



**DEPARTMENT OF THE NAVY**  
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CNICINST 11103.4A  
N9  
31 Jan 2014

CNIC INSTRUCTION 11103.4A

From: Commander, Navy Installations Command

Subj: RESPONSIBILITY FOR HOUSING PROGRAMS IN THE NAVY

Ref: (a) OPNAVINST 5009.1  
(b) CNO WASHINGTON DC 011654Z Mar 12 (NAVADMIN 072/12)  
(c) DoD 4165.63-M of 28 Oct 2010

1. Purpose. To define responsibility for policy, program management, overall coordination and execution of housing programs (Unaccompanied and Family) within Commander, Navy Installations Command (CNIC).

2. Cancellation. CNICINST 11103.4 dated 28 October 2008.

3. Policy

a. Reference (a) assigns responsibilities for providing and administering Navy Housing and Lodging Programs. This instruction applies to all Navy regions and installations worldwide that operate and/or administer Housing Programs solely or with a partner.

b. CNIC shall implement Department of the Navy Unaccompanied Housing (UH) policy and apply construction standards for new UH in accordance with reference (b).

c. CNIC shall plan, program, and execute the Housing Programs to ensure that eligible personnel and their families have access to affordable, quality housing facilities and services generally reflecting contemporary community living standards.

d. Region Commanders (REGCOMs) and Installation Commanding Officers (COs) are hereby delegated authority to make exceptions to policies in cases of unique hardship, and which do not conflict with laws or existing regulations, or adversely affect the program.

4. Responsibility

a. Per reference (a), CNIC is designated the Navy Housing Program Manager for the Chief of Naval Operations (CNO) and as such, is responsible for:

(1) Providing management, control and performance oversight of Housing Programs as outlined in reference (c).

(2) Administering a Housing Advisory Board (HAB) comprised of CNIC headquarters (HQ) and region housing representatives.

(3) Obtaining approvals for and/or approving and coordinating housing actions with regions.

b. REGCOMs are responsible for:

(1) Providing management, control and performance oversight of Housing Programs within their regions.

(2) Providing representation to the CNIC HAB to ensure region and installation issues are adequately addressed.

(3) Obtaining approvals for and/or approving and coordinating appropriate Housing actions with CNIC HQ and their installations.

c. Installation COs are responsible for:

(1) Providing management, control and performance of Housing Programs within their installation.

(2) Providing operational support to the region in the management of Housing facilities and delivery of Housing customer support services at their installation.

(3) Obtaining approvals from higher authority for appropriate Housing actions from their region.

(4) Approving exceptions to policy for their installation in cases of unique hardship that do not conflict with laws or existing regulations, or adversely affect the program.

5. Action

a. CNIC shall:

(1) Formulate and recommend legislative proposals for submittal by the CNO to the Secretary of the Navy.

(2) Determine the need to provide housing, ensuring efficient use of inventory.

(3) Develop, coordinate and ensure compliance with Navy Housing policy.

(4) Evaluate the effectiveness of programs to make Program-wide improvements by administering customer/resident satisfaction surveys.

(5) Ensure fiscal accountability and prepare housing requirements to support programming of resources throughout the future years' defense plan.

(6) Establish criteria and standards for plans, design, construction and maintenance of housing facilities.

(7) Provide Program-wide management, operation and maintenance of housing facilities and customer support services.

(8) Develop and coordinate training and operational guidance for staff.

b. REGCOMs shall:

(1) Participate in the process to determine housing requirements and ensure the efficient use of inventory.

(2) Disseminate and ensure compliance with policy for Housing Programs.

(3) Coordinate and ensure customer/resident satisfaction surveys are conducted.

(4) Ensure fiscal accountability and provide resources support.

(5) Provide management, operation and maintenance of housing facilities and customer support services.

(6) Ensure Installation COs provide training and operational guidance to staff.

c. Installation COs shall:

(1) Manage Housing operations and facilities, as the local Housing Authority, and deliver customer support services at their respective installation.

(2) Implement and comply with policy for Housing programs.

(3) Conduct customer/resident satisfaction surveys.

(4) Provide training and operation guidance to staff.

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

  
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