

# RSVP for a HUD Forward Customer Experience Listening Session

We are excited to invite you and your organization to take part in a **HUD Forward Customer Experience Listening Session**. We acknowledge the important role that each of you play in our ability to achieve our shared mission to create strong, sustainable, inclusive communities and quality affordable homes for all. To help us better understand how your experiences as a customer and requirements of HUD have changed during the pandemic, we want to hear directly from you.

During the live sessions, you will be invited to provide feedback to a series of questions posed by HUD facilitators through an interactive visualization tool that will aggregate responses live. All responses are anonymous and non-attributable, as we aim to make these sessions a safe space for you to share your honest feedback as a customer of HUD.

**The 10 sessions will be held November 2-10, 2021, at the following times:**

No.	Date	Time
1	11/2	11:00am-12:30pm
2	11/2	2:00pm-3:30pm
3	11/3	11:00am-12:30pm
4	11/3	2:00pm-3:30pm
5	11/4	11:00am-12:30pm
6	11/4	2:00pm-3:30pm
7	11/9	11:00am-12:30pm
8	11/9	2:00pm-3:30pm
9	11/10	11:00am-12:30pm (Spanish Offering)
10	11/10	2:00pm-3:30pm (Spanish offering)

To encourage participation for all our partners, please utilize the registration link provided below to confirm your participation **to one session**. Each event is limited to 300 participants so please make every effort to attend once you have responded.

**Registration Link:** <https://forms.office.com/g/NgFeAFrrkZ>

You can expect to receive a Microsoft Teams invitation for your registered session within 24 hours prior to the start of your session from [CX@hud.gov](mailto:CX@hud.gov).

Please contact [CX@hud.gov](mailto:CX@hud.gov) with any questions or concerns about the HUD Forward process. We look forward to working with you!