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This year, military housing residents were asked to provide customer feedback as part of the annual national customer satisfaction survey, also known as the CEL & Associates survey. Carlisle Barracks Homes, managed by Balfour Beatty Communities, has earned an A List award for the Coren Apartments and Marshall Ridge neighborhoods, as a result of resident feedback.

As part of the survey, residents graded the property management company on service points from leasing and operations, housing unit features, appearance and condition, as well as quality of maintenance, resolution response time, resident communications, and other important service criteria. There were 43 Army installations surveyed for the 2015 CEL and overall property satisfaction for Carlisle ranked 3rd out of 43 and in overall satisfaction Carlisle ranked 7th out of 43.

“This is fantastic for such a small post and looking forward to next year's survey,” said Theresa Steele, Community Manager for BBC at Carlisle Barracks.

“Best-in-class customer service is what we strive for every day and the CEL resident survey is a critical benchmark of our performance, said Balfour Beatty Communities senior vice president Anne-Marie Niklaus. “Our residents have a choice about where they live and we care deeply about their feedback, suggestions and – ultimately – the quality of their living in a Balfour Beatty Communities-managed property.”