

# Using evidence to shape better services



Ministry  
of Defence

## DIO Accommodation customer satisfaction tracker survey Q1 2014/15

Final report  
July 2014

Wastes &  
resources  
management



Community  
safety &  
neighbourhood  
policing



Sure Start  
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Centres



Healthy  
communities



Affordable  
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Local  
Authority  
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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 Q1 2014/15
<b>Client</b>	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 2,603 interviews being conducted so far, with 600 interviews being conducted in Q1 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 April 2014 to June 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 66%, overall satisfaction with the service provided has marginally decreased in Q1 2014/15 compared to Q4 2013/14 (70%).
- ◆ 84% of customers are satisfied, and 10% dissatisfied, with the rules that govern entitlement to SFA. Satisfaction in Q1 2014/15 (83%) is similar to 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 Q1 2014/15 (71%) with the overall quality of home is the lowest since the survey started.
- ◆ 87% of customers are satisfied, and 8% dissatisfied, with the SFA estate as place to live. Satisfaction expressed in Q1 2014/15 (84%) with the SFA estate as a place to live is the lowest since the survey started.
- ◆ 73% of customers are satisfied, and 16% dissatisfied, with the upkeep of communal areas. Once again satisfaction expressed in Q1 2014/15 (73%) with the upkeep of communal areas is the lowest since the survey started.
- ◆ 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. While satisfaction expressed in Q1 2014/15 (90%) is the highest since the survey started.
- ◆ 74% of customers are satisfied, and 19% dissatisfied, with the arrangements for allocating SFA. Satisfaction expressed in Q1 2014/15 (70%) with the arrangements for allocating SFA is the lowest since the survey started.
- ◆ 82% of customers are satisfied and 13% dissatisfied, with the way the 'Move In' is dealt with. Satisfaction in Q1 2014/15 (81%) is similar to Q2 2013/14 (80%) and Q3 2013/14 (81%).
- ◆ 60% 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. As seen with other findings satisfaction expressed in Q1 2014/15 (58%) with the way the contract deals with repairs and maintenance issues is the lowest since the survey started. While at 34% dissatisfaction expressed in Q1 2014/15 is the highest since the survey started.
- ◆ 86% of customers are satisfied, and 11% dissatisfied, with the way the 'Move Out' is dealt with. Satisfaction expressed in Q1 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 43%, satisfaction expressed in Q1 2014/15 is the lowest since the survey started.

Question	Satisfaction							
	Q2 2013/14	Q3 2013/14	Q4 2013/14	Apr- 14	May- 14	Jun- 14	Q1 2014/15	Overall
Overall service provided	74%	68%	70%	67%	66%	65%	66%	69%
Rules that govern entitlement	83%	84%	87%	81%	87%	81%	83%	84%
Quality of home	78%	73%	74%	73%	72%	68%	71%	74%
SFA estate as a place to live	87%	88%	87%	85%	87%	81%	84%	87%
Upkeep of communal areas	76%	74%	74%	73%	74%	62%	69%	73%
Value for money daily occupancy charges provide	86%	87%	88%	93%	91%	87%	90%	88%
Arrangements for allocating SFA	77%	72%	77%	68%	74%	68%	70%	74%
Move In was dealt with	80%	81%	86%	82%	82%	79%	81%	82%
Repairs and maintenance	62%	61%	60%	62%	57%	55%	58%	60%
Move Out was dealt with	84%	85%	87%	85%	87%	88%	86%	86%
Listens to views and acts upon them	57%	53%	55%	46%	45%	39%	43%	52%

Question	Dissatisfaction							
	Q2 2013/14	Q3 2013/14	Q4 2013/14	Apr- 14	May- 14	Jun- 14	Q1 2014/15	Overall
Overall service provided	14%	16%	15%	18%	19%	21%	19%	16%
Rules that govern entitlement	11%	9%	7%	13%	8%	12%	11%	10%
Quality of home	15%	20%	16%	20%	21%	24%	21%	18%
SFA estate as a place to live	8%	7%	8%	10%	10%	13%	11%	8%
Upkeep of communal areas	15%	16%	15%	17%	18%	26%	20%	16%
Value for money daily occupancy charges provide	10%	7%	6%	5%	7%	7%	6%	7%
Arrangements for allocating SFA	18%	19%	16%	24%	19%	25%	23%	19%
Move In was dealt with	14%	14%	10%	15%	15%	12%	14%	13%
Repairs and maintenance	24%	26%	26%	31%	36%	37%	34%	27%
Move Out was dealt with	12%	12%	10%	13%	10%	8%	10%	11%
Listens to views and acts upon them	21%	23%	17%	24%	26%	27%	26%	22%

## 4) Survey Results

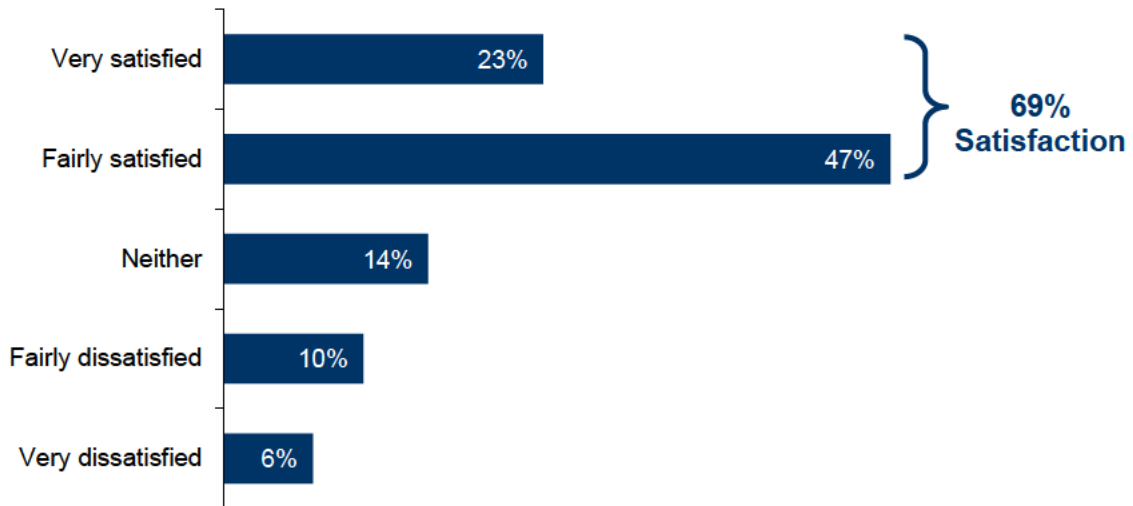
This section presents the overall findings

### 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 (47%), satisfied with the service provided by DIO Accommodation and its contractors. 14% 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.

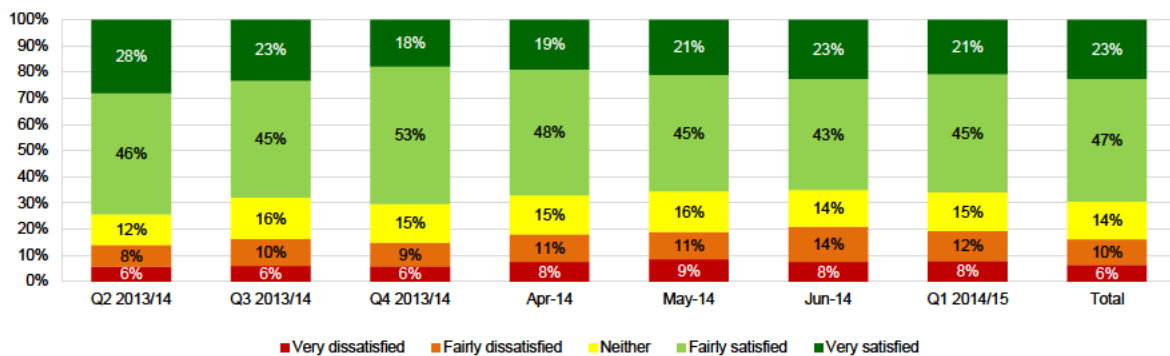
Percentage of respondents- base size 2603



As figure 2 below shows, when looking at the results for overall satisfaction for the last quarter; there has been little variation in satisfaction with the lowest level of satisfaction, at 65%, being expressed during June 2014, and the highest, at 67%, being expressed during April 2014. The result for Q1 2014/15 (66%) is lower than all previous quarters; Q4 2013/14 (70%), Q3 2013/14 (68%), and Q2 2013/14 (74%).

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

Percentage of respondents- base size 2603

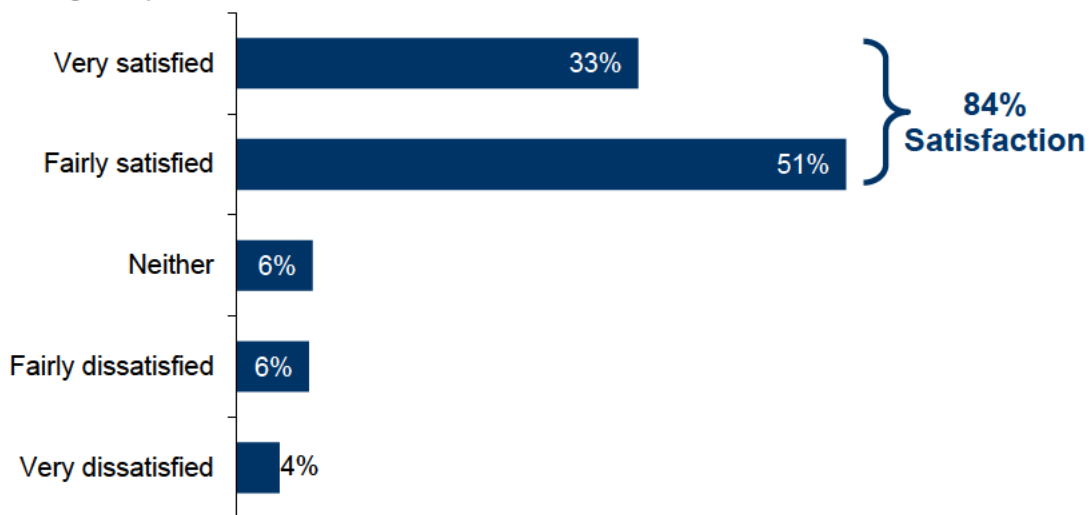


### Satisfaction with the rules that govern entitlement to SFA

Just over eight out of ten (84%) customers are satisfied with the rules that govern customer entitlement to SFA, with 33% very satisfied. Around one in ten customers (11%) are dissatisfied with the rules that govern customer entitlements to SFA.

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

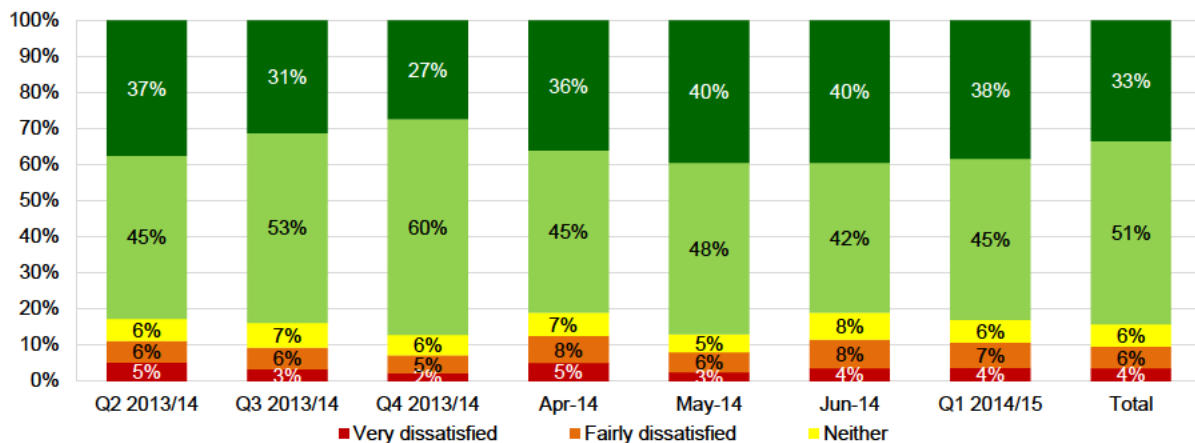
Percentage of respondents- base size 2603



When looking at satisfaction with the rules that govern customer entitlement to SFA for each month, it shows that there is notable variation in satisfaction, with the highest level of satisfaction in May 2014 being 87%, and the lowest level of satisfaction in April and June 2014 being 81%. At 84%, satisfaction with the rules that govern customer entitlement to SFA in Q1 2014/15 is the same as Q3 2013/14 (84%) slightly above Q2 2013/14 (83%) and below Q4 2013/14 (87%).

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

Percentage of respondents- base size 2603



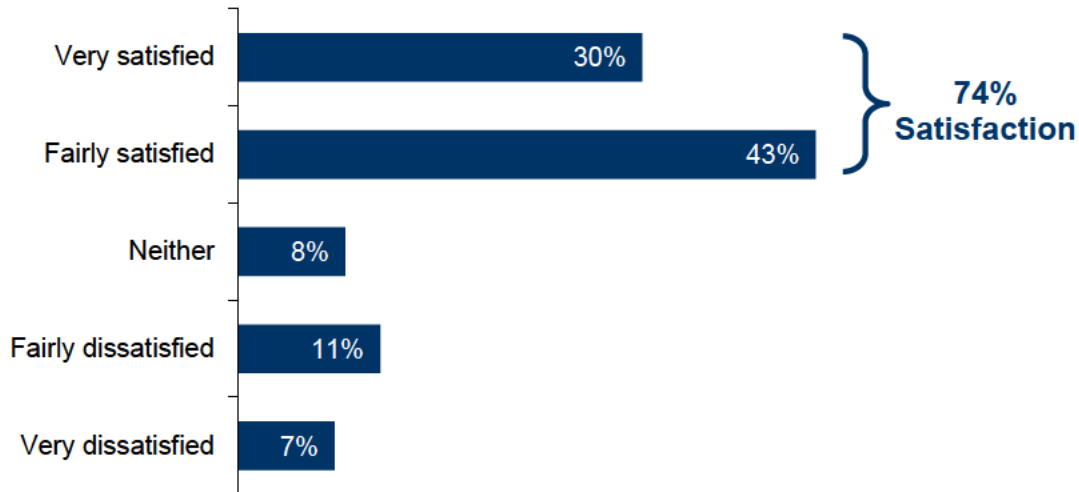


### Overall quality of home

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**

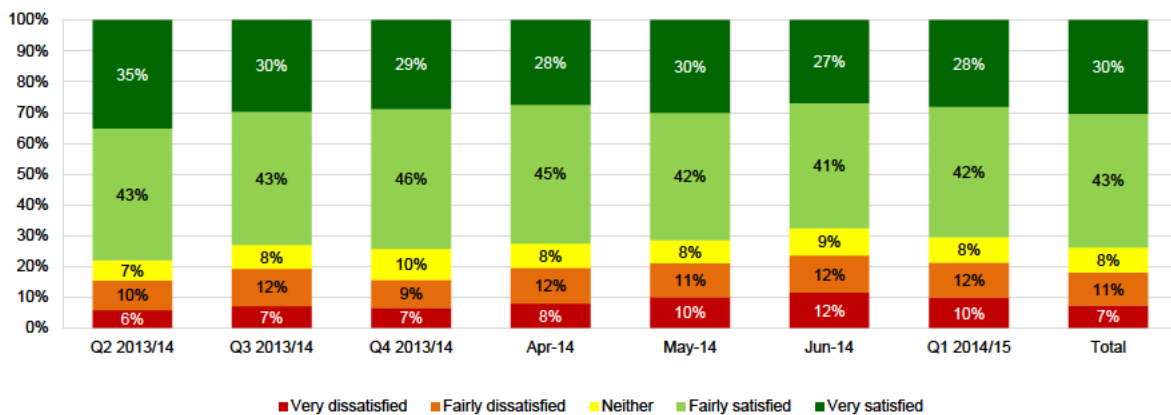
Percentage of respondents- base size 2603



When analysing the results for each month of Q1 2014/15 it shows that satisfaction has decreased each month; 73% expressed satisfaction in April 2014, 72% in May 2014, and 68% in June 2014. At 71%, satisfaction with the quality of home in Q1 2014/15 is the lowest level of satisfaction for a quarter since the survey started in June 2013.

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

Percentage of respondents- base size 2603

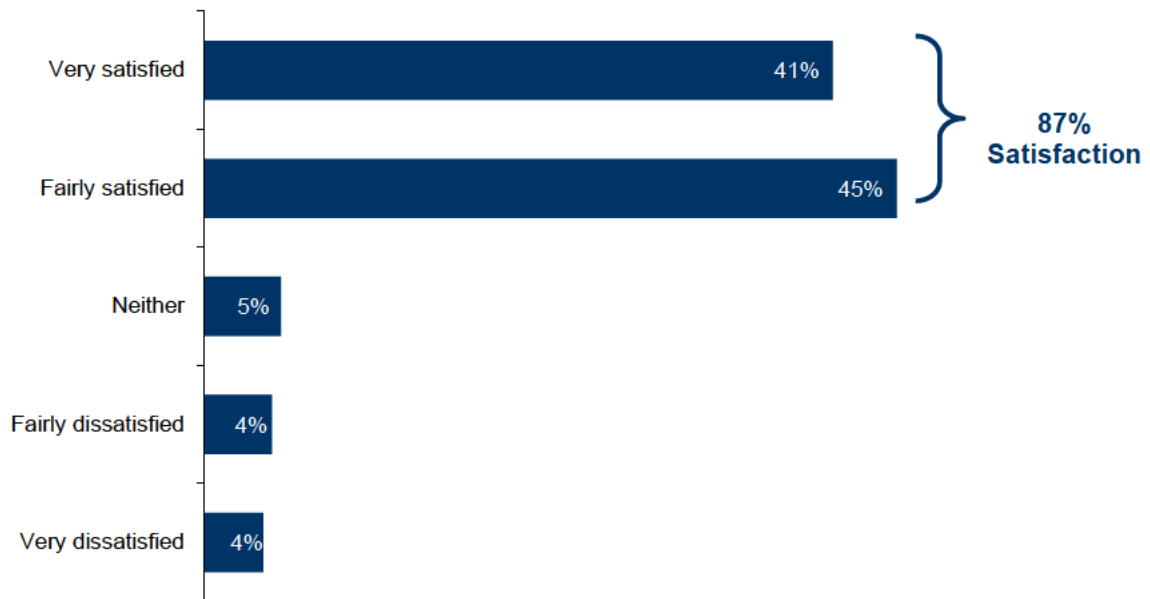


### SFA estate as a place to live

87% of customers are satisfied with the SFA estate as a place to live, with just over four in ten (41%) of customers expressing they are very satisfied. Only 8% of customers express dissatisfaction with the SFA estate as a place to live.

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

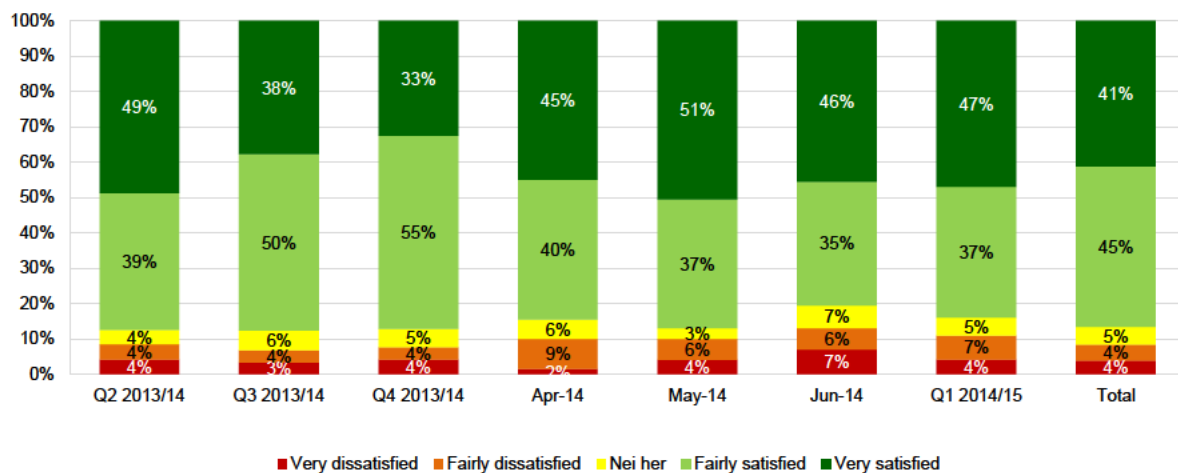
Percentage of respondents- base size 2603



When analysing the results by month and by quarter it shows that satisfaction with the SFA estate as a place to live it shows that satisfaction was lowest in June 2014 (81%) and highest in May 2014 (87%).

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

Percentage of respondents- base size 2603

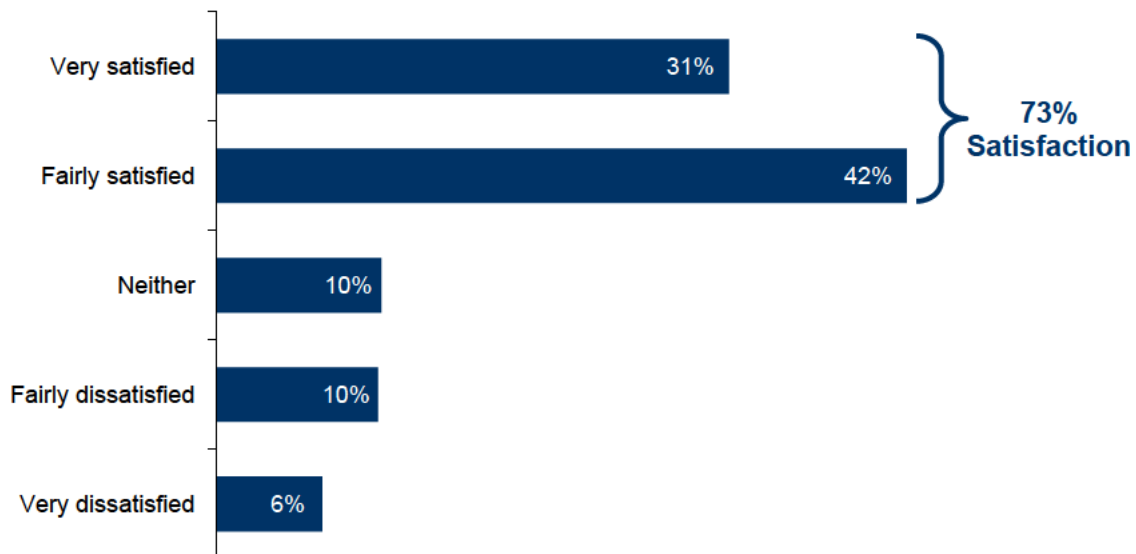


### Upkeep of communal areas

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 31% expressing they are very satisfied. 16% 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**

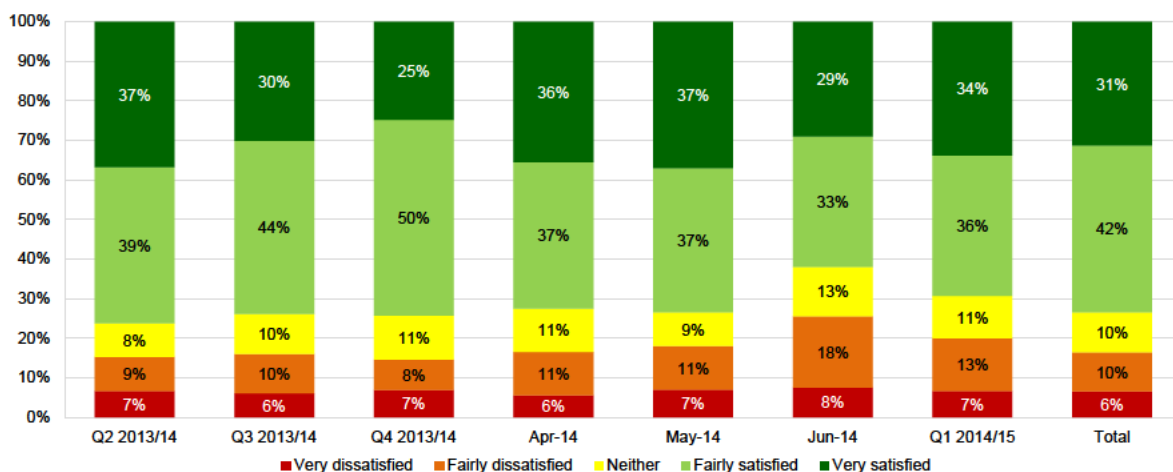
Percentage of respondents- base size 2603



When analysing the same results by each month's data collection in Q1 2014/15 it shows that there was a high degree of variation in satisfaction expressed by customers with the upkeep of communal areas; 62% were satisfied in June 2014 compared to 74% in May 2014. At 69%, satisfaction expressed in Q1 2014/15 is the lowest level of satisfaction for a quarter since the survey started in June 2013; Q2 2013/14 (76%), Q3 2013/14 (74%), and Q4 2013/14 (74%).

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

Percentage of respondents- base size 2603

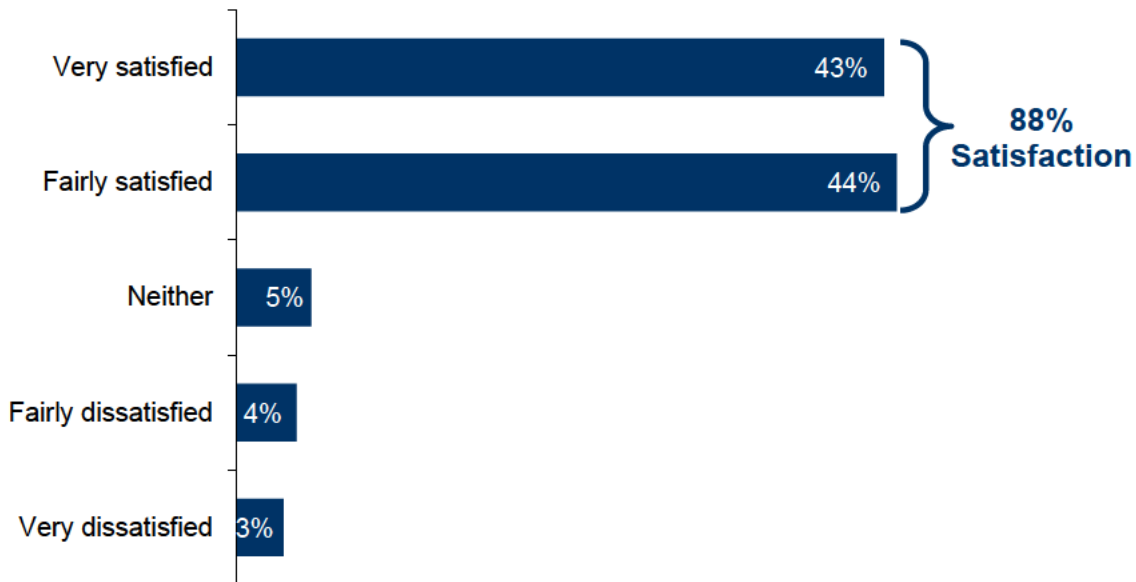


### Value for money daily occupancy charges provide

A high proportion (88%) of customers are satisfied that their daily occupancy charge provides value for money, with 43% 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

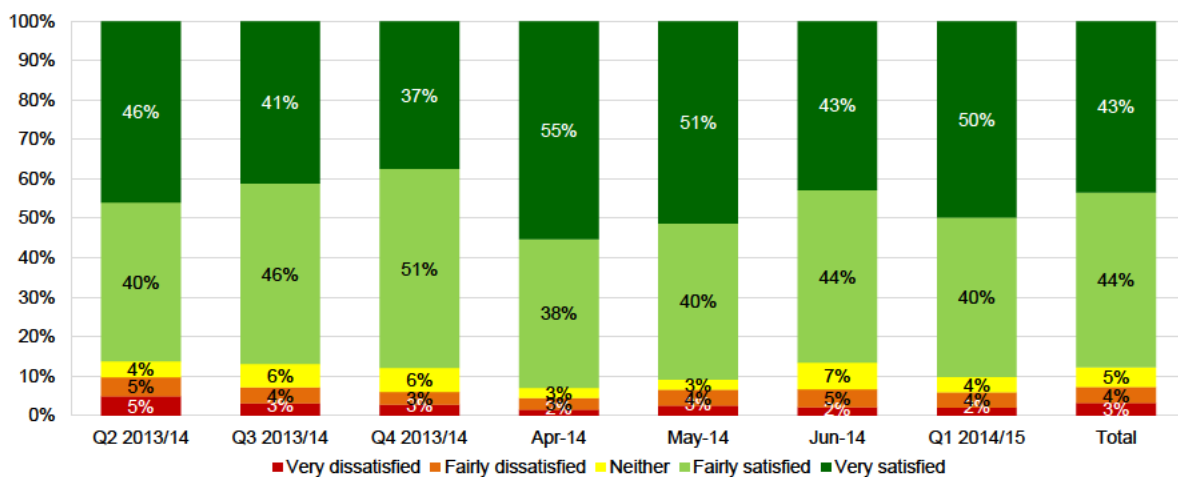
Percentage of respondents- base size 2544 – non applicable removed



When analysing the same result by each month’s data collection in Q1 2014/15 it shows there has been a decrease in satisfaction each month; 93% expressed satisfaction in April 2014, 91% in May 2014, and 87% in June 2014. Although there has been this downward trend, at 90%, satisfaction expressed in Q1 2014/15 is 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- base size 1254 – non applicable removed

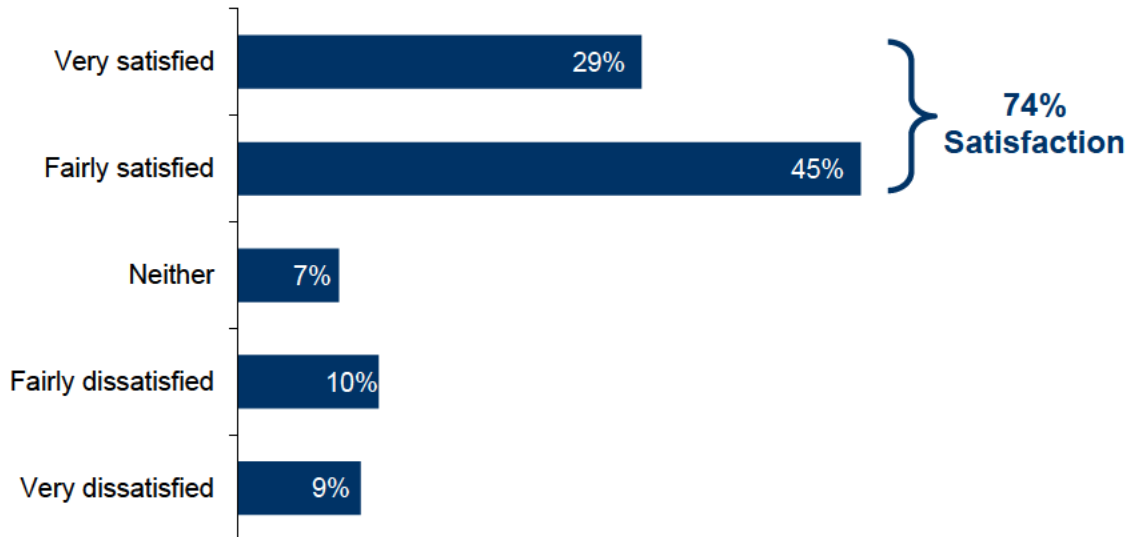


### Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, 74% 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**

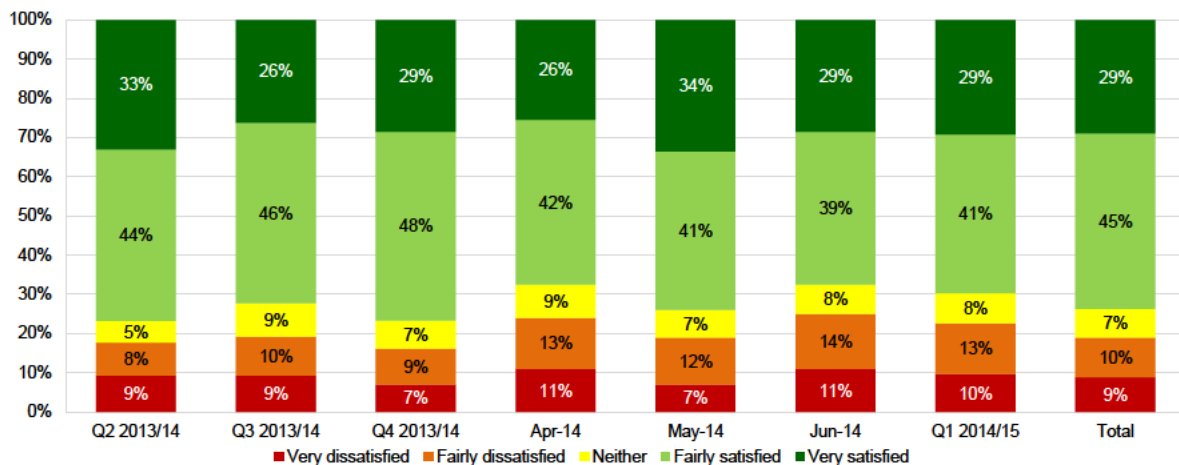
Percentage of respondents- base size 2603



When analysing the results by each month's data collection in Q1 2014/15 it shows that satisfaction levels were highest in May 2014. At 70%, satisfaction expressed in Q1 2014/15 is the lowest level of satisfaction for a quarter since the survey started in June 2013; Q2 2013/14 (77%), Q3 2013/14 (72%), and Q4 2013/14 (77%).

**Figure 14 Satisfaction with the arrangements for allocating SFA**

Percentage of respondents- base size 2603

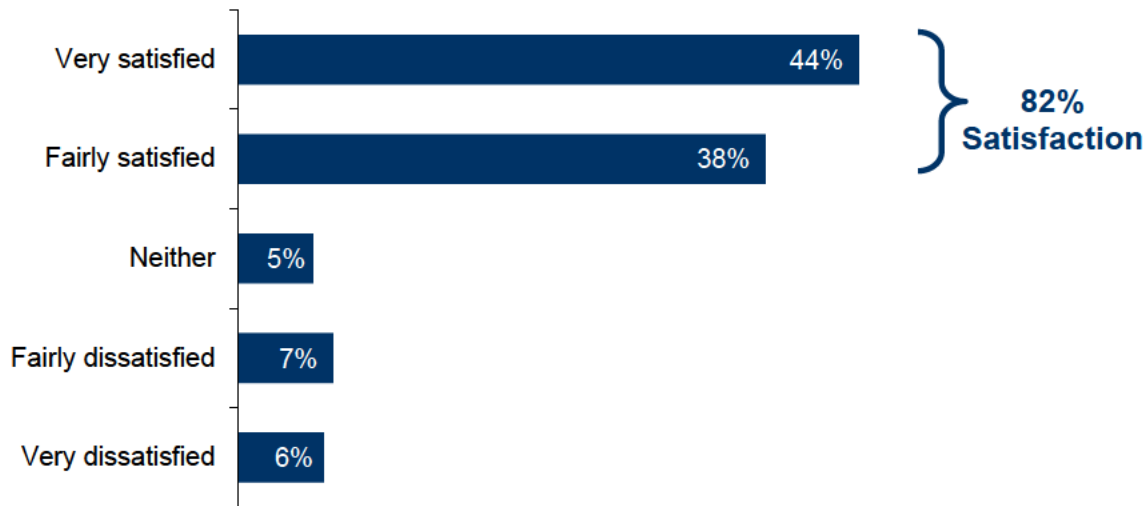


## Move In

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 44% indicating that they are very satisfied. Only 13% express some degree of dissatisfaction.

**Figure 15 Satisfaction with the way the Move In was dealt with**

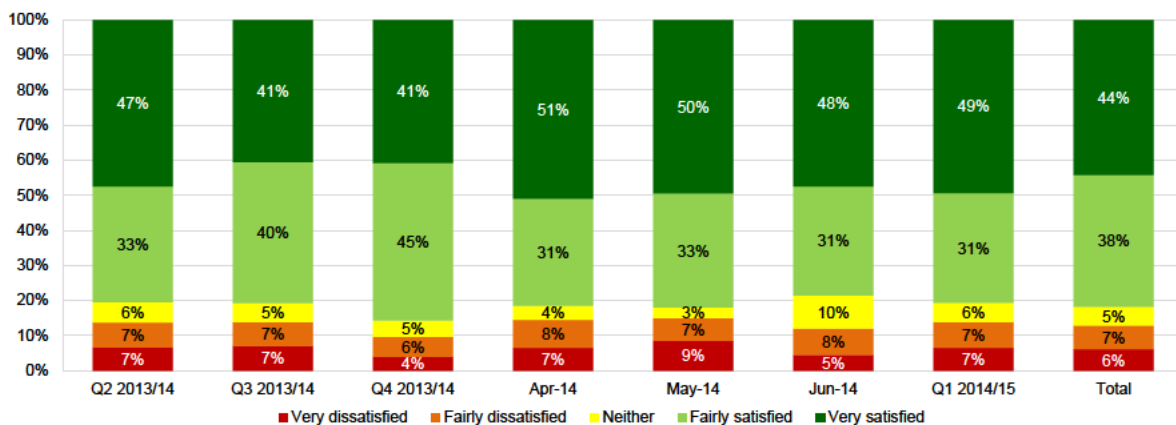
Percentage of respondents- base size 2603



As shown below, when comparing satisfaction levels with the way the Move In was dealt with by each month's data collection in Q1 2014/15 there has been little variation in satisfaction and dissatisfaction. At 81%, satisfaction expressed in Q1 2014/15 is similar to the satisfaction expressed in Q2 (80%) & Q3 (81%) 2013/14 however lower than the satisfaction expressed in Q4 2013/14 (86%).

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

Percentage of respondents- base size 2603

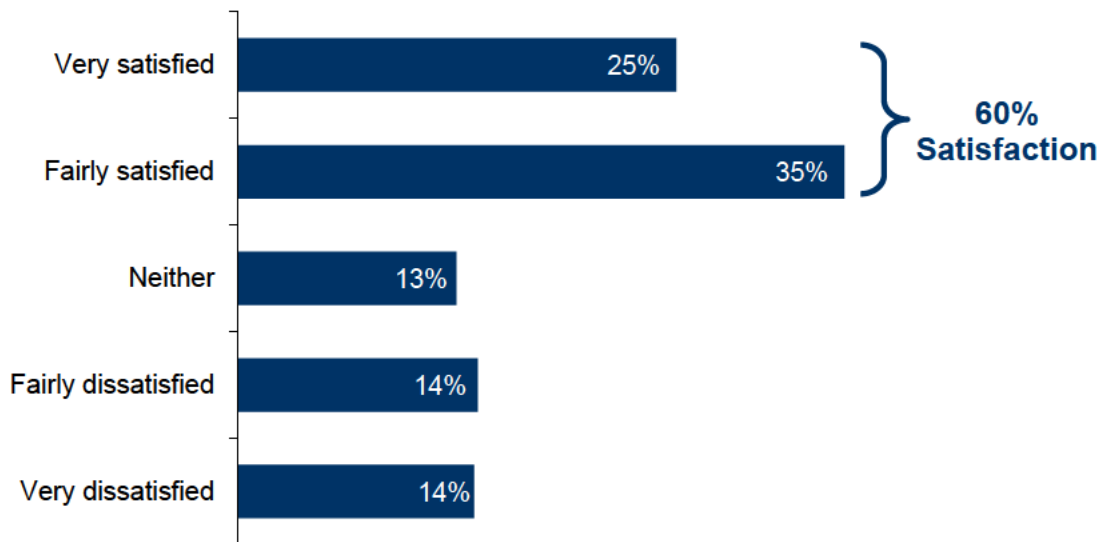


### Repairs and maintenance

Six out of ten 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 17 Satisfaction with the way the contractor deals with repairs and maintenance issues**

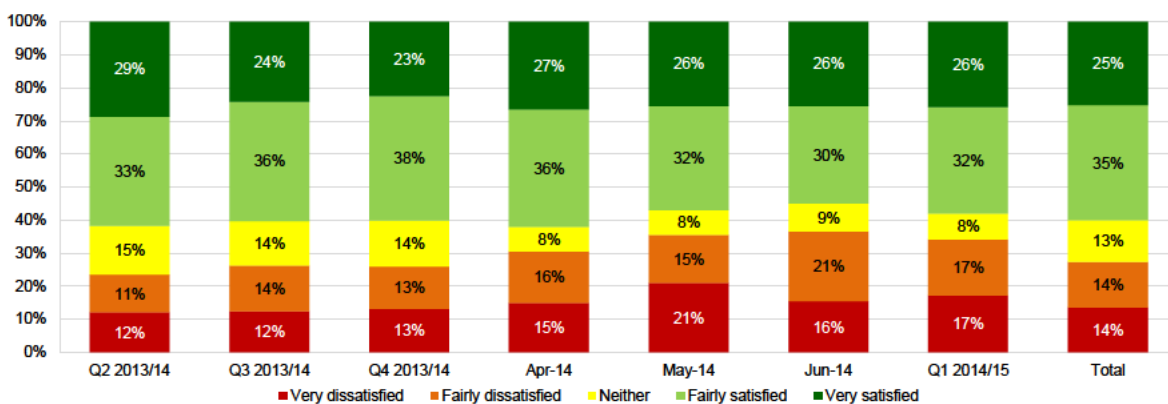
Percentage of respondents- base size 2603



When looking at each month data collection in Q1 2014/15 it shows there has been a downward trend in satisfaction and an upward trend in dissatisfaction; 62% of customers were satisfied and 31% dissatisfied in April 2014, 57% satisfied and 36% dissatisfied in May 2014, and 55% satisfied and 37% dissatisfied in June 2014.

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

Percentage of respondents- base size 2603

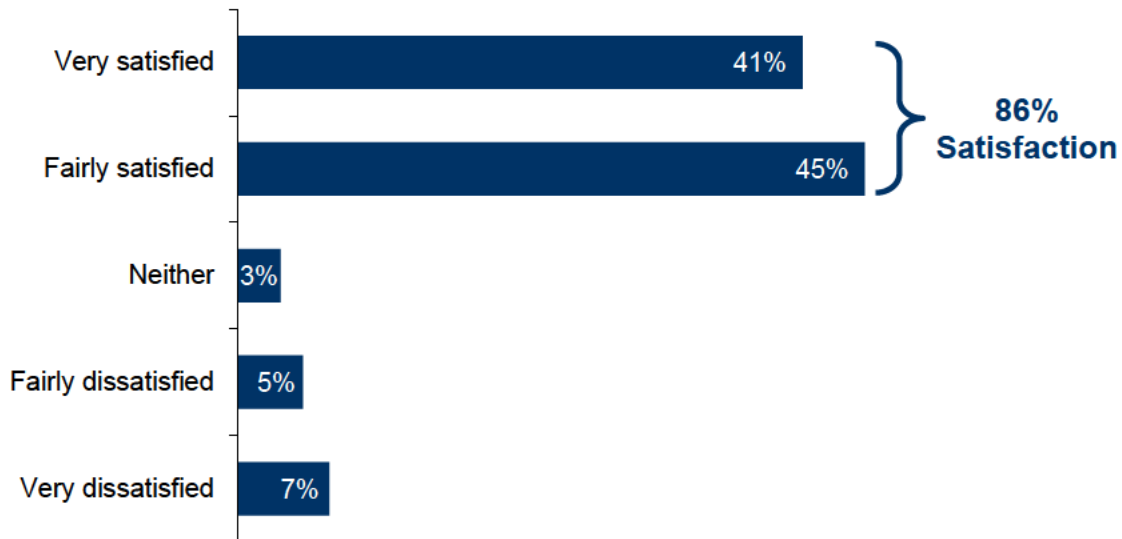


### Move Out

All respondents who have experienced a Move Out were asked how satisfied they are with the way the Move Out was dealt with. As shown below, 86% of customers express satisfaction with the way the Move Out was dealt with, with 41% very satisfied. 11% indicate some degree of dissatisfaction, while 3% state they are neither satisfied nor dissatisfied.

**Figure 19 Satisfaction with the way the Move Out was dealt with**

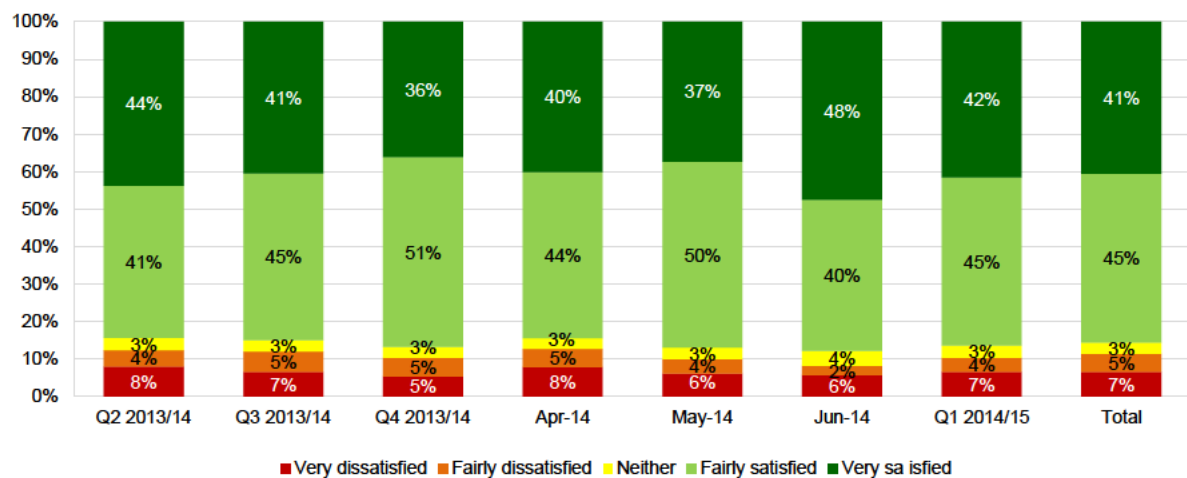
Percentage of respondents - base size 1681 – non applicable removed



When analysing the results by each month's data collection in Q1 2014/15 it shows there is little variation in satisfaction with the way the Move Out was dealt with.

**Figure 20 Satisfaction with the way the Move Out was dealt with**

Percentage of respondents - base size 1681 – non applicable removed



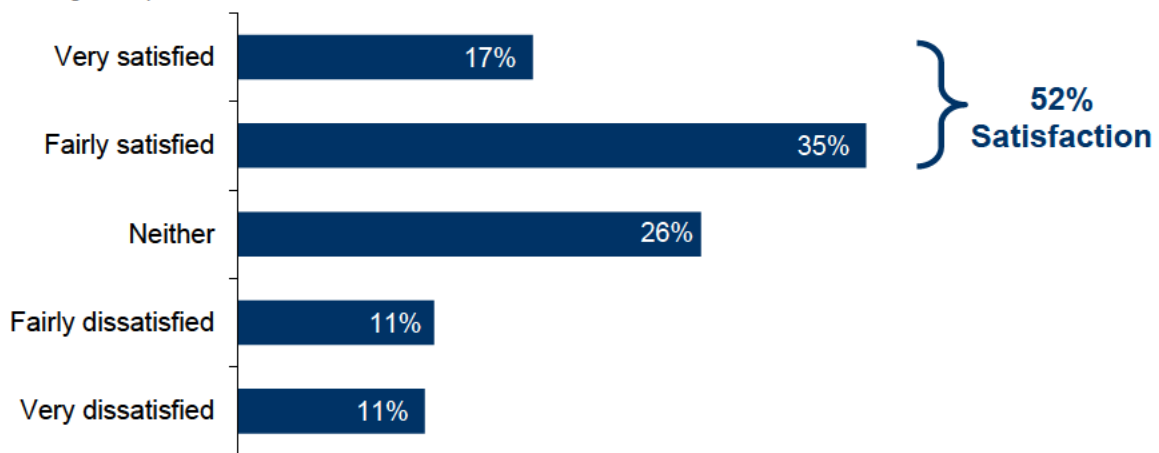


### Listen to views and act upon them

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 fewer than two out of ten expressing they are very satisfied (17%). This is the lowest level of satisfaction expressed by customers for all eleven aspects rated in this survey. 22% of customers indicate they are; fairly (11%), or very (11%), 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 21 Satisfaction that DIO Accommodation listens to views and acts upon them**

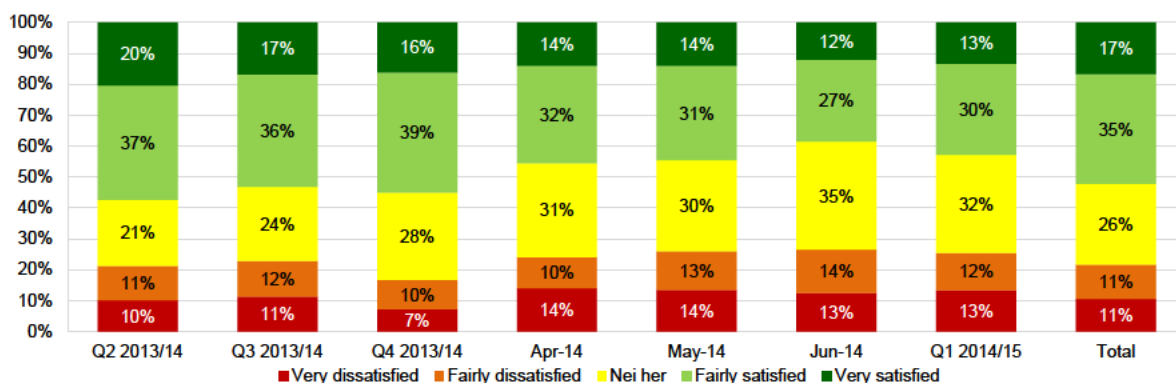
Percentage of respondents- base size 2603



As seen with repairs and maintenance when looking at each month data collection in Q1 2014/15 it shows there has been a downward trend in satisfaction and an upward trend in dissatisfaction; 46% of customers were satisfied and 24% dissatisfied in April 2014, 45% satisfied and 26% dissatisfied in May 2014, and 39% satisfied and 27% dissatisfied in June 2014. At 43%, satisfaction expressed in Q1 2014/15 is also the lowest level of satisfaction for a quarter since the survey started in June 2013.

**Figure 22 Satisfaction that DIO Accommodation listens to views and acts upon them**

Percentage of respondents- base size 2603

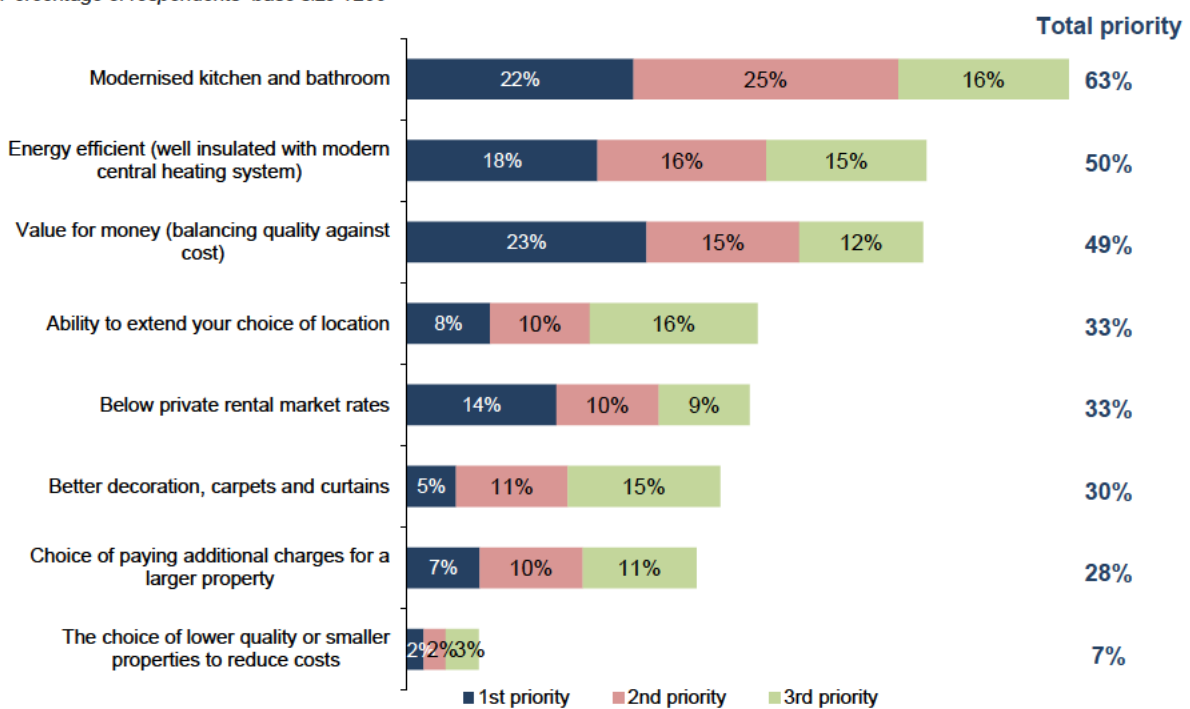


### SFA Priorities

In Q3 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 an energy efficient home, while a similar proportion also selected value for money as being a priority to them. Interestingly, although value for money is suggested to be the third 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 23 Priorities for Service Family Accommodation**

Percentage of respondents- base size 1200



# 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](http://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.**

# Using evidence to shape better services



Research



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Surveys



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Skillbuilding



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## Measurement ♦ Evaluation ♦ Learning