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**DIO Accommodation customer
satisfaction tracker survey**

Q4 2016/17

Final Report

May 2017



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Project details and acknowledgements

Title	DIO Accommodation customer satisfaction tracker survey Q3 2016/17
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Executive Summary

This section provides a brief summary of the key findings from the DIO Accommodation customer satisfaction survey in Q4 2016/17. Detailed findings are presented in the subsequent sections of this report.

- Overall, 58% of customers are satisfied, and 28% dissatisfied, with the **service provided by DIO Accommodation and its contractors**. The level of satisfaction in Q4 2016/17 (64%) is higher than all previous quarters (54% -58%).
- 80% of customers are satisfied, and 12% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction in Q4 2016/17 (80%) is in line with the previous quarters (78-81%).
- 68% of customers express satisfaction with the **overall quality of their home**, whilst 22% express dissatisfaction. Satisfaction expressed in this quarter (71%) is consistent with the previous quarters (65%).
- 82% of customers are satisfied, and 11% dissatisfied, with the **SFA estate as a place to live**. This question drew one of the highest levels of satisfaction, and lowest levels of dissatisfaction throughout the survey. Satisfaction in this quarter (83%) is consistent with the previous three quarters (81%-82%).
- 66% of customers are satisfied, and 23% dissatisfied, with the **upkeep of communal areas**. Satisfaction level expressed in Q4 2016/17 (66%) is in line with the previous three quarters (63%-67%).
- 77% of customers are satisfied, and 15% dissatisfied, with the **value for money that daily occupancy charges provide**. Satisfaction in this quarter (81%) is slightly higher than in previous quarters (74% - 78%).
- 70% of customers are satisfied, and 22% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction in Q4 2016/17 (70%) is consistent with the previous quarters (67% - 72%).
- 75% of customers are satisfied and 19% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in Q4 2016/17 (75%) is consistent with previous quarters (74% -77%).
- 42% of customers are satisfied, and 44% 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. The overall satisfaction level expressed in this quarter (46%) is higher compared to previous quarters (39% - 43%).
- 85% of customers are satisfied, and 11% dissatisfied, with the **way the 'Move Out' is dealt with**. This question drew one of the highest levels of satisfaction, and lowest levels of dissatisfaction throughout the survey. At 85%, the overall satisfaction level expressed in Q4 2016/17 is in line with the previous three quarters (84% -86%).
- 58% of customers are satisfied that DIO accommodation gives them the **opportunity to make their views known** and 22% indicate some degree of dissatisfaction. Satisfaction has increased slightly in Q4 2016/17 to 60%, compared to Q2 2016/17 (57%) and Q3 2016/17 (56%) and is consistent with Q1 2016/17 (59%).
- 40% of customers are satisfied, and 31% 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 in this quarter (42%) is consistent with previous quarters (all 39%).
- Overall, less than half (48%) of customers feel that DIO Accommodation is good (very good and good combined) at **keeping customers informed** and over one-fifth (21%) of customers state

that DIO Accommodation is bad (bad and very bad combined) at doing this. The proportion of satisfied customers in Q4 2016/17 (49%) is consistent with the previous quarters (45% - 53%).

By 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.

Diagram 1: Summary results

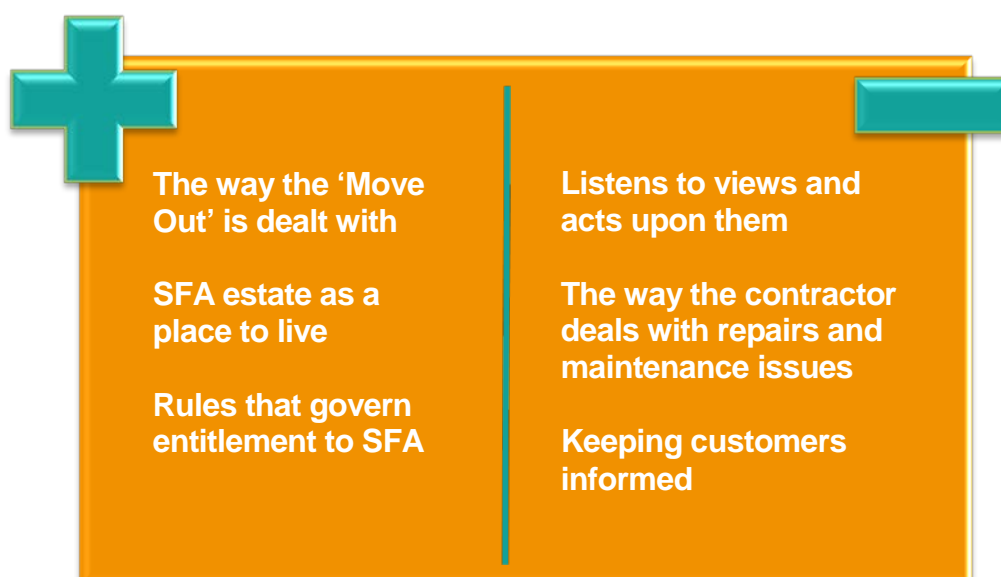


Table 1 and Table 2 below shows a summary of the satisfaction and dissatisfaction percentages across the main questions of the survey.

Table 1: Satisfaction breakdown

Question	Satisfaction							
	Q1 2016/17	Q2 2016/17	Q3 2016/17	Jan-17	Feb-17	March -17	Q4 2016/17	Rolling 12 months
Overall service provided	58%	54%	58%	62%	60%	69%	64%	58%
Rules that govern entitlement	79%	81%	78%	82%	76%	86%	81%	80%
Quality of home	67%	67%	68%	70%	66%	77%	71%	68%
SFA estate as a place to live	81%	82%	81%	82%	83%	85%	83%	82%
Upkeep of communal areas	67%	64%	66%	62%	65%	72%	66%	66%
Value for money daily occupancy charges provide	76%	74%	78%	82%	77%	83%	81%	77%
Arrangements for allocating SFA	72%	67%	69%	67%	69%	76%	70%	70%
Move In was dealt with	74%	77%	75%	73%	78%	76%	75%	75%
The way contractors deal with repairs and maintenance	39%	39%	43%	41%	47%	52%	46%	42%
Move Out was dealt with	84%	86%	84%	84%	86%	85%	85%	85%
Opportunity to make views known	59%	57%	56%	57%	57%	66%	60%	58%
Listens to views and acts upon them	39%	39%	39%	37%	35%	53%	42%	40%
Kept informed about issues (very good/good)	53%	45%	45%	49%	48%	51%	49%	48%

Table 2: Dissatisfaction breakdown

Question	Satisfaction							
	Q1 2016/17	Q2 2016/17	Q3 2016/17	Jan- 16	Feb- 16	March -16	Q4 2016/17	Rolling 12 months
Overall service provided	30%	30%	28%	28%	24%	16%	23%	28%
Rules that govern entitlement	10%	12%	13%	10%	18%	7%	11%	12%
Quality of home	21%	24%	24%	23%	18%	13%	18%	22%
SFA estate as a place to live	12%	9%	13%	14%	10%	8%	10%	11%
Upkeep of communal areas	23%	26%	22%	25%	21%	18%	21%	23%
Value for money daily occupancy charges provide	17%	17%	16%	13%	12%	9%	11%	15%
Arrangements for allocating SFA	20%	24%	23%	28%	18%	18%	21%	22%
Move In was dealt with	18%	20%	19%	22%	16%	16%	18%	19%
The way contractors deal with repairs and maintenance	46%	48%	41%	47%	42%	32%	40%	44%
Move Out was dealt with	12%	11%	10%	12%	7%	10%	10%	11%
Opportunity to make views known	22%	24%	23%	26%	20%	15%	20%	22%
Listens to views and acts upon them	30%	33%	32%	32%	28%	20%	27%	31%
Kept informed about issues (very good/good)	20%	25%	19%	21%	20%	19%	20%	21%

Orange indicates the top three highest percentages and blue indicates the three lowest percentages.

Introduction

DIO Accommodation commissioned M·E·L Research to undertake a monthly customer satisfaction survey for customers living in service family accommodation (SFA) starting in June 2013.

Methodology

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 8,591 interviews being conducted so far. 600 interviews were conducted in Q3 2016/17. This report shows the findings from the 2,387 interviews conducted between Q4 2015/16 and Q3 2016/17.

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;
- To measure the extent to which customers feel DIO Accommodation keeps 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 totaled, 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 95%, giving the appearance that the reported total is incorrect.

Results

This section presents the overall findings.

Satisfaction with the service provided by DIO Accommodation and its contractors

Taking everything into account, overall, 58% of customers living in Service Family Accommodation are 'very' (13%), or 'fairly satisfied' (45%) with the service provided by DIO Accommodation and its contractors. Almost three out of ten (28%) customers indicate some degree of dissatisfaction. 14% are neither satisfied nor dissatisfied.

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

Percentage of respondents- base size 2387

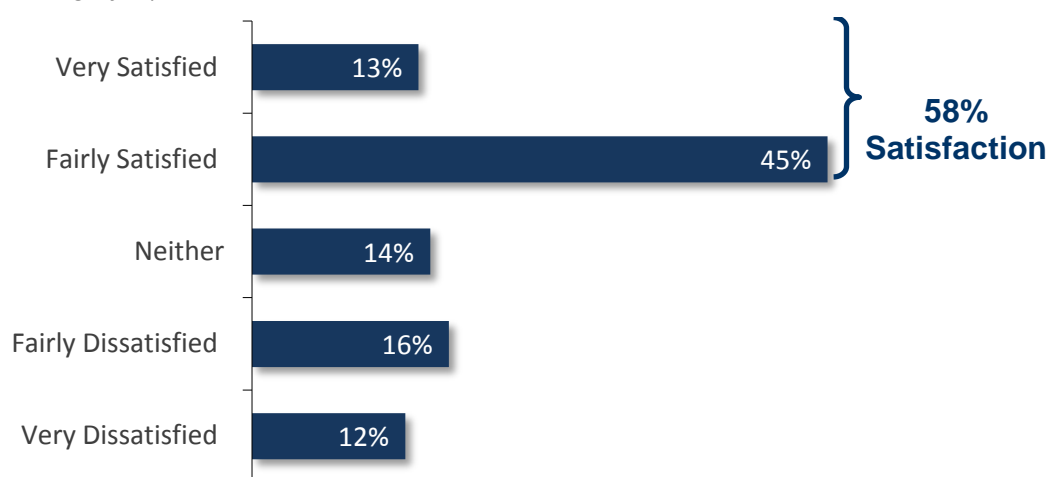
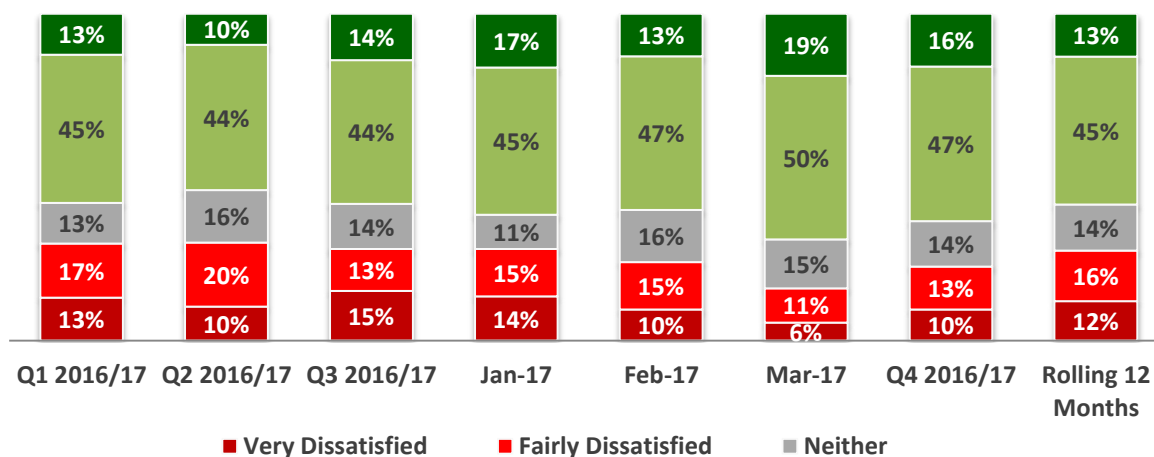


Figure 2 shows that overall satisfaction in Q4 2016/17 (64%) is higher than all previous quarters (54% -58%). Although this is not a statistical significant increase, it definitely shows that satisfaction is improving after a small decrease in Q2 of the rolling 12 months. This quarter, performance appears to be lowest in February 2017, with 60% reporting satisfaction, compared to January and March (62% and 69%, respectively).

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

Eight out of ten (80%) customers are satisfied with the rules that govern customer entitlement to SFA, with just a little over a fifth (22%) indicating that they are 'very satisfied'. One out of ten (12%) state that they are 'very' or 'fairly' dissatisfied.

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

Percentage of respondents- base size 2387

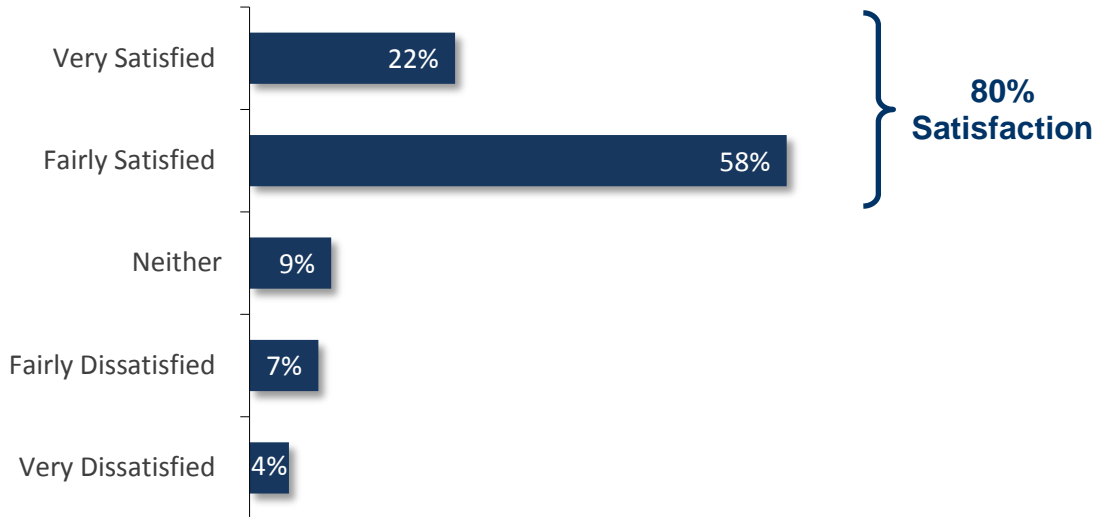
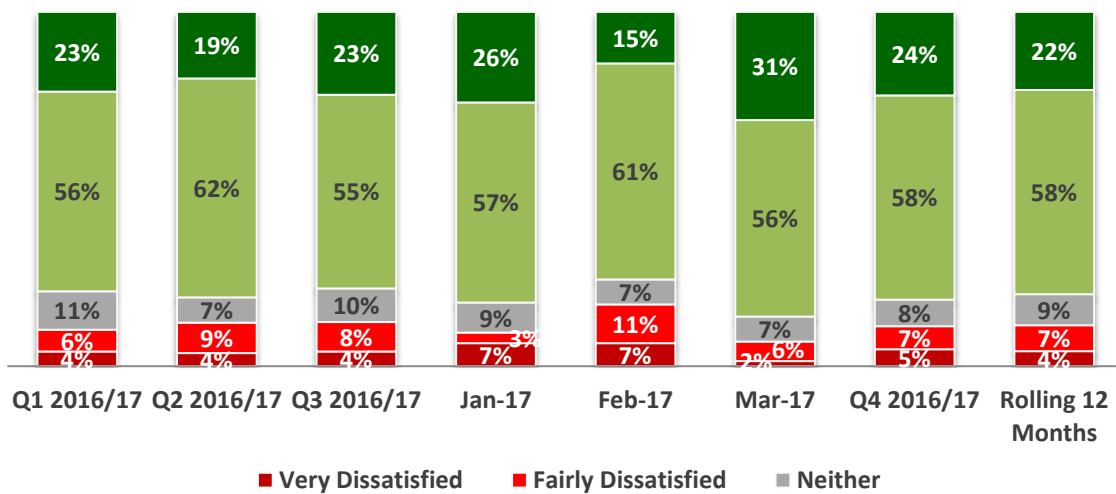


Figure 4 shows that at 81%, satisfaction in Q4 2016/17 is consistent with the previous quarters (78%-81%). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, satisfaction was lowest in February (76%), compared to 83% in January and 86% in March.

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

Percentage of respondents

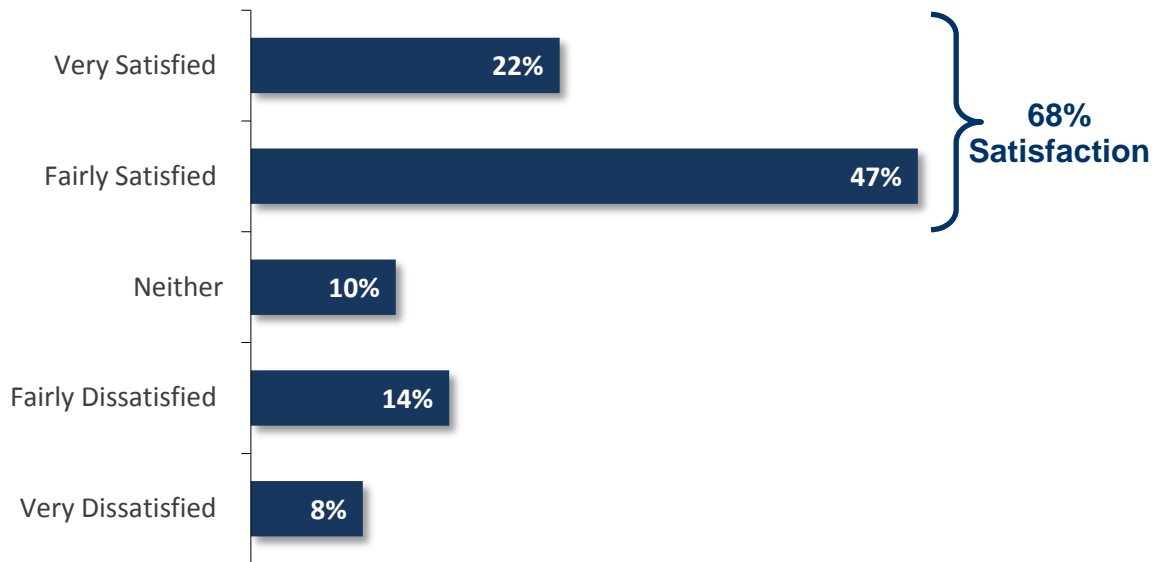


Overall quality of home

Two thirds (68%) of customers state that they are satisfied with the overall quality of their home, with more than one fifth (22%) stating that they are 'very satisfied'. Little more than one fifth (22%) are dissatisfied, leaving 10% who are ambivalent ('neither').

Figure 5: Satisfaction with the overall quality of home

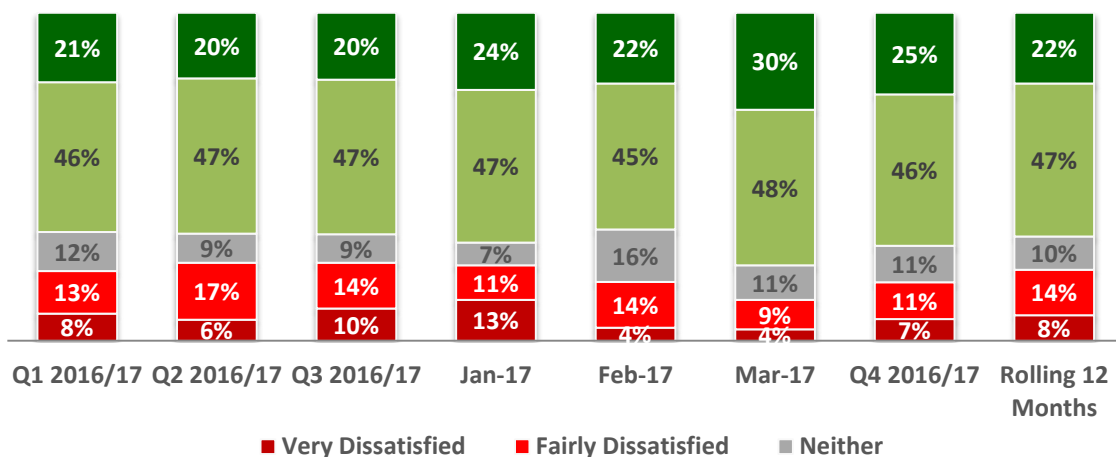
Percentage of respondents- base size 2387



Satisfaction expressed in this quarter (71%) is higher than all previous quarters (67%) and although this is not a statistically significant increase, it shows that satisfaction is improving. When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q4 2016/17, satisfaction is lowest in February (66%), compared to 70% in January and 77% in March.

Figure 6: Satisfaction with the overall quality of home

Percentage of respondents

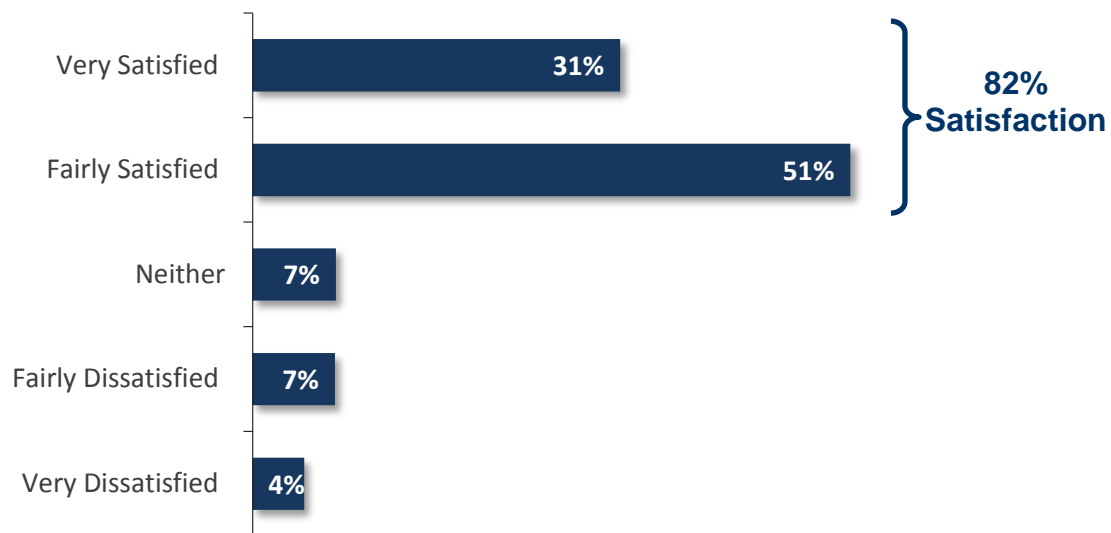


SFA estate as a place to live

82% of customers are satisfied with the SFA estate as a place to live, with three out of ten (31%) expressing that they are 'very satisfied'. 11% express some degree of dissatisfaction. This question yields 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

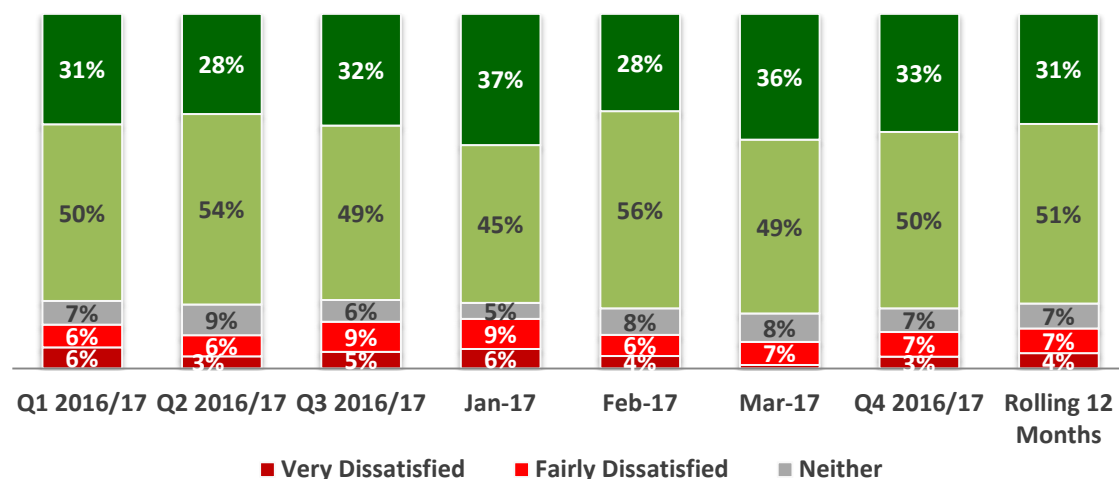
Percentage of respondents- base size 2387



As Figure 8 below illustrates, satisfaction in this quarter (83%) is consistent with the previous three quarters (81%-82%). When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, there are no differences in the overall satisfaction. Though extending further, there seems to be a difference, although not statistically significant, between customers that are "very satisfied". A lower percentage of them have been "very satisfied" in February (28%) compared to January (37%) and March (36%).

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

Percentage of respondents

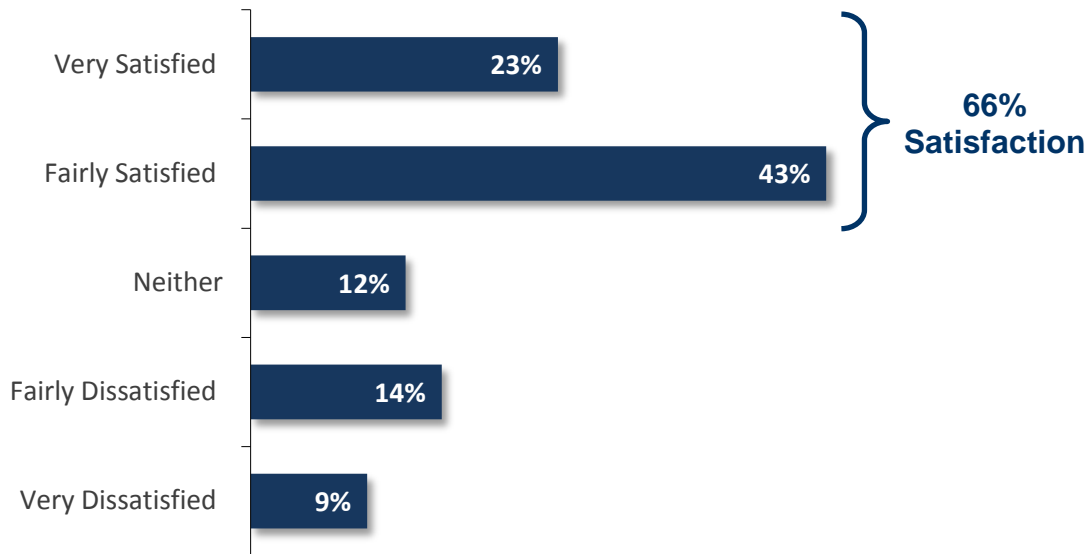


Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. Two thirds (66%) are satisfied, with almost one fifth (23%) stating that they are 'very satisfied'. Around a quarter (23%) of customers indicate some degree of dissatisfaction, whilst 12% state that they are neither satisfied nor dissatisfied.

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

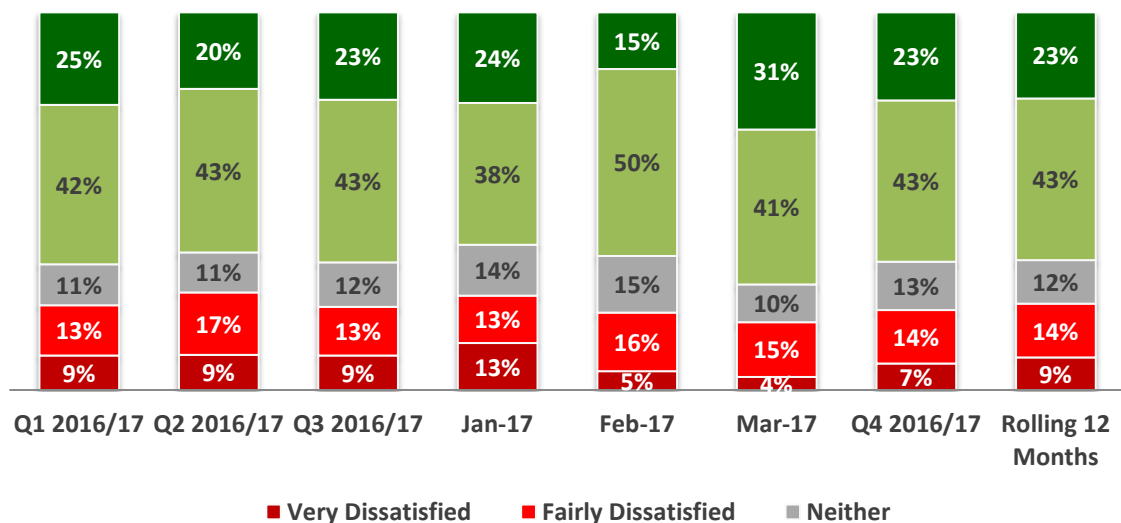
Percentage of respondents- base size 2387



Satisfaction level expressed in Q4 2016/17 (66%) is in line with the previous three quarters (63%-67%). When analysing the results by month in Q4 2016/17, it shows that satisfaction with the upkeep of communal areas increases from 62% in January, to 65% in February and 72% in March 2017.

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

Percentage of respondents



Value for money daily occupancy charges provide

Three-quarters (77%) of respondents are satisfied that their daily occupancy charge provides value for money, with over one-quarter (27%) expressing that they are 'very satisfied'. 15% express dissatisfaction in this area and 7% are neither satisfied nor dissatisfied.

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

Percentage of respondents- base size 2339 – non applicable removed

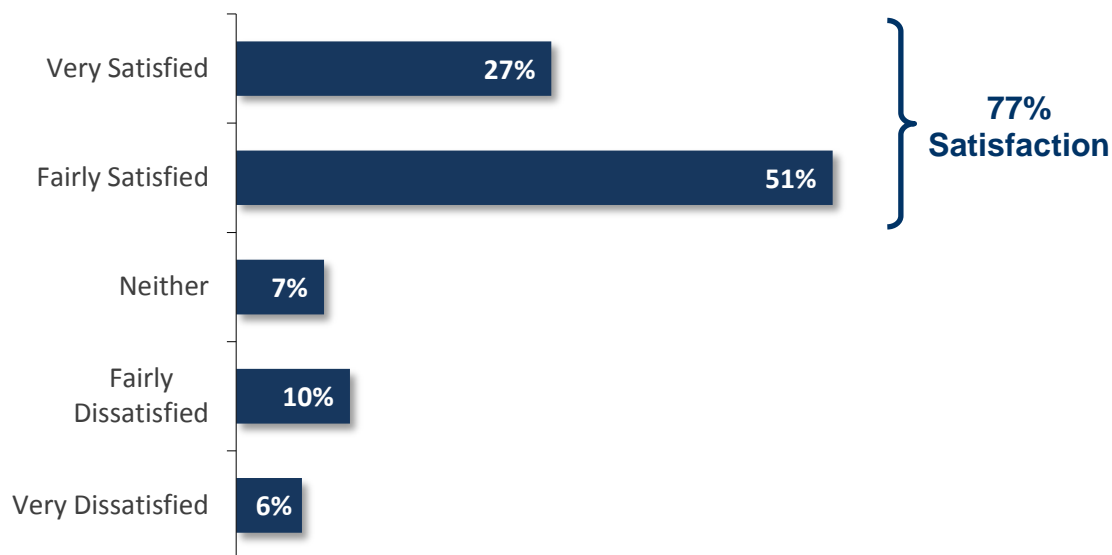
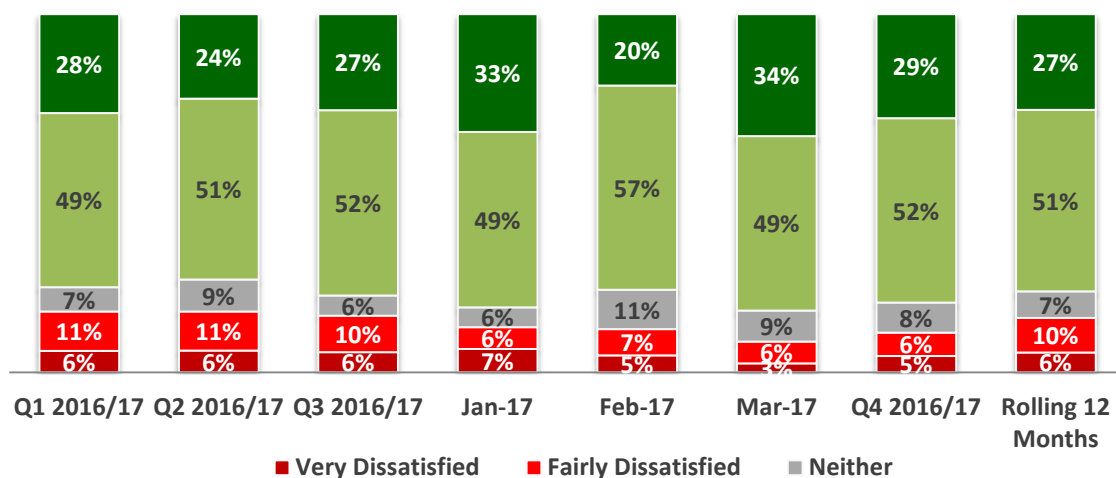


Figure 12 illustrates that satisfaction in this quarter (81%) is slightly higher than in previous quarters (74% - 78%). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction is lower in February (77%) compared to 82% satisfaction in January and 83% in March 2017.

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

Percentage of respondents – non applicable removed

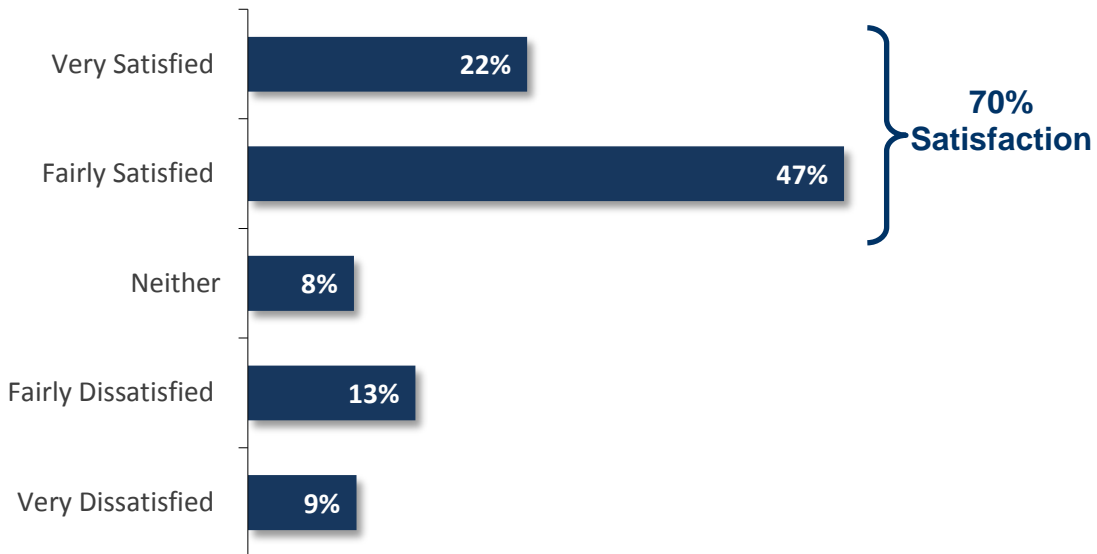


Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, seven out of ten (70%) report some degree of satisfaction, with over one-fifth (22%) being 'very satisfied'. Over one-fifth (22%) also express dissatisfaction in this area, which leaves 8% who appear to have no strong feelings either way ('neither').

Figure 13: Satisfaction with the arrangements for allocating SFA

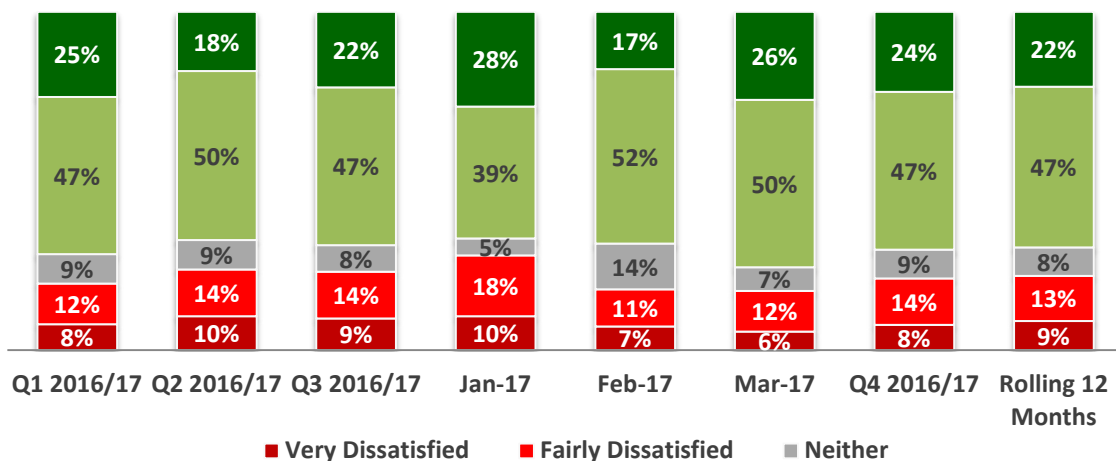
Percentage of respondents- base size 2387



Satisfaction in Q4 2016/17 (70%) is consistent with the previous quarters (67% - 72%). A monthly breakdown for this quarter shows that satisfaction has consistently increased from 67% in January to 69% in February and 76% in March.

Figure 14: Satisfaction with the arrangements for allocating SFA

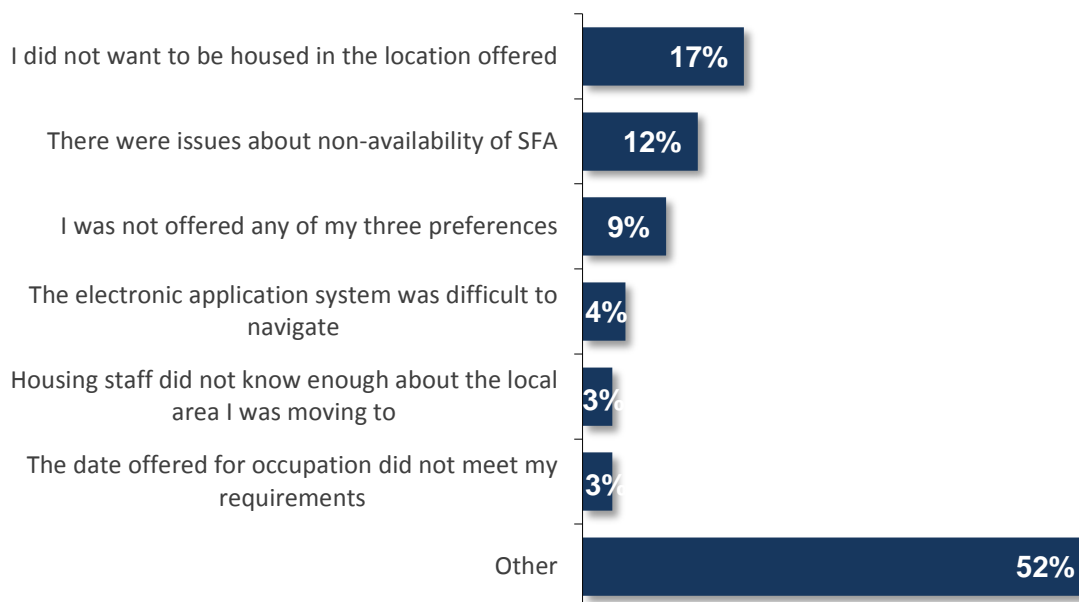
Percentage of respondents



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 17% selecting this as a reason for their dissatisfaction.

Figure 15: Reason for dissatisfaction with the arrangements for allocating SFA

Percentage of respondents- base size 523



Over half (52%) cited 'Other' reasons for their dissatisfaction. In Q4 2016/2017, there were a total of 80 'Other' responses which include:

Issues with the application procedure/system – 23 people

- I don't find the system is responsive enough in terms of speed for the demand of the job. Last two postings I've been right in the day 90 posting limit and the housing system struggled to find me quarter in sufficient time.
- It takes far too long. It took me several days and some of the options aren't correct. I'm allowed a house even though I'm single, but the system didn't allow for this, I got thrown out of the system and I had to get in touch with them about it. So essentially there wasn't an option to cover my circumstances.
- Because it is a laborious process, does not take into account properties available, get sub optimal offers due to a lack of updated lists

Unfair/Poorly organised process - 15 people

- Because I was not given a choice. I was kicked out of last one and this quarter I've been forced into accepting a not suitable accommodation.
- The house I was offered was changed at the last minute, and then kept being changed between houses and flats, then a house wasn't available. It was a nightmare trying to find a quarter to live in. That had a knock on effect with removals, etc. It is part of being in the forces, but it shouldn't be.

Unsuitable property – 13 people

- When I received my last posting, I applied for SFA said I had child 2 dogs and offered a small flat, not appropriate now paying above rent entitlement so we can have a garden for the dogs, fully aware plenty of unoccupied properties we could have had.
- I wasn't given the house I was entitled to e.g. I have three kids and my house too small, need four bedrooms but only got three
- Normally you don't get a proper house and because I went to visit a property, there were some empty properties but it takes a long time to get the property into the system.

Other reasons include lack of choice (12 people), communication problems (8 people), timings/delays (8 people), personal circumstances/requirements not taken into account (8 people) work needed on the property (6 people), lack of or incorrect information about property (6 people) and house already occupied (2 people).

Property meeting expectations

Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. 78% agreed that their property met their expectations either in 'all' or 'some' aspects, with 43% stating that it met their expectations in 'all aspects'. 15% of customers indicate that there were some aspects that they were unhappy with, and 7% state that it did not meet their expectations at all.

Figure 16: Did the allocated property meet expectations

Percentage of respondents- base size 2386

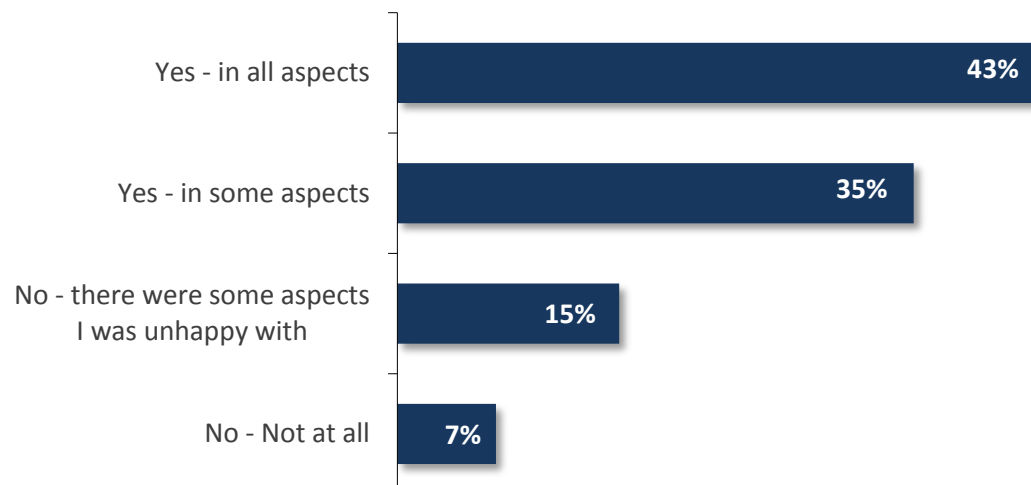
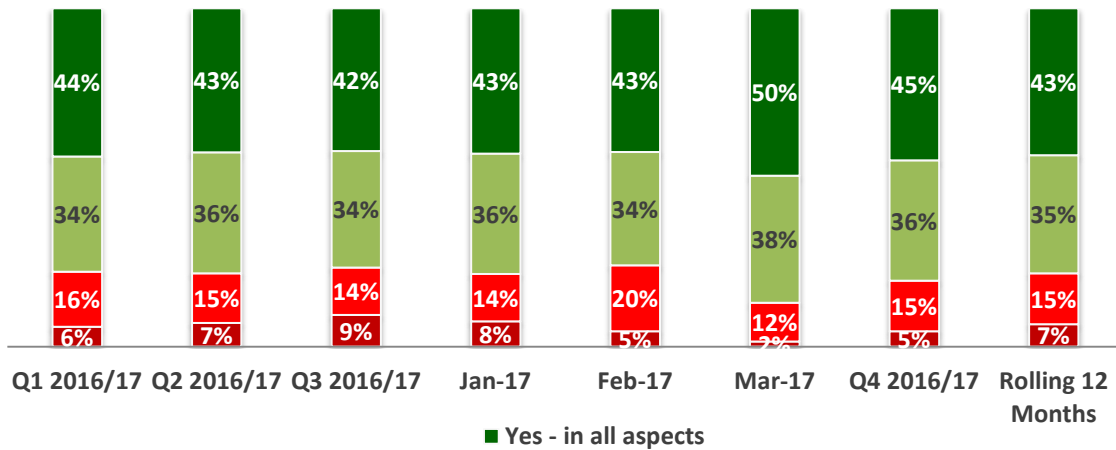


Figure 17 shows that the proportion of respondents who felt that the allocated property met their expectations is similar in this quarter (81%) to all previous quarters. Monthly analysis of this quarter shows that the proportion who had stated that their expectations were met in 'all' or 'some aspects' was higher in March (87%) compared to February (76%) and January (79%).

Figure 17: Did the allocated property meet expectations

Percentage of respondents

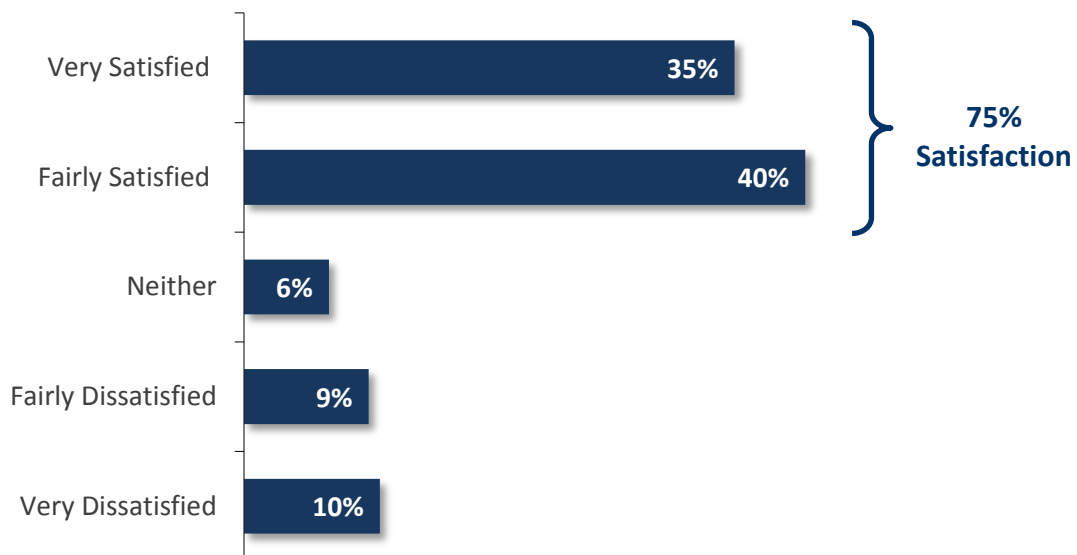


Move In

All respondents were asked how satisfied they were with the way their move in was dealt with. As shown below, three-quarters (75%) express satisfaction in this area, with 35% indicating that they are ‘very satisfied’. Just under a fifth (19%) express some degree of dissatisfaction.

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

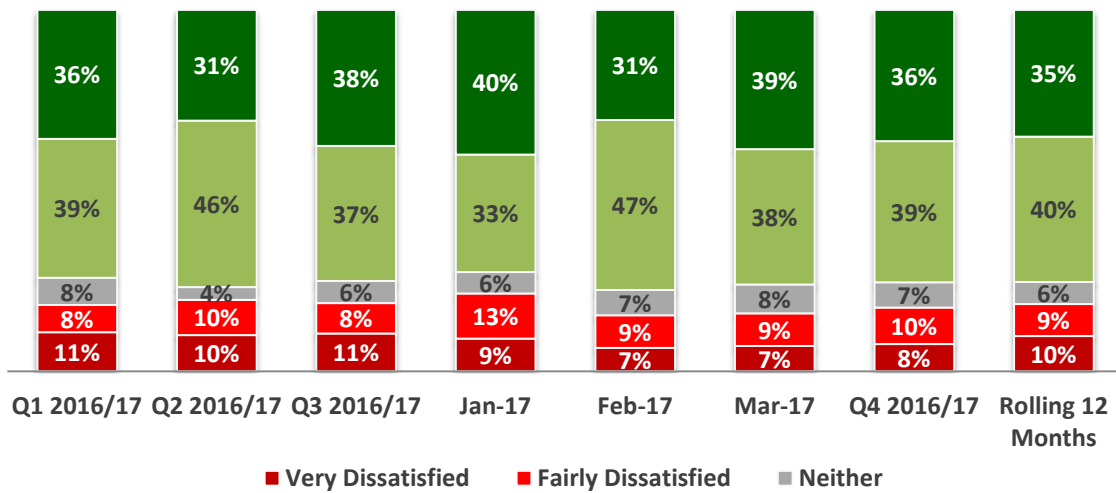
Percentage of respondents- base size 2387



Satisfaction expressed in Q4 2016/17 (75%) is consistent with previous quarters (74% -77%). Comparison of satisfaction levels on a month-by-month basis in this quarter shows that satisfaction was highest in February (78%) compared to 76% in March and 73% in January.

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

Percentage of respondents

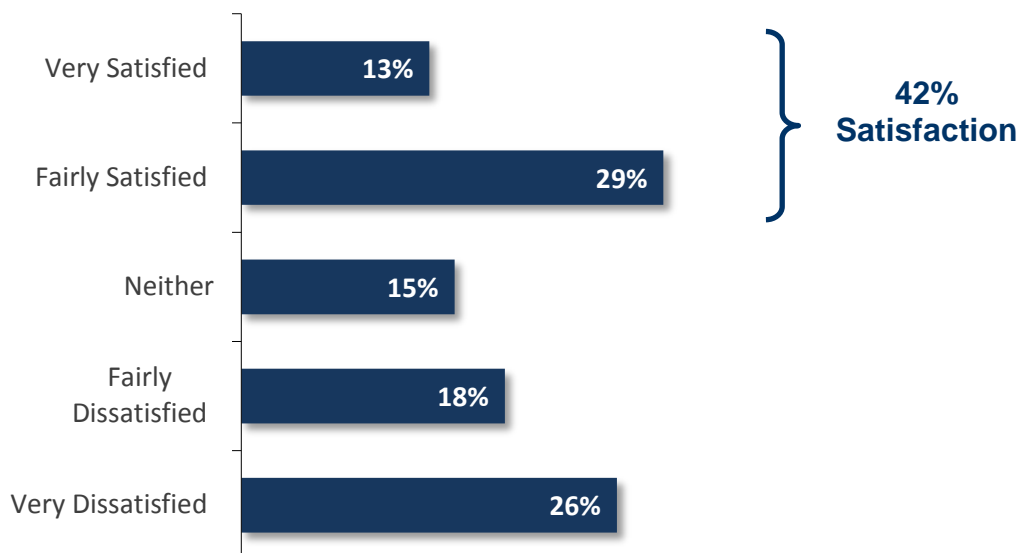


Repairs and maintenance

Only 42% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, compared to more than four out of ten (44%) who indicate some degree of dissatisfaction. This shows that there is a higher proportion of those who are dissatisfied, compared to those who are satisfied with repairs and maintenance. Only 13% report that they are ‘very satisfied’. 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

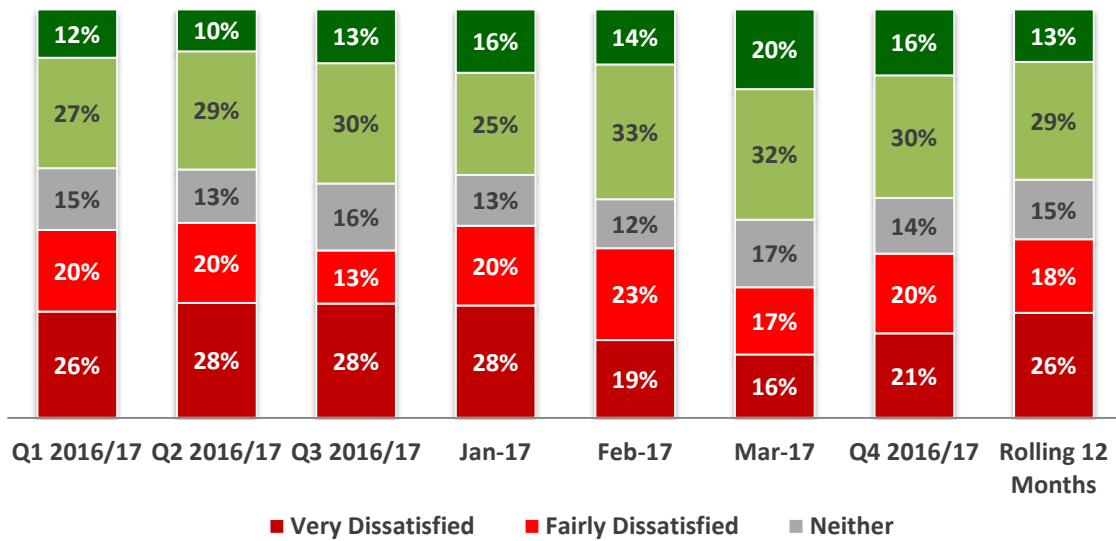
Percentage of respondents- base size 2387



The overall satisfaction level expressed in this quarter (46 %) is higher compared to previous quarters (39%-43%). Satisfaction has also varied across the months of this quarter, with over half (52%) reporting satisfaction in March; which is higher than both February (47%) and January (41%).

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

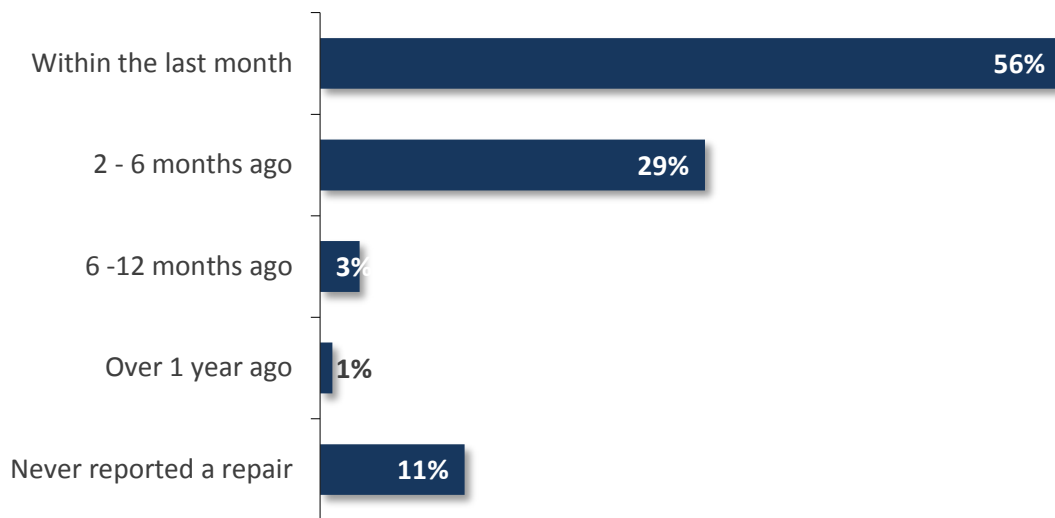
Percentage of respondents



As shown in Figure 22 below, almost six out of ten (56%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Three out of ten (29%) have reported a repair or maintenance issue within the last 2-6 months, whilst 11% indicate that they have never reported a repair.

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

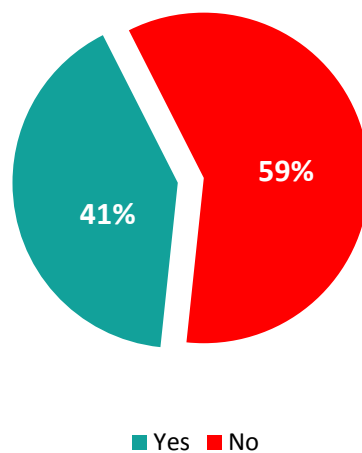
Percentage of respondents- base size 2387



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, 41% of customers indicate that their last repair was completed at the first visit.

Figure 23: Was the repair completed at the first visit

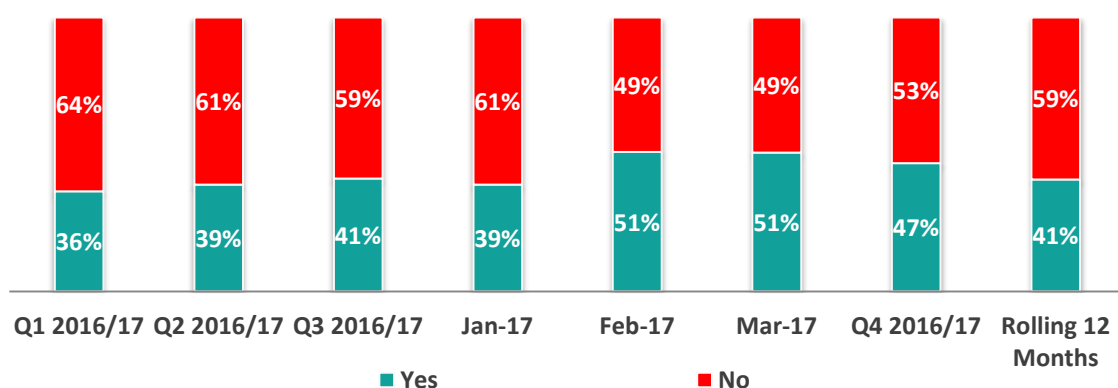
Percentage of respondents- base size 2125



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 (47%) is higher than in previous quarters (36% - 41%). When looking at a monthly breakdown, there has been an increase in February (51%) and March (51%) in the percentage of people who have had their repairs completed on the first visit, compared to January (39%).

Figure 24: Was the repair completed at the first visit

Percentage of respondents

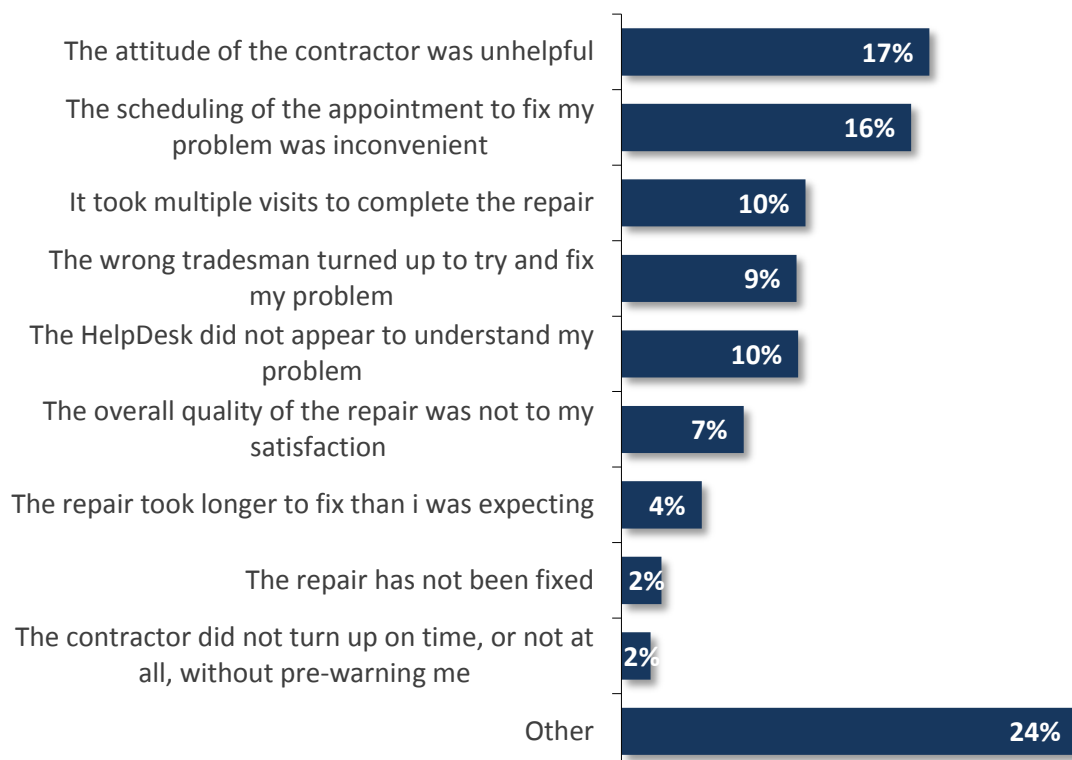


All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues, and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked why they were dissatisfied.

As shown in Figure 25, reasons vary greatly. 17% of customers indicate that the main reason for dissatisfaction is the unhelpful attitude of the contractor, whilst 16% indicate dissatisfaction was due to the fact that the scheduling of the appointment to fix the problem was inconvenient.

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

Percentage of respondents- base size 1021



In the last 12 months, 24% (250 people) state 'Other' reasons for their dissatisfaction which include:

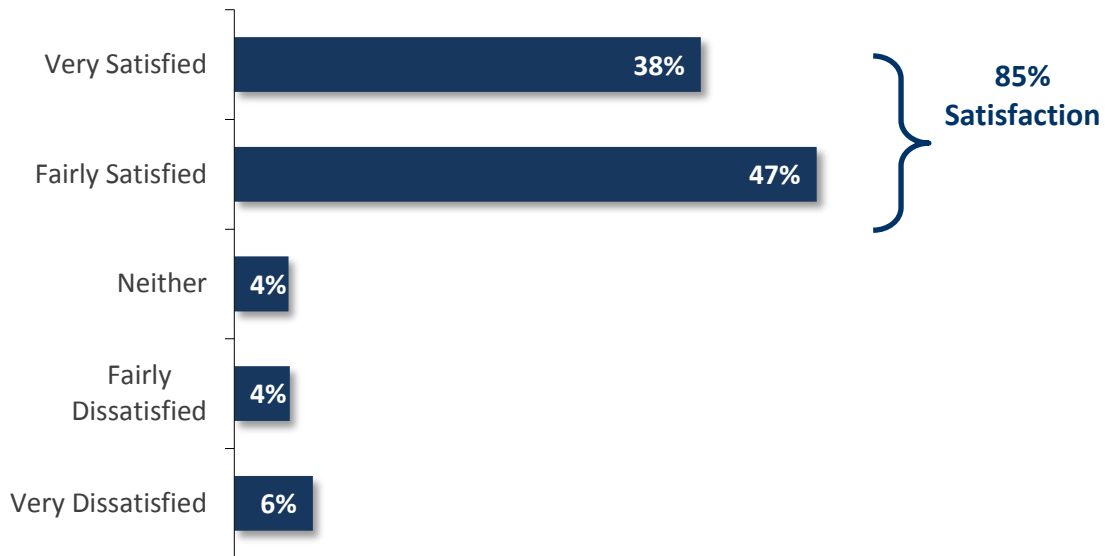
- Moved into the house it was freshly painted; while I was moping / cleaning the floor the hover went through the skirting board which was rotten right through, and the contractor who came out to repair it told my wife that it was rotten because I was mopping the floor. Mould, cleanliness, damp wood rot. Broken window fixtures. When I moved in August 2016 I reported 47 faults to Crilley and Amey
- They don't hold stock on the vans. My sink exploded and they sent someone out to do the job, they're not necessarily plumbers that they send out. They come out, look at it, they try and temporarily repair or fix it, which is great but the guys on the vans don't have the equipment. They've changed contracts again; it took 3 days to change the tap as they didn't have it on the van. There was a temporary repair where I couldn't use the tap. I had to call back a couple of times, I'm out all day, a single parent and if it pops while I'm out, I've got a flood in the kitchen when I get back. They're just not interested in spending the money and putting it up to a decent standard.
- Whenever we report a repair, they seem to send out the wrong contractor for the job, whenever we get the right one, the problem is not fixed properly, seems to be a temporary fix which then results in me calling to report repair again. I personally think you should lose contract with Crilley & Amey.
- When I moved in they should have had the repairs done already rather than having me to call them in when I had moved in.

Move Out

All respondents who have experienced a move out were asked how satisfied they are with the way it was dealt with. As shown in Figure 26, 85% of customers express satisfaction, with 38% being 'very satisfied'. One out of ten (11 %) indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed in this survey and lowest levels of dissatisfaction.

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

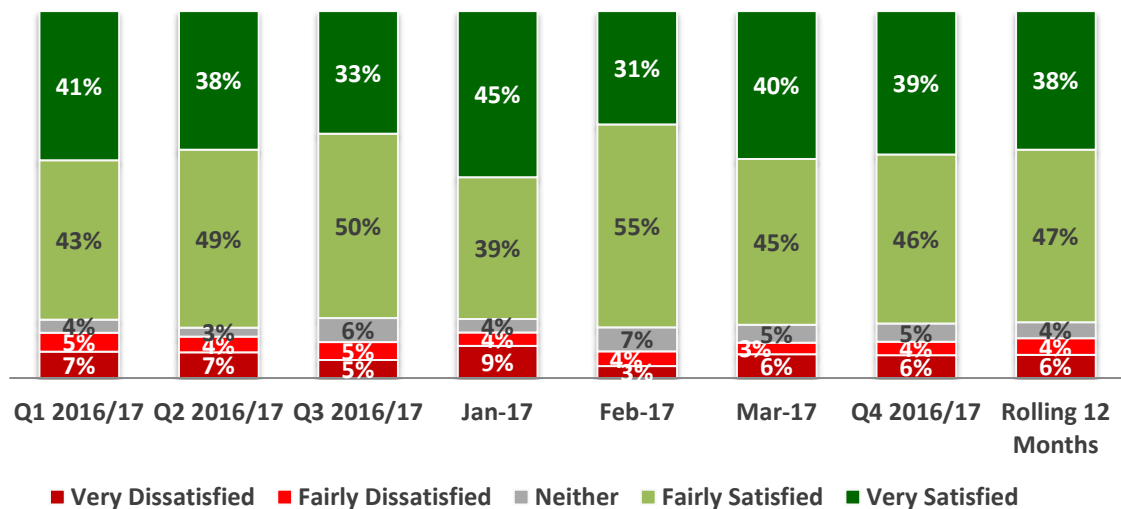
Percentage of respondents - base size 1559 – not applicable removed



At 85%, the overall satisfaction level expressed in Q4 2016/17 is in line with the previous three quarters (84% - 86%). Monthly analysis shows that satisfaction has been consistent throughout all three months (84% - 86%).

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

Percentage of respondents - non applicable removed

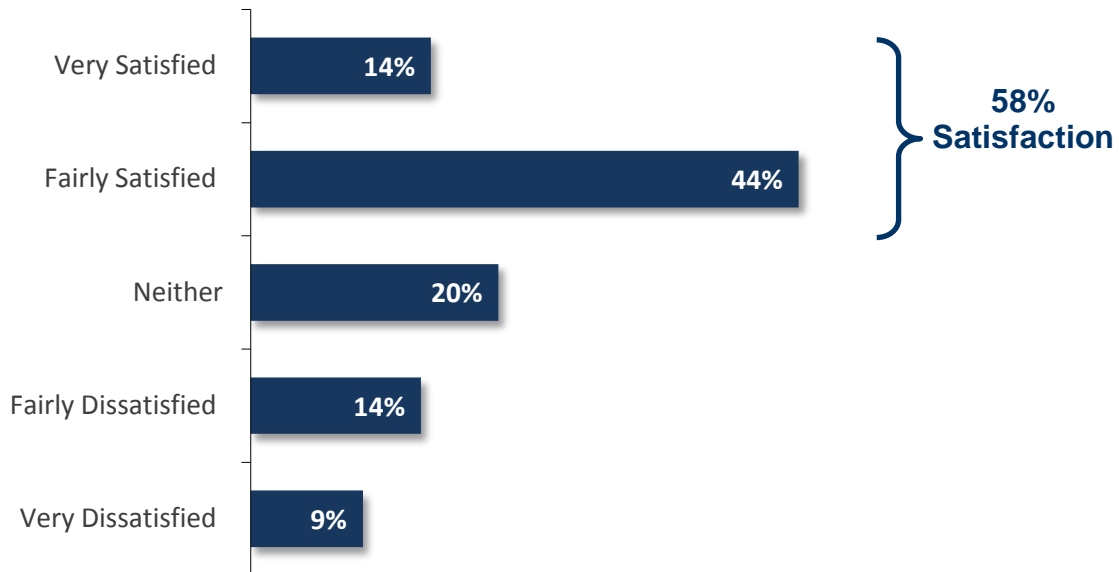


Opportunity to make views known

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, 58% of customers are satisfied and 22% dissatisfied. A fairly large proportion appear to be ambivalent, with a fifth (20%) stating that they are neither satisfied nor dissatisfied.

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

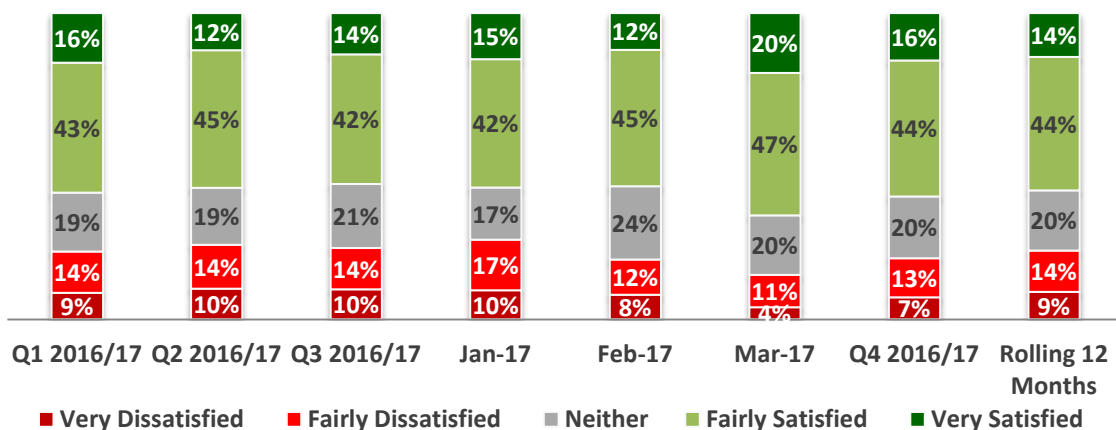
Percentage of respondents- base size 2387



When looking at results on a quarterly basis, satisfaction has increased slightly in Q4 2016/17 to 60%, compared to Q2 2016/17 (57%) and Q3 2016/17 (56%) and is consistent with Q1 2016/17 (59%). Monthly analysis of this quarter shows that satisfaction was highest in March (66%), compared to January and February (both 57%).

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

Percentage of respondents

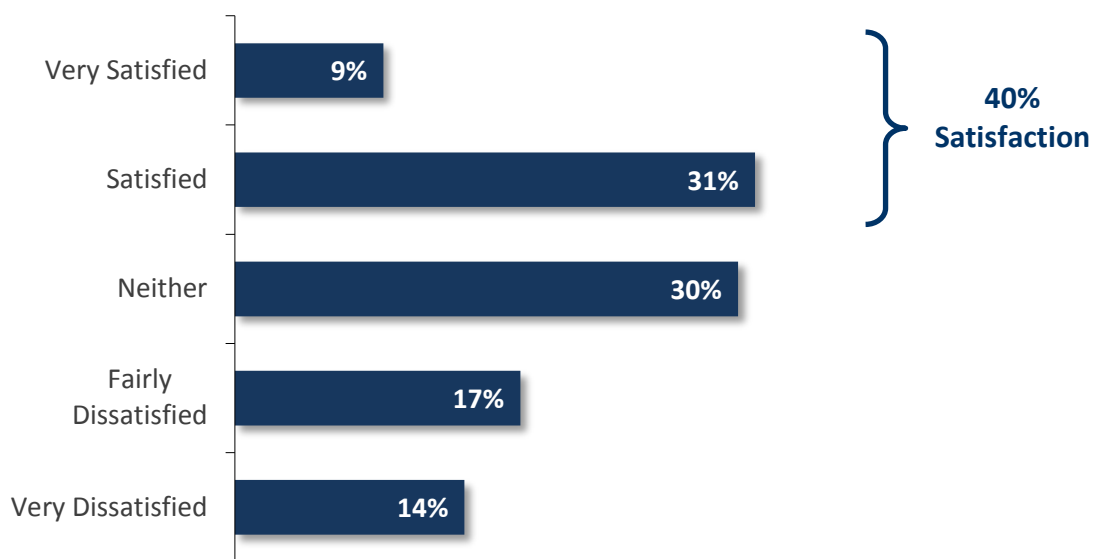


Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, only 40% of customers express that they are satisfied, with just 9% expressing that they are 'very satisfied'. Almost one-third (31%) indicate that they are dissatisfied. A large proportion appears to be ambivalent, with three out of ten (30%) stating that they are neither satisfied nor dissatisfied. This question 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

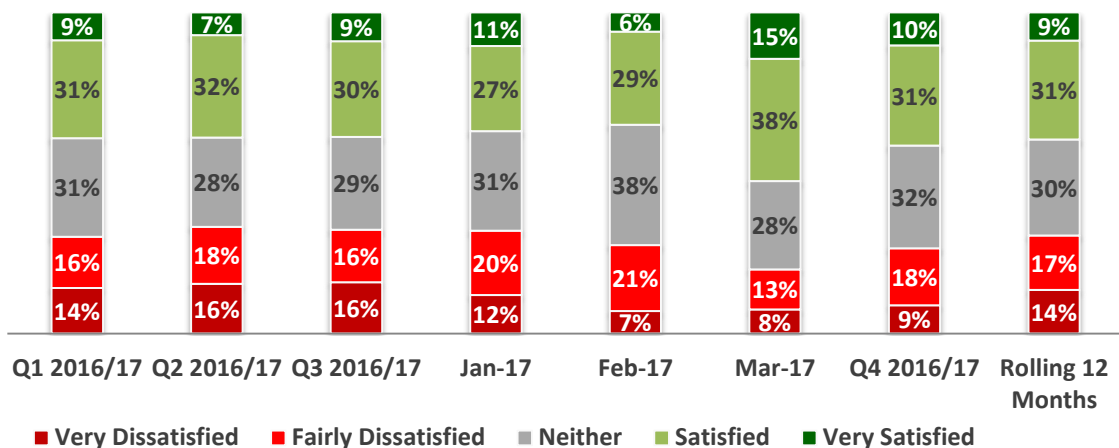
Percentage of respondents- base size 2387



Satisfaction in this quarter (42%) is consistent with previous quarters (all 39%). When comparing satisfaction levels from each month's data collection in this quarter, it shows that satisfaction was higher in March (53%) compared to January (37%). Also, this increase in satisfaction is statistically significant when compared to February (35%).

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

Percentage of respondents

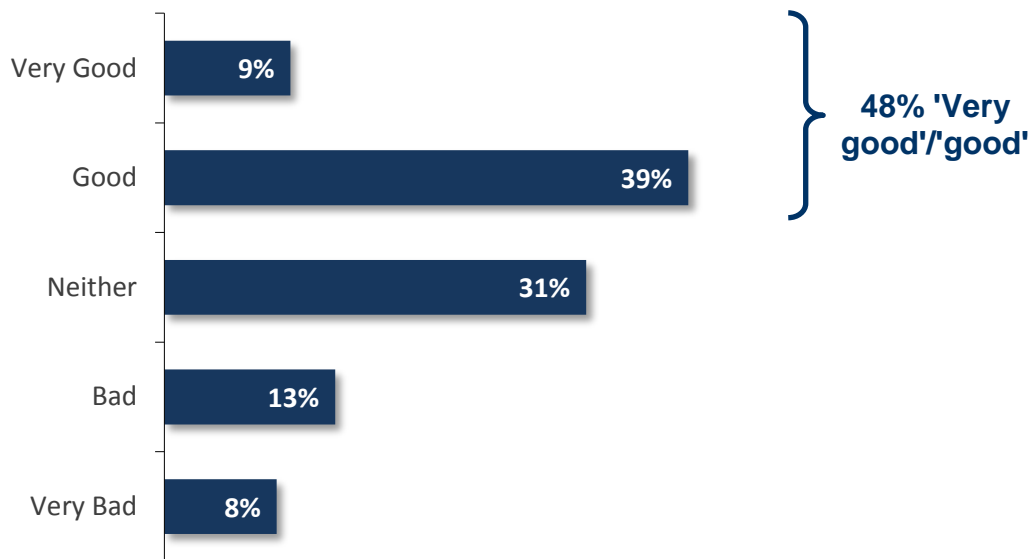


Keeping customers informed

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, just under half (48%) of customers feel that DIO Accommodation is good ('very good' and 'good' combined) at doing this, with 9% stating they are 'very good' at this. A fifth (21%) of customers state that DIO Accommodation is bad ('bad' and 'very bad' combined) at keeping customers informed. 31% of customers are indifferent ('neither').

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

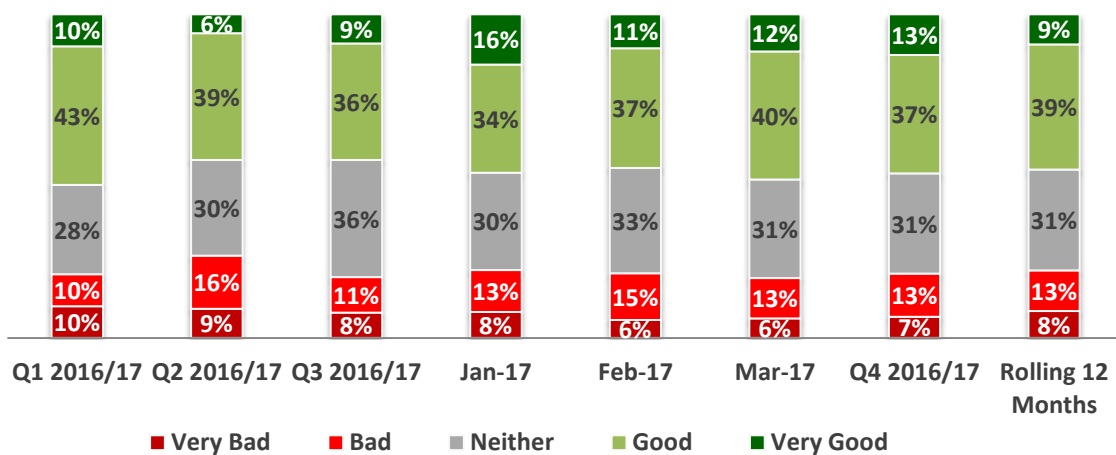
Percentage of respondents- base size 2387



The proportion of satisfied customers in Q4 2016/17 (49%) is consistent with the previous quarters (45% - 53%). When referring to the results from each month's data collection in this quarter, we can see that the proportion of customers who state that DIO Accommodation are good at keeping customers informed was consistent across all three months (48% - 51%).

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

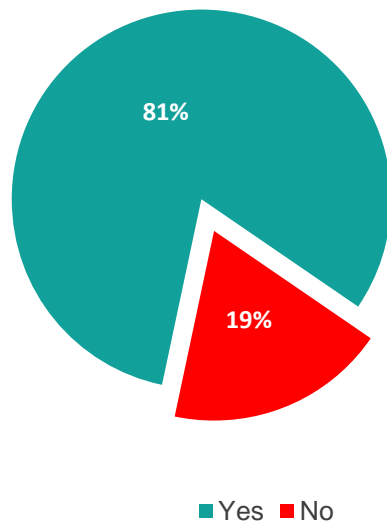


Communications awareness

Since Q3 2014/15, all respondents were asked if they are aware of the introduction of the New National Housing Prime Contract. 81% of customers state that they are.

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

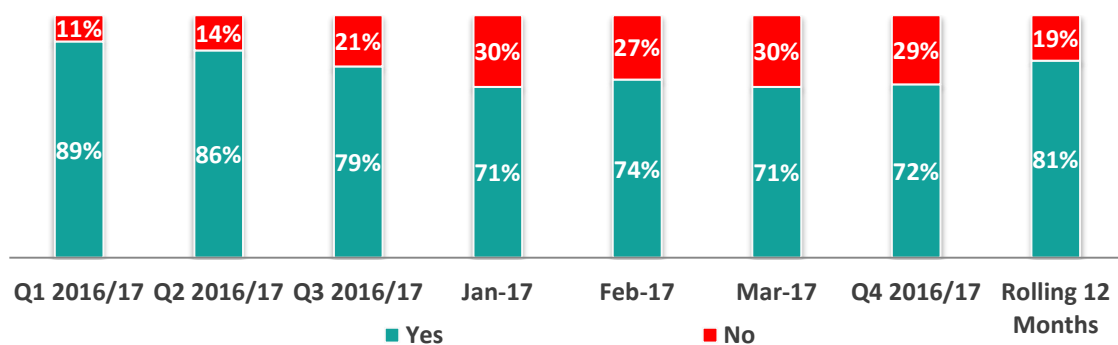
Percentage of respondents- base size 2387



Awareness in this quarter (72%) is lower than the previous quarters (79%-89%). When comparing the results by each month's data collection in Q4 2016/17, awareness is consistent throughout all three months (71% - 74%).

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

Percentage of respondents

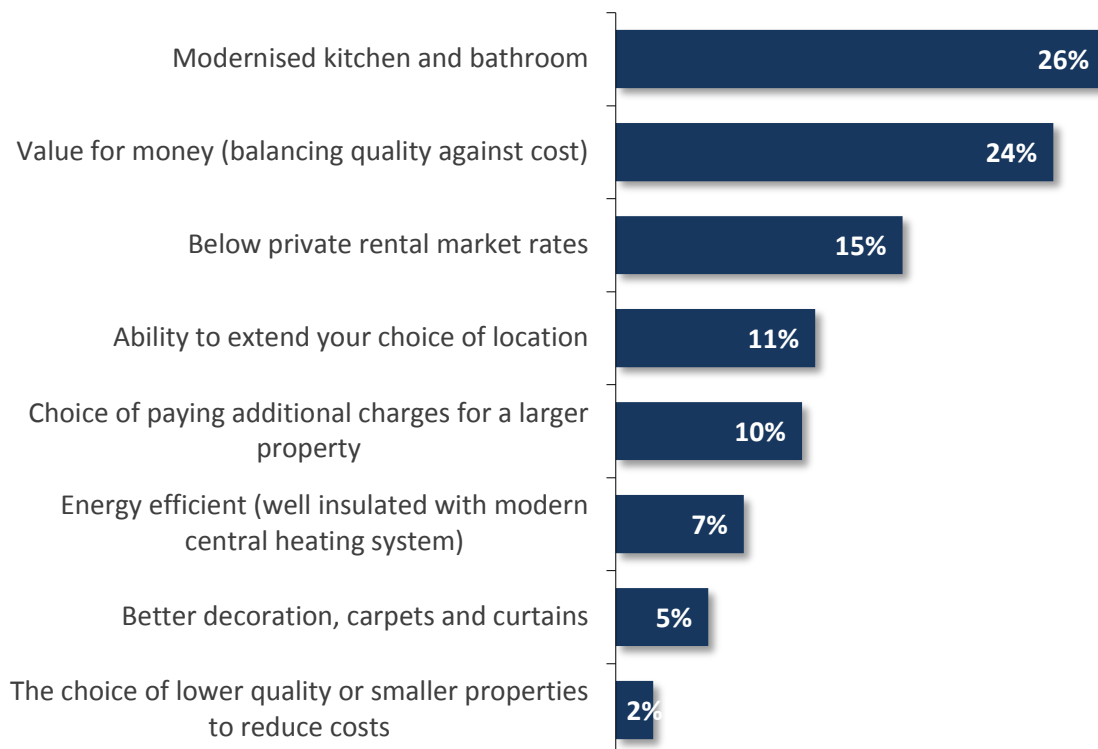


SFA Priorities

All respondents were asked to select, from a list of eight choices, which would be their top priority. As shown below, having a modernised kitchen and bathroom are customers' top priority, with 26% selecting this option. Almost a quarter (24%) state that value for money 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 (5%).

Figure 36: Priorities for Service Family Accommodation

Percentage of respondents- base size 2108- no preference removed



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

Appendix A: Survey Q1 2014/15 – Q2 2014/15

Appendix B: Survey Q3 2014/15 – Q3 2016/17

13076 Ministry of Defence Customer Satisfaction Tracker Survey

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

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

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

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

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

- Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied
- Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied

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

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

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

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

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

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

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

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

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

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

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

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

(please specify)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Email

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

(please specify)

Q11d How often should DIO accommodation communicate directly to you?

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

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

[TOP PRIORITY]

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

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

[SECOND PRIORITY]

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

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

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

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

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

Appendix B: Survey Q3 2014/15 – Q4 2016/17

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)

Q7b Did the property you were allocated meet your expectations?

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

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

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

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

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

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

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

Q9b Was the repair completed at the first visit?

- Yes
- No

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
- No

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

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



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