

# Navy housing residents give Balfour Beatty Communities high marks

## Meridian housing receives 'Platinum' award for 'Best in The Industry'

Balfour Beatty Communities scored "Outstanding" in the 2010 annual independent survey of housing residents. These surveys determine how well private companies meet the needs of their residents.

Annually, CEL & Associates compiles customer satisfaction survey data from thousands of properties across the United States. This year, Balfour Beatty Communities showed improvement in all performance benchmarks within the categories of Service and Condition of Property. As a result, Balfour Beatty's overall score improved by 6.5 percent to reach 87.5 percent, exceeding the "Outstanding" minimum score of 85 percent by which all privatized Navy installations are measured.

Additionally, the survey return results exceeded expectations this year with a whopping 45 percent return.

Each of 11 installations within the Navy Region Southeast Project were surveyed to include Charleston, S.C.; Kings Bay, Ga.; Mayport, Fla.; Jacksonville, Fla.; Key West, Fla.; Panama City, Fla.; Pensacola, Fla.; Whiting Field, Fla.; Gulfport, Miss.; Meridian, Miss.; and Fort Worth, Texas. Balfour Beatty has owned and operated these properties since October 2007.

Holly Costello, Regional Vice President of the Community Management Office was extremely pleased with this year's results, "I'm just thrilled that our staff's efforts are recognized and that our philosophy of responding promptly and professionally to our residents' needs, creating a welcoming community for our Navy families and managing each community and home as if it were our own is evident and residents appreciate all our hard work."

Several neighborhoods achieved a "Best in The Industry" rating

for service satisfaction. Seven of the 11 communities in Balfour Beatty's Navy Region Southeast Project received "Platinum" awards, which score 90 percent and above; these award winning neighborhoods are located at Gulfport, Jacksonville, Kings Bay, Mayport, Meridian, Panama City, and Whiting Field. Running a close second were the "A List" awards, 85 percent and above, for service satisfaction at an additional three neighborhoods which are located at Charleston, Fort Worth, and Pensacola.

These outstanding resident satisfaction results follow Balfour Beatty Communities recent award of receiving recognition as an industry leader in supporting the defense community. On Aug. 10, Balfour Beatty Communities was selected by the Association of Defense Communities (ADC) to receive the 2010 ADC Private Sector Partner of the Year Award.

Balfour Beatty Communities was selected, in part, "for consistently providing a high quality of service that promotes partnership with the military, and for exceeding expectations with the superior services they offer to defense communities throughout the country."

What's next? "First, I would like to thank the residents for their tremendous response to the survey; we appreciate their input and we believe that there is always room for improvement," comments Costello.

"Our goal now is to not only continue to offer the same quality service but also incorporate our residents' suggestions in the survey and take action on those items. As a result, we are working to bring all of our neighborhoods into the CEL "A List" award category or even better, the Platinum Award level."