

SUPPORTING STATEMENT - PART A

Military Housing Virtual Assistance

OMB Control Number 0703-0066

Summary of Changes from Previously Approved Collection:

- The respondent burden has increased since the previous request due to the addition of one public facing website: the DoD Housing Feedback System (DHFS).

1. Need for the Information Collection

The Department of Defense (DoD) is required by law to provide comprehensive relocation and housing assistance to service members and their families. This information collection is necessary to operate the enterprise Military Housing System (eMH) suite of tools, which enables the DoD to meet these obligations. The legal authority for this collection is established in:

- 10 U.S.C. § 1056 – Relocation assistance programs – This law details the DoD relocation assistance requirements and programs. It requires DoD and Military Departments to provide information on permanent change of station destination such as available housing, housing cost, moving assistance, etc. This includes home finding services, with emphasis on services for locating adequate, affordable temporary and permanent housing, which this collection supports.
- 10 U.S.C. § 2831 – Military Family Housing Management Account – This law explains DoD's management requirements for family housing funds. This includes funds used to provide the services and support by DoD and the Military Departments this collection supports.
- DoDI 4165.63 – DoD Housing Management – This instruction explains DoD policies and responsibilities for housing management. This includes roles and responsibilities within DoD and Military Departments for providing the 10 U.S.C. 1056 services this collection supports.

To fulfill these requirements, this collection gathers information to (1) provide a rental property listing service for community housing, (2) facilitate housing assistance requests, and (3) capture feedback on privatized housing conditions.

2. Use of the Information

To meet the requirements outlined in Section 1, the DoD utilizes several web-based applications to collect information from different respondent groups.

HOMES.mil Rental Listing Service

The respondents for the HOMES.mil web application (<https://www.homes.mil/>) are primarily property owners who voluntarily list properties available for lease by service members and

their families. To access HOMES.mil, the respondents must request a new account through Login.gov. Once an account has been requested, the respondent is able to add a tentative listing. The installation military housing office reviews the account request and tentative listing for validity. Once the account is approved, the tentative listing is immediately made visible in Homes.mil, along with all additional listings. Property owners may also provide this information by phone to the housing office, which then enters the data into HOMES.mil on their behalf.

Service members can create an optional account to save preferred searches and listings. This information is used by service members and their families to view community rental listing information and remotely request assistance and housing from the installation military housing office.

Information collected on the website is also used to create metrics on the use and success of the website (i.e., quantitative metrics on rental listings, listing costs and amenities, and metrics on the number of views by page) Listing information may also be used to support the annual DoD survey for the Basic Allowance for Housing (BAH) and the Overseas Housing Allowance (OHA).

HOMES.mil Housing Early Assistance Tool (HEAT)

The HEAT website (<https://www.homes.mil/HEAT>) is used by service members and their dependents to request information and housing services from the installation military housing office. Users navigate to the website, input their DoD ID and contact information, and select an installation and the type of housing/housing services they would like to obtain information about. A successful submission occurs when this process is completed and submitted.

DoD Housing Feedback System (DHFS)

The DHFS website (<https://www.dhfs.mil>) is a public DoD platform where active-duty service members and their authorized dependents can submit feedback on their privatized military housing. The system enables users to provide comments, concerns, or compliments about the condition of their current leased unit, and landlords can respond publicly, supporting transparency and accountability in military housing. To use DHFS, eligible users navigate to the website and enter information about their housing experience, including details about maintenance issues, safety concerns, or other housing-related feedback. The system creates a structured, high-visibility channel for communication between residents and housing providers.

3. Use of Information Technology

Respondents utilize HOMES.mil to create their own rental listings to advertise to service members. A total of 67% of responses are collected electronically by respondents using HOMES.mil. The other 33% of responses are collected via phone calls with installation military housing offices, who will then create rental listings for respondents. The attached PowerPoint shows the steps for a respondent to complete the process of creating a rental listing. Respondents can request an account and add/manage listings themselves. The HOMES.mil website utilizes GSA's Login.GOV for secure access to account and property administration.

100% of the responses in the DHFS and HEAT systems are collected electronically.

4. Non-duplication

The information obtained through this collection is unique and not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

HOMES is a voluntary collection for respondents to advertise their properties located close to DoD installations to service members. As respondents create rental listings only when they want to rent properties to service members, the frequency is at its lowest possible amount. Respondents have created an annual average of 23,512 rental listings over the past three years.

HEAT and DHFS are also voluntary collections that are submitted as needed by the respondents. They are not fielded or collected at any set frequencies. for dependents to request information regarding housing as needed.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Wednesday, April 29, 2026. The 60-Day FRN citation is 91 FR 23089.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Wednesday, June 24, 2026. The 30-Day FRN citation is 91 FR 37963.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

In the HOMES.mil, HEAT, and DHFS websites, the Privacy Act Statement is accessible below the Agency Disclosure Notice. A screenshot displaying the Privacy Act Statement has been provided in the PowerPoint included with this package

The information collection has an associated System of Record Notice (SORN). The published SORN (NM11101-1, Family and Unaccompanied Housing Program) can be accessed at <https://www.federalregister.gov/documents/2018/09/05/2018-19204/privacy-act-of-1974-system-of-records>.

A copy of the approved Privacy Impact Assessment for Enterprise Military Housing II (eMH II) has been provided with this package for OMB's review.

Records are retained for up to three years after termination of housing occupancy and then destroyed. eMH system hard drives and media are destroyed using National Security Agency/Central Security Service (NSA/CSS) approved methods. Paper records containing PII or sensitive information are destroyed using NSA/CSS evaluated crosscut shredders.

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instruments

HOMES.mil Website

- a) Number of Respondents: 6,994
- b) Number of Responses Per Respondent: 5
- c) Number of Total Annual Responses: 34,970
- d) Response Time: 20 minutes
- e) Respondent Burden Hours: 11,657 hours

Phone Responses Collected by Military Housing Officers

- a) Number of Respondents: 3,497
- b) Number of Responses Per Respondent: 5
- c) Number of Total Annual Responses: 17,485
- d) Response Time: 20 minutes
- e) Respondent Burden Hours: 5,828 hours

HEAT Responses

- a) Number of Respondents: 1,938
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 1,938
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 323 hours

DHFS Responses

- a) Number of Respondents: 40
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 40
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 7 hours

2) Total Submission Burden

- a) Total Number of Respondents: 12,469
- b) Total Number of Annual Responses: 54,433
- c) Total Respondent Burden Hours: 17,815 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instruments

HOMES.mil

- a) Number of Total Annual Responses: 34,970
- b) Response Time: 20 minutes
- c) Respondent Hourly Wage: \$29.48
- d) Labor Burden per Response: \$9.83
- e) Total Labor Burden: \$343,639

Phone Responses Collected by Military Housing Officers

- a) Number of Total Annual Responses: 17,485
- b) Response Time: 20 minutes
- c) Respondent Hourly Wage: \$29.48
- d) Labor Burden per Response: \$9.83
- e) Total Labor Burden: \$171,819

HEAT Responses

- a) Number of Total Annual Responses: 1,938
- b) Response Time: 10 minutes
- c) Respondent Hourly Wage: \$7.25
- d) Labor Burden per Response: \$1.21
- e) Total Labor Burden: \$2,342

DHFS Responses

- a) Number of Total Annual Responses: 40
- b) Response Time: 10 minutes

- c) Respondent Hourly Wage: \$7.25
- d) Labor Burden per Response: \$1.21
- e) Total Labor Burden: \$48

2) Overall Labor Burden

- a) Total Number of Annual Responses: 54,433
- b) Total Labor Burden: \$517,848

The estimated average hourly wage for HOMES was determined by using the U.S. Bureau of Labor Statistics (<https://www.bls.gov/oes/current/oes119141>). The average hourly wage for HEAT is the Federal minimum wage of \$7.25. This is because most public respondents to HEAT will be dependents, who will have a variety of occupational backgrounds and be more likely to be unemployed or be students.

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

1) Collection Instruments

HOMES.mil

- a) Number of Total Annual Responses: 34,970
- b) Processing Time per Response: 0.5 hour
- c) Hourly Wage of Worker(s) Processing Responses: \$20.65
- d) Cost to Process Each Response: \$10.33
- e) Total Cost to Process Responses: \$361,065

Phone Responses Collected by Military Housing Officers

- a) Number of Total Annual Responses: 17,485
- b) Processing Time per Response: 0.5 hour
- c) Hourly Wage of Worker(s) Processing Responses: \$20.65
- d) Cost to Process Each Response: \$10.33
- e) Total Cost to Process Responses: \$180,533

HEAT

- a) Number of Total Annual Responses: 1,938
- b) Processing Time per Response: 0.5 hour
- c) Hourly Wage of Worker(s) Processing Responses: \$20.65
- d) Cost to Process Each Response: \$10.33
- e) Total Cost to Process Responses: \$20,010

DHFS

- a) Number of Total Annual Responses: 40
 - b) Processing Time per Response: 0.5 hour
 - c) Hourly Wage of Worker(s) Processing Responses: \$20.65
 - d) Cost to Process Each Response: \$10.33
 - e) Total Cost to Process Responses: \$413
- 2) Overall Labor Burden to the Federal Government
- a) Total Number of Annual Responses: 54,433
 - b) Total Labor Burden: \$562,021

The 2026 OPM GS-7 Step 1 hourly basic wage was used to estimate the hourly wage of workers processing responses (https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2026/GS_h.pdf).

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
- a) Equipment: \$0
 - b) Printing: \$0
 - c) Postage: \$0
 - d) Software Purchases: \$0
 - e) Licensing Costs: \$33,000
 - f) Other: \$250,000 – This represents the estimated annual costs to host and manage the two websites, HOMES and HEAT. Costs reduced with a new contract award and hosting efficiencies.
- 2) Total Operational and Maintenance Cost: \$283,000.00

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$562,021
- 2) Total Operational and Maintenance Costs: \$283,000
- 3) Total Cost to the Federal Government: \$845,021

15. Reasons for Change in Burden

The burden has increased since the last reporting due to an increase in estimated number of respondents coming from the addition of a new public-facing website, DHFS, as well as a reassessment of the estimated average respondent hourly wages, which have increased.

Cost to the Federal Government has increased due to an increased number of responses and labor costs. The cost to maintain HOMES.mil has not increased as the application is in maintenance with no significant new development.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to “Certification for Paperwork Reduction Submissions”

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.