



	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Responsiveness of maintenance personnel	☐	☒	☐	☐	☐	☐
b) Problem resolution	☐	☒	☐	☐	☐	☐
c) Courtesy of maintenance personnel	☐	☒	☐	☐	☐	☐
d) Quality of maintenance work	☐	☒	☐	☐	☐	☐
e) Follow-up on maintenance requests to ensure satisfaction	☐	☒	☐	☐	☐	☐



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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						
b) Security						
c) Parking						
d) Visitor parking						

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

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

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.)

[illegible]

Tenant Satisfaction Survey

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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	☐	☐	☐	☐	☐	☐
b) Your current housing community	☐	☐	☐	☐	☐	☐
c) The health and safety of your home	☐	☐	☐	☐	☐	☐
d) The health and safety of your current housing community (parks, roads, lighting, etc.)	☐	☐	☐	☐	☐	☐
e) The property management/housing office response to and correction of your health and safety concerns	☐	☐	☐	☐	☐	☐
f) The government housing office as your advocate	☐	☐	☐	☐	☐	☐
g) Your Chain of Command in engaging on housing issues	☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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

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

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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.