

# Enhancing **Efficiency** & **Cost Savings** in Government Housing

**Client:** US Navy

CASE STUDY



## **The Challenge:** Turning Stress into Smooth Sailing With Streamlined Housing Solutions

Last-minute assignments, complex compliance regulations, and low per diems—Chad knew how challenging it could be to get personnel where they needed to be. An experienced Organizational Defense Travel Administrator who oversaw the Pearl Harbor Naval Shipyard Travel Program, he was constantly juggling logistics, reimbursement vouchers, and a tight housing market. And nearly every scenario was urgent – military ships needing maintenance and repair so they could safely return to sea. In this case, Chad was looking for comfortable, safe, cost-effective, GSA-compliant housing for his crew near the Puget Sound Naval Shipyard.

## **Confronting a Tight Market and a Paperwork Nightmare**

Compounding Chad's logistical headaches is the area's density. Nearly ¼ of all US shipyards are located in Washington. The state's maritime sector includes around 2,300 companies that employ approximately 62,000 workers. Chad's task was to find housing for personnel near the Puget Sound Naval Shipyard & Intermediate Maintenance Facility--the employer of more than 14,000 military personnel and civilian employees.

## **National Tames the Chaos Others Can't**

In the past, securing housing was decentralized and inconsistent. Without a standard process, Navy personnel

often had to book accommodations on the open market - ranging from hotels and short-term rentals to even makeshift arrangements such as finding parking spaces near the shipyard. These ad hoc methods weren't GSA-compliant, creating undue challenges to both reimbursement and oversight. Complicating the voucher submission and reimbursement processes, each government employee must use a unique government travel credit card to book their accommodations. That means that if Chad had to find housing for twenty personnel, he needed to keep track of twenty individual credit card numbers to book and bill units.

## **The Solution:** Working Miracles to Make It Happen

Chad contacted National. In record time, the National team was able to find him fully furnished apartments just a two-minute walk from the shipyard. Our pre-negotiated rates met per diem requirements, and as a GSA-aligned provider, reimbursement became simpler. With one point of contact, Chad gained control over a chaotic process and clear visibility into billing. National's ability to find the right housing solution for any number of personnel at a moment's notice made housing challenges disappear. Additionally, their deep local knowledge, fantastic customer service partnerships, and familiarity with GSA protocols made them a trusted partner who added value with every new engagement.

## **Building relationships and an outstanding reputation**

Word of mouth counts for a lot in the military--peers rely on each other's insights when it comes to volunteering for an assignment or location. Chad's service members were more than satisfied. With kitchens that saved them time and money with at-home meal prep, a walkable location in a safe neighborhood, and low-hassle reimbursement, they showed up for work rested, productive, and positive. Chad was able to fill assignments, simplify workflow, and reimbursement processes, and ensure that critically important Navy personnel kept reporting for duty.

We make magic happen because we put people first. With our white-glove customer service and deep knowledge of government processes and regulations, we handle all the details so your personnel can focus on the mission at hand.

## **The Results**



**\$3.5M** total annual savings with National vs. hotels



**1** single provider contact and streamlined process



**450** number of personnel successfully housed per year



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## **Contact Us**

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