

Ministry of Defence
DIO Accommodation
Customer Satisfaction Tracker



**Ministry
of Defence**

Q4 Report

Opinion Research Services
April 2020

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry of Defence

Q4 Final Report
by Opinion Research Services

Opinion Research Services

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

As with all our studies, findings from this survey are subject to Opinion Research Services Standard Terms and Conditions of Contract

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).

© Copyright January 2020

Contents

1. Project Overview	5
The Survey	5
Survey Methodology and Response.....	5
Interpretation of the Data.....	6
Acknowledgements	6
2. Executive Summary	7
Summary of Main Findings.....	7
Some Main Conclusions and Recommendations	8
Areas of High Performance	8
Areas for Consideration.....	8
Satisfaction Comparison.....	9
Dissatisfaction Comparison	10
3. Main Findings	11
Service Provided by Defence Infrastructure Organisation (DIO) Service Delivery (SD) Accommodation.	11
Rules That Govern Entitlement to Service Family Accommodation (SFA).....	13
Overall Quality of the Home.....	15
SFA Estate as a Place to Live.....	17
The Upkeep of Communal Areas and Grounds Maintenance.....	19
Daily Occupancy Charges and Value for Money	21
Arrangements for Allocating SFA	23
The Way the Move-In Was Dealt With.....	25
The Way the Contractor Deals with Repairs and Maintenance Issues	27
The Way the Move-Out Was Dealt With.....	29
The DIO SD Accommodation Listening to Views and Acting Upon Them	31
Table of Figures.....	33
Tables	33
Figures	33

The ORS Project Team

Project design, management and reporting

Anna Shakeshaft

Alastair Layne

Dave Hammond

Fieldwork management

Robyn Griffiths

Data analysis

Richard Harris

Sheng Yang

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 quarter 4 survey was carried out by telephone between 6th January and 26th March 2020 and 1,520 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	507	33
South East	379	25
South West	541	36
Scotland and Northern Ireland	93	6
Total	1,520	100

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	52	3
25 - 34	709	47
35 - 44	594	39
Over 44	165	11
Total	1,520	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	269	18
Other Ranks	1,251	82
Total	1,520	100

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

Month	Unweighted Count	Unweighted Valid %
January	520	34
February	500	33
March	500	33
Total	1,520	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.
 - Yellow/Beige and purple shades represent neither positive nor negative responses.
 - Red shades represent negative responses.
 - The darker shades used in the charts are 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.

Acknowledgements

- ^{1.9} 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 1,520 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 Just under two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst one fifth (20%) are dissatisfied. Taking everything into account, satisfaction in Q4 19/20 is two percentage points lower than the rolling 12-month average of 67%, however, satisfaction jumped six percentage points in the month of March 2020 to 67%.
- 2.3 More than four fifths (83%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 10% are dissatisfied. Satisfaction in this area is a percentage point higher than the rolling 12-month average of 82%.
- 2.4 Slightly under two thirds (64%) of customers are satisfied with the overall quality of their home, whilst less than a quarter (23%) are dissatisfied. Satisfaction with the overall quality of the home in Q4 19/20 has shown a decrease of 1 percentage point from the Q3 19/20 value (65%) and now has a value that is 2 percentage points lower than the rolling average for the 12-month period (66%).
- 2.5 Over four fifths (82%) of customers are satisfied with their SFA estate as a place to live, whilst 10% are dissatisfied. Satisfaction with SFA estate as a place to live in Q4 19/20 has shown no increase nor decrease from the Q2 19/20 and Q3 19/20 values (82%) and now has a value that is the same as the rolling average for the 12-month period (82%).
- 2.6 Just over two thirds (67%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), over one in five (22%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q4 19/20 is equal to the Q3 19/20 value (67%), and now has a value that is 2 percentage points lower than the rolling average for the 12-month period (69%).
- 2.7 Over four fifths (81%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 12% are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money is higher than the previous quarter, having increased by 5 percentage points and is now higher than the rolling 12-month average (78%).
- 2.8 Over two thirds (72%) of customers are satisfied with the arrangements for allocating SFA, whilst less than a fifth (18%) are dissatisfied. Satisfaction with the arrangements for allocating SFA is the same when compared with the previous quarter, Q3 19/20 and is 2 percentage points higher than the rolling 12-month average (70%).
- 2.9 Almost four fifths (78%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (16%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has increased by 2 percentage points from the previous quarter and is also a percentage point higher than the rolling 12-month average (77%).

- 2.10 Over two fifths (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and less than a half (45%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q4 19/20 is equal to the Q3 19/20 value (42%) and now is 2 percentage points lower than the rolling average for the 12-month period (44%).
- 2.11 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst 12% are dissatisfied. Customers' satisfaction with the way their Move Out was dealt with in Q4 19/20 has shown an increase of 1 percentage point from the Q3 19/20 value (81%) and is 1 percentage point above the rolling average for the 12-month period (81%).
- 2.12 More than two fifths (45%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst just less than a third (32%) are dissatisfied. Around a quarter 23% said that they are neither satisfied nor dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q4 19/20 has shown an increase of 2 percentage points from the Q3 19/20 value (43%) and is now also 2 percentage points higher the rolling average for the 12-month period (43%).

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 Over four fifths (83%) of customers continue to be satisfied with the rules that govern their entitlement to SFA, and this was the highest percentage for satisfaction in the Q4 19/20 survey. A similar proportion are satisfied with the SFA estate as a place to live (82%) and with the way their Move Out was dealt with (82%).
- 2.15 The other performance area where over four fifths of customers were satisfied was that the daily occupancy charges provide value for money (81%) and this value had increased by 5 percentage points from the Q3 value.

Areas for Consideration

- 2.16 More than two fifths (45%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them.
- 2.17 Less than half (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, which is the same value as Q3 19/20 (42%).
- 2.18 When considering responses to all questions, those customers who are officers, living in the South East or are over the age of 44 tend to continue to be less satisfied in comparison to customers who are from 'other' ranks, living in Scotland & Northern Ireland and Central regions, or are under the age of 35.

Satisfaction Comparison

2.19 The table below shows how satisfaction for each question compares over quarter 3 and to the rolling 12-month average.

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

Question	Jan-20	Feb-20	Mar-20	Q4 average	Rolling 12-month average
Overall service	65%	61%	67%	65%	67%
Rules that govern customers entitlement to SFA	84%	82%	84%	83%	82%
Overall quality of your home	64%	61%	68%	64%	66%
SFA estate as a place to live	83%	82%	80%	82%	82%
Upkeep of communal areas	69%	64%	67%	67%	69%
Daily occupancy charges provide value for money	81%	81%	82%	81%	78%
The arrangements for allocating SFA to customer	73%	73%	72%	72%	70%
The way customers Move In was dealt with	76%	77%	80%	78%	77%
The way the contractor deals with repairs & maintenance issues	47%	40%	40%	42%	44%
The way customers Move Out was dealt with	86%	81%	80%	82%	81%
Listen to customers views and acts upon them	47%	42%	47%	45%	43%

Base: All customers (base size varies)

Dissatisfaction Comparison

^{2.20} The table below shows how dissatisfaction for each question compares over quarter 4 and to the rolling 12-month average.

Table 6: How dissatisfaction compares over the quarter and to the rolling 12-month average

Question	Jan-20	Feb-20	Mar-20	Q4 average	Rolling 12-month average
Overall service	20%	21%	18%	20%	20%
Rules that govern customers entitlement to SFA	10%	11%	9%	10%	10%
Overall quality of your home	24%	26%	19%	23%	22%
SFA estate as a place to live	11%	10%	10%	10%	10%
Upkeep of communal areas	21%	25%	19%	22%	22%
Daily occupancy charges provide value for money	13%	14%	9%	12%	14%
The arrangements for allocating SFA to customer	19%	17%	19%	18%	20%
The way customers Move In was dealt with	20%	17%	13%	16%	17%
The way the contractor deals with repairs & maintenance issues	41%	48%	46%	45%	44%
The way customers Move Out was dealt with	11%	14%	10%	12%	11%
Listen to customers views and acts upon them	30%	35%	31%	32%	33%

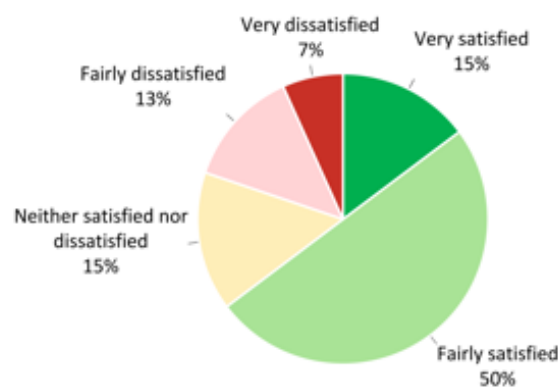
Base: All customers (base size varies)

3. Main Findings

Service Provided by Defence Infrastructure Organisation (DIO) Service Delivery (SD) Accommodation

- 3.1 Just under two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst one fifth (20%) 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?

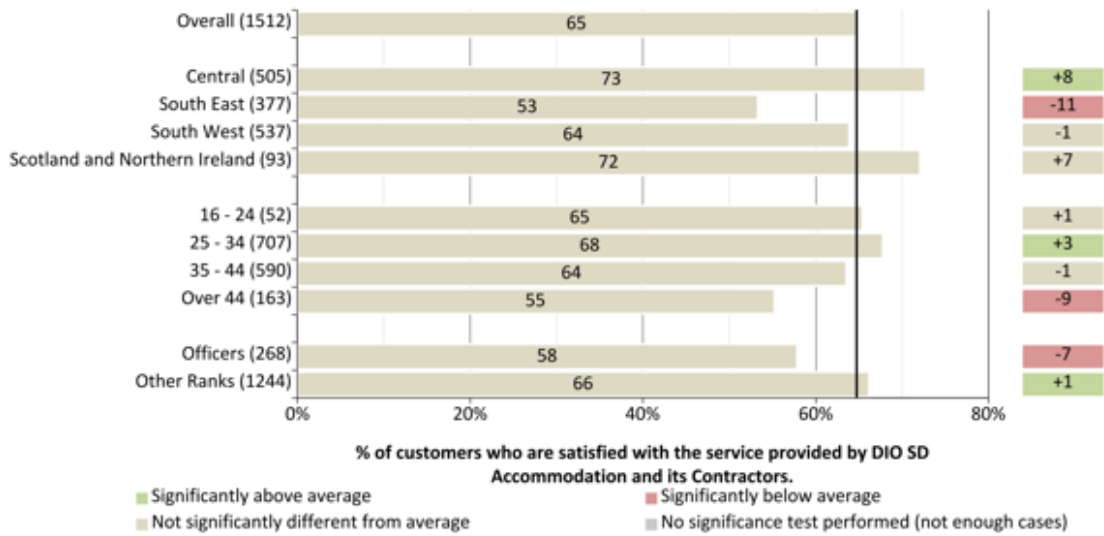


Base: All Customers (1,512)

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 In figure 2 overleaf, we can see that customers who live in the Central area, customers who are between the ages of 25-34 and are 'other' ranks are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, officers, customers aged over 44 and customers in the South East area are significantly less likely to think this.

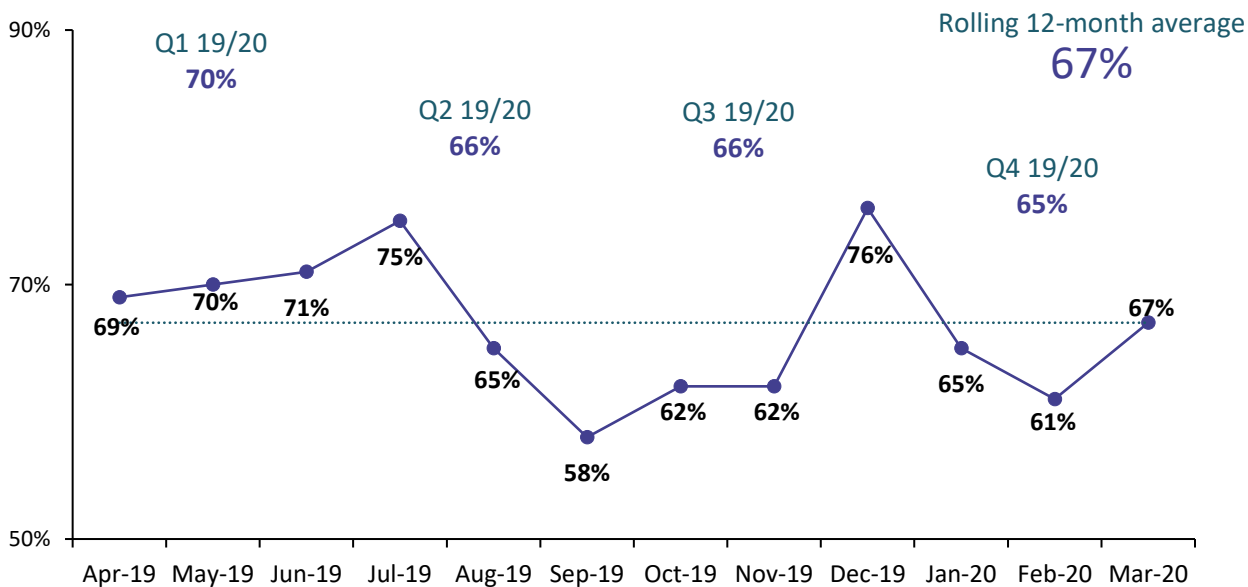
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q4 in 19/20 is two percentage points lower than the rolling 12-month average of 67% and one percentage point lower than the previous quarter. It is significantly lower than Q1 (70%) by 5 percentage points.

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

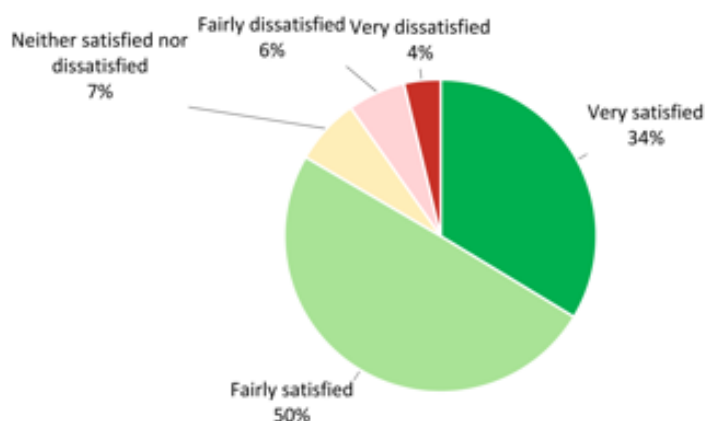


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

- 3.5 Over four fifths (83%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst one in ten (10%) are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

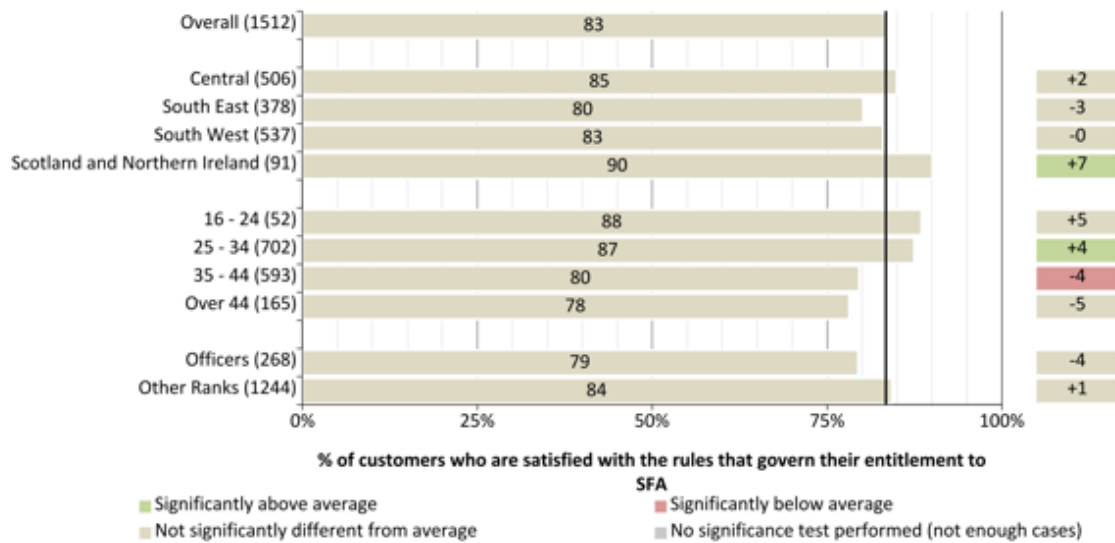


Base: All customers (1,512)

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 In figure 5 overleaf, we can see that customers who live in Scotland and Northern Ireland and customers who are between the ages of 25-34 are significantly more likely to be satisfied with the rules that govern their entitlement to SFA. In contrast, customers who are between the ages of 35-44 are significantly less likely to think this.

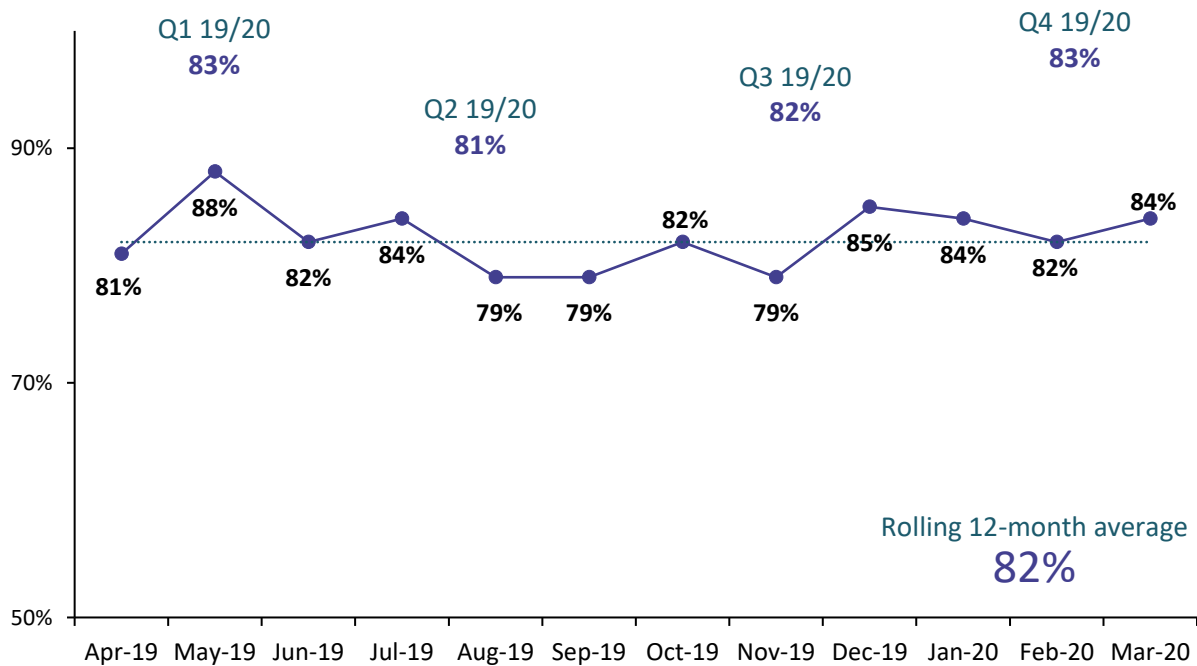
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub groups)



Base: All customers (number of customers shown in brackets)

3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q4 19/20 has shown an increase of 1 percentage point from the Q3 19/20 value (82%) and is also 1 percentage point higher than the rolling average for the 12-month period (82%).

Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months

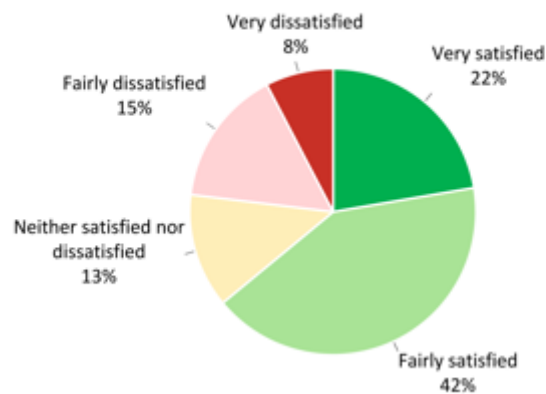


Base: All customers (base size varies)

Overall Quality of the Home

3.9 Just under two thirds (64%) of customers are satisfied with the overall quality of their home, whilst less than a quarter (23%) are dissatisfied.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?



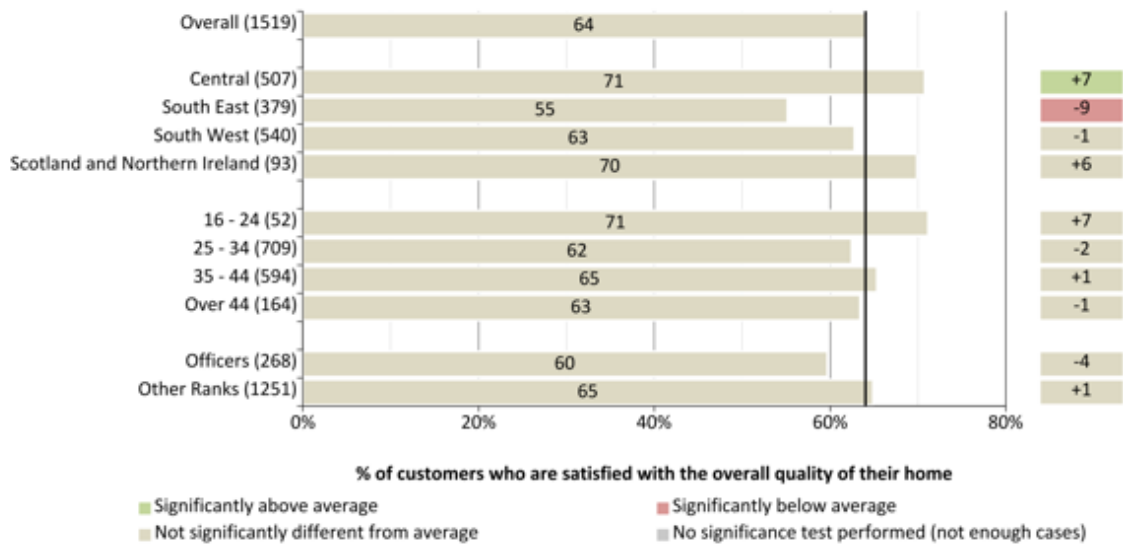
Base: All customers (1,519)

Differences by sub-group

3.10 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 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 In figure 8 overleaf, we can see that customers who live in Central areas are significantly more likely to be satisfied with the overall quality of their home. In contrast, customers who are in the South East area are significantly less likely to think this.

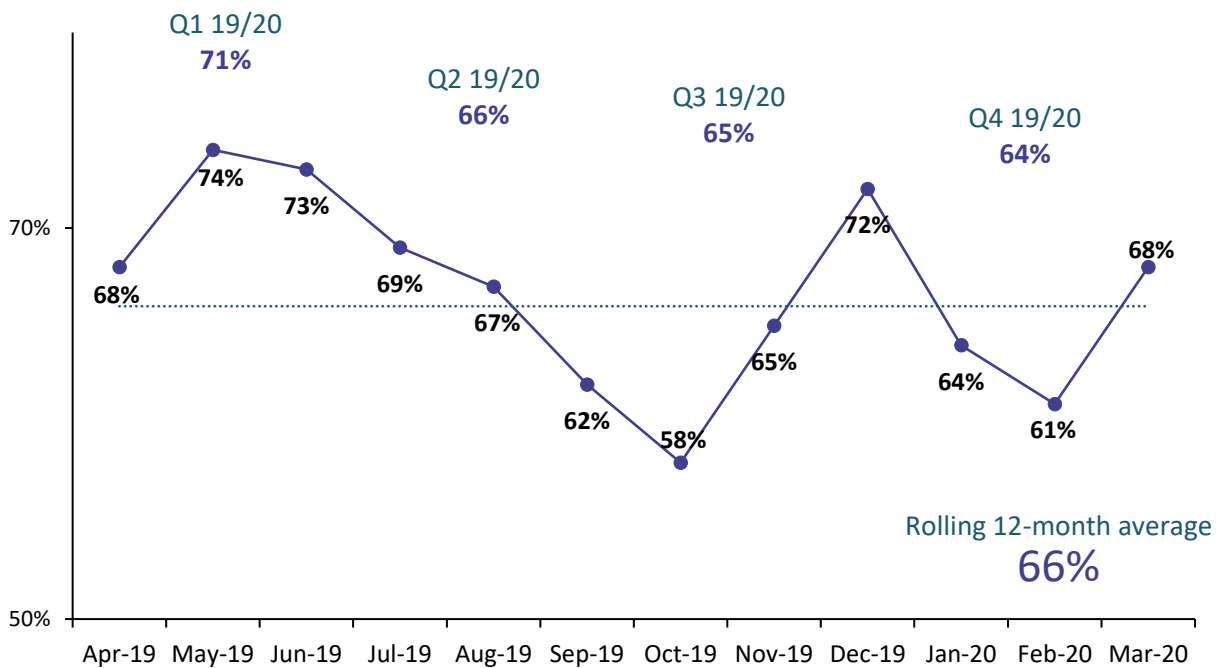
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.12 Satisfaction with the overall quality of the home in Q4 19/20 has shown a decrease of 1 percentage point from the Q3 19/20 value (65%) and now has a value that is 2 percentage points lower than the rolling average for the 12-month period (66%).

Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months

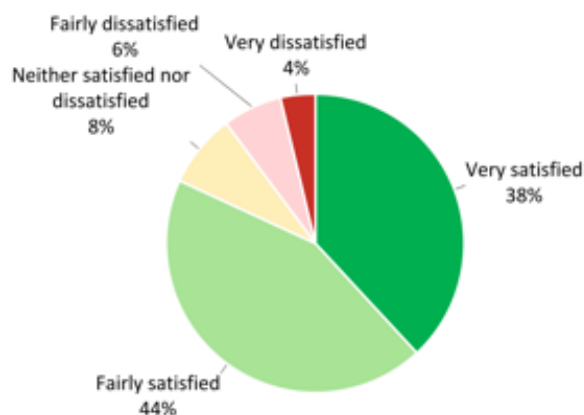


Base: All customers (base size varies)

SFA Estate as a Place to Live

3.13 Over four fifths (82%) of customers are satisfied with their SFA estate as a place to live, whilst one in ten (10%) are dissatisfied.

Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?



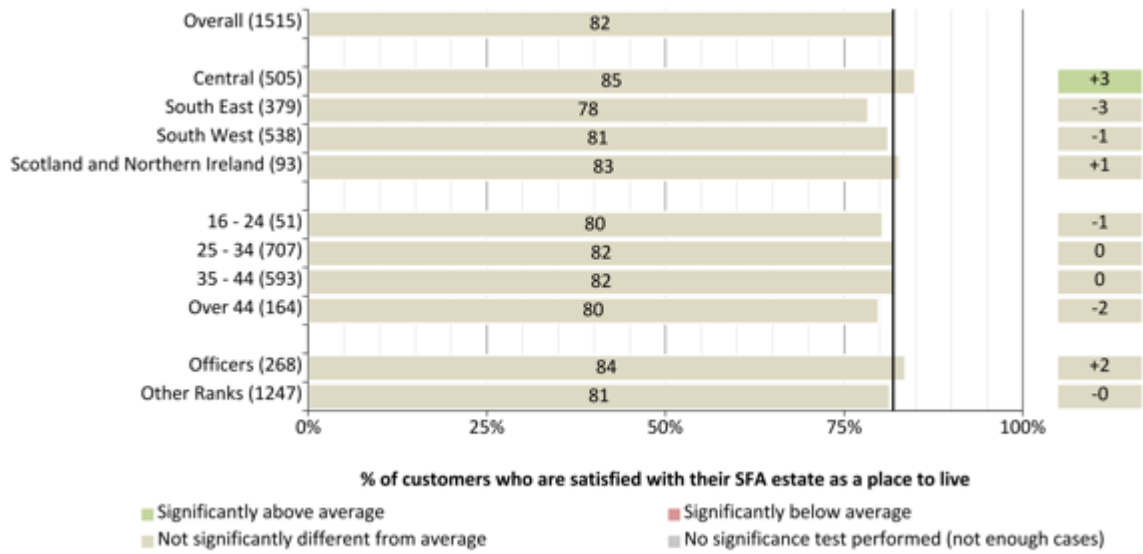
Base: All customers (1,515)

Differences by sub-group

3.14 The chart overleaf 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 In figure 11 overleaf, we can see that customers who live in Central areas are significantly more likely to be satisfied with their SFA estate as a place to live.

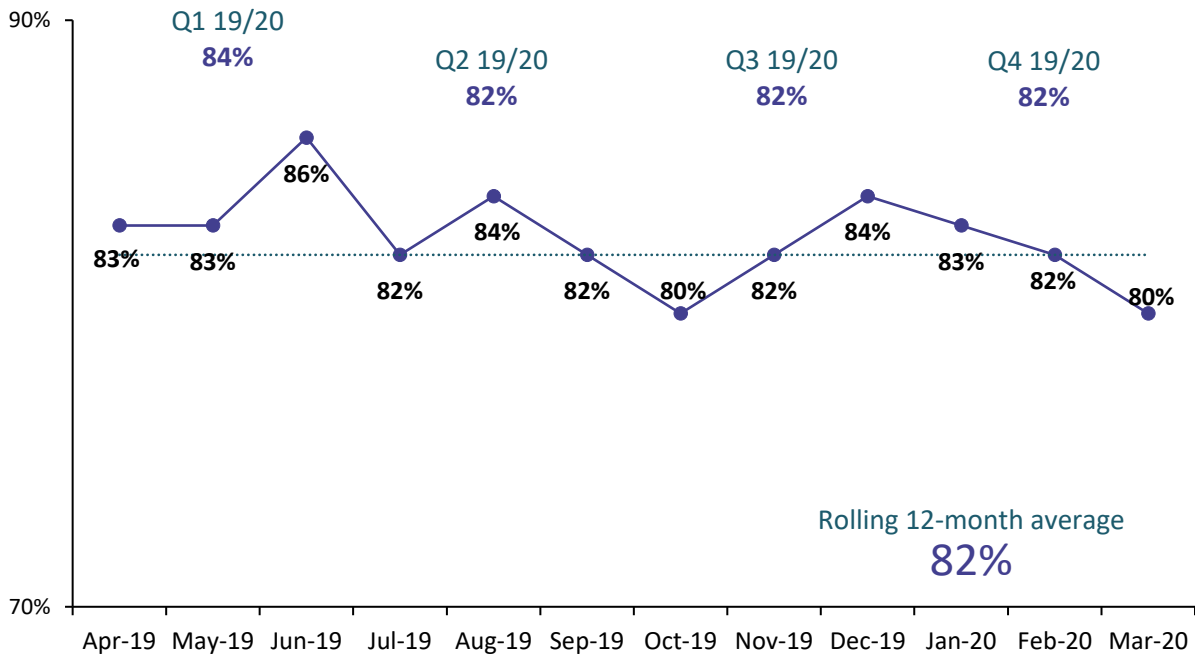
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.16 Satisfaction with SFA estate as a place to live in Q4 19/20 has shown no change from the Q3 19/20 value (82%) and is equal to the rolling average for the 12-month period (82%).

Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months

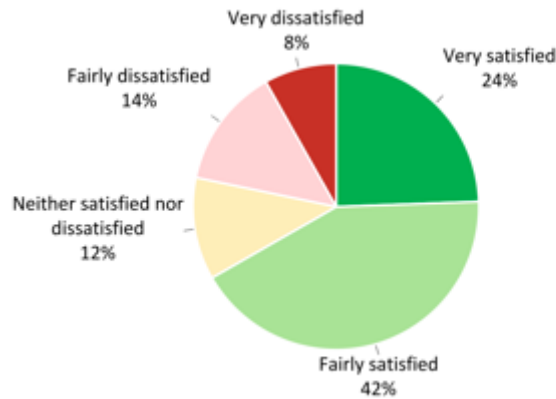


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

3.17 Just over two thirds (67%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and over one in five (22%) are dissatisfied.

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



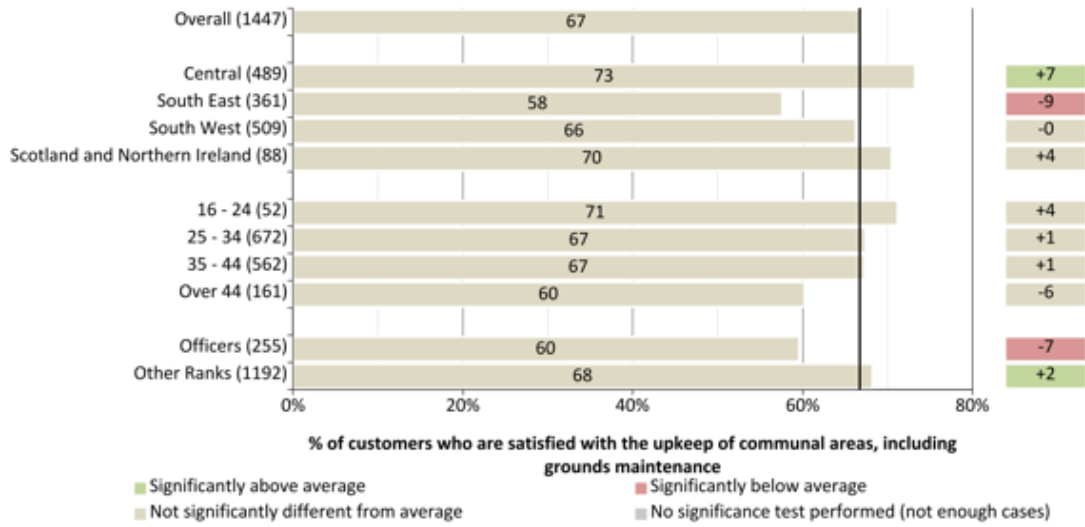
Base: All customers who share communal areas (1,447)

Differences by sub-group

3.18 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 upkeep of communal areas. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results for sub-groups which are significantly less likely are highlighted in red.

3.19 In figure 14 overleaf, we can see that customers who live in the Central area and 'other ranks' are significantly more likely to be satisfied with the upkeep of communal areas, whilst officers and customers who live in the South East area are significantly less likely to think this.

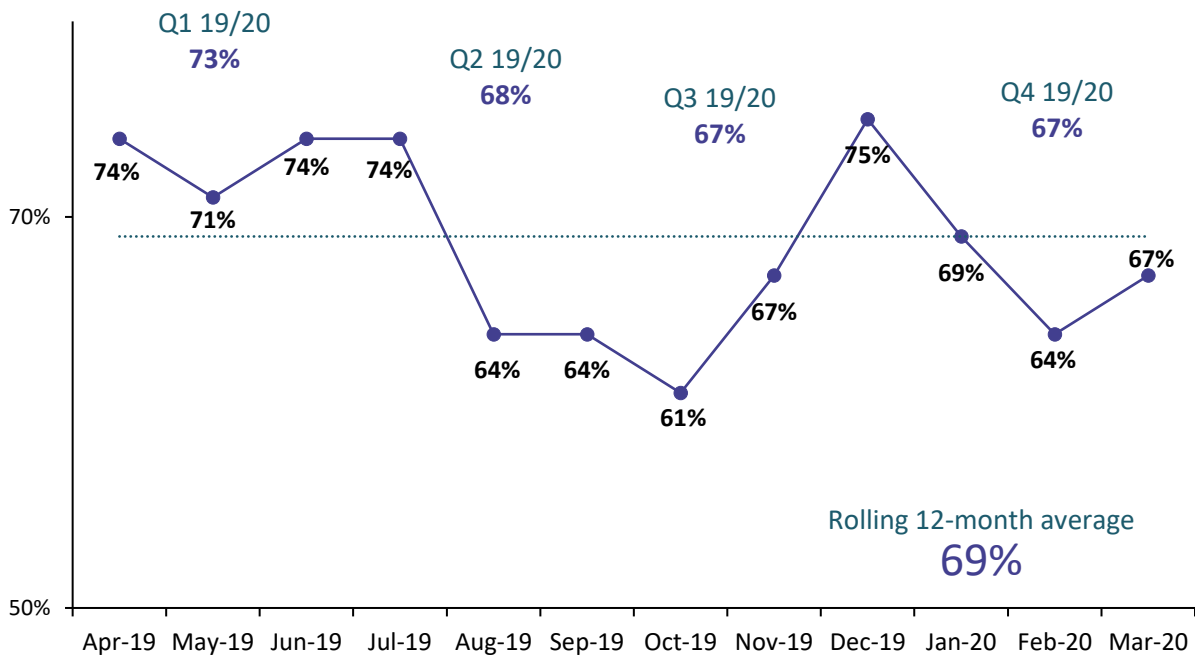
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)



Base: All customers who share communal areas (number of customers shown in brackets)

3.20 Satisfaction with the upkeep of communal areas in Q4 19/20 is equal the Q3 19/20 value (67%) and 1 percentage point lower than the rolling average for the 12-month period (69%).

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

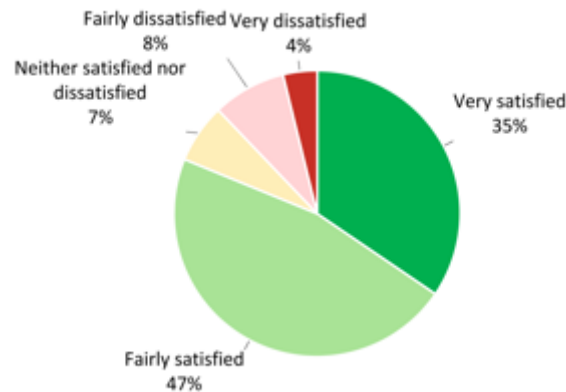


Base: All customers who share communal areas (base size varies)

Daily Occupancy Charges and Value for Money

3.21 Over four fifths (81%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around one eighth (12%) are dissatisfied.

Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?

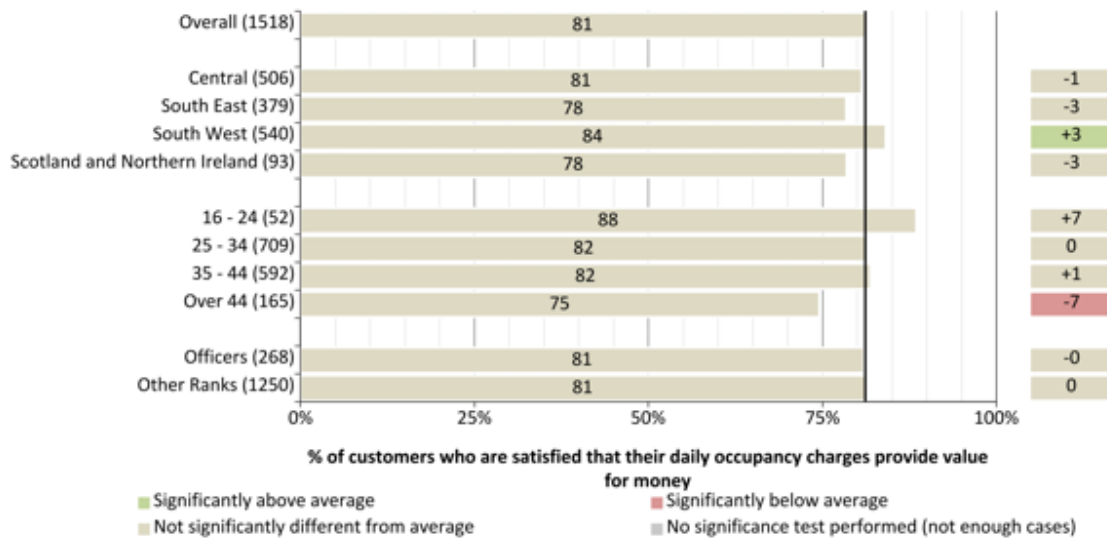


Base: All customers (1,518)

Differences by sub-group

- 3.22 The chart overleaf 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.
- 3.23 We can see in figure 17 that customers who are in the South West area are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst customers aged over 44 are significantly less likely to think this.

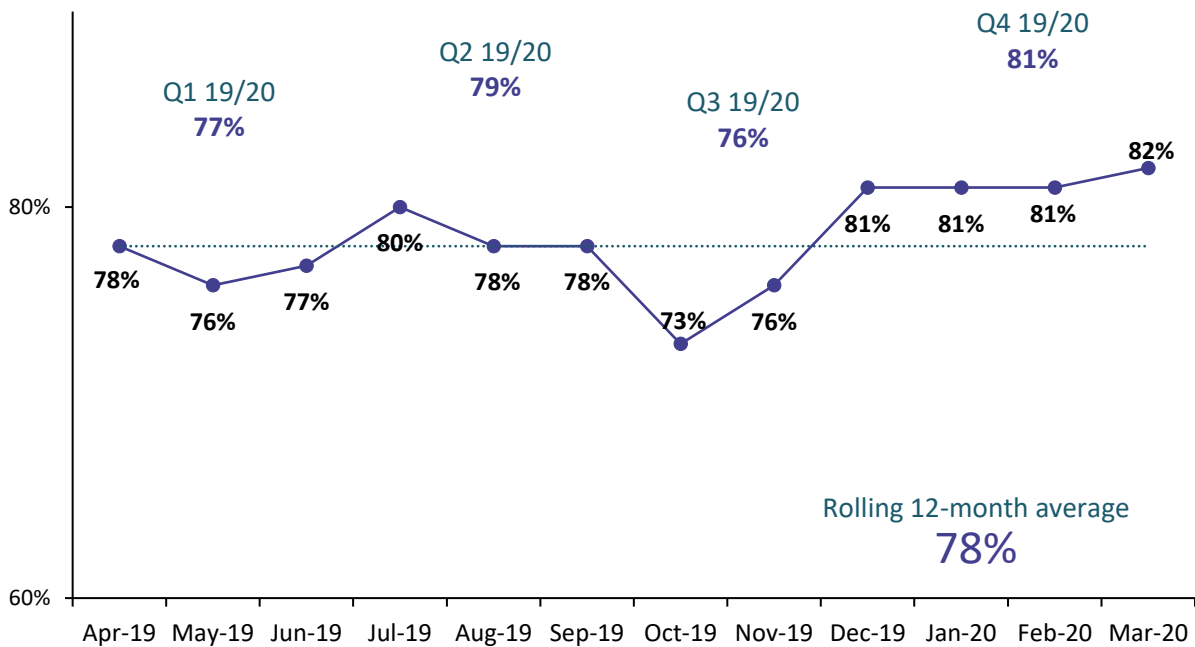
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.24 Customers’ satisfaction that daily occupancy charges provide value for money is higher than the previous quarter, having increased by 5 percentage points, and is now 3 percentage points higher than the rolling 12-month average (78%).

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

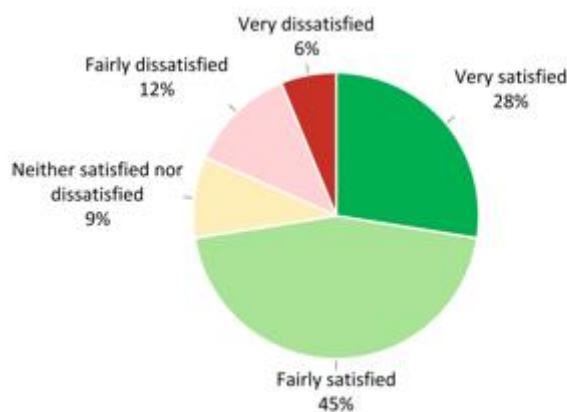


Base: All customers (base size varies)

Arrangements for Allocating SFA

- 3.25 Over two thirds (72%) of customers are satisfied with the arrangements for allocating SFA, whilst less than a fifth (18%) are dissatisfied.

Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?

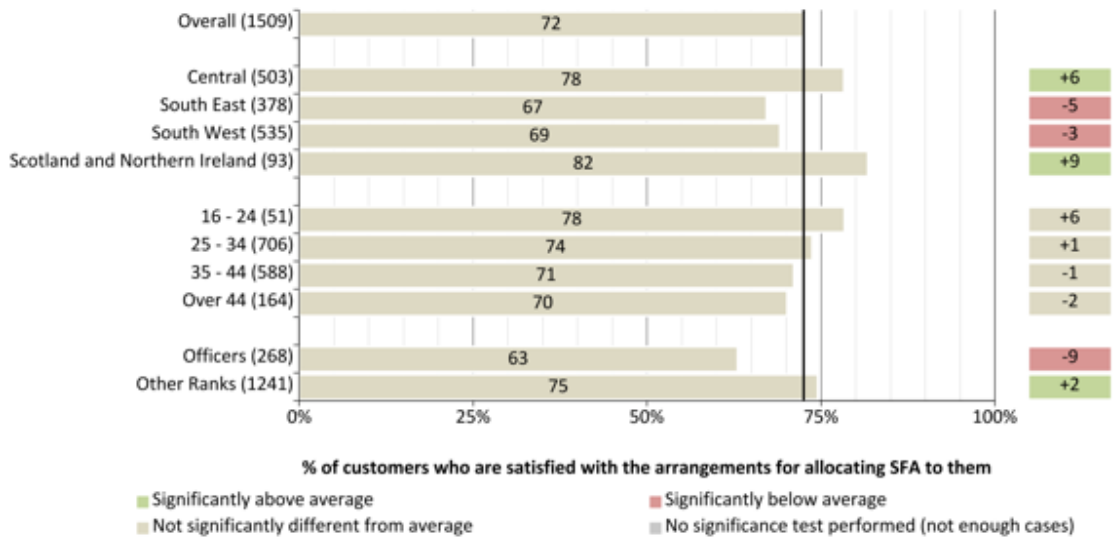


Base: All customers (1,509)

Differences by sub-group

- 3.26 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 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 for sub-groups which are significantly less likely are highlighted in red.
- 3.27 Figure 20 overleaf shows that Customers who are living in the Central area and Scotland and Northern Ireland and are 'other' ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, officers and Customers who are living in the South East and South West areas are significantly less likely to think this.

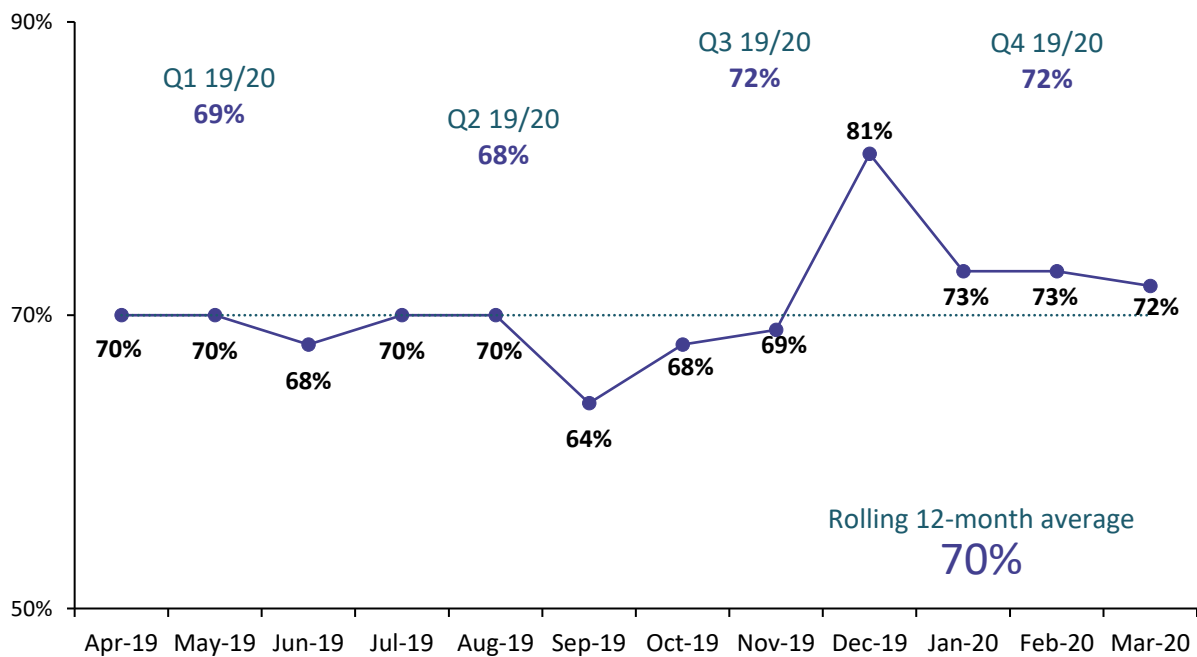
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.28 Satisfaction with the arrangements for allocating SFA is equal to the previous quarter, Q3 19/20 (72%), and is 2 percentage points higher the rolling 12-month average (70%).

Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months

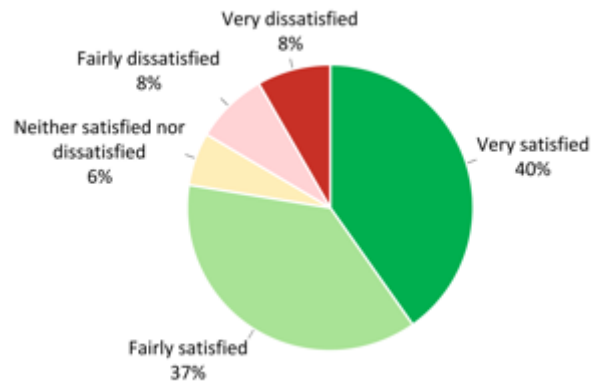


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

3.29 Just under four fifths (78%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (16%) are dissatisfied.

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?



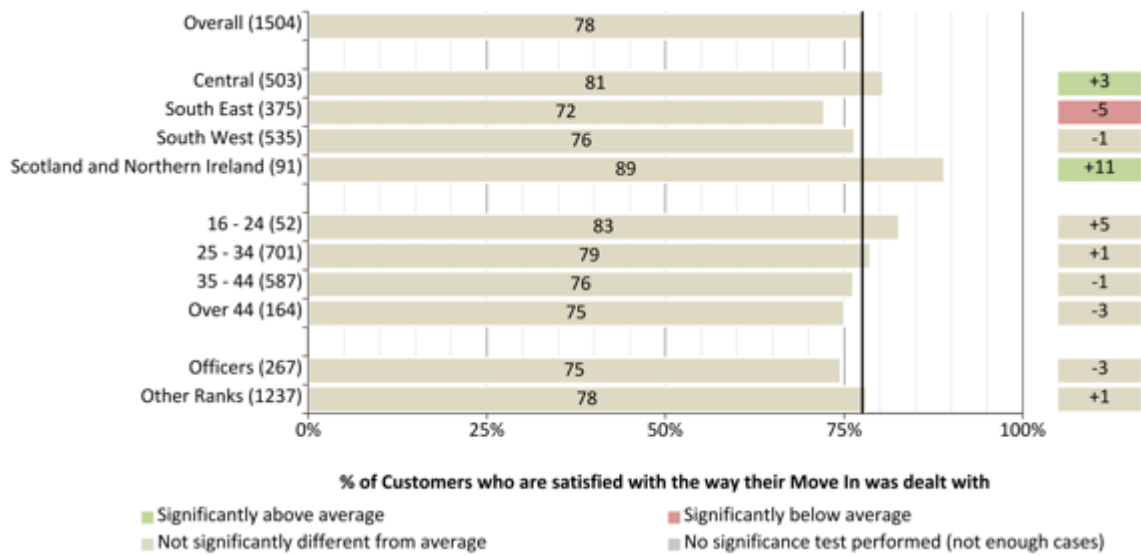
Base: All customers (1,504)

Differences by sub-group

3.30 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 way their 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 In figure 23 overleaf, we can see that customers living in the Central area and customers who are living in Scotland and Northern Ireland are significantly more likely to be satisfied with the way their Move In was dealt with, whilst those customers who live in the South East area are significantly less likely to think this.

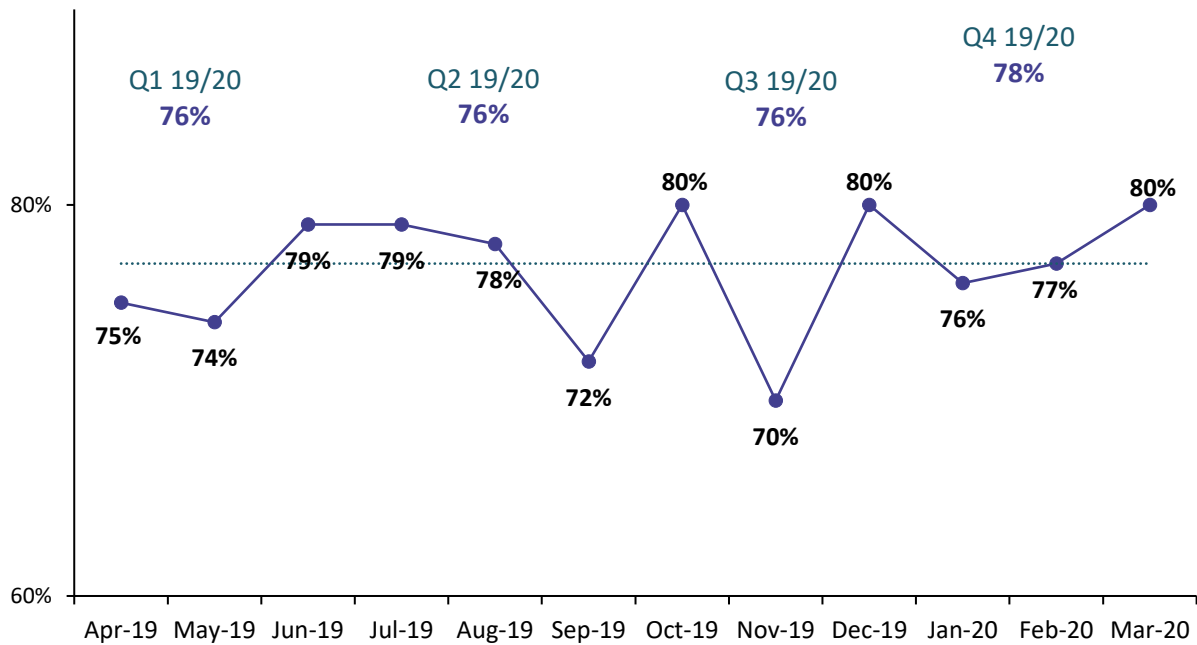
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.32 Customers’ satisfaction with the way their Move In was dealt with has increased by 2 percentage points compared to the previous quarter, Q3 19/20 (76%) and is now 1 percentage point higher than the rolling 12-month average (76%).

Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months

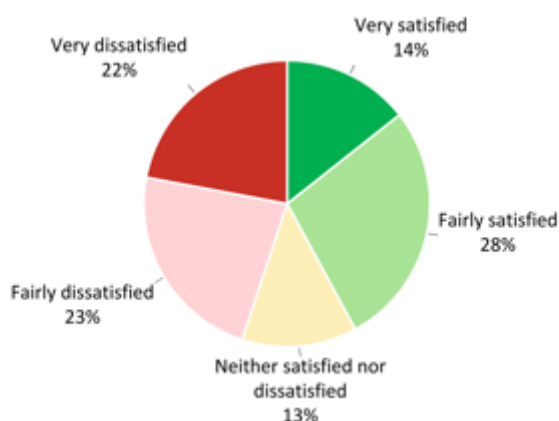


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

- 3.33 More than two fifths (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and less than half (45%) are dissatisfied.

Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?

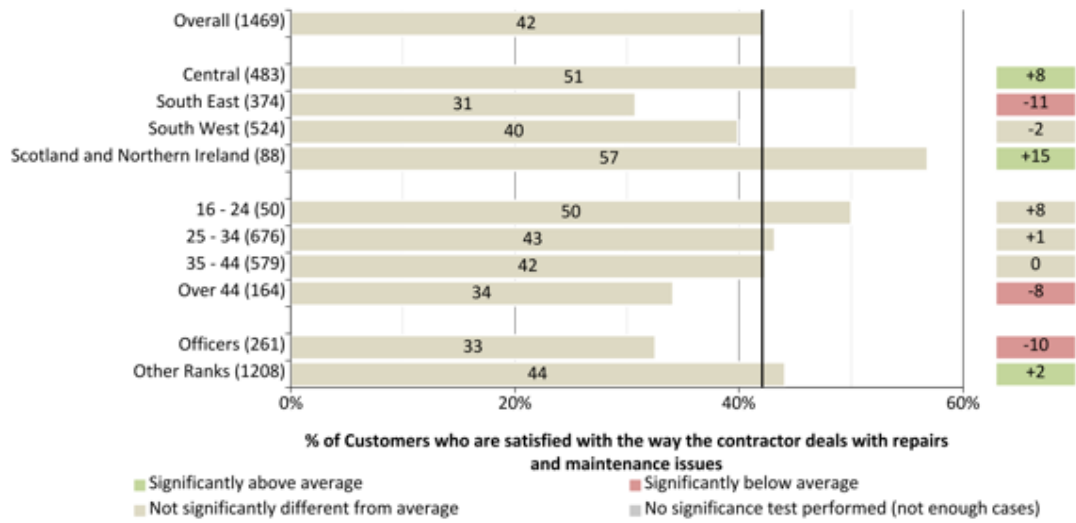


Base: All customers who have had repairs/maintenance work carried out (1,469)

Differences by sub-group

- 3.34 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 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 for sub-groups which are significantly less likely are highlighted in red.
- 3.35 In figure 26 overleaf, we can see that customers who live in the Central area, customers who live in Scotland and Northern Ireland and those who are 'other ranks' are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, officers, customers aged over 44 and customers who live in the South East area are significantly less likely to think this.

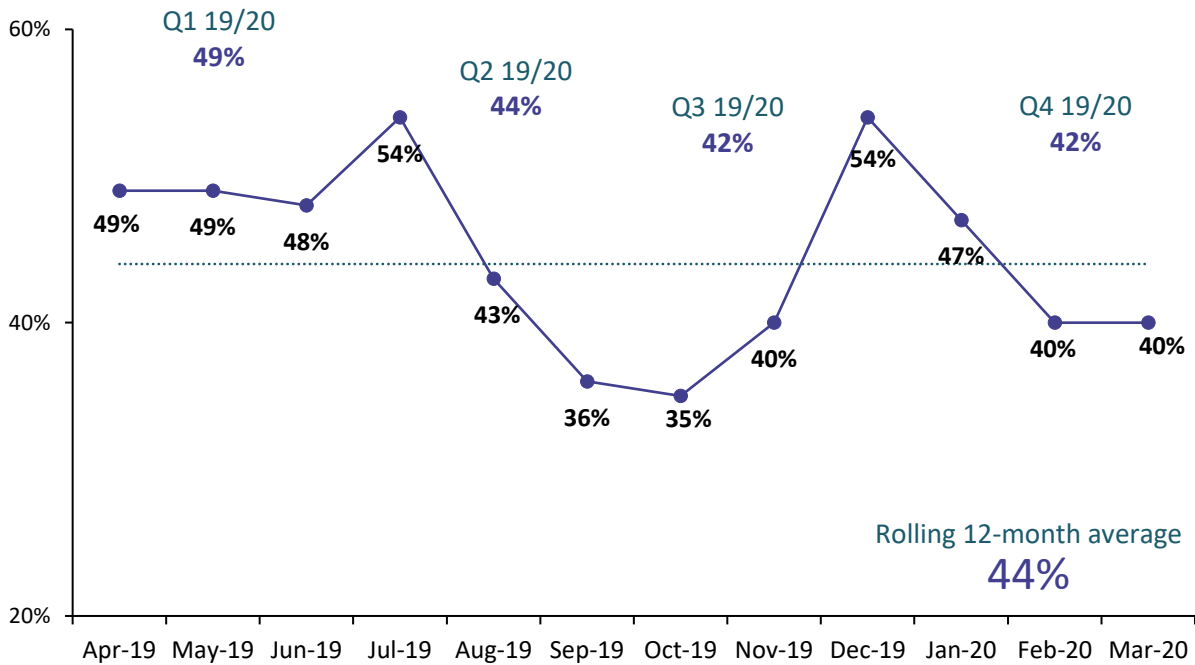
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



Base: All customers who have had repairs/maintenance work carried out (number of customers shown in brackets)

3.36 Satisfaction with the way the contractor deals with repairs and maintenance issues in Q4 19/20 is equal to Q3 19/20 (42%) and is 2 percentage points less than the rolling 12-month average (44%).

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

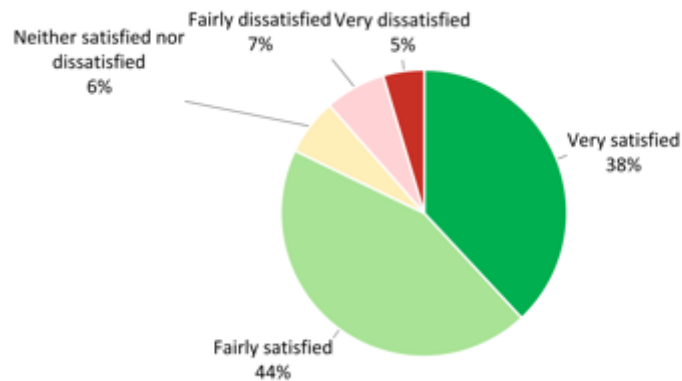


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

3.37 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst around one eighth (12%) are dissatisfied.

Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?

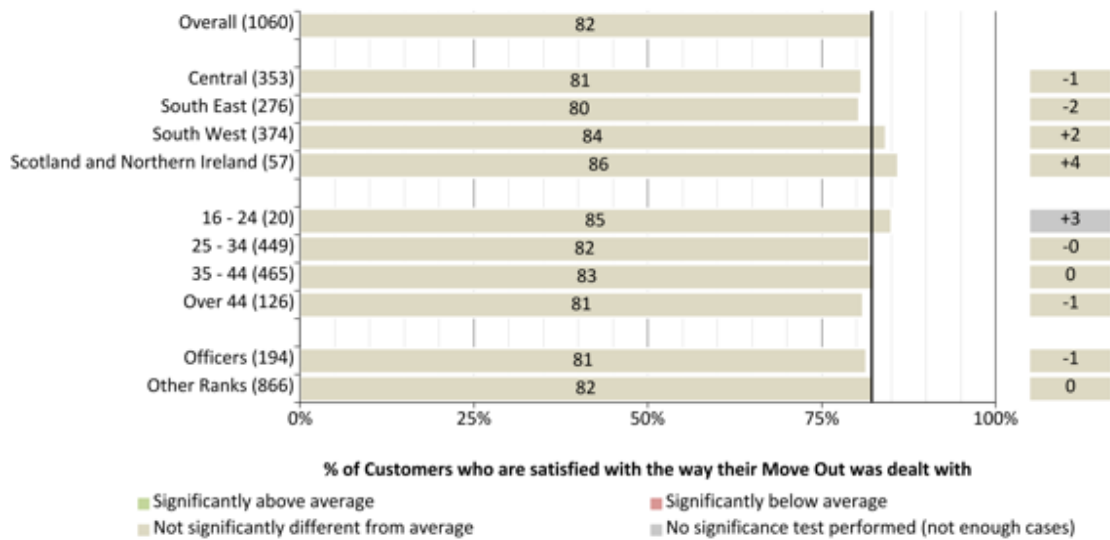


Base: All customers who have moved out of SFA accommodation (1,060)

Differences by sub-group

3.38 There are no significant differences within sub-groups in this quarter regarding customer satisfaction with the way the move out was dealt with.

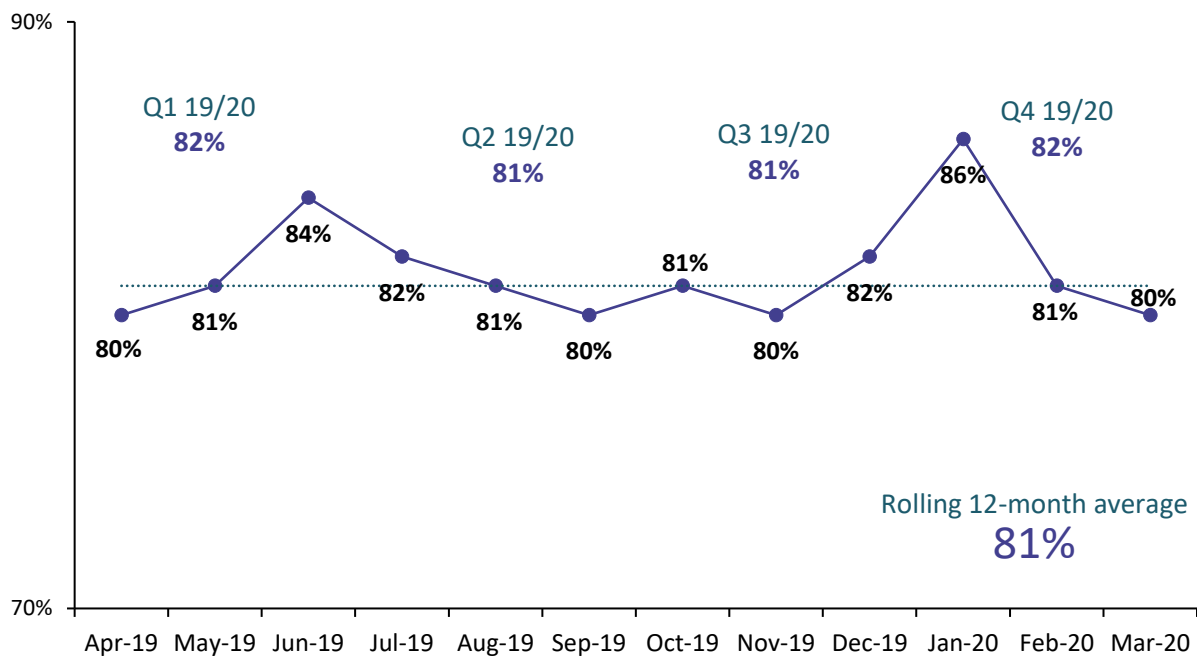
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



Base: All customers who have moved out of SFA accommodation (base size varies)

Customers’ satisfaction with the way their Move Out was dealt with in Q4 19/20 has shown an increase of 1 percentage point from the Q3 19/20 value (81%) and is now 1 percentage point above the rolling average for the 12-month period (81%).

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 who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

3.39 More than two fifths (45%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst just less than a third (32%) are dissatisfied. Over one fifth (23%) said that 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?



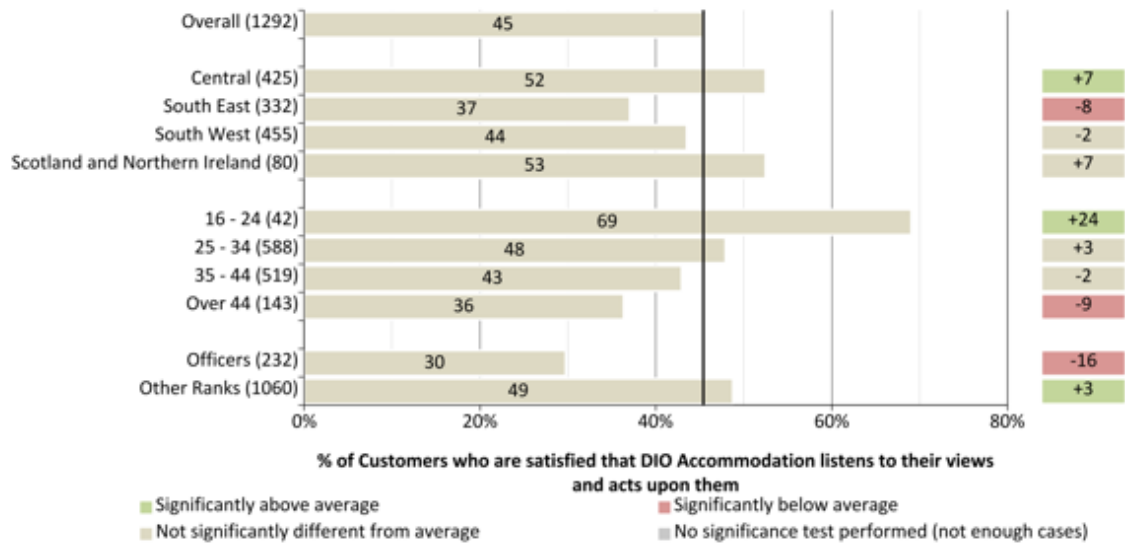
Base: All customers (1,292)

Differences by sub-group

3.40 The chart overleaf 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.

3.41 In figure 32 overleaf, we can see that customers who are aged 16 to 24, live in the Central area and those who are 'other' ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, officers, customers aged over 44 and customers who live in the South East area are significantly less likely to think this.

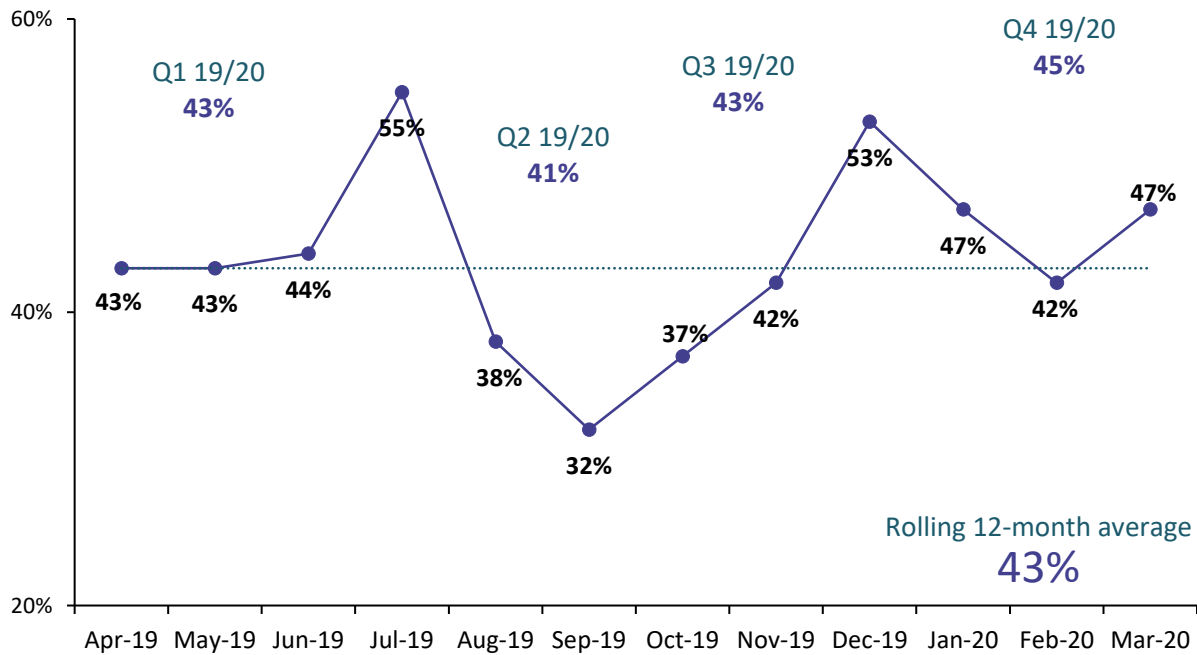
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)



Base: All customers (number of customers shown in brackets)

3.42 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q4 19/20 has shown an increase of 2 percentage points from the Q3 19/20 value (43%) and is now 2 percentage points higher than the rolling average for the 12-month period (43%).

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)

Table of Figures

Tables

Table 1: Area – All Customers (Note: Figures may not sum due to rounding).....	5
Table 2: Age – All Customers (Note: Figures may not sum due to rounding).....	5
Table 3: Rank – All Customers (Note: Figures may not sum due to rounding).....	6
Table 4: Month – All Customers (Note: Figures may not sum due to rounding).....	6
Table 5: How satisfaction compares over the quarter and to the rolling 12 month average.....	9
Table 6: How dissatisfaction compares over the quarter and to the rolling 12 month average.....	10

Figures

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its Contractors?	11
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups).....	12
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.....	12
Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?.....	13
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub groups).....	14
Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months.....	14
Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?.....	15
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups).....	16
Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months.....	16
Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?	17
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)	18
Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months	18
Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?	19
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups).....	20
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months.....	20
Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?	21
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups).....	22
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months	22
Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?	23
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups).....	24
Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months.....	24

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?	25
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)	26
Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months	26
Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?	27
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)	28
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months	28
Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?	29
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)	30
Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months	30
Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?	31
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)	32
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	32