

DHFS

DHFS Updates

Main Page

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Department of Defense (DoD)
Housing Feedback System (DHFS)

RESOURCES

Welcome to the DoD Housing Feedback System (DHFS)

- Helping Active-Duty Military Service Members improve their housing experience. Tenants can submit feedback about Privatized Military Housing and receive a response to their feedback from their landlords.

Ready to Submit Your Feedback?

Member of the armed forces, including a reserve component thereof in an active status, or a 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 under subchapters IV and V of Title 10, U.S.C., chapter 169 in the event of the assignment or deployment of a member can begin here by verifying your eligibility to submit.

SUBMIT

SELECT TO BEGIN



Tenant Log In

If you have recently received an email approving your military status and occupancy verification request, click here to create your Login.gov account or log in with your existing Login.gov account to check your feedback status.

Proceed there →



Landlord Log In

Click here if you are a landlord looking to respond to submitted feedback.

Proceed there →



Need Help?

Search our [Help Center](#) for frequently ask questions.

Proceed there →



More Resources

To find contact information for Housing Offices and Landlords check out the [Resource](#) page.

Proceed there →

Search the DHFS Database

Click the link below to search the DHFS database. Feedback can be searched by Installation, Feedback Type, Landlord, or a date range.

SEARCH THE DHFS DATABASE



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Interim Occupancy Verification Page

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Department of Defense (DoD)
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RESOURCESSEARCH FEEDBACK DATABASE



Feedback Information

Submitting Feedback

To submit feedback, you must be a member of the armed forces, including a reserve component thereof in an active status, or a 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 under subchapters IV and V of Title 10, U.S.C., chapter 169 in the event of the assignment or deployment of a member. All others should contact their military housing office directly.

We collect required information to verify the current occupancy of a Service Member: Name, Branch of Service, DoD ID, Email Address and Address. We take precautions to maintain the security, confidentiality and integrity of the PII. More information on the DHFS Privacy Policy can be found [here](#).

After your occupancy and military status have been verified you may submit feedback which the military housing office will review. You will receive an email once your feedback has been approved and published on the DHFS website or if your feedback has been declined and requires you to update and resubmit. Feedback may be declined if it contains personally identifiable information (PII), inappropriate language or does not match the reported issue.

You may unpublish your feedback at any time by logging into your account and selecting the Unpublish button. If you experience any reprisals or retaliation from your landlord, or if you are asked to sign a Non-Disclosure Agreement (NDA), please call the [DoD Inspector General Hotline](#).

DUTY & OCCUPANCY VERIFICATION >

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Occupancy Validation Page

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Occupancy Validation

To confirm military status and occupancy please select the Installation's Branch of Service and current Installation where you are currently living. Enter the sponsor's information in the Sponsor Last Name, Sponsor First Name, and Sponsor DOD ID fields. If you are a dependent or acting on behalf of the Sponsor, additional fields will be required after selecting the option that best describes you.

You must enter the email address that will be used to create your login.gov account or one that is already associated with your existing login.gov account to submit feedback.

Select Housing Type*

☒ Family ☐ Unaccompanied

Select Installation's Branch of Service

-- Select --

Select Current Installation*

-- Select --

Sponsor Last Name*

Sponsor First Name*

Sponsor DOD ID*

Email Address*

Which of the following best describes you?*

☐ An active-duty service member currently a party to a lease in privatized housing, including active-duty Reserve personnel.

☒ A service member's dependent currently a party to a lease in privatized housing.

☐ A dependent authorized to submit on a service member's behalf in the event of the assignment or deployment of the active duty service member currently a party to the lease.

Select Dependent Relationship*

-- Select --

Dependent Last Name*

Dependent First Name*

☐ I'm not a robot 

Privacy Terms

Cancel Submit

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Submit Feedback Page

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Feedback

What is your feedback regarding?

Select Feedback Type*

APPLIANCE X | v

Feedback Details*

The refrigerator has again stopped working after repairs were done last week.

923 characters left

[Cancel](#) [Submit](#)

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Submit Feedback Page

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RESOURCES SEARCH FEEDBACK DATABASE

Tenant Feedback

Feedback Number: 20250100017 Name: LEON SANGUNITTO Date Received: Jan-10-2025 Neighborhood: LOFGREN TERRACE
Installation: SAN DIEGO CA NAVBASE Unit Detail: 1674 B MIRACOSTA CIR Feedback Type: APPLIANCE

Tenant Details

Please provide feedback here

The refrigerator has again stopped working after repairs were done last week.

Enter up to 1000 characters

Photos

refrig.jpg

Landlord Response

Close Resubmit

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Tenant Landing Page

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RESOURCES SEARCH FEEDBACK DATABASE 

Tenant Information

Account Information

Name: [REDACTED] Email: [REDACTED]
Installation: SAN DIEGO CA NAVBASE Status: VERIFIED

Submitted Feedback

Feedback #	Date Received	Housing Type	Installation	Unit	Landlord	Status
20250100017	Jan-10-2025	Family	SAN DIEGO CA NAVBASE	1674 B MIRACOSTA CIR	Liberty Military Housing	Under Review by MHO

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Landlord Login Page

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Helping Active-Duty Military Service Members improve their housing experience. Tenants can submit feedback about Privatized Military Housing and receive a response to their feedback from their landlords.

First time here? To review and respond to feedback you must be a feedback or account manager for your company. Please contact your company's account manager for this website if you are uncertain of your status. To continue, please [click here](#) to create a LOGIN.gov account or to sign in with your existing LOGIN.gov account.

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Landlord Information

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RUN REPORTS

LOG OUT

Account Information

Name: SHARON SCHUH

Email: sharon.schuh+cannon@gmail.com

Phone Number: 202-433-6985

Company: BALFOUR BEATTY COMMUNITIES

Manage Staff

Submitted Feedback Awaiting Action

Feedback #	Date Received	Housing Type	Installation	Unit	Status	Action
20240800013	Aug-21-2024	Family	CANNON AFB	9947 A CHARIOT LOOP	Landlord Response Published	
20240800010	Aug-20-2024	Family	CANNON AFB	7779 A LIME AVE	Landlord Response Published	

« First

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1

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Last »

Showing 1 to 2 of 2 items

Requests for Occupancy Verification

Feedback #	Date Received	Installation	Name	Neighborhood	Address	Status
	Sep-03-2024	CANNON AFB	COLBY CHRISTENSEN	CHAVEZ WEST	9611 B ILLINOIS ST	Verified

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Landlord Report Page

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Reports

Run Reports

Title	Description
✓ DHFS Tenant Accounts without Submitted Feedback	Report displays the counts where the tenant has been verified and is within the 30-day window without any feedback submitted.
✓ DHFS Manual Tenant Verification Response Time	Report displays only those instances where tenant account requests required manual verification.
✓ DHFS Tenant Feedback by Installation and Landlord	Report displays the total count of submitted feedback by Installation and Landlord.
✓ DHFS Feedback by Landlord and Category	Report displays the total count of submitted feedback by Category and Landlord.
✓ DHFS MHO and Landlord Average Response Time	Report displays the average business days it took for the MHO to respond to the submitted DHFS feedback, the Landlord to respond to the MHO feedback action and the MHO to respond to the Landlord feedback action.
✓ DHFS Submission Past Due	Report shows feedback that is past due for the ten-day response guideline and is not in a "Landlord Response Published" feedback action status.
✓ DHFS Expired Verification Requests	Report displays the counts where the tenant has been verified and is over the 30-day window without any feedback submitted.
✓ DHFS FH Tenant Pending Verification Report	Report displays submitted and pending verifications and counts the business days since the verification was submitted.

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Tenant Feedback

Feedback Details

Feedback Number: 20250100001 Installation Name: FORT WAINWRIGHT Landlord: LENDLEASE
Feedback Type: HEATING, AC & VENTILATION Status: LANDLORD RESPONSE PUBLISHED Date Received: Jan-02-2025
Closed Date: Jan-03-2025

Published Details

Tenant Feedback: The heating system is out again for third time this week. It's freezing cold here in Alaska. I keep contacting the landlord and maintenance staff and have not received any response. This is ridiculous. I have contacted a lawyer about trying to get out of my lease with this landlord and will find someplace else to live. I attached photos to show the situation.

Photos



Published Response

Landlord Feedback: We are sorry for the inconvenience. We will get someone out to you immediately. Thank you for your patience as we work to correct this.

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Help Center

DHFS.mil Help Center

Search for help topics:

The definition of the different statuses for feedback are as follows:

Feedback Under Review	Feedback is under review by the Military Housing Office (MHO)
Tenant Feedback Declined	Feedback has been declined by the MHO
Tenant Feedback Approved	Feedback has been approved by the MHO and is now public
Landlord Response Received	The landlord has submitted a response, and it is under review by the MHO
Landlord Response Declined	Landlord response has been declined by the MHO
Public Feedback Completed	Landlord response has been approved by the MHO and made public
Public Feedback Unpublished	The tenant or MHO has unpublished the feedback
Tenant Feedback Updated	The tenant has updated and resubmitted their feedback
Landlord Feedback Updated	The landlord has updated and resubmitted their feedback
Not Complete due to Tenant Inaction	The feedback has been closed due to lack of response. Tenant must resubmit feedback

► Can I add images to my feedback?

► How do I delete images from my feedback?

▼ Can I report actions of reprisal and retaliation by a landlord?

Yes, per title 10 United States Code (10 USC) §2890: Rights and Responsibilities of Tenants of Housing Units, the tenant should contact the DoD Inspector General (IG) at <https://www.dodig.mil/Components/Administrative-Investigations/DoD-Hotline/> to report any reprisals or retaliation by a landlord. The DoD IG will investigate all reports of reprisals against a tenant for reporting an issue relating to a housing unit.

► Can a landlord require me to sign a nondisclosure agreement?

► Why do I need to provide personally identifiable information (PII) for occupancy verification?

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[SEARCH FEEDBACK DATABASE](#)

Installation Resources Lookup

Select an installation below to view its contact information.
Use the dropdowns or type in the search box to narrow selections.

Select Housing Type*

☒ Family ☐ Unaccompanied

Select Installation's Branch of Service

-- Select --

Select Installation*

ABERDEEN PROVING GROUND X v

ARMY ABERDEEN PROVING GROUND

Address

BLDG 4305, 6488 RODMAN RD, ABERDEEN PROVING GROUND, MARYLAND, 21005

Contact Numbers

PHONE: 410-306-2002 410-306-2011
DSN: 458-2002 458-2011
EMAIL: APGR-USAG-APGHOUSINGOFFICE@CONUS.ARMY.MIL

Hours of Operation

MONDAY-THURSDAY 0800-1600 FRIDAY 0800-1500
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Database Search Page

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Feedback Database Search

How to search the database

This database includes feedback submitted by active-duty service members currently living in privatized housing, dependents of service members currently living in privatized housing or those authorized to submit on a service member's behalf while on deployment and includes landlord's responses.

Tenant narratives are published after steps are taken to remove sensitive information.

Landlords are invited to respond to tenant feedback through the website and their responses are also published after review. Most landlords respond in 10 days.

To search, populate one or more of the parameters and click **SEARCH**.

Select Housing Type*

☐ Family ☐ Unaccompanied ☒ Both

Select Installation's Branch of Service

-- Select --

Select Installation

Select Feedback Type

Select Landlord

-- Select Landlord --

Select Start Date (MM/DD/YYYY)

Select End Date (MM/DD/YYYY)

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Database Search Results

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Feedback Search Results

Search Parameters:

Installation Name: Branch Type: **ALL** Housing Type: **Both** Landlord: Feedback Type: **ALL** Start Date: End Date:

[View as PDF](#) [Search Again](#)

Feedback #	Date Received	Installation	Landlord	Feedback Type	Status
20250100012	Jan-08-2025	NORFOLK VA NAVAL STATION	Homeport Hampton Roads	STRUCTURAL PROBLEMS	Under Review by MHO
20250100010	Jan-07-2025	SAN DIEGO CA NAVBASE	The Michaels Organization	PLUMBING	Landlord Response Published
20250100007	Jan-06-2025	SAN DIEGO CA NAVBASE	The Michaels Organization	CO ALARMS	Landlord Response Published
20250100006	Jan-06-2025	SAN DIEGO CA NAVBASE	The Michaels Organization	HS-ELECTRICAL PROBLEM	Landlord Response Published
20250100004	Jan-03-2025	NORFOLK VA NAVAL STATION	Homeport Hampton Roads	PEST CONTROL	Landlord Response Published
20250100001	Jan-02-2025	FORT WAINWRIGHT	Lendlease	HEATING, AC & VENTILATION	Landlord Response Published
20241200018	Dec-26-2024	GREAT LAKES IL NC	Hunt Military Communities	CEILING & ROOF	Landlord Response Published
20241200017	Dec-26-2024	PRESIDIO OF MONTEREY	The Michaels Organization	RADON	Landlord Response Pending
20241200016	Dec-25-2024	SAN DIEGO CA NAVBASE	The Michaels Organization	HS-HVAC	Landlord Response Published
20241200009	Dec-24-2024	SAN DIEGO CA NAVBASE	The Michaels Organization	MOLD/MOISTURE/WATER INTRUSION	Landlord Response Published
20241200008	Dec-23-2024	SAN DIEGO CA NAVBASE	The Michaels Organization	HS-ELECTRICAL PROBLEM	Landlord Response Published
20241200007	Dec-20-2024	HAMPTON ROADS VA NC	Liberty Military Housing	PEST CONTROL	Landlord Response Pending
20241100427	Nov-11-2024	KEESLER AFB	Hunt Military Communities	DOORS & WINDOWS	Landlord Response Pending

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Public Feedback Record

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Tenant Feedback

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Photos



Published Response

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OMB Expiration Date: 06/30/2026

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Ready to

Member of
resides at
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Landlord Login

Click here if you are a landlord looking to respond to submitted feedback.

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Need Help?

Search our [Help Center](#) for frequently asked questions.

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More Resources

To find contact information for Housing Offices and Landlords check out the [Resource](#) page.

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