

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	12/31/06 FYE		3/31/07 FYE		6/30/07 FYE		9/30/07 FYE	
		Start Date	End Date	Start Date	End Date	Start Date	End Date	Start Date	End Date
1	Initial survey notification letter E-mailed	M 8/28/06	M 8/28/06	F 11/17/06	F 11/17/06	M 2/26/07	M 2/26/07	F 5/29/07	F 5/29/07
2	PHA updates and certifies unit addresses via the Internet	TH 9/7/06	M 9/25/06	M 11/27/06	W 12/13/06	M 3/5/07	W 3/21/07	M 6/4/07	W 6/20/07
3	Media Packet mailed	TH 9/7/06	TH 9/7/06	F 11/24/06	W 11/29/06	TH 3/1/07	TU 3/6/07	W 5/30/07	F 6/1/07
4	PHA promotes survey using the Media Packet Guidelines	TU 9/26/06	TU 10/17/06	TH 12/14/06	M 1/8/07	TH 3/22/07	TH 4/12/07	TU 6/26/07	M 7/16/07
5	PHA documents and certifies Implementation Plan activities via the Internet	TU 9/26/06	TU 10/17/06	TH 12/14/06	M 1/8/07	TH 3/22/07	TH 4/12/07	TU 6/26/07	M 7/16/07
6	PHA residents surveyed*	*	*	*	*	*	*	*	*
7	PHA survey results available in RASS*	*	*	*	*	*	*	*	*
8	PHA certifies Follow-up Plan via the Internet*	*	*	*	*	*	*	*	*

Calendar last updated 7/31/2007

***Survey Administration delayed; TIMEFRAMES TO BE DETERMINED**