



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q2 Report

Opinion Research Services October 2017



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry
of Defence

Q2 Report by Opinion Research Services

Opinion Research Services

The Strand • Swansea • SA1 1AF
01792 535300 | www.ors.org.uk | info@ors.org.uk

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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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The ORS Project Team

Project design, management and reporting

Anna Shakeshaft

Daniel Morris

Fieldwork management

Robyn Griffiths

James Greenwood

Data analysis

Richard Harris

Sheng Yang

Matjaz Bone

Peter Maggs

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 survey was carried out by telephone between 1st July and 30th September 2017 and 1,201 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	467	39
South East	356	30
South West	310	26
Scotland and Northern Ireland	68	6
Total	1,201	100

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

Age	Unweighted Count	Unweighted Valid %
16-24	95	8
25-34	593	49
35-44	409	34
Over 44	104	9
Total	1,201	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	344	29
Other Ranks	857	71
Total	1,201	100

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

Month	Unweighted Count	Unweighted Valid %
July 2017	200	17
August 2017	500	42
September 2017	501	42
Total	1,201	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 1,201 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 (63%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (23%) are dissatisfied. Satisfaction has increased by 6 percentage points since Q1 17/18 (57%) and 5 percentage points when compared to Q3 16/17 (58%).
- 2.3 Around four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (13%) are dissatisfied. Satisfaction has increased by 7 percentage points when compared to Q1 17/18 (72%).
- 2.4 Over 7 in 10 (72%) customers are satisfied with the overall quality of their home, whilst around a fifth (19%) are dissatisfied. Satisfaction has increased by 6 percentage points when compared to Q1 17/18 (66%) and by 4 percentage points since Q3 16/17 (68%).
- 2.5 Over four fifths (85%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (9%) are dissatisfied. Satisfaction is comparable with Q1 17/18 (83%) and Q4 16/17 (83%) but has increased by 4 percentage points since Q3 16/17 (81%).
- 2.6 Over 7 in 10 (71%) customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst around a fifth (19%) are dissatisfied. Satisfaction is comparable with Q1 17/18 (69%) but has increased by 5 percentage points when compared to Q4 16/17 (66%) and Q3 16/17 (66%).
- 2.7 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 10 (12%) are dissatisfied. Satisfaction has increased by 8 percentage points when compared to Q1 17/18 (72%).
- 2.8 Around two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst a quarter (25%) are dissatisfied. Satisfaction has remained consistent over the last 12 months, with the quarterly averages ranging between 68% and 70%.
- 2.9 Around three quarters (74%) of customers are satisfied with the way their Move In was dealt with, whilst over a fifth (21%) are dissatisfied. Satisfaction has remained consistent over the last 12 months, with the quarterly averages ranging between 74% and 75%.
- 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 has increased by 7 percentage points when compared to Q1 17/18 (41%) and 5 percentage points since Q3 16/17 (43%).

- 2.11 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst around 1 in 7 (15%) are dissatisfied. Satisfaction has decreased by 4 percentage points when compared to Q1 17/18 (86%) and 3 percentage points since Q4 16/17 (85%).
- 2.12 Less than half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around 3 in 10 (28%) are dissatisfied. A quarter (25%) also said they are neither satisfied nor dissatisfied. Satisfaction has increased by 10 percentage points when compared to Q1 17/18 (37%), 5 percentage points since Q4 16/17 (42%) and 8 percentage points since Q3 16/17 (39%).

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 85% of customers are satisfied with their SFA estate as a place to live, with over two fifths (41%) saying they are very satisfied.
- 2.15 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, with customers aged 16-24 significantly more likely to be satisfied. Satisfaction has also increased by 8 percentage points when compared to Q1 17/18 (72%).
- 2.16 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, with customers living in Scotland and Northern Ireland 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 Less than half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, with customers who are aged 35-44 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)

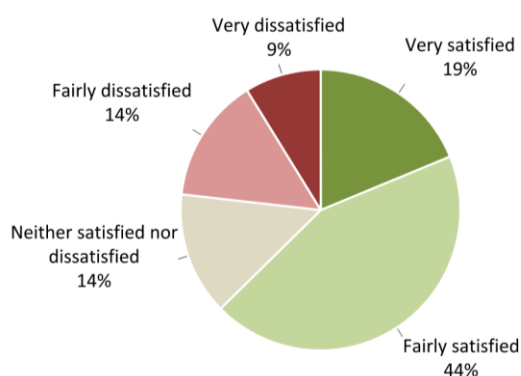
Question	Sep-17	Aug-17	Jul-17	Q2 average	Rolling 12 month average
Overall service	65%	59%	64%	63%	61%
Rules that govern customers entitlement to SFA	79%	80%	76%	79%	78%
Overall quality of your home	71%	72%	75%	72%	70%
SFA estate as a place to live	85%	85%	83%	85%	83%
Upkeep of communal areas	72%	70%	74%	71%	68%
Daily occupancy charges provide VfM	79%	79%	82%	80%	78%
The arrangements for allocating SFA to customer	65%	71%	65%	68%	69%
The way customers Move In was dealt with	70%	76%	76%	74%	75%
The way the contractor deals with repairs & maintenance issues	52%	45%	46%	48%	45%
The way customers Move Out was dealt with	84%	80%	80%	82%	84%
Listen to customers views and acts upon them	46%	47%	50%	47%	42%

3. Main Findings

- 3.1 Around two thirds (63%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (23%) 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?

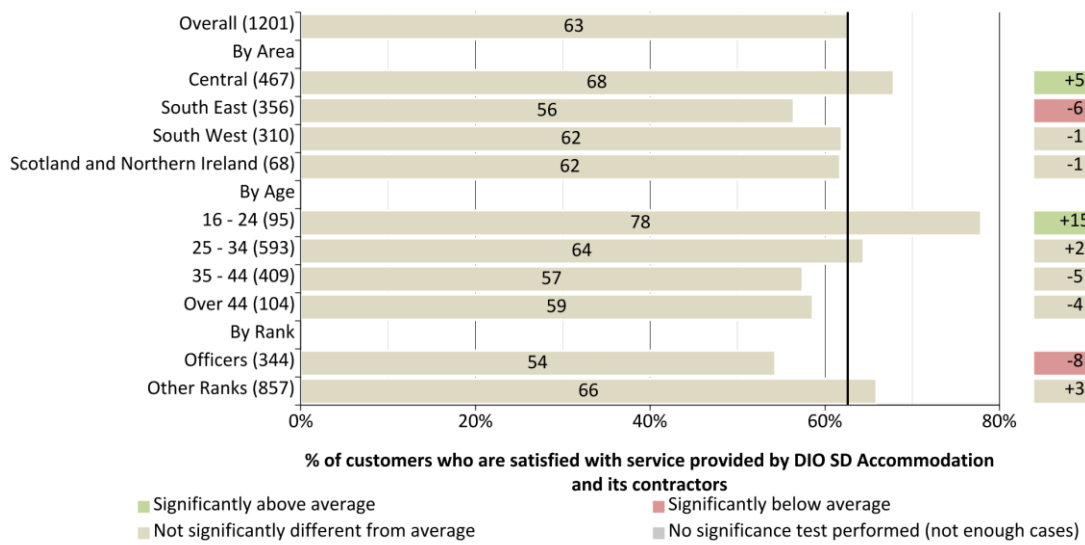
Base: All customers (1,201)



Differences by sub-group

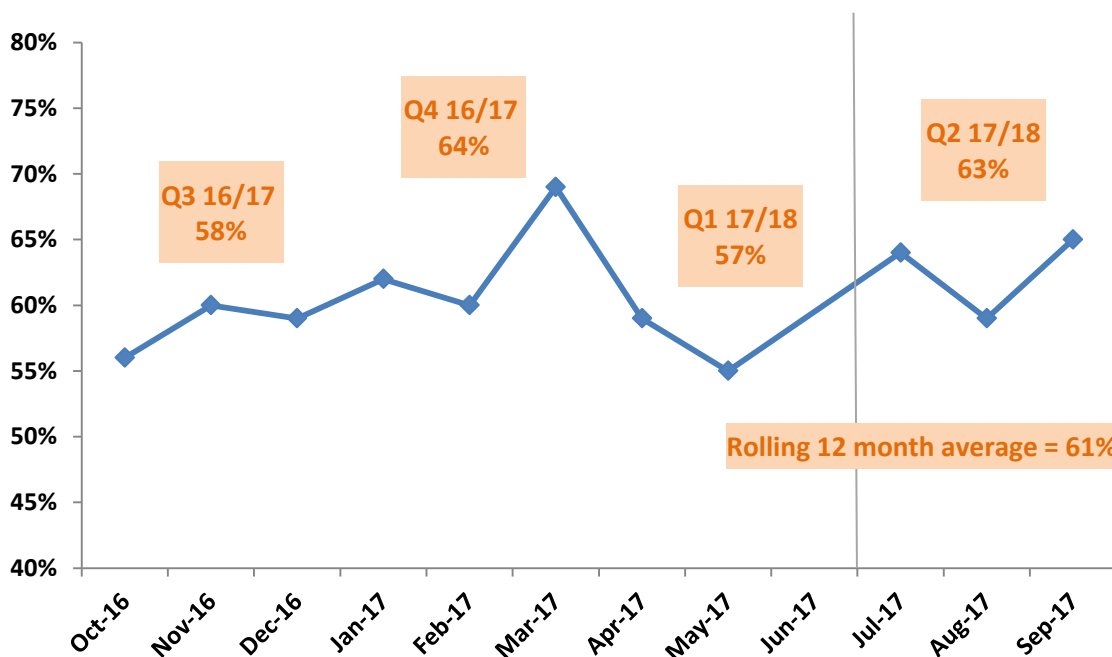
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score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

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)



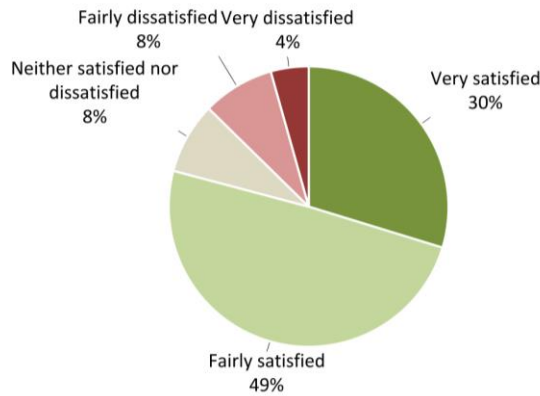
3.4 Satisfaction with service provided by DIO SD Accommodation and its contractors has increased by 6 percentage points since Q1 17/18 (57%) and 5 percentage points when compared to Q3 16/17 (58%). Satisfaction observed this quarter is in line with Q4 16/17 (64%) and the rolling 12 month average (61%).

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)



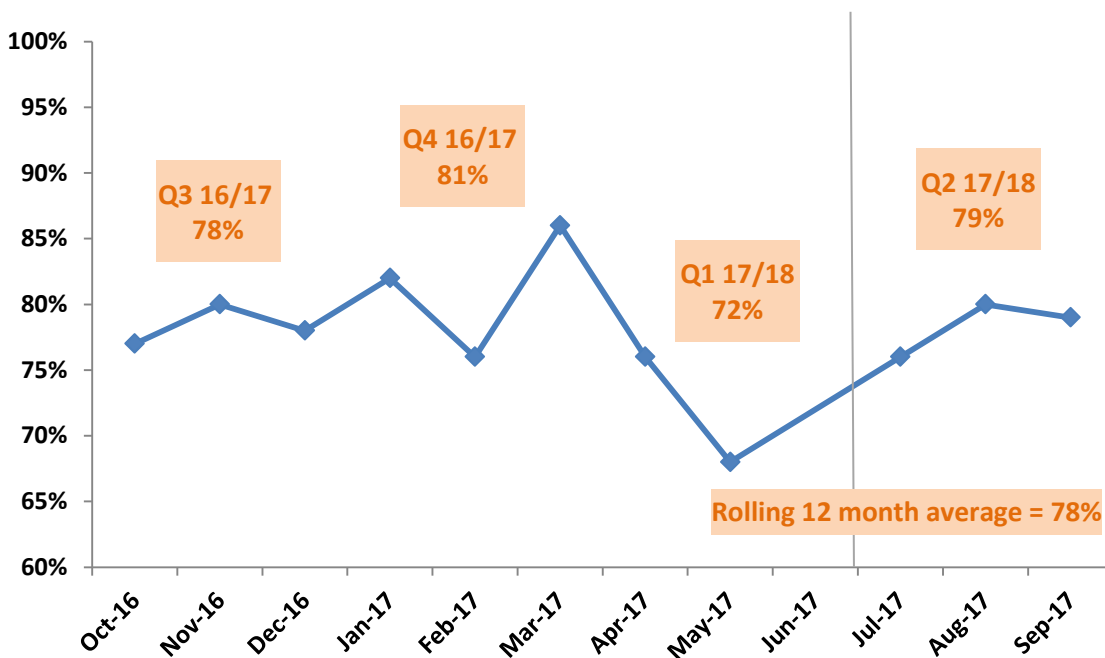
3.5 Around four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (13%) are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (1,191)



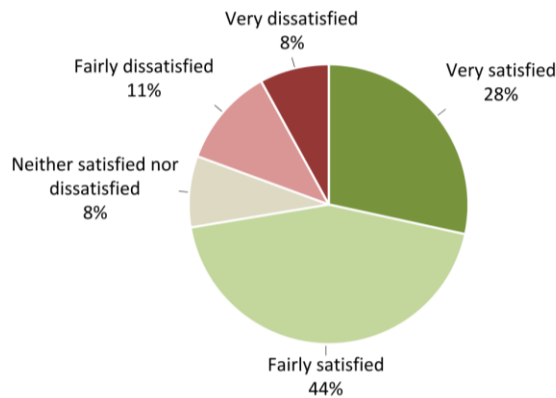
3.6 Satisfaction with the rules that govern customers’ entitlement to SFA has increased by 7 percentage points when compared to Q1 17/18 (72%) and is in line with satisfaction observed in Q4 16/17 (81%), Q3 16/17 (78%) and the rolling 12 month average (78%).

Figure 5: 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)



3.7 Over 7 in 10 (72%) customers are satisfied with the overall quality of their home, whilst around a fifth (19%) are dissatisfied.

Figure 6: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (1,200)

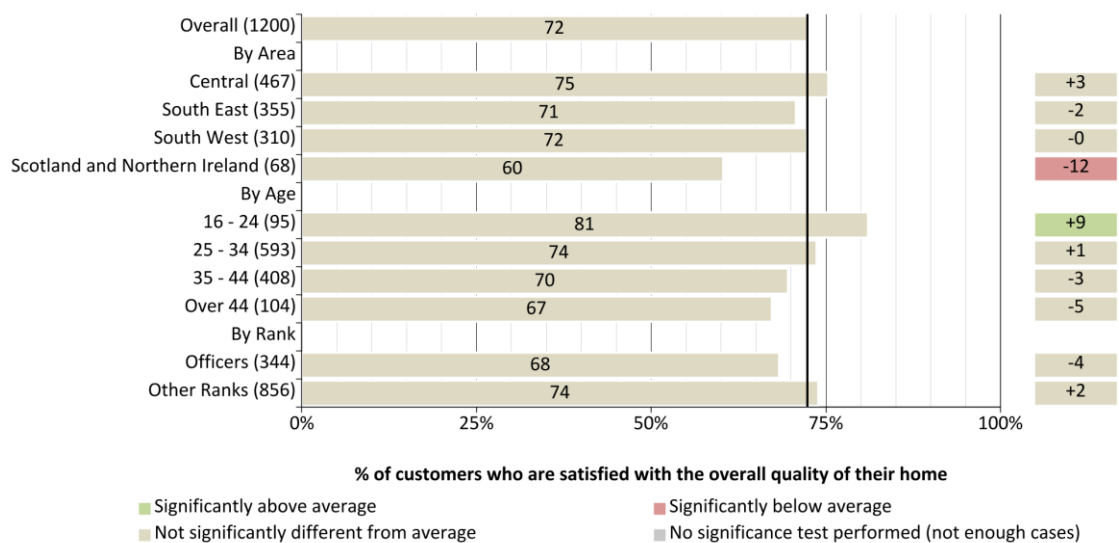


Differences by sub-group

3.8 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.

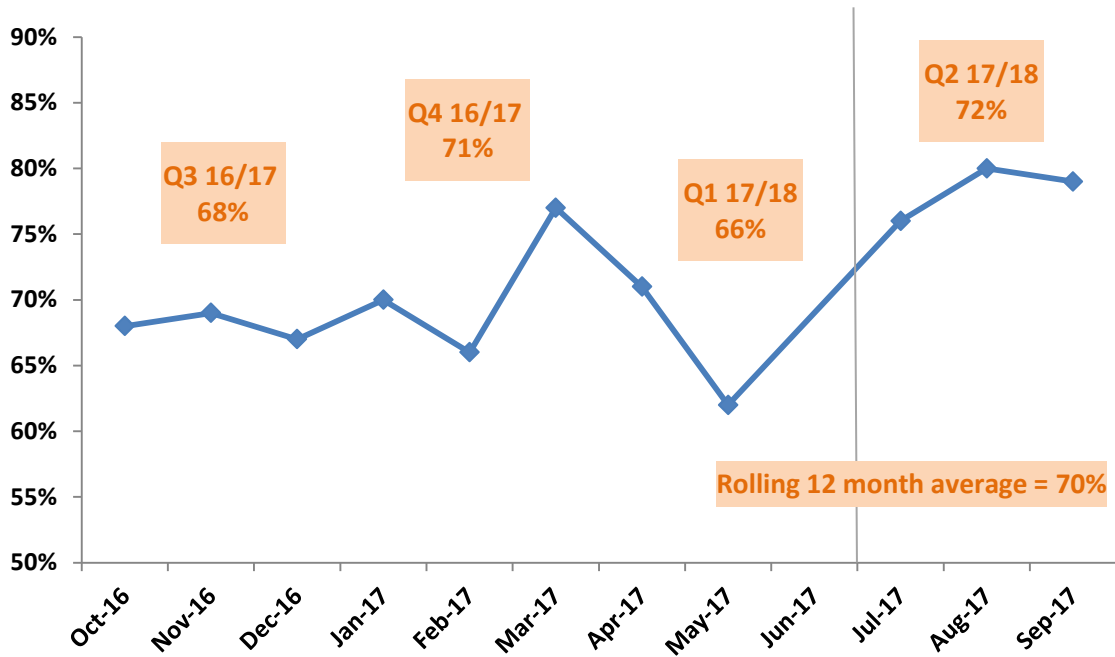
3.9 Customers who are aged 16-24 are significantly more likely to be satisfied with the overall quality of their home, whilst customers in who live in the Scotland and Northern Ireland are significantly less likely to say this.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (number of customers shown in brackets)



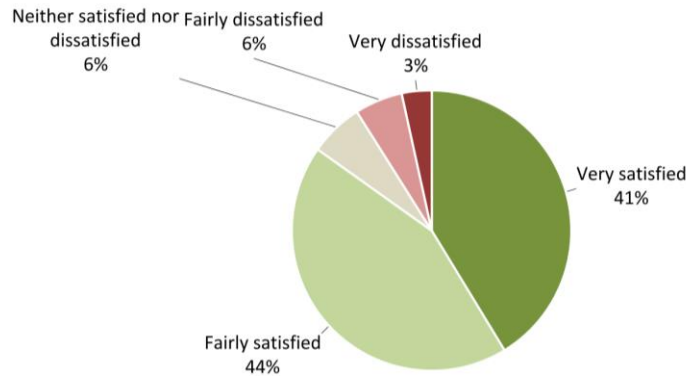
^{3.10} Satisfaction with the overall quality the home has increased by 6 percentage points when compared to Q1 17/18 (66%), by 4 percentage points since Q3 16/17 (68%) and is in line with Q4 16/17 (71%). Satisfaction observed in this quarter is also comparable with the rolling 12 month average (70%).

Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months
Base: All customers (base size varies)



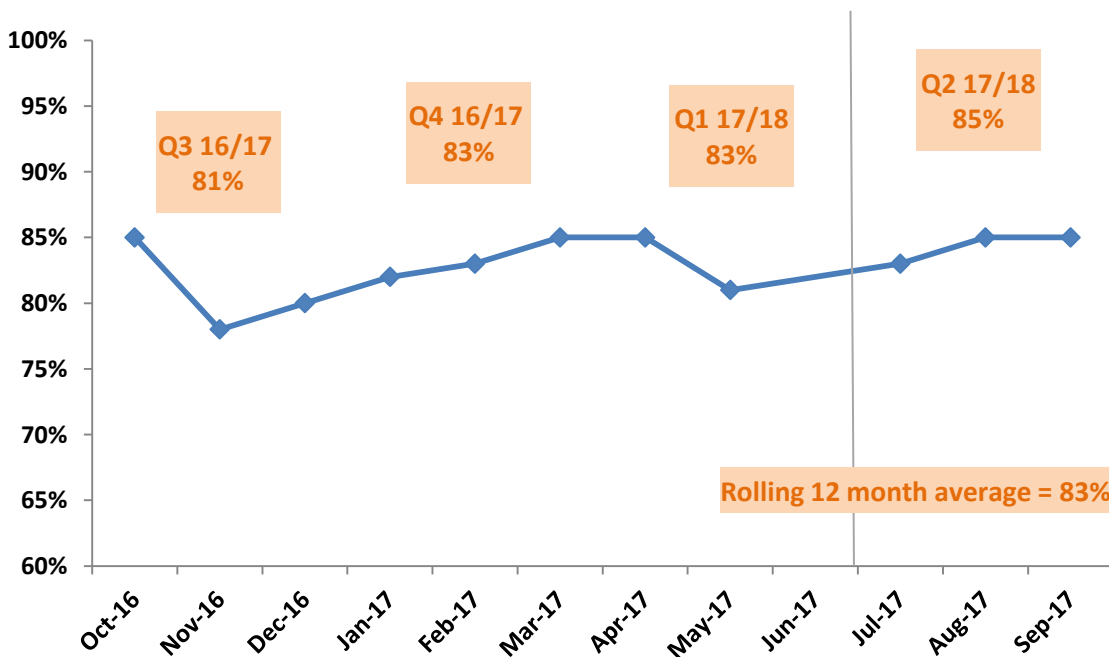
3.11 Over four fifths (85%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (9%) are dissatisfied.

Figure 9: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (1,192)



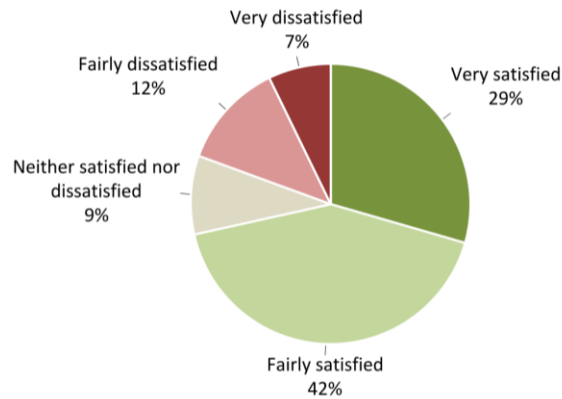
3.12 Satisfaction with SFA estate as a place to live is comparable with Q1 17/18 (83%) and Q4 16/17 (83%) but has increased by 4 percentage points since Q3 16/17 (81%). Satisfaction observed this quarter is also in line with the rolling 12 month average (83%).

Figure 10: 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)



3.13 Over 7 in 10 (71%) customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst around a fifth (19%) are dissatisfied.

Figure 11: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (1,140)

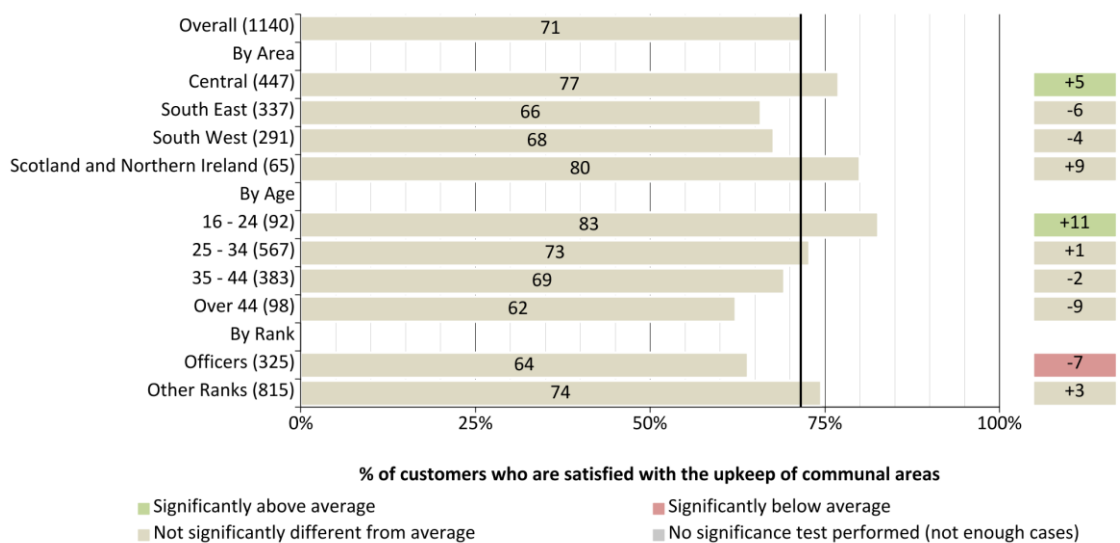


Differences by sub-group

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 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.

3.15 Customers who live in Central areas and those aged 16-24 are significantly more likely to be satisfied with the upkeep of communal areas, whilst those who are officers are significantly less likely to say this.

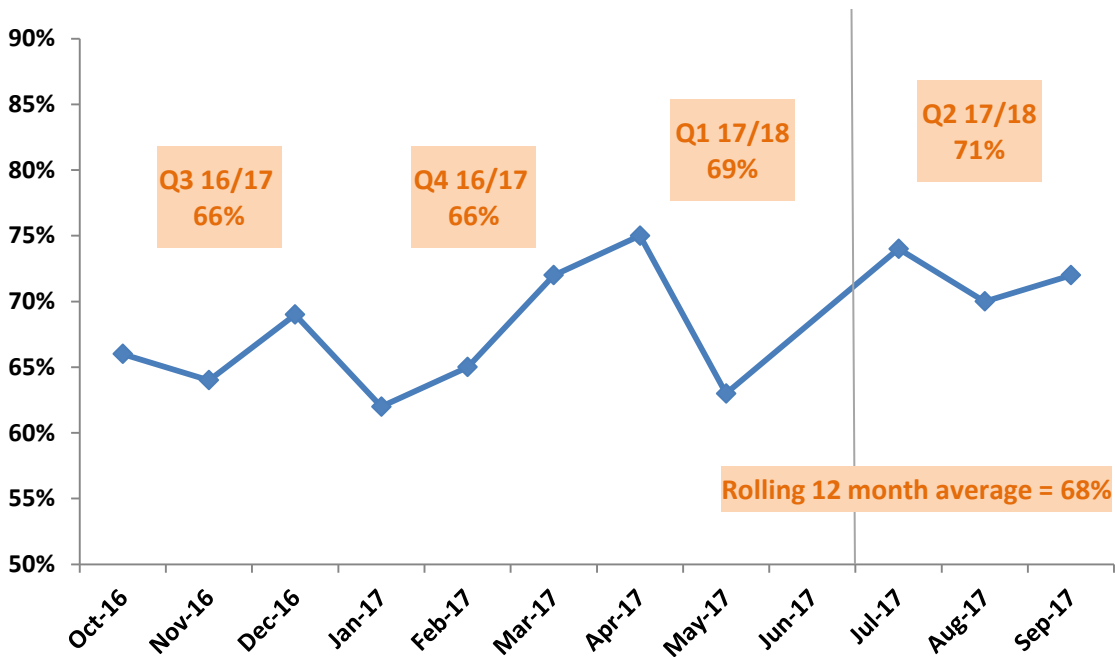
Figure 12: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (number of customers shown in brackets)



3.16 Satisfaction with the upkeep of communal areas is comparable with Q1 17/18 (69%) but has increased by 5 percentage points when compared to Q4 16/17 (66%) and Q3 16/17 (66%). Satisfaction observed this quarter is also 3 percentage points higher than the rolling 12 month average (68%).

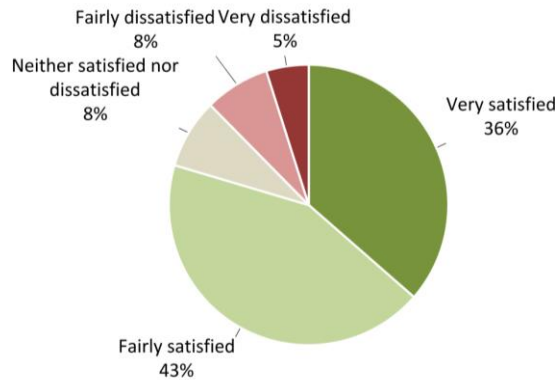
Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months

Base: All customers (base size varies)



3.17 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 10 (12%) are dissatisfied.

Figure 14: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (1,129)

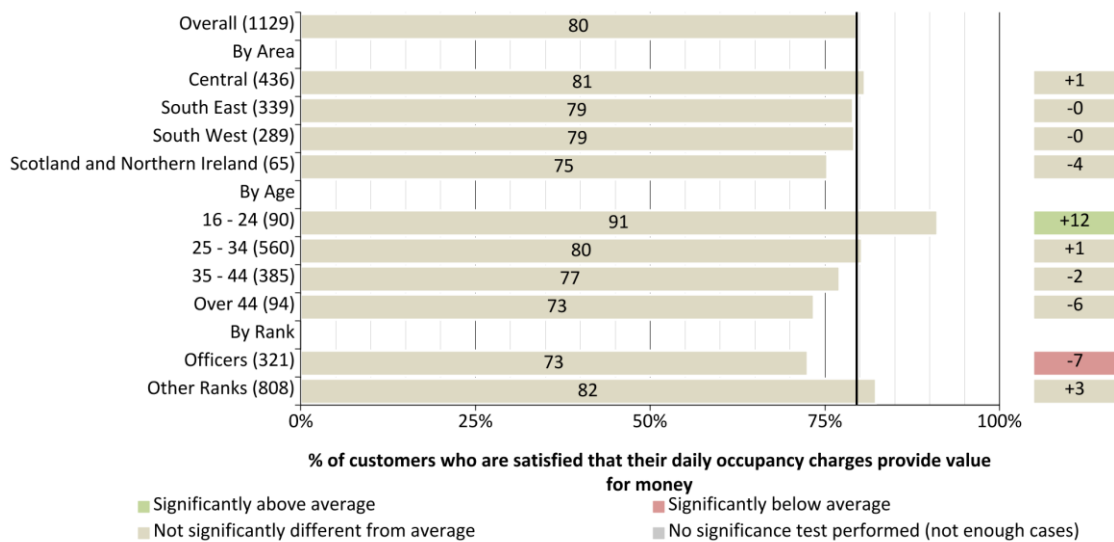


Differences by sub-group

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 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.

3.19 Customers who are aged 16-24 are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst those who are officers are significantly less likely to say this.

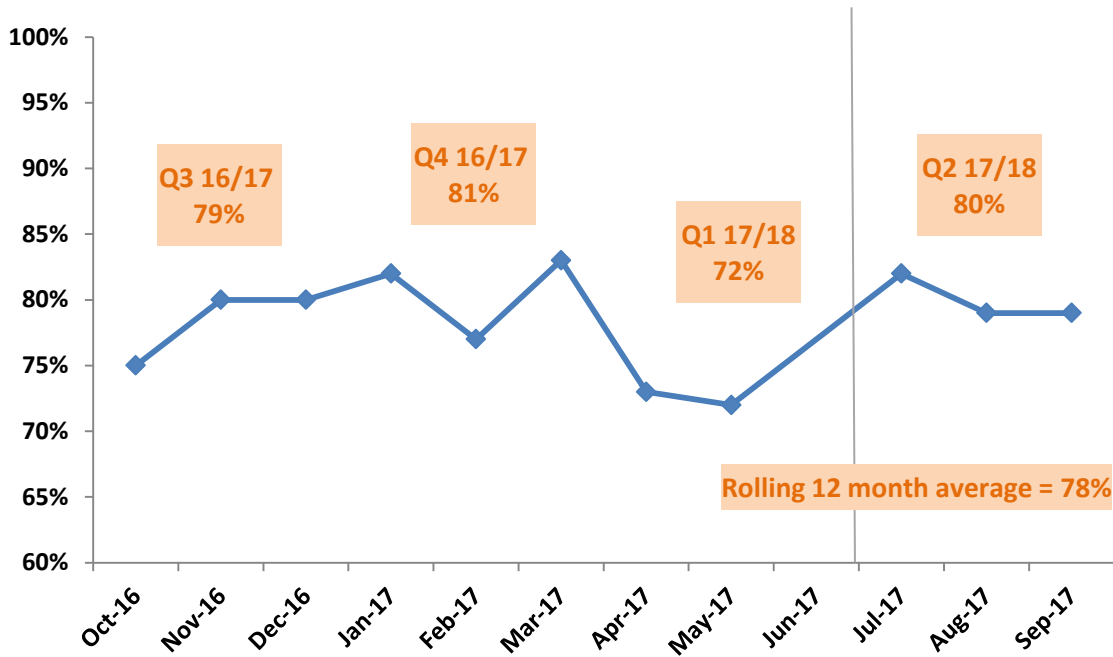
Figure 15: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (number of customers shown in brackets)



3.20 Customers satisfaction that daily occupancy charges provide value for money has increased by 8 percentage points when compared to Q1 17/18 (72%) and in line with Q4 16/17 (81%) and Q3 16/17 (79%). Satisfaction observed this quarter is also comparable with the rolling 12 month average (78%).

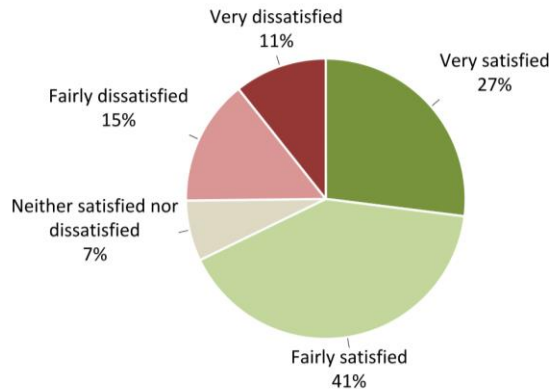
Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months

Base: All customers (base size varies)



3.21 Around two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst a quarter (25%) are dissatisfied.

Figure 17: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (1,196)

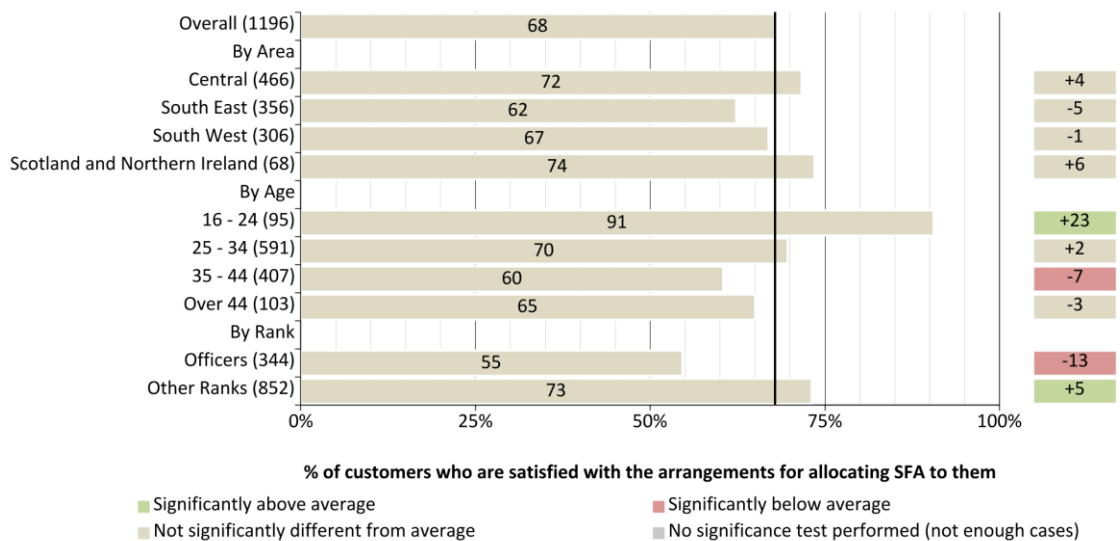


Differences by sub-group

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 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.

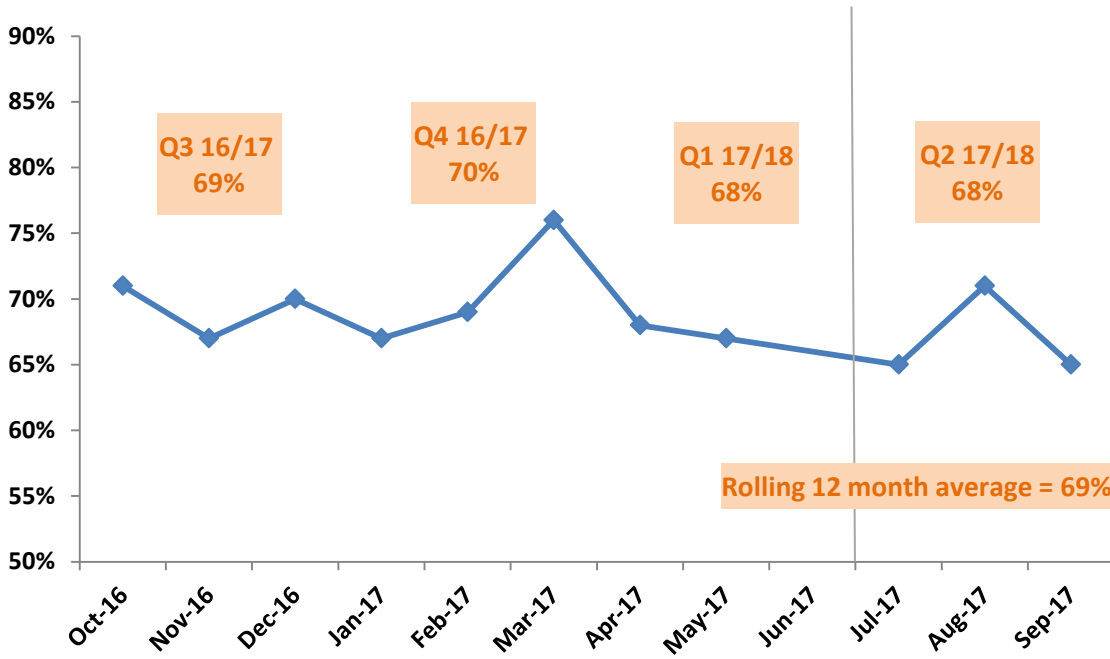
3.23 Customers who are aged 16-24 and those whose rank is classed as ‘other’ are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, customers who are aged 35-44 and those who are officers are significantly less likely to say this.

Figure 18: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (number of customers shown in brackets)



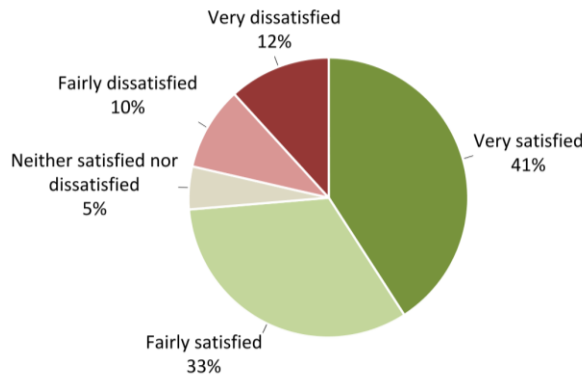
3.24 Customers satisfaction with the arrangements for allocating SFA has remained consistent over the last 12 months, with the quarterly averages ranging between 68% and 70%.

Figure 19: 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)



3.25 Around three quarters (74%) of customers are satisfied with the way their Move In was dealt with, whilst over a fifth (21%) are dissatisfied.

Figure 20: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (1,199)

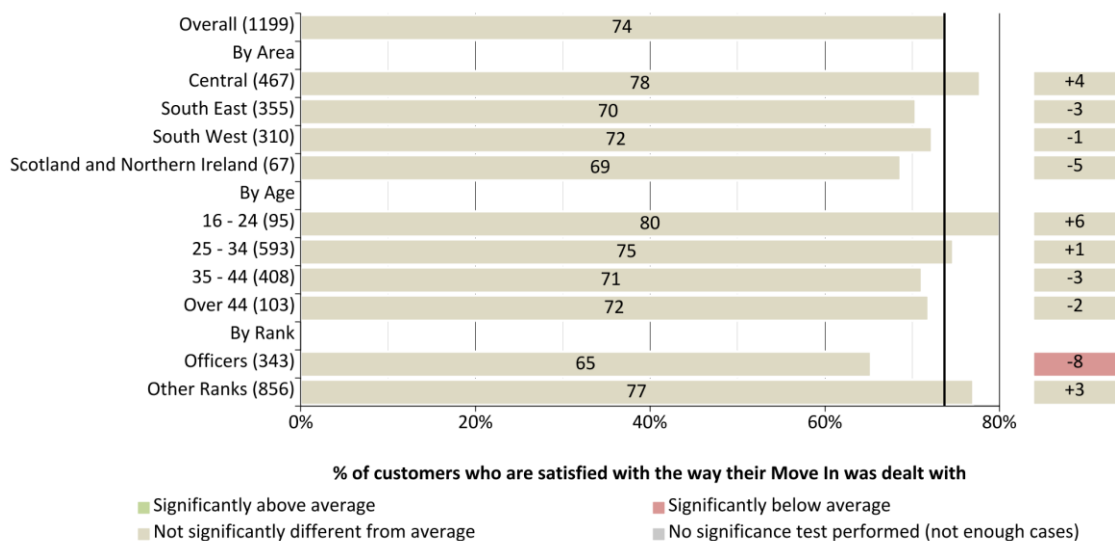


Differences by sub-group

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 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.

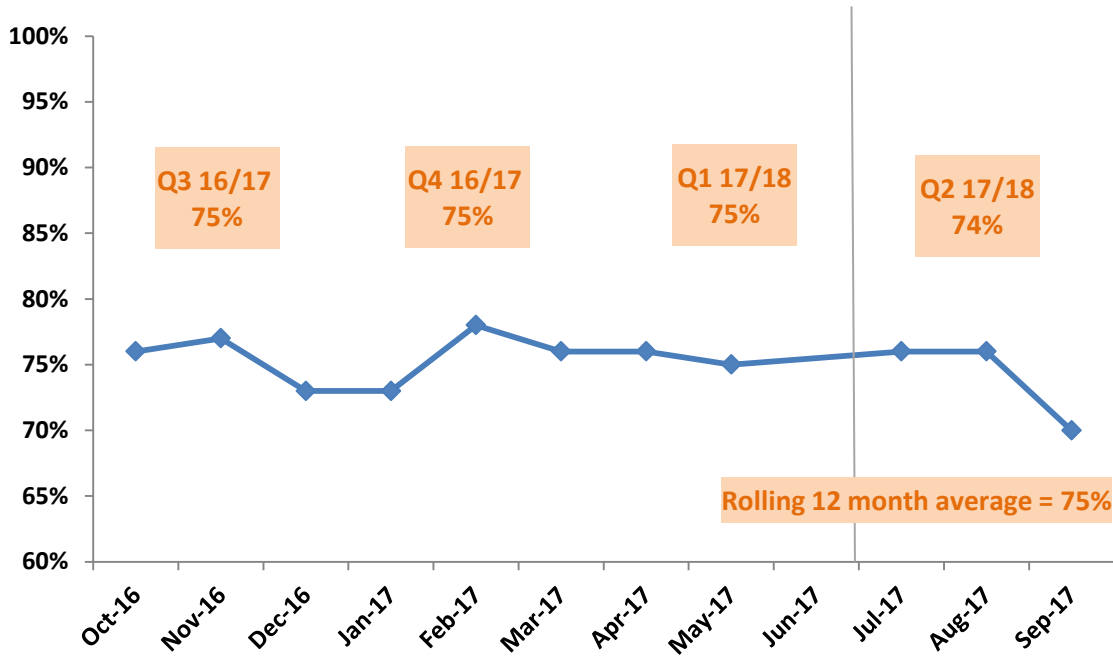
3.27 Customers who are officers are significantly less likely to be satisfied with the way their Move In was dealt with.

Figure 21: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (number of customers shown in brackets)



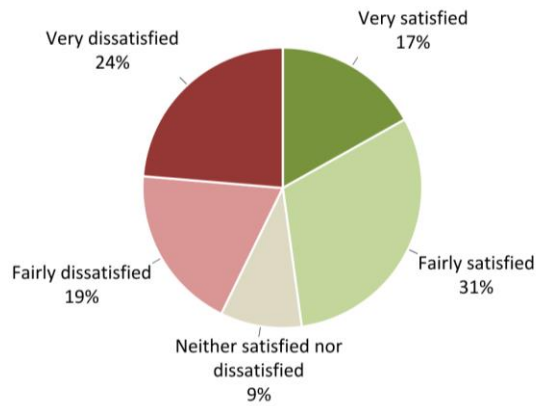
3.28 Customers satisfaction with the way their Move In was dealt with has remained consistent over the last 12 months, with the quarterly averages ranging between 74% and 75%.

Figure 22: 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)



3.29 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 23: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (1,059)

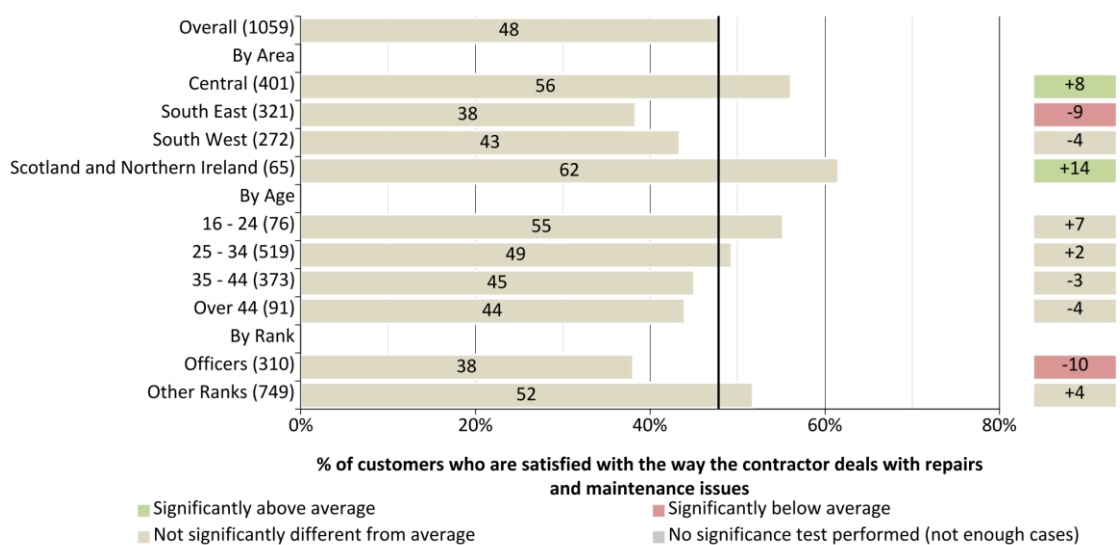


Differences by sub-group

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 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.

3.31 Customers who live in Central areas and in Scotland and Northern Ireland 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 say this.

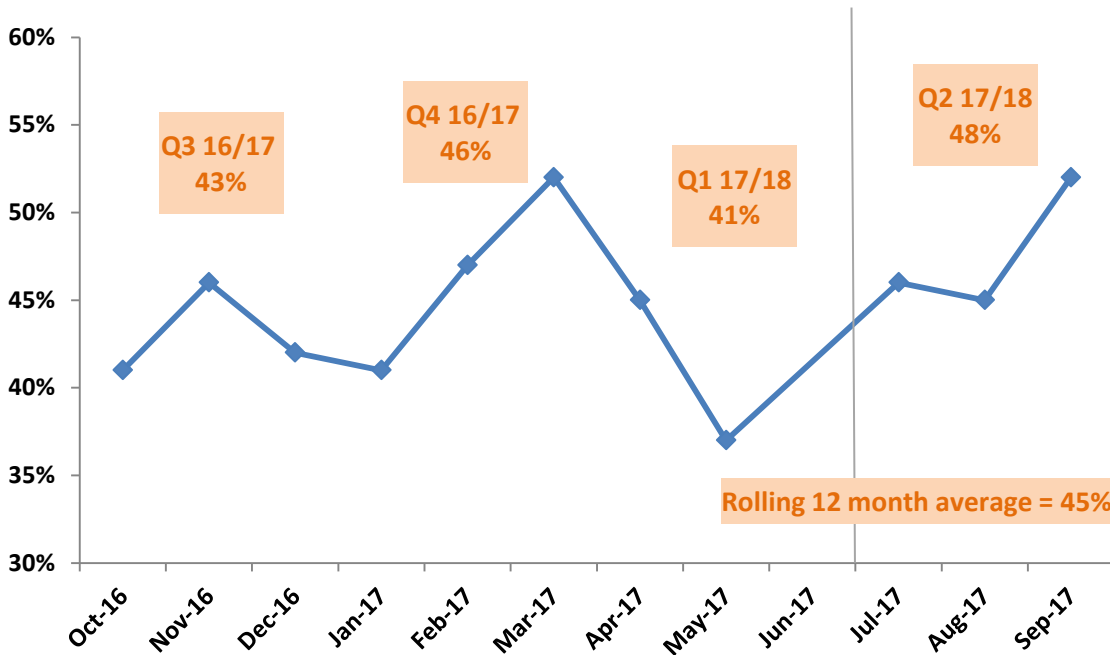
Figure 24: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (number of customers shown in brackets)



3.32 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%) and 5 percentage points since Q3 16/17 (43%). Satisfaction observed this quarter is in line with Q4 16/17 (46%) but 3 percentage points higher than the rolling 12 month average.

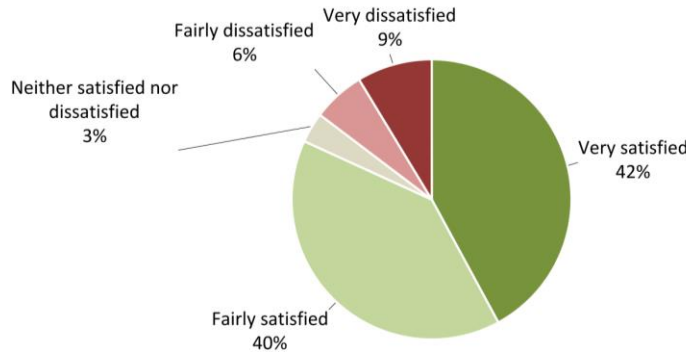
Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months

Base: All customers (base size varies)



3.33 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst around 1 in 7 (15%) are dissatisfied.

Figure 26: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (808)

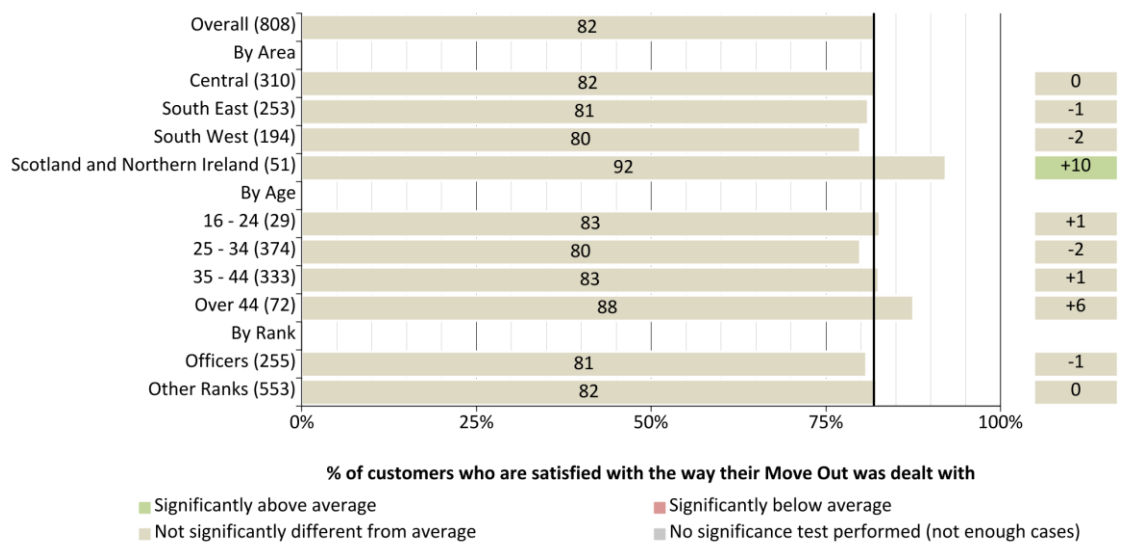


Differences by sub-group

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 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.

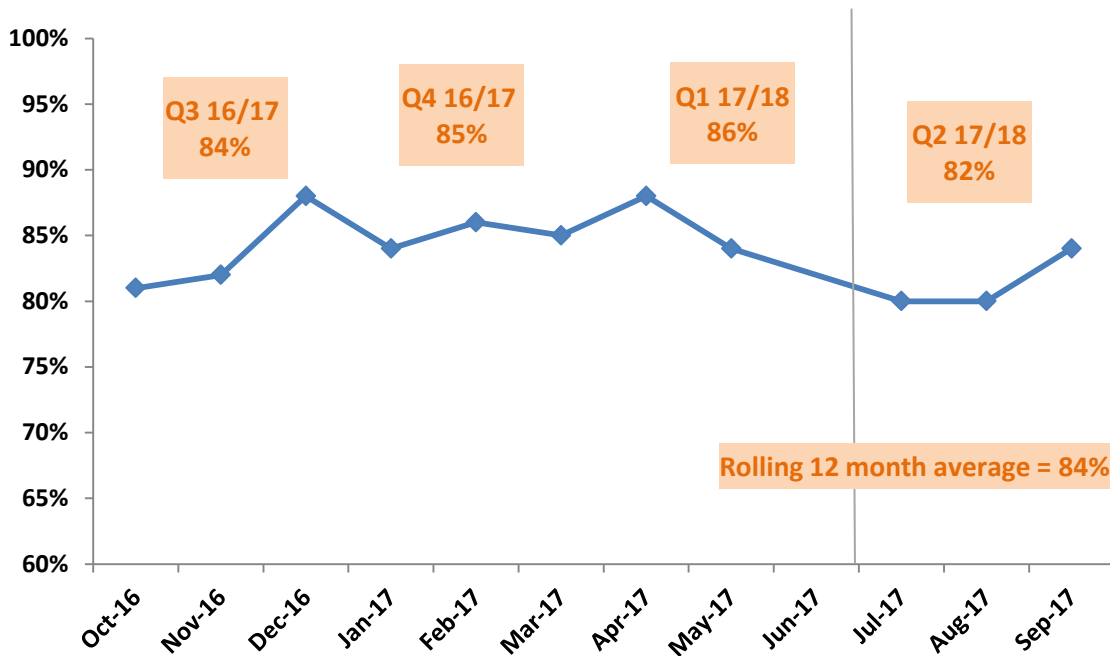
3.35 Customers who live in Scotland and Northern Ireland are significantly more likely to be satisfied with the way their Move Out was dealt with.

Figure 27: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (number of customers shown in brackets)



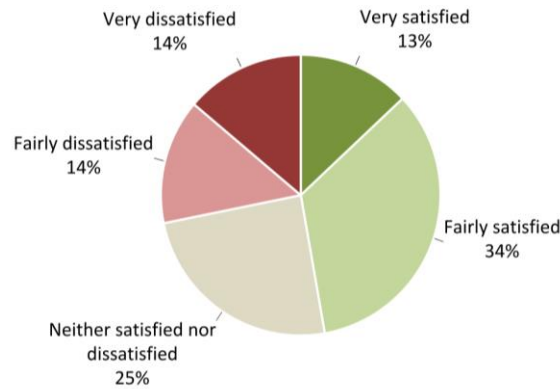
3.36 Customers satisfaction with the way their Move Out was dealt with has decreased by 4 percentage points when compared to Q1 17/18 (86%) and 3 percentage points since Q4 16/17 (85%). Satisfaction observed this quarter is comparable with Q3 16/17 (84%) and the rolling 12 month average (84%).

Figure 28: 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)



3.37 Less than half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around 3 in 10 (28%) are dissatisfied. A quarter (25%) also said they are neither satisfied nor dissatisfied.

Figure 29: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (1,070)

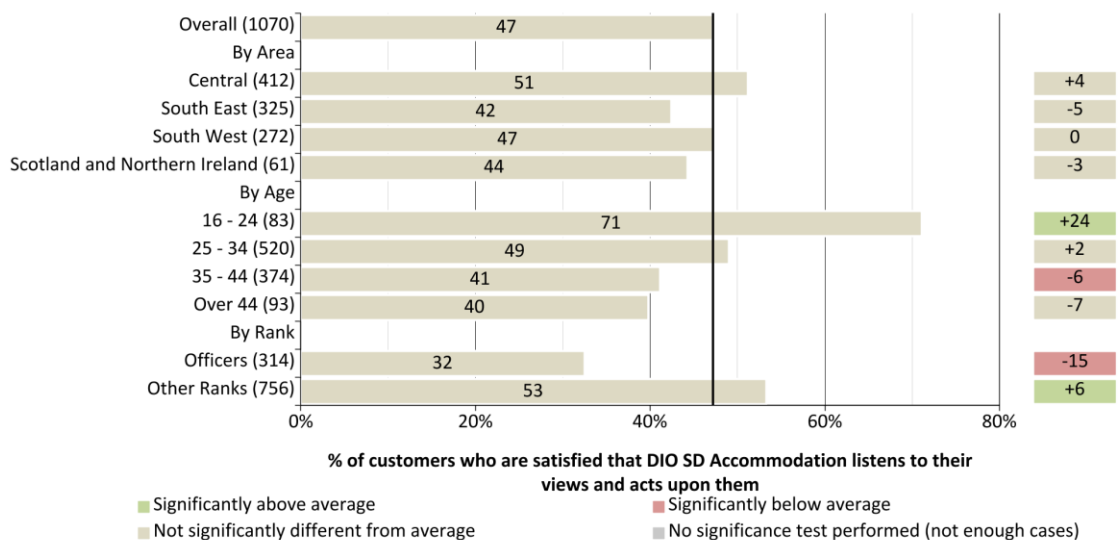


Differences by sub-group

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 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.

3.39 Customers 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 are aged 35-44 and those who are officers are significantly less likely to think this.

Figure 30: 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)



3.40 Customers satisfaction that DIO SD Accommodation listens to their views and acts upon them has increased by 10 percentage points when compared to Q1 17/18 (37%), 5 percentage points since Q4 16/17 (42%) and 8 percentage points since Q3 16/17 (39%). Satisfaction observed this quarter is also 5 percentage points higher than the rolling 12 month average.

Figure 31: 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)

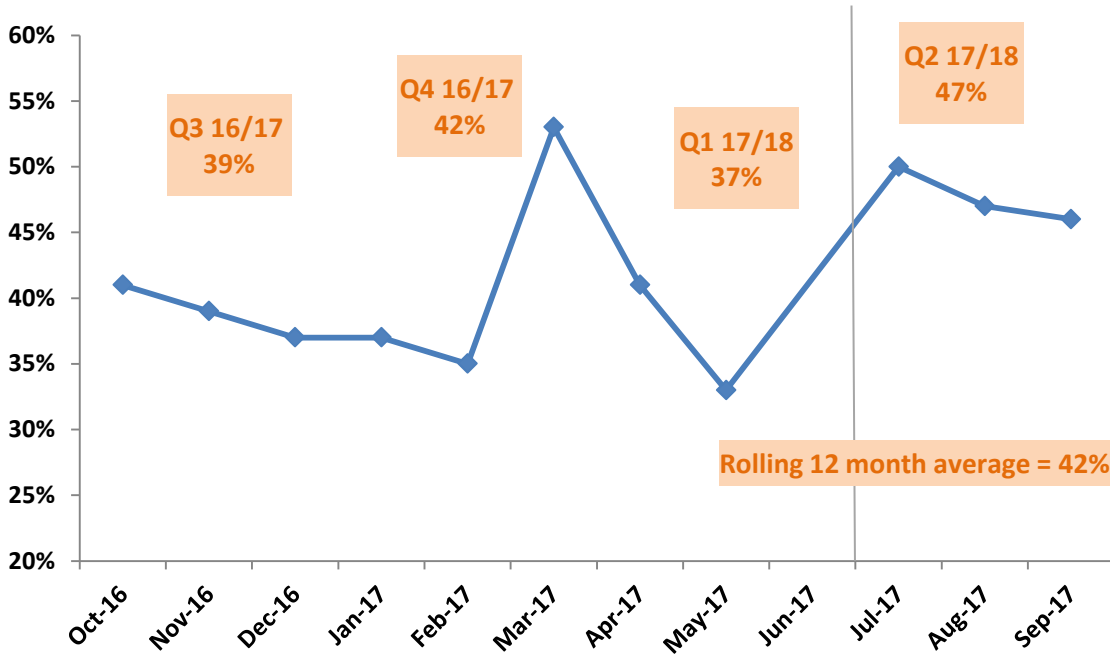


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