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:


Please make sure that you throw away the out-of-date Business Calendar and Timeline previously sent since it is no longer valid.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