



Residential Communities Initiative (RCI) Resident Bill of Rights

The U.S. Army Installation Management Command and the commercial partners providing housing through the Residential Communities initiative (RCI) agreed in August 2010 on updated procedures at 44 housing facilities in the United States. The agreement provides for a "Residents Bill of Rights" in an effort to guarantee superior customer service. Army leaders made the changes as part of the Army Family Action Plan, following suggestions from Soldiers and families to make such procedures easier and more consistent.

Your satisfaction is important to us.

We want you to know that you are extremely important to us. Your satisfaction with our service is paramount and an integral part of our business model. We understand you have choices and we hope our service, professionalism, integrity, and caring lead you to allow us to serve you and your family during your stay at Fort Belvoir.

We feel that high quality customer service helps to create customer loyalty and trust. With that loyalty and trust we hope to forge long-lasting positive relationships which will ultimately allow us to better understand the needs and desires of our residents.

Our guarantee to you is to stand by our "Bill of Rights" to continually provide you world-class customer service in support of the Army's Family Covenant.

We will provide excellent service. We will continually strive to "Wow" our customers with the quality and timeliness of our services in a pleasant and friendly manner.

We will provide honest and straightforward communications. We will provide a genuine and consistent service each and every day.

We will continually strive to be the best. Every opportunity, every action, every time.

We will provide service in a timely manner. You will be promptly informed of any actions that delay completion of work or other action.

We will practice teamwork. Together, we will continually search for opportunities to provide an array of services and amenities that will make you feel great about calling this home.

We value our residents. We will treat everyone with integrity, respect, and professionalism.

We welcome feedback and suggestions. We will encourage and consider ideas that will aid us in achieving our goal of continuous improvement and excellent customer service.

You will receive open communication and dialogue in an effort to resolve issues. If you feel at any time your expectations have not been met, we would like the opportunity to make things right or provide a full and complete explanation of our position. You have the right to speak to your Community Manager at your Community Management Office. If you feel your expectations still have not been met, you may speak with the Community Director at 703-454-9700. If you are still not satisfied, you should contact your local Residential Communities Liaison Office at 703-805-3047.

