



Lendlease military housing communities earn multiple SatisFacts awards for resident satisfaction

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Nashville, TN According to Lendlease, a global real estate and investment group WinnResidential Military Housing Services, the firm providing property management and maintenance services for Lendlease's privatized military housing communities, has been recognized as a National SatisFacts Resident Satisfaction Company Award winner for 2023.

SatisFacts, the leading provider of resident surveys focusing on multifamily retention and reputation management, has also recognized 101 Lendlease neighborhoods across the country – more than 91% of the firm's entire privatized military housing portfolio and 100% of all eligible Lendlease communities based on minimum survey response requirements – as 2023 SatisFacts Insite survey score award winners for their high resident satisfaction scores. SatisFacts Community Awards are based on resident perceptions that the company's leadership and team members are focused on customer service efforts.

Recipients included neighborhoods within 11 Lendlease communities nationally:

Atlantic Marine Corps Communities, serving eight military installations across the country

Cadence Communities, spanning seven U.S. Army installations nationally

Campbell Crossing, serving Fort Campbell in Kentucky

Cavalry Family Housing, serving Fort Cavazos in Texas

Fort Drum Mountain Community Homes in New York

Hickam Communities, serving Joint Base Pearl Harbor-Hickam in Hawaii

Island Palm Communities, serving multiple installations in Hawaii

Knox Hills, serving Fort Knox in Kentucky

North Haven Communities, serving Fort Wainwright and Fort Greeley in Alaska

Soaring Heights Communities, serving Davis-Monthan Air Force Base in Arizona and Holloman Air Force Base in New Mexico

Tierra Vista Communities, serving military installations in California and Colorado

"Providing the absolute best residential experience possible for service members and their families is the guiding priority for our entire Lendlease Communities team, and so we are incredibly proud of our property management partner, WinnResidential Military Housing Services, for their commitment to resident service that resulted in this recognition," said Phillip Carpenter, COO of Lendlease

Communities. “Together with Winn, we build and operate communities where our residents can live, work and thrive. It’s always gratifying to see the results of these awards to not only track how we are succeeding, but also receive valuable resident feedback that will shape our work in the future.”

Lendlease continually seeks out ways to improve the resident experience, often informed by direct input obtained through the Resident Councils and Resident Advisory Boards it implemented at its military housing communities to gather actionable feedback from service members and their families. Last year, the firm launched a new smartphone app to improve communication with and among residents and assist with rent payments, maintenance requests and other day-to-day needs.

The company also relies on third-party data such as that provided by SatisFacts Insite, which gives residents the opportunity to submit real-time feedback on all points of service throughout the year in a safe and comfortable environment.

“I want to personally recognize and congratulate our full WinnMilitary team for receiving this important recognition once again this year,” said Doug Jones, COO for WinnResidential Military Housing Services. “2023 was another busy year in our business and this achievement is truly a testament to the hard work, commitment and resiliency demonstrated every day by our team members across our full portfolio and reflective of our dynamic partnership with Lendlease. I could not be more proud of everyone at WinnMilitary, as this level of recognition from our valued residents reflects the unwavering dedication of our team members to diligently serve those who protect and defend our country. We fully appreciate the honest feedback these surveys offer, as it is valuable in helping our communities continue to improve upon the services and customer experiences that we provide.”

Lendlease’s privatized military housing communities have been recognized with SatisFacts Community Awards every year since 2010.

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