



**United States
Department of
Agriculture**

STAKEHOLDER ANNOUNCEMENT

USDA Rural Housing Service Announces Latest Version of Innovative Tool to Improve Customer Service for Multi-Family Housing Borrowers and Applicants during the Transfer Process

(May 5, 2015) – USDA Rural Development today announced the most recent version of the Preliminary Assessment Tool (PAT) designed by the Rural Housing Service (RHS) that will improve customer service by helping Multi-Family Housing (MFH) borrowers, applicants and RHS staff to improve customer service when Multi-Family transfers and Multifamily Preservation and Revitalization (MPR) program transactions are done.

The tool is part of an overall Business Process Improvement (BPI) effort adopted in the fall of 2014 by RHS leadership. The BPI effort brought together stakeholders representing a cross section of RHS customers as well as RD field and national office staff to identify opportunities to improve transparency, facilitate open communications within the existing transfer process.

More detail on PAT is available at: [Multi-Family Housing Direct Loans](#) or Housing [Preservation & Revitalization Demonstration Loans & Grants](#).