



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS COMMAND
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WASHINGTON, DC 20350-3000

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From: Commander, Marine Corps Installations Command
To: Distribution

SUBJECT: FY21 MARINE CORPS TENANT SATISFACTION SURVEY

1. The FY21 Marine Corps Tenant Satisfaction Survey (TSS) has officially launched today. The survey is available to all Marine Corps tenants living in privatized or government owned housing. As a tenant who lives in privatized or government-owned housing, we kindly ask that you take the time to participate in the Marine Corps' FY21 Tenant Satisfaction Survey. Your participation is voluntary, but your survey responses are important to assist the Marine Corps and our Public-Private Venture (PPV) Partners with providing improvements to the Marine Corps Housing portfolio.

2. Your installation's Military Housing Office (MHO) and Unaccompanied Housing Office are your proponents for all questions pertaining to the FY21 Tenant Satisfaction Survey, which is being conducted on our behalf by a third party survey firm, Robert D. Niehaus, Inc. (RDN). Personnel in our MHO, Unaccompanied and PPV Housing Offices are aware of and support this important survey. All survey input will be confidential. No names or other identifying information will be shared with the Marine Corps or our PPV Partners. The survey results will be analyzed and reported by RDN directly to Marine Corps leadership, and then PPV related information will be shared with privatized housing companies as appropriate.

3. Thank you in advance for your participation in our FY21 Marine Corps Tenant Satisfaction Survey. One of my most important obligations as a Marine Corps leader is to take care of our people. This includes our Marines, their families and our civilians. By providing your input on your satisfaction with current housing operations, you will help guide and shape the way that housing and our housing services are provided to our Marines and their families today and in the future.

E. D. BANTA

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