

OMB CONTROL NUMBER: 0704-0553 OMB EXPIRATION DATE: XX/XX/XXXX

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, 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 failing 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. Your responses to the demographic questions will allow DoD to better analyze all responses among varying demographic groups. Responding to this survey is voluntary. Most people can complete the survey in 7 minutes. 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, and you can stop participating at any time. All responses to this survey are confidential to the extent permitted by law and data will only be reported in the aggregate; responses will not be linked to individuals.

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 or your responses will not be included. Also, please note that for purposes of this survey, *privatized housing* includes MHPI, RCI, PPV, or HP housing, and *home* refers to the place you live regardless of type or style.

1. With regard to the appearance and condition of the housing community, how satisfied are you with:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Visual appeal of the community	\circ	C	C	\circ	C	0
b) Overall condition of the community	\circ	\circ	\circ	\circ	C	0
c) Landscaping	\circ	\circ	0	\circ	C	0
d) Recreation areas	\circ	\circ	C	\circ	C	C
e) Condition of roads, parking areas, sidewalks and common areas	С	0	О	С	C	С

2. How would you evaluate the property management/housing office team with regard to 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) Ease of contacting when questions or problems arise	С	C	С	0	C	O
b) Follow-up after problems are reported to be sure that they have been resolved	С	C	С	0	C	C
c) Courtesy and respect with which you are treated	С	С	С	O	C	C
d) Ability to do what is required to keep you satisfied	О	С	С	O	C	C
e) Frequency of contact and communications	0	0	0	0	0	C
f) Willingness to respond to your needs	0	0	С	C	0	C
g) Clarity of communication with you	0	0	0	0	0	\circ
h) Willingness to do what they say they will do	0	0	С	О	0	0
i) Policies and procedures of the community	0	0	0	0	0	C
j) Overall level and quality of service you are receiving	С	С	С	C	О	C

3. 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 NA
a) Responsiveness of maintenance personnel	\circ	\circ	C	C	C	C
b) Problem resolution	0	0	C	\circ	0	\circ
c) Courtesy of maintenance personnel	\circ	\circ	C	C	C	\circ
d) Quality of maintenance work	\circ	\circ	C	C	C	C
e) Follow-up on maintenance requests to ensure satisfaction	0	O	C	С	С	С



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	C	0	\circ	\circ	C	0
b) Security	С	C	C	C	C	C
c) Parking	C	\circ	C	\circ	C	\circ
d) Visitor parking	C	0	0	0	О	0

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	C	C	C	C	0	О
b) Landscaping (immediate area around your home/building)	C	0	О	C	С	С
c) Appliances provided, if applicable	С	C	C	C	0	0
d) Overall condition when you moved in (if moved in during the last 12 months)	С	0	О	С	С	О
e) Pest control	C	\circ	C	C	0	0
f) Overall interior lighting, bathroom and kitchen cabinets, counters, faucets, and hardware	C	0	С	C	С	С

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	C	C	C	C	O	О
b) Professionalism with which you were treated by the leasing/housing office	C	С	С	C	С	С
c) Follow-up and continuing contact with the leasing/housing office	C	С	О	C	C	С
d) Overall level and quality of the leasing/housing office	C	0	0	C	С	О

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 	С	O	C	O	С	С
b) Overall Resident morale at this housing community is good	C	O	С	0	C	О
c) I would recommend this housing community to others assigned to this installation	C	C	С	0	С	О
d) The property management team is doing all they can to make this housing community appealing to Residents	С	0	С	O	С	С
e) If extended at this installation, I would want to continue living in this housing community	C	O	С	0	С	O
f) Given the choice in the future, I would seek/want to live in this housing community again	С	0	С	0	С	О



8. Considering all factors, please tell us how satisfied you are with the following:(If you live in privatized housing, please rate the privatized proper	ty
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	0	0	C	C	C	\circ
b) Your current housing community	\circ	C	C	C	C	0
c) The health and safety of your home	0	0	C	C	C	C
d) The health and safety of your current housing community (parks, roads, lighting, etc.)	С	С	О	С	С	С
e) The property management/housing office response to and correction of your health and safety concerns	0	0	С	С	c	C
f) The government housing office as your advocate	О	С	О	С	С	С
g) Your Chain of Command in engaging on housing issues	C	C	O	C	С	С

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

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
C	C	C	О	C	C

10.	. What is your	grade? (Mosi	: Senior rank i	f more than on	e Service mer	nber in home.)

~	_	4		E 4
	Е	Τ	-	⊏4

C E5 - E6

C E7 - E9

C W1 - W3

C W4 - W5

O 01 - 03

O 04 - 05

O 06

C 07 - 010

C Foreign Military

C Retiree

C DOD/Federal Civilian

C Civilian/Other

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:

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



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.