



## Tenant Satisfaction Survey

### DoD Privatized, Government-Owned and Government-Leased Housing

**4. How satisfied are you with each of the following features of the housing community:**

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Visitor parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. How satisfied are you with the following characteristics of your home:**

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Overall condition of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Landscaping (immediate area around your home/building)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Appliances provided, if applicable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall condition when you moved in (if moved in during the last 12 months)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Pest control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Overall interior lighting, bathroom and kitchen cabinets, counters, faucets, and hardware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. If you moved in or signed a lease renewal in the last 12 months, how satisfied are you with the leasing/assignment process? (If you live in privatized housing, please rate the privatized leasing office, not the government housing office.)**

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of the leasing/assignment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Professionalism with which you were treated by the leasing/housing office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Follow-up and continuing contact with the leasing/housing office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall level and quality of the leasing/housing office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. Please indicate how much you agree or disagree with each of the following statements: (If you live in privatized housing, please rate the privatized property management office, not the government housing office.)**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
a) When the property management/housing office team promises to do something by a certain time, they do it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Overall Resident morale at this housing community is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I would recommend this housing community to others assigned to this installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) The property management team is doing all they can to make this housing community appealing to Residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) If extended at this installation, I would want to continue living in this housing community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Given the choice in the future, I would seek/want to live in this housing community again	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**8. Considering all factors, please tell us how satisfied you are with the following:** (If you live in privatized housing, please rate the privatized property management office, not the government housing office.)

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Your current housing community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) The health and safety of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) The health and safety of your current housing community (parks, roads, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The property management/housing office response to and correction of your health and safety concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The government housing office as your advocate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Your Chain of Command in engaging on housing issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Please indicate how much you agree or disagree with the following: "I would recommend this housing community to others."**

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. What is your grade? (Most Senior rank if more than one Service member in home.)**

- E1 - E4
- E5 - E6
- E7 - E9
- W1 - W3
- W4 - W5
- O1 - O3
- O4 - O5
- O6
- O7 - O10
- Foreign Military
- Retiree
- DOD/Federal Civilian
- Civilian/Other

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**Please let us know what we are doing right and/or how we can improve your home or community.**

Your input should be anonymous. Please **DO NOT** include any personally identifiable information (name, address, phone, email) in your response. Should you currently be experiencing any Health or Safety issues such as mold in your home or repetitive work orders, please note it in the comment space and contact your local government housing office.

Note that all comments will be forwarded as input to the Military Branch of Service and your on-site property manager (privatized and government) as typed. Please limit comments here to approximately 500 characters.

**Which category do you believe best fits the nature of the comments you provided? My comments would be considered:**

- Positive
- Negative
- Mix of positive and negative
- Mostly suggestions

## Tenant Satisfaction Survey DoD Privatized, Government-Owned and Government-Leased Housing

If you have any questions or concerns regarding this survey or your current housing, please contact your local government housing office.

[Click here to review the answers entered for this survey.](#)

After viewing/printing the responses, please close the window to return to this page so you can Submit the survey.

**DRAFT**