



DEPARTMENT OF THE ARMY  
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND  
4400 MARTIN ROAD  
REDSTONE ARSENAL, AL 35898-5000

AMCG

05 NOV 2019

MEMORANDUM FOR Residents Living in Privatized or Army-Managed Family Housing

SUBJECT: Fall 2019 U.S. Army Resident Satisfaction Survey

1. People are our number one priority. Our most important obligation as Army leaders is to take care of our Soldiers, Families, Army Civilians and Soldiers for Life, and our people deserve the best quality housing possible. Army leaders are committed to improving housing, but we need your candid feedback! In just a few weeks, you will be asked to participate in a resident satisfaction survey. This survey will provide Army leaders your perspective on what we are doing well and where we need to improve. The Army will use the survey results to help shape our actions as we work to improve both our privatized and Army-owned housing facilities and services to ensure we provide the best quality of life for our residents.
2. Around the middle of November, you will receive an email with the survey link from the following email address - [ArmyHousingSurvey@celassociates.com](mailto:ArmyHousingSurvey@celassociates.com). CEL & Associates, Inc., (CEL) will administer the survey, which will be made available to over 100,000 residents living in privatized or Army-managed family housing. The survey respondent information will be kept completely confidential and will not be linked in any way to the survey results shared with the Army or private companies. We welcome and value your candid opinions and thoughts.
3. Please take a moment now to add CEL's email address to your allowed senders in any anti-spam software that might filter your email. Only one member of each household will receive the email. If no member of your household receives the email by 18 November 2019, please contact your garrison housing staff or property-management office, who have an alternate means of providing you access to the survey.
4. Army Soldiers, Civilians, Retirees and their Families deserve the highest quality housing and services possible, and your feedback will drive future resources to this end state. Thank you in advance for your participation in our Army survey – it is greatly appreciated!

*Amy Strong!*

*Gustave F. Perna*  
GUSTAVE F. PERNA  
General, USA  
Commanding