

**U.S. Department of Housing and Urban Development**  
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OFFICE OF PUBLIC AND INDIAN HOUSING  
 REAL ESTATE ASSESSMENT CENTER

**Customer Service and Satisfaction Survey Business Calendar for PHA Survey Cycles 2003**

Step #	Survey Process	12/31 FYE		3/31 FYE		6/30 FYE		9/30 FYE	
		Start Date	End Date	Start Date	End Date	Start Date	End Date	Start Date	End Date
1.	Initial survey notification letter E-mailed	TH 1/23	TH 1/23	M 1/27	M 1/27	TH 3/13	TH 3/13	M 6/30	M 6/30
2.	PHA updates and certifies unit addresses via the Internet	TH 1/23	M 2/24	M 1/27	F 2/28	TH 3/13	W 4/16	M 6/30	TH 7/31
3.	Media packet mailed	F 2/21	F 2/21	F 2/21	F 2/21	M 4/07	M 4/07	W 7/16	W 7/16
4.	PHA promotes survey using the Media Plan Guidelines	M 2/24	TH 4/24	M 2/24	TH 5/01	W 4/09	TH 6/12	M 7/21	T 10/14
5.	PHA documents and certifies Implementation Plan activities via the Internet	M 2/24	TH 4/24	M 2/24	TH 5/01	W 4/09	TH 6/12	M 7/21	T 10/14
6.	PHA residents surveyed	M 3/17	TH 4/24	W 3/26	TH 5/01	M 5/05	TH 6/12	M 8/25	SA 10/11
7.	PHA survey results available in RASS	T 5/13	F 5/16	W 5/21	TH 5/22	W 7/02	TH 7/03	F 10/31	F 10/31
8.	PHA certifies Follow-up Plan	F 5/16	SA 5/31	TH 5/22	W 6/04	TH 7/03	TH 7/17	F 10/31	TH 11/13

**Calendar last updated 8/7/03.**