

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: DoD Housing Tenant Satisfaction Survey

PURPOSE:

As part of its oversight and management of DoD privatized, government-owned and government-controlled housing, the Office of the Assistant Secretary of Defense for Energy, Installations and Environment conducts an annual survey to collect information about the tenants’ (i.e., residents’) satisfaction with their housing and housing community. The annual tenant satisfaction survey will be administered to approximately 945,000 households. The survey population consists of members of the DoD community housing tenants, as defined by 10 U.S. Code § 2871. The results will provide a strategic perspective on tenant satisfaction with the overall experience of living in DoD privatized and government-owned/controlled housing, including property conditions, resident services, and community amenities.

A third-party survey contractor will initiate the tenant satisfaction survey process primarily by emailing an invitation to each current household, providing a unique link to an online survey that is coded with address-specific survey access information to ensure only one response is considered from each household. The email will contain an option for residents to receive the unique link via email and/or text message. To prompt survey completion and improve response rates, up to three email reminders will be sent out to non-respondents at 7-day intervals. In addition, the surveys will be announced by the DoD Chief Housing Officer (CHO) by memo published on the Defense.gov website, by memos from the CHO and/or Military Leadership provided as a link as part of the third party contractor’s email asking for resident participation in the survey, and on installation websites and billboards to ensure that any household that did not receive the survey email (e.g., they have a new email address) knows who to contact to receive a copy. One tenant from each household will respond online to each survey question using a five-point Likert scale.

The proposed survey will be conducted by independent third-party survey companies CEL & Associates, Inc. (CEL), and Robert D. Niehaus, Inc. (RDN). CEL will administer the survey for the Department of the Army and the Department of the Air Force. RDN will administer the survey for the Department of the Navy. The contracted companies will conduct the survey launch, feedback collection, tabulation, and analysis of the survey results on behalf of their DoD clients. The survey will be conducted on their proprietary survey platforms.

No personally identifiable information (PII) collected as part of this survey (e.g., email addresses or mobile phone numbers) will be provided or shared with DoD as part of this survey process, and no such PII will be maintained in a DoD or other government system of record. The email addresses used for the survey will be provided by the privatized housing project owners/landlords who maintain these records as part of their tenant databases, or by the respective Military Department housing offices that maintain these email addresses in an existing government system of record.

This evaluation has a low burden on the respondent population and is completely voluntary.

DESCRIPTION OF RESPONDENTS:

The respondents for this survey will be tenants (i.e., residents) of DoD privatized, government-owned or government-controlled family or unaccompanied housing units. As defined by 10 U.S.

Code § 2871, “housing unit” means a unit of family housing or military unaccompanied housing and “tenant” means a member of the armed forces, including a reserve component thereof in an active status, or dependent of a member of the armed forces who resides at a housing unit, is a party to a lease for a housing unit, or is authorized to act on behalf of the member.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of feedback/opinions from respondents who have experience with the DoD privatized, government-owned or government-controlled housing program or may have experience in the future.

Name: Dawn Carroll, Management & Program Analyst, OUSD(A&S)/Energy, Installations & Environment/Housing, dawn.a.carroll2.civ@mail.mil, DP: 703-545-4987

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☒ No
Note from applicant: The Privacy Act pertains only to information that is maintained in a “system of records,” which the Act defines as a group of agency-controlled records from which information is retrieved by a unique identifier, such as an individual’s name, date of birth, social security number, or employee identification number. As stated previously, the proposed survey will be conducted by an independent third-party survey company. No personally identifiable information (PII) collected as part of this survey will be provided or shared with DoD as part of this survey process, and no such PII will be maintained in a DoD or other government “system of record.”
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No
Note from applicant: **Not applicable.**

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	7,500	7 minutes* (0.2 hours)	875 hours
Totals	7,500	7 minutes (0.2 hours)	875 hours

* The participation time is based on testing data for the survey template.

PUBLIC COST: The estimated annual cost to the public is \$42,875 which assumes an average respondent salary of \$100,000 per year (\$49 per hour).

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
[X] Yes [] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

The survey will be distributed via an email sent to one primary resident of each DoD privatized or government-owned/controlled household. The email will contain a link to the survey along with a link to a DoD memo encouraging one person from each household to participate in the survey. The private-sector landlords that own and operate the privatized housing will provide current resident email lists to the survey administrator to build the survey distribution list, whereas the Military Department will provide the resident email lists to the survey administrator for the government-owned/controlled housing.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.