



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

MAY 2019

FOR MEDIA INQUIRIES, CONTACT:

MEDIA@MILITARYFAMILYADVISORYNETWORK.ORG

OR 202.559.4440 EXT. 197 OR 571-982-8858

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RESEARCH TEAM:

Primary investigator: Shelley Kimball, Ph.D., senior director of research and program evaluation

With research assistance from:

Shannon Razsadin, executive director

Jennifer Hurwitz, Ph.D., deputy director of research and program evaluation

Cynthia Terry, research analyst

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INTRODUCTION

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 impact. After hearing from military families about issues with privatized military housing last fall, MFAN began researching the extent of the problem and launched a questionnaire three months later to gain a better understanding of the issue. This report outlines our findings and provides recommendations for how to move forward.

The Department of Defense is responsible for ensuring that military personnel and their families “have access to affordable, quality housing facilities and services consistent with grade and dependent status and generally reflecting contemporary community living standards.”¹ According to respondents to MFAN’s national Military Family Support Programming Survey, families choose to live in military housing for financial reasons, due to the base amenities surrounding the housing, and for the convenience of the location.² About 30 percent of military servicemembers live on military installations – the majority live on the economy in the surrounding community.³

There was little information available about military families’ experiences living in privatized housing. While housing companies had released satisfaction rates to the Department of Defense, it was unclear how that information was collected and what those satisfaction rates meant to respondents. Secretary Robert McMahon, assistant secretary for defense and sustainment, Department of Defense, testified that said satisfaction rates at privatized military housing in 2017 averaged 85 percent satisfied.⁴

The U.S. Government Accountability Office analyzed the financial health of the housing management companies in 2018.⁵ That report did not include an analysis of residents’ satisfaction rates. However, the GAO acknowledged the connection between the quality of housing and the financial status of the housing companies, and it noted that the Department of Defense had not reported anything to Congress from 2014 to 2018.

In 2015, the Department of Defense Office of Inspector General (OIG) inspected housing in the National Capital Region at Fort Belvoir, Virginia, and Joint Base Anacostia-Bolling, Washington, DC.⁶ That inspection found the following deficiencies: 168 electrical, 131 fire protection, and 17 environmental health and safety. As a result, OIG recommended that commands at both locations remediate the discrepancies and develop ongoing maintenance and inspections plans for housing.⁷

The OIG also evaluated housing at three installations in 2015 to verify health and safety standards: Patrick Air Force Base and Naval Station Mayport in Florida, and Fort Gordon in Georgia.⁸ Although they inspected just three locations, they found 212 electrical system safety deficiencies, 138 fire protection deficiencies, and 39 health and safety deficiencies, including mold, air quality, and other health hazards.⁹ As a result, the OIG recommended that the Department of Defense create a plan for ongoing inspection and maintenance of identified housing issues as well as for all military housing throughout the country.

In 2018, Reuters released a series of articles about what it described as “squalid housing” for military families.¹⁰ The special investigation, *Ambushed at Home*, included stories about lead poisoning,¹¹ a report describing families’ experiences battling mold, pest infestation, and disputes with landlords,¹² and resultant responses from the Department of Defense and members of Congress.¹³

However, there had been no research describing military families’ housing experiences on a national scale. By combining the larger reach of an online survey with the qualitative methodologies of data collection and analysis, MFAN is able to fill that gap.¹⁴

MFAN provided its preliminary findings to the United States Senate Armed Services Committee,¹⁵ and the report was entered into evidence in its subcommittee hearing on privatized military housing.¹⁶ Three members of military families testified in the proceedings to their personal travails with mold, pest infestation, lack of compassion from housing company staff, inability to find assistance, and the potential for long-term health effects as a result of their experiences.¹⁷ Nearly every participant in the hearing referenced findings in the preliminary report.¹⁸

A second hearing was held about three weeks later, in which service chiefs and service secretaries testified about the state of privatized military housing.¹⁹ In the time between hearings, members of Congress and Department of Defense leadership made in-person visits to military families’ homes.

Sen. Inhofe, read into the record a report of several visits to privatized housing from the Senate Armed Services staff, which stated, “... the systemic issues outlined at the recent SASC hearing are not only substantiated, but we believe the problems may be much worse.”²⁰ Sen. Reed said in his opening remarks, that after visiting families in privatized housing, “I guarantee no one in this room would ever put up with the substandard living conditions some of these military families have had to endure.”²¹

Hearing participants confirmed the validity of MFAN’s preliminary findings. Mark Esper, secretary of the Army, said that MFAN’s preliminary report, coupled with media reports, helped the Army understand the full scope of the privatized housing issues.²² General Goldfein said that the testimony entered into the previous committee hearing was “very accurate.”²³ Richard Spencer, Secretary of the Navy, said nothing he saw in his visits to housing was inconsistent with previous reports.²⁴ Admiral John Richardson, Chief of Naval Operations, also said nothing was inconsistent with the testimony at the preliminary hearing.²⁵

METHODOLOGY

MFAN turned its attention toward this issue in the fall of 2018 when members of its advisory board began hearing about families struggling in their homes. (Previously, MFAN’s national survey showed negative perceptions of military housing among respondents.²⁶) In January, the Senate Armed Services Committee staff reached out to MFAN and several other organizations asking for input from families regarding privatized military housing. MFAN leveraged its internal research capability to develop a qualitative survey to help us understand the scope of

issue so that we could share accurate and reflective findings with the Senate Armed Services Committee staff.

In order to collect a large amount of information quickly from a broad geographic area, an online questionnaire was used as a data collection instrument.²⁷ The online questionnaire was opened January 30, 2019, and it was closed February 6, 2019. The response rate was staggering, with 16,779 respondents in just seven days.

A qualitative sampling paradigm differs from traditional quantitative methods in that quantitative methods intend to generalize results to a larger population, and qualitative methods can explain a phenomenon more deeply and holistically.²⁸ For this research, participants were recruited through purposive sampling, a method that is especially effective for finding people with experiences critical to understanding a concept.²⁹ To counteract the potential for inferential bias, it is important for a qualitative sample to be representative of the situation under study.³⁰ Participants came from every state with privatized housing, the largest populations of respondents aligned with the DoD's reports of most populous locations, and those who participated were controlled by eligibility screening to ensure they fit the aim of the research.

In this case, the specific experiences being sought were from those who had recently lived in privatized housing. Therefore, to be eligible to participate, respondents had to either be living in privatized housing currently or they had to have lived in housing within the past three years. Of the 16,779 initial respondents, 13,313 lived in housing currently, and an additional 2,588 had lived in housing within the previous three years. The respondents who did not fit the eligibility requirements were released from the survey.

The eligibility questions, as well as the questions about experiences in housing were mandatory for progressing through the survey. Respondents were asked to identify their geographic locations, the rank of their active duty service member and the company managing their housing. One open-ended question asked participants to describe their experiences living in privatized housing. (Complete question list in Appendix A.) Open-ended questions in online surveys can be one of the most effective ways to elicit responses from participants.³¹

The two final questions on the survey were optional: participants were invited to upload photographs or documentation and share their contact information to follow up with them at a later date.

A note on qualitative research as the method of choice for this data collection. When evaluating service members and their families, the Department of Defense almost exclusively employs quantitative methods in an effort to generalize across a large population.³² However, the goal in this case was to understand what it is like to live in military housing. Qualitative data collection can be especially effective for noninferential data.³³ For example, while quantitative data can give satisfaction rates or the number of people with particular issues of concern, it cannot holistically explain all of the issues a family would like to report, and it cannot explain the details of what is going on under respondents' roofs.

Therefore, this study employed qualitative methods, specifically long interviews and an online questionnaire with open-ended, essay questions. Qualitative methods require precise, scientific methods for data collection and analysis to ensure reliable, valid results.³⁴

A mark of data reliability is the ability for others to observe the same phenomena.³⁵ Valid data is reflective of the system under study, that the collected information accurately portrays reality.³⁶ Therefore, as this study's goal was to show a truthful, realistic depiction of respondents' living conditions, the question is whether the data reflects respondents' portrayals of their experiences.³⁷ Through further interaction, photographic evidence, and triangulation, the respondents' descriptions have proved to be accurate.

Triangulating data collection provides a deeper understanding of the issue under study. It can enhance the credibility of research by providing an alternative avenue for gathering data.³⁸ Therefore, long interviews were completed with 40 participants who also fit the demographic requirements of having lived in privatized military housing within the past three years. The interviews not only afforded illustrative data for the preliminary report, but they also were used to understand potential codes and themes for the larger data set. The results of the interviews are presented in Appendix B.

As a way to quickly evaluate respondents' perceptions of living in housing, Likert scales were used as an evaluative tool. These quantitative rating scales can be advantageous in speed of analysis and developing a baseline for understanding all responses.³⁹ However, scaled evaluation tools are limited in that they do not explain why respondents chose particular ratings or how they applied the terms to their own realities.⁴⁰ Therefore, it is essential that there is a way for respondents to communicate their meanings and qualifiers when they are evaluating their experiences.⁴¹ Therefore the Likert scales were paired with an open-ended question about experiences to shed more light on respondents' perceptions. Neutral responses were also isolated and analyzed to better understand how they interpreted the midpoint, which clarified the upper and lower ends of the scale.

DATA ANALYSIS

The Likert scales were calculated early in data analysis to give a general understanding of perceptions in the preliminary report.⁴² The responses on the scales were weighted: very negative (1), negative (2), neutral (3), positive (4), very positive (5).

To determine satisfaction rates in most populous locations, we first found Department of Defense (DoD) statistics on base populations.⁴³ After determining the top 10 locations by population, which was defined in the DoD analysis as total personnel, we isolated those locations from the full privatized housing data set. Then, each location's satisfaction rate was recalculated in the same fashion as all satisfaction rates were calculated.

The main open-ended question, "Describe your experiences living in privatized housing:" was the heart of the research. Responses to this question were coded in a traditional two-part method: descriptive coding followed by axial coding.⁴⁴ Descriptive coding was used in the first cycle to

assign the initial data units that later became codes and subcodes.⁴⁵ In a line-by-line process, coders pulled out every topic and idea mentioned by respondents to understand, on a full scale, all of the issues presented. Then, in a second round of coding, analysts reassembled the fractured codes to a more holistic, understandable form by employing axial, or pattern, coding.⁴⁶ In this process, codes and subcodes were developed in clusters to develop cross-case analyses.⁴⁷

A way to help evaluate the frequency of incidents under study is to quantify qualitative data.⁴⁸ This is especially helpful when there is a large volume of codes.⁴⁹ While there were clear top-level themes, the subthemes were numerous and varied. For ease of understanding, qualitative results are displayed as manifest effect sizes. In this technique, a frequency effect size (how often participants experienced a particular theme) is applied within each theme or topic.⁵⁰ These results will not equal 100 percent, as is more common in quantitative data, because participants were able to respond with multiple themes and experiences.⁵¹ For example, if respondents said they experienced both mold and pest infestation, their experiences will appear under each of those themes.

Because the data set was so large, it was necessary to employ multiple coders. Intercoder agreement protects reliability within the resultant codes.⁵² Successful coding teams discuss the procedures by which everyone will code cohesively, and they determine the meanings of codes and themes so that they are applied consistently. Following the process developed by Creswell,⁵³ MFAN's coding team developed a preliminary code list and established a platform for coding. We shared the codebook among us and developed new codes and themes together as we determined emergent themes in the dataset. And lastly, we worked together to interpret our findings consistently.

The data were analyzed with Qualtrics Survey Software. All open-ended responses were tagged with themes and subthemes. They were arranged hierarchically, to determine most common responses within questions. They were also cross-tabulated with other open-ended responses, as was the case in determining manifest effect sizes for different locations. The quantitative data, such as satisfaction rates on Likert scales, were also cross-tabulated within Qualtrics to determine rates for a variety of factors, such as rank, housing company, or location.

RESULTS

Demographics

Respondents came from every state in which there is privatized housing. The highest proportion of respondents was similar to the alignment to the states most populated by active duty service members.

	Most MFAN survey respondents	Most populated by active duty personnel ⁵⁴	Most populated by active duty personnel and families ⁵⁵
1.	California	California	Virginia
2.	Virginia	Virginia	California
3.	Texas	Texas	Texas
4.	North Carolina	North Carolina	North Carolina
5.	Hawaii	Florida	Georgia
6.	Washington State	Georgia	Florida
7.	Kansas	Washington State	Washington State
8.	Florida	Hawaii	Hawaii
9.	Maryland	Colorado	Colorado
10.	New York	South Carolina	Kentucky

A primary determinant in the assignment of housing is by the active duty service member's rank. Enlisted ranks made up 75 percent of the respondents, and most respondents were in the E4 to E6 range. A small percentage, 1 percent, were civilians living in military housing.

Rank	Percentage
E1 to E3	7%
E4 to E6	52%
E7 to E9	16%
W1 to W5	2%
O1 to O3	10%
O4 to O6	12%
O7 to O10	<1%
Civilian	1%

Satisfaction rates

Participants were asked to rate their satisfaction with property management on a 5-point Likert scale ranging from 1 (very negative) to 5 (very positive), 3 (neutral). Preliminary findings showed the mean response was 2.44, and the mode was 2 (Negative). A combined total of 15.9 percent of respondents described their satisfaction of positive or very positive. Spot checks of responses at intervals of 1,000 responses showed that the mean responses remained in the range of 2.41 to 2.44 throughout data collection. Average satisfaction rates and response rates for all locations can be found in Appendix D.

Very Negative	Negative	Neutral	Positive	Very Positive
19.93%	35.36%	28.81%	12.66%	3.24%

Neutral defined

To counteract the difficulty in interpreting the subjective meaning of Likert scale responses to participants, Likert ratings about experiences were isolated and cross-tabulated with their descriptions of their experiences living in privatized housing. The manifest effect responses for neutral aligned more closely to those on the negative end of the scale, rather than the positive. Those who rated their experience neutral described difficulties with maintenance repairs and remediation, mold, filth in their homes, structural concerns and complaints of poor-quality materials. To compare with those who did report more positive experiences: They were more likely to list praise and compliments in their responses, but they also had difficulty with maintenance and repairs and dealing with management. Manifest effects of experiences are cross-tabulated in Appendix E to show comparisons among very positive, neutral, and very negative responses.

Satisfaction rates by housing company

The majority of responses, 93 percent, came from residents living in housing managed by six companies. (Response rates by the full list of companies are presented in Appendix C.) Among them, satisfaction rates were not significantly distinctive. None of them had average satisfaction levels at or above neutral.

A smaller segment of the respondents, 1,283, chose “other” instead of choosing a predetermined housing company and then specified the name of the company. In many of these instances, they named the housing area or a subsidiary of the company, rather than the management company. These answers were qualitatively coded and added to the appropriate categories of management companies.⁵⁶

Company	Average Satisfaction rate	Percent total responses
Lincoln Property Company	2.57	24%
Balfour Beatty Communities, LLC	2.53	23%
Hunt Companies	2.34	18%
Lendlease/Winn Residential Military	2.46	11%
Corvias	2.40	11%
Michaels Military Housing	2.44	5%

Satisfaction rates by most populated installations⁵⁷

Location	Branch of Service	Property company	Satisfaction Rate
Fort Bragg, NC	Army	Corvias	2.12
Fort Hood, TX	Army	Lendlease / Winn	2.40
Joint Base Lewis McChord, WA	Army	Lincoln Property Company	2.30
Camp Pendleton, CA	Marine Corps	Lincoln Property Company	2.42
Camp Lejeune, NC	Marine Corps	Lendlease / Winn (AMCC) ⁵⁸	2.38
Fort Campbell, KY	Army	Lendlease / Winn	2.56
Naval Station San Diego, CA	Navy	Lincoln Property Company	2.94
Fort Carson, CO	Army	Balfour Beatty Communities / Hunt Properties	2.12
Fort Stewart, GA	Army	Balfour Beatty Communities	2.38
Schofield Barracks, HI	Army	Lendlease / Winn	2.76

Satisfaction rates in most populated installations

Location	Branch	Property company	Very negative	Negative	Neutral	Positive	Very Positive
Fort Bragg, NC	Army	Corvias	29.59%	37.07%	25.84%	6.37%	1.12%
Fort Hood, TX	Army	Lendlease / Winn	25.52%	29.17%	29.69%	10.93%	4.69%
Joint Base Lewis McChord, WA	Army	Lincoln Property Company	22.95%	35.98%	30.88%	8.50%	1.69%
Camp Pendleton, CA	Marine Corps	Lincoln Property Company	18.92%	35.73%	31.97%	11.26%	2.12%
Camp Lejeune, NC	Marine Corps	Lendlease / Winn	21.07%	39.46%	24.75%	10.03%	4.68%
Fort Campbell, KY	Army	Lendlease / Winn	21.81%	25.45%	30.91%	18.18%	3.64%

Naval Station San Diego, CA	Navy	Lincoln Property Company	7.27%	26.99%	36.68%	22.14%	6.92%
Fort Carson, CO	Army	Balfour Beatty Communities/Hunt Companies	15.38%	32.05%	32.69%	16.67%	3.2%
Fort Stewart, GA	Army	Balfour Beatty Communities	18.33%	40%	26.67%	15%	0
Schofield Barracks, HI	Army	Lendlease / Winn	12.28%	33.92%	38.01%	14.03%	1.75%

Because families are stratified in housing by rank, and due to the fact that some of the open-ended responses showed concerns about divisions by rank, satisfaction rate by rank was calculated.⁵⁹

Satisfaction rates by rank

Rank	Very negative	Negative	Neutral	Positive	Very positive	Weighted average
E1 to E3	20.20%	36.34%	30.52%	10.03%	2.91%	2.39
E4 to E6	23.13%	36.40%	27.99%	9.83%	2.64%	2.32
E7 to E9	17.75%	34.79%	29.25%	14.45%	3.77%	2.52
W1 to W5	15.72%	34.06%	27.07%	17.03%	6.11%	2.64
O1 to O3	15.94%	34.28%	29.39%	17.54%	2.85%	2.57
O4 to O6	13.63%	32.26%	31.18%	18.40%	4.54%	2.68
O7 to O10⁶⁰	11.76%	23.53%	29.41%	29.41%	5.88%	2.94

MANIFEST EFFECT SIZES

Manifest effect sizes assist in understanding the proportion of respondents whose survey responses reflected particular qualitative codes and themes, which in this case are experiences in privatized military housing.

In this technique, a frequency effect size (how often participants said they experienced a particular theme) is applied within each theme or topic. These results will not equal 100 percent, as is more common in quantitative data, because participants were able to respond with multiple themes and experiences. For example, if a respondent said he or she experienced both mold and pest infestation, those experiences will appear under each of the themes.

DEFINITIONS OF THEMES

Themes were developed through analyzing participants' responses and applying a code or subcode to explain the experiences they described. Each theme is defined below to aid in understanding the categories listed in the manifest effect sizes, which follow the themes. Themes are listed in **bold**, section headings are underlined.

A note about the levels of complaints: None of these are in the frame of minor inconveniences, aesthetic preferences, or annoyances. All of these had to rise to deep concerns, fears, frustrations, and worries about the health, safety and welfare of families. Quotes from participants are provided to illuminate the themes.

Homes

Filth in homes: Excessively dirty when moved in. Hair and dirt painted into walls or sealed into tiles. Urine or feces all over bathrooms, walls, and in carpeting. Carpeting old and dirty, especially if pets lived in the home previously. Old food in kitchen, on surfaces, or appliances that were not cleaned after previous tenants. Copious amounts of hair in any one place.

“When we moved in the house was filthy. They had never cleaned it. There was a drawer filled with men’s hair. Like someone cut their hair or shaved their chest in the drawer. Black mold everywhere. Base boards were never cleaned. I had to fight to get people in the house to clean it.” – A resident in Fort Carson, Colorado (Balfour Beatty), ranked W1 to W5

“House was not cleaned nor updated prior to our renting it: sticky cabinets and doors; dirty carpets; grout peeling from bathrooms; white grout blackened. Recurring cockroach problem despite multiple calls.” – A resident in Fort Sill, Oklahoma, ranked O1 to O3

“House was filthy when we moved in. They told us they couldn’t send anyone to clean it. Carpet was absolutely disgusting, smelled horrific, and I vacuumed two cannisters full of white dog hair before moving in our HHG [household goods]. We don’t have a dog. It took several weeks, but they finally agreed to replace it, but said we had to move all of the furniture ourselves. It took several complaints and having someone from the leasing office come smell the carpet. Burn marks on the kitchen countertops, stains in all medicine cabinets, marker drawn on several base boards and doors, marker and either mud or feces smeared on the garage walls. All things that should have been replaced or repaired prior to move in and none have been taken care of.” – A resident at Minot Air Force Base, North Dakota, ranked O4 to O6

Structural concerns: These are complaints or worries about homes' structural integrity — the foundations, ceilings, walls, doors, etc.

“There are soft spots in the wood floors upstairs. By the vents they stuffed the surrounding area with carpet padding instead of replacing the floor board. My foot has fallen through by one of the air vents and I bruised it badly one day. The carpet is the only thing keeping it somewhat safe.” – A resident in Fort Meade, Maryland, ranked E7 to E9

Under embargo until 12:01 a.m. on May 22, 2019.

“I gave Housing a list of issues that needed to be fixed when we moved in I am still waiting and we have been here 3 years! The house was not properly sealed from the outside so when the post tore down the old hospital all the mice that lived there moved in with me and my neighbors still having mice issues. Doors also do not properly seal and let outside air to come in. Maintenance needs to come out twice a year to adjust the doors,” – A resident in Fort Belvoir, Virginia, ranked E7 to E9

“Our kids bedroom roof fell in the first month here. My other son’s bedroom wall was so hot we called a crew to open it for fire and found it had NO insulation (none) in the wall, and direct sun daily raising upstairs to 90 degrees with AC blasting.” – a resident in Fort Polk, Louisiana, ranked O4 to O6

Poor quality materials: This includes complaints about cheaply made materials, poor quality carpet.

“We live in a 2-bedroom enhanced house that when we moved in seemed nice until we started actually living in it. Our carpet is splitting at the seams even though housing claims its one giant piece. The kitchen counter is falling apart. We have called to have things repaired and I am told that I am using my dishwasher wrong even though it smells like rotten eggs every time it’s used. The washing machine hardly washes clothes. Whenever you call for repairs they act like it’s such an inconvenience to them.” – A resident in Joint Base Elmendorf-Richardson, Alaska, ranked E4 to E6

“The houses look nice on the outside but are very cheaply made. We’ve had water leaks from the door in my laundry room flood the floor. The BAH has went up yet and still we are charged for electricity usage outside of the rent the housing office is receiving, although the houses leak air through the windows and aren’t energy efficient at all. Our appliances are substandard.” – A resident in Davis Monthan Air Force Base, Arizona, ranked E4 to E6

“We have only been in this current house for a month, and the house is 3 years old. However it’s falling apart. The floors are damaged and sinking. The carpet should have been replaced after the last resident moved out. There are horrible patch jobs on the walls and ceilings. The windows aren’t sealed well, so the house is extremely dusty, despite two air purifiers and vacuuming daily. The blinds are paper thin and break at the slightest touch, and we have to pay \$20 per blind to have them replaced. The entire house is terrible construction and terrible quality.” – A resident in Cannon Air Force Base, New Mexico, ranked O1 to O3

Dilapidated and outdated: Complaints that their homes are too old and need updating. (This does not apply simply because they are older homes or historic homes.)

“The houses are old, so they require a bunch of upkeep, but maintenance is very slow (2-3 weeks) to respond to requests. I just want to keep the house in good shape for my family and the next family, but the housing company seems indifferent about keeping them nice.” – A resident in Joint Base Pearl Harbor – Hickam, Hawaii, ranked O1 to O3

“The older homes are horribly maintained, and while I understand they cannot put a huge amount of resources into fixing them up, but they should still be maintained to respectable standards. We pay the same amount as someone in a brand-new home AND our utilities are monitored, which seems unfair considering how poorly insulated the homes are how old and unmaintained the HVAC systems are. Our windows and doors lost their seals long ago, and housing will not replace them until you’ve sent in so many requests that the maintenance supervisor catches wind of it and decides to fix only the worst of the worst.” – A resident in Eglin Air Force Base, ranked E4 to E6

“Old run-down houses in need of renovation. Many instances of reticence to respond appropriately to maintenance requests by management. Mold, poor ventilation, drafty windows, peeling counter tops, no dead bolts on front doors -- always an excuse from Balfour as to why it can’t be fixed.” – A resident in West Point, New York, ranked O1 to O3

“The amount that Hunt Housing charges for those run-down homes is ridiculous especially in light of that fact that they the housing was old and outdated and they fix absolutely nothing. They would usually give some BS excuse about what was wrong and never really fix it. We moved out to an off-base house and get so much more and pay significantly less. Further if something breaks, we can count on our landlord to repair it.” – A resident in Laughlin Air Force Base, Texas, ranked O4 to O6

Appliance replacement: Appliances are old and broken or a safety hazard, and they need replacement.

“From there we had an unsafe stove that wouldn't shut properly that I had to fight to get and a dishwasher that didn't work properly. The dishwasher would swish the bottles around and ruin them. I had to call 5 times to get that replaced.” – A resident in Laughlin Air Force Base, Texas, ranked E4 to E6

“My house flooded from a dishwasher that failed open. This led to \$1,000 of damage to items in my basement. I was not reimbursed for anything. I told this has happened a lot lately.” – A resident in Fort Leavenworth, Kansas, ranked O1 to O3

“I’ve had to have my entire garage door replaced because it literally fell apart, as well as my washing machine. My dishwasher smelled so bad it was unusable. My stove top was broken and my freezer didn’t work.” – A resident in Marine Corps Base, Hawaii, ranked E4 to E6

The appliances are very old and worn out. My oven is older than I am and doesn't heat evenly. Housing won’t replace it.” – A resident in Laughlin, Texas, ranked E7 to E9

Plumbing and leaks: This covers leaks, toilets, water damage from internal issues (not weather or outside issues).

“The pipes broke three times in that home. Each time water stood on our floor and soaked into our living room where we had tile carpets that sat on concrete. We have small children and there

was mold that grew into the threshold because housing maintenance didn't clean the water up adequately.” – A resident in Fort Belvoir, Virginia, ranked E4 to E6

“Our toilet upstairs is right above the kitchen and one day it started leaking over the fridge and pouring onto the stove. Whomever installed the toilet had propped it onto supports like a balancing act and barely caulked it. Maintenance came nine hours after we called and cut a hole in the ceiling. They relevelled the toilet upstairs, but we have called about getting it recaulked repeatedly and it still hasn't been done.” – A resident in Fort Polk, Louisiana, ranked E4 to E6

Sewage: Anything about sewage backing up or leaking.

“Basement flooded with sewage back up due to broken pipes. \$7000 worth of damage to personal property much of irreplaceable due to it being family heirlooms and personally hand-crafted items.” – A resident at the United States Air Force Academy, Colorado, ranked E7 to E9

“On moving in, our bathroom was covered in feces. We are in a duplex and there was an underground pipe issue that was causing sewage to run backwards out of our toilet into our home anytime we or the connecting unit flushed. It was extremely unsanitary. We had to call nearly every day to have them come out and fix it for another day. We were told it was too costly to dig up the pipe and fix the actual issue, so we just had to deal with it. It took almost 5 months, and telling them we were going to my husband's command due to living with our child in an unsanitary environment. They finally fixed it.” – A resident in Joint Base Pearl Harbor – Hickam, ranked E4 to E6

Climate control: Any complaints about the inability to regulate the air in their homes. Too cold, too hot, no air conditioning, etc. Most common complaint is the inability to regulate two levels of a home — one level will be excessively hot and the other too cold.

“Our house does get cold and grows ice inside, but the heating could be a bit better upstairs. Our guest room is really cold and our arctic room gets really hot but that is because of the circuit.” – A resident in Eielson Air Force Base, Alaska, ranked O1 to O3

“During the winter months we have to use a kerosene heater in our garage and space heaters in our front bedrooms. We have blankets stuffed under our couch, our pantry door, and kitchen to keep the breeze from coming in because it is frigid, as is our downstairs. My husband expressed this to Corvias who came out and changed our air filter in response.” – A resident in Fort Riley, Kansas, ranked E7 to E9

“The heat/AC wall units had mold growing in them. During the winter months when temperatures would reach -19, the heating units (boilers) went out repeatedly. Our children had to huddle with us many nights just to keep enough warmth. When we attempted to use space heaters it blew fuses. Likewise when it was still in the 90's and the air had already been turned on, the home could hardly be cooled enough to rest. The housing should be condemned. I cannot imagine having been one of the families with new babies in the midst of the freezes, especially.” – A resident in Fort Leavenworth, Kansas, ranked O4 to O6

Faulty wiring / outlets: Any description of faulty wiring. Sparking, smoking, arcing outlets or outlets hanging out of walls. Sustained flickering lights.

“Another major incident came when there was a power outage, which happened frequently even when weather wasn’t bad. When the power came on, it fried our washer. A work order was placed, and they said that it wasn’t their problem. We had them look at the dryer outlet and they noticed that the wrong electric box was installed. Ever since we had moved in our dryer would randomly shut off. After they installed the proper box, we never had problems with the dryer. However, with the washer a control board was ordered and installed on 2 separate occasions because they kept getting fried when plugged in. It was on the 3rd visit of the private repair call that the repair man checked the electrical outlet and a huge spark came and burnt the socket. There was too much power coming from the outlet. We threatened to call the garrison commander and within minutes the manager was at our house. Not only were we concerned about our safety, but the safety of our townhouse neighbors.” – A resident in West Point, New York, ranked O1 to O3

“Improper electrical wiring causing multiple internal electrical socket fires. All were contained within the electrical box and only caused damage to my appliances and the wall. The response was that it wasn’t a fire hazard and the electrical boxes were replaced. The refrigerator shared an electrical breaker with numerous outlets in the living room causing the breaker to flip often. The response was instructions not to use the other outlets.” – A resident in Fort Belvoir, Virginia, ranked E4 to E6

“Electrical outlets frequently become loose causing plugs to fall out (on one occasion arcing to my daughter’s bed frame shocking her before shorting the fuse). Bulbs in ceiling fans and bathrooms burn out quickly and randomly.” – A resident in Camp Pendleton, ranked E4 to E6

“My house had strong electrical currents that would severely shock you, when we complained they said it was ‘dry air.’ Then an outlet blew, frying my computer (that was plugged into a surge protector) and almost setting my house on fire. Had to do a sit-down strike at management to get them to bring an electrician in. Turns out my house wasn’t properly grounded (which the outside electrician said was common for these military houses.) The housing company denied the report and didn’t want to pay for the damage. Only after threatening a lawsuit and going public did they end up covering my deductible from renter’s insurance.” A resident in Fort Bliss, Texas, ranked E4 to E6

Fire Hazards: These are descriptions of fire hazards, lack of working or outdated smoke detectors.

“The smoke detectors were out of date by 15 years, and I have infant twins so that was very concerning.” – A resident in Laughlin Air Force Base, Texas, ranked E4 to E6

“There was one instance where our doorbell was about to catch fire because of the wiring, and we were told they would come on Monday to turn it off.” – A resident in Camp Pendleton, California, ranked E4 to E6

Under embargo until 12:01 a.m. on May 22, 2019.

“Our water heater caught on fire with my kids in the house. Our heat did not work, and we were given portable heaters to warm our home. The heat was 55 in the house constantly. The propane tank had to be filled once a week. The housing office never once came to our home to even see how we were living. We were given the option to move to another house, but they would not help.” – A resident in Naval Surface Warfare Center Indian Head, Maryland, ranked W1 to W5

“Another issue was with the appliances. When the stove was preheating (to 350) the front panel melted. Many of the appliances are ‘refurbished,’ aka fixed in-house. It had a digital panel, so all of the electrical wires were exposed and covered in melted plastic. I put in a maintenance request. It took several phone calls and over a month for them to replace the unit. For a month I had to cook knowing it could start an electrical fire, but I couldn't afford not to cook at home.” – A resident in Camp Pendleton, ranked E4 to E6

Excessive Power Outages: Complaints about excessive, sustained, or long-term power outage.

“Good until we had no power for a week. Nothing was done. We were prorated rent for the amount of days power was out however nothing was done for many families. We were living in a house without power end of summer weather with an infant. Will never live in privatized housing again!” – A resident in Joint Base McGuire – Dix – Lakehurst, New Jersey, ranked E4 to E6

“And we have frequent power outages (bi-monthly lasting 3 or more hours for more than 2 years).” – A resident in Joint Base Andrews, Maryland, ranked E7 to E9

ADA / EFMP needs not met: Families asked for assistance in accordance with their needs under the American Disabilities Act or the Exceptional Family Member Program, and they were denied assistance.

“Prior to PCS'ing we informed Eustis family homes that we were in need of an ADA home for our children. I also requested to make sure it was a previously smoke free home. Instead, we walked through and immediately I said “Wow! This place smells like a bar when smoking was allowed.” I was assured it must have been those in getting it ready for us. Lies!! All neighbors told us the previous tenants adults all smoked. To this day, when we leave the house for a day or more it still smells of stale smoke. I also commented that this wasn't an ADA home, but it was a ranch. She assured me that this IS an ADA home and that there weren't any others available. Lies. This is a ranch only. We have 2 children dx with asthma since being in this home; they have enough medical situations going on they didn't need that. Our children deserve a SAFE clean and healthy home!!” – A resident in Fort Eustis, Virginia, who preferred not to reveal rank for fear of retribution

“We also had to wait several months for our EFMP to be accommodated. Had to go to garrison to have deaf child signs put in.” – A resident in Fort Hood, Texas, ranked O4 to O6

“Housing was also supposed to install extra locks on doors and windows for my disabled daughter. It's been over six months and it's still pending; thank God for Amazon. We bought and installed extras for ourselves since they never will.” – A resident in Camp Pendleton, California, ranked O1 to O3

“We were on the wait list for nearly 2 years for ADA housing. Apparently the facilities manager was retiring at that time. The house wasn’t cleaned (maybe a mere wipe down). There was hair trimmings in the sinks and bath tubs old urine and vomit around the toilet fridge had red sticky substances over the shelving the floors were coated in a substance easier for a wheelchair (work was approved 13 years prior but never inspected after work completed). The floors were not done properly nor were they cleaned before putting this substance down. Under the less than acceptable work was staples, food, rocks, dirt, wood chips, you name it, you could find it on my floor (I have pictures and video to back up all my claims). It took me nearly 3 months and an ICE complaint to get something done as I have young children and the home clearly was not up to ADA compliance.” – A resident in Naval Station Norfolk, Virginia, ranked E4 to E6

Weather damage: Specific to weather-related damage repairs that were taking a long time to fix.

“We loved our home. It had some minor problems with it that were not fixed but overall we were happy living there. What we did not like was when Hurricane Michael was coming we were specifically told that we were not allowed to board our windows and we were even laughed at for asking. Also the way they handled housing after the hurricane was horrible.” – A resident in Tyndall Air Force Base, Florida, ranked E4 to E6

“I lived in a home with mold issues due to an HVAC issue. It took multiple complaints and lots of fighting to get things properly fixed. However, when a hurricane hit, the home connected to mine was condemned. My family and I had to continue living in our home for over 4 months with mold growing all over the home. We moved out less than a month ago and there are hazard signs outside my old home warning of micro bacterial growth and no one is allowed into the home with hazmat suits or respirators. It’s very concerning to what my family has been exposed too and the lack of concern housing had for us.” – A resident n Camp Lejeune, North Carolina, ranked E4 to E6

Landscaping: Instance of yards being in disarray, no grass, overgrown, exposed pipes and unsafe objects.

“The company that is contracted to mow the lawns skipped our home 6 weeks in a row to the point the grass was taller than my 4 year old! And every time I complained they would delete the work order and say it was ‘fixed’ when it clearly wasn’t. It doesn’t properly clear brush or debris from the area.” – A resident in Joint Base Lewis McChord, Washington, ranked E4 to E6

“The contractors for yard work is a joke- they constantly cut corners and leave the yard a big mess. Anytime the snow gets plowed they take out a chunk of the yard (so I have a nice big mud/dirt strip along a fair portion of my front yard) and during the summer they leave portions of the yard unmowed and take chunks out of other parts of the yard.” – A resident in West Point, New York, ranked E7 to E9

Playgrounds unsafe: Playgrounds are not safe for children due to broken, rusted equipment or other dangers in the play areas.

“The playground equipment is in poor shape cracked and broken. If one complains about these issues the company retaliates.” – A resident in Peterson, Air Force Base, ranked O4 to O3

“All the playgrounds and not kept up with and there is garbage and glass everywhere. I do not feel safe letting my kids play outside of our yard.” – A resident in Fort Bragg, North Carolina, ranked E4 to E6

Too small: The space assigned is too small for the size of their families.

“Tried to shove my family of 6 into an extremely tiny 3-bedroom where only bunk beds could accommodate my family, when they had multiple, 4-bedroom homes available. We had gone through their entire transfer process, including paying extra fees, which they don’t charge every family. Had to fight to get transferred to a bigger home literally spending every single day in their office until they finally gave my family what we needed” – A resident in Naval Station Great Lakes, Michigan, ranked E4 to E6

Lack of privacy: Anything about the lack of privacy in housing.

Parking: Not enough parking.

Gyms: The gyms are not clean, safe.

Pets banned: Frustrations due to banning of certain pets/breeds.

Health

Mold: This code was applied to experiences with black mold, mold growing in ventilation systems, on walls, ceilings, carpeting, furniture. This was not applied to mildew, so if respondents described only something in grout or in their bathrooms, only, it was not coded as mold.

“I am currently pregnant and living in a temporary home with my toddler and two young children while my husband is [on temporary additional duty] as our home is being remediated for mold. Lincoln denied for weeks that mold existed after a flood of unknown origin saturated our walls and carpet, until an outside contractor came in and told me (with a look of shock on his face) that there was a big problem. An environmental company estimated the work would take 2 to 3 weeks. Lincoln called me yesterday, and informed me that they were ‘hurrying because we have more homes to do’ and it would only take ‘a few days’ During the same call, I was informed that our locks would be changed and I would not be allowed to check on my home or any of my belongings during the work. I don’t know how that’s legal. We feel used, taken advantage of, and we’re fearful that no work will actually be done. I have lupus, and already suffered a miscarriage, fungal sinus infection, and now nerve pain due to inflammation that is being investigated as a reaction to mold since living in this 1980’s-era home. My daughter suffers from severe asthma that’s triggered by mold. We’re

terrified Lincoln will endanger us once again. And we feel trapped with no recourse. My husband has served in the USMC for 20 years; he doesn't deserve the stress of worrying about our health and safety in a home provided to us, and we shouldn't be sickened." A resident in Twentynine Palms, California, ranked E7 to E9

"We had several months without incident until we discovered a water intrusion problem in our dining room. I was vacuuming and had tapped the vacuum against the base board when dark black water came squirting out. The utility closet adjacent to this wall held both our water heater and our HVAC unit and was locked. Tenants were not allowed to access. I called maintenance it was repaired within a week. At the time I did not ask many questions or oversee any of the repair as I did not feel it was needed. Never was the severity of the mold nor the dangers or action plan disclosed to us as tenants. I trusted they would do the appropriate thing. Approximately 6 months later all tenants were informed that a detailed assessment of the entire community needed to take place. Including the interior of homes. At the time I was 6 months pregnant and experiencing severe medical issues. Including reoccurring pericarditis (to which my doctor ruled out everything except environmental factors) and Hyperemesis gravidarum. Upon my homes inspection it was determined my entire utility closet needed to be remediated from mold that had either reoccurred due to a poor maintenance job or was never properly handled in the first place. To such a degree that we needed to be relocated into temporary housing. My medical and health situation improved after we returned to the home. My son (whom I was pregnant with at the time) was exposed to toxic mold for approximately 6+ months in utero. At the age of 3 he was diagnosed with Autism. Symptoms of developmental and physical delay presented themselves as early as 9 months." – A resident in Norfolk, Virginia

"The mold in our home has caused more allergies. Our family has headaches and breathing issues. The mold is going through the walls and water is under the carpet and has ruined baseboards. When I've complained when we first moved in of the mold, they painted over it. Two weeks later, it was back. The ceiling and walls have huge cracks in it due to moisture coming through the drywall. The paint that gets over the mold comes back and spores. Removing damaged furniture out of our child's bedroom, I had an allergic reaction to the mold and had a headache so bad I was vomiting and had to be taken to the ER. I was given shots and allergy meds and told to stay away from it. I've had doctor's notes for 5 months stating that my son could also not live in these homes, but no one called us or helped us in any way. We had an air quality test done and no one gave results, and when I called management about the test they said they had no record of one being done, which was odd because a man and his loud machine was in my home for 45 minutes, which displacing my children to ensure an accurate test was done. We have only been in this home since July 3rd, 2018 and are trying to get out of our lease early, because to have 5 children in this type of home is dangerous and not worth the money or time endangering our family and their health." – A resident in Fort Bragg, North Carolina, ranked O4 to O6

Environmental illness: Families who described specific deteriorating health they attribute to issues inside their homes. This code was only applied to those respondents who made the direct connection from their homes to their illnesses. Some examples were: chronic illnesses, breathing

and respiratory ailments, rashes, headaches and migraines, pneumonia, and fertility complications.

“We had shingles, appendicitis, pneumonia, random severe rashes, tumors, constant flu-like symptoms and vomiting, ear infections, multiple upper respiratory infections and sinus infections, we moved and have had ZERO health issues in the last two years.” – A resident in Fort Polk, Louisiana, ranked O4 to O6

“Within weeks of moving into our house my husband developed asthma. He is a combat vet with 8 deployments under his belt none of which resulted in any respiratory issues. Within 2 months of living in our home all 3 of my daughters as well as myself suffered chronic sinus infections swollen lymph nodes sore throats and bloody noses. My oldest daughter was treated for a fungal infection that grew up her entire leg. I have experienced painful lesions on my skin that come and go. These look similar to acne but do not respond to acne medication prescribed by my dermatologist. This is only 6 months in to living here and I fear what the rest of our time here will do to my family.” – A resident in West Point, New York, ranked E7 to E9

“We are constantly ill. My husband has had pneumonia twice and bronchitis three times since we moved here less than 3 years ago. He had no previous health issues before coming here. We are currently testing for mold ourselves and waiting on results because we have no faith they will 1) test at all or 2) test with someone who is licensed to do so and unbiased. We have mold in the paneling behind our master shower as it was never sealed. We clean where we can get to it, but it grows back in a day or two. Our children also are consistently coughing sniffing and congested. They do not attend daycare or school so they are not getting sick there.” – A resident in Fort Meade, Maryland, ranked E4 to E6

“We lived in contaminated housing that had been closed for renovations, but they'd fallen so behind schedule they opened it back up again for people to live in. Another housing area was fenced off for contamination and they burned down the houses (we breathed in the toxic black smoke for weeks) and then they built new housing right on top of the contaminated ground. Almost everyone I knew when we were stationed there had illnesses rashes miscarriages tumors etc. while living in housing there (myself included). The DoD sent out water quality information every year which included the amount of hexavalent chromium in the water (like from Erin Brockovich) that we drank bathed in and washed dishes and clothes in every day. I have had chronic health problems ever since I lived there.” – A resident in Twentynine Palms, California, ranked E4 to E6

“My cat died of an upper respiratory infection and my daughter almost died in PICU. She was there for almost three weeks. We now have chronic asthma and allergies.” – A resident in Fort Bliss, Texas, ranked E4 to E6

“It was terrible from the very beginning. We were lied to on all accounts. There was water underneath the floor that was pushing up glue all over downstairs. Water dripped from our light fixture and management blamed it on our children. After many attempts to get it fixed they never did anything about it besides remove the light fixture and cover the hole with tape and that's only because I slipped and fell while extremely pregnant. We hired a company to check for what kinds

of allergens/molds we had growing in our home since I was incredibly ill. There were 3 toxic molds found. Management didn't do anything. Water was being forced up through the floor in the kitchen hallway. Mold grew on some of our furniture. The VP said we needed to get out of there because there was an obvious foundational crack. We still had to pay for damages move out fees and we still haven't gotten our BAH back. We moved out the end of October. I'm still dealing with major health issues. There are stores restaurants businesses etc. that I cannot go into because I am now chronically ill. My life has been flipped upside down and I will never be the same.” – A resident in Tinker Air Force Base, Oklahoma, ranked E1 to E3

Pest infestations: Infestation defined as repeated incidences or large quantities of pests in homes. (Did not include pests outside.)

Pest infestation, insects: fleas, ants, roaches, moths, bugs, wasps, bees, bedbugs, mosquitos, spiders (brown recluse, wolf, black widow), ticks, crickets, centipedes, camel crickets, worms, termites, carpet beetles, maggots, silverfish, earwigs, assassin beetles, and slugs.

“We have had a bad cockroach problem in our master bathroom. The roaches live behind our shower walls. When I rinse out the cracks, roach feces falls out. I find cockroaches of all sizes trapped in our tub often. I have had our tub sprayed was told there is nothing we can do,” – A resident in Fort Polk, Louisiana, ranked O1 to O3

“Hawaii has bugs, lots of bugs. So many bugs that you’re lucky if you haven’t had a centipede, cockroach, or spider crawl over your foot or drop a single piece of food on the floor without having a swarm of ants attack it. Heaven help you if you have a pet and leave the bowl on the floor or don’t have the food stored in a sealed container. Housing allegedly provides exterior Terminix services quarterly, whether the residents complain of bugs or not. I nor many of the other residents have ever seen Terminix at our homes. This is saying something considering I work from home. This has resulted in me having to pay Orkin to treat my home inside and out so I don’t have to worry about ant, centipede or millipede infestations.” – A resident at Joint Base Pearl Harbor – Hickam, Hawaii, ranked E7 to E9

“The doors are not sealed correctly letting out so much air and heat on the worse days, and slugs literally seep straight through the front door. I keep salt by our door now, and we have a foyer so they shouldn't be getting in like that. But they do with every rain,” – A resident in Norfolk, Virginia, ranked E4 to E6

Pest infestation, rodents: Coded for rats, mice, squirrels, shrews, moles, skunks, and voles alive in homes or more than one dead inside. Singular episodes (one mouse, for example), was not included in this code.

“Rodent infestation in home and in storage shed. Exterminator only would come out once a week then just stopped coming with no notice. Trapped over 30 rodents in the home on our own.” – A resident at the United States Air Force Academy, Colorado, E7 to E9

“For months I couldn’t sleep upstairs because the rats were playing in the attic all night. It was so loud because of the aluminum vent system in the attic that they’d jump on, that you could still hear them downstairs from the sofa that I slept on, or I’d hear traps going off, and dealt with flies from decaying rats in the attic when the exterminators were booked and couldn’t come back to clean the traps.” – A resident in Joint Base Pearl Harbor-Hickam, Hawaii, ranked E4 to E6

“After I physically saw rats run across my kitchen floor and called it in, I was told that rats and roaches were considered routine maintenance issues and could only be dealt with by the pest control subcontractor who only came on base twice a week. After the local maintenance people (who were always nice and often at the mercy of corporate policies) set rat traps and killed a rat in my kitchen, I was told that no one was available over the holiday weekend to come remove the dead rat from my kitchen floor. I was expected to live with a dead rat over a 4-day weekend. I stopped cooking anything in my kitchen because the rats grossed me out. Roaches were bad enough, but I could deal. Rats were a different story.” – A resident at Randolph Air Force Base, Texas, ranked O1 to O3

Pest infestation, bats: Any mention of several bats inside homes.

“Also, we had 400 bats living in our roof. After 4 months of dealing with the smell and issue we were finally moved. This was after one got into our vents.” – A resident in Fort Benning, Georgia, ranked O1 to O3

Pest infestation, snakes: Any mention of snakes (plural) inside homes.

“On another occasion we found a small garter snake hanging from the vent fan/light fixture in our downstairs bathroom. Although their response was rapid no one seems to be able to tell us how this could happen or really interested in figuring it out.” – A resident in Hanscom Air Force Base, ranked O4 to O6.

Lead: Any mention of lead, both in paint and in water.

“We lived in historic housing. I noticed chipping paint on outside entry doors and on all of our windows, and became concerned it was lead paint. When mentioned to maintenance, they shrugged it off. I was told I did not have lead paint by one person over the phone. After being denied several times for my concerns, I ordered my own lead check test kit. When I tested the door and window, it came back positive ... Later I decided to have my 6-month-old daughter’s blood tested due to fears of lead exposure. She did indeed have lead exposure, although not full lead poisoning. We believe she was exposed to lead (and other children who lived in the home before us) due to the negligence of our housing company.” – A resident in Parris Island, South Carolina, ranked O1 to O3

“Our home had mold in the air vents on the walls and growing up through the linoleum. We were repeatedly told it was “just mildew” or “just glue.” This was false. We had major leaks

from our second story roof to the downstairs kitchen that was never fixed. It was a constant hazard. Our weather stripping was never fixed properly allowing debris, vermin and water to come into our home. My water tested positive for lead in a home test kit and my son had lead in his blood. My family was constantly sick until we moved out. My son still suffers from asthma from mold exposure and has been diagnosed with autism which can be linked to the lead in his blood from that home. My son also suffered from a mystery gastrointestinal illness while in the home that disappeared once being away from that toxic home.” – A resident in Fort Polk, Louisiana, ranked O4 to O6

“We lived with lead paint that kept cracking and flaking off with a toddler, and while I was pregnant. The manager was kind about it, but their hands were tied by corporate management. The maintenance would come in and paint over the cracks and flakes, which in the long-run exacerbated the problem. We were told that’s all that could be done because the men weren’t trained in lead paint removal, and these houses were going to be torn down in the next five years anyway. Same response when black mold was found eating through part of our wall. Maintenance sprayed it with bleach painted over it and told me to treat it with bleach when I saw it start to come back. They couldn’t fix the wall or treat the black mold underneath because they couldn’t work with the lead paint so they just slapped another layer of paint over it to hide the problem. If we wanted to leave we had to pay to break our lease. We were only there for about 14 months so we just managed.” – A resident in Fort Bragg, North Carolina, ranked O4 to O6

Water quality: Concerns or complaints about water quality. Describing it as brown, yellow, smelling like eggs, sulfur, or otherwise strange. Water safety tests or reports. (If there was lead in the water it was filed under lead.)

“Our water is consistently brown. We have to have the house water filter changed every 3-4 weeks and it still doesn’t get rid of it completely. We can’t wash our clothes on anything other than cold because the warm/hot water is always brown. It’s really sad that all our BAH goes towards a home where the water is dirty and it damages our clothes skin and hair. Since moving here my daughter has eczema and my own skin and hair are constantly dry. Our dermatologist has even said that the water here is bad and they’re seeing a lot of skin issues from it.” – A resident in West Point, New York, ranked O1 to O3

“The water was BROWN and we were told it was just sediments in the water. The water smelt so bad of chlorine it burnt our eyes if the laundry room was open during wash. They said they were flushing the line, if asked, and safe. I am not even going to get in the lead and copper levels in the water we tested!” – A resident in Fort Polk, Louisiana, ranked O4 to O6

Natural gas leaks: Natural gas leaks in the home.

“We had a gas leak and CO levels that were too high coming from our stove, and they refused to change it out until the fire chief threatened them. After being out of the home for 12 hours, I still had elevated blood levels. It took them over a week of us complaining and the threat to get them to replace it.” – A resident in Virginia Beach, Virginia, ranked E4 to E6

Carbon monoxide: Carbon monoxide leaks in homes.

“Our boiler had an issue that caused carbon monoxide to seep into our home. In 1.5 years, we had to evacuate SIX different times because the CO seepage in our home reached dangerous levels- all confirmed by the fire department. They finally gave us one week to move to a different unit along with multiple frivolous charges as a parting gift. They tried to move another family in the next week. When our neighbors warned the potential tenants of the problem the housing office told them that our move was our decision because we just wanted to live closer to my husband’s boss. They attempted to cover their negligence. Their final fix was about \$15 worth of PVC pipe to funnel the deadly gas over the rooftop. If it was that easy, why didn’t they do that the first time we were almost poisoned?” – A resident in Joint Base Elmendorf – Richardson, Alaska, ranked O1 to O3

Radon: Any mention of radon.

Asbestos: Any mention of asbestos.

“The management company demolished asbestos laden homes for 6 months in our backyard, No protections were taken to ensure the airborne debris did not come into our homes or impact our children at the bus stop.” – A resident in Carlisle Barracks, Pennsylvania, ranked O4 to O6

“When I finally got into a house, I was warned to be careful hanging anything up because there might be asbestos in the walls.” – A resident in Joint Base McGuire-Dix-Lakehurst, ranked E4 to E6

Toxic land: Toxic soil due to pesticides, illegal dumping.

Pesticide: Excessive pesticide use above the norm.

Management

Maintenance, repairs, and remediation: poor repairs, won’t test properly, won’t respond to calls for service, “band-aid” fixes. This code represents repeated instances, egregious responses, irresponsible repairs, deceit.

“Had a leak and they band-aid fixed it despite my push for more. That lead to an entire kitchen remodel after mold developed.” – A resident in Fort Hood, Texas, ranked E3 to E5

“One of the main issues I have noticed is that there simply isn't enough maintenance staff or funding allocated for supplies and materials to do thorough repair jobs home turnovers and recommended routine maintenance. If we were leasing with an off-post company these issues would be absolutely unacceptable under any circumstances. Privatized housing on military posts should be held to at minimum the same standards as that of off post companies.” – A resident in Fort Drum, New York, ranked O4 to O6

“The roof needs to be replaced. We had a leak in the roof draining into our attic down the pipe of the A/C. This leak caused the A/C to shut off numerous times when the basin filled. I had to call over 5 times for them to come out. Finally they patched the hole in the roof to solve the problem. In the meantime, mold began to grow in the area of the unit. They came in and painted over the mold. They only put patches on repairs.” – A resident in Fort Riley, Kansas, ranked O4 to O6

“For two years we called AMCC to report that our roof leaked after every moderate to serious rainfall. After waiting on hold for 20-30 minutes, a work order would be placed. Someone would come look at the roof. Someone would patch the roof. Then the next time it rained the roof would leak again and we'd start the process over. It was obvious to anyone who ventured up a ladder that the entire roof needed to be replaced. The maintenance workers expressed surprise to return to fix the roof again and again stating that they'd reported the need for it to receive more serious repairs. ... The cycle continued for two years. Every time it rained, I put out pots and pans to collect the water if I was at home. If I was out I came home to puddles throughout the house. I cannot tell you how many times I had to rewash all the clean dishes drying on the counter because I returned home to find them covered in dirty rainwater. I cannot tell you how many times I had to do 5 extra loads of laundry to rewash all of the clothes in the master closet which reeked of mildew from the same leak in the same spot. The carpet (which was old and dated when we moved in) was eventually covered in dark spots from the sporadic water drips.” – A resident in Camp Lejeune, North Carolina, ranked O1 to O3

“There's literally plants growing through my living room floor and no one has done anything about it since we moved in in May 2018.” – A resident in Naval base Kitsap – Bangor, Washington, ranked E4 to E6

Maintenance, entering without permission: This code was applied to nonemergency circumstances in which maintenance crews entered homes without prior permission from or reasonable notice to tenants. For example, coming in the home without any notice at all or entering homes when families have expressly told them not to do so.

“A man walked in without permission against our lease to check smoke detectors. I was shirtless, and the man was by himself. I was later told he was with the fire department. But the office gave him access to our house key without permission and walked in on me and my children sleeping.” – A resident in Norfolk, Virginia, ranked E4 to E6

“Maintenance walks right in the front door without knocking. I've asked for them not to be allowed entry unless an adult is home, but they come in anyway. I'm scared my children will be home alone when a maintenance person decides to walk in. I fear for my family's safety,” – A resident in Fort Irwin, California, ranked E4 to E6

“On numerous occasions I have had employees enter my house unannounced. My household is listed as do not enter if no one is home. I've been walked in on while getting out of the shower by a member of maintenance who also couldn't tell me why he was in my house to begin with. I've had contractors enter my backyard and house for 'routine' work without any notice. I have left my house 100% locked only to come home and find

that my doors are unlocked, my house has been gone through and things taken. My family and housing are the only ones with keys to my house. It's very uneasy and uncomfortable to live in military housing but with no other option when money is tight you have to.” – A resident in Twentynine Palms, California, ranked E4 to E6

Management: View of lack of compassion, interest from the housing office or the company itself.

“We arrived at the base and signed a lease for older housing that was scheduled to be torn down within a year. Four weeks after moving in spouse made rank that qualified us for different section of housing, and we were told due to the year lease we couldn't be moved to the new housing. Our house was constantly having water leaking issues where the carpets were soaked there was mold in the utility closet and the air vents led to a dirt hole. Our kids were sick the entire year we lived in the house and medical said they were no longer allowed to give us letters stating that we needed moved from the house that was causing our kids to be sick. We had a leak in the roof that caused water to drip from the light fixture in our daughter's room and it was 8 months before they fixed it. Woke up one morning to my daughter screaming because her room was literally covered in ants called maintenance and was told they could have someone out in a few days. The paint was layered so thick on the walls that it never cured if anything was set against a wall it would stick to the paint and the once the object was moved it ripped the paint off the walls. No matter how clean you kept your house there was always roaches inside. Maintenance manager didn't want to help and provided the least assistance possible.” A resident at Eglin Air Force Base, Florida, ranked E7 to E9

Additional codes: Within management, this subset of codes appeared to describe specific complaints.

Lack of transparency: Management not communicating, hiding information from them, refusing to provide test results.

“Someone stood on a step stool stuck their head in the attic stated that they could not see much due to the few inches of standing water (days after the last rain) but they were certain there was none of the ‘dangerous mold’ present. This didn't inspire confidence, so we pushed and pushed and waited and waited for a mold specialist to come view the house. Supposedly it happened while we were out of the house. We were never told real results. We got a message that things were ‘fine.’” – A resident in Camp Lejeune, North Carolina, ranked O1 to O3

“When we brought up the mold we were displaced and put up in a hotel (they paid for) for what they said was an initial week. That week turned into 3 and we fought with Lincoln the entire time to communicate with us on the remediation process of our house so when it was time for us to move back in we would be satisfied and comfortable living there. They would not speak to us via phone or email, and that was when I got my chain of command involved to get some answers. I felt that having to go through my chain of command because of a lack of customer service was a waste of time and Navy

resources.” – A resident in Joint Expeditionary Base Little Creek - Fort Story, Virginia, ranked E4 to E6

Disrespectful: Specifically management, housing office employees being rude, discourteous, hostile to families.

“The management office was rude to residents the entire time we lived there. They threatened to kick families out of housing if military members forgot to sign paperwork to retain housing while deployed. As a Key Spouse I personally had to help families get in contact with squadron leadership teams about issues like this.” – A resident in Malmstrom Air Force Base, Montana, ranked E2 to E4

“The staff was overall rude and unresponsive - my husband had to take off work to go to their office multiple times after no return phone calls no relaying of information etc.” – A resident in Laughlin Air Force Base, Texas, ranked E7 to E9

“Housing director is very immature, and if you don't agree with her will refuse to speak to you even if the active duty spouse is gone. Housing director also shows favoritism towards other residents who ‘don't make waves.’” – A resident in Joint Base San Antonio, Texas, ranked E4 to E6

In other areas we've lived our housing has always been a really good experience. At Pax River, the housing office staff is rude, never answers the phones, never knows answers to basic questions, does not give you the full information upon moving in about the area house base etc. They also are very ‘So what's your point?’ or ‘It's not my problem,’ when you take an issue to them regarding anything to do with the houses or other staff. – A resident in Patuxent River, Maryland, ranked E4 to E6

Out for money: Management prioritizes money over military families.

“These people really are the definition of slumlords. They do not care about the tenants. They have a contract, so why would they keep the houses up? They are going to get paid anyway.” – A resident in Fort Carson (Hunt), Colorado, ranked E4 to E6

Lied to: Being lied to by management.

“It has been a horrible experience living here on Andrews. Our first home was infested with mice, roaches, and spiders. We were also told that we were not allowed to view the home before signing a lease. I was 39 weeks pregnant at the time with 2 other kids. We needed a house. So we took it. Unexpectedly they told us we needed just over 3k to move in. We didn't have the money at the time, so we were put on a payment plan for 6 months. We hardly got by for those 6 months. After 7 months of living there we moved from that home to another home because they could not take care of the mice problem in the old home. They crammed my 6-person family into a tiny 3-bedroom home. It's been extremely stressful living here. Management will lie to your face. They know most families can't afford to hand over thousands of dollars to rent off post they take full

advantage of that. The homes here are severely outdated. I've lived in better homes while on section 8 and welfare with my mom.” – A resident in Joint Base Andrews, Maryland, ranked E4 to E6

“The Hunt representatives lie. Our garage was flooded before we moved in. We could see from Facebook posts that it was under construction the day we were to assume the lease and start paying rent. We called and stated that we didn't want to pay for a house that was not livable. The Hunt office told me it was fine, but they would call if there was a problem. We had to get the military housing office to check in the house. He checked and stated that it was under construction and we should not begin our lease. The Hunt office still said in writhing was fine. Finally, the office admitted the house was uninhabitable at 4:30 pm the day before we assumed the lease.” – A resident in Hanscom Air Force Base, Massachusetts, ranked O4 to O6

Lack of oversight: No one for families to turn to, no one to help them, lack of accountability for their actions.

“Management often changes the rules, guidelines, move out procedures to suit their own needs. There is no real accountability or oversight.” – A resident in Camp Pendleton, California, ranked E7 to E9

“There needs to be more oversight with the PPV's. Military families deserve to live in safe clean homes that do not cause health issues. We need more support from military base commands. Our families deserve more!” – A resident in Naval Base Kitsap – Bangor, ranked E7

“Without accountability and cross-checking without a system of checks and balances there is inefficiency and waste both in terms of manpower and funds.” – A resident in West Point, New York, ranked O4 to O6.

“They can treat us and maintain the housing however they want without consequences because there's no oversight. Repairs might be done right, or it can be a temporary cover up. The quality of the housing is shoddy and does not meet my standards to give up my entire BAH.” – A resident in Naval Weapons Station Charleston, South Carolina, ranked O1 to O3

No previous disclosure of home issues: If they know there was a previous problem or they found out later. Or if they left a bad home, and they know someone else moved right in without reasonable time to address issues in the home.

Reprisal: This grouping of codes reflects threats management made to service members or their spouses after they complained about conditions in their homes

Reprisal, fees: Threats that management will levy heavy fees or charges in response to complaints. For example, telling a family that if they complain about mold, and the management office pays to have a test, the family could be charged for that expense.

“During our experience there were a handful of times where we were made to feel my husband’s job would be adversely effected and/or we would be exposed to undue financial stress if we pushed too hard on the issues. We moved out of base housing on our own free will when my son was 6 weeks old and have intentionally not returned to base housing in any location since. In some cases we have taken a financial set back to assure we don’t place ourselves in a perceived powerless situation again.” – A resident who lived in Norfolk, Virginia, ranked E4 to E6

Reprisal, eviction: Threats of eviction for complaining about housing conditions or asking for assistance.

“I found other residents were starting to reach out to the local congressman, Congressman Issa. I emailed him, not really expecting a respond or my email to be read. Apparently, my email was read and [Name of person from management] was contacted. I immediately received a phone call with an extremely irate [Name of person from management], who threatened to evict us. He even called my husband while on out-of-state training and told him I was being melodramatic, hormonal, and wouldn’t speak to me anymore. I had to get my husband’s FRO involved to make sure we didn’t get evicted while he was gone on training.” – A resident in Camp Pendleton, California, ranked E5 to E6

“They contacted the chain of command to silence complaints. They allowed our family to stay until the end of the school year under the condition there would be no chain of command intervention, meaning if I bring any feedback or problem to the chain of command they would kick us out.” – A resident in Joint Base San Antonio – Randolph, ranked E7 to E9

Reprisal, career repercussions: Threats that management will go to the service member’s command to complain about them for insisting too vociferously that they need help with their homes.

“The front office always has an attitude about everything. If you come with a problem that isn’t being solved constantly they just threaten to call your command over it to make you shut up.” – A resident in San Diego, ranked E4 to E6

Move-out challenges: Families reported excessive fees or stringent inspections that then incurred excessive fees when trying to move out of housing. For example, fees charged for management to hire cleaning crews to clean homes or carpets, even after families have already done so.

“No lie we were dinged on the final inspection for live snails crawling up an outside wall. It did not matter that we had pressure washed the patio. We were dinged for live snails crawling.” – A resident in Travis Air Force Base, California, ranked E4 to E6

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“The floors had been sealed before our move in with bugs and dog hair under the sealant. We were charged \$80 for that. One drawer had a single crumb and that was a charge as well. This is the only time I have paid to clear housing.” – A resident from Fort Hood, Texas, ranked E3 to E5

“We initially moved into a house for lower enlisted. The house was infested with rats. Dog hair was painted into the walls. Cigarettes nails and random metal in the backyard. We moved after only 2 months in the house because my husband made the list and qualified for better housing. We were responsible for cleaning the outside mess or we would have been charged. They also charged us a huge fee for moving early. Even though the house was practically unlivable. I have had several friends who have been unfairly charged after leaving Fort Irwin. I am terrified how much they will try to charge when we leave.” – A resident in Fort Irwin, California, ranked E7 to E9

“Upon move out we are nickel and dimed over every spot. Families are charged for bad carpeting that is due to be replaced anyway. Families are charged painting fees upon move out and then the homes aren't painted between tenants, There are exorbitant fees for 'possible' problems (example: if a tenant moves out in winter and they own a dog they are charged a fee to pick up dog feces that may or may not be under the snow. If there is no feces, housing pockets the money.) – A resident in Minot Air Force Base, North Dakota, ranked O1 to O3

“Our house had mold and I became very sick. Upon move out I was charged for the entire first level carpet and they charged us for HVAC cleaning, even though the vents we were disputing since we moved in, and we mentioned that. We moved off post because I was really sick and I'm so glad we did. Management made it extremely difficult though.” – A resident in Fort Belvoir, Virginia ranked E4 to E6

Command / ICE complaints: Eventually going to command for help. This included asking “first shirts” for help. These were examples of families getting results and assistance only after command intervention.

“It all started last February many of us in housing had flooding due to the melting snow. The flooding damaged my house and led to the replacement of flooring base boards and quarter round and dehumidifiers running 24 hours a day to prevent the growth of black mold. This process took nearly 90 days with my family initiating every form of communication with MCH and having no return communication. I finally got tired of the blame game from MCH and living in a \$1800 a month construction site so I lodged an ICE complaint against MCH. At this point I informed them that in 72 hours my house will be fixed to standard or I will go their supervisor regarding the issue and I would request their financial records through the Freedom of Information Act and ensure all of Fort Drum understands how much of a profit the company retains and the substandard service provided.” – A resident in Fort Drum, New York, ranked E7 to E9

Legal action: Families told management they would take legal action to try to get help with their homes.

Long waitlists: Long wait to get housing in the first place, sometimes requiring families to pay out of pocket for hotel stays.

“However, the waiting list process and communication with the leasing team is always a huge stress factor whenever we PCS. It does not seem that there is any standardization between locations. The process and communication with the leasing people is always a huge stress factor whenever we PCS. It does not seem that there is any standardization between our locations and the waiting list does not seem to be managed fairly at all locations. There should be one standard for when you can get on the waiting list and how houses are offered. I understand that they are trying to maintain occupancy. but it puts people who try to follow the rules at a disadvantage when the waiting list are not managed fairly.” – A resident in Fort Belvoir, Virginia, ranked O4 to O6.

“When we arrived, I was 7 months pregnant with an expected early delivery of 36 weeks no later. We were offered a home that was absolutely disgusting! The carpet had stains. There was trash in the cabinets. The toilets were nastier than a port-a-john. We requested a different home, and they told us we would have to wait another month or two for a home. There were several homes in the neighborhood empty, but they denied us those because my husband was not an officer. We did not want to bring a newborn home to our camper we were currently living in, so we accepted the home. I had to clean other people’s urine that soaked the walls and toilets of each bathroom. The list of things that were not acceptable was long, but we felt we had no other choice.” – A resident in West Point, New York, ranked E7 to E9

“It’s an honest shame the limited choices of nicer houses we can live in due to rank, we either would have been on a year waiting list in a hotel but chose this house to have somewhere to stay. Because we are lower enlisted, and the choices of housing we have available to us, it is honestly dehumanizing. It makes you feel like this is your worth. It shouldn’t be like that at all.” – A resident in Fort Bragg, North Carolina, ranked E4 to E6

Security: Lack of security, theft, and unsafe conditions within housing gates.

“Our neighborhoods are very high crime and many of the residents have vocally complained that we don’t feel the housing does enough to keep awareness up and keep the neighborhood safe for its residents. You might argue that it isn’t the housing office’s job to keep the neighborhood safe, but many of us don’t have a choice to go elsewhere and are left wondering whether our cars will be stolen in broad daylight or our homes are going to be broken into while our husbands or wives are deployed.” – A resident at Joint Base Pearl Harbor - Hickam, ranked E7 to E9

Rank issues: This code represented any unfairness respondents perceived due to service members’ ranks. Their ranks are supposed to determine the homes and locations to which they move. It doesn’t always work that way. Some are paying more BAH for homes that lower-ranking neighbors are living in, meaning they are paying more for the same. Respondents notice differences in the treatment of families living in higher-ranking housing. Families also described

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difficulties living next door to higher-ranking officials or their bosses, putting them in difficult social situations.

“Neighborhoods are mixed rank (we are O-4 mixed in with junior enlisted) that prevents the ability for the service member to have normal social dealings.” – A resident in Fort Bragg, North Carolina, ranked O4 to O6

“Ranks are mixed up in housing, but you're not supposed to fraternize. So why do they have 01/02 and 05/06 on the same street but paying different amounts for the same house? – A resident in Joint Base Pearl Harbor – Hickam, Hawaii, ranked O4 to O6.

“The first duplex we were in was the worst housing I've ever been in. Completely roach infested and so old and poorly cared for that it shouldn't have been lived in by anyone. When my husband ranked up and we moved into newer housing it was lovely very nice clean housing. Lower enlisted are not animals that you can stick in sheds.” – A resident in Fort Gordon, Georgia, ranked E4 to E6

“This is the poorest managed housing we've ever lived in. The fact of spending all BAH for the exact same houses as other ranks is ridiculous. The same homes are being shared by E1 to E9 in some neighborhoods here, and each rank is paying an extreme amount more than the other. Private companies are making tons of money off of us while the service members barely make any money for the work and all being in the military entails for these companies to take over half a paycheck's worth for housing. I believe housing should be set at one rent for everyone. A service member living in a home for over a year paying one rent is forced to pay more when promoted to stay in the same home. It's a botched system that none have tried to fix.” – A resident in Marine Corps Base Hawaii, ranked E4 to E

“We lived in one village and were told moving to a rank-specific house would take 18 months, so we signed a year lease. A rank-specific house became available 3 months later, and we had to pay a \$1,500 fee to break the lease. It was ridiculous that they charged us an extra \$1,500 just to move from one house to another. They were happy because they made double our BAH that month, and all we were doing was moving into another one of their houses.” – A resident in Fort Belvoir, Virginia, ranked W1 to W5

Rules not enforced: Inconsistent or lack of rule enforcement.

Money

Fee Disputes: Disagreement with inflated or inexplicable fees they are charged.

“Checkout inspection was a joke. The inspector recorded nothing for us to fix yet we could not check out until we paid the power washing fee for paint that was not noted as an issue on our checkout sheet. I had placed 4 calls prior to the inspection and pointed it out to the inspector. I could have rented a power washer for \$40 but instead had to pay \$175 to housing because we were PCSing the next morning. I tried to appeal to the manager, but she wouldn't even talk to me.” – A resident from Marine Corps Base Hawaii, ranked O1 to O3

“The home we assumed at Travis was not clean at the time of assuming responsibility. Thank God I took photos and forwarded them to a friend. When we went to leave they tried to bill us for what we had already come out of pocket for upon initial move in (cleaning carpets, etc.) So my argument became ‘So I’m required to pay for a carpet cleaning twice where as it is documented in the file that the previous tenant didn’t even have to pay for one?’” – A resident in Travis Air Force Base, California, ranked E4 to E6

“I am currently TDY otherwise I would attach my lease addendum and [Leave and Earning Statement] to show how Balfour Beatty tried to screw my family and I out of \$547 a month when I promoted.” – A resident in Minot Air Force Base, North Dakota

“An oil stain was present on our carpet before we moved in, yet when we went to the Lincoln housing office to reconcile what we owed regarding damages in the unit we were leaving Lincoln property managers told us the carpet was brand new when we moved in. This was clearly a lie because there were stains on the carpet prior to moving in. In addition to this, when presented with our payment options for the damages they charged, the Lincoln property manager said we could pay a portion of the damages upfront (somewhere around \$150) or we could make a payment plan to pay the damages over the next 30 days (about \$400). When we were presented with the payment options, we said to the property manager going through our damages we would think about our options, Suddenly, at the end of the session, she said she ‘already clicked past the upfront payment plan and couldn’t go back,’ and now we were going to be forced to pay \$400 to Lincoln. She said if the full amount wasn’t paid in 30 days, then Lincoln would take us to court. Lincoln intimidated us into paying them twice as much for bogus damages. Lincoln housing management does not care about the safety or quality of life for their residents, and their only goal is to overcharge residents and intimidate them into overpaying.” – A resident at Camp Pendleton, E4 to E6

“Upon move out we were given a list of outrageous charges and the bill was put on our credit reports while we were in negotiations with management over the bill. Management has not returned any of our calls or emails since and we have an outrageous collections account on our credit reports that is not only not credible or proven to be our debt but that we were not even given the opportunity to pay.” – A resident in Marine Corps Air Station, Miramar, California, ranked E4 to E6

They even made people sign new leases with different terms or threatened to charge people an extra \$100 per month if they didn’t. – A resident in Fort Bragg, North Carolina, ranked O1 to O3

Basic Allowance for Housing (BAH) unjustified: Over-priced housing, not worth BAH, able to get more value if they had moved to a home on the economy. They felt that rent they were paying was unjustified.

“We all have allotted BAH for our housing however we have a ground level, 3-bedroom flat with small square footage. Our neighbors with same rank have two story, 4-bedroom housing with larger square footage. We all get the same BAH but do not receive equal housing for that same

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amount of money we provide. That is unfair. We should be paying for what we get.” – A resident in Fort Shafter, Hawaii, ranked E4 to E6

“It’s frustrating to increase in rank and pay more BAH without getting an increase in services or housing for the extra money.” – A resident in Virginia Beach, Virginia, ranked O1 to O3

“And they charge CIVILIANS LESS THAN THE MILITARY!! We pay \$2,400 for our home. Our neighbors, who are civilians, pay \$1,600. Their rent never increases. Ours increases with every pay raise my husband gets.” – A resident in Naval Station Great Lakes, Michigan, ranked E4 to E6

“I pay \$500-600 more a month to live in the exact same house as an E3. I know this because my neighbor is an E3. I’ve served going on 12 years, and yet I pay more for the same size house the exact same house actually than someone whose been in the military for 8 months. This is because Balfour Beatty takes all of your BAH. Then they offer the exact same house to civilians for \$1100!!! Complete rip off.” – A resident in Minot Air Force Base, North Dakota, ranked E6

Utility fee issues: Frustrations and discrepancies with utility bills.

“I absolutely abhor the new YES Energy program. I have documents that stated what they were supposed to do and am now dealing with the fact that what they said and what they are doing are two completely different things. They lie about how much energy is used just to line their pockets,” – A resident in Naval Air Station Norfolk, Virginia, ranked O1 to O3

“We have lived in this house for five years and the first three years never went over our electricity allowance. Somehow, we keep going over suddenly, even though I basically live in a freezing house with no lights on all day with two small children. I have a child that can get too cold or he turns purple, so I am faced with having to bundle him up in multiple layers just to keep him warm and housing seems to not care.” – A resident in Joint Base Elmendorf-Richardson, ranked E4 to E6

“Our home contained the electrical closet for 7 other homes cable TV boxes which used electricity that we were billed for. Despite numerous calls trying to either get the wiring connected to the correct homes or have an adjustment made to our bill we were told there was nothing that could be done.” – A resident in Fort Belvoir, Virginia, ranked E4 to E6

Paid out of pocket: Anything respondents said they had to pay for themselves due to conditions in their homes and management and maintenance would not assist them.

“I paid for me and my family to pack up and move houses with no help of the Navy because the Navy’s privatized housing is in terrible shape. They did not keep up their end of the lease agreement in my eyes because they did not provide a safe habitable home. I am glad this is getting attention and I will do anything I can to help move this in a direction that benefits our military families. Because right now the companies that manage the housing hold all the cards.” – A resident in Joint Expeditionary Base Little Creek – Fort Story, Virginia, ranked E4 to E6

General Perceptions

Praise: Anything that is from “fine” onward on the spectrum of positive perceptions. Safe, secure, kept up well, tenants respected and heard.

“Minus some minimal cosmetic damage from the previous owners we don’t have any real issues. The houses are nice, and maintenance is quick and effective.” – A resident in Eielson Air Force Base, Alaska, ranked O1 to O3

“The district manager became family. Always stopped to talk kept tabs on my children growing up. The office manager was also always helpful, and our maintenance man always made it a point to stop and ask if everything was ok when he saw us. At one point I forgot to take out my trash while my husband was gone, and it became too heavy to move the next week. He came by after work and moved my trash can to the curb for me, something that is not in his job description.” – A resident in Portsmouth, Virginia, ranked E4 to E6

“Housing has been really good for us. The community is quiet and well taken care of. All of our housing needs are taken care of in a timely manner.” – A resident in San Diego, California, ranked E4 to E6

Neutral — OK: No complaints, generally satisfactory. “Ok” is the prime example.

Unspecified negative experiences: Nothing specific, but not positive. Examples: Sucks, the worst, horrible, etc.

MANIFEST EFFECT SIZES BY ISSUE

These are presented as the number of respondents who said they had experienced each issue as well as the manifest effect size of each issue. Most respondents experienced more than one issue.

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%
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%
Fee disputes	1627	15%
Pest infestation, total	1501	13.8%
Praise	1371	12.6%
Appliance replacement	1263	11.6%
Landscaping	1132	10.4%
Pest infestation, insects	861	7.9%
Environmental illness	794	7.3%
Long waitlists	747	6.9%
Move out issues	734	6.8%
Too small	636	5.9%
Weather damage	635	5.8%
Utility fee issues	627	5.8%
Pest infestation, rodents	601	5.5%
Disrespectful Management	596	5.5%
Rank issues	374	3.4%
Lead	350	3.2%
Security	339	3.1%
Faulty wiring and outlets	334	3.1%
Rules not enforced	320	2.9%
Lied to by management	275	2.5%
Water quality	260	2.4%
Playgrounds unsafe	254	2.3%
Fire hazards	226	2.1%

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Paid out of pocket	225	2.1%
Excessive power outages	158	1.5%
Lack of management oversight	132	1.2%
Neutral	120	1.1%
Command / ICE	114	1.0%
Management reprisals, total	112	1.0%
Management only cares about money	108	1.0%
Sewage	108	1.0%
Lack of transparency	107	1.0%
Unspecified poor experiences	97	0.9%
Asbestos	85	0.8%
ADA needs / EFMP needs not met	77	0.7%
Legal action	59	0.5%
No previous disclosure of home issues	55	0.5%
Maintenance entered without permission	45	0.4%
Management reprisals, fees	43	0.4%
Natural gas leaks	41	0.4%
Carbon monoxide leaks	39	0.4%
Management reprisals, career repercussions	37	0.3%
Pesticide	35	0.3%
Management reprisals, evictions	32	0.3%
Pest infestations, snakes	24	0.2%
Parking	20	0.2%
Radon	18	0.2%
Toxic land	17	0.2%
Pest infestations, bats	15	0.1%
Lack of privacy	7	0.1%
Pets banned	4	0.0%
Gyms	3	0.0%

N= 10,861

MANIFEST EFFECT SIZES BY LOCATION

Participants identified their locations in an open-ended question. They were then coded to their states. Locations are presented as specific installations or by cities that may have more than one installation in the saturated area.

Some participants might have only revealed their state, but not a town or installation. Participants who did not specify a location within a state were not included here. While their experiences can be counted in other areas of the report, they will not be included in this specific subset.

Due to the large number of locations analyzed the full list of charts listed alphabetically by state location are presented in Appendix F.

CONCLUSIONS

The intent of this research was to understand and evaluate the living conditions in privatized military housing. Improvement will not be a quick fix. In fact, General Millie testified that it will take a sustained level of effort from all involved, for a great period of time, to repair the damage.⁶¹

Change as a result of research results can only come about with a collaborative relationship with those who can institute the improvements.⁶² Sen. Mazie Hirono strongly encouraged military agencies to incorporate the military family organizations in developing solutions for military families, such as the Tenant's Bill of Rights.⁶³ On April 11, Secretary McMahan convened a group of military and veteran service organizations for a meeting at the Pentagon. During that meeting, the Department of Defense sought input from organizations including MFAN, the Association of the US Army, the Association of the US Navy, Blue Star Families, Military Officers Association of America, and the National Military Family Association. During that meeting, the Department of Defense shared a draft version of the Tenant's Bill of Rights. The organizations shared input and feedback for consideration. This was a positive interaction and productive dialogue followed.

The extent of the difficulties respondents have sustained in their homes cannot be separated from the frame of a culture of resilience that exists among military families. The data showing that a neutral rating from military families still contained struggles with maintenance, mold, filth, and structural worries illustrates that families will try to manage grim living conditions without complaint. The norm of managing through challenges, no matter their severity, is deeply established in military family life. The accepted definition of resilience, as supported by the Joint Chiefs of Staff, the Institute of Medicine, and the Defense Centers of Excellence, reads: "the ability to withstand, recover, and grow in the face of stressors and changing demands."⁶⁴ The Department of Defense encourages personal and family readiness, which it defines as "the state of being prepared to effectively navigate the challenges of daily living experienced in the unique context of military service."⁶⁵ However, because in this construct there is no limit to the encumbrances military families must bear, respondents to this research absorbed much more than should have been necessary to be resilient and ready military families.

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These burdens may last long after the final home is repaired, the last pest evicted, and the final mold spore is eradicated. The U.S. Army Medical Command has announced that it will develop a registry to track the ongoing health implications due to the environmental hazards current and previous tenants in military housing have faced.⁶⁶ We encourage the Department of Defense to expand that registry to all families of all services.

MFAN hopes that by quantifying the issues in privatized housing and shining a light on every corner of families' lives in their homes, we can help pave the way toward restoration of homes and families' trust in housing companies and those responsible for their oversight.

APPENDIX A

Privatized Military Housing Questionnaire

Note: Questions 1-8 required.

1. Do you currently live in military housing? (Y/N) (Yes: progressed to Q3. No progressed to Q2.)

2. Have you lived in military housing in the past 3 years? (Y/N) (Yes: progressed to Q3, No: released from questionnaire.)

3. Was this housing managed privately? (Y/N) (No: released from questionnaire.)

4. Which company managed your housing:

- Atlantic Marine Corps Communities
- Aurora
- Balfour Beatty Communities, LLC
- Boyer Hill Military Housing
- Corvias Military Living
- Hunt Companies
- Lincoln Property Company
- Michaels Military Housing & Michaels Management Services
- Rising View
- United Communities
- WinnCompanies
- Unsure
- Other (open-ended, coded and added to full list)

5. Where are you / were you stationed? (Open ended, coded by state)

6. What was the active duty service member's rank?

- E1 to E3
- E4 to E6
- E7 to E9
- W1 to W5
- O1 to O3
- O4 to O6
- O7 to O10
- Other (open-ended, coded and added to full list)

7. How would you rate your satisfaction with management: (Weighted Likert scale)

Very Negative – Negative – Neutral – Positive --- Very Positive

8. Describe your experiences living in privatized housing: (Open-ended Essay)

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9. (*Optional*) If you have photos or documentation of your experiences that you would like to share, you are welcome to attach them here. If you would prefer to email them, send them to info@militaryfamilyadvisorynetwork.org with a description that will help us match it to your story. (Upload link provided inside survey instrument.)

10. (*Optional*) If you would be willing to share your experiences publicly, please provide your contact information below. (Dialogue box asking only for name and email address.)

APPENDIX B:

Family Profiles

BECKSTROM FAMILY

Fort Bragg, North Carolina

Shortly after arriving to Fort Bragg, the Beckstrom's Corvias-managed home in the Biazza Ridge neighborhood began flooding with untreated sewer water from the first-floor bathroom. Each time, housing was quick to respond and have a disaster crew come and clean up the water. The extent of the flooding caused molding along the floor boards and destroyed furniture. The flooding was severe enough that a visible line appeared on the stucco from the outside of the home. Each time the water dried, the toxic substances that lay hidden behind the walls was released. The flooding led to black mold and peeling lead paint.

The Beckstrom's requested to be moved numerous times. Each time they were denied. Corvias stated that nothing was wrong with their home and this was the normal wear-and-tear of an older home. Mrs. Beckstrom was pregnant when two of her older children began complaining of severe headaches. At her 20-week ultrasound, they learned that their unborn child had numerous birth defects. His stomach was not developed, he had a large hole in his heart, and had a complete cleft lip and palate. PFC and Mrs. Beckstrom went through genetic testing, and it was found that his abnormalities were not genetic, but fully related to environmental issues. The Beckstrom's brought this to the attention of housing management and Corvias still refused to move them to a different home. Meanwhile, their home continued to flood, their second child was still getting sick, and their daughter's headaches persisted.

After numerous phone calls, emails, and in-person meetings, Corvias agreed to move the Beckstrom family but were very clear that the move was "not due to health risks but because the structure had plumbing issues that needed to be addressed without tenants." The Beckstrom's were moved into a new home and finished their assignment in this home. The newborn baby began the first of what have become numerous surgeries and many hours of therapy. Their second son continued to get sick and after an Emergency Room visit, was diagnosed with Acute Lymphoblastic Leukemia. As their son fought for his life, their daughter was diagnosed with Frontal Lobe Epilepsy. Her developing brain was exposed to toxins that permanently altered its functioning mechanism. Each of the children have three distinct medical conditions, none of which are hereditary, and may be caused by environmental hazards.

The Biazza Ridge neighborhood was later torn down. Records show that in the demolition, there were several buildings that the health department quarantined due to evidence of black mold. The Beckstrom's former home was one of them.

CHRISTIAN FAMILY

Fort Polk, Louisiana

Rachel Christian was pregnant when she and her family moved to housing managed by Corvias at Fort Polk. “I felt ill every time I was in the house,” she said. “The heat wasn’t working correctly, the HVAC wasn’t working, we had a leaking roof that Corvias would patch over part of in the kitchen, but we never found where the leak was coming from.” When they found mold, the Christians were told by Corvias to “spray some bleach and we will come paint.” Their son was vomiting continuously, and tests revealed levels of lead in his blood. The water came back positive for lead. Corvias told them to contact the water department. “Our son was diagnosed with autism,” Rachel shared. “There is a link between heavy metals and autism. He has severe GI issues and severe developmental delays. As soon as we moved, the levels of lead in his blood dropped to 0. Our son, who was once diagnosed failure to thrive, began to gain weight as soon as we left Fort Polk. I hate myself for drinking the water. I constantly blame myself.”

KONZEN FAMILY

Laughlin Air Force Base, Texas

Megan Konzen is currently living in the on base housing at Laughlin AFB. “We moved in August 2018. I started getting sick in mid-September. By October, I had visited the ER several times and I was eventually hospitalized in November.”

When her husband came home from his TDY, he removed the vents and found mold. “We called the management company, Hunt, as soon as we found the mold. They sent a technician within an hour, but after the technician removed the vent he said he couldn’t tell what it was because he was not a specialist,” Megan said. The lease specified routine preventative maintenance on the HVAC unit, but according to Hunt her particular unit had never been cleaned, serviced, or even opened since it was installed 20+ years ago. “There was mold everywhere — all over the unit” she said.

After Megan was admitted to the hospital for four days to receive treatments and undergo testing, she called the housing office again. This time, she was told by the community director that no one would speak to her; she either needed to talk to their environmentalist or their attorney. Hunt Housing refused to test the mold in the home. So, Megan found four other families in the neighborhood who were also sick and together they privately hired a state licensed mold inspector to assess the homes. Upon finding mold in all four homes, the inspector provided a list of remediation steps that Hunt should have taken to remediate the mold. Hunt did not complete those steps. “They hired a carpet cleaning company to clean the mold from our HVAC. It was never cleaned properly.”

When Megan requested a refund for their inspection costs from Hunt, the director of operations requested to meet with her and her husband. “We were told that if we continued to speak out,” Megan admitted, “it could have repercussions on my husband’s career.” Megan is still sick and Hunt refuses to hire a state licensed company to remediate the mold properly. Her last trip to the ER was February 1st, when she was diagnosed with yet another respiratory issue “We can’t

afford to move off base and Command told us they don't have any control over Hunt. We are stuck.”

NICHOLS FAMILY

West Point, New York

In late July of 2013, Erica Stankiewicz-Nichols and her family moved into privatized military housing managed by Balfour Beatty at West Point.

Shortly after moving into the residence they noticed the porch of the unit directly connected to theirs was wet. At first, they assumed it was a sprinkler system, but within just a week the amount of water grew. When the Nichols opened the glass door to the unit, water poured out of the connected home. They immediately called management, who came out and turned off the water. The upstairs toilet had broken and been leaking for some time, long enough to have eroded the staircase and ceiling. They turned off the water and sealed up the home. When the Nichols asked Balfour Beatty if they should be concerned with the water, they were assured it was fine.

In early August, their youngest daughter's airway collapsed. While she had preexisting health conditions, no one could determine what caused the collapse. She was hospitalized for several days.

More things started to happen to the home. The walls began to buckle and crack. Management assured the Nichols' it was just the house "settling," and they refused to inspect for water. By the end of September, the house was getting worse and this time it was the Nichols' 11-year-old daughter that was most severely impacted. She had a mental breakdown, attempted to hang herself and was placed in a mental health facility. She spent over two weeks there and no one could pinpoint the cause. Due to her medication regimen and missing school, she spent that semester at home with a home teacher. Her medication caused severe fatigue and horrible weight gain. The Nichols' went from having a child who was running 5ks and half-marathons earlier that summer, to sleeping, experiencing excessive weight gain, chronic pain, shortness of breath, and not understanding what had happen to her or why.

During her hospital stay one evening, Mrs. Nichols developed extreme chest pain, and went to the ER to be transferred by ambulance to the hospital with six pulmonary embolisms. While Mrs. Nichols has a rare blood disease, the bigger issue arose when she came home and was allergic to the blood thinner. She had several internal bleeds which resulted in hospital trips, and struggling with fatigue, shortness of breath, migraines and rashes, all of which were of grave concern for her internal medicine doctor.

Shortly after Mrs. Nichols' release from the hospital, they again contacted Balfour Beatty with more concerns. Bubbles began appearing in all of their ceilings and walls, and the smell grew much stronger. They again said it was nothing, likely humidity.

Their then 8-year-old began experiencing rashes all over her body. Her chest burned, her asthma that had been so well controlled for years began rearing its ugly head. Their daughter was

constantly tired, had bags under eyes and was getting too thin. All four of their girls began experiencing rashes. By Christmas, both the 8- and 10-year-old girls went from perfect vision to needing glasses.

Their 13-year-old was in chronic pain, crying frequently. The Nichols' took her in to see her pediatrician who ran some blood work. On December 6th they got a call from their pediatrician telling them her erythrocyte sedimentation rate (ESR) was three times the normal limits and to take her straight to the hospital where staff would be waiting for her. She was admitted with an ESR level of over 120. The doctors were rightfully concerned and also confused by her case. After days of testing they thought it might be leukemia. A bone marrow biopsy came back negative, but they found she had a demineralization of her spine, something that she was far too young for. After a week in the hospital with no real answers, she was discharged with a list of specialists to see.

On January 28th, their cat became ill. Of all things, he was packed with feces and presumed to have Feline Leukemia. Mrs. Nichols drove home wondering how a whole family, an animal included, could all be suffering. Much later, it was determined that he had licked bacteria from mold off his fur and was also eating the airborne toxins in his food.

Determined to get to the bottom of it, Mrs. Nichols went home and opened their hot water heater closet, and to her surprise, found extensive black mold everywhere. She called her husband, and together they stood in disbelief. They began pulling every vent in their home to only find mold growing on the vents, the drywall, the insulation – everything was saturated with black mold. On January 29, 2014, they called Balfour Beatty and showed them the mold. At first they tried telling the Nichols that it was nothing, and they would do nothing. So they did what any family would do; they contacted the then garrison command, who agreed it was mold and requested Balfour Beatty put the family in a hotel. However, Balfour Beatty demanded a letter from their physician stating it was in fact a health concern in order for them to remove the Nichols' from their residence. Their doctor happily complied and within 10 minutes they had a letter in the hands of Balfour Beatty. Later that evening they checked into a hotel.

The Nichols' were in the hotel from January 29, 2014, to March 12, 2014. During this time, they had several meetings with Balfour Beatty and many others. One of the first meetings was to request mold testing in their home. They sent a gentleman by the name of Stuart Levitch out February 4, 2014, to run mold testing. However, this gentleman is not an environmental hygienist, nor is he certified to test for mold. Rather, he was employed by Balfour Beatty as a Marketing Project Site Manager. He also did not do any mold sampling. He did however do an air quality test that is inconclusive at determining mold as cited by the CDC. He was not certified by OSHA or the EPA to do such testing. While that alone raised significant concerns for the Nichols', they gave Balfour Beatty the opportunity to fulfill the request. On February 19th they received the letter from Balfour Beatty stating that the results were within normal limits. The Balfour Beatty report does show the existence of mold, but not in high amounts in the air quality inside the home. This finding was acceptable to Balfour Beatty but not to the Nichols'.

On February 26, 2014, a gentleman named Ed Olmsted came out and did a thorough examination and mold testing on the residence. His results were given in two separate documents, one for the

immediate findings on that day, and one for the specimens that had to be sent for additional testing. The Nichols' received the first report on March 4, 2014, and the second report on March 8th. The reports (included) confirmed not just mold, but toxic mold growth. They were surrounded by it. The mold was in their walls, floors, ceilings, and ventilation.

After receiving the reports from Mr. Olmstead, the Nichols family contacted Orange County Health department. They met with an inspector by the name of Debbie [Last Name?], who reviewed their pictures, samples and more. She informed the Nichols they should dispose of all of their belongings, as it was too high of a risk with all the health problems. She also referred the family to the NY State Department of Health for further guidance. She said that if Balfour Beatty was on county property instead of federal, they could do something. The Nichols' proceeded to contact the NY State Health Department who gave them detailed instructions on what property could be kept and what could not. Mrs. Nichols was told how to wash clothing and fabric items and that if rashes still existed, the items were too contaminated to be kept. She also stated that due to the complex health issues the family was experiencing, that they needed to have everything that was non-porous professionally cleaned. The Nichols' were told that all items with porous surfaces were not to be kept due to the levels of exposure to the mold.

On March 8, 2014, the Nichols had their final report from Ed Olmstead and housing agreed to have a meeting on the March 14, 2014, to discuss the findings.

On March 12, 2014, the Nichols' moved into a new residence where they now currently reside. Upon moving into this residence, they had nothing. They had no clothes, no furniture, no groceries. They went from no debt to over \$20,000 in debt in reacquiring household goods such as, furniture basics, sheets, pillows, blankets, clothes, dishes, towels, pot holders. Later in March, Balfour Beatty agreed to bring in SERVPRO and have them clean the family's non-porous items and complete an inventory on all items they were unable to keep.

The family waited nearly two months until Balfour Beatty began the inventory. The Nichols family met with specialists in immunology, which cost the family over \$2000 in out of pocket expenses. The results showed serious changes in bloodwork in the health of their three daughters and Mrs. Nichols.

On June 18-19, 2014, Balfour Beatty conducted their inventory. The Nichols' were present with masks. Balfour Beatty informed the family that once they had completed the inventory, they would proceed with processing the Nichols' claim.

On June 30, 2014, the family's non-porous items were returned, and they began working on the inventory. This was a long and tedious process, and one that they took quite seriously. On July 21st, her husband received an email from Balfour Beatty saying they would be disposing of their items and the Nichols' replied stating that they understood. On August 1, 2014 they gave Balfour Beatty the inventory, both a handwritten and digital copy. On September 3rd, they received a letter stating again disposal of items. The Nichols responded with a certified letter. They heard nothing from Balfour Beatty until they responded on October 21st to an email the Nichols' sent on October 20th. Balfour Beatty said they were working the issue. The Nichols followed up on November 11th and again were told Balfour Beatty was still working the issue. After the same

email and response in December of “still working it,” the Nichols’ received a letter on February 6, 2015 that Balfour Beatty would not pay for their losses; they “did not present sufficient evidence” in their claim. They then used the basic disclaimer from Ed Olmsted on basic mold removal. Mrs. Nichols says,

“What they did not include was that we already have an immune compromised child who since this mold has no IGA, the human antibody to protect against even the common cold. They did not take into account all the recommendations we provided from the state, the CDC, the EPA, the many doctors, etc. They also only refer to furniture. We lost 98% of our belongings not just furniture; we lost food, clothes, heirlooms, schoolbooks, etc. We endured almost eight weeks in a hotel room, off post. We had to drive our kids to school at two separate times, pick up at separate times, eat out, all which tallies up. However, the biggest issue: we nearly lost our children. Since living in the residence, my children have been ill far more than average. They went from annual checkups to needing glasses and specialists from allergist, rheumatologist, Neurologist, cardiologist. The doctors believe the older two are developing Rheumatoid Arthritis. The list goes on. The psychiatrist also believes the mold is what caused my daughter’s breakdown, as mold affects the neurons in the brain. The youngest now has developed Addison’s disease and nearly died this past August, she is losing muscle function. She is also scheduled now for exploratory surgery to find some cause for new symptoms and worsening of old symptoms.”

PLETTNER FAMILY

Federal City, New Orleans

Bonnie Plettner and her family have been dealing with a privatized housing failure since 2015, when they leased a 4-bedroom unit located in Federal City and managed by Patrician Management LLC. The family has been plagued by medical issues caused by mold and have been told by the housing management repeatedly that it’s “not my problem, not my jurisdiction.” When a black substance that they believed was mold began falling from their vents, Bonnie begged management to address it, but was told that the substance was only fiberglass insulation. The vents continued to emit a strong odor, and management continued to claim that it wasn’t mold.

Bonnie found out she was pregnant with their second child on January 14, 2016. By May, her obstetrician was concerned she would lose the baby. She was asked where she worked, and if it was with chemicals. She was sent to a specialist and had chest x-rays done. Her OB and the specialist believed it was their HVAC unit and possible mold and fiberglass exposure that was causing an allergic response in her body. Her white blood cell count was double what it should have been and she was tested for cancer. Bonnie was put on bed rest, lifting restrictions and complete pelvic rest. She was admitted overnight for observation, and her obstetrician requested mold testing and duct cleaning for the sake of the pregnancy via a doctor’s note. After submitting the note to an assistant manager at Patrician, their ducts were scheduled to be cleaned on June 9, 2016. The property manager canceled the work on June 8, 2016, and emailed Bonnie saying, the “request for duct cleaning was denied and [Patrician Management] is not responsible for resident health.” They were told they were free to move since they were now month to month. Patrician

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Management also called her obstetrician's office and questioned if the note she sent in "was real." Patrician Management called the legal department at the obstetrician's hospital and complained about the note the obstetrician had sent requesting the mold tests and duct cleaning.

Bonnie and her husband conducted home mold tests after Patrician Management (PM) canceled the duct cleaning. They did three tests, two swab samples from the HVAC unit, and one air sample from their bedroom vent. They then put filters over the vents in the house as advised by a pediatrician. The test results came back and identified 6 types of mold.

Bonnie did carry her baby, Titan, to term, and he seemed healthy at birth. After bringing him home, Titan was treated 4 times for thrush of the mouth. Their son, Colton, was having severe behavioral problems that seemed to start after moving into this unit. Colton was having regular night terrors, had a speech delay, would become uncontrollable and even violent at times. He was diagnosed with PICA and often had GI problems. They also learned that Colton had a severe iron deficiency. Bonnie says that it was a nightmare watching their son unable to function. Colton was diagnosed with "moderate to severe autism" on October 31, 2016. Bonnie continued to find mold behind walls, under paint, and in the vents. Each time they contacted Patrician Management, the tensions escalated, but ultimately nothing was done to remediate the problems.

Bonnie and her family continued to notify Navy housing of ongoing issues with PM. Soon after Navy housing closed their file, the Executive Officer of the base called Bonnie and said "since the Navy didn't own the property, they couldn't help us and to contact the city." She had already tried multiple contacts for the city but everyone told her that, "This was a problem for the base." They never got the testing the base Commanding Officer promised, "[i]t seemed as if no one cared and it was no one's problem," Bonnie said.

TUTTLE FAMILY

Fort Polk, Louisiana

Leigh Tuttle's family was stationed at Ft. Polk, Louisiana, from December 2015 to February 2017, where they lived in privatized housing managed by Corvias. "It smelled like a wet dog," she said. Within a few weeks of moving in, her son and husband developed respiratory issues. Leigh was pregnant at the time. "We looked in the air vents, where there were visible mold spores," she shared. They immediately contacted Corvias, who came to clean. Within only a few weeks, the spores returned. "Our son was put on a nebulizer to help with his breathing. We had meetings with an allergist, skin prick tests, and bloodwork," Leigh said. "My husband was in and out of med-call with a horrible cough." They called Corvias, who took an air sample that revealed the highest score possible for mold (Image II). Their son was diagnosed with a severe allergy to the mold. "Corvias came back out, and I showed them the carpet with visible mold spores. The housing office sent someone to replace the first-floor carpet, but they initially said they would not replace the mold-filled padding. Ultimately Leigh was able to convince Corvias to replace the padding, but they did not replace the mold-filled second floor carpet.

Leigh's newborn was put on steroids at seven months, and both children require a nebulizer. "My son had his tonsils and adenoids removed at three years old and has since been diagnosed with asthma and a chronic cough, believed to be attributed to mold, and my husband, was put on an inhaler. Whenever he would go TDY and was away from the house, his cough would go away."

WANNER FAMILY

Fort Meade, Maryland

The Wanner's, an EFMP family, are stationed at Fort Meade, Maryland. Before they moved to Fort Meade, they contacted the Corvias housing staff to inform them of their daughter's special needs. Due to her medical condition, they required a single-story home and they requested a copy of the home's history. They needed to avoid a home with any potential risk that could further perpetuate their daughter's medical situation. Corvias committed to providing a single-story home and the Wanner's signed a lease for the unit. Five days prior to their move, they were told that the home was no longer available. The Wanner family decided it was best to live in a multi-story townhome rather than risk not having a housing option due to the high number of families seeking housing during PCS season.

Shortly after moving in, the family started to notice issues: the toilet on the first floor was loose, areas of the floor started to rise and black "stuff" was visible and growing from underneath. After the first work order, Corvias did not send any workers or inspectors. Following a second work order, housing representatives arrived after an unexplained two-week delay. The housing team took the toilet out and put it in the laundry room, where it sat for two days. They also pulled up the bathroom floor and exposed the entire area covered with mold. The workers closed the door and did not return for 24 hours. After the first floor was addressed, the Wanner's began noticing issues with the second-floor bathroom. Mold was growing out of the wall of the shower. They called the Corvias housing department, who told them "to let the mold just fall out."

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Since moving in, their daughter's medical condition has worsened, and she now has daily nosebleeds. The Wanner family requested an air quality check. Corvias would not commit to checking their air quality, and it has now been more than a week since they have heard from the housing office.

APPENDIX C:

Housing Companies and Response Rate

Housing company	Response rate
Lincoln Property Company	24%
Balfour Beatty Communities	23%
Hunt Companies	19%
Lendlease / Winn Residential Military Housing	11%
Corvias	11%
The Michaels Organization	5%
Aurora Military Housing	2%
CRC Companies	1%
United Communities	1%
Boyer Hill Military Housing	1%
Harbor Bay	<1%
Burlington Capital / America's First	<1%
Wright Field Development Group	<1%
Miller Valentine	<1%
Patrician Military Housing	<1%
American Campus	<1%
Wolf Creek	<1%
Forest City (<i>Hunt Companies in 2016</i>)	<1%
Allied Orion	<1%
Mirabella	<1%
Residential Communities	<1%
Pizarotti	<1%
Clark / Pinnacle	<1%
Pervin Estates	<1%
Kohom	<1%

APPENDIX D:

Responses and Average Satisfaction Rate by Location

Location	Total responses	Satisfaction rate
AK: Anchorage – Joint Base Elmendorf-Richardson	233	2.296
AK: Eielson Air Force Base	34	3.029
AK: Fort Wainwright	21	2.762
AL: Huntsville - Redstone Arsenal	2	3.5
AL: Fort Rucker	31	2.935
AL: Maxwell Air Force Base Gunter Annex	70	2.3
AR: Little Rock Air Force Base	16	2.438
AZ: Davis-Monthan Air Force Base Aircraft Boneyard	39	2.462
AZ: Fort Huachuca	33	3.697
AZ: Luke Air Force Base	35	2.343
AZ: Yuma	4	4
CA: Beale Air Force Base	18	3.223
CA: Camp Pendleton	641	2.402
CA: Coleville - Mountain Warfare Training Center	2	3
CA: Dublin - Camp Parks	12	2.667
CA: Edwards Air Force Base	35	2.514
CA: Fort Irwin	141	2.284
CA: Lemoore Naval Air Station	109	2.89
CA: Los Angeles Air Force Base	16	2.313
CA: Miramar - MCAS	101	2.545
CA: Moffett Federal Airfield	14	1.714
CA: Monterey	77	2.442
CA: Naval Amphibious Base Coronado/Silver Strand	31	2.586
CA: Naval Base Point Loma	6	2.833
CA: Naval Base Ventura County	87	2.701
CA: Presidio of Monterey	24	2.583
CA: Ridgecrest - NAWS China Lake	11	3.545
CA: San Diego Naval Complex	376	2.91
CA: Seal Beach - Naval Weapons Station	5	3
CA: Travis AFB	52	2.346
CA: Twentynine Palms - Marine Corps Air Ground Combat Center	113	2.673
CA: Vandenberg Air Force Base	112	2.348
CO: Buckley Air Force Base	17	2.471

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CO: Fort Carson	147	2.122
CO: Peterson AFB	17	2.588
CO: Schriever Air Force Base	6	2.667
CO: United States Air Force Academy	18	2.556
CT: Groton - New London Naval Submarine Base	32	2.032
DC: Joint Base Anacostia-Bolling	107	2.196
DC: National Capital Region	21	2.81
DE: Dover Air Force Base	27	2.37
FL: Eglin Air Force Base	49	2.98
FL: Jacksonville - Naval Air Station	57	2.175
FL: MacDill AFB	105	2.267
FL: Naval Air Station Key West	49	2.186
FL: Naval Air Station Whiting Field	5	2
FL: Patrick Air Force Base	9	2.889
FL: Pensacola	21	2.476
FL: Tyndall Air Force Base	121	2.149
GA: Albany - Marine Corps Logistics Base	3	4.333
GA: Fort Benning	149	2.356
GA: Fort Gordon	65	2.338
GA: Fort Stewart	70	2.328
GA: Hunter Army Airfield	21	2.762
GA: Moody Air Force Base	16	2.75
GA: Naval Submarine Base Kings Bay	13	2.077
GA: Robins Air Force Base	33	2
HI: Fort Shafter	19	2.789
HI: Honolulu	24	2.208
HI: Kaneohe Bay Marine Corps Base	196	2.158
HI: Oahu	16	2.875
HI: Joint Base Pearl Harbor - Hickam	244	2.377
HI: Schofield Barracks	139	2.518
HI: Tripler Army Medical Center	7	2.428
HI: Wheeler Army Airfield	5	2.6
ID: Mountain Home Air Force Base	79	2.544
IL: Naval Station Great Lakes	98	1.99
IL: Scott Air Force Base	107	2.346
KS: Fort Leavenworth	167	2.575
KS: Fort Riley	291	2.361
KS: McConnell Air Force Base	7	2.714
KY: Fort Campbell	66	2.515

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KY: Fort Knox	34	2.823
LA: Barksdale Air Force Base	56	2.268
LA: Fort Polk	100	2.36
LA: Naval Air Station Joint Reserve Base	8	2.25
LA: New Orleans	5	3
MA: Chicopee - Westover AFB	8	2.125
MA: Hanscom AFB	82	2.439
MD: Aberdeen Proving Ground	11	2.636
MD: Andrews AFB	98	2.51
MD: Fort Detrick	7	2.14
MD: Fort Meade	202	2.104
MD: Indian Head Naval Surface Warfare Center	18	1.833
MD: Patuxent River - Naval Air Station	84	2.048
MD: United States Naval Academy	12	2.833
MO: Fort Leonard Wood	113	2.628
MO: Whiteman AFB	46	2.87
MS: Columbus Air Force Base	36	2.583
MS: Gulfport	7	2
MS: Gulfport - Naval Construction Battalion Center	14	2.857
MS: Keesler AFB	111	2.252
MS: Naval Air Station Meridian	9	2.222
MT: Malmstrom Air Force Base	66	2.606
NC: Camp Lejeune	315	2.378
NC: Cherry Point Marine Corps Air Station	63	2.317
NC: Fort Bragg	281	2.146
NC: Marine Corps Air Station New River	24	2.292
NC: Seymour Johnson Air Force Base	38	3.132
ND: Grand Forks Air Force Base	13	2.231
ND: Minot Air Force Base	133	2.368
NE: Offutt AFB	47	2.17
NH: Portsmouth Naval Shipyard	15	1.8
NJ: Joint Base McGuire-Dix-Lakehurst	84	3.2
NM: Cannon Air Force Base	78	2.436
NM: Holloman AFB	60	2.617
NM: Kirtland AFB	107	2.42
NM: White Sands Missile Range	10	2.7
NV: Fallon Naval Air Station	15	3.867
NV: Nellis AFB	94	2.34
NY: Brooklyn - Fort Hamilton	3	2.667

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NY: East Meadow	1	4
NY: Fort Drum	153	2.922
NY: Stewart Air Force Base	9	2.778
NY: West Point	208	2.351
OH: Wright-Patterson Air Force Base	44	2.25
OK: Altus AFB	38	2.026
OK: Fort Sill	116	2.629
OK: Tinker AFB	40	2
OK: Vance Air Force Base	14	2.286
PA: Carlisle Barracks	36	2.861
RI: Naval Station Newport	45	2.6
SC: Fort Jackson	32	2.313
SC: Joint Base Charleston	50	1.98
SC: Marine Corps Air Station Beaufort	17	2.47
SC: Parris Island Marine Corps Recruit Depot	25	2.68
SC: Shaw AFB	52	2.692
SD: Ellsworth Air Force Base	29	2.483
TN: Arnold Air Force Base	2	3
TN: Millington - Naval Support Activity Mid-South	9	2.444
TX: Corpus Christi NAS	8	3.125
TX: Dyess Air Force Base	81	2.642
TX: Fort Bliss	135	2.378
TX: Fort Hood	217	2.392
TX: Fort Worth Naval Air Station Joint Reserve Base	6	2.167
TX: Goodfellow Air Force Base	36	2.5
TX: Joint Base San Antonio - Fort Sam Houston	200	2.565
TX: Laughlin AFB	62	2.113
TX: Sheppard Air Force Base	45	1.956
UT: Hill AFB	90	2.489
VA: Dahlgren Naval Surface Warfare Center	5	3.4
VA: Fort Lee	52	2.654
VA: Fort Belvoir	171	2.468
VA: Joint Base Langley-Eustis	208	2.245
VA: Naval Air Station Oceana	50	2.08
VA: Norfolk Naval Station	201	2.592
VA: Northwest Annex Naval Support Activity	9	2.556
VA: Portsmouth	8	2.125
VA: Quantico	162	2.71
VA: Virginia Beach - Joint Expeditionary Base - Little Creek	109	2.165

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VA: Yorktown Naval Weapons Station	17	1.882
WA: Fairchild AFB	58	2.259
WA: Joint Base Lewis-McChord	356	2.32
WA: Naval Base Kitsap - Bangor	141	2.22
WA: Naval Station Everett	8	2.625
WA: Whidbey Island Naval Air Station	16	2.063
WY: F.E. Warren Air Force Base	61	2.23

APPENDIX E:

Manifest Effect Sizes by Likert Scale Response

Very Positive

Issue	Manifest Effects
Praise	66%
Maintenance, repairs, or remediation	28%
Management	9%
Basic Allowance for Housing	6%
Filth in homes	5%
Dilapidated and outdated	4%
Landscaping	3%
Mold	3%
Poor quality materials	3%
Plumbing and leaks	3%
Move out issues	3%
Too small	3%
Climate control	2%
Environmental illness	2%
Structural concerns	2%
Weather damage	2%
Fee disputes	1%
Long waitlists	1%
Playgrounds unsafe	1%
Security	1%
Utility fee issues	1%
Appliance replacement	1%
Rules not enforced	1%
Disrespectful management	1%
Lied to by management	1%
Neutral	1%
Paid out of pocket	1%
Parking	1%
Pest infestation, insects	1%
Pest infestation, rodents	1%
Excessive power outages	1%
Lead	1%
No previous disclosure of home issues	1%

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Rank issues	1%
Unspecified poor experiences	1%

Neutral

Issues	Manifest effects
Maintenance, repairs, or remediation	51%
Mold	24%
Filth in homes	22%
Structural concerns	20%
Poor quality materials	18%
Basic Allowance for Housing	17%
Dilapidated and outdated	16%
Plumbing and leaks	15%
Climate control	14%
Management	13%
Praise	13%
Fee disputes	11%
Appliance replacement	10%
Landscaping	9%
Too small	7%
Pest infestation, insects	6%
Utility fee issues	6%
Environmental illness	5%
Long waitlists	5%
Move out issues	5%
Weather damage	4%
Pest infestation, rodents	4%
Rank issues	4%
Rules not enforced	3%
Neutral	3%
Security	3%
Faulty wiring and outlets	2%
Lead	2%
Water quality	2%
Playgrounds unsafe	2%
Disrespectful management	2%
Paid out of pocket	2%

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Fire hazards	1%
Lack of transparency	1%
Excessive power outages	1%
Unspecified poor experiences	1%
Lied to by management	1%
Lack of management oversight	1%
Sewage	1%
ADA needs / EFMP	1%
Command / ICE	1%
Management only cares about money	1%

Very Negative

Issues	Manifest Effects
Maintenance, repairs, or remediation	66%
Mold	46%
Filth in homes	32%
Structural concerns	28%
Plumbing and leaks	25%
Poor quality materials	24%
Management	23%
Fee disputes	21%
Basic Allowance for Housing	20%
Climate control	20%
Dilapidated and outdated	17%
Appliance replacement	14%
Environmental illness	13%
Pest infestation, insects	12%
Disrespectful management	12%
Landscaping	11%
Move out issues	9%
Long waitlists	9%
Pest infestation, rodents	8%
Weather damage	7%
Too small	6%
Utility fee issues	6%
Lied to by management	6%
Lead	5%

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Faulty wiring and outlets	4%
Fire hazards	4%
Security	4%
Paid out of pocket	4%
Rank issues	3%
Rules not enforced	3%
Water quality	3%
Playgrounds unsafe	3%
Lack of management oversight	2%
Command / ICE	2%
Excessive power outages	2%
Praise	2%
Asbestos	2%
Management only cares about money	2%
Sewage	2%
Legal action	1%
Unspecified poor experiences	1%
ADA needs / EFMP	1%
Management reprisals, fees	1%
Lack of transparency	1%
Maintenance entered without permission	1%
Management reprisals, career repercussions	1%
Natural gas leaks	1%
No previous disclosure of home issues	1%
Carbon monoxide leaks	1%
Management reprisals, evictions	1%
Pesticide	1%

APPENDIX F:

Manifest Effect Sizes by Location

Alabama:

Fort Rucker

Issues	Manifest Effects
Maintenance, repairs, or remediation	42%
Filth in homes	35%
Management	23%
Structural concerns	23%
Plumbing and leaks	19%
Praise	19%
Too small	19%
Landscaping	16%
Mold	16%
Pest infestation, insects	16%
Dilapidated and outdated	13%
Appliance replacement	10%
Basic Allowance for Housing	10%
Environmental illness	10%
Fee disputes	10%
Move out issues	10%
Poor quality materials	10%
Climate control	6%
Fire hazards	6%
Long waitlists	6%
Playgrounds unsafe	6%
Rank issues	6%
Disrespectful management	3%
Excessive power outages	3%
Lead	3%
No previous disclosure of home issues	3%
Paid out of pocket	3%
Pesticide	3%
Reprisal: eviction	3%
Unspecified poor experiences	3%
Utility fee issues	3%
Weather damage	3%

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Maxwell Gunter Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	68%
Mold	32%
Structural concerns	29%
Filth in homes	26%
Poor quality materials	26%
Plumbing and leaks	25%
Dilapidated and outdated	22%
Management	21%
Climate control	18%
Environmental illness	13%
Fee disputes	13%
Appliance replacement	12%
Basic Allowance for Housing	12%
Landscaping	12%
Pest infestation, insects	9%
Too small	9%
Utility fee issues	9%
Fire hazards	6%
Lead	6%
Pest infestation, rodents	6%
Praise	6%
Rules not enforced	5%
Weather damage	5%
Long waitlists	4%
Move out issues	4%
Playgrounds unsafe	4%
Faulty wiring and outlets	3%
Lack of management oversight	3%
Neutral	3%
Paid out of pocket	3%
Disrespectful management	1%
Excessive power outages	1%
Gas leaks	1%
Lied to by management	1%
Maintenance entered without permission	1%
Only care about money	1%
Rank issues	1%
Reprisal: career repercussions	1%
Water quality	1%

Redstone Arsenal *

Issues	Manifest Effects
Dilapidated and outdated	50%
Maintenance, repairs, or remediation	50%
Pest infestation, insects	50%
Praise	50%

Alaska

Eielson Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	44%
Basic Allowance for Housing	29%
Dilapidated and outdated	26%
Filth in homes	21%
Plumbing and leaks	18%
Praise	18%
Landscaping	15%
Structural concerns	12%
Too small	12%
Climate control	9%
Lied to by management	9%
Mold	9%
Appliance replacement	6%
Fee disputes	6%
Fire hazards	6%
Lack of transparency	6%
Management	6%
Playgrounds unsafe	6%
Rank issues	6%
Utility fee issues	6%
Environmental illness	3%
Lead	3%
Maintenance: Enter without permission	3%
Move out issues	3%
Neutral	3%
Pest infestation, rodents	3%
Pets banned	3%

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Water quality	3%
Weather damage	3%
Carbon monoxide leaks	3%

Fort Wainwright

Issues	Manifest Effects
Maintenance, repairs, or remediation	57%
Dilapidated and outdated	48%
Basic Allowance for Housing	29%
Filth in homes	29%
Praise	24%
Mold	19%
Plumbing and leaks	19%
Too small	19%
Asbestos	14%
Climate control	14%
Lead	14%
Long waitlists	14%
Structural concerns	14%
Fee disputes	10%
Landscaping	10%
Appliance replacement	5%
Disrespectful management	5%
Environmental illness	5%
Management	5%
Paid out of pocket	5%
Pest infestation, insects	5%
Pest infestation, rodents	5%
Pest infestation: snakes	5%
Poor quality materials	5%
Sewage	5%

Joint Base Elmendorf-Richardson

Issues	Manifest Effects
Maintenance, repairs, or remediation	54%
Filth in homes	39%
Fee disputes	30%
Structural concerns	21%
Basic Allowance for Housing	21%
Poor quality materials	20%

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Plumbing and leaks	16%
Move out issues	15%
Appliance replacement	15%
Dilapidated and outdated	15%
Mold	13%
Utility fee issues	12%
Climate control	11%
Praise	11%
Management	10%
Disrespectful management	9%
Landscaping	6%
Pest infestation, rodents	6%
Long waitlists	6%
Rules not enforced	6%
Environmental illness	5%
Too small	5%
Rank issues	4%
Security	3%
Faulty wiring and outlets	3%
Lied to by management	3%
Command / ICE	2%
Fire hazards	2%
Only care about money	2%
Lack of transparency	2%
Neutral	2%
Water quality	2%
Weather damage	2%
Gas leaks	1%
Paid out of pocket	1%
Pest infestation, insects	1%
Unspecified poor experiences	1%
Asbestos	1%
Sewage	1%

Arkansas

Little Rock Air Force Base

Issues	Manifest Effects
Maintenance, repairs, or remediation	56%
Dilapidated and outdated	31%
Filth in homes	25%
Praise	25%

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Climate control	19%
Pest infestation, insects	19%
Plumbing and leaks	19%
Disrespectful management	13%
Fee disputes	13%
Management	13%
Mold	13%
Poor quality materials	13%
Rank issues	13%
Structural concerns	13%
Appliance replacement	6%
Asbestos	6%
Basic Allowance for Housing	6%
Faulty wiring and outlets	6%
Fire hazards	6%
Lack of management oversight	6%
Landscaping	6%
Lead	6%
Long waitlists	6%
Move out issues	6%
Neutral	6%
No previous disclosure of home issues	6%
Sewage	6%
Water quality	6%

Arizona

Davis-Monthan Air Force Base

Issues	Manifest Effects
Maintenance, repairs, or remediation	59%
Fee disputes	33%
Management	28%
Basic Allowance for Housing	21%
Poor quality materials	21%
Utility fee issues	18%
Dilapidated and outdated	15%
Structural concerns	15%
Filth in homes	13%
Appliance replacement	10%
Pest infestation, insects	10%
Plumbing and leaks	10%

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Landscaping	8%
Long waitlists	8%
Pest infestation, rodents	8%
Praise	8%
Rules not enforced	8%
Asbestos	5%
Climate control	5%
Disrespectful management	5%
Lead	5%
Mold	5%
Move out issues	5%
Too small	5%
Weather damage	5%
ADA needs / EFMP	3%
Faulty wiring and outlets	3%
Neutral	3%
Rank issues	3%
Security	3%

Fort Huachuca

Issue	Manifest Effects
Maintenance, repairs, or remediation	55%
Basic Allowance for Housing	27%
Filth in homes	24%
Fee disputes	21%
Poor quality materials	21%
Praise	21%
Management	18%
Mold	18%
Dilapidated and outdated	12%
Long waitlists	12%
Appliance replacement	9%
Plumbing and leaks	9%
Structural concerns	9%
Too small	9%
Utility fee issues	9%
Climate control	6%
Landscaping	6%
Lead	6%
Move out issues	6%
Rules not enforced	6%
Faulty wiring and outlets	3%

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Lack of management oversight	3%
Security	3%
Sewage	3%
Unspecified poor experiences	3%
Water quality	3%
Carbon monoxide leaks	3%

Luke Air Force Base

Issues	Manifest Effects
Maintenance, repairs, or remediation	49%
Filth in homes	29%
Management	29%
Dilapidated and outdated	26%
Appliance replacement	23%
Basic Allowance for Housing	23%
Landscaping	20%
Poor quality materials	20%
Climate control	17%
Mold	17%
Too small	17%
Fee disputes	14%
Praise	14%
Structural concerns	11%
Disrespectful management	9%
Move out issues	9%
Playgrounds unsafe	9%
Pest infestation, insects	6%
Pest infestation, rodents	6%
Plumbing and leaks	6%
Rank issues	6%
Rules not enforced	6%
Environmental illness	3%
Excessive power outages	3%
Faulty wiring and outlets	3%
Fire hazards	3%
Long waitlists	3%
Security	3%
Utility fee issues	3%
Water quality	3%
Weather damage	3%

Yuma *

Issues	Manifest Effects
Praise	75%
Appliance replacement	25%
Filth in homes	25%
Management	25%

California

Camp Parks

Issues	Manifest Effects
Maintenance, repairs, or remediation	58%
Appliance replacement	25%
Management	25%
Dilapidated and outdated	17%
Filth in homes	17%
Praise	17%
Security	17%
Basic Allowance for Housing	8%
Disrespectful management	8%
Landscaping	8%
Plumbing and leaks	8%
Poor quality materials	8%
Structural concerns	8%

Marine Corps Air Station Camp Pendleton

Issues	Manifest Effects
Maintenance, repairs, or remediation	52%
Mold	30%
Filth in homes	25%
Fee disputes	22%
Basic Allowance for Housing	21%
Poor quality materials	20%
Management	16%
Structural concerns	16%
Appliance replacement	15%
Plumbing and leaks	15%
Climate control	14%

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Praise	11%
Utility fee issues	10%
Pest infestation, insects	10%
Landscaping	9%
Move out issues	9%
Pest infestation, rodents	9%
Dilapidated and outdated	7%
Disrespectful management	6%
Faulty wiring and outlets	5%
Environmental illness	5%
Long waitlists	5%
Too small	4%
Weather damage	3%
Rank issues	3%
Lied to by management	3%
Paid out of pocket	2%
Excessive power outages	2%
Security	2%
Water quality	2%
Rules not enforced	2%
Fire hazards	2%
Playgrounds unsafe	2%
ADA needs / EFMP	1%
Lack of management oversight	1%
Only care about money	1%
Neutral	1%
Command / ICE	1%
Maintenance entered without permission	1%
Sewage	1%
Lack of transparency	1%
Reprisal: career repercussions	1%
Reprisal: fees	1%
Unspecified poor experiences	1%

Beale Air Force Base

Issues	Manifest effects
Poor quality materials	39%
Basic Allowance for Housing	33%
Maintenance, repairs, or remediation	33%
Filth in homes	22%
Mold	17%

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Praise	17%
Structural concerns	17%
Utility fee issues	17%
Appliance replacement	11%
Climate control	11%
Dilapidated and outdated	11%
Fee disputes	11%
Landscaping	11%
Management	11%
Paid out of pocket	11%
Pest infestation, insects	11%
Pest infestation, rodents	11%
Rank issues	11%
Security	11%
Too small	11%
Command / ICE	6%
Fire hazards	6%
Lied to by management	6%
Move out issues	6%
Playgrounds unsafe	6%
Plumbing and leaks	6%
Rules not enforced	6%
Weather damage	6%

Edwards Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	63%
Basic Allowance for Housing	43%
Dilapidated and outdated	23%
Landscaping	23%
Fee disputes	20%
Utility fee issues	20%
Management	17%
Filth in homes	14%
Long waitlists	14%
Pest infestation, insects	14%
Too small	14%
Climate control	11%
Plumbing and leaks	11%
Poor quality materials	11%
Praise	11%
Structural concerns	11%

Under embargo until 12:01 a.m. on May 22, 2019.

Appliance replacement	9%
Lied to by management	9%
Rank issues	9%
Lack of management oversight	6%
Lack of transparency	6%
Mold	6%
Pest infestation, rodents	6%
Disrespectful management	3%
Environmental illness	3%
Faulty wiring and outlets	3%
Lead	3%
Only care about money	3%
Rules not enforced	3%
Security	3%
Weather damage	3%

Fort Irwin National Training Center

Issues	Manifest effects
Maintenance, repairs, or remediation	54%
Basic Allowance for Housing	34%
Filth in homes	31%
Fee disputes	30%
Poor quality materials	19%
Structural concerns	19%
Dilapidated and outdated	18%
Management	18%
Climate control	14%
Long waitlists	13%
Move out issues	12%
Praise	12%
Utility fee issues	11%
Appliance replacement	9%
Landscaping	9%
Too small	9%
Mold	7%
Pest infestation, rodents	7%
Plumbing and leaks	7%
Disrespectful management	4%
Faulty wiring and outlets	4%
Rules not enforced	4%
Lack of transparency	4%
Lied to by management	4%

Under embargo until 12:01 a.m. on May 22, 2019.

Rank issues	4%
Command / ICE	3%
Paid out of pocket	3%
Pest infestation, insects	3%
Weather damage	3%
Playgrounds unsafe	2%
Maintenance entered without permission	1%
Neutral	1%
Security	1%
Sewage	1%
ADA needs / EFMP	1%
Environmental illness	1%
Excessive power outages	1%
Fire hazards	1%
Lack of management oversight	1%
Legal action	1%
Only care about money	1%
Pest infestation: snakes	1%
Reprisal: career repercussions	1%
Reprisal: fees	1%
Unspecified poor experiences	1%
Water quality	1%
lack of privacy	1%

Naval Air Station Lemoore

Issues	Manifest effects
Maintenance, repairs, or remediation	45%
Mold	34%
Filth in homes	28%
Poor quality materials	24%
Plumbing and leaks	21%
Praise	21%
Structural concerns	17%
Management	16%
Appliance replacement	14%
Pest infestation, insects	13%
Pest infestation, rodents	13%
Basic Allowance for Housing	12%
Fee disputes	10%
Climate control	9%
Dilapidated and outdated	7%

Under embargo until 12:01 a.m. on May 22, 2019.

Disrespectful management	6%
Environmental illness	6%
Long waitlists	6%
Too small	6%
Fire hazards	4%
Landscaping	4%
Move out issues	4%
Neutral	4%
Security	4%
Utility fee issues	4%
Water quality	4%
Faulty wiring and outlets	3%
Rank issues	3%
Rules not enforced	2%
Sewage	2%
Weather damage	2%
Command / ICE	1%
Excessive power outages	1%
Legal action	1%
Lied to by management	1%
Paid out of pocket	1%
Pest infestation: snakes	1%
Pesticide	1%
Reprisal: fees	1%
Toxic land	1%
Unspecified poor experiences	1%

Los Angeles Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	69%
Filth in homes	25%
Management	25%
Structural concerns	25%
Mold	19%
Plumbing and leaks	19%
Appliance replacement	13%
Disrespectful management	13%
Pest infestation, insects	13%
Praise	13%
Weather damage	13%
Climate control	6%
Dilapidated and outdated	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Environmental illness	6%
Excessive power outages	6%
Faulty wiring and outlets	6%
Fire hazards	6%
Gas Leaks	6%
Landscaping	6%
Pest infestation, rodents	6%
Playgrounds unsafe	6%
Poor quality materials	6%
Rank issues	6%
Sewage	6%
Water quality	6%

Marine Corps Air Ground Combat Center, Twenty Nine Palms

Issues	Manifest effects
Maintenance, repairs, or remediation	53%
Structural concerns	24%
Basic Allowance for Housing	22%
Filth in homes	22%
Poor quality materials	20%
Climate control	19%
Long waitlists	19%
Mold	18%
Praise	17%
Plumbing and leaks	15%
Too small	15%
Pest infestation, rodents	12%
Dilapidated and outdated	11%
Management	11%
Fee disputes	10%
Environmental illness	9%
Landscaping	8%
Utility fee issues	7%
Appliance replacement	6%
Security	6%
Weather damage	6%
Rules not enforced	5%
Move out issues	4%
Pest infestation, insects	4%
Faulty wiring and outlets	4%
Rank issues	4%
Disrespectful management	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Lied to by management	3%
Playgrounds unsafe	3%
ADA needs / EFMP	2%
Asbestos	2%
Excessive power outages	2%
Fire hazards	2%
Lack of management oversight	2%
Maintenance entered without permission	2%
Neutral	2%
Water quality	2%
Lack of transparency	1%
Lead	1%
Legal action	1%
No previous disclosure of home issues	1%
Only care about money	1%
Paid out of pocket	1%
Parking	1%
Reprisal: eviction	1%
Lack of privacy	1%

Marine Corps Air Station Miramar

Issues	Manifest effects
Maintenance, repairs, or remediation	53%
Mold	31%
Filth in homes	26%
Structural concerns	26%
Poor quality materials	21%
Basic Allowance for Housing	20%
Management	19%
Praise	18%
Climate control	17%
Dilapidated and outdated	16%
Plumbing and leaks	15%
Appliance replacement	14%
Fee disputes	12%
Pest infestation, insects	11%
Weather damage	8%
Long waitlists	7%
Move out issues	7%
Pest infestation, rodents	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Rank issues	6%
Too small	6%
Rules not enforced	5%
Environmental illness	4%
Landscaping	4%
Water quality	4%
Asbestos	3%
Disrespectful management	3%
Lead	3%
Command / ICE	2%
Faulty wiring and outlets	2%
Only care about money	2%
Playgrounds unsafe	2%
Sewage	2%
Utility fee issues	2%
Excessive power outages	1%
Gas leaks	1%
Lack of management oversight	1%
Lied to by management	1%
Maintenance entered without permission	1%
Paid out of pocket	1%
Parking	1%
Pets banned	1%
Reprisal: eviction	1%
Reprisal: fees	1%
Security	1%
Unspecified poor experiences	1%

Marine Corps Mountain Warfare Training Center *

Issues	Manifest effects
Climate control	50%
Dilapidated and outdated	50%
Maintenance, repairs, or remediation	50%
Mold	50%
Poor quality materials	50%
Structural concerns	50%

Moffett Federal Airfield

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Filth in homes	36%
Management	36%
Basic Allowance for Housing	29%
Structural concerns	21%
Climate control	14%
Faulty wiring and outlets	14%
Fee disputes	14%
Lack of management oversight	14%
Long waitlists	14%
Mold	14%
Paid out of pocket	14%
Plumbing and leaks	14%
Rules not enforced	14%
Excessive power outages	7%
Lack of transparency	7%
Landscaping	7%
Lead	7%
Lied to by management	7%
No previous disclosure of home issues	7%
Pest infestation, insects	7%
Pest infestation, rodents	7%
Poor quality materials	7%
Praise	7%
Too small	7%
Water quality	7%

Monterey

Issues	Manifest effects
Maintenance, repairs, or remediation	56%
Basic Allowance for Housing	35%
Management	34%
Filth in homes	27%
Appliance replacement	21%
Landscaping	18%
Poor quality materials	18%
Dilapidated and outdated	17%

Under embargo until 12:01 a.m. on May 22, 2019.

Mold	17%
Praise	17%
Fee disputes	16%
Too small	16%
Structural concerns	14%
Utility fee issues	12%
Long waitlists	10%
Move out issues	9%
Pest infestation, rodents	9%
Plumbing and leaks	9%
Rank issues	9%
Lead	8%
Lied to by management	8%
Pest infestation, insects	8%
Disrespectful management	6%
Paid out of pocket	6%
Playgrounds unsafe	6%
Climate control	4%
Lack of transparency	4%
Fire hazards	3%
Maintenance entered without permission	3%
No previous disclosure of home issues	3%
Rules not enforced	3%
Security	3%
Weather damage	3%
Asbestos	1%
Excessive power outages	1%
Faulty wiring and outlets	1%
Gas leaks	1%
Neutral	1%
Only care about money	1%
Pesticide	1%
Carbon monoxide leaks	1%
Gyms	1%

Naval Air Weapons Station China Lake

Issues	Manifest effects
Dilapidated and outdated	45%
Maintenance, repairs, or remediation	36%
Praise	36%

Under embargo until 12:01 a.m. on May 22, 2019.

Too small	27%
Basic Allowance for Housing	18%
Management	18%
Mold	18%
Appliance replacement	9%
Disrespectful management	9%
Fee disputes	9%
Lied to by management	9%
Long waitlists	9%
Poor quality materials	9%
Structural concerns	9%

Naval Amphibious Base Coronado

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Basic Allowance for Housing	24%
Fee disputes	21%
Management	21%
Mold	21%
Appliance replacement	17%
Plumbing and leaks	17%
Poor quality materials	17%
Praise	17%
Utility fee issues	17%
Pest infestation, insects	14%
Climate control	10%
Dilapidated and outdated	10%
Structural concerns	10%
Filth in homes	7%
Pest infestation, rodents	7%
Security	7%
Disrespectful management	3%
Environmental illness	3%
Faulty wiring and outlets	3%
Landscaping	3%
Lied to by management	3%
Move out issues	3%
Only care about money	3%
Reprisal: career repercussions	3%
Reprisal: eviction	3%
Reprisal: fees	3%
Rules not enforced	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Sewage	3%
Too small	3%
Water quality	3%

Naval Base Point Loma *

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Poor quality materials	50%
Security	50%
Structural concerns	50%
Appliance replacement	33%
Management	33%
Mold	33%
Pest infestation, insects	33%
Plumbing and leaks	33%
Basic Allowance for Housing	17%
Climate control	17%
Command / ICE	17%
Dilapidated and outdated	17%
Environmental illness	17%
Fee disputes	17%
Filth in homes	17%
Landscaping	17%
Neutral	17%
Only care about money	17%
Too small	17%
Utility fee issues	17%

Naval Base Ventura County Point Mugu

Issues	Manifest effects
Maintenance, repairs, or remediation	43%
Basic Allowance for Housing	32%
Dilapidated and outdated	22%
Climate control	20%
Management	18%
Pest infestation, rodents	16%
Landscaping	15%
Mold	15%
Poor quality materials	15%
Structural concerns	15%

Under embargo until 12:01 a.m. on May 22, 2019.

Appliance replacement	14%
Pest infestation, insects	14%
Praise	14%
Fee disputes	13%
Filth in homes	13%
Plumbing and leaks	11%
Too small	8%
Utility fee issues	8%
Rank issues	6%
Rules not enforced	6%
Environmental illness	5%
Long waitlists	5%
Weather damage	5%
Disrespectful management	2%
Move out issues	2%
Security	2%
Water quality	2%
Command / ICE	1%
Excessive power outages	1%
Fire hazards	1%
Lack of management oversight	1%
Lack of transparency	1%
Legal action	1%
Lied to by management	1%
Neutral	1%

Naval Weapons Station Seal Beach *

Issues	Manifest effects
Management	40%
Dilapidated and outdated	20%
Landscaping	20%
Maintenance, repairs, or remediation	20%
Mold	20%
Parking	20%
Poor quality materials	20%
Security	20%

San Diego Naval Complex

Issues	Manifest effects
Maintenance, repairs, or remediation	43%

Under embargo until 12:01 a.m. on May 22, 2019.

Praise	20%
Poor quality materials	20%
Basic Allowance for Housing	19%
Filth in homes	19%
Management	17%
Structural concerns	15%
Fee disputes	15%
Mold	15%
Security	13%
Plumbing and leaks	11%
Appliance replacement	11%
Dilapidated and outdated	10%
Move out issues	8%
Utility fee issues	8%
Climate control	7%
Landscaping	6%
Environmental illness	5%
Pest infestation, insects	5%
Disrespectful management	5%
Rules not enforced	4%
Too small	4%
Long waitlists	4%
Faulty wiring and outlets	3%
Pest infestation, rodents	3%
Neutral	2%
Lied to by management	2%
Playgrounds unsafe	2%
Rank issues	2%
Excessive power outages	2%
Lack of management oversight	1%
Only care about money	1%
Paid out of pocket	1%
Fire hazards	1%
Reprisal: eviction	1%
Unspecified poor experiences	1%
Weather damage	1%
Lead	1%
Sewage	1%
Water quality	1%
ADA needs / EFMP	1%
Lack of transparency	1%
Legal action	1%
Pesticide	1%
Reprisal: fees	1%

Travis Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Filth in homes	35%
Landscaping	29%
Structural concerns	29%
Appliance replacement	23%
Dilapidated and outdated	23%
Mold	23%
Plumbing and leaks	23%
Poor quality materials	23%
Management	21%
Fee disputes	19%
Basic Allowance for Housing	15%
Pest infestation, rodents	15%
Climate control	12%
Long waitlists	12%
Rules not enforced	12%
Lied to by management	10%
Pest infestation, insects	10%
Praise	10%
Move out issues	8%
Too small	8%
Disrespectful management	4%
Fire hazards	4%
Paid out of pocket	4%
Playgrounds unsafe	4%
Rank issues	4%
Command / ICE	2%
Environmental illness	2%
Faulty wiring and outlets	2%
Legal action	2%
Only care about money	2%
Reprisal: career repercussions	2%
Security	2%
Sewage	2%
Utility fee issues	2%
Water quality	2%
Weather damage	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Vandenberg Air Force Base

Issues	Manifest effects
Mold	63%
Maintenance, repairs, or remediation	51%
Filth in homes	43%
Structural concerns	31%
Landscaping	25%
Management	18%
Pest infestation, insects	17%
Plumbing and leaks	17%
Poor quality materials	17%
Dilapidated and outdated	14%
Environmental illness	13%
Basic Allowance for Housing	13%
Appliance replacement	12%
Fee disputes	10%
Praise	10%
Pest infestation, rodents	8%
Climate control	7%
Faulty wiring and outlets	7%
Long waitlists	6%
Move out issues	5%
Too small	4%
Weather damage	4%
Disrespectful management	4%
Lied to by management	4%
Rank issues	4%
Excessive power outages	2%
Paid out of pocket	2%
Playgrounds unsafe	2%
Rules not enforced	2%
Lack of transparency	1%
Neutral	1%
No previous disclosure of home issues	1%
Only care about money	1%
Pest infestation: Bats	1%
Utility fee issues	1%
Carbon monoxide leaks	1%

Under embargo until 12:01 a.m. on May 22, 2019.

U.S. Army Garrison Presidio of Monterey

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Filth in homes	38%
Landscaping	38%
Management	29%
Praise	25%
Utility fee issues	25%
Appliance replacement	21%
Basic Allowance for Housing	21%
Fee disputes	21%
Long waitlists	21%
Poor quality materials	21%
Mold	17%
Pest infestation, rodents	17%
Structural concerns	17%
Climate control	13%
Dilapidated and outdated	13%
Lied to by management	13%
Rules not enforced	13%
Weather damage	13%
Environmental illness	8%
Faulty wiring and outlets	8%
Move out issues	8%
Paid out of pocket	8%
Plumbing and leaks	8%
Rank issues	8%
Asbestos	4%
Command / ICE	4%
Disrespectful management	4%
Excessive power outages	4%
Fire hazards	4%
Lead	4%
No previous disclosure of home issues	4%
Pest infestation, insects	4%
Playgrounds unsafe	4%
Security	4%
Carbon monoxide leaks	4%

Colorado

Buckley Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	53%
Climate control	35%
Filth in homes	35%
Management	29%
Fee disputes	24%
Landscaping	24%
Basic Allowance for Housing	18%
Mold	18%
Poor quality materials	18%
Praise	18%
Utility fee issues	18%
Environmental illness	12%
Move out issues	12%
Pest infestation: snakes	12%
Structural concerns	12%
Appliance replacement	6%
Dilapidated and outdated	6%
Disrespectful management	6%
Gas leaks	6%
Lead	6%
Lied to by management	6%
Long waitlists	6%
Neutral	6%
Pest infestation, insects	6%
Pest infestation, rodents	6%
Plumbing and leaks	6%
Rank issues	6%
Security	6%

Fort Carson

Issues	Manifest Effects
Maintenance, repairs, or remediation	63%
Filth in homes	31%
Poor quality materials	31%
Structural concerns	29%

Under embargo until 12:01 a.m. on May 22, 2019.

Mold	28%
Dilapidated and outdated	28%
Plumbing and leaks	24%
Pest infestation, rodents	22%
Management	21%
Basic Allowance for Housing	19%
Appliance replacement	17%
Fee disputes	17%
Climate control	16%
Landscaping	12%
Praise	11%
Weather damage	11%
Environmental illness	9%
Too small	9%
Long waitlists	8%
Pest infestation, insects	7%
Rank issues	6%
Disrespectful Management	5%
Move out issues	5%
Playgrounds unsafe	4%
Fire hazards	4%
Utility fee issues	4%
Asbestos	3%
Faulty wiring and outlets	3%
Lead	3%
Lied to by management	3%
Paid out of pocket	3%
Security	3%
Unspecified poor experiences	3%
Rules not enforced	2%
Excessive power outages	1%
Lack of management oversight	1%
Management only cares about money	1%
Management reprisals, evictions	1%
Management reprisals, career repercussions	1%
Natural gas leaks	1%
No previous disclosure of home issues	1%
ADA needs / EFMP	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Branch differences	1%
Carbon monoxide leaks	1%
Command / ICE	1%
Management reprisals, fees	1%
Neutral	1%
Radon	1%
Water quality	1%

Peterson Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	53%
Basic Allowance for Housing	24%
Fee disputes	18%
Management	18%
Appliance replacement	12%
Dilapidated and outdated	12%
Disrespectful management	12%
Filth in homes	12%
Landscaping	12%
Mold	12%
Playgrounds unsafe	12%
Plumbing and leaks	12%
Weather damage	12%
Branch differences	6%
Climate control	6%
Environmental illness	6%
Long waitlists	6%
Move out issues	6%
Poor quality materials	6%
Reprisal: career repercussions	6%
Structural concerns	6%
Too small	6%
Unspecified poor experiences	6%
Water quality	6%

Schreiver Air Force Base *

Issues	Manifest effects
Management	67%
Filth in homes	50%
Maintenance, repairs, or remediation	50%

Under embargo until 12:01 a.m. on May 22, 2019.

Praise	50%
Too small	50%
Plumbing and leaks	33%
Poor quality materials	33%
Structural concerns	33%
Weather damage	33%
Appliance replacement	17%
Asbestos	17%
Dilapidated and outdated	17%
Disrespectful management	17%
Environmental illness	17%
Excessive power outages	17%
Faulty wiring and outlets	17%
Fee disputes	17%
Lead	17%
Pest infestation, insects	17%
Utility fee issues	17%
Lack of privacy	17%

United States Air Force Academy

Issues	Manifest effects
Maintenance, repairs, or remediation	44%
Climate control	28%
Management	28%
Basic Allowance for Housing	22%
Dilapidated and outdated	22%
Plumbing and leaks	22%
Poor quality materials	22%
Praise	22%
Long waitlists	17%
Appliance replacement	11%
Asbestos	11%
Disrespectful management	11%
Faulty wiring and outlets	11%
Lead	11%
Mold	11%
Pest infestation, rodents	11%
Utility fee issues	11%
Fee disputes	6%
Filth in homes	6%
Lack of management oversight	6%
Lied to by management	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	6%
Paid out of pocket	6%
Rules not enforced	6%
Sewage	6%
Structural concerns	6%
Too small	6%
Water quality	6%

Connecticut

Naval Submarine Base New London

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Mold	31%
Filth in homes	28%
Plumbing and leaks	28%
Management	25%
Structural concerns	25%
Basic Allowance for Housing	19%
Climate control	19%
Environmental illness	16%
Poor quality materials	16%
Praise	16%
Dilapidated and outdated	13%
Landscaping	13%
Long waitlists	13%
Appliance replacement	9%
Faulty wiring and outlets	9%
Fee disputes	9%
Utility fee issues	9%
Lack of management oversight	6%
Move out issues	6%
Only care about money	6%
Pest infestation, rodents	6%
Rules not enforced	6%
Weather damage	6%
Command / ICE	3%
Disrespectful management	3%
Excessive power outages	3%
Fire hazards	3%
Paid out of pocket	3%
Pest infestation, insects	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Pesticide	3%
Playgrounds unsafe	3%
Rank issues	3%
Too small	3%
Unspecified poor experiences	3%

Delaware

Dover Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Mold	56%
Climate control	37%
Poor quality materials	33%
Structural concerns	33%
Filth in homes	22%
Dilapidated and outdated	19%
Management	19%
Weather damage	19%
Fee disputes	15%
Pest infestation, insects	15%
Plumbing and leaks	15%
Praise	15%
Basic Allowance for Housing	11%
Landscaping	11%
Long waitlists	11%
Appliance replacement	7%
Disrespectful management	7%
Environmental illness	7%
Move out issues	7%
Too small	7%
Utility fee issues	7%
Faulty wiring and outlets	4%
Lack of transparency	4%
Legal action	4%
Maintenance entered without permission	4%
No previous disclosure of home issues	4%
Pest infestation: snakes	4%
Playgrounds unsafe	4%
Rank issues	4%

Under embargo until 12:01 a.m. on May 22, 2019.

Reprisal: eviction	4%
Security	4%

District of Columbia

District of Columbia

Issues	Manifest effects
Maintenance, repairs, or remediation	62%
Management	24%
Praise	24%
Appliance replacement	10%
Basic Allowance for Housing	10%
Climate control	10%
Disrespectful management	10%
Filth in homes	10%
Pest infestation, rodents	10%
Poor quality materials	10%
Structural concerns	10%
Dilapidated and outdated	5%
Fee disputes	5%
Lack of transparency	5%
Long waitlists	5%
Maintenance entered without permission	5%
Mold	5%
Parking	5%
Pest infestation, insects	5%
Playgrounds unsafe	5%
Plumbing and leaks	5%
Rank issues	5%
Rules not enforced	5%
Utility fee issues	5%
Weather damage	5%

Joint Base Anacostia-Bolling

Issues	Manifest effects
Maintenance, repairs, or remediation	71%
Structural concerns	31%
Mold	26%
Pest infestation, rodents	25%

Under embargo until 12:01 a.m. on May 22, 2019.

Climate control	23%
Poor quality materials	22%
Plumbing and leaks	21%
Filth in homes	21%
Basic Allowance for Housing	17%
Management	17%
Appliance replacement	16%
Dilapidated and outdated	11%
Fee disputes	10%
Long waitlists	9%
Praise	8%
Landscaping	7%
Excessive power outages	6%
Pest infestation, insects	6%
Environmental illness	5%
Too small	5%
Disrespectful management	4%
Faulty wiring and outlets	4%
Utility fee issues	4%
Weather damage	4%
Fire hazards	3%
Paid out of pocket	3%
Rank issues	3%
Lied to by management	2%
Playgrounds unsafe	2%
Reprisal: fees	2%
Security	2%
Sewage	2%
Water quality	2%
ADA needs / EFMP	1%
Command / ICE	1%
Gas leaks	1%
Lack of transparency	1%
Lead	1%
Legal action	1%
Maintenance entered without permission	1%
Move out issues	1%
Rules not enforced	1%

Florida

Eglin Air Force Base

Issues	Manifest effects
Mold	51%
Maintenance, repairs, or remediation	43%
Dilapidated and outdated	29%
Climate control	22%
Filth in homes	20%
Praise	20%
Structural concerns	20%
Landscaping	14%
Management	14%
Plumbing and leaks	14%
Basic Allowance for Housing	12%
Poor quality materials	12%
Environmental illness	10%
Utility fee issues	10%
Fee disputes	8%
Rank issues	8%
Too small	8%
Asbestos	6%
Disrespectful management	6%
Pest infestation, insects	6%
Faulty wiring and outlets	4%
Pest infestation, rodents	4%
Playgrounds unsafe	4%
Excessive power outages	2%
Fire hazards	2%
Lead	2%
Lied to by management	2%
Long waitlists	2%
Maintenance entered without permission	2%
Move out issues	2%
Neutral	2%
Paid out of pocket	2%
Pesticide	2%
Toxic land	2%
Weather damage	2%

Jacksonville Naval Complex

Issues	Manifest effects
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Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance, repairs, or remediation	54%
Mold	37%
Filth in homes	26%
Basic Allowance for Housing	21%
Poor quality materials	21%
Climate control	18%
Structural concerns	18%
Appliance replacement	16%
Environmental illness	16%
Fee disputes	14%
Management	14%
Dilapidated and outdated	11%
Plumbing and leaks	11%
Praise	11%
Landscaping	9%
Move out issues	9%
Disrespectful management	7%
Faulty wiring and outlets	5%
Pest infestation, insects	5%
Rank issues	5%
Too small	5%
Utility fee issues	5%
Weather damage	5%
Security	4%
Command / ICE	2%
Excessive power outages	2%
Fire hazards	2%
Lack of management oversight	2%
Long waitlists	2%
Paid out of pocket	2%
Pest infestation, rodents	2%
Playgrounds unsafe	2%
Reprisal: career repercussions	2%
Sewage	2%
Water quality	2%

MacDill Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Mold	54%
Environmental illness	18%

Under embargo until 12:01 a.m. on May 22, 2019.

Climate control	17%
Structural concerns	16%
Basic Allowance for Housing	15%
Poor quality materials	15%
Appliance replacement	14%
Management	14%
Praise	13%
Filth in homes	12%
Plumbing and leaks	12%
Dilapidated and outdated	7%
Disrespectful management	6%
Long waitlists	6%
Pest infestation, rodents	6%
Rank issues	5%
Pest infestation, insects	4%
Weather damage	4%
Fee disputes	3%
Landscaping	3%
Command / ICE	2%
Faulty wiring and outlets	2%
Legal action	2%
Lied to by management	2%
Maintenance entered without permission	2%
Move out issues	2%
Neutral	2%
Paid out of pocket	2%
Rules not enforced	2%
Branch differences	1%
Excessive power outages	1%
Lack of management oversight	1%
Lack of transparency	1%
Lead	1%
Security	1%
Too small	1%
Unspecified poor experiences	1%

Patrick Air Force Base

Issues	Manifest effects
Mold	67%
Maintenance, repairs, or remediation	56%
Appliance replacement	44%

Under embargo until 12:01 a.m. on May 22, 2019.

Climate control	33%
Filth in homes	33%
Pest infestation, insects	33%
Plumbing and leaks	33%
Poor quality materials	33%
Landscaping	22%
Long waitlists	22%
Praise	22%
Basic Allowance for Housing	11%
Dilapidated and outdated	11%
Fee disputes	11%
Gas Leaks	11%
Lead	11%
Management	11%
Move out issues	11%
Sewage	11%
Structural concerns	11%
Water quality	11%
Weather damage	11%

Naval Air Station Key West

Issues	Manifest effects
Maintenance, repairs, or remediation	47%
Mold	41%
Dilapidated and outdated	31%
Pest infestation, insects	29%
Structural concerns	29%
Climate control	24%
Environmental illness	24%
Basic Allowance for Housing	20%
Plumbing and leaks	14%
Filth in homes	12%
Management	12%
Pest infestation, rodents	12%
Praise	12%
Appliance replacement	10%
Fee disputes	10%
Poor quality materials	10%
Weather damage	10%
Move out issues	8%
Asbestos	6%
Paid out of pocket	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Rank issues	6%
Too small	6%
Utility fee issues	6%
Lead	4%
Command / ICE	2%
Lack of transparency	2%
Landscaping	2%
Long waitlists	2%
Only care about money	2%
Playgrounds unsafe	2%

Naval Air Station Whiting Field *

Issues	Manifest effects
Maintenance, repairs, or remediation	80%
Fee disputes	40%
Basic Allowance for Housing	20%
Climate control	20%
Disrespectful management	20%
Filth in homes	20%
Long waitlists	20%
Mold	20%
Pest infestation, insects	20%
Plumbing and leaks	20%
Poor quality materials	20%
Praise	20%

Pensacola

Issues	Manifest effects
Maintenance, repairs, or remediation	62%
Dilapidated and outdated	29%
Plumbing and leaks	29%
Mold	19%
Basic Allowance for Housing	14%
Filth in homes	14%
Management	14%
Pest infestation, insects	14%
Poor quality materials	14%
Structural concerns	14%
Fee disputes	10%
Move out issues	10%

Under embargo until 12:01 a.m. on May 22, 2019.

Praise	10%
Appliance replacement	5%
Climate control	5%
Parking	5%
Pest infestation, rodents	5%
Playgrounds unsafe	5%
Rank issues	5%
Weather damage	5%

Tyndall Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Mold	50%
Filth in homes	30%
Structural concerns	26%
Climate control	23%
Weather damage	21%
Plumbing and leaks	20%
Management	19%
Poor quality materials	17%
Dilapidated and outdated	15%
Appliance replacement	14%
Praise	12%
Environmental illness	11%
Landscaping	11%
Basic Allowance for Housing	7%
Paid out of pocket	7%
Pest infestation, insects	7%
Too small	7%
Fee disputes	6%
Long waitlists	5%
Playgrounds unsafe	5%
Lead	4%
Move out issues	4%
Faulty wiring and outlets	3%
Disrespectful management	2%
Pest infestation, rodents	2%
Security	2%
Utility fee issues	2%
Fire hazards	2%
Neutral	2%
Rules not enforced	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Water quality	2%
ADA needs / EFMP	1%
Asbestos	1%
Command / ICE	1%
Legal action	1%
Lied to by management	1%
Maintenance entered without permission	1%
No previous disclosure of home issues	1%
Rank issues	1%
Reprisal: fees	1%
Unspecified poor experiences	1%

Georgia

Fort Benning

Issues	Manifest effects
Maintenance, repairs, or remediation	68%
Mold	36%
Plumbing and leaks	23%
Structural concerns	21%
Lead	19%
Poor quality materials	17%
Basic Allowance for Housing	16%
Filth in homes	16%
Management	15%
Pest infestation, insects	15%
Dilapidated and outdated	14%
Climate control	13%
Long waitlists	13%
Environmental illness	10%
Praise	9%
Fee disputes	7%
Pest infestation, rodents	6%
Landscaping	5%
Move out issues	5%
Rules not enforced	4%
Weather damage	4%
Appliance replacement	3%
Asbestos	3%
Fire hazards	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Command / ICE	3%
Disrespectful management	3%
Too small	3%
Faulty wiring and outlets	2%
Lack of transparency	2%
Lied to by management	2%
Playgrounds unsafe	2%
Water quality	2%
ADA needs / EFMP	1%
Excessive power outages	1%
Lack of management oversight	1%
Paid out of pocket	1%
Pest infestation: Bats	1%
Rank issues	1%
Sewage	1%
Unspecified poor experiences	1%
Utility fee issues	1%
Gas Leaks	1%
Legal action	1%
NA	1%
No previous disclosure of home issues	1%
Only care about money	1%
Pesticide	1%
Radon	1%
Temp house worse	1%
Carbon monoxide leaks	1%

Fort Gordon

Issues	Manifest effects
Maintenance, repairs, or remediation	51%
Mold	28%
Structural concerns	23%
Filth in homes	20%
Plumbing and leaks	20%
Dilapidated and outdated	18%
Poor quality materials	18%
Pest infestation, insects	17%
Climate control	15%
Praise	15%
Basic Allowance for Housing	14%
Fee disputes	14%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	11%
Appliance replacement	9%
Landscaping	9%
Management	9%
Environmental illness	5%
Pest infestation, rodents	5%
Rank issues	5%
Too small	5%
Weather damage	5%
Disrespectful management	3%
Lead	3%
Long waitlists	3%
Unspecified poor experiences	3%
Utility fee issues	3%
Asbestos	2%
Command / ICE	2%
Fire hazards	2%
Legal action	2%
Lied to by management	2%
Only care about money	2%
Playgrounds unsafe	2%
Rules not enforced	2%
Water quality	2%

Fort Stewart

Issues	Manifest effects
Maintenance, repairs, or remediation	69%
Mold	36%
Structural concerns	36%
Poor quality materials	31%
Filth in homes	30%
Fee disputes	20%
Dilapidated and outdated	19%
Climate control	14%
Plumbing and leaks	14%
Appliance replacement	13%
Environmental illness	11%
Move out issues	10%
Praise	10%
Basic Allowance for Housing	9%
Fire hazards	9%
Management	7%

Under embargo until 12:01 a.m. on May 22, 2019.

Landscaping	6%
Lead	6%
Too small	6%
Faulty wiring and outlets	4%
Pest infestation, insects	4%
Utility fee issues	4%
Lied to by management	3%
Long waitlists	3%
Rank issues	3%
Weather damage	3%
ADA needs / EFMP	1%
Excessive power outages	1%
Playgrounds unsafe	1%
Sewage	1%
Unspecified poor experiences	1%
Water quality	1%

Hunter Army Air Field

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Filth in homes	33%
Landscaping	33%
Poor quality materials	29%
Structural concerns	29%
Mold	24%
Plumbing and leaks	24%
Praise	24%
Basic Allowance for Housing	19%
Fee disputes	19%
Environmental illness	14%
Management	14%
Appliance replacement	10%
Move out issues	10%
Playgrounds unsafe	10%
Climate control	5%
Disrespectful management	5%
Excessive power outages	5%
Lack of transparency	5%
Lied to by management	5%
Pest infestation, rodents	5%
Rank issues	5%
Security	5%

Under embargo until 12:01 a.m. on May 22, 2019.

Too small	5%
Unspecified poor experiences	5%
Weather damage	5%

Marine Corps Logistics Base Albany *

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Praise	67%
Filth in homes	33%
No previous disclosure of home issues	33%
Paid out of pocket	33%
Pest infestation, rodents	33%
Structural concerns	33%

Moody Air Force Base

Issues	Manifest effects
Fee disputes	31%
Filth in homes	31%
Maintenance, repairs, or remediation	31%
Utility fee issues	31%
Mold	25%
Plumbing and leaks	25%
Structural concerns	25%
Management	19%
Pest infestation, insects	19%
Praise	19%
Appliance replacement	13%
Basic Allowance for Housing	13%
Climate control	13%
Dilapidated and outdated	13%
Landscaping	13%
Too small	13%
Weather damage	13%
Disrespectful management	6%
Move out issues	6%
Pest infestation, rodents	6%
Poor quality materials	6%
Rank issues	6%

Naval Submarine Base Kings Bay

Issues	Manifest effects
Maintenance, repairs, or remediation	62%
Management	38%
Plumbing and leaks	38%
Filth in homes	31%
Structural concerns	31%
Mold	23%
Poor quality materials	23%
Appliance replacement	15%
Basic Allowance for Housing	15%
Dilapidated and outdated	15%
Landscaping	15%
Long waitlists	15%
Climate control	8%
Faulty wiring and outlets	8%
Fee disputes	8%
Lied to by management	8%
Move out issues	8%
No previous disclosure of home issues	8%
Praise	8%
Rank issues	8%
Reprisal: career repercussions	8%
Rules not enforced	8%

Robins Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	58%
Mold	42%
Structural concerns	36%
Plumbing and leaks	33%
Filth in homes	30%
Poor quality materials	27%
Climate control	21%
Landscaping	21%
Pest infestation, insects	18%
Weather damage	15%
Appliance replacement	12%
Basic Allowance for Housing	12%

Under embargo until 12:01 a.m. on May 22, 2019.

Dilapidated and outdated	12%
Fee disputes	12%
Playgrounds unsafe	12%
Security	12%
Too small	12%
Utility fee issues	12%
Management	9%
Praise	9%
Disrespectful management	6%
Environmental illness	6%
Pest infestation, rodents	6%
Faulty wiring and outlets	3%
Fire hazards	3%
Long waitlists	3%
Move out issues	3%
Sewage	3%
Unspecified poor experiences	3%
Water quality	3%

Hawaii

Honolulu

Issues	Manifest effects
Maintenance, repairs, or remediation	63%
Basic Allowance for Housing	33%
Fee disputes	25%
Appliance replacement	17%
Management	17%
Mold	17%
Poor quality materials	17%
Climate control	13%
Filth in homes	13%
Plumbing and leaks	13%
Praise	13%
Disrespectful management	8%
Move out issues	8%
Dilapidated and outdated	4%
Environmental illness	4%
Excessive power outages	4%
Landscaping	4%
Long waitlists	4%
Neutral	4%

Under embargo until 12:01 a.m. on May 22, 2019.

Pest infestation, insects	4%
Pest infestation, rodents	4%
Rank issues	4%
Rules not enforced	4%
Sewage	4%
Too small	4%
Water quality	4%

Fort Shafter

Issues	Manifest effects
Maintenance, repairs, or remediation	53%
Fee disputes	32%
Basic Allowance for Housing	21%
Management	21%
Poor quality materials	21%
Landscaping	16%
Pest infestation, insects	16%
Plumbing and leaks	16%
Praise	16%
Rules not enforced	16%
Structural concerns	16%
Dilapidated and outdated	11%
Lack of transparency	11%
Long waitlists	11%
Too small	11%
Utility fee issues	11%
Climate control	5%
Excessive power outages	5%
Faulty wiring and outlets	5%
Mold	5%
Move out issues	5%
Neutral	5%
Pest infestation, rodents	5%
Playgrounds unsafe	5%
Rank issues	5%

Joint Base Pearl Harbor – Hickam

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Filth in homes	24%

Under embargo until 12:01 a.m. on May 22, 2019.

Basic Allowance for Housing	21%
Climate control	21%
Poor quality materials	21%
Mold	19%
Structural concerns	17%
Management	16%
Fee disputes	16%
Praise	16%
Dilapidated and outdated	16%
Plumbing and leaks	14%
Appliance replacement	14%
Landscaping	13%
Pest infestation, insects	12%
Utility fee issues	10%
Long waitlists	7%
Too small	7%
Pest infestation, rodents	7%
Environmental illness	6%
Security	6%
Rank issues	5%
Rules not enforced	5%
Move out issues	5%
Lied to by management	5%
Lead	4%
Playgrounds unsafe	4%
Faulty wiring and outlets	4%
Paid out of pocket	4%
Lack of management oversight	3%
Disrespectful management	3%
Excessive power outages	3%
Fire hazards	2%
Weather damage	2%
ADA needs / EFMP	1%
Asbestos	1%
Only care about money	1%
Pesticide	1%
Legal action	1%
No previous disclosure of home issues	1%
Sewage	1%
Water quality	1%

Marine Corps Base Hawaii

Issues	Manifest effects
Maintenance, repairs, or remediation	74%
Mold	34%
Poor quality materials	31%
Climate control	26%
Fee disputes	24%
Filth in homes	24%
Basic Allowance for Housing	23%
Appliance replacement	19%
Plumbing and leaks	17%
Structural concerns	17%
Management	16%
Pest infestation, insects	14%
Landscaping	13%
Utility fee issues	13%
Long waitlists	12%
Dilapidated and outdated	12%
Pest infestation, rodents	10%
Environmental illness	8%
Move out issues	8%
Praise	7%
Too small	6%
Disrespectful management	5%
Rank issues	5%
Paid out of pocket	4%
Only care about money	3%
Pesticide	3%
Lack of management oversight	3%
Toxic land	3%
Command / ICE	2%
Fire hazards	2%
Lack of transparency	2%
Weather damage	2%
Excessive power outages	2%
Playgrounds unsafe	2%
Rules not enforced	2%
Security	2%
Water quality	2%
Lead	1%
Lied to by management	1%

Under embargo until 12:01 a.m. on May 22, 2019.

No previous disclosure of home issues	1%
Reprisal: eviction	1%
Asbestos	1%
Legal action	1%
Maintenance entered without permission	1%
Neutral	1%
Reprisal: career repercussions	1%
Sewage	1%
Unspecified poor experiences	1%
Carbon monoxide leaks	1%

Oahu

Issues	Manifest effects
Mold	50%
Maintenance, repairs, or remediation	38%
Structural concerns	25%
Appliance replacement	19%
Climate control	19%
Fee disputes	19%
Praise	19%
Basic Allowance for Housing	13%
Dilapidated and outdated	13%
Environmental illness	13%
Landscaping	13%
Management	13%
Plumbing and leaks	13%
Poor quality materials	13%
Disrespectful management	6%
Filth in homes	6%
Long waitlists	6%
Move out issues	6%
Pest infestation, insects	6%
Pest infestation, rodents	6%
Pesticide	6%
Reprisal: fees	6%
Security	6%
Too small	6%
Toxic land	6%
Utility fee issues	6%

Schofield Barracks

Issues	Manifest effects
Mold	45%
Maintenance, repairs, or remediation	45%
Climate control	27%
Filth in homes	23%
Basic Allowance for Housing	17%
Dilapidated and outdated	17%
Poor quality materials	17%
Structural concerns	14%
Environmental illness	11%
Plumbing and leaks	11%
Praise	11%
Management	9%
Appliance replacement	8%
Fee disputes	8%
Landscaping	8%
Long waitlists	6%
Pest infestation, insects	6%
Pest infestation, rodents	6%
Rank issues	6%
Utility fee issues	5%
Lead	4%
Too small	4%
Move out issues	4%
Weather damage	4%
Command / ICE	3%
Disrespectful management	3%
Lied to by management	3%
Neutral	3%
Fire hazards	2%
Rules not enforced	2%
Excessive power outages	1%
Faulty wiring and outlets	1%
Unspecified poor experiences	1%
ADA needs / EFMP	1%
Asbestos	1%
Lack of management oversight	1%
Lack of transparency	1%
Only care about money	1%
Pets banned	1%
Playgrounds unsafe	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Reprisal: fees	1%
Sewage	1%
Water quality	1%
Carbon monoxide leaks	1%

Tripler Army Medical Center *

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Dilapidated and outdated	43%
Filth in homes	43%
Climate control	29%
Fee disputes	29%
Plumbing and leaks	29%
Appliance replacement	14%
Basic Allowance for Housing	14%
Excessive power outages	14%
Landscaping	14%
Management	14%
Pest infestation, rodents	14%
Pesticide	14%
Playgrounds unsafe	14%
Poor quality materials	14%
Praise	14%
Structural concerns	14%
Toxic land	14%

Wheeler Army Airfield *

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Basic Allowance for Housing	40%
Dilapidated and outdated	20%
Disrespectful management	20%
Lead	20%
Long waitlists	20%
Management	20%
Mold	20%
Rules not enforced	20%

Idaho

Mountain Home Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	54%
Fee disputes	33%
Filth in homes	33%
Move out issues	27%
Management	20%
Landscaping	19%
Poor quality materials	19%
Praise	16%
Long waitlists	14%
Dilapidated and outdated	13%
Structural concerns	13%
Disrespectful management	9%
Plumbing and leaks	8%
Too small	8%
Weather damage	8%
Lied to by management	6%
Pest infestation, rodents	6%
Rank issues	5%
Appliance replacement	4%
Basic Allowance for Housing	4%
Climate control	4%
Lack of transparency	4%
Environmental illness	3%
Mold	3%
Rules not enforced	3%
ADA needs / EFMP	1%
Asbestos	1%
Command / ICE	1%
Faulty wiring and outlets	1%
Neutral	1%
Only care about money	1%
Paid out of pocket	1%
Pest infestation, insects	1%
Security	1%
Unspecified poor experiences	1%

Illinois

Under embargo until 12:01 a.m. on May 22, 2019.

Naval Station Great Lakes

Issues	Manifest effects
Maintenance, repairs, or remediation	66%
Basic Allowance for Housing	36%
Poor quality materials	29%
Management	23%
Filth in homes	22%
Mold	22%
Plumbing and leaks	21%
Structural concerns	20%
Fee disputes	15%
Dilapidated and outdated	13%
Landscaping	13%
Climate control	11%
Disrespectful management	8%
Long waitlists	6%
Praise	6%
Security	6%
Appliance replacement	5%
Move out issues	5%
Too small	5%
Environmental illness	4%
Faulty wiring and outlets	3%
Pest infestation, rodents	3%
Playgrounds unsafe	3%
Rank issues	3%
Weather damage	3%
Lack of management oversight	2%
Paid out of pocket	2%
Reprisal: fees	2%
Rules not enforced	2%
Utility fee issues	2%
Water quality	2%
Asbestos	1%
Excessive power outages	1%
Fire hazards	1%
Lead	1%
Legal action	1%
Maintenance entered without permission	1%
No previous disclosure of home issues	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Only care about money	1%
Parking	1%
Pest infestation, insects	1%
Reprisal: career repercussions	1%
Sewage	1%

Scott Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Basic Allowance for Housing	25%
Filth in homes	24%
Poor quality materials	24%
Fee disputes	22%
Appliance replacement	21%
Climate control	19%
Mold	19%
Dilapidated and outdated	18%
Structural concerns	16%
Plumbing and leaks	14%
Landscaping	13%
Utility fee issues	12%
Management	11%
Environmental illness	8%
Disrespectful management	7%
Faulty wiring and outlets	7%
Move out issues	7%
Praise	7%
Security	7%
Long waitlists	6%
Pest infestation, insects	6%
Weather damage	6%
Lied to by management	5%
Paid out of pocket	5%
Playgrounds unsafe	5%
Radon	5%
Rank issues	5%
Too small	4%
Lead	3%
Neutral	3%
Pesticide	3%
Rules not enforced	2%
Unspecified poor experiences	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Water quality	2%
ADA needs / EFMP	1%
Asbestos	1%
Lack of management oversight	1%
Lack of transparency	1%
Legal action	1%
Pest infestation, rodents	1%
Reprisal: eviction	1%
Reprisal: fees	1%
Toxic land	1%

Kansas

Fort Leavenworth

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Mold	28%
Structural concerns	22%
Filth in homes	18%
Climate control	17%
Dilapidated and outdated	17%
Management	17%
Lead	16%
Basic Allowance for Housing	16%
Poor quality materials	16%
Plumbing and leaks	15%
Praise	14%
Long waitlists	10%
Appliance replacement	9%
Landscaping	7%
Environmental illness	6%
Too small	6%
Radon	5%
Pest infestation, insects	5%
Utility fee issues	5%
Disrespectful management	4%
Fee disputes	4%
Pest infestation, rodents	4%
Rank issues	4%
Weather damage	3%
Faulty wiring and outlets	2%
Fire hazards	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Lack of management oversight	2%
Move out issues	2%
No previous disclosure of home issues	2%
Only care about money	2%
Pest infestation: Bats	2%
Command / ICE	2%
Paid out of pocket	2%
Sewage	2%
Excessive power outages	1%
Lack of transparency	1%
Lied to by management	1%
Playgrounds unsafe	1%
Rules not enforced	1%
ADA needs / EFMP	1%
Asbestos	1%
Don't want retirees	1%
Maintenance entered without permission	1%
Pest infestation: snakes	1%
Security	1%
Unspecified poor experiences	1%
Water quality	1%

Fort Riley

Issues	Manifest effects
Maintenance, repairs, or remediation	49%
Fee disputes	33%
Filth in homes	33%
Poor quality materials	22%
Mold	21%
Basic Allowance for Housing	20%
Structural concerns	18%
Management	16%
Landscaping	15%
Climate control	15%
Dilapidated and outdated	14%
Move out issues	12%
Plumbing and leaks	12%
Praise	11%
Appliance replacement	10%
Rules not enforced	8%

Under embargo until 12:01 a.m. on May 22, 2019.

Disrespectful management	7%
Environmental illness	7%
Utility fee issues	7%
Weather damage	6%
Long waitlists	5%
Pest infestation, insects	4%
Lied to by management	4%
Rank issues	4%
Too small	4%
Faulty wiring and outlets	3%
Pest infestation, rodents	3%
Command / ICE	2%
Paid out of pocket	2%
Fire hazards	2%
Only care about money	2%
Lead	1%
Unspecified poor experiences	1%
Security	1%
Excessive power outages	1%
Lack of management oversight	1%
Legal action	1%
Neutral	1%
Playgrounds unsafe	1%
Water quality	1%

McConnell Air Force Base *

Issues	Manifest effects
Maintenance, repairs, or remediation	43%
Plumbing and leaks	43%
Poor quality materials	43%
Structural concerns	43%
Basic Allowance for Housing	29%
Fee disputes	29%
Filth in homes	29%
Mold	29%
Rules not enforced	29%
Too small	29%
Dilapidated and outdated	14%
Environmental illness	14%
Lack of management oversight	14%
Landscaping	14%
Management	14%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	14%
Pest infestation, rodents	14%
Security	14%
Utility fee issues	14%

Kentucky

Fort Campbell

Issues	Manifest effects
Maintenance, repairs, or remediation	44%
Mold	36%
Dilapidated and outdated	24%
Basic Allowance for Housing	21%
Plumbing and leaks	21%
Filth in homes	20%
Structural concerns	20%
Landscaping	18%
Poor quality materials	18%
Climate control	15%
Praise	15%
Fee disputes	14%
Pest infestation, insects	14%
Appliance replacement	12%
Too small	11%
Management	9%
Environmental illness	8%
Long waitlists	6%
Asbestos	5%
Disrespectful management	5%
Rank issues	5%
ADA needs / EFMP	3%
Command / ICE	3%
Faulty wiring and outlets	3%
Lead	3%
Lied to by management	3%
Move out issues	3%
Neutral	3%
Pest infestation, rodents	3%
Rules not enforced	3%
Sewage	3%
Utility fee issues	3%
Water quality	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Weather damage	3%
Only care about money	2%
Pesticide	2%
Playgrounds unsafe	2%
Reprisal: career repercussions	2%
Reprisal: eviction	2%
Security	2%

Fort Knox

Issues	Manifest effects
Maintenance, repairs, or remediation	62%
Appliance replacement	26%
Dilapidated and outdated	24%
Poor quality materials	24%
Structural concerns	21%
Climate control	18%
Fee disputes	18%
Filth in homes	18%
Mold	15%
Pest infestation, insects	15%
Plumbing and leaks	15%
Basic Allowance for Housing	12%
Management	12%
Praise	12%
Environmental illness	9%
Long waitlists	9%
Move out issues	9%
Too small	9%
Faulty wiring and outlets	6%
Landscaping	6%
Lead	6%
Rank issues	6%
Utility fee issues	6%
Fire hazards	3%
Lack of management oversight	3%
Lack of transparency	3%
Neutral	3%
Pest infestation, rodents	3%
Radon	3%
Rules not enforced	3%
Sewage	3%
Unspecified poor experiences	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Water quality	3%
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Louisiana

Barksdale Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	32%
Mold	23%
Poor quality materials	20%
Filth in homes	16%
Structural concerns	14%
Basic Allowance for Housing Management	14%
Plumbing and leaks	13%
Fee disputes	11%
Landscaping	9%
Long waitlists	9%
Pest infestation, insects	7%
Appliance replacement	7%
Climate control	7%
Dilapidated and outdated	7%
Pest infestation, rodents	7%
Praise	5%
Environmental illness	5%
Move out issues	5%
Utility fee issues	5%
Weather damage	4%
Disrespectful management	4%
Faulty wiring and outlets	4%
Lied to by management	4%
Security	4%
Too small	2%
Command / ICE	2%
Fire hazards	2%
Neutral	2%
Rules not enforced	2%
Sewage	2%

Fort Polk

Issues	Manifest effects
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Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance, repairs, or remediation	57%
Mold	55%
Filth in homes	46%
Structural concerns	39%
Plumbing and leaks	36%
Dilapidated and outdated	30%
Climate control	28%
Water quality	21%
Basic Allowance for Housing	20%
Fee disputes	19%
Poor quality materials	18%
Environmental illness	17%
Landscaping	17%
Appliance replacement	14%
Management	14%
Weather damage	14%
Pest infestation, insects	10%
Rank issues	8%
Too small	8%
Long waitlists	7%
Lead	6%
Utility fee issues	5%
Move out issues	4%
Pest infestation, rodents	4%
Playgrounds unsafe	4%
Praise	4%
Command / ICE	3%
Lack of management oversight	3%
Neutral	3%
Security	3%
Sewage	3%
Disrespectful management	2%
Fire hazards	2%
Lack of transparency	2%
Unspecified poor experiences	2%
Lied to by management	1%
Only care about money	1%
Paid out of pocket	1%
Parking	1%
Pest infestation: Bats	1%
Pest infestation: snakes	1%
Reprisal: career repercussions	1%
Rules not enforced	1%

Naval Air Station Joint Reserve Base New Orleans *

Issues	Manifest effects
Maintenance, repairs, or remediation	63%
Mold	50%
Landscaping	38%
Management	38%
Climate control	25%
Dilapidated and outdated	25%
Filth in homes	25%
Structural concerns	25%
Too small	25%
Disrespectful management	13%
Long waitlists	13%
Plumbing and leaks	13%
Poor quality materials	13%
Sewage	13%
Weather damage	13%

New Orleans *

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Mold	40%
Praise	40%
Reprisal: career repercussions	40%
Climate control	20%
Dilapidated and outdated	20%
Filth in homes	20%
Plumbing and leaks	20%
Poor quality materials	20%
Structural concerns	20%

Maryland

Aberdeen Proving Ground

Issues	Manifest effects
Maintenance, repairs, or remediation	73%
Basic Allowance for Housing	45%

Under embargo until 12:01 a.m. on May 22, 2019.

Dilapidated and outdated	36%
Plumbing and leaks	36%
Structural concerns	36%
Fee disputes	27%
Filth in homes	27%
Management	27%
Poor quality materials	27%
Lead	18%
Long waitlists	18%
Mold	18%
Weather damage	18%
Appliance replacement	9%
Climate control	9%
Environmental illness	9%
Lied to by management	9%
Paid out of pocket	9%
Pest infestation, rodents	9%
Praise	9%
Security	9%
Sewage	9%
Water quality	9%

Andrews Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	58%
Mold	41%
Structural concerns	27%
Plumbing and leaks	24%
Climate control	22%
Dilapidated and outdated	22%
Poor quality materials	20%
Basic Allowance for Housing	17%
Filth in homes	14%
Praise	14%
Pest infestation, insects	13%
Fee disputes	11%
Appliance replacement	10%
Landscaping	9%
Management	9%
Utility fee issues	9%
Disrespectful management	7%
Environmental illness	7%

Under embargo until 12:01 a.m. on May 22, 2019.

Water quality	7%
Faulty wiring and outlets	6%
Rank issues	4%
Excessive power outages	3%
Lead	3%
Lied to by management	3%
Long waitlists	3%
Lack of transparency	2%
Pest infestation, rodents	2%
Playgrounds unsafe	2%
Reprisal: fees	2%
ADA needs / EFMP	1%
Fire hazards	1%
Move out issues	1%
Paid out of pocket	1%
Sewage	1%
Too small	1%
Unspecified poor experiences	1%
Weather damage	1%

Fort Detrick *

Issues	Manifest effects
Maintenance, repairs, or remediation	86%
Climate control	43%
Plumbing and leaks	43%
Poor quality materials	43%
Basic Allowance for Housing	29%
Fee disputes	29%
Filth in homes	29%
Management	29%
Mold	29%
Structural concerns	29%
Appliance replacement	14%
Dilapidated and outdated	14%
Faulty wiring and outlets	14%
Fire hazards	14%
Lack of management oversight	14%
Long waitlists	14%
Move out issues	14%
Paid out of pocket	14%
Praise	14%
Water quality	14%

Fort Meade

Issues	Manifest effects
Maintenance, repairs, or remediation	68%
Mold	46%
Structural concerns	34%
Plumbing and leaks	32%
Filth in homes	31%
Climate control	26%
Poor quality materials	19%
Basic Allowance for Housing	15%
Fee disputes	15%
Management	15%
Landscaping	11%
Appliance replacement	10%
Environmental illness	10%
Dilapidated and outdated	10%
Weather damage	8%
Pest infestation, insects	8%
Utility fee issues	8%
Faulty wiring and outlets	7%
Pest infestation, rodents	7%
Long waitlists	6%
Too small	5%
Disrespectful management	5%
Move out issues	5%
Playgrounds unsafe	4%
Praise	4%
Lead	3%
Lied to by management	3%
Fire hazards	3%
Security	3%
Water quality	3%
Rank issues	2%
Excessive power outages	2%
Paid out of pocket	2%
Sewage	2%
Command / ICE	1%
ADA needs / EFMP	1%
Gas leaks	1%
Lack of management oversight	1%
Lack of transparency	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Neutral	1%
Only care about money	1%
Rules not enforced	1%
Unspecified poor experiences	1%

Naval Surface Warfare Center Indian Head

Issues	Manifest effects
Maintenance, repairs, or remediation	72%
Climate control	33%
Basic Allowance for Housing	28%
Filth in homes	28%
Management	28%
Fee disputes	22%
Landscaping	17%
Long waitlists	17%
Pest infestation, rodents	17%
Plumbing and leaks	17%
Dilapidated and outdated	11%
Disrespectful management	11%
Mold	11%
Pest infestation, insects	11%
Structural concerns	11%
Utility fee issues	11%
Appliance replacement	6%
Fire hazards	6%
Lack of management oversight	6%
Poor quality materials	6%
Praise	6%
Rules not enforced	6%
Too small	6%
Water quality	6%

Naval Air Station Patuxent River

Issues	Manifest effects
Maintenance, repairs, or remediation	69%
Plumbing and leaks	26%
Management	25%
Mold	25%
Filth in homes	21%
Climate control	18%

Under embargo until 12:01 a.m. on May 22, 2019.

Fee disputes	17%
Basic Allowance for Housing	15%
Praise	13%
Structural concerns	13%
Carbon monoxide leaks	13%
Appliance replacement	11%
Poor quality materials	11%
Utility fee issues	10%
Landscaping	7%
Fire hazards	6%
Move out issues	6%
Pest infestation, insects	6%
Disrespectful management	5%
Environmental illness	5%
Long waitlists	5%
Dilapidated and outdated	4%
Gas leaks	4%
Lied to by management	4%
Rank issues	4%
Weather damage	4%
Command / ICE	2%
Faulty wiring and outlets	2%
Paid out of pocket	2%
Pest infestation, rodents	2%
Playgrounds unsafe	2%
Lack of management oversight	1%
Lack of transparency	1%
Legal action	1%
Neutral	1%
Reprisal: career repercussions	1%
Reprisal: fees	1%
Rules not enforced	1%
Security	1%
Sewage	1%
Unspecified poor experiences	1%
Water quality	1%

United States Naval Academy

Issues	Manifest effects
Maintenance, repairs, or remediation	75%
Poor quality materials	33%
Structural concerns	33%

Under embargo until 12:01 a.m. on May 22, 2019.

Filth in homes	25%
Landscaping	25%
Management	25%
Pest infestation, insects	25%
Appliance replacement	17%
Dilapidated and outdated	17%
Environmental illness	17%
Plumbing and leaks	17%
Asbestos	8%
Basic Allowance for Housing	8%
Climate control	8%
Disrespectful management	8%
Faulty wiring and outlets	8%
Lead	8%
Move out issues	8%
Pest infestation, rodents	8%
Pest infestation: snakes	8%
Rank issues	8%
Sewage	8%
Too small	8%
Water quality	8%
Weather damage	8%

Massachusetts

Hanscom Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Plumbing and leaks	27%
Filth in homes	24%
Mold	24%
Management	22%
Structural concerns	22%
Basic Allowance for Housing	20%
Dilapidated and outdated	16%
Disrespectful management	16%
Fee disputes	15%
Poor quality materials	15%
Climate control	13%
Praise	12%
Landscaping	10%
Too small	9%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	6%
Rules not enforced	6%
Appliance replacement	5%
Asbestos	5%
Faulty wiring and outlets	5%
Long waitlists	5%
Rank issues	5%
Environmental illness	4%
Lead	4%
Lied to by management	4%
Weather damage	4%
Fire hazards	2%
Lack of management oversight	2%
Lack of transparency	2%
Paid out of pocket	2%
Pest infestation, rodents	2%
Security	2%
Don't want retirees	1%
Gas leaks	1%
Legal action	1%
Maintenance entered without permission	1%
Only care about money	1%
Pest infestation, insects	1%
Pest infestation: snakes	1%
Playgrounds unsafe	1%
Unspecified poor experiences	1%
Utility fee issues	1%
Water quality	1%

Westover Air Force Base *

Issues	Manifest effects
Basic Allowance for Housing	25%
Climate control	25%
Disrespectful management	25%
Maintenance, repairs, or remediation	25%
Management	25%
Plumbing and leaks	25%
Asbestos	13%
Lead	13%
Mold	13%
Poor quality materials	13%

Under embargo until 12:01 a.m. on May 22, 2019.

Rank issues	13%
Rules not enforced	13%
Security	13%
Structural concerns	13%
Too small	13%
Water quality	13%

Mississippi

Columbus Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	58%
Mold	36%
Praise	28%
Filth in homes	25%
Dilapidated and outdated	19%
Structural concerns	19%
Management	17%
Basic Allowance for Housing	11%
Landscaping	11%
Plumbing and leaks	11%
Poor quality materials	11%
Climate control	8%
Environmental illness	8%
Lack of management oversight	8%
Appliance replacement	6%
Disrespectful management	6%
Faulty wiring and outlets	6%
Lead	6%
Paid out of pocket	6%
Rank issues	6%
Asbestos	3%
Excessive power outages	3%
Fee disputes	3%
Lack of transparency	3%
Long waitlists	3%
Maintenance entered without permission	3%
Move out issues	3%
Only care about money	3%
Playgrounds unsafe	3%
Too small	3%

Naval Construction Battalion Center Gulfport

Issues	Manifest effects
Maintenance, repairs, or remediation	71%
Mold	64%
Climate control	43%
Appliance replacement	29%
Filth in homes	29%
Management	29%
Structural concerns	29%
Move out issues	21%
Pest infestation, rodents	21%
Plumbing and leaks	21%
Dilapidated and outdated	14%
Environmental illness	14%
Fee disputes	14%
Long waitlists	14%
Pest infestation, insects	14%
Poor quality materials	14%
Too small	14%
Basic Allowance for Housing	7%
Landscaping	7%
Legal action	7%
Praise	7%

Gulfport *

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Fee disputes	29%
Landscaping	29%
Mold	29%
Praise	29%
Appliance replacement	14%
Basic Allowance for Housing	14%
Dilapidated and outdated	14%
Excessive power outages	14%
Maintenance entered without permission	14%
Management	14%
Only care about money	14%

Under embargo until 12:01 a.m. on May 22, 2019.

Paid out of pocket	14%
Pest infestation, insects	14%
Playgrounds unsafe	14%
Plumbing and leaks	14%
Poor quality materials	14%
Rules not enforced	14%
Structural concerns	14%
Utility fee issues	14%

Keesler Air Force Base

Issues	Manifest effects
Mold	73%
Maintenance, repairs, or remediation	54%
Structural concerns	21%
Environmental illness	17%
Filth in homes	16%
Plumbing and leaks	16%
Climate control	15%
Poor quality materials	14%
Management	13%
Praise	12%
Pest infestation, insects	9%
Long waitlists	8%
Too small	7%
Disrespectful management	6%
Appliance replacement	5%
Basic Allowance for Housing	5%
Dilapidated and outdated	5%
Fee disputes	5%
Security	5%
Move out issues	5%
Playgrounds unsafe	4%
Fire hazards	3%
Gas leaks	3%
Landscaping	3%
Lied to by management	3%
Only care about money	3%
Paid out of pocket	3%
Lack of transparency	2%
Rank issues	2%
Weather damage	2%
Asbestos	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Command / ICE	1%
Lack of management oversight	1%
Lead	1%
Legal action	1%
Neutral	1%
No previous disclosure of home issues	1%
Pest infestation, rodents	1%
Pesticide	1%
Reprisal: career repercussions	1%
Unspecified poor experiences	1%
Utility fee issues	1%

Naval Air Station Meridian

Issues	Manifest effects
Maintenance, repairs, or remediation	78%
Basic Allowance for Housing	44%
Fee disputes	44%
Mold	44%
Plumbing and leaks	44%
Poor quality materials	44%
Appliance replacement	33%
Climate control	33%
Dilapidated and outdated	33%
Filth in homes	33%
Management	33%
Pest infestation, insects	33%
Structural concerns	33%
Disrespectful management	22%
Utility fee issues	22%
Weather damage	22%
Landscaping	11%
Long waitlists	11%
Move out issues	11%
Only care about money	11%
Paid out of pocket	11%
Too small	11%

Missouri

Fort Leonard Wood

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Mold	42%
Filth in homes	32%
Dilapidated and outdated	25%
Structural concerns	20%
Basic Allowance for Housing	19%
Poor quality materials	16%
Fee disputes	14%
Plumbing and leaks	13%
Management	12%
Appliance replacement	11%
Praise	11%
Move out issues	10%
Environmental illness	8%
Landscaping	8%
Climate control	7%
Disrespectful management	7%
Pest infestation, insects	6%
Too small	6%
Utility fee issues	6%
Faulty wiring and outlets	4%
Lead	4%
Lied to by management	4%
Lack of transparency	4%
Long waitlists	3%
Rank issues	3%
Water quality	3%
Fire hazards	2%
Neutral	2%
No previous disclosure of home issues	2%
Pest infestation, rodents	2%
Rules not enforced	2%
Weather damage	2%
ADA needs / EFMP	1%
Command / ICE	1%
Gas leaks	1%
Only care about money	1%
Paid out of pocket	1%
Sewage	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Carbon monoxide leaks	1%
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Whiteman Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	48%
Mold	41%
Poor quality materials	24%
Praise	22%
Structural concerns	20%
Filth in homes	17%
Dilapidated and outdated	15%
Fee disputes	15%
Plumbing and leaks	15%
Climate control	13%
Environmental illness	13%
Rules not enforced	13%
Landscaping	11%
Too small	11%
Appliance replacement	9%
Long waitlists	9%
Management	9%
Move out issues	9%
Basic Allowance for Housing	7%
Disrespectful management	4%
Lack of management oversight	4%
Pest infestation, insects	4%
Pest infestation, rodents	4%
Playgrounds unsafe	4%
Rank issues	4%
Security	4%
Weather damage	4%
Fire hazards	2%
Lack of transparency	2%
Lead	2%
Paid out of pocket	2%
Reprisal: fees	2%
Sewage	2%
Water quality	2%

Montana

Under embargo until 12:01 a.m. on May 22, 2019.

Malmstrom Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	52%
Filth in homes	36%
Management	26%
Praise	23%
Dilapidated and outdated	21%
Structural concerns	20%
Appliance replacement	18%
Landscaping	18%
Mold	18%
Fee disputes	17%
Plumbing and leaks	14%
Poor quality materials	14%
Basic Allowance for Housing	12%
Long waitlists	12%
Move out issues	12%
Climate control	9%
Pest infestation, rodents	9%
Disrespectful management	8%
Rank issues	5%
Too small	5%
Water quality	5%
Weather damage	5%
No previous disclosure of home issues	3%
Only care about money	3%
Pest infestation, insects	3%
Playgrounds unsafe	3%
Rules not enforced	3%
Command / ICE	2%
Environmental illness	2%
Excessive power outages	2%
Faulty wiring and outlets	2%
Reprisal: eviction	2%
Carbon monoxide leaks	2%

Nebraska

Offutt Air Force Base

Issues	Manifest effects
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Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance, repairs, or remediation	74%
Poor quality materials	36%
Filth in homes	32%
Basic Allowance for Housing	23%
Mold	23%
Fee disputes	21%
Plumbing and leaks	21%
Move out issues	19%
Structural concerns	19%
Climate control	17%
Landscaping	13%
Management	13%
Too small	13%
Appliance replacement	11%
Dilapidated and outdated	9%
Disrespectful management	9%
Long waitlists	6%
Rank issues	6%
Utility fee issues	6%
Weather damage	6%
Command / ICE	4%
Environmental illness	4%
Fire hazards	4%
Lied to by management	4%
Paid out of pocket	4%
Pest infestation, insects	4%
ADA needs / EFMP	2%
Faulty wiring and outlets	2%
Gas Leaks	2%
Lack of management oversight	2%
Pest infestation, rodents	2%
Playgrounds unsafe	2%
Praise	2%
Rules not enforced	2%
Water quality	2%
Carbon monoxide leaks	2%

Nevada

Naval Air Station Fallon

Issues	Manifest effects
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Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance, repairs, or remediation	53%
Praise	40%
Appliance replacement	27%
Basic Allowance for Housing	20%
Climate control	20%
Faulty wiring and outlets	13%
Filth in homes	13%
Pest infestation, insects	13%
Dilapidated and outdated	7%
Long waitlists	7%
Management	7%
Poor quality materials	7%
Structural concerns	7%
Unspecified poor experiences	7%

Nellis Air Force Base

Issues	Manifest effects
Filth in homes	49%
Maintenance, repairs, or remediation	47%
Appliance replacement	34%
Fee disputes	33%
Poor quality materials	30%
Basic Allowance for Housing	28%
Move out issues	22%
Dilapidated and outdated	21%
Mold	21%
Management	20%
Structural concerns	20%
Climate control	18%
Plumbing and leaks	13%
Praise	13%
Utility fee issues	12%
Disrespectful management	11%
Environmental illness	11%
Landscaping	11%
Pest infestation, insects	10%
Too small	7%
Long waitlists	6%
ADA needs / EFMP	5%
Lied to by management	5%
Paid out of pocket	5%

Under embargo until 12:01 a.m. on May 22, 2019.

Rules not enforced	5%
Security	5%
Pest infestation, rodents	3%
Command / ICE	2%
Fire hazards	2%
Lack of transparency	2%
Playgrounds unsafe	2%
Rank issues	2%
Faulty wiring and outlets	1%
Lack of management oversight	1%
Legal action	1%
Neutral	1%
No previous disclosure of home issues	1%
Pest infestation: snakes	1%
Pesticide	1%
Reprisal: career repercussions	1%
Reprisal: eviction	1%
Reprisal: fees	1%
Unspecified poor experiences	1%
Weather damage	1%
Carbon monoxide leaks	1%

New Hampshire

Portsmouth Naval Shipyard (Also serves Kittery, Maine)

Issues	Manifest effects
Mold	60%
Maintenance, repairs, or remediation	53%
Plumbing and leaks	53%
Dilapidated and outdated	47%
Structural concerns	47%
Filth in homes	33%
Climate control	27%
Fee disputes	27%
Appliance replacement	20%
Basic Allowance for Housing	20%
Faulty wiring and outlets	20%
Poor quality materials	20%
Utility fee issues	20%
Environmental illness	13%
Management	13%

Under embargo until 12:01 a.m. on May 22, 2019.

Asbestos	7%
Excessive power outages	7%
Lack of transparency	7%
Landscaping	7%
Lied to by management	7%
Long waitlists	7%
Playgrounds unsafe	7%
Rank issues	7%
Sewage	7%
Water quality	7%

New Jersey

Joint Base McGuire-Dix-Lakehurst

Issues	Manifest effects
Maintenance, repairs, or remediation	37%
Praise	35%
Poor quality materials	29%
Basic Allowance for Housing	21%
Filth in homes	18%
Structural concerns	17%
Excessive power outages	14%
Appliance replacement	12%
Management	12%
Fee disputes	11%
Climate control	10%
Dilapidated and outdated	10%
Mold	10%
Plumbing and leaks	10%
Disrespectful management	8%
Landscaping	7%
Rank issues	6%
Too small	6%
Long waitlists	4%
Move out issues	4%
Water quality	4%
Weather damage	4%
Environmental illness	2%
Fire hazards	2%
Neutral	2%
Only care about money	2%
Paid out of pocket	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Asbestos	1%
Faulty wiring and outlets	1%
Lack of management oversight	1%
Legal action	1%
Lied to by management	1%
Maintenance entered without permission	1%
Parking	1%
Pest infestation, insects	1%
Pest infestation, rodents	1%
Security	1%
Utility fee issues	1%

New Mexico

Cannon Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	46%
Poor quality materials	42%
Landscaping	27%
Structural concerns	26%
Mold	22%
Plumbing and leaks	21%
Filth in homes	18%
Basic Allowance for Housing	15%
Praise	15%
Disrespectful management	14%
Fee disputes	14%
Appliance replacement	10%
Management	10%
Weather damage	10%
Climate control	9%
Dilapidated and outdated	9%
Pest infestation, rodents	9%
Faulty wiring and outlets	6%
Long waitlists	6%
Move out issues	4%
Playgrounds unsafe	4%
Rules not enforced	4%
Too small	4%
Excessive power outages	3%
Lied to by management	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Pest infestation, insects	3%
Asbestos	1%
Environmental illness	1%
Fire hazards	1%
Lead	1%
Only care about money	1%
Paid out of pocket	1%
Pest infestation: snakes	1%
Rank issues	1%
Security	1%
Unspecified poor experiences	1%
Utility fee issues	1%

Holloman Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Climate control	23%
Filth in homes	23%
Poor quality materials	23%
Fee disputes	20%
Plumbing and leaks	20%
Structural concerns	20%
Dilapidated and outdated	17%
Landscaping	17%
Praise	17%
Utility fee issues	13%
Appliance replacement	12%
Long waitlists	12%
Security	10%
Management	8%
Rank issues	8%
Weather damage	8%
Basic Allowance for Housing	7%
Mold	7%
Too small	7%
Move out issues	5%
Playgrounds unsafe	5%
Environmental illness	3%
Faulty wiring and outlets	3%
Water quality	3%
Command / ICE	2%
Disrespectful management	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Excessive power outages	2%
Lack of management oversight	2%
Legal action	2%
Lied to by management	2%
Pest infestation, rodents	2%
Reprisal: career repercussions	2%
Sewage	2%

Kirtland Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	65%
Mold	40%
Structural concerns	27%
Poor quality materials	26%
Filth in homes	23%
Climate control	21%
Basic Allowance for Housing	18%
Appliance replacement	16%
Management	16%
Weather damage	15%
Pest infestation, insects	13%
Plumbing and leaks	13%
Dilapidated and outdated	12%
Disrespectful management	11%
Fee disputes	10%
Landscaping	9%
Pest infestation, rodents	9%
Praise	9%
Long waitlists	8%
Too small	7%
Utility fee issues	7%
Faulty wiring and outlets	5%
Lied to by management	5%
Rules not enforced	5%
Playgrounds unsafe	4%
Rank issues	4%
Environmental illness	3%
Lack of transparency	3%
Move out issues	3%
Security	3%
Carbon monoxide leaks	3%
Command / ICE	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance entered without permission	2%
Paid out of pocket	2%
Reprisal: career repercussions	2%
ADA needs / EFMP	1%
Excessive power outages	1%
Lack of management oversight	1%
Lead	1%
Reprisal: eviction	1%
Reprisal: fees	1%

White Sands Missile Range

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Climate control	40%
Basic Allowance for Housing	30%
Structural concerns	30%
Utility fee issues	30%
Appliance replacement	20%
Fee disputes	20%
Landscaping	20%
Management	20%
Mold	20%
Dilapidated and outdated	10%
Environmental illness	10%
Filth in homes	10%
Neutral	10%
Plumbing and leaks	10%
Poor quality materials	10%
Rank issues	10%
Too small	10%

New York

Fort Drum

Issues	Manifest effects
Maintenance, repairs, or remediation	45%
Mold	41%
Filth in homes	35%
Structural concerns	31%

Under embargo until 12:01 a.m. on May 22, 2019.

Plumbing and leaks	23%
Poor quality materials	22%
Praise	20%
Dilapidated and outdated	19%
Climate control	18%
Basic Allowance for Housing	17%
Management	14%
Environmental illness	10%
Appliance replacement	8%
Fee disputes	8%
Pest infestation, insects	7%
Landscaping	6%
Long waitlists	6%
Faulty wiring and outlets	5%
Too small	5%
Disrespectful management	5%
Weather damage	4%
Asbestos	3%
Paid out of pocket	3%
Pest infestation, rodents	3%
Rank issues	3%
Security	3%
Utility fee issues	3%
Command / ICE	2%
Lack of management oversight	2%
Lied to by management	2%
Move out issues	2%
Fire hazards	1%
Gas leaks	1%
Lead	1%
Playgrounds unsafe	1%
Sewage	1%
Water quality	1%
ADA needs / EFMP	1%
Excessive power outages	1%
Lack of transparency	1%
Legal action	1%
NA	1%
Neutral	1%
No previous disclosure of home issues	1%
Parking	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Fort Hamilton *

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Mold	33%
Praise	33%

Stewart Air Force Base

Issues	Manifest effects
Management	44%
Praise	33%
Basic Allowance for Housing	22%
Dilapidated and outdated	22%
Filth in homes	22%
Climate control	11%
Fee disputes	11%
Legal action	11%
Mold	11%
Structural concerns	11%
lack of privacy	11%

United States Military Academy West Point

Issues	Manifest effects
Maintenance, repairs, or remediation	70%
Mold	29%
Plumbing and leaks	26%
Structural concerns	25%
Climate control	23%
Management	23%
Basic Allowance for Housing	20%
Filth in homes	19%
Dilapidated and outdated	16%
Poor quality materials	16%
Water quality	15%
Landscaping	14%
Appliance replacement	13%
Environmental illness	12%
Fee disputes	9%

Under embargo until 12:01 a.m. on May 22, 2019.

Praise	9%
Long waitlists	8%
Too small	8%
Utility fee issues	8%
Lead	6%
Playgrounds unsafe	6%
Move out issues	6%
Paid out of pocket	6%
Weather damage	6%
Lied to by management	4%
Disrespectful management	3%
Security	3%
Sewage	3%
Pest infestation, rodents	3%
Rank issues	3%
Command / ICE	2%
Excessive power outages	2%
Fire hazards	2%
Lack of transparency	2%
Faulty wiring and outlets	2%
Lack of management oversight	2%
Pest infestation, insects	2%
Gas leaks	1%
Only care about money	1%
Pesticide	1%
Rules not enforced	1%

North Carolina

Fort Bragg

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Mold	45%
Filth in homes	35%
Structural concerns	25%
Plumbing and leaks	22%
Poor quality materials	21%
Dilapidated and outdated	21%
Basic Allowance for Housing	16%
Climate control	14%
Management	14%
Landscaping	13%

Under embargo until 12:01 a.m. on May 22, 2019.

Pest infestation, insects	12%
Appliance replacement	11%
Fee disputes	11%
Environmental illness	9%
Lead	9%
Weather damage	7%
Praise	7%
Long waitlists	6%
Too small	6%
Disrespectful management	5%
Move out issues	5%
Lied to by management	5%
Fire hazards	4%
Utility fee issues	4%
Faulty wiring and outlets	3%
Pest infestation, rodents	3%
Playgrounds unsafe	3%
Rules not enforced	3%
Rank issues	2%
Unspecified poor experiences	2%
Water quality	2%
Sewage	1%
Lack of management oversight	1%
No previous disclosure of home issues	1%
ADA needs / EFMP	1%
Excessive power outages	1%
Gas leaks	1%
Neutral	1%
Only care about money	1%
Paid out of pocket	1%
Reprisal: fees	1%
Security	1%

Marine Corps Base Camp Lejeune

Issues	Manifest effects
Maintenance, repairs, or remediation	65%
Mold	38%
Weather damage	33%
Structural concerns	23%
Filth in homes	20%
Management	19%

Under embargo until 12:01 a.m. on May 22, 2019.

Plumbing and leaks	19%
Dilapidated and outdated	17%
Poor quality materials	15%
Praise	14%
Basic Allowance for Housing	13%
Climate control	11%
Environmental illness	11%
Long waitlists	9%
Fee disputes	9%
Pest infestation, insects	9%
Landscaping	7%
Move out issues	7%
Appliance replacement	6%
Disrespectful management	6%
Too small	4%
Excessive power outages	3%
Rules not enforced	3%
ADA needs / EFMP	2%
Lack of management oversight	2%
Lied to by management	2%
Faulty wiring and outlets	2%
Lack of transparency	2%
Lead	2%
Pest infestation, rodents	2%
Playgrounds unsafe	2%
Utility fee issues	2%
Fire hazards	2%
Rank issues	2%
Paid out of pocket	1%
Pesticide	1%
Security	1%
Asbestos	1%
Only care about money	1%
Sewage	1%
Water quality	1%
Command / ICE	1%
Legal action	1%
Reprisal: career repercussions	1%
Toxic land	1%
Unspecified poor experiences	1%

Marine Corps Air Station Cherry Point

Issues	Manifest effects
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Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance, repairs, or remediation	56%
Mold	32%
Structural concerns	32%
Weather damage	29%
Plumbing and leaks	24%
Management	21%
Praise	17%
Poor quality materials	16%
Climate control	13%
Landscaping	11%
Appliance replacement	10%
Filth in homes	10%
Basic Allowance for Housing	8%
Dilapidated and outdated	8%
Pest infestation, insects	8%
Disrespectful management	6%
Environmental illness	6%
Faulty wiring and outlets	6%
Fee disputes	5%
Move out issues	5%
Pest infestation, rodents	5%
Command / ICE	3%
Lead	3%
Rules not enforced	3%
Too small	3%
Asbestos	2%
Excessive power outages	2%
Fire hazards	2%
Legal action	2%
Maintenance entered without permission	2%
Neutral	2%
Rank issues	2%
Reprisal: fees	2%
Sewage	2%
Water quality	2%

Marine Corps Air Station New River

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Mold	46%

Under embargo until 12:01 a.m. on May 22, 2019.

Dilapidated and outdated	38%
Plumbing and leaks	33%
Structural concerns	29%
Basic Allowance for Housing	25%
Climate control	25%
Pest infestation, insects	21%
Poor quality materials	21%
Praise	21%
Filth in homes	17%
Management	17%
Appliance replacement	13%
Weather damage	13%
Disrespectful management	8%
Environmental illness	8%
Pest infestation, rodents	8%
Asbestos	4%
Excessive power outages	4%
Landscaping	4%
Long waitlists	4%
Move out issues	4%
Only care about money	4%
Too small	4%

Seymour Johnson Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	45%
Praise	21%
Filth in homes	18%
Structural concerns	16%
Landscaping	11%
Mold	11%
Appliance replacement	8%
Basic Allowance for Housing	8%
Long waitlists	8%
Management	8%
Move out issues	8%
Neutral	8%
Plumbing and leaks	8%
Climate control	5%
Dilapidated and outdated	5%
Disrespectful management	5%
Environmental illness	5%

Under embargo until 12:01 a.m. on May 22, 2019.

Fee disputes	5%
Too small	5%
Utility fee issues	5%
Weather damage	5%
Faulty wiring and outlets	3%
Lack of transparency	3%
No previous disclosure of home issues	3%
Only care about money	3%
Pest infestation, insects	3%
Poor quality materials	3%
Rank issues	3%
Security	3%
Unspecified poor experiences	3%

North Dakota

Grand Forks Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	85%
Filth in homes	38%
Dilapidated and outdated	31%
Mold	31%
Structural concerns	31%
Management	23%
Plumbing and leaks	23%
Basic Allowance for Housing	15%
Disrespectful management	15%
Fee disputes	15%
Move out issues	15%
Pest infestation, rodents	15%
Poor quality materials	15%
Appliance replacement	8%
Climate control	8%
Landscaping	8%
Paid out of pocket	8%
Pest infestation, insects	8%
Rank issues	8%
Rules not enforced	8%

Under embargo until 12:01 a.m. on May 22, 2019.

Minot Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Filth in homes	32%
Mold	28%
Structural concerns	22%
Basic Allowance for Housing	21%
Fee disputes	18%
Poor quality materials	18%
Plumbing and leaks	17%
Praise	14%
Dilapidated and outdated	13%
Management	13%
Move out issues	12%
Climate control	11%
Landscaping	10%
Appliance replacement	9%
Long waitlists	9%
Disrespectful management	8%
Environmental illness	8%
Too small	7%
Weather damage	5%
Pest infestation, insects	4%
Rank issues	4%
Fire hazards	3%
Lack of management oversight	3%
Rules not enforced	3%
Faulty wiring and outlets	2%
Lack of transparency	2%
Lead	2%
Neutral	2%
Paid out of pocket	2%
Pest infestation, rodents	2%
Sewage	2%
Excessive power outages	2%
Lied to by management	2%
No previous disclosure of home issues	2%
Playgrounds unsafe	2%
Water quality	2%
Command / ICE	1%
Only care about money	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Pest infestation: snakes	1%
Reprisal: fees	1%
Security	1%
Unspecified poor experiences	1%
Utility fee issues	1%

Ohio

Wright-Patterson Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	58%
Mold	42%
Filth in homes	32%
Structural concerns	32%
Basic Allowance for Housing	29%
Climate control	29%
Plumbing and leaks	29%
Poor quality materials	29%
Dilapidated and outdated	26%
Management	16%
Appliance replacement	13%
Fee disputes	13%
Landscaping	13%
Environmental illness	11%
Security	11%
Pest infestation, rodents	8%
Praise	8%
Rank issues	8%
Weather damage	8%
Faulty wiring and outlets	5%
Move out issues	5%
Only care about money	5%
Too small	5%
Utility fee issues	5%
Asbestos	3%
Disrespectful management	3%
Excessive power outages	3%
Neutral	3%
Pest infestation, insects	3%
Playgrounds unsafe	3%
Rules not enforced	3%
Unspecified poor experiences	3%

Oklahoma

Altus Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	63%
Filth in homes	55%
Mold	53%
Structural concerns	32%
Poor quality materials	29%
Dilapidated and outdated	26%
Appliance replacement	24%
Plumbing and leaks	24%
Climate control	21%
Disrespectful management	18%
Landscaping	16%
Long waitlists	16%
Management	16%
Environmental illness	13%
Pest infestation, insects	13%
Pest infestation, rodents	13%
Weather damage	13%
Basic Allowance for Housing	11%
Praise	11%
Fee disputes	8%
Lied to by management	8%
Paid out of pocket	8%
Too small	8%
Move out issues	5%
Playgrounds unsafe	5%
Rank issues	5%
Rules not enforced	5%
Security	5%
ADA needs / EFMP	3%
Asbestos	3%
Faulty wiring and outlets	3%
Fire hazards	3%
Gas leaks	3%
Lack of management oversight	3%
Water quality	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Fort Sill

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Mold	29%
Structural concerns	27%
Climate control	26%
Plumbing and leaks	24%
Filth in homes	19%
Poor quality materials	16%
Praise	15%
Dilapidated and outdated	14%
Management	10%
Weather damage	10%
Basic Allowance for Housing	9%
Appliance replacement	8%
Landscaping	8%
Environmental illness	6%
Fee disputes	6%
Too small	6%
Long waitlists	4%
Pest infestation, rodents	4%
Utility fee issues	4%
Disrespectful management	3%
Faulty wiring and outlets	3%
Lead	3%
Rank issues	3%
Move out issues	3%
Pest infestation, insects	2%
Playgrounds unsafe	2%
Water quality	2%
Excessive power outages	1%
Fire hazards	1%
Lack of transparency	1%
Neutral	1%
No previous disclosure of home issues	1%
Paid out of pocket	1%
Rules not enforced	1%
Security	1%

Tinker Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	68%
Mold	60%
Plumbing and leaks	33%
Poor quality materials	28%
Structural concerns	28%
Management	25%
Climate control	23%
Environmental illness	23%
Fee disputes	23%
Filth in homes	23%
Move out issues	15%
Appliance replacement	13%
Basic Allowance for Housing	10%
Landscaping	10%
Dilapidated and outdated	8%
Legal action	8%
Long waitlists	8%
ADA needs / EFMP	5%
Command / ICE	5%
Disrespectful management	5%
Fire hazards	5%
Lied to by management	5%
Paid out of pocket	5%
Pest infestation, insects	5%
Pest infestation, rodents	5%
Rules not enforced	5%
Too small	5%
Utility fee issues	5%
Weather damage	5%
Excessive power outages	3%
Faulty wiring and outlets	3%
Lack of management oversight	3%
Lead	3%
Praise	3%
Security	3%
Unspecified poor experiences	3%
Carbon monoxide leaks	3%

Vance Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	64%
Structural concerns	43%
Filth in homes	36%
Management	29%
Mold	29%
Appliance replacement	21%
Basic Allowance for Housing	21%
Plumbing and leaks	21%
Poor quality materials	21%
Dilapidated and outdated	14%
Environmental illness	7%
Fee disputes	7%
Landscaping	7%
Move out issues	7%
Pest infestation, insects	7%
Praise	7%
Rank issues	7%
Too small	7%
Utility fee issues	7%
Weather damage	7%

Pennsylvania

Carlisle Barracks

Issues	Manifest effects
Maintenance, repairs, or remediation	56%
Poor quality materials	33%
Basic Allowance for Housing	28%
Structural concerns	25%
Management	22%
Dilapidated and outdated	19%
Climate control	17%
Plumbing and leaks	17%
Praise	17%
Filth in homes	11%
Mold	11%
Too small	11%
Utility fee issues	11%

Under embargo until 12:01 a.m. on May 22, 2019.

Fee disputes	8%
Landscaping	8%
Weather damage	8%
Playgrounds unsafe	6%
Rank issues	6%
Sewage	6%
Water quality	6%
ADA needs / EFMP	3%
Appliance replacement	3%
Asbestos	3%
Environmental illness	3%
Faulty wiring and outlets	3%
Fire hazards	3%
Lack of transparency	3%
Lead	3%
Lied to by management	3%
Move out issues	3%
Paid out of pocket	3%
Pest infestation, rodents	3%
Security	3%

Rhode Island

Naval Station Newport

Issues	Manifest effects
Maintenance, repairs, or remediation	71%
Mold	38%
Filth in homes	36%
Climate control	31%
Management	29%
Structural concerns	29%
Poor quality materials	24%
Dilapidated and outdated	22%
Basic Allowance for Housing	20%
Plumbing and leaks	20%
Praise	20%
Appliance replacement	18%
Too small	16%
Fee disputes	13%
Environmental illness	11%
Pest infestation, rodents	11%
Playgrounds unsafe	11%

Under embargo until 12:01 a.m. on May 22, 2019.

Utility fee issues	11%
Pest infestation, insects	9%
Water quality	9%
Weather damage	9%
Landscaping	7%
Move out issues	7%
Paid out of pocket	7%
Fire hazards	4%
Lead	4%
Lied to by management	4%
Security	4%
Asbestos	2%
Command / ICE	2%
Lack of management oversight	2%
Long waitlists	2%
No previous disclosure of home issues	2%
Only care about money	2%
Rules not enforced	2%
Carbon monoxide leaks	2%

South Carolina

Fort Jackson

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Basic Allowance for Housing	31%
Filth in homes	28%
Structural concerns	28%
Management	25%
Appliance replacement	22%
Plumbing and leaks	22%
Praise	22%
Pest infestation, insects	19%
Poor quality materials	19%
Climate control	13%
Dilapidated and outdated	13%
Fee disputes	13%
Long waitlists	13%
Mold	13%
Environmental illness	9%
Landscaping	9%

Under embargo until 12:01 a.m. on May 22, 2019.

Asbestos	6%
Disrespectful management	6%
Lead	6%
Lied to by management	6%
Move out issues	6%
Rank issues	6%
Security	6%
Utility fee issues	6%
Command / ICE	3%
Fire hazards	3%
Lack of management oversight	3%
Paid out of pocket	3%
Rules not enforced	3%
Weather damage	3%

Joint Base Charleston

Issues	Manifest effects
Maintenance, repairs, or remediation	52%
Mold	36%
Filth in homes	34%
Management	24%
Poor quality materials	22%
Basic Allowance for Housing	20%
Pest infestation, insects	20%
Structural concerns	20%
Climate control	16%
Environmental illness	16%
Fee disputes	16%
Plumbing and leaks	16%
Appliance replacement	12%
Landscaping	12%
Disrespectful management	10%
Excessive power outages	10%
Long waitlists	10%
Move out issues	8%
Praise	8%
Rules not enforced	8%
Security	8%
Weather damage	8%
Dilapidated and outdated	6%
Lead	6%
Lied to by management	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Only care about money	6%
Pest infestation, rodents	6%
ADA needs / EFMP	4%
Paid out of pocket	4%
Playgrounds unsafe	4%
Rank issues	4%
Command / ICE	2%
Fire hazards	2%
Lack of management oversight	2%
Legal action	2%
Neutral	2%
Pest infestation: snakes	2%
Too small	2%
Utility fee issues	2%

Marine Corps Air Station Beaufort

Issues	Manifest effects
Maintenance, repairs, or remediation	41%
Mold	41%
Basic Allowance for Housing	29%
Poor quality materials	24%
Climate control	18%
Plumbing and leaks	18%
Structural concerns	18%
Dilapidated and outdated	12%
Disrespectful management	12%
Filth in homes	12%
Landscaping	12%
Praise	12%
Rank issues	12%
Security	12%
Appliance replacement	6%
Command / ICE	6%
Environmental illness	6%
Fee disputes	6%
Fire hazards	6%
Management	6%
Neutral	6%
Pest infestation, insects	6%
Pest infestation, rodents	6%
Rules not enforced	6%
Water quality	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Weather damage	6%
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Marine Corps Recruit Depot Parris Island

Issues	Manifest effects
Maintenance, repairs, or remediation	80%
Mold	36%
Structural concerns	32%
Management	24%
Plumbing and leaks	24%
Poor quality materials	24%
Climate control	20%
Landscaping	20%
Dilapidated and outdated	12%
Environmental illness	12%
Filth in homes	12%
Long waitlists	12%
Move out issues	12%
Pest infestation, insects	12%
Appliance replacement	8%
Basic Allowance for Housing	8%
Pest infestation, rodents	8%
Praise	8%
Sewage	8%
Water quality	8%
Weather damage	8%
Disrespectful management	4%
Fee disputes	4%
Fire hazards	4%
Lead	4%
Paid out of pocket	4%
Security	4%
Too small	4%
Utility fee issues	4%

Shaw Air Force Base

Issues	Manifest effects
Mold	46%
Maintenance, repairs, or remediation	37%
Poor quality materials	29%
Structural concerns	29%

Under embargo until 12:01 a.m. on May 22, 2019.

Plumbing and leaks	19%
Landscaping	17%
Praise	17%
Fee disputes	15%
Climate control	13%
Filth in homes	13%
Long waitlists	12%
Management	12%
Move out issues	10%
Pest infestation, insects	10%
Playgrounds unsafe	8%
Environmental illness	6%
Fire hazards	6%
Water quality	6%
Weather damage	6%
Appliance replacement	4%
Basic Allowance for Housing	4%
Dilapidated and outdated	4%
Disrespectful management	4%
Rank issues	4%
Security	4%
Excessive power outages	2%
Faulty wiring and outlets	2%
Lied to by management	2%
Pest infestation, rodents	2%
Reprisal: career repercussions	2%
Reprisal: fees	2%
Sewage	2%
Too small	2%
Unspecified poor experiences	2%
Utility fee issues	2%

South Dakota

Ellsworth Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	59%
Management	21%
Praise	21%
Climate control	17%
Dilapidated and outdated	17%
Fee disputes	17%

Under embargo until 12:01 a.m. on May 22, 2019.

Structural concerns	17%
Move out issues	14%
Appliance replacement	10%
Filth in homes	10%
Mold	10%
Poor quality materials	10%
Disrespectful management	7%
Landscaping	7%
Lied to by management	7%
Long waitlists	7%
Pest infestation, rodents	7%
Playgrounds unsafe	7%
Plumbing and leaks	7%
Basic Allowance for Housing	3%
Faulty wiring and outlets	3%
Lack of management oversight	3%
Legal action	3%
Maintenance entered without permission	3%
Rank issues	3%
Rules not enforced	3%
Security	3%
Unspecified poor experiences	3%
Weather damage	3%

Tennessee

Arnold Air Force Base *

Issues	Manifest effects
Basic Allowance for Housing	50%
Dilapidated and outdated	50%
Excessive power outages	50%
Maintenance, repairs, or remediation	50%
Management	50%
Paid out of pocket	50%
Pest infestation, insects	50%
Rules not enforced	50%

Naval Support Activity Mid-South, Millington

Issues	Manifest effects
Mold	56%

Under embargo until 12:01 a.m. on May 22, 2019.

Climate control	44%
Maintenance, repairs, or remediation	44%
Filth in homes	33%
Appliance replacement	22%
Basic Allowance for Housing	22%
Fee disputes	22%
Plumbing and leaks	22%
Too small	22%
Dilapidated and outdated	11%
Environmental illness	11%
Landscaping	11%
Management	11%
Pest infestation, insects	11%
Poor quality materials	11%
Structural concerns	11%

Texas

Corpus Christi Naval Air Station *

Issues	Manifest effects
Maintenance, repairs, or remediation	75%
Basic Allowance for Housing	38%
Dilapidated and outdated	38%
Poor quality materials	38%
Appliance replacement	25%
Filth in homes	25%
Management	25%
Mold	25%
Plumbing and leaks	25%
Weather damage	25%
Climate control	13%
Faulty wiring and outlets	13%
Fee disputes	13%
Landscaping	13%
Long waitlists	13%
Pest infestation, insects	13%
Pest infestation, rodents	13%
Rank issues	13%
Structural concerns	13%

Under embargo until 12:01 a.m. on May 22, 2019.

Dyess Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Filth in homes	32%
Structural concerns	26%
Mold	22%
Poor quality materials	20%
Fee disputes	16%
Praise	16%
Basic Allowance for Housing	15%
Climate control	15%
Dilapidated and outdated	15%
Management	15%
Landscaping	14%
Appliance replacement	12%
Pest infestation, insects	12%
Pest infestation, rodents	11%
Move out issues	10%
Plumbing and leaks	10%
Long waitlists	7%
Disrespectful management	6%
Faulty wiring and outlets	6%
Weather damage	6%
Environmental illness	5%
Too small	5%
Utility fee issues	5%
Pest infestation: snakes	4%
Playgrounds unsafe	4%
Fire hazards	2%
Only care about money	2%
Rank issues	2%
Rules not enforced	2%
Security	2%
Excessive power outages	1%
Lied to by management	1%
Unspecified poor experiences	1%

Fort Bliss

Issues	Manifest effects
Maintenance, repairs, or remediation	63%

Under embargo until 12:01 a.m. on May 22, 2019.

Filth in homes	29%
Structural concerns	24%
Basic Allowance for Housing	23%
Poor quality materials	21%
Management	20%
Mold	20%
Climate control	19%
Fee disputes	18%
Plumbing and leaks	18%
Appliance replacement	15%
Dilapidated and outdated	14%
Move out issues	14%
Praise	13%
Pest infestation, insects	12%
Long waitlists	10%
Environmental illness	7%
Too small	7%
Weather damage	7%
Disrespectful management	5%
Rank issues	5%
Lead	4%
Landscaping	4%
Faulty wiring and outlets	3%
Fire hazards	3%
Playgrounds unsafe	3%
Utility fee issues	3%
Water quality	3%
Lied to by management	2%
Rules not enforced	2%
Security	2%
Only care about money	1%
Paid out of pocket	1%
Asbestos	1%
Command / ICE	1%
Excessive power outages	1%
Lack of management oversight	1%
Lack of transparency	1%
Legal action	1%
Neutral	1%
Parking	1%
Pest infestation, rodents	1%
Pest infestation: Bats	1%
Sewage	1%
Unspecified poor experiences	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Carbon monoxide leaks	1%
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Fort Hood

Issues	Manifest effects
Maintenance, repairs, or remediation	52%
Mold	35%
Dilapidated and outdated	29%
Filth in homes	27%
Plumbing and leaks	27%
Structural concerns	24%
Climate control	18%
Poor quality materials	15%
Basic Allowance for Housing	13%
Appliance replacement	12%
Pest infestation, insects	12%
Environmental illness	11%
Management	10%
Landscaping	9%
Praise	8%
Fee disputes	7%
Long waitlists	7%
Too small	7%
Disrespectful management	6%
Weather damage	6%
Pest infestation, rodents	5%
Move out issues	5%
Lead	4%
Utility fee issues	3%
Faulty wiring and outlets	3%
Fire hazards	3%
Security	3%
Command / ICE	2%
Lied to by management	2%
Water quality	2%
Playgrounds unsafe	2%
Sewage	2%
Lack of management oversight	1%
Lack of transparency	1%
Rank issues	1%
Rules not enforced	1%
Unspecified poor experiences	1%
ADA needs / EFMP	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Asbestos	1%
Excessive power outages	1%
Neutral	1%
Reprisal: career repercussions	1%

Goodfellow Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	47%
Filth in homes	31%
Mold	31%
Dilapidated and outdated	22%
Fee disputes	22%
Poor quality materials	19%
Praise	19%
Appliance replacement	17%
Climate control	17%
Management	17%
Pest infestation, insects	17%
Plumbing and leaks	17%
Basic Allowance for Housing	14%
Landscaping	14%
Structural concerns	14%
Move out issues	11%
Too small	11%
Disrespectful management	8%
Pest infestation, rodents	8%
Utility fee issues	8%
Weather damage	8%
Lied to by management	6%
Neutral	6%
Playgrounds unsafe	6%
Environmental illness	3%
Faulty wiring and outlets	3%
Gas leaks	3%
Lead	3%
Legal action	3%
Long waitlists	3%
Only care about money	3%
Paid out of pocket	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Joint Base San Antonio – Fort Sam Houston

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Mold	42%
Filth in homes	26%
Structural concerns	25%
Poor quality materials	25%
Plumbing and leaks	23%
Climate control	22%
Dilapidated and outdated	21%
Management	18%
Basic Allowance for Housing	17%
Pest infestation, insects	16%
Praise	15%
Appliance replacement	14%
Lead	13%
Landscaping	11%
Pest infestation, rodents	8%
Environmental illness	7%
Fee disputes	7%
Move out issues	7%
Long waitlists	6%
Too small	6%
Weather damage	4%
Security	4%
Sewage	4%
Rank issues	3%
Utility fee issues	3%
Water quality	3%
Disrespectful management	3%
Fire hazards	3%
ADA needs / EFMP	2%
Asbestos	2%
Lack of management oversight	2%
Paid out of pocket	2%
Unspecified poor experiences	2%
Faulty wiring and outlets	2%
Lack of transparency	2%
Lied to by management	2%
Neutral	2%
Rules not enforced	2%
Excessive power outages	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Maintenance entered without permission	1%
Only care about money	1%
Playgrounds unsafe	1%
Reprisal: fees	1%
Carbon monoxide leaks	1%
Gas leaks	1%
Legal action	1%
No previous disclosure of home issues	1%
Parking	1%

Laughlin Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	61%
Mold	42%
Dilapidated and outdated	37%
Basic Allowance for Housing	21%
Poor quality materials	21%
Management	19%
Appliance replacement	18%
Fee disputes	16%
Filth in homes	15%
Climate control	13%
Pest infestation, insects	13%
Disrespectful management	11%
Praise	11%
Structural concerns	11%
Plumbing and leaks	10%
Too small	10%
Environmental illness	8%
Landscaping	8%
Weather damage	8%
Paid out of pocket	6%
Move out issues	5%
Playgrounds unsafe	5%
Rank issues	5%
Utility fee issues	5%
Faulty wiring and outlets	3%
Lead	3%
Long waitlists	3%
Asbestos	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Command / ICE	2%
Fire hazards	2%
Lack of management oversight	2%
Lack of transparency	2%
Lied to by management	2%
Only care about money	2%

Naval Air Station Joint Reserve Base Fort Worth *

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Climate control	50%
Filth in homes	50%
Mold	50%
Long waitlists	33%
Management	33%
Pest infestation, insects	33%
Plumbing and leaks	33%
Structural concerns	33%
Weather damage	33%
Basic Allowance for Housing	17%
Dilapidated and outdated	17%
Disrespectful management	17%
Environmental illness	17%
Faulty wiring and outlets	17%
Fire hazards	17%
Neutral	17%
Pest infestation, rodents	17%
Pest infestation: snakes	17%

Sheppard Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	71%
Mold	67%
Structural concerns	44%
Filth in homes	40%
Dilapidated and outdated	38%
Plumbing and leaks	33%
Climate control	27%
Pest infestation, rodents	27%
Management	20%

Under embargo until 12:01 a.m. on May 22, 2019.

Too small	20%
Appliance replacement	18%
Basic Allowance for Housing	18%
Environmental illness	18%
Pest infestation, insects	18%
Poor quality materials	16%
Disrespectful management	11%
Landscaping	11%
Weather damage	11%
Fee disputes	9%
Lead	9%
Long waitlists	7%
Praise	7%
Security	7%
Fire hazards	4%
Paid out of pocket	4%
Rank issues	4%
Utility fee issues	4%
Faulty wiring and outlets	2%
Move out issues	2%
Neutral	2%
No previous disclosure of home issues	2%
Pest infestation: snakes	2%
Reprisal: fees	2%
Rules not enforced	2%
Water quality	2%
Carbon monoxide leaks	2%

Utah

Hill Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	46%
Filth in homes	37%
Fee disputes	33%
Poor quality materials	21%
Praise	21%
Mold	19%
Basic Allowance for Housing	16%
Dilapidated and outdated	16%
Management	13%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	12%
Plumbing and leaks	12%
Structural concerns	12%
Too small	9%
Climate control	8%
Appliance replacement	7%
Long waitlists	6%
Rank issues	6%
Disrespectful management	4%
Landscaping	4%
Faulty wiring and outlets	3%
Lied to by management	3%
Environmental illness	2%
Legal action	2%
Pest infestation, insects	2%
Rules not enforced	2%
Security	2%
Sewage	2%
ADA needs / EFMP	1%
Asbestos	1%
Command / ICE	1%
Fire hazards	1%
Lack of transparency	1%
Lead	1%
Maintenance entered without permission	1%
Neutral	1%
Utility fee issues	1%
Water quality	1%
Lack of privacy	1%

Virginia

Fort Belvoir

Issues	Manifest effects
Maintenance, repairs, or remediation	75%
Mold	30%
Structural concerns	26%
Management	25%
Plumbing and leaks	22%
Filth in homes	21%
Climate control	16%

Under embargo until 12:01 a.m. on May 22, 2019.

Poor quality materials	15%
Appliance replacement	13%
Basic Allowance for Housing	12%
Praise	12%
Lead	11%
Dilapidated and outdated	9%
Environmental illness	9%
Fee disputes	8%
Pest infestation, insects	8%
Landscaping	7%
Pest infestation, rodents	6%
Weather damage	6%
Disrespectful management	4%
Move out issues	4%
Too small	4%
Utility fee issues	4%
Fire hazards	3%
Long waitlists	3%
Rank issues	3%
Faulty wiring and outlets	2%
Lack of management oversight	2%
Lied to by management	2%
Paid out of pocket	2%
Playgrounds unsafe	2%
Security	2%
Lack of transparency	2%
Parking	2%
Rules not enforced	2%
Water quality	2%
ADA needs / EFMP	1%
Command / ICE	1%
Maintenance entered without permission	1%
No previous disclosure of home issues	1%
Pest infestation: snakes	1%
Pesticide	1%
Unspecified poor experiences	1%
Asbestos	1%
Gas leaks	1%
Legal action	1%
Neutral	1%
Sewage	1%
Toxic land	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Carbon monoxide leaks	1%
Preferred gov't housing	1%

Fort Lee

Issues	Manifest effects
Maintenance, repairs, or remediation	48%
Mold	35%
Structural concerns	27%
Filth in homes	21%
Poor quality materials	17%
Landscaping	15%
Praise	15%
Fee disputes	13%
Management	13%
Plumbing and leaks	13%
Basic Allowance for Housing	10%
Long waitlists	10%
Climate control	8%
Fire hazards	8%
Appliance replacement	6%
Dilapidated and outdated	6%
Disrespectful management	6%
Faulty wiring and outlets	6%
Pest infestation, insects	6%
Rules not enforced	6%
Too small	6%
Environmental illness	4%
Move out issues	4%
Lack of management oversight	2%
Lack of transparency	2%
Lied to by management	2%
Neutral	2%
Playgrounds unsafe	2%
Rank issues	2%
Reprisal: eviction	2%
Security	2%
Unspecified poor experiences	2%
Utility fee issues	2%
Weather damage	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Joint Base Langley – Eustis

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Mold	31%
Structural concerns	22%
Plumbing and leaks	21%
Poor quality materials	20%
Management	18%
Filth in homes	17%
Climate control	17%
Fee disputes	14%
Basic Allowance for Housing	13%
Dilapidated and outdated	12%
Appliance replacement	12%
Landscaping	12%
Utility fee issues	11%
Pest infestation, insects	10%
Move out issues	8%
Praise	8%
Environmental illness	7%
Long waitlists	7%
Rules not enforced	7%
Too small	6%
Disrespectful management	5%
Weather damage	4%
Faulty wiring and outlets	4%
Pest infestation, rodents	4%
Lead	3%
Excessive power outages	2%
Fire hazards	2%
Lack of management oversight	2%
Lack of transparency	2%
Playgrounds unsafe	2%
Rank issues	2%
Legal action	1%
Lied to by management	1%
Only care about money	1%
ADA needs / EFMP	1%
Command / ICE	1%
No previous disclosure of home issues	1%
Reprisal: eviction	1%

Under embargo until 12:01 a.m. on May 22, 2019.

Security	1%
Sewage	1%
Unspecified poor experiences	1%
Water quality	1%

Joint Expeditionary Base Little Creek - Fort Story

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Mold	34%
Filth in homes	25%
Structural concerns	25%
Plumbing and leaks	23%
Management	19%
Poor quality materials	19%
Fee disputes	18%
Basic Allowance for Housing	16%
Dilapidated and outdated	16%
Appliance replacement	15%
Climate control	14%
Landscaping	10%
Praise	10%
Weather damage	10%
Disrespectful management	8%
Environmental illness	8%
Long waitlists	8%
Security	7%
Utility fee issues	6%
Move out issues	6%
Lied to by management	5%
Rules not enforced	5%
Lack of management oversight	4%
Pest infestation, insects	4%
Pest infestation, rodents	4%
Rank issues	4%
ADA needs / EFMP	2%
Command / ICE	2%
Excessive power outages	2%
Faulty wiring and outlets	2%
Fire hazards	2%
Legal action	2%
Maintenance entered without permission	2%
Paid out of pocket	2%

Under embargo until 12:01 a.m. on May 22, 2019.

Playgrounds unsafe	2%
Carbon monoxide leaks	1%
Lack of transparency	1%
Lead	1%
Management reprisals, evictions	1%
Management reprisals, career repercussions	1%
Management reprisals, fees	1%
Natural gas leaks	1%
Neutral	1%
No previous disclosure of home issues	1%
Pest infestations, snakes	1%
Too small	1%
Unspecified poor experiences	1%
Water quality	1%

Marine Corps Base Quantico

Issues	Manifest effects
Maintenance, repairs, or remediation	49%
Mold	41%
Structural concerns	27%
Poor quality materials	19%
Praise	18%
Filth in homes	17%
Plumbing and leaks	17%
Climate control	16%
Fee disputes	15%
Landscaping	14%
Appliance replacement	12%
Water quality	12%
Management	11%
Basic Allowance for Housing	10%
Environmental illness	10%
Pest infestation, rodents	7%
Dilapidated and outdated	7%
Utility fee issues	7%
Pest infestation, insects	6%
Move out issues	4%
Disrespectful management	4%
Faulty wiring and outlets	4%
Long waitlists	4%
Rules not enforced	4%

Under embargo until 12:01 a.m. on May 22, 2019.

Weather damage	4%
Lied to by management	3%
Command / ICE	2%
Excessive power outages	2%
Lead	2%
Rank issues	2%
Too small	2%
Legal action	2%
Fire hazards	1%
Paid out of pocket	1%
Playgrounds unsafe	1%
Security	1%
Lack of management oversight	1%
Lack of transparency	1%
Parking	1%
Sewage	1%
Unspecified poor experiences	1%

Naval Air Station Oceana

Issues	Manifest effects
Maintenance, repairs, or remediation	58%
Mold	50%
Structural concerns	34%
Management	26%
Plumbing and leaks	22%
Climate control	20%
Poor quality materials	20%
Basic Allowance for Housing	18%
Dilapidated and outdated	16%
Filth in homes	16%
Appliance replacement	14%
Fee disputes	12%
Landscaping	10%
Pest infestation, insects	10%
Environmental illness	8%
Lied to by management	8%
Move out issues	8%
Pest infestation, rodents	8%
Excessive power outages	6%
Praise	6%
Disrespectful management	4%
Long waitlists	4%

Under embargo until 12:01 a.m. on May 22, 2019.

Management reprisals, fees	4%
Paid out of pocket	4%
Playgrounds unsafe	4%
Security	4%
Utility fee issues	4%
Weather damage	4%
ADA needs / EFMP	2%
Command / ICE	2%
Faulty wiring and outlets	2%
Lack of transparency	2%
Rules not enforced	2%
Too small	2%
Unspecified poor experiences	2%

Naval Station Norfolk

Issues	Manifest effects
Maintenance, repairs, or remediation	61%
Mold	30%
Poor quality materials	25%
Filth in homes	23%
Structural concerns	21%
Climate control	19%
Dilapidated and outdated	18%
Security	16%
Plumbing and leaks	15%
Praise	15%
Management	15%
Pest infestation, insects	12%
Appliance replacement	12%
Basic Allowance for Housing	11%
Fee disputes	11%
Landscaping	11%
Utility fee issues	9%
Long waitlists	9%
Pest infestation, rodents	9%
Environmental illness	7%
Weather damage	5%
Disrespectful management	4%
Fire hazards	4%
Excessive power outages	4%
Too small	4%
Playgrounds unsafe	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Move out issues	3%
Lied to by management	2%
Paid out of pocket	2%
Rules not enforced	2%
Unspecified poor experiences	2%
No previous disclosure of home issues	2%
ADA needs / EFMP	1%
Command / ICE	1%
Faulty wiring and outlets	1%
Lack of management oversight	1%
Legal action	1%
Neutral	1%
Lead	1%

Naval Surface Warfare Center Dahlgren *

Issues	Manifest effects
Maintenance, repairs, or remediation	40%
Mold	40%
Structural concerns	40%
Climate control	20%
Dilapidated and outdated	20%
Fire hazards	20%
Landscaping	20%
Long waitlists	20%
Management	20%
Pest infestation, insects	20%
Pest infestation, rodents	20%
Plumbing and leaks	20%
Too small	20%
Utility fee issues	20%
Weather damage	20%

Naval Weapons Station Yorktown

Issues	Manifest effects
Maintenance, repairs, or remediation	65%
Plumbing and leaks	47%
Mold	35%
Poor quality materials	29%
Security	29%

Under embargo until 12:01 a.m. on May 22, 2019.

Structural concerns	29%
Filth in homes	24%
Management	24%
Appliance replacement	12%
Dilapidated and outdated	12%
Lied to by management	12%
Pest infestation, insects	12%
Asbestos	6%
Climate control	6%
Disrespectful management	6%
Environmental illness	6%
Faulty wiring and outlets	6%
Fire hazards	6%
Landscaping	6%
Lead	6%
Long waitlists	6%
Utility fee issues	6%
Water quality	6%

Naval Support Facility Northwest Annex

Issues	Manifest effects
Maintenance, repairs, or remediation	56%
Management	22%
Plumbing and leaks	22%
Structural concerns	22%
Appliance replacement	11%
Basic Allowance for Housing	11%
Climate control	11%
Fee disputes	11%
Filth in homes	11%
Landscaping	11%
Mold	11%
Pest infestation, insects	11%
Praise	11%
Utility fee issues	11%
Weather damage	11%

Portsmouth *

Issues	Manifest effects
Maintenance, repairs, or remediation	63%

Under embargo until 12:01 a.m. on May 22, 2019.

Mold	63%
Filth in homes	50%
Basic Allowance for Housing	25%
Dilapidated and outdated	25%
Landscaping	25%
Management	25%
Security	25%
Structural concerns	25%
Environmental illness	13%
Fee disputes	13%
Move out issues	13%
Pest infestation, insects	13%
Pest infestation, rodents	13%
Plumbing and leaks	13%
Praise	13%

Washington State

Fairchild Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	60%
Fee disputes	29%
Dilapidated and outdated	26%
Poor quality materials	26%
Filth in homes	24%
Plumbing and leaks	22%
Management	21%
Move out issues	19%
Appliance replacement	17%
Mold	17%
Structural concerns	17%
Basic Allowance for Housing	14%
Landscaping	14%
Climate control	12%
Weather damage	12%
Disrespectful management	9%
Too small	9%
Long waitlists	7%
Pest infestation, insects	7%
Praise	7%
Environmental illness	5%
Lead	5%
Lied to by management	5%

Under embargo until 12:01 a.m. on May 22, 2019.

Rank issues	5%
Rules not enforced	5%
Management only cares about money	3%
No previous disclosure of home issues	3%
Paid out of pocket	3%
Command / ICE	2%
Excessive power outages	2%
Faulty wiring and outlets	2%
Fire hazards	2%
Lack of management oversight	2%
Maintenance entered without permission	2%
Management reprisals, evictions	2%
Pest infestation, rodents	2%
Pesticide	2%
Playgrounds unsafe	2%
Radon	2%
Toxic land	2%
Water quality	2%

Joint Base Lewis McChord

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Mold	34%
Basic Allowance for Housing	26%
Filth in homes	26%
Fee disputes	25%
Structural concerns	22%
Poor quality materials	22%
Dilapidated and outdated	18%
Plumbing and leaks	15%
Climate control	13%
Move out issues	12%
Landscaping	11%
Appliance replacement	10%
Too small	10%
Long waitlists	10%
Management	8%
Environmental illness	8%
Praise	7%

Under embargo until 12:01 a.m. on May 22, 2019.

Water quality	7%
Rank issues	7%
Disrespectful management	6%
Lead	6%
Utility fee issues	6%
Pest infestation, rodents	4%
Faulty wiring and outlets	3%
Paid out of pocket	3%
Rules not enforced	3%
Security	2%
Sewage	2%
Weather damage	2%
Asbestos	2%
Excessive power outages	2%
Lied to by management	2%
Neutral	2%
ADA needs / EFMP	1%
Fire hazards	1%
Pest infestation, insects	1%
Unspecified poor experiences	1%
Playgrounds unsafe	1%
Legal action	1%
Command / ICE	0%
Lack of management oversight	0%
Parking	0%

Naval Air Station Whidbey Island

Issues	Manifest effects
Maintenance, repairs, or remediation	88%
Filth in homes	31%
Mold	31%
Dilapidated and outdated	25%
Climate control	19%
Fee disputes	19%
Poor quality materials	19%
Rules not enforced	19%
Environmental illness	13%
Landscaping	13%
Management	13%
Plumbing and leaks	13%
Utility fee issues	13%
Appliance replacement	6%

Under embargo until 12:01 a.m. on May 22, 2019.

Asbestos	6%
Basic Allowance for Housing	6%
Disrespectful management	6%
Excessive power outages	6%
Pest infestation, insects	6%
Praise	6%
Rank issues	6%
Structural concerns	6%

Naval Base Kitsap-Bangor

Issues	Manifest effects
Maintenance, repairs, or remediation	57%
Mold	33%
Filth in homes	26%
Poor quality materials	26%
Fee disputes	24%
Basic Allowance for Housing	23%
Structural concerns	21%
Management	21%
Dilapidated and outdated	15%
Appliance replacement	14%
Climate control	14%
Move out issues	13%
Landscaping	13%
Plumbing and leaks	13%
Long waitlists	10%
Disrespectful management	9%
Praise	9%
Pest infestation, rodents	8%
Security	7%
Faulty wiring and outlets	6%
Playgrounds unsafe	6%
Pest infestation, insects	6%
Rules not enforced	6%
Utility fee issues	6%
Fire hazards	5%
Too small	5%
Lead	4%
Weather damage	4%
Rank issues	4%
Water quality	4%
Environmental illness	3%

Under embargo until 12:01 a.m. on May 22, 2019.

Lied to by management	3%
Paid out of pocket	2%
Lack of management oversight	1%
Neutral	1%
Asbestos	1%
Command / ICE	1%
Lack of transparency	1%
No previous disclosure of home issues	1%
Pesticide	1%
Sewage	1%

Naval Air Station Everett *

Issues	Manifest effects
Maintenance, repairs, or remediation	50%
Management	38%
Landscaping	25%
Pest infestation, rodents	25%
Praise	25%
Lied to by management	13%
Rank issues	13%
Rules not enforced	13%
Structural concerns	13%

Wyoming

Francis E. Warren Air Force Base

Issues	Manifest effects
Maintenance, repairs, or remediation	67%
Filth in homes	38%
Lead	38%
Poor quality materials	28%
Mold	25%
Plumbing and leaks	23%
Climate control	21%
Structural concerns	21%
Management	13%
Weather damage	13%
Dilapidated and outdated	11%
Disrespectful management	11%

Under embargo until 12:01 a.m. on May 22, 2019.

Landscaping	11%
Appliance replacement	10%
Fee disputes	10%
Long waitlists	10%
Pest infestation, insects	8%
Basic Allowance for Housing	7%
Environmental illness	7%
Faulty wiring and outlets	7%
Fire hazards	5%
Lied to by management	5%
Move out issues	5%
Pest infestation, rodents	5%
Praise	5%
Rules not enforced	5%
Playgrounds unsafe	3%
Security	3%
Too small	3%
Water quality	3%
ADA needs / EFMP	2%
No previous disclosure of home issues	2%
Sewage	2%
Utility fee issues	2%

*Very small response rate

ENDNOTES:

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- ² Michele Kimball, “Military Family Support Survey 2017 Results,” *Military Family Advisory Network*, March 2018, <https://militaryfamilyadvisorynetwork.org/survey/>, 39-40.
- ³ “Military Housing Privatization: DOD Should Take Steps to Improve Monitoring, Reporting, and Risk Assessment,” *United States Government Accountability Office*, March 2018, <https://www.gao.gov/assets/700/690621.pdf>, 5; Robert McMahon, assistant secretary for defense and sustainment, Department of Defense, in testimony before Senate Armed Services subcommittees on Readiness and Management and Personnel, *Privatized Military Housing Conditions*, February 13, 2019, C-SPAN, <https://www.c-span.org/video/?457890-1/senate-committees-briefed-conditions-privatized-military-housing>. See time stamp: 02:15:22.
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- ¹³ See generally, “Further Coverage,” *Reuters*, <https://www.reuters.com/investigates/section/usa-military/>.
- ¹⁴ Robert R. Trotter, “Qualitative Research Sample Design and Sample Size: Resolving Unresolved Issues and Inferential Imperatives,” *Preventative Medicine*, 55, (2012): 398.

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¹⁶ Senate Armed Services subcommittees on Readiness and Management and Personnel, *Privatized Military Housing Conditions*, February 13, 2019.

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¹⁹ *Ibid.* Those who testified were: General Mark Millie, chief of staff for the U.S. Army; Mark Esper, secretary of the Army; Admiral John Richardson, chief of naval operations; Richard Spencer, Secretary of the Navy; General David Goldfein, chief of staff of the U.S. Air Force; Heather Wilson, secretary of the Air Force.

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²² *Ibid.* See time stamp: 00:25:55.

²³ *Ibid.* See time stamp: 00:29:23.

²⁴ *Ibid.* See time stamp: 00:30:01.

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- ⁴⁷ Matthew B. Miles, A. Michael Huberman and Johnny Saldana, *Qualitative Data Analysis: A Methods Sourcebook*, (Thousand Oaks, California: Sage Publications, Inc., 2020), 97-98.
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- ⁴⁹ Nagy, Hesse-Biber and Leavy, 289; M. Sandelowski, “Real Qualitative Researchers Don’t Count: The Use of Numbers in Qualitative Research,” *Research in Nursing and Health*, 24, (2001): 231.
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- ⁵¹ *Ibid.*
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- ⁵³ *Ibid.*
- ⁵⁴ Defense Manpower Data Center, “Military and Civilian Personnel by Service/ Agency by State/ Country,” *Department of Defense*, December 2018, https://www.dmdc.osd.mil/appj/dwp/dwp_reports.jsp.
- ⁵⁵ “2017 Demographics: Profile of the Military Community,” *Department of Defense*, 2017, 176-185, <http://download.militaryonesource.mil/12038/MOS/Reports/2017-demographics-report.pdf>. It is important to note that while this is a list of active duty members and their families, it is based on the duty locations of the servicemembers. Some family members may not be located in the same installations.
- ⁵⁶ In an abundance of caution, the preliminary report listed more housing management companies individually until they could be consolidated with their parent companies.
- ⁵⁷ Population defined as total personnel. Defense Manpower Data Center, “Military and Civilian Personnel by Service/ Agency by State/ Country,” *Department of Defense*, December 2018, https://www.dmdc.osd.mil/appj/dwp/dwp_reports.jsp.
- ⁵⁸ Respondents in this location did not reference their property manager as Lendlease, but rather as Atlantic Marine Corps Communities. However, Lendlease is the parent company of AMCC.
- ⁵⁹ The weighted average is calculated on a 5-point scale, with 5 representing very positive and the midpoint of 3 as neutral.
- ⁶⁰ This segment of the population of respondents, ranked O7 to O10, was much smaller than the others.
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⁶⁵ Department of Defense Instruction 1342.22: *Military Family Readiness* (2017): 33. <https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/134222p.pdf>

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