

**U.S. Department of Housing and Urban Development**  
 550 12<sup>th</sup> Street, SW  
 Suite 100  
 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**

Step #	Survey Process	12/31/03 FYE		3/31/04 FYE		6/30/04 FYE		9/30/04 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 09-29-03	M 09-29-03	F 01-02-04	F 01-02-04	F 03-19-04	F 03-19-04	F 07-02-04	F 07-02-04
2.	PHA updates and certifies unit addresses via the Internet	M 09-29-03	TH 10-30-03	F 01-02-04	M 02-02-04	F 03-19-04	M 04-19-04	F 07-02-04	M 08-02-04
3.	Media packet mailed	W 10-15-03	W 10-15-03	F 01-23-04	F 01-23-04	F 04-09-04	F 04-09-04	M 07-19-04	M 07-19-04
4.	PHA promotes survey using the Media Plan Guidelines	M 10-20-03	F 01-30-04	M 01-26-04	M 05-03-04	M 04-19-04	W 05-19-04	TH 07-22-04	F 08-27-04
5.	PHA documents and certifies Implementation Plan activities via the Internet	M 10-20-03	F 01-30-04	M 01-26-04	M 05-03-04	M 04-19-04	W 05-19-04	TH 07-22-04	F 08-27-04
6.	PHA residents surveyed	M 11-24-03	TH 01-29-04	M 03-08-04	SA 05-01-04	M 05-24-04	M 07-26-04	SA 09-11-04	SA 11-06-04
7.	PHA survey results available in RASS	M 02-23-04	M 02-23-04	M 05-24-04	M 05-24-04	F 08-27-04	F 08-27-04	TH 12-09-04	TH 12-09-04
8.	PHA certifies Follow-up Plan	M 02-23-04	F 03-12-04	M 05-24-04	M 06-07-04	F 08-27-04	F 09-10-04	TH 12-09-04	TH 12-23-04

**Calendar last updated 06/3/2004**