

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# Housing and Urban Development

As a High Impact Service Provider (HISP), HUD focuses on improving customer experience and delivery for the following services:

- 1) Seeking information about Federal Housing Administration (FHA) loan programs and loss mitigation services:** FHA partners with private lenders to enable more Americans to achieve and maintain home ownership. The FHA Resource Center received over 754,000 inquiries and service requests from nearly 490,000 people last year related to partnering with FHA as a lender, buying a home, avoiding foreclosure, and accessing credit as a homeowner.
- 2) Engaging in the housing discrimination complaint process:** HUD's Fair Housing Enforcement Office (FHEO), handles complaints filed by the public alleging housing discrimination based on protected characteristics (e.g., race, sex, disability) in buying a home, obtaining a mortgage, seeking housing assistance, or engaging in other real estate transactions.
- 3) Inspecting HUD-assisted housing:** The Office of Public and Indian Housing's (PIH) Real Estate Assessment Center (REAC) physically inspects 217,985 HUD-assisted housing units annually, on average. The annual physical inspection is one of the primary ways in which HUD ensures safe and habitable conditions for the 3.4 million households in HUD-assisted housing.

### ***What we will deliver in 2025:***

- **Deploy an AI Chatbot on the FHA FAQ website to streamline information access**

HUD will deploy an AI chatbot on its Federal Housing Administration (FHA) FAQ website to allow people to find information about FHA's programs with ease. The chatbot will allow searchers to use colloquial, natural language search terms like: "I am a prospective lender: what are all the documents I need to know about to apply to become an FHA approved lender?" and obtain relevant articles among the roughly 2,400 FAQs available. As a result of this launch, current and prospective homeowners and lenders will be able to obtain answers to inquires more quickly and easily.

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## 2024 HISP CX Action Plan (Page 2)

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### *What we will deliver in 2025:*

- **Expand support for individuals inquiring about filing a housing discrimination complaint**

HUD will expand the ways it supports the roughly 34,000 people on average who inquire about filing a housing discrimination complaint with HUD including each year. Their efforts will include connecting people with trauma-informed support, limiting the number of times the complainant needs to explain a traumatic event, and improving communications by providing staff with trauma informed training. In doing so, HUD will help to empower the roughly 4,000 complainants per year to file a complaint effectively.

- **Expand opportunities for people living in HUD-assisted housing to provide feedback on the housing inspection experience**

HUD will design and distribute a feedback survey to roughly 70% of the nearly 218,000 households that it inspects annually, to gauge improvements needed to these inspections from the residents' point of view. By disseminating this survey and analyzing the results, HUD will be able to improve the way it inspects housing to ensure that these inspections are serving the needs of the over 3 million households in HUD-assisted housing.

- **Deploy an AI Chatbot on FHA's 1-800 number**

HUD will deploy an AI chatbot on the toll-free number that people call to find information about Federal Housing Administration's (FHA) programs. Currently, customers who call that number outside of business hours will not receive an answer to their question until the next business day. With the AI chatbot, callers will be able to receive answers to their questions 24/7, increasing the availability of this service for the approximately 60,000 callers who contact FHA outside of normal business hours.