



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF HOUSING

More Efficient and Effective Compliance at State-funded Properties

Fewer than half (44 percent) of Arizona Department of Housing-funded property owners were addressing all deficiencies resulting from the department's inspections on the first response in July 2016. The department undertook a project to improve clarity of its reports and response letters while also implementing visual training for completing work orders. As a result, **the metric steadily improved to 81 percent compliance on first attempt in June 2017.** Improved compliance means better living environments for low-income residents and housing staff have more time to devote to the agency's mission work.

