DRAFT

Tenant Satisfaction Survey

DoD Privatized, Government-Owned and Government-Leased Housing

OMB CONTROL NUMBER: XXXX-XXXX
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AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, XXXX-XXXX, is estimated to average 7 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for falling to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ADVISORY: Your email contact information has been used only for the distribution of this survey. Responding to this survey is voluntary and all responses will remain anonymous. There is no penalty to you if you choose not to respond. However, maximum participation is encouraged so the data will be complete and representative.

INSTRUCTIONS: Responding to this survey is voluntary, you can skip questions you prefer not to answer. All responses to this survey are confidential and data will only be reported in the aggregate.

Thank you for participating. In order for an answer to be included you must click the option you agree with for each question you are answering. Please be sure to click "Submit" at the end of the survey. Also, please note that for purposes of this survey, privatized housing includes MHPI, RCI, PPV, or HP housing, and home/unit refers to the place you live regardless of type or style.

Key Terms

<u>Government-owned / controlled housing:</u> Family and unaccompanied housing on or off-base that is owned or leased by a military service. Service members do not receive their housing allowance.

Military Housing Office (MHO): Government housing office that oversees the day-to-day needs of housing tenants.

<u>Privatized housing:</u> Rental housing on or off-base that is run by a military housing privatization initiative company. Tenant pays rent; for Service members, rent is generally equal to the housing allowance and paid via allotment to the company.

Privatized property management office: Military housing privatization initiative company office that oversees the day-to-day needs of housing tenants.

1.	1. With regard to the appearance and condition of your housing, how satisfied are you with:									
		Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable			
a)	Overall condition and visual appeal of your housing	0	0	0	0	С	0			
b)	Condition of the common areas (parking, sidewalks, playgrounds, etc.)	0	0	О	0	О	0			

2. With regard to safety and security of your home/unit, how satisfied are you with:							
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable	
a) Safety of your home/unit	C	C	0	0	0	C	
b) Security features of your home/unit	O	O	О	O	О	0	

3.	With regard to the privatized property management office / MHO team, how satisfied are you with: (If you live in
	government-owned / controlled housing, please rate the MHO; If you live in privatized housing, please rate the privatized
	property management office).

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable
 Ease of contacting when questions or problems arise 	C	C	0	0	О	С
 The ability to resolve problems that have been reported 	C	0	0	0	О	О
 Follow-up after a problem is reported to be sure that it has been resolved 	C	O	0	0	О	0
d) Courtesy and respect with which you are treated	0	0	O	С	C	0
e) Frequency of contact and clarity of communications	C	O	0	0	0	0
f) Overall level and quality of service you are receiving in housing	O	0	О	C	0	O

4. With regard to the maintenance service team, how satisfied are you with:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable
a) Courtesy of maintenance personnel	0	0	0	0	C	0
b) General work order or maintenance request completion time	О	О	С	С	O	С
c) Quality of maintenance work	0	0	0	0	0	0
d) Follow-up on maintenance requests to ensure satisfaction	C	C	0	C	0	C

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

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable
a) Exterior features (landscaping, pest control, etc.)	0	0	0	0	0	0
b) Interior features (flooring, fixtures, cabinetry, etc.)	C	C	С	С	C	С
 Overall condition when you moved in (if moved in during the last 12 months) 	С	C	0	0	О	О
d) Overall current condition	0	O	О	0	0	O

6. If you moved in or signed a lease renewal in the last 12 months, how satisfied are you with: (If you live in government-owned / controlled housing, please rate the MHO; If you live in privatized housing, please rate the privatized property management office).

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable
a) The assignment and sign-in / signing process	0	C	0	0	0	0
b) The lease renewal process	0	0	О	0	C	0

7. Please indicate your satisfaction level with each of the following statements:

	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Don't Know, No Opinion or Not Applicable
The military housing office (MHO) team adheres to time commitments	О	О	О	О	С	С
 The privatized property management office (if applicable) adheres to time commitments 	0	0	O	0	0	C
c) If extended at this installation, I would seek / want to live in this housing community again	0	C	C	0	0	0
d) I would recommend this housing community to others assigned to this installation	0	О	C	C	0	O
Housing is a significant factor in my decision to stay in or leave military service	C	О	С	0	0	0
f) I am aware of the formal dispute resolution process and how to access it, if needed	C		O	С	C	О

8. Considering all factors, please tell us how satisfied you are with the following:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or Not Applicable
a) Your current home/unit	0	0	О	0	0	0
b) The health and safety of your home	0	О	C	C	С	С
 c) Your housing office as your advocate (If you live in government-owned / controlled housing, please rate the MHO; if you live in privatized housing, please rate the privatized property management office) 	С	С	С	С	C	С
d) Engagement of the leadership within your Chain of Command on housing issues	О	0	C	0	0	0

If you have any questions or concerns with regard to your housing unit, please contact your local government Military Housing Office (MHO). If you want to submit a maintenance repair request, please contact your privatized property management office or the MHO directly.

If you would like to provide feedback/complaint with regard to your housing unit, the MHO or privatized property management please go to www.DHFS.mil

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.