

# Using evidence to shape better services



Ministry  
of Defence

DIO Accommodation customer  
satisfaction tracker survey  
Q3 2015/16  
Final Report

**January 2015**

Wastes &  
resources  
management



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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 Q3 2015/16
<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 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 6,204 interviews being conducted so far. 601 interviews were conducted in Q3 2015/16. This report shows the findings from the 2,401 interviews conducted between Q4 2014/15 and Q3 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

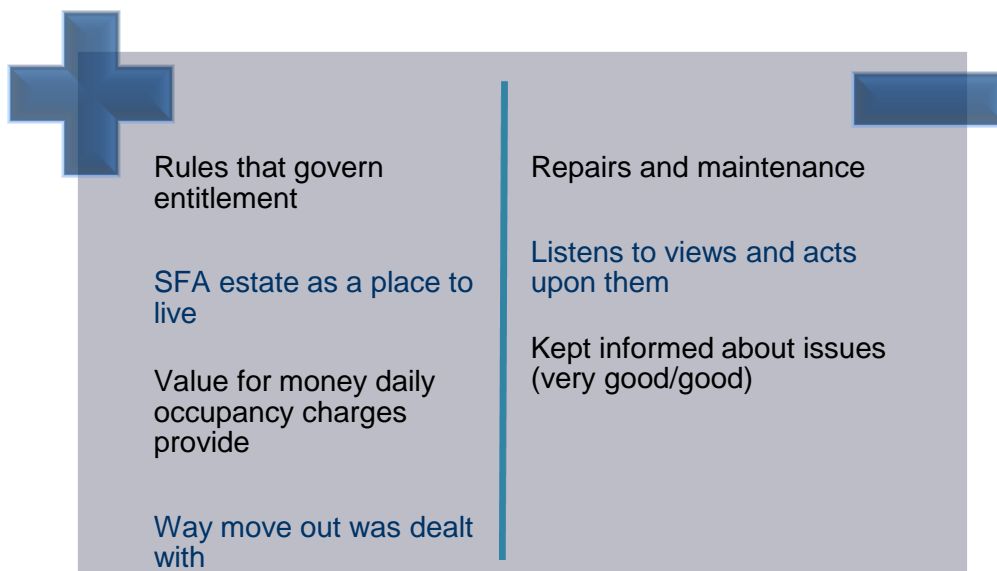
This section provides a brief summary of the key findings from DIO Accommodation customer satisfaction survey. Detailed findings are presented in the subsequent sections of this report.

- ◆ Overall, 66% of customers are satisfied, and 21% dissatisfied, with the service provided by DIO Accommodation and its contractors. Satisfaction expressed for this quarter (65%) is consistent with last quarter (65%).
- ◆ 85% of customers are satisfied, and 9% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction expressed in this quarter (83%) is consistent with the previous quarter (84%).
- ◆ 72% of customers express satisfaction with the **overall quality of their home**, while 20% express dissatisfaction. Satisfaction expressed in this quarter (66%) is lower compared to the previous three quarters (73%-74%).
- ◆ 85% of customers are satisfied, and 10% dissatisfied, with the **SFA estate as a place to live**. This is one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed in this survey. Satisfaction expressed in this quarter (84%) is in line with the previous quarter (84%).
- ◆ 71% of customers are satisfied, and 19% dissatisfied, with **the upkeep of communal areas**. Satisfaction expressed in this quarter (68%) is lower compared to the previous two quarters (74%).
- ◆ 84% of customers are satisfied, and 9% dissatisfied, with **the value for money that daily occupancy charges provide**. This is one of the lowest levels of dissatisfaction expressed in this survey. Satisfaction in this quarter (84%) is in line with the previous quarters (83%-86%).
- ◆ 75% of customers are satisfied, and 18% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction has reduced over time with 79% reporting satisfaction in Q4 2014/15, 77% in Q1 2015/16, and 73% in Q2 2015/16, compared to 71% in this quarter.
- ◆ 77% of customers are satisfied and 18% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter (71%) is lower than the previous three quarters (76%-81%).
- ◆ 51% of customers are satisfied, and 35% dissatisfied, with the **way the contractor deals with repairs and maintenance issues**. This question drew one of the lowest levels of satisfaction and highest levels of **dissatisfaction throughout the survey**. Satisfaction expressed in this quarter (45%) is lower than the previous three quarters (55-49%).
- ◆ 85% of customers are satisfied, and 10% dissatisfied, with the **way the 'Move Out' is dealt with**. Satisfaction expressed in this quarter (89%) is higher than Q2 2015/16 (83%) and Q1 2015/16 (82%) but in line with Q4 2014/15 (89%).
- ◆ Overall 62% of customers are satisfied that **DIO accommodation gives them the opportunity to make their views known** and 16% indicate some degree of dissatisfaction. The overall satisfaction

level in Q3 2015/16 (59%) is in line with Q4 2014/15 (61%) and Q2 2015/16 (62%) but lower than Q1 2015/16 (67%).

- ◆ Only 47% of customers are satisfied, and 22% dissatisfied, that **DIO Accommodation listens to views and acts upon them**. This question yields one of the lowest levels of satisfaction and highest levels of dissatisfaction. Satisfaction is lowest in this quarter (44%) compared to the previous three quarters (46%-51%).
- ◆ Overall 49% of customers feel that DIO Accommodation are good (very good and good combined) at **keeping customers informed** and 17% of customers state that DIO Accommodation is bad (bad and very bad combined) at it. The proportion of satisfied customers in Q3 2015/16 (54%) is consistent with the previous quarter (53%).

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.



**Table 1: Satisfaction breakdown**

Question	Satisfaction							
	Q4 2014/15	Q1 2015/16	Q2 2015/16	Oct- 15	Nov- 15	Dec- 15	Q3 2015/16	Rolling 12 Months
Overall service provided	64%	70%	65%	68%	64%	63%	65%	66%
Rules that govern entitlement	86%	86%	84%	85%	82%	82%	83%	85%
Quality of home	73%	74%	73%	68%	67%	65%	66%	72%
SFA estate as a place to live	87%	87%	84%	86%	83%	82%	84%	85%
Upkeep of communal areas	69%	74%	74%	68%	67%	68%	68%	71%
Value for money daily occupancy charges provide	86%	84%	83%	87%	82%	83%	84%	84%
Arrangements for allocating SFA	79%	77%	73%	76%	68%	70%	71%	75%
Move In was dealt with	79%	81%	76%	74%	72%	68%	71%	77%
Repairs and maintenance	55%	54%	49%	48%	45%	41%	45%	51%
Move Out was dealt with	89%	82%	83%	86%	91%	90%	89%	85%
Opportunity to make views known	61%	67%	62%	58%	57%	61%	59%	62%
Listens to views and acts upon them	46%	51%	49%	45%	42%	46%	44%	47%
Kept informed about issues (very good/good)	43%	48%	53%	52%	55%	55%	54%	49%

**Table 2: Dissatisfaction breakdown**

Question	Dissatisfaction							
	Q4 2014/15	Q1 2015/16	Q2 2015/16	Oct- 15	Nov- 15	Dec- 15	Q3 2015/16	Rolling 12 Months
Overall service provided	22%	17%	24%	18%	23%	24%	21%	21%
Rules that govern entitlement	7%	8%	10%	10%	11%	10%	10%	9%
Quality of home	18%	18%	20%	20%	24%	23%	22%	20%
SFA estate as a place to live	8%	9%	11%	9%	11%	10%	10%	10%
Upkeep of communal areas	19%	14%	21%	21%	23%	22%	22%	19%
Value for money daily occupancy charges provide	7%	8%	11%	8%	10%	9%	9%	9%
Arrangements for allocating SFA	15%	17%	19%	18%	24%	18%	20%	18%
Move In was dealt with	15%	14%	19%	18%	24%	25%	22%	18%
Repairs and maintenance	31%	29%	36%	38%	42%	45%	41%	35%
Move Out was dealt with	8%	13%	11%	8%	7%	5%	7%	10%
Opportunity to make views known	18%	12%	18%	17%	22%	17%	19%	16%
Listens to views and acts upon them	20%	20%	23%	23%	29%	27%	26%	22%
Kept informed about issues (very bad/bad)	19%	17%	15%	12%	24%	16%	17%	17%

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 (48%), satisfied with the service provided by DIO Accommodation and its contractors. Around a fifth (21%) of customers indicate some degree of dissatisfaction, which is one of the highest levels of dissatisfaction expressed in this survey. This leaves 13% who are neither satisfied nor dissatisfied.

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

Percentage of respondents- base size 2401

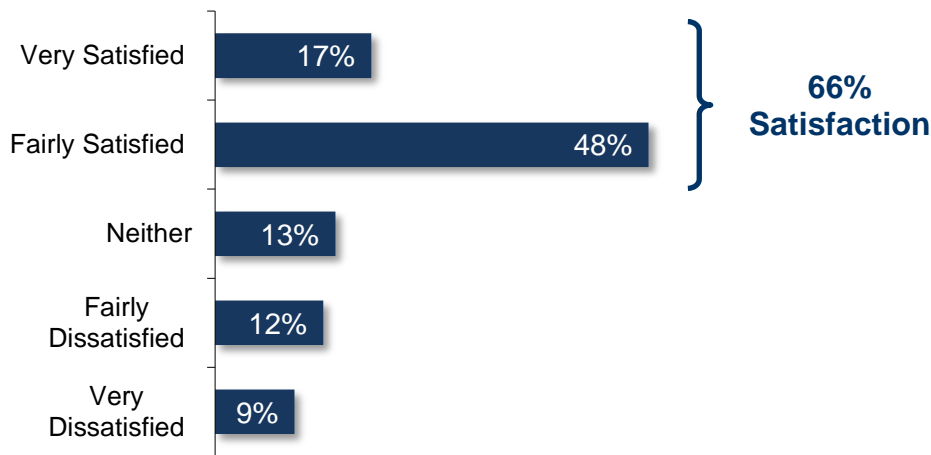
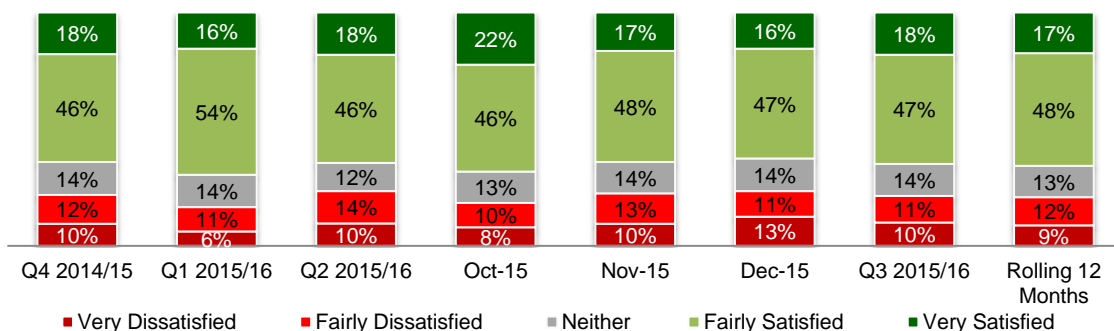


Figure 2 below shows that overall satisfaction in Q3 2015/16 is consistent with Q2 2015/16 with both showing a 65% satisfaction rate. When looking at the results on a month-by-month basis, satisfaction appears to marginally reduce ranging between 68% in October to 63% in December. This change is as a result of changes in the proportion who are 'very satisfied' as opposed to any differences in those who are 'fairly satisfied'. In turn, dissatisfaction rates has increased from 18% in October, to nearly a quarter in December (24%).

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 just under a quarter (23%) indicating that they are 'very satisfied'. Just under one in ten (9%) state that they are 'very' or 'fairly' dissatisfied. This question yields one of the highest levels of satisfaction and lowest levels 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 2401

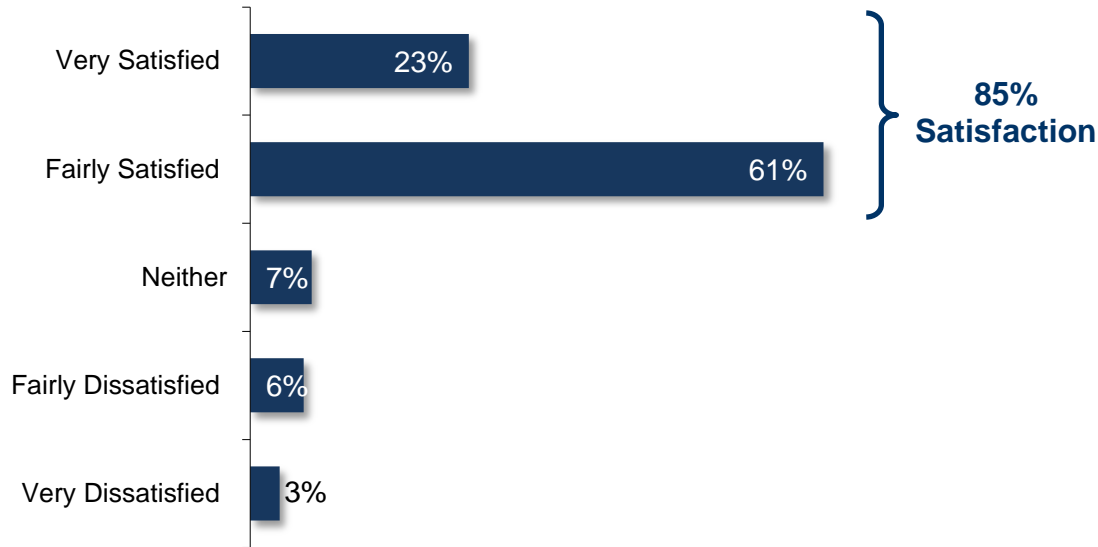
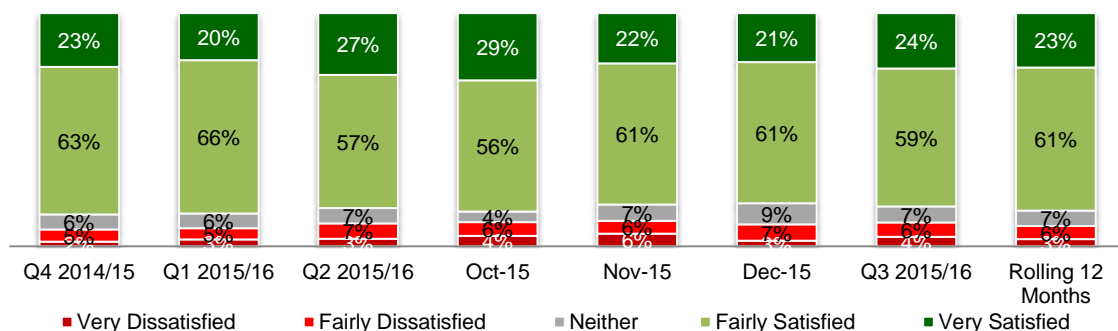


Figure 4 shows that at 83%, satisfaction in Q3 2015/16 is similar to the previous quarter (84%). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, overall satisfaction is fairly consistent ranging between 82% and 85%. When looking at the proportions who are 'very satisfied' however, results show that it was highest in October with nearly three in ten (29%) stating that they are 'very satisfied' compared to around a fifth in November (22%) and December (21%).

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

Percentage of respondents

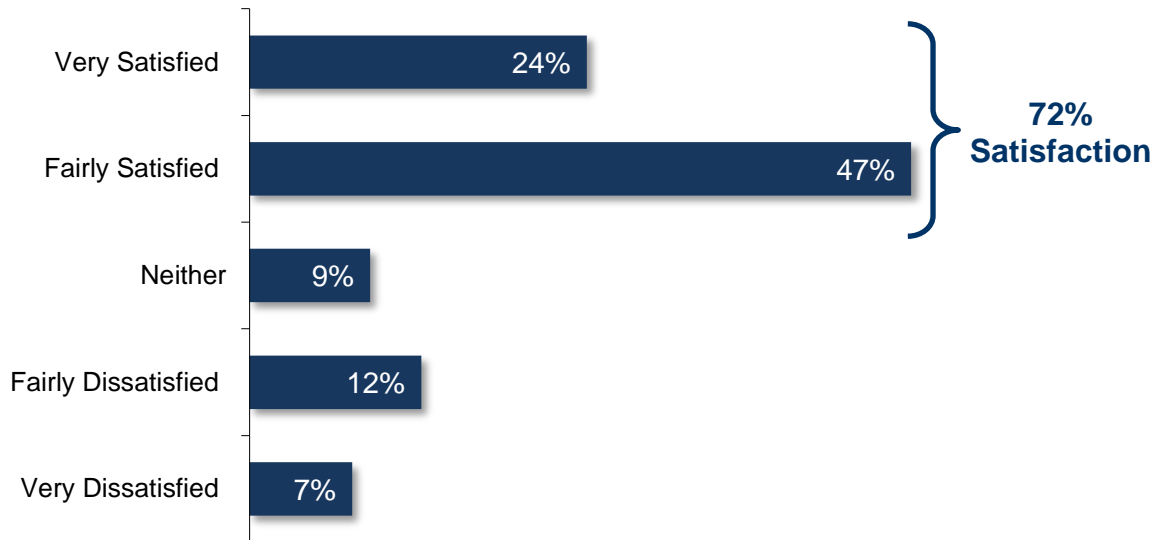


### Overall quality of home

Overall, just over seven in ten (72%) customers state that they are satisfied with the overall quality of their home, with around a quarter (24%) stating that they are 'very satisfied'. A fifth (20%) of customers are dissatisfied leaving 9% who are ambivalent ('neither').

**Figure 5: Satisfaction with the overall quality of home**

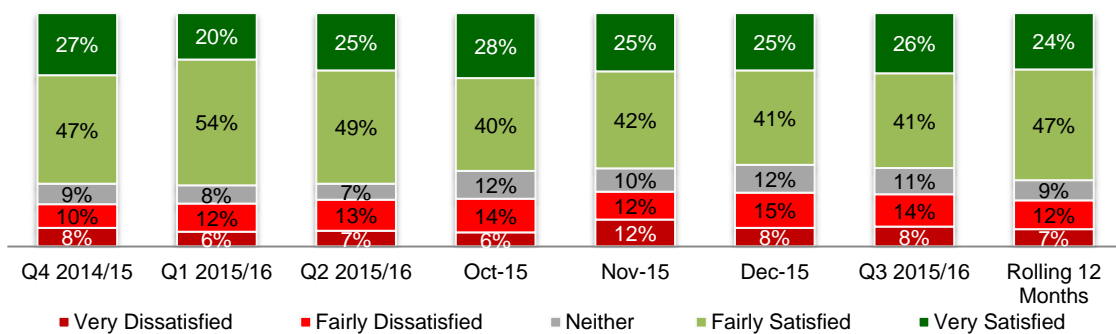
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter (66%) is lower compared 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 Q3 2015/16, satisfaction is fairly consistent ranging between 65% and 68%.

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

Percentage of respondents

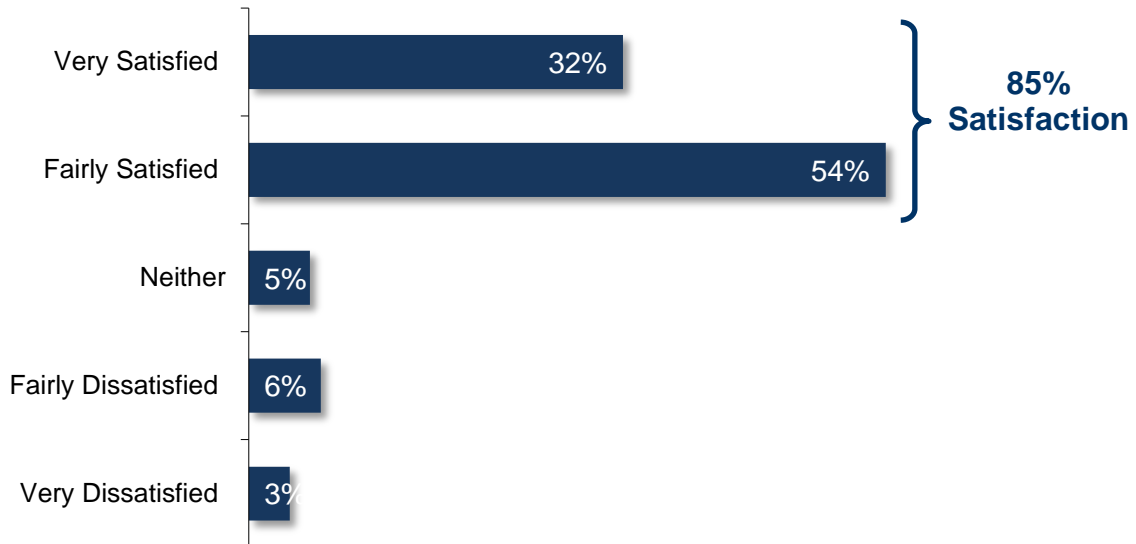


### SFA estate as a place to live

85% of customers are satisfied with the SFA estate as a place to live, with around a third (32%) expressing that they are ‘very satisfied’. One in ten (10%) customers express dissatisfaction. This is one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

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

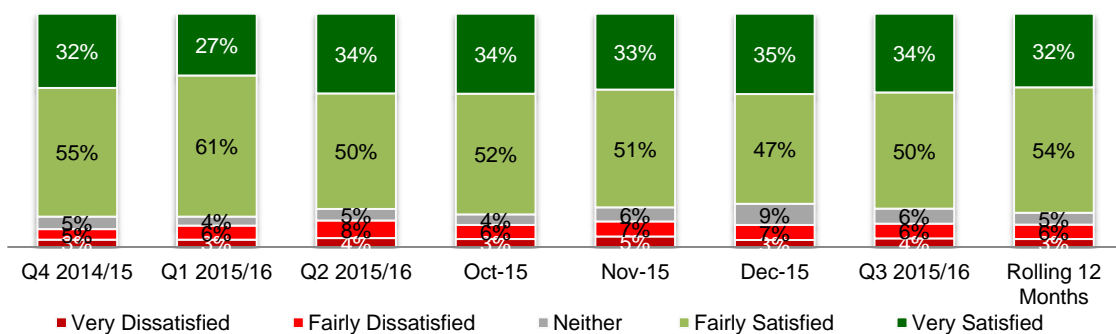
Percentage of respondents- base size 2401



As Figure 8 below illustrates, satisfaction in this quarter is in line with the previous quarter, with both having a satisfaction rate of 84%. When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, it shows that satisfaction has decreased slightly over the three months, starting with 86% in October, 83% in November, and ending with 82% in December.

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

Percentage of respondents

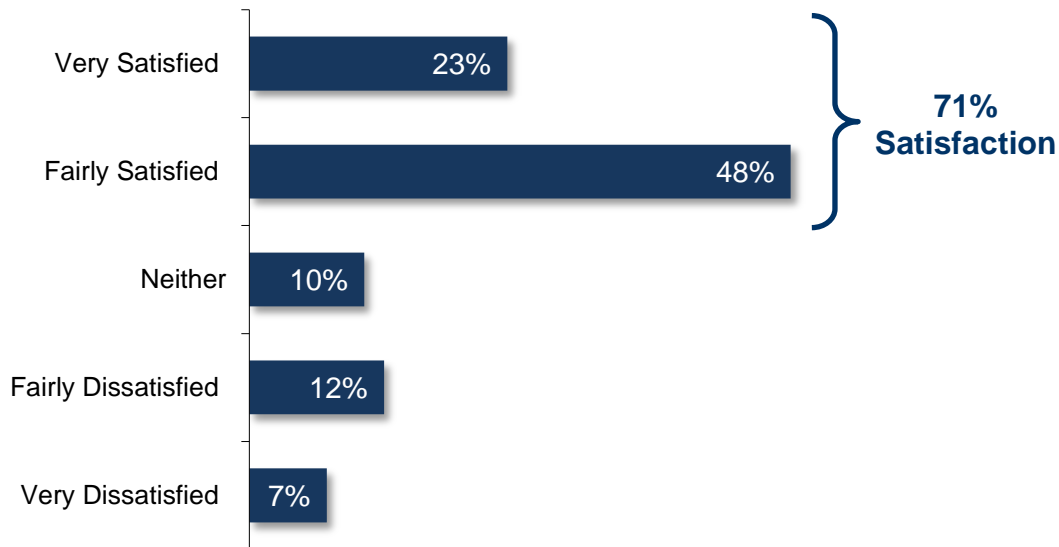


### Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. As shown below, just over seven in ten (71%) customers are satisfied with the upkeep of communal areas; with 23% stating that they are 'very satisfied'. Around a fifth (19%) of customers indicate some degree of dissatisfaction, whilst 10% state they are neither satisfied nor dissatisfied.

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

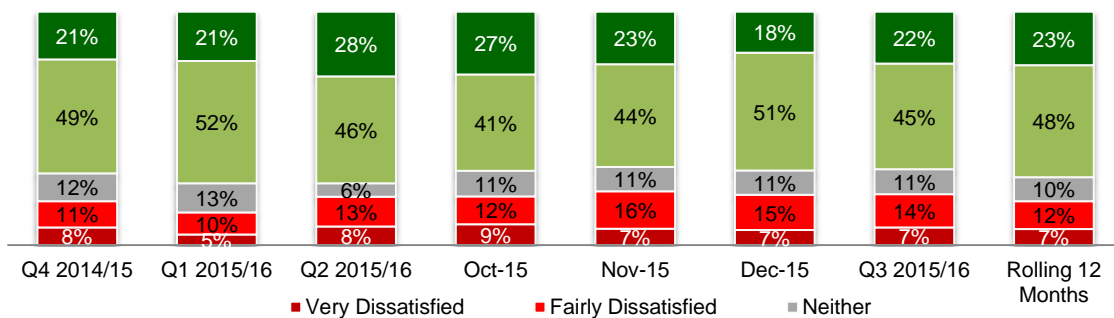
Percentage of respondents- base size 2401



Satisfaction levels expressed in Q3 2015/16 (68%) is lower compared to the previous two quarters (74%). Having said that, the proportion who are dissatisfied (22%), is consistent with the previous quarter (21%) and differences lie in the proportion who are neither satisfied nor dissatisfied (11% vs. 6%). When analysing the same results by each month's data collection in Q3 2015/16, it shows that satisfaction with the upkeep of communal areas is similar across the three months (67%-68%).

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

Percentage of respondents



### Value for money daily occupancy charges provide

84% of customers are satisfied that their daily occupancy charge provides value for money, with three in ten (30%) expressing that they are 'very satisfied'. Only 9% of customers express dissatisfaction in this area. This is one of the lowest levels 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

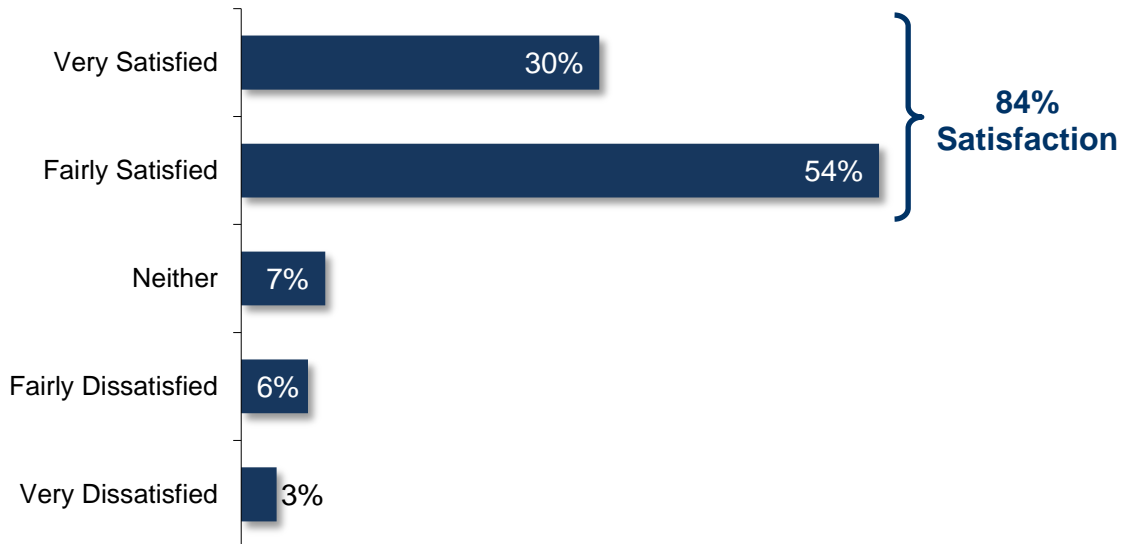
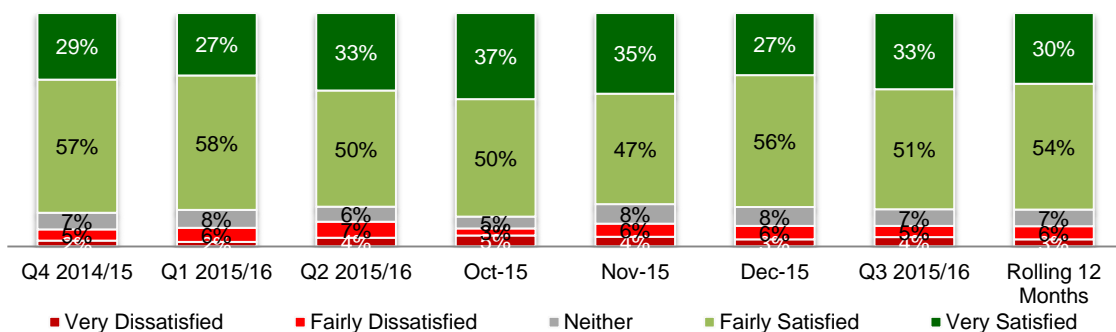


Figure 12 illustrates that satisfaction in this quarter (84%) is in line with previous quarters (83%-86%). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction was highest in October (87%) and slightly lower for November (82%) and December (82%).

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

Percentage of respondents – non applicable removed

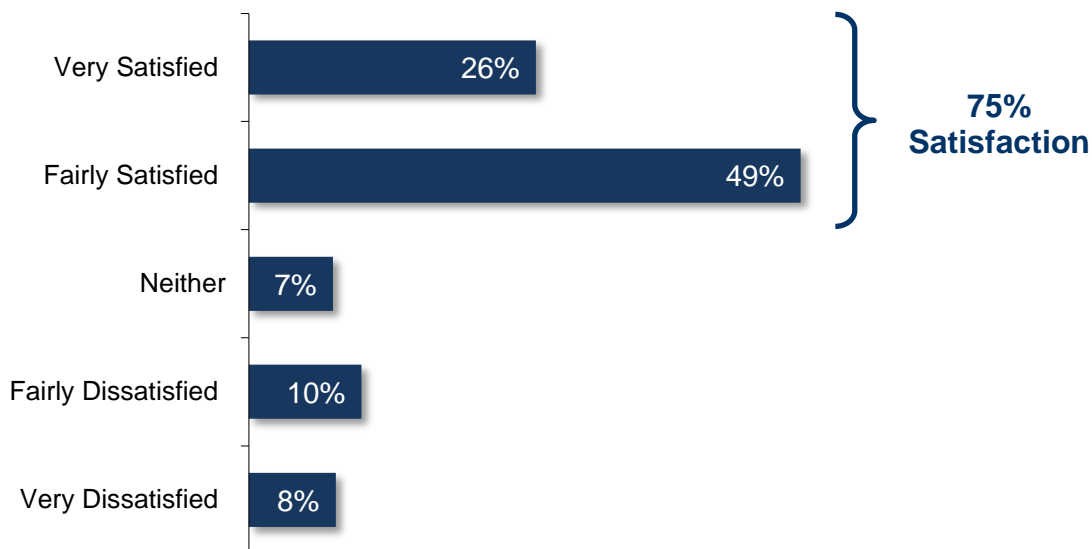


### Allocating SFA

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**

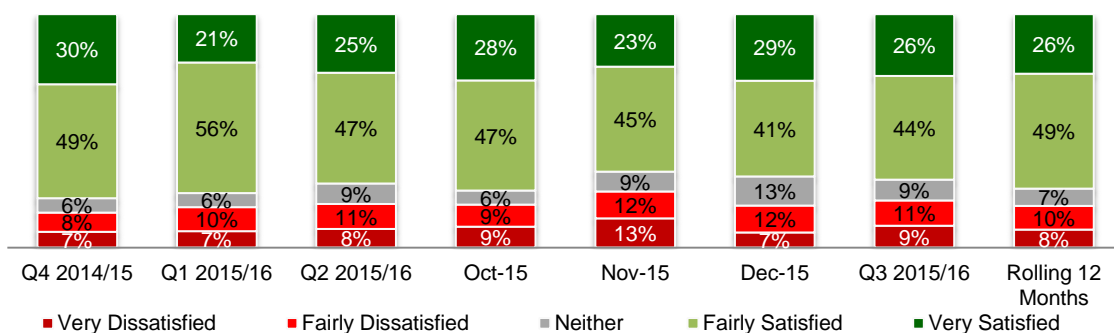
Percentage of respondents- base size 2401



Satisfaction has reduced over time with 79% reporting satisfaction in Q4 2014/15, 77% in Q1 2015/16, and 73% in Q2 2015/16, compared to 71% in this quarter. Satisfaction has fluctuated in the three months of this quarter, with it being higher in October with 76% expressing satisfaction, in comparison to November (68%) and December (70%).

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

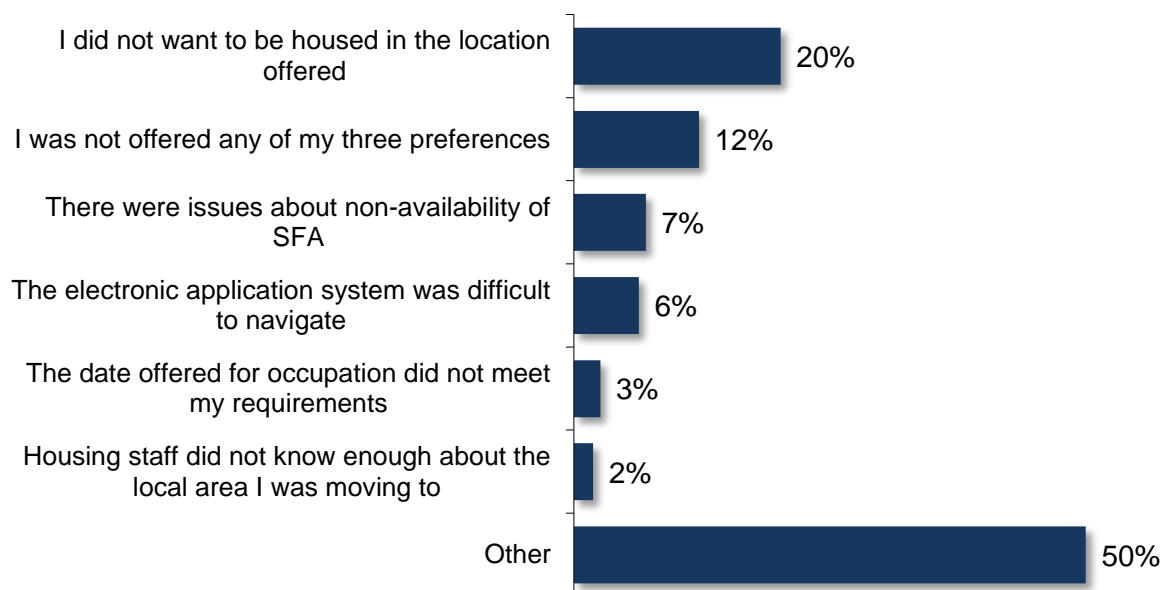
Percentage of respondents



All respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked why. The most common reason identified was because they did not want to be housed in the location that was offered to them, with a fifth (20%) selecting this as a reason for their dissatisfaction.

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

Percentage of respondents- base size 427



Half (50%) cited 'Other' reasons for their dissatisfaction. In Q3 2015/2016, there were a total of 61 'Other' responses which include:

#### **Process- 27 people**

- ◆ I don't think ... DIO are fully aware which houses are vacant which are available, told by friends that are houses empty but DIO not aware, massively behind the way modern letting should be, if going to increase price for soldiers lettings need to bring in line with standards of civilian service.
- ◆ Very limited in terms of what you can be offered and if you turn it down you get put to the back of the list again, even though sometimes the property is entirely unsuitable.
- ◆ It's poorly coordinated, it's lengthy, inflexible. I am in a tied quarter to command, takes unnecessary time for the contractor to get things ready.
- ◆ Our property was accepted, we were given our notice to move out of private rented accommodation, even though the property I had already accepted was empty, they wouldn't let us move in to it earlier, even though I was nearly homeless, I would have been able to prove that my wedding was booked, there was no concern for my future wife whatsoever.
- ◆ When I moved they refurbished a lot of houses, but on the applications of the list of houses I could choose from, there were 2 streets and about 80% of the houses were vacant and within a mile radius from work, and there were houses 15 miles away from my work that were made available to me.
- ◆ It took a long time, houses offered to me then taken away, then offered back, very difficult process.

#### **Lack of information on the property- 12 people**

- ◆ Ridiculous photo of the front of the house, need photos of inside of the house
- ◆ No information was given, all I had was addresses no floor plans information at all, all I had to go on was a photograph of the front door and number of rooms, lack of basic information should not be that hard to get that information

**Unsuitable property- 11 people**

- ◆ I have 3 kids, so I and my wife feel like we should be entitled to a 4 bedroom as we know people with 1 child who have a 3 bedroom houses.
- ◆ I was applying for a house in Glenford camp; i had to turn down the first two houses, as son was 18 he was not entitled to a bedroom. They said he could sleep on the sofa, not happy with this; eventually i got a three bedroom house but had to go through welfare to get it.
- ◆ Given photos of houses adapted for disabled access

**Poor communication- 8 people**

- ◆ My last experience submitted forms in accordance with direction, then heard nothing until June July when I had to phone up to prompt them to allocate me a quarter, did nothing for 6 months
- ◆ Can't speak to anyone, no one gives you an answer.
- ◆ ...been applying three bedroom house for wife and children, asked someone to get back to me, I could not get hold of the one person in the entire of Scotland who could deal with problem, when finally managed to get hold of her...
- ◆ It was a lot better when it was face to face and a phone call and you could actually approach people with the requirements you needed.

**Lack of choice- 8 people**

- ◆ The ability to choose the property, there is no choice.
- ◆ We actually had far more options than what we were told they were.
- ◆ Because the system when we last applied only provided me with one option

Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. Just under eight in ten (78%) customers agreed that their property met their expectations either in 'all' or 'some' aspects, with nearly half (47%) stating that it met their expectations in 'all aspects'. 16% of customers indicate that the property did not meet their expectations to some extent, and only 6% state that it did not meet their expectations at all.

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

Percentage of respondents- base size 2398

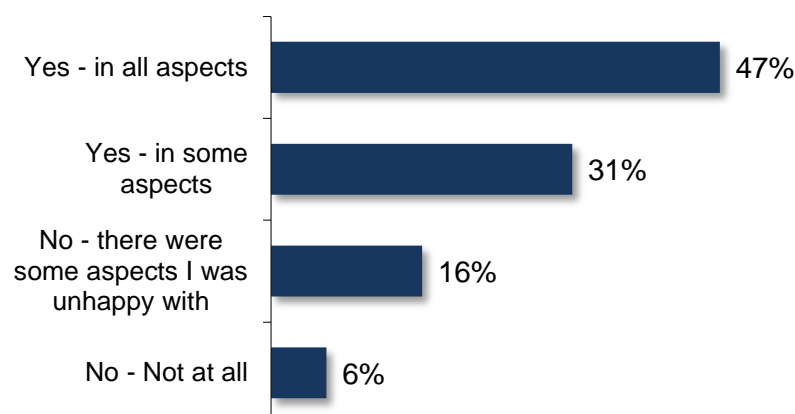
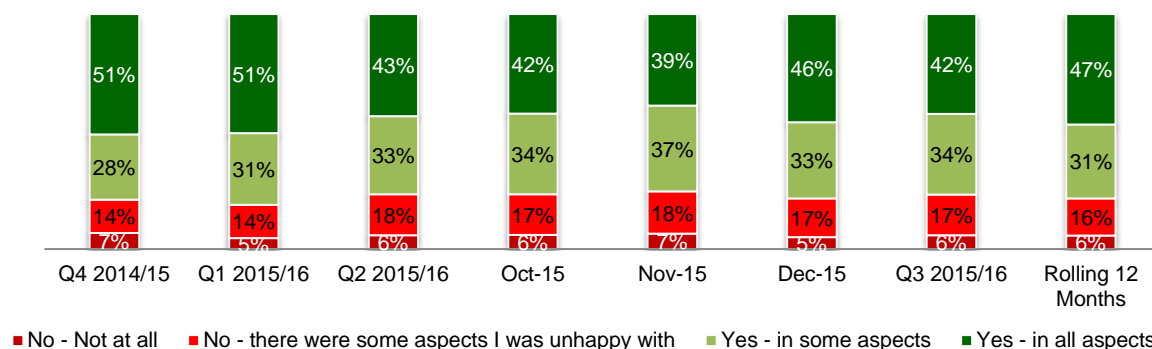




Figure 17 below shows that the proportion who felt that the allocated property met their expectations, is similar in this quarter (77%), compared to the last three quarters (77%-81%). However, the proportion who reported that their property met their expectations ‘in all aspects’, has reduced from 51% in Q4 2014/15 and Q1 2015/16, to 42%-43% in Q2 2015/16 and this quarter. Monthly analysis of this quarter shows that that the proportion who stated that their expectations were met in ‘all aspects’ was lowest in November (39%), and highest in December (46%).

**Figure 17: Did the allocated property meet expectations**

*Percentage of respondents*

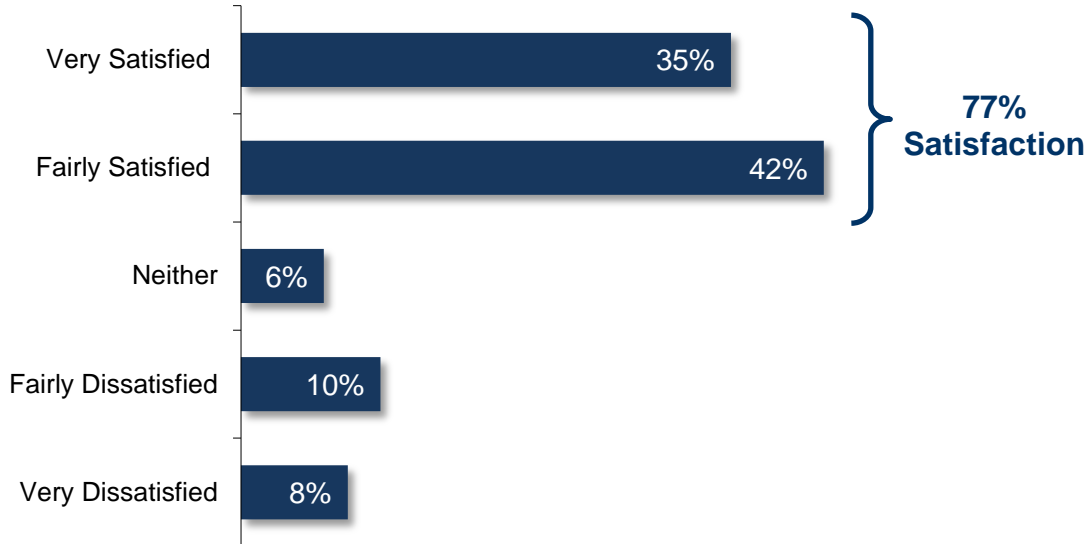


## Move In

All respondents were asked how satisfied they are with the way their move in was dealt with. As shown below, 77% of customers express satisfaction in this area, with 35% indicating that they are 'very satisfied'. Just under a fifth (18%) express some degree of dissatisfaction.

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

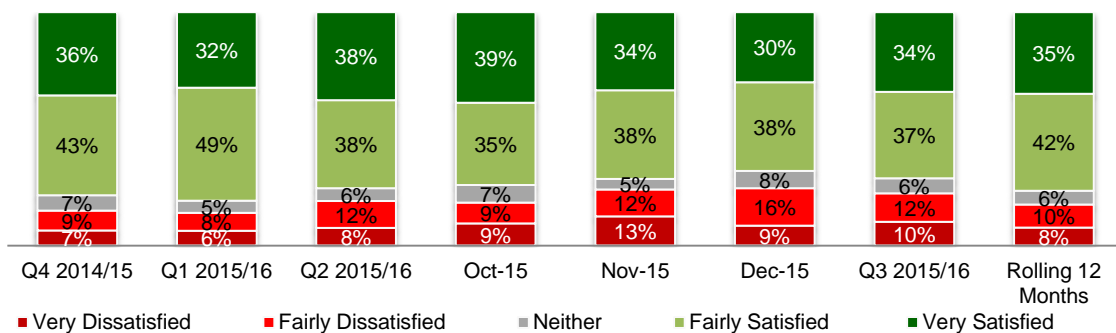
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter Q3 2015/16 (71%) is lower than the previous three quarters (76%-81%). 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 74% in October, 72% in September and ending at 68% in December.

**Figure 19: Satisfaction with the way the Move In was dealt with**

Percentage of respondents

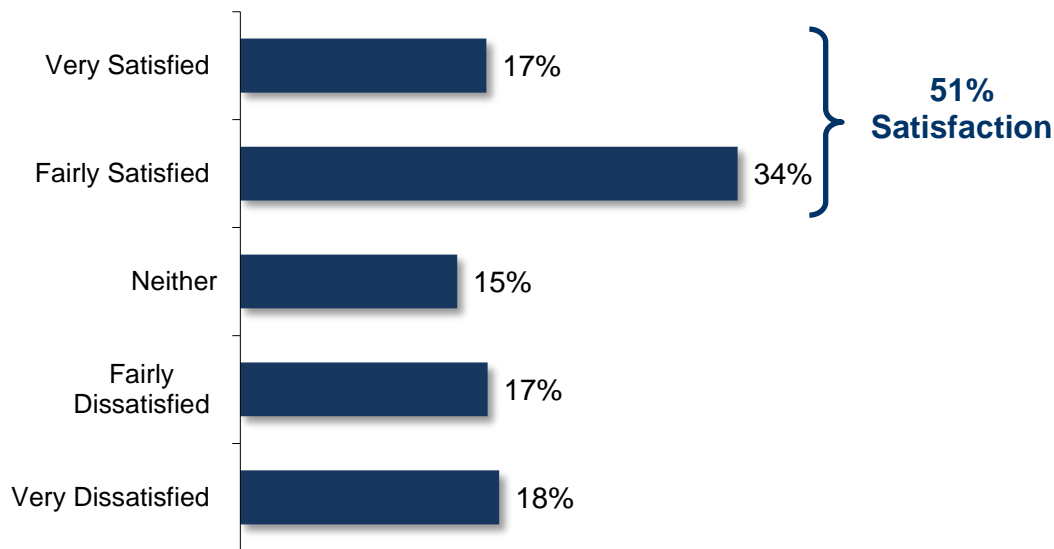


## Repairs and maintenance

Around a half (51%) of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with only 17% reporting that they are 'very satisfied'. Just over a third (35%) indicates some degree of dissatisfaction. This question drew one of the lowest levels of satisfaction and highest levels of dissatisfaction throughout the survey.

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

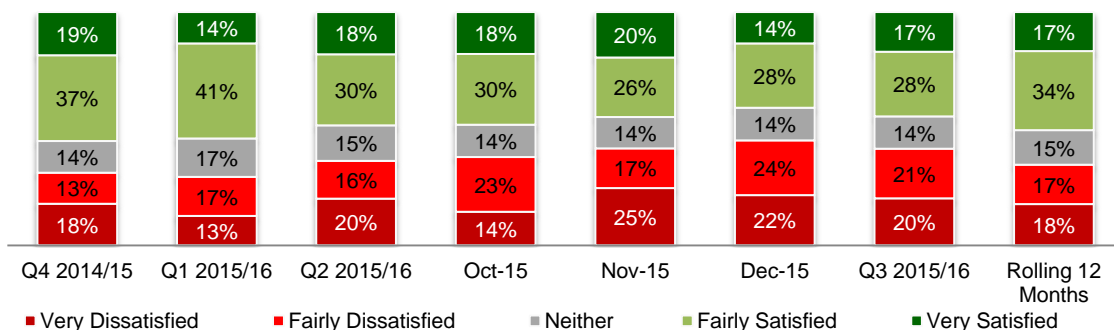
Percentage of respondents- base size 2401



The overall satisfaction level expressed has continued to decline with 45% reporting satisfaction in this quarter compared to 49% in Q2 2015/16; 54% in Q1 2015/16; and 55% in Q4 2014/2015. Satisfaction has also varied across the months of this quarter, starting at 48% in October, and reducing to 41% by December.

**Figure 21: Satisfaction with the way the contractor deals with repairs and maintenance issues**

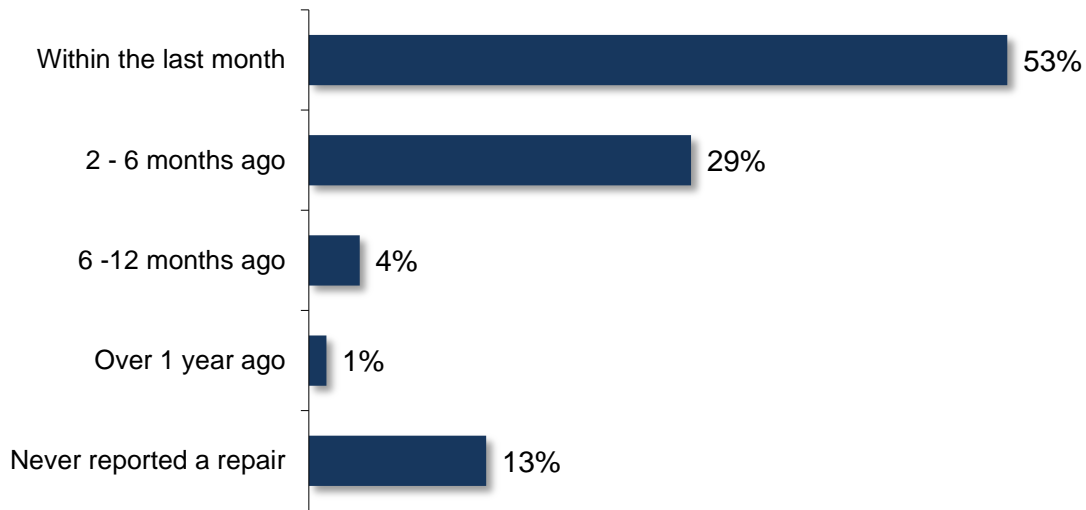
Percentage of respondents



As shown in Figure 22 below, just over half of customers (53%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Around three in ten (29%) have reported a repair or maintenance issue within the last 2-6 months, whilst 13% indicate that they have never reported a repair.

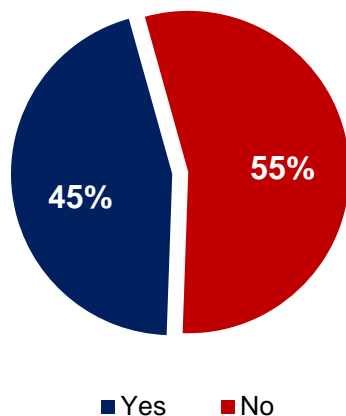
**Figure 22: Last contacted a Help Desk to report repair or maintenance issue**

Percentage of respondents- base size 2401



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

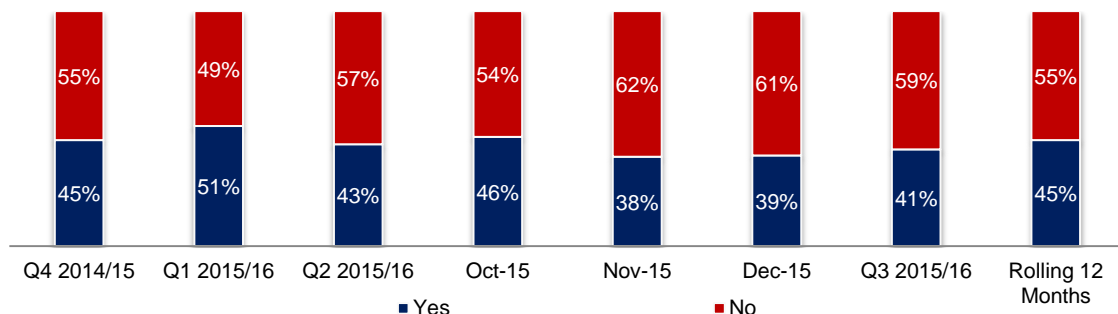
Percentage of respondents- base size 2073



Since Q3 2014/15, customers who stated that they had contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 23 on the left, less than half of customers (45%) indicate that their last repair was completed at the first visit. When assessing on a quarterly basis, Figure 24 below shows that the number of people who have had their repairs completed on the first visit in this quarter (41%) is lower than the previous three quarters (43%-51%). When looking at a monthly breakdown, it is evident there has been a steady decrease, with 46% stating repairs were completed on the first visit in October, to only 39% by December.

**Figure 24: Was the repair completed at the first visit**

Percentage of respondents

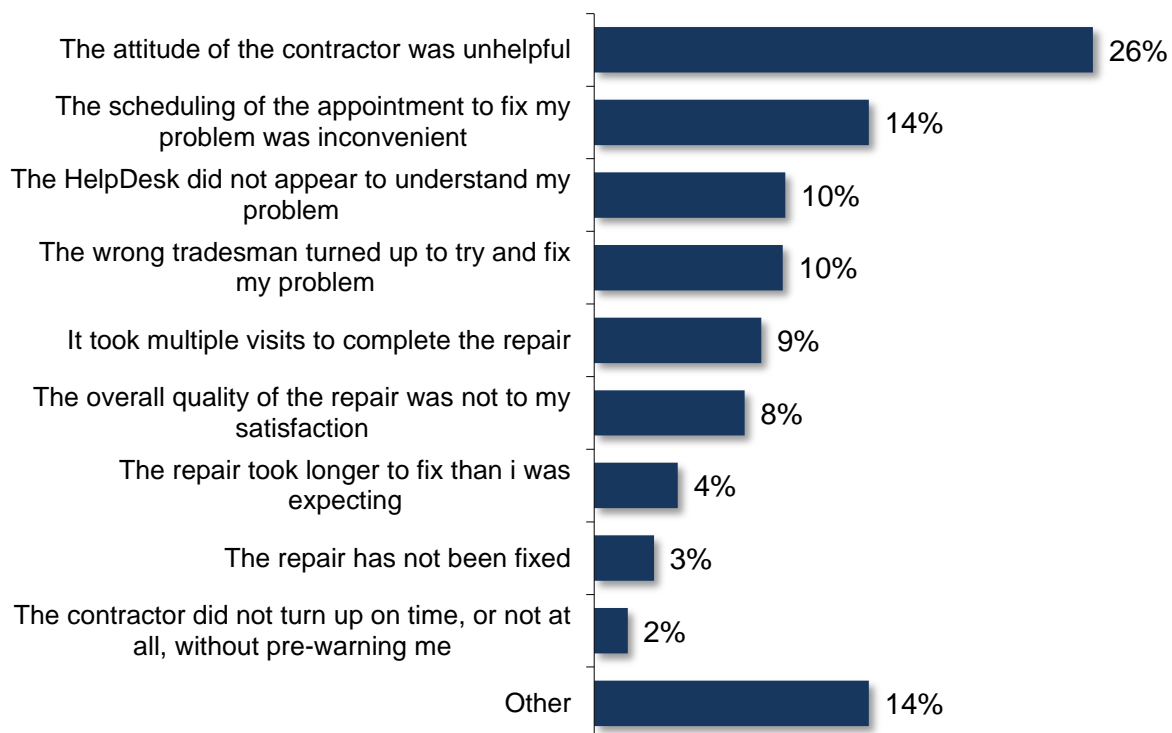


All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues, and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked why they were dissatisfied.

As shown below, around a quarter (26%) 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 attitude of the contractor was unhelpful, while 14% indicate dissatisfaction was due to the scheduling of the appointment to fix the problem being inconvenient.

**Figure 25: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues**

Percentage of respondents- base size 805



14% state 'Other' reasons for their dissatisfaction which include:

- ◆ Well I was supposed to get a new bannister measured bannister said come back in afternoon did not turn up, then turned up 2 months later and did a poor job. Appointment slots very poor, some of the workmen are cowboys do not know their trade.
- ◆ Because of a complete lack of communication. I have to repeatedly check, things wrong outside the house, no one came to address any of it or only ever part of it, no one ever tells you of they have closed the work or not, generally i am chasing things.
- ◆ More often than not you will get a work man to come out to do a repair who will not be informed, so does not have the necessary tools due to lack of communication.
- ◆ The contractor was not allowed on camp site
- ◆ It takes too long to report a fault; quite often they do not record a fault, so they never know about it, until reported multiple times. The contractors when they do come out sometimes do rectify the fault other times wrong contractor has been sent out electrician out instead of telephone engineer, same guy for the same fault, not acceptable. Just one example, have multiple issues.

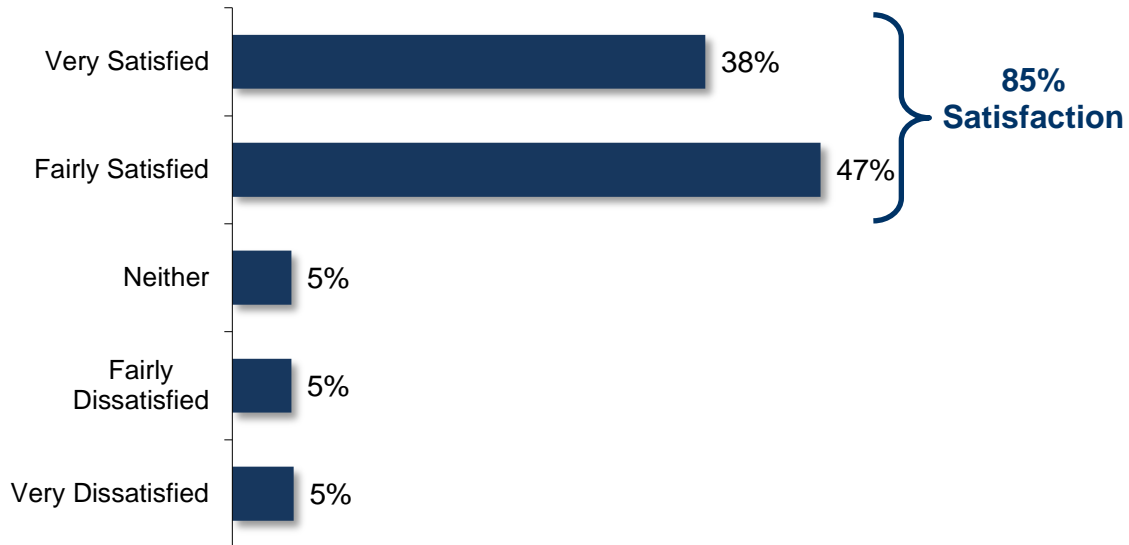
Comparison with previous quarters shows that the unhelpful attitude of contractors is consistently the most popular reason for dissatisfaction (23%-31%). Monthly analysis for this quarter demonstrates that dissatisfaction due to this reason has gradually increased with 17% in October; 24% in November, and nearly a third (32%) in December.

## 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, 85% of customers express satisfaction, with 38% being 'very satisfied'. One in ten (10%) indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed in this survey.

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

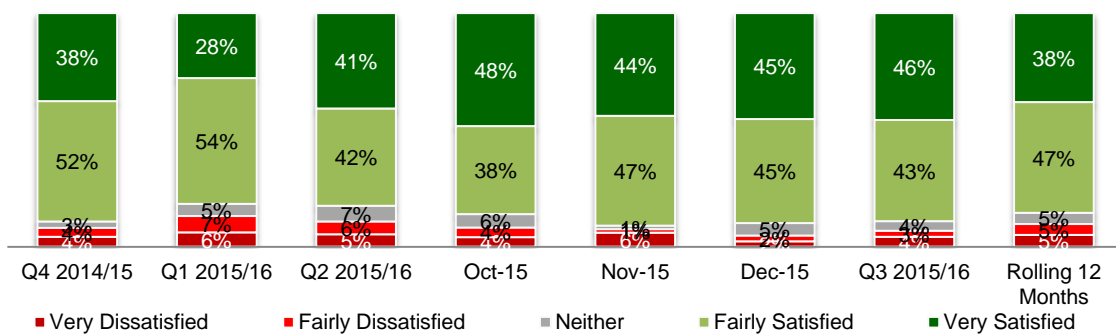
Percentage of respondents - base size 1551 – not applicable removed



At 89%, the overall satisfaction level expressed in Q3 2015/16 is higher than Q2 2015/16 (83%) and Q1 2015/16 (82%) but in line with Q4 2014/15 (89%). Monthly analysis shows that satisfaction was lower in October (86%) compared to November (91%) and December (90%).

**Figure 27: Satisfaction with the way the Move Out was dealt with**

Percentage of respondents - non applicable removed

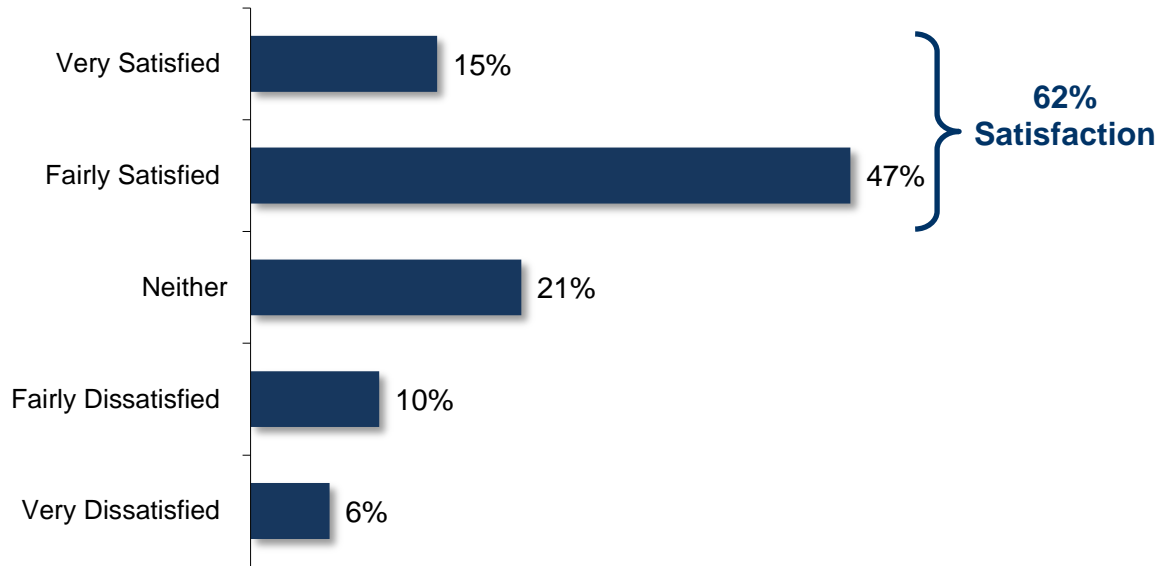


### Opportunity to make views known

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 and 16% dissatisfied. One in five (21%) indicate that they are neither satisfied nor dissatisfied which is one of the highest levels of ambivalence.

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

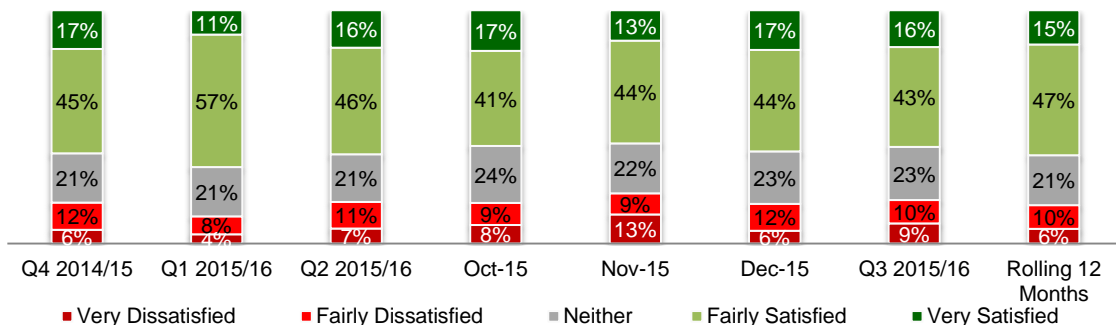
Percentage of respondents- base size 2401



When comparing results on a quarterly basis, satisfaction in this quarter (59%) is in line with Q4 2014/15 (61%) and Q2 2015/16 (62%) but lower than Q1 2015/16 (67%). There is limited variation on a monthly basis with satisfaction ranging between 57%-61%.

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

Percentage of respondents



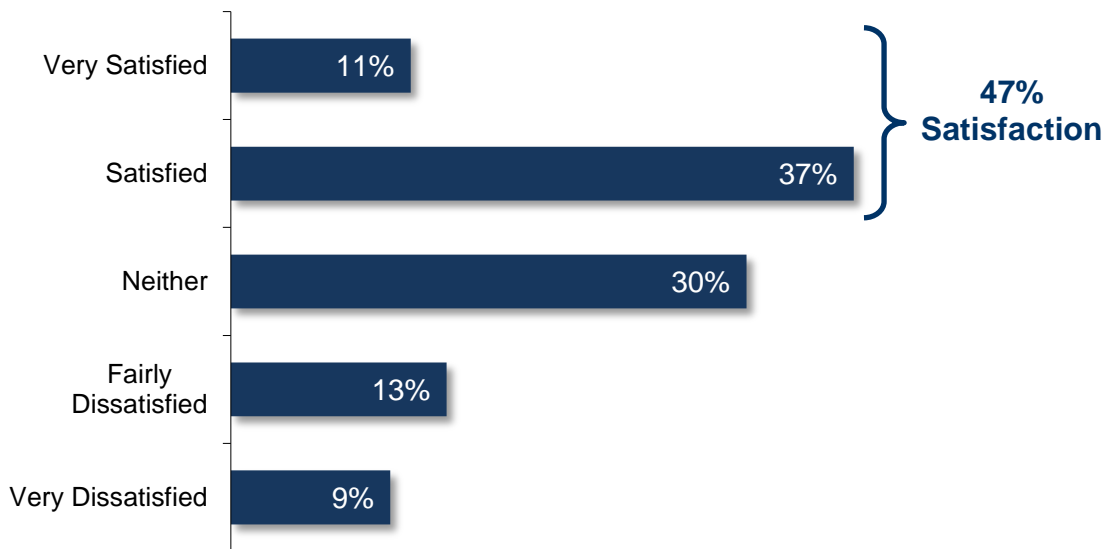


### Listen to views and act upon them

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'. Around a fifth (22%) of customers indicate that they are dissatisfied. Three in ten (30%) are ambivalent which again is one of the highest levels of ambivalence shown throughout the survey. This question also yields one of the lowest levels of satisfaction and highest levels of dissatisfaction.

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

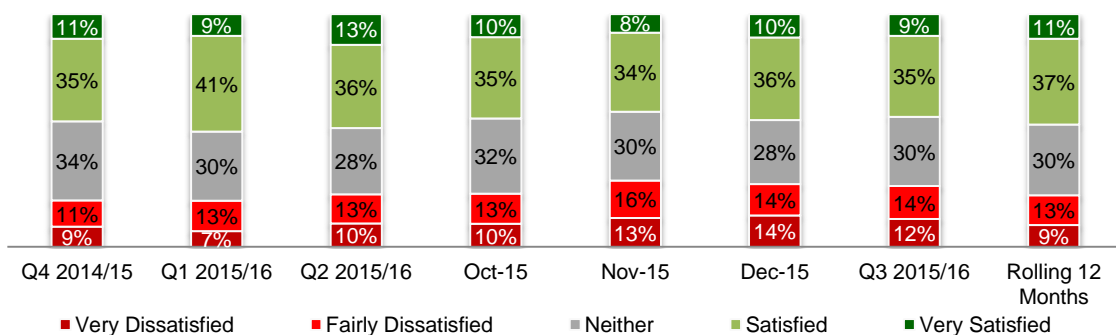
Percentage of respondents- base size 2401



Satisfaction is lowest in this quarter (44%) compared to the previous three quarters (46%-51%). When comparing satisfaction levels from each month's data collection in Q3 2015/16, it shows that satisfaction levels are fairly consistent (42%-46%).

**Figure 31: Satisfaction that DIO Accommodation listens to views and acts upon them**

Percentage of respondents

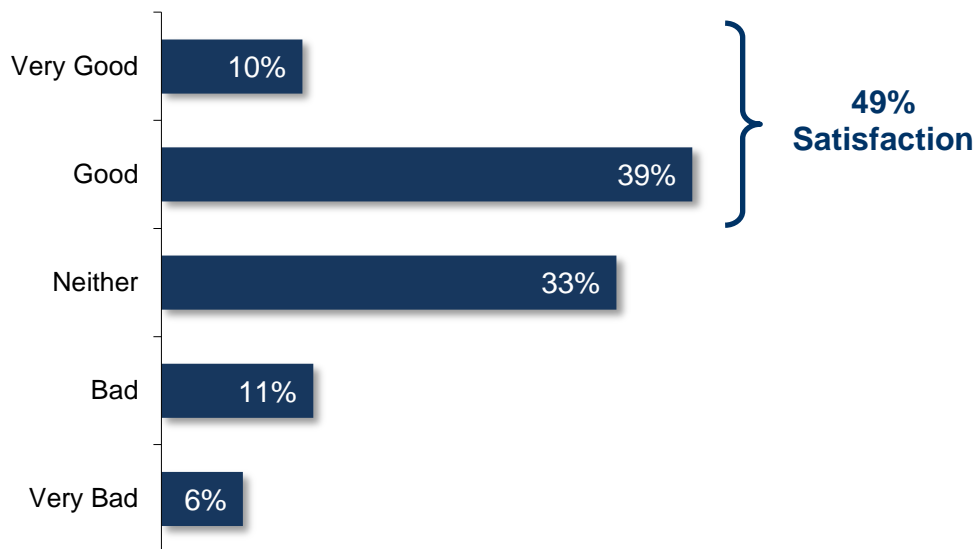


### Keeping customers informed

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, around half (49%) 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. 17% 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 (33%) of customers were indifferent which is the highest level throughout the survey.

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

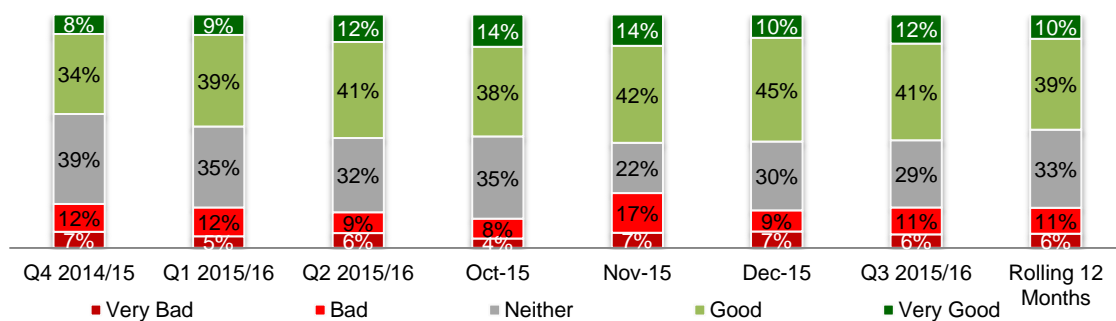
Percentage of respondents- base size 2401



The proportion of satisfied customers in Q3 2015/16 (54%) is consistent with the previous quarter (53%). Overall, satisfaction has gradually increased, starting at 43% in in Q4 2015/16 and rising to 54% to Q3 2015/16. 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 fairly consistent (52%-55%).

**Figure 33: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer**

Percentage of respondents

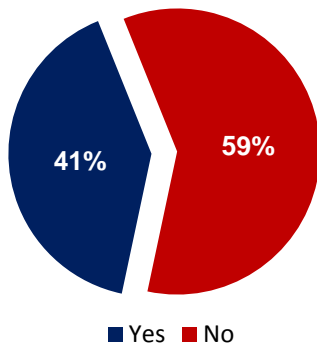


## Communications awareness

Since Q3 2014/15, all respondents were asked if they were aware of the introduction of the New National Housing Prime Contract; four in ten (41%) customers state that they are.

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

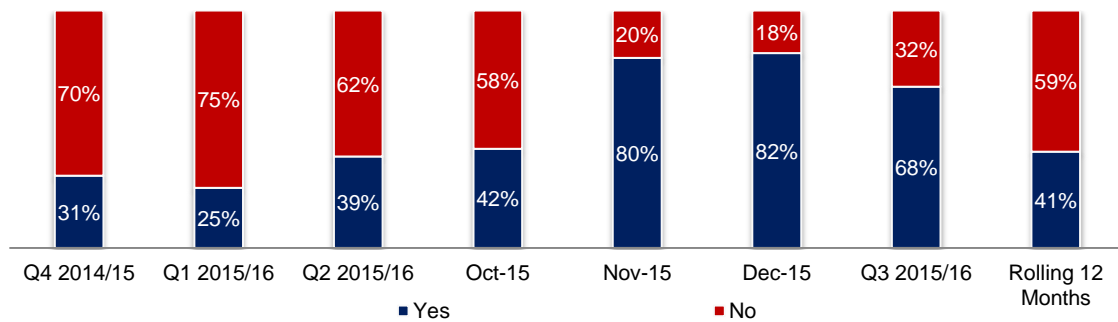
Percentage of respondents- base size 2401



Awareness in this quarter (68%) has increased greatly compared to the previous three quarters (31%; 25% and 39%). When comparing the results by each month's data collection in Q3 2015/16, it shows that awareness jumps from 42% in October to nearly double that in November (80%) and December (82%).

**Figure 35: Aware of the introduction of the new National Housing Prime Contract**

Percentage of respondents

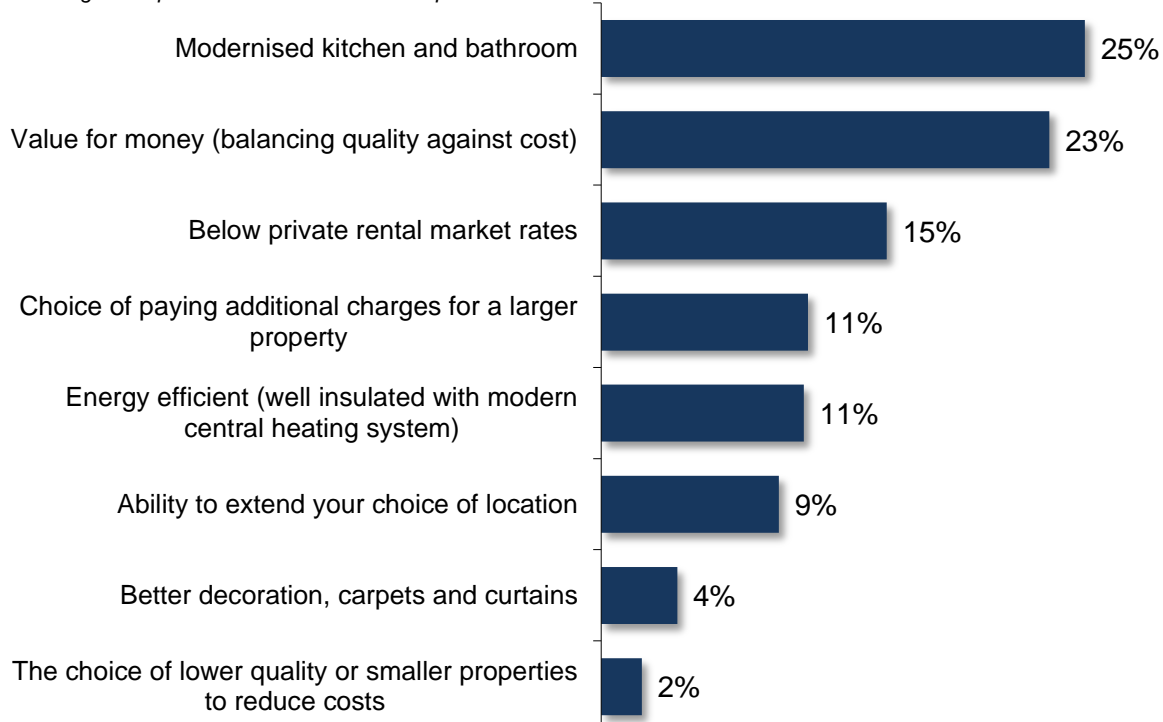


## SFA Priorities

All respondents were asked to select, from a list of 8 choices, which would be their top priority. As shown below, having a modernised kitchen and bathroom is customers' top priority with one quarter (25%) of customers selecting this option. A similar proportion of customers state that value for money (23%) is their top priority. The lowest priority for customers is the choice of lower quality or smaller properties to reduce costs (2%) and having better decoration, carpets and curtains (4%).

**Figure 36: Priorities for Service Family Accommodation**

*Percentage of respondents- base size 2173 – 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 – Q3 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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