



DEPARTMENT OF THE NAVY
COMMANDER, NAVY INSTALLATIONS COMMAND
716 SICARD STREET, SE, SUITE 1000
WASHINGTON NAVY YARD, DC 20374-5140

CNICINST 11103.17
N9
06 Apr 2015

CNIC INSTRUCTION 11103.17

From: Commander, Navy Installations Command

Subj: NAVY HOUSING PROGRAM REVIEW

- (a) OPNAVINST 5009.1
- (b) CNICINST 11103.4A
- (c) CNICINST 5040.3
- (d) CNICINST 5200.1A
- (e) CNICINST 5200.2
- (f) DoD 4165.63-M, DoD Housing Management, October 2010

1. Purpose. To provide policy for the establishment and implementation of the Commander, Navy Installations Command (CNIC) Housing Program Review (HPR) as a management tool for continual internal evaluation.

2. Background

a. Reference (a) assigns responsibilities for the operations, policy, and overall coordination and execution of Housing and related programs within CNIC. Reference (b) further defines the Housing Program oversight responsibilities and actions for Headquarters (HQ), Region Commanders (REGCOMs) and Installation Commanding Officers (COs).

b. This instruction is in consonance with references (c) through (e), which fall under the responsibility of the CNIC Inspector General (IG) as part of the Oversight Program.

c. The HPR has been developed to:

(1) Ensure Department of Defense (DoD) and Department of Navy (DON) policies for the Navy Housing Program are implemented.

(2) Measure the health and effectiveness of the Housing Program.

(3) Identify and correct program weaknesses.

(4) Promote efficiencies and operational effectiveness.

(5) Validate that sufficient resources (i.e. facilities, funding, staffing, etc.) are identified and programmed.

(6) Ensure consistent, standardized and reliable customer service is offered through housing services and facilities.

(7) Provide a forum to collect and share best practices.

d. This instruction applies to all Navy regions and installations worldwide that operate and/or administer housing programs solely or with a Public Private Venture (PPV) partner. For purposes of this instruction, the term Housing refers to all family and unaccompanied housing (unless supported in whole or in part by non-appropriated funds), for members with or without dependents.

3. Policy

a. In accordance with reference (f), the Navy Housing Program shall ensure military members, their families, and eligible civilians worldwide have access to suitable, affordable, and safe housing, and quality services generally reflecting contemporary community living standards.

b. CNIC, region and installation housing departments shall use HPRs as a method of providing housing program oversight in accordance with references (a) and (b).

c. Reviews will assess performance of housing programs, of region housing (N93) offices and installation housing departments.

d. Reviews will be conducted collaboratively between CNIC HQ, regions, and installations, using Navy Housing policy, metrics, reports, plans and live observation. Reviews are organized in three categories: Management, Services, and Inventory and Assets. The document "HPR Procedures" provides steps, tools and documents which will be used to conduct all reviews. It is located in the CNIC Gateway 2.0 N93 Library: <https://g2.cnic.navy.mil/tscnichq/N9/N93/N93%20Library/Forms/By%20Subject.aspx> and on enterprise Military Housing (eMH): <https://www.emh.housing.navy.mil/publications/pages/defaultView.jsf>.

e. Reviews will be tailored to the respective housing programs at the regions and installations (i.e. traditional government or privatized housing, OCONUS or CONUS). They will be conducted in conjunction with other assessments when feasible, and at least once every three years.

f. Reviews will include Navy oversight of PPV projects, but will not include review of the partners' operations or budgets.

4. Responsibilities

a. CNIC is responsible for:

(1) Providing enterprise-wide housing program oversight in accordance with reference (b).

(2) Ensuring policies, processes, funding and staffing are in place to administer HPRs.

(3) Ensuring reviews are conducted in accordance with this instruction and HPR procedures.

b. Region Commanders (REGCOMs) are responsible for:

(1) Providing housing program oversight, within their area of responsibility, in accordance with reference (b).

(2) Ensuring policies and processes are in place and support staff is available to assist in the administration of HPRs.

c. Installation COs are responsible for:

(1) Providing housing program oversight in accordance with reference (b).

(2) Ensuring housing departments participate in the HPR process in accordance with this instruction and HPR procedures.

5. Actions

a. CNIC shall:

(1) Develop and implement guidance and procedures to be used in conducting HPRs.

(2) Conduct HPRs of the regions and installations to assess operations, program effectiveness, and progress in achieving CNIC goals. Coordinate with regions to annually establish review schedules.

(3) Document and report HPR results and recommendations to regions and installations.

(4) Coordinate with regions to establish and implement plans to address any required actions, and monitor them to ensure actions are completed.

(5) Identify best business practices, and/or common areas of concern, and update policy and procedures to address them as appropriate. Publish best business practices and updates in the CNIC Gateway 2.0 N93 Library and eMH Policy and Guidance Module. Provide a quick hit summary of senior level findings and recommendations to the region and installation(s) within 30 days of the review, and a follow-on final report within 90 days.

b. REGCOMs shall:

(1) Support and participate in CNIC HPRs of the regions and installations; review and comment on HPR reports provided by CNIC.

(2) Coordinate with CNIC to establish, implement and complete region action plans as required.

(3) Coordinate with CNIC and installations to annually establish review schedules.

(4) Coordinate with installations to establish and implement their respective plans to address any required actions, and monitor them to ensure actions are completed.

c. Installation COs shall:

(1) Provide consistent, standardized and reliable customer service through housing services and facilities in accordance with reference (f).

(2) Coordinate with the regions to annually establish review schedules.

06 Apr 2015

(3) Support and participate in HPRs of the installations, and review and comment on HPR reports provided by CNIC.

(4) Coordinate with CNIC and the regions to establish, implement and complete action plans as required.

6. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed in accordance with SECNAV Manual 5210.1 of January 2012.


J. D. LUDOVICI
Deputy Commander

Distribution:

Electronic only, via CNIC Gateway 2.0

<https://g2.cnic.navy.mil/CNICHQ/Pages/Default.aspx>