



**FINAL RESEARCH REPORT:
LIVING CONDITIONS OF FAMILIES IN PRIVATIZED MILITARY HOUSING
EXECUTIVE SUMMARY**

MAY 2019

The mission of the Military Family Advisory Network (MFAN) is to connect military families with leaders and decision makers and develop programs that lead to measurable change for the families of those who serve. After hearing from military families about issues with privatized military housing in the fall of 2018, MFAN began researching the issue and launched a survey to gain a more complete understanding of military families' experiences. While this executive summary provides high-level findings, we encourage readers to review the full report, which provides geographic-specific findings and recommendations for moving forward.

To gain a holistic understanding of families' perspective of privatized military housing, MFAN developed an online questionnaire, which was fielded between January 30, 2019 and February 6, 2019. During that time, 16,779 military families participated. To be eligible to participate, respondents had to be living in privatized housing currently or they had to have lived in housing within the past three years. Of the initial respondents, 13,313 lived in housing currently, and an additional 2,588 had lived in housing within the previous three years, leaving 15,901 eligible to participate.

On Feb. 13, 2019, MFAN provided preliminary findings to the United States Senate Committee on Armed Services, and the report was entered into evidence in its subcommittee hearing on privatized military housing.

This final report details the experiences of families at more than 160 locations across the country, showing that issues are widespread. Families referenced homes that are filthy, structurally questionable, and contain environmental issues such as mold that can be detrimental to their health. Many stated they receive little assistance from the housing companies in either maintenance repairs and remediation or support from the management companies. Nearly 1,900 respondents said they believe their Basic Allowance for Housing payments are unjustified for their living conditions, yet they have no recourse. They cited that there is no way for them to dispute what they consider to be inflated, inexplicable fees.

Most responses, 93 percent, came from residents living in housing managed by six companies. None of them had average satisfaction rates at or above neutral.

When frequency rates of issues military families were experiencing in their homes were tabulated, it showed that the primary difficulties were in getting assistance for repairs, mold, and homes that were filthy when they arrived to move in. The top ten issues were:

Issue	Response Count	Manifest Effect
Maintenance, repairs, or remediation	6166	56.8%
Mold	3248	29.9%
Filth in homes	2687	24.7%
Structural concerns	2343	21.6%
Poor quality materials	2170	20.0%
Plumbing and leaks	1912	17.6%
Basic Allowance for Housing	1898	17.5%
Management	1775	16.3%
Climate control	1695	15.6%
Dilapidated and outdated	1641	15.1%

In addition to the issues listed above, nearly 800 people attributed deteriorated health to the environments in their homes. More than 1,500 said they experienced pest infestations from a variety of vermin. In excess of 1,600 military family members were charged fees that they believe are unwarranted, and over 700 said they have been treated unfairly when they try to move out at the end of their leases.

MFAN hopes that by quantifying the issues in privatized housing, we can help pave the way toward restoration of homes and families' trust in housing companies and those responsible for oversight.