

From: Anderson, John E
Sent: Friday, August 15, 2014 1:49 PM
To: Salamido, Holly
Cc: Gross, Jerry; Viola, Salvatore T; Mercer-Hollie, Jacqueline; Zaltman, Mark; Hankinson, D'andra A; Richardson, Ginger S; STEIN, MICHAEL H
Subject: Union Notification of Random Survey - HUD Toll Free Numbers

Good afternoon Ms. Salamido:

Please accept this correspondence as notification pursuant to applicable provision of the HUD/AFGE Contract that the OFMS - Space and Assets Management Division will be performing a customer service satisfaction review of its toll-free numbers. Attached is the Sample Toll-Free Survey that will be used. The random and anonymous survey will be launched on **August 20, 2014** and close on **September 12, 2014**. Hereinafter, an annual survey will be done commencing March 2015 at which time, HQs Program Offices and Field Offices will conduct the survey of all their toll-free numbers which service the general public and anyone doing business with HUD. These toll-free numbers are manned by HUD and its contractors. A copy of the survey is attached. If there are any questions or concern please contact Employee and Labor Relations Division on 202-708-3373. Thanks in advance for your cooperation in this regard.

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