



Department of Defense's Annual Tenant Satisfaction Survey

Dear Military Housing Resident,

Your housing experience is important to us! In an attempt to gain your direct feedback on that experience, you can expect to receive an email with a link to the Department of Defense (DoD) annual Tenant Satisfaction Survey on or about 3 March 2025. This confidential, anonymous survey is your opportunity to inform the Navy and our Public Private Venture Partners about your personal housing experience. The information we receive is an essential part of our assessment of housing and provides us critical feedback that can be transformed into business process changes to better serve you.

Commander, Navy Installations Command has retained Robert D. Niehaus, Inc. (RDN), a third party vendor, to conduct this independently managed survey. Only RDN, Inc. has access to any individual survey responses with survey results provided to the Navy in summarized format only.

If you have any issues or concerns regarding distribution of the survey, how the survey is administered, or do not receive the email with the survey link, contact your Housing Service Center (HSC), which can be found at https://www.cnic.navy.mil/ffr/housing/contact-housing/installation_HSCs.html.

If you have trouble contacting your local HSC directly, please e-mail NavyHousingHQ@navy.mil, and my HQ staff will connect you with your local HSC.

You can also add navytss@RDNiehaus.com to your anti-spam software ahead of time to prevent the email from being filtered to your spam folder.

Thank you for your time and for helping us help you.

Sincerely,

A handwritten signature in black ink, appearing to read "C. S. Gray", is written over a large, stylized circular flourish that extends from the signature down towards the typed name.

VADM C. S. Gray
Commander, Navy Installations Command