



## Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



# Ministry of Defence

Q2 Report

Opinion Research Services  
October 2019



## Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



# Ministry of Defence

## Q2 Report by Opinion Research Services

### Opinion Research Services

The Strand • Swansea • SA1 1AF  
01792 535300 | [www.ors.org.uk](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 October 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

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 2 survey was carried out by telephone between 3<sup>rd</sup> July and 1<sup>st</sup> October 2019 and 1,513 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	511	34
South East	414	27
South West	509	34
Scotland and Northern Ireland	79	5
Total	1,513	100

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

Age	Unweighted Count	Unweighted Valid %
16-24	39	3
25-34	619	41
35-44	654	43
Over 44	201	13
Total	1,513	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	375	25
Other Ranks	1,138	75
Total	1,513	100

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

Month	Unweighted Count	Unweighted Valid %
July 2019	501	33
August 2019	509	34
September 2019	503	33
Total	1,513	100

## Interpretation of the Data

- 1.5 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half a per cent.
- 1.6 In some cases, figures of 2% or below have been excluded from graphs.
- 1.7 Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses.
  - Beige 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.’
- 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 1,513 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 Two thirds (66%) 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 Q2 19/20 is slightly higher when compared with the rolling 12-month average of 65%.
- 2.3 More than four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 11% are dissatisfied. Satisfaction in this area is now the same as the rolling 12-month average of 81%.
- 2.4 Two thirds (66%) of customers are satisfied with the overall quality of their home, whilst over one fifth (22%) are dissatisfied. Satisfaction with the overall quality of the home in Q2 19/20 has shown a significant decrease of 5 percentage points from the Q1 19/20 value (71%) and now has a value that is 1 percentage point higher than the rolling average for the 12-month period (65%).
- 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 Q2 19/20 has shown a decrease of 2 percentage points from the Q1 19/20 value (84%) and now has a value that is 1 percentage point higher than the rolling average for the 12-month period (81%).
- 2.6 Just over two thirds (68%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), over one in five (23%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q2 19/20 has shown a significant decrease of 5 percentage points from the Q1 19/20 value (73%) and now equals the rolling average for the 12-month period (68%).
- 2.7 Just under four out of five (79%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money is higher than the previous quarter, having increased 2 percentage points and continues to also be slightly higher than the rolling 12-month average (77%).
- 2.8 Over two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst more than a fifth (21%) are dissatisfied. Satisfaction with the arrangements for allocating SFA is 1 percentage point lower when compared with the previous quarter, Q1 19/20 and is 2 percentage points under the rolling 12-month average (70%).
- 2.9 Around three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (17%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has stayed the same from the previous quarter and is 1 percentage point higher than the rolling 12-month average (75%).
- 2.10 Under half (44%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and over two fifths (44%) are dissatisfied. Satisfaction with the way the contractor

deals with repairs and maintenance issues in Q2 19/20 has shown a significant decrease of 5 percentage points from the Q1 19/20 value (49%) and now is 1 percentage point above the rolling average for the 12-month period (43%).

- 2.11 Over four fifths (81%) of customers are satisfied with the way their Move Out was dealt with, whilst 11% are dissatisfied. Customers' satisfaction with the way their Move Out was dealt with in Q2 19/20 has shown a decrease of 1 percentage point from the Q1 19/20 value (82%) and now is 1 percentage point above the rolling average for the 12-month period (80%).
- 2.12 More than two fifths (41%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst just less than a third (33%) are dissatisfied. Around a quarter 26% said that they are neither satisfied nor dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q2 19/20 has shown a decrease of 2 percentage points from the Q1 19/20 value (43%) and is now the same as the rolling average for the 12-month period (41%).

## 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 (81%) 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 (82%). Furthermore, more than four fifths (81%) of customers are also satisfied with the way their Move Out was dealt with.

### Areas for Consideration

- 2.15 Just over two fifths (41%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them.
- 2.16 Less than half (44%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, which is a significant decrease of 5 percentage points from Q1 19/20 (49%).
- 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 2 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	Jul 19	Aug 19	Sept 19	Q2 average	Rolling 12 month average
Overall service	75%	65%	58%	66%	65%
Rules that govern customers entitlement to SFA	84%	79%	79%	81%	81%
Overall quality of your home	69%	67%	62%	66%	65%
SFA estate as a place to live	82%	84%	82%	82%	81%
Upkeep of communal areas	74%	64%	64%	68%	68%
Daily occupancy charges provide value for money	80%	78%	78%	79%	77%
The arrangements for allocating SFA to customer	70%	70%	64%	68%	70%
The way customers Move In was dealt with	79%	78%	72%	76%	75%
The way the contractor deals with repairs & maintenance issues	54%	43%	36%	44%	43%
The way customers Move Out was dealt with	82%	81%	80%	81%	80%
Listen to customers views and acts upon them	55%	38%	32%	41%	41%

## Dissatisfaction Comparison

2.19 The table below shows how dissatisfaction for each question compares over quarter 2 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	Jul 19	Aug 19	Sept 19	Q2 average	Rolling 12 month average
Overall service	13%	20%	26%	20%	22%
Rules that govern customers entitlement to SFA	10%	11%	13%	11%	11%
Overall quality of your home	19%	22%	26%	22%	24%
SFA estate as a place to live	9%	9%	11%	10%	12%
Upkeep of communal areas	19%	25%	24%	23%	24%
Daily occupancy charges provide value for money	12%	14%	14%	13%	15%
The arrangements for allocating SFA to customer	20%	19%	25%	21%	21%
The way customers Move In was dealt with	15%	16%	19%	17%	19%
The way the contractor deals with repairs & maintenance issues	32%	48%	53%	44%	46%
The way customers Move Out was dealt with	11%	11%	12%	11%	12%
Listen to customers views and acts upon them	24%	33%	41%	33%	34%

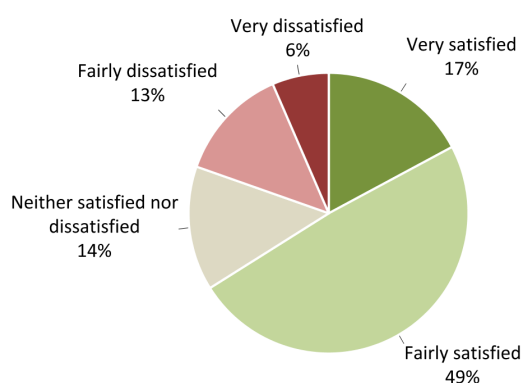
## 3. Main Findings

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

- 3.1 Two thirds (66%) 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?**

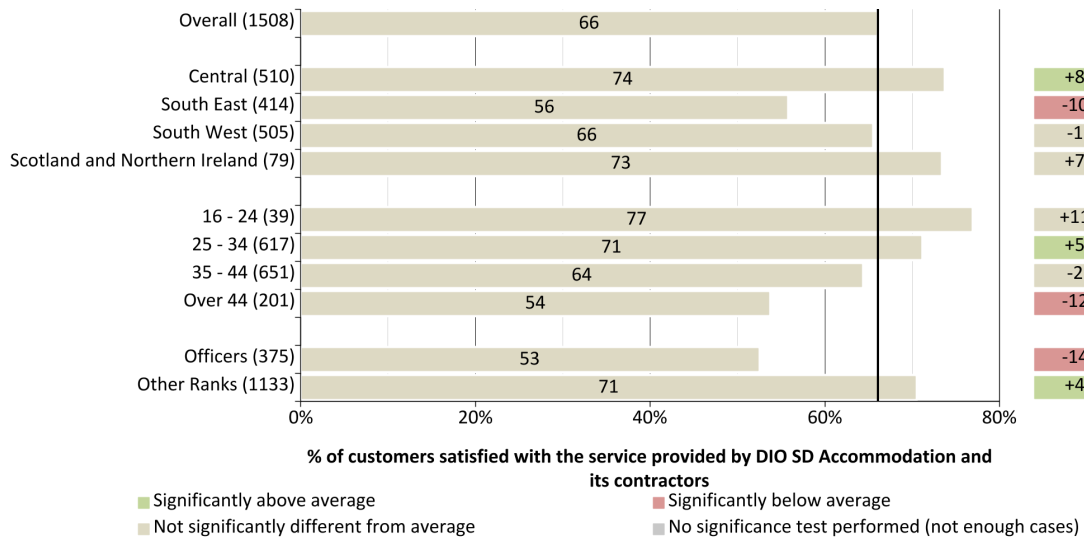
Base: All customers (1,508)



#### Differences by sub-group

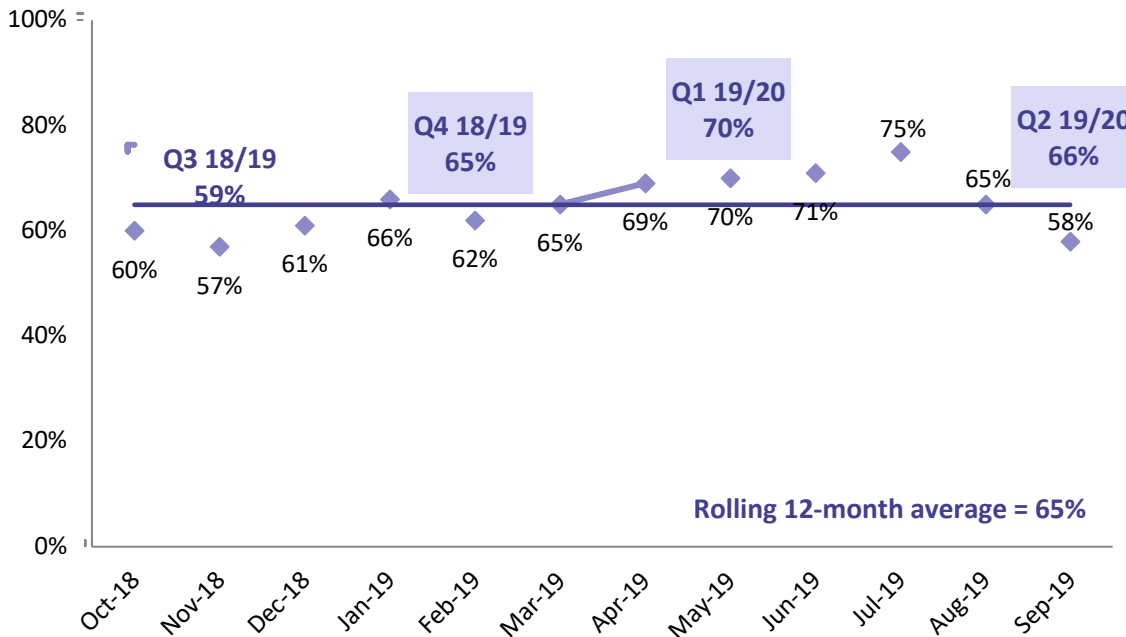
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score 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 Central areas, 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 who are aged over 44 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 in Q2 in 19/20 is one percentage point higher than the rolling 12-month average of 65% and is significantly (4 percentage points) lower than the previous quarter.

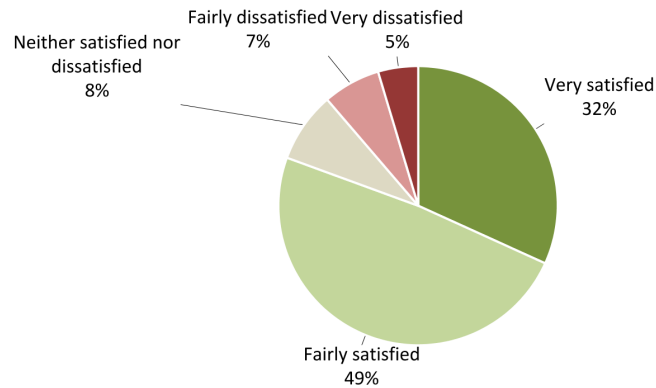
**Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months** Base: All customers (base size varies)



## Rules That Govern Entitlement to SFA

- 3.5 Over four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst just over one in ten (11%) are dissatisfied.

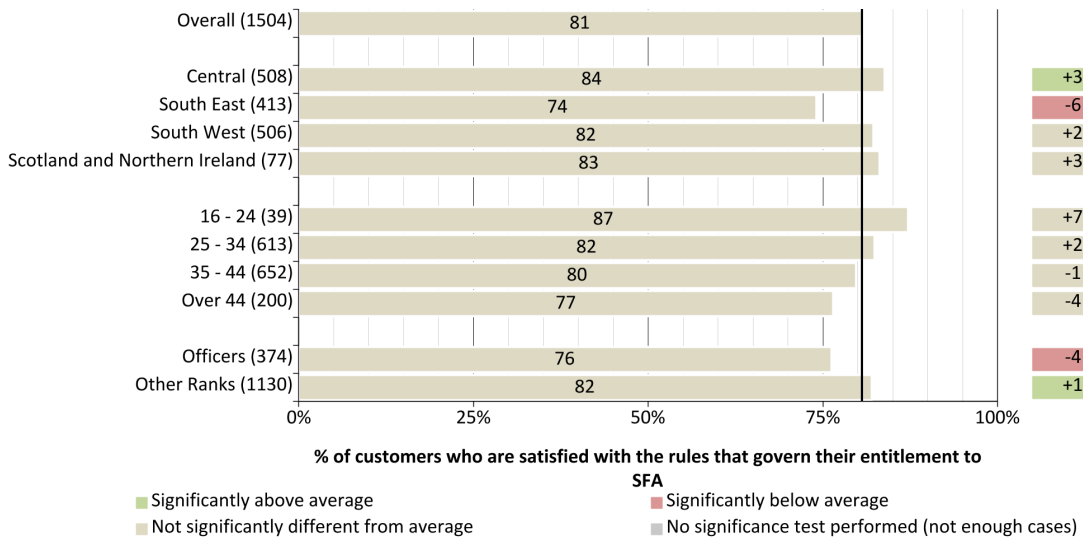
**Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?**  
Base: All customers (1,504)



### Differences by sub-group

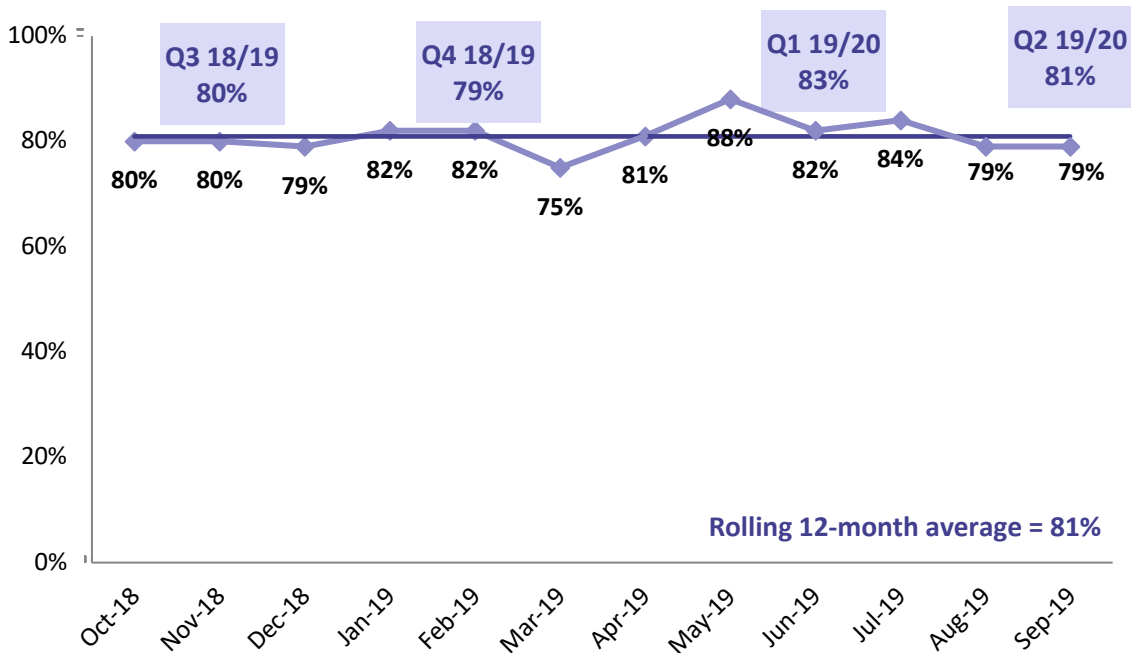
- 3.6 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the rules that govern their entitlement to SFA. Results for sub-groups which are significantly more likely than the overall score are highlighted in 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 Central areas and are 'other' ranks are significantly more likely to be satisfied with the rules that govern their entitlement to SFA. In contrast, officers and customers in the South East are significantly less likely to think this.

**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 Q2 19/20 has shown a decrease of 2 percentage points from the Q1 19/20 value (83%) and now equals the rolling average for the 12-month period (81%).

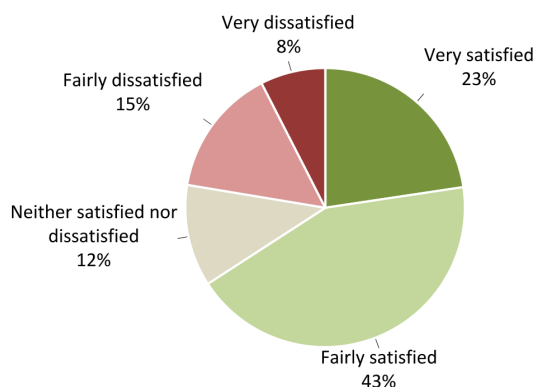
**Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months**  
**Base: All customers (base size varies)**



## Overall Quality of the Home

3.9 Two thirds (66%) of customers are satisfied with the overall quality of their home, whilst over one fifth (22%) are dissatisfied.

**Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?**  
Base: All customers (1,513)



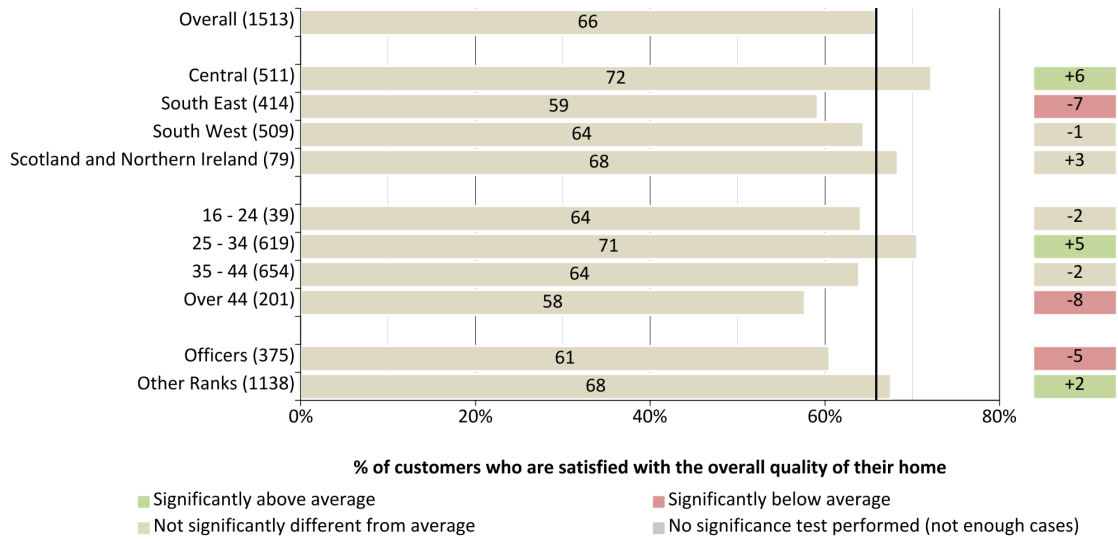
### Differences by sub-group

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, customers who are between the ages of 25-34 and are 'other' ranks are significantly more likely to be satisfied with the overall quality of their home. In contrast, officers, customers who are aged over 44 and customers in the South East are significantly less likely to think this.

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

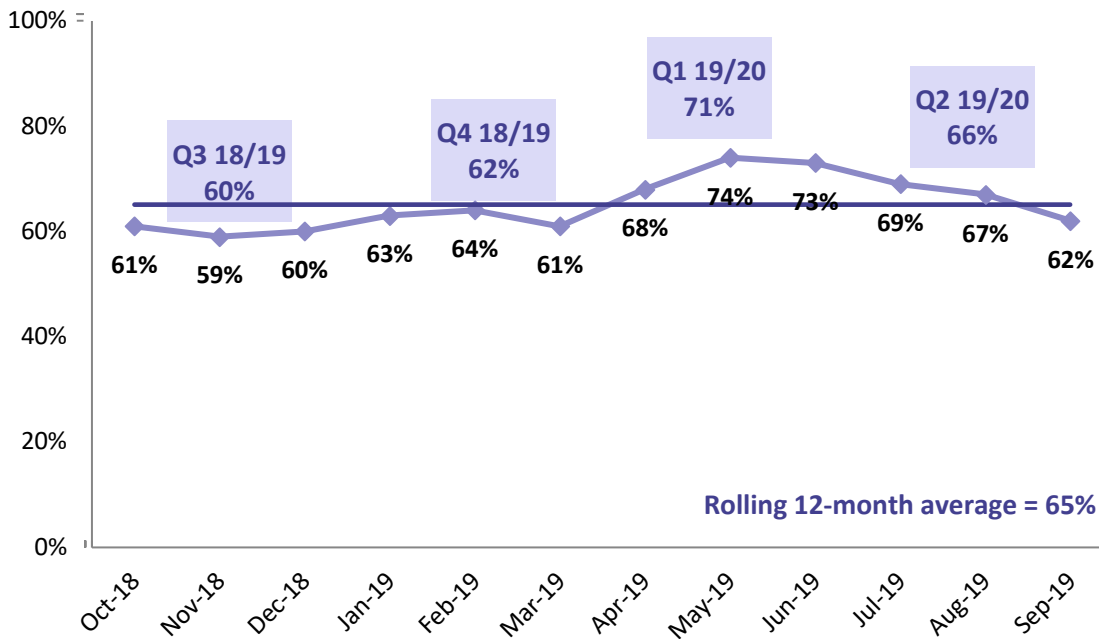
Base: All customers (number of customers shown in brackets)



3.12 Satisfaction with the overall quality of the home in Q2 19/20 has shown a significant decrease of 5 percentage points from the Q1 19/20 value (71%) and now has a value that is 1 percentage point higher than the rolling average for the 12-month period (65%).

**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)

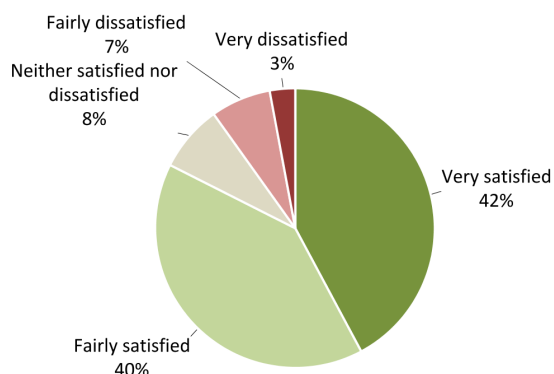




## SFA Estate as a Place to Live

- 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.

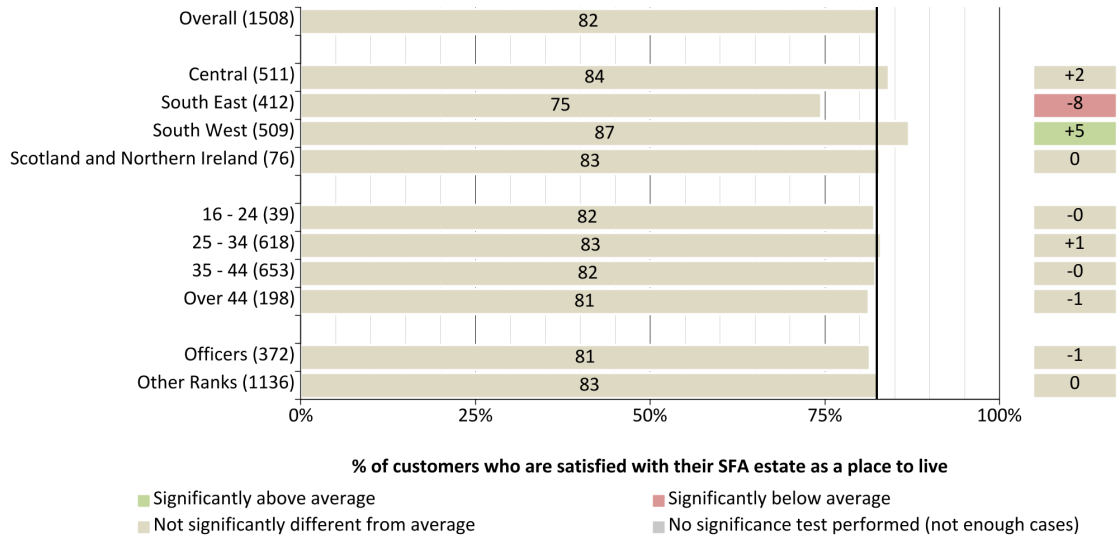
**Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?**  
Base: All customers (1,508)



### Differences by sub-group

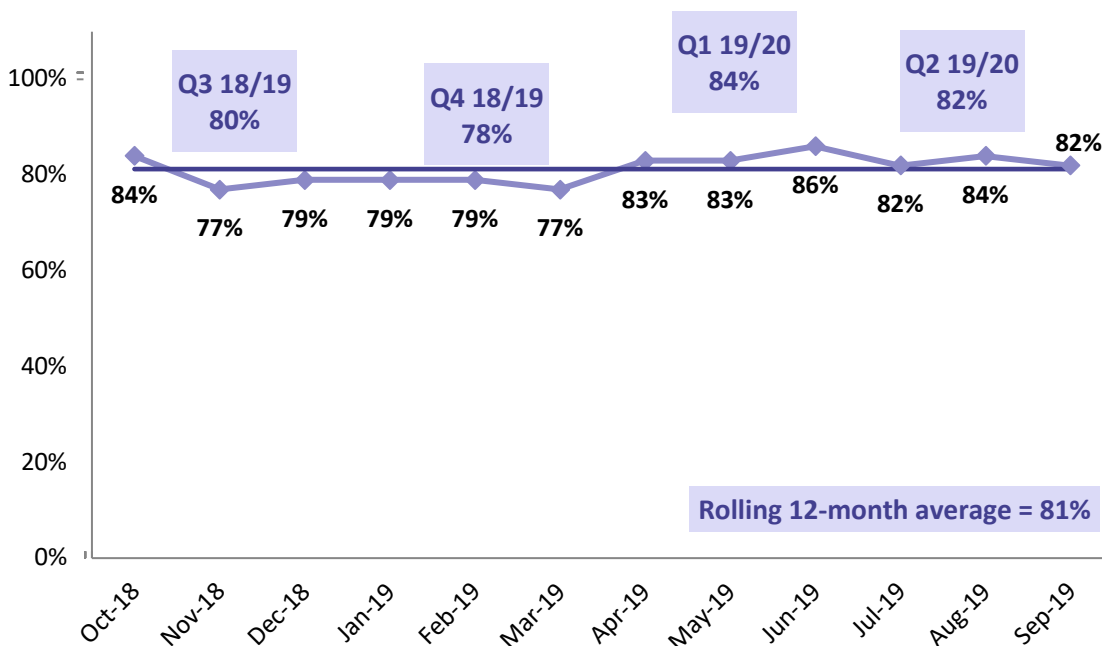
- 3.14 The chart in the overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with their SFA estate as a place to live. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.15 In figure 11 overleaf, we can see that customers who live in the South West are significantly more likely to be satisfied with their SFA estate as a place to live, whereas those who live in the South East 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 in Q2 19/20 has shown a decrease of 2 percentage points from the Q1 19/20 value (84%) and now has a value that is 1 percentage point higher than the rolling average for the 12-month period (81%).

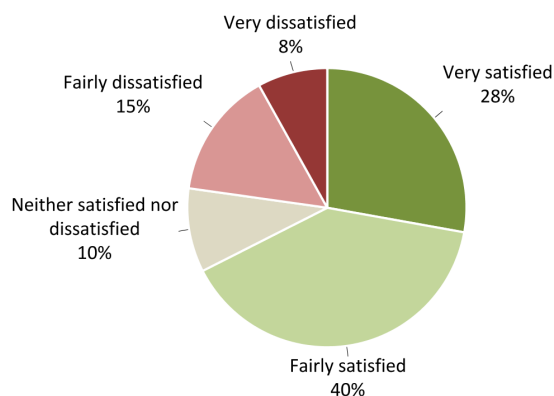
**Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months**  
**Base: All customers (base size varies)**



## The Upkeep of Communal Areas and Grounds Maintenance

3.17 Just over two thirds (68%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and over one in five (23%) 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 (1,453)

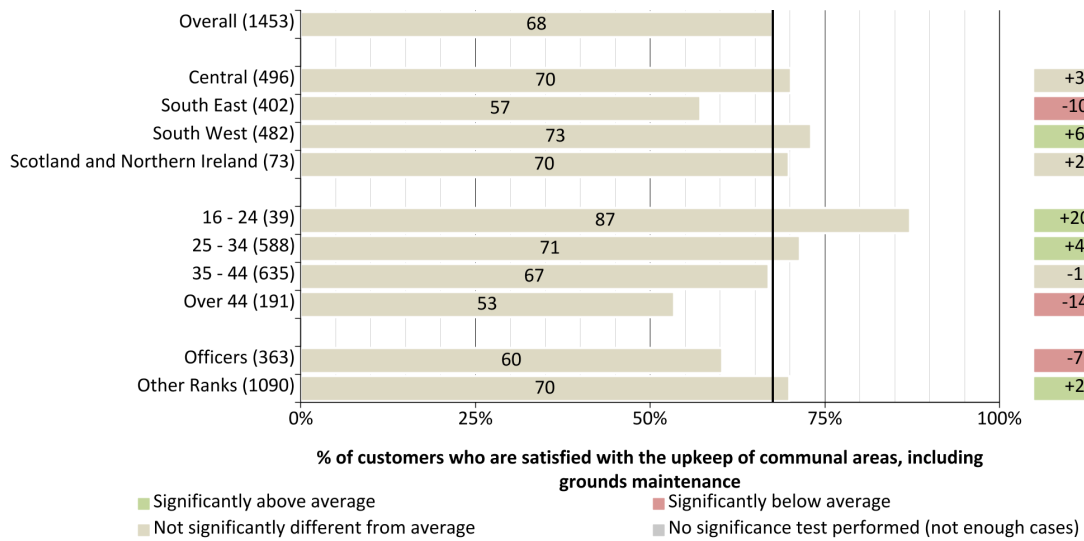


### Differences by sub-group

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.

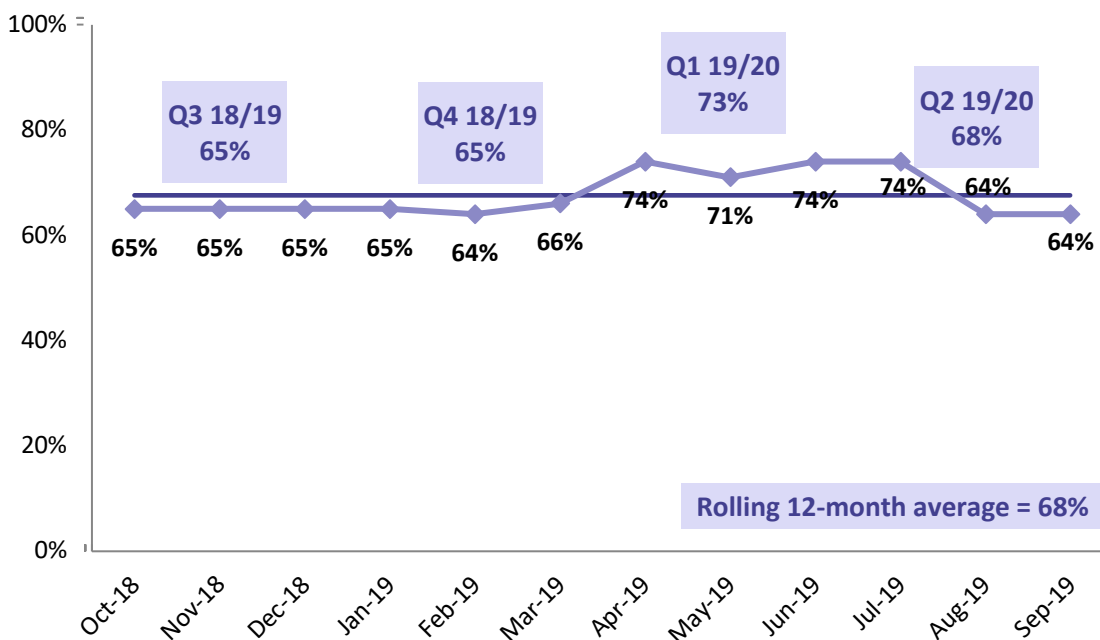
3.19 In figure 14 overleaf, we can see that customers who live in the South West, those aged 16-24, those aged 25-34 and 'other ranks' are significantly more likely to be satisfied with the upkeep of communal areas, whilst officers, those aged over 44 and customers who live in the South East are significantly 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 in Q2 19/20 has shown a significant decrease of 5 percentage points from the Q1 19/20 value (73%) and now equals the rolling average for the 12-month period (68%).

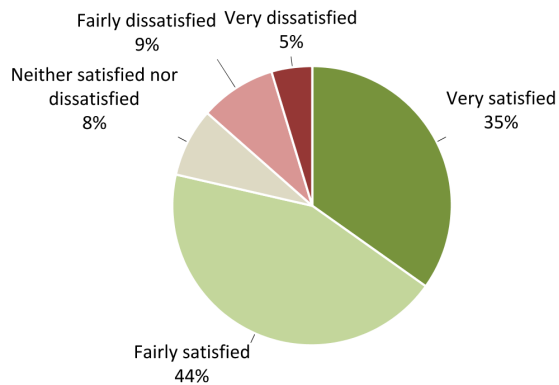
**Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months.**  
**Base: All customers (base size varies)**



## Daily Occupancy Charges and Value for Money

3.21 Just under four out of five (79%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied.

**Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**  
Base: All customers (1,504)

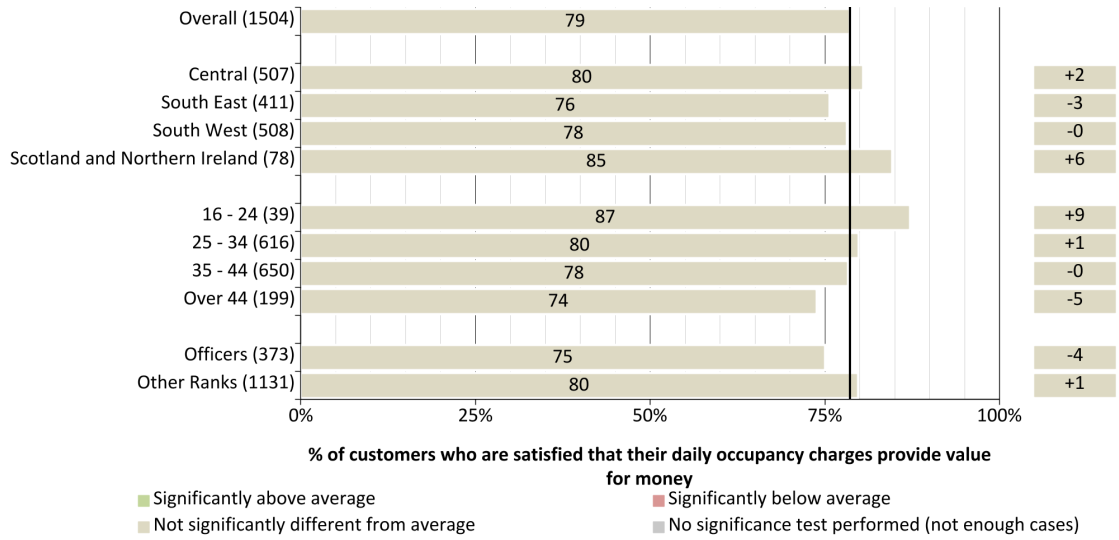


### Differences by sub-group

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.

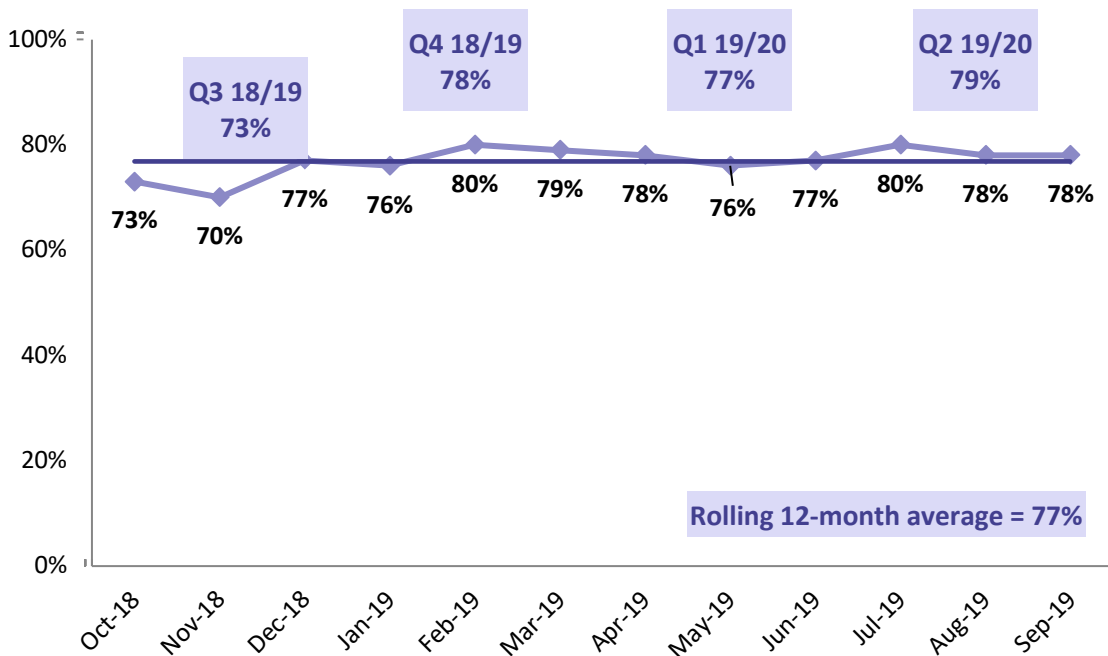
3.23 In this quarter, we can see that in figure 17 overleaf there are no significant differences within the given demographics.

**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 higher than the previous quarter, having increased 2 percentage points and continues to also be slightly higher than the rolling 12-month average.

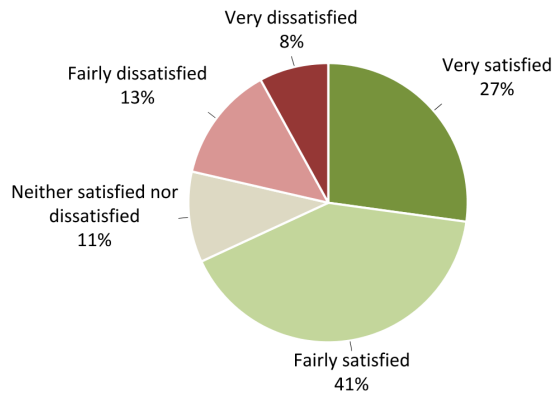
**Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months**  
**Base: All customers (base size varies)**



## Arrangements for Allocating SFA

3.25 Over two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst more than a fifth (21%) are dissatisfied.

**Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?**  
Base: All customers (1,503)

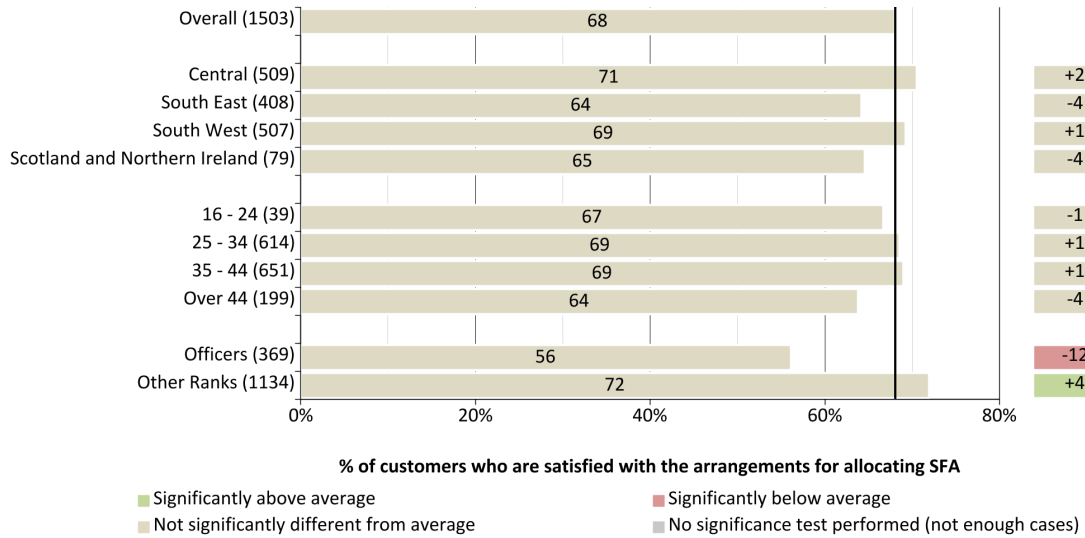


### Differences by sub-group

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.

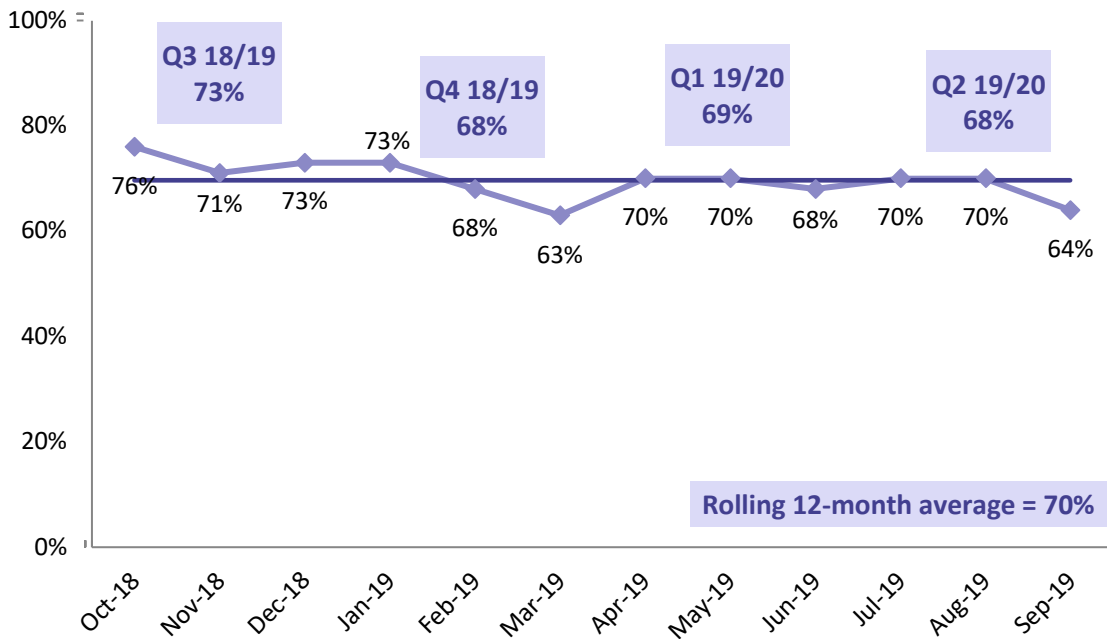
3.27 Customers who are 'other' ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, officers are significantly less likely to think this.

**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 lower when compared with the previous quarter, Q1 19/20, and is 2 percentage points 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)**

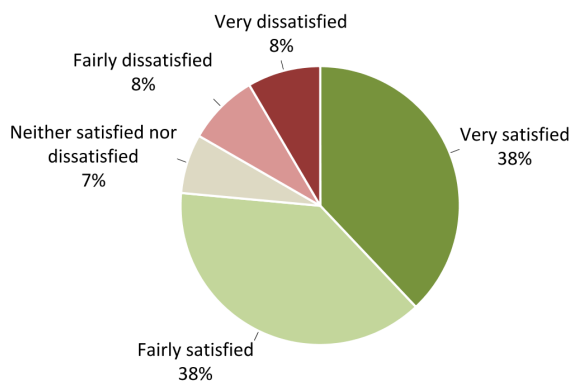




## The Way the Move-In Was Dealt With

3.29 Around three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than one fifth (17%) are dissatisfied.

**Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?**  
Base: All customers (1,499)

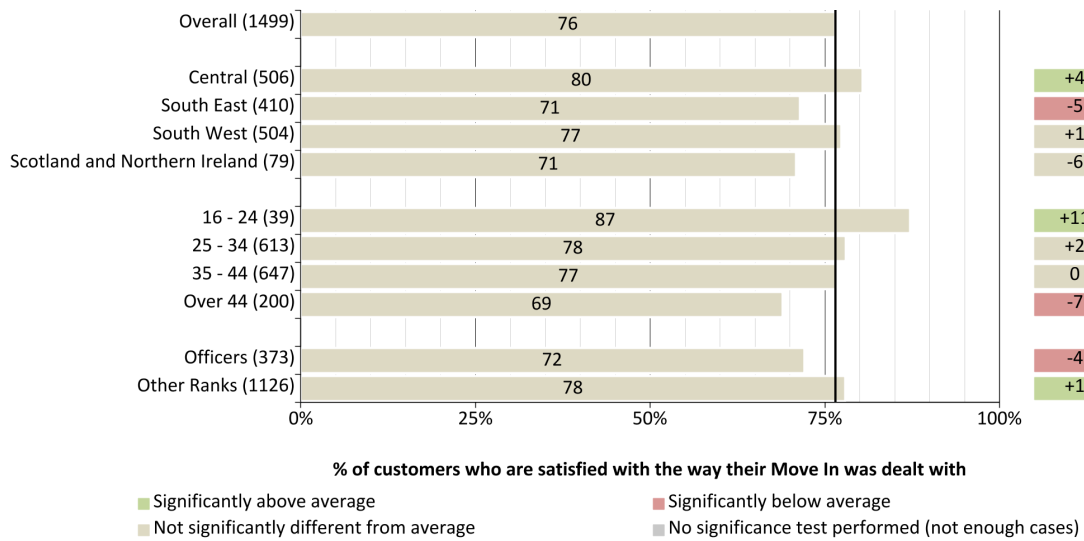


### Differences by sub-group

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.

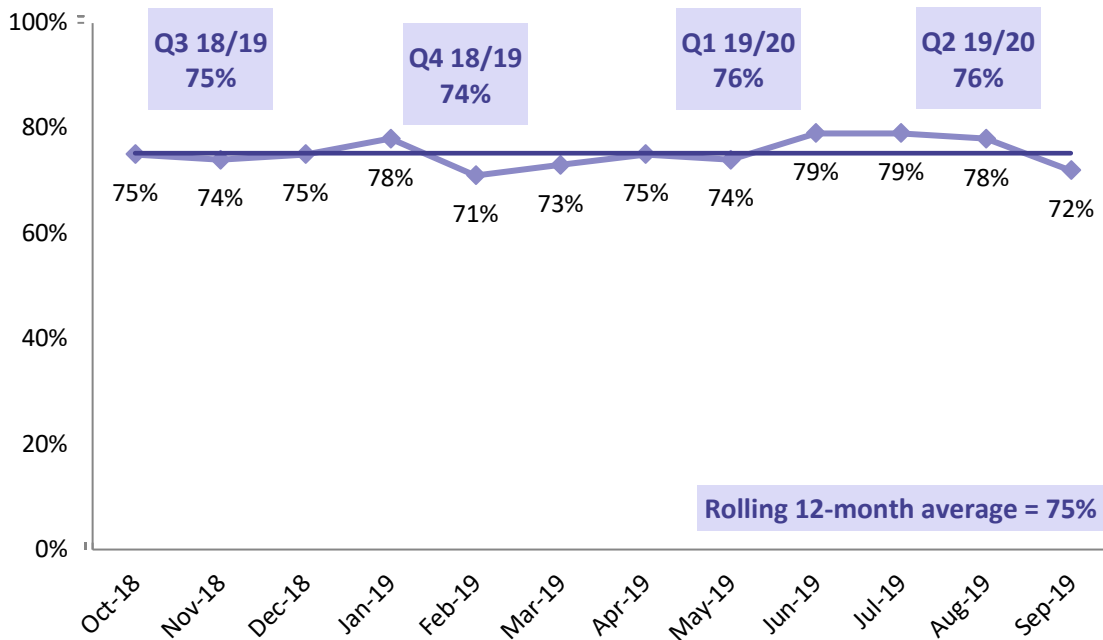
3.31 In figure 23 overleaf, we can see that customers living in Central areas, customers who are aged 16-24 and 'other ranks' are significantly more likely to be satisfied with the way their Move In was dealt with, whilst those who are officers, live in the South East, or are over the age of 44, are 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 stayed the same from the previous quarter and is 1 percentage point higher than the rolling 12-month average (75%).

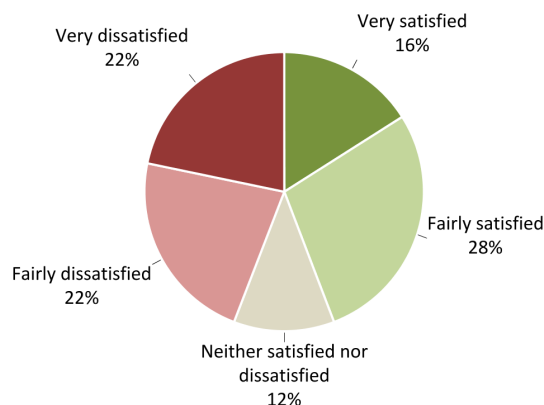
**Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months**  
**Base: All customers (base size varies)**



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

3.33 Under half (44%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and over two fifths (44%) are dissatisfied.

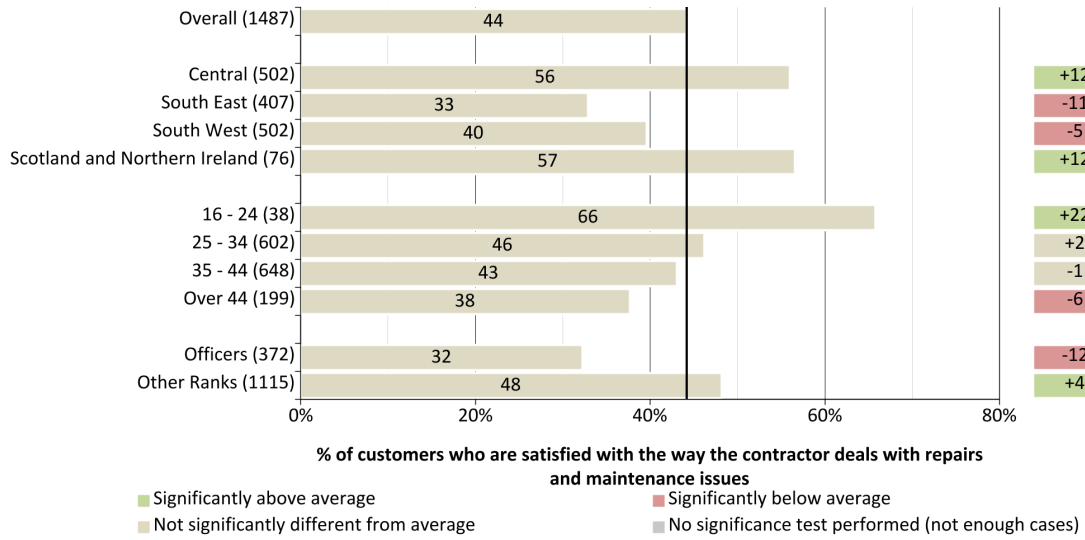
**Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?**  
Base: All customers (1,487)



### Differences by sub-group

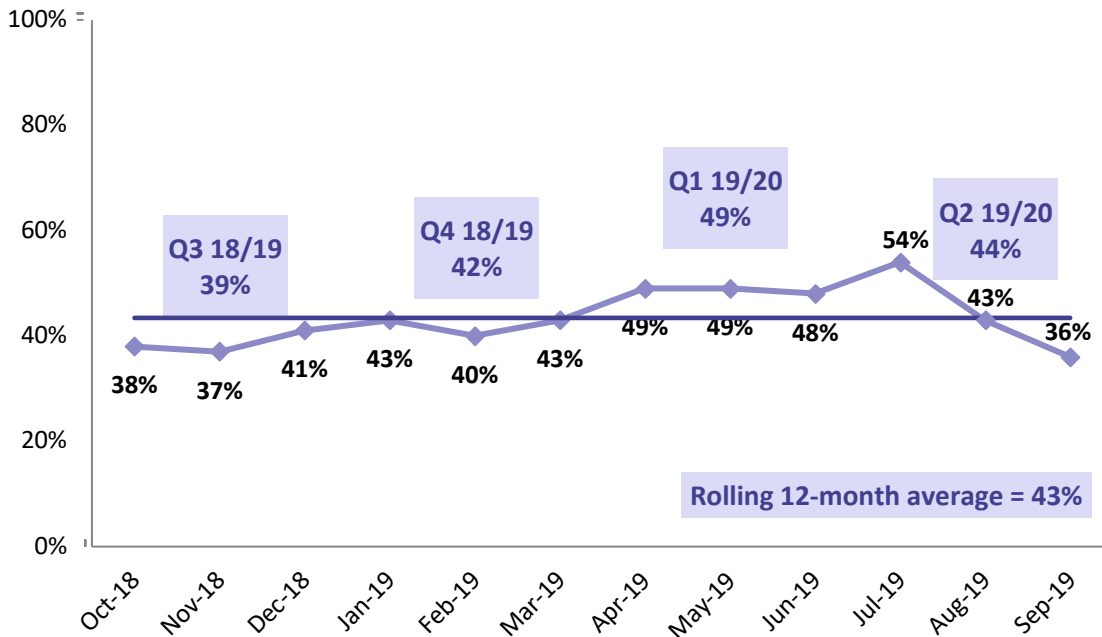
- 3.34 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way the contractor deals with repairs and maintenance issues. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.35 In figure 23 overleaf, we can see that customers who live in Central areas or Scotland and Northern Ireland, customers who are aged 16-24 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 who are aged over 44 and customers who live in the South East or South West 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 in Q2 19/20 has shown a significant decrease of 5 percentage points from Q1 19/20 (49%), and is now 1 percentage point above the rolling 12-month average (43%).

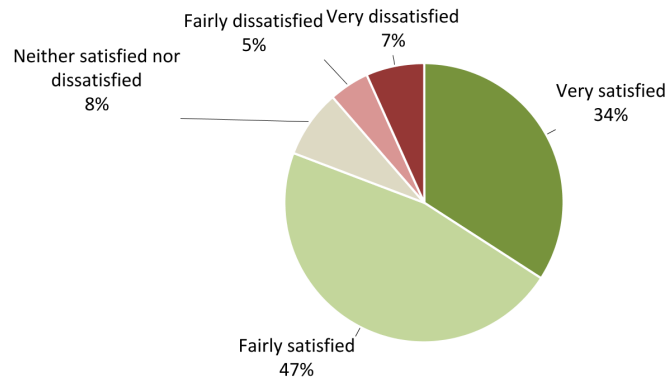
**Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months  
Base: All customers (base size varies)**



## The Way the Move-Out Was Dealt With

3.37 Over four fifths (81%) 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 (1,046)

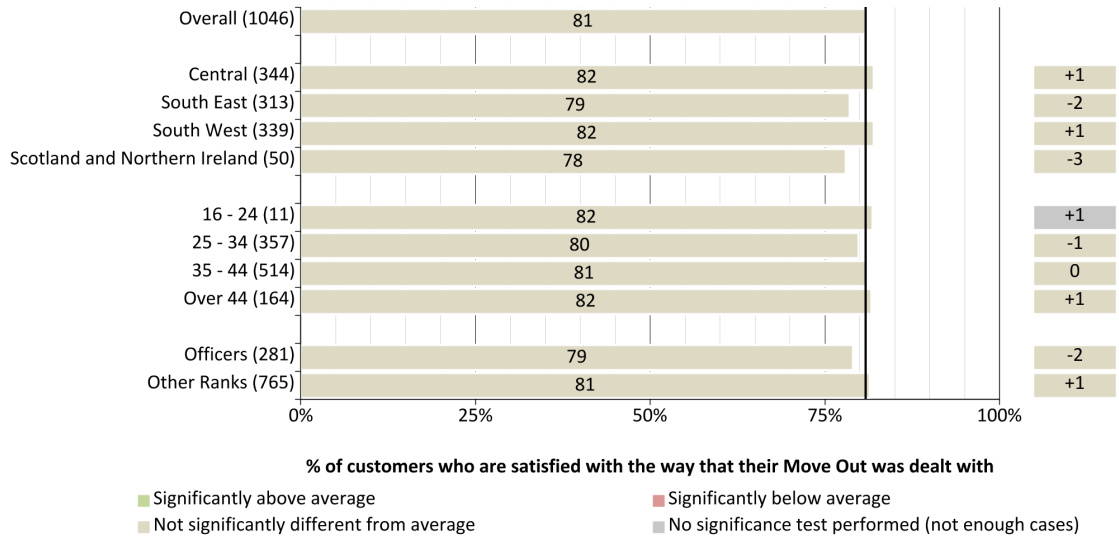


### Differences by sub-group

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.

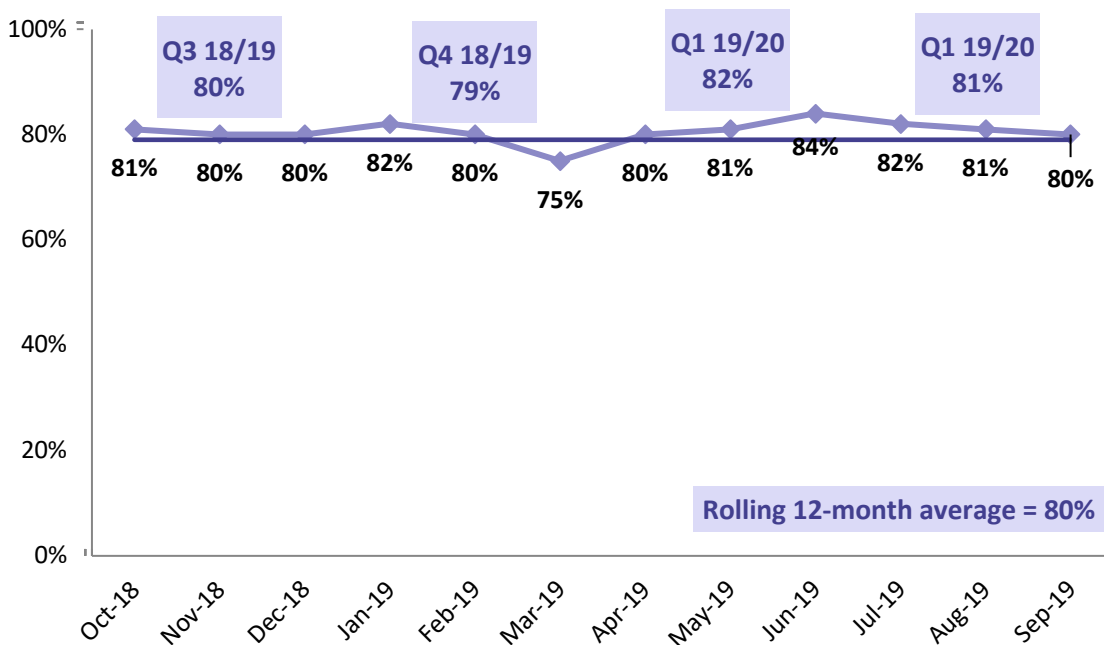
3.39 In this quarter, we can see that in figure 29 overleaf there are no significant differences within the given demographics.

**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 in Q2 19/20 has shown a decrease of 1 percentage point from the Q1 19/20 value (82%) and now is 1 percentage point above the rolling average for the 12-month period (80%).

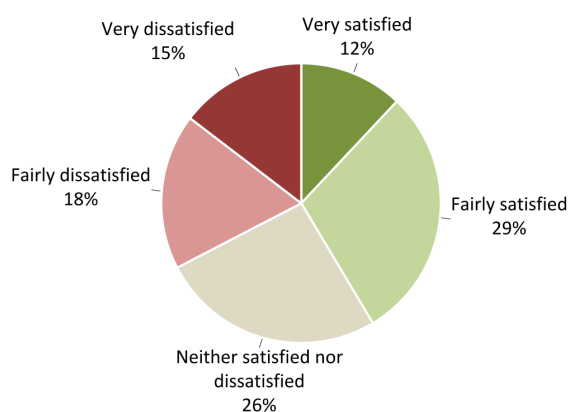
**Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months**  
**Base: All customers (base size varies)**



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

3.41 More than two fifths (41%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst just less than a third (33%) are dissatisfied. Around one 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 (1,402)

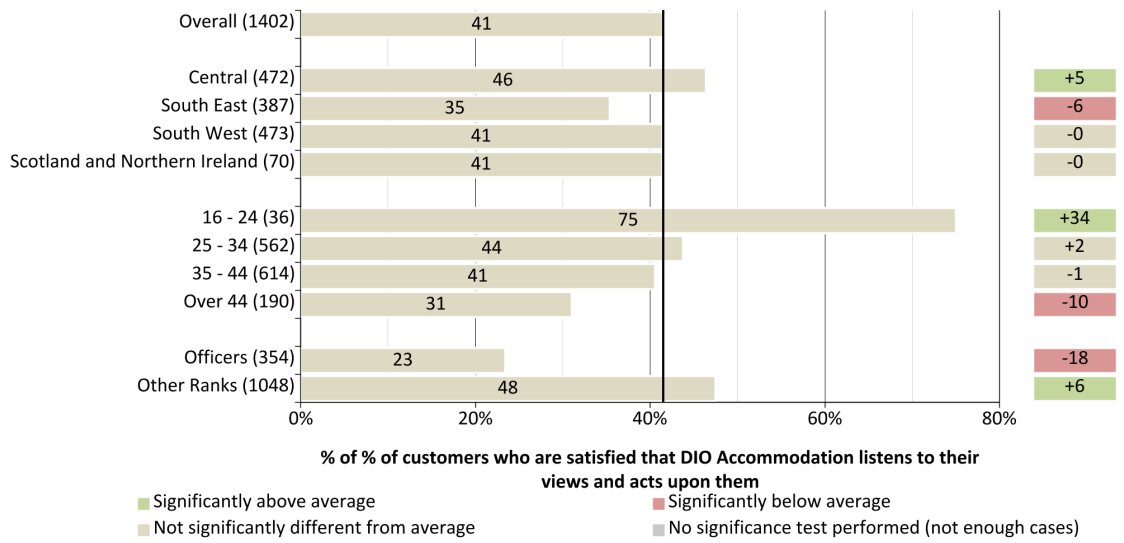


### Differences by sub-group

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.

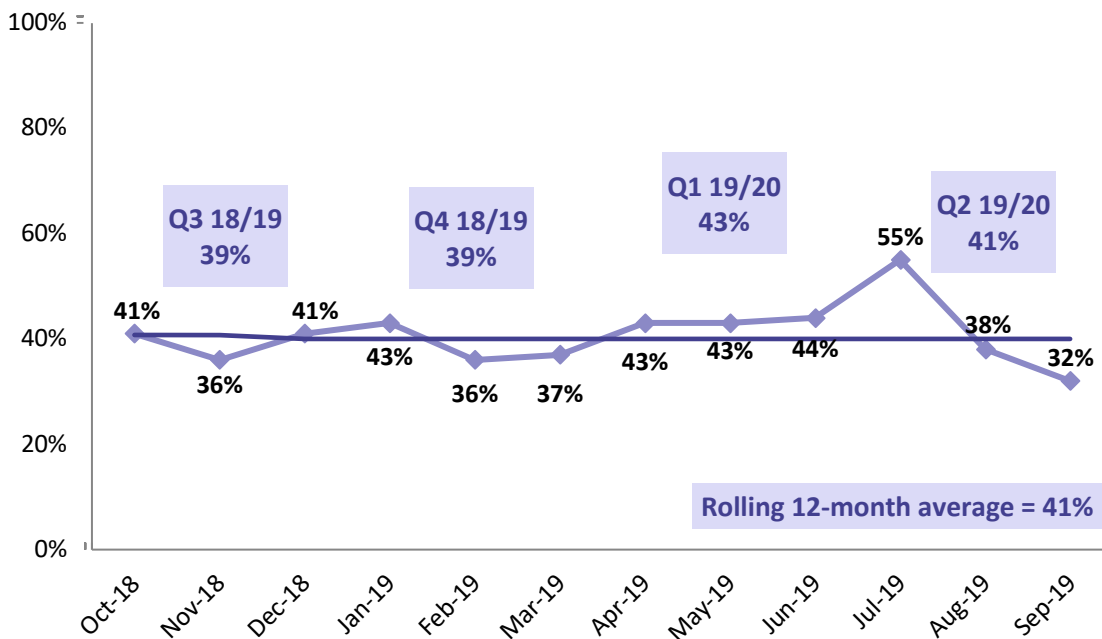
3.43 In figure 32 overleaf, we can see that customers who live in Central areas, who are between 16-24, and those who are 'other' ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, officers and customers who live in the South 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 in Q2 19/20 has shown a decrease of 2 percentage points from the Q1 19/20 value (43%) and is now the same as the rolling average for the 12-month period (41%).

**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 (1,508) .....	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 (1,504) .....	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 (1,513).....	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 (1,508) .....	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 (1,453) 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 (1,504) ..... 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 (1,503) ..... 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 (1,449) 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 (1,487) 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 (1,046) ..... 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 (1,402) 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