



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS UNITED STATES AIR FORCE  
WASHINGTON, DC

OCT 01 2009

MEMORANDUM FOR ALMAJCOM/A7  
FOA DIRECTORS

SUBJECT: Co-Location of Air Force Housing and Property Management Staff

The Air Force has successfully privatized family housing at 45 installations since Lackland AFB privatization was executed in 1998. Since then, consistent feedback has shown the most successful project relationships are those where both the community management and the AF housing staffs are co-located. Where co-location has been implemented, these projects provide more efficient customer service, a convenient "one-stop" experience for our Airmen during their transition to a new location and the availability to provide assistance after moving in.

All future housing privatization projects will include the requirement for a customer service facility which allows co-location of AF and community management staff. At existing privatized housing locations, Installation Commanders and Project Owners are encouraged to actively partner to share existing customer service facilities where possible, to include Joint Base locations. At a minimum, at least one person from each staff should permanently relocate to the other's customer service facility to perform their daily activities.

Co-location solutions will be monitored and included within project reports during Annual Site Visits and Compliance Audits conducted by the Air Force Center for Engineering and the Environment, Housing Privatization Division. Working together as partners, we will continue the mutual goal of providing the best customer service and housing to our Airmen.

Handwritten signature of Timothy A. Byers in black ink.

TIMOTHY A. BYERS, Brig Gen, USAF  
The Civil Engineer  
DCS/Logistics, Installations & Mission Support

Handwritten signature of Kathleen I. Ferguson in black ink.

KATHLEEN I. FERGUSON, P.E.  
Deputy Assistant Secretary of the Air Force  
(Installations)