



U.S. ARMY

Army Housing Newsflash

November-December 2021

Resident Feedback Needed In Tenant Survey

It's time to give Army Housing your feedback on living conditions, maintenance projects and overall services in the housing communities at Army installations worldwide.

The Army Tenant Satisfaction Survey* will launch on Jan. 11 and continue through Feb. 24. Each resident will receive an email that includes a unique link to give them access to the survey. The survey will be conducted by an independent, third-party firm using standardized questions prepared by the Department of Defense across all military services. The management, sustainment and maintenance of Army Housing falls under Army Materiel Command and its major subordinate command, the Installation Management Command.

In early 2021, more than 85,000 Army residents were invited to participate, and 24,483 responded, representing a response rate of 29.1% for privatized housing and 26.3% for Army-owned/leased housing. AMC and IMCOM leadership hope to increase survey participation with the 2022 survey.

The 2021 survey input was used by the Army to better identify housing needs and target resources to achieve improvements. In addition, changes such as increased quality-control inspections, a revised incentive-fee structure, and monthly progress-review calls with leadership, have better enabled the Army to hold privatized housing providers accountable for the quality of living that Soldiers and families deserve. One of the major accomplishments of 2021 was the full implementation of the Tenant Bill of Rights, which outlines the rights the protect Army families living in on-post housing. * OMB Control Number 0704-0553; OMB Expiration Date 03/31/2022

Resources

Housing Environmental Health Response Registry (24/7):
1-800-984-8523
Overseas: DSN (312) 421-3700
Stateside: DSN 421-3700
Stateside Commercial:
210-295-3700
Army Installation Housing Hotlines
Army Housing Facebook Page

Army-Wide Housing



DoD Releases 2022 Basic Allowance for Housing Rates

WASHINGTON – The Department of Defense has released the 2022 Basic Allowance for Housing rates. BAH rates will increase an average of 5.1 percent when the new rates take effect on Jan. 1, 2022, and will replace the temporary increases that expire on Dec. 31. An estimated \$25.6 billion will be paid to about 1 million service members. The 2022 BAH rates are part of a robust military compensation package.



PCS crisis action team streamlining Soldier movement

JOINT BASE MYER-HENDERSON HALL, Va. – The Joint Base Myer-Henderson Hall permanent change of station crisis action team has been working to streamline and improve Soldiers PCS experience. One of the problems with the PCS process has been the number of activities Soldiers have to clear in person. To help combat this problem across the Army, garrisons are taking part in Soldier movement crisis action teams.





Housing News Around the Garrisons



Readiness: \$373M Army housing groundbreaking in Italy

VICENZA, Italy – U.S. Army Garrison Italy celebrated its Army family housing groundbreaking recently to inaugurate the Army's current largest housing investment program. Five leaders representing the American and Italian militaries and the Italian government broke ground. The \$373 million Army Family Housing Construction venture will provide a total of 478 homes.



Sustainment: Tower Barracks reveals major renovations

GRAFENWOEHR, Germany – The Directorate of Public Works finished kitchen renovations at Tower Barracks Building 275, which is an apartment complex that fits 12 families on U.S. Army Garrison Bavaria. This project started in September 2019, and was completed in July 2021 – with a total cost of \$230,605. After two months of final preparation, the first occupants moved in.



Training: Hunt hosts town hall focused on renovation project

FORT LEE, Va. – Planned renovations of Harrison Villa homes was the focus of a town hall where residents talked one-on-one with Garrison leaders and military family housing representatives about relocating during renovations. Harrison Villa is the second phase of a six-year, \$60 million investment by Hunt Military Communities to upgrade privatized housing across the installation.



Quality of Life: Fort Hood unveils renovated home project

FORT HOOD, Texas – Fort Hood Family Housing, a Lendlease privatized military housing community, unveiled a renovated home that represents more than 1,300 homes to receive interior renovations. Each home takes approximately one month to complete, with homes are being renovated as they become vacant. Currently, work is being done on 64 renovations, with project completion in 2026.



Innovation: Army, SOUTHCOM partner for affordable housing

MIAMI – The Army and Southern Command are partnering to provide affordable, safe and quality housing for personnel assigned to SOUTHCOM. With an environmental assessment that found no significant impact, the Army received approval from the Office of the Secretary of Defense to identify a privatization partner and develop a detailed project plan for a SOUTHCOM housing project.



Maintenance: Housing revitalization continues on USAG-KA

KWAJALEIN ATOLL – An ongoing revitalization of quarters on U.S. Army Garrison-Kwajalein Atoll will equip future residents with modern conveniences and extend the use of garrison housing for years to come. Garrison personnel recently toured the refurbished Quarters 436, the first of 31 housing units approved by Installation Management Command for revitalization.

