Campbell Crossing 2026 Army Tenant Satisfaction Survey

1. How does Campbell Crossing feel about the survey results?

- We are very encouraged by the 2026 Army Tenant Satisfaction Survey results, which showed improvement across all major satisfaction categories. Compared to 2025, Overall Satisfaction increased to **80.3 (+4.6 points)**, Property Satisfaction increased to **74.8 (+4.6 points)**, and Service Satisfaction increased to **84.0 (+4.0 points)**.
- These results demonstrate that the actions we took based on resident feedback are making a positive impact. We focused our efforts on improving maintenance execution, communication and follow-up, home condition, and community appearance, and it is encouraging to see residents recognize those improvements through higher satisfaction scores.
- While we are proud of the progress reflected in this year's results, we remain focused on continuous improvement and using resident feedback to further enhance the living experience for military families across Campbell Crossing.

2. What categories are covered within the survey and what were Campbell Crossing's best ones?

- The Army Tenant Satisfaction Survey measures resident perceptions across several areas, including overall satisfaction, service, maintenance performance, home condition, community appearance, communication, and property management services.
- Some of Campbell Crossing's highest-performing areas in 2026 included:
    - **Courtesy of maintenance personnel: 92.0 (+1.6 from 2025)**
    - **Work order completion time: 87.4 (+3.8)**
    - **Quality of maintenance work: 84.1 (+4.4)**
    - **Ease of contacting the team when problems arise: 84.0 (+3.6)**
    - **Frequency and clarity of communications: 82.8 (+3.9)**
    - **Property management adherence to commitments: 82.2 (+4.6)**
- We are particularly proud of the scores related to maintenance and customer service because these areas directly impact residents' daily living experience and were key areas of focus following the 2025 survey.

3. What did Campbell Crossing learn it can improve on and how do you plan to go after it?

- While we are pleased with the overall improvements, we recognize there is always room to improve. Resident feedback continues to provide valuable insight into opportunities

related to home condition, community appearance, communication, and the overall resident experience.

- We will continue reviewing and analyzing resident feedback to identify areas where additional improvements can be made and build on the processes implemented following the 2025 survey.
- We remain committed to investing in our homes, enhancing community appearance, strengthening communication and follow-up, and continuing to improve maintenance and service delivery across Campbell Crossing.
- The survey provides us with an important roadmap for where to focus our efforts moving forward.

4. Why is this survey important?

- The Army Tenant Satisfaction Survey is one of the most important feedback tools available to military housing providers because it gives residents a direct voice in helping shape future improvements within their community.
- The survey helps us understand what we are doing well, where we need to improve, and how we can better meet the needs of military families. The feedback we receive directly influences our operational priorities, investment decisions, and future action plans.
- The improvements reflected in Campbell Crossing's 2026 results are a strong example of how resident feedback can drive meaningful change. Following the 2025 survey, feedback helped guide targeted improvements in maintenance execution, communication and follow-up, home condition, and community appearance, and satisfaction subsequently increased across every major category.

5. How many residents filled out the survey?

- **More than 1,200 Campbell Crossing families completed the 2026 Army Tenant Satisfaction Survey.**
- We are grateful to every resident who took the time to provide feedback. That level of participation gives us meaningful insight into what matters most to our residents and helps ensure our improvement efforts are guided directly by the military families we serve.
- Resident feedback is critical to helping us understand what is working well, where opportunities remain, and how we can continue enhancing the quality of life across Campbell Crossing.

6. How are you trying to make sure that the next survey is just as successful?

- Our focus is not on the survey itself, but on continuously improving the resident experience throughout the year.

- We will continue listening to residents through the Army Tenant Satisfaction Survey, ongoing SatisFacts surveys, resident interactions, and community engagement opportunities. Campbell Crossing regularly uses this feedback to identify resident priorities and opportunities for improvement.
- We also intend to build on the progress made in maintenance operations, communication and follow-up, home condition, and community appearance while continuing to invest in homes, infrastructure, and neighborhood improvements.
- Success comes from listening to residents, responding to their needs, and taking action on their feedback. If we stay focused on delivering an exceptional resident experience every day, the survey results will reflect that commitment.

7. What improvements do you believe from the 2025 survey helped you obtain the recognition for the 2026 survey?

- Following the 2025 survey, Campbell Crossing reviewed resident feedback and developed a targeted action plan focused on four key areas: **maintenance execution, communication and follow-up, home condition, and community appearance**.
- On the maintenance side, we enhanced staff training, particularly around resident communication and expectation setting; refined communication processes for emergency, urgent, and routine service requests; and implemented a proactive resident communication process for work orders requiring follow-up.
- We also improved coordination between maintenance and community management teams, strengthened escalation procedures for unresolved concerns, increased accountability for closing the loop with residents, and expanded communication regarding issue status and next steps.
- Throughout our neighborhoods, we strengthened landscaping oversight, enhanced community appearance and curb appeal standards, and increased our focus on exterior home conditions.
- Campbell Crossing also continued investing in community infrastructure, homes, and neighborhood enhancements. Improvements included roof replacements, home renovations, safety upgrades, sidewalk improvements, roadway striping, tree maintenance and removal, and more. These combined efforts contributed to measurable gains across the survey, including a **7.1-point increase in satisfaction with residents' current homes, a 7.5-point increase in residents saying they would seek to live in the community again, and a 5.8-point increase in residents saying they would recommend the community to others**.

8. Which properties received awards and why?

- Campbell Crossing neighborhoods received **13 A-List Awards** based on the 2026 Army Tenant Satisfaction Survey results.

- To earn these awards, neighborhoods must achieve high Service Satisfaction scores while meeting resident participation requirements.
- These awards recognize strong resident satisfaction and reflect the work our teams do every day to provide quality service and a positive housing experience for military families.
- The recognition is especially meaningful because it is driven by resident feedback. It reinforces our commitment to listening to residents, following through on their concerns, and continuously improving the housing experience across Campbell Crossing.

“The 2026 results show that listening to our residents and acting on their feedback makes a measurable difference. More than 1,200 Campbell Crossing families participated in this year’s survey, and satisfaction improved across every major category. We appreciate that continued feedback because it helps us identify where we are making progress and where we can do more. Our commitment is to continually improve quality of life for our residents, support Army readiness, and create a community where military families are proud to live, work and thrive.” - Chris Albus, project director, Campbell Crossing