

# Using evidence to shape better services



Ministry  
of Defence

DIO Accommodation customer  
satisfaction tracker survey  
Q2 2015/16  
Final Report

**October 2015**

Wastes &  
resources  
management



Community  
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Local  
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**Measurement ♦ Evaluation ♦ Learning**

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## 1) Project details and acknowledgements

|                         |   |
|-------------------------|---|
| <b>Title</b>            | DIO Accommodation customer satisfaction tracker survey Q2 2015/16 |
| <b>Client</b>           | DIO Accommodation   |
| <b>Project number</b>   | 15067   |
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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 5,603 interviews being conducted so far. 600 interviews were conducted in Q2 2015/16. This report shows the findings from the 2,400 interviews conducted between Q3 2014/15 and Q2 2015/16.

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.

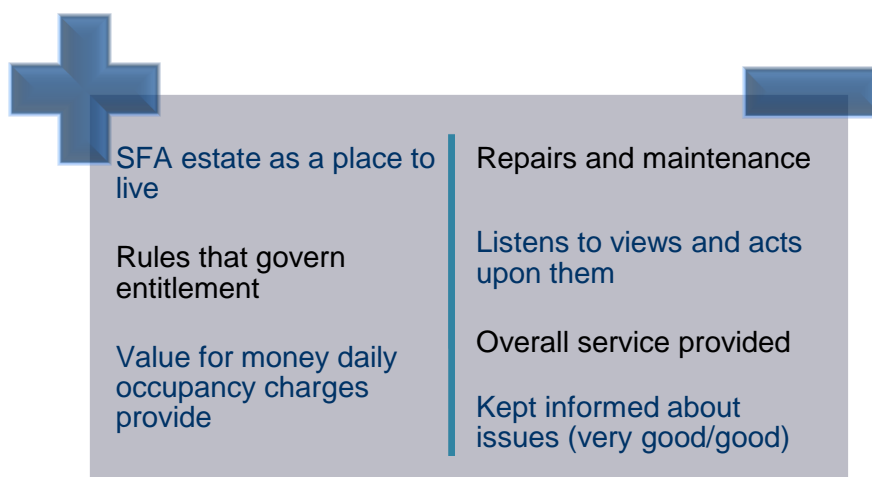
### 3) Summary

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, 66% of customers are satisfied, and 20% dissatisfied, with the service provided by DIO Accommodation and its contractors. Satisfaction expressed for this quarter (65%) has decreased by 5% since last quarter (70%).
- ◆ 85% of customers are satisfied, and 9% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction expressed in this quarter (84%) is consistent with the previous quarter (86%).
- ◆ 73% of customers express satisfaction with the **overall quality of their home**, while 18% express dissatisfaction. Satisfaction expressed in this quarter (73%) is similar to that of the previous three quarters (73%-74%).
- ◆ 86% of customers are satisfied, and 9% dissatisfied, with the **SFA estate as place to live**. This is the **highest level of satisfaction** expressed in this survey. Satisfaction expressed in this quarter (84%) is slightly lower than the previous three quarters. (86%-87%).
- ◆ 72% of customers are satisfied, and 19% dissatisfied, with **the upkeep of communal areas**. Satisfaction expressed in this quarter (74%) is in line with the previous quarter (74%) and slightly higher than Q3 2014/15 (70%) and Q4 2014/15 (69%).
- ◆ 86% of customers are satisfied, and 8% dissatisfied, with **the value for money that daily occupancy charges provide**. This is the **lowest level of dissatisfaction** expressed in this survey. Satisfaction in this quarter (83%) is in line with the Q1 2015/16 (84%), however lower than Q3 and Q4 2014/15 (90% and 86%, respectively).
- ◆ 75% of customers are satisfied, and 18% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction expressed in Q2 2015/16 (73%) is lower than the previous two quarters (77%-79%) and consistent with Q3 2014/15 (72%).
- ◆ 80% of customers are satisfied and 15% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter (76%) is slightly lower than the previous three quarters (79%-83%).
- ◆ 54% of customers are satisfied, and 33% dissatisfied, with the **way the contractor deals with repairs and maintenance issues**. This the **highest level of dissatisfaction** expressed by customers for all of the aspects rated in this survey. Satisfaction expressed in this quarter (49%) is lower than the previous three quarters (54-56%).
- ◆ 84% of customers are satisfied, and 11% dissatisfied, with the **way the 'Move Out' is dealt with**. Satisfaction expressed in this quarter (83%) is consistent with that expressed in Q1 2015/16 (82%) and Q3 2014/15 (84%) but lower than that expressed in Q4 2014/15 89.

- ◆ Overall 62% of customers are satisfied that **DIO accommodation gives them the opportunity to make their views known** and 18% indicate some degree of dissatisfaction. The overall satisfaction level in Q2 2015/16 (62%) is lower than the previous quarter (67%).
- ◆ Only 47% of customers are satisfied, and 23% dissatisfied, that **DIO Accommodation listens to views and acts upon them**. This is the **lowest level of satisfaction** expressed throughout the survey. Satisfaction expressed in Q2 2015/16 (49%) is similar to Q1 2014/15 (51%) and higher than Q4 and Q3 2014/15 (46% and 44%, respectively).
- ◆ Overall 48% of customers feel that DIO Accommodation are good (very good and good combined) at **keeping customers informed** and 18% of customers state that DIO Accommodation is bad (bad and very bad combined) at it. The proportion of satisfied customers in Q2 2015/16 (53%) is higher than all three previous quarters (50%; 43%; 48%).

Results from this Q2 2015/16, remain largely consistent with the previous quarter. From looking at which areas produced the highest and lowest levels of satisfaction, the diagram below summarises key areas of successes and areas where there is room for improvement.



| Question   | Satisfaction  |               |               |            |            |            |               |                         |
|--|---------------|---------------|---------------|------------|------------|------------|---------------|-------------------------|
|  | Q3<br>2014/15 | Q4<br>2014/15 | Q1<br>2015/16 | Jul-<br>15 | Aug-<br>15 | Sep-<br>15 | Q2<br>2015/16 | Rolling<br>12<br>Months |
| Overall service provided                           | 67%           | 64%           | 70%           | 66%        | 64%        | 65%        | 65%           | 66%                     |
| Rules that govern entitlement                      | 83%           | 86%           | 86%           | 83%        | 82%        | 86%        | 84%           | 85%                     |
| Quality of home                                    | 74%           | 73%           | 74%           | 75%        | 73%        | 73%        | 73%           | 73%                     |
| SFA estate as a place to live                      | 86%           | 87%           | 87%           | 87%        | 85%        | 79%        | 84%           | 86%                     |
| Upkeep of communal areas                           | 70%           | 69%           | 74%           | 77%        | 71%        | 73%        | 74%           | 72%                     |
| Value for money daily<br>occupancy charges provide | 90%           | 86%           | 84%           | 85%        | 82%        | 82%        | 83%           | 86%                     |
| Arrangements for allocating SFA                    | 72%           | 79%           | 77%           | 71%        | 71%        | 76%        | 73%           | 75%                     |
| Move In was dealt with                             | 83%           | 79%           | 81%           | 81%        | 76%        | 70%        | 76%           | 80%                     |
| Repairs and maintenance                            | 56%           | 55%           | 54%           | 50%        | 49%        | 47%        | 49%           | 54%                     |
| Move Out was dealt with                            | 84%           | 89%           | 82%           | 84%        | 83%        | 81%        | 83%           | 84%                     |
| Opportunity to make views<br>known                 | 57%           | 61%           | 67%           | 65%        | 53%        | 68%        | 62%           | 62%                     |
| Listens to views and acts upon<br>them             | 44%           | 46%           | 51%           | 50%        | 46%        | 51%        | 49%           | 47%                     |
| Kept informed about issues<br>(very good/good)     | 50%           | 43%           | 48%           | 52%        | 59%        | 49%        | 53%           | 48%                     |

| Question   | Dissatisfaction |               |               |            |            |            |               |                         |
|--|-----------------|---------------|---------------|------------|------------|------------|---------------|-------------------------|
|  | Q3<br>2014/15   | Q4<br>2014/15 | Q1<br>2015/16 | Jul-<br>15 | Aug-<br>15 | Sep-<br>15 | Q2<br>2015/16 | Rolling<br>12<br>Months |
| Overall service provided                           | 17%             | 22%           | 17%           | 26%        | 21%        | 24%        | 24%           | 20%                     |
| Rules that govern entitlement                      | 11%             | 7%            | 8%            | 11%        | 12%        | 8%         | 10%           | 9%                      |
| Quality of home                                    | 17%             | 18%           | 18%           | 19%        | 19%        | 23%        | 20%           | 18%                     |
| SFA estate as a place to live                      | 8%              | 8%            | 9%            | 11%        | 10%        | 14%        | 11%           | 9%                      |
| Upkeep of communal areas                           | 21%             | 19%           | 14%           | 18%        | 23%        | 22%        | 21%           | 19%                     |
| Value for money daily<br>occupancy charges provide | 5%              | 7%            | 8%            | 10%        | 11%        | 11%        | 11%           | 8%                      |
| Arrangements for allocating SFA                    | 19%             | 15%           | 17%           | 18%        | 22%        | 17%        | 19%           | 18%                     |
| Move In was dealt with                             | 11%             | 15%           | 14%           | 14%        | 20%        | 23%        | 19%           | 15%                     |
| Repairs and maintenance                            | 35%             | 31%           | 29%           | 38%        | 33%        | 38%        | 36%           | 33%                     |
| Move Out was dealt with                            | 11%             | 8%            | 13%           | 11%        | 10%        | 11%        | 11%           | 11%                     |
| Opportunity to make views<br>known                 | 24%             | 18%           | 12%           | 18%        | 22%        | 14%        | 18%           | 18%                     |
| Listens to views and acts upon<br>them             | 30%             | 20%           | 20%           | 26%        | 22%        | 21%        | 23%           | 23%                     |
| Kept informed about issues<br>(very bad/bad)       | 21%             | 19%           | 17%           | 18%        | 15%        | 13%        | 15%           | 18%                     |

Yellow indicates the top three highest percentages and purple indicates the three lowest percentages.

## 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, 66% of customers living in Service Family Accommodation are; very (17%), or fairly (49%), satisfied with the service provided by DIO Accommodation and its contractors. A fifth (20%) of customers indicate some degree of dissatisfaction, which is one of the highest level of dissatisfaction expressed in this survey, whilst 14% 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

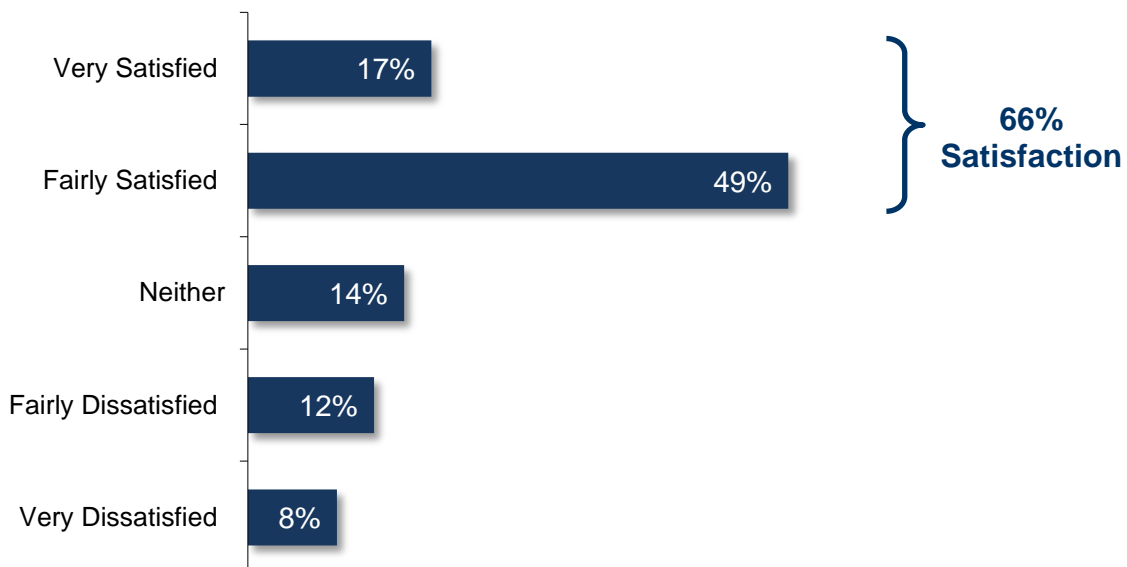
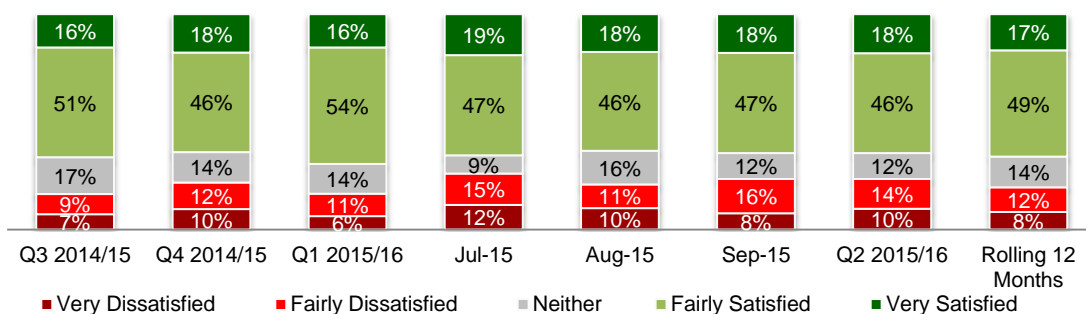


Figure 2 below shows, overall satisfaction in Q2 2015/16 has decreased by 5% compared to Q1 2015/16 with 65% and 70% reporting satisfaction respectively. When looking at the results on a month-by-month basis, there is little variation in satisfaction (64%-66%). Dissatisfaction rates has fluctuated slightly with around a quarter stating that they were either 'very' or 'fairly' dissatisfied in July (26%) and September (24%) and around a fifth (21%) in August.

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

85% of customers are satisfied with the rules that govern customer entitlement to SFA, with one-quarter (25%) indicating that they are 'very satisfied'. This is one of the highest levels of satisfaction expressed in this survey. Just under one in ten (9%) state that they are dissatisfied. This is one of the highest levels of satisfaction and lowest level of dissatisfaction expressed by customers for this survey.

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

Percentage of respondents- base size 2400

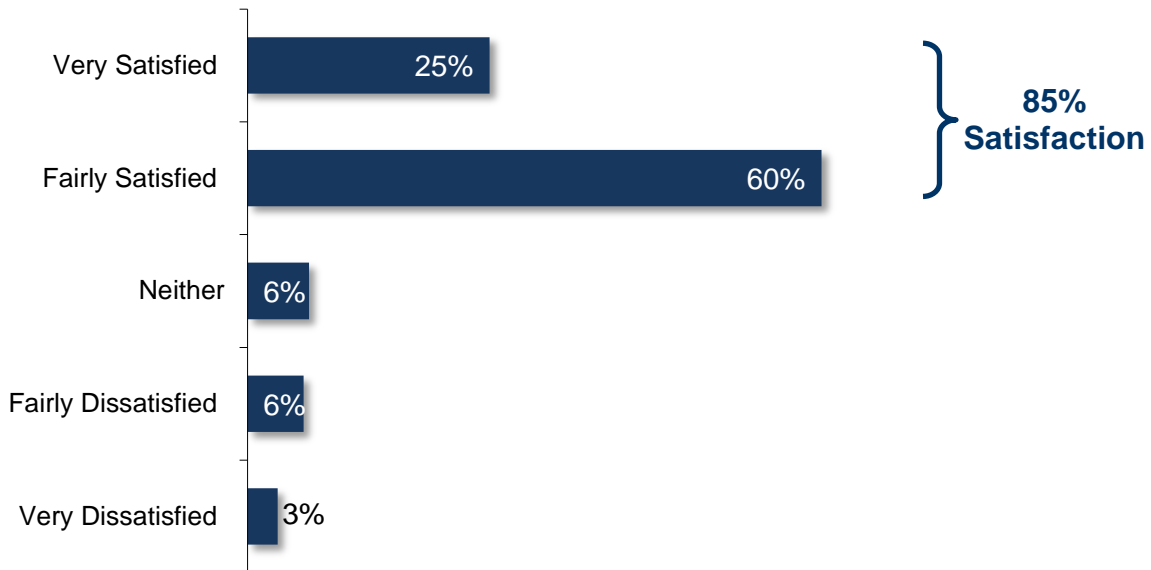
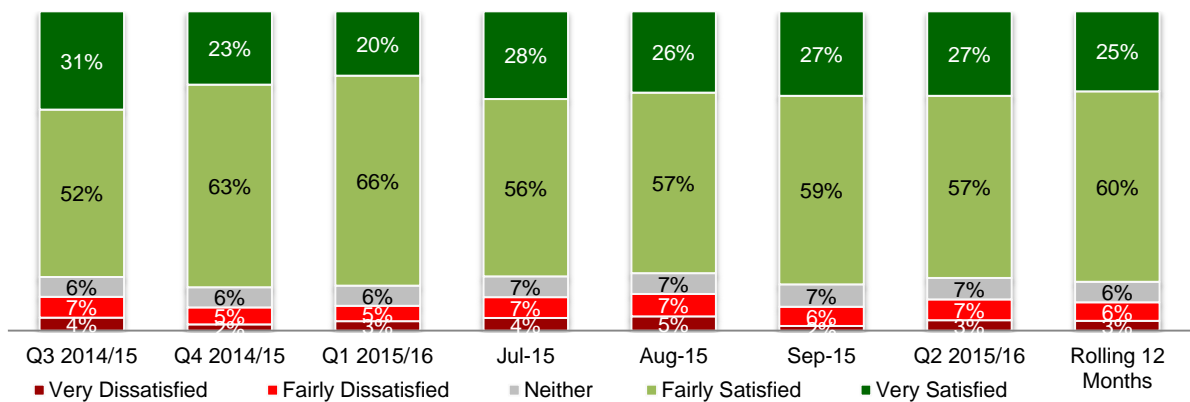


Figure 4 shows that at 84%, satisfaction in Q2 2015/16 is similar to the previous quarter (86%). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, satisfaction was lower in July (83%) and August (82%) with a slight increase in September (86%).

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

Percentage of respondents

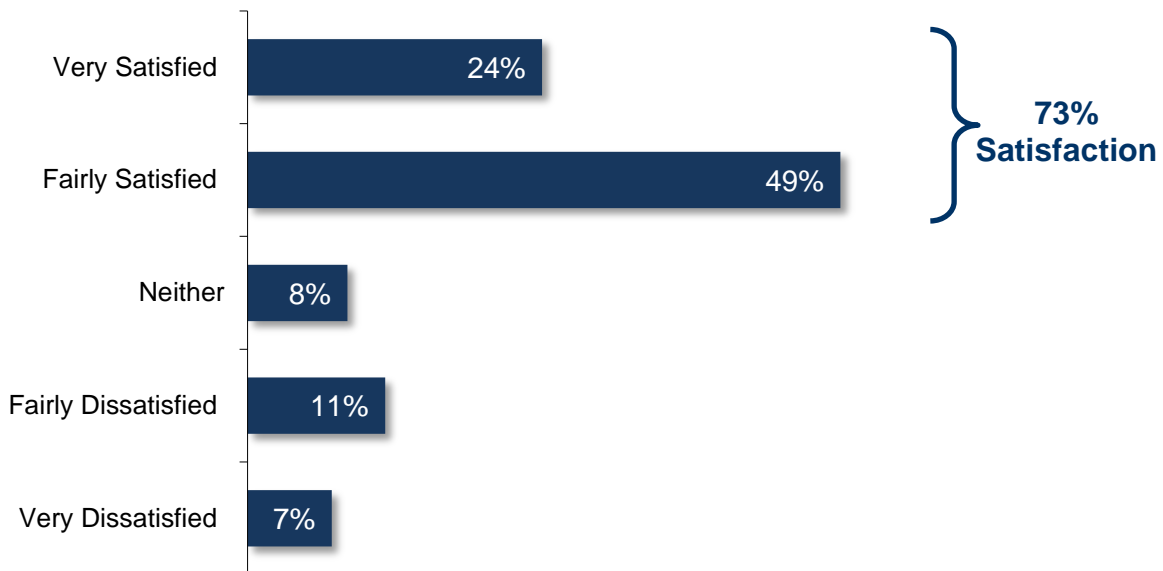


### Overall quality of home

Overall, nearly three-quarters (73%) of customers state that they are satisfied with the overall quality of their home, with around a quarter (24%) 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**

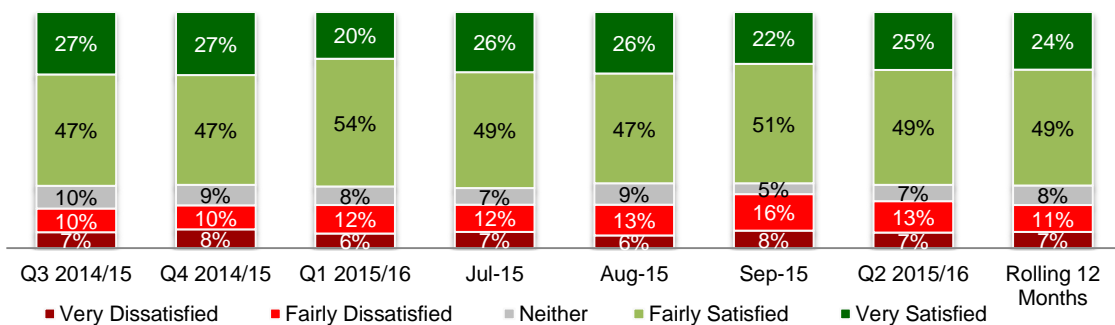
Percentage of respondents- base size 2400



Satisfaction expressed in this quarter Q2 2015/16 (73%) is similar to that of the previous three quarters (73%-74%). When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q2 2015/16, satisfaction remains consistently at around three-quarters (73%-75%). Dissatisfaction increases slightly in September to 23%, compared to 19% in the previous two months.

**Figure 6: Satisfaction with the overall quality of home**

Percentage of respondents

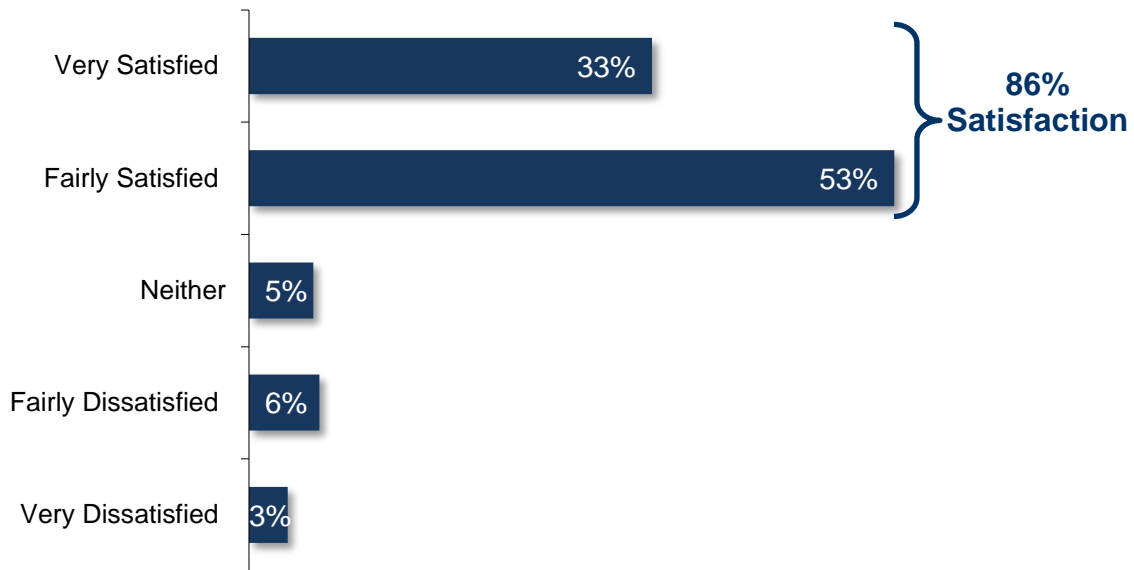


### SFA estate as a place to live

86% of customers are satisfied with the SFA estate as a place to live, with a third (33%) expressing that they are 'very satisfied'. This is the highest level of satisfaction expressed in this survey. Only 9% of customers express dissatisfaction. This is the highest level of satisfaction and second lowest level of dissatisfaction expressed by customers in this survey.

**Figure 7: Satisfaction with SFA estate as a place to live**

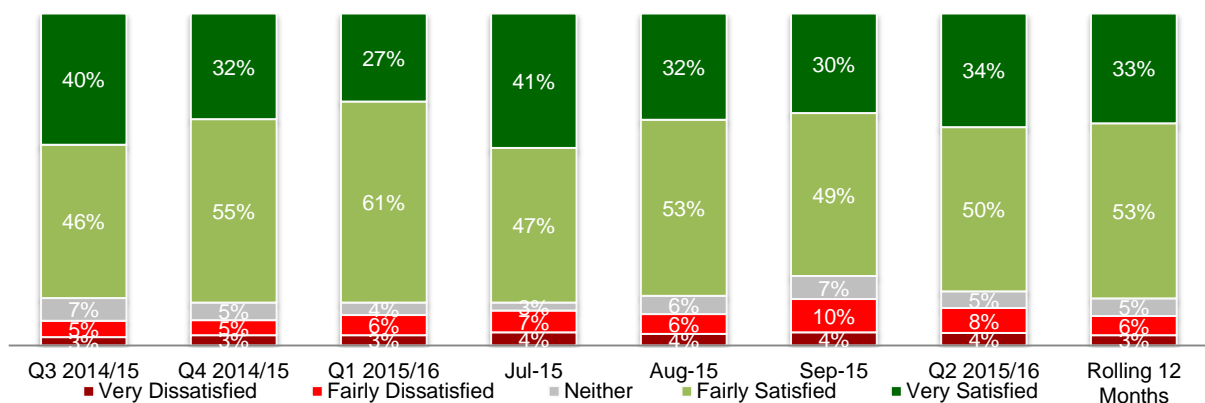
Percentage of respondents- base size 2400



As Figure 8 below illustrates, satisfaction has declined slightly compared to the previous three quarters with 84% reporting satisfaction Q2 2015/16 compared to a satisfaction rate of 86%-87% in the previous three quarters. When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, it shows that satisfaction has decreased over the three months starting with 87% in July, 85% in August and ending with 79% in September. This can be partly attributed to an increase in the proportion of those stating 'neither' across the three months.

**Figure 8: Satisfaction with SFA estate as a place to live**

Percentage of respondents

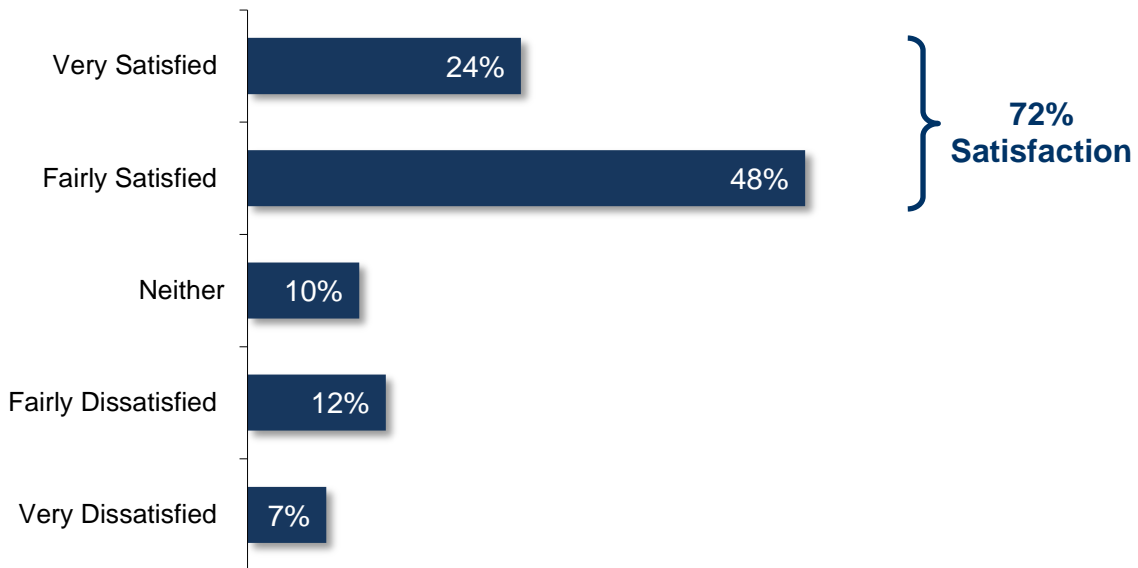


### Upkeep of communal areas

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 a quarter (24%) stating that they are 'very satisfied'. A fifth (19%) of customers indicate some degree of dissatisfaction, while 10% state they are neither satisfied nor dissatisfied.

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

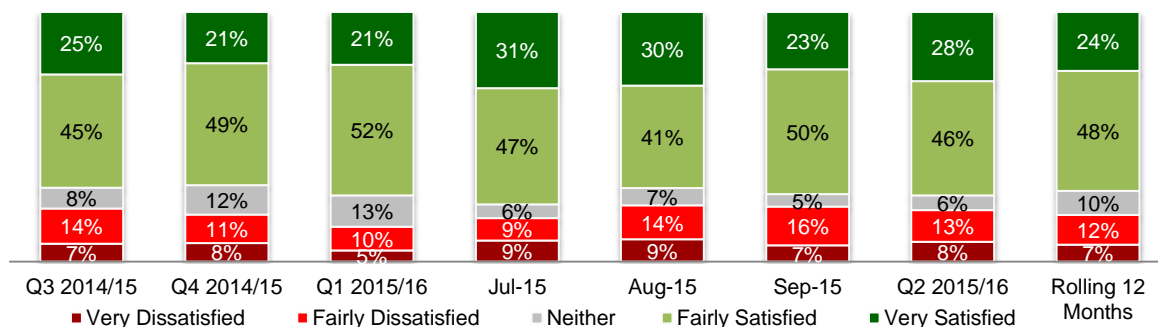
Percentage of respondents- base size 2400



Satisfaction levels expressed in Q2 2015/16 (74%) is in line with Q1 2015/16 (74%) and slightly higher than Q3 2014/15 (70%) and Q4 2014/15 (69%). Despite this, a greater proportion (21%) are dissatisfied compared to the previous quarter (14%) suggesting that there has been a shift down with a proportion of the 'neither' group filtering down into the 'dissatisfied' groups. When analysing the same results by each month's data collection in Q2 2015/16, it shows that satisfaction with the upkeep of communal areas was highest in July (77%) and slightly lower in August and September (71% and 73% respectively).

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

Percentage of respondents

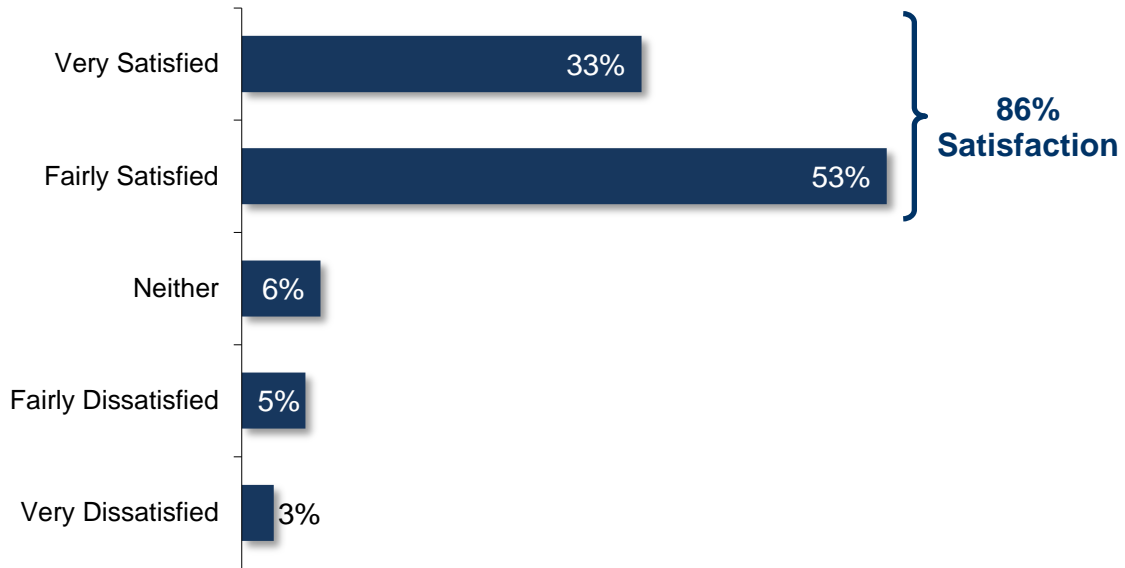


### Value for money daily occupancy charges provide

86% of customers are satisfied that their daily occupancy charge provides value for money, with a third (33%) expressing that they are 'very satisfied'. This is the second highest satisfaction rate expressed in this survey. Only 8% of customers express dissatisfaction in this area. This is one of the highest level of satisfaction and lowest level of dissatisfaction expressed by customers throughout this survey.

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

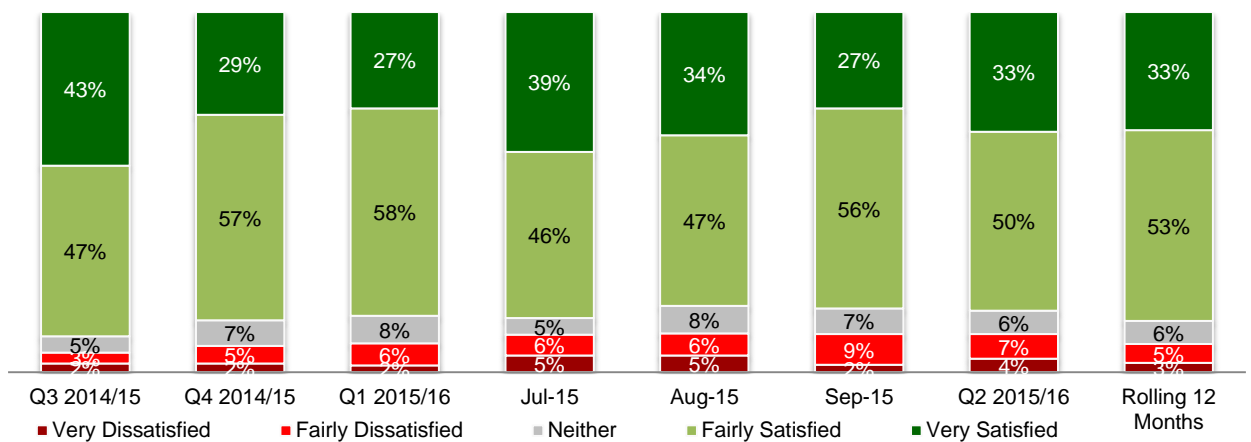
Percentage of respondents- base size 2341 – non applicable removed



Satisfaction in this quarter (83%) is in line with the Q1 2015/16 (84%), however lower than Q3 and Q4 2014/15 (90% and 86%, respectively). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction was highest in July (85%) and slightly lower for August and September (both 82%).

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

Percentage of respondents – non applicable removed

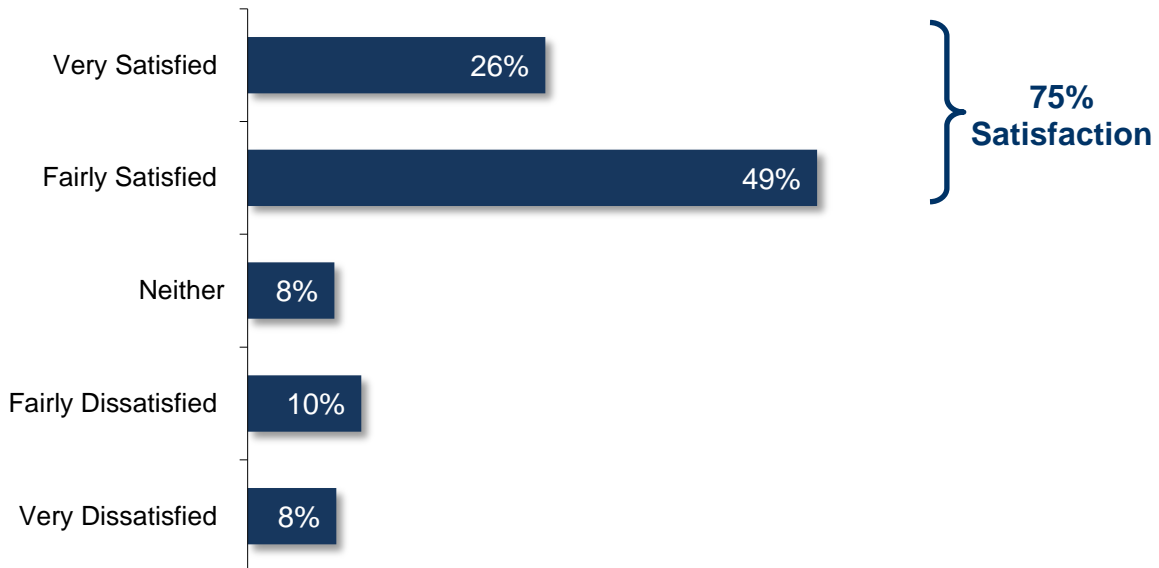


### Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, three quarters (75%) of customers report some degree of satisfaction, with 26% being 'very satisfied'. Nearly two in ten (18%) however express dissatisfaction in this area.

**Figure 13: Satisfaction with the arrangements for allocating SFA**

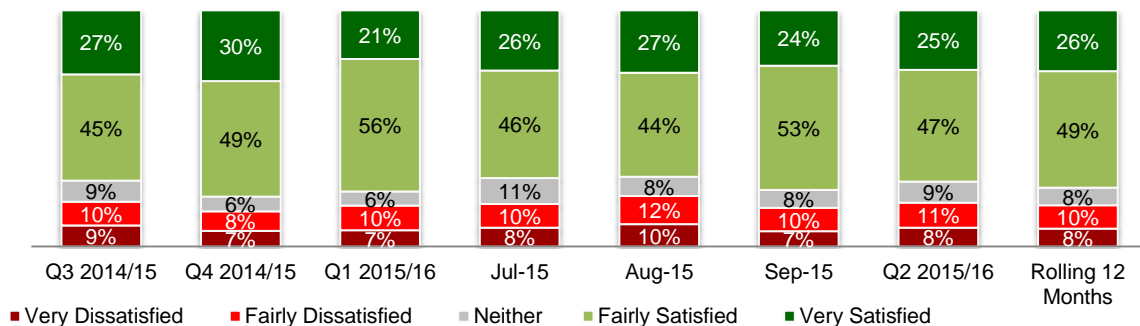
Percentage of respondents- base size 2400



Satisfaction rates is lower in this quarter (73%) is lower than the previous two quarters (77%-79%) and consistent with Q3 2014/15 (72%). Satisfaction was highest in September with 76% expressing satisfaction in comparison to July and August (both 71%).

**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.

As shown in Figure 15 overleaf, the key reasons for dissatisfaction with the arrangement for allocating SFA were linked to the accommodation offered with the two most common reasons being that they 'did not want

to be housed in the location offered' (19%) and 'not being offered any of their three preferences' (14%). Half (50%) cited 'Other' reasons for their dissatisfaction. In Q2 2015/2016, other reasons included:

#### **Process- 6 people**

The system should be available for access for non-army (wife/ partner) as she had to wait for him to come back

Took too long and had to constantly phone for a house (weekly)

The original offer was the lowest standard of house, when there are better quality houses available. They offer the lowest standard first.

#### **Lack of information- 3 people**

Was not able to look inside the property before choosing

Online application- the availability of properties was unclear it said it was unavailable but when she went and had a look there were available properties and when she phoned it and made them check their were available properties but it wasn't published on the website you have to fight to get a house...

#### **Didn't get the type of house wanted- 3 people**

House was too small and put in for a move which took five years

I asked for a house with a garage

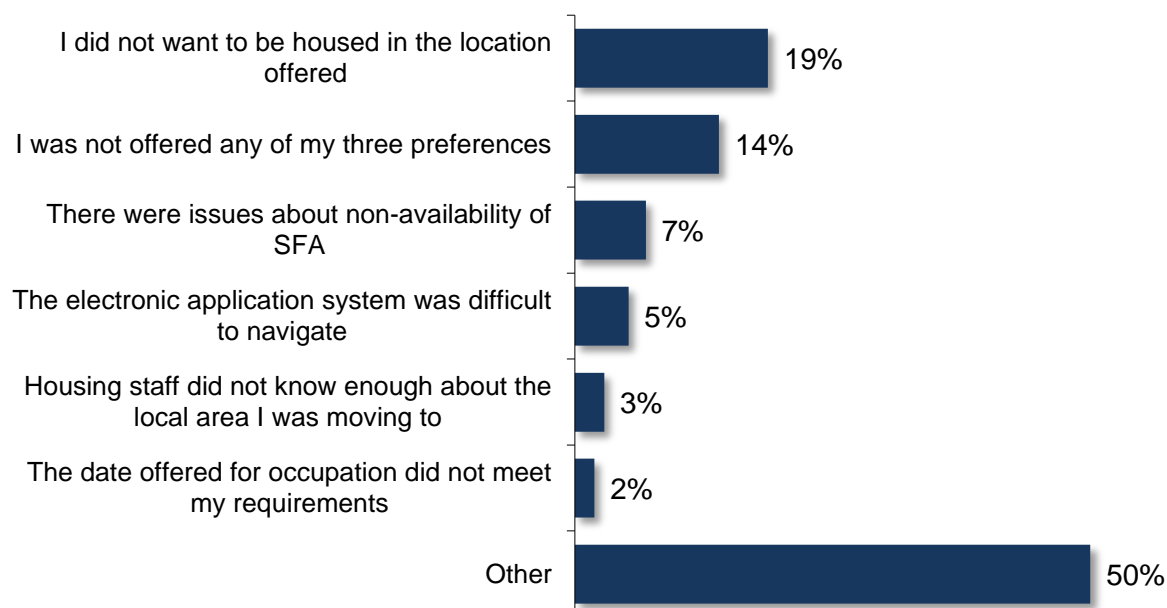
#### **Other- 4 people**

The staff do not have an understanding the roles of everyone as it's driven by rank

I was supposed to move in to a new property but they cancelled it 6 days ago

**Figure 15: Reasons for dissatisfaction with the arrangements for allocating SFA**

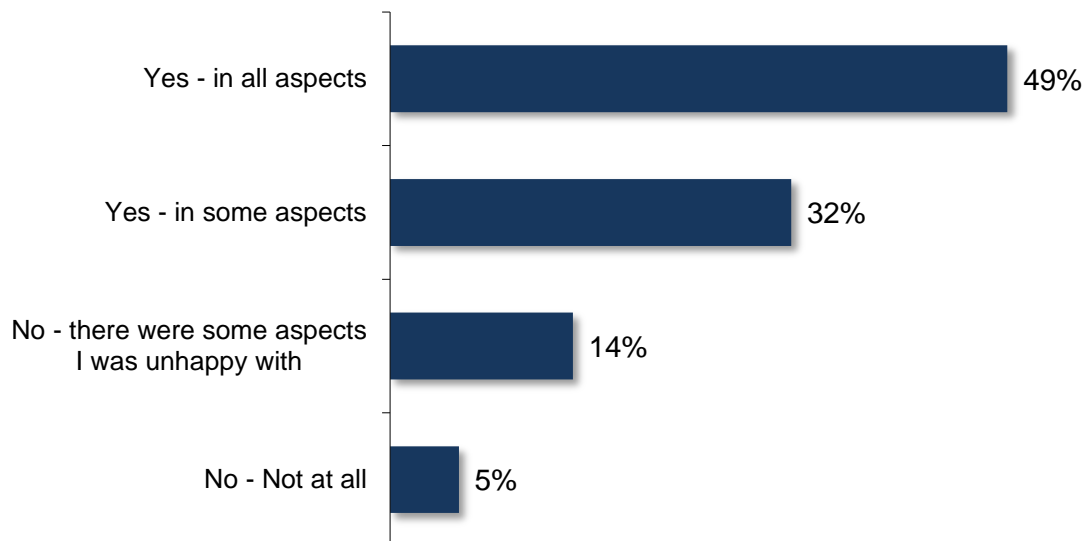
Percentage of respondents- base size 420



Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. 8 in 10 (80%) customers agreed that their property met their expectations either in all or some aspects with around half (49%) stating that it met their expectations in all aspects. 14% of customers indicate that the property did not meet their expectations to some extent and only 5% state that it did not meet their expectations at all.

**Figure 16: Did the allocated property meet expectations**

*Percentage of respondents- base size 2397*



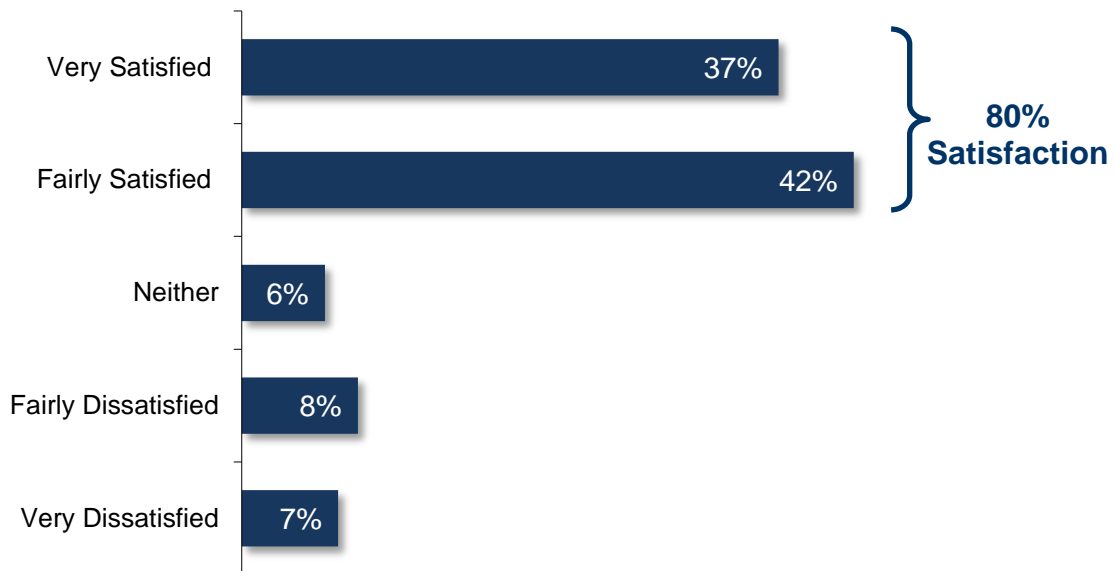


## Move In

All respondents were asked how satisfied they are with the way their Move In was dealt with. As shown below, eight out of ten (80%) customers express satisfaction in this area with 37% indicating that they are 'very satisfied'. 15% express some degree of dissatisfaction.

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

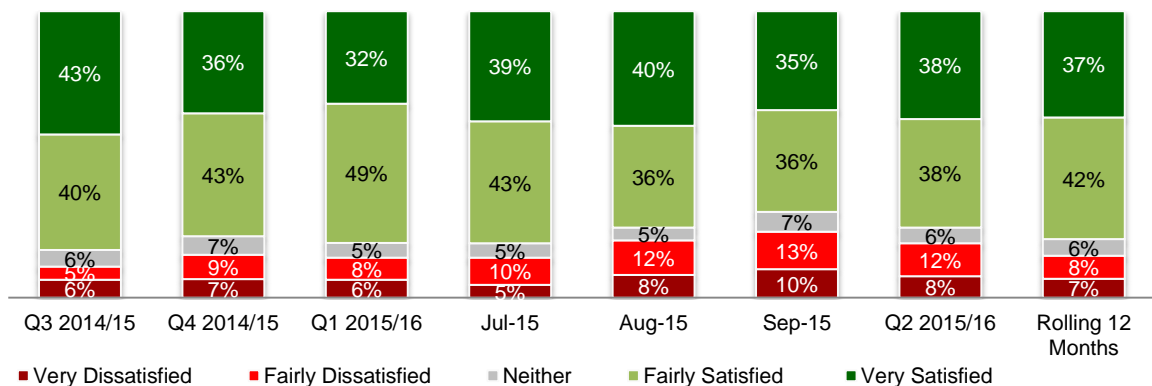
Percentage of respondents- base size 2400



Satisfaction expressed in Q2 2015/16 (76%) is lower than the previous three quarters (79%-83%). Comparison of satisfaction levels with the way the Move In was dealt with on a month-by-month basis in this quarter, shows that satisfaction has declined, starting at 81% in July, 76% in August and 70% in September.

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

Percentage of respondents

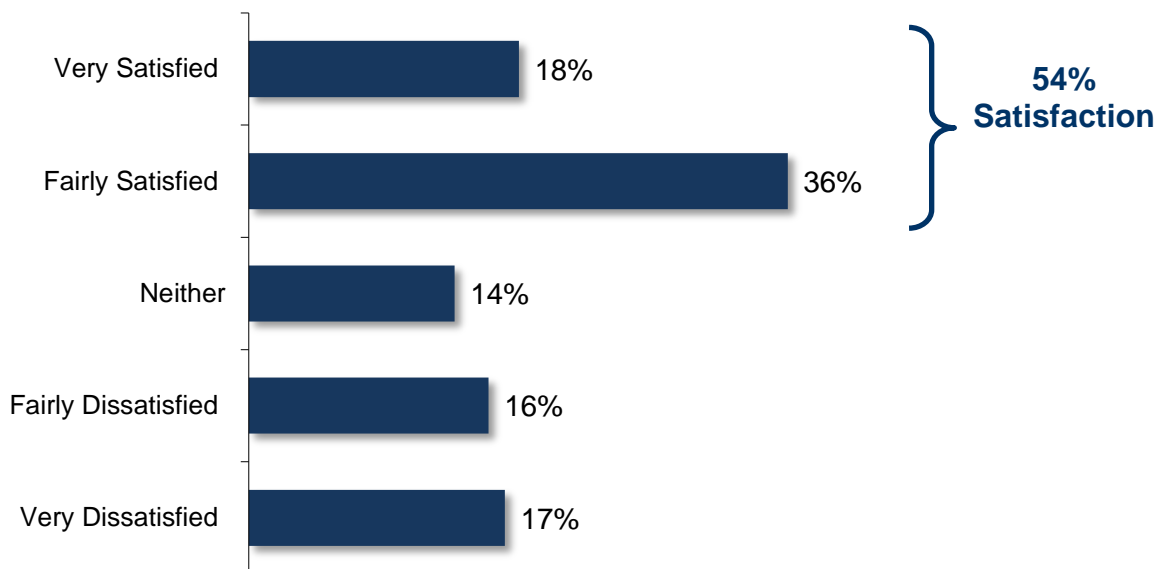


## Repairs and maintenance

Just over half (54%) of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with only 18% reporting that they are 'very satisfied'. A third (33%) indicate some degree of dissatisfaction. This question drew the highest level of dissatisfaction throughout the survey.

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

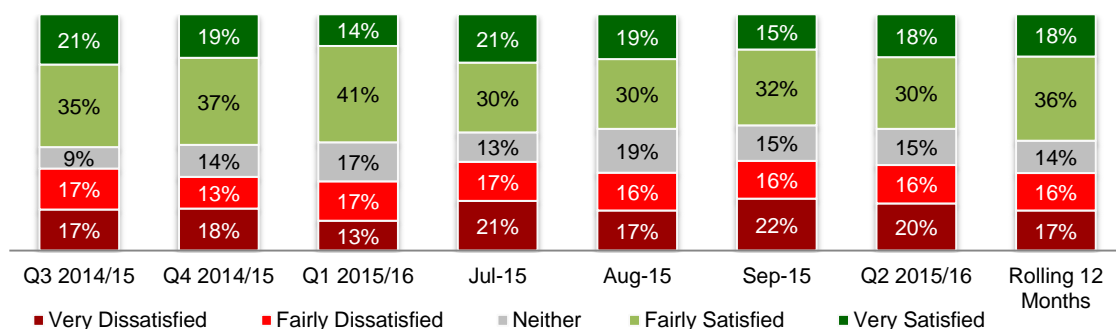
Percentage of respondents- base size 2400



The overall satisfaction level expressed has continued to decline with 49% reporting satisfaction in this quarter, 54% in Q1 2015/16; 55% in Q4 2014/2015; and 56% in Q3 2014/2015. There is limited variation in satisfaction levels across the months of this quarter with it ranging between 47%-50%.

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

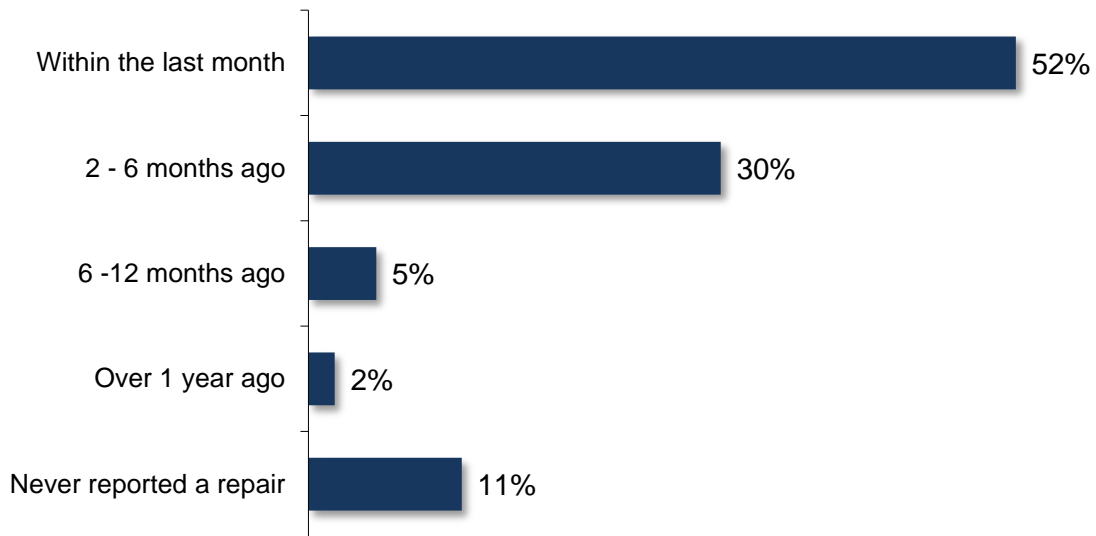
Percentage of respondents



As shown in Figure 21 below, half of customers (52%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Three in ten (30%) have reported a repair or maintenance issue within the last 2-6 months whilst around one in ten (11%) indicate that they have never reported a repair.

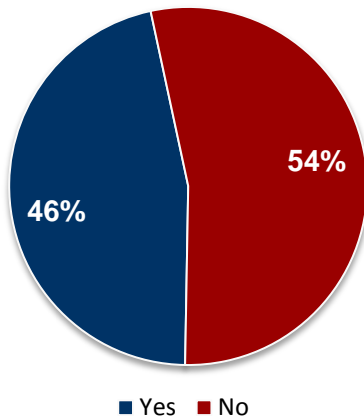
**Figure 21: Last contacted a Help Desk to report repair or maintenance issue**

Percentage of respondents- base size 2400



**Figure 22: Was the repair completed at the first visit**

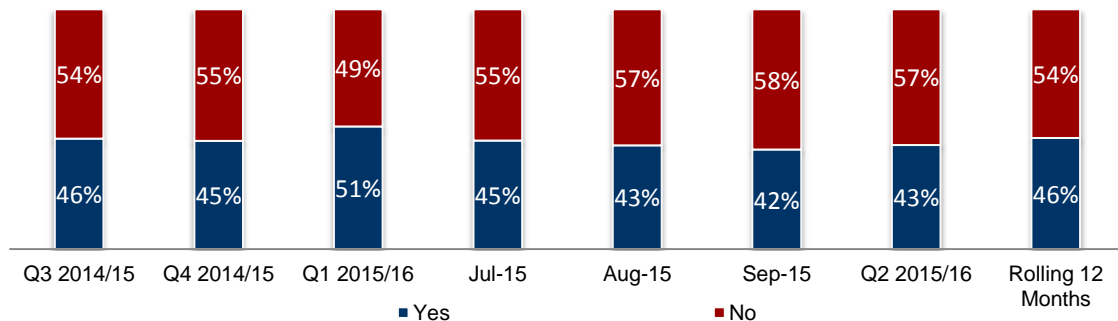
Percentage of respondents- base size 2125



Since Q3 2014/15, customers who stated that they have contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 22 on the left, less than half of customers (46%) indicate that their last repair was completed at the first visit. When assessing on a quarterly basis, Figure 23 below shows that the number of people who have had their repairs completed on the first visit (43%) has declined in this quarter (43%) compared to Q1 2015/16 (51%). When looking at a monthly breakdown, it is evident there has been a steady decrease with 45% stating repairs were completed on the first visit in July to 42% in September.

**Figure 23: Was the repair completed at the first visit**

Percentage of respondents



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.

As shown below, around a fifth (22%) of customers who are dissatisfied with the way the contractor deals with repairs and maintenance issues indicate that the main reason for dissatisfaction is that the repair has not been fixed, while 16% indicate dissatisfaction was due to the repair taking longer than expected. 15% state other reasons for their dissatisfaction which include:

- ◆ They never call back
- ◆ If something is damaged it takes 3/4 people to authorise the repair
- ◆ The length of time to report the repair
- ◆ Carpets weren't pat down (fuffed) and daughter and wife fell down the stairs, the wife fell down the stairs and broke her rib, took them a week to come out and still wasn't repaired properly and there was no under lays and unsafe. In the end they said they would replace it but had to go through a lot to get them to admit it's not safe.

**Figure 24: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues**

Percentage of respondents- base size 766

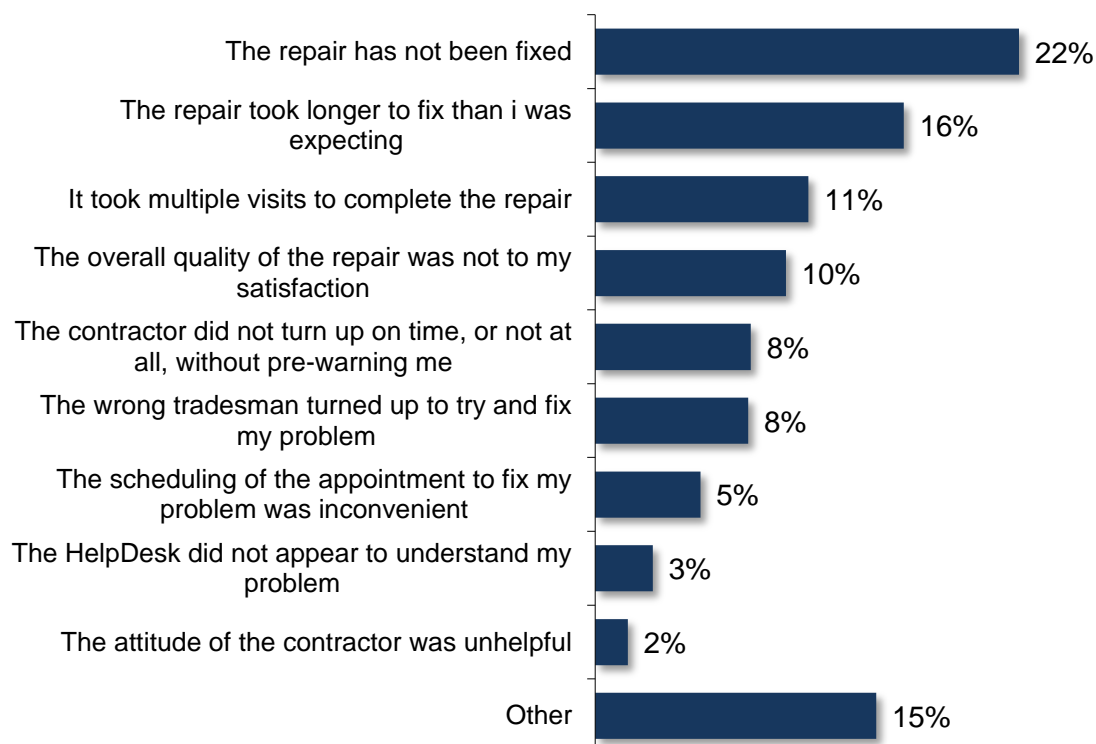


Table 1 below shows that the proportion reporting dissatisfaction as a result of the repair not being fixed has increased in this quarter to three in ten (31%) compared to around a quarter (23%-24%) in the two previous quarters and only one in ten (10%) in Q3 2014/15. Monthly analysis shows that dissatisfaction as a result of the repair not being fixed was higher in July and August (38% and 37%, respectively) and lower in September with around a fifth (19%) reporting this as a reason.

The proportion of customers being dissatisfied due to the repair taking longer to fix than expected is slightly lower (13%) compared to the previous quarters (15%-18%) and remains consistent within the three months of this quarter.

**Table 1: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues**

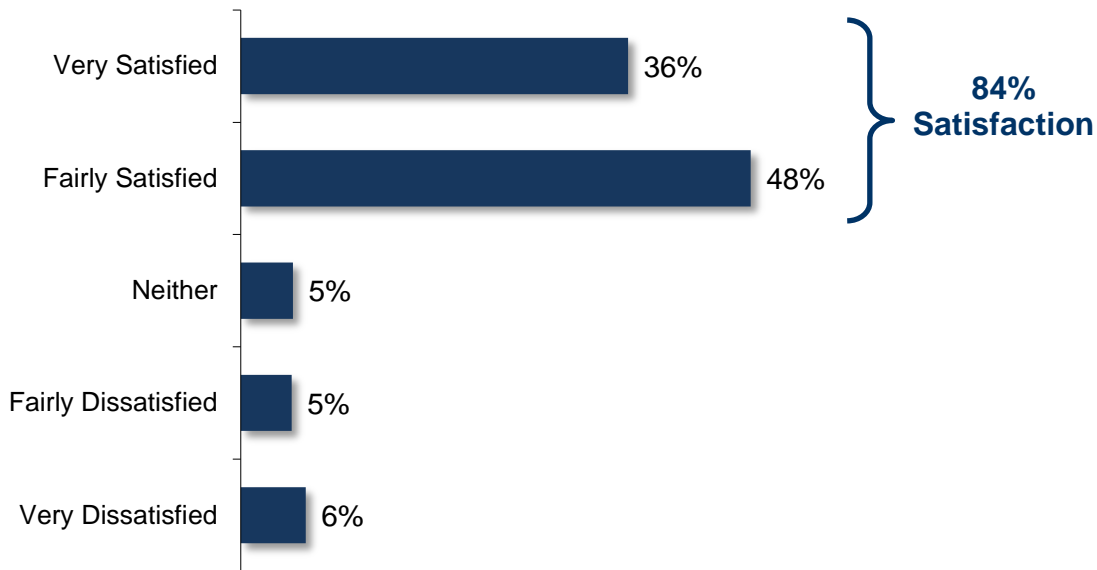
|   | Q3<br>2014/<br>15 | Q4<br>2014/<br>15 | Q1<br>2015/<br>16 | Jul-<br>15 | Aug-<br>15 | Sep-<br>15 | Q2<br>2015/<br>16 | Rolling<br>12<br>Months |
|---|-------------------|-------------------|-------------------|------------|------------|------------|-------------------|-------------------------|
| <b>Base</b>   | <b>201</b>        | <b>181</b>        | <b>172</b>        | <b>74</b>  | <b>65</b>  | <b>73</b>  | <b>212</b>        | <b>766</b>              |
| The repair has not been fixed   | 10%               | 24%               | 23%               | 38%        | 37%        | 19%        | 31%               | 22%                     |
| The repair took longer to fix than I was expecting                            | 18%               | 15%               | 18%               | 14%        | 14%        | 12%        | 13%               | 16%                     |
| It took multiple visits to complete the repair                                | 11%               | 11%               | 9%                | 15%        | 11%        | 11%        | 12%               | 11%                     |
| The overall quality of the repair was not to my satisfaction                  | 12%               | 8%                | 12%               | 5%         | 6%         | 11%        | 8%                | 10%                     |
| The contractor did not turn up on time, or not at all, without pre-warning me | 8%                | 7%                | 9%                | 7%         | 11%        | 10%        | 9%                | 8%                      |
| The wrong tradesman turned up to try and fix my problem                       | 9%                | 8%                | 8%                | 3%         | 9%         | 10%        | 7%                | 8%                      |
| The scheduling of the appointment to fix my problem was inconvenient          | 9%                | 4%                | 5%                | 3%         | 5%         | 4%         | 4%                | 5%                      |
| The HelpDesk did not appear to understand my problem                          | 2%                | 4%                | 4%                | 3%         | 2%         | 3%         | 2%                | 3%                      |
| The attitude of the contractor was unhelpful                                  | 1%                | 2%                | 1%                | 1%         | 2%         | 7%         | 3%                | 2%                      |
| Other   | 19%               | 18%               | 11%               | 12%        | 5%         | 14%        | 10%               | 15%                     |

## 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, 84% of customers express satisfaction with the way the Move Out was dealt with, with 36% being 'very satisfied'. Around one in ten (11%) indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed in this survey.

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

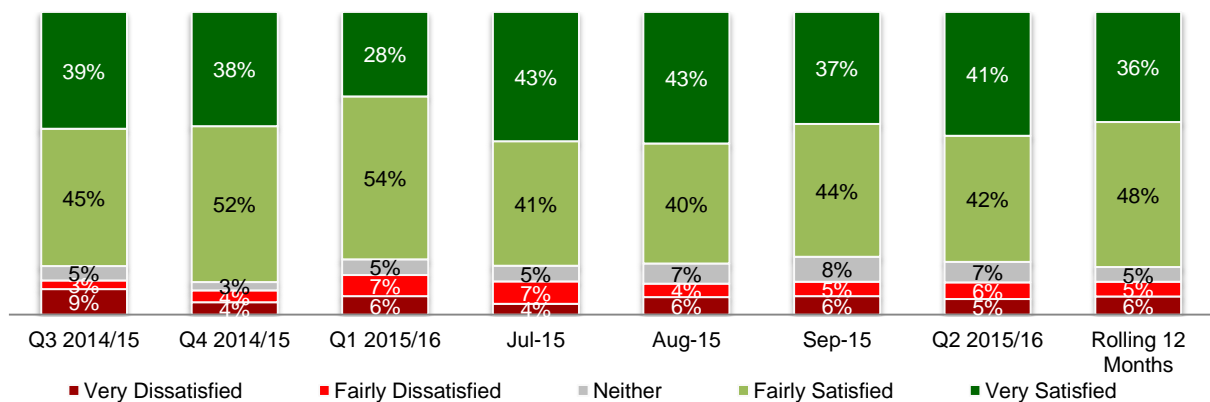
Percentage of respondents - base size 1590 – non applicable removed



At 83%, the overall satisfaction level expressed in Q2 2015/16 is in line with the Q1 2015/16 (82%) and Q3 2014/15 (84%) but lower than that expressed in Q4 2014/15 (89%). There is little variation in satisfaction across the three months of Q2 2015/16 (81%-84%).

**Figure 26: Satisfaction with the way the Move Out was dealt with**

Percentage of respondents - non applicable removed

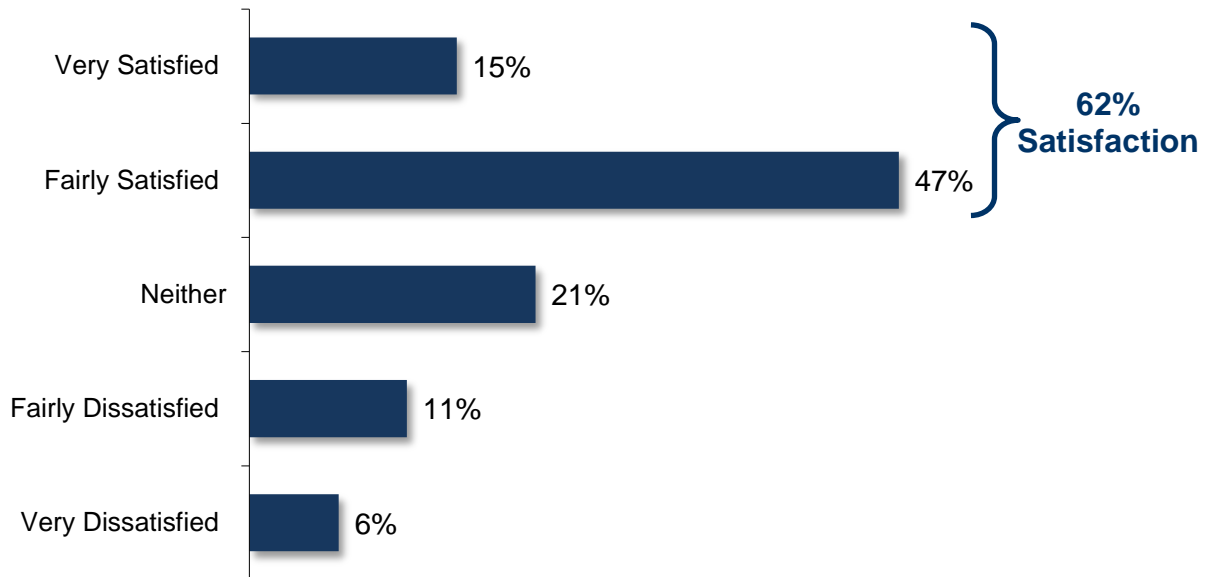


### Opportunity to make views known

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 62% of customers are satisfied that DIO accommodation give them the opportunity to make their views known. 18% indicate some degree of dissatisfaction, whilst one in five (21%) indicate that they are neither satisfied nor dissatisfied which is one of the highest levels of ambivalence.

**Figure 27: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known**

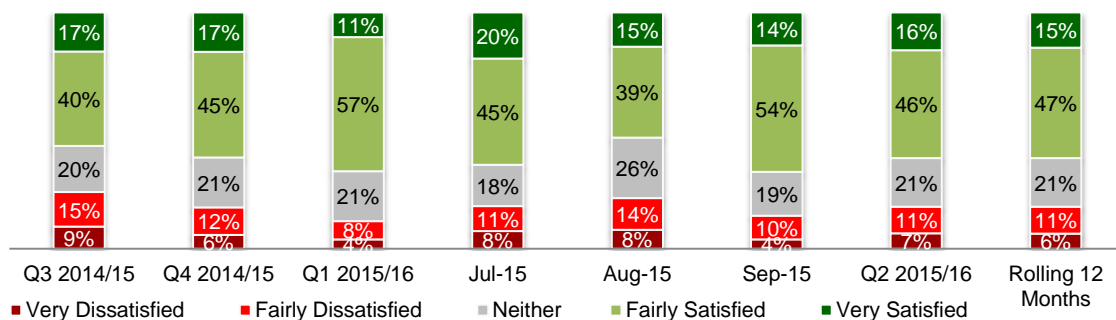
Percentage of respondents- base size 2400



When comparing results on a quarterly basis, there appears to be some fluctuation in satisfaction rates with around six in ten reporting satisfaction in Q2 2015/16 (62%) and Q4 2014/15 (61%); a slightly lower satisfaction level in Q3 2014/15 (57%); and the highest satisfaction rate being reported in the previous quarter (67%). There are also variations on a monthly basis for Q2 2015/16, with a satisfaction rate of 65% in July; 53% in August; and 68% in September.

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

Percentage of respondents

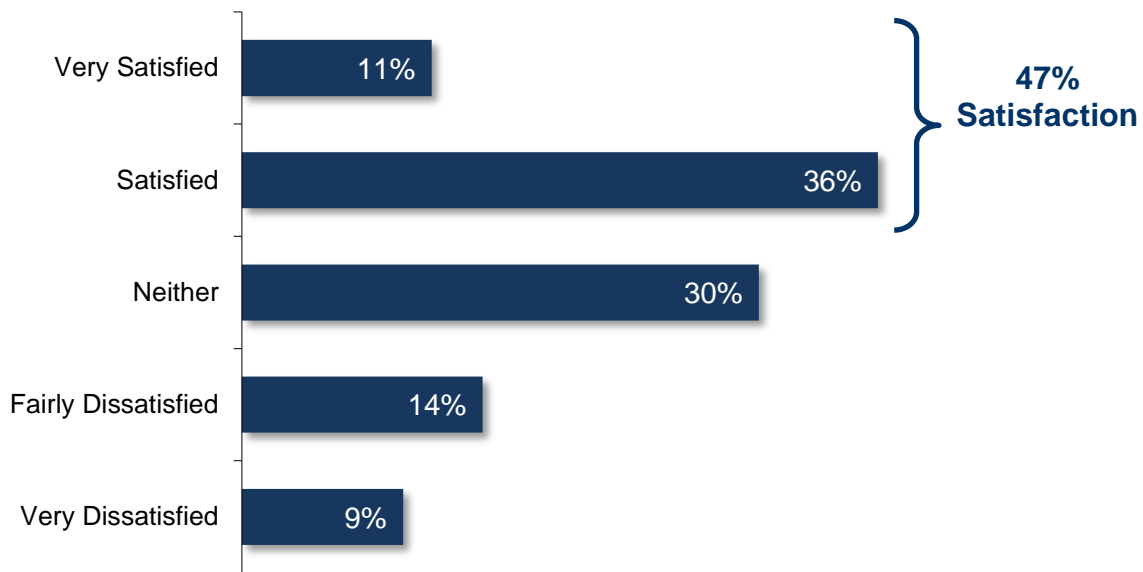


### Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, less than half (47%) of customers express that they are satisfied with only 11% expressing that they are 'very satisfied'. This is the lowest level of satisfaction expressed by customers in this survey. Just under a quarter (23%) of customers indicate that they are dissatisfied that. This is one of the highest levels of dissatisfaction expressed by customers in this survey. Three in ten (30%) are ambivalent which again is one of the highest level of ambivalence shown throughout the survey.

**Figure 29: Satisfaction that DIO Accommodation listens to views and acts upon them**

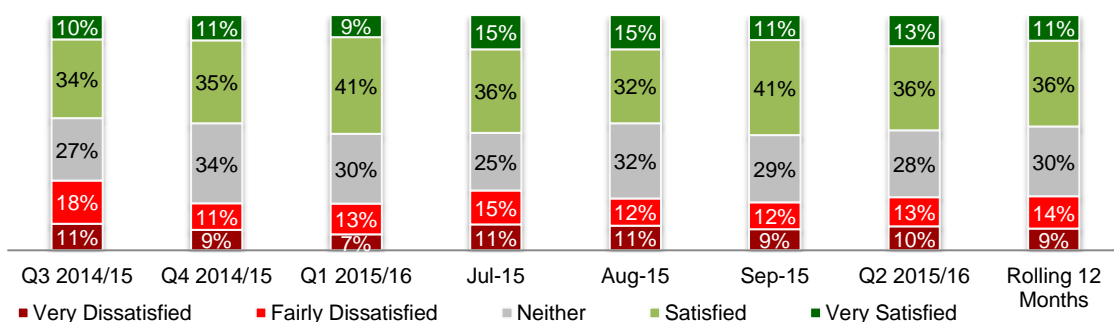
Percentage of respondents- base size 2400



The overall satisfaction level in Q2 2015/16 (49%) is similar to Q1 2014/15 (51%) and higher than Q4 and Q3 2014/15 (46% and 44%, respectively). When comparing satisfaction levels from each month's data collection in Q2 2015/16, it shows that there has been a drop in satisfaction in August (46%) in comparison to July (50%) and September (51%). Despite similar satisfaction levels in July and September, dissatisfaction levels have declined (26% and 21%, respectively).

**Figure 30: Satisfaction that DIO Accommodation listens to views and acts upon them**

Percentage of respondents



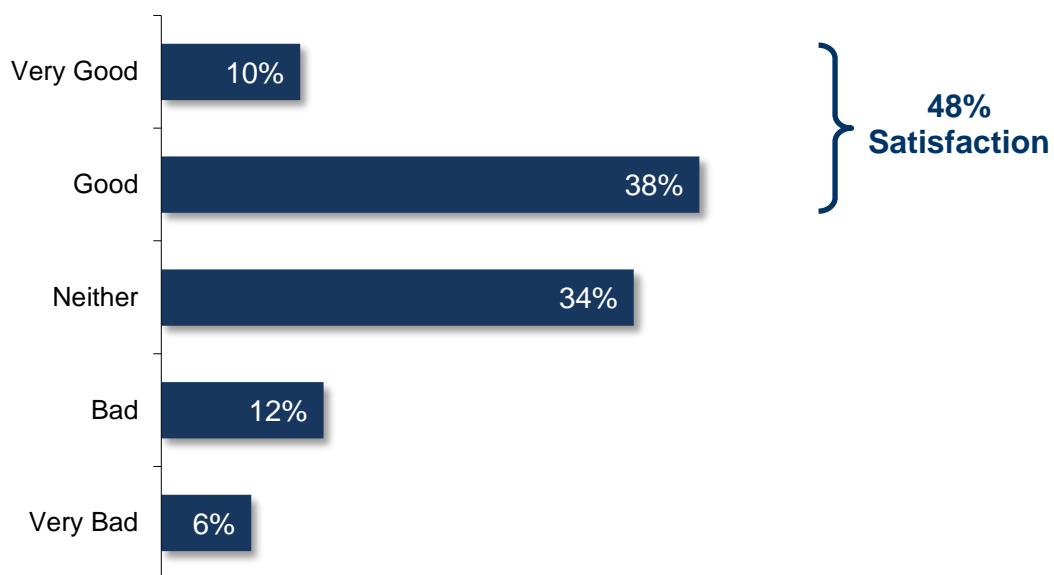


### Keeping customers informed

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. Overall, 48% of customers feel that DIO Accommodation are good (very good and good combined) at doing this, with only 10% stating they are 'very good' at this. 18% of customers state that DIO Accommodation is bad (bad and very bad combined) at keeping customers informed. This area has one of the lowest levels of satisfaction. A third (34%) of customers were indifferent which is the highest level throughout the survey.

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

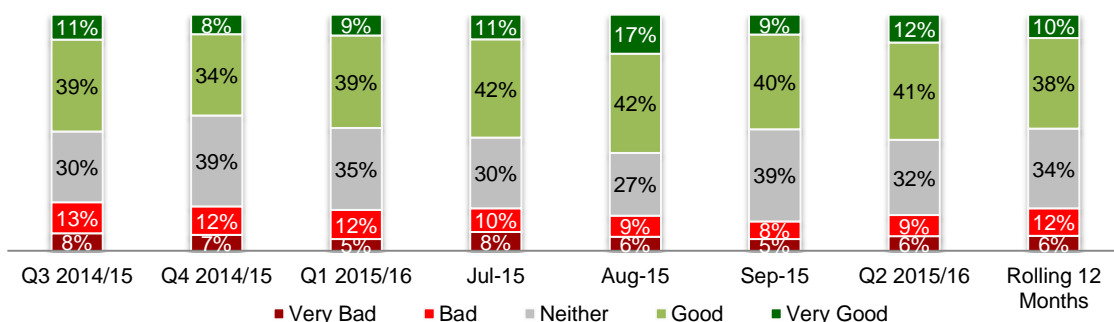
Percentage of respondents- base size 2400



The proportion of satisfied customers in Q2 2015/16 (53%) is higher than all three previous quarters (50%; 43%; 48%). When comparing the results from each month's data collection in this quarter, it shows that the proportion of customers who state that DIO Accommodation are good at keeping customers informed was highest in August (59%) with lower satisfaction rates in July (52%) and September (49%).

**Figure 32: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer**

Percentage of respondents

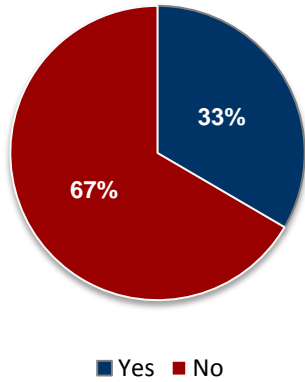


### Communications awareness

Since Q3 2014/15, all respondents were asked if they were aware of the introduction of the New National Housing Prime Contract; a third of customers (33%) state that they are.

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

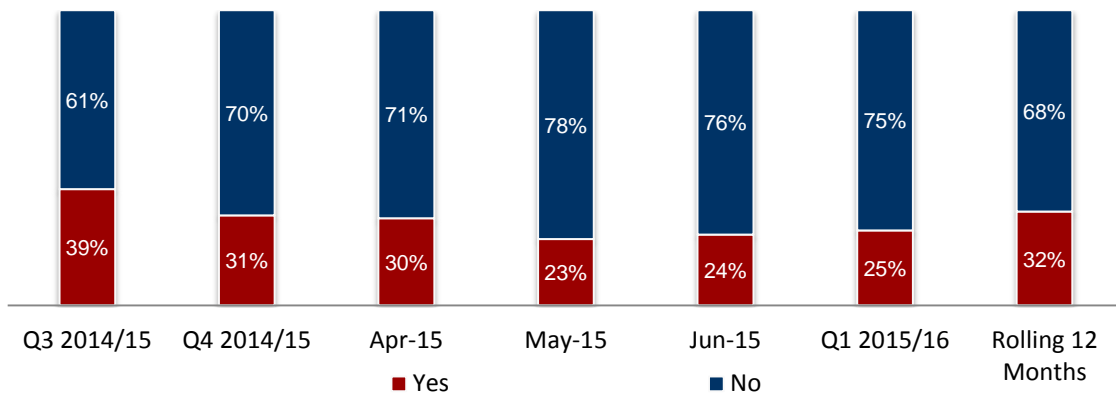
Percentage of respondents- base size 2400



Around four in ten (39%) state that they are aware of the new Housing Prime Contract in this quarter, which is higher than Q1 2015/16 (25%) and Q4 2014/15 (31%) and corresponds to Q3 2014/15 (39%). When comparing the results by each month's data collection in Q2 2015/16, it shows that 37% were aware in July and September, with a slightly higher rate in August (42%).

**Figure 34: Aware of the introduction of the new National Housing Prime Contract**

Percentage of respondents

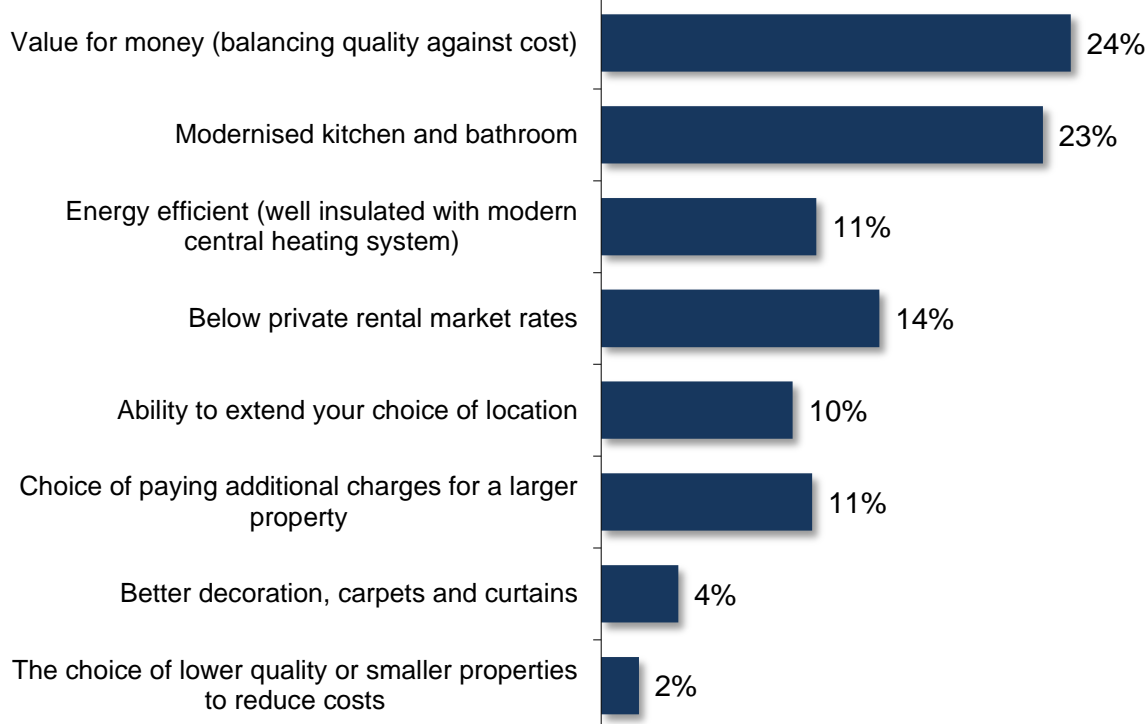


## SFA Priorities

All respondents were asked to select, from a list of 8 choices, which would be their top priority. As shown below, 'value for money' is customers' top priority with one quarter (24%) of customers selecting this option. A similar proportion of customers state that a 'modernised kitchen and bathroom' (23%) is their top priority. The lowest priority for customers is the 'choice of lower quality or smaller properties to reduce costs' (2%).

**Figure 35: Priorities for Service Family Accommodation**

*Percentage of respondents- base size 2234 – no preference removed*



When comparing results from this quarter to that of three previous quarters, 'value for money' and 'modernised kitchen and bathroom' are consistently the top priorities.

# Appendices

## Appendix 1 – Survey Q1 2014/15 – 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)**

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**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)*

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**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)*

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**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?**

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**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)*

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**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 – Q2 2015/16

### 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)

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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)*

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**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)*

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**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

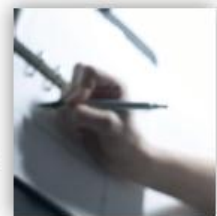
**Q13 Thinking about Service Family Accommodation overall, which of the following list would be your top priority:**

- 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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