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.

"Because there is strength in Unity"