



SUSTAINMENT

ASSISTANT SECRETARY OF DEFENSE

3500 DEFENSE PENTAGON
WASHINGTON, DC 20301-3500

11/20/2020

MEMORANDUM FOR RESIDENTS OF HOUSING OWNED OR LEASED BY THE DEPARTMENT OF DEFENSE OR PRIVATIZED UNDER THE MILITARY HOUSING PRIVATIZATION INITIATIVE

SUBJECT: Department of Defense Housing Satisfaction Survey

The Department of Defense (DoD), working with each of the Military Departments, will soon undertake its annual housing satisfaction survey. As the Chief Housing Officer, I invite the current residents of government-owned, government-leased or privatized family housing, and the current residents of privatized unaccompanied housing, to provide feedback to help the Department improve the quality of housing, customer service, and overall resident satisfaction.

The housing satisfaction survey is an online survey¹ that will be sent to your household via email (only one person per address will receive this email). While your participation is voluntary, I hope you will take advantage of this opportunity to provide your input to help us improve your housing experience. The DoD is committed to improving your resident experience and we welcome and value your candid input.

The email your household receives will contain a link to access the survey. An independent third-party firm is administering the online survey, including feedback collection, tabulation, and analysis for each Military Service on DoD's behalf. All respondent information will be kept completely confidential and will not be linked to the results shared with DoD, or that DoD shares with privatized housing companies or other stakeholders.

Each of the Military Services will announce the specific date that their housing satisfaction survey will launch. If you have questions or need technical support, or if no member of your household receives an email with a survey link within five business days of the survey launch, please contact your installation's military housing office for assistance.

I hope you will take this opportunity to share your thoughts on improving the future housing experience for service members and their families. Thank you in advance for providing your feedback on your satisfaction and the quality of your housing. On behalf of the Department of Defense, I greatly appreciate your time and input.

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W. Jordan Gillis

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