

MEMORANDUM OF UNDERSTANDING
Between
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
And
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL COUNCIL OF HUD LOCALS 222

SUBJECT: Implementation of the FHEO Technical Guidance Memorandum (TGM)

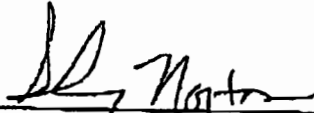
1. The parties agree that to the greatest extent feasible the telephone(s) in FHEO are to be answered by a live person, in order to address the findings of the General Accounting Report (GAO) and to provide outstanding service to our customers. The parties agree that coverage of the telephone(s) in each office will be subject to local impact and implementation bargaining.
2. Management acknowledges the staff time involved in logging every telephone call into the Contact Log. Management is exercising its right to require the maintenance of the Contact Log for every call received in FHEO. Management agrees that the Contact Log will be submitted to the employee's supervisor for appropriate follow up.
3. Management agrees that a time sensitive calls will be recorded on the Contact Log (there will not be a separate time sensitive log). Employee will notify their supervisor via email of the time sensitive issue and if the supervisor is not in the office the employee will notify the acting of designated supervisor. Management will coordinate follow up of the time sensitive issue with the appropriate staff.
4. Management agrees that this change will not affect FHEO employees' ability to participate in the telework or alternative work programs of the Department.
5. Management agrees to meet with union representatives to discuss the changes in the intake procedures and maintenance of contact log as a result of implementing the new TGM within sixty days after full implementation.
6. Management provided training to all effected employees in anticipation of implementation. However, additional training will be provided on an as-needed basis.
7. The Union understands that the Office of Field Oversight will periodically conduct test calls to verify that the procedures outlined in the TGM are being carried out. Management agrees that the information obtained via the periodic tests will only be shared with those persons who have a need to know.

MANAGEMENT

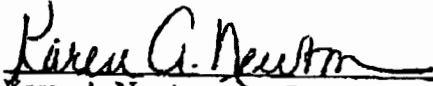
UNION



Joann T. Robinson
Chief Negotiator



Sherry K. Norton
Chief Negotiator



Karen A. Newton
Team Member

August 2, 2006
Date