

Lendlease military housing communities earn multiple SatisFacts awards for resident satisfaction

Lendlease Communities recognized for resident satisfaction with SatisFacts Community Awards at 101 privatized military housing neighborhoods

(Nashville, Tenn., March 8, 2024) – [Lendlease](#), a global real estate and investment group, announced today that [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, Chief Operating Officer 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, Chief Operating Officer 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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About Lendlease

Lendlease (www.lendlease.com) is a globally integrated real estate group with operations in Australia, Asia, Europe and the United States. We create places where communities thrive. Headquartered in Sydney, Australia and listed on the Australian Securities Exchange (ASX:LLC),.



our core capabilities are reflected in our operating segments of Investments, Development and Construction. The combination of these three segments provides us with a sustainable competitive advantage in delivering innovative integrated solutions for our customers.

In the US, Lendlease's Communities business is one of the nation's leaders in public/private community development. We manage one of the largest military housing portfolios in the US and are the Army's exclusive partner for privatized lodging. With a focus on creating sustainable value, Lendlease creates communities that regenerate our environment, enrich people's lives and foster economic growth. Lendlease has worked extensively with the Department of Defense through the Military Housing Privatization Initiative (MHPI), a program that provides for the transfer of military housing assets to private sector companies. With over 40,000 residential units, 192 apartments and more than 12,000 hotel rooms in its portfolio, Lendlease will finance, develop, build, renovate and operate these sites for at least 50 years.

About WinnCompanies

Working through three affiliates, WinnCompanies is an award-winning owner, developer and manager of high-impact, quality apartment homes in 24 states, the District of Columbia and Puerto Rico. WinnResidential is a leading multi-family housing operator and the largest manager of affordable housing in the U.S. WinnDevelopment specializes in creating and redeveloping mixed-income communities through new construction and adaptive reuse techniques. WinnResidential Military Housing Services is the top manager of privatized housing for members of the U.S. Armed Forces and their families. A private company founded in Boston in 1971, WinnCompanies is supported by 4,000 dedicated team members. Learn more at winncompanies.com.

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