



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q4 Report

Opinion Research Services May 2019



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry
of Defence

Q4 Report by Opinion Research Services

Opinion Research Services

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

This study was conducted in accordance with ISO 20252:2012

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

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1. Project Overview

The Survey

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

Survey Methodology and Response

- 1.2 Structured telephone interviews using a 'CATI' (Computer Assisted Telephone Interviewing) system were undertaken with a randomly selected sample of customers living in SFA each month.
- 1.3 The quarter 4 survey was carried out by telephone between 1st January and 31st March 2019 and 1,648 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	483	29
South East	415	25
South West	648	39
Scotland and Northern Ireland	102	6
Total	1,648	100

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

Age	Unweighted Count	Unweighted Valid %
16-24	35	2
25-34	715	43
35-44	706	43
Over 44	192	12
Total	1,648	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	373	23
Other Ranks	1,275	77
Total	1,648	100

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

Month	Unweighted Count	Unweighted Valid %
January 2019	536	33
February 2019	457	28
March 2019	655	40
Total	1,648	100

Interpretation of the Data

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

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 1,648 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 Nearly two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst just over one fifth (22%) are dissatisfied. Satisfaction significantly higher by 6 percentage points when compared with the previous two quarters (65% in Q4; 59% in Q2 and Q3).
- 2.3 Almost four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 12% are dissatisfied. Satisfaction has shown very little change over the last 12 months, and is in line with Q2, Q3 and the rolling 12-month average (80%).
- 2.4 Around three fifths (62%) of customers are satisfied with the overall quality of their home, whilst a quarter (25%) are dissatisfied. Satisfaction is in line with Q2 and Q3 but significantly lower by 12 percentage points when compared with Q1.
- 2.5 Around four fifths (78%) of customers are satisfied with their SFA estate as a place to live, whilst 14% are dissatisfied. Satisfaction is in line with the previous two quarters but significantly lower by 9 percentage points when compared with Q1 18/19 (87%).
- 2.6 Around two thirds (65%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst a quarter (25%) are dissatisfied. Satisfaction is comparable with the previous quarter (65%) but remains 2 percentage points lower than the 12-monthly average (67%). It is also significantly lower by 10 percentage points when compared with Q1 (75%).
- 2.7 Nearly four fifths (78%) of customers are satisfied that their daily occupancy charges provide value for money, whilst just over one eighth (14%) are dissatisfied. Customers' satisfaction has increased significantly by 5 percentage points since Q3 (and Q2) and is now also higher than the rolling 12-month average.
- 2.8 Over two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst one fifth (20%) are dissatisfied. Satisfaction is significantly lower by 6 percentage points when compared with Q3, with the satisfaction score observed in March the lowest over the last 12 months (63%).
- 2.9 Around three quarters (74%) of customers are satisfied with the way their Move In was dealt with, whilst one fifth (20%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has seen a quarter-on-quarter decline over the last 12 months, falling from 81% in Q1 to 74% in Q4.
- 2.10 More than two fifths (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst 46% are dissatisfied. Satisfaction has changed significantly over the last four quarters, reaching a high of 57% in April Q1 18/19, before dropping to a low of 28% in August Q2 18/19. Satisfaction has been on an upward curve since Q2 however, increasing significantly by 5 percentage points between over the last three quarters.

- 2.11 Around four fifths (79%) of customers are satisfied with the way their Move Out was dealt with, whilst 12% are dissatisfied. Customers' satisfaction has declined slightly over the last 2 months, with the satisfaction score experienced in March (75%) the lowest since August 2018.
- 2.12 Less than two fifths (39%) of customers remain satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a third (35%) are dissatisfied. Customers' satisfaction t is comparable with Q2 and Q3 but significantly lower (by 17 percentage points) when compared with Q1.

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 Nearly four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, SFA estate as a place to live and the way customers Move Out was dealt with.
- 2.15 Furthermore, four fifths (79%) of customers are also satisfied with the way their Move Out was dealt with.

Areas for Consideration

- 2.16 Just over two fifths (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, with those who live in the South East or South West significantly less likely to be satisfied.
- 2.17 Just under two fifths (39%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them.
- 2.18 When considering responses to all questions, officers or those living in the South East tend to be less satisfied in comparison to 'other' ranks or those living in Scotland and Northern Ireland.

Satisfaction Comparison

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

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

Base: All customers (base size varies)

Question	Jan-19	Feb-19	Mar-19	Q4 average	Rolling 12-month average
Overall service	66%	62%	65%	65%	64%
Rules that govern customers entitlement to SFA	82%	82%	75%	79%	80%
Overall quality of your home	63%	64%	61%	62%	64%
SFA estate as a place to live	79%	79%	77%	78%	81%
Upkeep of communal areas	65%	64%	66%	65%	67%
Daily occupancy charges provide VfM	76%	80%	79%	78%	76%
The arrangements for allocating SFA to customer	73%	68%	63%	68%	71%
The way customers Move In was dealt with	78%	71%	73%	74%	76%
The way the contractor deals with repairs & maintenance issues	43%	40%	43%	42%	43%
The way customers Move Out was dealt with	82%	80%	75%	79%	79%
Listen to customers views and acts upon them	43%	36%	37%	39%	43%

Dissatisfaction Comparison

^{2.20} The table below shows how dissatisfaction for each question compares over the quarter 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)

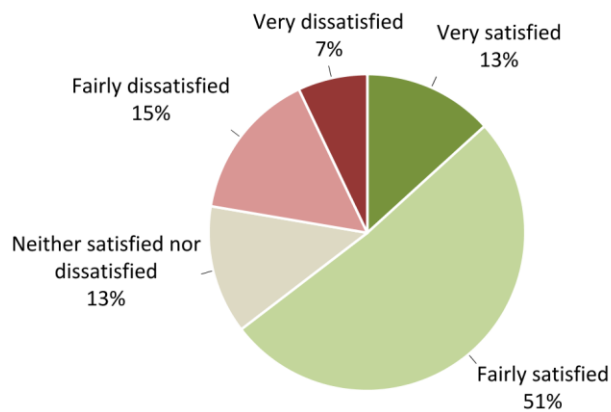
Question	Jan-19	Feb-19	Mar-19	Q4 average	Rolling 12-month average
Overall service	23%	24%	21%	22%	23%
Rules that govern customers entitlement to SFA	13%	9%	14%	12%	11%
Overall quality of your home	26%	25%	24%	25%	24%
SFA estate as a place to live	16%	14%	12%	14%	12%
Upkeep of communal areas	28%	26%	22%	25%	25%
Daily occupancy charges provide VfM	17%	13%	11%	14%	16%
The arrangements for allocating SFA to customer	18%	21%	22%	20%	20%
The way customers Move In was dealt with	18%	21%	21%	20%	18%
The way the contractor deals with repairs & maintenance issues	47%	46%	46%	46%	47%
The way customers Move Out was dealt with	11%	14%	13%	12%	14%
Listen to customers views and acts upon them	37%	34%	33%	35%	33%

3. Main Findings

- 3.1 Nearly two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst just over one fifth (22%) 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?

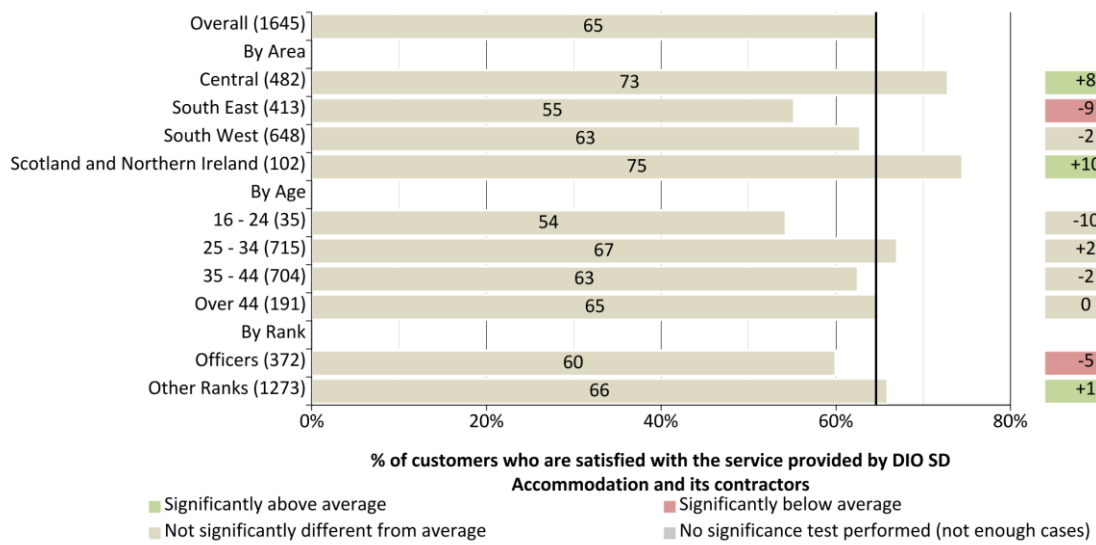
Base: All customers (1,645)



Differences by sub-group

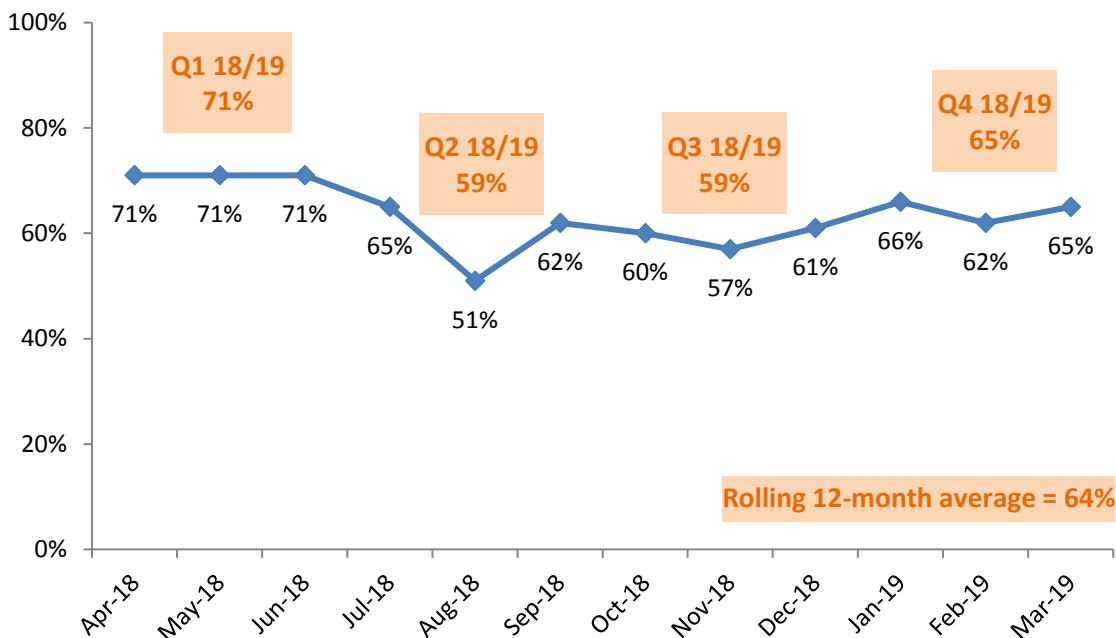
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score 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)



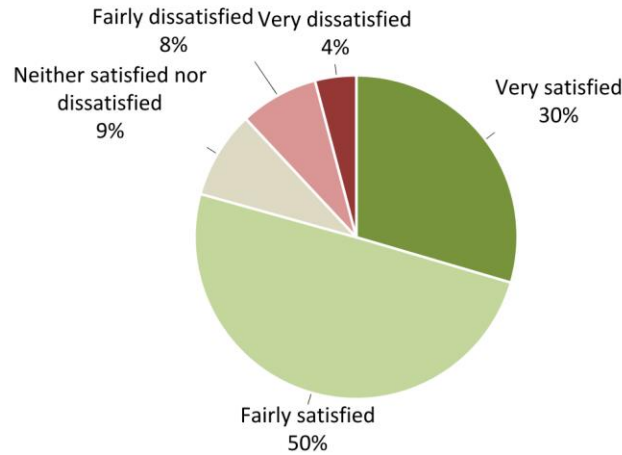
3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors is significantly higher by 6 percentage points when compared with the previous two quarters (65% in Q4; 59% in Q2 and Q3).

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



3.5 Around four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 11% are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (1,637)

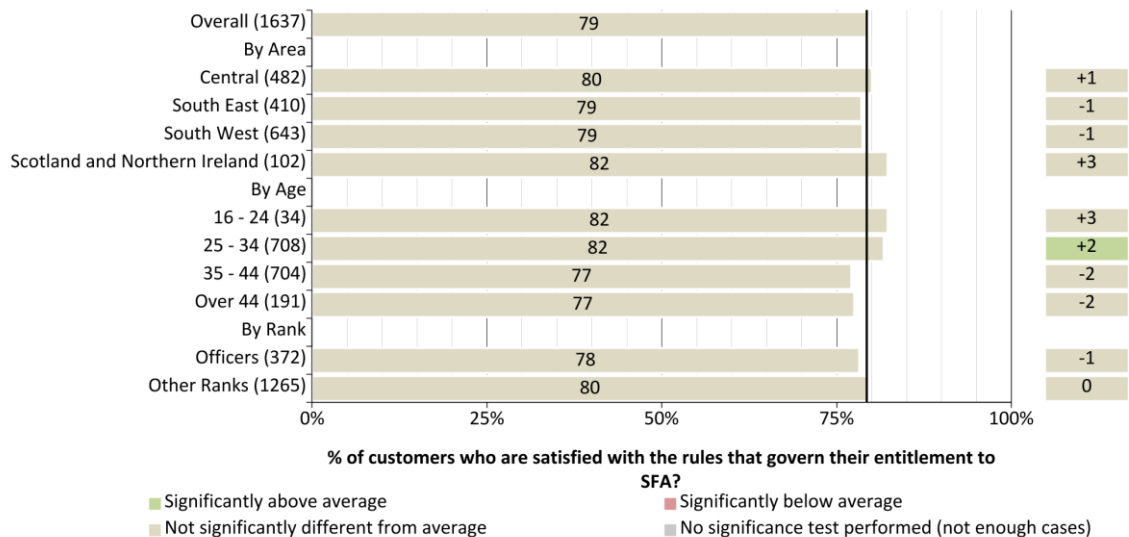


Differences by sub-group

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

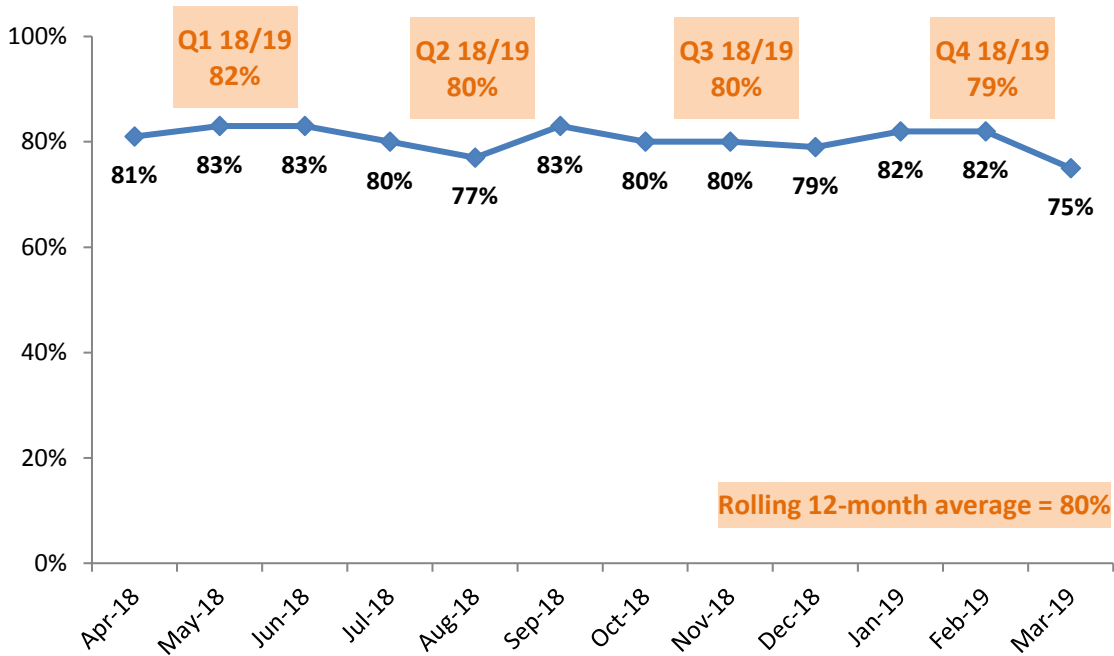
3.7 Customers aged 25-34 are significantly more likely to be satisfied with the rules that govern entitlement to SFA.

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



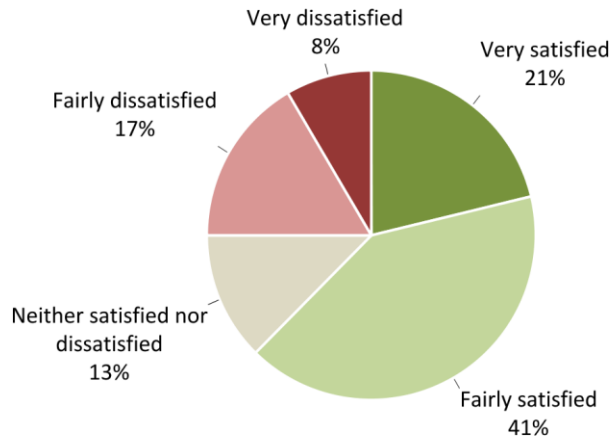
3.8 Satisfaction with the rules that govern customers’ entitlement to SFA has shown very little change over the last 12 months, and is in line with Q2, Q3 and the rolling 12-month average (80%).

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



3.9 Around three fifths (62%) of customers are satisfied with the overall quality of their home, whilst a quarter (25%) are dissatisfied.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (1,647)

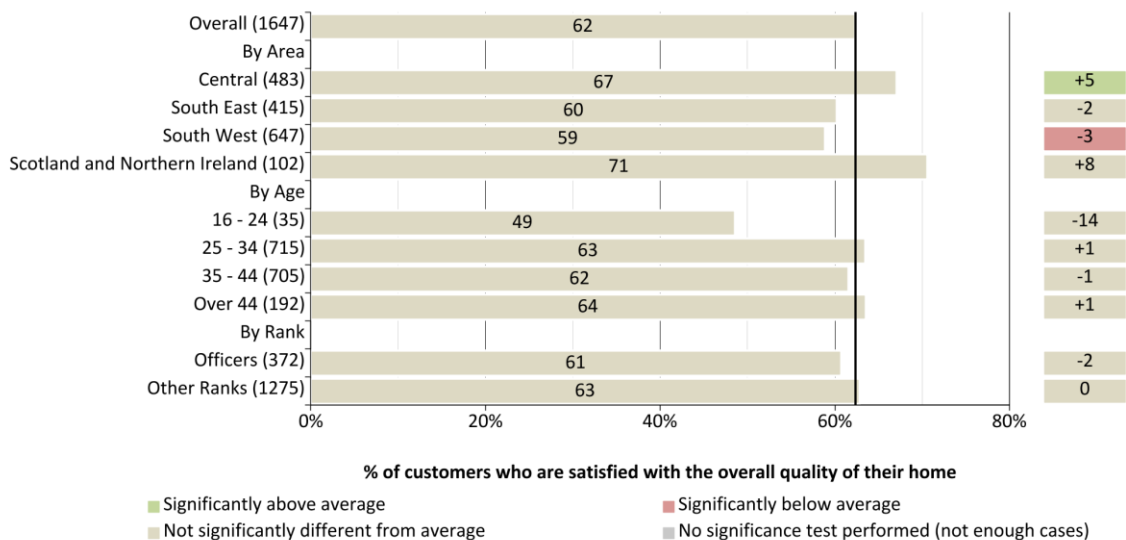


Differences by sub-group

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

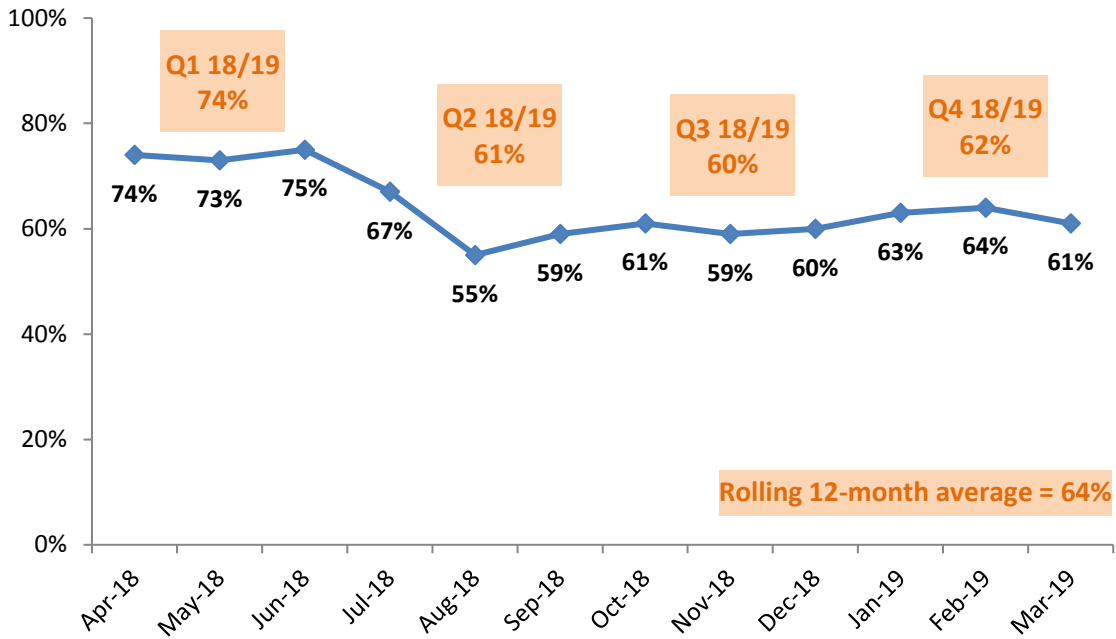
3.11 Customers who live in central areas are significantly more likely to be satisfied with the overall quality of their home, whilst those who live in the South West are significantly less likely to say this.

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



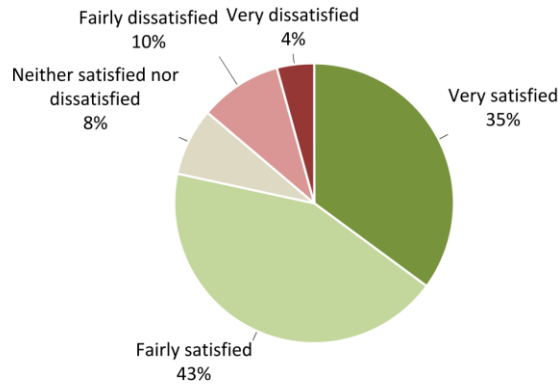
3.12 Satisfaction with the overall quality of the home is in line with Q2 and Q3 but significantly lower by 12 percentage points when compared with Q1.

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



3.13 Almost four fifths (78%) of customers are satisfied with their SFA estate as a place to live, whilst 14% are dissatisfied.

Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (1,644)

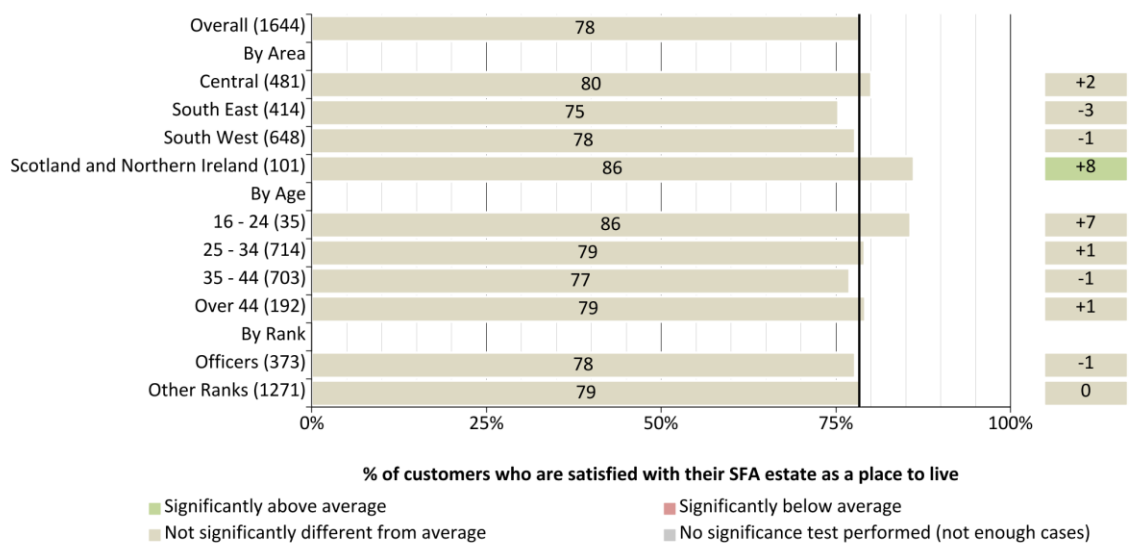


Differences by sub-group

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

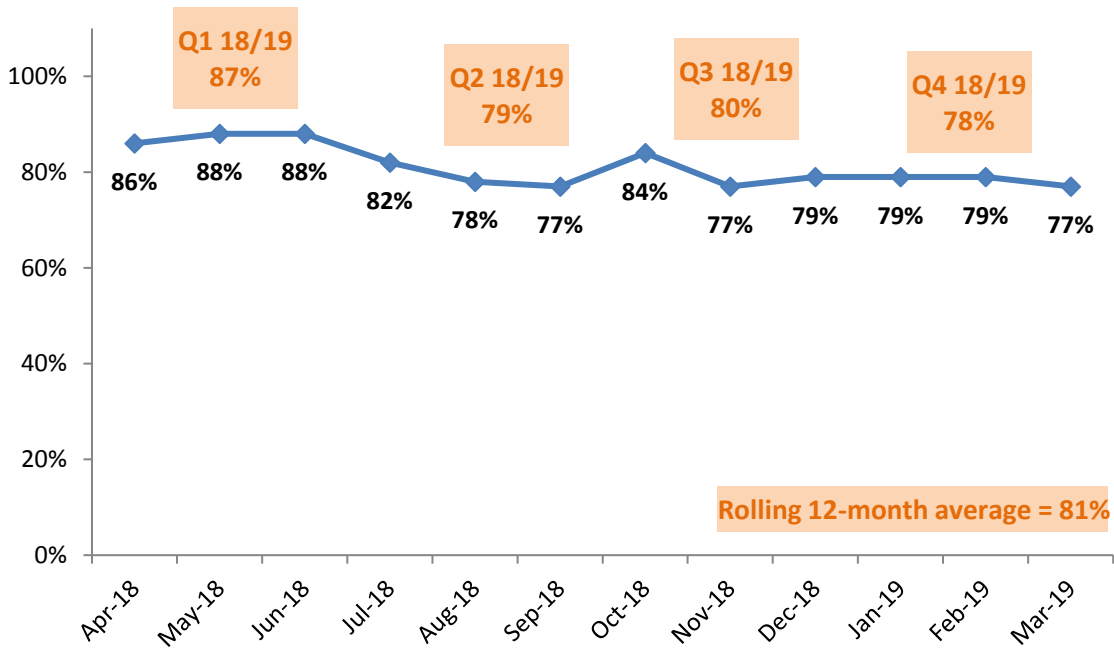
3.15 Customers living in the Scotland and Northern Ireland are significantly more likely to be satisfied with their SFA estate as a place to live.

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



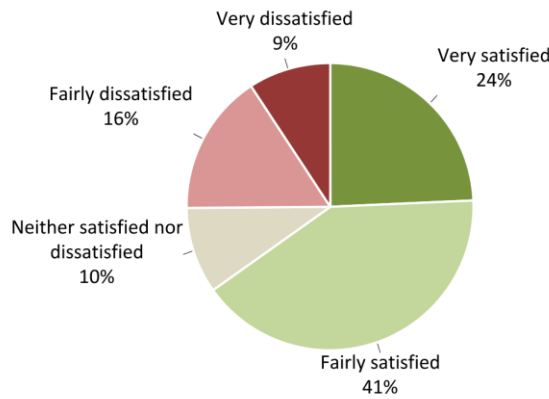
3.16 Satisfaction with SFA estate as a place to live is in line with the previous two quarters but significantly lower by 9 percentage points when compared with Q1 18/19 (87%).

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



3.17 Around two thirds (65%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst a quarter (25%) are dissatisfied.

Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (1,648)

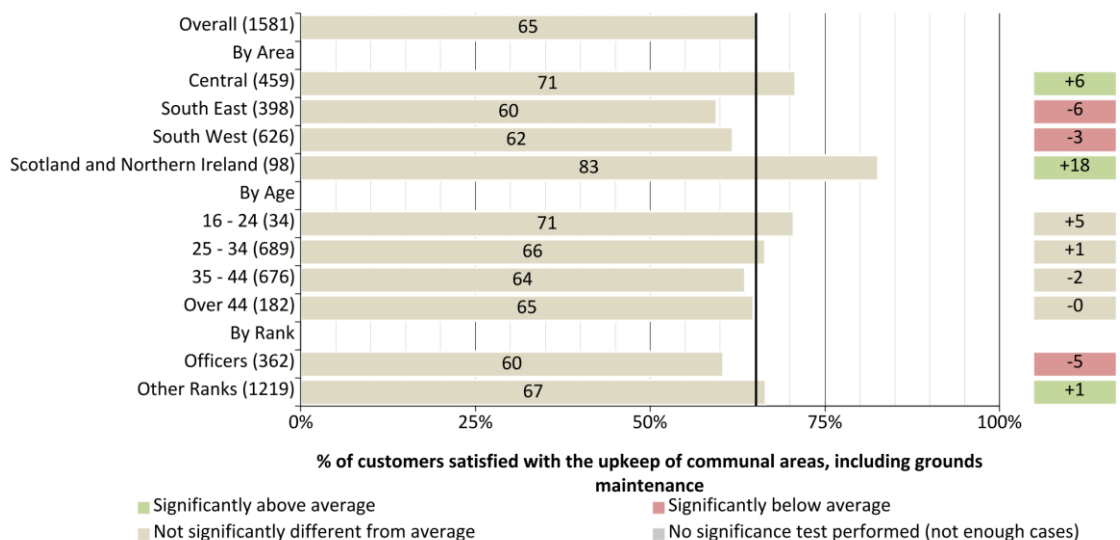


Differences by sub-group

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

3.19 Customers who live in central areas, Scotland and Northern Ireland and are ‘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 and South West are significantly less likely to think this.

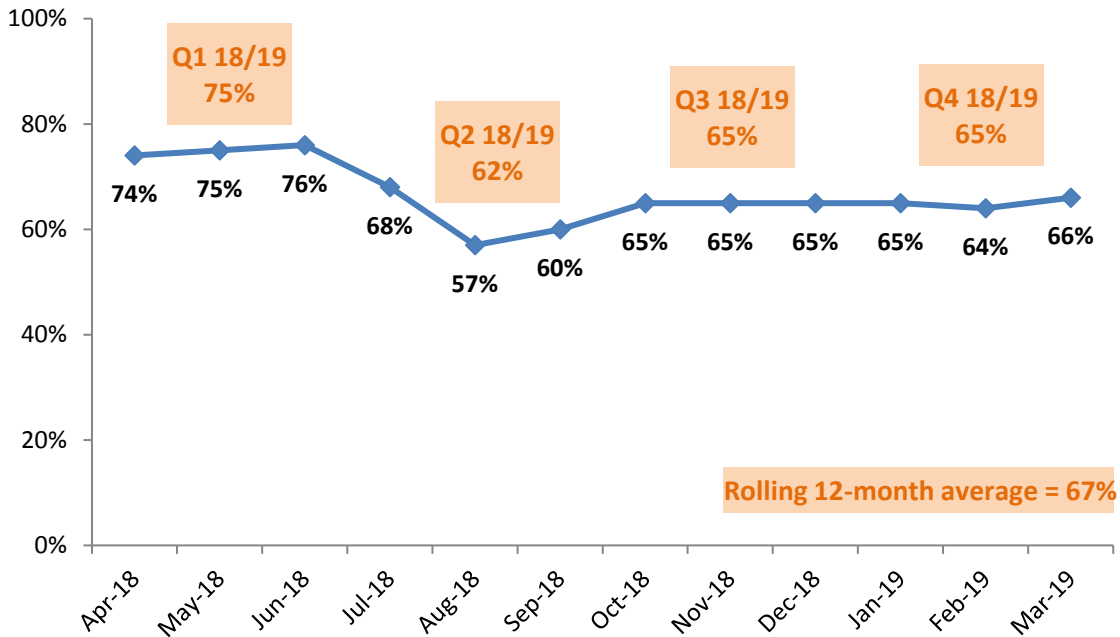
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (number of customers shown in brackets)



3.20 Satisfaction with the upkeep of communal areas is comparable with the previous quarter (65%) but remains 2 percentage points lower than the 12-monthly average (67%). It is also significantly lower by 10 percentage points when compared with Q1 (75%).

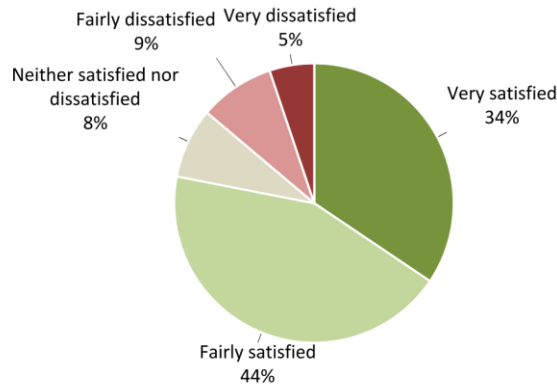
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months

Base: All customers (base size varies)



3.21 Nearly four fifths (78%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 14% are dissatisfied.

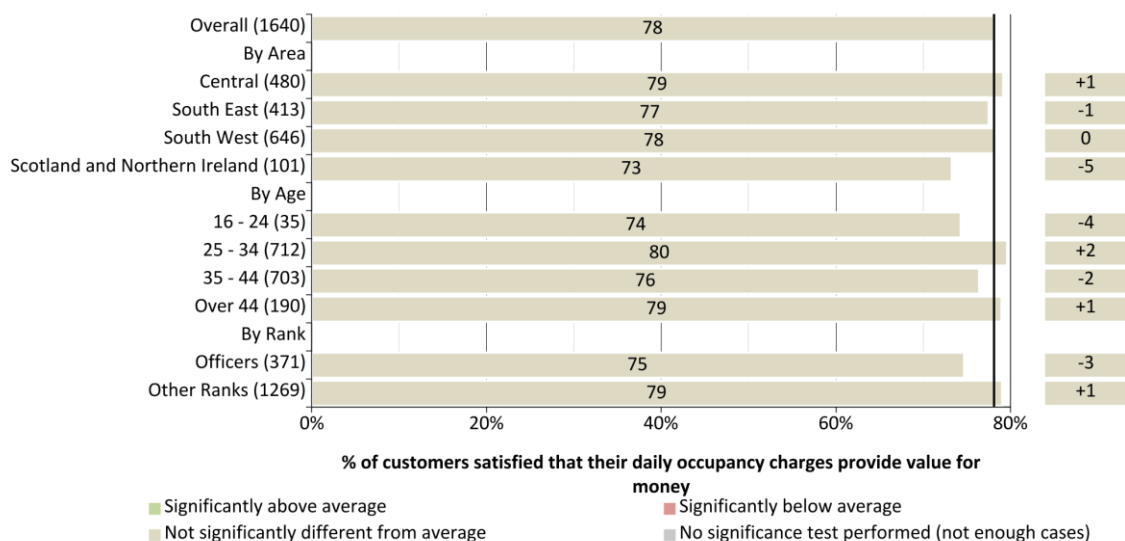
Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (1,640)



Differences by sub-group

3.22 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that their daily occupancy charges provide value for money.

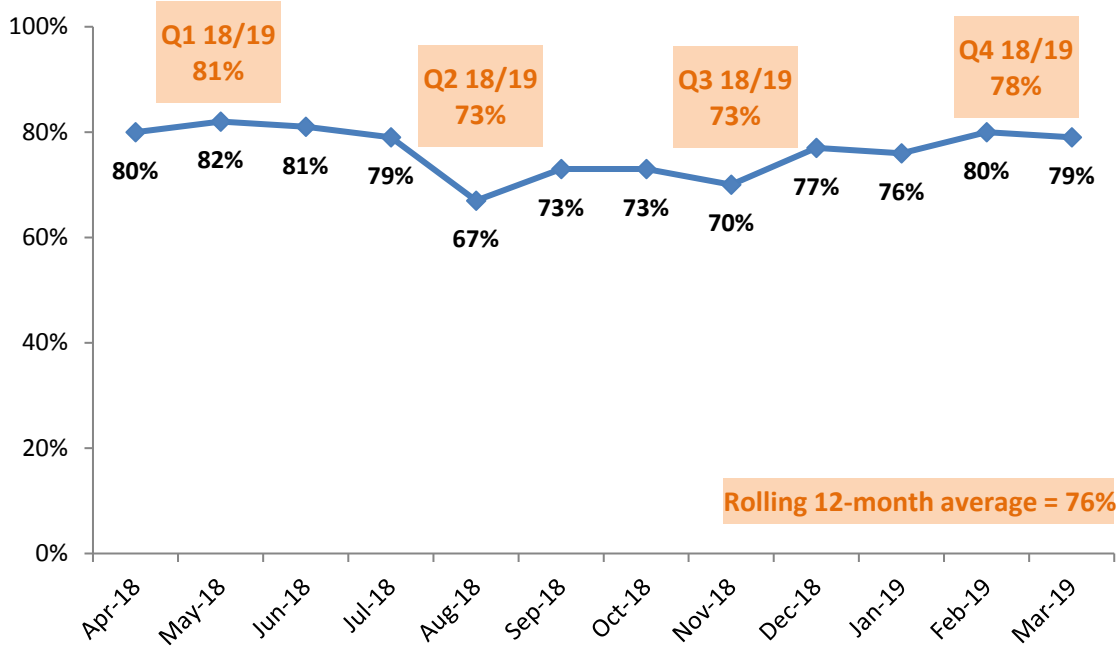
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (number of customers shown in brackets)



3.23 Customers' satisfaction that daily occupancy charges provide value for money has increased significantly by 5 percentage points since Q3 (and Q2) and is now also higher than the rolling 12-month average.

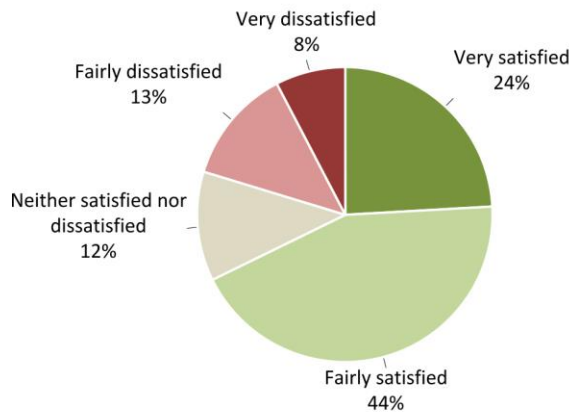
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months

Base: All customers (base size varies)



3.24 Over two thirds (68%) of customers are satisfied with the arrangements for allocating SFA, whilst a fifth (20%) are dissatisfied.

Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (1,641)

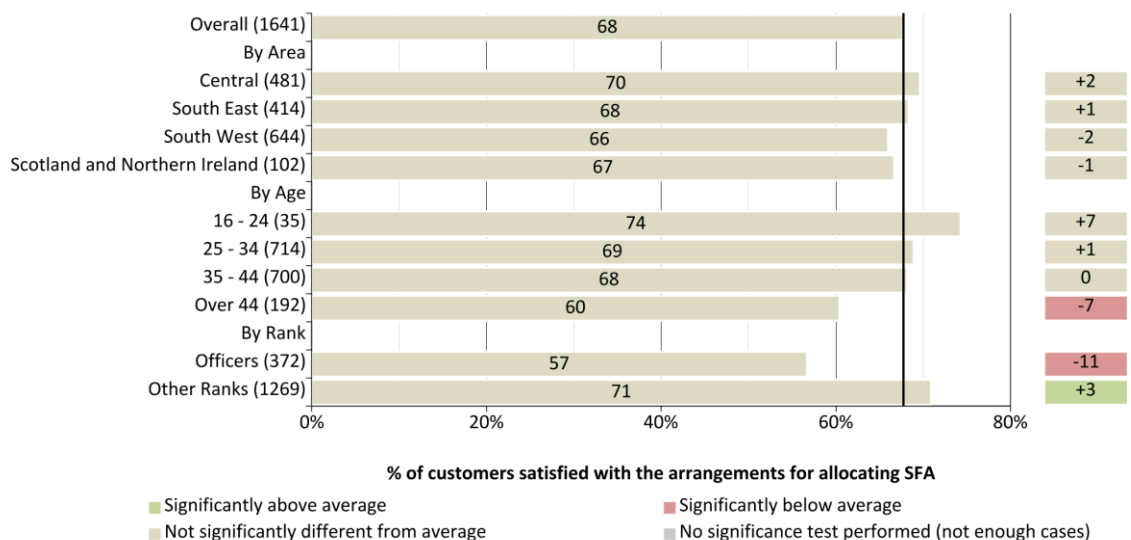


Differences by sub-group

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

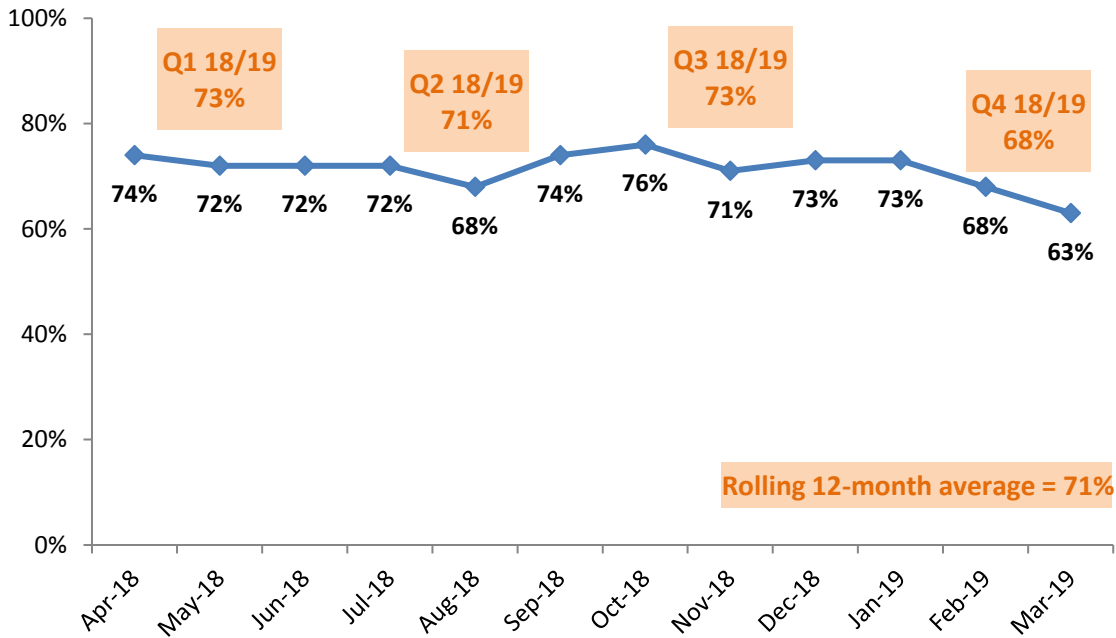
3.26 Customers who are ‘other’ ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, Officers and customers over the age of 44 are significantly less likely to think this.

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)



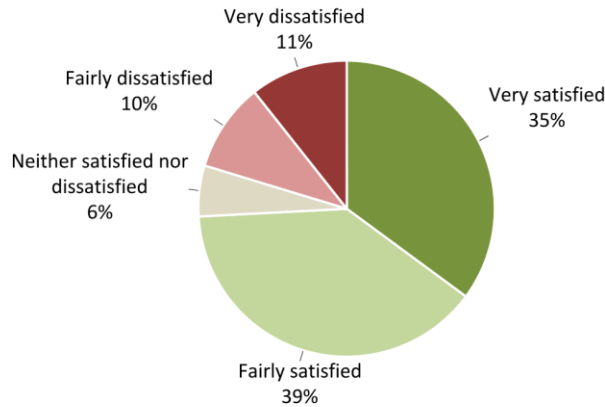
3.27 Satisfaction with the arrangements for allocating SFA is significantly lower by 6 percentage points when compared with Q3, with the satisfaction score observed in March the lowest over the last 12 months (63%).

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



3.28 Around three quarters (74%) of customers are satisfied with the way their Move In was dealt with, whilst a fifth (20%) are dissatisfied.

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (1,634)

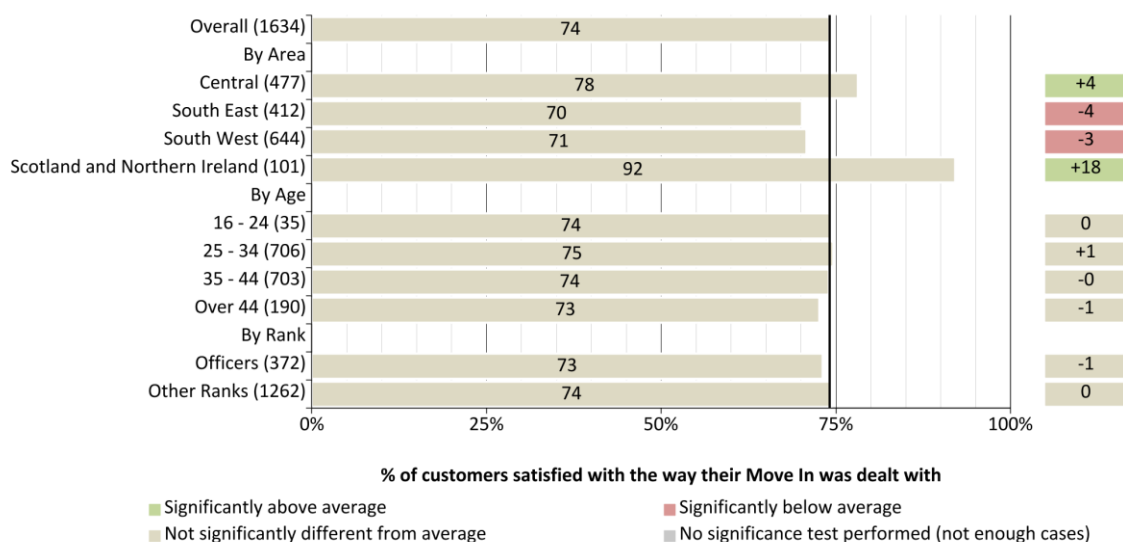


Differences by sub-group

3.29 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way their Move 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.

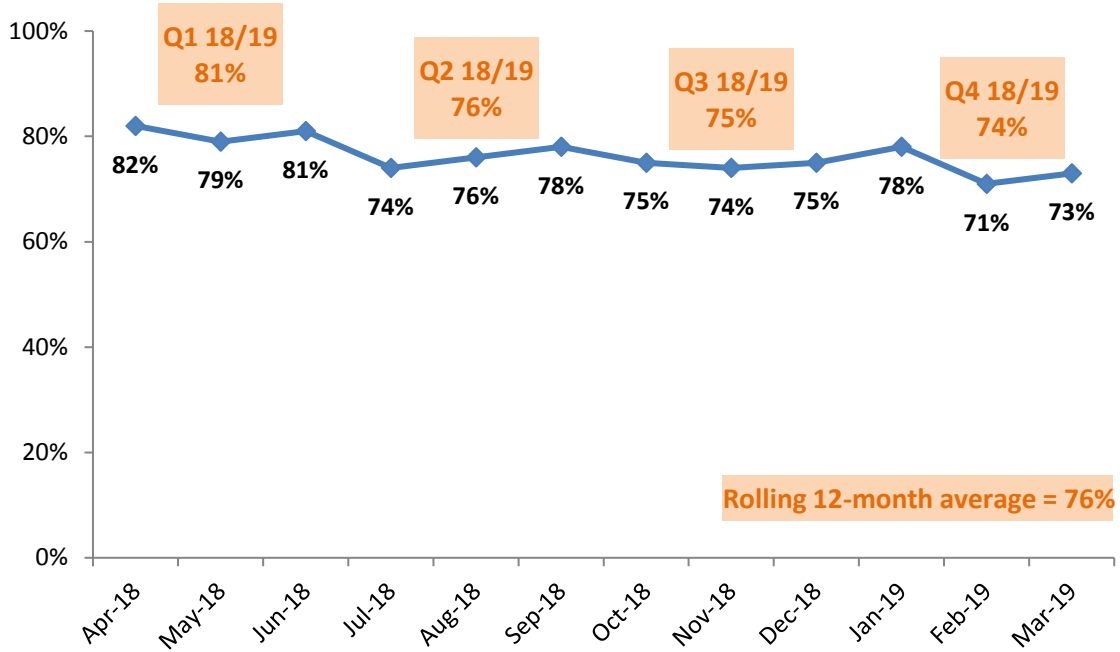
3.30 Customers living in Central areas or Scotland and Northern Ireland are significantly more likely to be satisfied with the way their Move In was dealt with, whilst those who live in the South East or South West significantly less likely to think this.

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)



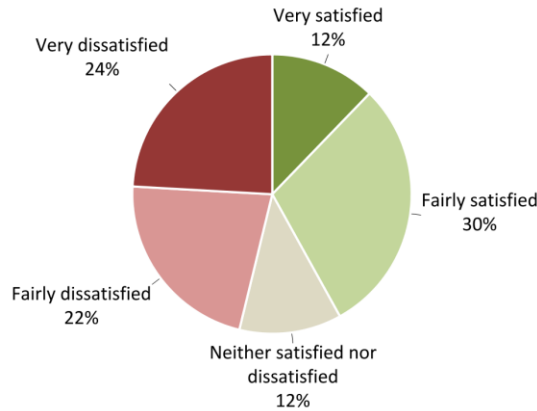
3.31 Customers' satisfaction with the way their Move In was dealt with has seen a quarter-on-quarter decline over the last 12 months, falling from 81% in Q1 to 74% in Q4.

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



3.32 More than two fifths (42%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, 46% are dissatisfied.

Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (1,636)

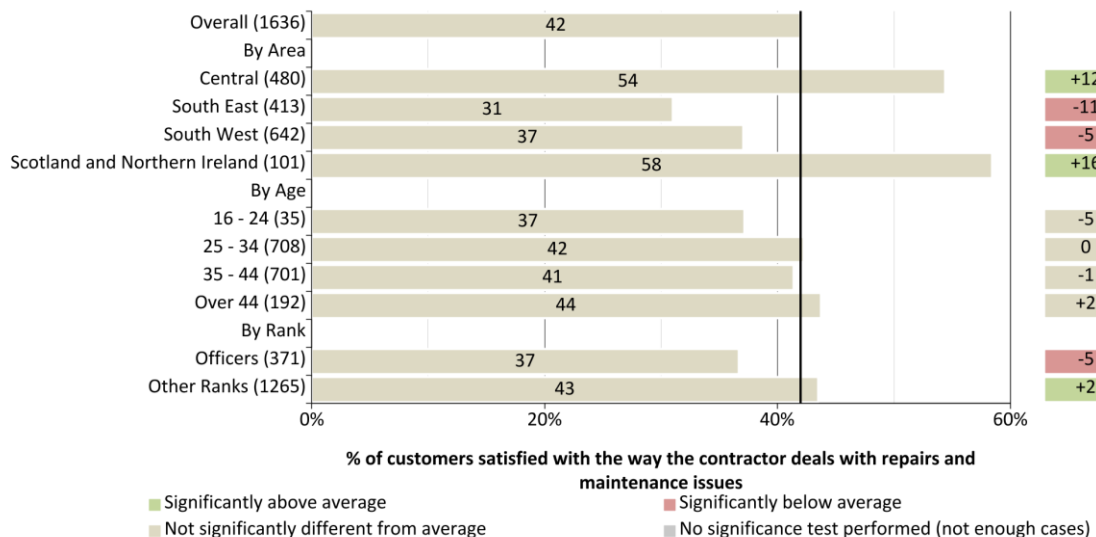


Differences by sub-group

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

3.34 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 or South West are significantly less likely to think this.

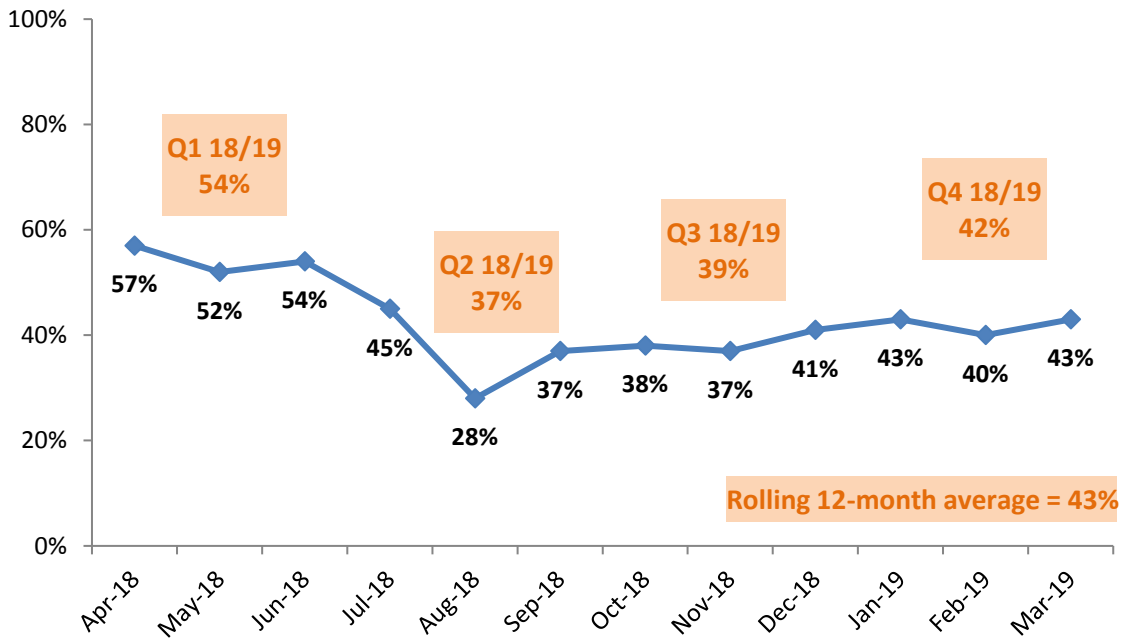
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (number of customers shown in brackets)



3.35 Satisfaction with the way the contractor deals with repairs and maintenance issues has changed significantly over the last four quarters, reaching a high of 57% in April Q1 18/19, before dropping to a low of 28% in August Q2 18/19. Satisfaction has been on an upward curve since Q2 however, increasing significantly by 5 percentage points between over the last three quarters.

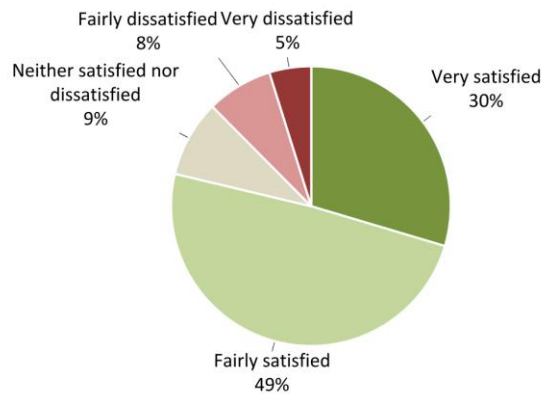
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months

Base: All customers (base size varies)



3.36 Around four fifths (79%) of customers are satisfied with the way their Move Out was dealt with, whilst 14% are dissatisfied.

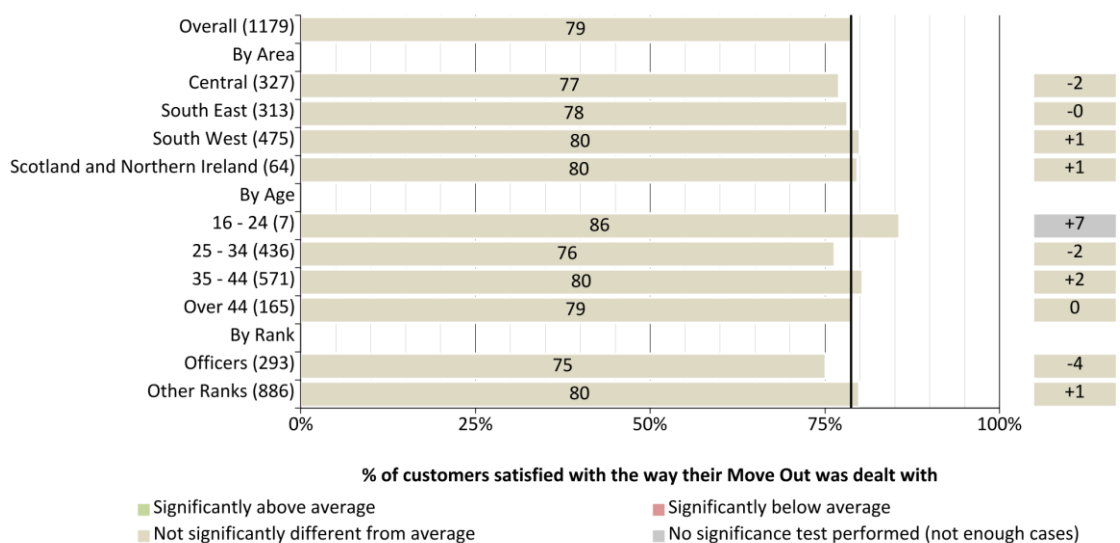
Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (1,648)



Differences by sub-group

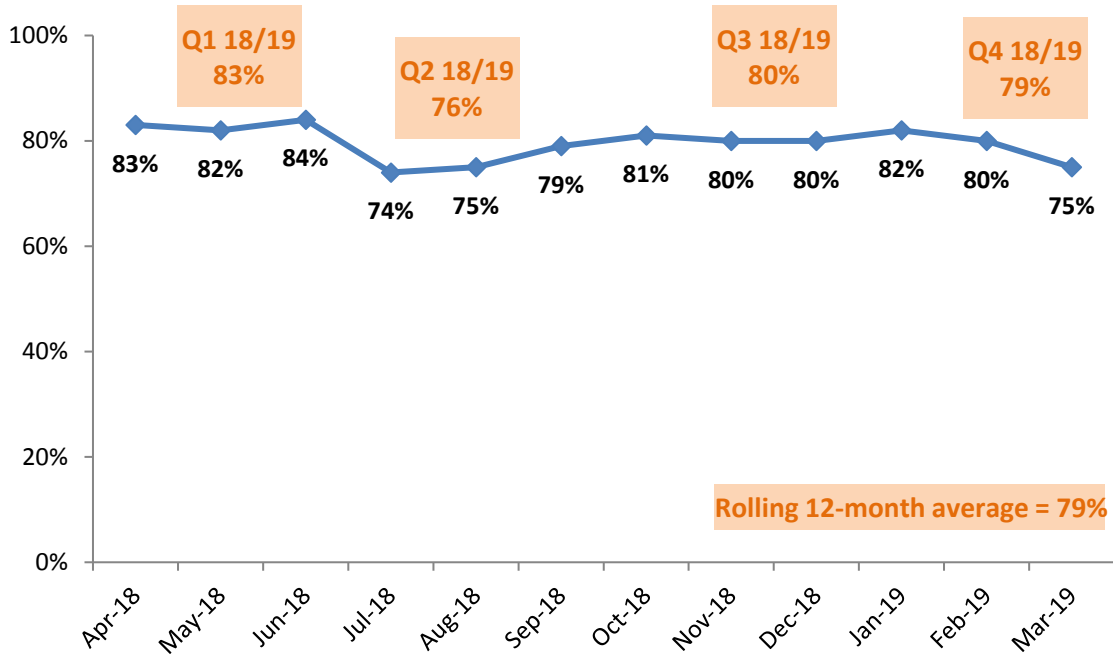
3.37 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way their Move Out was dealt with. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst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

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



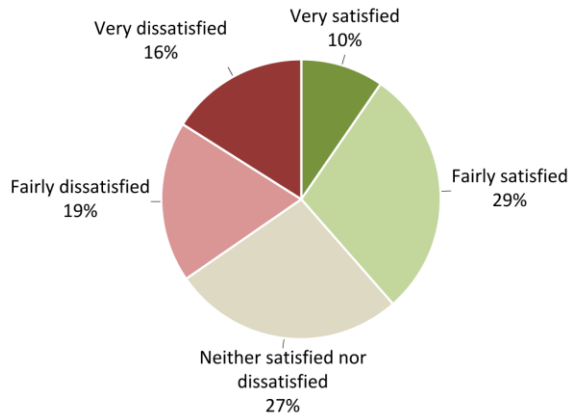
3.38 Customers' satisfaction with the way their Move Out was dealt has declined slightly over the last 2 months, with the satisfaction score experienced in March (75%) the lowest since August 2018.

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



3.39 Less than two fifths (39%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a third (35%) are dissatisfied. A further 27% said they are neither satisfied nor dissatisfied.

Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
Base: All customers (1,648)

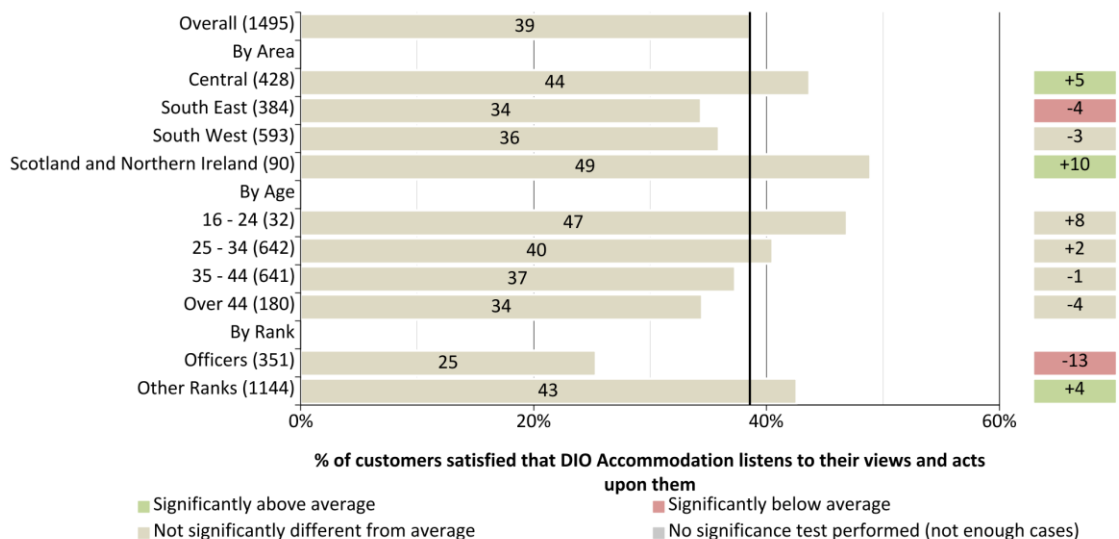


Differences by sub-group

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

3.41 Customers living in Central areas or Scotland and Northern Ireland 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.

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)



3.42 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them is comparable with Q2 and Q3 but significantly lower (by 17 percentage points) when compared with Q1.

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

Base: All customers (base size varies)

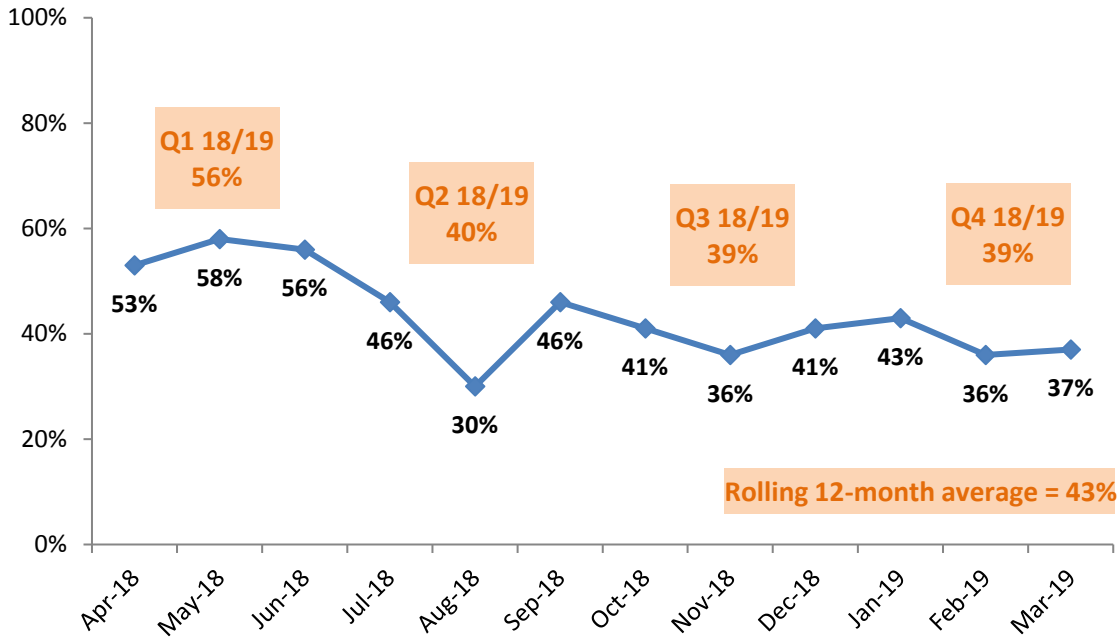


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