



CUSTOMER
EXPERIENCE

Waitlist Data Management & Burden Improvement
Participant Outreach – Existing Contacts

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Waitlist Data Management & Burden Improvement

Participant Outreach Templates – Existing Contacts

EMAIL INVITATION

Email Invitation / Request to Schedule

Subject: An Invitation to Share your Experiences with HUD

Hello [Name],

My name is [Name], and I am working with HUD's Customer Experience Team to explore how HUD can support local partners and housing agencies to help improve the experience of individuals and families finding affordable housing through waitlists. To better understand the needs, HUD is starting by talking to a variety of customers including public housing agencies, housing providers, families, and others. We hope you will consider sharing your valuable feedback with HUD.

For our previous round of research, you had indicated you would be willing to be reached out to again. This next round of conversations will focus on gathering your feedback on some ideas that may improve the experience of affordable housing waitlists.

[include this paragraph for applicants only] Participating in this conversation will not impact your place on any waitlists. This conversation is solely about understanding your experience and providing your feedback on ways to improve the waitlist process. If



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you're looking for assistance getting affordable housing, please reach out to your [local HUD office](#).

If you are open to having a virtual one-hour one-on-one conversation with our team, please use this **Calendly link to sign up** [\[Calendly link\]](#) for a timeslot that works for your schedule.

If you have difficulty signing up through Calendly, please reply to this email with your preferred time and date between [\[date\]](#)-[\[date\]](#). If you need any accessibility accommodations, please reply to this email stating your needs.

Once you sign up for a time slot, we will follow up with a consent form and a calendar invite with a virtual link. We value your privacy and want to create a space for people to share openly so that we may improve the waitlist process. All your personal information will be kept securely and the information you share with us during the conversation will not have your name attached to it.

Please don't hesitate to email me with any questions or concerns you have about this research. I hope to speak with you soon.

Thank you,

[\[Name\]](#)

[\[HUD Signature\]](#)

OMB Control Number: 2511-0001

Expiration Date: 09/30/2024

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The time required to complete this information collection is estimated to average 5 minutes. All responses to this collection of information are voluntary. If you



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have comments or concerns regarding this collection, please contact HUD’s Customer Experience team at cx@hud.gov.

Calendar/Scheduling/Thank You

Calendly Sign-Up Page

Subject: [\[CX Team Rep Name\]](#) and [\[Participant Name\]](#)

Event Name: Conversation with HUD

Thank you for your willingness to share your experiences with HUD. Your participation in this research will help HUD support local partners and housing agencies in improving the experience of individuals and families finding affordable housing through waitlists.

Please select a date and time from the available options for a **one-hour time slot**. You will automatically receive a calendar invitation at the email address you provide.

We value your privacy and want to create a space for people to share openly so that we may improve the complaint process. All your personal information will be kept securely and the information you share with us during the conversation will not have your name attached to it.

If you have any questions or concerns, please feel free to reach out to [\[Name\]](#) at [\[email\]](#).

Thank you again and we look forward to speaking with you soon.

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[Boiler plate language from Calendly]

Location: [Microsoft Teams link]

Need to make changes to this event?

Cancel: [link from Calendly]

Reschedule: [link from Calendly]

Powered by Calendly <https://calendly.com/>

Confirmation Email Template

Subject: Re: [CX Team Rep Name] and [Participant name]

Thank you for signing up to share your experiences with HUD. We are looking forward to talking with you soon.

Before we speak, we ask that you please fill out a Consent Form [Consent Form link].

- The **consent agreement** describes your rights as a research participant and tells you more about what to expect during our conversation.

Below are the details to join the conversation:

[Meeting sign in links]

We are looking forward to speaking with you! Please let us know if you have any questions or if you'd like to reschedule.

Thanks,

[Name]



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Follow-up to Reschedule Email Template

Subject: Re: [HUD Rep Name] and [Participant name]

We're sorry we missed hearing about your experience.

We would like to hear from you if you are still available. Sharing your experience will help HUD support local partners and housing agencies in improving the experience of individuals and families finding affordable housing through waitlists. If you'd like to reschedule, please do so by [clicking here \[Calendly link\]](#).

If you have difficulty signing up through Calendly, please reply to this email with your preferred time.

If you have any questions or concerns, please feel free to reach out to [Name] at [email] or [Name] at [email].

Thanks so much,

[Name]

OMB Control Number: 2511-0001

Expiration Date: 09/30/2024

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Post Interview Thank You

Subject: Thank you for sharing your experience

Hello [Name],

We want to share our heartfelt thanks for participating in an interview and for sharing your experiences with HUD.

By sharing your experience, we will be able to improve both our understanding of and ability to improve the housing waitlist experience.

We know it can be difficult to make time to participate and we are deeply grateful for your contribution.

If you have any questions or concerns or think of anything else you'd like us to hear about your experience, please do not hesitate to contact me at [email].

All the best,

[Name]