

U.S. Department of Housing and Urban Development
1280 Maryland Avenue, SW
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OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

**Customer Service and Satisfaction Survey
Business Calendar for Multi-Family Survey - 2002**

Step	Survey Process	Start Date	End Date
1	Lead/Pre-note letter mailed	F 9/20/2002	F 9/20/2002
2	Multi-Family tenants surveyed	F 9/27/2002	TH 12/12/2002
3	Final Cut-off for Survey Receipt from tenants	TH 12/12/2002	TH 12/12/2002
4	Survey Results available in PIH-REAC's Resident Assessment Subsystem	TH 1/3/2003	TH 1/3/2003