



[Docket No. FR-7086-N-13]

60-Day Notice of Proposed Information Collection: Requirements for Single Family Mortgage Instruments, OMB Control No.: 2502-0404

AGENCY: Office of the Assistant Secretary for Housing – Federal Housing Commissioner, HUD.

ACTION: Notice.

SUMMARY: HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 60 days of public comment.

DATES: Comments Due Date: **[Insert date that is 60 days after the date of publication in the Federal Register.]**

ADDRESSES: Interested persons are invited to submit comments regarding this proposal.

Written comments and recommendations for the proposed information collection can be sent within 60 days of publication of this notice to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting "Currently under 60-day Review - Open for Public Comments" or by using the search function. Interested persons are also invited to submit comments regarding this proposal by name and/or OMB Control Number and should be sent to: Colette Pollard, Reports Management Officer, REE, Department of Housing and Urban Development, 451 7th Street, SW, Room 8210, Washington, DC 20410; telephone (202) 402-3577 (this is not a toll-free number) or e-mail: PaperworkReductionActOffice@hud.gov. for a copy of the proposed forms or other available information.

FOR FURTHER INFORMATION CONTACT: Colette Pollard Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410, Room 8210; telephone (202) 402-3577,

(this is not a toll-free number). HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. To learn more about how to make an accessible telephone call, please visit

<https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

Copies of available documents submitted to OMB may be obtained from [Ms. Pollard].

SUPPLEMENTARY INFORMATION: This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

A. Overview of Information Collection

Title of Information Collection: Requirements for Single Family Mortgage Instruments.

OMB Approval Number: 2502-0404.

Type of Request: Extension.

Form Number: None.

Description of the need for the information and proposed use: The Department of Housing and Urban Development (HUD) collects information about customers who contact the agency with questions/comments. P323J, HUD Central Customer Relationship Management (CRM) solution is leveraged by HUD staff and HUD Customer Services Representative contractors when the public calls a 1-800 number, or physically comes to a HUD office, or emails HUD with a question/comment. The HUD staff enters the information into the system to support answering the public question/comment. If the inquiry can be answered immediately, then HUD addresses the request. If the inquiry requires follow-up, then the customer's information is collected for a future response. Minimum data is collected to create an interaction history between the individual and HUD, name, home address, email address, or phone number.

Estimated Number of Respondents: 2,064.

Frequency of Response: One per mortgage.

Estimated Number of Responses: 737,276.

Average Hours per Response: 0.0833 (5 minutes).

Total Estimated Burdens: 61,415.

| Information Collection | Number of Respondents | Frequency of Response | Responses Per Annum | Burden Hour Per Response | Annual Burden Hours | Hourly Cost Per Response | Annual Cost |
|------------------------|-----------------------|-----------------------|---------------------|--------------------------|---------------------|--------------------------|-------------|
| Single Family | 2,064 | 1 | 737,276 | 0.0833 | 61,415 | \$40.46 | \$2,484,855 |

B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

- (1) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (2) The accuracy of the agency's estimate of the burden of the proposed collection of information;
- (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and
- (4) Ways to minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

HUD encourages interested parties to submit comment in response to these questions.

C. Authority: Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. chapter 35.

Jeffrey D. Little,
General Deputy Assistant Secretary for Housing.

Billing Code: 4210-67

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