

U.S. Department of Housing and Urban Development

1280 Maryland Avenue, SW
Suite 800
Washington, D.C. 20024-2135
October 27, 2003



OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

Dear Executive Director,

Enclosed you will find an updated Resident Customer Service and Satisfaction Survey Cycle Business Calendar and Timeline for Public Housing Authorities with a fiscal year end date of December 31, 2003. Please replace this updated material with what you are now using. Pay special attention to the new certification dates for the following:

1. PHA Completes and Certifies **Implementation Plan** October 20, 2003 – January 30, 2004.
2. PHA Certifies **Follow-Up Plan** February 23, 2004 – March 8, 2004.

Please make sure that you throw away the out-of-date Business Calendar and Timeline previously sent since it is no longer valid.

Sincerely,

Delton Nichols
Program Manager,
Resident Assessment Subsystem

Enclosures

1. Resident Survey Cycle Business Calendar
2. Customer Survey Timeline