

# Housing

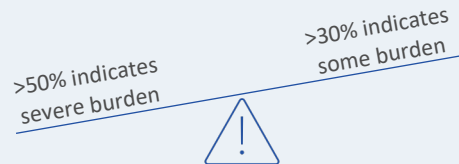
MFAN's Military Family Support Programming survey aims to illuminate the experiences of military families, specifically those living in privatized military housing. The survey does this by describing military and veteran family experiences with housing and the changes families have experienced in the last two years.

## More than 60% of military and veteran families are paying more than they can comfortably afford for housing

### Housing burden scale



In 2021, **60.9% of military and veteran family respondents were carrying the burden of paying more than they could comfortably afford** for housing.



### Spending of household income



### Housing and Family Well-Being are related

There is a relationship between family well-being and housing burden. **Families who were not housing burdened were significantly more likely to have excellent family well-being and than those who were housing burdened.**

**39%**

of those surveyed live in military housing



### Reasons for living in military housing:

- Location/commute
- Affordability
- Security
- Move convenience
- Influence of housing market (*new in top 5 compared to previous years*)

Of those living in military housing, **73% currently live in privatized military housing.**



### Reasons for not living in military housing

Poor conditions in military housing have been the most cited reason for choosing to live off base since 2019.

Other reasons include lack of military housing available, prefer home ownership, more privacy, and not the kind of home desired.

## Almost 40% of respondents were unaware of the Military Housing Privatization Initiative Tenant Bill of Rights



**60.1% of respondents were aware** of the Tenant Bill of Rights, but **only 10.6% of these individuals have used it.**



**39.9% of respondents were unaware** of the Tenant Bill of Rights.

## Over half of families in private military housing were satisfied with companies' responsiveness to repair issues

In 2021, residents' highest satisfaction ratings were around **privatized housing companies' responsiveness to repair issues** (although not all respondents agreed), a drastic change in satisfaction levels since 2019. Respondents were least satisfied with **military command responsiveness** to privatized military housing issues.

**Better:** "Almost immediately after the articles regarding privatized housing problems were released, there was a dramatic change in the time it took for housing issues to be resolved."



Active duty service member in the Air Force

**Worse:** "It is almost as if the privatized housing office feels as though there will not be another large-scale inspection, so they just turn their blind eye to service members' complaints of black mold growing in their homes. Then, when they finally show up, the maintenance personnel claim that the mold is really rust and just paints over it. Terrible customer service at the front help desk."



Active duty service member in the Army

### Resident satisfaction levels with privatized housing

