

FHA Multifamily Customer Service and Satisfaction Survey Survey Administration Business Calendar for 2001

Action	Begin	Due
1. Survey sample to Survey Administrator	W 3/21	
2. Initial survey notification letter mailed to Owners/Agents	M 4/12	
3. Media packet mailed	M 4/12	
4. Survey lead letters mailed to residents	Th 4/19	
5. Surveys mailed to residents/ Requested return date	Th 4/26	W 5/16
6. Reminder postcard mailed	Th 5/3	
7. Surveys re-mailed	M 6/4	
8. Deadline to submit surveys/Receipt at Survey Administrator	M 6/25	F 7/6
9. Survey Data Upload to HUD	T 7/17	
10. Multifamily survey results available in Resident Assessment Sub-System (RASS)	Week of 7/23	