

**Statement of
Major General (Retired) Al Aycock
Military Partnership Executive
Corvias Military Living
Before the Committee on Appropriations Military Construction and
Veterans Affairs Subcommittee
Hearing on March 31, 2022**

Chairwoman Wasserman Schultz, Ranking Member Carter, and distinguished Members of the Committee:

It is my privilege to appear before you to discuss the status of housing reforms for privatized military family housing and Corvias' role in advancing these reforms.

Introduction

Thank you for the opportunity to appear before you today. My name is Al Aycock and I am a military partnership executive with Corvias, as well as a retired Major General, having served more than 37 years on active duty with the U.S. Army. I am directly and personally familiar with the Military Housing Privatization Initiative as my family and I have lived in on-post housing managed by the Army, and in multiple homes managed by three different MHPI private partners. Twelve of my last 13 years of service focused on leading and operating Army Installations from the Garrison level to the Pentagon.

I joined Corvias in May 2019 because I am strongly compelled to ensure the highest standards of customer service are provided to our service members and families. I can attest that Corvias shares this

commitment at each Installation partnership, as we serve more than 52,000 residents in over 21,000 homes across seven Army installations.

Today I would like to talk with you about the progress we have made, the positive results we have achieved, and the ways in which we, in partnership with the Army and DoD, continue to support our service members and families. I will focus these comments on our support of the Tenant Bill of Rights, our emphasis on excellent customer service, and our efforts in the important area of renewable energy.

Tenant Bill of Rights

We actively advocated for the development of a Tenant Bill of Rights and worked closely with DoD and the Services on the drafting and rapid implementation of these rights. We have been issuing Seven-Year Maintenance History reports to current and prospective residents at all our installations since December 2020. We work closely with the Army to participate in their informal dispute resolution process, at the Garrison level, through the Military Housing Offices, as well as in the formal process, at the higher Installation Management Command. We agreed with the wording of the common lease template and have worked with DoD and the Services to ensure the new leases met Federal and State requirements.

Importantly, Corvias continues to upgrade and replace aging housing and infrastructure, with over \$525 million invested over the last three years, \$325M in private funding and \$200M from re-investment accounts. We have renovated more than 17,000 homes, and we have built more than 9,500 new homes. We are now working closely with the Army from installation level to the Pentagon to create out-year development plans that will meet the future needs of military families.

Customer Satisfaction

We are listening to residents and providing multiple opportunities for residents to tell us how we are doing. This includes independent third-party surveys. Last month, Corvias Property Management received our second consecutive national award from SatisFacts for resident satisfaction – based directly on resident input. We are analyzing those results in depth to ensure we continue this success and to also determine the areas where we can improve.

Together with our Army partners, we make ourselves available to residents through regular communication, including at town halls, so that we can handle any issues brought forward. We have maintained close communication with leaders in DoD and the Services, from the Pentagon, through the chain of command, to the installation level, to ensure a transparent and fully accountable working relationship. We share that same information with Congressional offices on a regular basis.

Installation Resilience

In addition to our emphasis on preventative maintenance and future improvements at all our locations, we have responded to multiple natural disasters: hurricanes, heavy rains, and unseasonably cold winter storms. Our emphasis is on ensuring the safety and good standards of living for each of our residents. We have brought on additional staff to handle these issues while also ensuring a close working relationship with the installation leadership in our response.

Corvias is also working hard to help the Department of Defense achieve its NetZero goals on military installations. In our solar program, we currently have 34 megawatts operational and 40 megawatts in

development planned across our portfolio. Through energy innovation and solar energy projects, Corvias has achieved an offset average of 43% of energy consumption at four of the military installations on which we operate, with a goal to achieve 45% by the end of 2022.

For example, at Fort Riley we are in development of our third phase of solar, to add to the 13 megawatts of generation currently operating. Fort Riley is a model of exemplary collaboration between entities including Corvias, Army/Fort Riley, privatized utility provider, and external utility companies. After Phase 3, half of the homes at Fort Riley will be powered by solar. Expansion projects are in development to reach 100% renewable energy offset for housing at Fort Riley by 2025.

At Aberdeen Proving Ground, Corvias has worked with our military partners and the state utility, Baltimore Gas & Electric, to structure a renewable energy program that offsets 99% of the energy consumed by APG housing.

Significantly, all Corvias energy projects are being completed at no cost to the military, demonstrating Corvias' unwavering commitment to develop innovative solutions that tackle the nation's environmental challenges while providing additional value for our partners, residents, and communities.

I am here today because this mission is deeply personal. I look forward to answering your questions and engaging in dialogue on the way ahead as we continue to serve our Service Members and military families.