

Senate Armed Services Committee  
Hearing on Housing and Facilities Management  
7 March 2019

Chairman Inhofe, Ranking Member Reed, distinguished members of the committee, thank you for the opportunity to testify on this critical issue. The people of the Navy Marine Corps Team will always be our greatest resource, and the safety and well-being of our Sailors and Marines and their families is a top priority for each of us.

On top of the considerable demands of service, no military family should ever have to contend with chronic maintenance issues or concerns such as mold, pests and intrusion in their home. In order to fulfill our obligations to our military families and ensure the strength and readiness of our force, we must demand excellence and responsiveness from all concerned, including our PPV partners.

It is clear that in some cases, we have fallen woefully short of this obligation, and upon reviewing the issues surrounding housing it is apparent there is culpability around the table. We are taking steps to address immediate problems as well as adjust our business processes to permanently correct systemic issues.

For example, by April 15th of this year, every Navy and Marine Corps family in PPV housing will be offered a personal visit from base officials with the authority to take action on their concerns. These command teams will not be satisfied until the housing issues they discuss or observe are resolved.

We have been in discussion with our PPV partners about available apps to address reporting, tracking, rating and resolution. And we will be holding quarterly meetings with PPV

CEOs and Service Secretaries to address and monitor the satisfactory delivery of housing for our military families.

Our PPV partners will remain an important component of the housing solutions offered to military families, however our military leaders must never outsource their role as advocates for our servicemembers and their families. The Navy Marines Corps Team will continue to pursue improvements in military housing with a sense of urgency, to deliver the services our military families deserve, the value the American taxpayers expect, and the readiness our global force requires.

We look forward to working with this committee to do everything in our power to protect the health, well-being and safety of our Sailors, Marines and military families, wherever they call home. Thank you.