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Measurement Evaluation Learning

Ministry of Defence

DIO Accommodation customer satisfaction tracker survey Q2 2014/15

Final report
October 2014

Wastes & resources management

Community safety & neighbourhood policing

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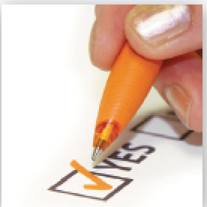
Active citizens & customer research



Local Authority research & evaluation

Measurement ◆ Evaluation ◆ Learning

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1) Project details and acknowledgements

Title	DIO Accommodation customer satisfaction tracker survey Q2 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 took 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 were conducted with a total of 3,203 interviews being conducted so far, with 600 interviews being conducted in Q2 2014/15. Following the exception Q3 2013/14 (which covered 4 months), this report fell into line with normal quarterly reporting periods, and covered the period July 2014 to September 2014.

A revision to the questionnaire was made in Q4 2013/14:

- To understand reasons for dissatisfaction with the arrangements for allocating SFA an extra question has been added to explore this.
- To understand reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues, two extra questions have been added to explore dissatisfaction and to understand when the last time a repair and maintenance issue was reported
- To understand reasons for dissatisfaction that DIO Accommodation listens to views and acts upon them four extra questions have been added to explore:
    - When the last time contact with DIO accommodation has been made,
    - When a customer has felt DIO accommodation did not listen to their views and act upon,
    - The preferred method of communication with DIO accommodation for customers,
    - The frequency of communication with DIO accommodation for customers,
- To understand priorities for customers a priority ranking question has been added.

As a consequence of these additions, the question on dissatisfaction with the overall quality of the home was 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, 69% of customers are satisfied, and 16% dissatisfied, with the service provided by DIO Accommodation and its contractors. At 67%, overall satisfaction with the service provided in Q2 2014/15 has remained similar compared to Q1 2014/15 (66%).
- 84% of customers are satisfied, and 9% dissatisfied, with the rules that govern entitlement to SFA. Satisfaction expressed in Q2 2014/15 (83%) is similar to Q1 2014/15 (83%), Q2 2013/14 (83%) and Q3 2013/14 (84%).
- 74% of customers express satisfaction with the overall quality of their home, while 18% express dissatisfaction. Satisfaction expressed in Q2 2014/15 (74%) has marginally increased when compared to Q1 2014/15 (71%).
- 86% of customers are satisfied, and 9% dissatisfied, with the SFA estate as place to live. Satisfaction expressed in Q2 2014/15 (86%) has risen slightly in comparison to Q1 2014/15 (84%)
- 73% of customers are satisfied, and 17% dissatisfied, with the upkeep of communal areas. Satisfaction expressed in Q2 2014/15 (74%) has increased in comparison to Q1 2014/15 (69%), and is similar to: Q2 2013/14 (76%), Q3 2013/14 (74%), and Q4 2013/14 (74%).
- 88% of customers are satisfied, and 7% 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 for all of the eleven aspects rated in this survey. Satisfaction in Q2 2014/15 (90%) has remained similar to satisfaction expressed in Q1 2014/15 (90%).
- 73% of customers are satisfied, and 19% dissatisfied, with the arrangements for allocating SFA. Satisfaction expressed in Q2 2014/15 (72%) has risen slightly in comparison to Q1 2014/15 (70%).
- 82% of customers are satisfied and 13% dissatisfied, with the way the ‘Move In’ is dealt with. Satisfaction expressed in Q2 2014/15 (85%) is higher to the satisfaction expressed in Q1 2014/15 (81%), and similar to satisfaction expressed in Q4 2013/14 (86%).
- 61% of customers are satisfied, and 27% dissatisfied, with the way the contractor deals with repairs and maintenance issues. Notably this the highest level of dissatisfaction expressed for all of the eleven aspects rated in this survey. Satisfaction expressed in Q2 2014/15 (63%) is the highest since the survey started in June 2013.
- 86% of customers are satisfied, and 11% dissatisfied, with the way the ‘Move Out’ is dealt with. Satisfaction expressed in Q2 2014/15 is similar to previous quarter’s results.
- Only 52% of customers are satisfied, and 22% dissatisfied, that DIO Accommodation listens to views and acts upon them. Notably, this is the lowest level of satisfaction express for all of the eleven aspects rated in this survey. At 53%, satisfaction expressed in Q2 2014/15 has risen considerably in comparison to Q1 2014/15 (43%).

Question	Satisfaction								
	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Jul-14	Aug-14	Sep-14	Q2 2014/15	Overall
Overall service provided	74%	68%	70%	66%	69%	70%	63%	67%	69%
Rules that govern entitlement	83%	84%	87%	83%	79%	86%	83%	83%	84%
Quality of home	78%	73%	74%	71%	76%	75%	72%	74%	74%
SFA estate as a place to live	87%	88%	87%	84%	87%	86%	84%	86%	86%
Upkeep of communal areas	76%	74%	74%	69%	76%	73%	72%	74%	73%
Value for money daily occupancy charges provide	86%	87%	88%	90%	91%	88%	89%	90%	88%
Arrangements for allocating SFA	77%	72%	77%	70%	64%	76%	77%	72%	73%
Move In was dealt with	80%	81%	86%	81%	84%	85%	87%	85%	82%
Repairs and maintenance	62%	60%	60%	58%	66%	65%	60%	63%	61%
Move Out was dealt with	84%	85%	87%	86%	86%	93%	80%	87%	86%
Listens to views and acts upon them	57%	53%	55%	43%	51%	51%	58%	53%	52%

Question	Dissatisfaction								
	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Jul-14	Aug-14	Sep-14	Q2 2014/15	Overall
Overall service provided	14%	16%	15%	19%	15%	17%	22%	18%	16%
Rules that govern entitlement	11%	9%	7%	11%	9%	8%	10%	9%	9%
Quality of home	15%	19%	16%	21%	15%	18%	23%	19%	18%
SFA estate as a place to live	8%	7%	8%	11%	8%	10%	12%	10%	9%
Upkeep of communal areas	15%	16%	15%	20%	18%	19%	22%	19%	17%
Value for money daily occupancy charges provide	10%	7%	6%	6%	5%	9%	8%	7%	7%
Arrangements for allocating SFA	18%	19%	16%	23%	26%	18%	17%	20%	19%
Move In was dealt with	14%	14%	10%	14%	13%	14%	11%	12%	13%
Repairs and maintenance	24%	26%	26%	34%	24%	28%	32%	28%	27%
Move Out was dealt with	12%	12%	10%	10%	9%	6%	13%	9%	11%
Listens to views and acts upon them	21%	23%	17%	26%	22%	25%	24%	23%	22%

4) Survey Results

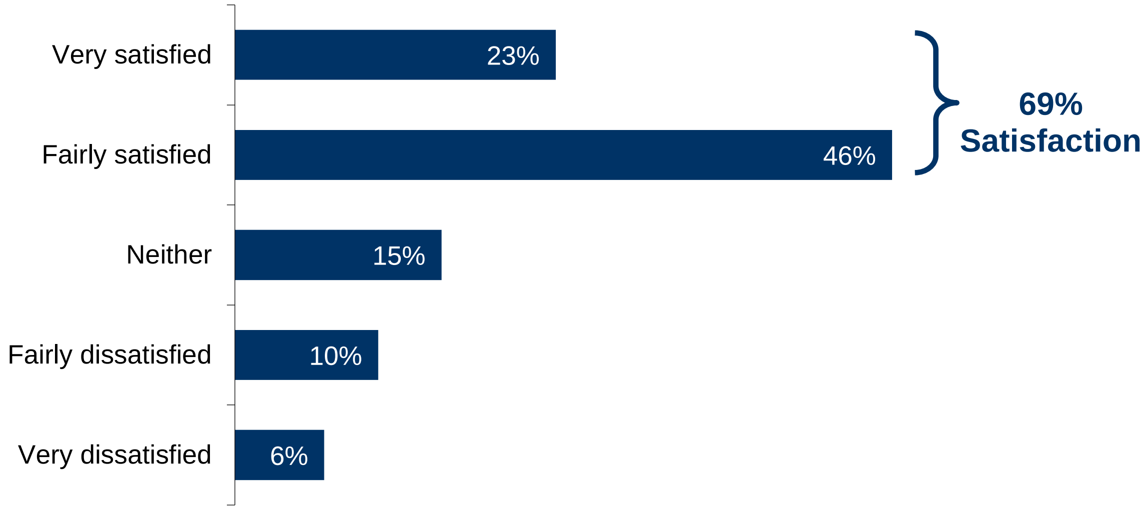
This section presents the overall findings

Satisfaction with the service provided by DIO Accommodation and its contractors

Taking everything into account, overall, 69% of customers living in Service Family Accommodation are; very (23%), or fairly (46%), satisfied with the service provided by DIO Accommodation and its contractors. 15% of customers state they are neither satisfied nor dissatisfied, while 16% indicate some degree of dissatisfaction with the overall service provided.

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

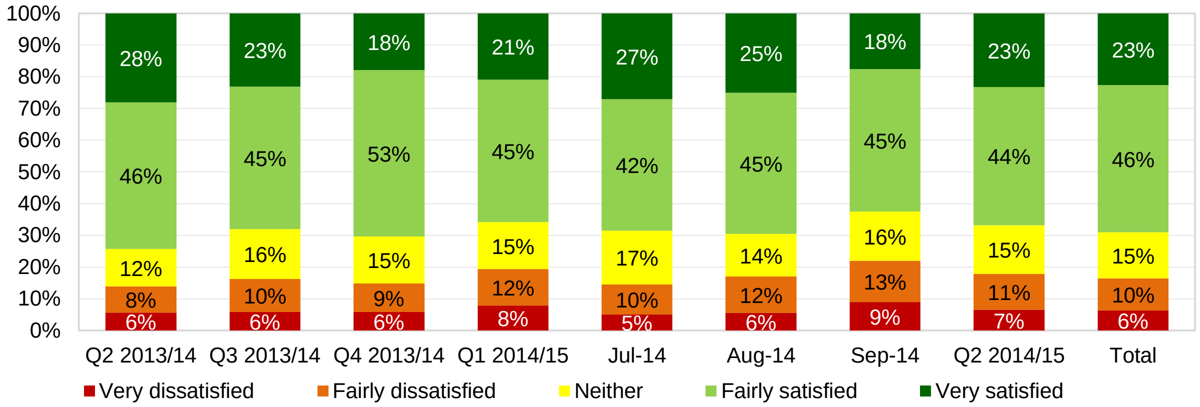
Percentage of respondents- base size 3203



As figure 2 below shows, when looking at the results for overall satisfaction in Q2 2014/15 it shows a variation in satisfaction; 70% of customers expressed satisfaction in August, whilst 63% expressed satisfaction in September. Satisfaction levels expressed in Q2 2014/15 (67%) are similar to those expressed in Q1 2014/15 (66%).

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

Percentage of respondents

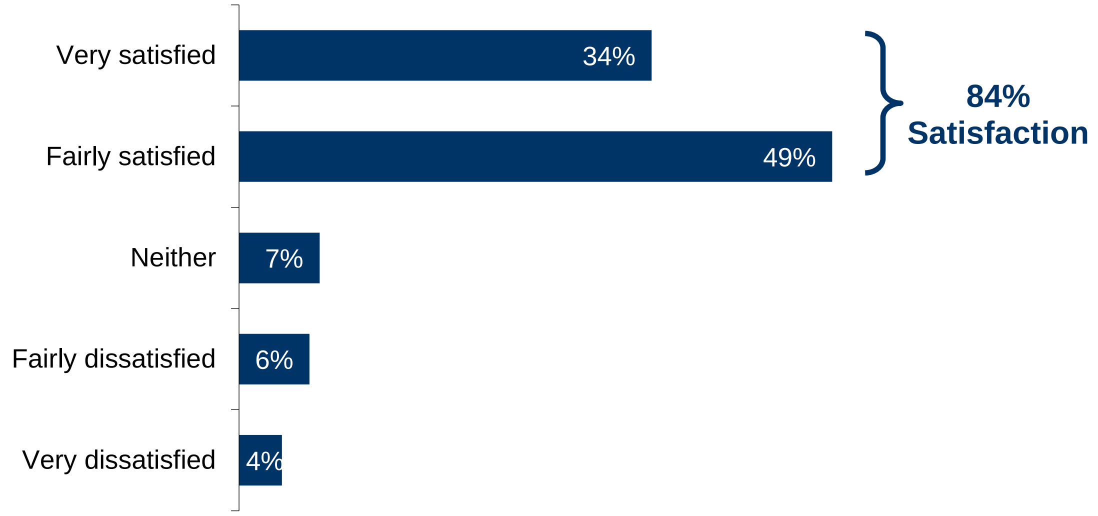


Satisfaction with the rules that govern entitlement to SFA

Just over eight out of ten (84%) customers are satisfied with the rules that govern customer entitlement to SFA, with 34% very satisfied. 9% of customers are dissatisfied with the rules that govern customer entitlements to SFA.

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

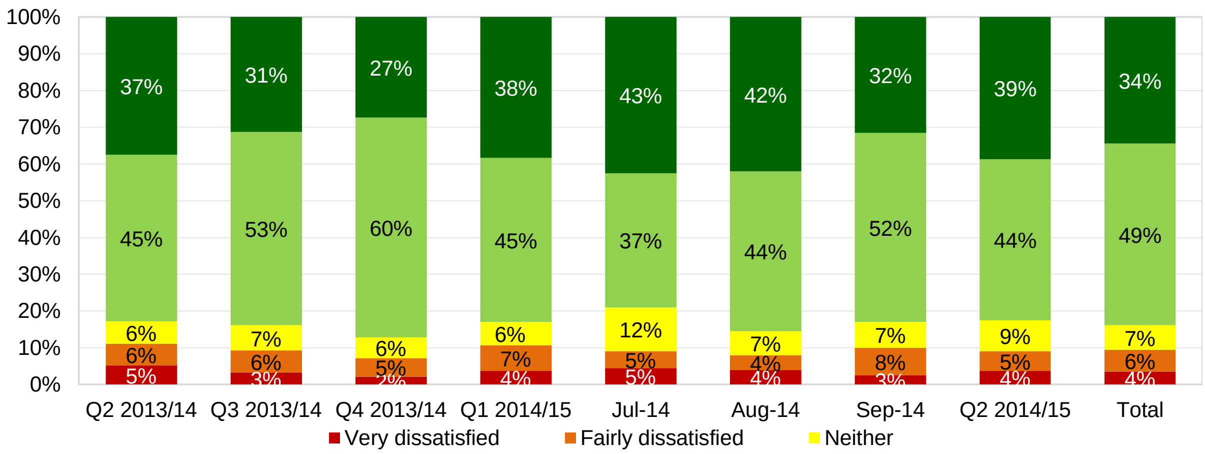
Percentage of respondents- base size 3203



When looking at satisfaction with the rules that govern customer entitlement to SFA for each month, it shows a variation in satisfaction, with the highest level of satisfaction in August (86%), and the lowest level of satisfaction in July (79%). At 83%, satisfaction with the rules that govern customer entitlement to SFA in Q2 2014/15 is similar to the levels expressed in Q2 2013/14 (83%), Q3 2013/14 (84%), and Q1 2014/15 (83%).

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

Percentage of respondents

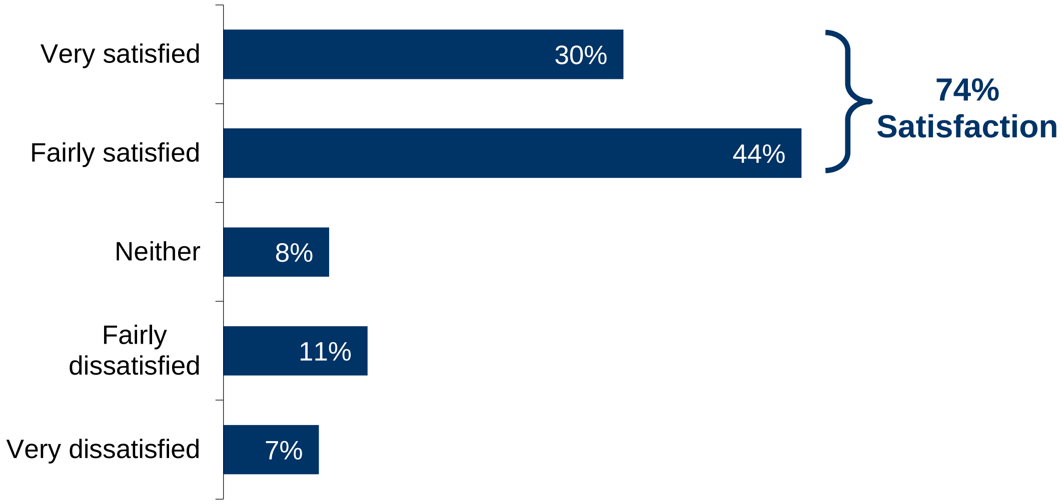


Overall quality of home

All respondents were asked how satisfied they are with the overall quality of home. As shown below three quarters (74%) of customers are satisfied with the overall quality of their home, with three out of ten (30%) expressing that they are very satisfied. 8% are neither satisfied nor dissatisfied. 18% indicate some degree of dissatisfaction.

Figure 5 Satisfaction with the overall quality of home

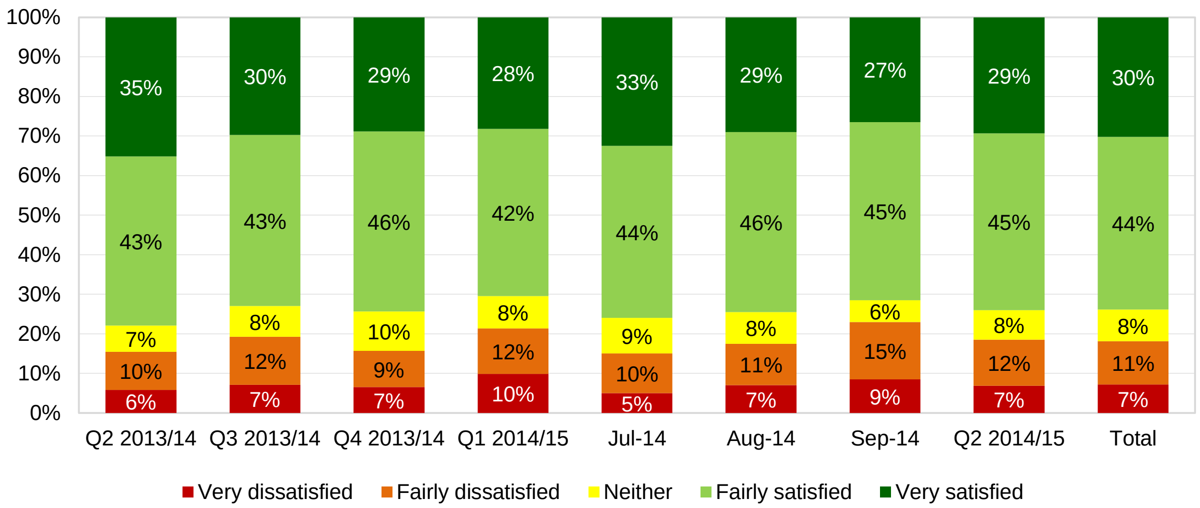
Percentage of respondents- base size 3203



When analysing the results for each month of Q2 2014/15 it shows that although satisfaction levels are similar dissatisfaction levels are notably different; 15% indicate dissatisfaction in July compared to 23% in September. At 74%, satisfaction with the quality of home in Q2 2014/15 has increased since Q1 2014/15 (71%), and is similar to satisfaction levels expressed in Q3 2013/14 (73%) and Q4 2013/14 (74%).

Figure 6 Satisfaction with the overall quality of home

Percentage of respondents

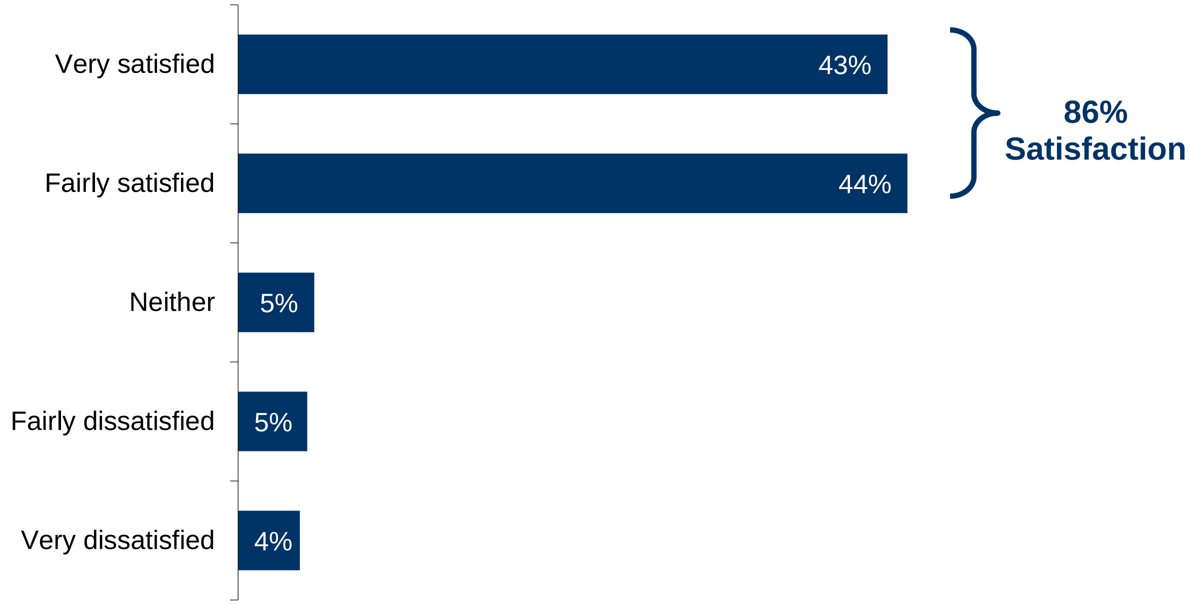


SFA estate as a place to live

86% of customers are satisfied with the SFA estate as a place to live, with 43% of customers expressing they are very satisfied. Only 9% of customers express dissatisfaction with the SFA estate as a place to live.

Figure 7 Satisfaction with SFA estate as a place to live

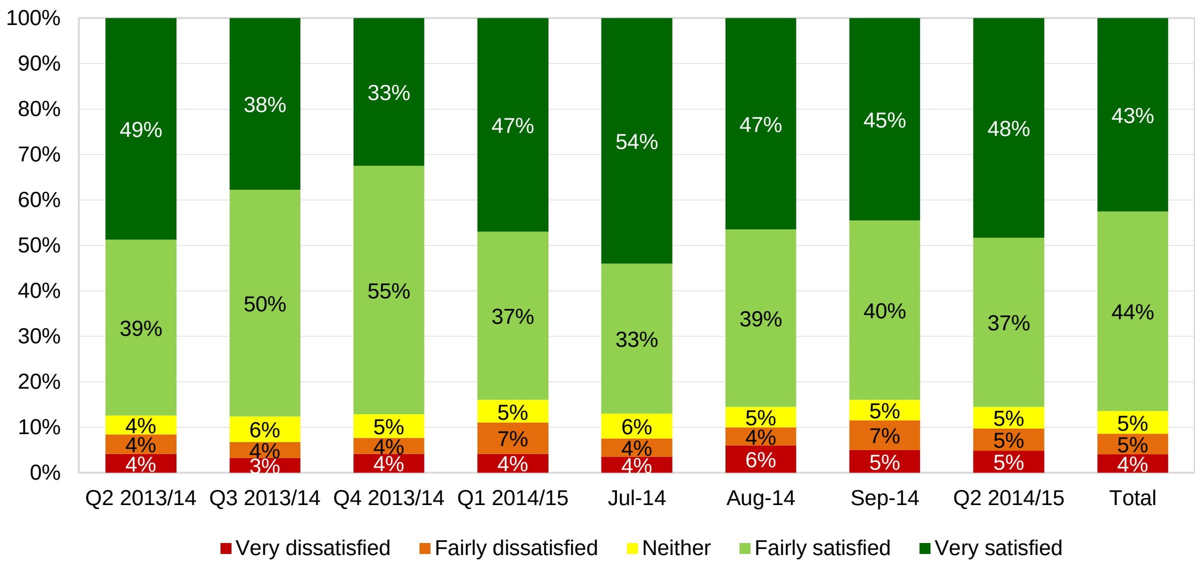
Percentage of respondents- base size 3203



When analysing the results for each month of Q2 2014/15 it shows that satisfaction levels are similar; 87% of customers expressed satisfaction in July, while 84% expressed satisfaction in September. Satisfaction expressed in Q2 2014/15 (86%) is also similar to satisfaction levels expressed in the previous quarters.

Figure 8 Satisfaction with SFA estate as a place to live

Percentage of respondents

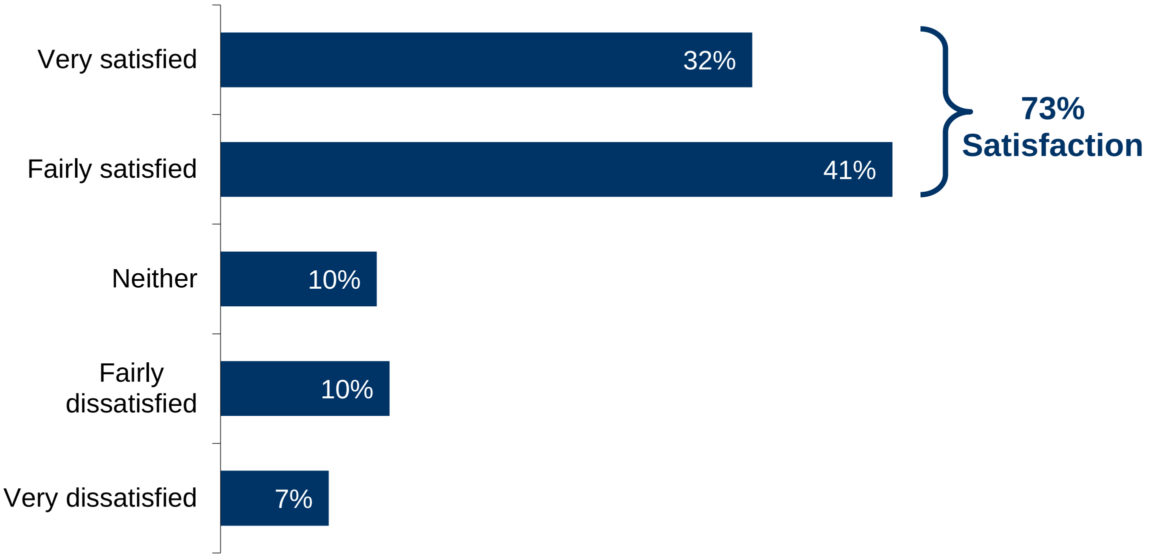


Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. As shown below, 73% customers are satisfied with the upkeep of communal areas, with 32% expressing they are very satisfied. 17% 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

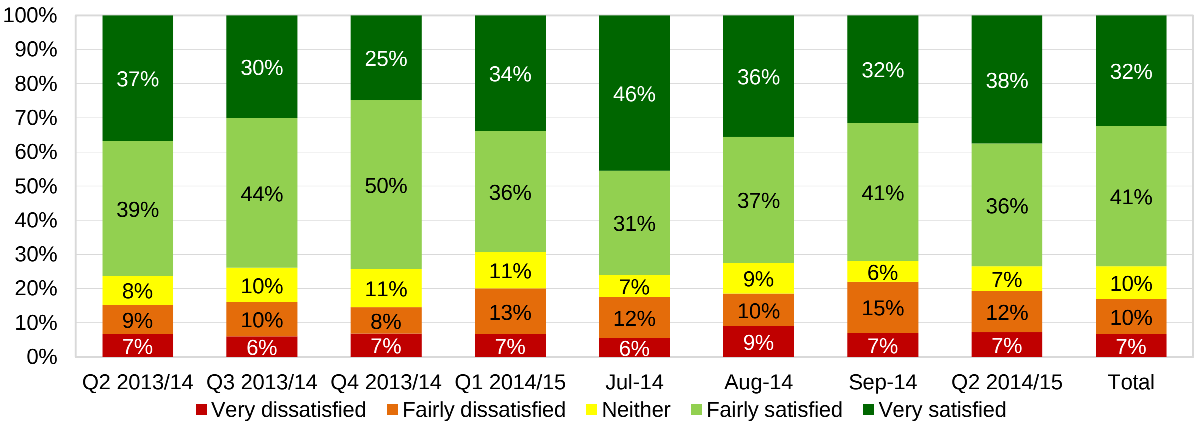
Percentage of respondents- base size 3203



When analysing the same results by each month's data collection in Q2 2014/15 it shows that there was a small degree of variation in satisfaction expressed by customers with the upkeep of communal areas; 76% were satisfied in July 2014 compared to 72% in September 2014. Satisfaction levels expressed in Q2 2014/15 (74%) have risen compared to Q1 2014/15 (69%).

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

Percentage of respondents

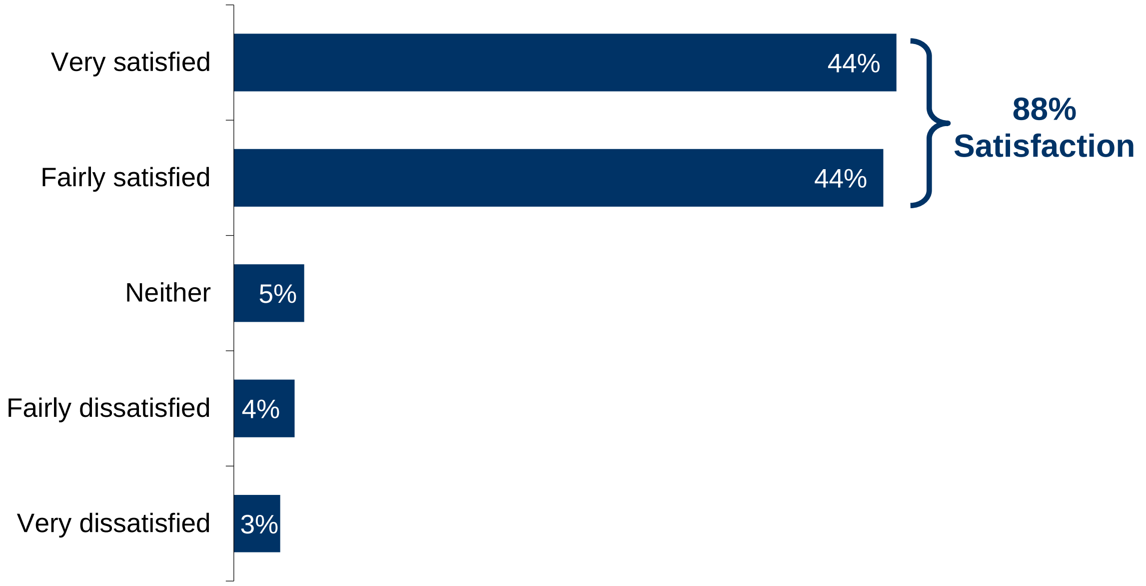


Value for money daily occupancy charges provide

A high proportion (88%) of customers are satisfied that their daily occupancy charge provides value for money, with 44% expressing that they are very satisfied. 7% of customers express they are dissatisfied that their daily occupancy charge provides value for money.

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

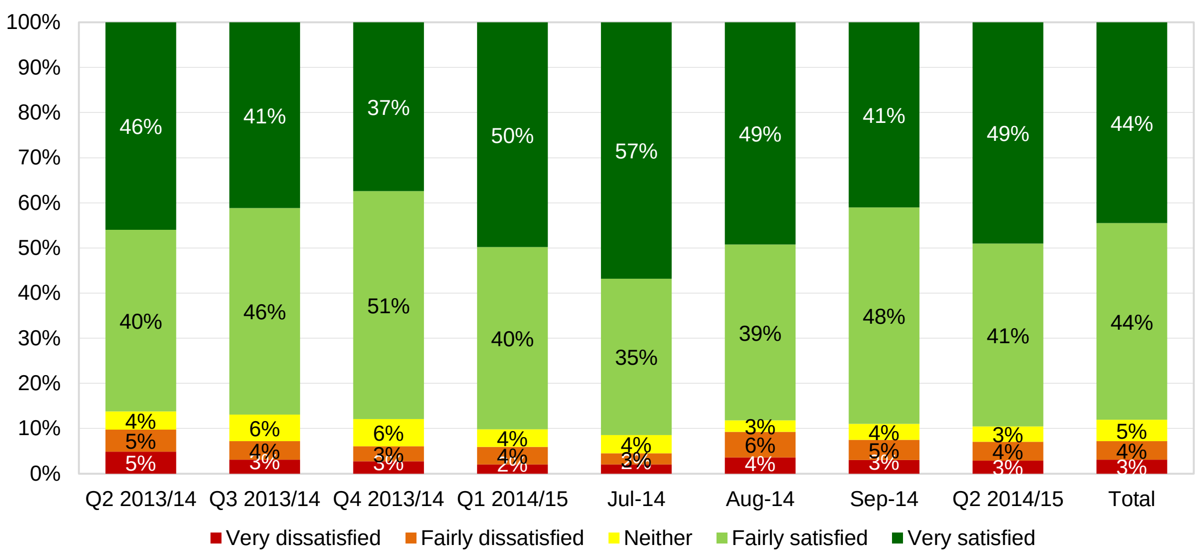
Percentage of respondents- base size 3138 – non applicable removed



When analysing the same result by each month's data collection in Q2 2014/15 there is limited difference in satisfaction levels expressed each month; 91% expressed satisfaction in July 2014 compared to 88% in August 2014. Satisfaction expressed in Q2 2014/15 (90%) is the same as Q1 2014/15 which was the highest level of satisfaction for a quarter since the survey started in June 2013.

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

Percentage of respondents – non applicable removed

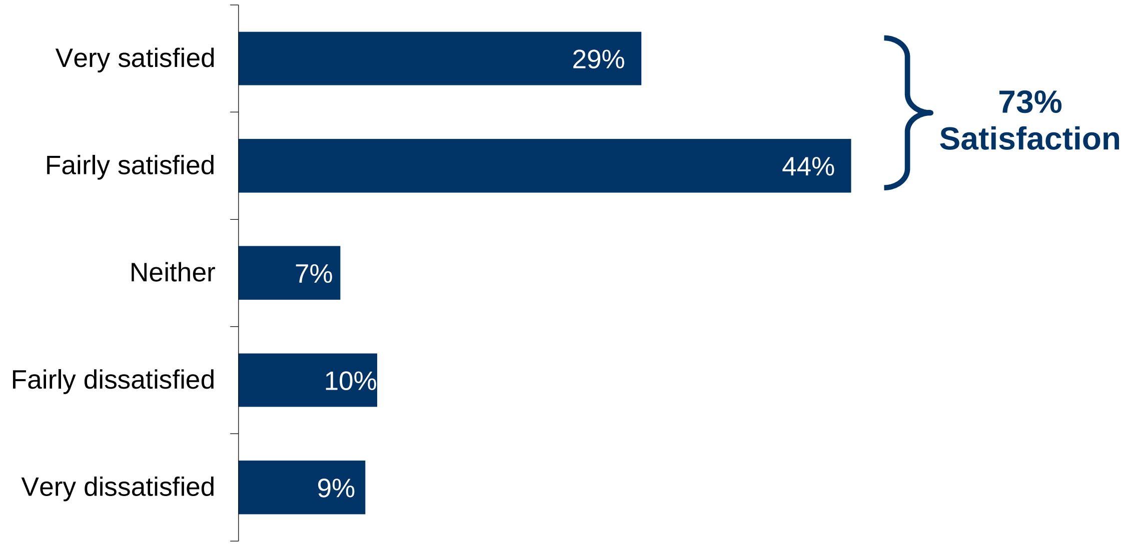


Allocating SFA

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. 19% of customers express some degree of dissatisfaction with the arrangements for allocating SFA.

Figure 13 Satisfaction with the arrangements for allocating SFA

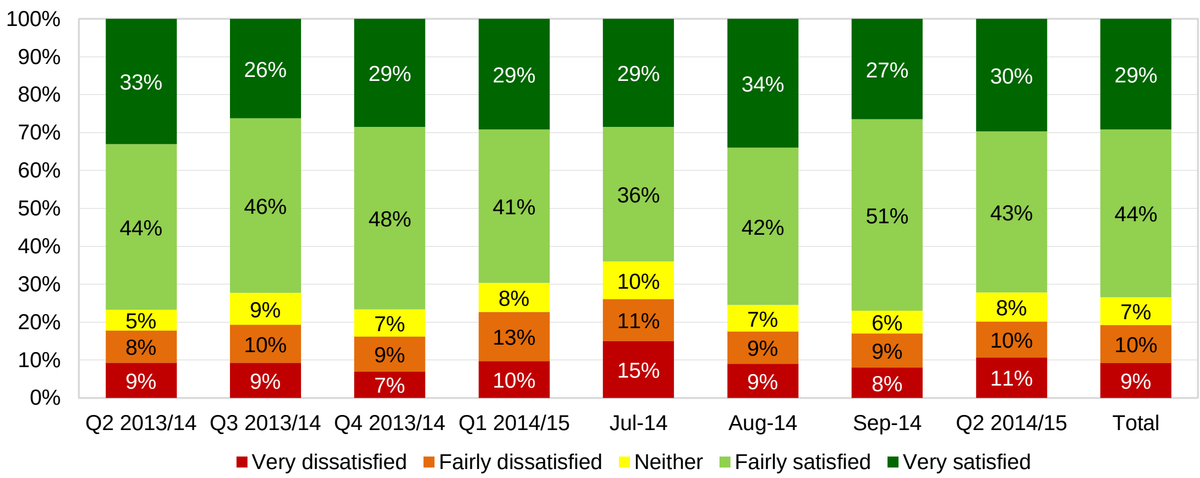
Percentage of respondents- base size 3203



When analysing the results by each month's data collection in Q2 2014/15 it shows a high degree of variation in satisfaction levels; 64% of customers were satisfied in July compared to 77% in September 2014. At 72%, satisfaction expressed in Q2 2014/15 has risen slightly compared to Q1 2014/15 (70%).

Figure 14 Satisfaction with the arrangements for allocating SFA

Percentage of respondents

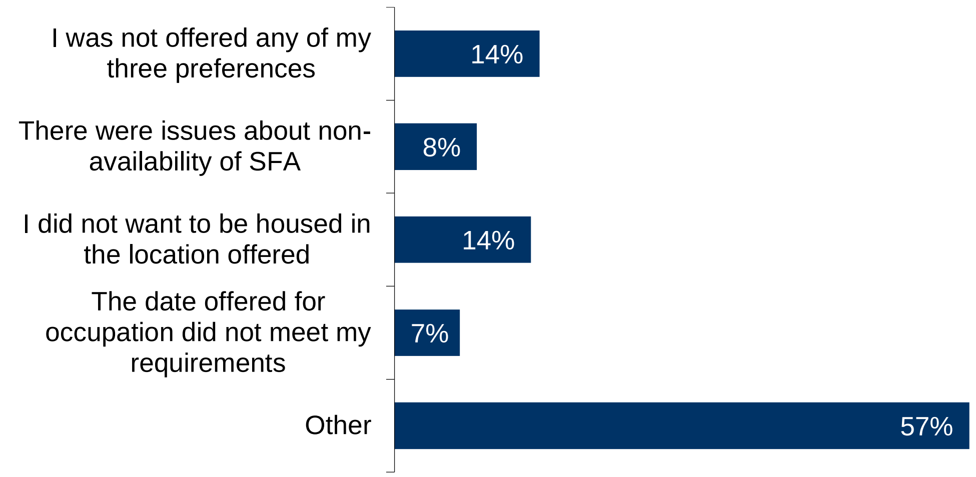


To understand reason for dissatisfaction with the arrangements for allocating SFA, since Q4 2013/14 all respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked which aspect they were most dissatisfied with; I was not offered any of my three preferences, there were 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, or an other reason.

As shown below, a similar proportion of customers (14%) who are dissatisfied with the arrangements for allocating SFA are stating this is due to; not being offered any of their preferences, and not wanting to be housed in the location offered. The majority (57%) 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, the lack of human interaction in choosing a property, the cleanliness of the property upon arrival, and difficulties in communicating with DIO Accommodation about their allocation.

Figure 15 Reasons for dissatsifaction with the arrangements for allocating SFA

Percentage of respondents- base size 353

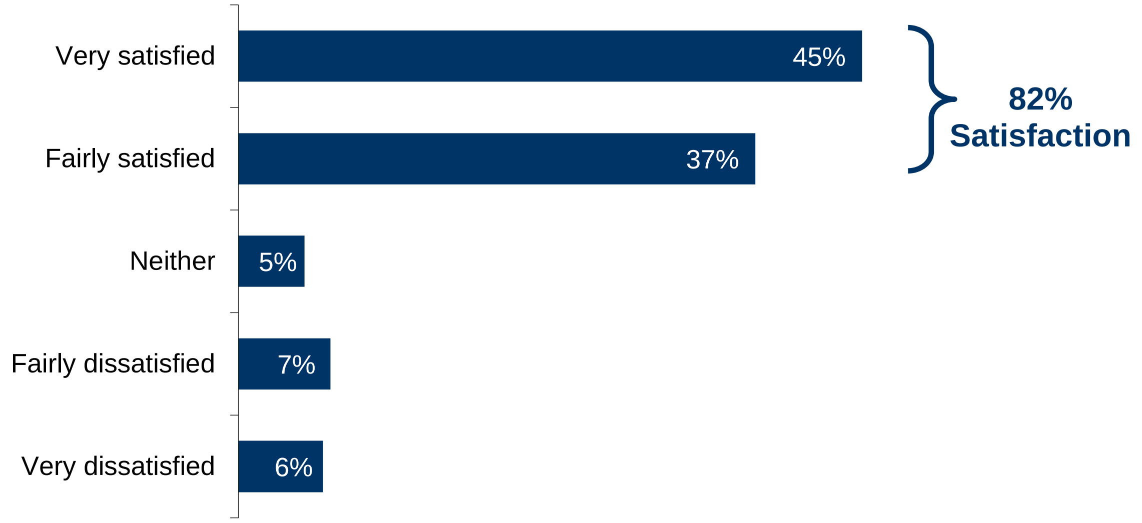


Move In

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 (82%) customers express satisfaction with the way their Move In was dealt with, with 45% indicating that they are very satisfied. Only 13% express some degree of dissatisfaction.

Figure 16 Satisfaction with the way the Move In was dealt with

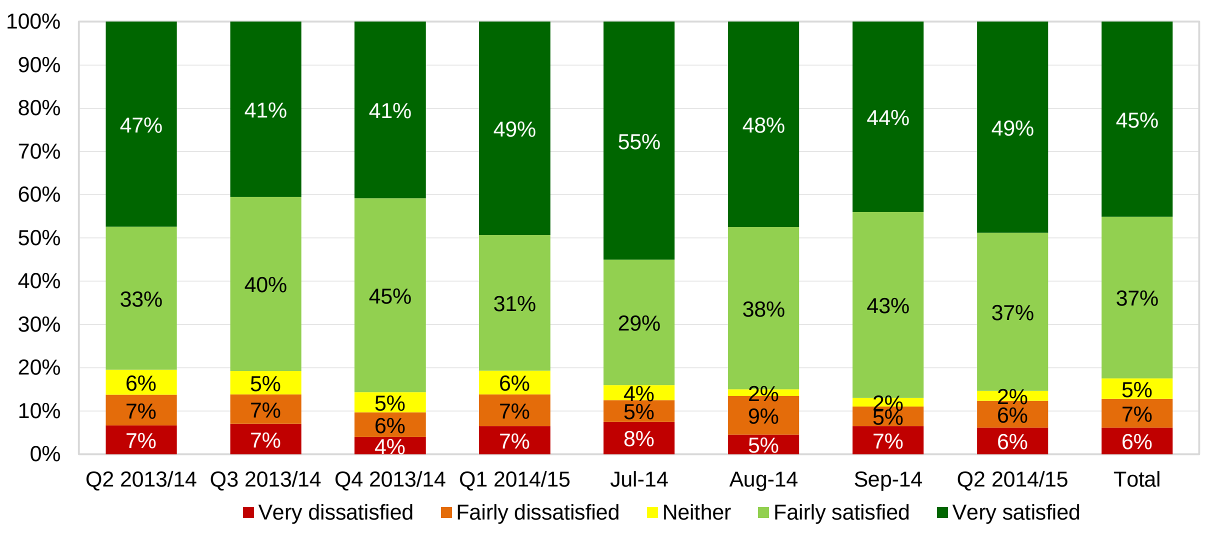
Percentage of respondents- base size 3203



As shown below, comparison of satisfaction levels with the way the Move In was dealt with by each month's data collection in Q2 2014/15 shows little variation in satisfaction and dissatisfaction; 84% of customers expressed satisfaction in July compared to 87% in September. At 85%, satisfaction expressed in Q2 2014/15 has risen in comparison to Q1 2014/15 (81%).

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

Percentage of respondents

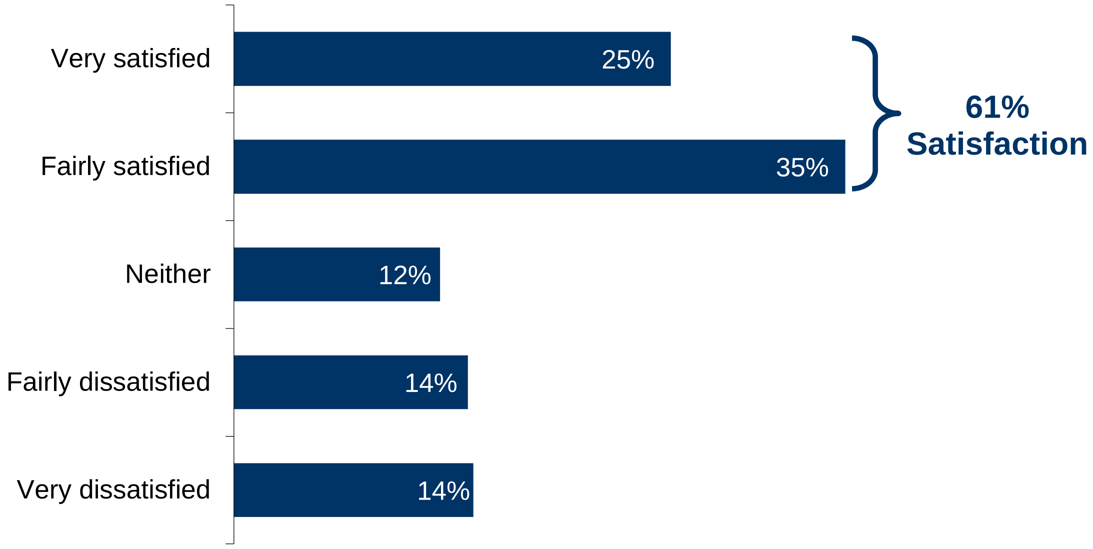


Repairs and maintenance

61% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with a quarter of customers expressing they are very satisfied. 27% of customers indicated some degree of dissatisfaction. It is worth noting that this is the highest level of dissatisfaction expressed for all of the eleven aspects rated in this survey.

Figure 18 Satisfaction with the way the contractor deals with repairs and maintenance issues

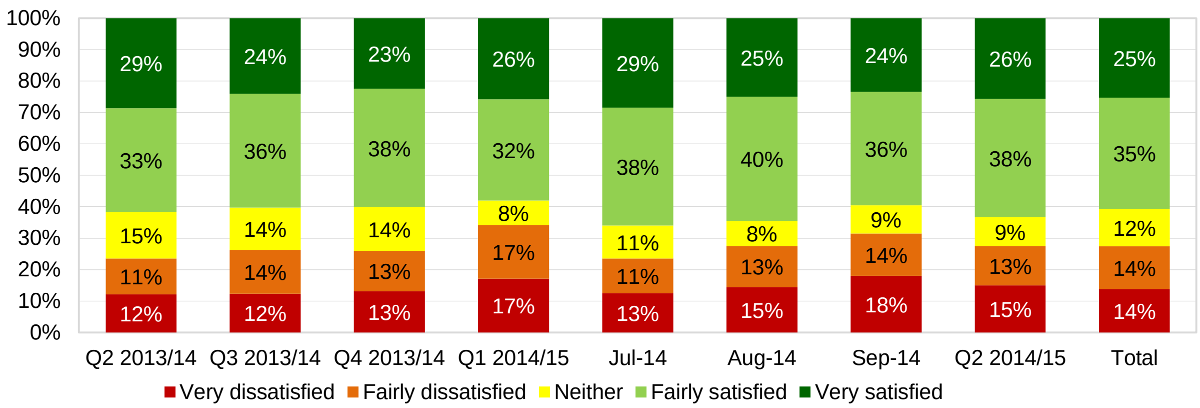
Percentage of respondents- base size 3203



When looking at each month data collection in Q2 2014/15 it shows there has been a downward trend in satisfaction and an upward trend in dissatisfaction; 66% of customers were satisfied and 24% dissatisfied in July, 65% satisfied and 28% dissatisfied in August, and 60% satisfied and 32% dissatisfied in September 2014. However, at 63%, satisfaction expressed in Q2 2014/15 has increased in comparison to Q1 2014/15 (58%), and is the highest level of satisfaction expressed for a quarter since the survey began in June 2013.

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

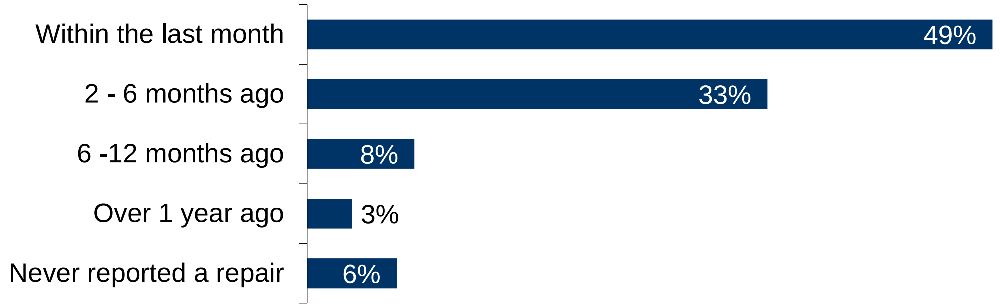
Percentage of respondents



Since Q4 2013/14 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. Nearly one third (33%) have reported a repair or maintenance issue within the last 6 months. While 6% indicated that they have never reported a repair.

Figure 20 Last contacted a Help Desk to report repair or maintenance issue

Percentage of respondents- base size 1799



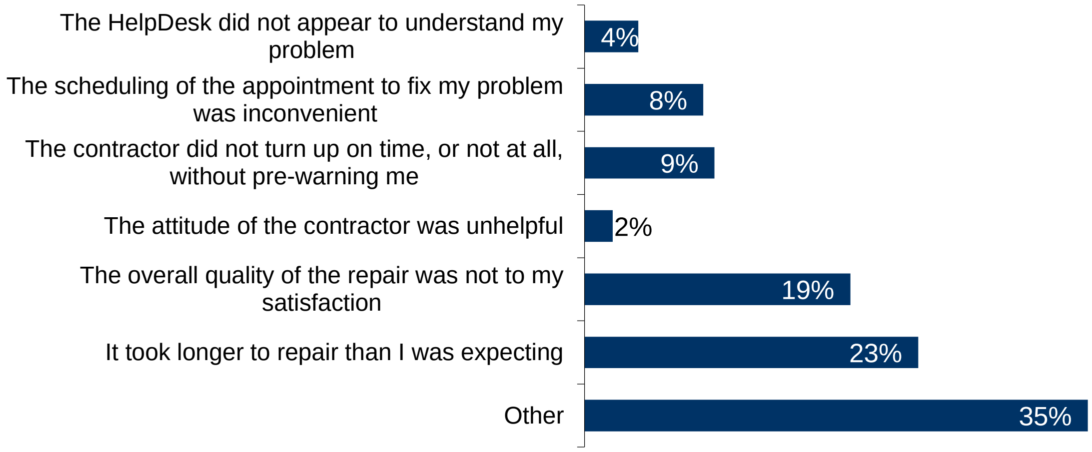
To understand the reason for dissatisfaction with the way the contractor deals with repairs and maintenance issues, since Q4 2013/14 all respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues and also indicated making contact with a Help Desk to 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
- An other reason

As shown in figure 21 overleaf, 23% 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. Around one third of customers who expressed dissatisfaction stated an other reason for being dissatisfied with the way the contractor deals with repairs and maintenance issues. These other reasons included; the repair is still not fixed or needed multiple attempts to be fixed, communication issues in contacting the Help Desk multiple times about one repair or the incorrect contractor turning up to fix a repair due to a miscommunication, and the lack of fixed or evening appointment times.

Figure 21 Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues

Percentage of respondents- base size 347

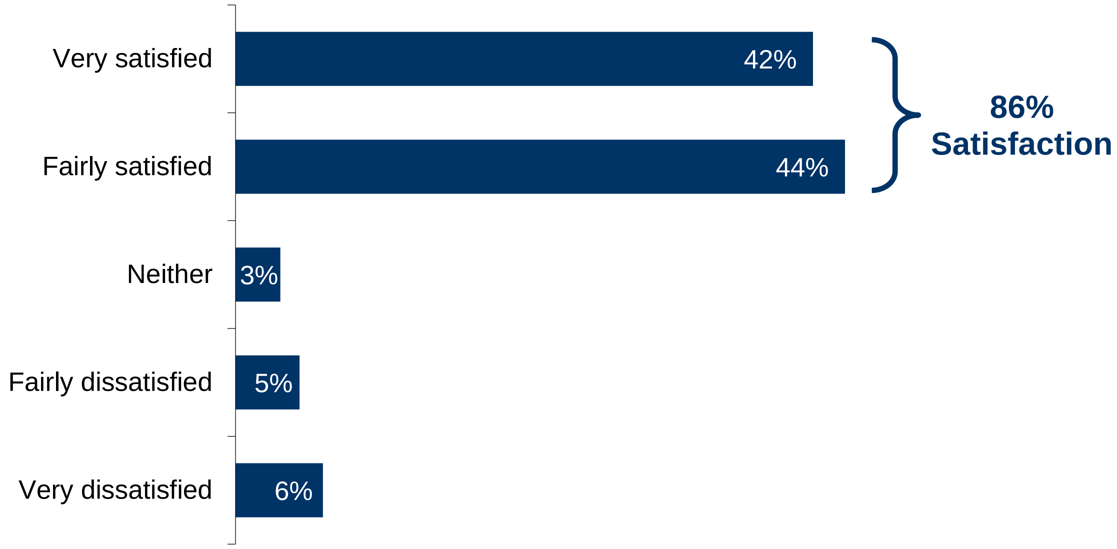


Move Out

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 42% very satisfied. 11% indicate some degree of dissatisfaction, while 3% state they are neither satisfied nor dissatisfied.

Figure 22 Satisfaction with the way the Move Out was dealt with

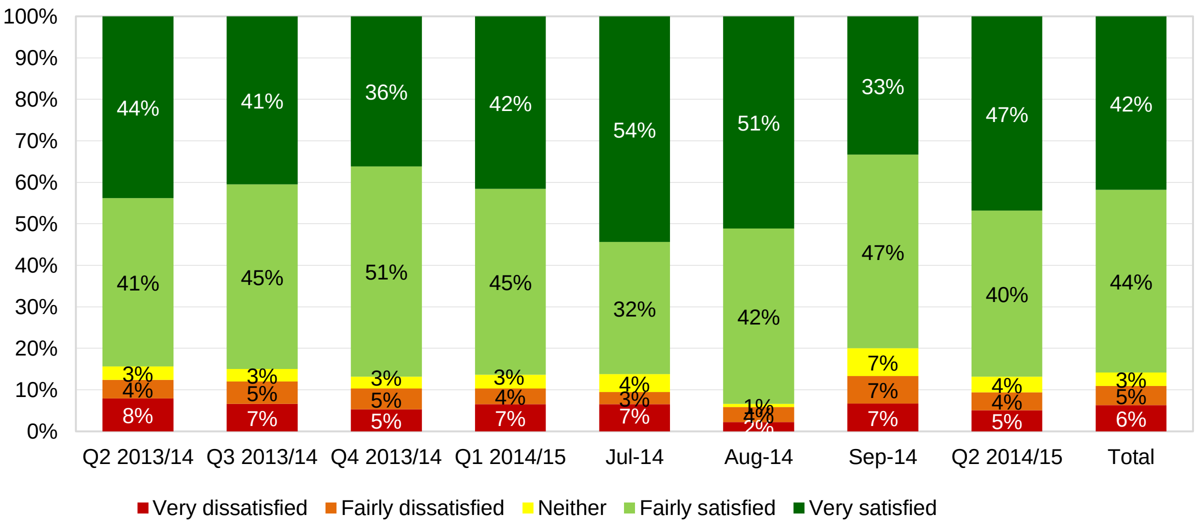
Percentage of respondents - base size 2076 – non applicable removed



When analysing the results by each month's data collection in Q2 2014/15 it shows a high degree of variation in satisfaction levels; 93% of customers expressed satisfaction in August, compared to 80% in September. Although it should be noted that satisfaction levels expressed in Q2 2014/15 (87%) are similar to previous quarters.

Figure 23 Satisfaction with the way the Move Out was dealt with

Percentage of respondents - non applicable removed

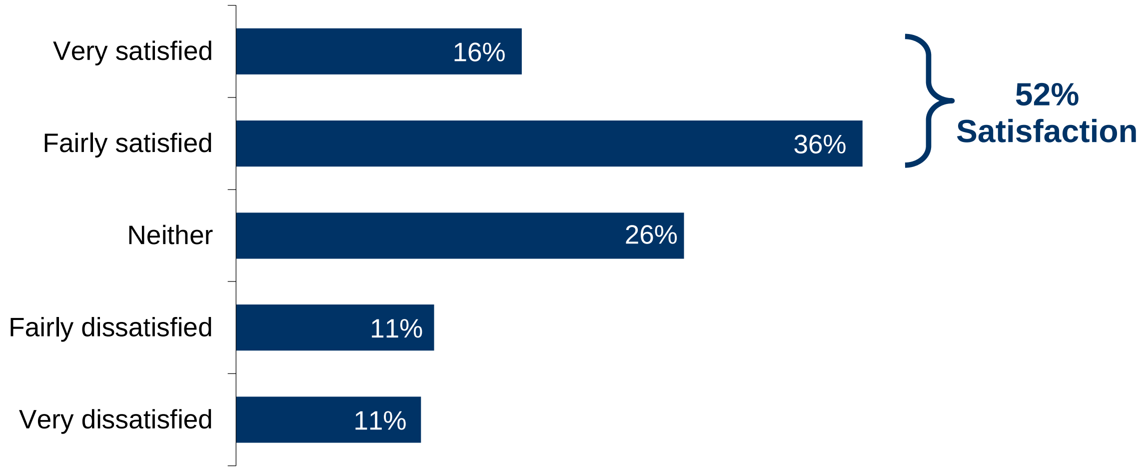


Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, only 52% of customers express they are satisfied that DIO Accommodation listen to views and act upon them, with only 16% expressing they are very satisfied. This is the lowest level of satisfaction expressed by customers for all eleven aspects rated in this survey. 22% of customers indicate they are dissatisfied that DIO Accommodation listen to views and act upon them. It is worth noting that a high proportion of customers (26%) express they are neither satisfied nor dissatisfied.

Figure 24 Satisfaction that DIO Accommodation listens to views and acts upon them

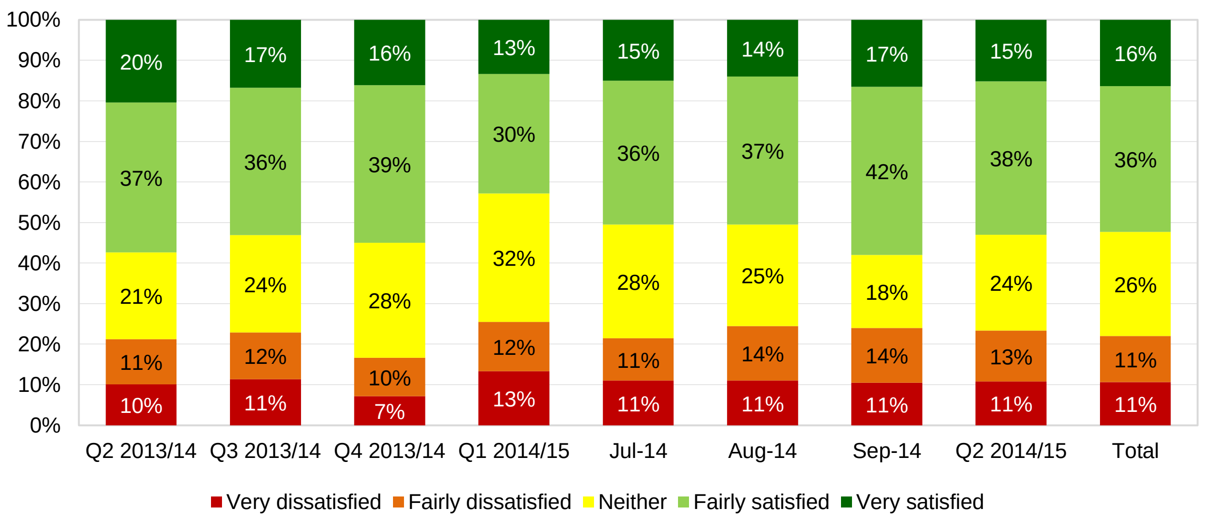
Percentage of respondents- base size 3203



When comparing satisfaction levels from each month's data collection in Q2 2014/15 it shows that satisfaction levels rose to 58% in September. Satisfaction in Q2 2014/15 (53%) has risen compared to Q1 2014/15 (43%), although dissatisfaction levels have remained similar (23% compared to 26%).

Figure 25 Satisfaction that DIO Accommodation listens to views and acts upon them

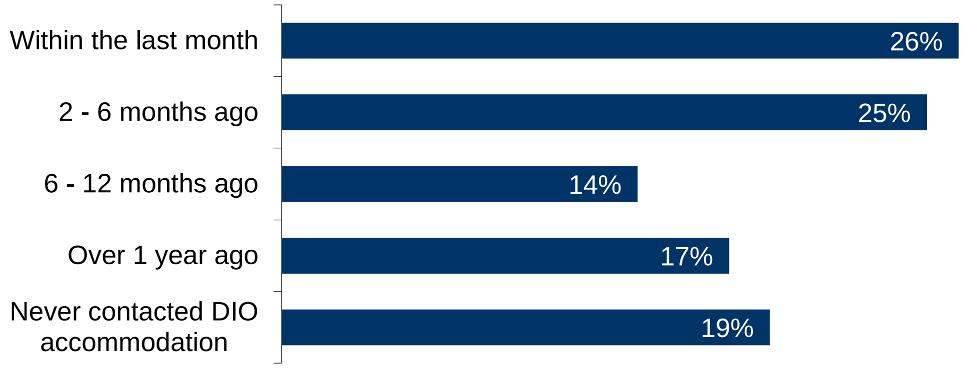
Percentage of respondents



Since Q4 2013/14 all respondents were asked when they last had contact or heard from DIO Accommodation. As shown below, 51% of customers have been in contact or heard from DIO Accommodation within the last 6 months.

Figure 26 Last contact with DIO Accommodation

Percentage of respondents- base size 1799

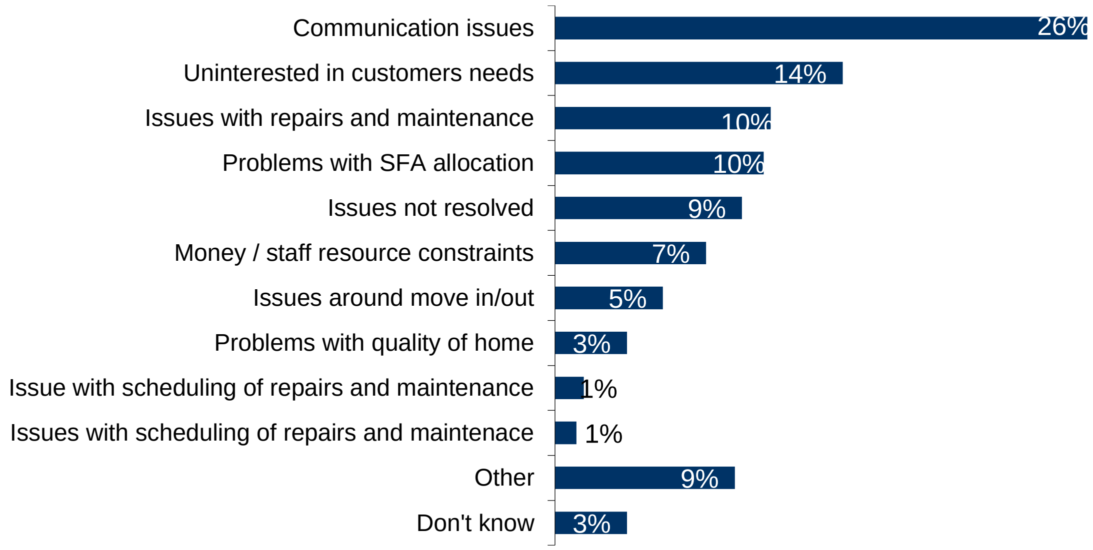


To understand the reason for dissatisfaction that DIO accommodation listens to views and acts upon them, since Q4 2013/14 all respondents who expressed dissatisfaction that DIO accommodation listens to views and acts upon them and also indicated making contact or hearing from DIO accommodation within the last 12 months were asked to explain why they did not think DIO accommodation listened to their views nor acted upon them. These responses were coded and as shown below, the main reason stated is around communication issues:

"I followed the complaints procedure. They didn't respond to my first complaint. I'm now waiting for a response to my tier 2 complaint."

Figure 27 Reasons for dissatisfaction- DIO Accomodation did not listen to or act on views

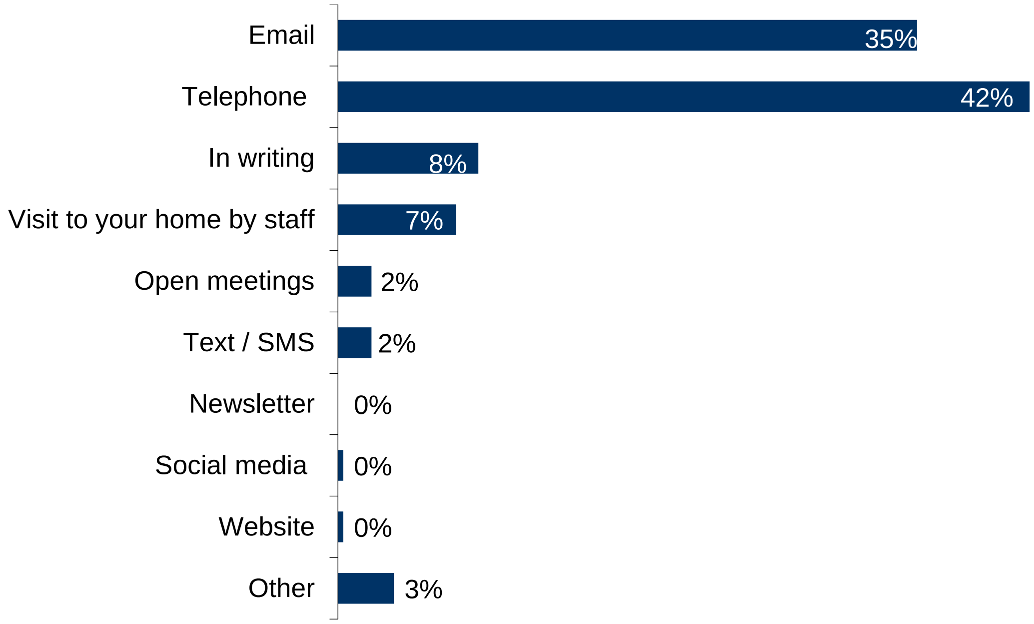
Percentage of respondents- base size 296



Since Q4 2013/14 customers who expressed dissatisfaction that DIO Accommodation listens to their views and acts upon them and had contacted or heard from DIO Accommodation in the last 12 months were asked what their preferred method of communication with DIO accommodation would be. As shown below around one third of customers preferred form of communication would be by email, while 42% would prefer to be contacted by telephone.

Figure 28 Preferred method of communication with DIO Accomodation

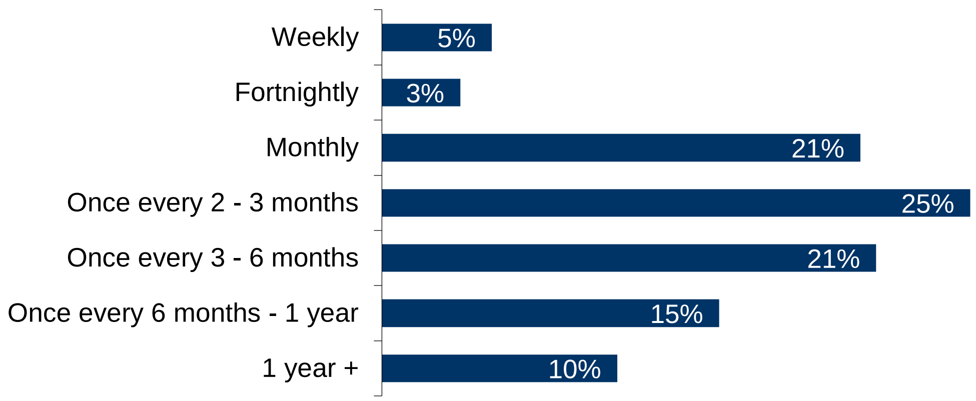
Percentage of respondents- base size 296



Since Q4 2013/14 customers who expressed dissatisfaction that DIO Accommodation listens to their views and acts upon them and had contacted or heard from DIO Accommodation in the last 12 months were asked what their preferred frequency of communication with DIO accommodation would be. As shown below preferred frequency varies considerably, although the finding suggests that three out of four customers indicate they would prefer to be contacted at least every 6 months.

Figure 29 Preferred frequency of communication with DIO Accommodation

Percentage of respondents- base size 296

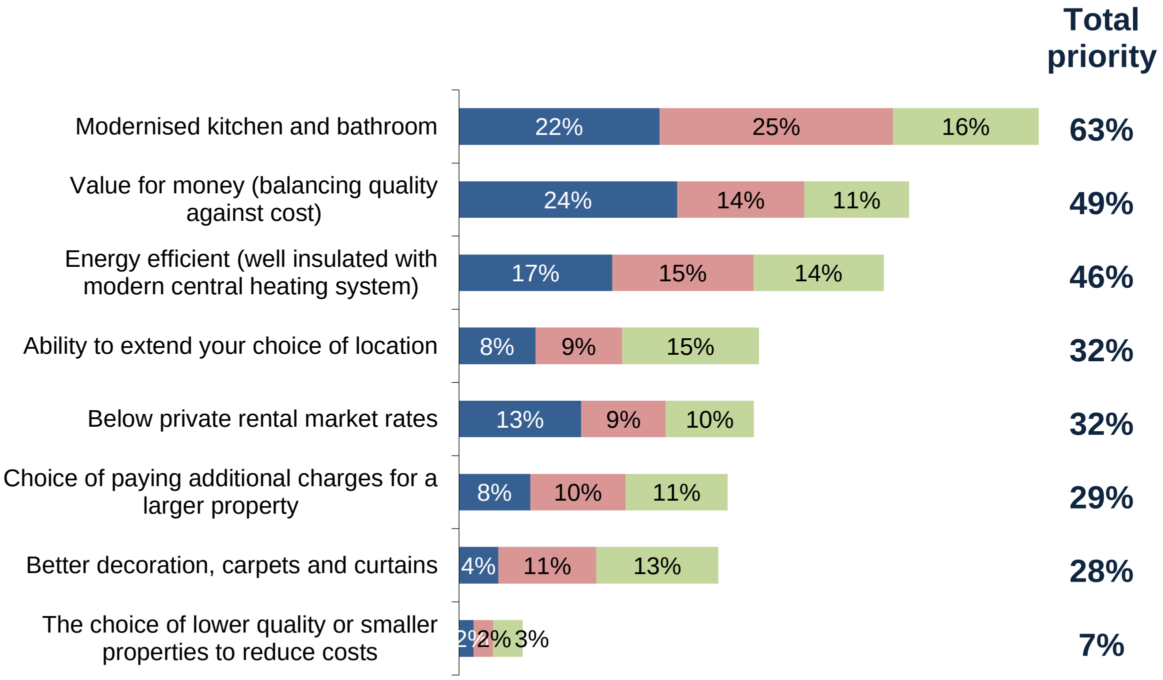


SFA Priorities

Since Q3 2013/14 all respondents were asked to select, from a list of 8 choices, which would be their first, second and third priorities. As shown below, with nearly two thirds of customers selecting it as either their first, second, or third priority, a modernised kitchen and bathroom would be the top priority for customers. The second priority, with around half of customers selecting it, would be value for money, although it should be noted that value for money has the highest proportion of customers selecting it as their top priority. Interestingly, despite value for money is suggested to be the second top priority for customers, the choice of lower quality or smaller properties to reduce costs is the least selected choice out of the list given with only 7% of customers selecting it.

Figure 30 Priorities for Service Family Accommodation

Percentage of respondents- base size 1800



Appendices

Appendix 1 – Survey

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)

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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.

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