

U.S. Department of Housing and Urban Development
 Real Estate Assessment Center/RASS
 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

12/31/05 FYE

3/31/06 FYE

6/30/06 FYE

9/30/06 FYE

Step #	Survey Process	Start Date	End Date	Start Date	End Date	Start Date	End Date	Start Date	End Date
1.	Initial survey notification letter E-mailed	TU 9/06/05	TU 9/06/05	F 1/13/06	F 1/13/06	F 03/10/06	F 03/10/06	TH 06/07/06	TH 06/07/06
2.	PHA updates and certifies unit addresses via the Internet	TU 9/6/05	TH 10/6/05	F 1/13/06	W 2/08/06	F 03/10/06	F 03/31/06	TU 6/07/06	F 06/23/06
3.	Media packet mailed	M 9/12/05	TH 9/15/05	M 1/23/06	M 1/23/06	F 03/10/06	F 03/10/06	F 06/23/06	F 07/14/06
4.	PHA promotes survey using the Media Plan Guidelines	TU 10/18/05	M 11/28/05	TU 2/14/06	F 3/24/06	T 03/14/06	F 04/28/06	F 06/23/06	F 07/14/06
5.	PHA documents and certifies Implementation Plan activities via the Internet	TU 10/18/05	M 11/28/05	TU 2/14/06	F 3/24/06	F 03/31/06	F 04/28/06	F 06/23/06	F 07/14/06
6.	PHA residents surveyed	TU 12/6/05	W 2/8/06	M 4/10/06	TU 6/13/06	TH 05/25/06	M 07/17/06	M 08/07/06	M 10/02/06
7.	PHA survey results available in RASS	TH 3/16/06	TH 3/16/06	TU 7/18/06	TU 7/18/06	W 08/16/06	W 08/16/06	F 10/27/06	F 10/27/06
8.	PHA certifies Follow-up Plan	TH 3/16/06	TH 3/30/06	TU 7/18/06	TU 8/1/06	W 08/16/06	W 08/30/06	M 10/30/06	W 11/15/06

Calendar last updated 07/18/2006