

Navy Housing Prepares for Annual Unaccompanied Housing Resident Satisfaction Survey

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WASHINGTON (NNS) -- Navy housing residents can now provide feedback through the annual Resident Satisfaction Surveys (RSS) for Sailors living in unaccompanied housing. This is the second of two surveys that evaluate housing matters. The previous survey was for those in family housing, which was released in October.

The RSS is an annual survey that residents will receive from their building managers to allow them to provide feedback on their Navy Housing experience.

Participation in the survey allows for valuable feedback that helps with sustaining and improving Navy Housing services.

“Navy Housing is committed to ensuring our sailors and their families are receiving the services they deserve,” said Greg Wright, Navy Housing Program Director. “We know that single Sailors have different needs and interests than those with families and these surveys allow us to identify those areas.”

Wright emphasized the need for feedback in order to make improvements.

“One of the best ways to capture the needs of our sailors is through direct feedback,” Wright said, “and this survey allows us to do that.”

The RSS measures all aspects of customer satisfaction with Navy Housing, including staff services, the condition and maintenance of housing units, and other provided amenities such as furnishings and common areas. Navy Housing encourages all residents to not only answer the survey, but to provide comments on issues where we can do better.

The survey is also used to target funding for facility and amenity improvements.

“Service members who live in unaccompanied housing can help us to direct project priorities,” Wright said, “which we base in part on resident satisfaction.”

The annual unaccompanied housing survey **opens on November 5**. This year, service members living in unaccompanied housing may return their surveys either by mail or some will participate online. The surveys will be delivered to all service members living in government unaccompanied quarters by November 14.

For more information about Navy Housing programs or to find contact information for your local Navy Housing Service Center, visit the Navy Housing website at www.cnmc.navy.mil/Housing.

For more information about Navy Installations Command visit www.cnmc.navy.mil.



Preparing to cut the ribbon on the new John William Finn Hall at Naval Base Coronado in 2012. (Navy Housing photo)

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