

Tenant Satisfaction Survey extended to Jan. 29, 2021

By U.S. Army Public Affairs 31 December 2020



Tenants are asked to add ArmyHousingSurvey@celassociates.com to their allowed senders to prevent filtering by any anti-spam software of their email.

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The Army has extended its annual Tenant Satisfaction Survey until Jan. 29, 2021, to gather feedback about living in Army housing.

The online survey link was emailed from CEL & Associates Inc., an independent, third-party group, to more than 110,000 tenants living in privatized, government-owned, and government-leased housing across the globe.

Tenants are asked to add ArmyHousingSurvey@celassociates.com to their allowed senders to prevent filtering by any anti-spam software of their email. Completing the survey takes about 10 minutes. Tenants now have until Jan. 29, 2021, to complete the confidential survey.

“This year’s survey will have a focus on customer services and its impact on

year quality of life," said Gen. Edward Dwyer, head of the Army Materiel Command. "The information residents provide annually continues to guide the Army and privatized housing partners in future improvements to the Army housing portfolio."

Army privatized, government-owned and government-leased housing tenants can rate their satisfaction with services, property, and the overall housing experience through the online survey. Feedback is used by the Army to help maintain a high quality of life for service members and their families.

Results will guide the decisions the Army makes today about future housing.

"The Army will improve homes, communities and customer service -- from Army housing staff and the private housing management companies -- through the candid feedback we receive from our Soldiers and their families," said Lt. Gen. Jason Evans, deputy chief of staff of G-9, which provides policies, programs, resources, and expertise for services and installation infrastructure to enable total Army readiness. G-9 is the sponsor of the survey.

Only one member of each household will receive the survey notice email. If your household does not receive the email by Monday, please contact your local garrison housing office.

The Tenant Satisfaction Survey is Office of Management and Budget approved: OMB Control Number 0704-0553; OMB Expiration Date 03/31/2022.