



## Navy Managed Family and Unaccompanied Housing Resident Satisfaction Survey 2020

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Dear Residents,

We want to hear from YOU! Around the end of March, you should receive an email with a link to the Navy Managed Family and Unaccompanied Housing Resident Satisfaction Survey for 2020. The survey allows you to have an immediate and direct voice to the Navy for evaluating your personal housing experience. The information we receive from the survey is an essential part of our assessment of Navy managed housing and provides us critical feedback that can be transformed into business process changes to better serve you.

If for any reason you do not receive the email with the survey link, contact your Housing Office. You can also add [DONFHSurvey@celassociates.com](mailto:DONFHSurvey@celassociates.com) (for Family Housing) or [DONUHSurvey@celassoicates.com](mailto:DONUHSurvey@celassoicates.com) (for Unaccompanied Housing) to your anti-spam software ahead of time to prevent the email from being filtered.

Navy Installations Command has retained CEL & Associates, Inc. to conduct this independently managed survey. **YOU HAVE MY COMMITMENT THAT THESE SURVEY RESULTS ARE CONFIDENTIAL AND ANONYMOUS.** Only CEL & Associates, Inc. has access to any individual survey responses, and results are provided to the Navy in summarized format only.

**If you have any issues or concerns regarding distribution of the survey or how it is administered, please include them with your feedback in the 'comments' section of the survey.**

The information you provide in this survey will help guide the Navy in the development of future improvements to our housing facilities and services provided. Let us know what you like or dislike – feed us your concerns. Your feedback is extremely valuable to us and we look forward to hearing from you!

Thank you for your time.

A handwritten signature in black ink, consisting of a stylized 'Z' or 'S' shape.

Sincerely,

A handwritten signature in black ink, appearing to be "Mary Jackson" in a cursive style.

VADM Mary Jackson  
Commander, Navy Installations Command