



## **Ministry of Defence DIO Accommodation Customer Satisfaction Tracker**



**Ministry  
of Defence**

**Q1 Report**

**Opinion Research Services  
July 2019**



## Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



# Ministry of Defence

## Q1 Report by Opinion Research Services

### Opinion Research Services

The Strand • Swansea • SA1 1AF  
01792 535300 | [www.ors.org.uk](http://www.ors.org.uk) | [info@ors.org.uk](mailto: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 July 2019

# Contents

|  |           |
|--|-----------|
| <b>1. Project Overview .....</b>   | <b>5</b>  |
| The Survey .....   | 5         |
| Survey Methodology and Response.....   | 5         |
| Interpretation of the Data.....  | 6         |
| Acknowledgements .....   | 6         |
| <b>2. Executive Summary .....</b>  | <b>7</b>  |
| 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        |
| <b>3. Main Findings .....</b>  | <b>11</b> |
| 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        |
| DIO SD Accommodation Listening to Views and Acting Upon Them.....                                  | 31        |
| <b>Table of Figures.....</b>   | <b>33</b> |
| Tables .....   | 33        |
| Figures .....  | 33        |

# The ORS Project Team

## Project design, management and reporting

Anna Shakeshaft

Alastair Layne

Daniel Morris

## 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 1 survey was carried out by telephone between 2<sup>nd</sup> April and 28<sup>th</sup> June 2019 and 1,481 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                       | 409              | 28                 |
| South East                    | 334              | 23                 |
| South West                    | 629              | 42                 |
| Scotland and Northern Ireland | 109              | 7                  |
| <b>Total</b>                  | <b>1,481</b>     | <b>100</b>         |

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

| Age          | Unweighted Count | Unweighted Valid % |
|--------------|------------------|--------------------|
| 16-24        | 65               | 4                  |
| 25-34        | 659              | 44                 |
| 35-44        | 561              | 38                 |
| Over 44      | 196              | 13                 |
| <b>Total</b> | <b>1,481</b>     | <b>100</b>         |

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

| Rank         | Unweighted Count | Unweighted Valid % |
|--------------|------------------|--------------------|
| Officers     | 527              | 36                 |
| Other Ranks  | 954              | 64                 |
| <b>Total</b> | <b>1,481</b>     | <b>100</b>         |

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

| Month        | Unweighted Count | Unweighted Valid % |
|--------------|------------------|--------------------|
| April 2019   | 500              | 34                 |
| May 2019     | 500              | 34                 |
| June 2019    | 481              | 32                 |
| <b>Total</b> | <b>1,481</b>     | <b>100</b>         |

## Interpretation of the Data

- <sup>1.5</sup> 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.
- <sup>1.6</sup> In some cases, figures of 2% or below have been excluded from graphs.
- <sup>1.7</sup> 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 shades represent neither positive nor negative responses.
  - Red shades represent negative responses.
  - The more vivid shades used in the pie charts are to highlight responses at the extremes. For example, ‘very satisfied’ or ‘very dissatisfied.’
- <sup>1.8</sup> 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

- <sup>1.9</sup> 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 1,481 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 More than two thirds (70%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst less than one fifth (18%) are dissatisfied. Taking everything into account, satisfaction in Q1 19/20 is significantly higher when compared with the rolling 12-month average of 63%.
- 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 had shown very little change prior to Q1 19/20 but has since increased significantly when compared with the rolling 12-month average of 81%.
- 2.4 More than two thirds (71%) of customers are satisfied with the overall quality of their home, whilst less than 1 in 5 (19%) are dissatisfied. Satisfaction is significantly higher (by 7 percentage points) when compared with the previous 3 quarters and the 12-month average of 64%.
- 2.5 Over four fifths (84%) of customers are satisfied with their SFA estate as a place to live, whilst 10% are dissatisfied. Satisfaction has increased by 6 percentage points since Q4 18/19 and is significantly higher than the 12-month rolling average (80%) despite being lower than Q1 18/19 (87%).
- 2.6 Nearly three quarters (73%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst a fifth (20%) are dissatisfied. Satisfaction is significantly higher than the previous quarter (by 8 percentage points) and the rolling 12-month average (66%). It is also significantly higher (by 11 percentage points) when compared with Q2 18/19 (62%).
- 2.7 Over three quarters (77%) of customers are satisfied that their daily occupancy charges provide value for money, whilst just over one eighth (15%) are dissatisfied. Customers' satisfaction has decreased slightly from the previous quarter by one percentage point, yet it remains slightly higher than the rolling 12-month average (75%).
- 2.8 Over two thirds (69%) of customers are satisfied with the arrangements for allocating SFA, whilst more than one fifth (23%) are dissatisfied. Satisfaction continues to be slightly lower (by 1 percentage point) than the rolling 12-month average.
- 2.9 Around three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (18%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with had seen a quarter-on-quarter decline over the previous three quarters, but has since risen in Q1 19/20 to 76% (up 2 percentage points from the previous quarter), and is 1 percentage point higher than the rolling-12 month average.
- 2.10 Nearly half (49%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst 41% are dissatisfied. Satisfaction has improved significantly Q2 18/19, with a

low in August Q2 18/19 of 28%, and rising to a high of 49% in Q1 19/20, which is significantly higher than the rolling 12-month average (42%).

- 2.11 More than four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst 11% are dissatisfied. Customers' satisfaction has increased significantly to 82% since Q2 18/19, with the satisfaction score experienced in June (84%) the highest in the last 12 months.
- 2.12 Over two fifths (43%) of customers remain satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a third (31%) are dissatisfied. Customers' satisfaction is significantly higher in Q1 19/20 when compared to the rolling 12-month average (40%).

## 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 are satisfied with the rules that govern their entitlement to SFA, and a similar proportion are satisfied with the SFA estate as a place to live (84%). Furthermore, more than four fifths (82%) of customers are also satisfied with the way their Move Out was dealt with.

## Areas for Consideration

- 2.15 Just under two fifths (43%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them.
- 2.16 Less than half (49%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues.
- 2.17 When considering responses to all questions, those customers who are officers, living in the South East or are over the age of 35 tend 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

2.18 The table below shows how satisfaction for each question compares over quarter 1 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   | April-19 | May-19 | June-19 | Q1 average | Rolling 12-month average |
|--|----------|--------|---------|------------|--------------------------|
| Overall service  | 69%      | 70%    | 71%     | 70%        | 63%                      |
| Rules that govern customers entitlement to SFA                 | 81%      | 88%    | 82%     | 83%        | 81%                      |
| Overall quality of your home                                   | 68%      | 74%    | 73%     | 71%        | 64%                      |
| SFA estate as a place to live                                  | 83%      | 83%    | 86%     | 84%        | 80%                      |
| Upkeep of communal areas                                       | 74%      | 71%    | 74%     | 73%        | 66%                      |
| Daily occupancy charges provide value for money                | 78%      | 76%    | 77%     | 77%        | 76%                      |
| The arrangements for allocating SFA to customer                | 70%      | 70%    | 68%     | 69%        | 70%                      |
| The way customers Move In was dealt with                       | 75%      | 74%    | 79%     | 76%        | 75%                      |
| The way the contractor deals with repairs & maintenance issues | 49%      | 49%    | 48%     | 49%        | 42%                      |
| The way customers Move Out was dealt with                      | 80       | 81%    | 84%     | 82%        | 79%                      |
| Listen to customers views and acts upon them                   | 43%      | 43%    | 44%     | 43%        | 40%                      |

## Dissatisfaction Comparison

2.19 The table below shows how dissatisfaction for each question compares over quarter 1 and to the rolling 12-month average.

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

Base: All customers (base size varies)

| Question   | April-19 | May-19 | June-19 | Q1 average | Rolling 12-month average |
|--|----------|--------|---------|------------|--------------------------|
| Overall service  | 17%      | 19%    | 18%     | 18%        | 23%                      |
| Rules that govern customers entitlement to SFA                 | 12%      | 6%     | 11%     | 10%        | 11%                      |
| Overall quality of your home                                   | 22%      | 19%    | 17%     | 19%        | 25%                      |
| SFA estate as a place to live                                  | 11%      | 10%    | 9%      | 10%        | 12%                      |
| Upkeep of communal areas                                       | 19%      | 22%    | 20%     | 20%        | 25%                      |
| Daily occupancy charges provide value for money                | 13%      | 17%    | 16%     | 15%        | 16%                      |
| The arrangements for allocating SFA to customer                | 22%      | 24%    | 23%     | 23%        | 20%                      |
| The way customers Move In was dealt with                       | 19%      | 21%    | 15%     | 18%        | 19%                      |
| The way the contractor deals with repairs & maintenance issues | 42%      | 39%    | 42%     | 41%        | 48%                      |
| The way customers Move Out was dealt with                      | 9%       | 14%    | 9%      | 11%        | 13%                      |
| Listen to customers views and acts upon them                   | 31%      | 33%    | 29%     | 31%        | 35%                      |

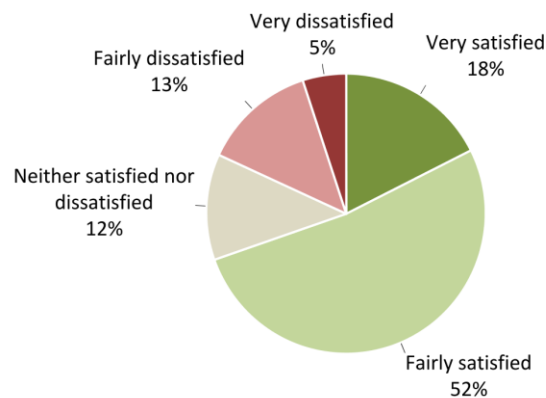
## 3. Main Findings

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

- 3.1 Over two thirds (70%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst under one fifth (18%) 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?**

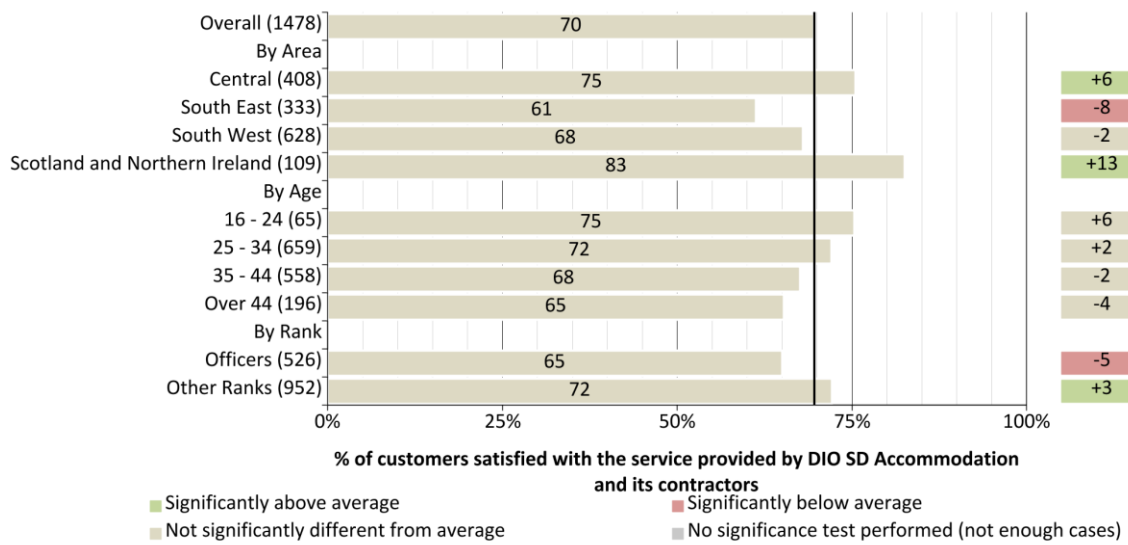
Base: All customers (1,478)



#### Differences by sub-group

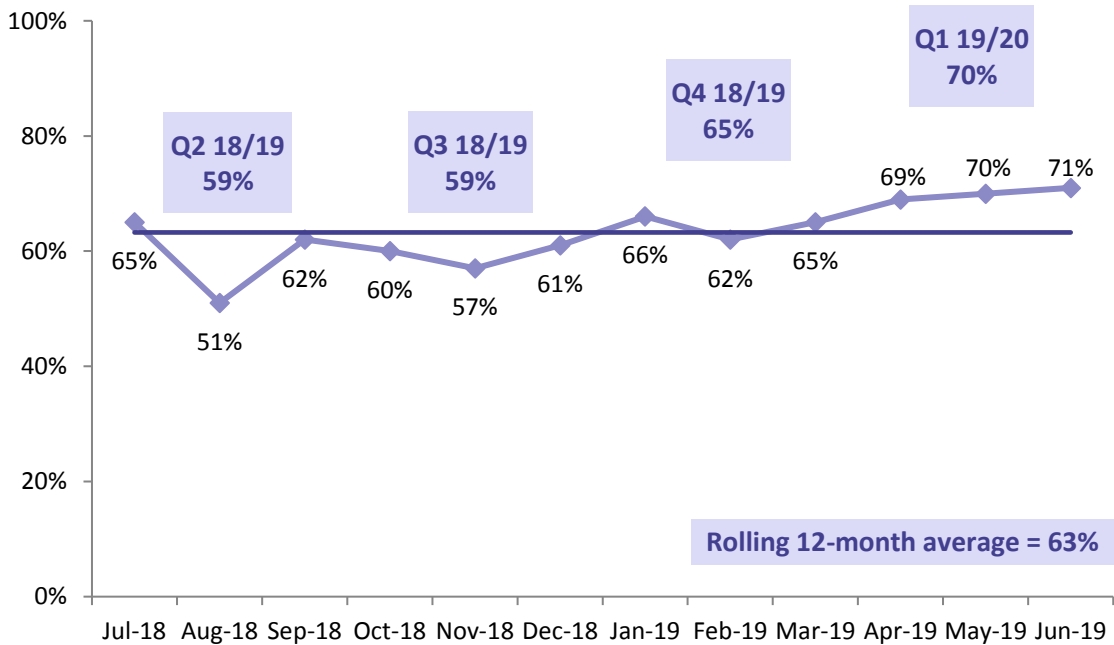
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.3 Customers who live in Central areas or Scotland and Northern Ireland 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 and customers in the South East 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 the service provided by DIO SD Accommodation and its contractors is significantly higher when compared with the previous three quarters (5 percentage points higher than Q4; 59% and 11 percentage points higher than Q3 and Q2, respectively).

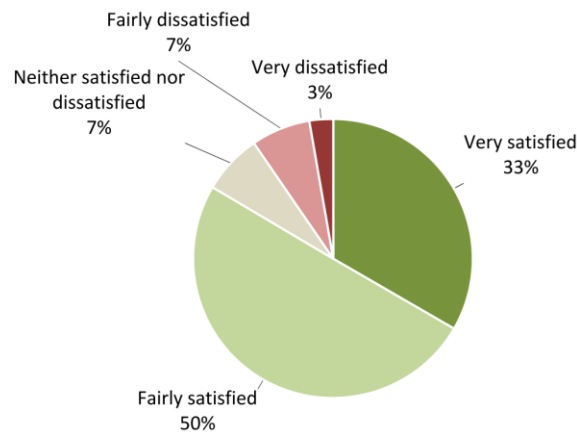
**Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months** Base: All customers (base size varies)



## Rules That Govern Entitlement to SFA

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

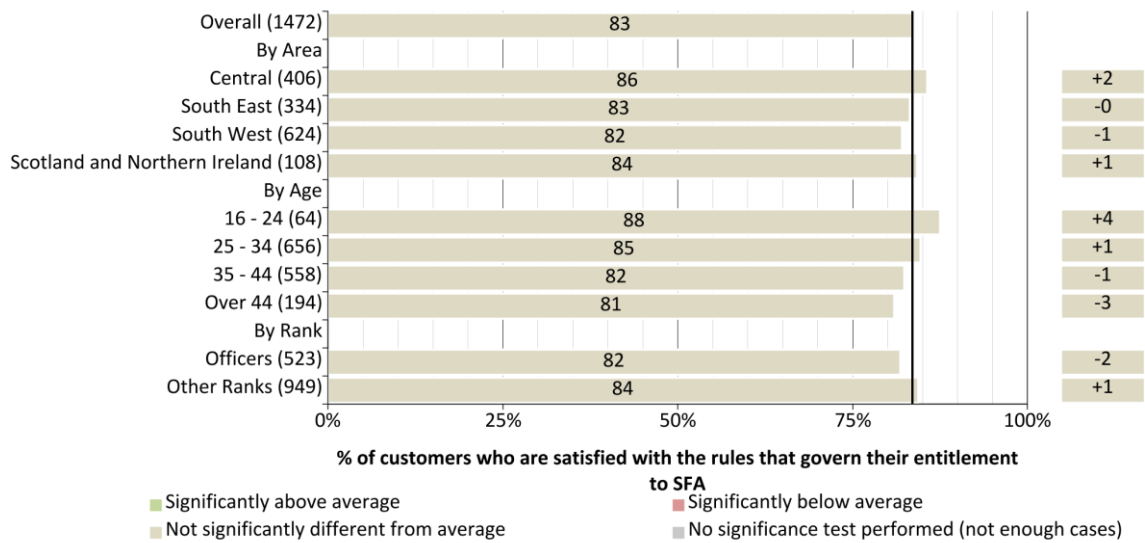
**Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?**  
Base: All customers (1,472)



### Differences by sub-group

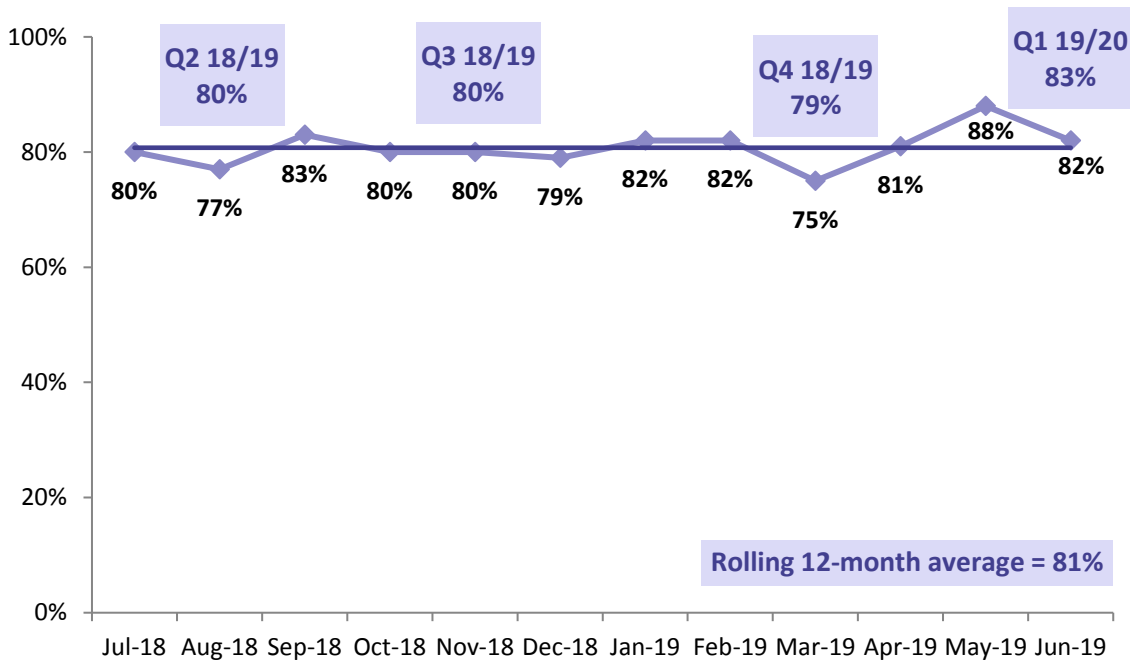
- 3.6 The chart overleaf below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the rules that govern their entitlement to SFA. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.7 Looking at Figure 5, we can see that there are no significant differences within the demographics in Q1 19/20, though satisfaction for those customers who are between the ages of 16 and 34, living in central regions, and of 'other ranks', is above average.

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



3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q1 19/20 has shown a significant increase of 2 percentage points above the rolling average (81%).

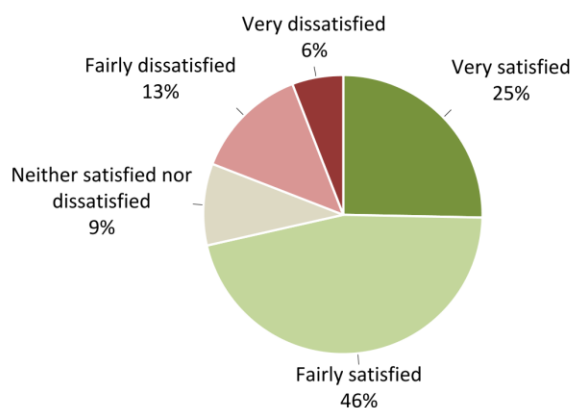
**Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months**  
**Base: All customers (base size varies)**



## Overall Quality of the Home

- 3.9 Over two thirds (71%) of customers are satisfied with the overall quality of their home, whilst just under one fifth (19%) are dissatisfied.

**Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?**  
Base: All customers (1,480)

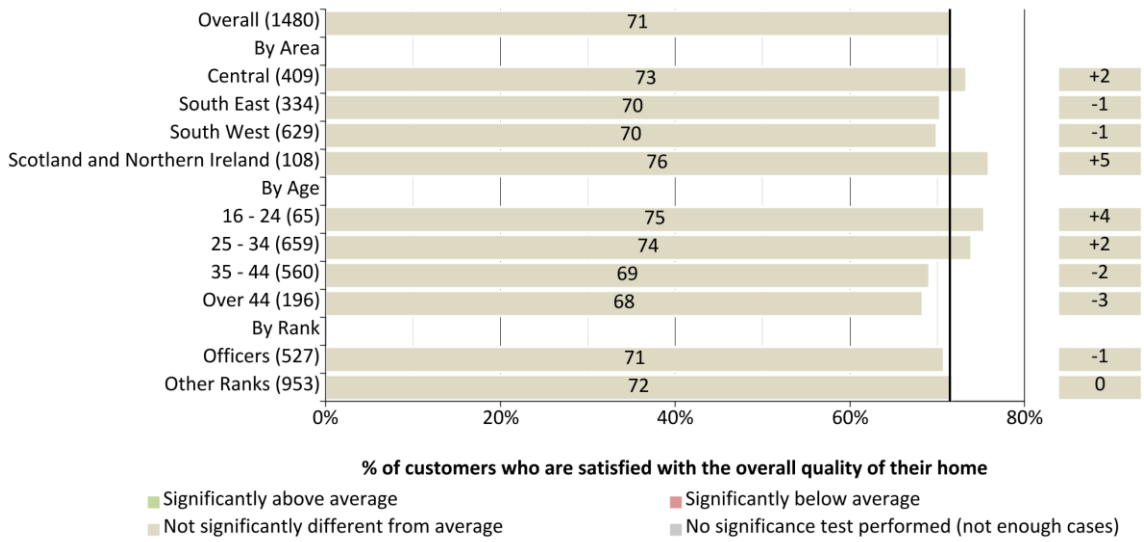


### Differences by sub-group

- 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 this quarter, we can see that in figure 8 there are no significant differences within the given demographics. However, those customers living in Scotland and Northern Ireland have, on average, higher satisfaction.

**Figure 8: How satisfied or dissatisfied are you with the overall quality of your home?**

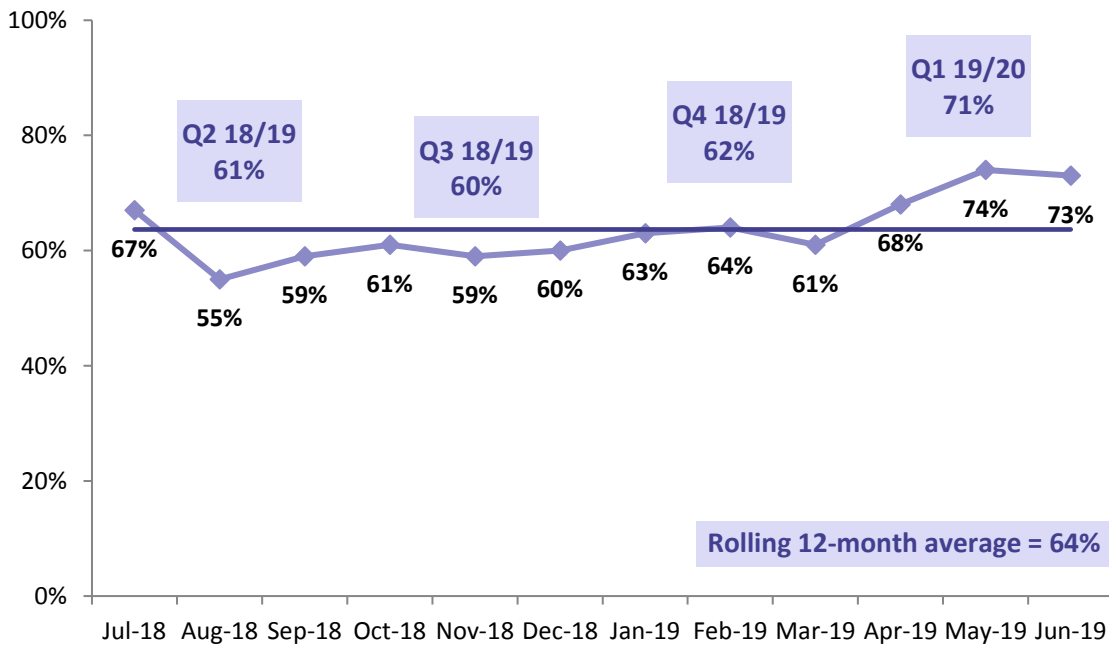
Base: All customers (number of customers shown in brackets)



3.12 Satisfaction with the overall quality of the home in Q1 19/20 is significantly higher than in the previous three quarters and the rolling 12-month average (64%), having reached a high of 74% in May.

**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)





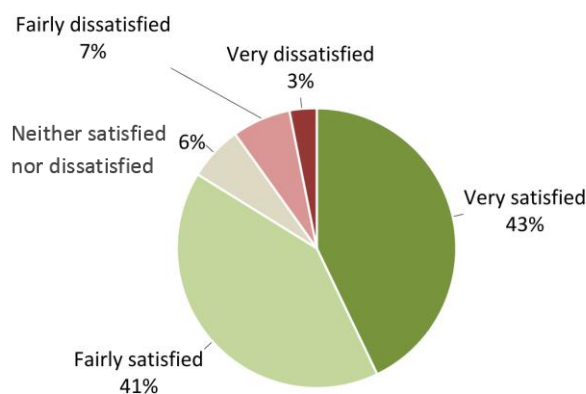
## SFA Estate as a Place to Live

3.13 Over four fifths (84%) 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 (1,480)

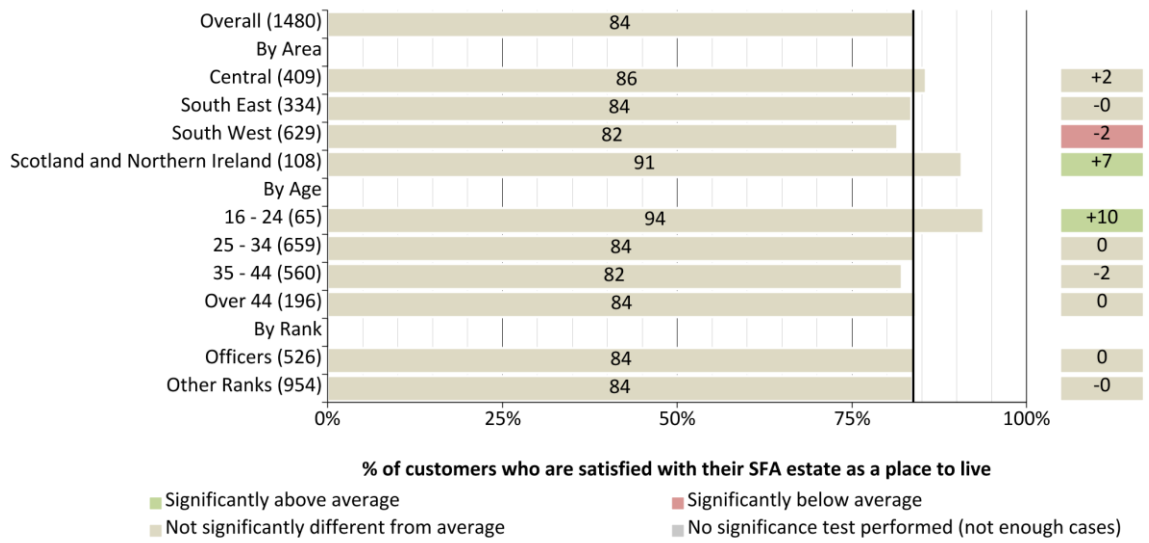
### Differences by sub-group

3.14 The chart in the 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.



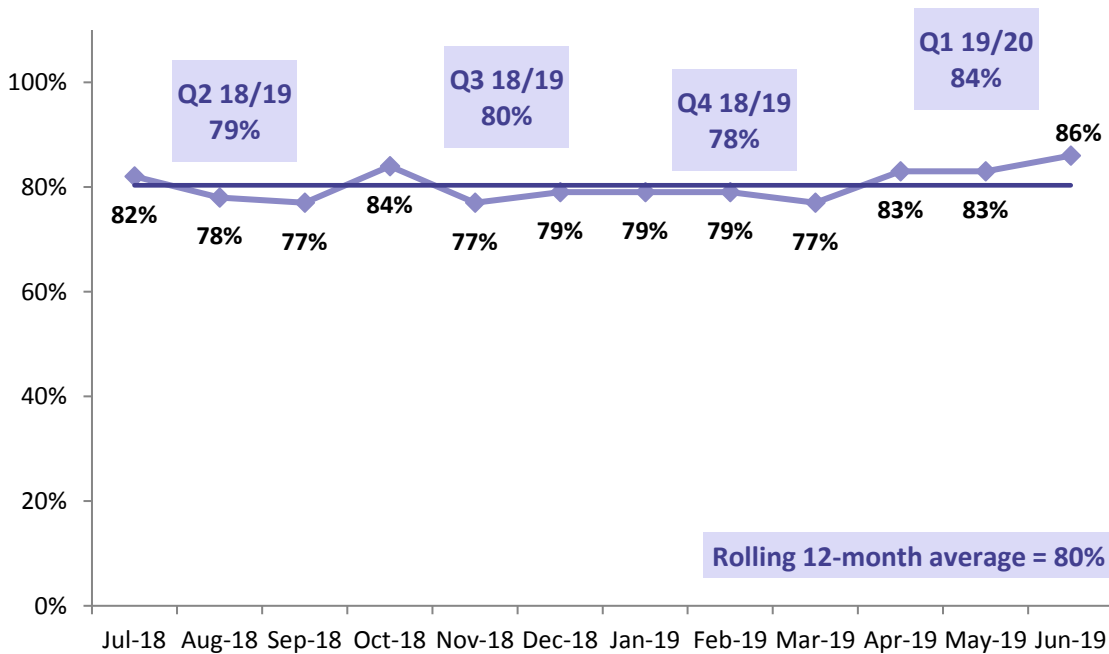
3.15 In the figure 11 overleaf, we can see that customers living in Scotland and Northern Ireland and those between the ages of 16 and 24 are significantly more likely to be satisfied with their SFA estate as a place to live, whereas those who live in the South West are significantly less likely to be 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?**  
**Base: All customers (number of customers shown in brackets)**



3.16 Satisfaction with SFA estate as a place to live is significantly higher (by 6 percentage points) in Q1 19/20 when compared with Q4 18/19. It is also 2 percentage points higher than the rolling average.

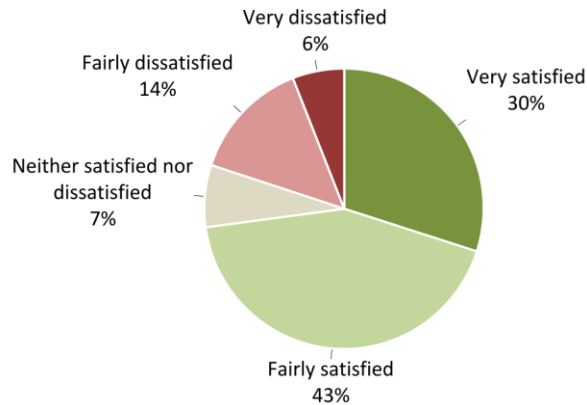
**Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months**  
**Base: All customers (base size varies)**



## The Upkeep of Communal Areas and Grounds Maintenance

3.17 Just under three quarters (73%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), one in five (20%) 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 (1,432)

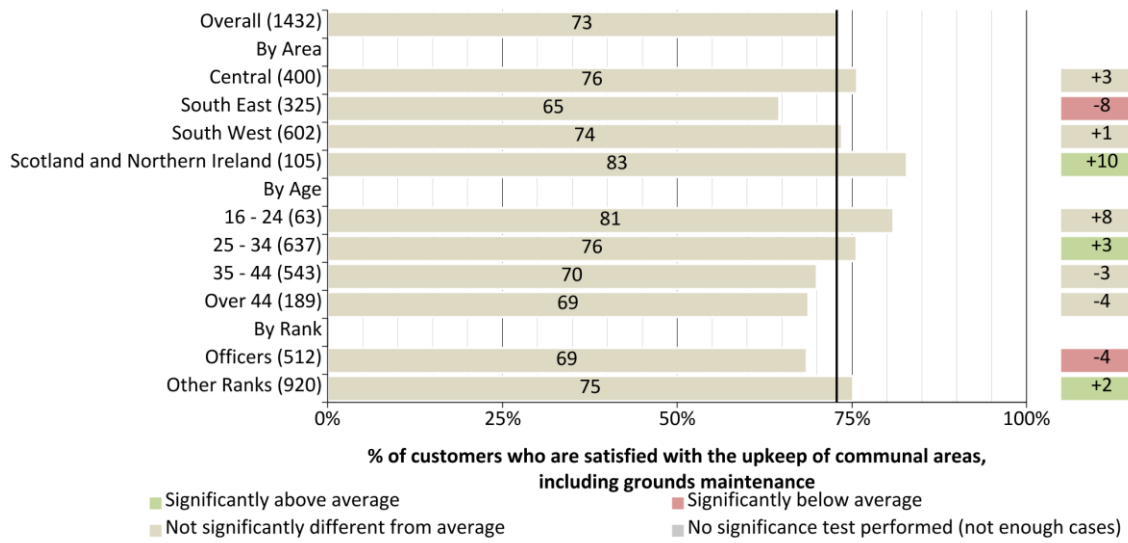


### Differences by sub-group

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 which are significantly less likely are highlighted in red.

3.19 Customers who live in Scotland and Northern Ireland, those aged 25-34 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 are significantly less likely to think this.

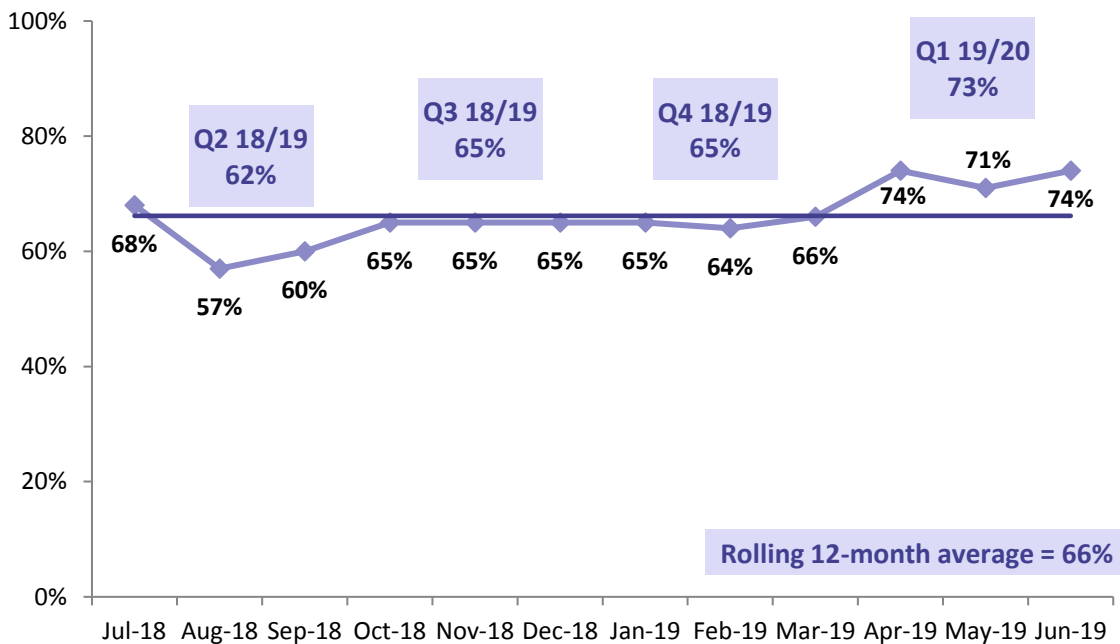
**Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?**  
**Base: All customers who share communal areas (number of customers shown in brackets)**



3.20 Satisfaction with the upkeep of communal areas is significantly higher when compared to the three previous quarters, with a notable increase of 8 percentage points from Q4 18/19.

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

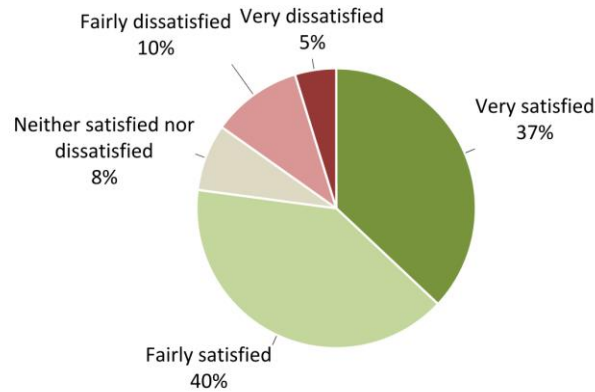
Base: All customers (base size varies)



## Daily Occupancy Charges and Value for Money

- 3.21 Over three quarters (77%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 15% are dissatisfied.

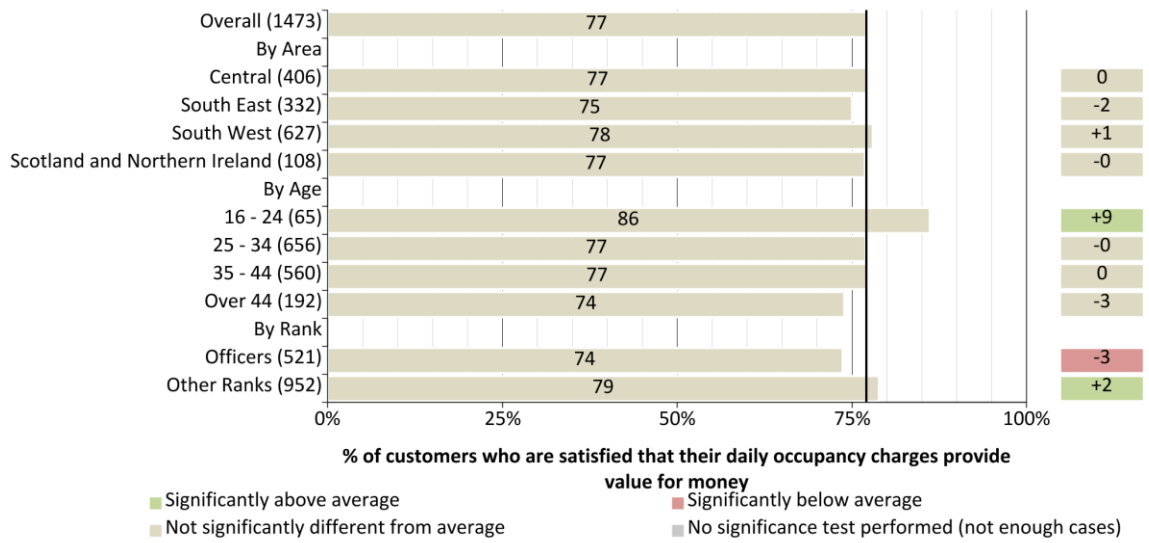
**Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**  
Base: All customers (1,473)



### Differences by sub-group

- 3.22 The chart overleaf 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.
- 3.23 We can see in the figure 17 overleaf that those aged 16-24 and those of 'other ranks' are significantly more likely to be satisfied with the value for money they get from daily occupancy charges, whereas officers are significantly less likely to be satisfied with the value for money from daily occupancy charges.

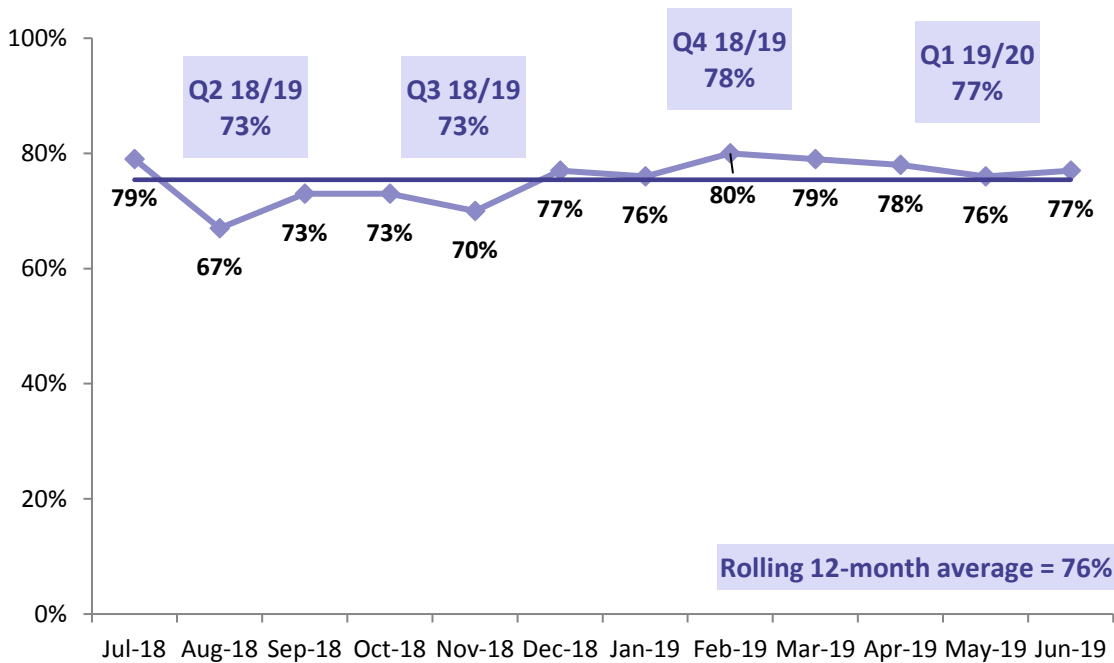
**Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**  
**Base: All customers (number of customers shown in brackets)**



3.24 Customers' satisfaction that daily occupancy charges provide value for money is in line with the previous quarter, having just dropped 1 percentage point and continues to also be slightly higher than the rolling 12-month average.

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

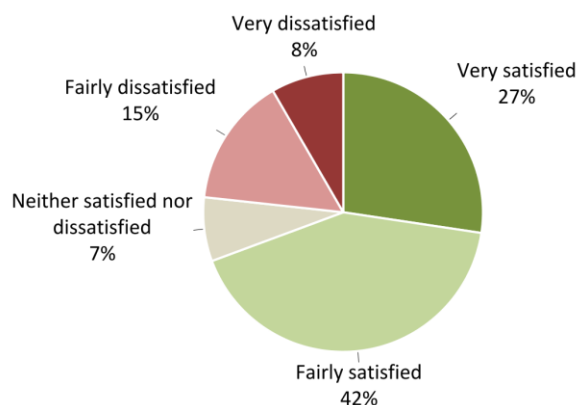
Base: All customers (base size varies)



## Arrangements for Allocating SFA

3.25 Over two thirds (69%) of customers are satisfied with the arrangements for allocating SFA, whilst more than a fifth (23%) are dissatisfied.

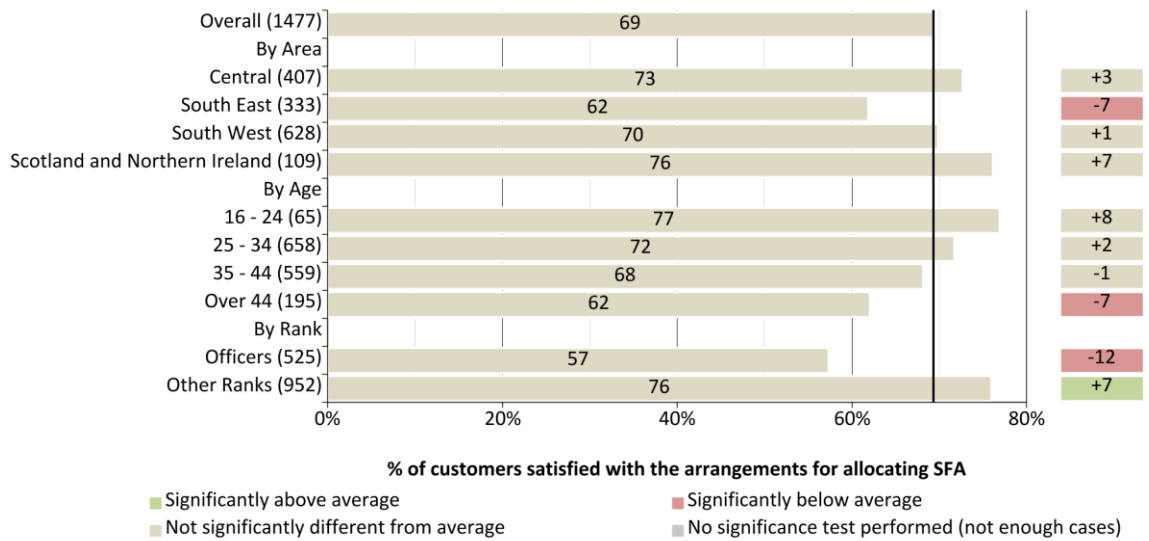
**Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?**  
Base: All customers (1,477)



### Differences by sub-group

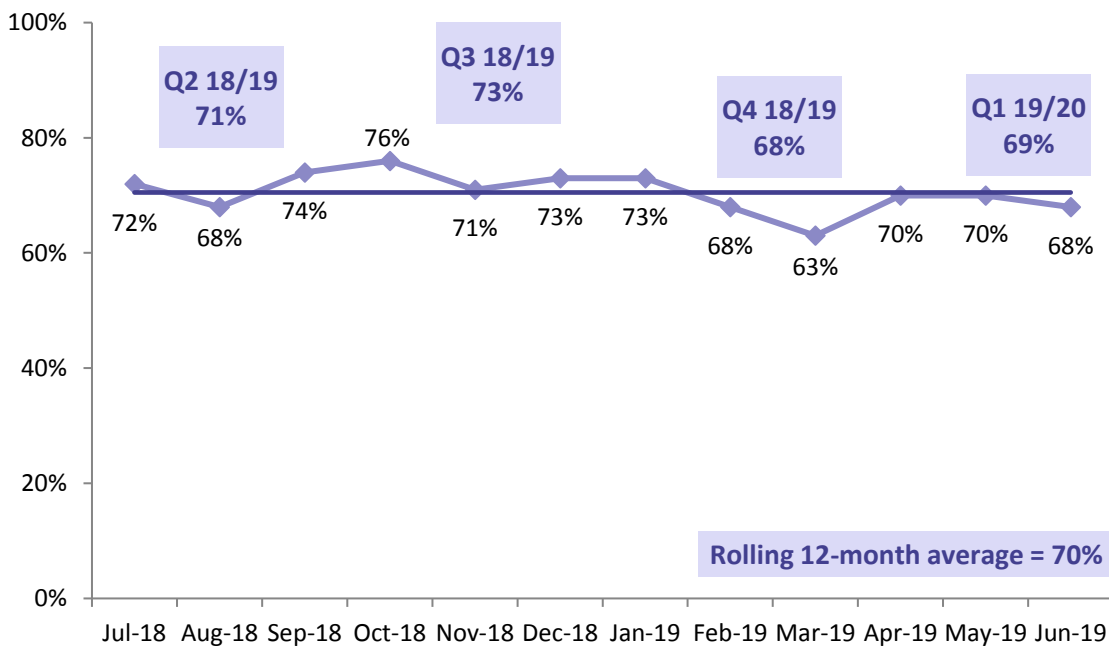
- 3.26 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the arrangements of allocating SFA to them. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.27 Customers who are 'other' ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, officers, customers over the age of 44 and those whose who live in the South East 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 Satisfaction with the arrangements for allocating SFA is 1 percentage point higher when compared with the previous quarter, Q4 18/19, but is still 1 percentage point under 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)**

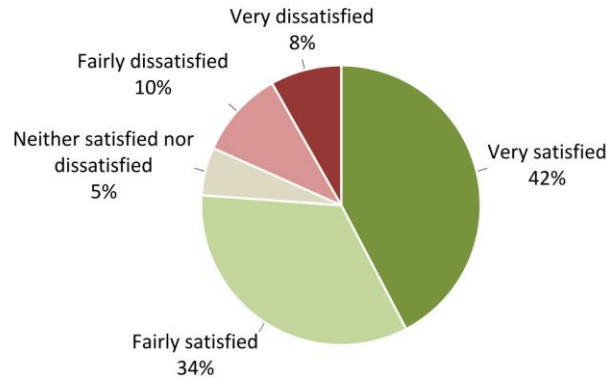




## The Way the Move-In Was Dealt With

3.29 Around three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (18%) are dissatisfied.

**Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?**  
Base: All customers (1,475)

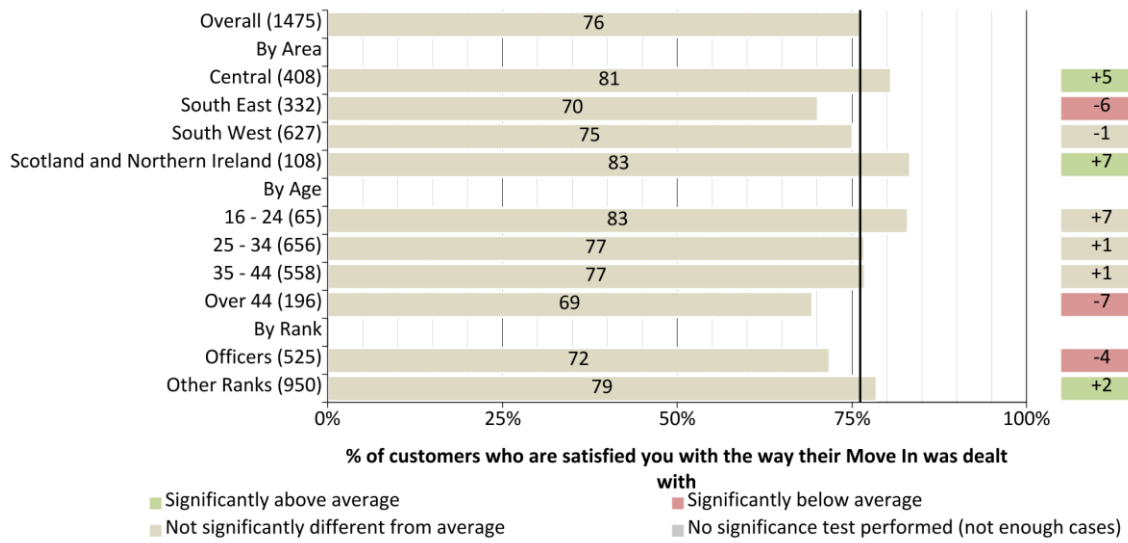


### Differences by sub-group

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.

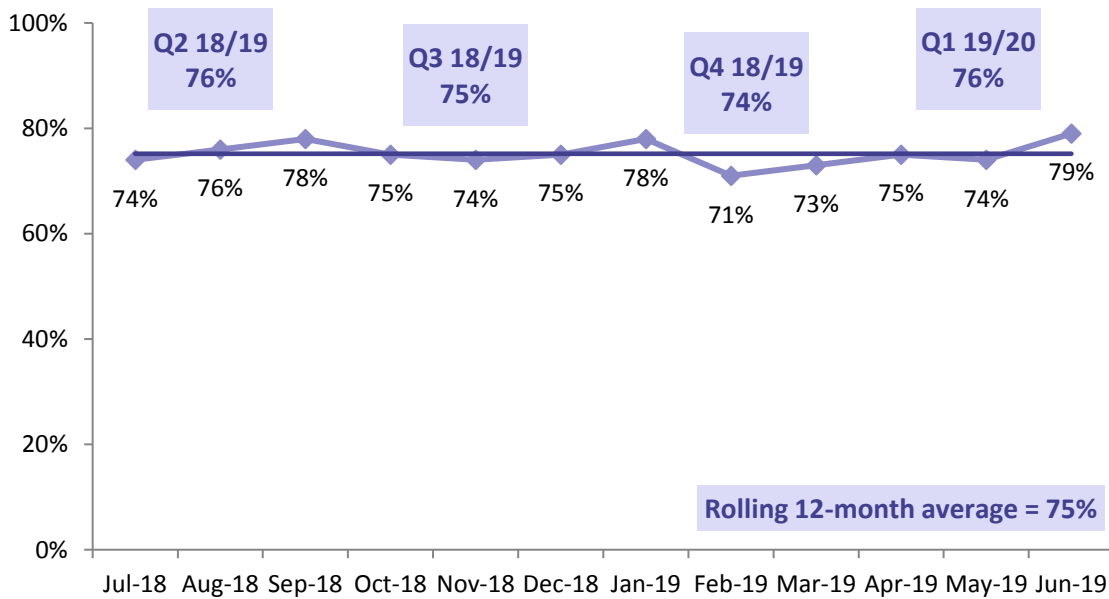
3.31 Customers living in Central areas or Scotland and Northern Ireland and 'other ranks' are significantly more likely to be satisfied with the way their Move In was dealt with, whilst those who are officers, live in the South East, or are over the age of 44, are significantly less likely to think this.

**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 Customers' satisfaction with the way their Move In was dealt with has seen an increase in 2 percentage points from the previous quarter (74%), breaking a quarter-on-quarter decline.

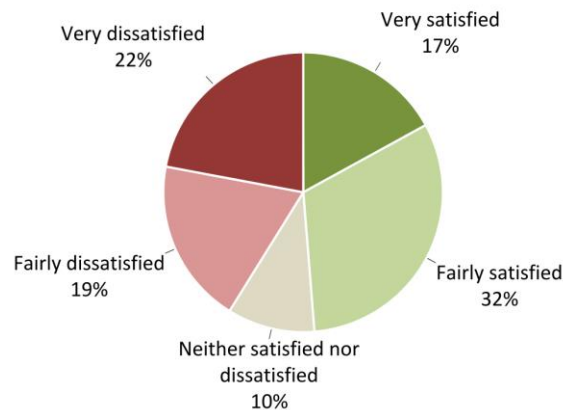
**Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months**  
**Base: All customers (base size varies)**



## The Way the Contractor Deals with Repairs and Maintenance Issues

3.33 Just under half (49%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and just over two fifths (41%) are dissatisfied.

**Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?**  
Base: All customers (1,432)

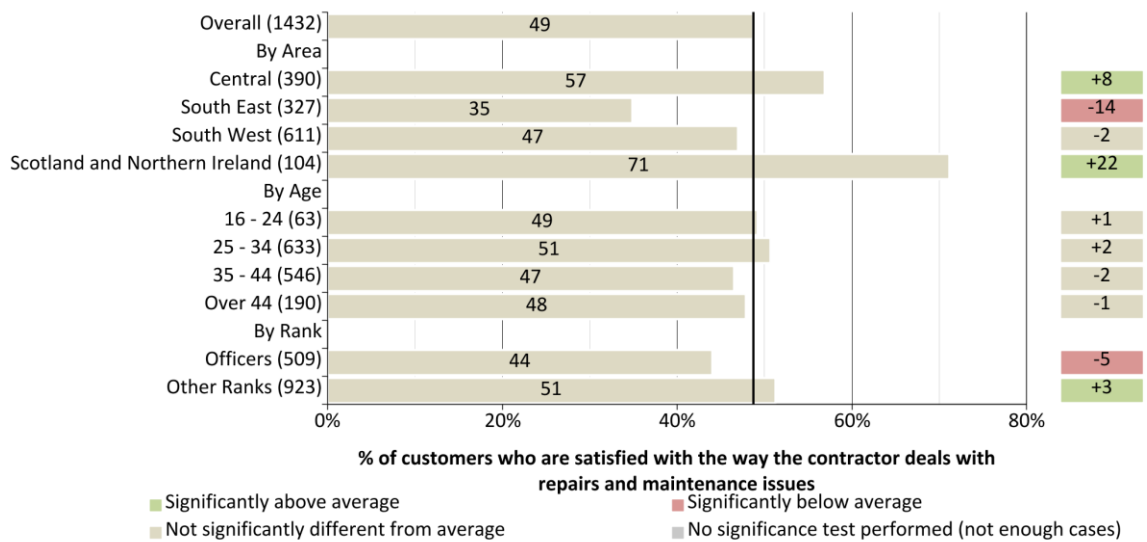


### Differences by sub-group

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 which are significantly less likely are highlighted in red.

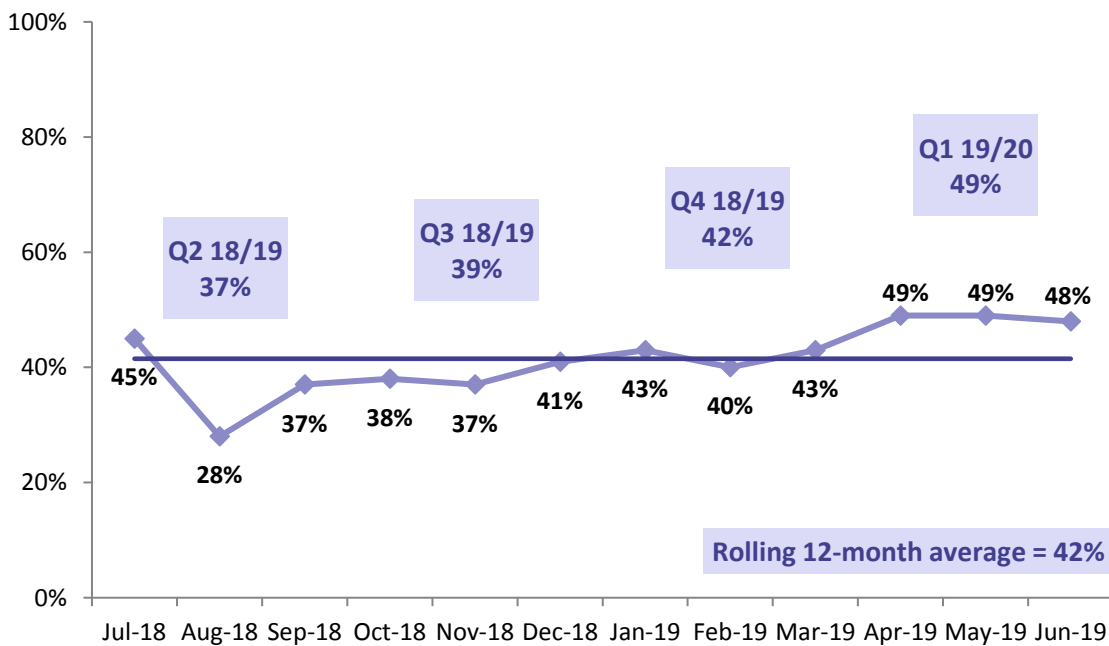
3.35 Customers who live in Central areas or Scotland and Northern Ireland and those who are 'other ranks' are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, officers and customers who live in the South East are significantly less 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 changed significantly over the last four quarters, falling to a low of 28% in August Q2 18/19, before climbing to a high of 49% in April and May Q1 19/20. In June of Q1 19/20, there has been a slight drop of 1 percentage point. However, the quarter is still significantly higher than the rolling 12-month average of 42%.

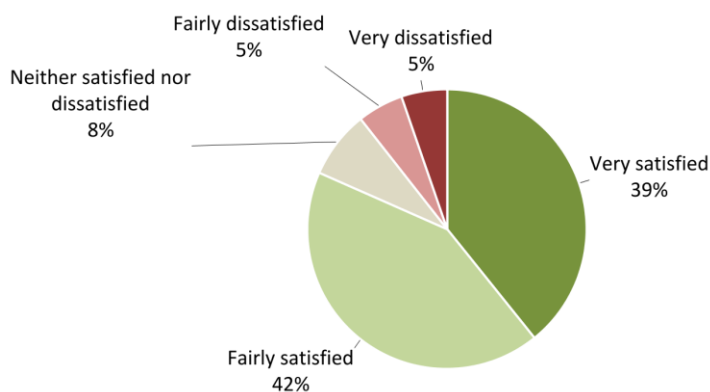
**Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months**  
**Base: All customers (base size varies)**



## 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 11% 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 (979)

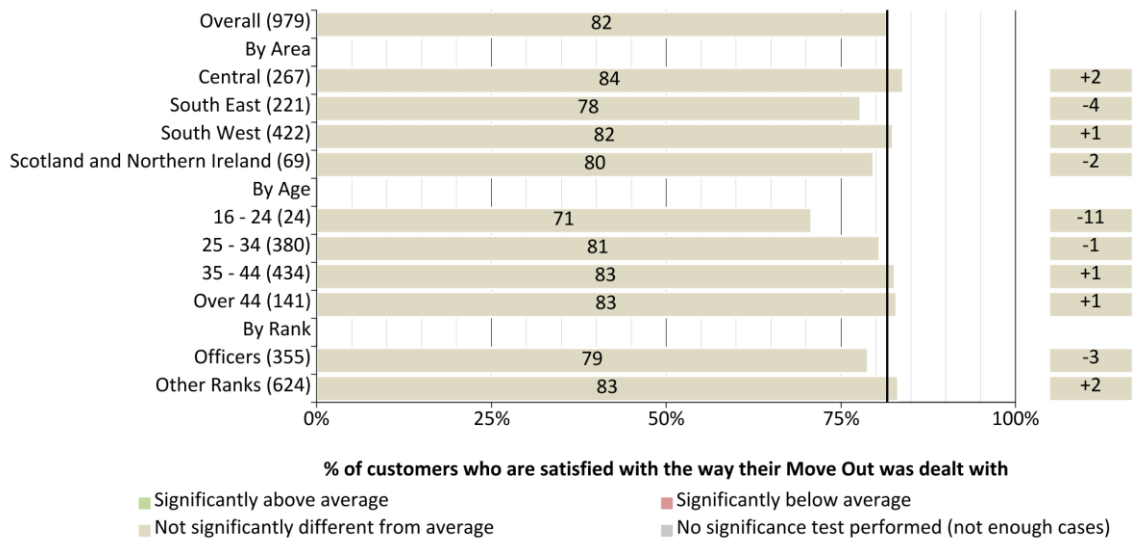


### Differences by sub-group

3.38 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 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.

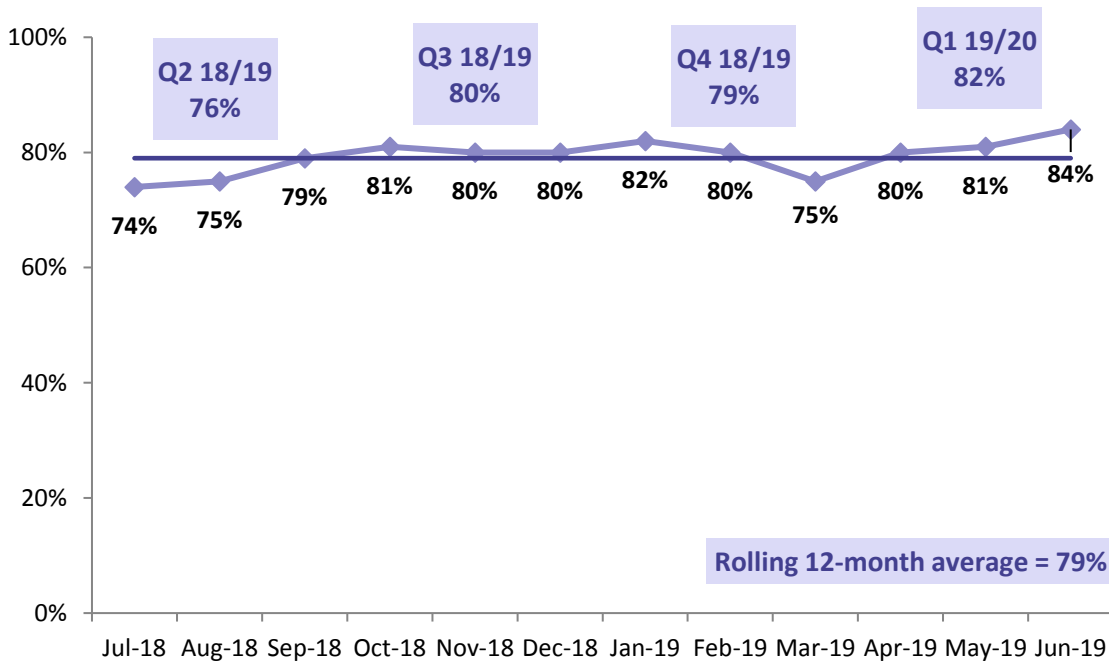
3.39 In this quarter, we can see that in figure 29 there are no significant differences within the given demographics. However, those customers who are between the ages of 16 and 24 are, on average, less satisfied with the way their Move Out was dealt with by SFA accommodation.

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



3.40 Customers' satisfaction with the way their Move Out was dealt with declined slightly in Q4 18/19. However, it has since risen by 3 percentage points in June Q1 19/20 to a 12-month high of 84%, which is significantly above the average (79%).

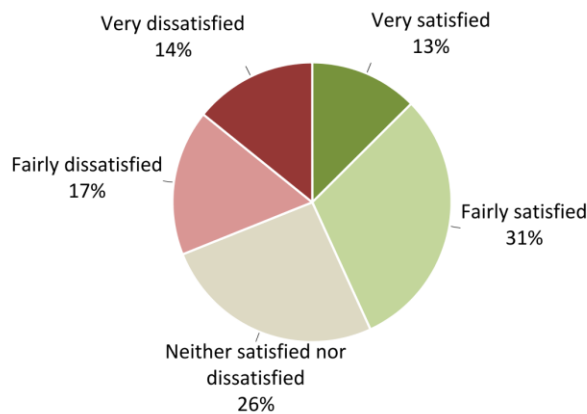
**Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months**  
**Base: All customers (base size varies)**



## The DIO SD Accommodation Listening to Views and Acting Upon Them

3.41 More than two fifths (43%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst just less than a third (31%) are dissatisfied. Around a quarter 26% 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 (1,303)

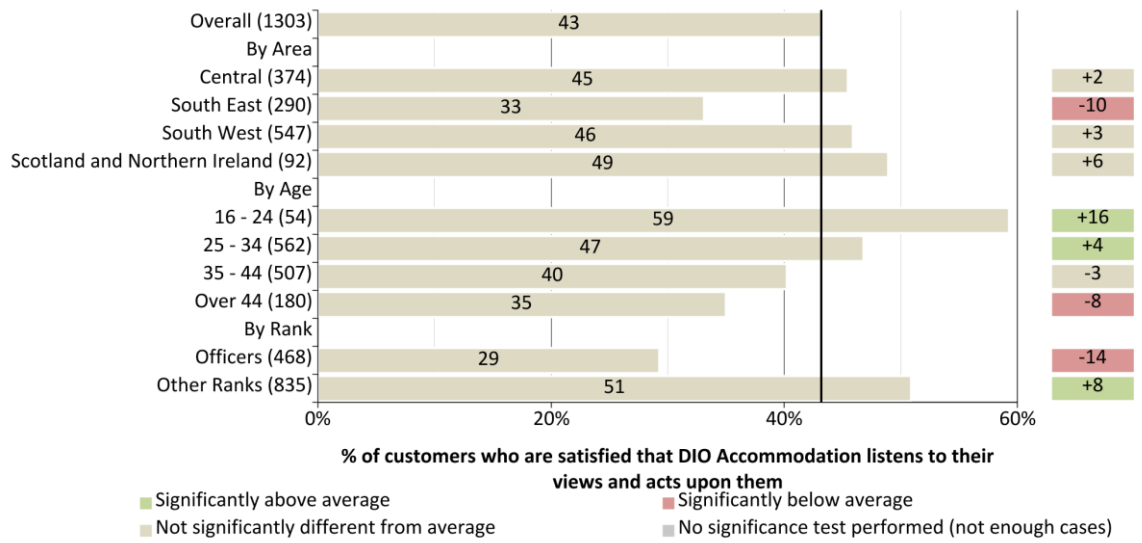


### Differences by sub-group

3.42 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.

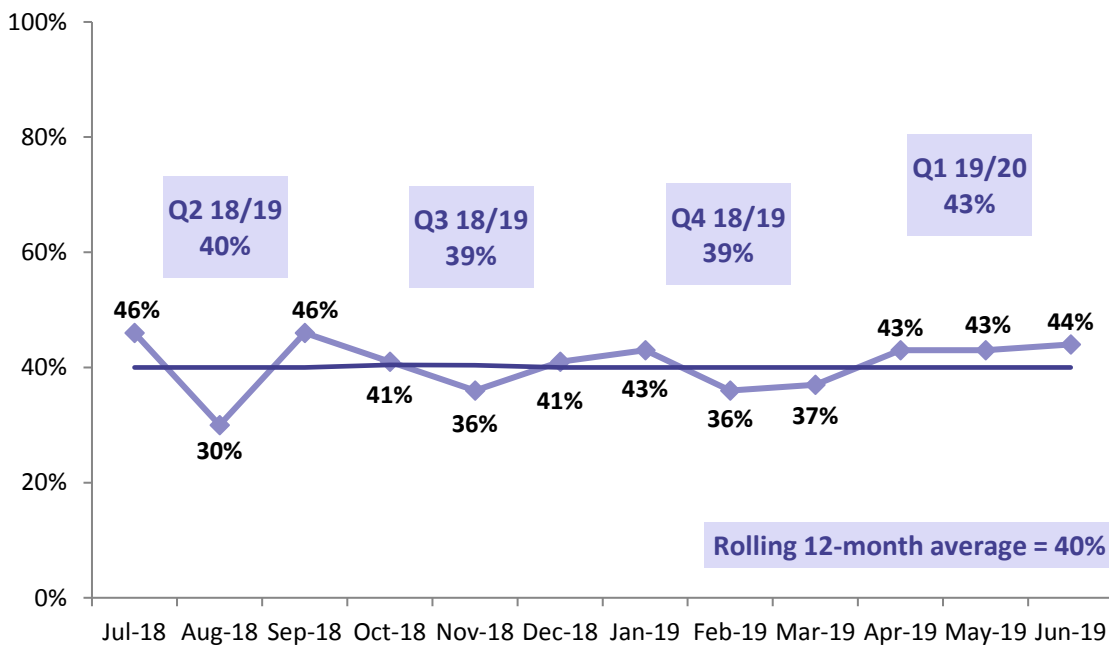
3.43 Customers who are between 16-24 and 25-34, and those who are 'other' ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, officers and customers who live in the South East are significantly less likely to think this, along with those customers who are aged 44 and over.

**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 them is up by 4 percentage points from Q4 18/19, and is significantly higher than Q3 18/19 and Q4 18/19, along with the 12-month average (40%).

**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 Base: All customers (base size varies).....    | 9  |
| Table 6: How dissatisfaction compares over the quarter and to the rolling 12 month average Base: All customers (base size varies)..... | 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? Base: All customers (1,478).....                                      | 11 |
| 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).....      | 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 Base: All customers (base size varies)..... | 12 |
| Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Base: All customers (1,472).....   | 13 |
| 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).....   | 13 |
| 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).....  | 14 |
| Figure 7: How satisfied or dissatisfied are you with the overall quality of your home? Base: All customers (1,480).....  | 15 |
| Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? Base: All customers (number of customers shown in brackets).....  | 15 |
| 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).....   | 16 |
| Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live? Base: All customers (1,480).....   | 17 |
| 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).....   | 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).....  | 18 |
| Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Base: All customers (1,432) Differences by sub-group.....   | 19 |
| 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).....  | 20 |
| 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).....                                     | 20 |

|   |    |
|---|----|
| Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Base: All customers (1,473) .....   | 21 |
| 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) .....                 | 22 |
| 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) .....            | 22 |
| Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Base: All customers (1,477) .....   | 23 |
| 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) .....                           | 24 |
| 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).....                       | 24 |
| Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with? Base: All customers (1,475) Differences by sub-group.....  | 25 |
| 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) .....                                  | 26 |
| 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).....                              | 26 |
| Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Base: All customers (1,432) Differences by sub-group .....            | 27 |
| 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) .....     | 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 Base: All customers (base size varies)..... | 28 |
| Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Base: All customers (979) .....   | 29 |
| 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) .....                                 | 30 |
| 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).....                             | 30 |
| Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? Base: All customers (1,303) Differences by sub-group .....               | 31 |
| 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) .....        | 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 Base: All customers (base size varies).....    | 32 |