

**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 Multi-Family Survey – 2004/2005**

<b>Step</b>	<b>Survey Process</b>	<b>Start Date</b>	<b>End Date</b>
1	Lead/Pre-note letter mailed	T 9/7/2004	T 9/7/2004
2	Multi-Family tenants surveyed	SA 9/18/2004	SA 11/13/2004
3	Final Cut-off for Survey Receipt from tenants	W 11/17/2004	W 11/17/2004
4	Survey Results available in PIH-REAC's Resident Assessment Subsystem	F 1/28/2005	F 1/28/2005