

Using evidence to shape better services



Ministry
of Defence

DIO Accommodation customer
satisfaction tracker survey Q3
2014/15

Final report
January 2015

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resources
management



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1) Project details and acknowledgements

| | |
|-------------------------|---|
| Title | DIO Accommodation customer satisfaction tracker survey Q3 2014/15 |
| Client | DIO Accommodation |
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2) Introduction

DIO Accommodation commissioned M·E·L Research to undertake a monthly customer satisfaction survey for customers living in service family accommodation (SFA).

Methodology

The monthly customer tracker survey started in June 2013. Data collection takes place by telephone during the first two weeks of each month with a randomly selected sample of customers. Each month a minimum of 200 interviews are conducted with a total of 3,203 interviews being conducted so far. 600 interviews were conducted in Q3 2014/15. This report shows the findings from the 2,400 interviews conducted between Q4 2013/14 and Q3 2014/15.

A revision to the questionnaire was made in Q3 2014/15:

- ◆ To understand reasons for low levels of satisfaction with the arrangements for allocating SFA, a question was added to understand the extent to which an allocated property meets customers' expectations.
- ◆ To gain insight into the frequency a repair is completed at the first visit, a question was added to be asked to all respondents who reported a repair and maintenance issue to a Help Desk.
- ◆ To further understand a customer's relationship with DIO Accommodation, two questions have been added to:
 - gauge satisfaction that DIO Accommodation gives customers the opportunity to make their views known;
 - and measure the extent to which customers feel DIO Accommodation keep them informed about issues that might affect them as a customer
- ◆ To measure the extent in which communications reach customers, an awareness question has been added.
- ◆ The ranking priority question has been amended so customers are now asked to state their top priority only.

As a consequence of these additions, the questions looking at communication preferences and dissatisfaction with views being listened to, have been removed.

Reporting conventions

We report decimal places rounded to the nearest whole number. If specific response options are then totalled, this can result in slight rounding differences in the figures reported. Owing to the rounding of numbers, percentages displayed visually on graphs may not always add up to 100%; this may also apply to some of the percentages reported for 'total satisfaction'. For example, 51.4% plus 44.2% equals 95.6%. Rounded to the nearest whole number this total would be reported as 96%. But in the report this would be shown as 51% plus 44% equalling 96%, giving the appearance that the reported total is incorrect.

3) Summary

This section provides a brief summary of the key findings from DIO Accommodation customer satisfaction survey. Detailed findings are presented in the subsequent sections of this report.

- ◆ Overall, 67% of customers are satisfied, and 17% dissatisfied, with the service provided by DIO Accommodation and its contractors. Satisfaction expressed in Q3 2014/15 (67%) is similar to the satisfaction expressed in the previous two quarters however is still below Q4 2013/14 (70%).
- ◆ 84% of customers are satisfied, and 9% dissatisfied, with the rules that govern entitlement to SFA. Satisfaction expressed in Q3 2014/15 (83%) is similar to the previous two quarter's results.
- ◆ 73% of customers express satisfaction with the overall quality of their home, while 18% express dissatisfaction. Satisfaction expressed in Q3 2014/15 (74%) is the same level of satisfaction expressed in Q2 2014/15 and Q4 2013/14.
- ◆ 86% of customers are satisfied, and 9% dissatisfied, with the SFA estate as place to live. Satisfaction expressed in Q3 2014/15 (86%) is the same level of satisfaction expressed in Q2 2014/15.
- ◆ 72% of customers are satisfied, and 19% dissatisfied, with the upkeep of communal areas. Satisfaction expressed in Q3 2014/15 (70%) is lower than the satisfaction expressed in Q2 2014/15 (74%).
- ◆ 89% of customers are satisfied, and 6% dissatisfied, with the value for money that daily occupancy charges provide. Notably this is the highest level of satisfaction and lowest level of dissatisfaction expressed by customers for all aspects rated in this survey. Satisfaction in Q3 2014/15 (90%) has remained the same as the levels expressed in Q2 and Q1 2014/15.
- ◆ 73% of customers are satisfied, and 20% dissatisfied, with the arrangements for allocating SFA. Satisfaction expressed in Q3 2014/15 (72%) is the same as the level of satisfaction expressed in Q2 2014/15.
- ◆ 84% of customers are satisfied and 12% dissatisfied, with the way the 'Move In' is dealt with. Satisfaction expressed in Q3 2014/15 (83%) is marginally lower than the level of satisfaction expressed in Q2 2014/15 (85%), and Q4 2013/14 (86%).
- ◆ 59% of customers are satisfied, and 31% dissatisfied, with the way the contractor deals with repairs and maintenance issues. Notably this the highest level of dissatisfaction expressed by customers for all of the aspects rated in this survey. Satisfaction expressed in Q3 2014/15 (84%) is lower than the previous three quarter's results.
- ◆ 86% of customers are satisfied, and 10% dissatisfied, with the way the 'Move Out' is dealt with. Satisfaction expressed in Q3 2014/15 is marginally lower than the previous three quarter's results.
- ◆ Only 49% of customers are satisfied, and 24% dissatisfied, that DIO Accommodation listens to views and acts upon them. Notably, this is the lowest level of satisfaction expressed by customers for all of the aspects rated in this survey. Satisfaction expressed in Q3 2014/15 (44%) is lower than the level of satisfaction expressed in Q2 2014/15 (53%).

| Question | Satisfaction | | | | | | | |
|--|---------------|---------------|---------------|------------|------------|------------|---------------|-------------------------|
| | Q4 2013/14 | Q1 2014/15 | Q2 2014/15 | Oct- 14 | Nov- 14 | Dec- 14 | Q3 2014/15 | Rolling 12 Months |
| Overall service provided | 70% | 66% | 67% | 61% | 66% | 74% | 67% | 67% |
| Rules that govern entitlement | 87% | 83% | 83% | 84% | 80% | 87% | 83% | 84% |
| Quality of home | 74% | 71% | 74% | 73% | 71% | 77% | 74% | 73% |
| SFA estate as a place to live | 87% | 84% | 86% | 87% | 86% | 85% | 86% | 86% |
| Upkeep of communal areas | 74% | 69% | 74% | 69% | 69% | 74% | 70% | 72% |
| Value for money daily occupancy charges provide | 88% | 90% | 90% | 90% | 89% | 91% | 90% | 89% |
| Arrangements for allocating SFA | 77% | 70% | 72% | 73% | 68% | 75% | 72% | 73% |
| Move In was dealt with | 86% | 81% | 85% | 85% | 81% | 84% | 83% | 84% |
| Repairs and maintenance | 60% | 58% | 63% | 56% | 54% | 59% | 56% | 59% |
| Move Out was dealt with | 87% | 86% | 87% | 88% | 80% | 85% | 84% | 86% |
| Listens to views and acts upon them | 55% | 43% | 53% | 41% | 42% | 49% | 44% | 49% |

| Question | Dissatisfaction | | | | | | | |
|--|-----------------|---------------|---------------|------------|------------|------------|---------------|-------------------------|
| | Q4 2013/14 | Q1 2014/15 | Q2 2014/15 | Oct- 14 | Nov- 14 | Dec- 14 | Q3 2014/15 | Rolling 12 Months |
| Overall service provided | 15% | 19% | 18% | 22% | 17% | 11% | 17% | 17% |
| Rules that govern entitlement | 7% | 11% | 9% | 13% | 11% | 9% | 11% | 9% |
| Quality of home | 16% | 21% | 19% | 20% | 17% | 14% | 17% | 18% |
| SFA estate as a place to live | 8% | 11% | 10% | 7% | 11% | 5% | 8% | 9% |
| Upkeep of communal areas | 15% | 20% | 19% | 26% | 22% | 17% | 21% | 19% |
| Value for money daily occupancy charges provide | 6% | 6% | 7% | 5% | 6% | 6% | 5% | 6% |
| Arrangements for allocating SFA | 16% | 23% | 20% | 19% | 24% | 15% | 19% | 20% |
| Move In was dealt with | 10% | 14% | 12% | 11% | 12% | 10% | 11% | 12% |
| Repairs and maintenance | 26% | 34% | 28% | 36% | 37% | 32% | 35% | 31% |
| Move Out was dealt with | 10% | 10% | 9% | 9% | 13% | 11% | 11% | 10% |
| Listens to views and acts upon them | 17% | 26% | 23% | 31% | 30% | 28% | 30% | 24% |

4) Survey Results

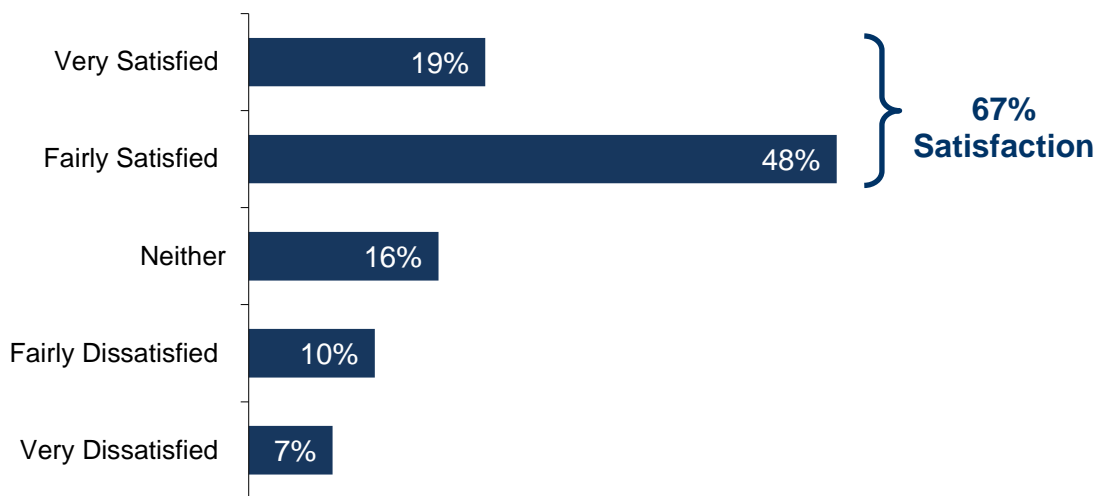
This section presents the overall findings

Satisfaction with the service provided by DIO Accommodation and its contractors

Taking everything into account, overall, 67% of customers living in Service Family Accommodation are; very (19%), or fairly (48%), satisfied with the service provided by DIO Accommodation and its contractors. 17% of customers indicate some degree of dissatisfaction, whilst 16% are neither satisfied nor dissatisfied.

Figure 1 Overall satisfaction with the service provided by DIO Accommodation and its contractors.

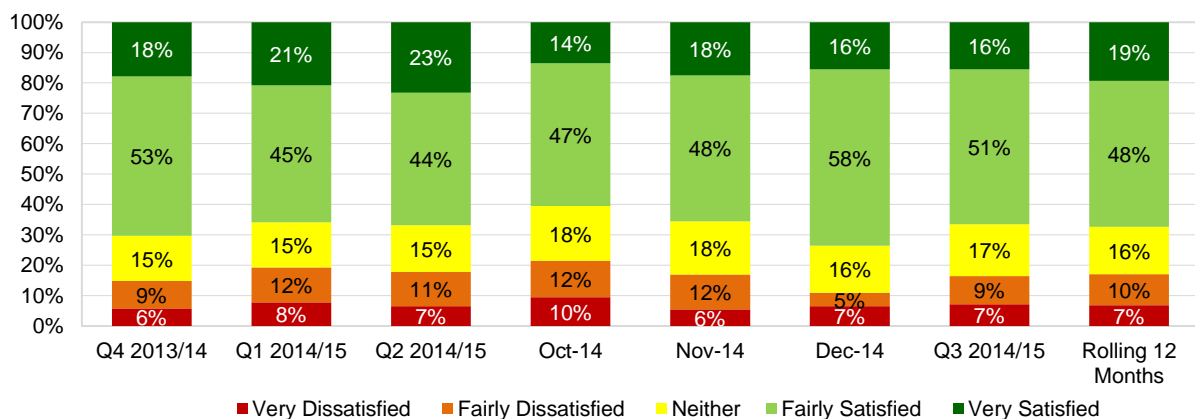
Percentage of respondents- base size 2400



As figure 2 below shows, when looking at the results for overall satisfaction in Q3 2014/15 it shows that satisfaction has risen over the past 3 months; 61% of customers expressed satisfaction in October compared to 74% in December. At 11%, dissatisfaction was also lowest in December. Satisfaction expressed in Q3 2014/15 is similar to the levels of satisfaction expressed in the previous three quarters.

Figure 2 Overall satisfaction with the service provided by DIO Accommodation and its contractors

Percentage of respondents

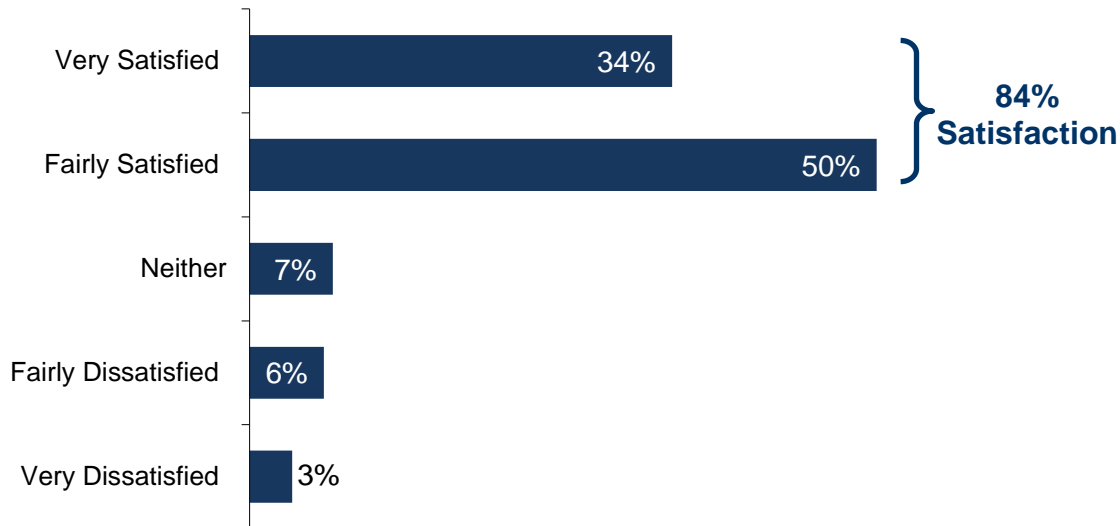


Satisfaction with the rules that govern entitlement to SFA

Just over eight out of ten (84%) customers are satisfied with the rules that govern customer entitlement to SFA, with 34% indicating they are very satisfied. Only 9% of customers state they are dissatisfied with the rules that govern customer entitlements to SFA, this is one of the lowest levels of dissatisfaction expressed by customers.

Figure 3 Satisfaction with the rules that govern customer entitlement to SFA

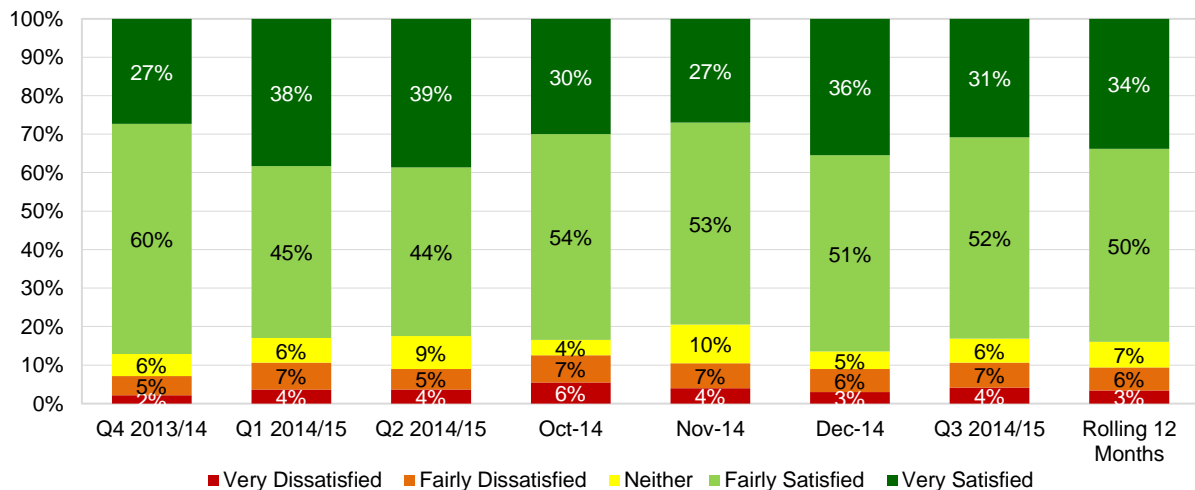
Percentage of respondents- base size 2400



When looking at satisfaction with the rules that govern customer entitlement to SFA for each month in Q3 2014/15, it shows that satisfaction was lowest in November (80%). At 83%, satisfaction with the rules that govern customer entitlement to SFA in Q3 2014/15 is the same as the levels of satisfaction expressed in the previous two quarters.

Figure 4 Satisfaction with the rules that govern customer entitlement to SFA

Percentage of respondents

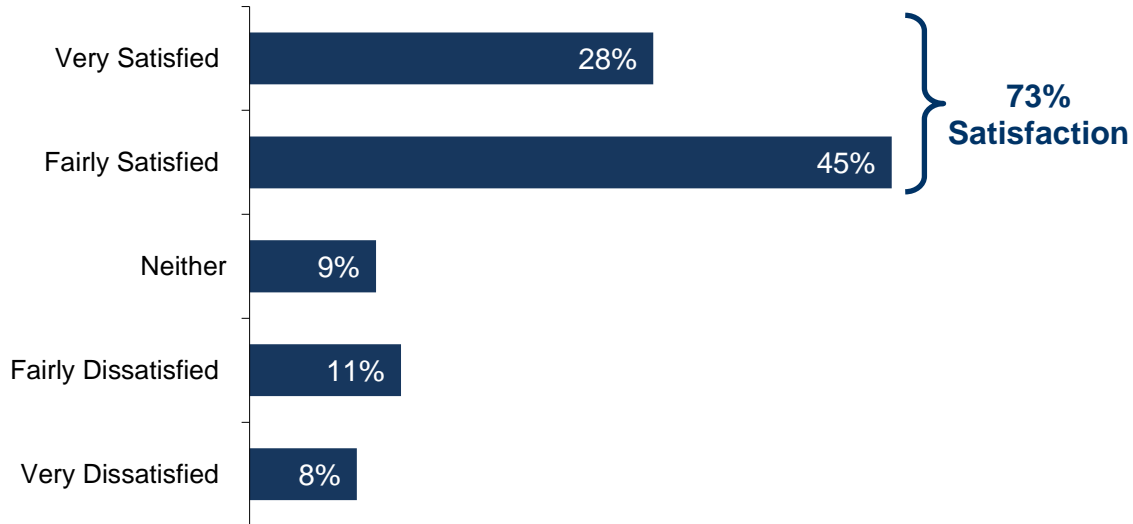


Overall quality of home

Overall 73% of customers state that they are satisfied with the overall quality of their home, with 28% stating that they are very satisfied. 18% of customers are dissatisfied with the overall quality of their home.

Figure 5 Satisfaction with the overall quality of home

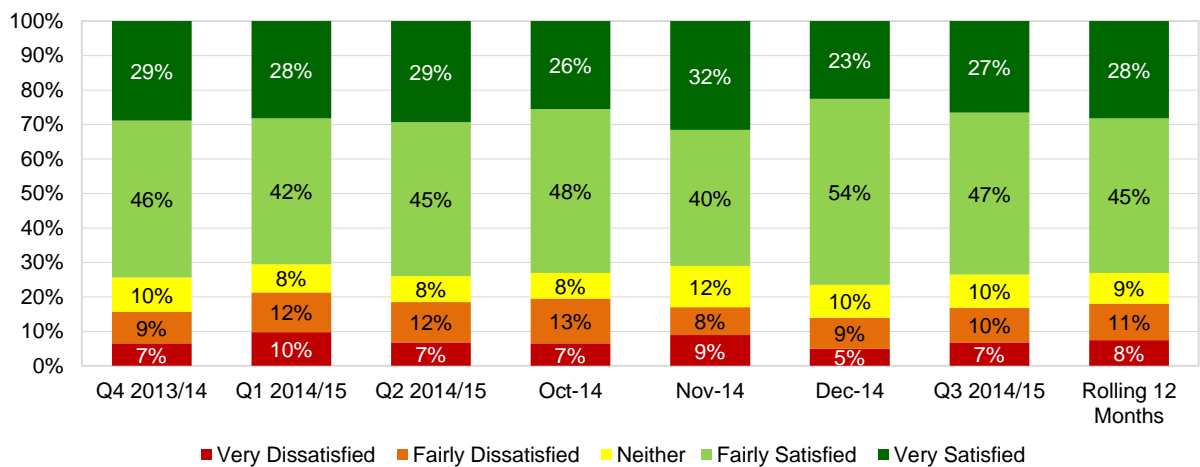
Percentage of respondents- base size 2400



When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q3 2014/15 it shows that satisfaction was highest in December (77%) and lowest in November (71%). Satisfaction expressed in Q3 2014/15 (74%) is the same as the levels of satisfaction expressed in Q4 2013/14 and Q2 2014/15.

Figure 6 Satisfaction with the overall quality of home

Percentage of respondents

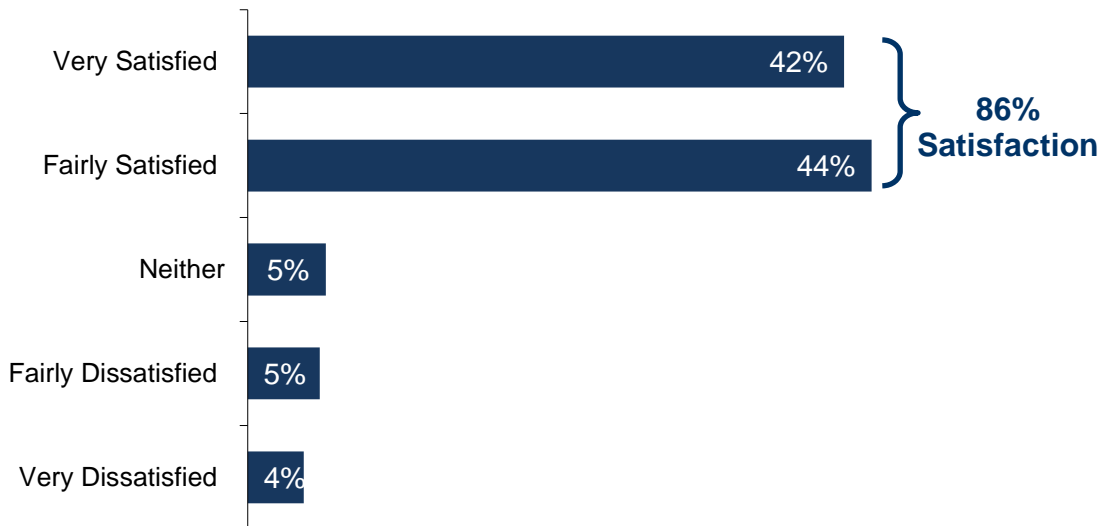


SFA estate as a place to live

86% of customers are satisfied with the SFA estate as a place to live, with around four out of ten expressing that they are very satisfied. Only 9% of customers express dissatisfaction with the SFA estate as a place to live. This is one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

Figure 7 Satisfaction with SFA estate as a place to live

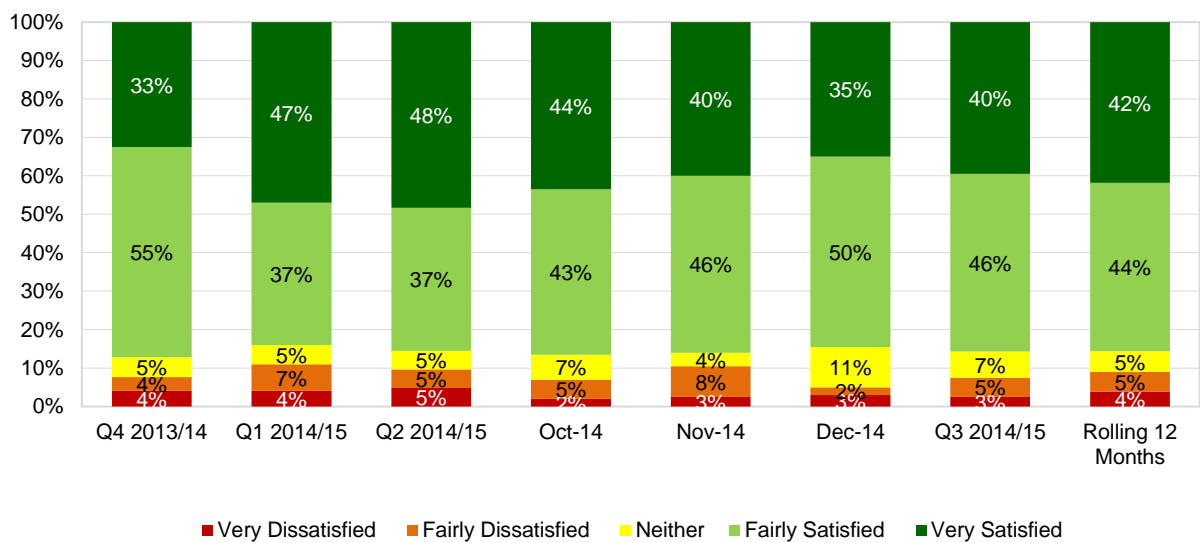
Percentage of respondents- base size 2400



As Figure 8 below illustrates satisfaction levels have remained similarly high during the past 12 months.

Figure 8 Satisfaction with SFA estate as a place to live

Percentage of respondents

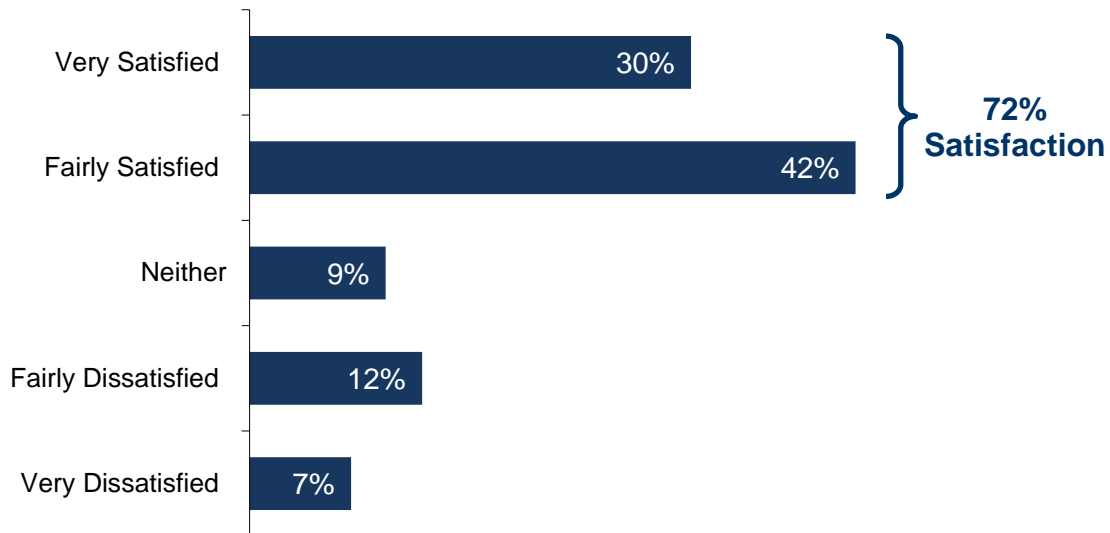


Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. As shown below, 72% of customers are satisfied with the upkeep of communal areas, with three out of ten stating they are very satisfied. 19% of customers indicate some degree of dissatisfaction, while 9% state they are neither satisfied nor dissatisfied.

Figure 9 Satisfaction with the upkeep of communal areas, including grounds maintenance

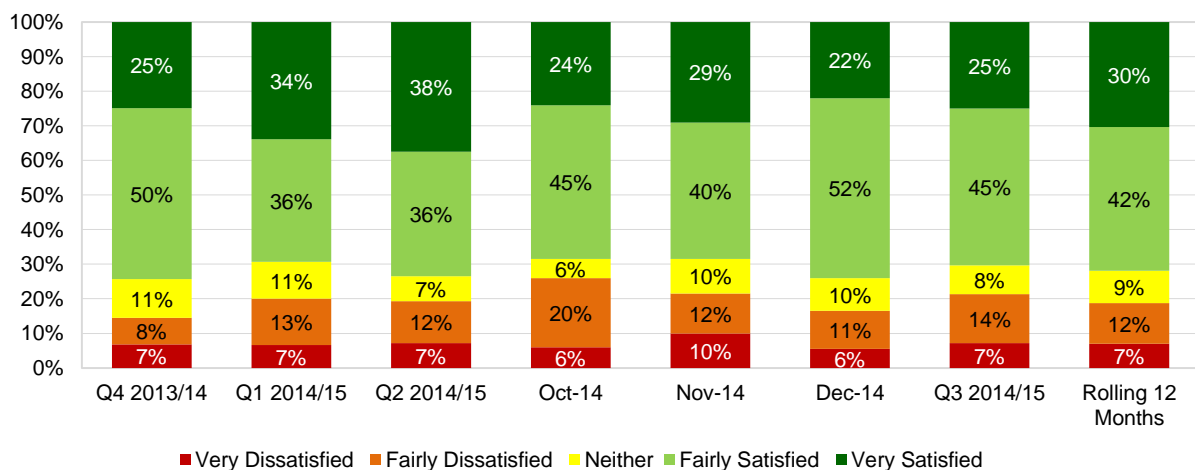
Percentage of respondents- base size 2400



When analysing the same results by each month's data collection in Q3 2014/15 it shows that satisfaction with the upkeep of communal areas rose to 74% in December. It should also be noted that dissatisfaction levels expressed by customers in October were higher than usual at 26%. Satisfaction levels expressed in Q3 2014/15 (70%) were lower than the satisfaction levels expressed in Q2 2014/15 (74%) and Q4 2013/14 (74%).

Figure 10 Satisfaction with the upkeep of communal areas, including grounds maintenance

Percentage of respondents

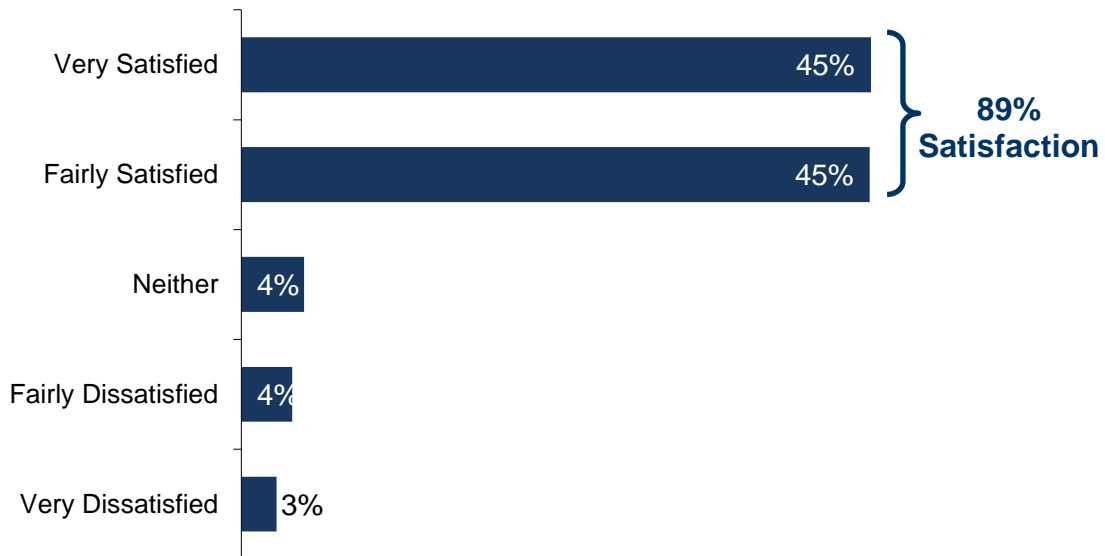


Value for money daily occupancy charges provide

Nearly nine out of ten customers are satisfied that their daily occupancy charge provides value for money, with nearly half expressing that they are very satisfied. Only 6% of customers express dissatisfaction that their daily occupancy charge provides value for money. This is the highest level of satisfaction and lowest level of dissatisfaction expressed by customers for this survey.

Figure 11 Satisfaction with that daily occupancy charges provide value for money

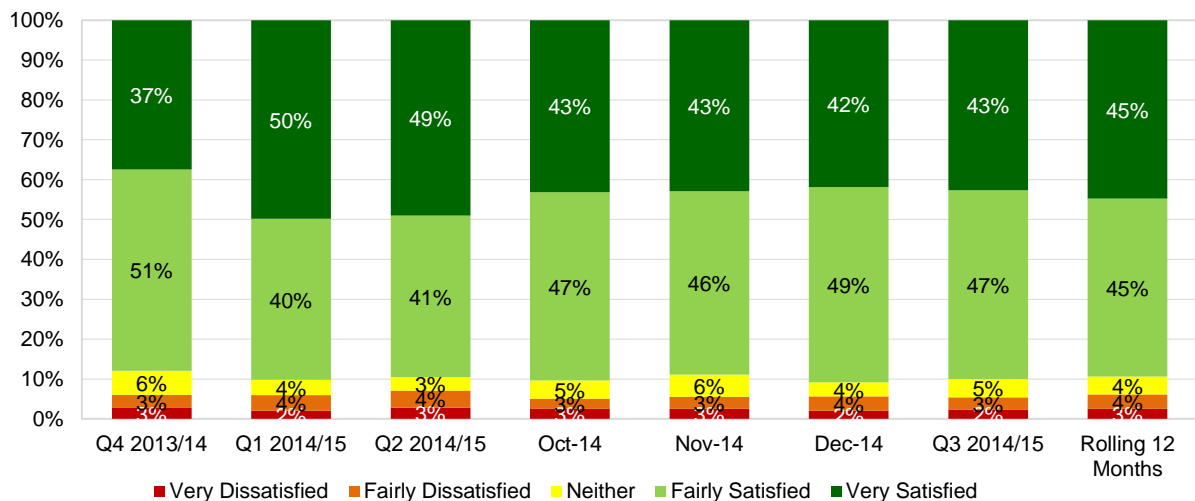
Percentage of respondents- base size 2355 – non applicable removed



When analysing the same result by each month's data collection in Q3 2014/15 there is limited difference in satisfaction levels expressed each month; 91% of customers expressed satisfaction in December 2014 compared to 89% in November 2014. Satisfaction expressed in Q3 2014/15 (90%) is the same level of satisfaction expressed in the previous two quarters.

Figure 12 Satisfaction with that daily occupancy charges provide value for money

Percentage of respondents – non applicable removed

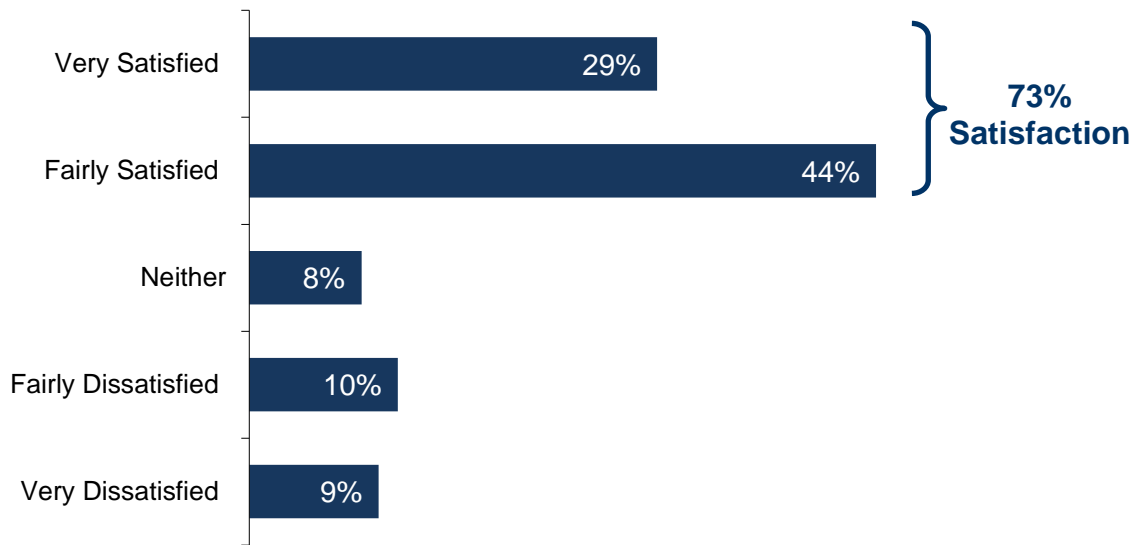


Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, 73% of customers are satisfied with the arrangements for allocating SFA, with nearly one in three (29%) very satisfied. 20% of customers express some degree of dissatisfaction with the arrangements for allocating SFA.

Figure 13 Satisfaction with the arrangements for allocating SFA

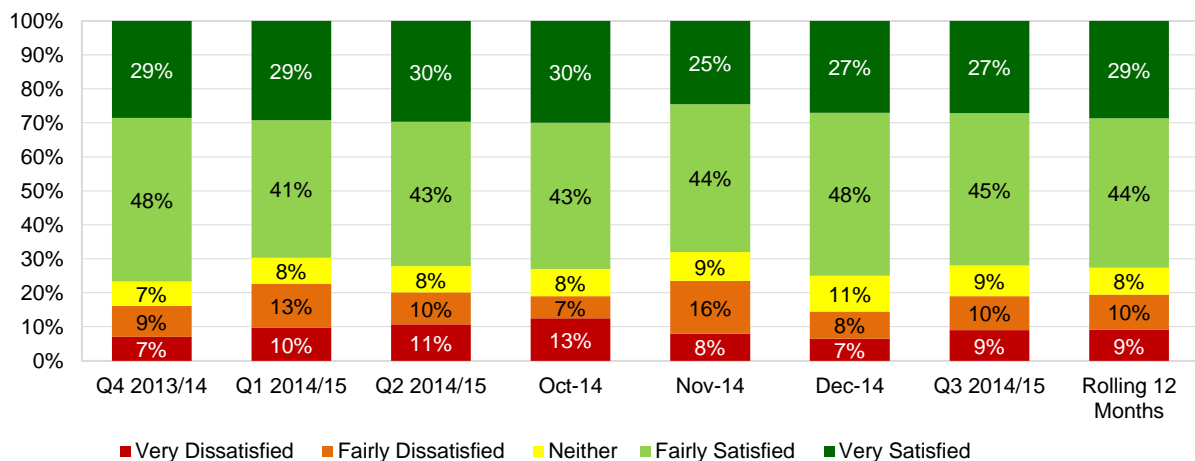
Percentage of respondents- base size 2400



When analysing the results by each month's data collection in Q3 2014/15 it shows that satisfaction levels with the arrangements for allocating SFA were lowest in November (68%). Satisfaction expressed in Q3 2014/15 (72%) is the same as the level expressed in Q2 2014/15 however is lower than the satisfaction expressed in Q4 2013/14 (77%).

Figure 14 Satisfaction with the arrangements for allocating SFA

Percentage of respondents

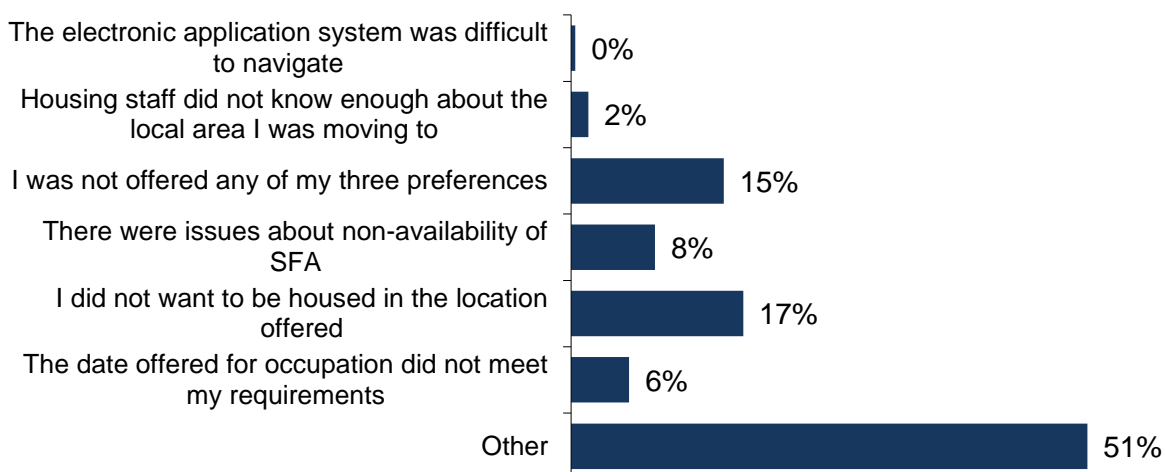


All respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked which aspect they were most dissatisfied with; the electronic application system was difficult to navigate, housing staff did not know enough about the local area I was moving to, I was not offered any of my three preferences, there were issues about non-availability of SFA, I did not want to be housed in the location offered, the date offered for occupation did not meet my requirements, and an other option.

As shown below, 15% of customers state that the reason for dissatisfaction with the arrangements for allocating SFA was due to not being offered any of their three preferences, whilst 17% state the reason for dissatisfaction was because they did not want to be housed in the location offered. Around half of customers who expressed dissatisfaction indicated there were 'other' reasons behind this. These other reasons included; individual circumstances not being taken into account, not being able to view the property in person prior to moving in, and the properties allocated not being large enough for customers with children.

Figure 15 Reasons for dissatisfaction with the arrangements for allocating SFA

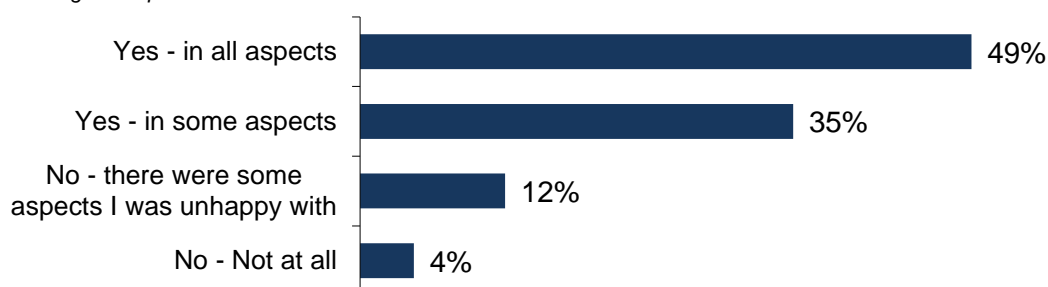
Percentage of respondents- base size 467



Since Q3 2014/15 all respondents were asked if the property they were allocated met their expectations. Overall around half of customers state that the property they were allocated met their expectation. 16% of customers indicate that the property did not meet expectations to some extent, with 4% of these customers stating it did not meet their expectations at all.

Figure 16 Did the allocated property meet expectations

Percentage of respondents- base size 600

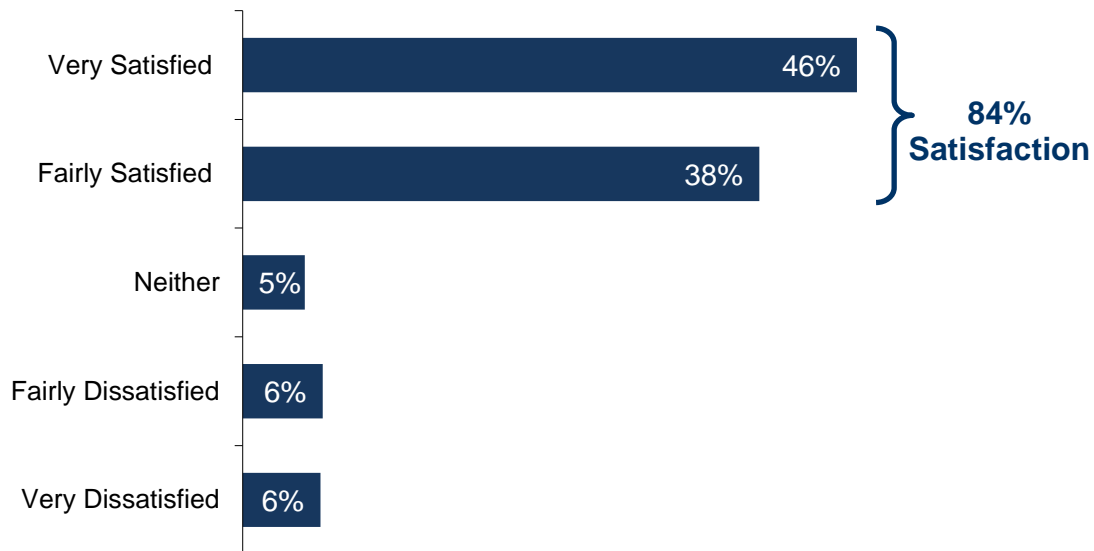


Move In

All respondents were asked how satisfied they are with the way their Move In was dealt with. As shown below, over eight out of ten (84%) customers express satisfaction with the way their Move In was dealt with, with 46% indicating that they are very satisfied. Only 12% express some degree of dissatisfaction.

Figure 17 Satisfaction with the way the Move In was dealt with

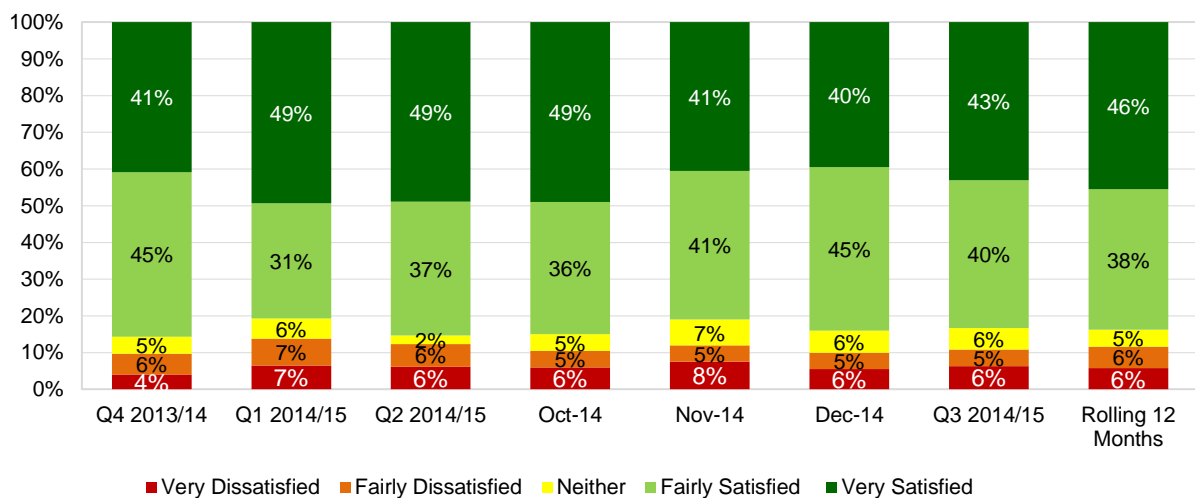
Percentage of respondents- base size 2400



As shown below, comparison of satisfaction levels with the way the Move In was dealt with by each month's data collection in Q3 2014/15 shows little variation in satisfaction and dissatisfaction; 85% of customers expressed satisfaction in October compared to 81% in November. Satisfaction expressed in Q3 2014/15 (83%) is also similar to previous quarter's results.

Figure 18 Satisfaction with the way the Move In was dealt with

Percentage of respondents

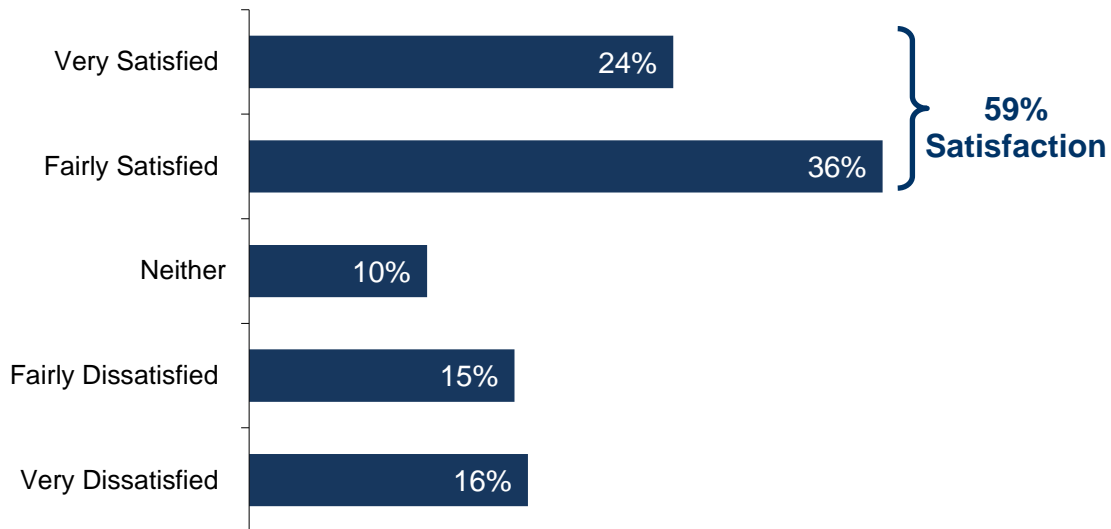


Repairs and maintenance

59% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with around a quarter of customers expressing they are very satisfied. 31% of customers indicated some degree of dissatisfaction. It is worth noting that this is the highest level of dissatisfaction expressed by customers in this survey.

Figure 19 Satisfaction with the way the contractor deals with repairs and maintenance issues

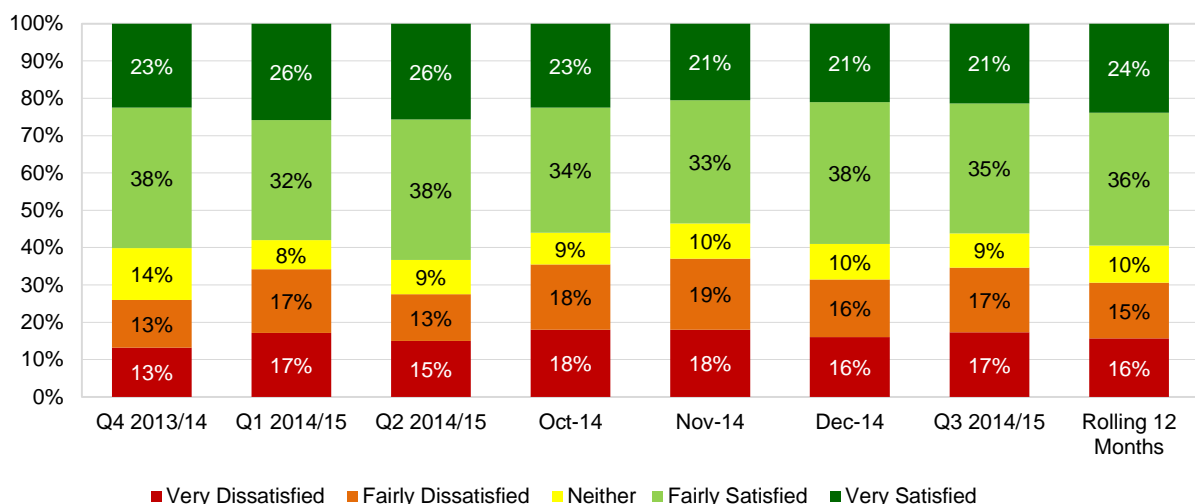
Percentage of respondents- base size 2400



When looking at each month of data collection in Q3 2014/15 it shows a high degree of variation in satisfaction levels; 54% of customers expressed satisfaction in November compared to 59% of customers in December. At 56%, the overall satisfaction level expressed in Q3 2014/15 is lower than the level of satisfaction expressed in the previous three quarters.

Figure 20 Satisfaction with the way the contractor deals with repairs and maintenance issues

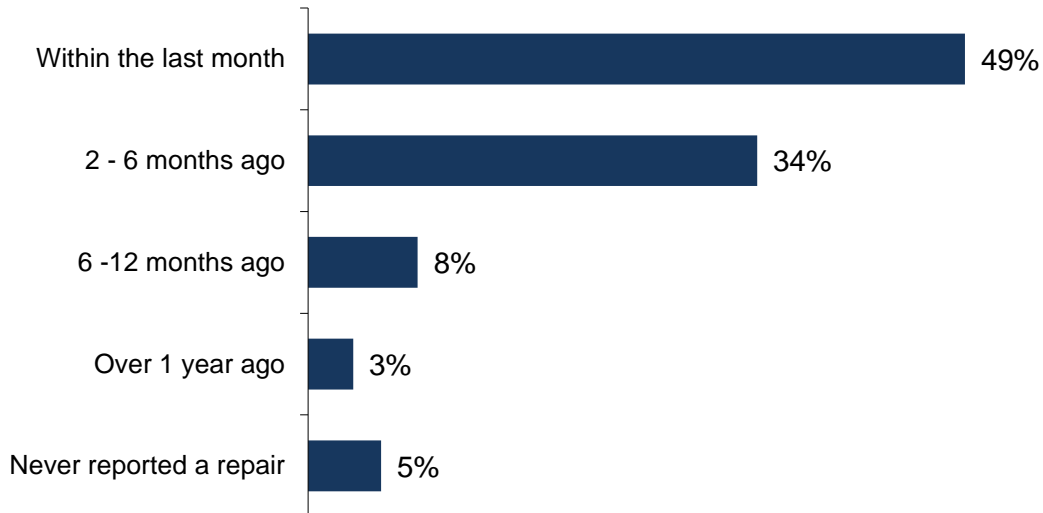
Percentage of respondents



All respondents were asked when they last had contact with a Help Desk to report a repair or maintenance issue. As shown below, 49% of customers have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Around one third (34%) have reported a repair or maintenance issue within the last 6 months. Whilst 5% indicated that they have never reported a repair.

Figure 21 Last contacted a Help Desk to report repair or maintenance issue

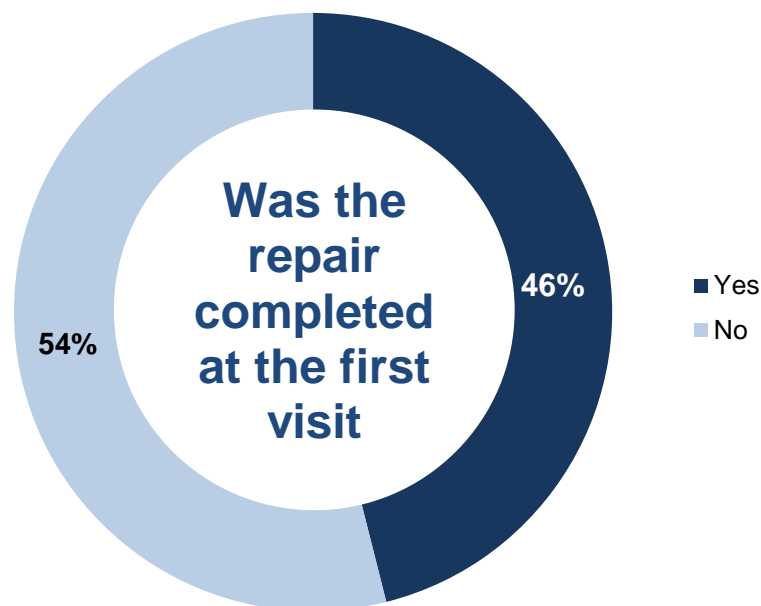
Percentage of respondents- base size 2399



Since Q3 2014/15 customers who stated that they have contacted a Help Desk to report a repair were asked if that last repair was completed at the first visit. As shown below, less than half of customers (46%) indicate that the last repair was completed at the first visit.

Figure 22 Was the repair completed at the first visit

Percentage of respondents- base size 584



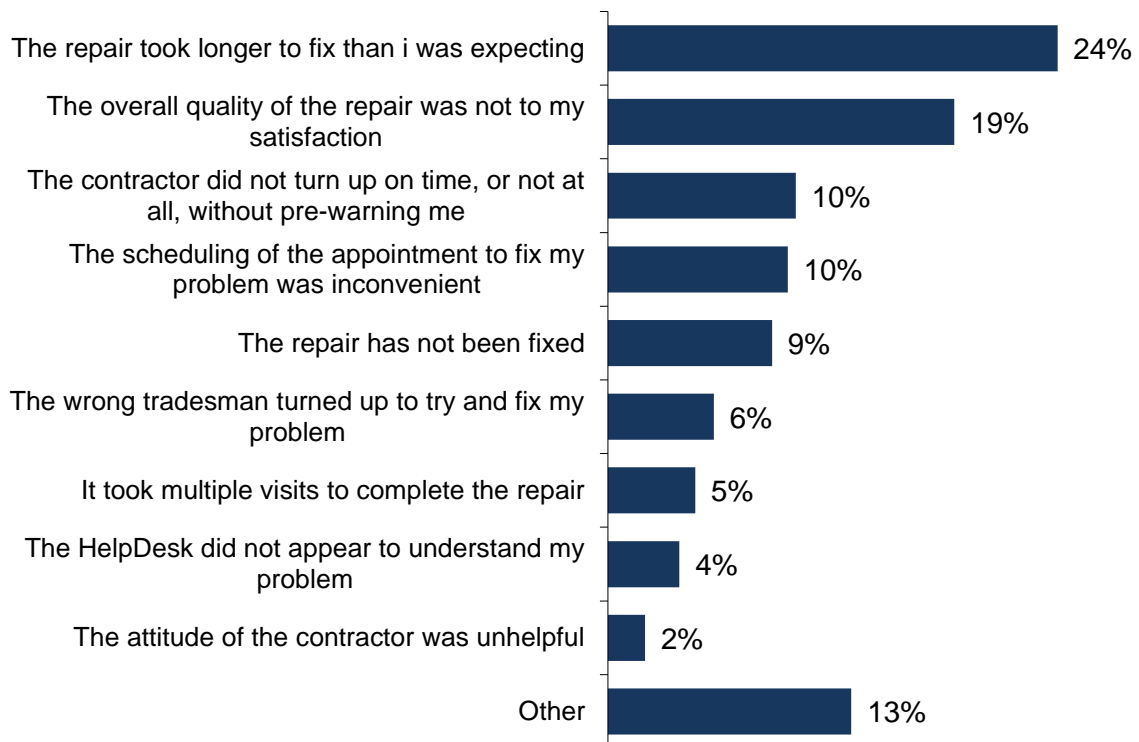
All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked which aspect they were most dissatisfied with;

- ◆ The Help Desk did not appear to understand my problem
- ◆ The scheduling of the appointment to fix my problem was inconvenient
- ◆ The contractor did not turn up on time, or not at all, without pre-warning me
- ◆ The attitude of the contractor was unhelpful
- ◆ The overall quality of the repair was not to my satisfaction
- ◆ It took longer to repair than I was expecting
- ◆ It took multiple visits to complete the repair
- ◆ The repair has not been fixed
- ◆ An other reason

As shown below, 24% of customers who are dissatisfied with the way the contractor deals with repairs and maintenance issues indicated that the main reason for dissatisfaction is that the repair took longer than expected, while 19% indicated dissatisfaction was due to the overall quality of the repair not being to their satisfaction.

Figure 23 Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues

Percentage of respondents- base size 347

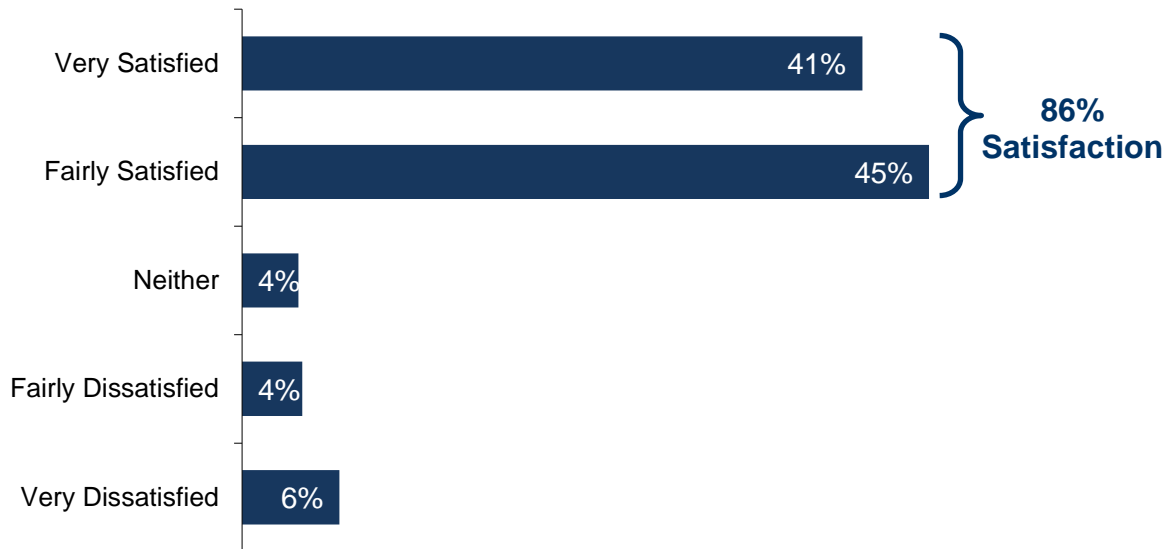


Move Out

All respondents who have experienced a Move Out were asked how satisfied they are with the way the Move Out was dealt with. As shown below, 86% of customers express satisfaction with the way the Move Out was dealt with, with 41% very satisfied. Only 10% indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed by customers in this survey.

Figure 24 Satisfaction with the way the Move Out was dealt with

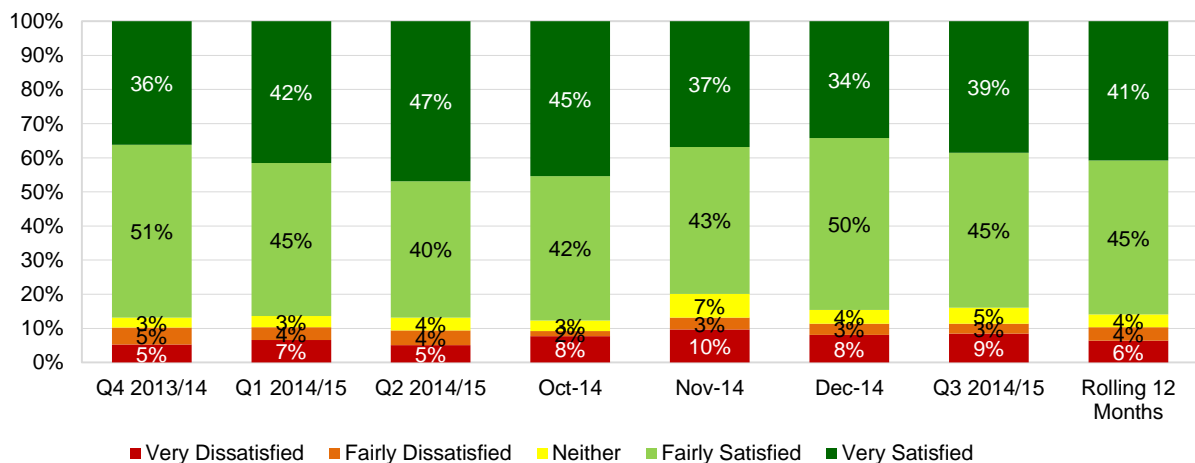
Percentage of respondents - base size 1594 – non applicable removed



When analysing the results by each month's data collection in Q3 2014/15 it shows a high degree of variation in satisfaction levels; 88% of customers expressed satisfaction in October, compared to 80% in November. At 84%, the overall satisfaction level expressed in Q3 2014/15 is lower than that expressed in all three previous quarters.

Figure 25 Satisfaction with the way the Move Out was dealt with

Percentage of respondents - non applicable removed

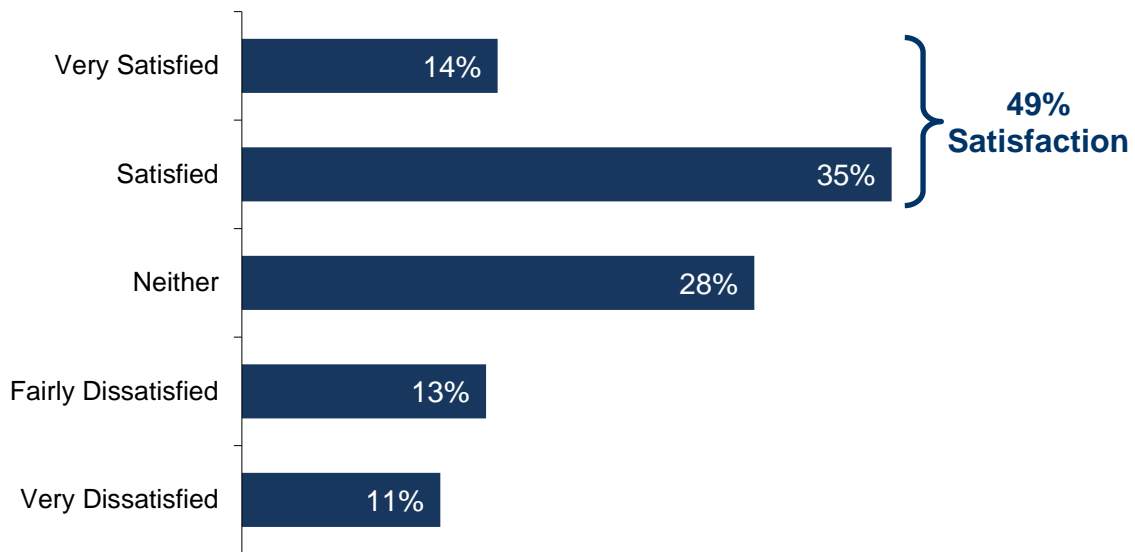


Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, only 49% of customers express they are satisfied that DIO Accommodation listen to views and act upon them, with only 14% expressing they are very satisfied. This is the lowest level of satisfaction expressed by customers in this survey. 24% of customers indicate they are dissatisfied that DIO Accommodation listen to views and act upon them. This is also one of the highest levels of dissatisfaction expressed by customers in this survey.

Figure 26 Satisfaction that DIO Accommodation listens to views and acts upon them

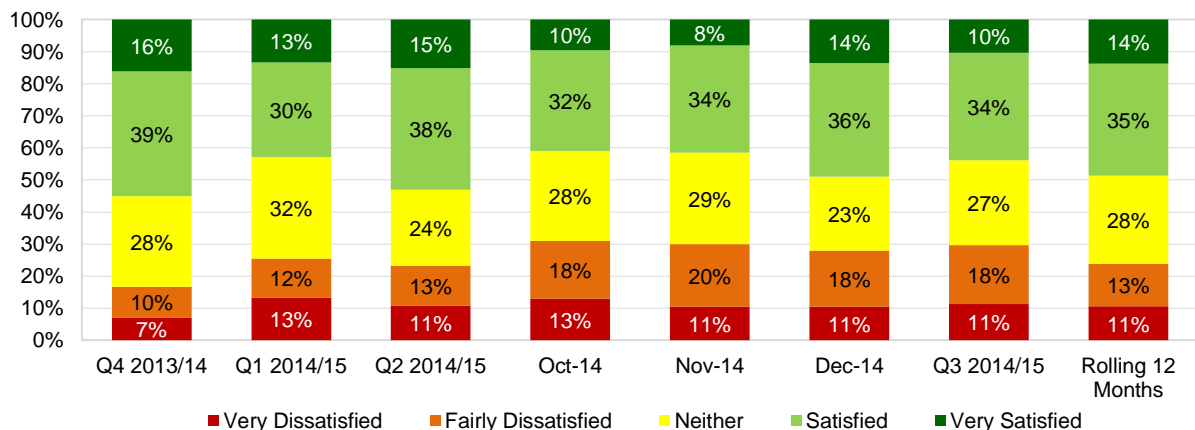
Percentage of respondents- base size 2400



When comparing satisfaction levels from each month's data collection in Q3 2014/15 it shows that satisfaction was highest in December (49%). The overall satisfaction level in Q3 2014/15 (44%) is lower than the previous quarter's level of satisfaction (53%), although it is similar to the level of satisfaction expressed in Q1 2014/15 (43%).

Figure 27 Satisfaction that DIO Accommodation listens to views and acts upon them

Percentage of respondents

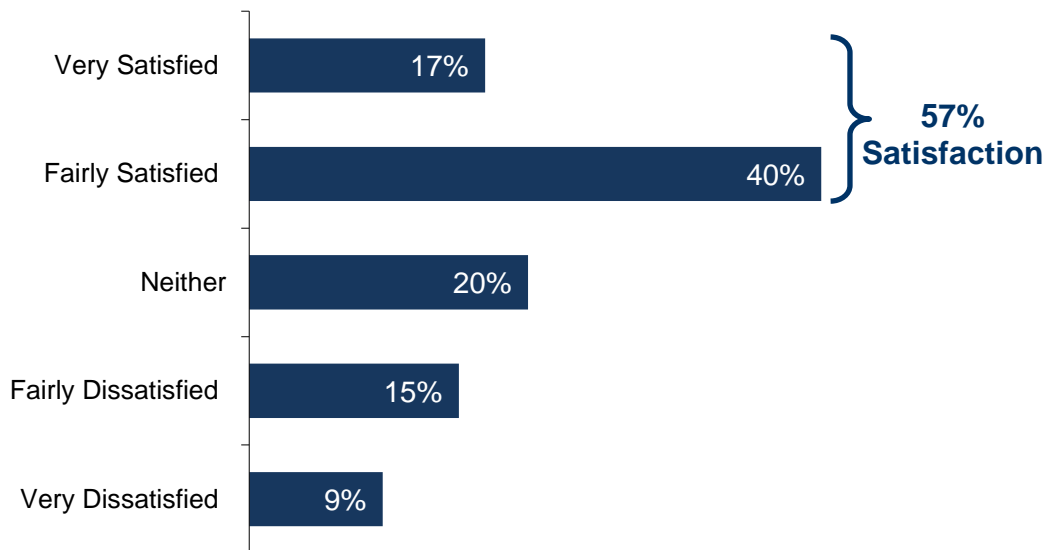


Opportunity to make views known

Since Q3 2014/15 all respondents were asked how satisfied or dissatisfied they are that DIO Accommodation gives them the opportunity to make their views known. Overall 57% of customers are satisfied that DIO accommodation gives them the opportunity to make their views known. Nearly one quarter (24%) indicate some degree of dissatisfaction, whilst 20% indicate they are neither satisfied nor dissatisfied. It should be noted that this is one of the lowest levels of satisfaction and one of the highest levels of dissatisfaction expressed by customers in this survey.

Figure 28 Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

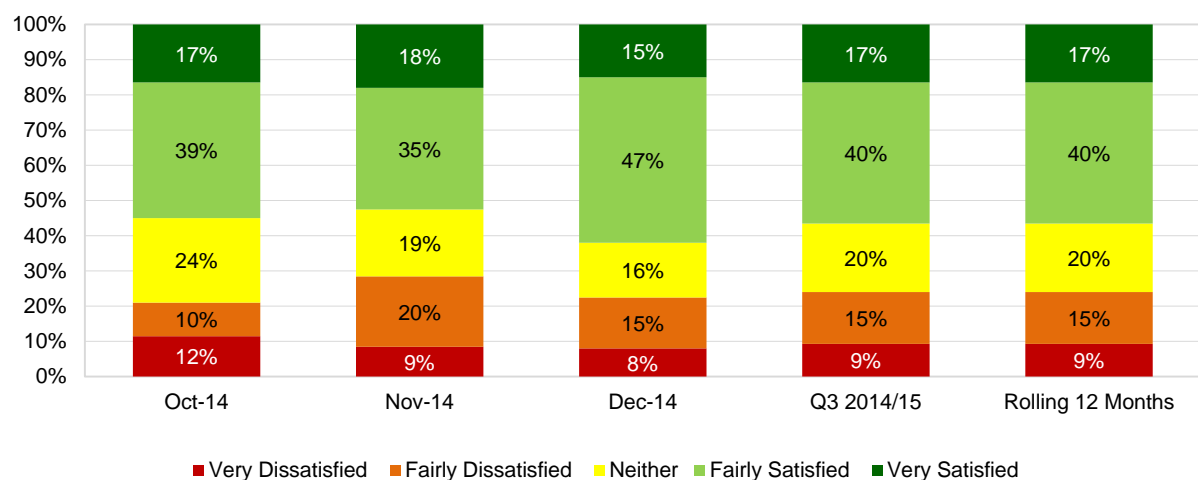
Percentage of respondents- base size 600



When comparing satisfaction levels from each month's data collection in Q3 2014/15 it shows that satisfaction levels have varied with satisfaction highest in December (62%), and lowest in November (53%).

Figure 29 Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

Percentage of respondents

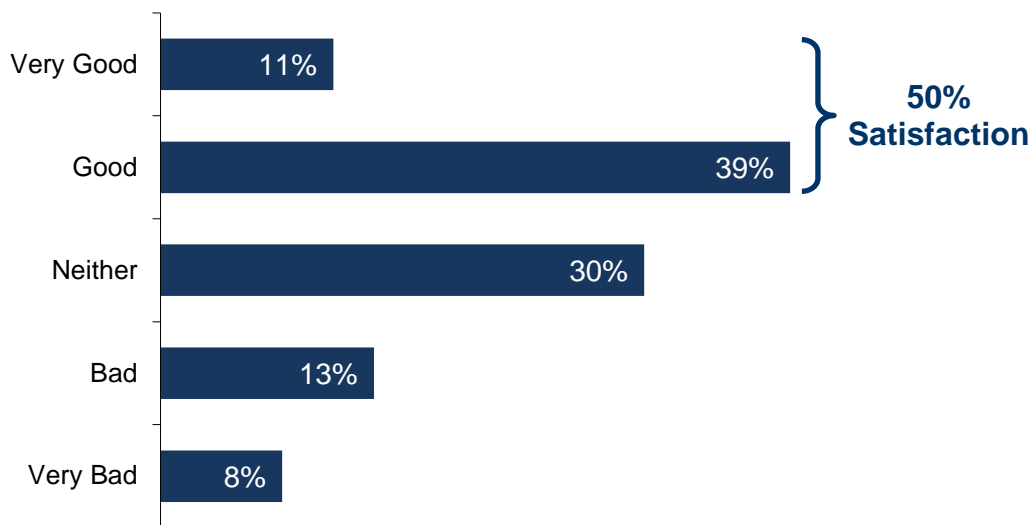


Keeping customers informed

Since Q3 2014/15 all respondents were asked how good or bad DIO accommodation are at keeping customers informed about issues that might affect them as a customer. Overall 50% of customers feel that DIO Accommodation are good at keeping them informed about things that might affect them, with only 11% stating they are very good at this. 21% of customers state that DIO Accommodation are bad at keeping customers informed.

Figure 30 How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

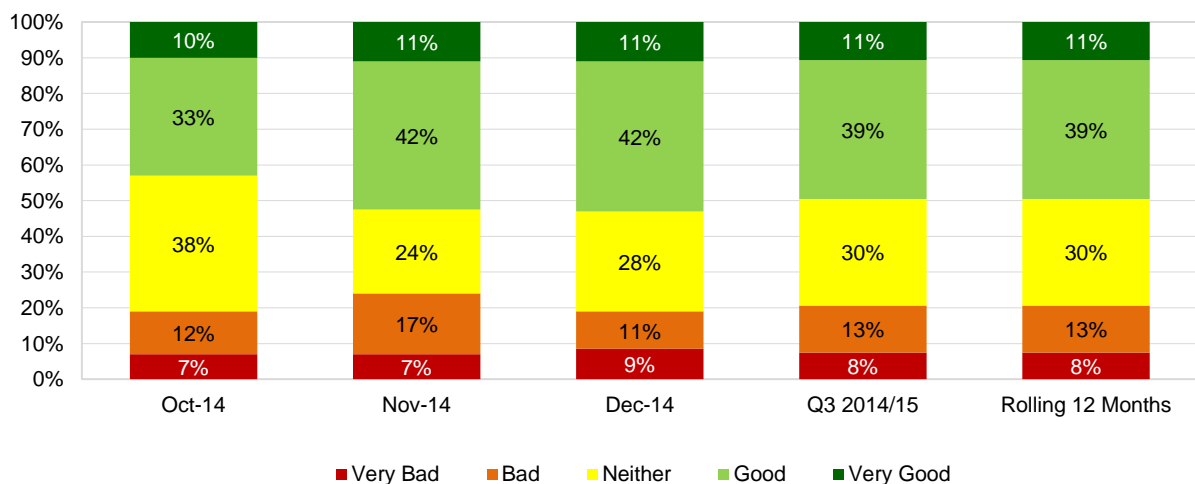
Percentage of respondents- base size 600



When comparing the same result from each month's data collection in Q3 2014/15 it shows that October (43%) had the lowest proportion of customer's who state that DIO Accommodation are good at keeping customers informed.

Figure 31 How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

Percentage of respondents

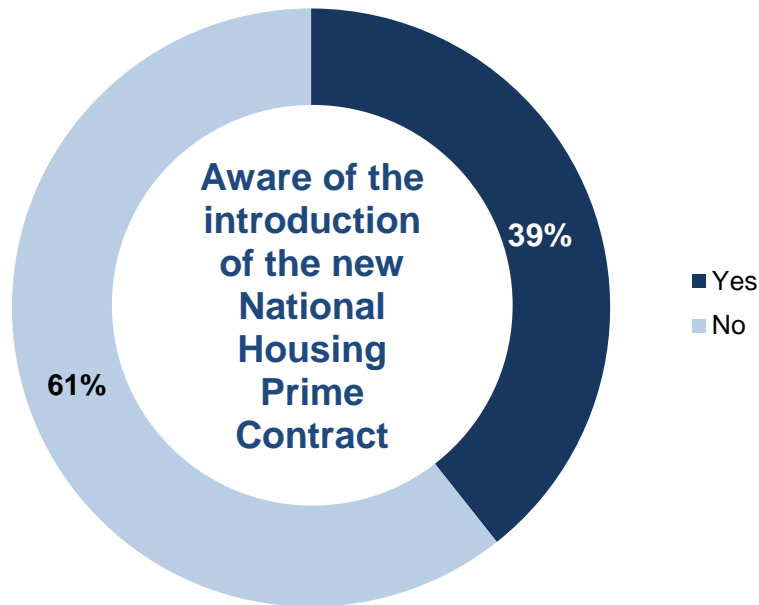


Communications awareness

Since Q3 2014/15 all respondents were asked if they were aware of the introduction of the New National Housing Prime Contract, of which 39% of customers state they are aware of the introduction of the new National Housing Prime Contract.

Figure 32 Aware of the introduction of the new National Housing Prime Contract

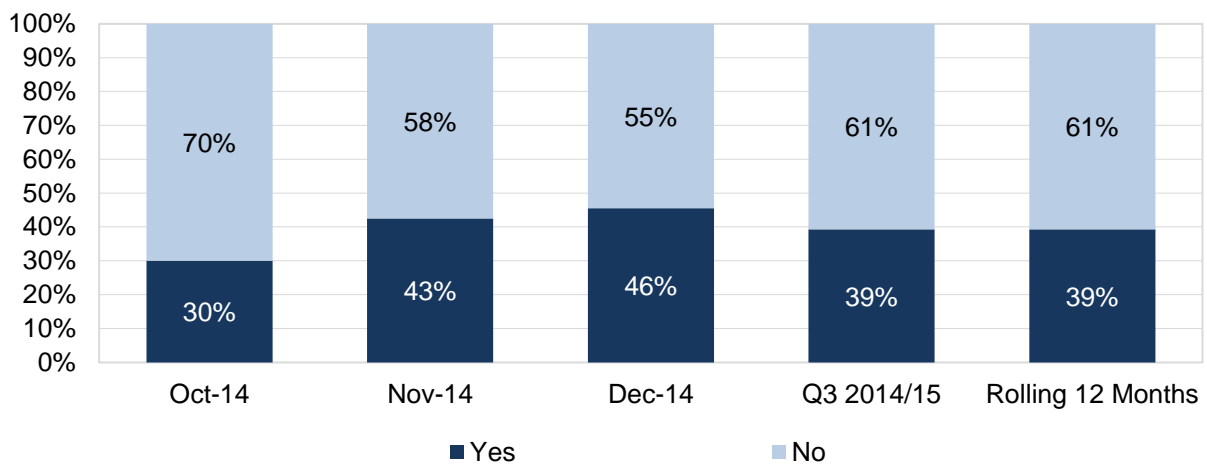
Percentage of respondents- base size 600



When comparing the same result by each month's data collection in Q3 2014/15 it shows a steady increase in the proportion of customers who state that they are aware of the introduction of the new National Housing Prime Contract; 30% indicated awareness in October, while 46% indicated awareness in December.

Figure 33 Aware of the introduction of the new National Housing Prime Contract

Percentage of respondents

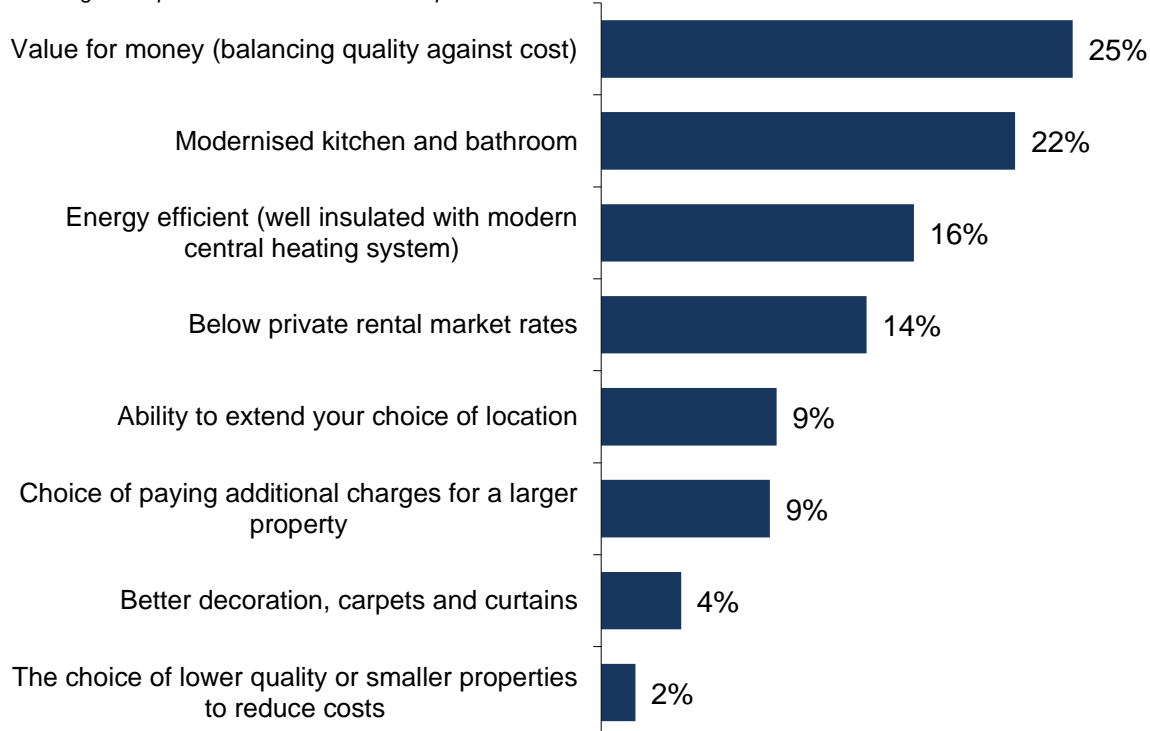


SFA Priorities

All respondents were asked to select, from a list of 8 choices, which would be their top priority. As shown below, with around one quarter of customers stating it as their top preference, customers indicate value for money is their top priority for Service Family Accommodation. Although a similar proportion of customers state that a modernised kitchen and bathroom is their top priority for Service Family Accommodation. The lowest priority for customers would be the choice of lower quality or smaller properties to reduce costs.

Figure 34 Priorities for Service Family Accommodation

Percentage of respondents- base size 2311 – no preference removed



Appendices

Appendix 1 – Survey Q4 2013/14 – Q2 2014/15

13076 Ministry of Defence Customer Satisfaction Tracker Survey

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is and I am calling from M·E·L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ: Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?**

If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)

M·E·L is an independent market research company that undertakes surveys on behalf of clients nationally. More details about M·E·L can be found here www.m-e-l.co.uk

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q3 How satisfied or dissatisfied are you with the overall quality of your home?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q7a Why are you most dissatisfied with the arrangements for allocating SFA?

- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

(please specify)

Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9a When did you last call a HelpDesk to report a repair and maintenance issue?

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

Q9b Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient
- The contractor did not turn up on time, or not at all, without pre-warning me
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction

- It took longer to repair than I was expecting
 Other
(please specify)

Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied
 Not Applicable

Q11 How satisfied or dissatisfied are you that DIO Ops Accommodation listens to your views and acts upon them?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q11a When was the last time you contacted DIO accommodation or heard from them?

- Within the last month
 2 - 6 months ago
 6 - 12 months ago
 Over 1 year ago
 Never contacted DIO accommodation

Q11b Thinking about the time you contacted DIO accommodation, why do you think they did not listen to your views, nor act upon them?

Q11c How would you prefer DIO accommodation to communicate with you?

- Email

- Telephone
- In writing
- Visit to your home by staff
- Open meetings
- Text / SMS
- Newsletter
- Social media
- Website
- Other

(please specify)

Q11d How often should DIO accommodation communicate directly to you?

- Weekly
- Fortnightly
- Monthly
- Once every 2 - 3 months
- Once every 3 - 6 months
- Once every 6 months - 1 year
- 1 year +

Q12a Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:

[TOP PRIORITY]

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

Q12b Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:

[SECOND PRIORITY]

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property

- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

**Q12c Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:
[THIRD PRIORITY]**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

Thank you for your time, Your feedback is extremely valuable to the Ministry of Defence and will help improve the housing services provided.

Appendix 2 – Survey Q3 2014/15

13076 Ministry of Defence Customer Satisfaction Tracker Survey (From October 2014)

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is and I am calling from M-E-L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ:** Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?

If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)

M-E-L is an independent market research company that undertakes surveys on behalf of clients nationally. More details about M-E-L can be found here www.m-e-l.co.uk

Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?

Q1

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q3 How satisfied or dissatisfied are you with the overall quality of your home?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q7a Why are you most dissatisfied with the arrangements for allocating SFA?

- The electronic application system was difficult to navigate
- Housing staff did not know enough about the local area I was moving to
- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

(please specify)

Q7b Did the property you were allocated meet your expectations?

- Yes - in all aspects
- Yes - in some aspects
- No - there were some aspects I was unhappy with
- No - Not at all

Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9a When did you last call a HelpDesk to report a repair and maintenance issue?

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

Q9b Was the repair completed at the first visit?

- Yes
- No

Q9c Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient
- The contractor did not turn up on time, or not at all, without pre-warning me
- The wrong tradesman turned up to try and fix my problem
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction
- The repair took longer to fix than i was expecting
- It took multiple visits to complete the repair

- The repair has not been fixed
 - Other
- (please specify)

Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q11 DIO Accommodation tries to involve its customers in shaping the service it provides. Thinking about when this happens...

How satisfied or dissatisfied are you that DIO Accommodation gives you the opportunity to make your views known?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q11a How satisfied or dissatisfied are you that DIO Accommodation listens to your views and acts upon them?

- Very Satisfied
- Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q11b How good or bad are DIO Accommodation in keeping you informed about issues that might affect you as a customer?

- Very Good
- Good
- Neither
- Bad
- Very Bad

Q12 Are you aware of the introduction of new National Housing Prime Contract?

- Yes
- No

Q13 Thinking about Service Family Accommodation overall, which of the following list would be your top priority:

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)
- No preference

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