



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q3 Report

Opinion Research Services January 2018



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry
of Defence

Q3 Report by Opinion Research Services

Opinion Research Services

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Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This study was conducted in accordance with ISO 20252:2012

This version of the report will be deemed to have been accepted by the client if ORS has not been informed of any amendments within a reasonable period of time (1 month).

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1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by the Defence Infrastructure Organisation (DIO) to undertake a monthly satisfaction survey with customers living in Service Family Accommodation (SFA).

Survey Methodology and Response

- 1.2 Structured telephone interviews using a 'CATI' (Computer Assisted Telephone Interviewing) system were undertaken with a randomly selected sample of customers living in SFA each month.
- 1.3 The quarter 3 survey was carried out by telephone between 1st October and 31st December 2017 and 1,449 responses were achieved overall.
- 1.4 The tables that appear without commentary below and on the following page show the unweighted profiles of the responses to the survey (please note that the figures may not always sum to 100% due to rounding).

Table 1: Area – All Customers (Note: Figures may not sum due to rounding)

Area	Unweighted Count	Unweighted Valid %
Central	579	40
South East	399	28
South West	370	26
Scotland and Northern Ireland	101	7
Total	1,449	100

Table 2: Age – All Customers (Note: Figures may not sum due to rounding)

Age	Unweighted Count	Unweighted Valid %
16-24	124	9
25-34	782	54
35-44	434	30
Over 44	109	8
Total	1,449	100

Table 3: Rank – All Customers (Note: Figures may not sum due to rounding)

Rank	Unweighted Count	Unweighted Valid %
Officers	260	18
Other Ranks	1,189	82
Total	1,449	100

Table 4: Month – All Customers (Note: Figures may not sum due to rounding)

Month	Unweighted Count	Unweighted Valid %
October 2017	495	34
November 2017	506	35
December 2017	448	31
Total	1,449	100

Interpretation of the Data

- 1.5 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value less than half a per cent.
- 1.6 In some cases figures of 2% or below have been excluded from graphs.
- 1.7 Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses
 - Beige and purple/blue shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the ‘extremes’, for example, very satisfied or very dissatisfied
- 1.8 When considering changes in responses between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only and for questions where differences are only indicative, demographic sub group charts are not provided. Statistical significance is at a 95% level of confidence.
- 1.9 In this report, comparisons are also made to interviews achieved by the previous provider who managed this project prior to ORS being appointed in June 2017.

Acknowledgements

^{1.10} ORS would like to thank Liam Wilson of the DIO for his help and assistance in developing the project. We would also like to thank the 1,449 customers who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Summary of Main Findings

- 2.1 The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- 2.2 Around two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (21%) are dissatisfied. Satisfaction is in line with the previous quarter and the rolling 12 month average (both 63%).
- 2.3 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (11%) are dissatisfied. Satisfaction is comparable with the previous quarter (79%) and the rolling 12 month average (79%).
- 2.4 Around three quarters (74%) of customers are satisfied with the overall quality of their home, whilst less than a fifth (17%) are dissatisfied. Satisfaction observed in this quarter is in line with Q2 17/18 and the rolling 12 month average (both 72%).
- 2.5 Over four fifths (86%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (9%) are dissatisfied. Satisfaction with SFA estate as a place to live has risen slightly over the last 12 months, with quarterly figures increasing from 83% in Q4 16/17 to 86% in Q3 17/18.
- 2.6 Nearly three quarters (74%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst around a fifth (17%) are dissatisfied. Over the last 12 months there has been a rise in satisfaction – it has increased from 66% in Q4 16/17 to 74% in this current quarter.
- 2.7 Around four fifths (79%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 7 (14%) are dissatisfied. Satisfaction is in line with the previous quarter (80%) and the rolling 12 month average (78%).
- 2.8 7 in 10 (70%) customers are satisfied with the arrangements for allocating SFA, whilst around a quarter (23%) are dissatisfied. Customer's satisfaction has remained consistent over the last 12 months, with the quarterly averages ranging between 68% and 70%.
- 2.9 Around three quarters (77%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (19%) are dissatisfied. Satisfaction has increased by 3 percentage points since Q2 17/18 and is now higher than at any point over the last 12 months.
- 2.10 Around half (48%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst over two fifths (43%) are dissatisfied. Satisfaction is in line with the previous quarter (48%) and the rolling 12 months average (46%).

- 2.11 Over four fifths (81%) of customers are satisfied with the way their Move Out was dealt with, whilst 13% are dissatisfied. Satisfaction is in line with the previous quarter (82%) and the rolling 12 months average (83%).
- 2.12 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a quarter (26%) are dissatisfied. Satisfaction is higher than Q4 16/17 (by 8 percentage points), Q1 17/18 (by 13 percentage points) and Q2 17/18 (by 3 percentage points). Satisfaction observed this quarter is also 5 percentage points higher than the rolling 12 month average.

Some Main Conclusions and Recommendations

- 2.13 The most positive indicators have been outlined below as well as some areas for consideration. Please bear in mind that these comparisons of 'best' and 'worst' rankings are an arbitrary indication of performance.

Areas of High Performance

- 2.14 86% of customers are satisfied with their SFA estate as a place to live, with over two fifths (43%) saying they are very satisfied.
- 2.15 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA.
- 2.16 Over four fifths (81%) are satisfied with the way their Move Out was dealt with, with customers aged 35+ significantly more likely to be satisfied.
- 2.17 Looking at the survey as a whole, those aged 16-24 seem to be more satisfied in comparison to those who fall into the other age categories.

Areas for Consideration

- 2.18 Around half (48%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, with customers who live in the South East and those who are officers significantly less likely to be satisfied.
- 2.19 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, with customers who live in the South East, those who are aged 44+ and those who are officers significantly less likely to be satisfied.
- 2.20 When considering all questions, officers seem to be less satisfied in comparison to other ranks.

Satisfaction Comparison

2.21 The table below shows how satisfaction for each question compares over the quarter and to the rolling 12 month average.

Table 5: How satisfaction compares over the quarter and to the rolling 12 month average

Base: All customers (base size varies)

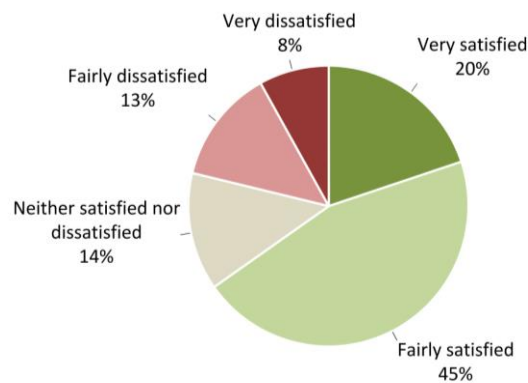
Question	Dec-17	Nov-17	Oct-17	Q3 average	Rolling 12 month average
Overall service	68%	65%	64%	65%	63%
Rules that govern customers entitlement to SFA	82%	80%	82%	81%	79%
Overall quality of your home	75%	74%	74%	74%	72%
SFA estate as a place to live	87%	86%	84%	86%	84%
Upkeep of communal areas	75%	74%	72%	74%	70%
Daily occupancy charges provide VfM	82%	76%	79%	79%	78%
The arrangements for allocating SFA to customer	74%	70%	68%	70%	69%
The way customers Move In was dealt with	80%	78%	73%	77%	75%
The way the contractor deals with repairs & maintenance issues	49%	47%	47%	48%	46%
The way customers Move Out was dealt with	82%	81%	79%	81%	83%
Listen to customers views and acts upon them	50%	51%	48%	50%	45%

3. Main Findings

- 3.1 Around two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (21%) are dissatisfied.

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD accommodation and its contractors?

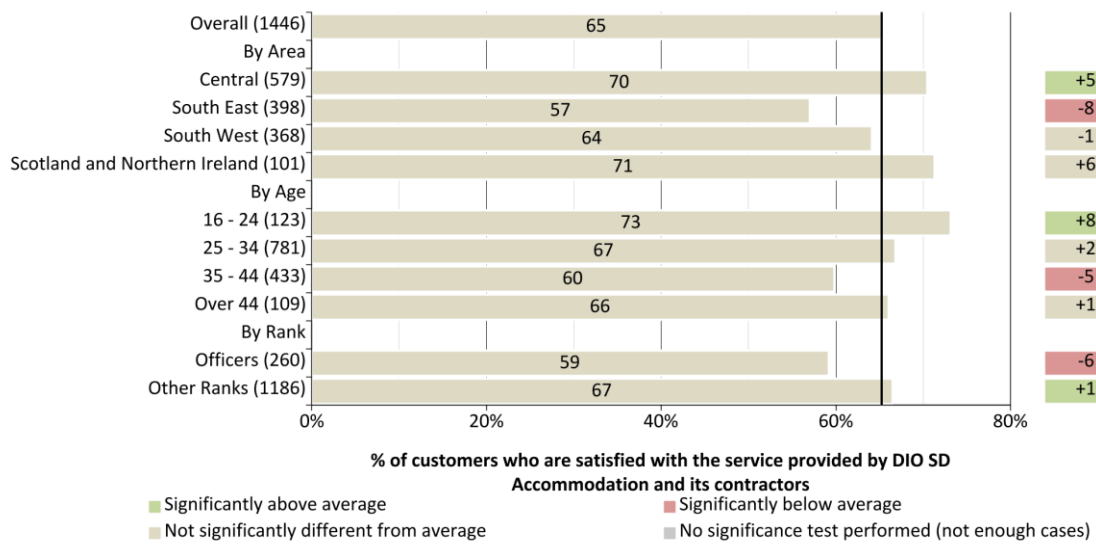
Base: All customers (1,446)



Differences by sub-group

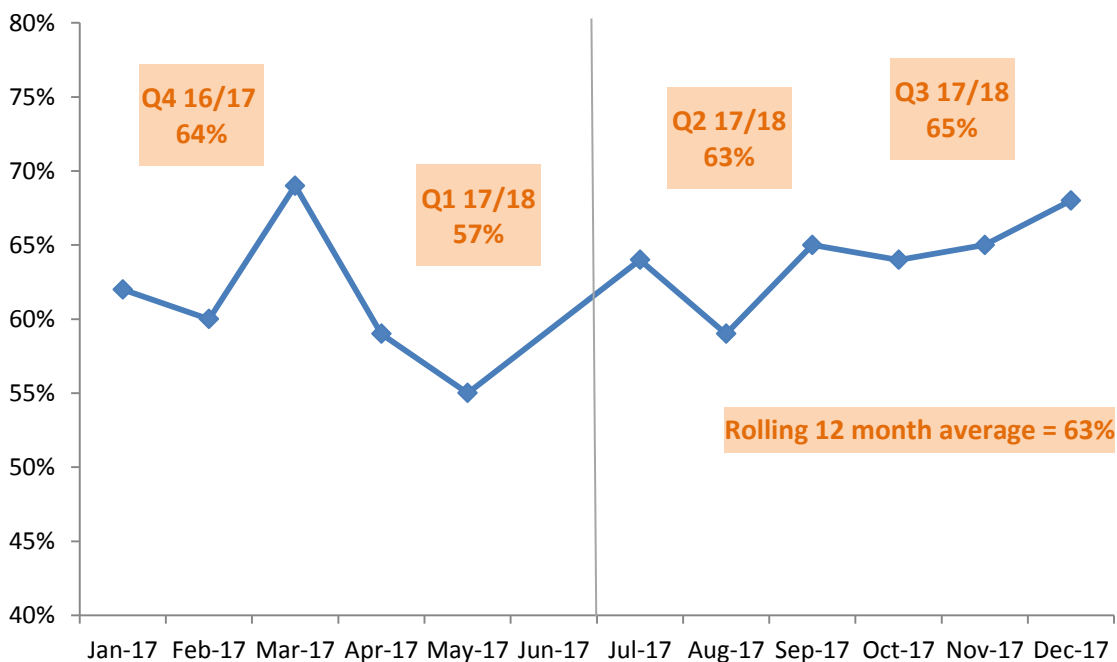
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.3 Customers who live in Central areas, those who are aged 16-24 and those who are other ranks are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, customers in who live in the South East, those who are aged 35-44 and those who are officers are significantly less likely to think this.

Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors?
 Base: All customers (number of customers shown in brackets)



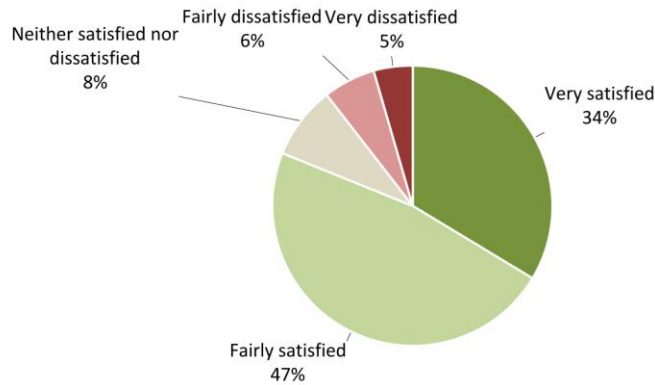
3.4 Satisfaction with service provided by DIO SD Accommodation and its contractors is in line with Q4 16/17 (64%), Q2 17/18 (63%) and the rolling 12 month average (63%). However, satisfaction has increased by 8 percentage points when compared with Q1 17/18 (57%).

Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months
 Base: All customers (base size varies)



3.5 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (11%) are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
Base: All customers (1,442)

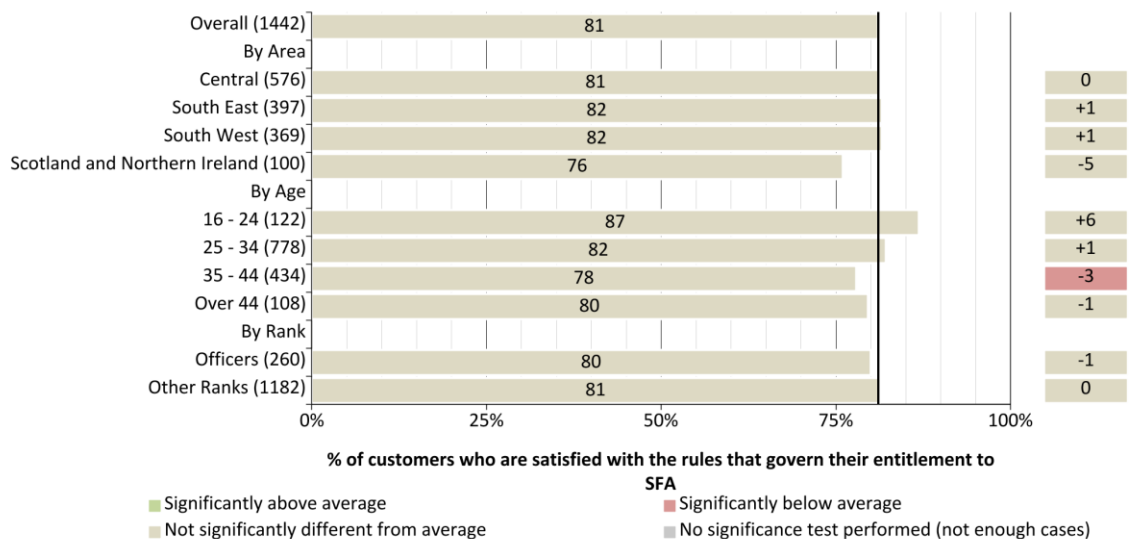


Differences by sub-group

3.6 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the rules that govern their entitlement to SFA. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

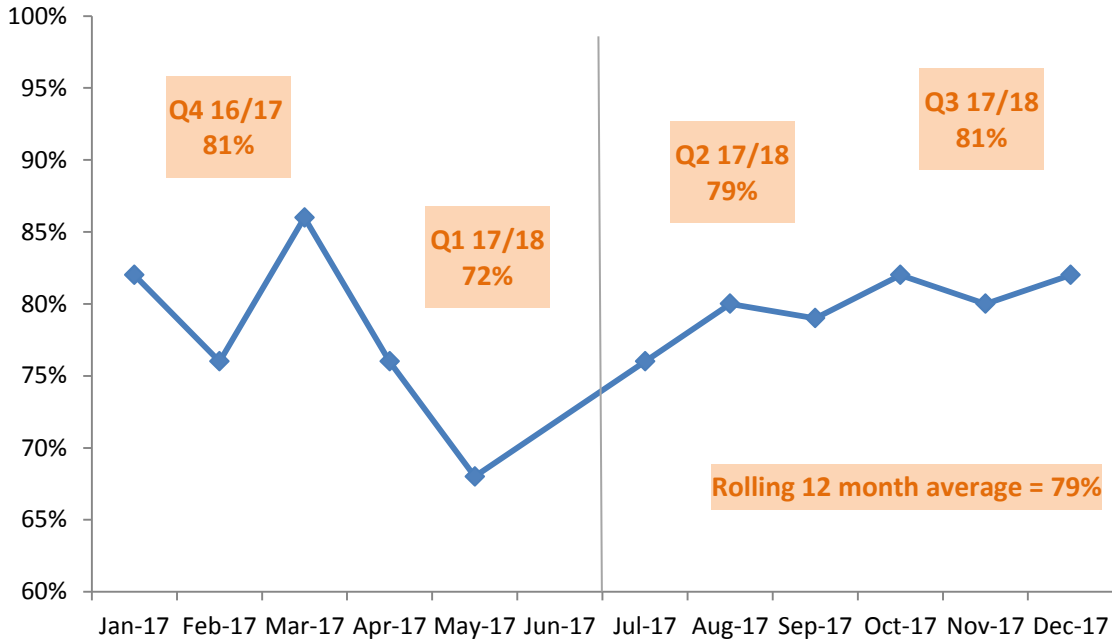
3.7 Customers who are aged 35-44 are significantly less likely to be satisfied with the rules that govern their entitlement to SFA.

Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
Base: All customers (number of customers shown in brackets)



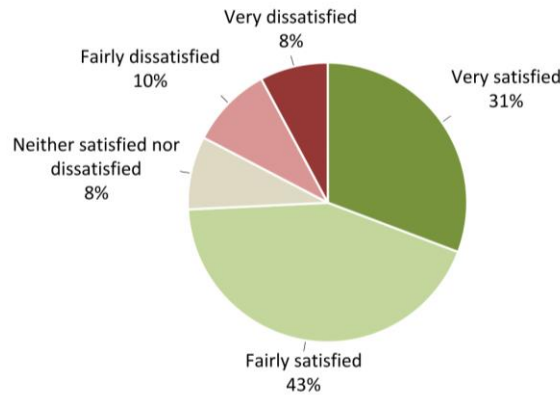
- 3.8 Satisfaction with the rules that govern customers' entitlement to SFA is comparable with Q4 16/17 (81%), Q2 17/18 (79%) and the rolling 12 month average (79%). However, satisfaction has increased by 9 percentage points when compared with Q1 17/18 (72%).

Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months
Base: All customers (base size varies)



3.9 Around three quarters (74%) of customers are satisfied with the overall quality of their home, whilst less than a fifth (17%) are dissatisfied.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (1,449)

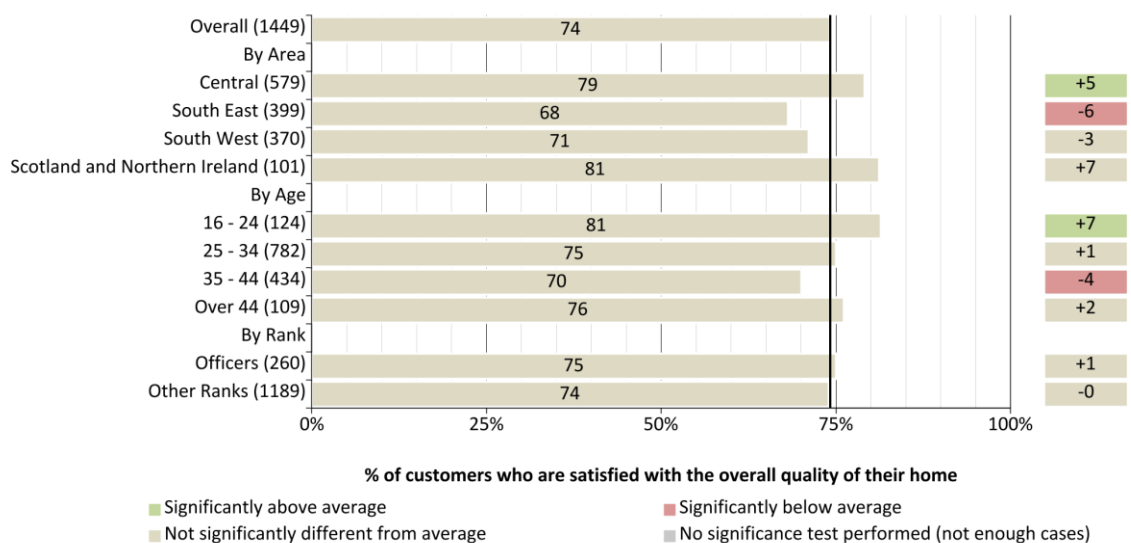


Differences by sub-group

3.10 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the overall quality of their home. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

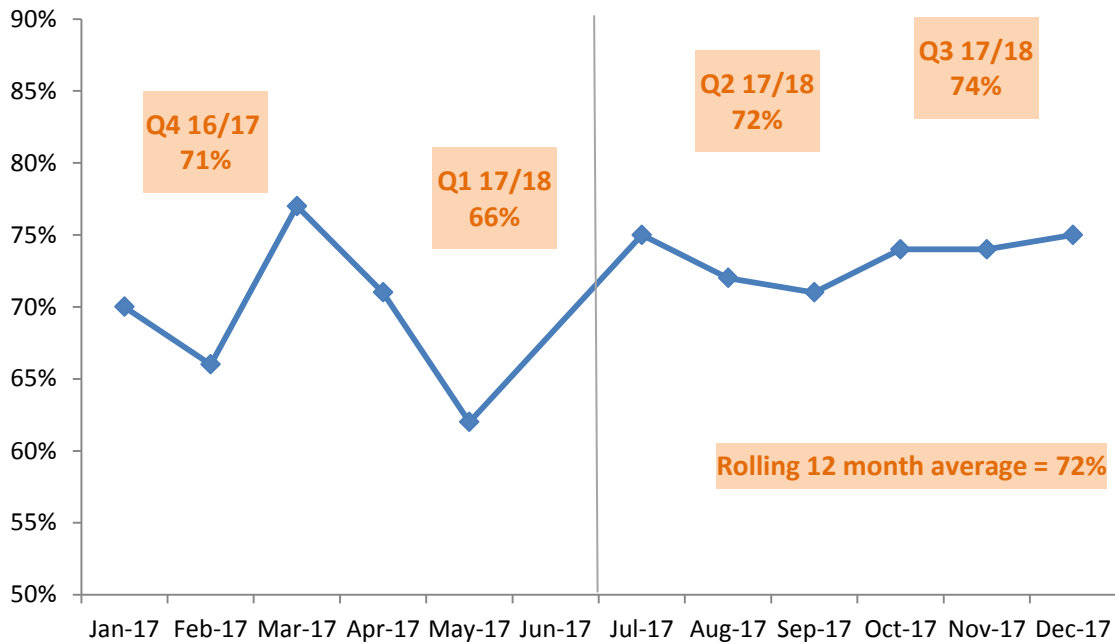
3.11 Customers who live in Central areas and those who are aged 16-24 are significantly more likely to be satisfied with the overall quality of their home, whilst customers in who live in the South East and those who are aged 35-44 are significantly less likely to think this.

Figure 8: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (number of customers shown in brackets)



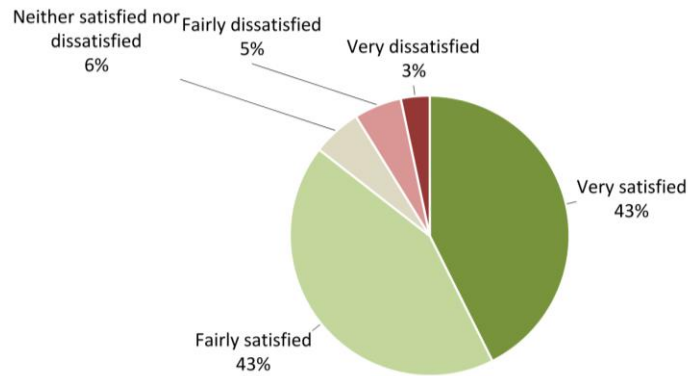
3.12 Satisfaction with the overall quality the home has increased by 3 percentage points when compared with Q4 16/17 (71%) and 8 percentage points since Q1 17/18 (66%). However, satisfaction observed in this quarter is in line with Q2 17/18 and the rolling 12 month average (both 72%).

Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months
Base: All customers (base size varies)



3.13 Over four fifths (86%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (9%) are dissatisfied.

Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (1,443)

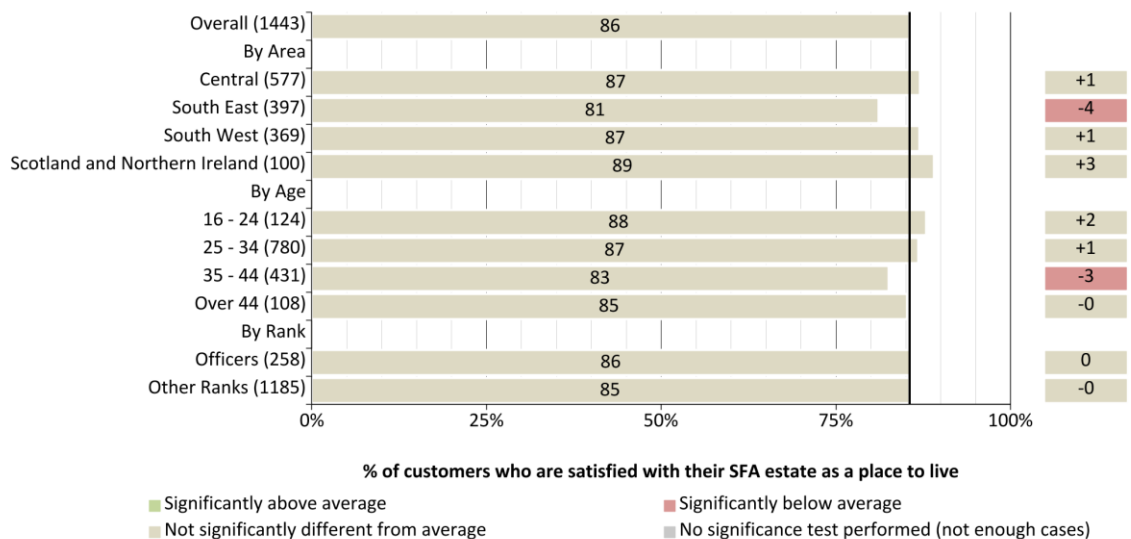


Differences by sub-group

3.14 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with their SFA estate as a place to live. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

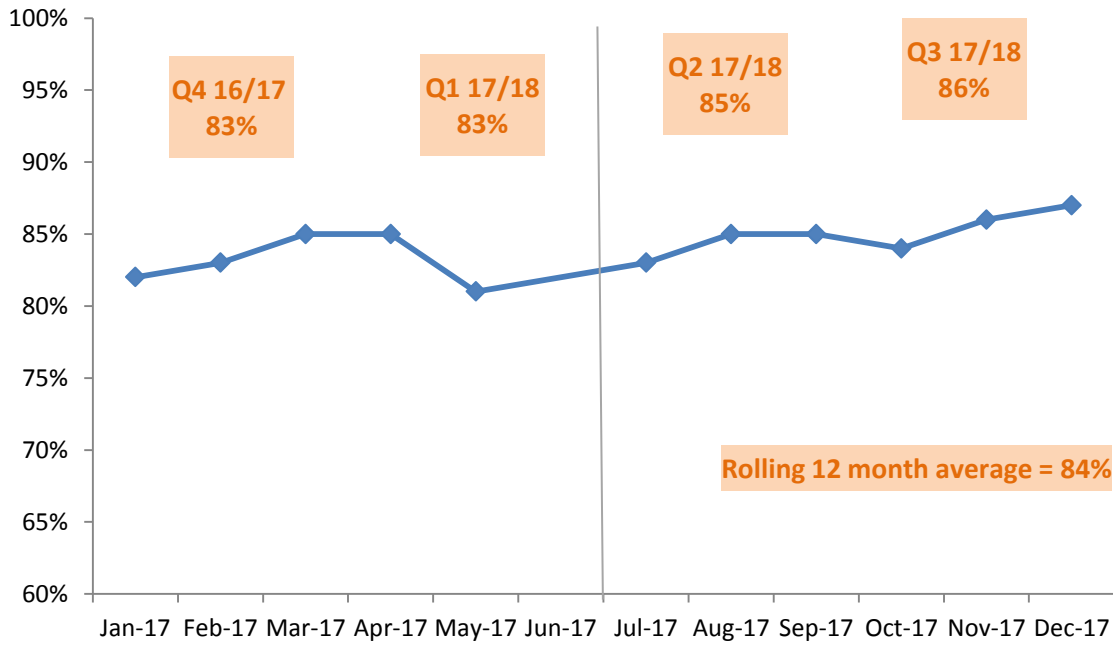
3.15 Customers who live in the South East and those who are aged 35-44 are significantly less likely to be satisfied with the overall quality of their home.

Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (number of customers shown in brackets)



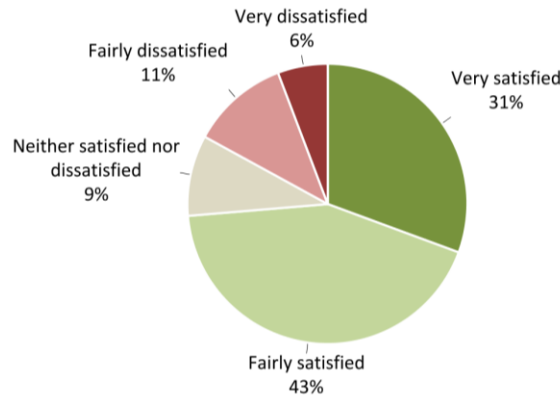
3.16 Satisfaction with SFA estate as a place to live has risen slightly over the last 12 months, with quarterly figures increasing from 83% in Q4 16/17 to 86% in Q3 17/18.

Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months
Base: All customers (base size varies)



3.17 Nearly three quarters (74%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst around a fifth (17%) are dissatisfied.

Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (1,355)

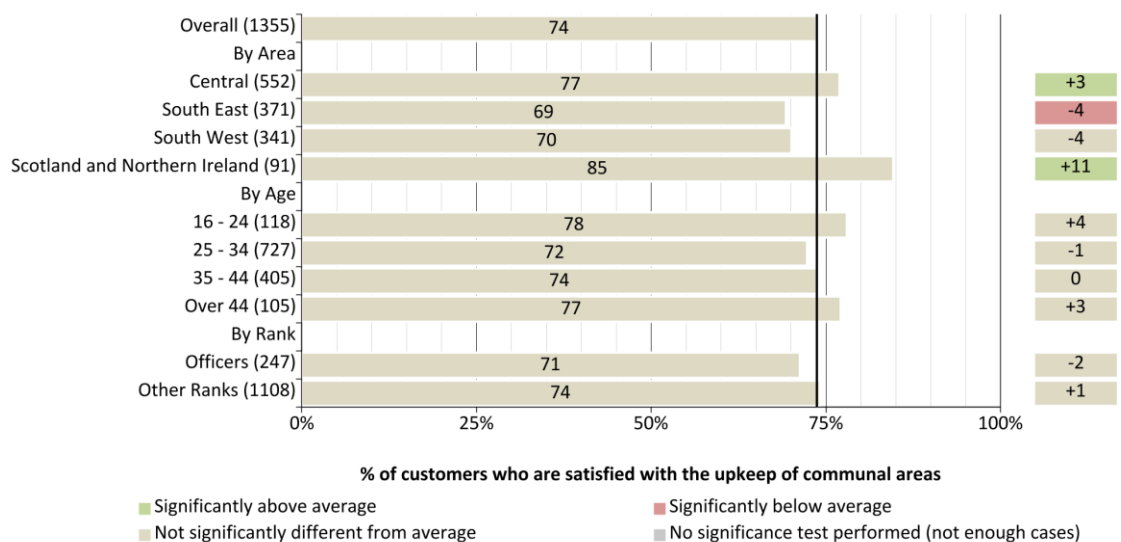


Differences by sub-group

3.18 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the upkeep of communal areas. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.19 Customers who live in Central areas and in Scotland and Northern Ireland are significantly more likely to be satisfied with the upkeep of communal areas, whilst those who live in the South East are significantly less likely to think this.

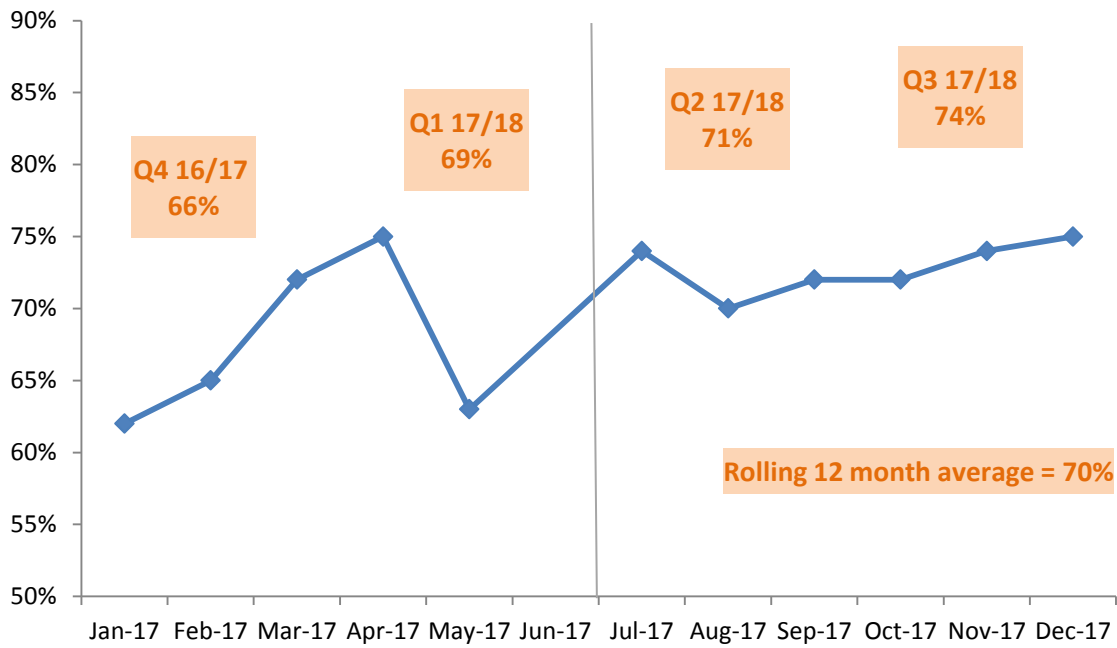
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (number of customers shown in brackets)



3.20 Over the last 12 months there has been a rise in satisfaction with the upkeep of communal areas – it has increased from 66% in Q4 16/17 to 74% in this current quarter. Satisfaction this quarter is also 4 percentage points higher than the rolling 12 month average (70%).

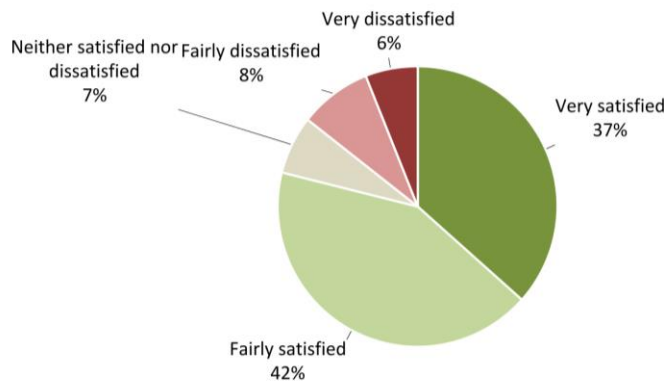
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months

Base: All customers (base size varies)



3.21 Around four fifths (79%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 7 (14%) are dissatisfied.

Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (1,402)

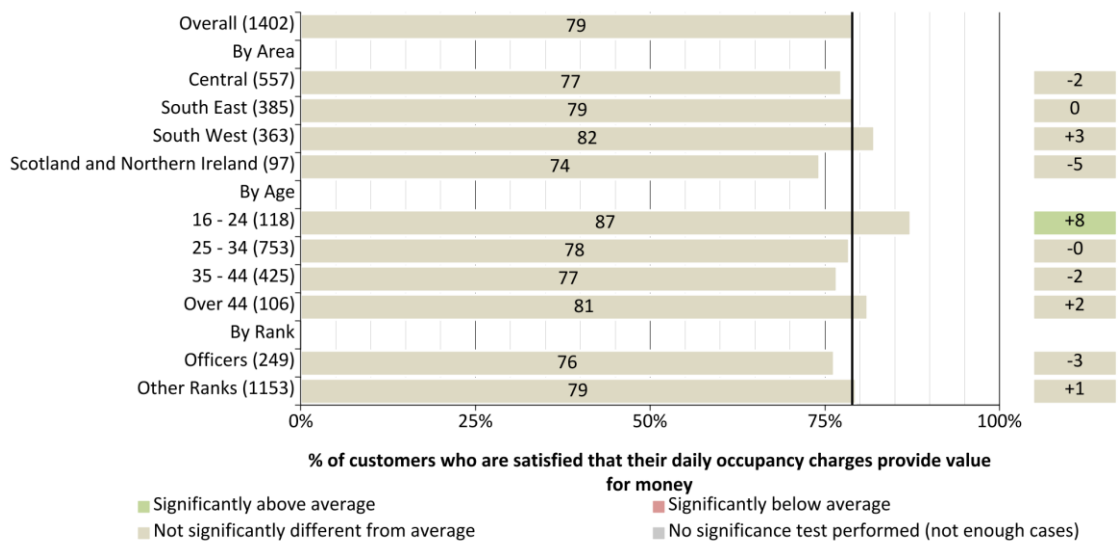


Differences by sub-group

3.22 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that their daily occupancy charges provide value for money. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.23 Customers who are aged 16-24 are significantly more likely to be satisfied that their daily occupancy charges provide value for money.

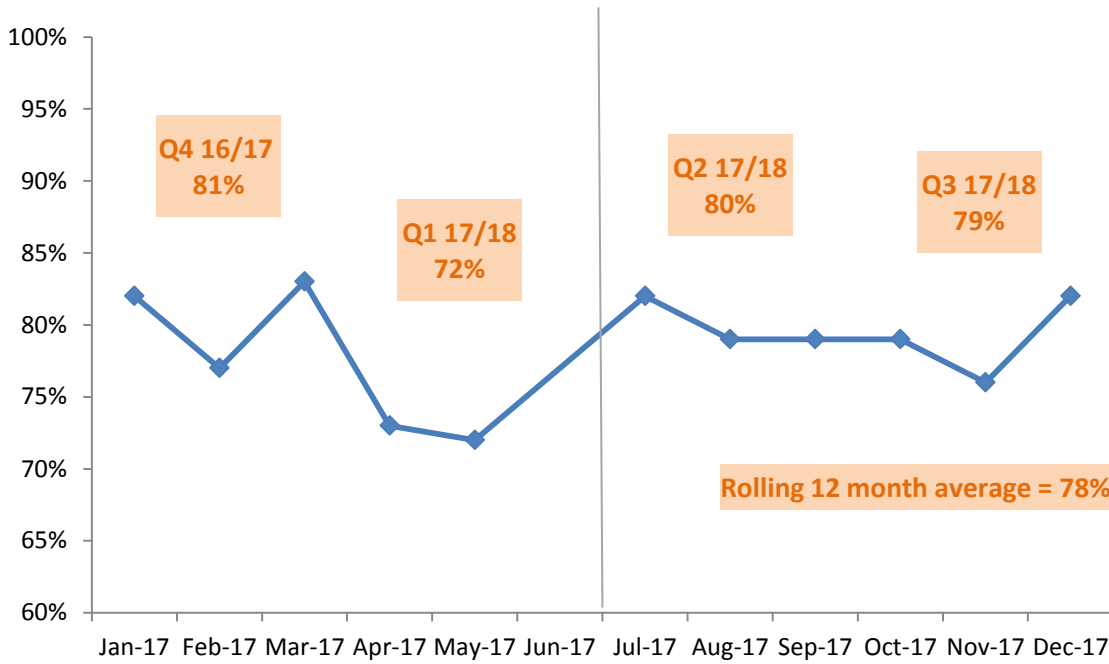
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (number of customers shown in brackets)



3.24 Customers satisfaction that daily occupancy charges provide value for money is in line with Q4 16/17 (81%), Q2 17/18 (80%) and the rolling 12 month average (78%). It has, however, increased by 7 percentage points when compared with Q1 17/18 (72%).

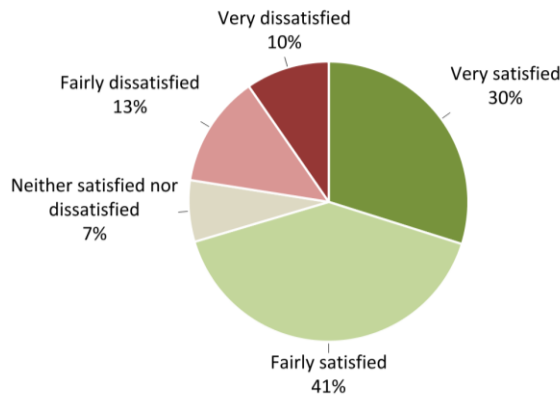
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months

Base: All customers (base size varies)



3.25 7 in 10 (70%) customers are satisfied with the arrangements for allocating SFA, whilst around a quarter (23%) are dissatisfied.

Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (1,446)

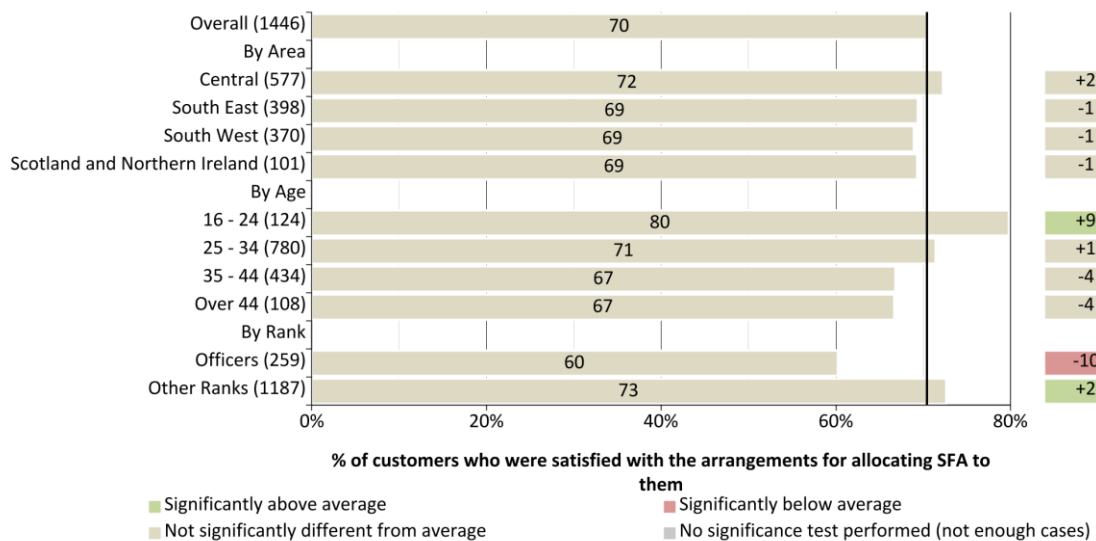


Differences by sub-group

3.26 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the arrangements of allocating SFA to them. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

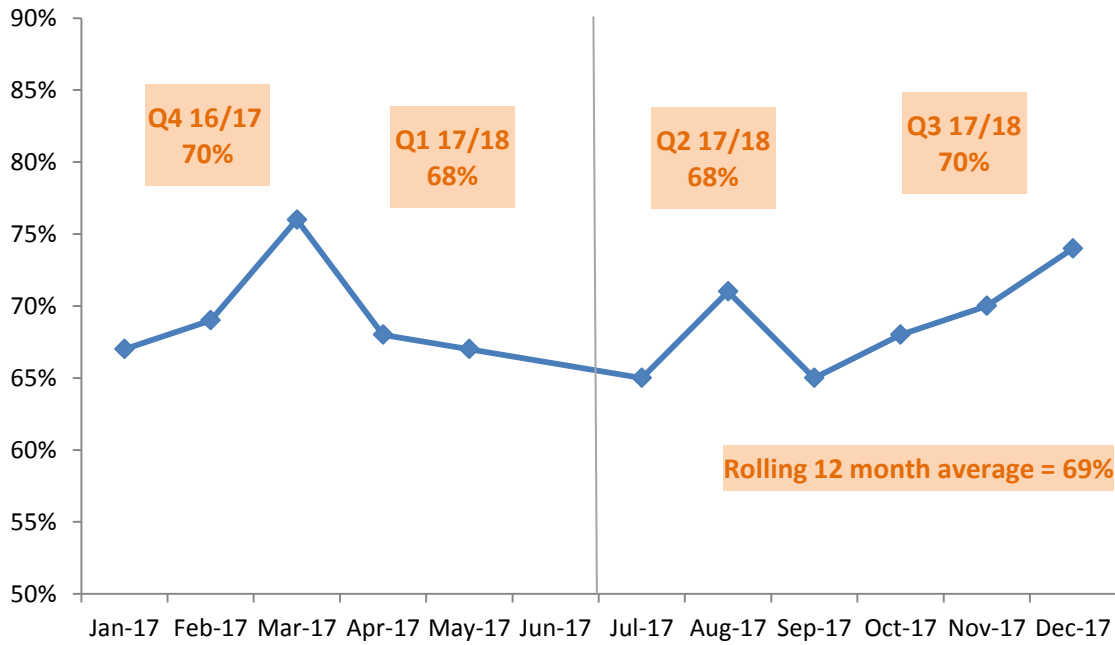
3.27 Customers who are aged 16-24 and those whose rank is classed as ‘other’ are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, those who are officers are significantly less likely to think this.

Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (number of customers shown in brackets)



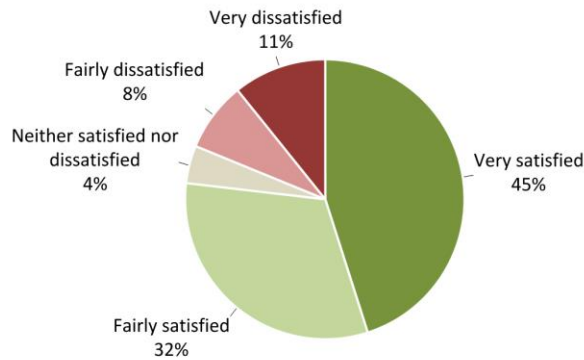
3.28 Customer's satisfaction with the arrangements for allocating SFA has remained consistent over the last 12 months, with the quarterly averages ranging between 68% and 70%.

Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months
Base: All customers (base size varies)



3.29 Around three quarters (77%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (19%) are dissatisfied.

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (1,447)

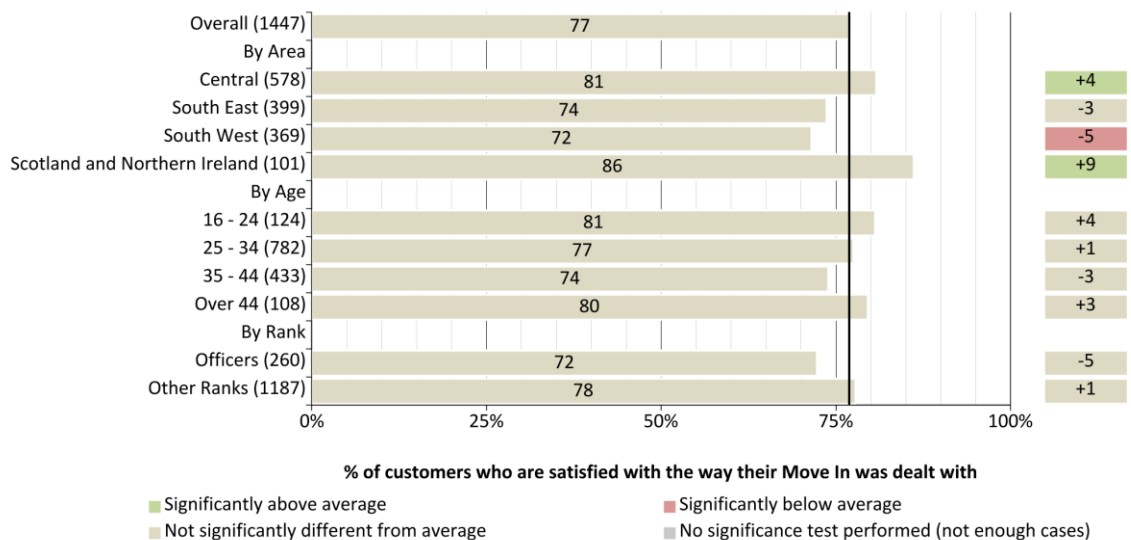


Differences by sub-group

3.30 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way your Move In was dealt with. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

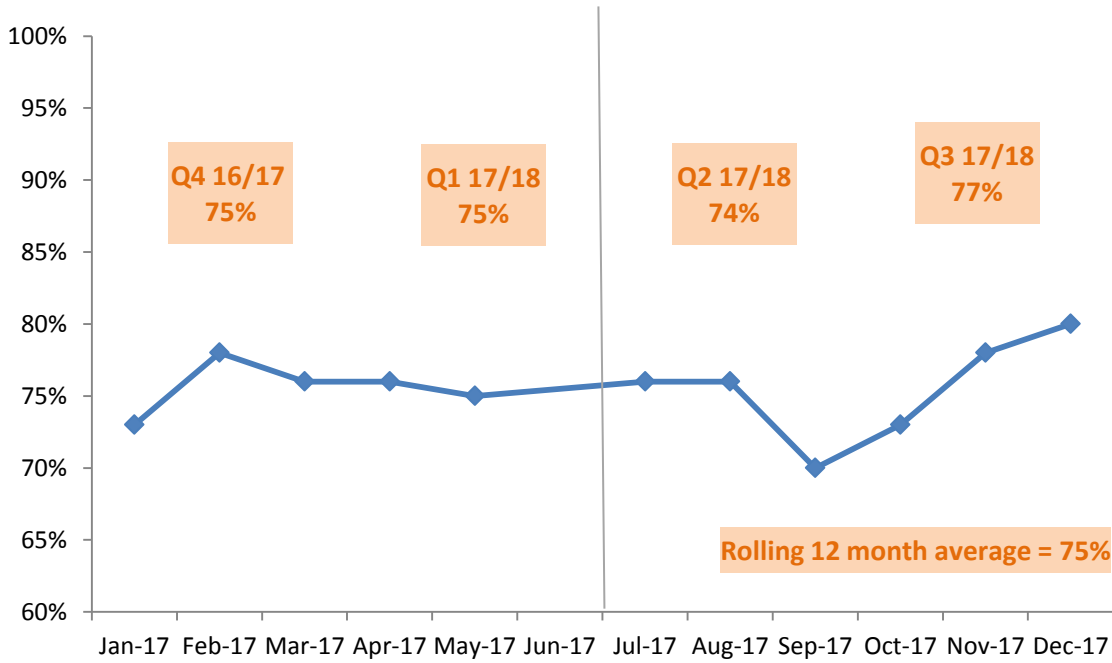
3.31 Customers who live in Central areas and in Scotland and Northern Ireland are significantly more likely to be satisfied with the way their Move In was dealt with, whilst those living in the South West are significantly less like to think this.

Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (number of customers shown in brackets)



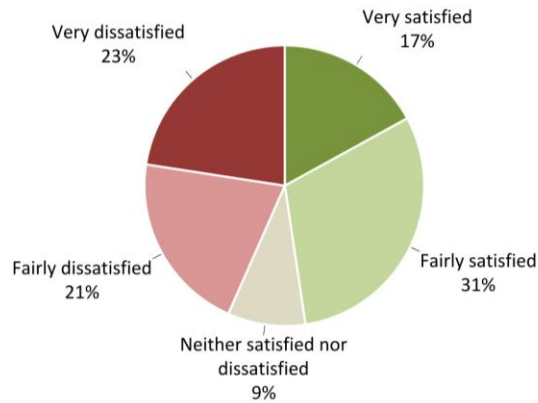
3.32 Customer's satisfaction with the way their Move In was dealt with has increased by 3 percentage points since Q2 17/18 and is now higher than at any point over the last 12 months.

Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months
Base: All customers (base size varies)



3.33 Around half (48%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst over two fifths (43%) are dissatisfied.

Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (1,288)

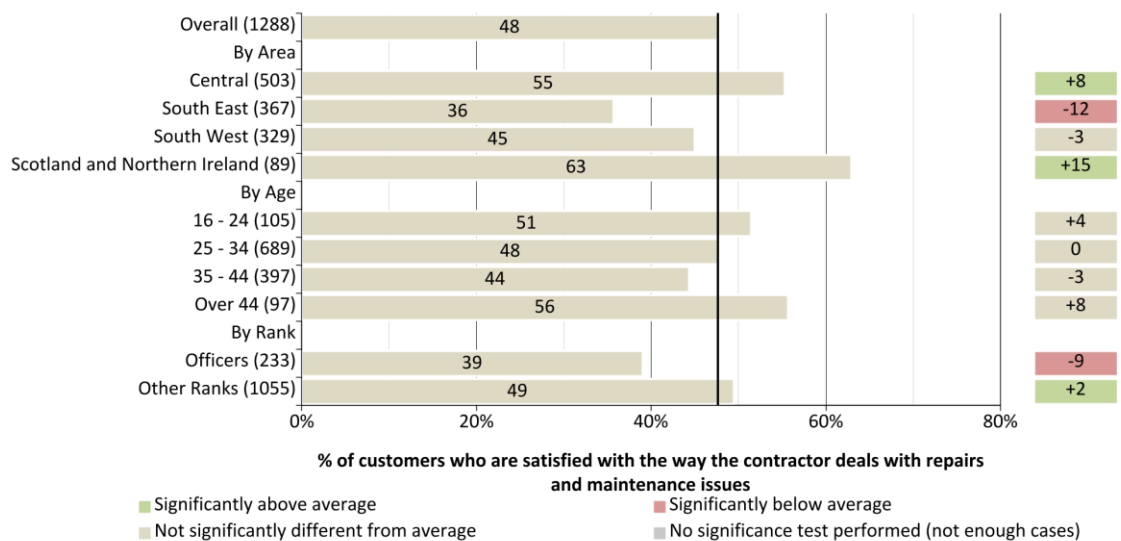


Differences by sub-group

3.34 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way the contractor deals with repairs and maintenance issues. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.35 Customers who live in Central areas, in Scotland and Northern Ireland and whose rank is classed as other are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, customers who live in the South East and those who are officers are significantly less likely to think this.

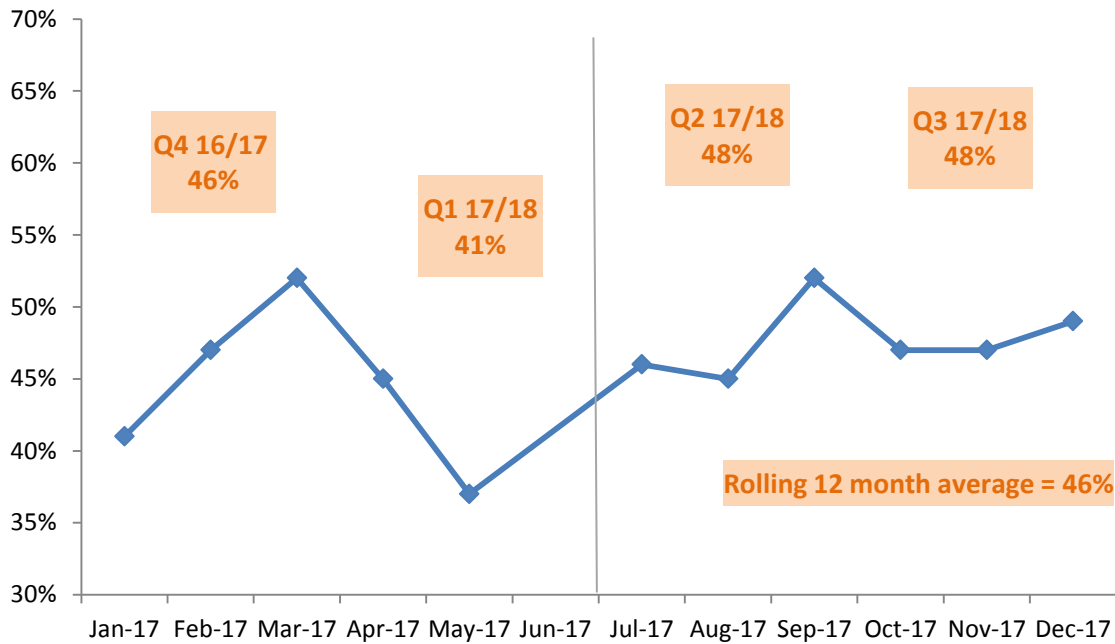
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (number of customers shown in brackets)



3.36 Satisfaction with the way the contractor deals with repairs and maintenance issues has increased by 7 percentage points when compared to Q1 17/18 (41%) but is in line with Q4 16/17 (46%), Q2 17/18 (48%) and the rolling 12 month average (46%).

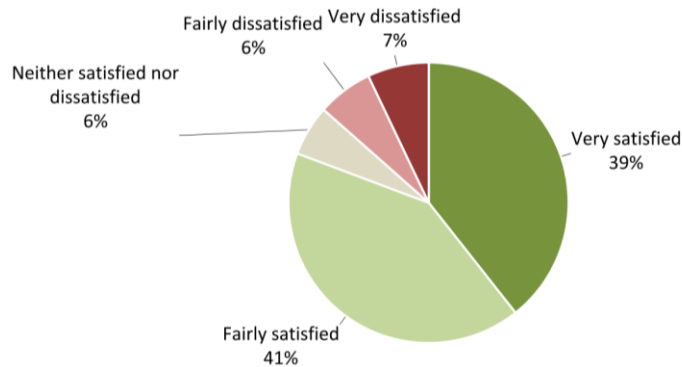
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months

Base: All customers (base size varies)



3.37 Over four fifths (81%) of customers are satisfied with the way their Move Out was dealt with, whilst 13% are dissatisfied.

Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (963)

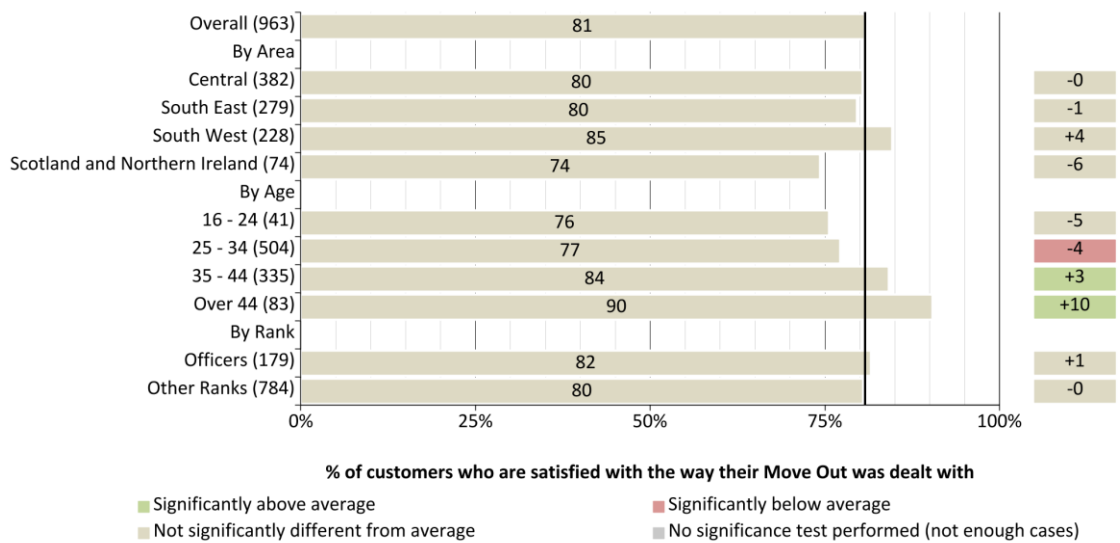


Differences by sub-group

3.38 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way their Move Out was dealt with. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

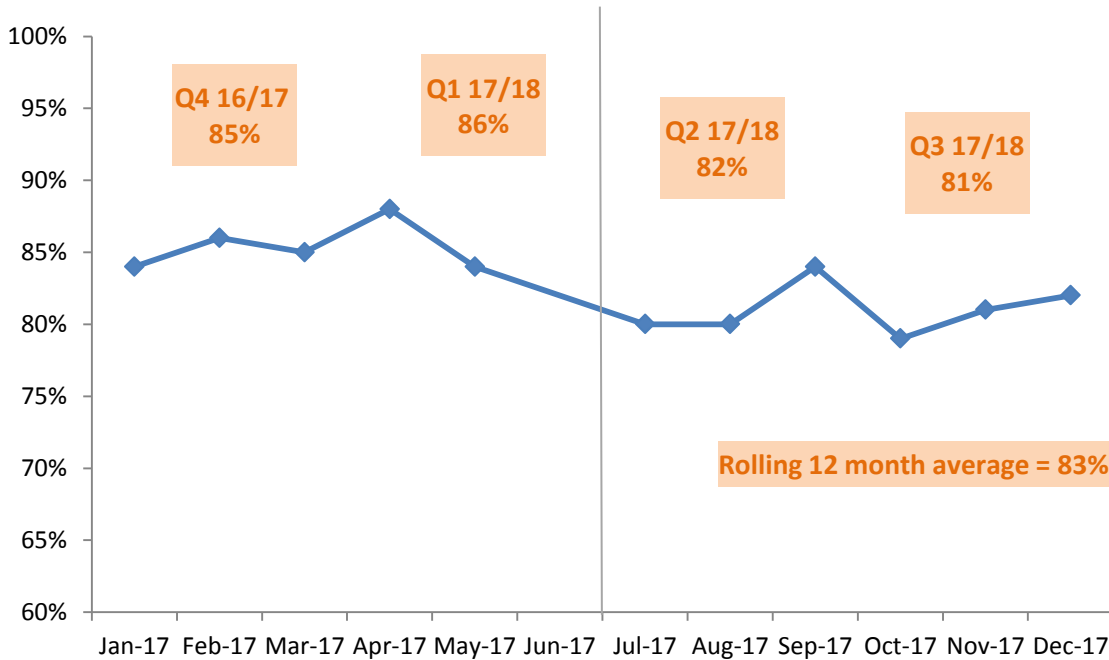
3.39 Customers who are aged 35+ are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst those aged 25-34 are significantly less likely to think this.

Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (number of customers shown in brackets)



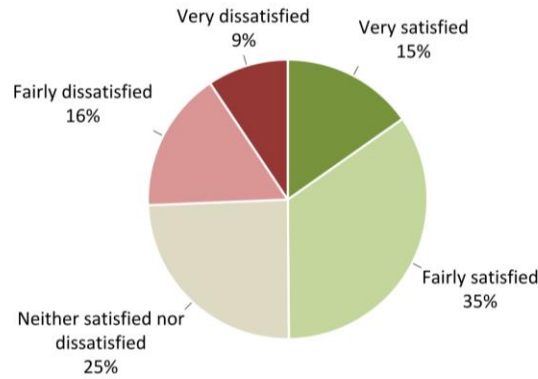
^{3.40} Customer's satisfaction with the way their Move Out was dealt with is lower than Q4 16/17 (85%) by 4 percentage points and Q1 17/18 (86%) by 5 percentage points, but is in line with Q2 17/18 (82%) and the rolling 12 month average (83%).

Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months
Base: All customers (base size varies)



3.41 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a quarter (26%) are dissatisfied. 25% also said they are neither satisfied nor dissatisfied.

Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (1,333)

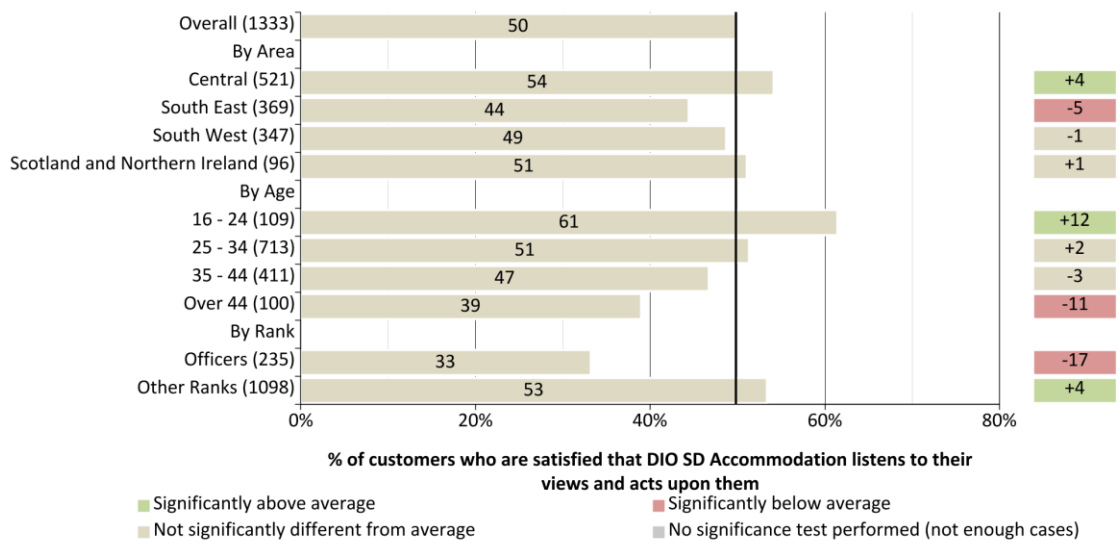


Differences by sub-group

3.42 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that DIO SD Accommodation listens to their views and acts upon them. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.43 Customers who live in Central areas, those who are aged 16-24 and those whose rank is classed as ‘other’ are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, customers who live in the South East, those who are aged 44+ and those who are officers are significantly less likely to think this.

Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (number of customers shown in brackets)



3.44 Customers satisfaction that DIO SD Accommodation listens to their views and acts upon is higher than Q4 16/17 (42%) by 8 percentage points, Q1 17/18 (37%) by 13 percentage points and Q2 17/18 (47%) by 3 percentage points. Satisfaction observed this quarter is also 5 percentage points higher than the rolling 12 month average.

Figure 33: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? Trend over last 12 months

Base: All customers (base size varies)

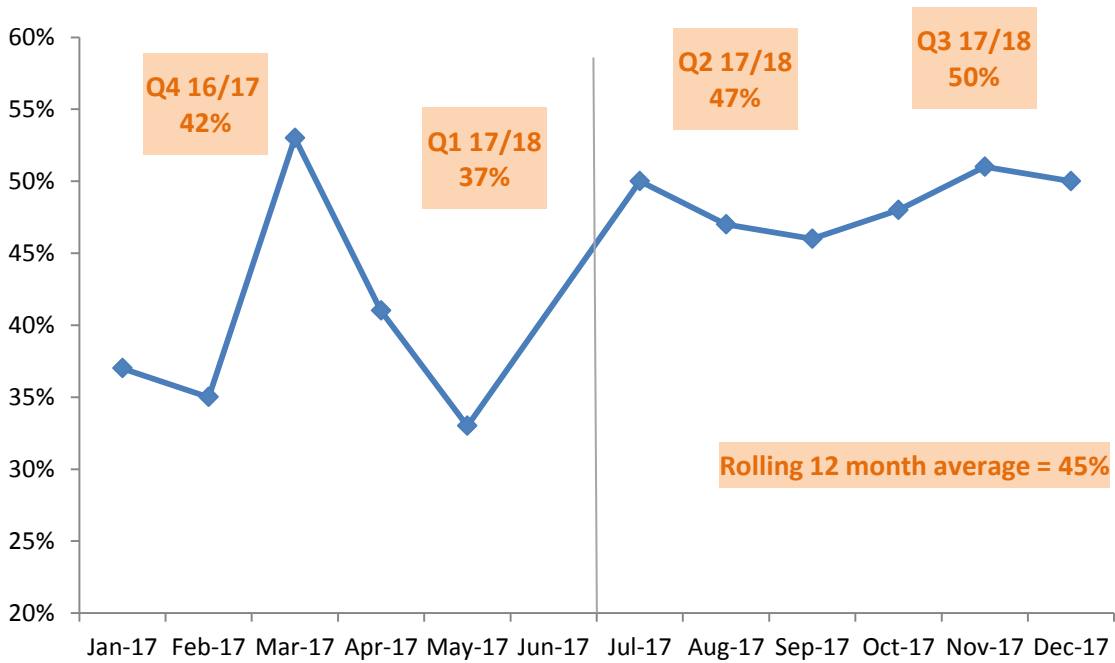


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