



## ASSISTANT SECRETARY OF DEFENSE

3500 DEFENSE PENTAGON  
WASHINGTON, DC 20301-3500

NOV 16 2020

SUSTAINMENT

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (INSTALLATIONS,  
ENERGY AND ENVIRONMENT)  
ASSISTANT SECRETARY OF THE NAVY (ENERGY,  
INSTALLATIONS AND ENVIRONMENT)  
ASSISTANT SECRETARY OF THE AIR FORCE  
(INSTALLATIONS, ENVIRONMENT AND ENERGY)

SUBJECT: Tenant Satisfaction Survey Policy for DoD Privatized, Owned or Leased Housing

Section 3058 of the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2020 (Public Law 116-92) requires that “each installation of the Department of Defense use the same satisfaction survey for tenants of military housing, including privatized military housing.” Additionally, section 2891a(d)(5) of title 10, United States Code, as added by section 3014 of the FY 2020 NDAA, prohibits landlords of privatized military housing from conducting “any promotional events to encourage tenants to fill out ... satisfaction surveys of any kind, without the approval of the chief of the housing management office.”

As the Chief Housing Officer (CHO), I am directing the Military Departments to annually conduct a tenant satisfaction survey for all privatized housing and all government-owned/leased family housing in the first quarter of each fiscal year, or as soon thereafter as practicable. The survey will use the same questions across all housing types (government-owned/leased family housing and privatized housing) and comply with the following:

**Responsibility for the solicitation of the survey contract.** Each Military Department will conduct the FY 2021 survey using existing contract vehicles and the questions in Attachment 1. Additionally, the survey contracts must specify that the Military Department receives the final electronic data and survey reports for privatized housing prior to release to the landlords, to assure data accuracy consistent with Government Accountability Office recommendations regarding design information systems and related control activities.

Beginning with the FY 2022 tenant satisfaction survey, the Department of the Navy will have the responsibility to solicit a multi-year contract (base year plus four option years) for the administration, collection, tabulation, and reporting of the tenant satisfaction survey for all DoD privatized housing and government-owned/leased family housing. The Military Departments will rotate the responsibility to solicit and administer the multi-year tenant satisfaction survey contract on a Navy / Air Force / Army basis.

**Office of Management and Budget (OMB) Control Number.** A valid OMB Control Number documenting OMB approval of the survey must be included on the electronic survey and in all public communications about the tenant satisfaction survey regardless of housing type, including but not limited to press releases, promotional materials, and all survey communications to tenants from the Military Services or the third-party survey firm(s). Ideally, the OMB Control

Number should be included in similar communications to tenants from privatized housing project landlords. The Military Department administering the annual survey is responsible for contacting the Office of the Deputy Assistant Secretary (Housing) well in advance of the survey launch to ensure there is sufficient time to comply with OMB Control Number requirements for each year's survey.

**Survey administration.** All annual tenant satisfaction surveys shall be administered as an electronic survey with embedded privacy and security mechanisms, which may include a code unique to the tenant to be surveyed that is sent to the cell phone number of the tenant and required to be entered to access the survey.

**Communication, promotion, and other participation incentives.** I support the Military Departments' efforts to encourage a high survey response rate through a robust communication plan, including coordinating town halls and other advertising efforts with the privatized housing landlords to publicize the importance of completing the survey to provide accurate feedback on tenant satisfaction that can be used to improve tenant services and housing conditions; however, all such communication must state that survey participation is voluntary and that responses will be confidential.

In addition to promoting the survey through multiple communication channels, landlord-sponsored tenant events or prize giveaways, including monetary awards, that are designed to spur increased survey participation may be permitted, with prior written approval from the Assistant Secretary of the Military Department, with delegation no lower than to a Deputy Assistant Secretary. DoD may sponsor tenant events, but may not use prize giveaways or other incentives, including monetary awards, to spur increased survey participation. In all cases, allowing tenants to complete the survey at a sponsored event or distributing promotional items for completing the survey is prohibited. Survey promotions should encourage participation without influencing, or being perceived to influence, the tenant to provide a more favorable response.

**Tenant satisfaction survey questions.** Attachment 1 contains the survey template with questions for FY 2021. Beginning with the FY 2022 tenant satisfaction survey, the Military Departments are directed to jointly review the survey questions on an annual basis for relevance to oversight and management of such housing programs. In all cases, the same survey questions must be used by all of the Military Departments for all tenant satisfaction surveys administered in a given fiscal year.

**Communication of survey results.** For surveys completed by tenants living in privatized housing, the Military Departments shall take steps to ensure that the final data (in MS Excel format) and survey reports are provided to the respective Military Department for review and approval prior to releasing the survey results to the privatized housing project companies.

**Timing of tenant satisfaction survey.** Beginning with the FY 2021 tenant satisfaction survey, the Military Departments should strive to conduct the annual tenant satisfaction survey in the first quarter of each government fiscal year, or as soon thereafter as practicable, to include

taking measures to ensure sufficient capacity for concurrent execution in their solicitation of survey administrator.

**Funding for tenant satisfaction survey contract.** The Military Departments shall separately budget for their portions of the annual survey cost after coordinating with the Military Department with survey contracting responsibility, and shall transfer funds covering their portion of the cost via a Military Interdepartmental Purchase Request (or other acceptable funding vehicle) to the contracting office overseeing the survey administration contract.

Questions regarding this policy should be directed to Ms. Patricia Coury, at [patricia.l.coury.civ@mail.mil](mailto:patricia.l.coury.civ@mail.mil) or 703-571-9077 (alternate: 703-901-8789).

A handwritten signature in black ink, appearing to read 'W. Jordan Gillis', written in a cursive style.

W. Jordan Gillis

Attachment:  
As stated





## Tenant Satisfaction Survey

### DoD Privatized, Government-Owned and Government-Leased Housing

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

**9. Please indicate how much you agree or disagree with the following:**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
a) I would recommend this housing community to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**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

**Tenant Satisfaction Survey**  
**DoD Privatized, Government-Owned and Government-Leased Housing**

**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.**