

U.S. Department of Housing and Urban Development

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

February 21, 2003



OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

Dear Executive Director:

As you are aware, the fiscal year 2003 Customer Service and Satisfaction Survey sponsored by the Office of Public and Indian Housing (PIH), Real Estate Assessment Center (REAC) within the U. S. Department of Housing and Urban Development (HUD) is currently underway. Your Public Housing Agency (PHA) should be in the process of updating its unit address information in the Public and Indian Housing Information Center (PIC), and certifying any language specifications and PIC unit address information in the Resident Assessment Sub-System (RASS) online system. The deadline to **update and certify unit address** and language information is **February 28, 2003**.

If you require additional information on how to update your unit address information, please refer to the RASS notification letter, which contains instructions. This notification was e-mailed to your PHA on January 27, 2003. You can also access this notification letter online at http://www.hud.gov/offices/reac/library/lib_css.cfm. If you require assistance on PIC address updating procedures, please contact the PICHelp line at 1-800-366-6827. If you require assistance in certifying your unit address and language information in RASS, please contact the PIH-REAC Technical Assistance Center (TAC) at 1-888-245-4860. These are toll free numbers.

As a crucial step in the survey administration process, PHAs are required to market the survey to residents to help ensure the highest possible response rates. The enclosed *Media Plan* contains detailed instructions on how to implement or market the survey and make residents aware of the opportunity to participate. Once PHAs have conducted the activities described in the *Media Plan*, they must go to RASS to complete the implementation form and certify that the required marketing activities were performed.

As in the 2002 assessment, the window to certify your Implementation Plan activities will remain open for the duration of the survey administration, in order to allow for any extra time that PHAs may need to complete this very important step. The deadline for **certifying Implementation Plan** activities is May 1, 2003.

Please remember that you must certify your Implementation Plan activities to obtain the two Public Housing Assessment System (PHAS) points available under the Implementation Plan sub-indicator.

Enclosures:

1. **Business Calendar:** Revised business calendar containing all RASS deadlines for PHAs with FYE 3/31/03. (Note: Please refer regularly to the online business calendar, as any updates to this business calendar will be reflected there.)
2. **Timeline:** Quick reference timeline containing key dates for PHAs with FYE 3/31/03

3. **Media Plan Guidelines:** Instructions outlining required marketing activities designed to make residents aware of the opportunity to participate in the Customer Service and Satisfaction Survey.
4. **Posters:** Posters announcing the Customer Service and Satisfaction Survey. Posters are to be displayed in areas of a PHA's development that are most visible to residents. Please note that we have enclosed additional posters so that you can more effectively market the survey to your residents.
5. **Flyer:** Flyer that you can copy and distribute to your residents.

Please note that all of the enclosed materials are also available to you online at <http://www.hud.gov/offices/reac/products/prodrass.cfm>. Additionally, you can download meeting announcement flyers to distribute to your residents.

Though not a survey requirement, you are also encouraged to download the survey from the RASS website at <http://www.hud.gov/offices/reac/products/./pdf/reasveng.pdf> and complete it as if you were a resident. Once completed, the survey should be kept for your records. This step provides you with the opportunity to compare your perceptions to that of your residents once survey results are returned. This exercise will assist you in interpreting survey results and in developing a Follow-up Plan, where required.

If you have any immediate questions or concerns, please call the **PIH-REAC Technical Assistance Center at (888) 245-4860** toll free, between the hours of 7:30 AM and 8:30 PM EST.

As you know, this is the fifth year the survey has been conducted. The last assessment year was a great success, and we appreciate your cooperation and support. Thank you in advance for your continued participation in this process.

Sincerely,

Elizabeth A. Hanson
Acting Director