



U.S. Department of Housing and Urban Development
 Public and Indian Housing – Real Estate Assessment Center
 Resident Assessment Subsystem
 Washington, DC 24010

OFFICE OF PUBLIC AND INDIAN HOUSING
 REAL ESTATE ASSESSMENT CENTER

Customer Service and Satisfaction Survey Business Calendar for PHA Survey Cycles

| Step # | Survey Process | 12/31/07 FYE + 12/31/06 OPT-INS | | 3/31/08 FYE + 3/31/07 OPT-INS | | 6/30/07 OPT-INS ONLY | | 9/30/07 OPT-INS ONLY | | 6/30/08 FYE Regular Cycle | |
|--------|---|------------------------------------|----------------|----------------------------------|---------------|--------------------------------|---------------|--------------------------------|------------------------------|------------------------------|---------------|
| | | Start Date | End Date | Start Date | End Date | Start Date | End Date | Start Date | End Date | Start Date | End Date |
| 1 | Initial survey notification letter E-mailed | TH 11/1/07 | TH 11/1/07 | M 12/5/07 | M 12/5/07 | TU 1/22/08 | TU 1/22/08 | TU 1/22/08 | TU 1/22/08 | TH 3/27/08 | TH 3/27/08 |
| 2 | PHA updates and certifies unit addresses via the Internet | TH 11/08/07 | W 11/28/07 | W 12/12/07 | M 12/31/07 | TU 1/29/08 | TH 2/14/08 | TU 1/29/08 | TH 2/14/08 | TU 4/1/08 | TH 4/17/08 |
| 3 | Media Packet mailed | TU 11/06/07 | TU 11/06/07 | M 12/10/07 | M 12/10/07 | W 1/23/08 | W 1/23/08 | W 1/23/08 | W 1/23/08 | F 4/11/08 | F 4/11/08 |
| 4 | PHA promotes survey using the Media Packet Guidelines | TH 11/29/07 | TH 12/20/07 | W 1/2/08 | TH 1/24/08 | F 2/15/08 | M 3/10/08 | F 2/15/08 | M 3/10/08 | F 4/18/08 | F 5/9/08 |
| 5 | PHA documents and certifies Implementation Plan activities via the Internet | TH 11/29/07 | TH 12/20/07 | W 1/2/08 | TH 1/24/08 | F 2/15/08 | M 3/10/08 | F 2/15/08 | M 3/10/08 | F 4/18/08 | F 5/9/08 |
| 6 | PHA residents surveyed | M 1/07/08 | F 03/07/08 | F 2/8/08 | TU 4/8/08 | W 3/31/08 | TU 5/27/08 | W 3/31/08 | TU 5/27/08 | F 5/30/08 | TH 7/31/08 |
| 7 | PHA survey results available in RASS | W 03/26/08 | W 3/26/08 | W 4/30/08 | W 4/30/08 | W 6/18/08 | W 6/18/08 | FL005* TU 5/20/08* | FL005* TU 5/20/08* | TH 8/21/08 | TH 8/21/08 |
| | | | | | | | | ALL OTHER W 6/25/08 | ALL OTHER W 6/25/08 | | |
| 8 | PHA certifies Follow-up Plan via the Internet | W 03/26/08 | F 04/11/08 | TH 5/1/08 | M 5/19/08 | W 6/18/08 | M 7/7/08 | FL005* TU 5/21/08* | FL005* TU 5/23/08* | F 8/22/08 | W 9/10/08 |
| | | | | | | | | ALL OTHER W 6/25/08 | ALL OTHER W 7/14/08 | | |

Calendar last updated 3/24/08