

## 2018 Resident Survey Comments

- 1) Biggest reason I am dissatisfied is the timeline of repairs being made after called in to DPW. Also, civilians are paying much less than I am to reside in a house the same size or in some cases larger. If the rates of housing are \$2100 then that should be the standard for everyone not just civilians. A lot of these civilians make more money than our Soldiers and pay less to live in this housing. The best thing about housing on post is the staff in the office and the closeness to work. Donna, Larry and Laura are fantastic and always very helpful with all assistance that's needed.
- 2) Me and my family are very satisfied with the community the only thing I would ask for is Unit patches and ASU items for active duty soldier the live on FT Hunter-Liggett at the PX.
- 3) N/A
- 4) place grass around the houses, stone yards are hot and ugly. Additional housing we are remote and isolated and housing is in short supply. Improve community center and gym / pool complex.
- 5) Preferred to get paid our proper BAH so we'd be able to pay market value to Army Housing Office and use the rest to cover additional expenses that come with living in such a remote area.
- 6) Rent should be controlled. The installation that I am living on is NET ZERO for electricity and water and has reduced solid waste by almost 70%. All of these reasons are why the rent has been, was, will be continually increased. It has a lot to do with current management as well. 4 investigations in 8 years for a manager is unsettling. Rent going up more than \$250 per month in 2 years is ridiculous. There is no incentive for people to come here and that is why there are so many issues with current personnel and nepotism in the area.
- 7) Somehow the pet policy needs to be better enforced. There is pet feces right off the sidewalks of common areas. Also there are loose cats that urinate in the dirt or ground near my doorway that I can smell inside my house.
- 8) Street lights do not work.
- 9) The housing staff is always great and always has been. They are very customer friendly and have serviced us to the best of their ability. How can you improve: I would love to have upgraded floors and carpet. The landscaping of rocks can be replenished every now and then. The fans in the bathrooms do not service the home well. This makes mildew a problem. It would be great to see renovation on the bathroom fans. Since we are so far away from other housing opportunities; housing is the best option for us, but it is not worth our entire BAH; especially when others pay so much lower if they are civilians in the housing area. We should not pay more. I guess it varies for each household. Overall, we are not dissatisfied but if we did have more options available we would seek those options. Nevertheless, the community is a very safe and friendly community; therefore we remain.
- 10) The road lights coming up to family housing don't come up and is very dark. Some of the teens are walking home from the teen center, I don't feel it is safe because of the coyotes'.
- 11) This is a well run and managed housing community and staff. Kudos to all working in this department.
- 12) Why is it every time there is a raise the rent increase?