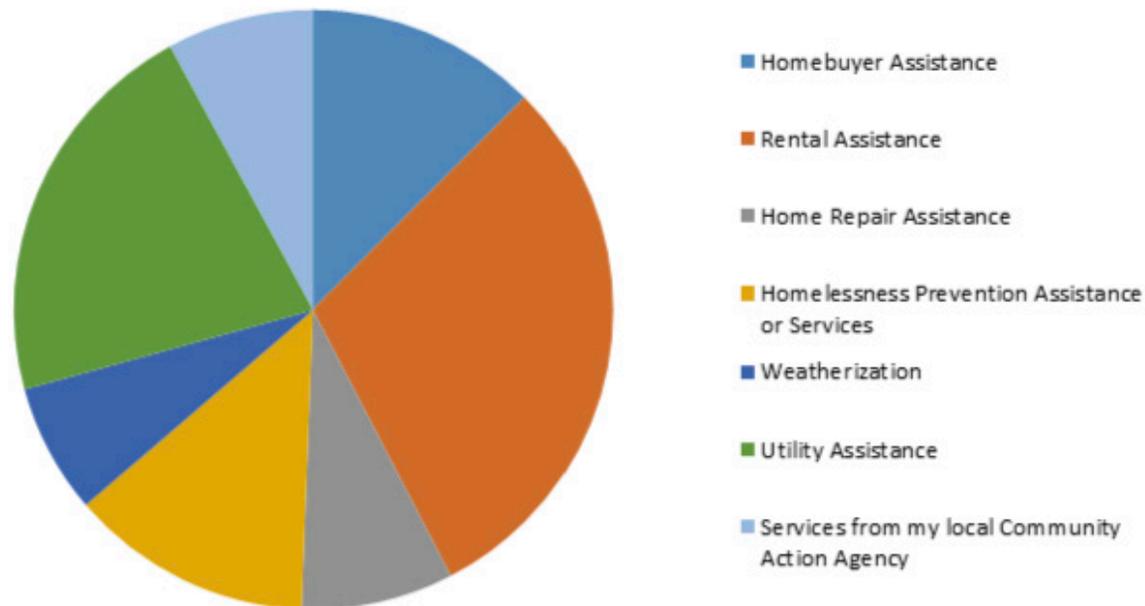


Figure 3.2b Type of Assistance Requested by Individuals from Manufactured Housing

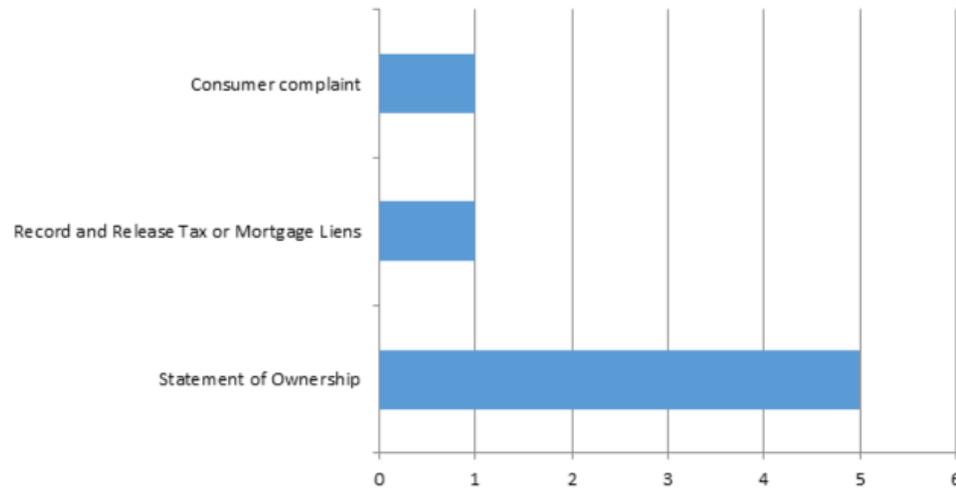


Fig 3.2c Satisfaction with TDHCA Direct Customer Service

The following statements were ranked on a scale from 1 (strongly disagree) to 5 (strongly agree).

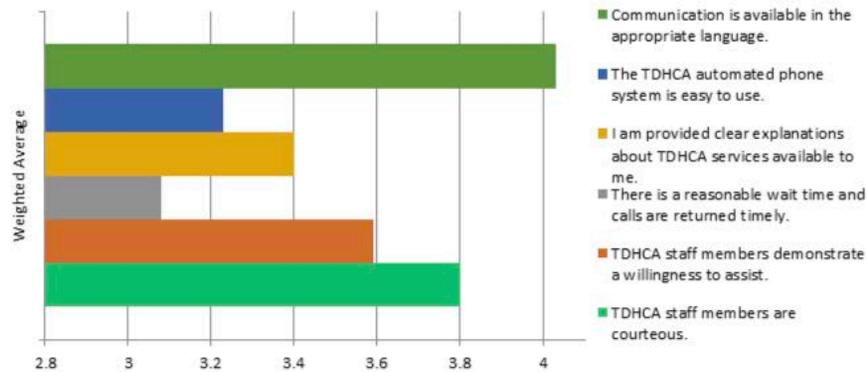


Fig 3.2d Satisfaction with TDHCA's Website and Informational Materials

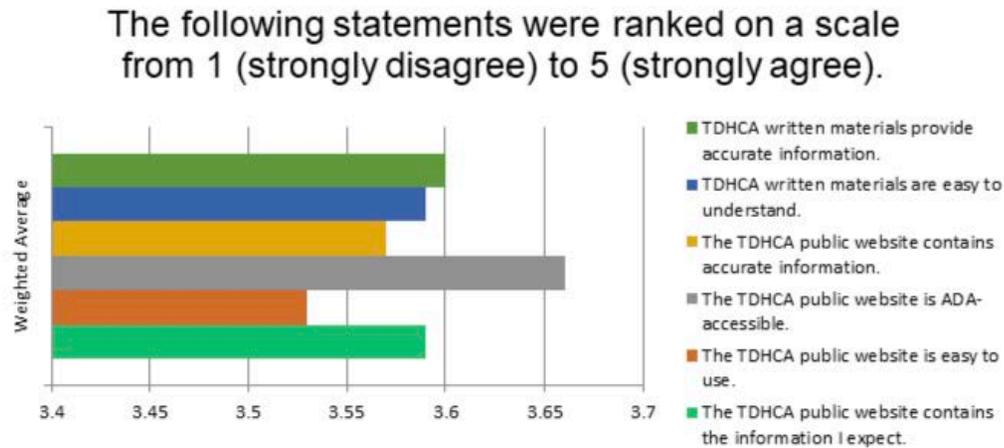
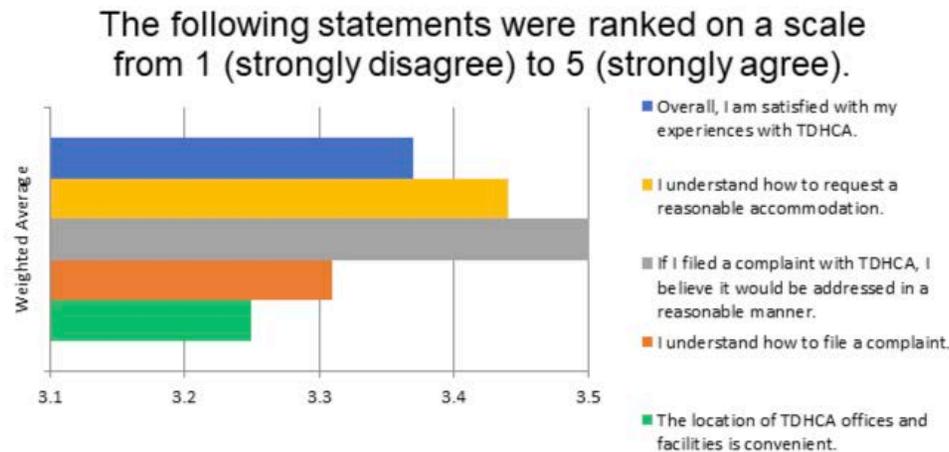


Fig. 3.2e Satisfaction with Miscellaneous Service Activities



3.3 Organizations

In addition to individuals, TDHCA also serves local government, non-profit, and faith-based organizations across the state of Texas. If respondents selected that they were contacting TDHCA based on their affiliation with an organization, then they received a set of different, albeit related questions to the ones presented in section

3.2 Individuals vPrimary Interest with TDHCA

Respondents were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance and B) Manufactured Housing Assistance. Of respondents, 206 (93.21%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 15 (6.79%) of respondents indicated that they were primarily interested in Manufactured Housing.

Type of Assistance Requested

Individual respondents were then placed into two groups depending on their primary interest in TDHCA, Housing and Community Affairs or Manufactured Housing. Each group was then asked to identify which programs or services at TDHCA that they work with.

Fig 3.3a Most Frequently Worked with Housing and Community Affairs Programs

Please indicate the programs with which you work. Check all that apply.

Answer Choices	Responses	
HOME Investment Partnerships Program	28.27%	54
Housing Trust Fund Program	11.52%	22
Housing Tax Credit Program	36.65%	70
Section 811 Program	9.42%	18
Section 8 Housing Choice Voucher Program	17.80%	34
Office of Colonia Initiatives	2.09%	4
Neighborhood Stabilization Program	3.66%	7
Homeownership Program	20.42%	39
Homelessness Services	23.04%	44
Community Services Block Grant Program	16.75%	32
Energy Assistance Programs	9.95%	19
Other (please specify in box below)	14.66%	28

Next, organization respondents who stated that they worked primarily with the Manufactured Housing Division were asked about their business as it relates to Manufactured Housing. Respondents indicated that they most frequently were a Manufactured Housing Retailer, Installer or Salesperson. The most common “other” response was working with a county tax office.

Fig 3.3b Most Frequently Contacted Manufactured Housing Services

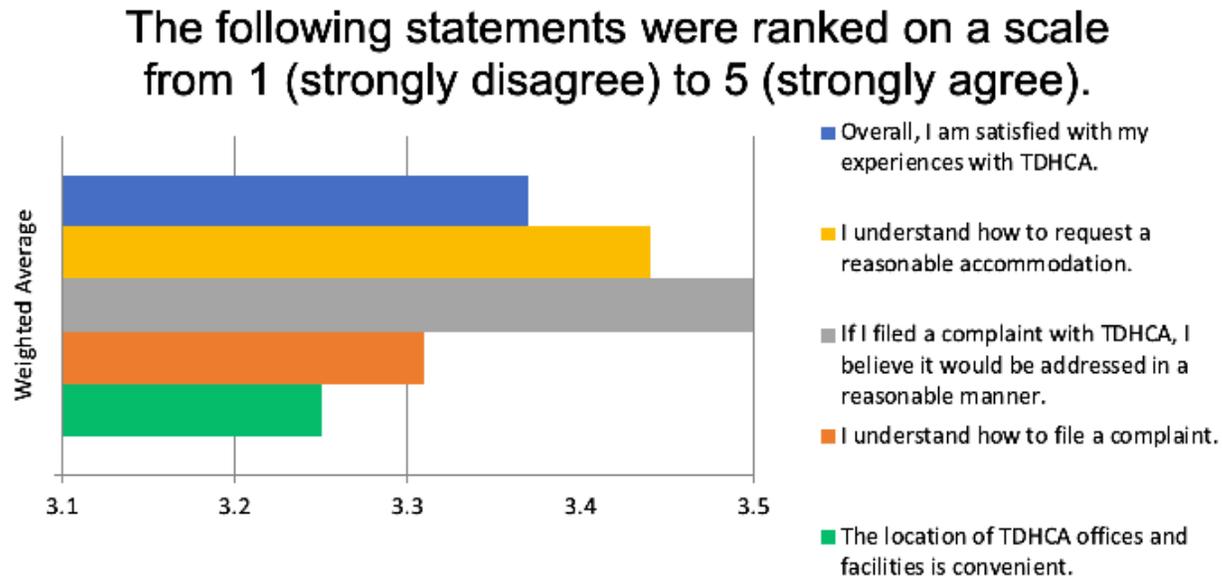
Please indicate your business with the Manufactured Housing Division. Did you Receive training and/or an issuance of a license for one or more of the following?

Answer Choices	Responses	
Manufactured Housing Retailer	30.77%	4
Manufactured Housing Installer	30.77%	4
Manufactured Housing Broker	15.38%	2
Manufactured Housing Salesperson	30.77%	4

Customer Satisfaction

Organizational respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a likert-like scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent.

Fig. 3.3c Satisfaction with TDHCA Direct Customer Service



3.3d Satisfaction with TDHCA's Website and Informational Materials

3.3e Satisfaction with Miscellaneous Service Activities

Organizations generally reported a favorable view of TDHCA. No question received a weighted average below 3 (Neutral). On average, respondents reported that they were satisfied with their experiences with TDHCA (4.20). Among organizations, TDHCA scored higher than 4.0 for most questions about their direct customer service and informational materials. TDHCA scored the highest for being courteous (4.54), for having staff that demonstrates a willingness to assist (4.45), and for the TDHCA public website containing the information expected (4.25). Among organizations, the lowest weighted average was the convenience of location of TDHCA offices and facilities at 3.66 average then TDHCA's automated phone system at 3.81 on average. TDHCA's average indicating general satisfaction with TDHCA services and programs continues to be above 4.0.

3.4 Survey Changes

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey. The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2023 to 2027 was included in the survey, along with other elements, which will be used internally. The main change TDHCA would make to the survey is to reach a more randomly-sampled population and a broader population, particularly with Manufactured Housing Division customers. Of the 821 respondents, only 2.8% had contact with Manufactured Housing. In addition, there is not currently a clear option in the survey for tenants of TDHCA-monitored multifamily properties, persons assisting households in securing assistance (such as case workers or benefits coordinators), or individuals filing complaints with the Department regarding Housing or Community Affairs assistance. Having a randomly-sampled population would allow TDHCA to determine confidence levels and intervals and a definite response rate. Unfortunately, because of the large TDHCA customer base, the number of written surveys or out-going calls which would be needed to provide a random sample is cost prohibitive. In 2024, TDHCA plans to continue electronic outreach via email, Web site, and social media. Increasing outreach to TDHCA-funded and monitored multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. In this way, TDHCA is using the resources it has to encourage more customers to take the survey. TDHCA will use the results found in the 2022 Survey to determine where existing processes, procedures, and policies can be improved to increase customer satisfaction when interacting with TDHCA.

4.0 Customer Service Performance Measures

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the Report on Customer Service.

4.1 Performance Measures

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2021 performance and state fiscal year 2022 target is included.

GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and assistance.

Strategy 2.1

Provide information and technical assistance to the public through the Housing Resource Center.

Table 4.1a: Strategy 2.1

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of information and technical assistance requests completed	7,100	8,571	120.72%	7,100
Explanation of Variance: The Department received more requests for assistance than targeted, resulting in more assistance requests completed.				

Strategy 2.2

To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Table 4.1b: Strategy 2.2

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,687	122.25%	1,380
Explanation of Variance: None needed.				

GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Strategy 5.1

Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Table 4.1c: Strategy 5.1

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of manufactured housing statements of ownership and location issued	54,000	57,314	106.14%	54,000
Explanation of Variance: The Department received and processed a larger number of statements of ownership than the targeted projection.				

Strategy 5.2

Conduct inspection of manufactured homes in a timely manner.

Table 4.1d: Strategy 5.2

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of installation reports received	15,000	16,241	108.27%	15,000
Explanation of Variance: The Department received and processed a larger number of installation reports than the targeted projection. This may be attributable to an increase in file reviews undertaken by MHD as well as increased awareness within the industry of enhanced enforcement procedures which can result from the failure to file an installation report.				

Strategy 5.3

To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 4.1e: Number of Complaints Resolved

<i>Strategy Measure #1</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of complaints resolved	600	720	120.00%	500
Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints that resulted in more complaints being closed.				

Table 4.1f: Average Time for Complaint Resolution

<i>Strategy Measure #2</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Average time for complaint resolution	180	62.80	34.88%	180
Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.				

Table 4.1g: Number of Jurisdictional Complaints Received

<i>Strategy Measure #3</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of jurisdictional complaints received	550	712	129.45%	550
Explanation of Variance: The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting a large number of complaints to the Enforcement Unit for deviations/violations found during these reviews.				

4.2 Standard Measures

The following measures concern the Report on Customer Service.

Outcome Measures

1. Percent of surveyed customer respondents expressing overall satisfaction with services received

<i>2020 Actual</i>	<i>2022 Actual</i>
67%	68%

Explanation: out of the survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

Output Measures

1. Number of customers surveyed

<i>2020 Actual</i>	<i>2022 Actual</i>
939	821

Explanation: Total number of individuals who started the survey. An increased number of individuals started the survey but did not fully finish the survey, roughly a third of respondents identified as participating in TRR and the results of that portion of the survey are not included in this document.

2. Number of customers served

<i>2020 Actual</i>	<i>2021 Actual</i>
635,528	717,576

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities awarded funds from TDHCA. These figures are derived from the SLIHP, performance measures, and internal data. They may include double counting.

Table 4.2a: Subrecipients and Licensees*

<i>Subrecipients and Licensees</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	46	46
Emergency Solutions Grant Program Subrecipients	73	118
Homebuyer Assistance Program Participating Lenders	235	243
Homeless Housing and Services Program Organizations	10	9
State Housing Trust Fund Administrators – Amy Young Barrier Removal Program and/or Contract for Deed Program	22	22
State Housing Trust Fund Administrators – Bootstrap Program	25	25
HOME Administrators	146	147
Housing Tax Credit Awards	157	132
Manufactured Housing Licenses issued	2,124	1,980
Total	2,838	2,722

*Please note that in Table 4.2a one Organization equals one subrecipient, licensee, administrator, award, or lender. However, more than one person per Organization was allowed to take the Customer Service Survey.

Table 4.2b: Targeted Beneficiaries

<i>Targeted Beneficiaries</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Single Family Homeownership	12,248	12,254
HOME Investment Partnerships Program	1,203	3,608
Housing Trust Fund	230	170
9% Housing Tax Credits	5,528	4,649
4% Housing Tax Credits	5,162	6,135

<i>Targeted Beneficiaries</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	820	799
Section 811 Project Rental Assistance Program	477	506
Emergency Solutions Grant Program	36,694	54,193
Community Services Block Grant	396,783	437,369
Comprehensive Energy Assistance Program	166,265	190,818
Weatherization Assistance Program	2,963	3,103
Homeless Housing and Services Program	7,037	3,972
Unique complaints received by TDHCA**	464	1,311***
Public Assistance Requests Handled	8,347	8,571
Colonia SHC Beneficiaries	38,596	24,973
Manufactured Housing Statements of Ownership issued	54,967	57,314
Manufactured Housing Inspections Conducted	18,619	18,388
Manufactured Housing Complaints Received	726	712
TOTAL	757,129	820,873

*Targeted beneficiaries of the MF Bond Program also received assistance through the 9% and 4% HTC Programs. In order to avoid double counting as much as possible, targeted beneficiaries served through MF Bond only appear in the 9% or 4% tax credit row.

**Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints regarding opposition to development, as those are handled through a process separate from the Complaint process.

***Increase in Complaints due to Texas Rent Relief (TRR) Program

Table 4.2c: Total Customers Served

<i>Customers Type</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Total Subrecipients and Licensees	2,838	2,722
Total Targeted Beneficiaries	757,129	820,873
GRAND TOTAL	759,967	823,595

Efficiency Measure

Cost per customer surveyed

<i>2020 Actual</i>	<i>2022 Actual</i>
\$2.17	\$1.87

Explanation: The cost of the Department's subscription to Survey Monkey online survey program was \$384.00 for one year. On average, the Department conducts 10 surveys per year, including the biennial Customer Service Survey, which is approximately \$38.40 per survey.

The Customer Service Report took approximately 50 hours of staff time to develop, administer and analyze. At an average of \$30 per hour, this is approximately \$1,500. The total cost of the survey was \$1,538.40. Per customers that took the survey (821), this total is \$1.87 cents per survey. This information is also skewed due to the number of individuals who started the survey but did not complete under the assumption the individuals were instead looking for assistance resources due to challenges of the COVID-19 pandemic.

Explanatory Measures

Number of customers identified

Table 4.2d: Customers Identified

<i>Targeted Beneficiaries</i>	<i>2020</i>	<i>2021</i>
Households with incomes at or below 80% AMFI	3,859,262	3,745,775
Number of Manufactured Housing Units	977,039	995,643
TOTAL	4,836,301	4,741,418

Explanation: TDHCA primarily serves households with incomes at or below 80% AMFI. All of this population could be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas could potentially need the services of the TDHCA Manufactured Housing Division. These figures are pulled from the 2021 and 2022SLIHPs, though the data are from the 2014-2018 5 Year ACS/2012-2016 CHAS & 2015-2019 5 Year ACS/2014-2018 CHAS respectively and information from the Manufactured Housing Division website. They may include double counting. A manufactured or mobile home is defined by HUD and the Census Bureau as a moveable dwelling, 8 feet or more wide and 40 feet or more long, designed to be towed on its own chassis, with transportation gear integral to the unit when it leaves the factory, and without need of a permanent foundation.

Table 4.2e: Number of customer groups inventoried

<i>2020 Actual</i>	<i>2022 Actual</i>
2	2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees). While a third customer group was identified as part of the survey (Texas Rent Relief Respondents), the results of those responses are not included in this report so they are not noted as being inventoried.