

PPV Housing Tenant Satisfaction Survey



Background: Congressional legislation established the Military Housing Privatization Initiative (MHPI) in 1996. The Navy conveyed 99 percent of its installation housing inventory in the United States to private entities to comply with the legislation. These companies were formed under the Public-Private Venture (PPV) authority, and with this arrangement, the Navy is the non-managing member of each LLC and the private business partners are the Managing Members of the LLC. As a way of assessing the state of Navy PPV housing and the quality of services being provided, the Navy initiates an annual Tenant Satisfaction Survey (TSS), formally known as the Resident Satisfaction Survey, which is conducted by a third party as a way of keeping the results unbiased. This year's TSS is scheduled to launch on Dec. 10, 2020 and will run through Jan. 31, 2021. CNIC will be publishing an article announcing the availability of the survey and will encourage tenant participation through social media and other promotion methods.

PA Posture: Active

Holding Statement: The annual Public-Private Venture (PPV) Tenant Satisfaction Survey (TSS) will be conducted from Dec. 10, 2020 through Jan. 31, 2021, and CNIC is calling on all tenants of Navy PPV housing to participate. The survey is designed to accurately identify the current state of Navy housing, and inform decisions on needed improvements.

Key Messages:

- The CNIC Navy Housing program's mission is to provide safe, quality housing and related services in support of the Navy's mission and readiness.
- The TSS is an integral part of the Navy's efforts to measure, understand and respond to the needs and concerns of PPV housing residents.
- All tenants of Navy PPV housing have a voice and it is important that the Navy hears from as many residents as possible. The feedback received during the TSS is used to make improvements that benefit the entire Navy community.
- Tenants should contact their local Navy Housing Service Center if they have questions about the TSS or any other questions relating to PPV housing.

Questions and Answers:

Q1. Are the surveys anonymous?

A1. Yes. All who complete the survey will remain anonymous unless they request otherwise.

Q2. If this is an anonymous survey, how could you contact people?

A2. Tenants who wish to be contacted by Navy housing representatives can provide their information and request to be contacted. If no request for contact is made, the contact information is collected and stored separately from the survey data so the Navy has no idea how an individual responded to the survey other than the comments provided.

Q3. How are the survey results used by the Navy?

A3. The information we receive from the survey is an essential part of our assessment of PPV housing and provides us critical feedback that is used to implement changes to better serve the tenants.

Q4. Will the results of the TSS be made available to the public?

A4. Currently, there are no plans to make the survey results available to the public.

Q5. How will I receive the survey?

A5. Each tenant living in Navy PPV housing will receive an email from the third party vendor conducting the survey. This email will contain the access code to complete the survey. Tenants can also add NavyPPVHousingSurvey@celassociates.com to their anti-spam software ahead of time to ensure the survey invitation doesn't get filtered into their spam folder.

Q6. What if I am a PPV resident but have not received the 2020 TSS survey?

A6. Contact your local Navy Housing Service Center for assistance.

Q7. Who should I contact if I have questions about the TSS?

A7. Contact your local Navy Housing Service Center.

Q8. How are the survey results processed and scored?

A8. CEL has developed a proprietary scoring system. Tenants respond to each survey question using a five-point Likert scale. Aggregated answers are then grouped into three overall categories (Overall Score, Property Score, and Service Score), termed Satisfaction Indexes, and into nine sub-categories, termed Business Success Factors. The CEL scoring methodology is a 1-100 calculated scoring and not a percentile or average. The CEL & Associates, Inc. scoring system provides a consistent methodology for evaluating survey results. Satisfaction Indexes, Business Success Factors, and individual evaluation questions are all scored in the same manner, for ease of isolating high-performance areas and identifying problem areas.

Q9. What changes have been made to PPV housing as a result of previous survey results?

A9. Several of the initiatives implemented recently in PPV housing oversight were a result of feedback through the various surveys last year. Some include transparency in the maintenance process, use of online portals and apps, hiring additional personnel in Housing Service Centers, adding time between occupants to ensure quality work, and a number of other major actions.

Q10. How many surveys can be submitted per household?

A10. While non-military family members can complete the TSS survey, only one survey submission is allowed per household.

Q11. What were the Family Housing (FH) response rates for the fall 2019 TSS?

A11. The overall response rate for the Navy PPV FH survey was 35.8 percent, which is considered in the "very good" category according to CEL & Associates, the third party that collected and scored the results.

Q12. What does rent in PPV housing include?

A12. Rent in PPV housing includes utilities and services such as water, trash removal, and "normal" use of electricity or gas.

Q13. How does the Navy respond to reports of mold?

A13. In the maintenance system, reports of mold and/or water intrusion that could lead to mold are categorized as "emergency" orders and have the highest priority. The property managers are responsible for responding to mold issues and reporting any mold or water intrusion issue to the installation housing manager. The Navy routinely monitors those service records for quality assurance purposes. Navy expectation is a rapid response to stop the source of water intrusion and remediation of contaminated materials.

Q14. What about people who think they have health issues related to environmental concerns in their house?

A14. All personnel should contact their Primary Care Manager (PCM) for health-related concerns. As appropriate, your PCM may consult with a health specialist.

Healthcare providers have the policy and the resources to evaluate medical concerns and have added a process to work with housing officials for assisting with patient care and housing-related environmental concerns.

Q15. What can Sailors and their families do if they are experiencing unresolved maintenance issues in their PPV home?

A15. Tenants should contact the installation Navy Housing Service Center staff, who can help resolve issues between tenants and landlords to resolve issues. Sailors and families are encouraged to elevate housing concerns through their chain of command and to the commanding officer of the installation if they feel the issues have not been timely and appropriately addressed.

Q16. Is this year's survey any different from last year's?

A16. Yes, there are some differences between the surveys. In past years, the PPV partners provided the funding to pay for the TSS and this year the Navy is contracting the survey. The questions included in the TSS have also been standardized across the different military services with the goal of providing results that can be compared directly with each other to improve the DOD's overall understanding of the current state of PPV housing across all services.

Q17. How many total PPV housing units does the Navy oversee worldwide?

A17.

- ~ 39,000 PPV family units CONUS & HI
- ~ 6,000 PPV unaccompanied units CONUS

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