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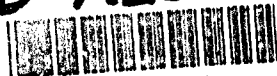
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SURVEY OF MILITARY FAMILIES RESIDING OFF BASE

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Herbert George Baker
Sharon K. Le

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Survey of Military Families Residing Off Base in Hawaii (1993)

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13. ABSTRACT (Maximum 200 words) This report presents the results of the 1993 survey of military families residing off base in Hawaii. The survey was focused on satisfaction with services provided by government agencies with respect to housing and related matters, and on problems encountered by military families living in Hawaii.					
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Foreword

In 1993, Project HOME conducted parallel surveys of military families residing on and off base in Hawaii. The information was collected to assess customer satisfaction with services provided by the housing offices, satisfaction with military housing, experiences in connection with obtaining housing on the local market, and general problems faced by personnel assigned to duty in Hawaii. This research was sponsored by the Commander, Oahu Consolidated Family Housing (Provisional), under reimbursable Work Unit 93WREE502.

This report documents the findings of the off-base survey, and is intended for management use. The findings were previously briefed to the Commander, Oahu Consolidated Family Housing (Provisional), and have been furnished also to managers in the housing offices. A companion report (in process) documents the findings of the on-base survey. Future reports will present the content analyses of written comments for each survey.

Any questions regarding this report should be directed to Herbert George Baker, Survey Research Division, (619) 553-7639 or DSN 553-7639.

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Summary

The 1993 Survey of Military Families Residing Off Base was administered in July and August to a sample of 5058 families (4866 off post private rental, 192 government leased). The adjusted response rate was 26.6%. The sample included members of all armed forces (32.6% Army, 39.6% Navy, 11.8% Marine Corps, 15.4% Air Force), and had representation from all paygrades E-2 through O-6. The sample was comprised of 84.1% male and 15.9% female, with the vast majority being married (94.3%). Nine major work sites on the island of Oahu were represented. Survey topics included: Civilian Housing; Finding Housing; Housing Expenses; Furniture and Appliances; Civilian Housing and Facilities; Maintenance, Safety and Security, and General satisfaction with Civilian residence; General Problems; and Housing Services. Respondents were also given the opportunity to provide write-in comments, which, after content analysis, will be the subject of a separate report. This report contains the highlights of the survey results for the total sample and selected subgroup comparisons. The information in this report is condensed from the full response distributions, and is conveniently arranged for quick reference by housing managers. Among the survey results:

- One third (32.6%) of the respondents would accept government quarters if they were offered. Of those in paygrades E-1 through E-5, 56.6% would accept government quarters if offered.
- Forty-three percent (43.5%) would prefer civilian housing, even if on-base and civilian housing were comparable in quality and cost. If given a choice of any on-base housing in Hawaii, 59.9% would still prefer civilian housing.
- Unavailability of government housing (53.2%), long waiting time to be offered quarters (32.6%), and the desire to get away from the military atmosphere (21.2%) are the top three reasons for families living off base.
- Cost to purchase, rent, or lease was the most important factor in choice of neighborhood (37.4%), followed by housing quality (20.2%), and convenience to duty station (18.2%).
- Most (79.9%) rent or lease unfurnished residences. Home ownership is rare across the sample, with only 10.7% reporting that they own their own home.
- Sixty-two percent (62.2%) of service members, and fifty-seven percent (56.7%) of spouses commute less than 12 miles to work.
- Only 16.5% found their home through the Community Home Finding Referral and Relocation Service Office. For a variety of reasons, only 42.0% used the housing office to find housing. Between 8.8% and 17.8% of the families report not knowing about the various home finding services offered by the housing office.
- Seventy-nine percent (79.3%) of families have housing costs which are not fully covered by allowances, with 53.1% of the families paying \$250.00 or more per month out of pocket.
- Living expenses (24.2%), initial housing costs (18.7%), and problems with vehicles (14.1%) are the top three problems of off-base residents.

- Dissatisfaction with the interpersonal aspects of the housing office appears to be a problem. Nearly a third (32.1%) felt that the housing office did not show concern for military families, and only 18.5% agreed with the statement that the housing office staff is polite.
- As to housing office services, 27.0% disagreed with the statement that the housing office staff is informative. Nearly sixty percent (59.8%) agreed that the appearance of the housing office was satisfactory; however, 45.8% disagreed with the statement that the housing office was well run. And, 40.0% felt that the time it took to process through the housing office was a problem. Slightly more (33.1%) disagreed than agreed (32.4%) that, overall, they were satisfied with the services of the housing office.
- Twenty-seven percent (27.1%) disagreed that housing is assigned in a uniform manner and 33.4% disagreed that housing is assigned fairly.
- About one fifth report that their living conditions are having a negative effect on their jobs (20.6%) or their careers (21.8%). Nearly one fourth (24.4%) report their spouses are dissatisfied with their residence.

Recommendations

1. Focus on enhancement of housing office services through:
 - a. strong orientation toward customer service;
 - b. training for front-line staff and supervisors in interpersonal skills, customer cultivation, and information provision;
 - c. more effective dissemination of information on the services that are available through the housing office; and
 - d. dissemination of information to counter the perceptions of differential enforcement of housing policies and unfairness or capriciousness in the assignment of housing.
2. Make survey information widely available to the managers and supervisors of Oahu Consolidated Family Housing (Provisional) (OCFH) (P)).
3. Develop a more focused survey, targeted on those elements of the housing situation that fall within the purview of the Commander, OCFH (P), and conduct the surveys on a regular basis in order to permit trend analysis as well as more timely attention to problems highlighted by survey results.

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Introduction

Background

Military family housing and related services were consolidated in October 1983, and are managed by the Oahu Consolidated Family Housing (Provisional) (OCFH (P)) command located at Fort Shafter. Both occupants of military housing and those service members living in civilian housing are served by this command.

Hawaii continues to be a high cost duty area for service members. Housing is scarce, and expensive. In addition, for some, there are added problems of isolation, cultural differences, and concerns involving dependents. While some live off base by choice or because of ineligibility for government housing, many other families are forced to live in civilian housing for periods of varying length due to a shortage of government quarters.

Problem

To manage the island-wide consolidated housing, the Commander, OCFH (P) requires information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. In addition, data from surveys relative to cost and convenience factors of civilian housing are used to support military construction efforts as well as the provision of auxiliary services to support military families. This information is derived, in part, by measuring the attitudes and opinions of service members, the occupants of military and civilian housing who have availed themselves of OCFH (P) services. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress, measure present levels of satisfaction with services, determine current expense and convenience factors, highlight problems faced by service members residing in Hawaii, and identify areas which demand amelioration.

Purpose

The purpose of the present study was to conduct a survey of off-base housing occupants, to gather information for use by the Commander OCFH (P) and other managers in setting policy and practice. Specifically, information was elicited relative to: (1) satisfaction with services provided by relevant government agencies, (2) experiences in connection with obtaining housing on the local economy, (3) information on expense and convenience factors relative to civilian housing, and (4) experiences in connection with duty in Hawaii.

Approach

Liaison was established between OCFH (P) and Navy Personnel Research and Development Center (NAVPERSRANDCEN), and the general requirements for the surveys were set forth. Previous surveys were reviewed, and OCFH (P) managers were queried as to current concerns.

Questionnaire Development

Questionnaires were developed to closely align with the respective 1985 and 1987 surveys in so far as practicable, modified to reflect some current issues and concerns. Initial item development was completed in April 1993. The questionnaires were reviewed by the staff of OCFH (P), and their suggestions for improvement were compiled.

A pretest of the questionnaire was conducted at Fort Shafter on a sample of civilian housing residents, to gauge readability, determine mean completion time, and to identify any problems with item wording, instructions, and so forth. Each individual was interviewed after he or she completed the questionnaire.

Based on the management review and on the pretest results, the final revision of the questionnaires was completed in June 1993. Printing was accomplished in July 1993.

Questionnaire Distribution and Response

Addresses of service members residing in off-base housing were provided by OCFH (P). Each addressee received a survey questionnaire, a cover letter (signed by the Deputy Commanding General, U.S. Army Pacific), and a postpaid reply envelope (addressed to NAVPERSRANDCEN). Mailing was done in July 1993, to 5058 military families (4866 off post private rental, 192 government leased). A follow-up card was mailed to each addressee in August 1993.

Questionnaires received by 15 October 1993 were included in the database. All questionnaires were serialized and scanned into a database for subsequent analysis. Questionnaires were retained for later content analysis.

Of the 5,058 questionnaires mailed out, 2,129 were returned as undeliverable; 879 were completed; and 778 were used in the analyses. The effective response rate was 26.6%. It must be noted that this low response rate militates against the drawing of firm conclusions from the data; what will be presented in this report are indications for use by management, but indications which lack satisfactory levels of confidence. Furthermore, the large number of undeliverables precludes generalizing the results to the population in question. Finally, many sub-population analyses are made meaningless by the low rate of return and high number of undeliverables.

Data Analysis

Data were analyzed using the Statistical Package for the Social Sciences (SPSS-X). In addition to frequency distributions for each questionnaire item, information was broken down by branch of service (BOS), paygrade group, tour number in Hawaii, Housing Office processed through, gender, and person answering the questionnaire.

Sample

The sample was comprised of 778 military families residing in civilian housing in Hawaii. The questionnaire was answered 59.9% of the time by the service member, 11.7% by spouses, and 28.3% of the time by both the service member and his or her spouse (see Figure 1).

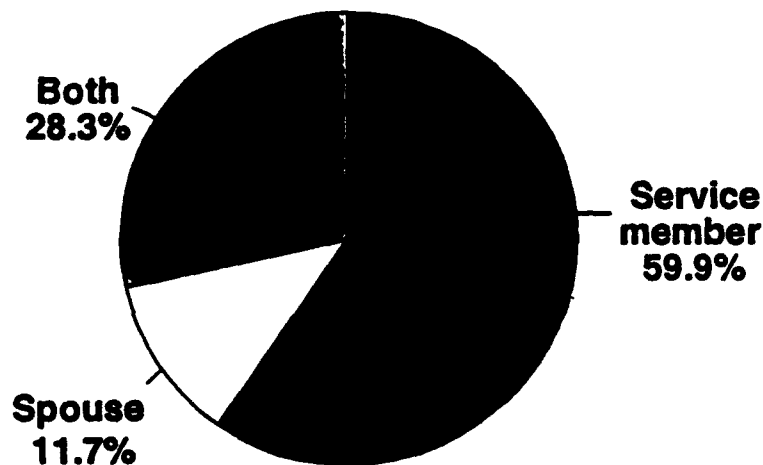


Figure 1. Who is answering this questionnaire? (724 valid cases).

Results

The low response to this survey militates against the drawing of firm conclusions from the data. In addition, both the response rate and variations in question wording preclude many comparisons between results of the 1986 and 1993 surveys. The information provided below, then, should be viewed as indicative only, and taken cum grano salis.

Sample Characteristics

Figure 2 shows the proportion of respondents by BOS. More than 70% of the respondents were from the Navy (39.6%) and Army (32.6%).

As can be seen in figures 3 and 4, slightly more than half of the respondents were enlisted personnel (57.4%), more than two thirds of the respondents were male (84.1%), and married personnel comprised 94.3% of the sample.

Overall, 93.3% of the service members had spouses living with them. And more than half (54.7%) had children living with them (Figure 5). The majority (88.9%) of the respondents reported having one to three dependent family members living with them (Figure 6). Figure 7 indicates that 89.5% did not have other dependent relatives. Question 13 asks respondents the reasons why they are unaccompanied and for the majority (93.9%) this question did not apply (Figure 8).

Figure 9 illustrates that approximately 65% of the respondents indicated that their total family income before taxes for the preceding month was between \$2,000 and \$5,999. Less than 5% of the respondents indicated making more than \$8,000, and 9.9% indicated a total monthly income of less than \$2,000.

Questions 4 and 5 asked respondents about their time spent in service and tenure at their current work site. Figure 10 shows 26.5% as having spent 4 years or less, 17.9% having 5 to 9 years, and

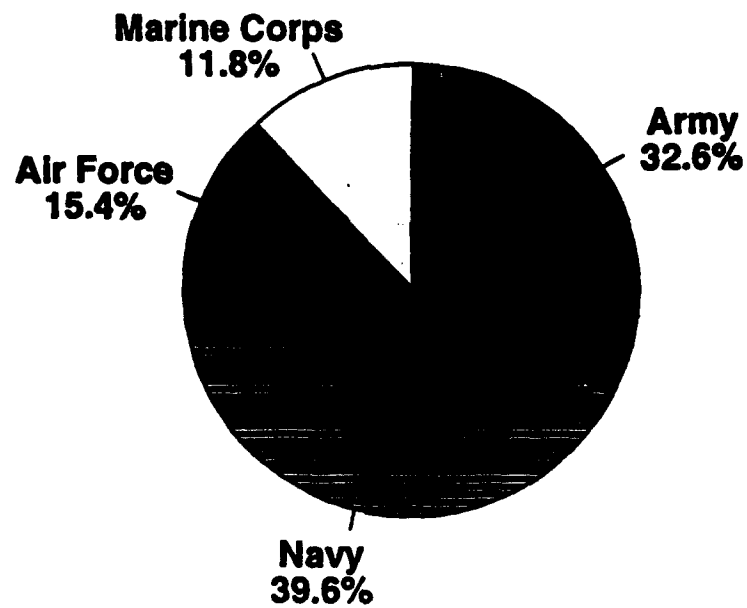


Figure 2. What branch of the service are you in? (Q1), (774 valid cases).

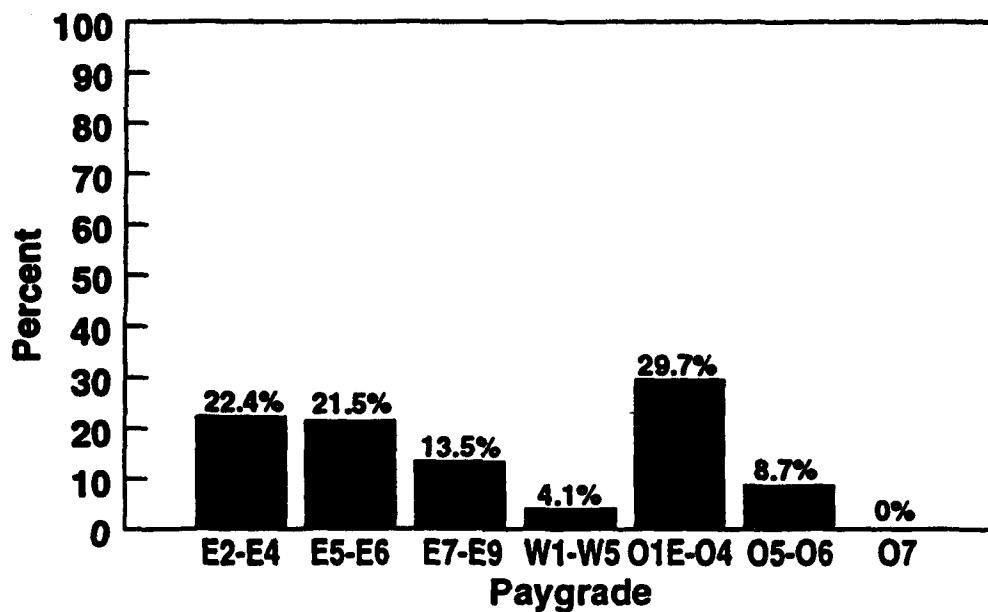


Figure 3. What is your paygrade? (Q3), (775 valid cases).

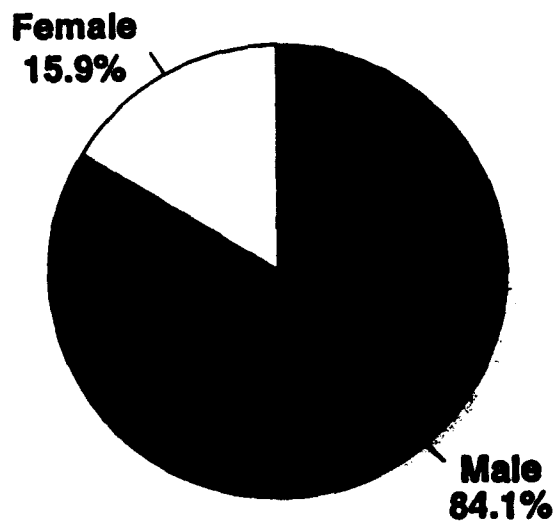


Figure 4. What is your gender? (Q2), (759 valid cases)
What is your marital status? (Q8), (774 valid cases).

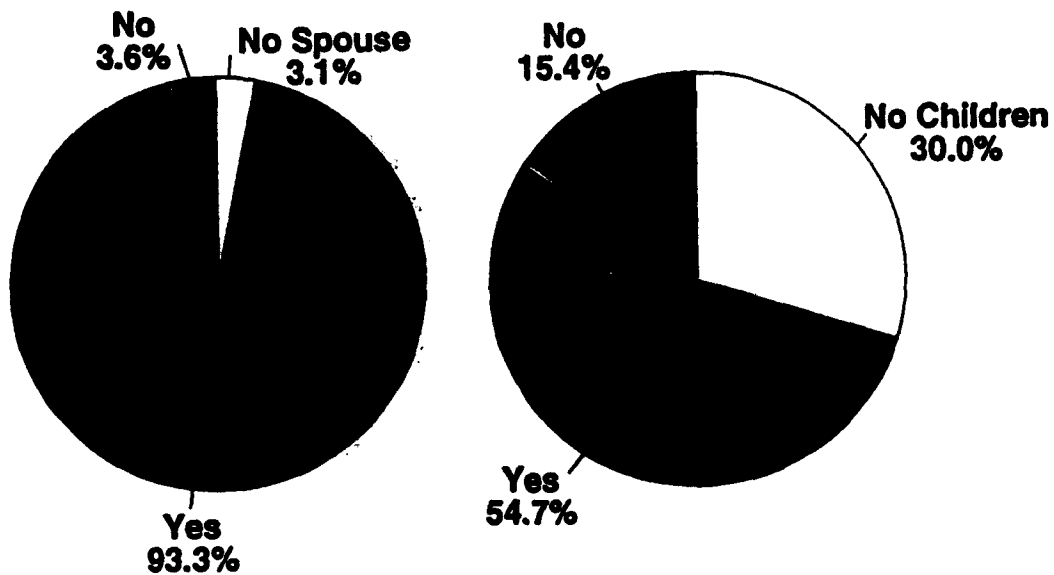


Figure 5. Is spouse living with you?(Q9), (773 valid cases).
Are dependent children living with you? (Q10), (774 valid cases).

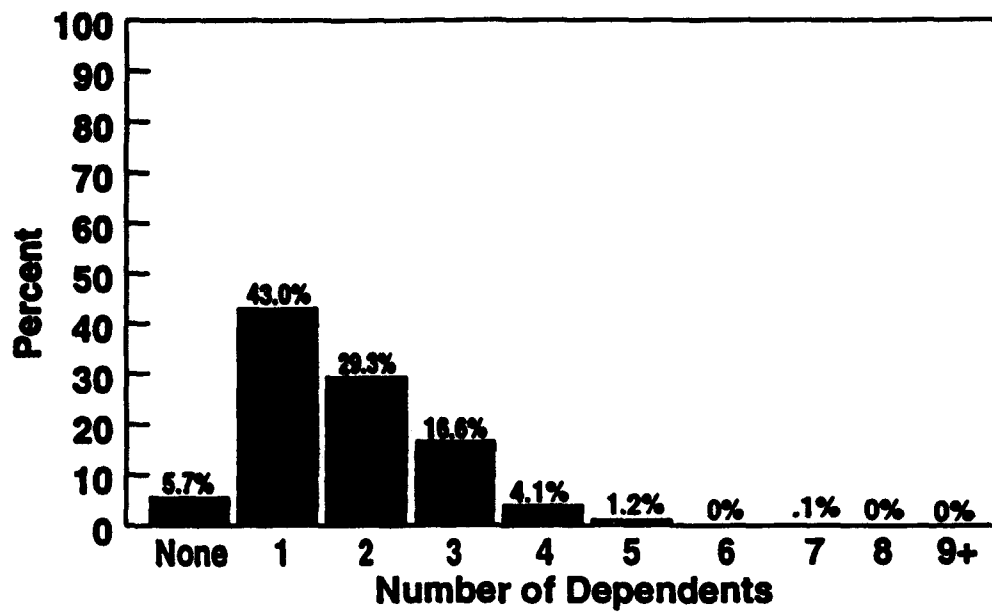


Figure 6. Number of dependent family members living with you? (Q12), (772 valid cases).

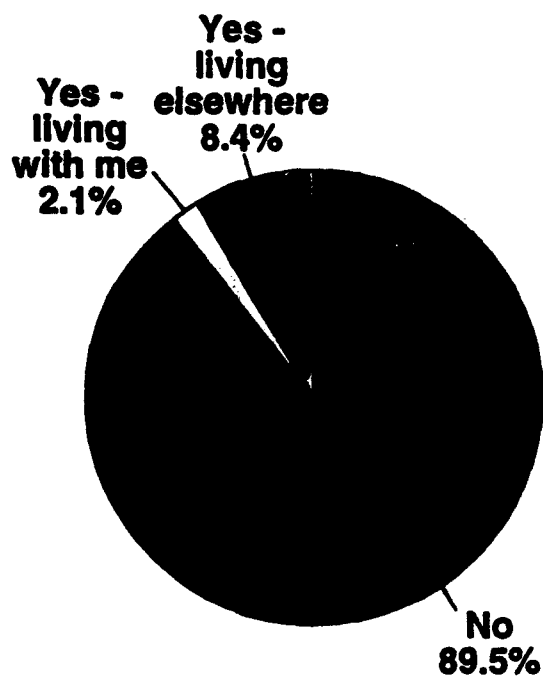


Figure 7. Do you have other dependent relatives? (Q11), (773 valid cases).

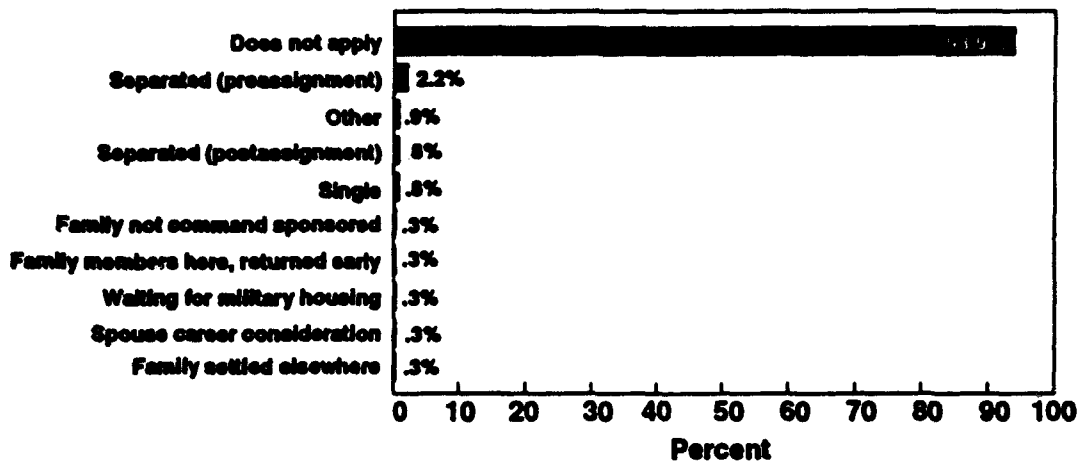


Figure 8. Why are you unaccompanied? (Q13), (738 valid cases).

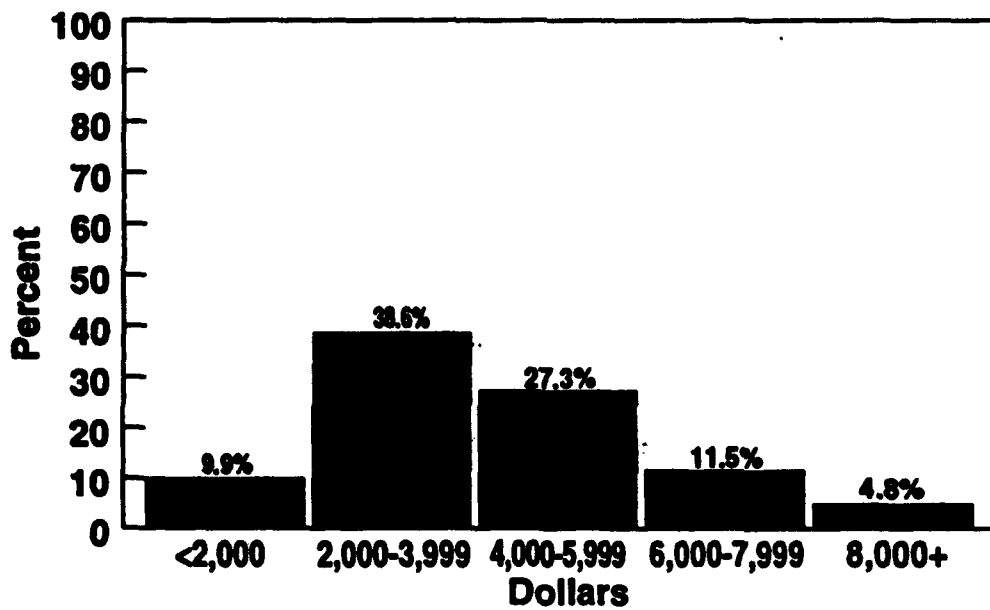


Figure 9. Total family income before taxes for the last month? (Q7), (668 valid cases).

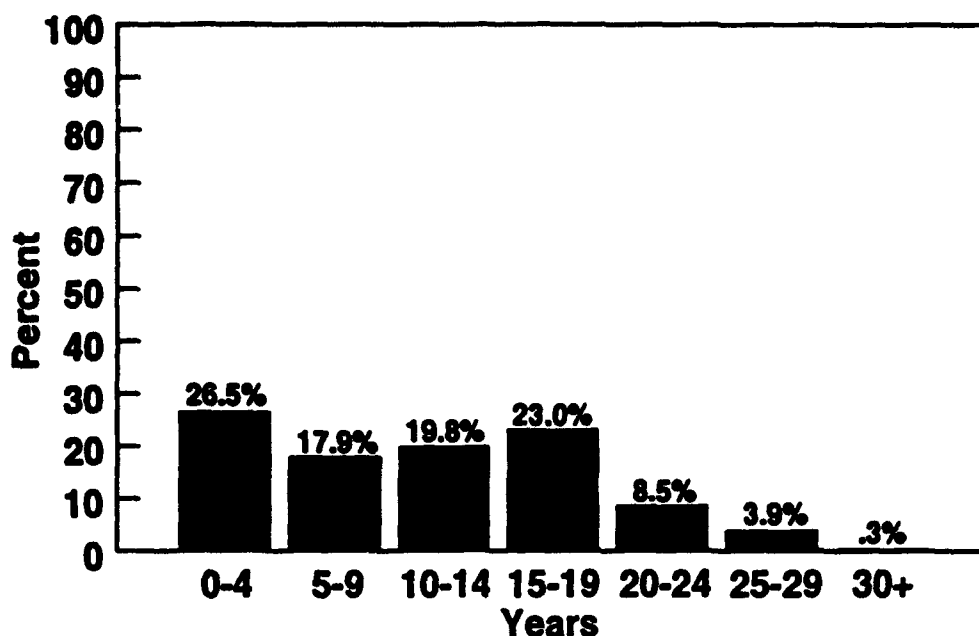


Figure 10. What is your time in service? (Q4), (761 valid cases).

more than half (55.5%) reporting more than 10 years in the service. In terms of current work site, Schofield Barracks yielded the largest percentage of respondents (29.6%); Naval Base Pearl Harbor had the second largest (16.0%); and Kaneohe Bay the third (11.4%) (Figure 11)

Nine out of ten (88.9%) reported receiving their housing allowances at the "with dependents rate," and 6.3% received allowances at the "without dependents rate" (Figure 12).

Approximately 45% of the spouses of respondents were reported to be working (16.9% civilian part-time job, 25.8% civilian full-time job, 2.6% self-employed), whereas, 34.5% of the spouses were reported to be unemployed, 19.3% by choice (Figure 13).

According to Figure 14, most of the respondents (83.2%) were on their first assignment in Hawaii. Regarding current period of continuous time in Hawaii, Figure 15 indicates that more than half the respondents (58.9%) had arrived in Hawaii since February 1992. And Figure 16 indicated that 92.2% had never lived in on-base government housing. Approximately 5% of the participants live in civilian housing leased from the government, with 33.3% of those living in government-leased housing in Tropicana West, and 5.9% in Makaha Valley Plantations (Figures 17 & 18).

Figure 19 shows that 62.1% of the respondents were assigned a sponsor prior to departure from their last duty station, whereas 15% were assigned a sponsor after arrival in Hawaii. E-1 through E-5s had a higher percentage reporting that they were not assigned a sponsor (41.9%) or that a sponsor was assigned after arrival in Hawaii (29.2%).

Question 17 asked if the sponsor provided useful information about housing. Overall, responses indicate that the sponsor program had mixed results: 44.6% indicated that their sponsor provided accurate information about housing, but 31.6% indicated that the sponsor either did not provide housing information (18.8%) or provided inaccurate housing information (12.8%) (Figure 20). The

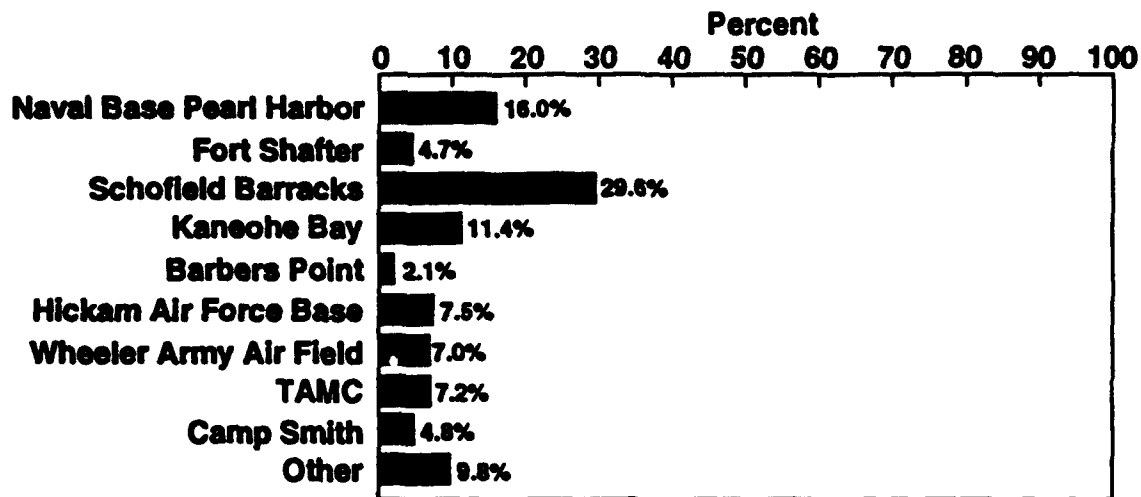


Figure 11. What is your current work site? (Q5), (774 valid cases).

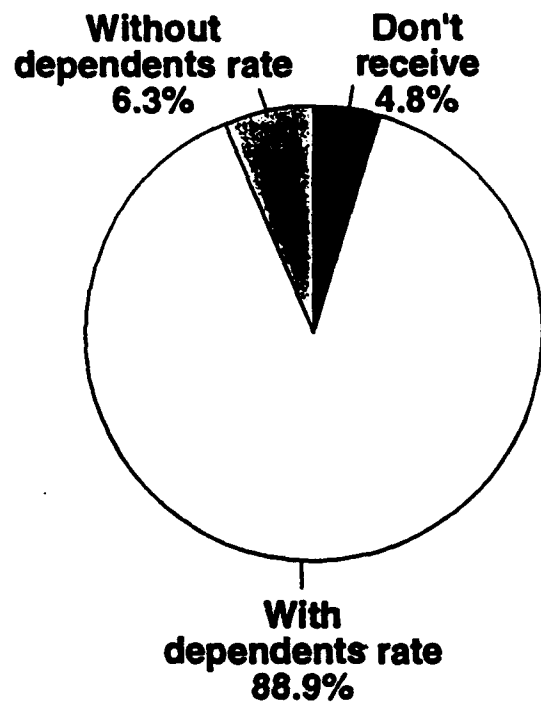


Figure 12. At what rate do you receive your housing allowances? (Q6), (768 valid cases).

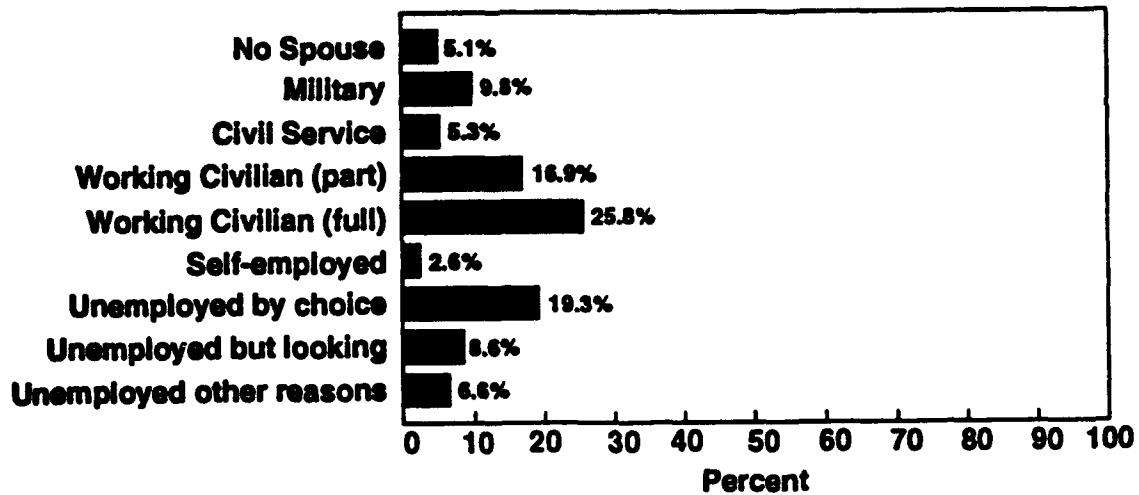


Figure 13. What is your spouse's primary employment situation? (Q14), (768 valid cases).

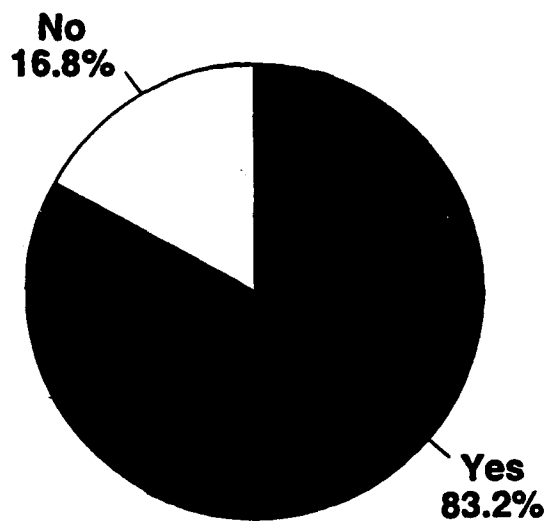


Figure 14. Is this your first assignment in Hawaii? (Q15), (767 valid cases).

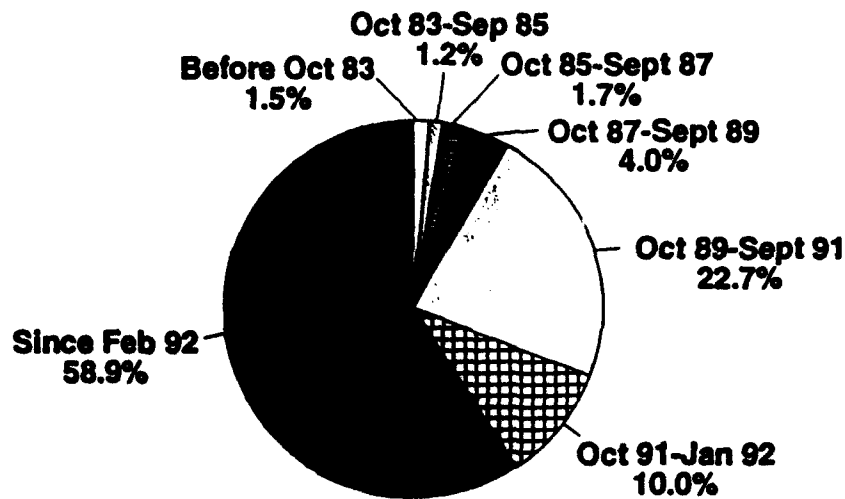


Figure 15. When did you arrive in Hawaii? (Q24), (750 valid cases).

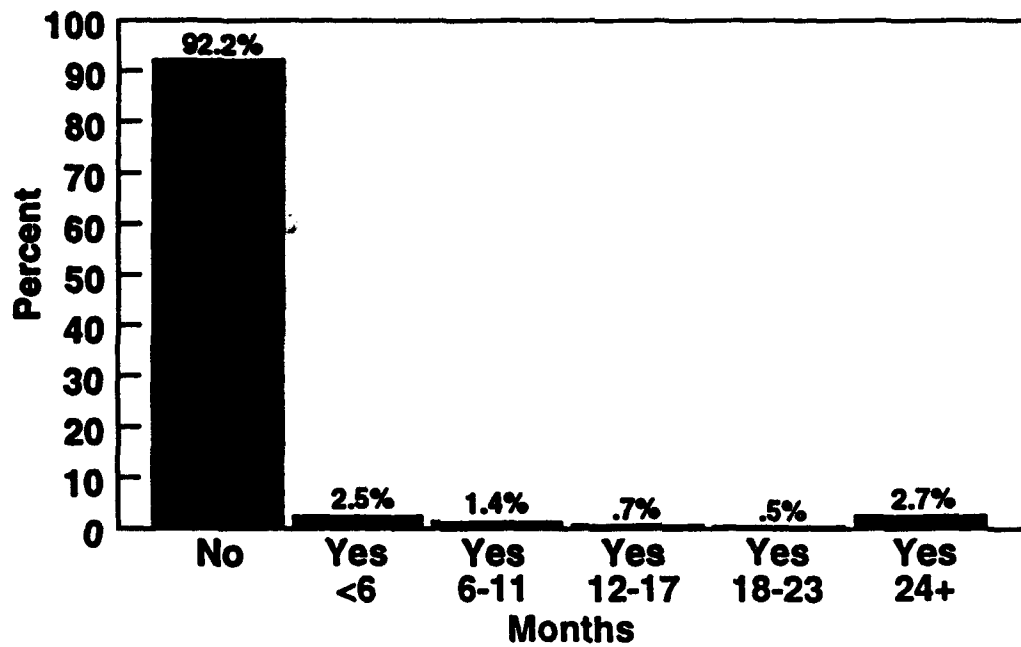


Figure 16. Have you ever lived in on-base housing? (Q25), (765 valid cases).

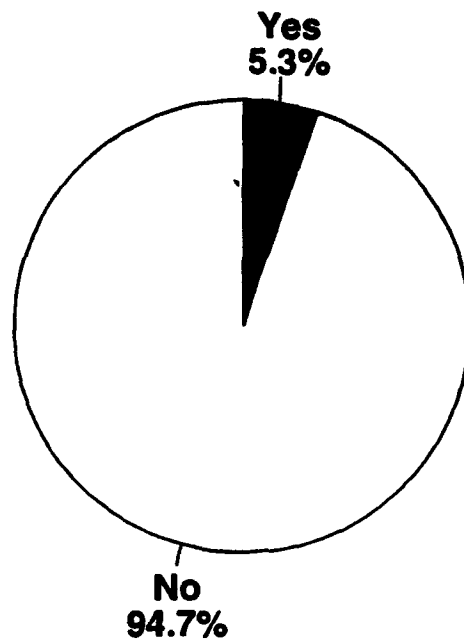


Figure 17. Do you live in civilian housing leased from government? (Q48), (757 valid cases).

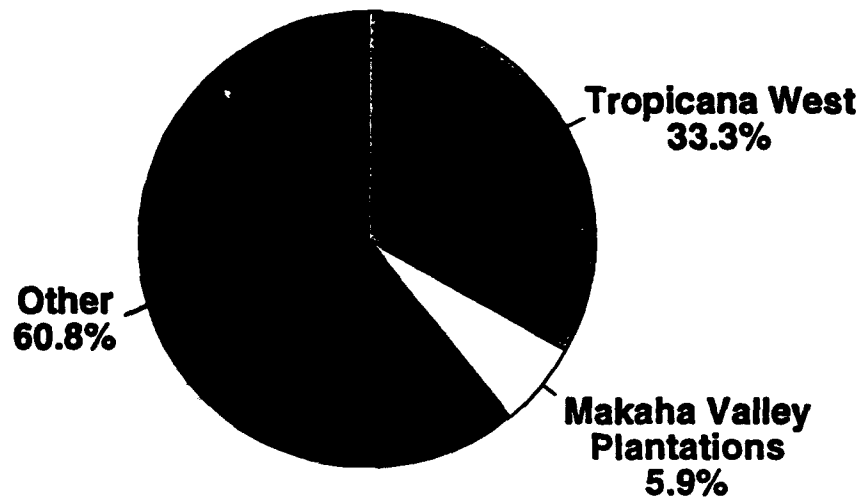


Figure 18. Where do you live in leased government housing? (Q49), (51 valid cases).

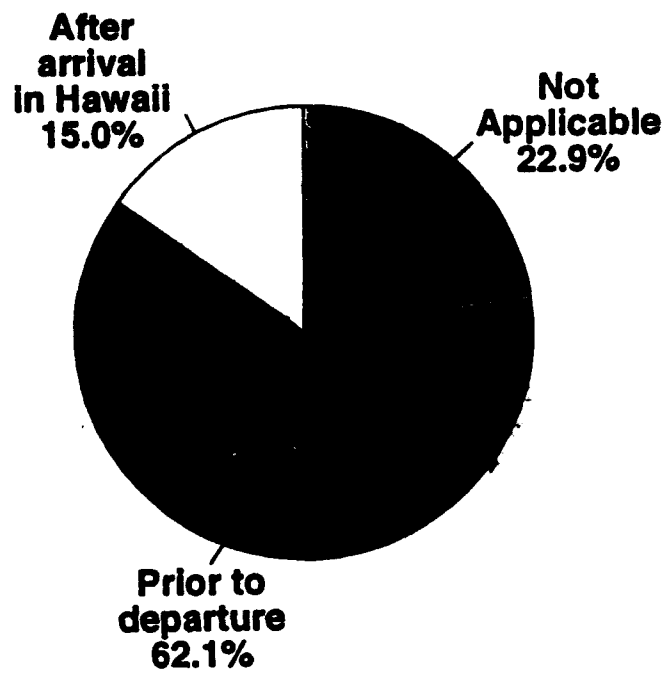


Figure 19. When were you assigned a sponsor? (Q16), (765 valid cases).

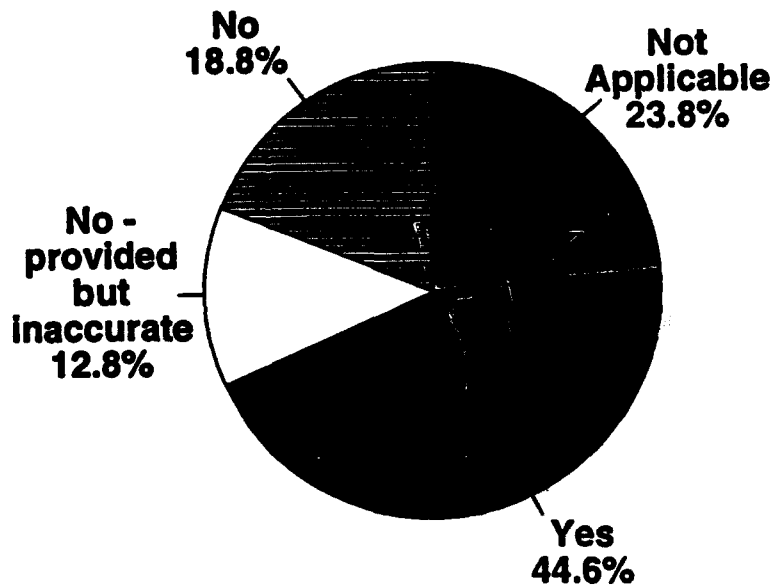


Figure 20. Did sponsor provide useful information? (Q17), (756 valid cases).

total number of responses does not permit breakdown across place of duty, except for Pearl Harbor and Schofield barracks. At the former, 16% were not assigned a sponsor and of those who were assigned a sponsor 10.1% indicated their sponsors provided inaccurate information and 27.7% indicated their sponsors did not provide any information at all. Schofield had a higher percentage of those who were not assigned a sponsor (34.4%); and of those who were assigned sponsors, 12.1% indicated that their sponsors provided inaccurate information and 17% indicated no housing information was provided. With respect to differences by BOS, 70% of the respondents from the Air Force indicated that their sponsor provided useful information about housing compared to other BOS averaging 41%. The Navy had the highest percentage of respondents reporting that their sponsor either did not provide housing information (13.7%) or provided inaccurate information (24.7%).

Questions 18,19, and 20 asked respondents about their status on a waiting list. Approximately half of the respondents (50.8%) indicated that they had not been offered housing and were presently on a waiting list (Figure 21). Of those who had been offered housing, 92.8% indicated that they had

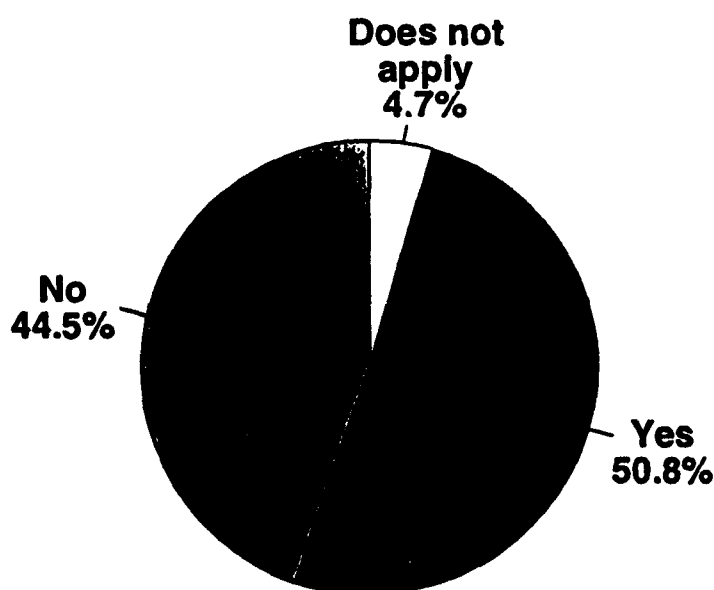


Figure 21. Are you presently on a waiting list for military family housing? (Q19), (770 valid cases).

been on a waiting list for more than 1 month before first offer (Figure 22). Overall, the average waiting period reported was between 10 to 18 months (The Army, Air Force, and Marine Corps had the highest percentage of respondents reporting 10 to 18 months). However, 51.9% of the respondents from the Pearl Harbor housing office reported being on a waiting list for a period of 5 to 9 months. Figure 23 shows that 19.6% had been on waiting list for 5 months or less; 42.9% had been on waiting list for 6 to 11 months; and 37.2% had been on waiting list for 12 months or more.

When asked if they would accept on-base housing if it were offered, 32.6% indicated that they would accept on-base housing, whereas 54.4% would decline (30% stating they do not want to live in military housing; 24.4% cannot break their current lease) (Figure 24). More than half of the

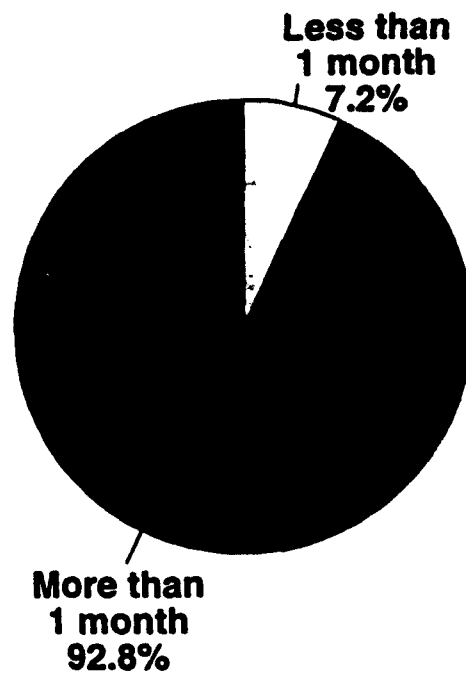


Figure 22. How long were you on the waiting list before first offer? (Q18), (442 valid cases).

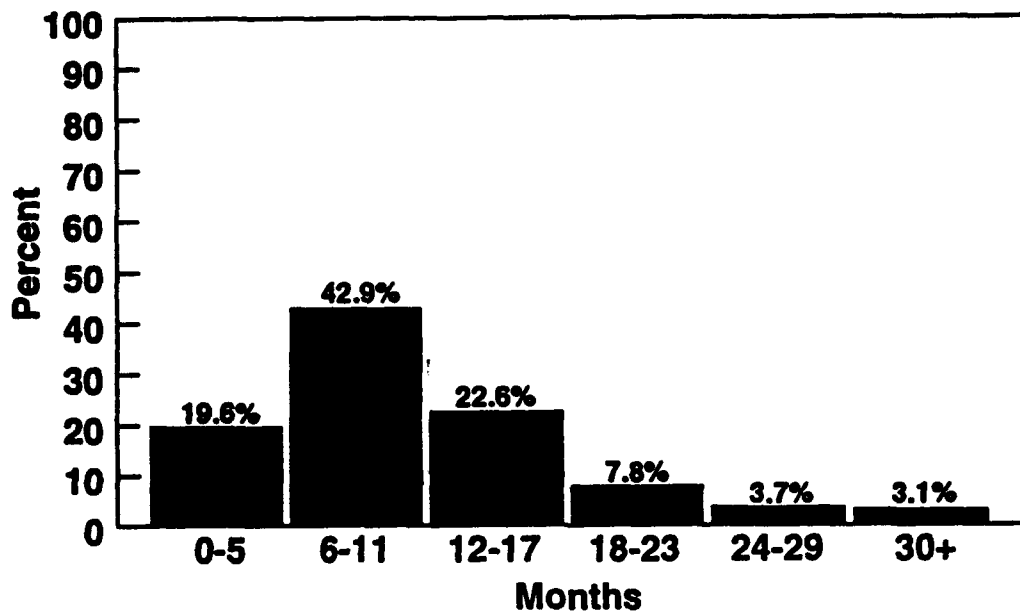


Figure 23. How long have you been on a waiting list? (Q20), (424 valid cases).

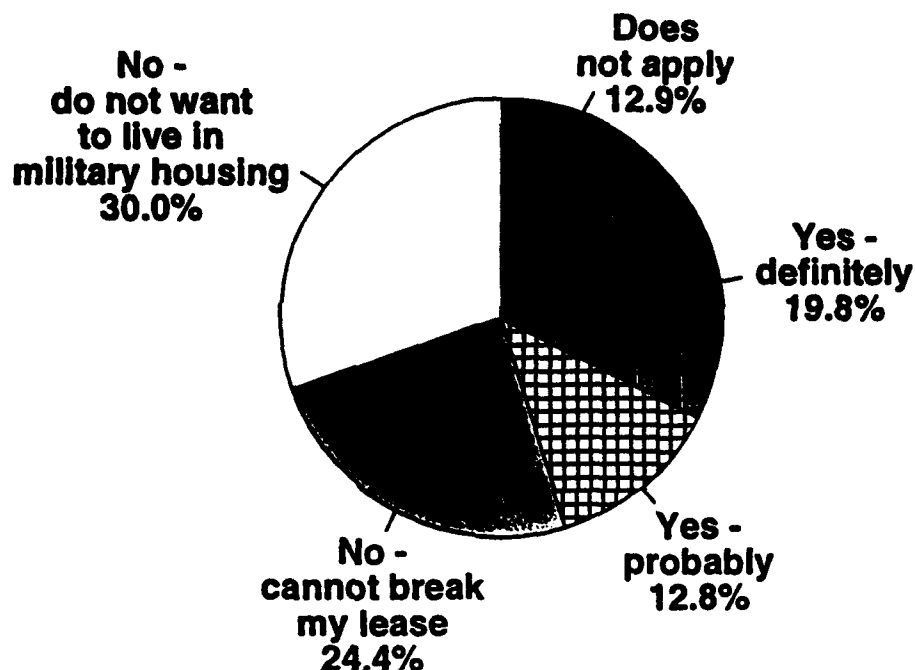


Figure 24. If offered on-base housing would you accept? (Q21), (766 valid cases).

respondents E-6 and above indicated they would not accept on-base housing either because they could break their existing lease did not want on-base housing, whereas, 56.6% of the E-1 through E-5 indicated they would accept on-base housing if offered.

Figures 25 and 26 show that 42.4% of the respondents had been offered on-base housing, and 41.8% had plans to move on base. More than half of the Marine Corps respondents indicated they planned to move on base, whereas more than half of the respondents from the other BOS indicated they had no plans to move, with the Navy having the highest percentage of respondents (70.2%) reporting no plans to move.

Civilian Housing

Figure 27 indicates that 84% of the total sample were renters (79.9% rent unfurnished; 4.1% rent furnished); 10.7% owned their residence; and 5.3% lived in government-leased quarters. Data show that home ownership was rare among all paygrades (1%-17%). By service, the Air Force had the lowest percentage of renters (68.1%) compared to the Marine Corps (86.6%), Army (80.8%), and Navy (80.3%).

In terms of the characteristics of the residence, 43.6% of the residences were single-family detached homes, 23.1% were apartments, 22.4% were townhomes or condominiums, and 9.7% were duplex (Figure 28). More than half of the respondents who were E-6 and above reported living in single-family detached homes, whereas 52.1% of the E-1 through E-5s reported living in apartment buildings.

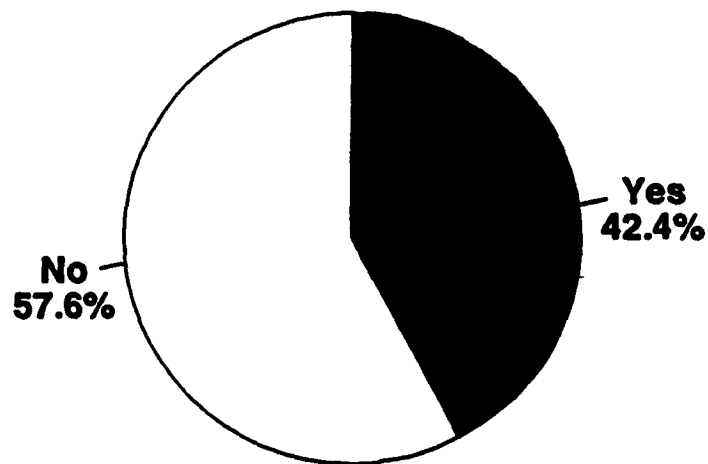


Figure 25. Have you been offered on-base housing? (Q22), (767 valid cases).

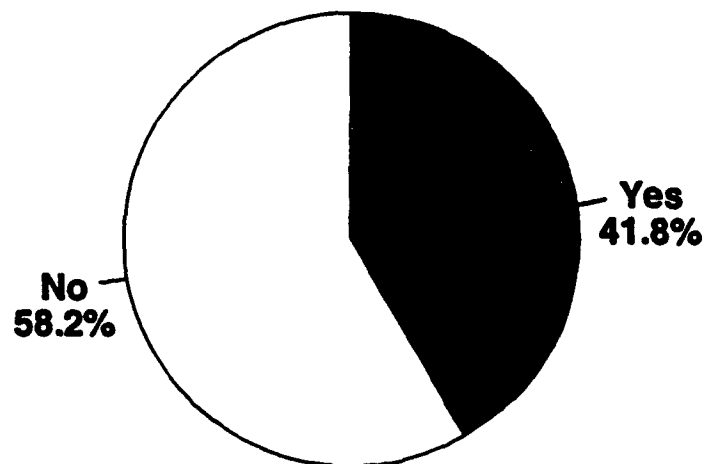


Figure 26. Do you plan to move on base? (Q23), (760 valid cases).

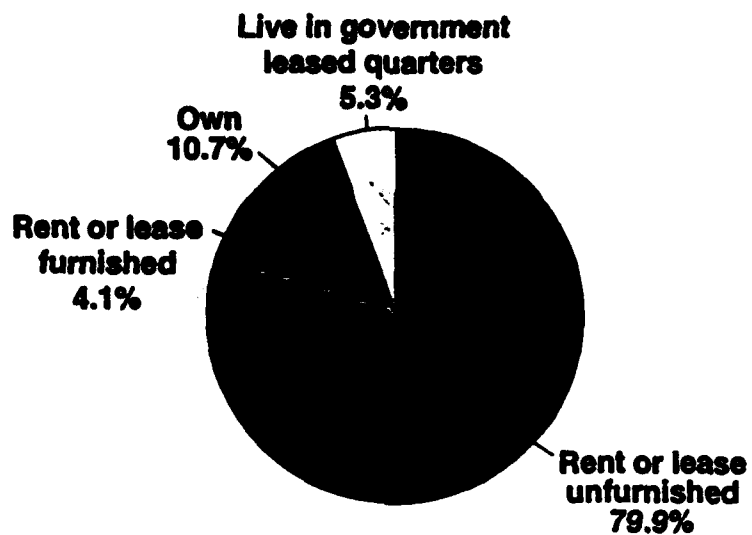


Figure 27. Do you rent or own your current civilian residence? (Q26), (757 valid cases).

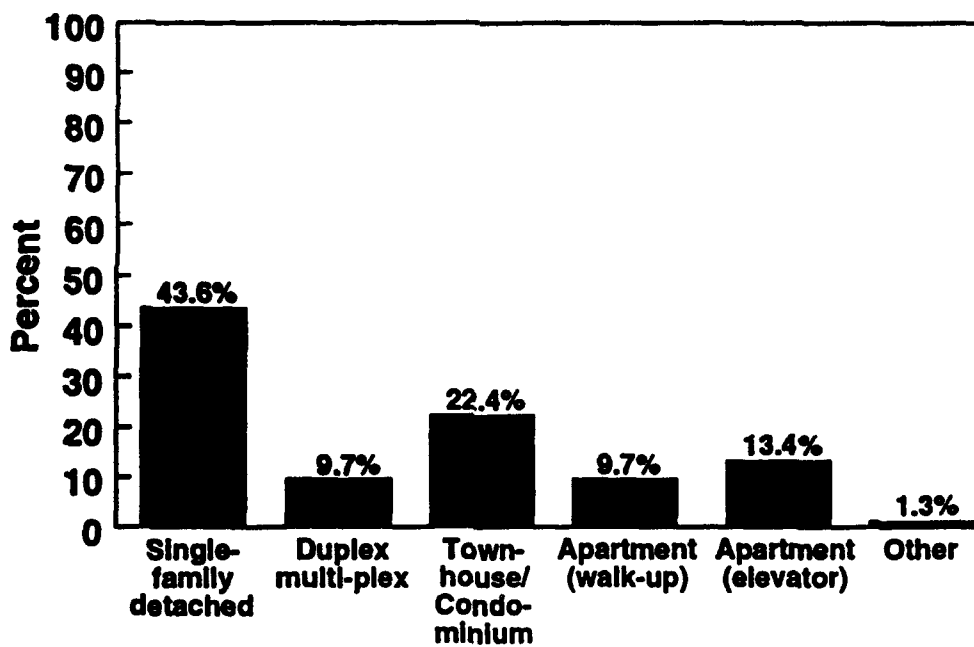


Figure 28. What style housing are you currently living? (Q28), (764 valid cases).

Seventy-six percent of the residences had either two or three bedrooms and 13.7% had 4 or more bedrooms (Figure 29). The number of bedrooms varied by paygrade. More than half (57.2%) of the E-1 through E-5s reported having two bedrooms; for all other paygrades more than half of the respondents (50% to 60%) reported having three bedrooms.

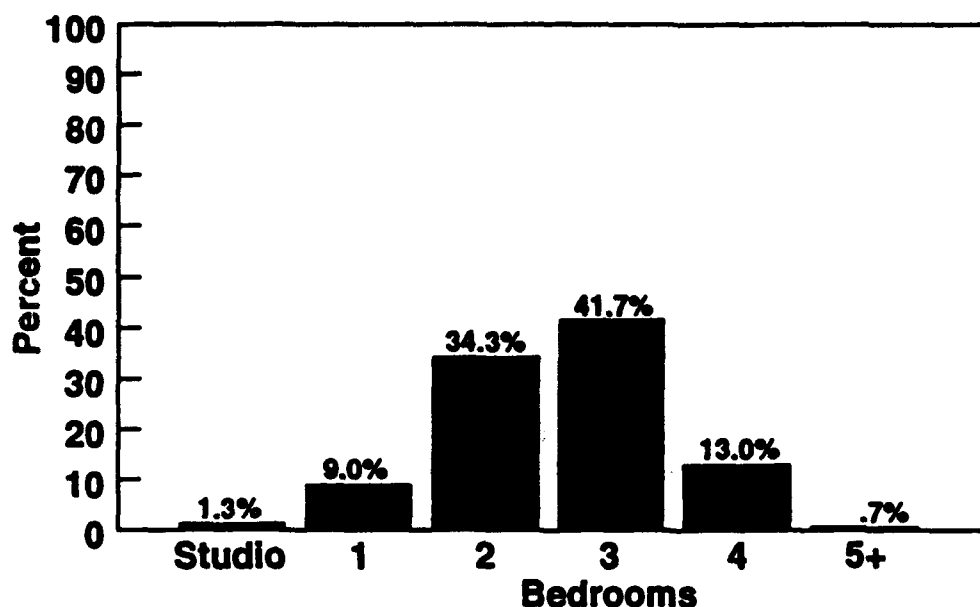


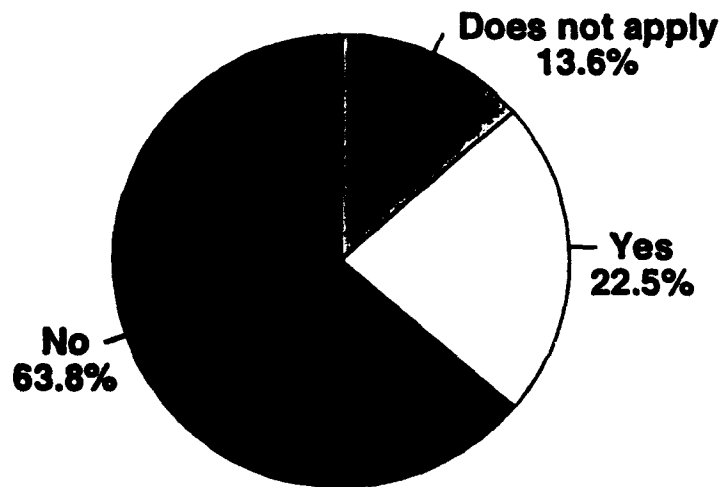
Figure 29. How many bedrooms do you have? (Q27), (763 valid cases).

Questions 29 through 32 asked respondents about the safety and security of their present civilian residence. Figures 30 and 31 show that only 22.5% were currently living in a secured building. However 78.3% of the respondents indicated that they felt safe in their residence. More than three fourths stated that neither their residence nor their automobile had been burglarized or vandalized (Figures 32 and 33).

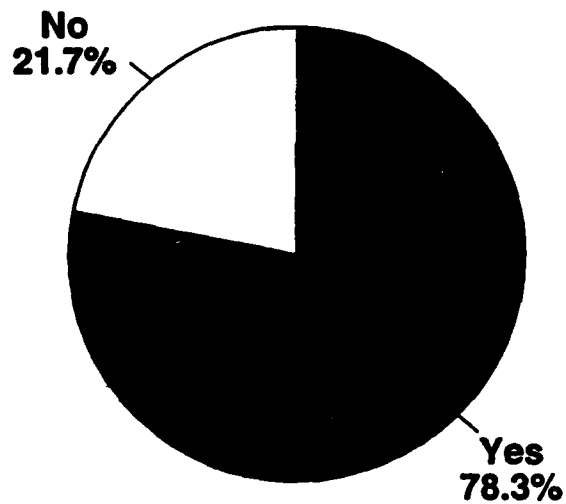
Respondents indicated that the three most important factors for picking a neighborhood were cost to purchase, rent, or lease; quality of housing; and convenience to duty station (Figures 34, 35, and 36).

Figure 37 illustrates that 57.2% live in neighborhoods comprised of both military and non-military families, whereas 40% live in neighborhoods with few or no military families, and only 2.8% live in a mostly military neighborhood. E-1 through E-5s were more likely to live in areas having high concentrations of military families and that the O-5 through O-10 group was more likely to live in areas with few or no other military families.

Questions 36 through 39 asked about the distance from home to work and about the time it takes for respondents and their spouses to get to work. Figures 38 and 39 show that more than three fourths lived less than 17 miles from duty station and spouse's work. Figures 40 and 41 show 75.5% of the respondents reported their travel time to work was 29 minutes or less, whereas travel time reported for 77.2% of the spouses was 35 minutes or less.



**Figure 30. Are you currently living in a security building? (Q29),
(763 valid cases).**



**Figure 31. Do you feel safe in your civilian residence? (Q30),
(761 valid cases).**

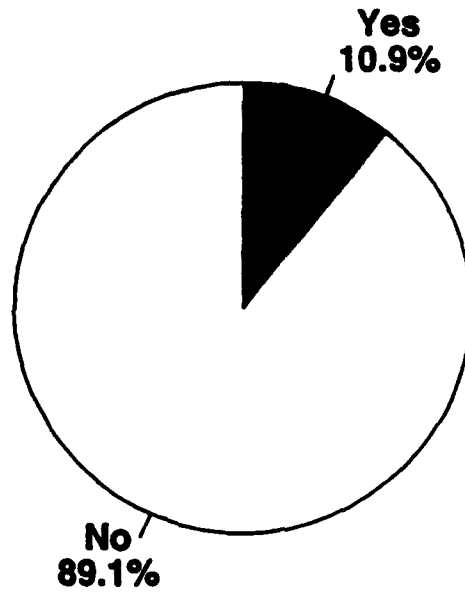


Figure 32. Has your residence been burglarized or vandalized? (Q31), (763 valid cases).

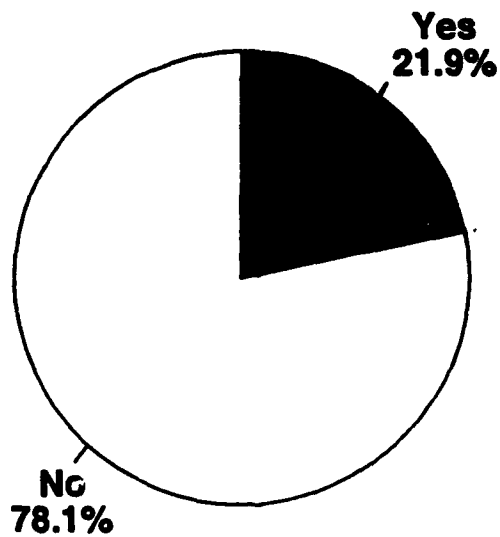


Figure 33. Has your car been stolen or vandalized? (Q32), (766 valid cases).

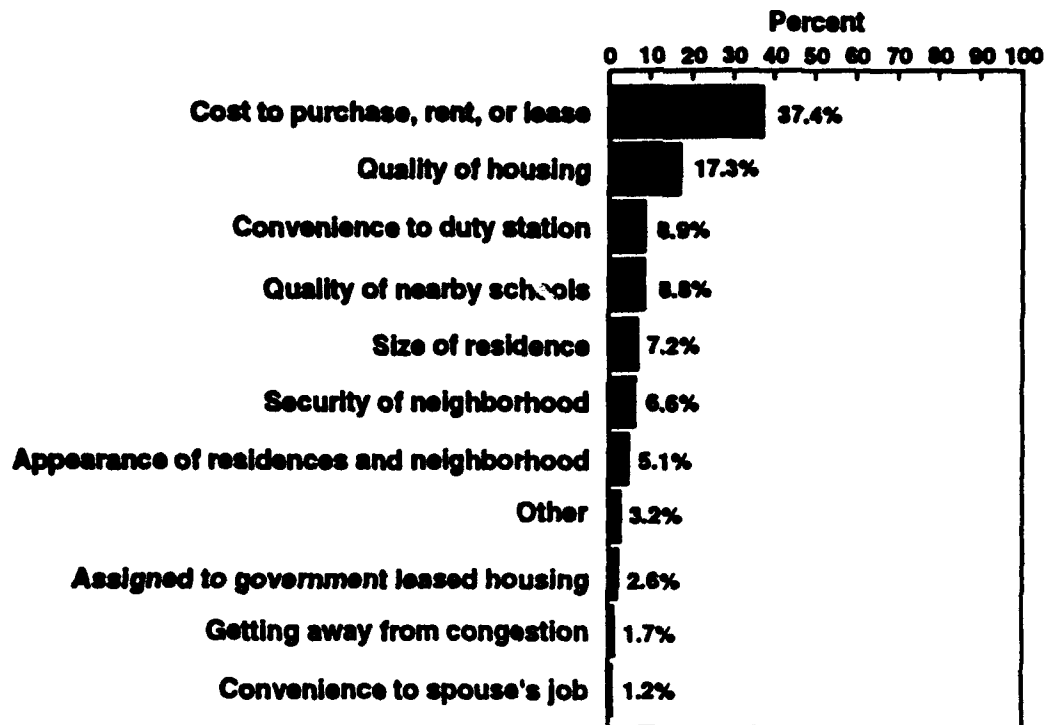


Figure 34. Factors for picking a neighborhood (Q34) most important (727 valid cases).

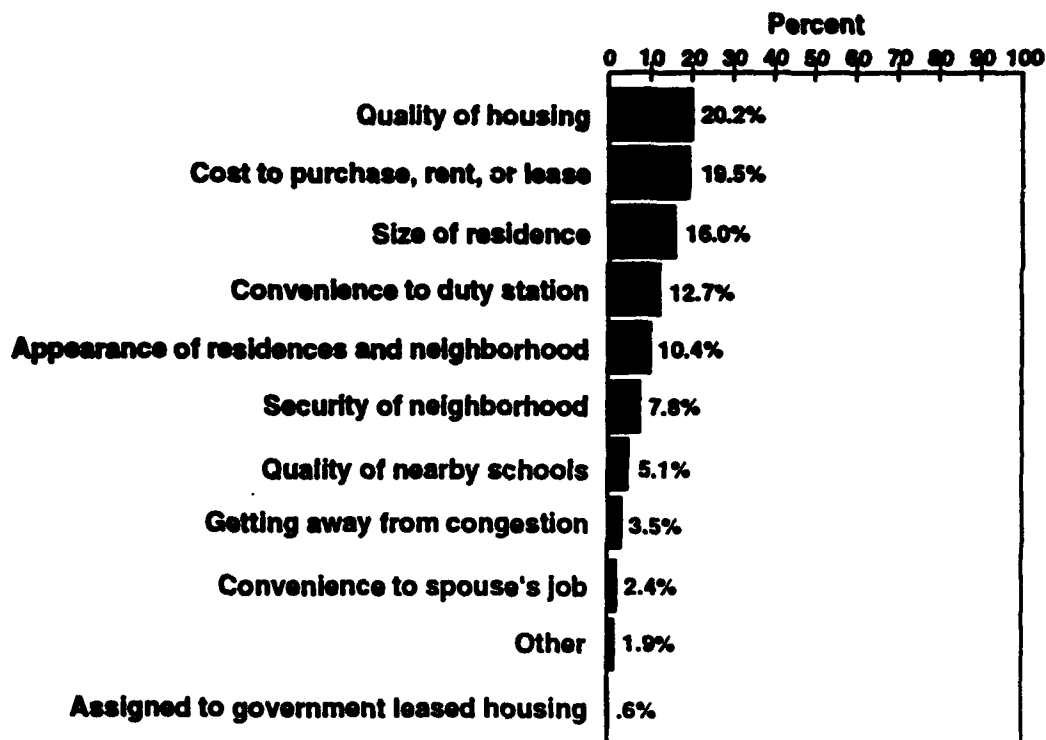


Figure 35. Factors for picking a neighborhood (Q34) second most important (719 valid cases).

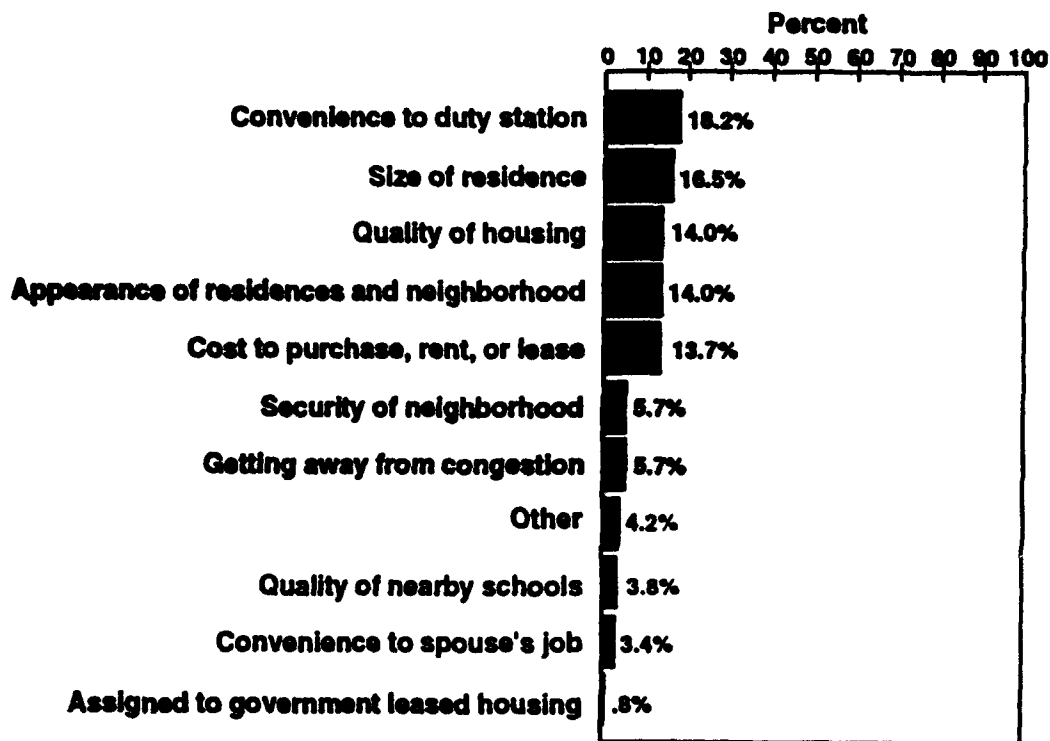


Figure 36. Factors for picking a neighborhood (Q34) third most important (715 valid cases).

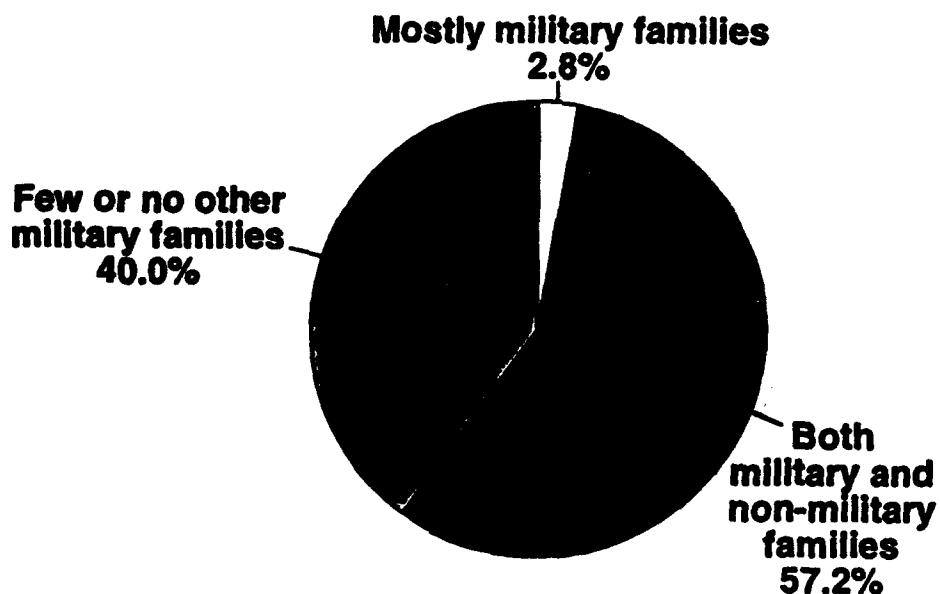


Figure 37. Describe the neighborhood where you live (Q35), (755 valid cases).

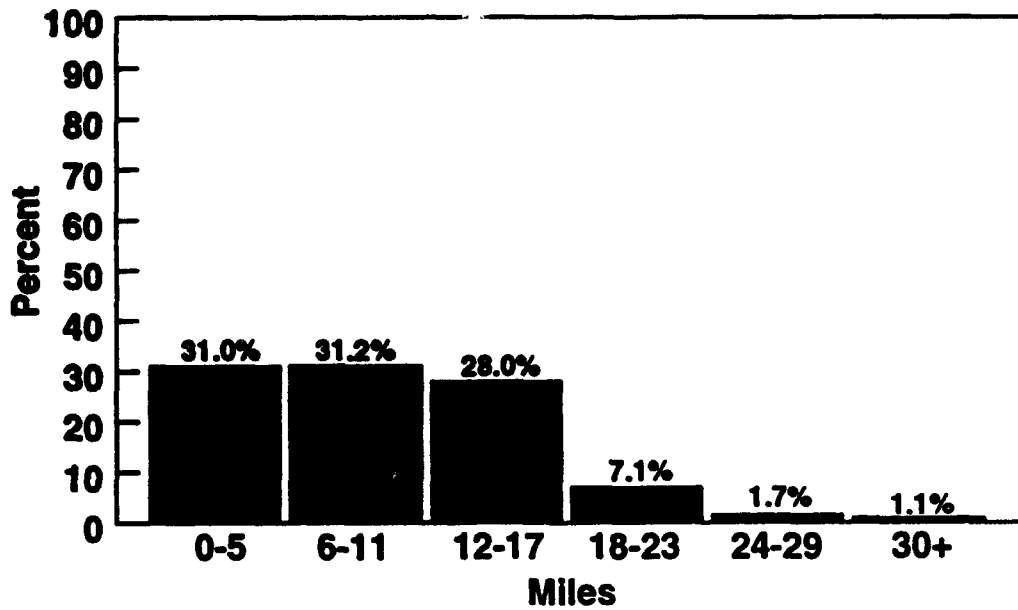


Figure 38. How many miles do you live from your duty station? (Q36), (759 valid cases).

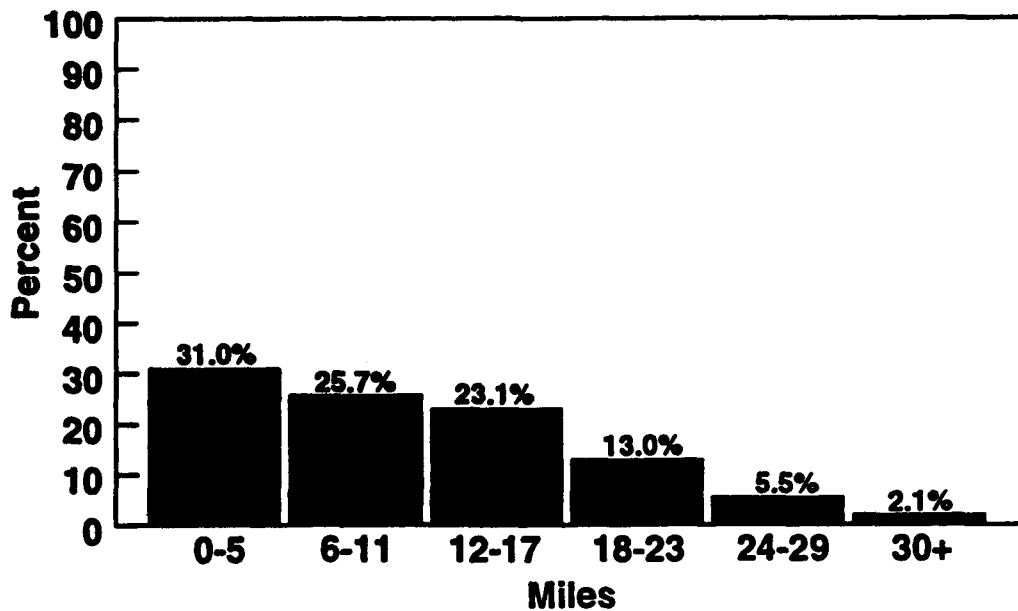


Figure 39. How many miles do you live from your spouse's work? (Q37), (443 valid cases).

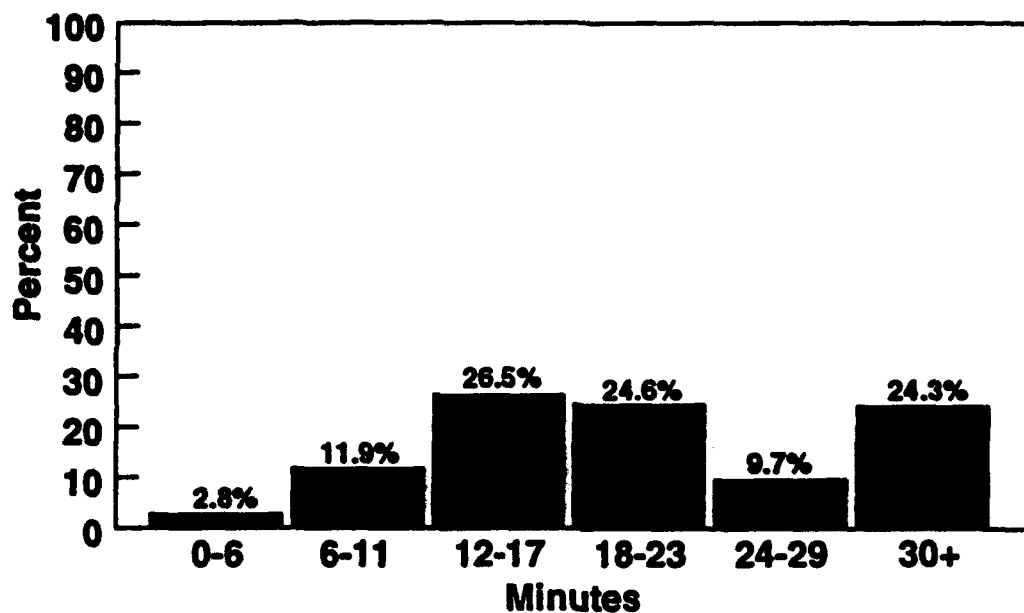


Figure 40. How long does it take to commute to work? (Q38), (762 valid cases).

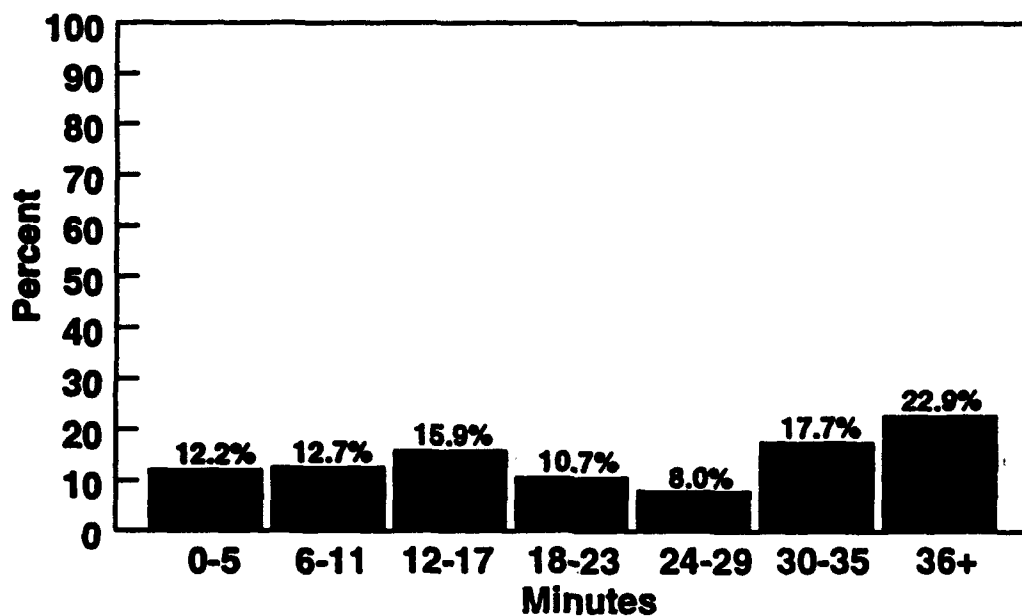


Figure 41. How long does it take your spouse to commute to work? (Q39), (441 valid cases).

Approximately 71% of the respondents stated that transportation from residence to post or base facilities was not a problem for family members (Figure 42). Figure 43 shows that the majority of the respondents drive themselves to work (82.5%) or for personal business (86.4%), whereas approximately 10% indicated ride sharing with spouses. Because of the high percentage of respondents having spouses that are unemployed or indicating having no spouse, 41.6% chose "not applicable" for answering spouse's usual method of transportation to work. Forty-four percent reported their spouses drive themselves to work, and 67.7% reported their spouses drive themselves for personal business (Figure 44).

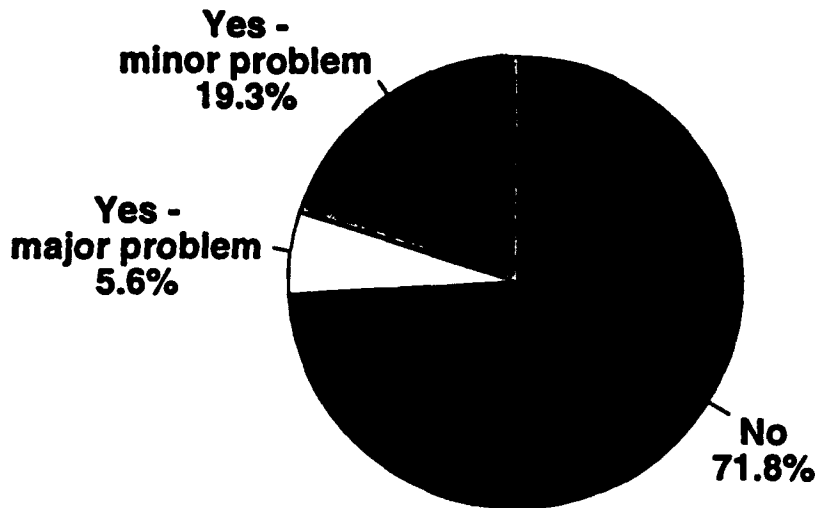


Figure 42. Is transportation a problem for your family members? (Q40), (763 valid cases).

Participants were asked to select (from a list of 13 alternatives) their top three reasons for living off base. Overall, the first reason chosen for living off base was that no military family housing was available (53.2%); second was that the waiting time for military housing was too long (32.6%); and the third reason given varied with respect to paygrade group (Figures 45, 46, 47). Enlisted personnel indicated the third reason for living off-base was to get away from the military atmosphere, whereas officers indicated poor quality of military housing.

Figure 48 shows that only 2.5% of the respondents shared a residence with persons other than their authorized dependents. Of those sharing, 11.7% shared with one roommate, 1.6% with two roommates (Figure 49).

Figure 50 illustrates that with respect to finding housing in Hawaii, the three most popular approaches were through the newspaper (31.7%); through the Community Home Finding Referral and Relocation Service (CHRRS) office (16.5%), and through rental listings (15.2%). Differences were found by BOS: 32% of the Navy respondents found their residences through the CHRRS compared to 13.5% of the Army, 6.0% of the Marine Corps, and 4.2% of the Air Force. Only 7% of the Navy reported finding their residences through rental listings compared to 18.7% of the Army, 16.7% of the Marine Corps, and 15.3% of the Air Force.

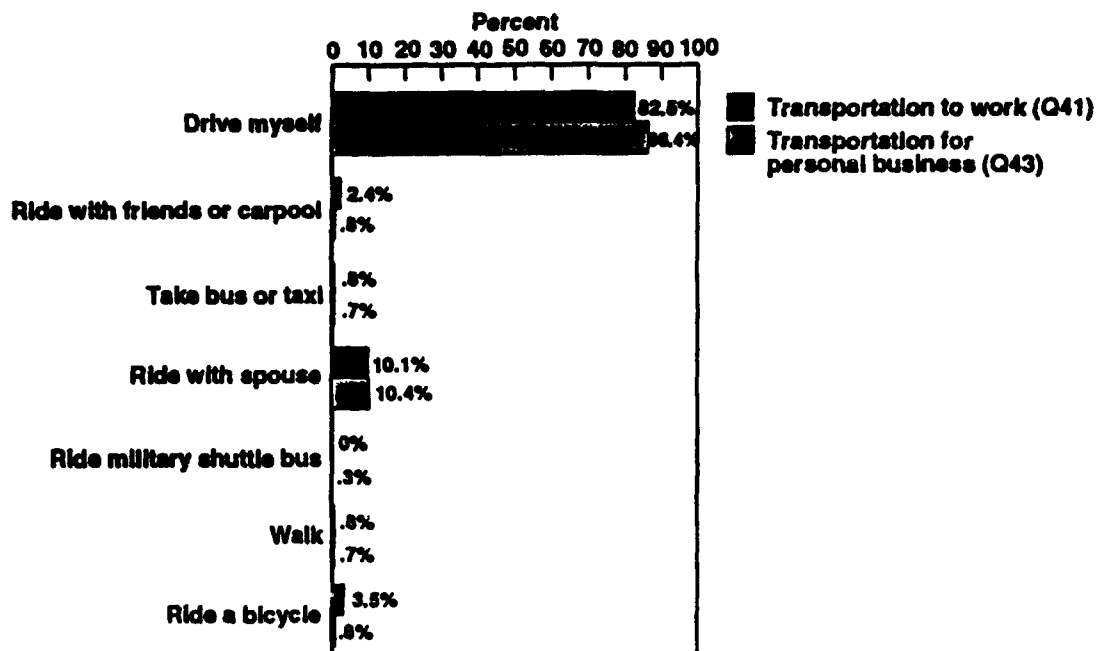


Figure 43. What is your usual method of transportation?
(valid cases: Q41-764, Q43-767).

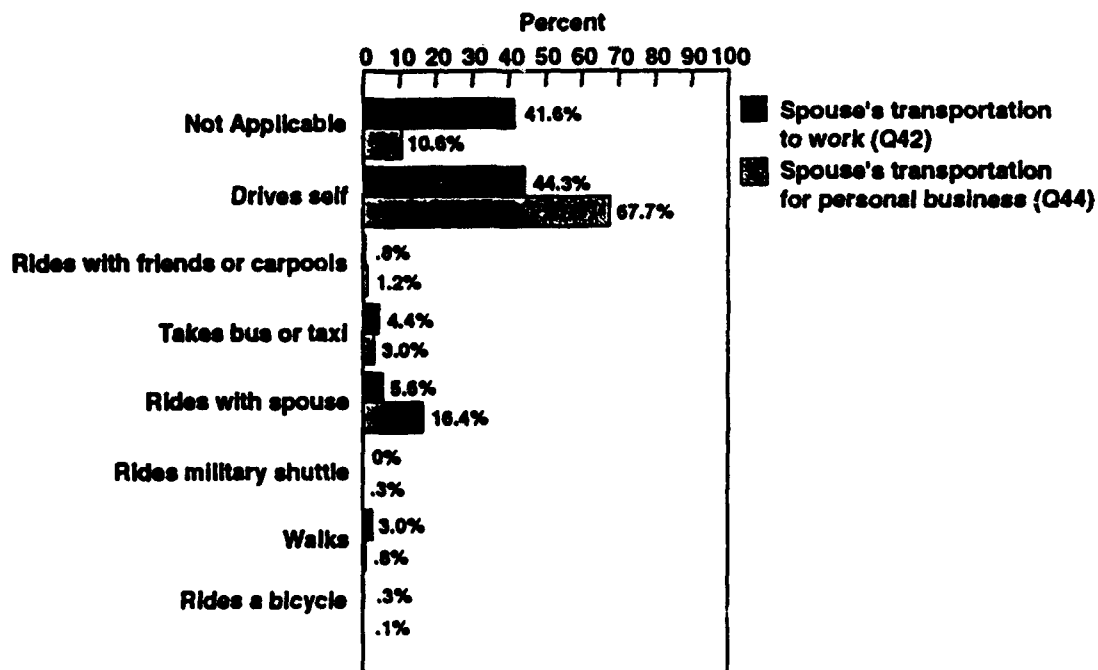


Figure 44. What is your spouse's usual method of transportation?
(valid cases: Q42-767, Q44-764).

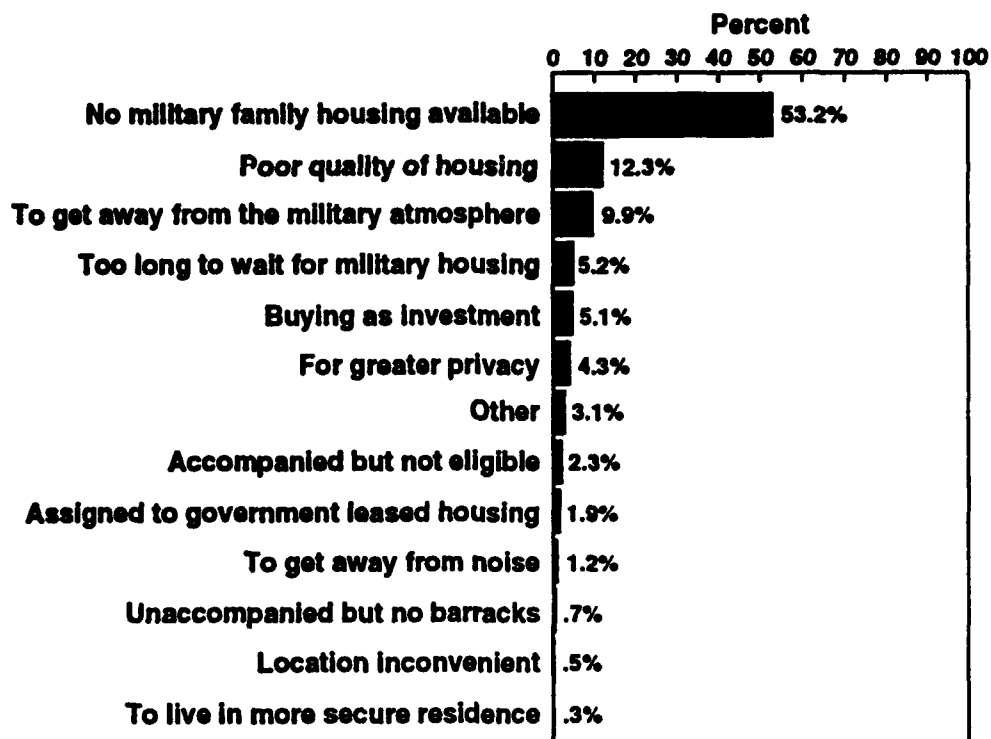


Figure 45. What is your first reason for living off base/post? (Q45), (746 valid cases).

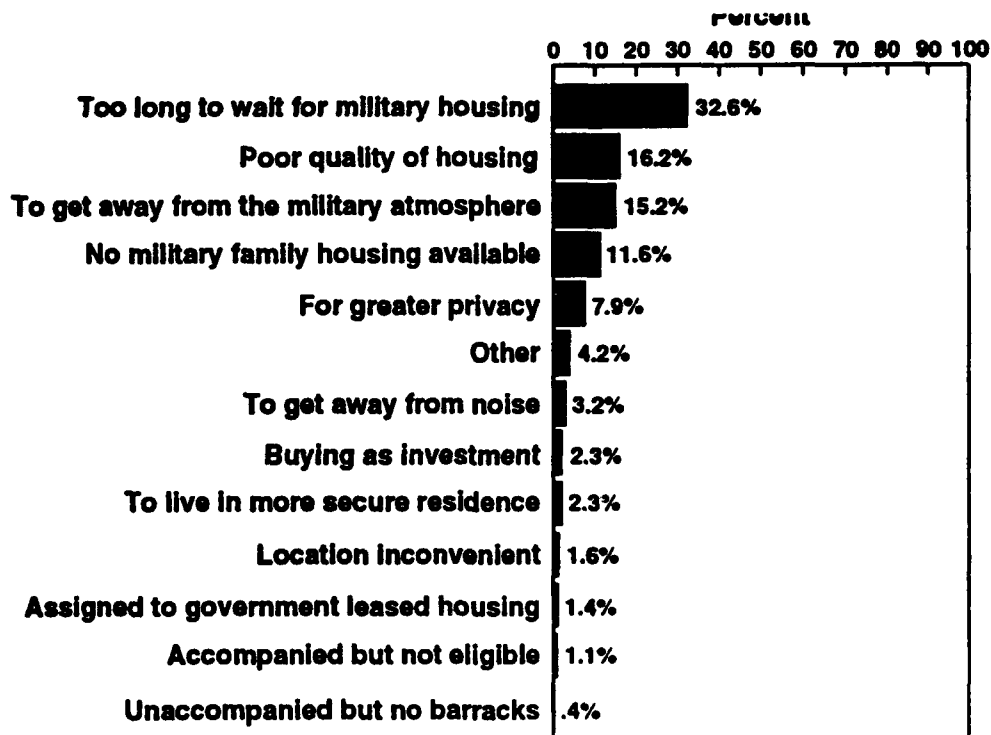


Figure 46. What is your second reason for living off base/post? (Q45), (709 valid cases).

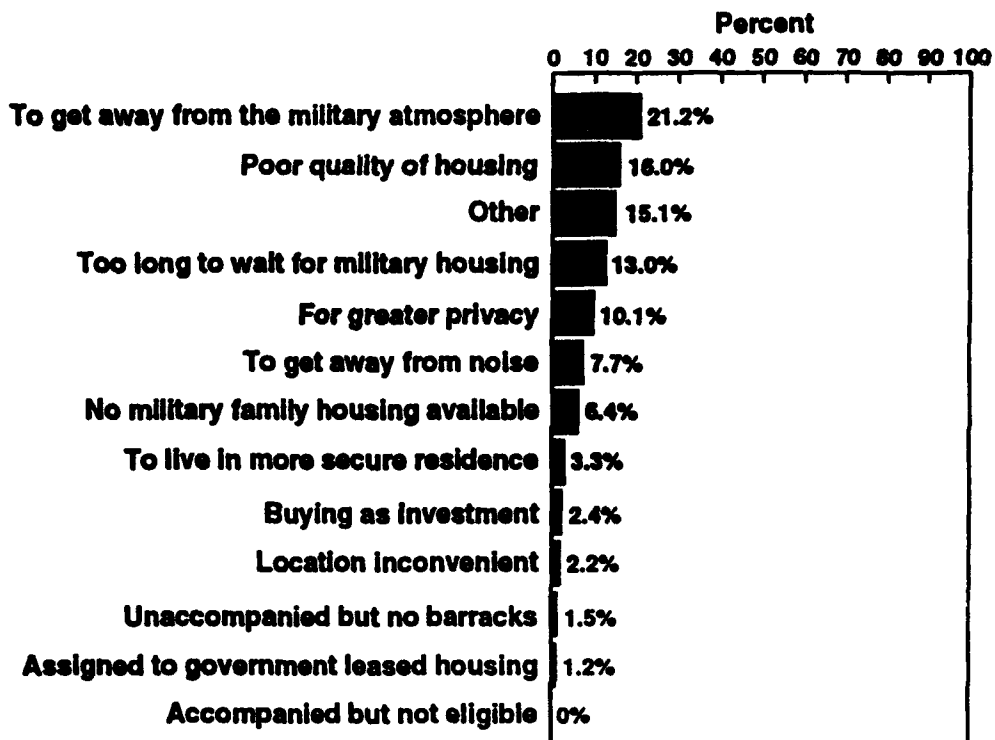


Figure 47. What is your third reason for living off base/post? (Q45), (675 valid cases).

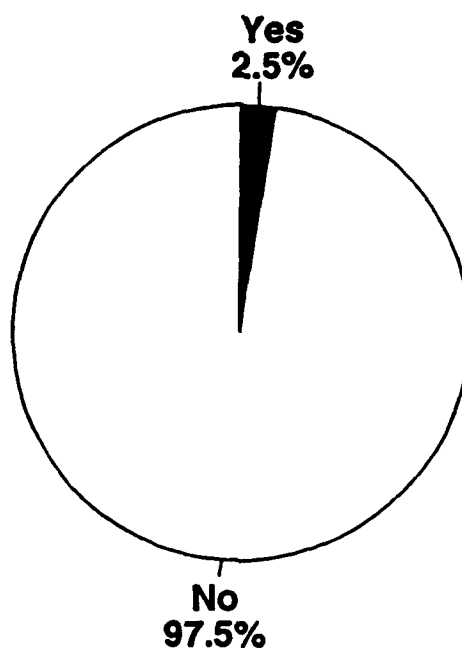
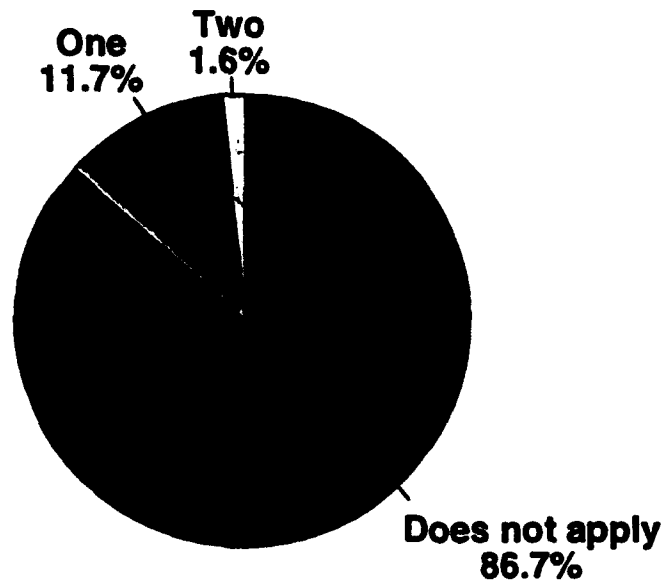
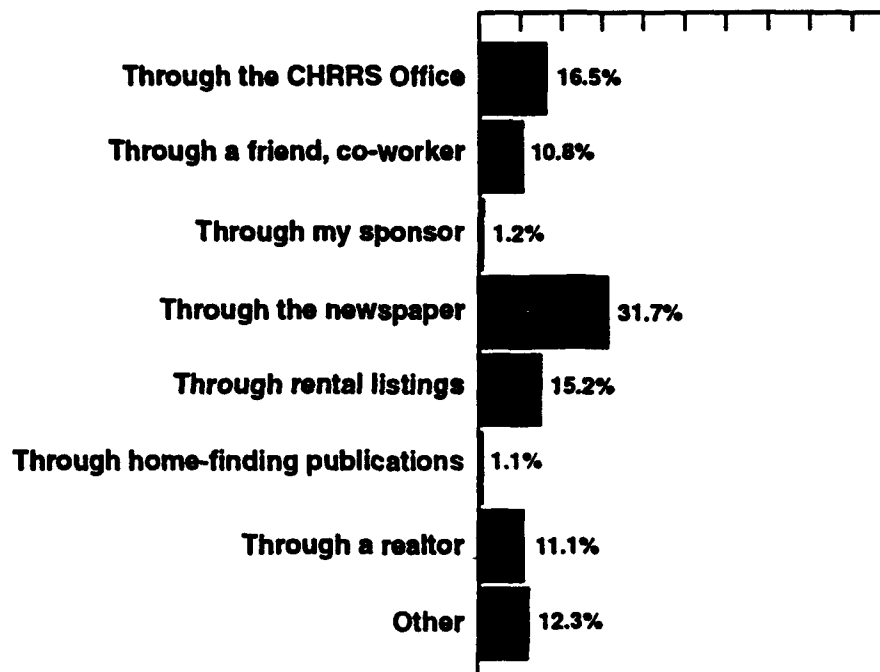


Figure 48. Are you sharing residence with persons *other than* authorized dependents? (Q46), (761 valid cases).



**Figure 49. If sharing residence, how many roommates? (Q47),
(128 valid cases).**



**Figure 50. How did you find your rental unit in Hawaii? (Q50),
(756 valid cases).**

Question 51 asked respondents which Housing Office (HO) they processed through. Schofield yielded the highest percentage of respondents (37.6%); Pearl Harbor the second highest (21%); and Fort Shafter third (16.3%) (Figure 51). Sixty-seven percent of the Army reported that they processed through Schofield; 81% of the Navy processed through Pearl Harbor; 86.1% of the Air Force through Hickam; and 86% of the Marine Corps through Kaneohe. In terms of paygrade, the highest percentage of enlisted processed through Schofield Housing Office, whereas 27.2% of O-1E through O-4 processed through Fort Shafter and 26.3% processed through Schofield. The limited number of respondents for warrant officers and O-5 through O-10 personnel does not permit breakdown for these two groups.

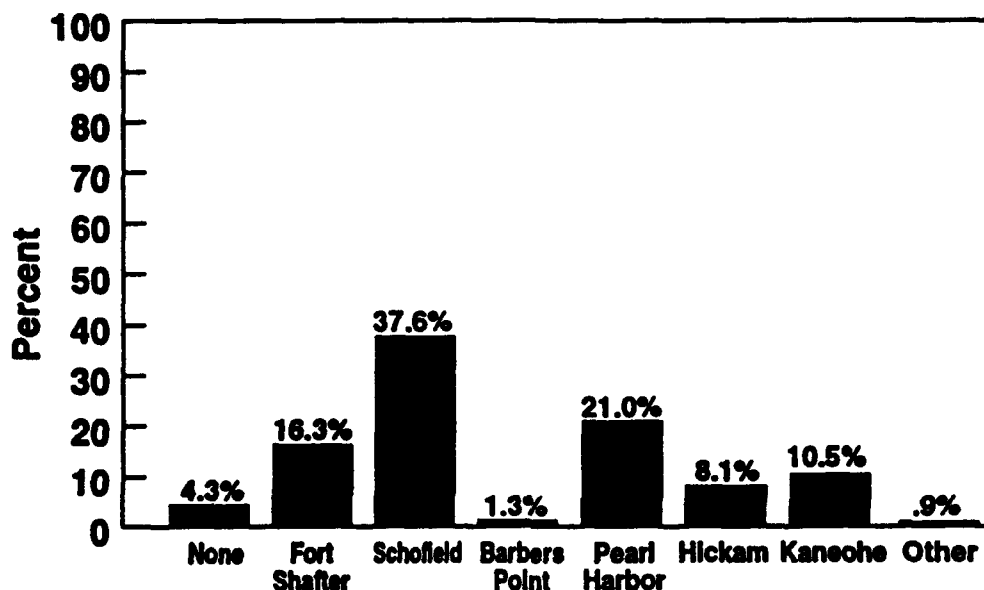


Figure 51. Through which housing office did you process? (Q51), (768 valid cases).

Figure 52 shows that for those who did not use the HO to obtain housing, the top three reasons were that housing listed with HO were in undesirable locations (10.1%), expensive (9.1%), and out of date (7.%).

Figures 53 and 54 indicate three areas in which higher percentages expressed dissatisfaction: 42.9% with the quality of units on the HO list; 32.1% with the cleanliness of housing units; and 30.3% with the neighborhood security. Differences were found by groups on some of these items:

Q53A: *How satisfied or dissatisfied are you with the number of units on HO list?* Comparison for this item is possible only for Army and Navy due to the limited number of responses in the other BOS: Navy respondents (63%) indicated more satisfaction with the number of units on the HO list compared to Army (52.9%).

Q53D: *How satisfied or dissatisfied are you with the range of rental costs on the HO list?* E-1 through E-5s tend to be the least satisfied with the range of rental costs on the HO list, whereas E-6 through E-9s and officers expressed satisfaction. In addition, a higher percentage of female

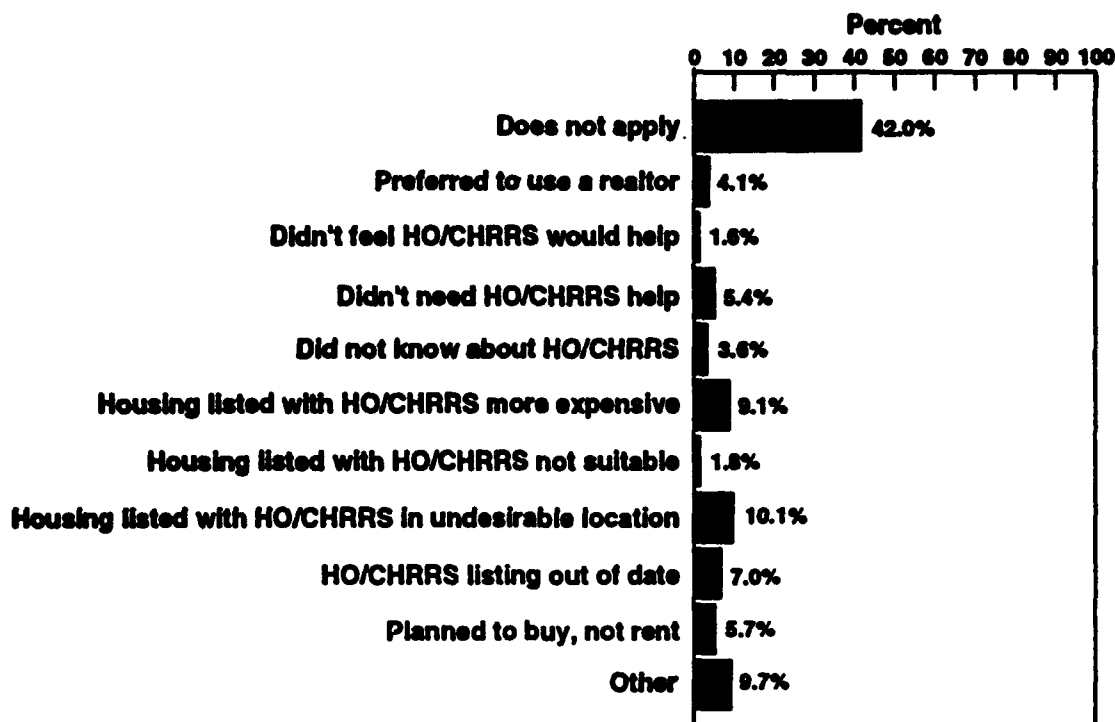


Figure 52. If you did *not* use the housing office to obtain housing, Why? (Q52), (703 valid cases).

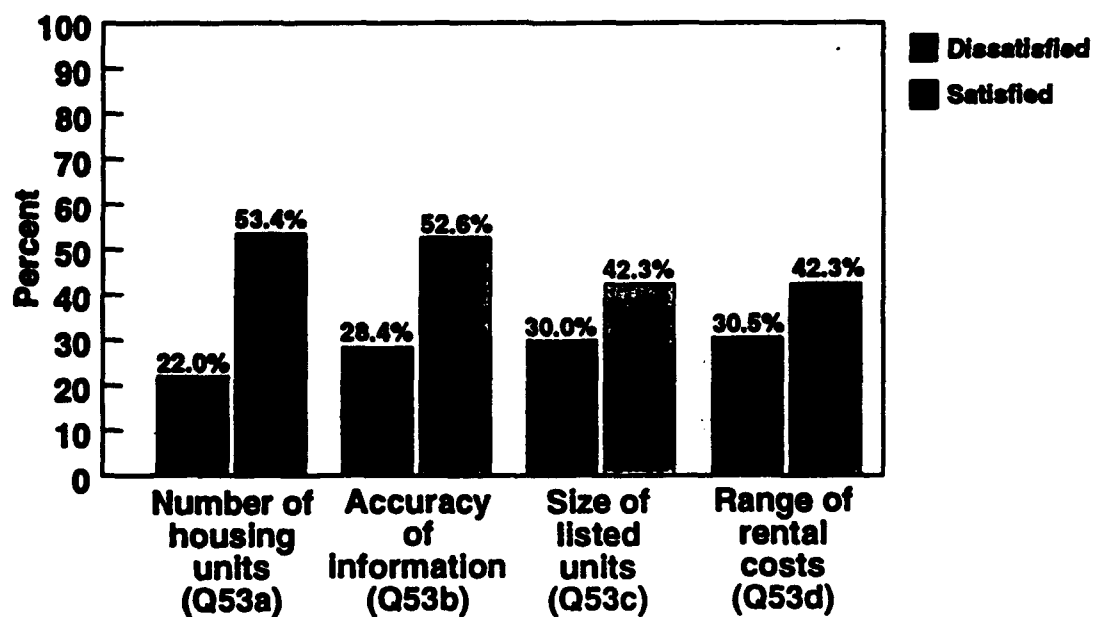


Figure 53. Civilian housing units on the housing office list (valid cases: Q53a-500, Q53b-496, Q53c-494, Q53d-499).

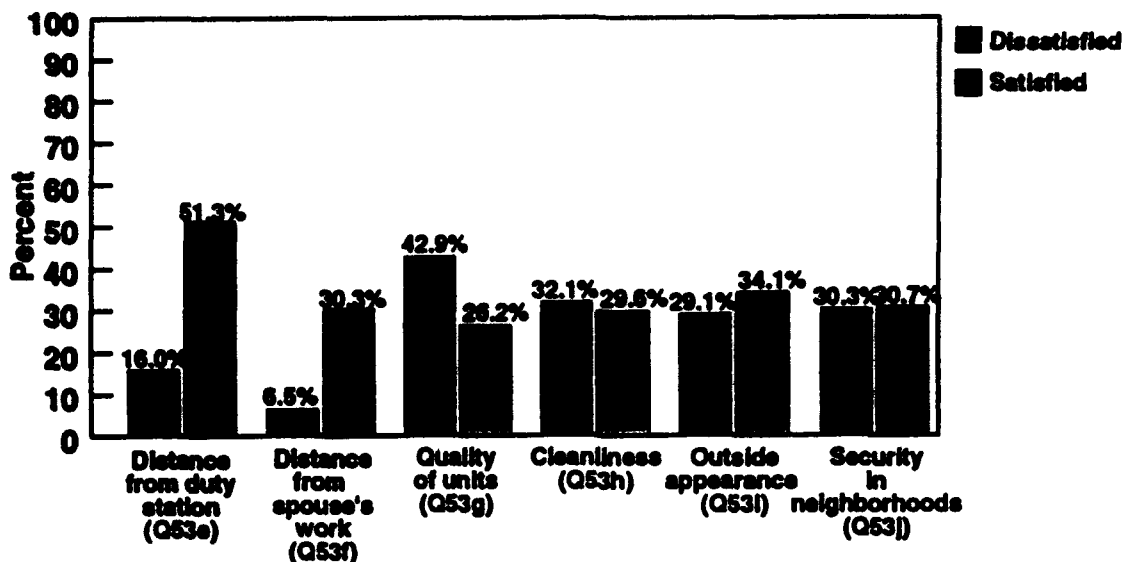


Figure 54. Civilian housing units on the housing office list (valid cases: Q53e-495, Q53f-492, Q53g-496, Q53h-496, Q53i-495, Q53j-499).

respondents (53.3%) expressed satisfaction with the range of rental costs than did male respondents (40.0%).

Q53E: How satisfied or dissatisfied are you with the distance between your duty station and the units listed? Enlisted personnel had higher percentages of dissatisfaction with the distance between duty station and the units listed on HO list than did officers.

Q53I: How satisfied or dissatisfied are you with the outside appearance of the units listed on Housing Office list? Overall, female respondents (47.3%) were more satisfied with the outside appearance of the units than were male respondents (31.4%).

Q53J: How satisfied or dissatisfied are you with the security in the neighborhoods of the units listed? A higher percentage of E-1 through E-5s (42.6%) indicated dissatisfaction with the security in their neighborhood, whereas all other paygrades tended to be neutral. Overall, female respondents (41.3%) tended to be more satisfied with security than were male respondents (28.5%).

A high percentage indicated that they did not use HO services for transportation to look at housing (34.6%), for dealing with landlord (34.7%), for reviewing leases (34.7%), or for help with the utility companies (27.3%). However, HO services to help understand the local housing market was viewed by 39.9% of the respondents as being somewhat helpful and by 15.1% as being very helpful. HO overall help in finding housing was somewhat helpful to 45.3% and very helpful to 12.7% (Figures 55 through 60). In general, the HO services were viewed to be more helpful in locating housing by officer than by enlisted personnel.

More than half (57.5%) of the respondents reported using their own cars as a source of transportation when looking for housing, whereas 23.5% rented a car, and 7.5% indicated that friends/family members provided transportation (Figure 61). These percentages reflect those in Figure 62 which illustrates that 37% felt looking for housing was a problem without having their own

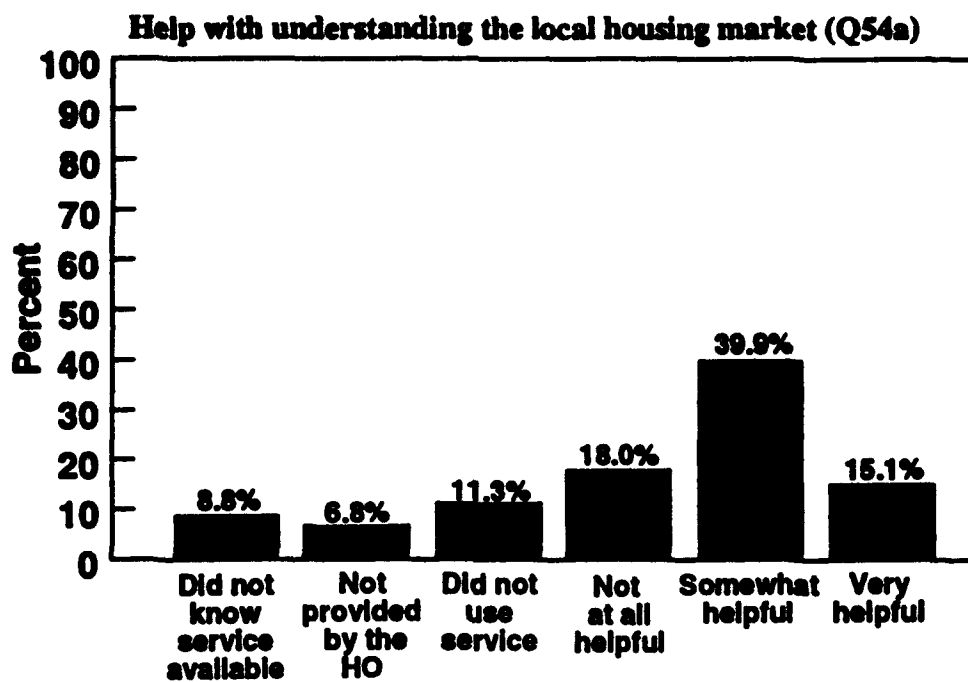


Figure 55. How helpful was your housing office in providing the following service? (601 valid cases).

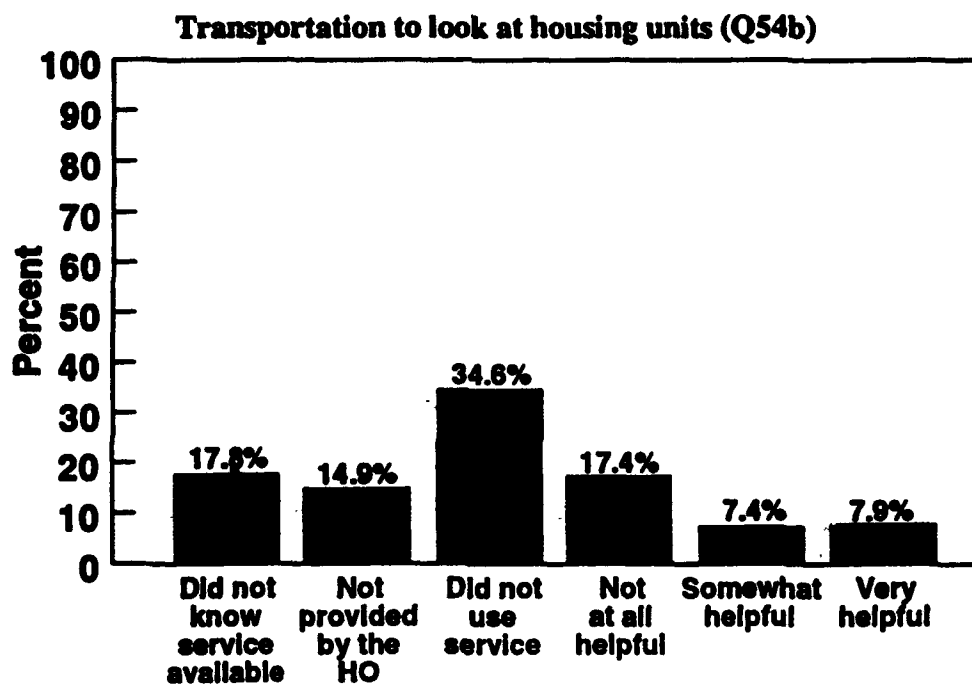


Figure 56. How helpful was your housing office in providing the following service? (596 valid cases).

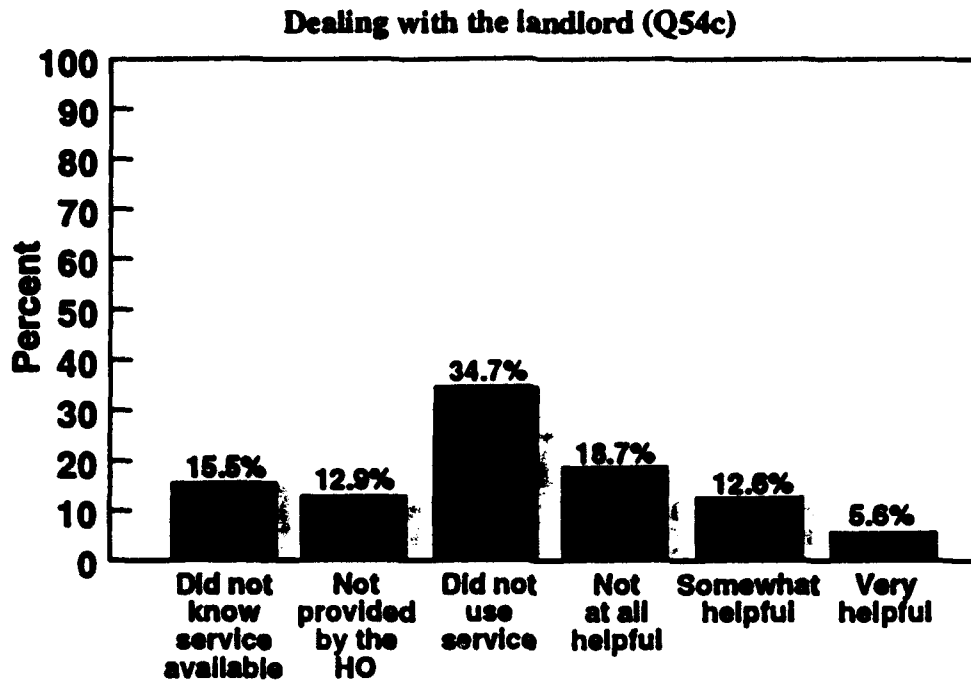


Figure 57. How helpful was your housing office in providing the following service? (588 valid cases).

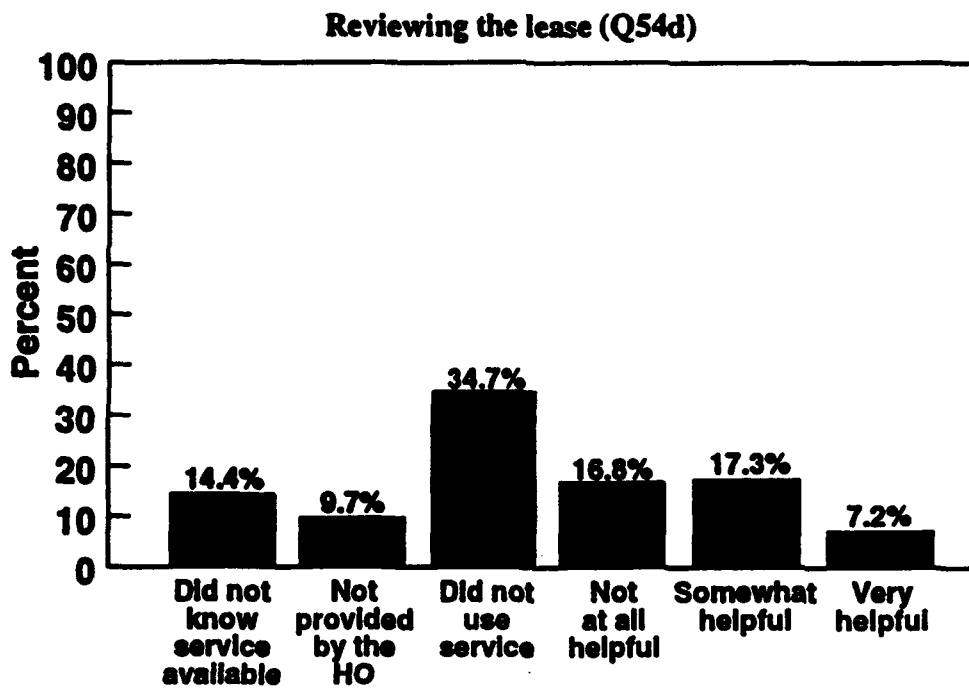


Figure 58. How helpful was your housing office in providing the following service? (585 valid cases).

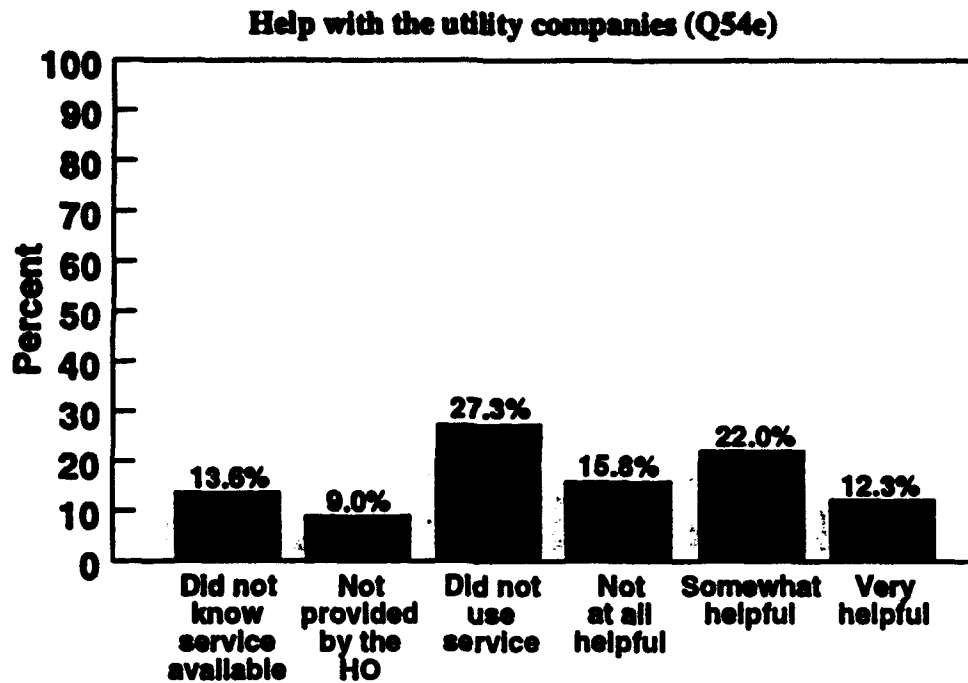


Figure 59. How helpful was your housing office in providing the following service? (587 valid cases).

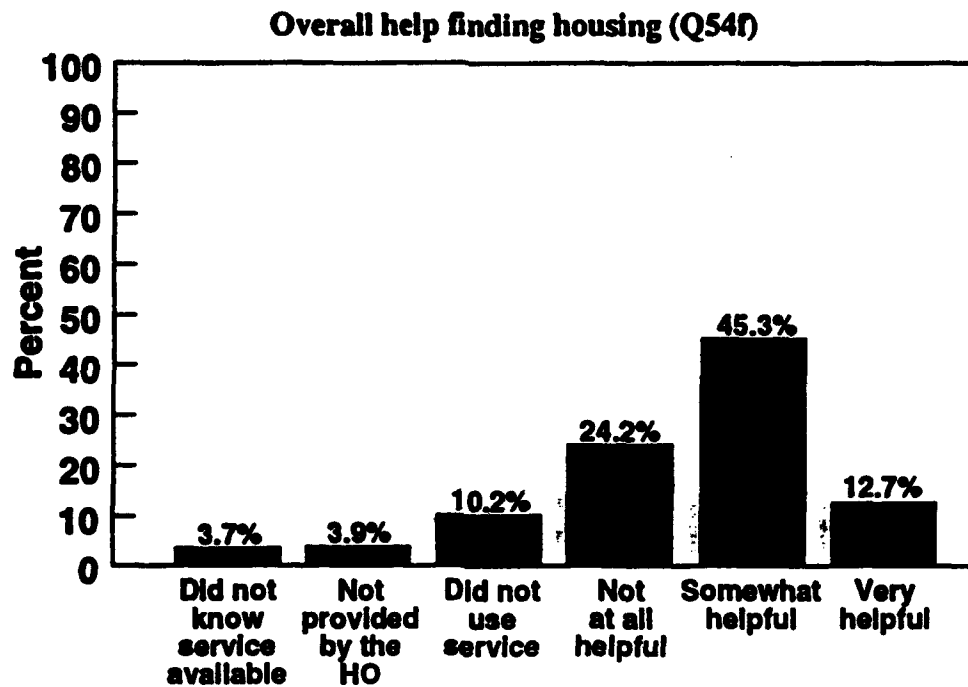


Figure 60. How helpful was your housing office in providing the following service? (590 valid cases).

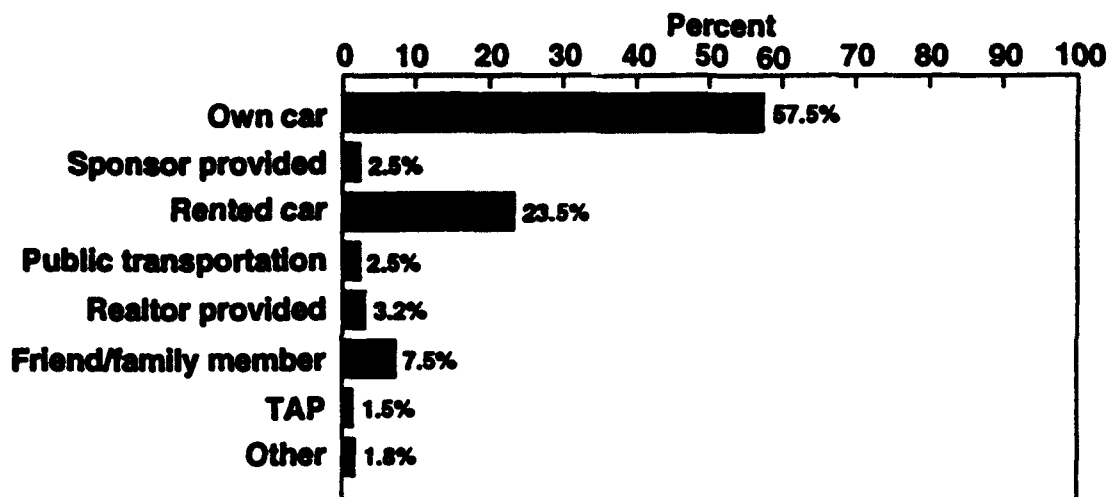


Figure 61. When you were looking for housing which form of transportation did you use?
(Q55), (757 valid cases).

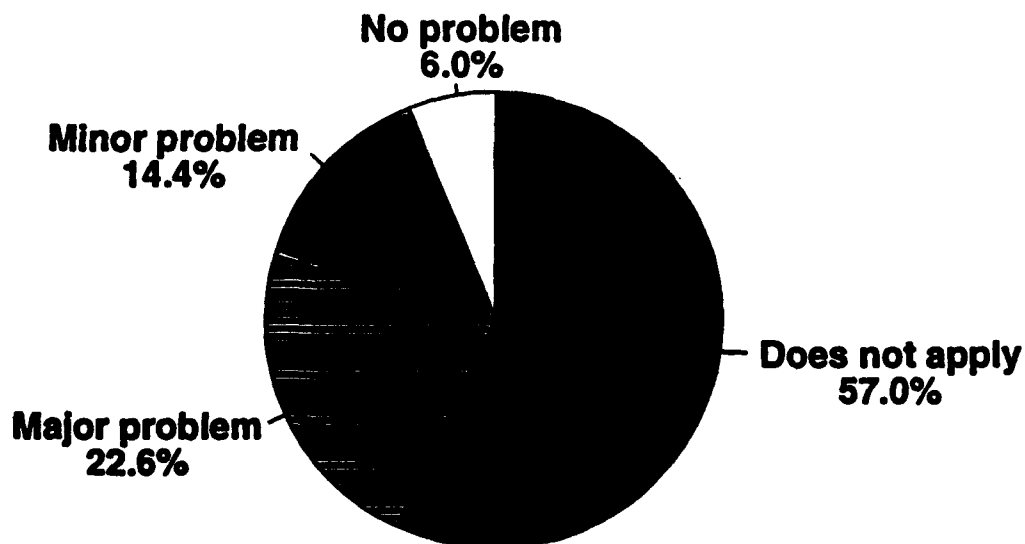


Figure 62. How much of a problem was it to look for housing without your own car?
(Q56), (766 valid cases).

transportation. Overall, the majority of E-6s and above indicated having transportation; however, for 42.2% of the E1-E5s, not having one's own car is a major problem when looking for civilian housing.

Approximately half of the respondents indicated having received Temporary Lodging Allowance (TLA) for 1 to 4 weeks upon arrival in Hawaii, whereas 19.4% of the sample reported not having been on TLA (Figure 63). More of the lower enlisted personnel (43% of E-1 through E-5) were not on TLA, whereas the higher paygrades indicated receiving TLA for a period of 3 to 4 weeks.

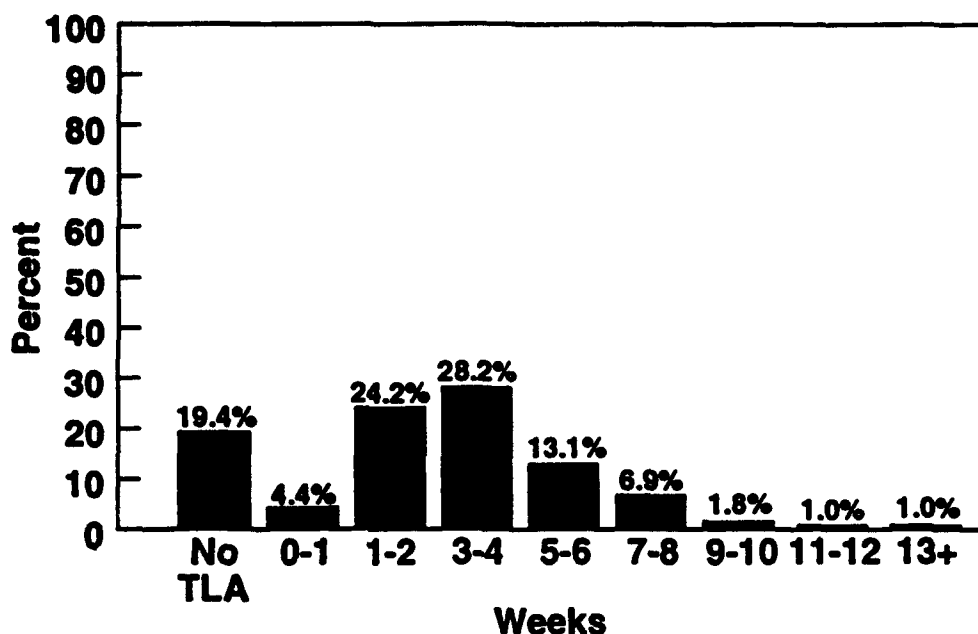


Figure 63. How long did you receive temporary lodging allowance (TLA)? (Q57), (770 valid cases).

For those who tried to buy homes in Hawaii and indicated having problems, 30.9% reported only being able to qualify for VA/FHA loans, 30.3% were unable to buy because of limits on VA or FHA loan amounts, and 29.6% were unable to qualify for any loan because of the high property value (Figure 64).

Figure 65 shows that 33.8% of the respondents could not afford to buy a residence in Hawaii, 19.5% stated their reason for not buying is that they do not plan to stay in Hawaii, and 15.9% did not want to buy because of inflated prices. With respect to differences found by paygrade, more than one third of the E-6s and above indicated they cannot afford to buy in Hawaii, and 45.7% of the E-1 through E-4s stated that they do not plan to stay on or return to Hawaii.

Questions 60 through 64 asked respondents information about housing expenses. Figure 66 shows that 48.9% of the respondents pay between \$1,000.-\$1,499. for their rent or mortgage payment, and 26% pay between \$500 to \$999. As paygrade level increases, the amount of rent paid increases. Approximately half of the respondents (50.8%) indicated the security deposit on their present civilian residence was between \$1,000.-\$1,499 (Figure 67). Figure 68 shows the majority pay between \$0 to \$99. for their electricity and telephone deposits and between \$0 to \$49. for their gas

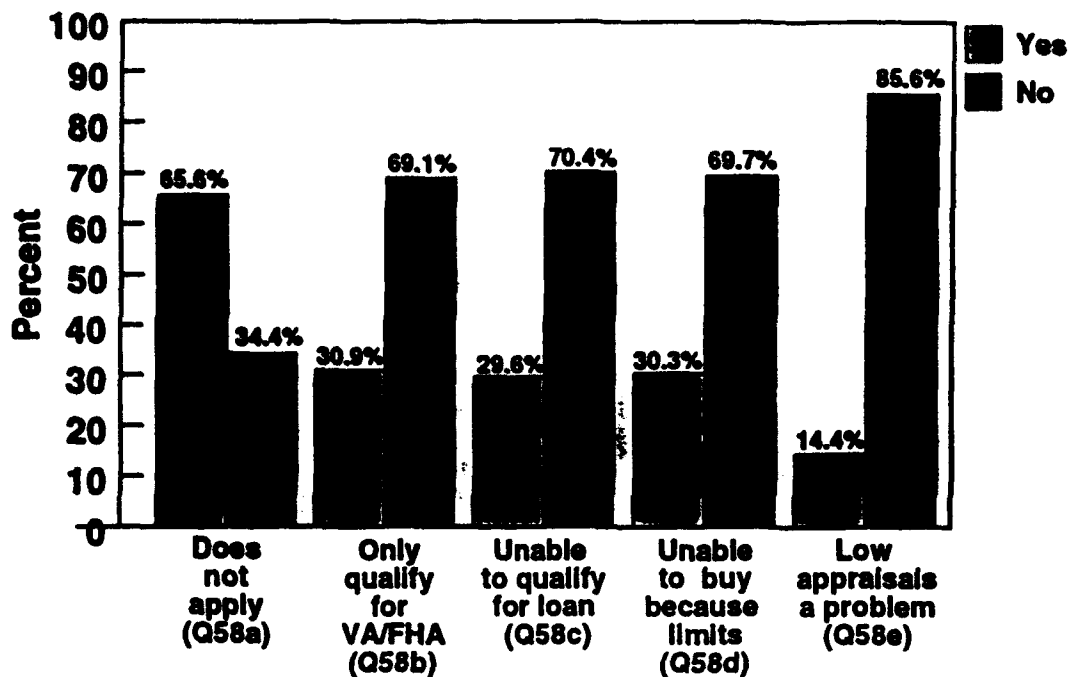


Figure 64. Did you have problems with any of the following when you were trying to buy a home in Hawaii? (valid cases: Q58a-687, Q58b-123, Q58c-125, Q58d-119, Q58e-111).

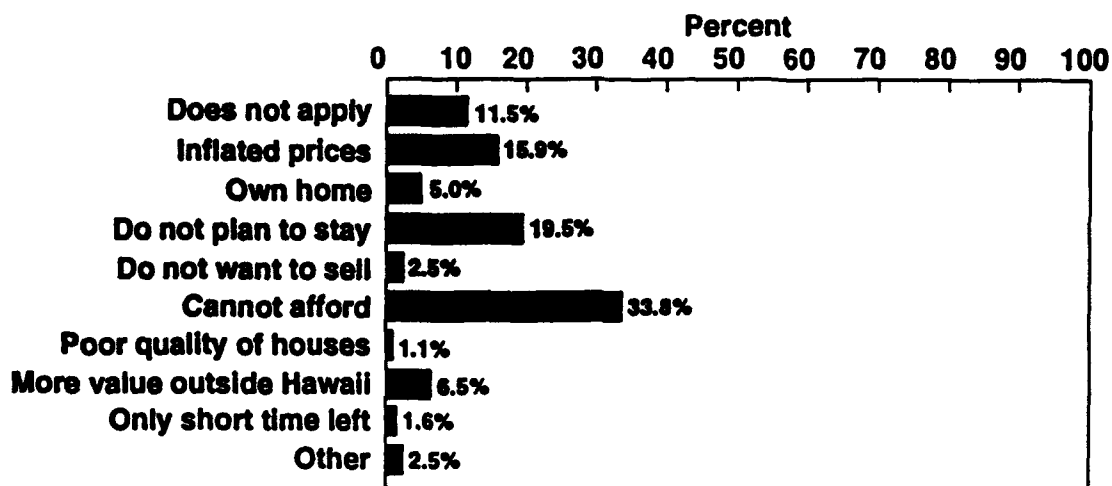


Figure 65. Why are you *not* buying a residence in Hawaii? (Q59), (754 valid cases).

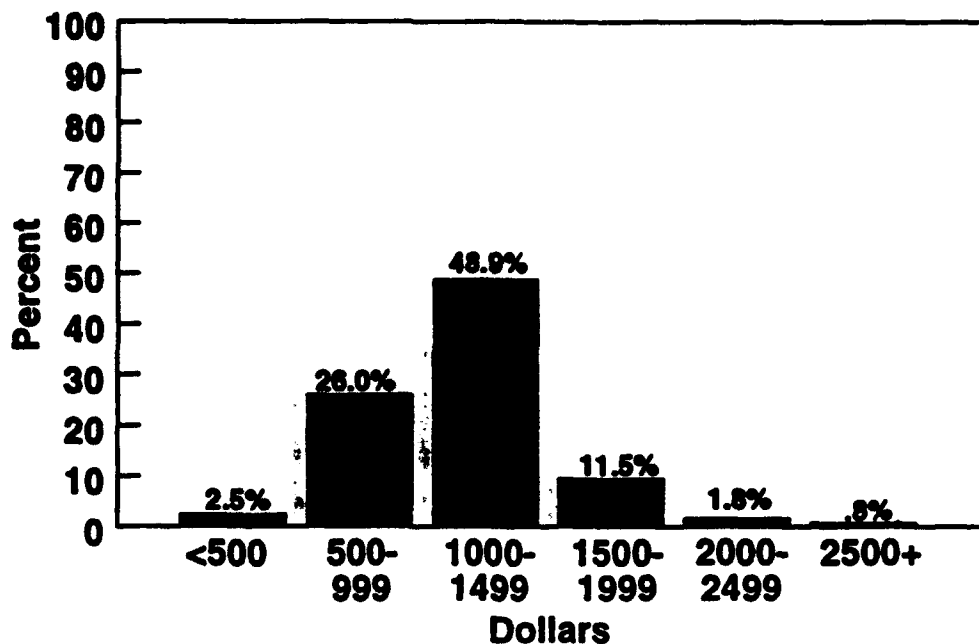


Figure 66. How much is your monthly rent or mortgage payment?
(Q60), (749 valid cases).

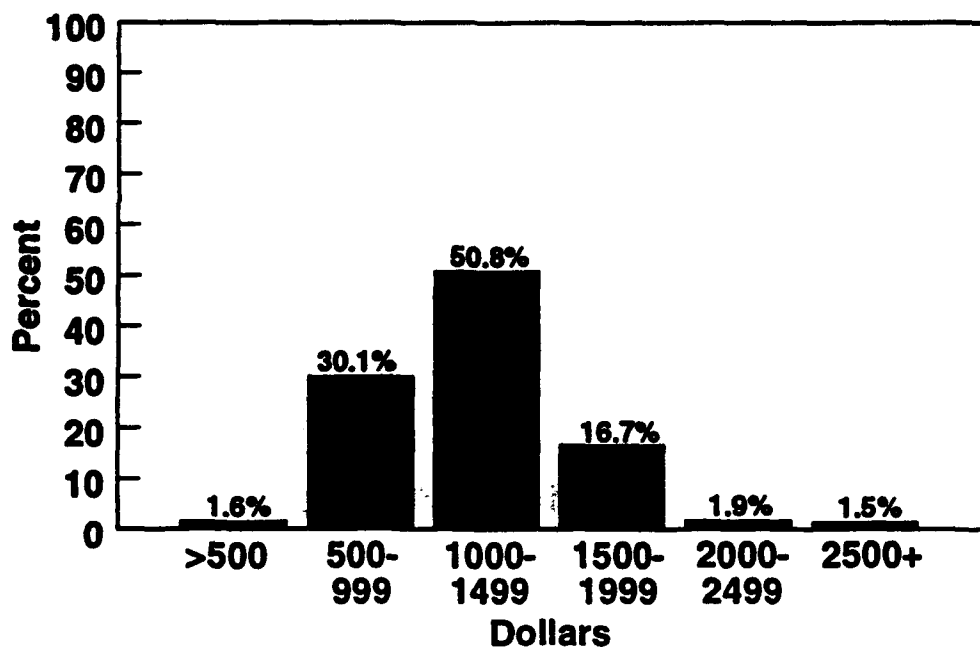


Figure 67. How much was the security deposit on your present civilian residence?
(Q62b), (643 valid cases).

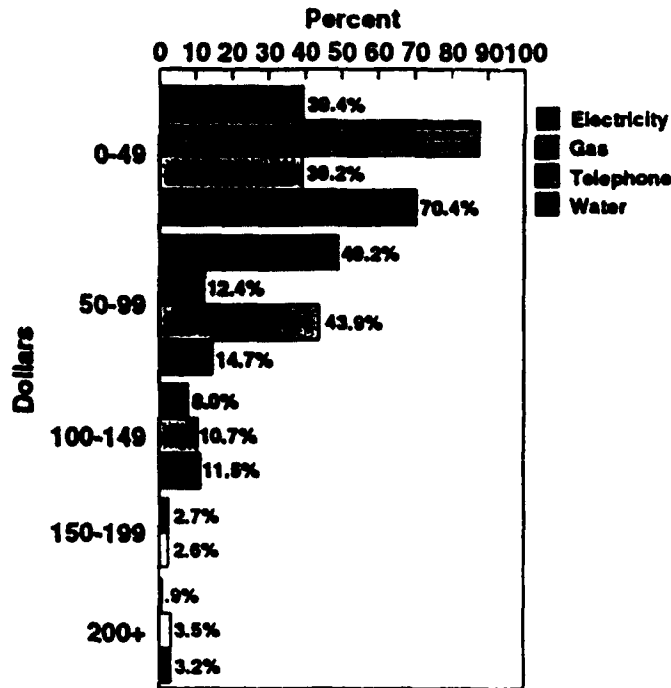


Figure 68. How much was each deposit for your present civilian residence? (Q61)
(valid cases: electricity-112, gas-32, telephone-196, water-61).

and water deposits. For the 79.3% who stated that their monthly housing costs are not covered by housing allowances (BAQ plus VHA), 46.9% reported less than \$250. of their costs are not covered by allowances, whereas 37.4% indicated between \$250. to \$499., and the remaining 17.6% reported over \$500 not being covered by allowances (Figure 69 & 70). Figure 71 indicates that 67.1% felt they could not afford civilian housing if their allowances were to be taxed like income.

Approximately 65% indicated having enough space in their residence to accommodate a full size washer and dryer; however, 32.7% indicated not having enough space and that they were using either stacked units, outside facilities, or laundromats (Figure 72). The majority of the respondents are using their own appliances (31.8%) or appliances that came with the residence (58.8%); only 9.4% indicated using government supplied appliances (Figure 73). Figure 74 shows that 54.9% were not told when they moved into their present civilian residence that they could get government appliances for the length of their tour.

Figures 75 through 80 reflect questions 69A through 69W which asked respondents about the adequacy and general features of their civilian housing and facilities. Overall, respondents seem to be satisfied with current housing and facilities. However, there was less than a 10% difference between those who are satisfied and those who are dissatisfied with the size of additional bedrooms (question 69f) and with noise between housing units (question 69i).

Overall satisfaction with residence differed across paygrade: more than 75% of all E-6 and above paygrades indicated satisfaction with most features of their residence. More than half (56%) of the

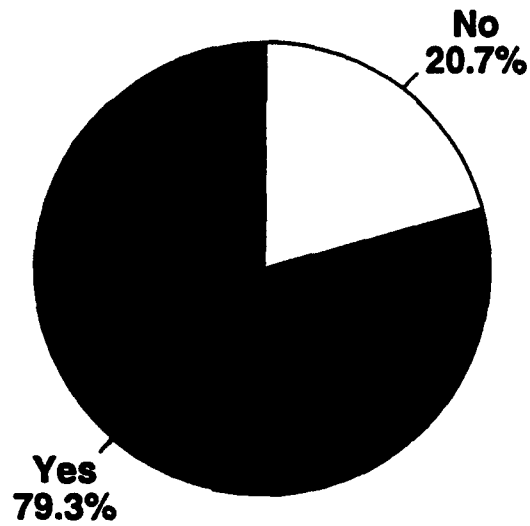


Figure 69. Have out-of-pocket housing costs? (Q63a)
(161 valid cases).

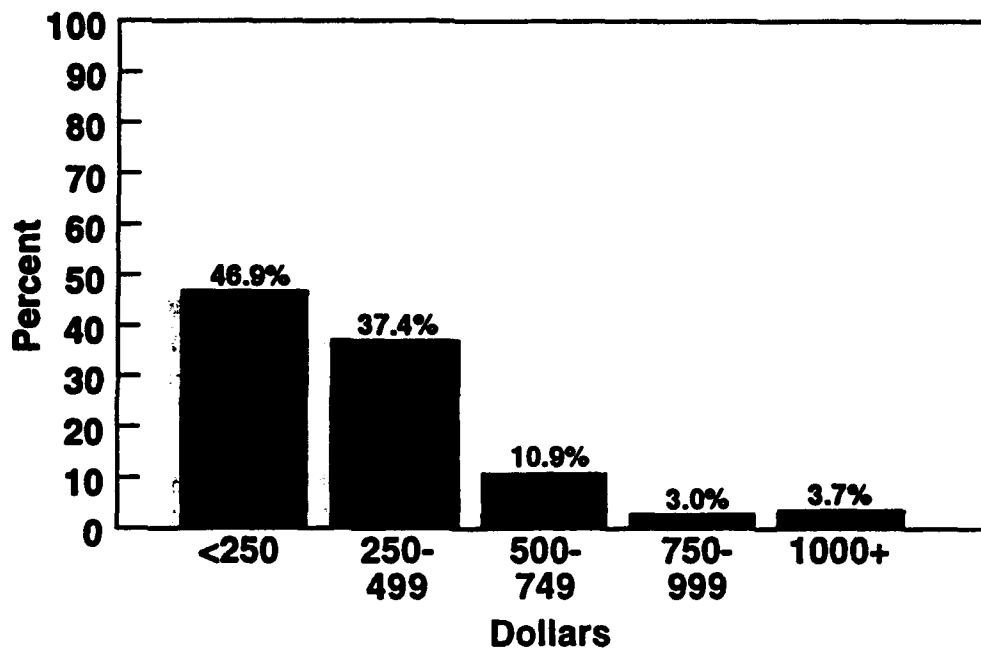


Figure 70. How much of your monthly housing costs are *not* covered by allowances? (Q63b), (592 valid cases).

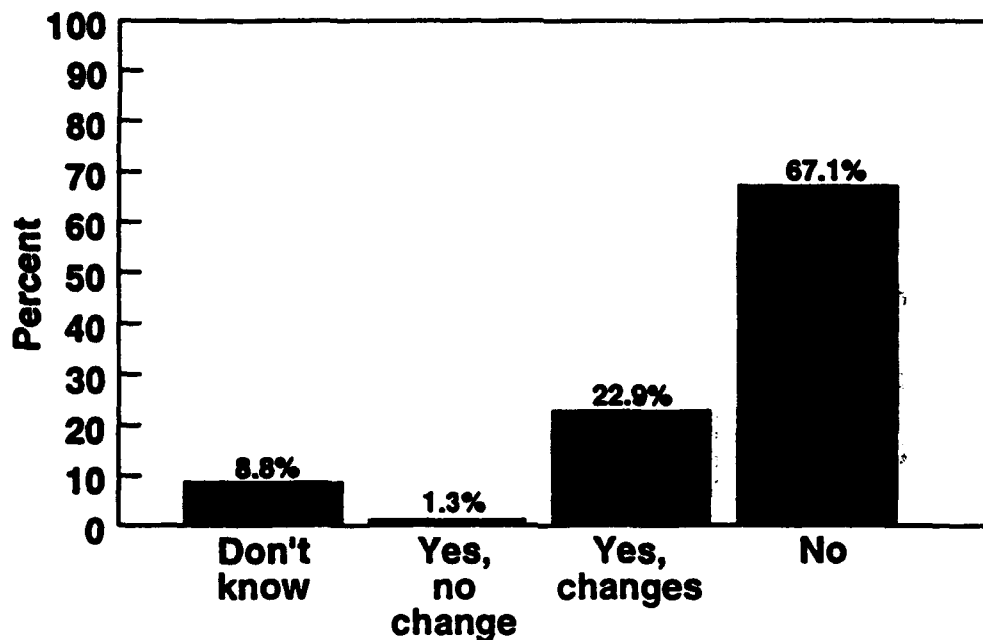


Figure 71. Could you afford civilian housing if your allowances were taxed like income? (Q64), (765 valid cases).

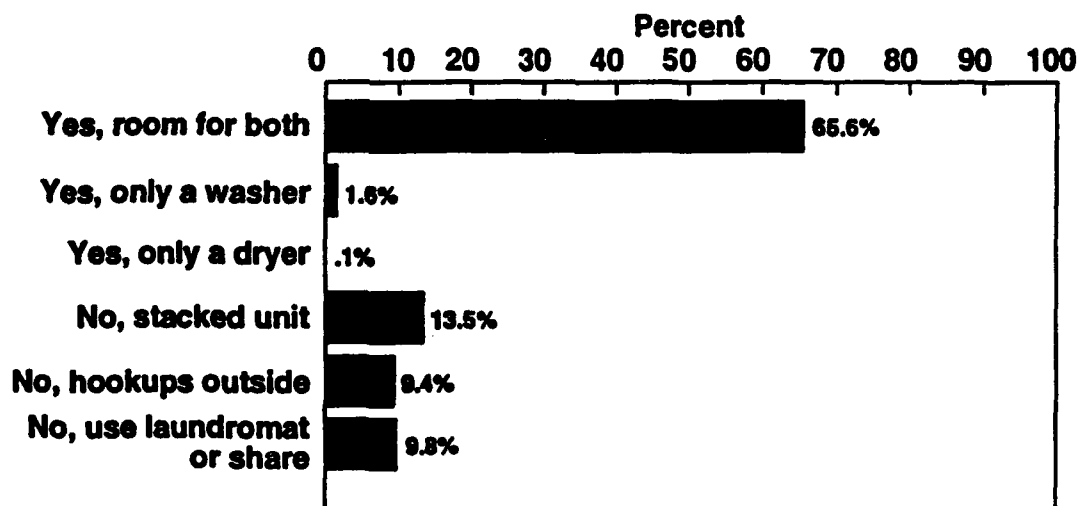


Figure 72. Do you have enough space to accommodate a full size washer and dryer? (Q65), (765 valid cases).

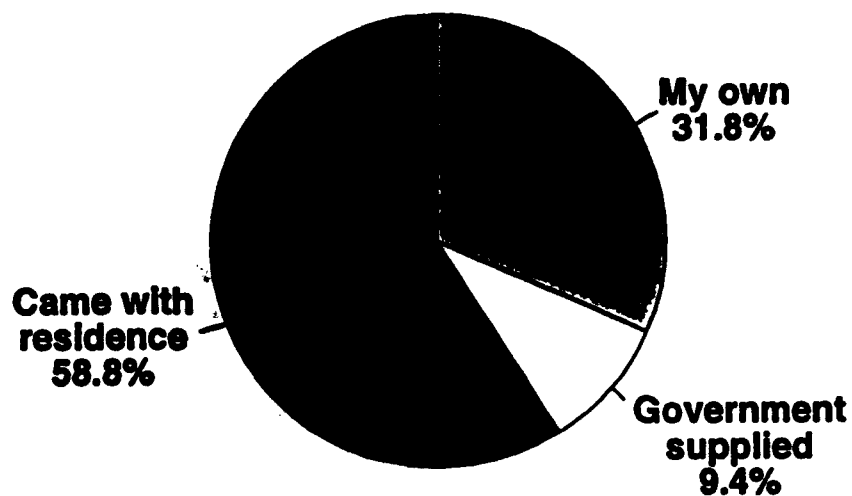


Figure 73. What appliances are you currently using? (Q66), (765 valid cases).

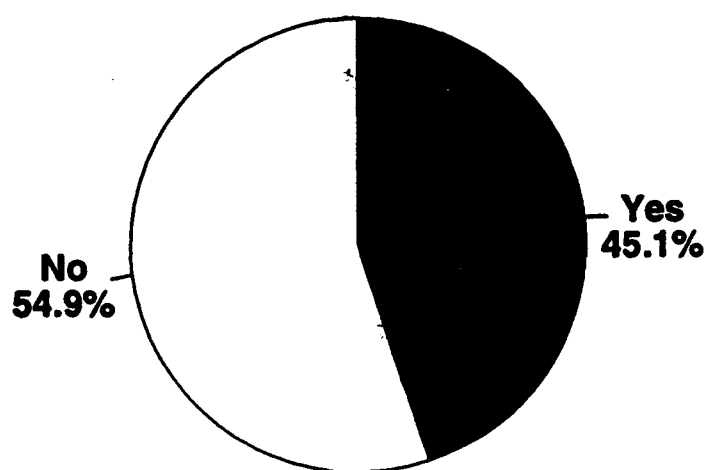


Figure 74. Were you told that you could get government appliances for the length of your tour? (Q68), (765 valid cases).

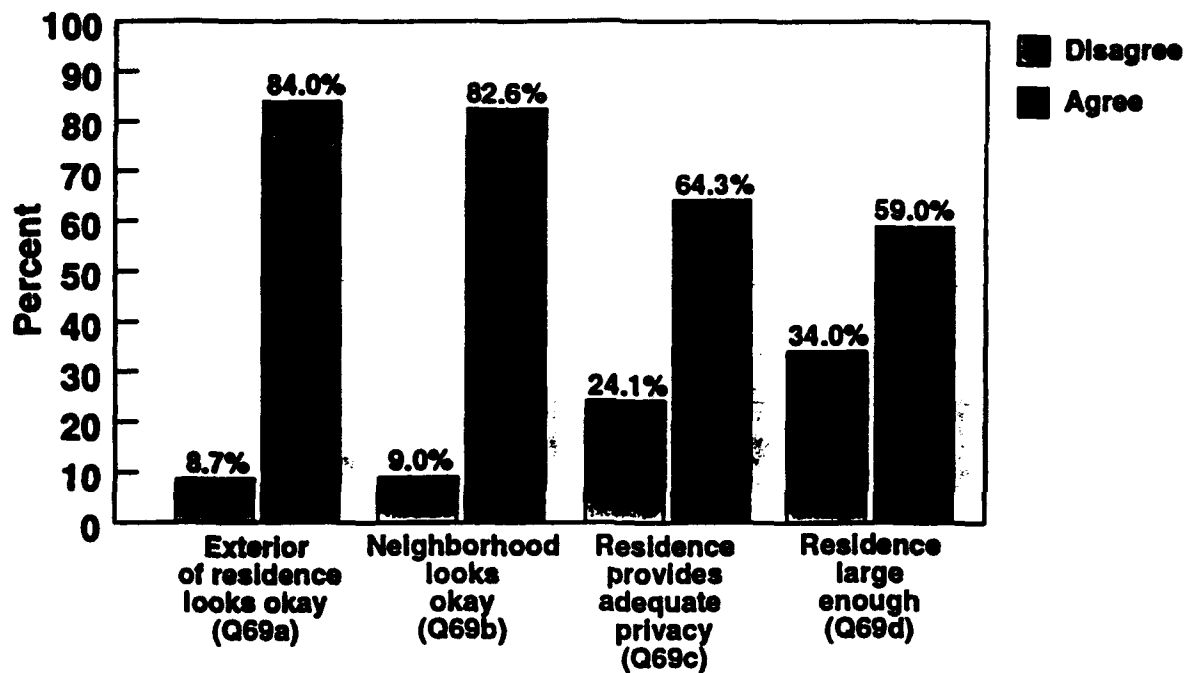


Figure 75. Civilian housing and facilities (valid cases: Q69a-763, Q69b-758, Q69c-760, Q69d-754).

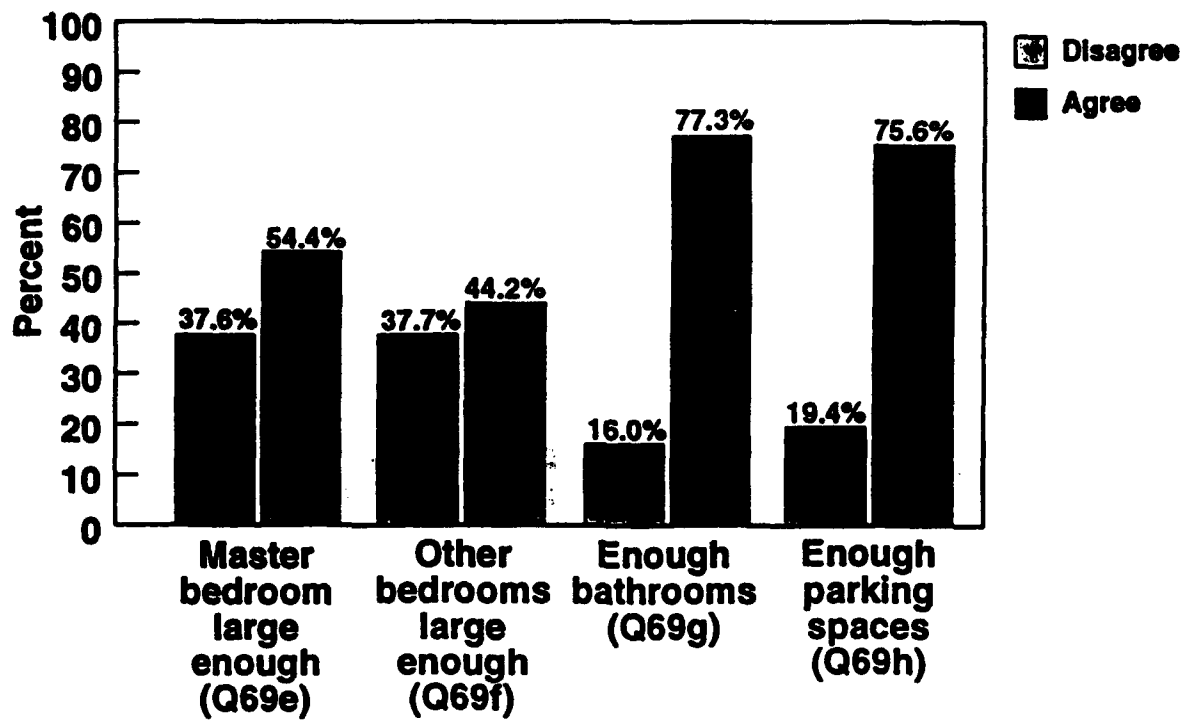


Figure 76. Civilian housing and facilities (valid cases: Q69e-761, Q69f-758, Q69g-761, Q69h-757).

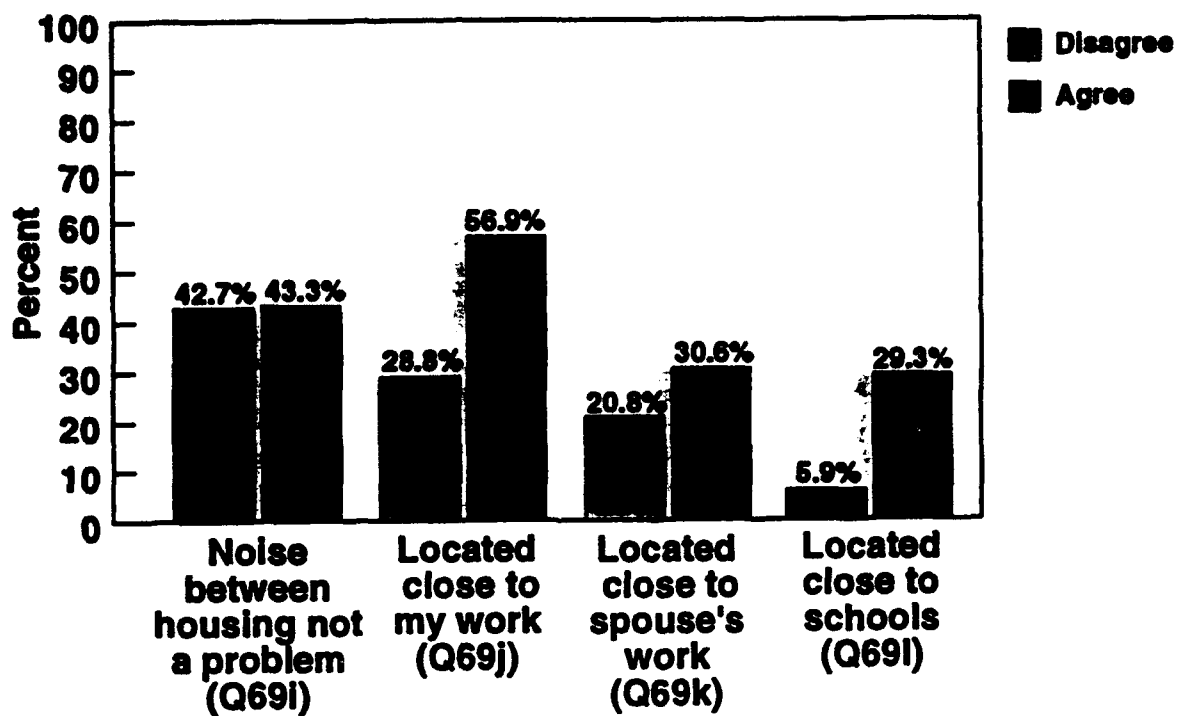


Figure 77. Civilian housing and facilities (valid cases: Q69i-758 Q69j-757, Q69k-754, Q69l-752).

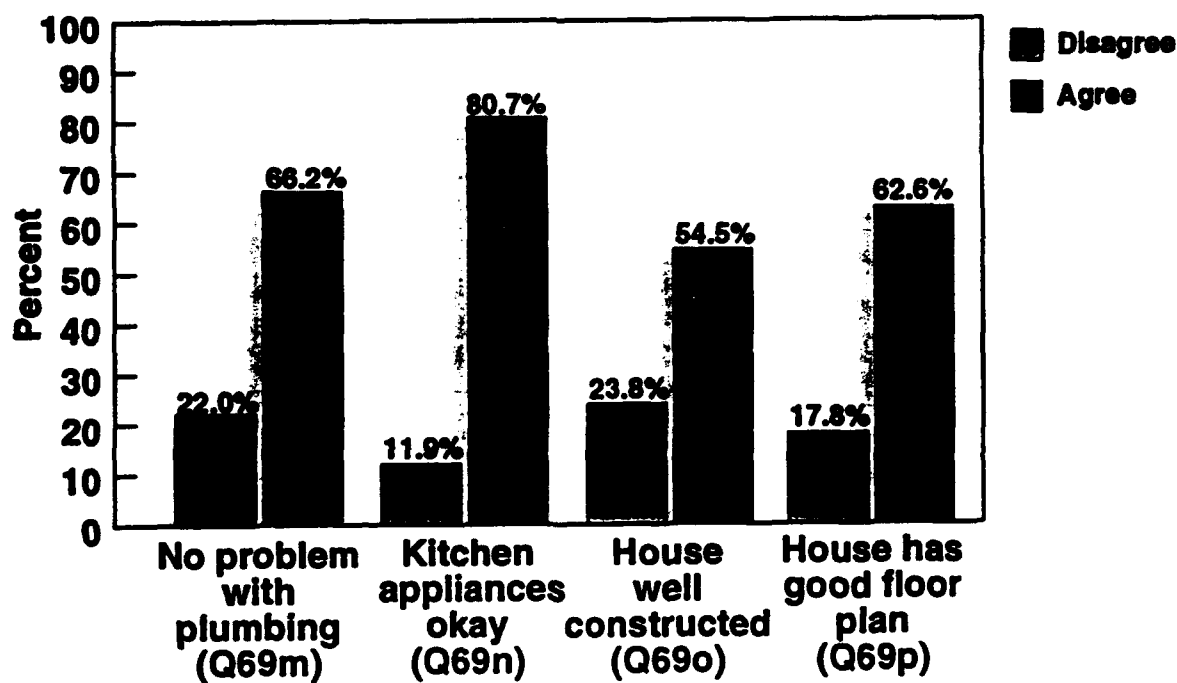


Figure 78. Civilian housing and facilities (valid cases: Q69m-758, Q69n-757, Q69o-759, Q69p-760).

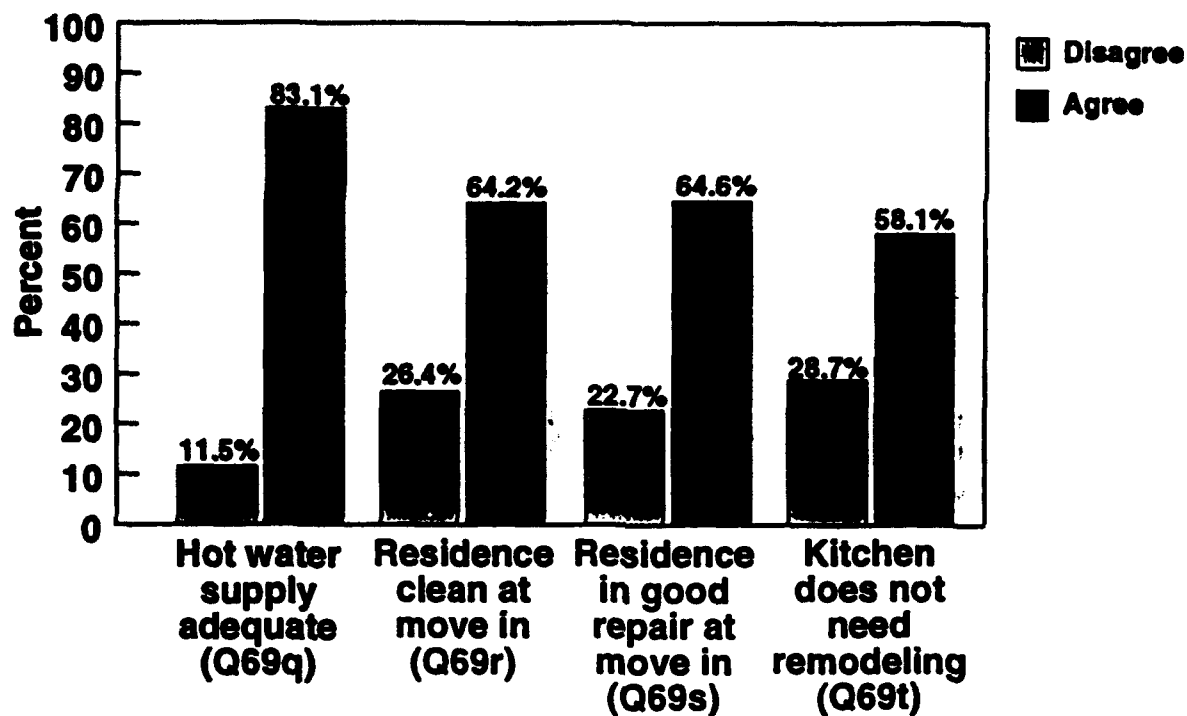


Figure 79. Civilian housing and facilities (valid cases: Q69q-757, Q69r-760, Q69s-758, Q69t-759).

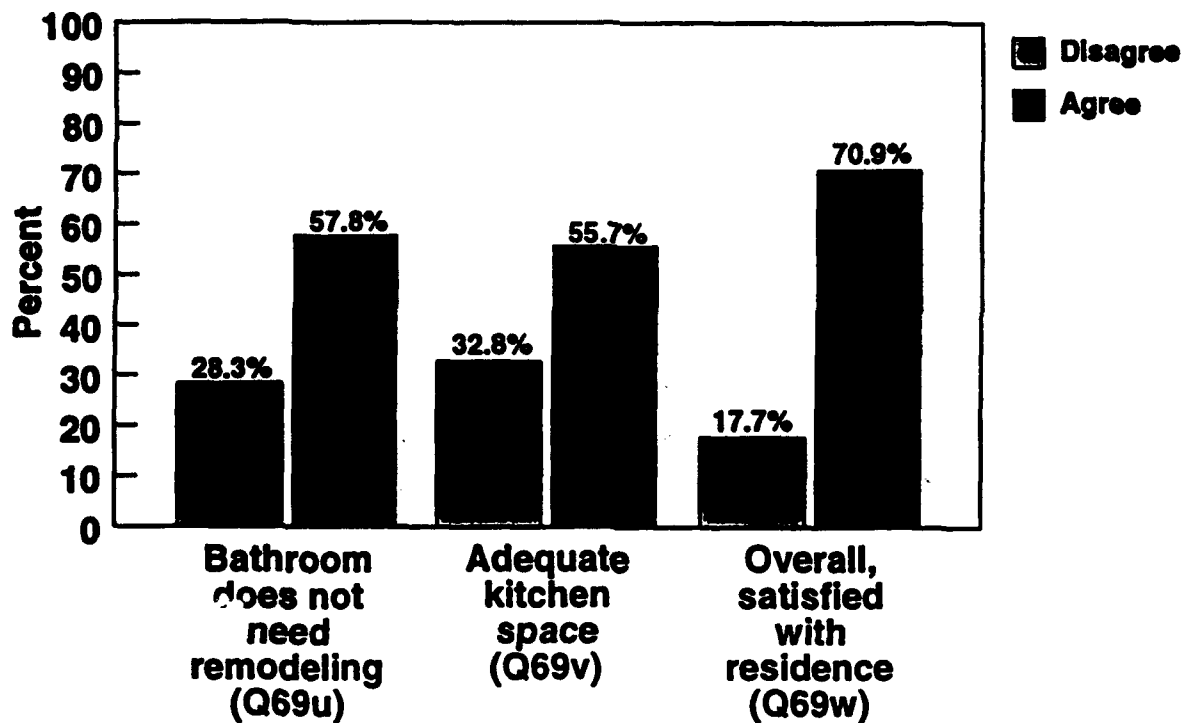


Figure 80. Civilian housing and facilities (valid cases: Q69u-756, Q69v-750, Q69w-752).

respondents in the E-1 through E-5 paygrade group also expressed satisfaction with most features of their residence, however in this group there was also a high percentage (30.8%) of expressed dissatisfaction compared to the other groups. In general, the E-1 through E-5s indicated high dissatisfaction with the following:

Q69C: 36.4% residence did not provide adequate privacy,
 Q69D: 43.6% residence not large enough to meet their needs,
 Q69E: 47.3% master bedroom not large enough, and
 Q69V: 47.0% kitchen space not adequate.

The limited number of responses will only allow breakdown for the Fort Shafter, Schofield, and Pearl Harbor branches. Fort Shafter had the highest percentage of respondents (78%) indicating satisfaction with most features in their residence, whereas Pearl Harbor had the second highest (72.8%), and Schofield third (66.4%).

Similarly, Figures 81, 82, and 83 illustrate satisfaction and dissatisfaction with a variety of facilities. Figure 82 shows that a large percentage expressed dissatisfaction with the number of child care and family service facilities available in their area. Army respondents indicated more dissatisfaction with the number of child care and family services than did Navy respondents. However, Figure 83 indicates that respondents expressed overall satisfaction with the remaining facilities in their housing area, with Navy respondents being most satisfied (71%) and Army being least satisfied (50.8%).

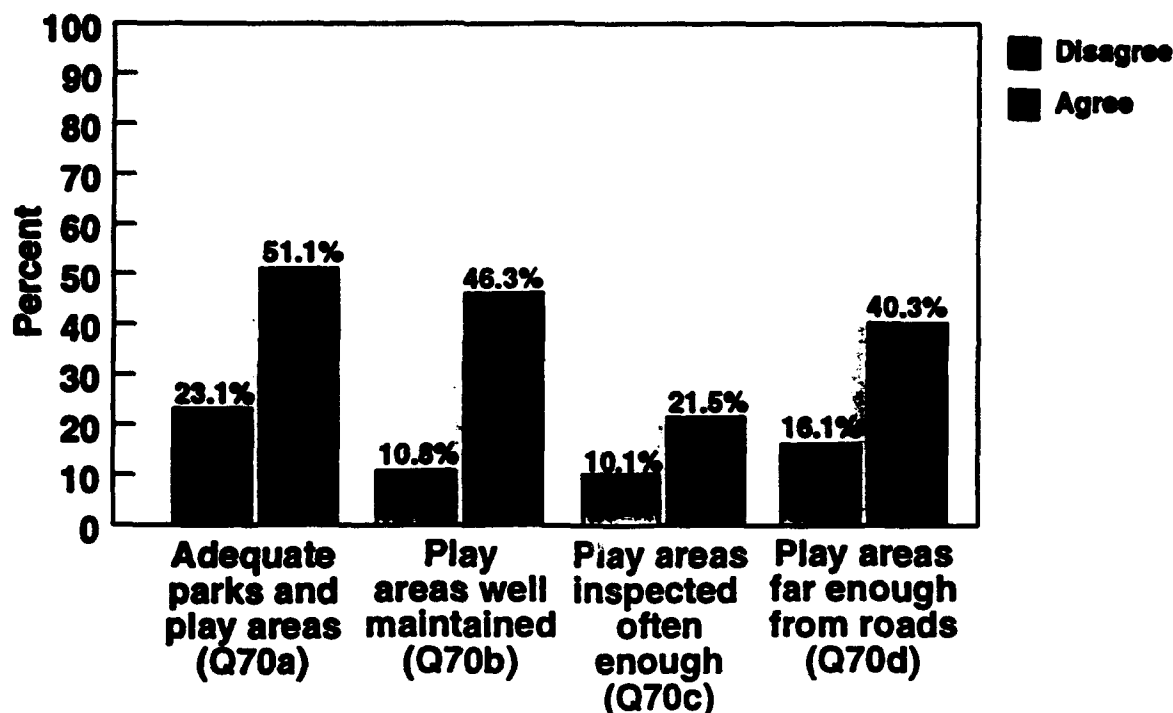


Figure 81. Civilian housing and facilities (valid cases: Q70a-757, Q70b-753, Q70c-752, Q70d-752).

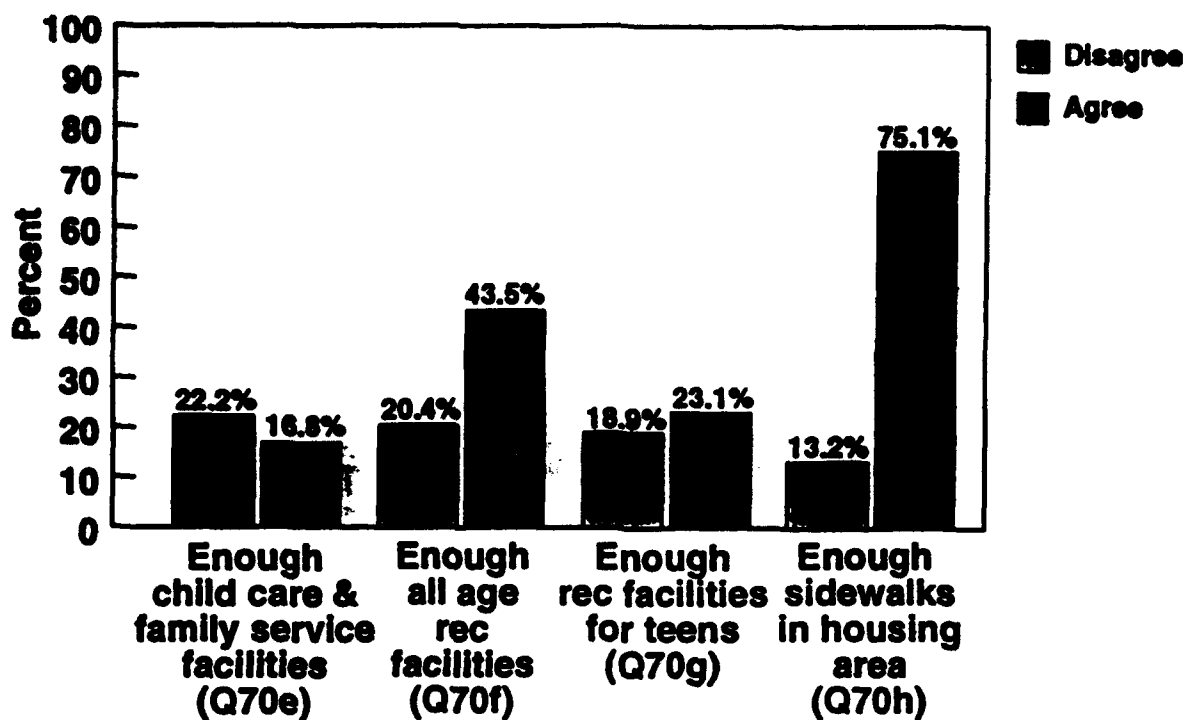


Figure 82. Civilian housing and facilities (valid cases: Q70e-751, Q70f-751, Q70g-753, Q70h-756).

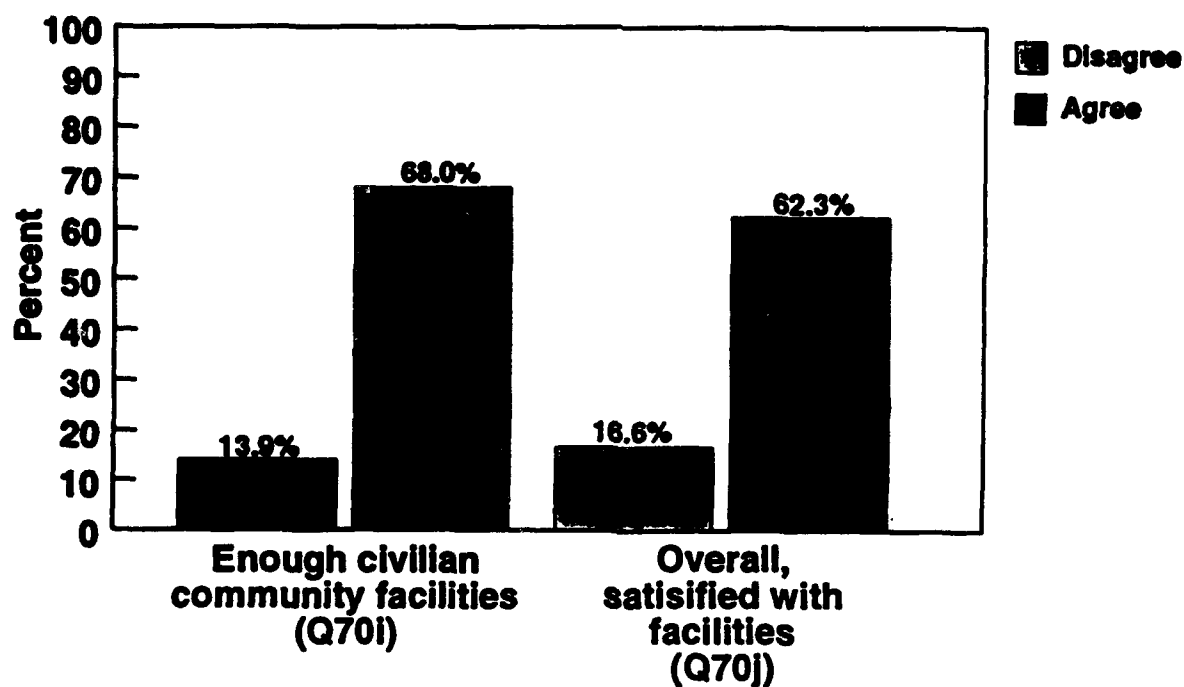


Figure 83. Civilian housing and facilities (valid cases: Q70i-754, Q70j-753).

Figure 84 shows that more than half of the respondents felt that their landlord responded in a timely manner to their needs for routine and emergency repairs; however, respondents tended to express more dissatisfaction with routine preventive maintenance done on their residences.

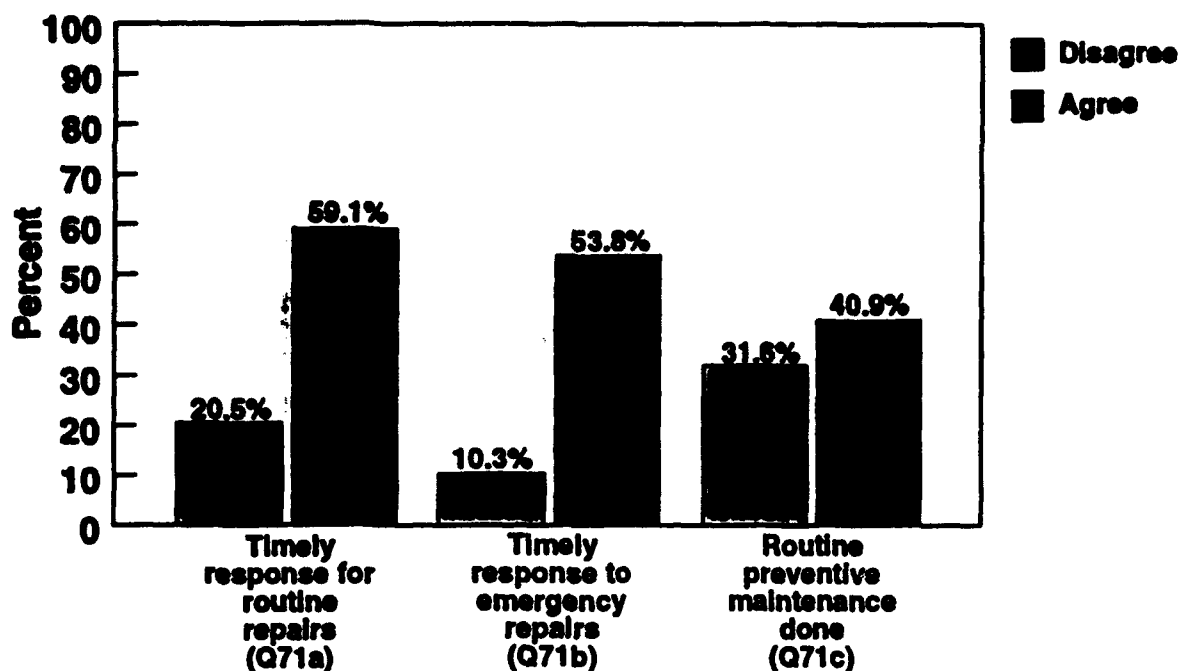


Figure 84. Maintenance on residence (valid cases: Q71a-751, Q71b-747, Q71c-744).

Figures 85 and 86 reflect information about respondents' attitudes regarding safety and security in their civilian residence. Overall, respondents expressed satisfaction with safety and security; however, concern and dissatisfaction was expressed regarding the number of police patrols in the housing area (question 72a) and the enforcement of speed limits (question 72e).

Across BOS, most respondents reported dissatisfaction with the number of patrols in the housing area. Navy was the exception, with 35.9% indicating satisfaction, compared to 26.1% indicating dissatisfaction. In addition, Navy respondents seemed to be the most satisfied with the overall safety and security in their residence and housing area compared to other BOS.

Interestingly, differences were also found by gender, indicating that female respondents (67.5%) were more satisfied with the safety and security of their residence than were their male counterparts (56.2%).

General Problems

Question 74 asked respondents to indicate the three most serious problems they or their family members have faced since moving to Hawaii (Figures 87 to 92).

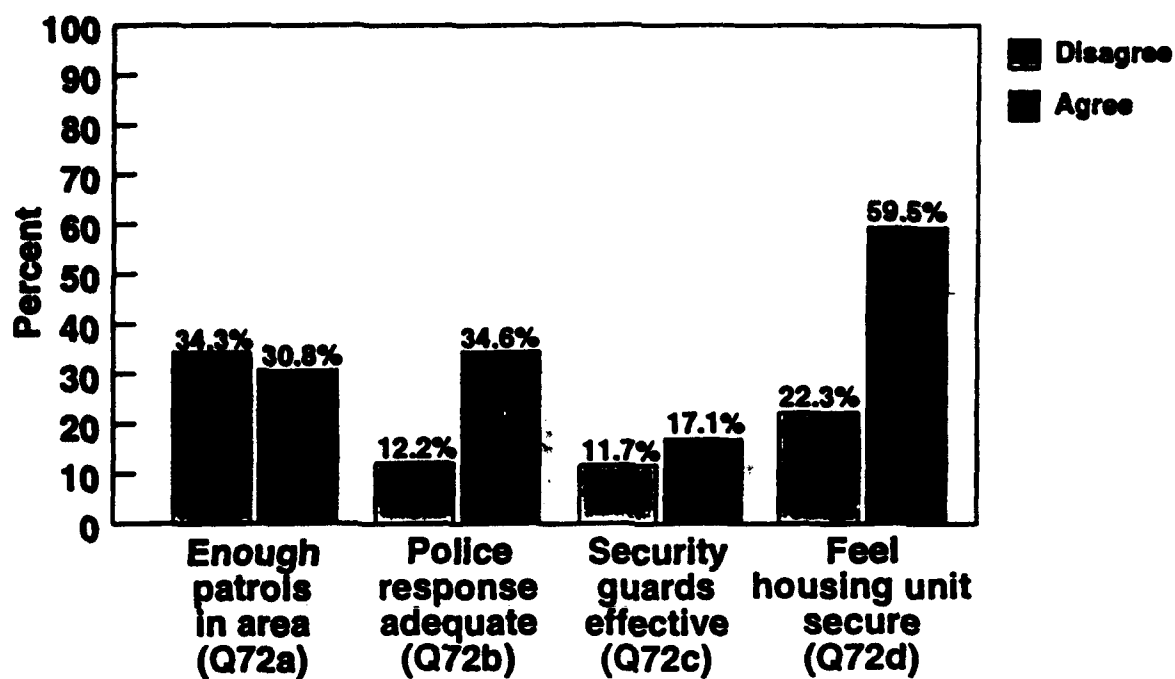


Figure 85. Safety and security (valid cases: Q72a-749, Q72b-746, Q72c-737, Q72d-743).

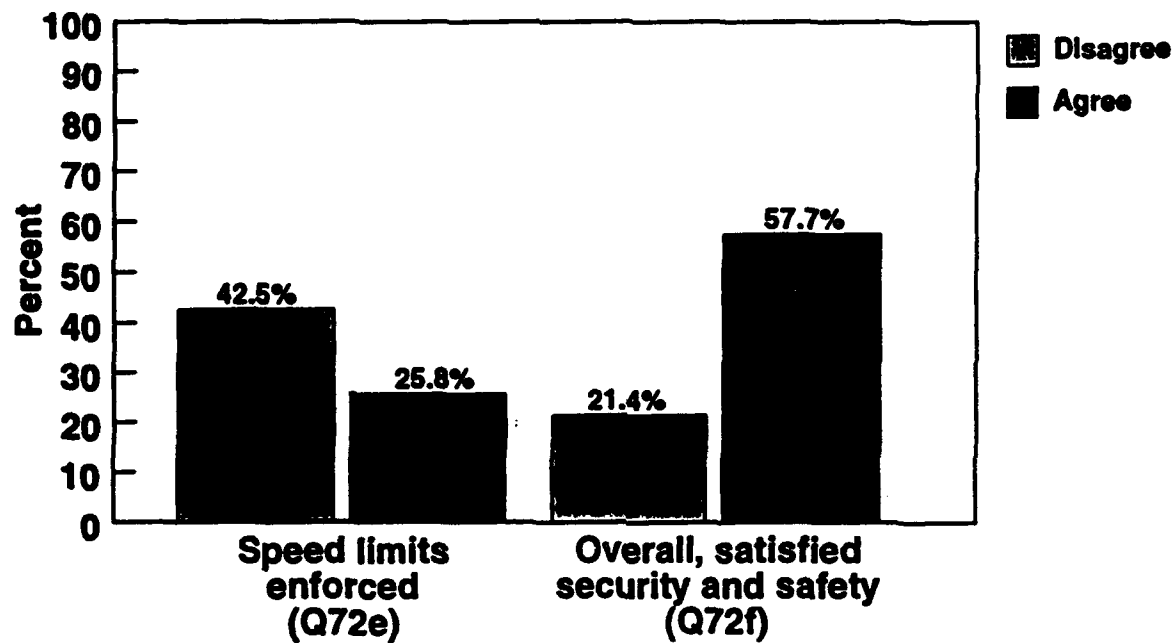


Figure 86. Safety and security (valid cases: Q72e-744, Q72f-749).

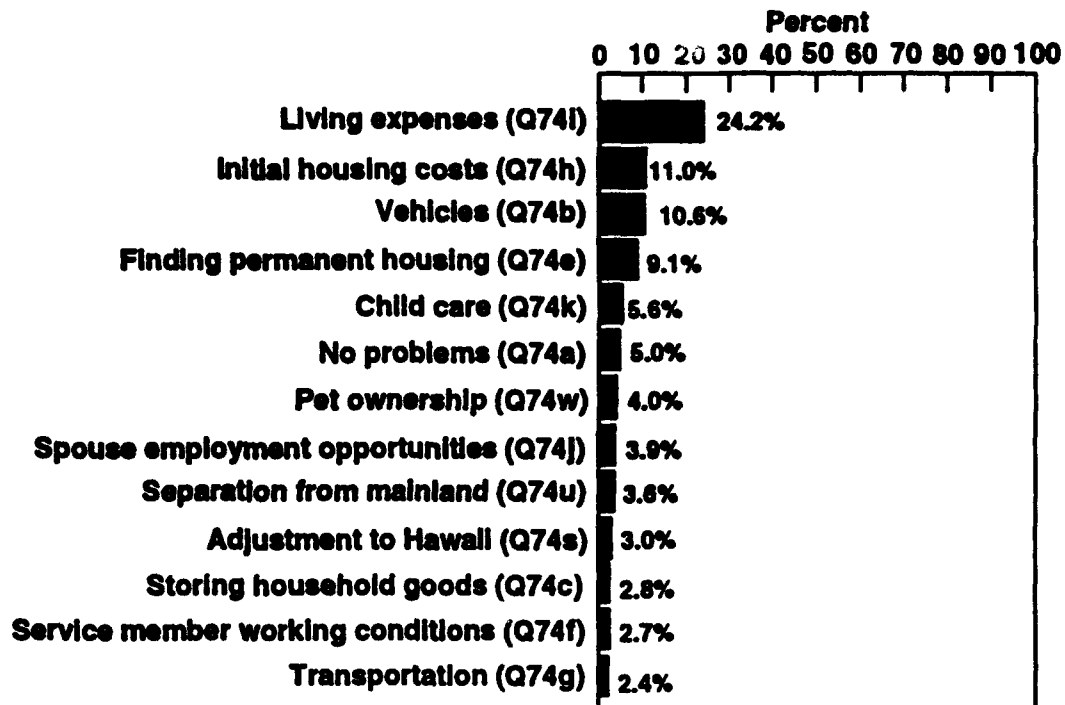


Figure 87. General problems most important (744 valid cases).

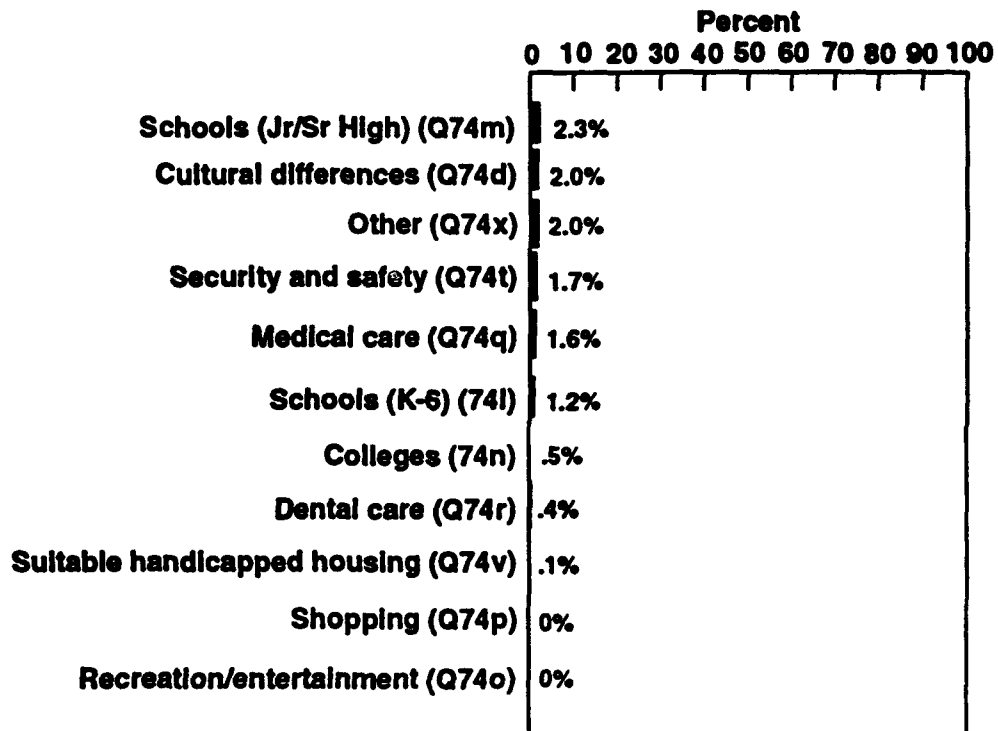


Figure 88. General problems most important (744 valid cases).

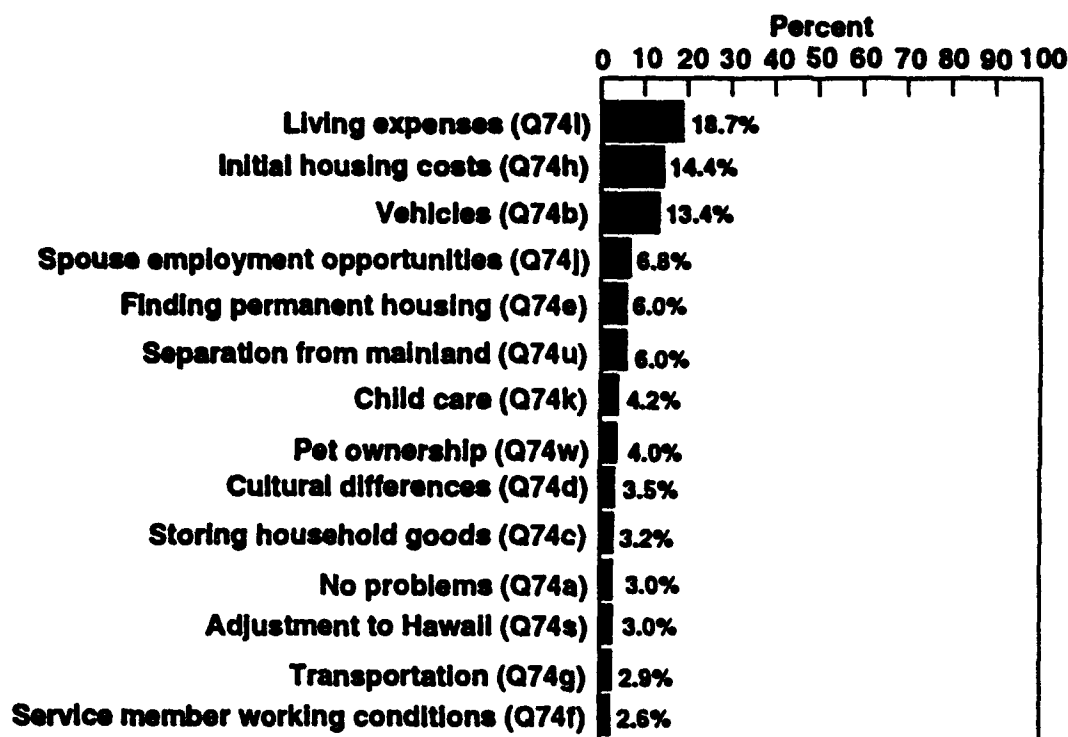


Figure 89. General problems second most important (722 valid cases).

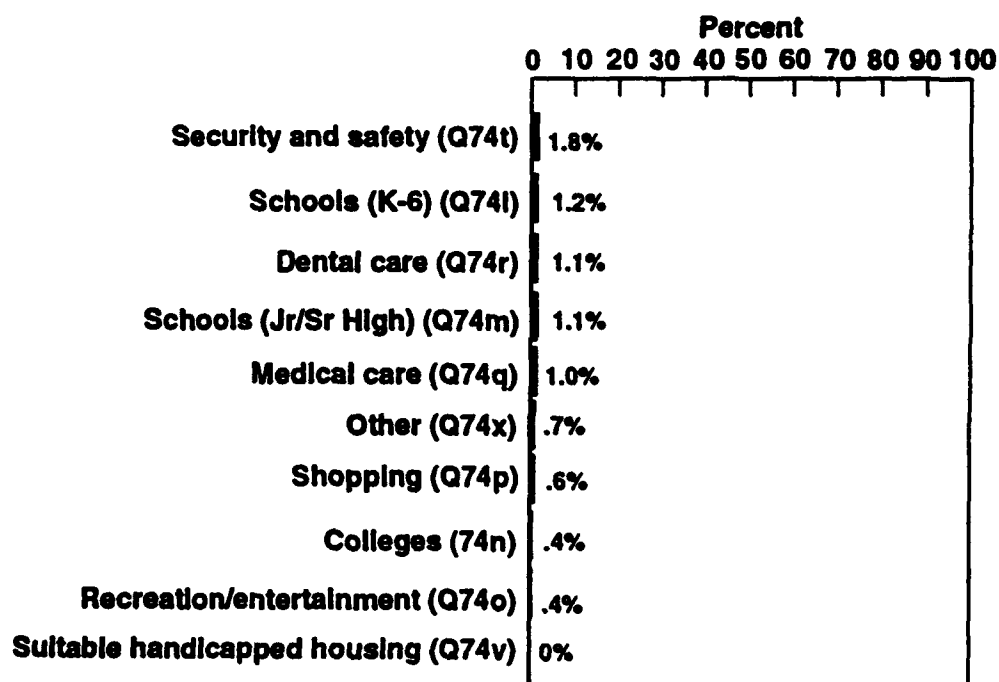


Figure 90. General problems second most important (722 valid cases).

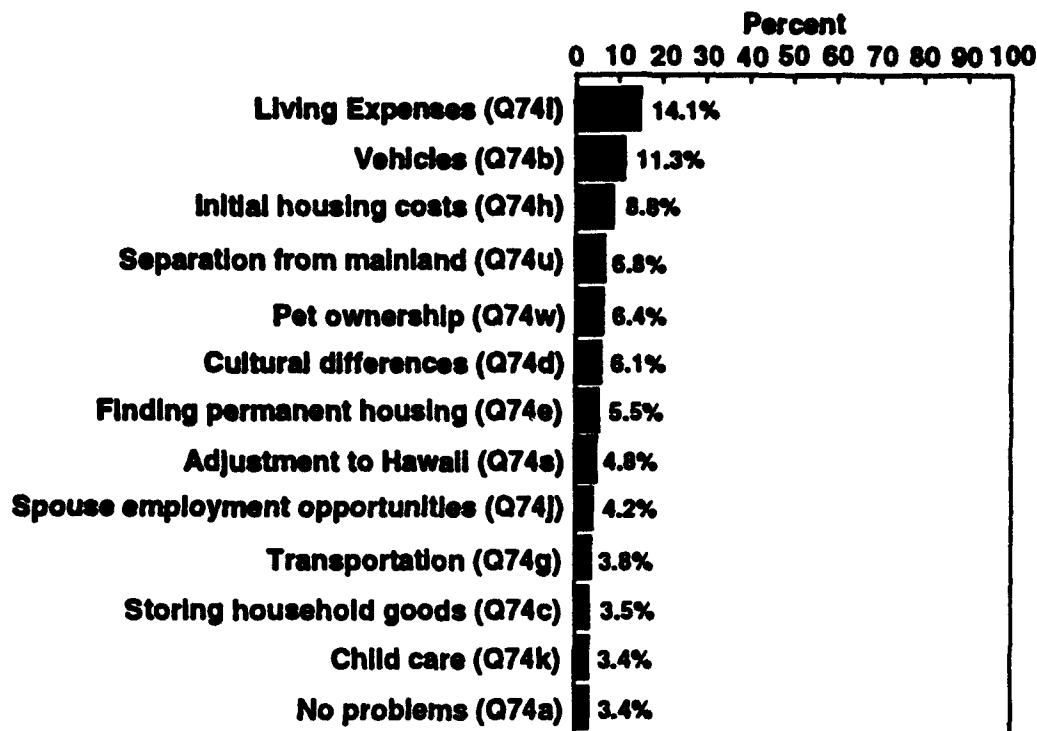


Figure 91. General problems third most important (708 valid cases).

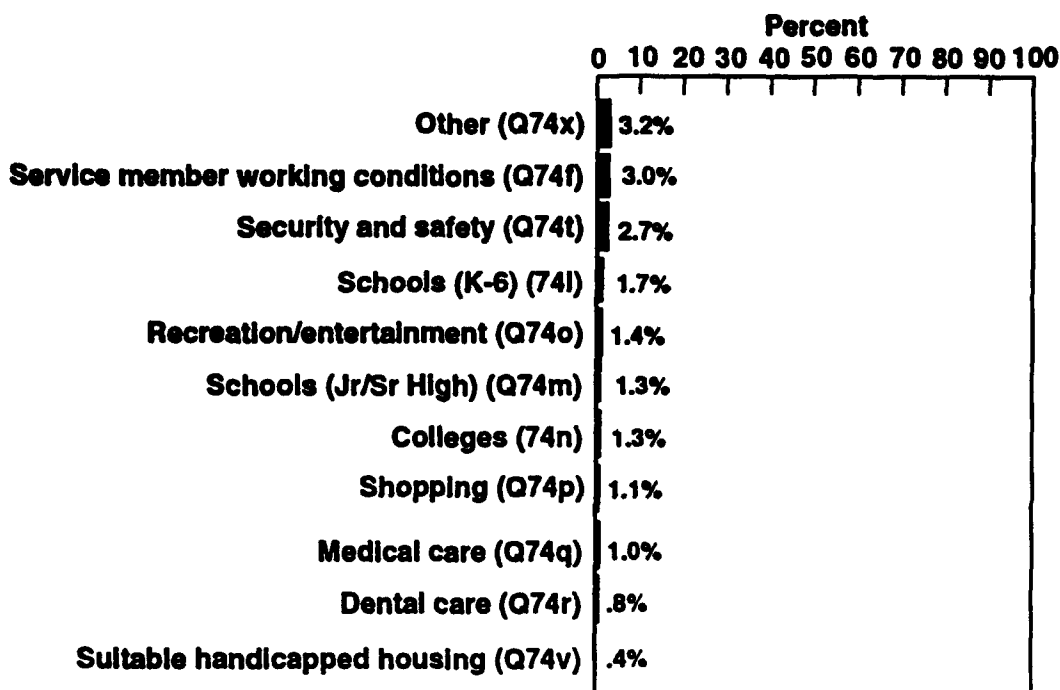


Figure 92. General problems third most important (708 valid cases).

For the most serious general problem;

**24.2% indicated living expenses,
11.0% indicated initial housing costs, and
10.6% indicated problems with vehicles.**

The second most serious general problem;

**18.7% indicated living expenses,
14.4% indicated initial housing costs, and
13.4% indicated problems with vehicles.**

The third most serious general problem;

**14.1% indicated living expenses,
11.3% indicated problems with vehicles, and
8.8% indicated initial housing costs.**

Overall, the three most serious problems indicated were living expenses, problems with vehicles (e.g., buying, insurance, inspection, repairs), and initial housing costs.

Differences were found by gender. Male respondents indicated living expenses as the most serious problem they have faced since moving to Hawaii, whereas female respondents indicated living expenses, problems with vehicles, and child care as their most serious problems.

Housing Services

Questions 75a to 75o asked respondents their satisfaction and dissatisfaction with a variety of services and facilities offered by their housing offices (Figures 93-100). Figure 100 illustrates that respondents tend to be neutral regarding overall satisfaction with HO services: 33.1% indicated dissatisfaction and 32.4% indicated satisfaction with housing services. The areas in which respondents indicated dissatisfaction include the way the HO is run; HO processing time; housing staff working with family members when service members are deployed; and the assignment of family housing.

Those who processed through Kaneohe were the most satisfied with the way the offices were run, whereas Army personnel and those who processed through Schofield and Fort Shafter were the least satisfied.

Figures 101 and 102 illustrate general satisfaction with civilian residences. Respondents expressed overall satisfaction with their civilian residence. However, 43.5% indicated that they would prefer on-base housing if on-base and civilian housing were comparable in quality and costs. In addition, 59.9% indicated that, if given a choice, they would prefer on-base housing over civilian housing.

Overall, preference for civilian housing was lowest among E-1 through E-5s (29.2%), greatest among E-6 through E-9s (59.2%) and moderate for warrants and officers (33.3% - 44.6%).

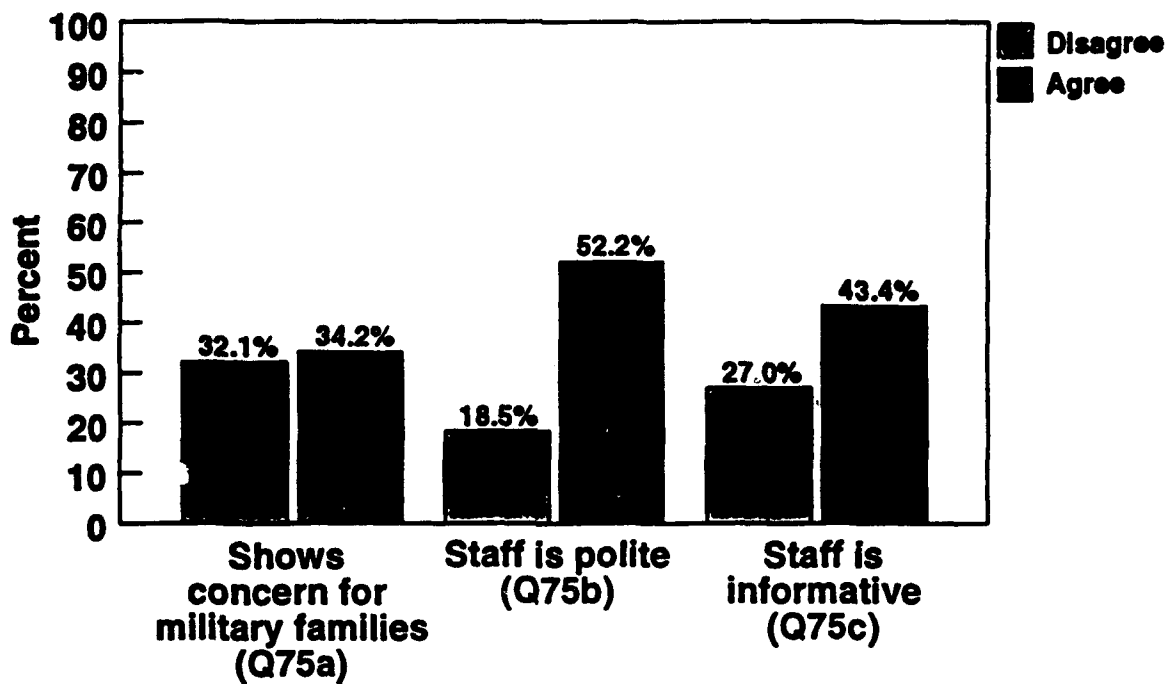


Figure 93. Housing office (valid cases: Q75a-736, Q75b-735, Q75c-737).

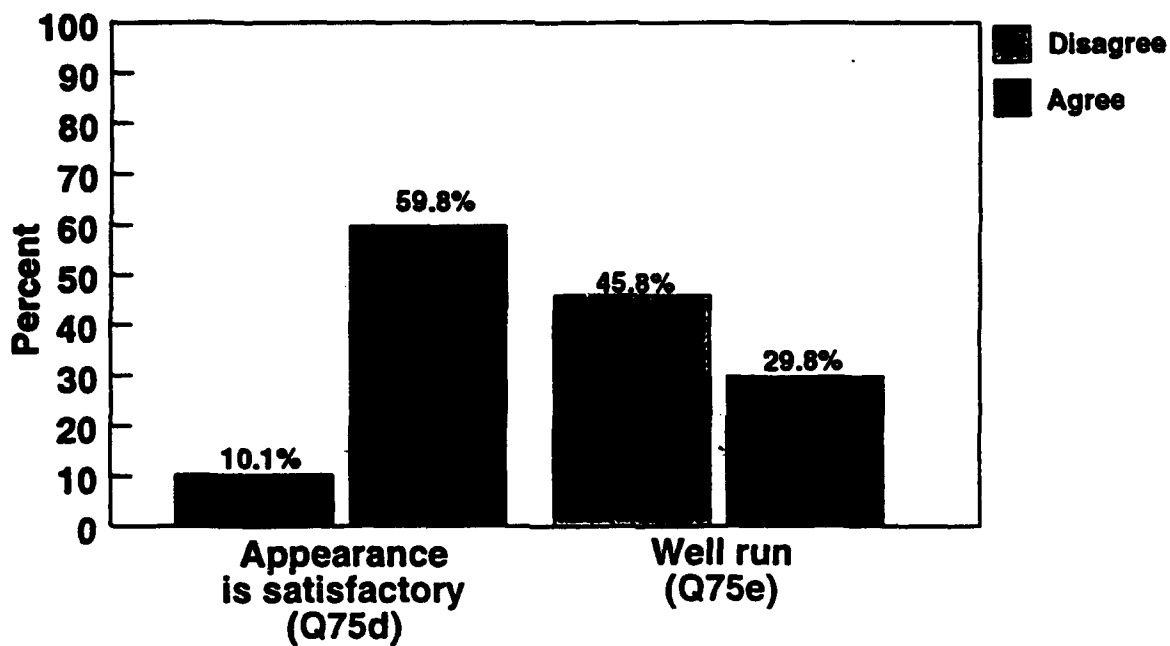


Figure 94. Housing office (valid cases: Q75d-732, Q75e-734).

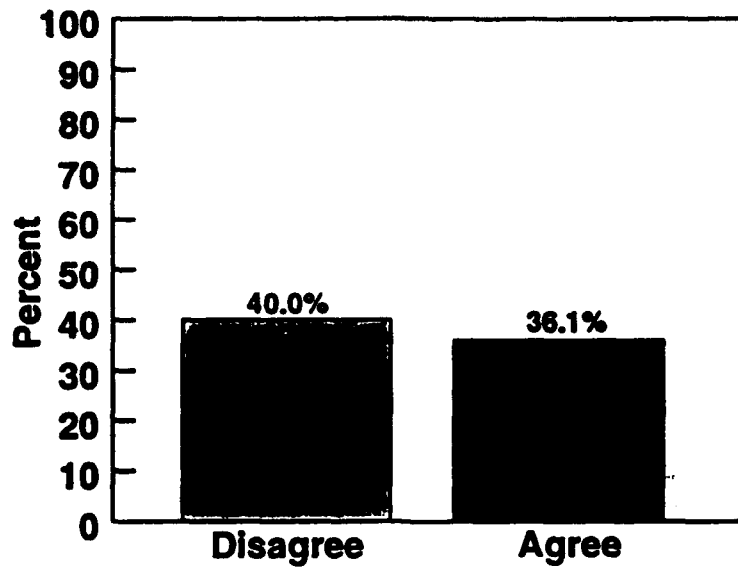


Figure 95. The time it took to process through the housing office was not a problem (Q75f), (720 valid cases).

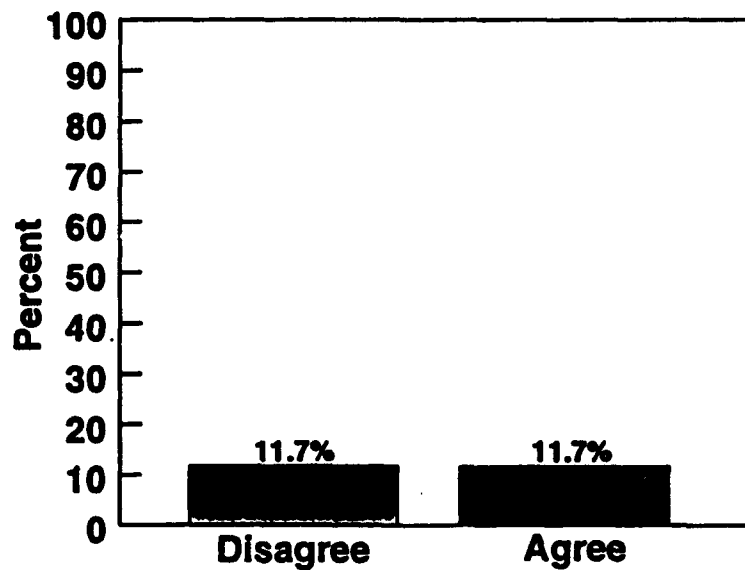


Figure 96. Housing office staff works with family members when the service member is away (deployed or TDY/TAD) (Q75g), (735 valid cases).

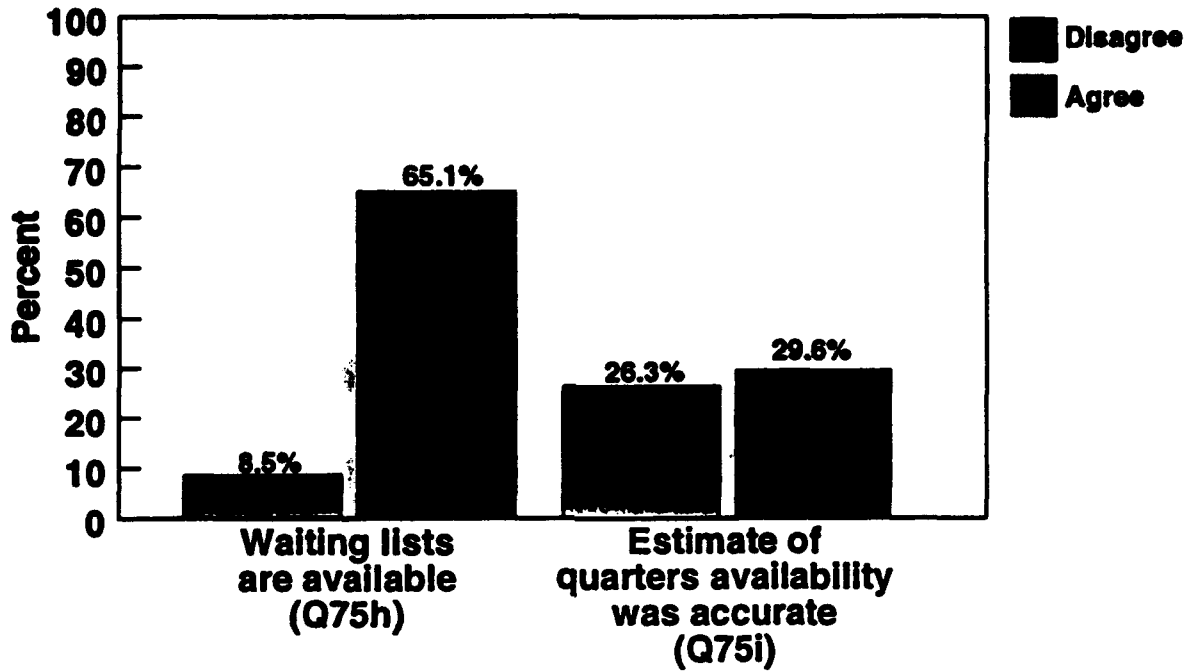


Figure 97. Housing office (valid cases: Q75h-727, Q75i-730).

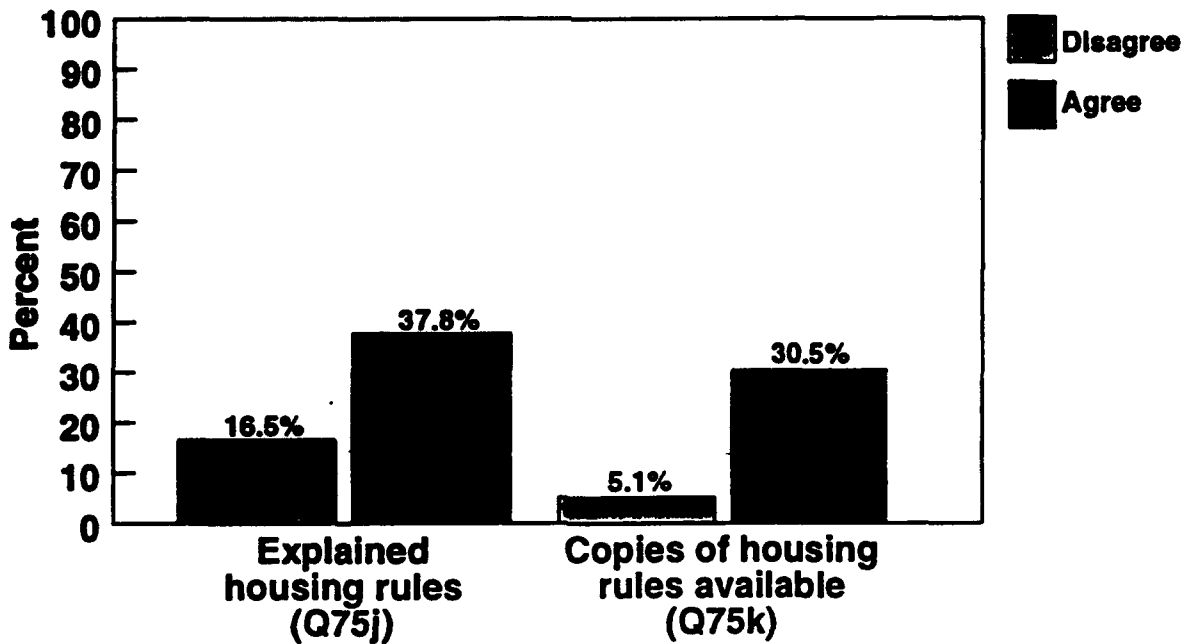


Figure 98. Housing office (valid cases: Q75j-733, Q75k-727).

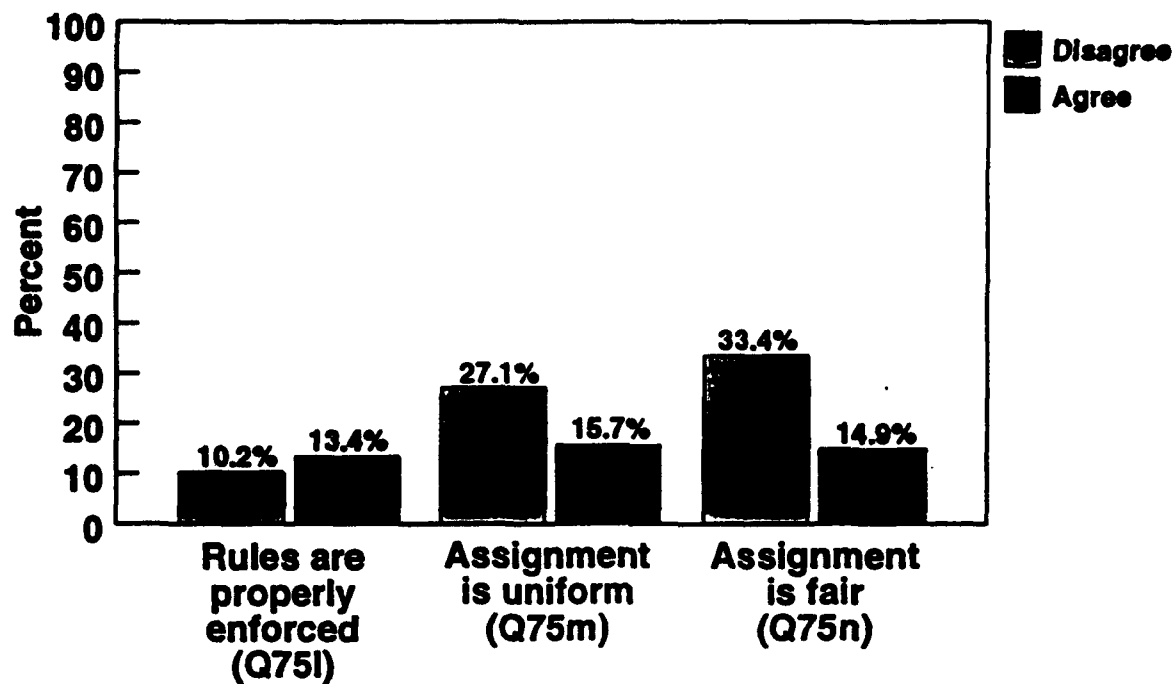


Figure 99. Housing office (valid cases: Q751-724, Q75m-728, Q75n-725).

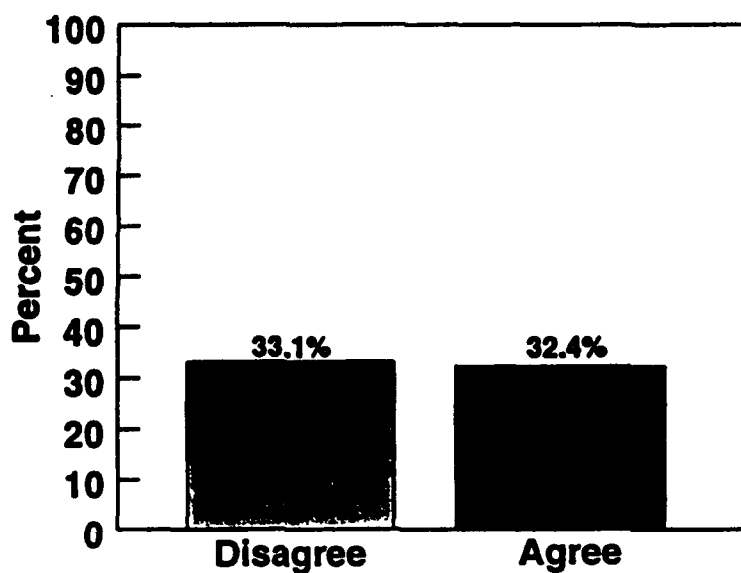


Figure 100. Overall, we are satisfied with housing office services (Q75o), (732 valid cases).

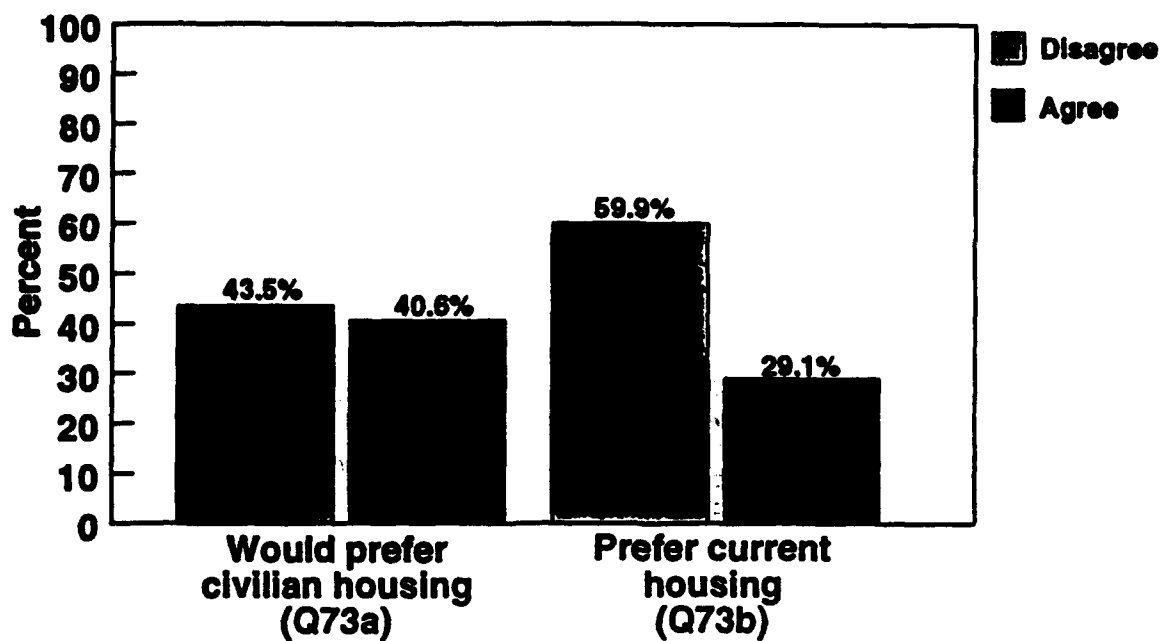


Figure 101. General satisfaction (valid cases: Q73a-751, Q73b-749).

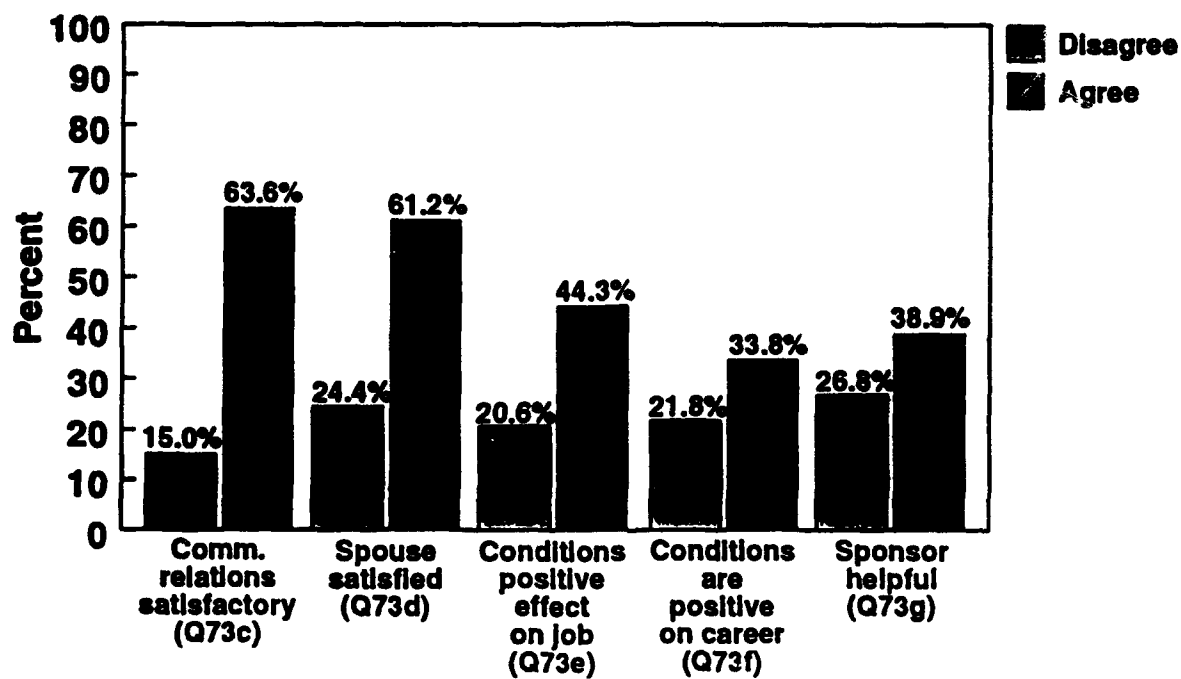


Figure 102. General satisfaction (valid cases: Q73c-741, Q73d-745, Q73e-734, Q73f-742, Q73g-743).

By service, the Navy had a higher percentage of respondents indicating that they would prefer civilian housing (44.3%) over on-base housing (36.8%). Both Army and Air Force had more respondents indicating preference for on-base over civilian housing. The Marine Corps had an equal percentage of those preferring on-base (43.4%) and civilian housing (43.4%).

Even if they had a choice of any on-base housing in Hawaii, 37% of the female respondents would still prefer civilian over on-base housing, compared to 28% of the male respondents.

Overall, respondents expressed satisfaction with the CHRRS. However, more respondents indicated that the CHRRS office at Catlin Park did not offer additional information about buying, leasing, and contracting for civilian housing. (Figures 103 & 104). Figure 105 shows that a higher percentage of respondents did not use the Transportation Assistance Program (TAP) and indicated that it was not helpful in locating suitable housing.

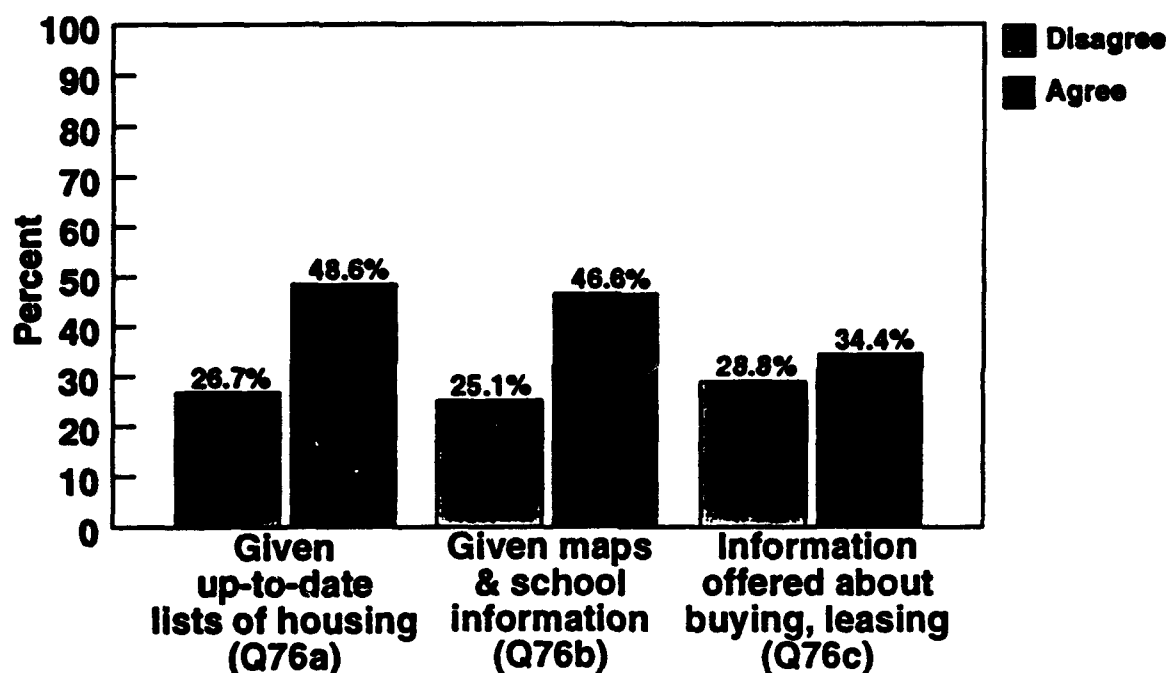


Figure 103. Community home finding referral and relocation service (CHRRS)
(valid cases: Q76a-734, Q76b-729, Q76c-726).

Army respondents, and those who processed through the Pearl Harbor housing office, were the most satisfied overall with the CHRRS program.

With regard to loaner furniture and appliances (questions 77a-77l), Figure 106 illustrates that a high percentage of respondents indicated overall satisfaction with the program. Overall, Army respondents expressed satisfaction with this program, whereas for more than half of the Navy and Marine Corps respondents this question did not apply.

Figures 107 and 108 provide information regarding TLAs. Almost half of the respondents indicated that they did not receive information about TLA prior to arrival in Hawaii. Nonetheless, respondents expressed general satisfaction with TLA. Respondents from Fort Shafter were the most satisfied with the TLA program, respondents from Schofield were the least.

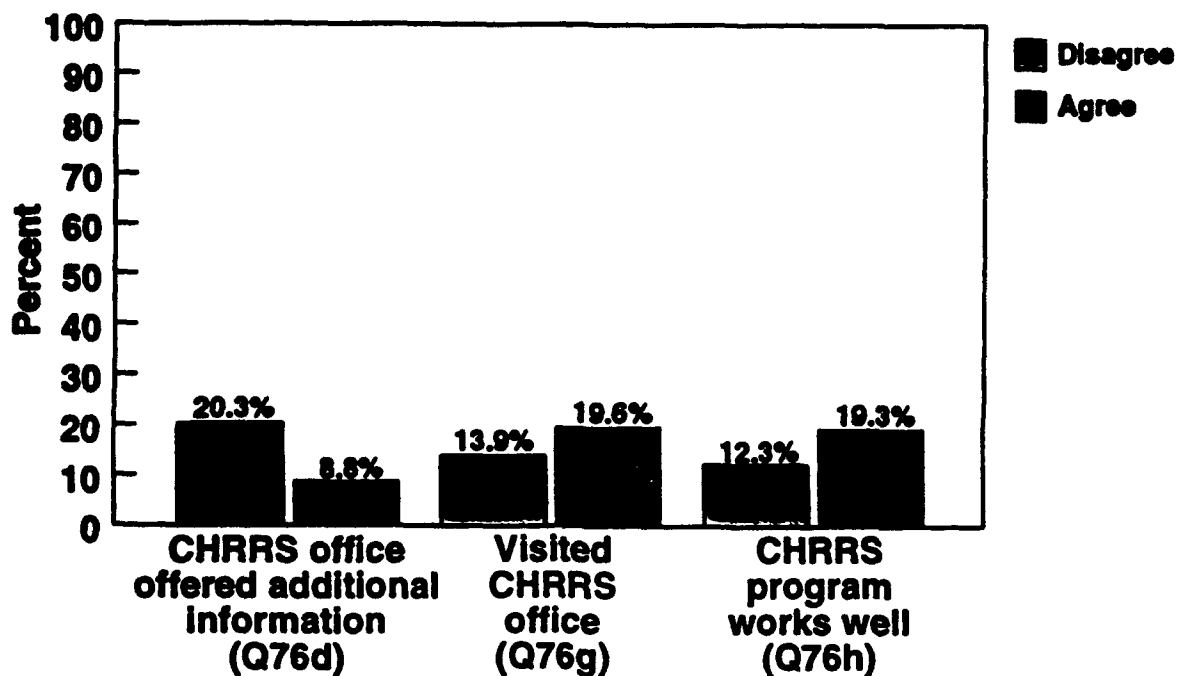


Figure 104. Community home finding referral and relocation service (CHRRS)
(valid cases: Q76d-724, Q76g-713, Q76h-724).

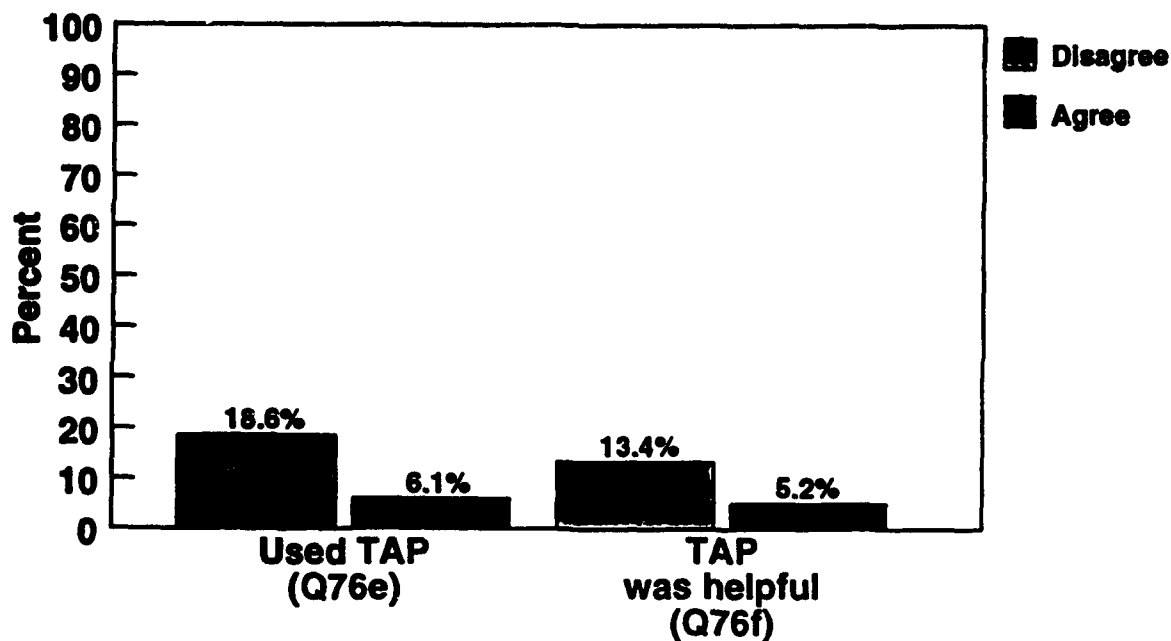


Figure 105. Community home finding referral and relocation service (CHRRS)
(valid cases: Q76e-719, Q76f-717).

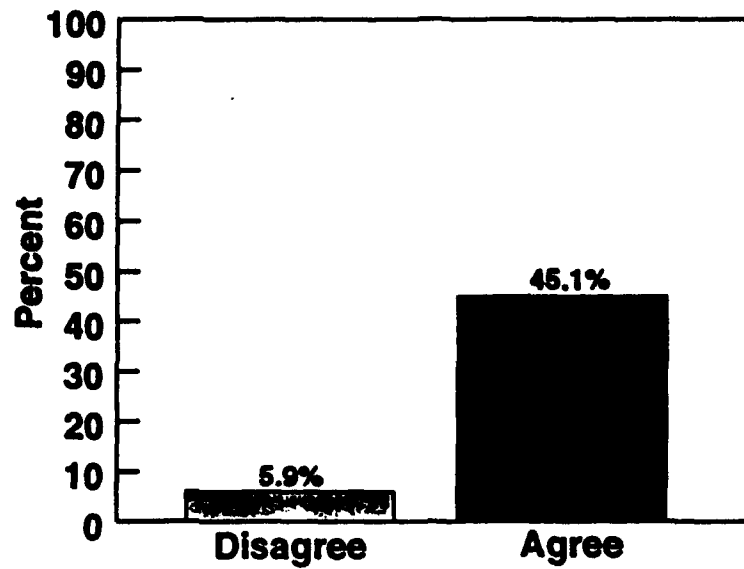


Figure 106. Overall, we feel that the loaner furniture and appliance program is good (Q77), (725 valid cases).

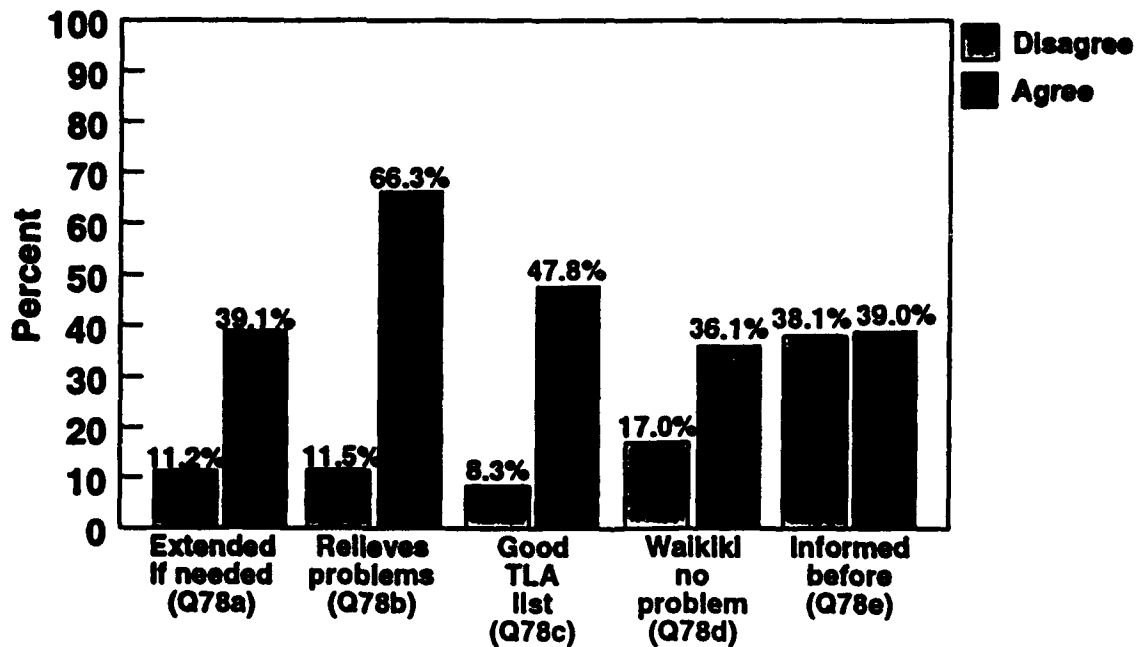


Figure 107. Temporary lodging allowance (TLA) (valid cases: Q78a-744, Q78b-745, Q78c-744, Q78d-743, Q78e-743).

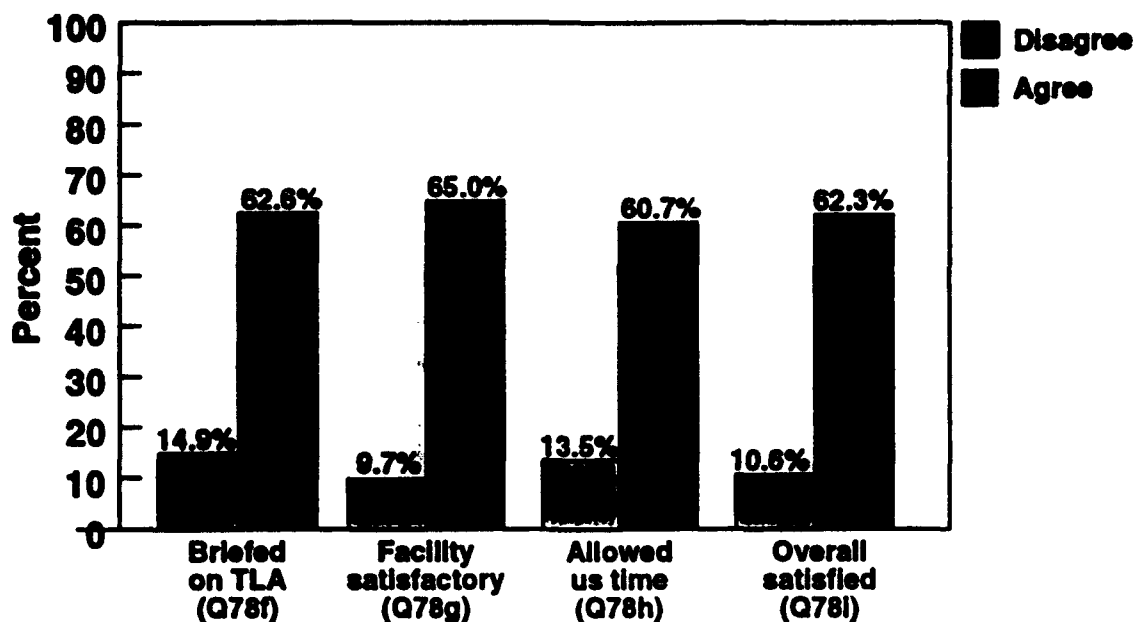


Figure 108. Temporary lodging allowance (TLA) (valid cases: Q78f-737, Q78g-741, Q78h-741, Q78i-743).

By BOS, Air Force respondents were the most satisfied with the TLA program (79.2%), Navy respondents were second (64%), Army third (61%), and Marine Corps fourth (49.4%).

Comparing the 1986 and 1993 Off-Base Housing Surveys

1. Are you presently on a waiting list for military family housing?

1986 - Q16 (n = 4,731)		1993 - Q19 (n = 770)	
17%	Yes	50.8%	No
83%	No	4.7%	NA

2. If you were offered on-base family housing right now, would you accept it?

1986 - Q18 (n = 3,175)		1993 - Q21 (n = 766)	
26%	Yes	32.6%	Yes
18%	No, have a signed lease	24.4%	No, have a signed lease
56%	No, don't want	30.0%	No, don't want
		12.9%	Does not apply

In 1986, some members of all paygrade groups indicated interest in being housed on base. Enlisted personnel (especially E-1 through E-5s) were much more likely than officers to say they would accept military quarters if offered.

In 1993, some members of all paygrade groups indicated interest in being housed on base, however E-1 through E-5s were more likely to accept on-base housing than those in the higher paygrade groups (E-6 and above). Surprisingly, The E-6 through E-9 group had the highest percentage of respondents (46.8%) indicating No, do not want to live in military housing.

3. Do you rent or own your current civilian residence?

1986 - Q19 (n = 4,684)		1993 - Q26 (n = 757)	
60%	Rent unfurnished	79.9%	Rent unfurnished
10%	Rent furnished	4.1%	Rent furnished
31%	Own	10.7%	Own
		5.3%	Live in government leased quarters

In 1986, home ownership was rare among the E1- E5 enlisted (12%), but common among all other pay groups (42-60%).

In 1993, home ownership was rare among all paygrade groups (1%-17%).

4. What were the three most important factors to you when you decided in which civilian neighborhood you would live?

1986 - Q27-Q29 (n = 4,669)		1993- Q34 (n = 720)	
24%	Price of rentals or housing	37.4%	Cost to purchase, rent, or lease
20%	Quality of housing	20.2%	Quality of housing
15%	Convenience to duty station	18.2%	Convenience to duty station

5. Describe the neighborhood where you live.

1986 - Q30 (n = 4,682)		1993 - Q35 n = 755)	
7%	Mostly military	2.8%	Mostly military
67%	Both military and locals	57.2%	Both military and locals
26%	Few military	40.0%	Few military

6. *Through which housing office (HO) did you process?*

1986 - Q48 (n = 4,700)		1993 - Q51 (n = 768)	
28%	None	4.3%	None
6%	Ft. Shafter	16.3%	Ft. Shafter
11%	Schofield	37.6%	Schofield
4%	Barbers Point	1.3%	Barbers Point
17%	Pearl Harbor	21.0%	Pearl Harbor
24%	Hickam	8.1%	Hickam
9%	Kaneohe	10.5%	Kaneohe
1%	Other	.9%	Other

In 1986, a relatively large proportion of the sample did not process through any HO in Hawaii.

In 1993, Schofield yielded the highest percentage of respondents with 67.4% of the Army respondents reporting that they processed through Schofield.

7. *If you did not use the services of the HO or CHRRS to obtain your current housing, which of the following best describes why:*

1986 - Q47 (n = 3,825)		1993- Q52 (n = 703)	
9%	Preferred to use a realtor	4.1%	Preferred to use a realtor
3%	Didn't feel the HRO would help	1.6%	Didn't feel HO/CHRRS would help
14%	Didn't need HRO help	5.4%	Didn't need HO/CHRRS help
5%	HRO housing more expensive	9.1%	HO/CHRRS listings more expensive
9%	HRO listings not suitable	1.8%	HO/CHRRS listings not suitable
5%	HRO listings in poor locations	10.1%	HO/CHRRS listings in poor locations
7%	HRO listings out of date	7.0%	HO/CHRRS listings out of date
8%	Didn't know about HRO services	3.6%	Didn't know about HO/CHRRS
21%	Buying	5.7%	Planned to buy, not rent
20%	Other	9.7%	Other
		42.0%	Does not apply

8. *Problems with home loans: Unable to qualify for any loan because of the high property value.*

1986 - Q68 (n = 1,563)		1993 - Q58C (n = 125)	
20%	Yes	29.6%	Yes
80%	No	70.4%	No

9. Problems with home loans: Unable to buy because of limits on VA or FHA loan amounts.

1986 - Q69 (n = 1,564)		1993 - Q58D (n = 119)	
18%	Yes	30.3%	Yes
82%	No	69.7	No

10. Which best describes the appliances (not furniture) that you are currently using?

1986 - Q74 (n = 4,687)		1993 - Q66 (n = 765)	
50%	All or mostly my own	31.8%	All or mostly my own
3%	Government supplied	9.4%	Government supplied
47%	Came with the residence	58.8%	Came with the residence

11. Were you told when you moved into your present civilian residence that you could get government appliances for the length of your tour?

1986 - Q78 (n = 4217)		1993 - Q68 (n = 765)	
15%	Yes	45.1%	Yes
77%	No	54.9%	No
8%	Not available at HO		

12. Civilian Housing and Facilities: Our residence is large enough to meet our needs.

1986 - Q123 (n = 4625)		1993 - Q69D (n = 754)	
22%	Disagree	34%	Disagree
6%	Neutral	7%	Neutral
72%	Agree	59%	Agree

13. If on-base and civilian housing were comparable in quality and cost, we would still prefer civilian housing.

1986 - Q145 (n = 45,10)		1993 - Q73A (n = 751)	
29%	Disagree	43.5%	Disagree
11%	Neutral	11.2%	Neutral
60%	Agree	40.6%	Agree
		4.7%	Does not apply

14. If we had a choice of any on-base housing in Hawaii, we would still prefer civilian housing.

1986 - Q146 (n = 4,511)		1993 - Q73B (n = 749)	
37%	Disagree	59.9%	Disagree
11%	Neutral	8.5%	Neutral
52%	Agree	29.1%	Agree
		2.4%	Does not apply

15. Our present living conditions are having a positive effect on my job performance.

1986 - Q149 (n = 4,520)		1993 - Q73E (n = 734)	
13%	Disagree	20.6%	Disagree
25%	Neutral	31.9%	Neutral
61%	Agree	44.3%	Agree
		3.3%	Does not apply

16. Our present living conditions are having a positive effect on my military career intentions.

1986 - Q150 (n = 4,400)		1993 - Q73F (n = 742)	
18%	Disagree	21.8%	Disagree
30%	Neutral	37.2%	Neutral
52%	Agree	33.8%	Agree
		7.1%	Does not apply

Conclusions

1. One third (32.6%) of the respondents would accept government quarters if they were offered. Of those in paygrades E-1 through E-5, 56.6% would accept government quarters if offered.

2. Forty-three percent (43.5%) would prefer civilian housing, even if on-base and civilian housing were comparable in quality and cost. If given a choice of any on-base housing in Hawaii, 59.9% would still prefer civilian housing.

3. Unavailability of government housing (53.2%), long waiting time to be offered quarters (32.6%), and the desire to get away from the military atmosphere (21.2%) are the top three reasons for families living off base.

4. Cost to purchase, rent, or lease was the most important factor in choice of neighborhood (37.4%), followed by housing quality (20.2%), and convenience to duty station (18.2%).

5. Most (79.9%) rent or lease unfurnished residences. Home ownership is rare across the sample, with only 10.7% reporting that they own their own home. The Marine Corps had the highest percentage (86.6%) of renters, Air Force the lowest (68.1%).

6. Sixty-two percent (62.2%) of service members, and fifty-seven percent (56.7%) of spouses commute less than 12 miles to work.

7. Only 16.5% found their home through the CHRHS office, with the Navy showing much higher usage of CHRHS, Air Force the lowest. For a variety of reasons, only 42.0% used the HO to find housing. Between 8.8% and 17.8% of the families report not knowing about the various home finding services offered by the HO.

8. Seventy-nine percent (79.3%) of families have housing costs which are not fully covered by allowances, with 53.1% of the families paying \$250.00 or more per month out of pocket.

9. Living expenses (24.2%), initial housing costs (18.7%), and problems with vehicles (14.1%) are the top three problems of off-base residents.

10. Dissatisfaction with the interpersonal aspects of the HO appears to be a problem. Nearly a third (32.1%) felt that the HO did not show concern for military families, and only 18.5% agreed with the statement that the HO staff is polite.

11. As to HO services, 27.0% disagreed with the statement that the HO staff is informative. Nearly sixty percent (59.8%) agreed that the appearance of the HO was satisfactory; however, 45.8% disagreed with the statement that the HO was well run. And, 40.0% felt that the time it took to process through the HO was a problem. Slightly more (33.1%) disagreed than agreed (32.4%) that, overall, they were satisfied with the services of the HO.

12. Twenty-seven percent (27.1%) disagreed that housing is assigned in a uniform manner and 33.4% disagreed that housing is assigned fairly.

13. About one-fifth report that their living conditions are having a negative effect on their jobs (20.6%) or their careers (21.8%). Nearly one-fourth (24.4%) report their spouses are dissatisfied with their residence.

Recommendations

1. Focus on enhancement of HO services through:

- a. development of a strong orientation toward customer service;
- b. training for front-line staff and supervisors in interpersonal skills, customer cultivation, and information provision;
- c. more effective dissemination of information on the services that are available through the HO;

d. dissemination of information to counter the perceptions of differential enforcement of housing policies and unfairness or capriciousness in the assignment of housing; and

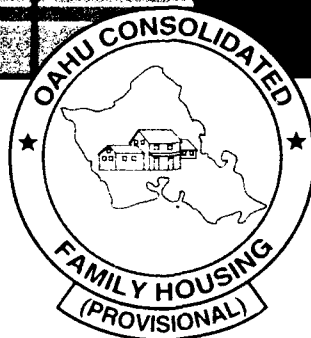
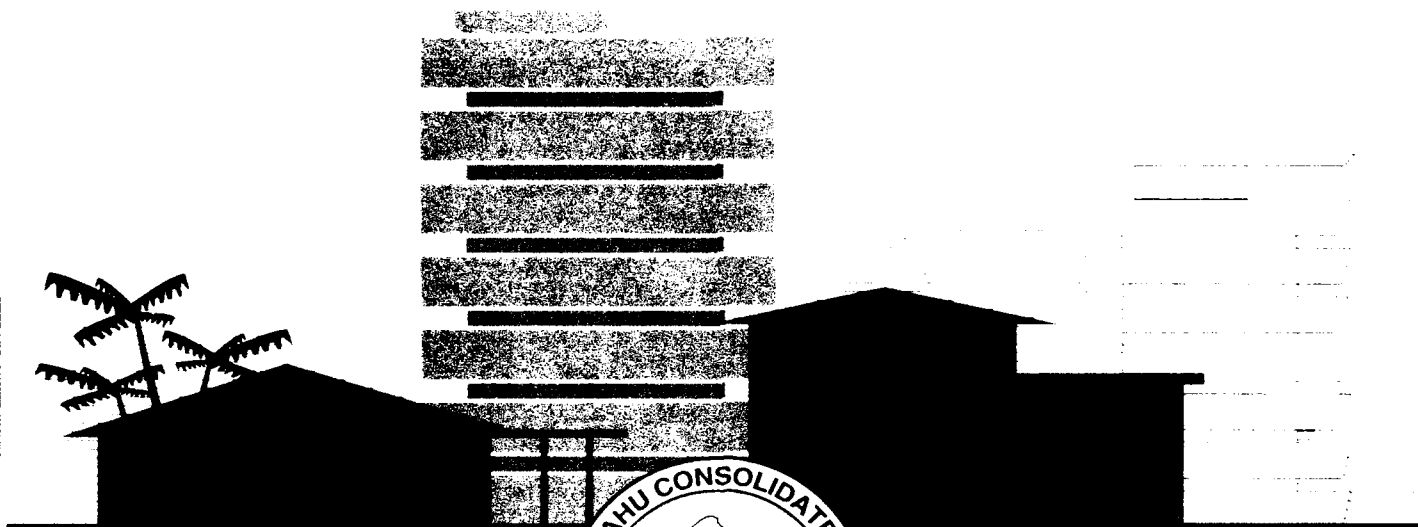
e. provision of customer satisfaction survey information to personnel at all levels of the HO staffs.

2. Make survey information widely available to the managers and supervisors of OCFH (P).

3. Develop a more focused survey, targeted on those elements of the housing situation that fall within the purview of the Commander, OCFH (P), and conduct the surveys on a regular basis in order to permit trend analysis as well as more timely attention to problems highlighted by survey results.

Appendix
Survey of Military Families Residing
Off Base Hawaii 1993

SURVEY OF MILITARY FAMILIES RESIDING OFF BASE HAWAII 1993



SPONSORED BY
OAHU CONSOLIDATED FAMILY HOUSING
(PROVISIONAL)



Approved for public release. distribution unlimited.

This survey is concerned with how you feel about your civilian housing and about how well you are being served by the Oahu Consolidated Family Housing (Provisional) staff and those of related agencies. Your satisfaction is very important to us, and to improve our services to you, we need your opinions and comments. Please answer each question as carefully and frankly as possible. And thank you for assisting us in our quality improvement efforts.

Privacy Act Statement

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purposes and uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested under the authority of 5 United States Code 301.

The information collected with this questionnaire will be used to evaluate existing and proposed services, procedures, and programs relating to housing.

Providing information in this form is completely voluntary. The information you choose to provide will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except possible lack of representation in survey results.



- * USE NO. 2 PENCIL ONLY
- * Please DO NOT use ink, ballpoint, or felt tip pens.
- * Erase cleanly and completely any changes you make.
- * Make black marks that fill the circle.
- * Do not make stray marks on the form.

CORRECT MARK: ●
INCORRECT MARK: ◐ ◑ ◒ ◓

EXAMPLE

1. What is your favorite color?

Purple	Green	Blue	Red
☐	☐	☒	☐

EXAMPLE

2. What is your gender?
- ☐ Male
- ☒ Female

- * Write the numbers in the boxes at the top of the block.
- * Fill in the corresponding circles below.

EXAMPLE

3. What is your time in service?

1	9
☐	☐
☒	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☒

Who is answering this questionnaire?

- ☐ Service member
☐ Spouse
☐ Both service member and spouse

NOTE:

1. "Spouse" = civilian dependent spouse.
2. For dual military families:
"Service member" = higher ranking member
"Spouse" = lower ranking member

SERVICE MEMBER PERSONAL AND CAREER INFORMATION

**NOTE: THIS INFORMATION REFERS TO THE
SERVICE MEMBER, OR THE SENIOR MILITARY
PERSON IN A DUAL MILITARY FAMILY**

1. What branch of the service are you in?

- ☐ Army
☐ Navy
☐ Air Force
☐ Marine Corps
☐ Coast Guard

2. What is your gender?

- ☐ Male
☐ Female

3. What is your pay grade?

- | | | |
|---------------------------|----------------------------|----------------------------|
| ☐ E-1 | ☐ W-1 | ☐ O-1 |
| ☐ E-2 | ☐ W-2 | ☐ O-2 |
| ☐ E-3 | ☐ W-3 | ☐ O-3 |
| ☐ E-4 | ☐ W-4 | ☐ O-4 |
| ☐ E-5 | ☐ W-5 | ☐ O-5 |
| ☐ E-6 | | ☐ O-6 |
| ☐ E-7 | | ☐ O-7 |
| ☐ E-8 | ☐ O-1E | ☐ O-8 |
| ☐ E-9 | ☐ O-2E | ☐ O-9 |
| | ☐ O-3E | ☐ O-10 |

4. What is your time in service?

- ☐ Less than 1 year

Years	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

5. What is your current work site?

- ☐ Naval Base Pearl Harbor
☐ Fort Shafter
☐ Schofield Barracks
☐ Kaneohe Bay
☐ Barbers Point
☐ Hickam Air Force Base
☐ Wheeler Army Air Field
☐ Bellows Air Force Station
☐ TAMC
☐ Camp Smith
☐ Other

6. At what rate do you receive your housing allowances?

- ☐ Do not receive housing allowances
☐ At the WITH dependents rate
☐ At the WITHOUT dependents rate

7. What was your TOTAL FAMILY INCOME before taxes and other deductions from all military and civilian sources during the last calendar month?

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

8. What is your marital status?

- ☐ Never been married
☐ Married
☐ Separated, divorced
☐ Widowed

9. Is your spouse living with you?

- ☐ No spouse
☐ Yes
☐ No

10. Are any dependent children living with you?

- ☐ No child(ren)
☐ Yes
☐ No

11. Do you have other dependent relatives?

- ☐ Yes, living with me
☐ Yes, living elsewhere
☐ No

12. How many dependent family members (including your spouse) are living with you?

- ☐ None, no dependents
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ Five
- ☐ Six
- ☐ Seven
- ☐ Eight
- ☐ Nine or more

13. Which of the following BEST describes why you are unaccompanied? (Choose only one answer.)

- ☐ Does not apply, I am accompanied
- ☐ Family members are not command sponsored
- ☐ Unable to find suitable civilian housing for family
- ☐ Can't afford to bring family over
- ☐ Family members were here, but returned early
- ☐ Legally separated or divorced before assignment in Hawaii
- ☐ Legally separated or divorced since assignment in Hawaii
- ☐ Preferred an unaccompanied tour
- ☐ Unable to afford suitable civilian housing for family
- ☐ Waiting for an opening in military family housing
- ☐ Career/job consideration of spouse
- ☐ Family members already settled in another location
- ☐ Insufficient time to settle affairs or make plans to travel together
- ☐ I am single
- ☐ Other

14. What is your spouse's primary employment situation?

- ☐ No spouse
- ☐ Military
- ☐ Civil Service
- ☐ Working part time - civilian job
- ☐ Working full time - civilian job
- ☐ Self-employed
- ☐ Unemployed by choice
- ☐ Unemployed, but actively job hunting
- ☐ Unemployed for other reasons (e.g., medical reasons)

15. Is this your first assignment in Hawaii?

- ☐ Yes
- ☐ No

16. When were you assigned a sponsor?

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Prior to departure from previous duty station
- ☐ After arrival in Hawaii

17. Did your sponsor provide information useful to you about housing?

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Yes, my sponsor provided accurate and useful housing information
- ☐ No, my sponsor provided information but it was not accurate or useful
- ☐ No, my sponsor provided no housing information at all

18. How long were you on the waiting list before your FIRST OFFER of on-base quarters?

- ☐ Haven't been offered
- ☐ Less than 1 month

Months	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

19. Are you presently on a waiting list for military family housing?

- ☐ Does not apply (e.g., unaccompanied, living in government-leased quarters)
- ☐ Yes
- ☐ No

20. How long have you been on a waiting list?

- ☐ Does not apply
- ☐ Less than 1 month

Months	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

21. If you were offered on-base family housing RIGHT NOW, would you accept it?

- ☐ Does not apply (not eligible, not on list)
- ☐ Yes, definitely
- ☐ Yes, probably
- ☐ No, cannot break my lease
- ☐ No, do not want to live in military housing

22. Have you been offered on-base quarters?

- ☐ Yes
- ☐ No

23. Do you plan to move on base?

- ☐ Yes
- ☐ No

24. Regarding your current period of CONTINUOUS time in Hawaii, when did you arrive?

- ☐ Before Oct 83
- ☐ Oct 83 - Sep 85
- ☐ Oct 85 - Sep 87
- ☐ Oct 87 - Sep 89
- ☐ Oct 89 - Sep 91
- ☐ Oct 91 - Jan 92
- ☐ Since Feb 92

25. Regarding your current period of CONTINUOUS time in Hawaii, have you ever lived in on-base government housing?

- ☐ No
- ☐ Yes, for less than six months
- ☐ Yes, for 6 to less than 12 months
- ☐ Yes, for 12 to less than 18 months
- ☐ Yes, for 18 to less than 24 months
- ☐ Yes, for 24 months or more

CIVILIAN HOUSING

YOUR HOME

26. Do you rent or own your current civilian residence?

- ☐ Rent or lease unturned residence
- ☐ Rent or lease furnished residence
- ☐ Own
- ☐ Live in government-leased quarters

27. How many bedrooms do you have in your present civilian residence?

- ☐ Studio (no separate bedroom)
- ☐ One bedroom
- ☐ Two bedrooms
- ☐ Three bedrooms
- ☐ Four bedrooms
- ☐ Five or more bedrooms

28. In what style civilian housing are you currently living?

- ☐ Single family, detached
- ☐ Duplex, multi-plex
- ☐ Townhouse or condominium
- ☐ Apartment building (walk up)
- ☐ Apartment building (elevator)
- ☐ Other

29. Are you currently living in a security building (e.g., locked front door, security guard)?

- ☐ Does not apply
- ☐ Yes
- ☐ No

30. Do you feel safe in your present civilian residence (e.g., from burglars or vandals)?

- ☐ Yes
- ☐ No

31. Has YOUR present civilian housing residence been burglarized or vandalized since you've been living there?

- ☐ Yes
- ☐ No

32. Has your car or other motor vehicle been stolen or vandalized in Hawaii?

- ☐ Yes
- ☐ No

33. What is your 5-digit zip code?

(Remember: although we sent this survey to your home, this is an anonymous survey. Therefore, please indicate your zip code.)

Zip Code				
0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

34. What were the THREE most important factors to you when you decided in which civilian neighborhood you would live?

(Please choose ONLY three.)

- a. Cost to purchase, rent, or lease
- b. Quality of housing
- c. Size of residence
- d. Quality of nearby schools
- e. Convenience to duty station
- f. Convenience to spouse's job
- g. Appearance of residences and neighborhood
- h. Security of neighborhood
- i. Getting away from congestion (e.g., crowds, traffic)
- j. Assigned to government-leased housing
- k. Other

	1st Most Important	2nd Most Important	3rd Most Important
a.	☐	☐	☐
b.	☐	☐	☐
c.	☐	☐	☐
d.	☐	☐	☐
e.	☐	☐	☐
f.	☐	☐	☐
g.	☐	☐	☐
h.	☐	☐	☐
i.	☐	☐	☐
j.	☐	☐	☐
k.	☐	☐	☐

35. Which statement BEST describes the neighborhood where you are presently living?

- ☐ Mostly military families
- ☐ Both military and non-military families
- ☐ Few or no other military families

36. Approximately how many miles is your residence located from your duty station?

Miles	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

37. Approximately how many miles is your residence located from your spouse's work?

- ☐ Does not apply (e.g., no spouse, or spouse doesn't work)

Miles	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

38. Approximately how long does it normally take you to commute from your residence to work?

Minutes	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

39. Approximately how long does it normally take your spouse to commute from your residence to work?

- ☐ Does not apply (e.g., no spouse, or spouse doesn't work)

Minutes	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

40. Is transportation from your residence to post or base facilities a problem for your family members?

- ☐ Does not apply (e.g., unaccompanied)
- ☐ Yes, a major problem
- ☐ Yes, a minor problem
- ☐ No, not a problem

41. Which best describes YOUR usual transportation arrangements to work?

- ☐ Usually drive myself
- ☐ Usually ride with friends, neighbors, or carpools
- ☐ Usually take the bus or taxi
- ☐ Usually ride with spouse
- ☐ Usually ride the military shuttle bus
- ☐ Usually walk
- ☐ Usually ride a bicycle

42. Which best describes your SPOUSE'S usual transportation arrangements to work?

- ☐ Does not apply (e.g., no spouse, unaccompanied, spouse doesn't work)
- ☐ Usually drives self
- ☐ Usually rides with friends, neighbors, or carpools
- ☐ Usually takes the bus or taxi
- ☐ Usually rides with me
- ☐ Usually rides the military shuttle bus
- ☐ Usually walks
- ☐ Usually rides a bicycle

43. Which best describes YOUR usual transportation arrangements for personal business?

- ☐ Usually drive myself
- ☐ Usually ride with friends, neighbors, or carpools
- ☐ Usually take the bus or taxi
- ☐ Usually ride with spouse
- ☐ Usually ride the military shuttle bus
- ☐ Usually walk
- ☐ Usually ride a bicycle

44. Which best describes your SPOUSE'S usual transportation arrangements for personal business?

- ☐ Does not apply (e.g., no spouse, unaccompanied)
- ☐ Usually drives self
- ☐ Usually rides with friends, neighbors, or carpools
- ☐ Usually takes the bus or taxi
- ☐ Usually rides with me
- ☐ Usually rides the military shuttle bus
- ☐ Usually walks
- ☐ Usually rides a bicycle

45. What are your TOP THREE reasons for living off-base/post?

- a. Accompanied, but not eligible for military family housing
- b. Unaccompanied, but no barracks available when I arrived
- c. No military family housing available when I/we arrived
- d. Too long to wait for military family housing
- e. Buying as an investment/for the tax advantage/for retirement
- f. To get away from noise (e.g., children, PT exercises)
- g. To live in a more secure residence
- h. For greater privacy
- i. To get away from the military atmosphere during off-duty time
- j. Location of military housing is inconvenient
- k. Poor quality of military family housing
- l. Assigned to government leased-housing
- m. Other

	First Reason	Second Reason	Third Reason
able	☐	☐	☐
arrived	☐	☐	☐
available	☐	☐	☐
	☐	☐	☐
for the	☐	☐	☐
at	☐	☐	☐
g.,	☐	☐	☐
residence	☐	☐	☐
	☐	☐	☐
ry	☐	☐	☐
time	☐	☐	☐
	☐	☐	☐
ly	☐	☐	☐
ased-	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

46. Are you sharing your present civilian residence with persons OTHER THAN authorized dependents?

- ☐ Yes
- ☐ No (skip to question 48)

47. If you ARE SHARING your present residence, how many roommates do you have?

- ☐ Does not apply (not sharing)
☐ One
☐ Two
☐ Three
☐ Four
☐ Five or more

48. Do you live in civilian housing leased by the government?

- ☐ Yes
- ☐ No (skip to question 50)

49. If yes, where do you live?

- ☐ Tropicana West ((Waipahu)
☐ Makaha Valley Plantations
☐ Other

FINDING HOUSING

50. How did you find your present rental unit (or the home you are purchasing) in Hawaii?

- ☐ Through the Community Home Finding Referral and Relocation Service (CHRRS) Office at Catlin Park
- ☐ Through a friend or co-worker
- ☐ Through my sponsor
- ☐ Through the newspaper
- ☐ Through rental listings
- ☐ Through home-finding publications
- ☐ Through a realtor
- ☐ Other

51. Through which Housing Office (HO) did you process?

- ☐ None
- ☐ Fort Shafter
- ☐ Schofield
- ☐ Barbers Point
- ☐ Pearl Harbor
- ☐ Hickam
- ☐ Kaneohe
- ☐ Other

52. If you did NOT use the services of the HO or CHRRS to obtain your current housing, which of the following best describes why:

- ☐ Does not apply (i.e., used the HO/CHRRS)
- ☐ Preferred to use a realtor/agent
- ☐ Didn't feel the HO/CHRRS would help
- ☐ Didn't need HO/CHRRS help (e.g., friends in the area, good sponsor support, etc.)
- ☐ Housing listed with the HO/CHRRS was more expensive than that in the newspaper
- ☐ Housing listed with the HO/CHRRS was not suitable or was of poor quality
- ☐ Housing listed with the HO/CHRRS was in undesirable locations
- ☐ HO/CHRRS listings were out-of-date
- ☐ Did not know about HO/CHRRS services
- ☐ Planned to buy, not rent or lease
- ☐ Other

53. How SATISFIED or DISSATISFIED are you with the civilian housing units on the Housing Office list?

- ☐ Does not apply, didn't use HO or CHRRS (skip to question 55)

- a. Number of housing units
- b. Accuracy of information about the housing units
- c. Size of the listed units
- d. Range of rental costs
- e. Distance between my duty station and the units listed
- f. Distance between my spouse's work and the units
- g. Quality of the units listed (e.g., how well built)
- h. Cleanliness of the units
- i. Outside appearance
- j. Security in the neighborhoods of the units listed

	Does Not Apply	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied
a. Number of housing units	☐	☐	☐	☐	☐	☐
b. Accuracy of information about the housing units	☐	☐	☐	☐	☐	☐
c. Size of the listed units	☐	☐	☐	☐	☐	☐
d. Range of rental costs	☐	☐	☐	☐	☐	☐
e. Distance between my duty station and the units listed	☐	☐	☐	☐	☐	☐
f. Distance between my spouse's work and the units	☐	☐	☐	☐	☐	☐
g. Quality of the units listed (e.g., how well built)	☐	☐	☐	☐	☐	☐
h. Cleanliness of the units	☐	☐	☐	☐	☐	☐
i. Outside appearance	☐	☐	☐	☐	☐	☐
j. Security in the neighborhoods of the units listed	☐	☐	☐	☐	☐	☐

54. How helpful was your Housing Office in providing the following services?

- a. Help with understanding the local housing market
- b. Transportation to look at housing units
- c. Dealing with the landlord
- d. Reviewing the lease
- e. Help with the utility companies
- f. Overall help finding housing

	Did Not Know Service Available	Not Provided By The HO	Do Not Use Service	Somewhat Helpful	Very Helpful
a. Help with understanding the local housing market	☐	☐	☐	☐	☐
b. Transportation to look at housing units	☐	☐	☐	☐	☐
c. Dealing with the landlord	☐	☐	☐	☐	☐
d. Reviewing the lease	☐	☐	☐	☐	☐
e. Help with the utility companies	☐	☐	☐	☐	☐
f. Overall help finding housing	☐	☐	☐	☐	☐

55. When you were looking for civilian housing, which form of transportation did you use most often?

- ☐ Own car
- ☐ Sponsor provided transportation
- ☐ Rented a car
- ☐ Used public transportation (e.g., buses, taxis)
- ☐ Realtor provided transportation
- ☐ Friend/family member provided transportation
- ☐ Transportation Assistance Program (TAP)
- ☐ Other (none of the above)

56. How much of a problem was it for you to look for civilian housing without having your own car to use?

- ☐ Does not apply (had my own car)
- ☐ Major problem
- ☐ Minor problem
- ☐ No problem

57. How long did you receive a Temporary Lodging Allowance (TLA) when you arrived in Hawaii?

- ☐ Was not on TLA
- ☐ Less than 1 week
- ☐ 1 to 2 weeks
- ☐ 3 to 4 weeks
- ☐ 5 to 6 weeks
- ☐ 7 to 8 weeks
- ☐ 9 to 10 weeks
- ☐ 11 to 12 weeks
- ☐ 13 weeks or longer

58. Did you have problems with any of the following when you were trying to buy a civilian residence in Hawaii?

- a. Does not apply, did not try to buy ☐
- b. Only able to qualify for VA or FHA loans ☐
- c. Unable to qualify for any loan because of the high property value ☐
- d. Unable to buy because of limits on VA or FHA loan amounts ☐
- e. Difficulty qualifying because of low VA or FHA appraisals ☐

Yes	No
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐

59. What BEST describes why you are NOT buying a residence in Hawaii? (Choose one.)

- ☐ Does not apply, I am buying
- ☐ Do not want to because of inflated prices
- ☐ Already own a home elsewhere
- ☐ Do not plan to stay on or return to Hawaii
- ☐ Do not want the responsibility of trying to sell it when I move
- ☐ Can't afford to buy here
- ☐ Poor quality of residences
- ☐ Feel I can get more value for my money outside of Hawaii
- ☐ Only a short time remaining in Hawaii
- ☐ Other

YOUR HOUSING EXPENSES

60. About how much is your MONTHLY rent (or mortgage payment)? (Give TOTAL amount if sharing.)

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

61. Approximately how much was the DEPOSIT for your present civilian residence for each of the following?

ELECTRICITY

- ☐ Don't use or don't pay
- ☐ I used the military waiver

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

GAS

- ☐ Don't use or don't pay
- ☐ I used the military waiver

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

TELEPHONE

- ☐ Don't use or don't pay
- ☐ I used the military waiver

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

WATER

- ☐ Don't use or don't pay
- ☐ I used the military waiver

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

62. Approximately how much was the SECURITY deposit on your present civilian residence?

(Give TOTAL amount if sharing.)

- ☐ Does not apply (not renting/leasing)
- ☐ None required

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

63. Approximately how much of your MONTHLY housing costs (e.g., rent, association fees, utilities) are NOT covered by your housing allowances (BAQ plus VHA)?

(Give TOTAL amount if sharing.)

- ☐ None, no out-of-pocket expenses

Dollars			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

64. Could you still AFFORD civilian housing if your allowances (BAQ and/or VHA) were taxed like income?

- ☐ Don't know
- ☐ Yes, with NO changes to my/our lifestyle
- ☐ Yes, but WITH changes to my/our lifestyle (e.g., spouse going to work, sharing expenses, etc.)
- ☐ No

FURNITURE AND APPLIANCES**65. Do you have enough space and the proper hook-ups inside your civilian residence to accommodate a full size washer and dryer?**

- ☐ Yes, room/hook-up for both
- ☐ Yes, but only for a washer
- ☐ Yes, but only for a dryer
- ☐ No, only for a small apartment sized "stacked" combination unit
- ☐ No, washer/dryer hookups are outside
- ☐ No, use laundromat or shared washer/dryer

66. Which BEST describes the appliances (not furniture) that you are currently using?

- ☐ All or mostly my own
- ☐ All or mostly government supplied
- ☐ All or mostly appliances that came with the residence

67. Which of the following government appliances are you using in your civilian housing?

(Choose ALL that apply.)

- ☐ Washer
- ☐ Dryer
- ☐ Refrigerator
- ☐ None; not available from the HO
- ☐ Washer not available from the HO
- ☐ Dryer not available from the HO
- ☐ Refrigerator not available from the HO

68. Were you told when you moved into your present civilian residence that you could get government appliances for the length of your tour?

- ☐ Yes
- ☐ No

garding

- a. The exterior appearance of our residence is satisfactory
- b. The appearance of our neighborhood is satisfactory
- c. *Our residence provides for adequate privacy*
- d. Our residence is large enough to meet our needs
- e. The master bedroom is large enough
- f. The other bedrooms are large enough
- g. We have enough bathrooms
- h. There is enough parking space to meet our needs
- i. Noise between housing units is NOT a problem
- j. Our residence is located close to my work
- k. *Our residence is located close to my spouse's work*
- l. Our residence is located close to our children's schools
- m. We have no problems with the plumbing in our residence
- n. Operation of the kitchen appliances is satisfactory
- o. Our residence is well constructed
- p. Our residence has a good floor plan
- q. Our hot water supply is adequate
- r. Our residence was clean when we moved in
- s. *Our residence was in good repair when we moved in*
- t. The kitchen does NOT need remodeling
- u. The bathroom does NOT need remodeling
- v. We have adequate kitchen space
- w. Overall, we are satisfied with MOST features of our residence
(e.g., floor plans, appliances, etc.)

- a. Parks and playgrounds are adequate in our neighborhood, with recreational areas for children of all ages
- b. Our playgrounds are well maintained
- c. Our playgrounds are inspected often enough
- d. Our playgrounds are far enough from roads
- e. *We have enough child care and family service facilities in this area*
- f. We have enough all-ages recreational facilities available to and nearby us
- g. We have enough recreational facilities available for teenagers
- h. There are enough sidewalks in our housing area
- i. *We have enough civilian community facilities (e.g., churches, stores, child care)*
- j. Overall, we are satisfied with the facilities in our housing area (e.g., playgrounds, sidewalks, etc.)

MAINTENANCE ON RESIDENCE

71. How much do you AGREE or DISAGREE with the following statements?

- a. The landlord (or association/resident manager) is timely in response to our needs for routine repairs
- b. The landlord (or association/resident manager) is timely in response to our needs for emergency repairs
- c. The landlord (or association/resident manager) does routine preventive maintenance on the residence/building

Strongly agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Does Not Apply Or Don't Know
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐

SAFETY AND SECURITY IN CIVILIAN RESIDENCE OR NEIGHBORHOOD

72. How much do you AGREE or DISAGREE with the following statements?

- a. There are enough patrols in our housing area
- b. Police response time in our neighborhood is adequate
- c. Security guards in our building/community are effective
- d. We feel that our housing unit is secure
- e. Speed limits are enforced in our housing area
- f. Overall, we are satisfied with security and safety in our residence and housing area

☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐

GENERAL SATISFACTION WITH CIVILIAN RESIDENCE

73. How much do you AGREE or DISAGREE with the following statements?

- a. If on-base and civilian housing were comparable in quality and cost, we would still prefer civilian housing
- b. If we had a choice of any on-base housing in Hawaii, we would still prefer civilian housing
- c. Community relations between military residents and other residents in our neighborhood are satisfactory
- d. Overall, my spouse is satisfied with our residence
- e. Our present living conditions are having a positive effect on my job performance
- f. Our present living conditions are having a positive effect on my military career intentions
- g. My sponsor was very helpful when I checked into my command

Strongly agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Does Not Apply Or Don't Know
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐

GENERAL PROBLEMS

74. What are the three most serious problems you or your family members have had since moving to Hawaii?
(Please choose ONLY three.)

- a. No problems
- b. Vehicles (e.g., buying, insurance, inspections, repairs)
- c. Storing household goods
- d. Cultural differences
- e. Finding permanent housing
- f. Working conditions of service member
- g. Transportation
- h. Initial housing costs (e.g., deposits, etc.)
- i. Living expenses (including utilities)
- j. Spouse employment opportunities
- k. Child care
- l. Schools (K-6)
- m. Schools (Jr./Sr. High)
- n. Colleges and post-secondary education
- o. Recreation/entertainment
- p. Shopping
- q. Medical care
- r. Dental care
- s. Personal/family adjustment to Hawaii
- t. Security and safety
- u. Separation from Mainland
- v. Handicapped configuration housing
- w. Problems associated with pet ownership
- x. Other

[illegible]

HOUSING SERVICES

Please give us feedback on how well we are doing in our job of serving you. All questions apply to your current housing.

HOUSING OFFICE

75. How much do you AGREE or DISAGREE with the following statements?

- a. Housing office staff shows concern for military families
- b. Housing office staff is polite
- c. Housing office staff is informative
- d. The appearance of the housing office is satisfactory
- e. The housing office seems to be well run (service is fast and reliable)
- f. The time it took to process through the housing office was not a problem
- g. Housing office staff works with family members when the service member is away (deployed or TDY/TAD)
- h. Copies of waiting lists are available at area housing offices
- i. The housing office estimate of when quarters would be available was accurate
- j. The housing office explained housing rules to us
- k. Copies of housing rules are available at area housing offices
- l. Family housing rules are properly enforced
- m. Family housing is assigned in a uniform manner
- n. Family housing is assigned in a fair manner
- o. Overall, we are satisfied with housing office services

Strongly agree
 Agree
 Neither Disagree Nor Agree
 Disagree
 Strongly Disagree
 Does Not Apply Or Don't Know

☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
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☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐

COMMUNITY HOME FINDING REFERRAL AND RELOCATION SERVICE (CHRRS)

76. How much do you AGREE or DISAGREE with the following statements?

- a. We were given up-to-date, accurate lists of civilian housing when we arrived
- b. We were given maps and school information when we arrived
- c. The housing office offered us information about buying, leasing and contracting for civilian housing
- d. The CHRRS Office at Catlin Park offered us additional information about buying, leasing and contracting for civilian housing
- e. We used the Transportation Assistance Program (TAP)
- f. The TAP was very helpful to us in locating suitable housing
- g. We personally visited the CHRRS office at Catlin Park
- h. Overall, the CHRRS program seems to work well

☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐

LOANER FURNITURE AND APPLIANCES	
---------------------------------	--

77. How much do you AGREE or DISAGREE with the following statements?

- a. The processing time it took us to get loaner furniture was not a problem
- b. The processing time it took us to get loaner appliances was not a problem
- c. The loaner furniture we used was in good shape
- d. The appliances we used were in good shape
- e. We had enough loaner furniture for our needs
- f. We had loaner furniture long enough to meet our needs
- g. The loaner furniture program was fully explained to us
- h. The 4-day notice required for loaner furniture delivery was not a problem
- i. The 4-day notice required for loaner furniture pick-up was not a problem
- j. Ninety days use of loaner furniture (not appliances) is long enough
- k. We were told at the housing office that washers and dryers are available for residents of both government and civilian housing
- l. Overall, we feel the loaner furniture and appliance program is good

[illegible]

TEMPORARY LODGING ALLOWANCE (TLA)	
1. Name of the employee	
2. Position	
3. Department	
4. Date of travel	
5. Destination	
6. Purpose of travel	
7. Amount of TLA	
8. Approved by	
9. Date of approval	

78. How much do you AGREE or DISAGREE with the following statements?

- a. The TLA is extended when needed
- b. The TLA program relieves financial problems for military personnel
- c. The Housing Office maintains a good list of hotels in Hawaii
- d. We had no problem with most of the TLA hotels being located in Waikiki
- e. We received information about TLA before arriving in Hawaii
- f. We were briefed on TLA at the Housing Office
- g. The TLA facility we stayed in was satisfactory (lodging and meals)
- h. The TLA program allowed us adequate time to find suitable civilian housing
- i. Overall, we are satisfied with the TLA program

COMMENTS

**Any other comments about your civilian housing or our performance, or suggestions for improvements?
Please enter in the space provided below any comments you may have. Attach additional sheets if necessary.**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

THANK YOU FOR HELPING US SERVE YOU BETTER!

**If you have any questions, please call Dr. Herb Baker
DSN 553-7639 or (619) 553-7639**

Please put the survey in the pre-addressed envelope and return within 10 days to:



**Navy Personnel Research and Development Center
San Diego, CA 92152-7250**



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