

**U.S. Department of Housing and Urban Development**  
 Real Estate Assessment Center/RASS  
 Washington, D.C. 20410



OFFICE OF PUBLIC AND INDIAN HOUSING  
 REAL ESTATE ASSESSMENT CENTER

**Customer Service and Satisfaction Survey Business Calendar for PHA Survey Cycles**

**12/31/04 FYE**

**3/31/05 FYE**

**6/30/05 FYE**

**9/30/05 FYE**

<b>Step #</b>	<b>Survey Process</b>	<b>Start Date</b>	<b>End Date</b>	<b>Start Date</b>	<b>End Date</b>	<b>Start Date</b>	<b>End Date</b>	<b>Start Date</b>	<b>End Date</b>
1.	Initial survey notification letter E-mailed	F 9/17/04	F 9/17/04	TH 12/30/04	TH 12/30/04	F 3/18/2005	F 3/18/2005	F 6/24/2005	F 6/24/2005
2.	PHA updates and certifies unit addresses via the Internet	F 9/17/04	W 10/13/04	TH 12/30/04	F 1/28/05	F 3/18/2005	M 4/18/2005	F 6/24/2005	M 7/25/2005
3.	Media packet mailed	M 10/04/04	M 10/04/04	M 1/24/05	M 1/24/05	F 4/8/2005	F 4/8/2005	M 7/11/2005	M 7/11/2005
4.	PHA promotes survey using the Media Plan Guidelines	TH 10/07/04	M 11/22/04	M 1/31/05	F 3/18/05	M 4/18/2005	F 5/27/2005	M 7/25/2005	F 9/2/2005
5.	PHA documents and certifies Implementation Plan activities via the Internet	TH 10/07/04	M 11/22/04	M 1/31/05	F 3/18/05	M 4/18/2005	F 5/27/2005	M 7/25/2005	F 9/2/2005
6.	PHA residents surveyed	TU 11/23/04	M 1/31/05	M 3/21/05	M 5/23/05	F 5/27/2005	M 8/1/2005	F 9/2/2005	M 11/7/2005
7.	PHA survey results available in RASS	TH 3/03/05	TH 3/03/05	M 6/27/05	M 6/27/05	W 9/28/2005	W 9/28/2005	M 12/5/2005	M 12/5/2005
8.	PHA certifies Follow-up Plan	TH 3/03/05	W 3/23/05	M 6/27/05	M 7/11/05	W 9/28/2005	W 10/12/2005	M 12/5/2005	M 12/19/2005

**Calendar last updated 9/7/2005**