



UNITED SOUTH AND EASTERN TRIBES, INC.

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USET Resolution No. 2001:19

**ANNUAL HOUSING AND URBAN DEVELOPMENT (HUD) CUSTOMER SERVICE  
ASSESSMENT**

**WHEREAS,** United South and Eastern Tribes Incorporated (USET) is an intertribal organization comprising twenty-four (24) federally recognized tribes; and

**WHEREAS,** the actions taken by the USET Board of Directors officially represent the intentions of each member tribe, as the Board of Directors comprises delegates from the member tribes' leadership; and

**WHEREAS,** an annual assessment of the quality and effectiveness of work/services provided to USET member tribes/Tribal Designated Housing Entities (TDHEs) by the HUD Regional Office would be useful in the development of better communication and implementation of future policies and procedures; and

**WHEREAS,** the assessment should address customer satisfaction in the delivery of technical assistance, training and the overall responsiveness of the Regional Office to the needs of the USET member tribes/TDHEs; therefore, be it

**RESOLVED** the USET Board of Directors instructs HUD to develop an assessment tool, in consultation with tribes/TDHEs to measure the quality and effectiveness of work/services provided to USET member tribes/TDHEs; be it further

**RESOLVED** the assessment be conducted on an annual basis and the results be utilized to enhance communication and develop policies and procedures in consultation with tribes/TDHEs; be it further

**CERTIFICATION**

This resolution was duly passed at the USET Annual Meeting, at which a quorum was present in Verona, NY on Thursday, November 2, 2000.

Keller George, President  
United South and Eastern Tribes, Inc.

Beverly Wright, Secretary  
United South and Eastern Tribes, Inc.