

Ministry of Defence
DIO Accommodation
Customer Satisfaction Tracker



Ministry
of Defence

Q1 Final Report

Opinion Research Services
July 2020

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



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Q1 Final 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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Contents

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

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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 1 survey was carried out by telephone between Thursday 2nd April and Tuesday 30th June 2020 and 1,503 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	519	35
South East	354	24
South West	525	35
Scotland and Northern Ireland	105	7
Total	1,503	100

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	40	3
25 - 34	730	49
35 - 44	585	39
Over 44	148	10
Total	1,503	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	302	20
Other Ranks	1,201	80
Total	1,503	100

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

Month	Unweighted Count	Unweighted Valid %
April 2020	501	33
May 2020	500	33
June 2020	502	33
Total	1,503	100

Interpretation of the Data

- ^{1.5} Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value less than half a per cent.
- ^{1.6} In some cases, figures of 2% or below have been excluded from graphs.
- ^{1.7} Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses.
 - Yellow/Beige and purple shades represent neither positive nor negative responses.
 - Red shades represent negative responses.
 - The darker shades used in the charts are to highlight responses at the extremes. For example, ‘very satisfied’ or ‘very dissatisfied.’
- ^{1.8} When considering changes in responses between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only. 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 1,503 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 Over two thirds (69%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over one in eight (15%) are dissatisfied. Taking everything into account, satisfaction in Q1 20/21 is three percentage points higher than the rolling 12-month average of 66%, and it is significantly higher than the previous quarter (Q4 in 19/20) by four percentage points.
- 2.3 More than four fifths (85%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 8% are dissatisfied. Satisfaction in this area is two percentage points higher than the rolling 12-month average of 83%.
- 2.4 Two thirds (66%) of customers are satisfied with the overall quality of their home, whilst a fifth (20%) are dissatisfied. Satisfaction with the overall quality of the home in Q1 20/21 has shown an increase of two percentage points from the Q4 19/20 value (64%) and now has a value that is a percentage point higher than the rolling average for the 12-month period (65%).
- 2.5 Over four fifths (84%) of customers are satisfied with their SFA estate as a place to live, whilst 8% are dissatisfied. Satisfaction with SFA estate as a place to live in Q1 20/21 has increased by two percentage points from the Q4 19/20 value (82%) and it is a point higher than the rolling average for the 12-month period (83%).
- 2.6 Just under four fifths (77%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), over one in eight (15%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q1 20/21 is significantly higher by 10 percentage points than the Q4 19/20 value (67%) and also significantly higher by 7 percentage points than the rolling average for the 12-month period (70%).
- 2.7 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 11% are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money is lower than the previous quarter, having decreased by a percentage point and is now a percentage point higher than the rolling 12-month average (79%).
- 2.8 Over two thirds (71%) of customers are satisfied with the arrangements for allocating SFA, whilst less than a fifth (18%) are dissatisfied. Satisfaction with the arrangements for allocating SFA is a percentage point lower when compared with the previous quarter, Q4 19/20 and it is equal to the rolling 12-month average (71%).
- 2.9 Almost four fifths (79%) of customers are satisfied with the way their Move In was dealt with, whilst over one eighth (15%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has increased by a percentage point from the previous quarter and is now two percentage points higher than the rolling 12-month average (77%).

- 2.10 Half (50%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and less than two fifths (37%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q1 20/21 is significantly higher by 8 percentage points than the Q4 19/20 value (42%) and also significantly higher by 5 percentage points than the rolling average for the 12-month period (45%).
- 2.11 Over four fifths (83%) 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 Q1 20/21 has shown an increase of a percentage point from the Q4 19/20 value (82%) and is a percentage point above the rolling average for the 12-month period (82%).
- 2.12 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst less than three in ten (28%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q1 20/21 has shown a significant increase of 5 percentage points from the Q4 19/20 value (45%) and is also significantly higher by 5 percentage points than the rolling average for the 12-month period (45%).

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 Satisfaction in Q1 20/21 was higher than the 12-month rolling average for 10/11 of the questions asked in the survey (with satisfaction equal to the rolling average on the other question), as shown in Table 5.
- 2.15 Over four fifths (85%) of customers are satisfied with the rules that govern their entitlement to SFA, and this was the highest percentage for satisfaction in the Q1 20/21 survey. A similar proportion are satisfied with the SFA estate as a place to live (84%) and with the way their Move Out was dealt with (83%).
- 2.16 The other performance area where four fifths of customers were satisfied was that the daily occupancy charges provide value for money (80%).

Areas for Consideration

- 2.17 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them. However, this percentage has shown a significant increase of 5 percentage points from Q4 19/20.
- 2.18 Also, half (50%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues. This percentage has shown a significant increase of 8 percentage points from Q4.
- 2.19 When considering responses to all questions, those customers who are officers, living in the South East or are over the age of 44 tend to continue to be less satisfied in comparison to customers who are from 'other' ranks, living in Scotland & Northern Ireland and Central regions, or are under the age of 35.

Satisfaction Comparison

2.20 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

Question	Apr-20	May-20	Jun-20	Q1 average	Rolling 12-month average
Overall service	70%	67%	70%	69%	66%
Rules that govern customers entitlement to SFA	88%	85%	81%	85%	83%
Overall quality of your home	66%	64%	68%	66%	65%
SFA estate as a place to live	83%	86%	84%	84%	83%
Upkeep of communal areas	75%	78%	77%	77%	70%
Daily occupancy charges provide value for money	79%	81%	82%	80%	79%
The arrangements for allocating SFA to customers	74%	72%	67%	71%	71%
The way customers Move In was dealt with	79%	79%	80%	79%	77%
The way the contractor deals with repairs & maintenance issues	48%	52%	51%	50%	45%
The way customers Move Out was dealt with	81%	87%	81%	83%	82%
Listen to customers views and acts upon them	51%	50%	50%	50%	45%

Base: All customers (base size varies)

Dissatisfaction Comparison

2.21 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

Question	Apr-20	May-20	Jun-20	Q1 average	Rolling 12-month average
Overall service	15%	15%	13%	15%	19%
Rules that govern customers entitlement to SFA	6%	9%	9%	8%	10%
Overall quality of your home	18%	21%	20%	20%	22%
SFA estate as a place to live	8%	7%	8%	8%	10%
Upkeep of communal areas	16%	14%	14%	15%	20%
Daily occupancy charges provide value for money	12%	11%	10%	11%	13%
The arrangements for allocating SFA to customers	16%	16%	21%	18%	19%
The way customers Move In was dealt with	16%	16%	14%	15%	17%
The way the contractor deals with repairs & maintenance issues	40%	35%	35%	37%	43%
The way customers Move Out was dealt with	12%	8%	14%	11%	11%
Listen to customers views and acts upon them	28%	30%	25%	28%	32%

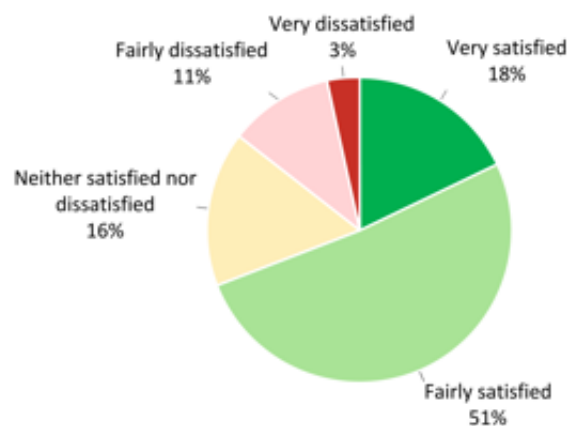
Base: All customers (base size varies)

3. Main Findings

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

- 3.1 Over two thirds (69%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over one in eight (15%) 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?

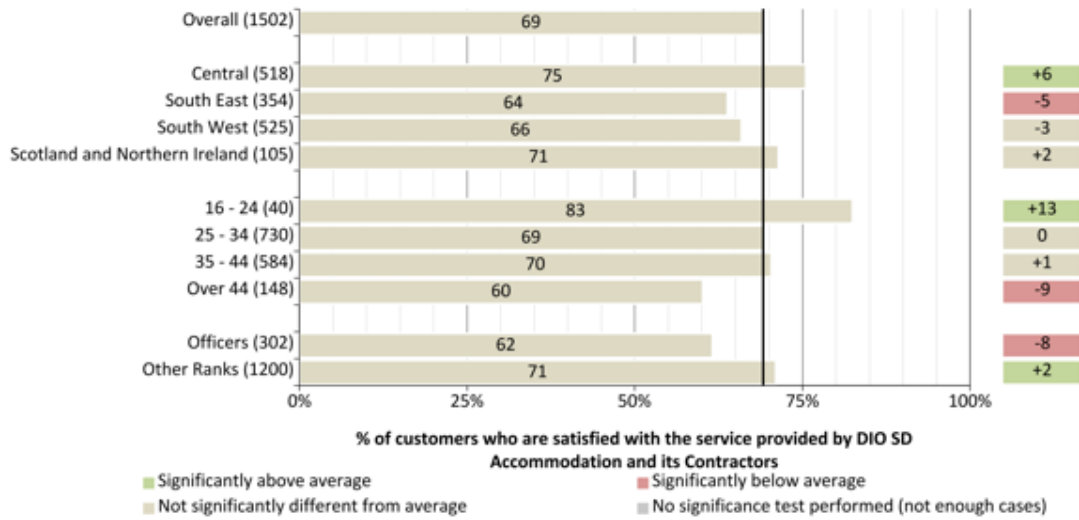


Base: All Customers (1,502)

Differences by sub-group

- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.3 In figure 2 overleaf, we can see that customers who live in the Central area, customers who are between the ages of 16-24 and are 'other' ranks are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, officers, customers aged over 44 and customers in the South East area are significantly less likely to think this.

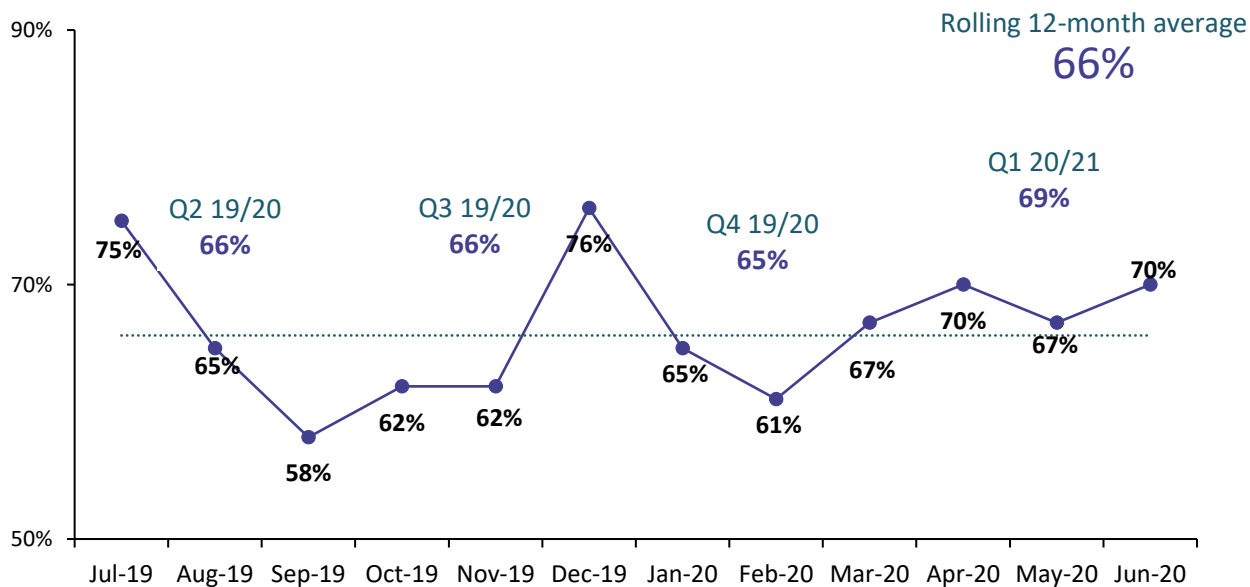
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)



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

3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q1 in 20/21 is three percentage points higher than the rolling 12-month average of 66% and it is significantly higher than the previous quarter (Q4 in 19/20) by four percentage points.

Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months

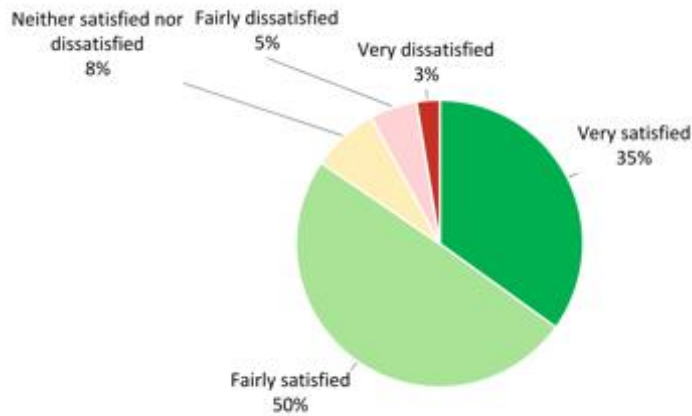


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

- 3.5 Over four fifths (85%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst less than one in ten (8%) are dissatisfied.

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

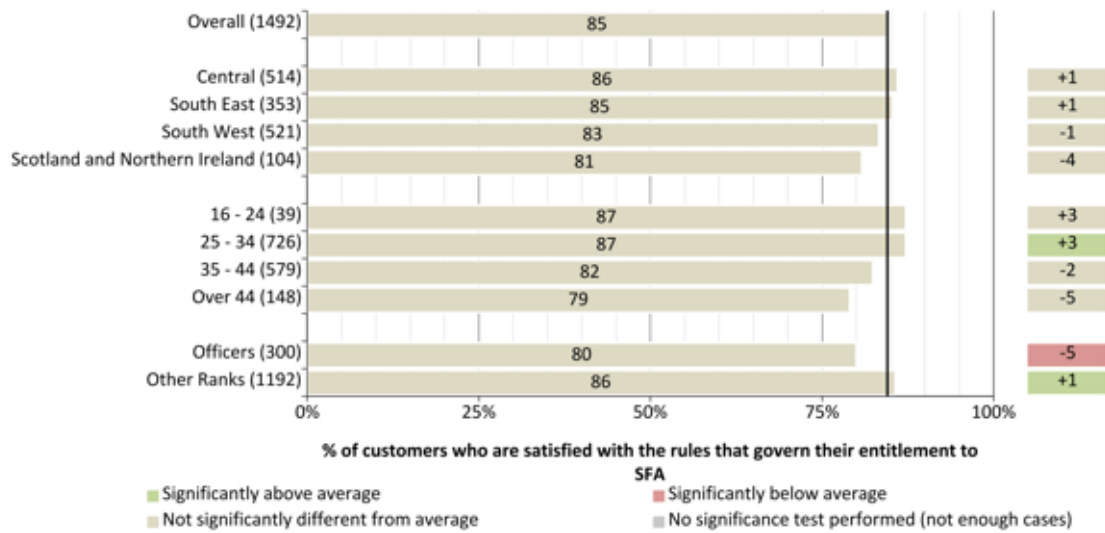


Base: All customers (1,492)

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 are between the ages of 25-34 and are 'other' ranks are significantly more likely to be satisfied with the rules that govern their entitlement to SFA. In contrast, customers who are officers are significantly less likely to think this.

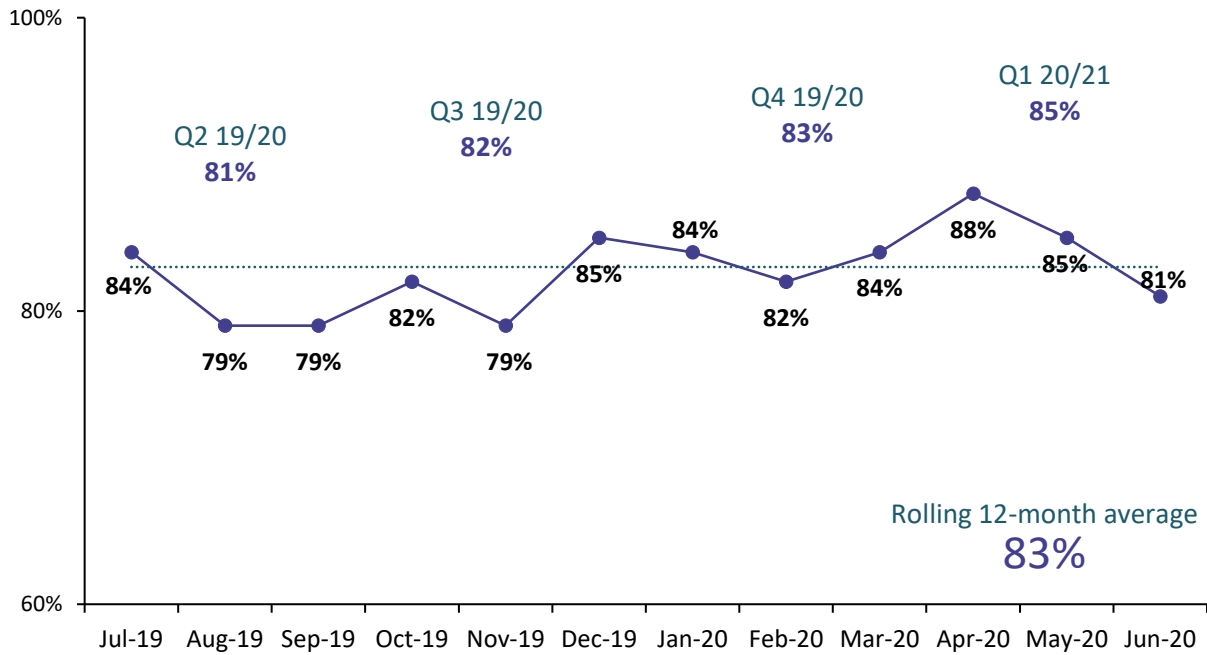
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub groups)



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

3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q1 20/21 has shown an increase of 2 percentage points from the Q4 19/20 value (83%) and it is also 2 percentage points higher than the rolling average for the 12-month period (83%).

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

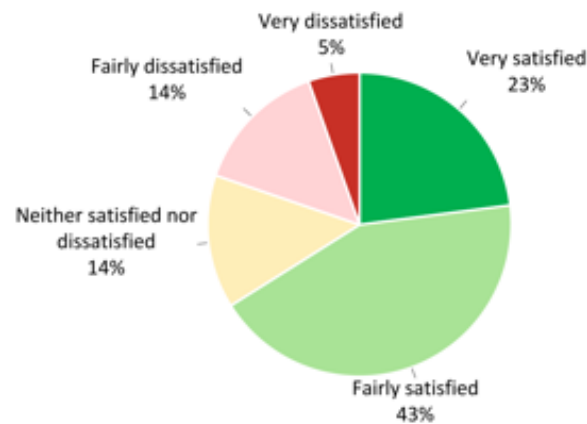


Base: All customers (base size varies)

Overall Quality of the Home

3.9 Two thirds (66%) of customers are satisfied with the overall quality of their home, whilst a fifth (20%) are dissatisfied.

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



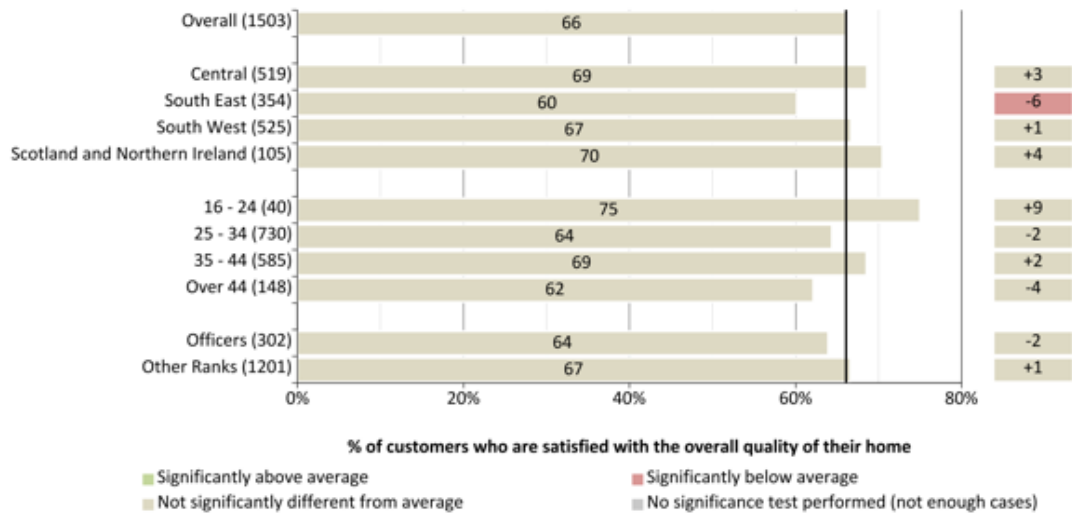
Base: All customers (1,503)

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 the South East area are significantly less likely to be satisfied with the overall quality of their home.

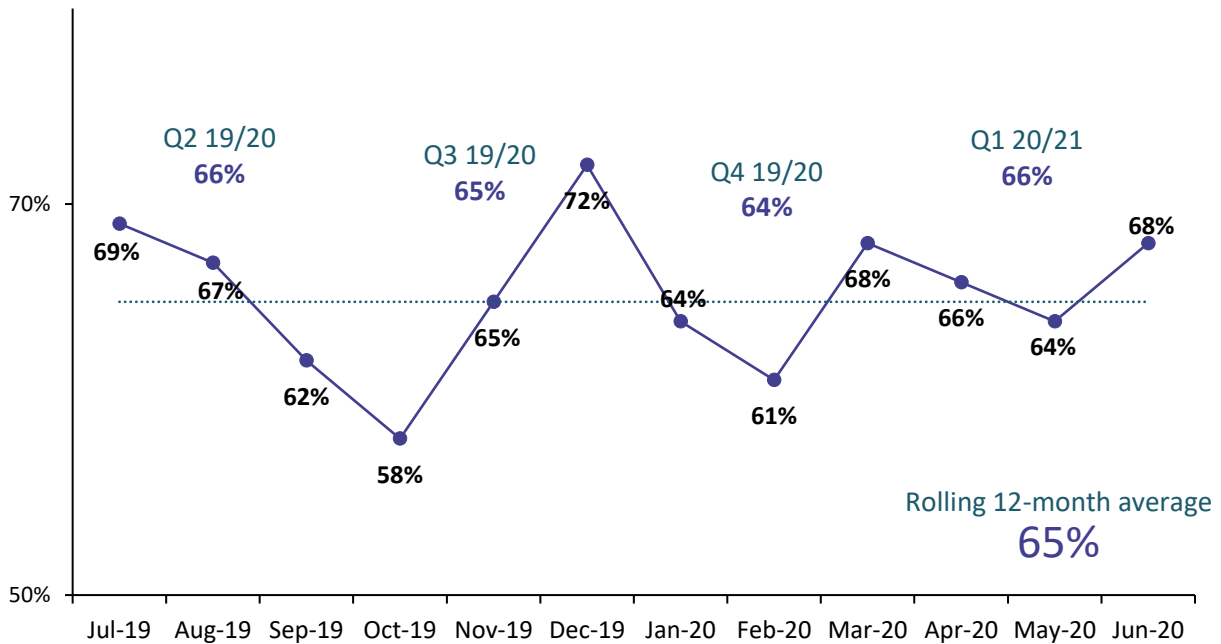
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



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

3.12 Satisfaction with the overall quality of the home in Q1 20/21 has shown an increase of 2 percentage points from the Q4 19/20 value (64%) 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

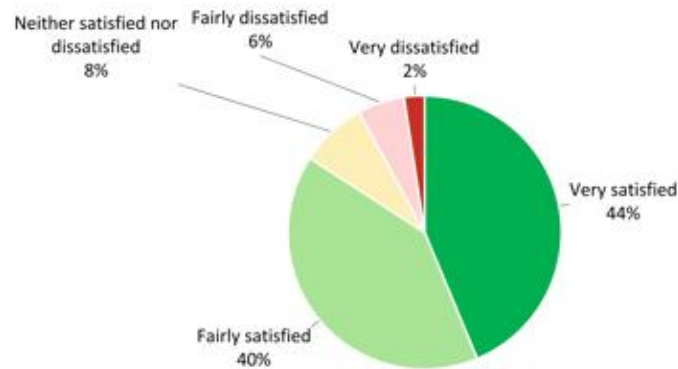


Base: All customers (base size varies)

SFA Estate as a Place to Live

- 3.13 Over four fifths (84%) of customers are satisfied with their SFA estate as a place to live, whilst less than one in ten (8%) are dissatisfied.

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

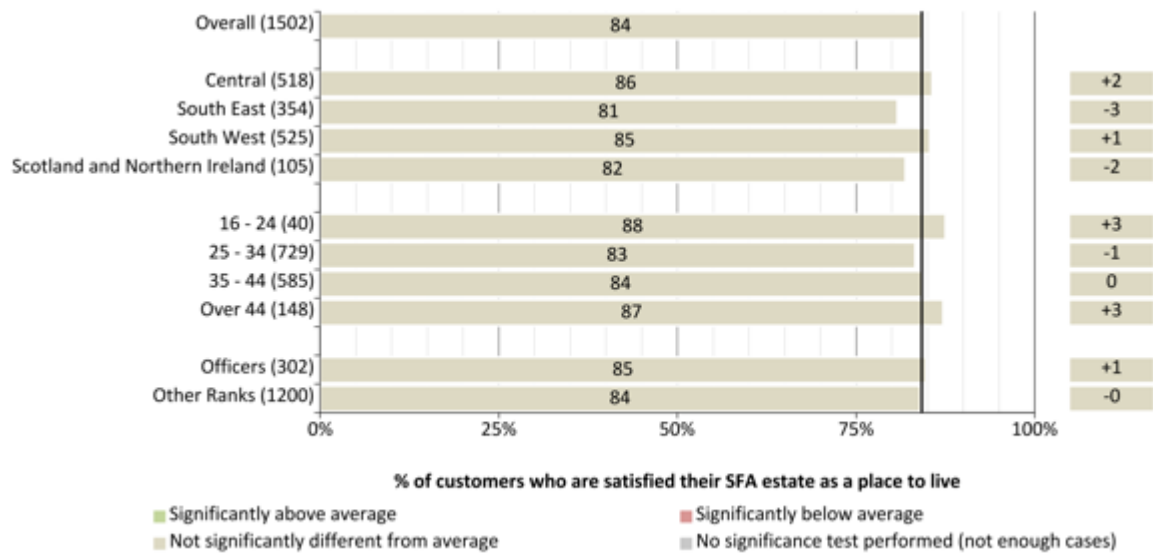


Base: All customers (1,502)

Differences by sub-group

- 3.14 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with their SFA estate as a place to live. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.15 In figure 11 overleaf, we can see that there are no significant differences within sub-groups in this quarter regarding customer satisfaction with their SFA estate as a place to live.

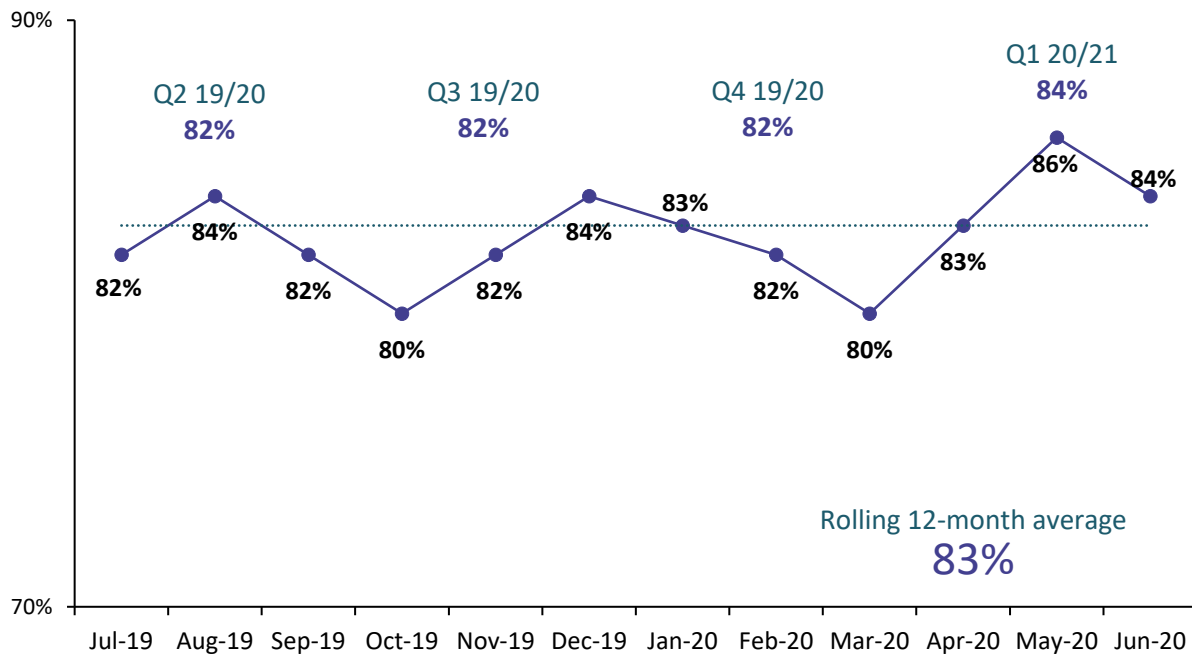
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



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

3.16 Satisfaction with SFA estate as a place to live in Q1 20/21 has increased by two percentage points from the Q4 19/20 value (82%) and is a point higher than the rolling average for the 12-month period (83%).

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

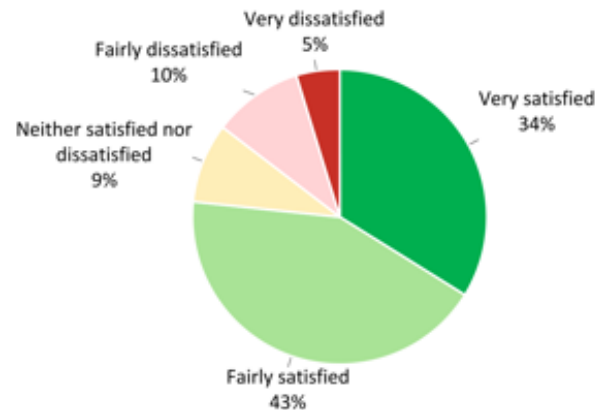


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

3.17 Just under four fifths (77%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and over one in eight (15%) are dissatisfied.

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



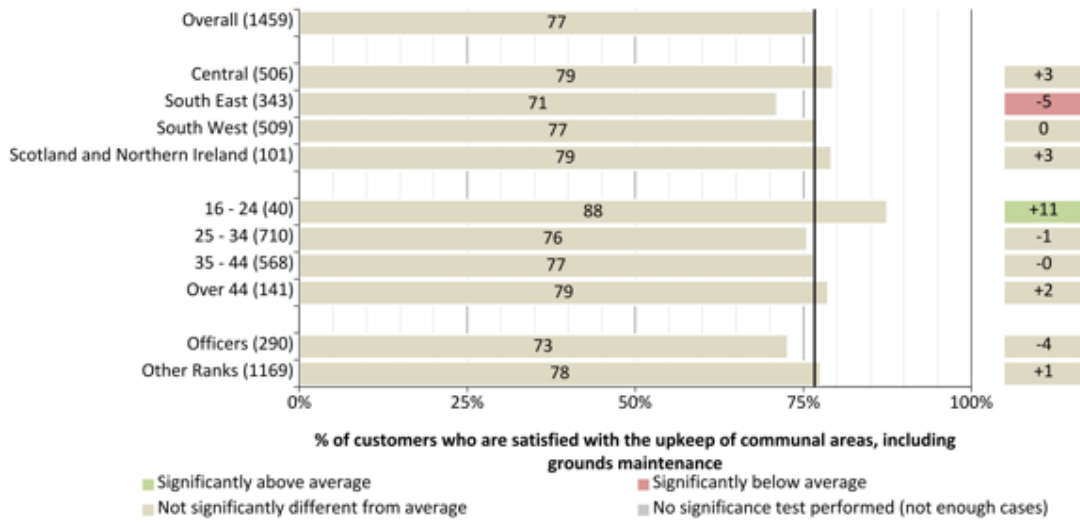
Base: All customers who share communal areas (1,459)

Differences by sub-group

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

3.19 In figure 14 overleaf, we can see that customers who are aged 16-24 are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who live in the South East area are significantly less likely to think this.

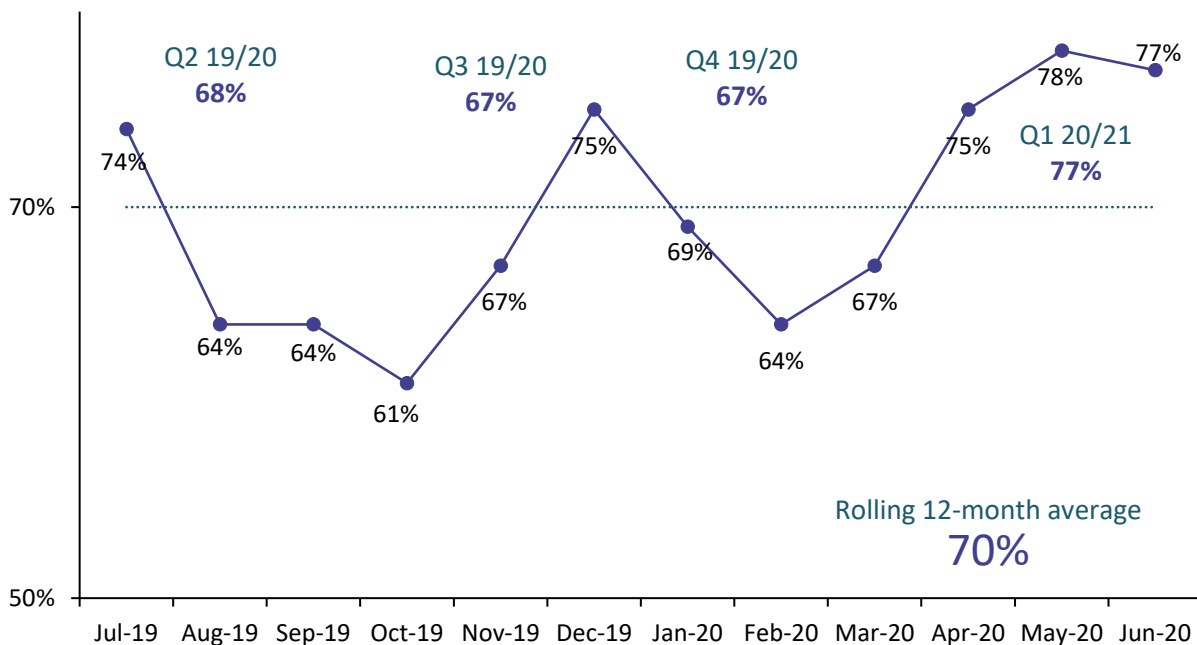
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)



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

3.20 Satisfaction with the upkeep of communal areas in Q1 20/21 is significantly higher by 10 percentage points than the Q4 19/20 value (67%) and also significantly higher by 7 percentage points than the rolling average for the 12-month period (70%).

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

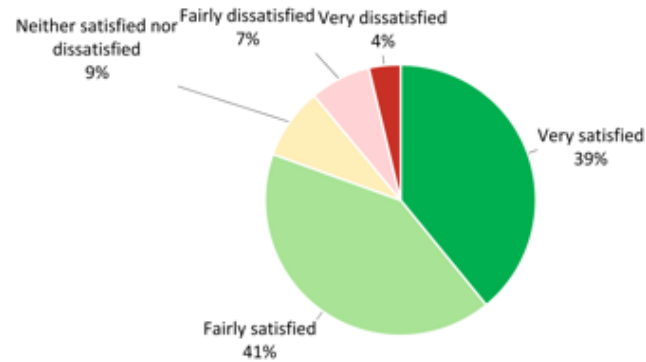


Base: All customers who share communal areas (base size varies)

Daily Occupancy Charges and Value for Money

3.21 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around one eighth (11%) are dissatisfied.

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



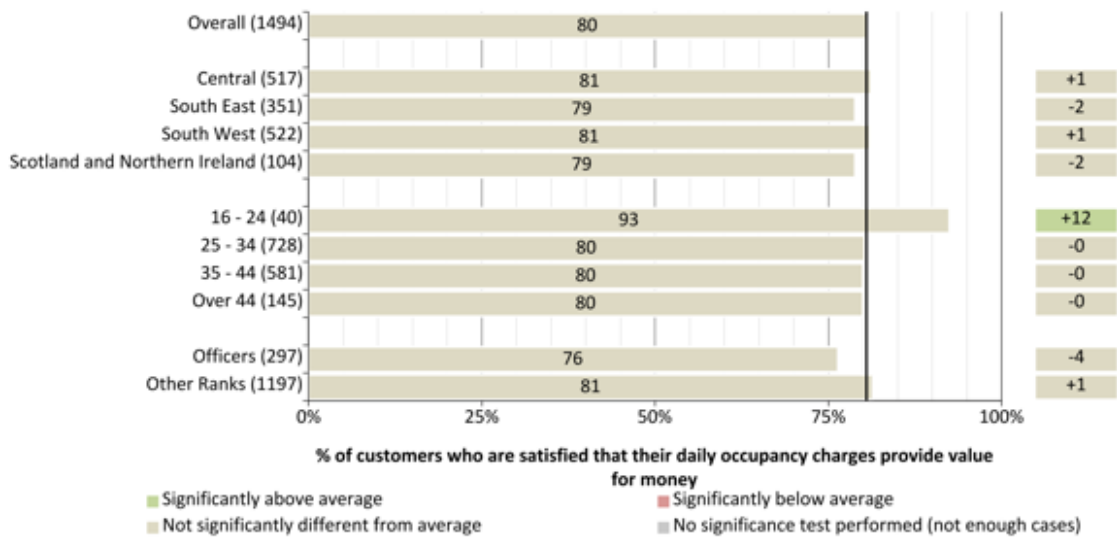
Base: All customers (1,494)

Differences by sub-group

3.22 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that their daily occupancy charges provide value for money. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results for sub-groups which are significantly less likely are highlighted in red.

3.23 We can see in figure 17 that customers who are aged 16-24 are significantly more likely to be satisfied that their daily occupancy charges provide value for money.

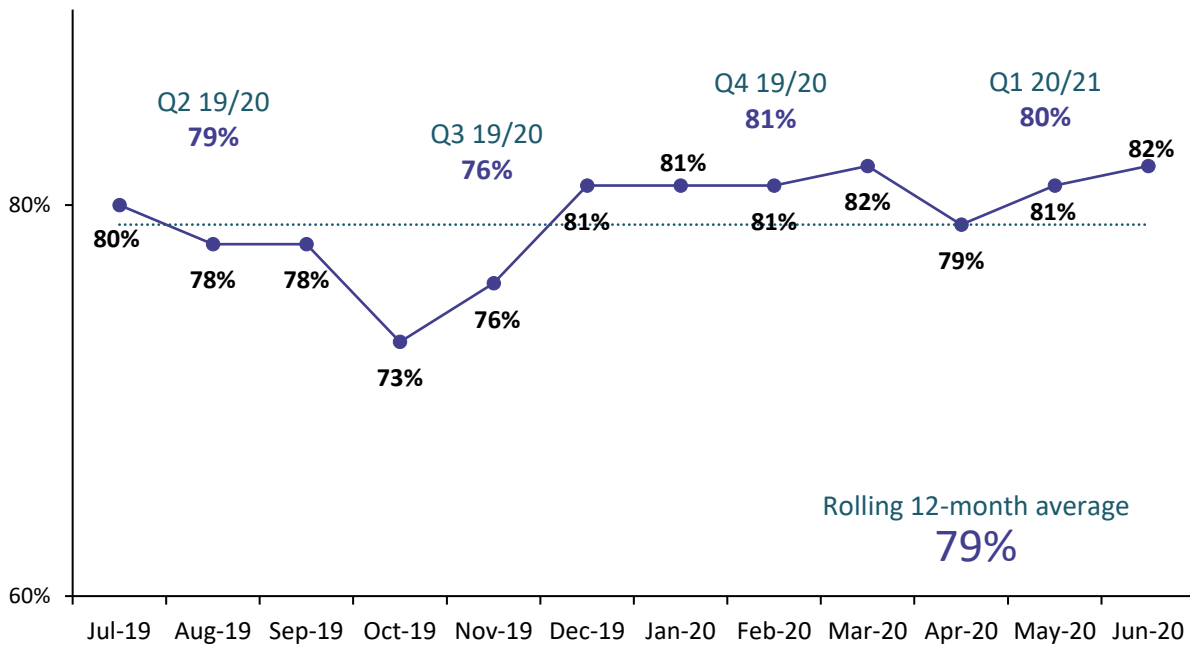
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



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

3.24 Customers’ satisfaction that daily occupancy charges provide value for money is lower than the previous quarter, having decreased by 1 percentage point, and is now 1 percentage point higher than the rolling 12-month average (79%).

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

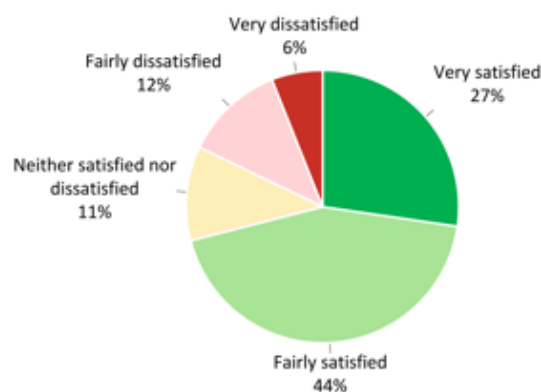


Base: All customers (base size varies)

Arrangements for Allocating SFA

3.25 Over two thirds (71%) of customers are satisfied with the arrangements for allocating SFA, whilst less than a fifth (18%) are dissatisfied.

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



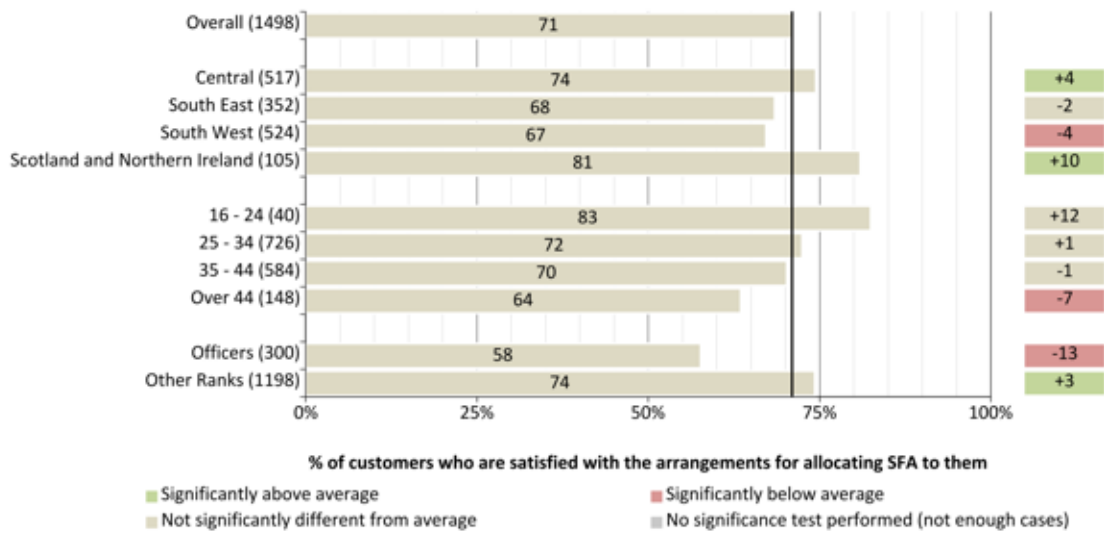
Base: All customers (1,498)

Differences by sub-group

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

3.27 Figure 20 overleaf shows that customers who are living in the Central area and Scotland and Northern Ireland and are 'other' ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, officers, Customers who are aged over 44, and Customers who are living in the South West area are significantly less likely to think this.

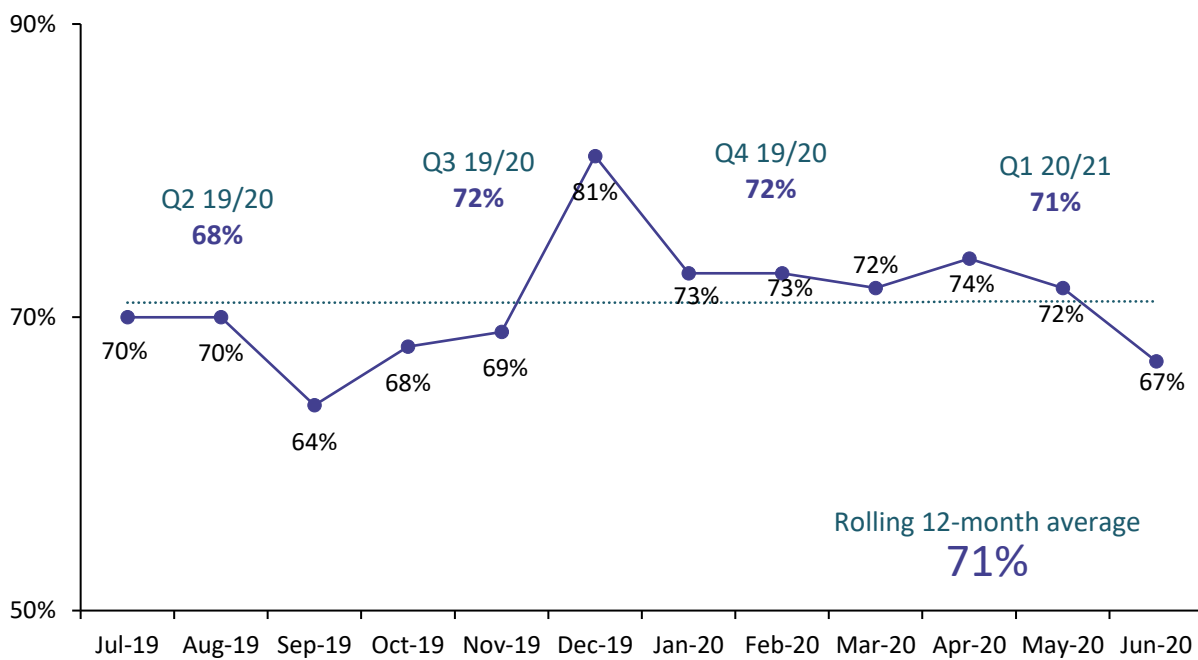
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



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

3.28 Satisfaction with the arrangements for allocating SFA is 1 percentage point lower than the previous quarter, Q4 19/20 (72%), and is equal to the rolling 12-month average (71%).

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

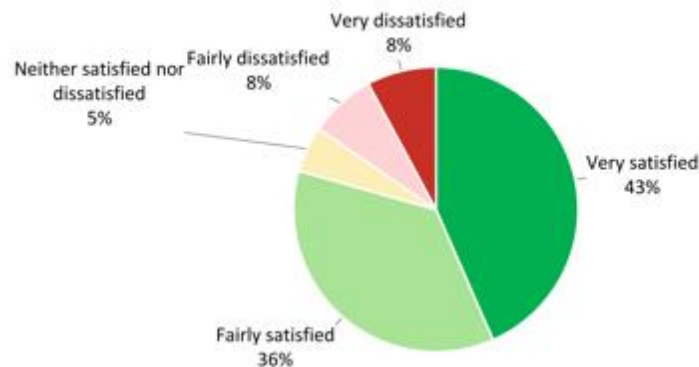


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

3.29 Just under four fifths (79%) of customers are satisfied with the way their Move In was dealt with, whilst over one eighth (15%) are dissatisfied.

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



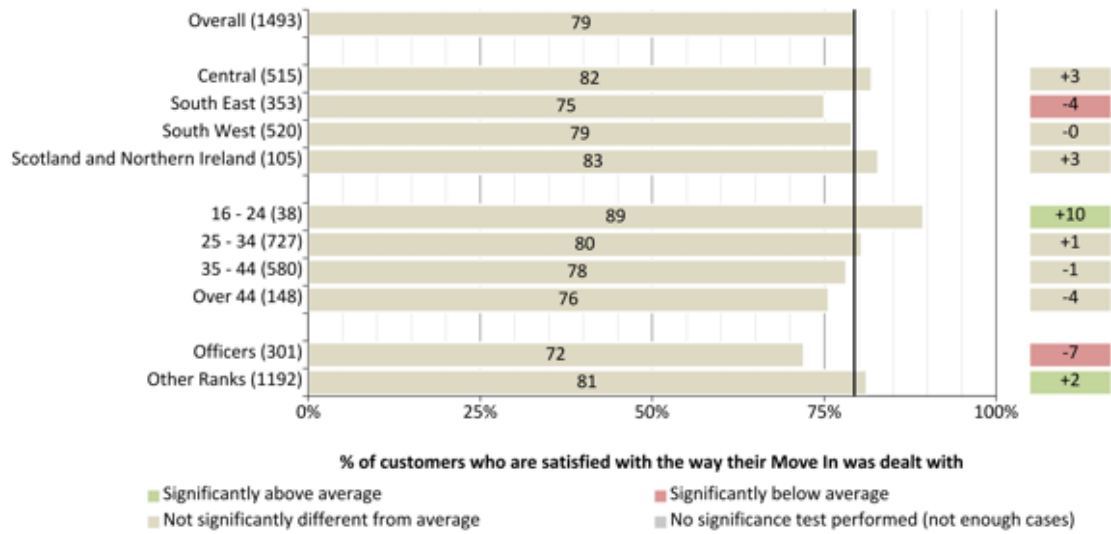
Base: All customers (1,493)

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 who are aged 16-24 and are from 'other' ranks are significantly more likely to be satisfied with the way their Move In was dealt with, whilst officers and those customers who live in the South East area are significantly less likely to think this.

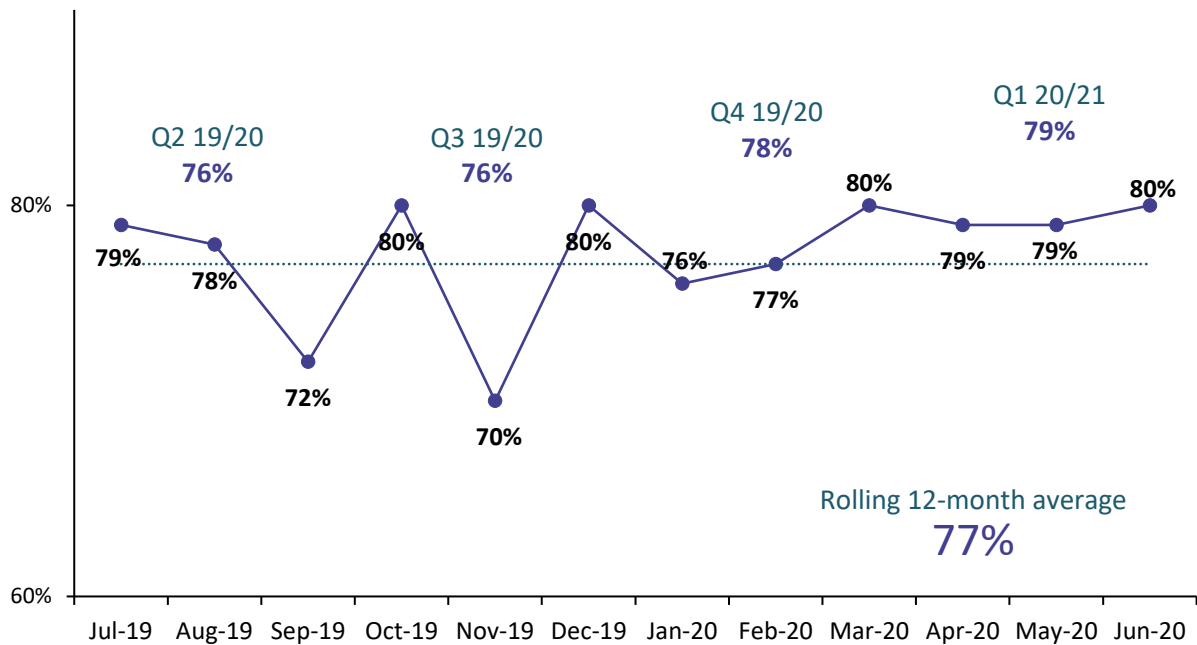
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



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

3.32 Customers’ satisfaction with the way their Move In was dealt with has increased by 1 percentage point compared to the previous quarter, Q4 19/20 (78%) and is now 2 percentage points higher than the rolling 12-month average (77%).

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

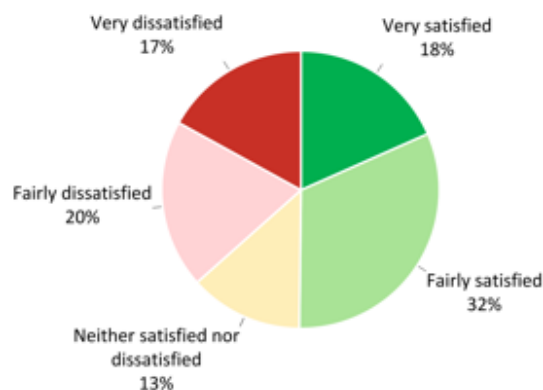


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

3.33 Half (50%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and nearly two fifths (37%) are dissatisfied.

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



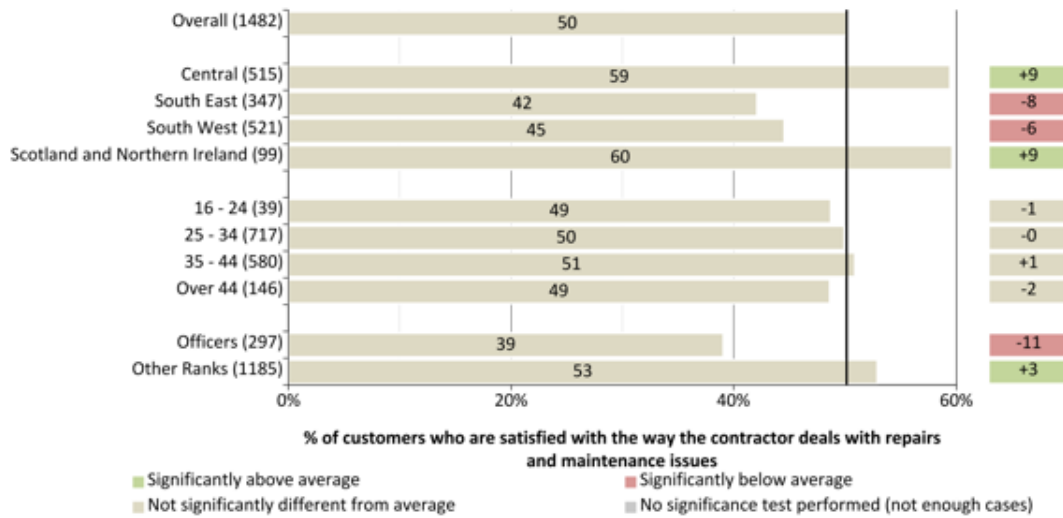
Base: All customers who have had repairs/maintenance work carried out (1,482)

Differences by sub-group

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

3.35 In figure 26 overleaf, we can see that customers who live in the Central area, customers who live in Scotland and Northern Ireland and those who are 'other ranks' are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, officers and customers who live in the South East and South West areas are significantly less likely to think this.

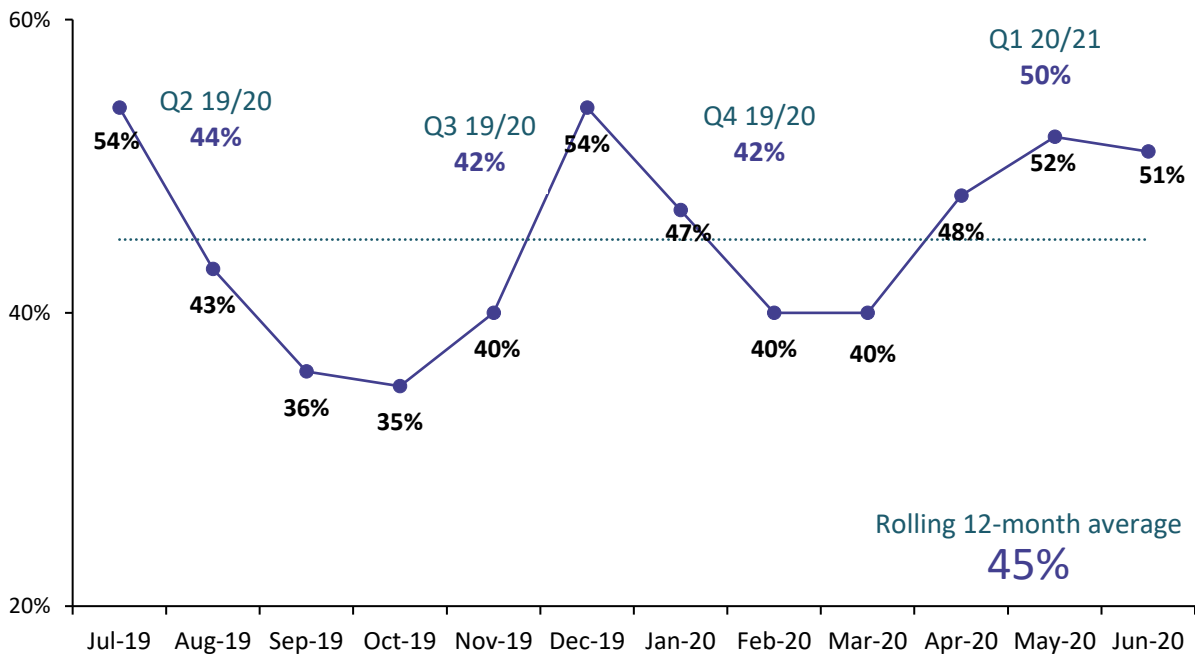
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



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

3.36 Satisfaction with the way the contractor deals with repairs and maintenance issues in Q1 20/21 is significantly higher by 8 percentage points than the Q4 19/20 value (42%) and also significantly higher by 5 percentage points than the rolling average for the 12-month period (45%).

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

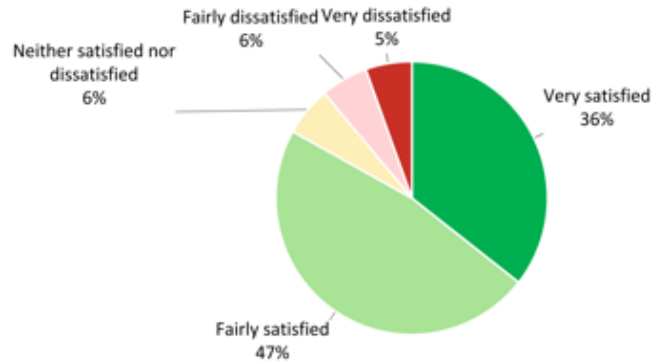


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

3.37 Over four fifths (83%) of customers are satisfied with the way their Move Out was dealt with, whilst around one in ten (11%) are dissatisfied.

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

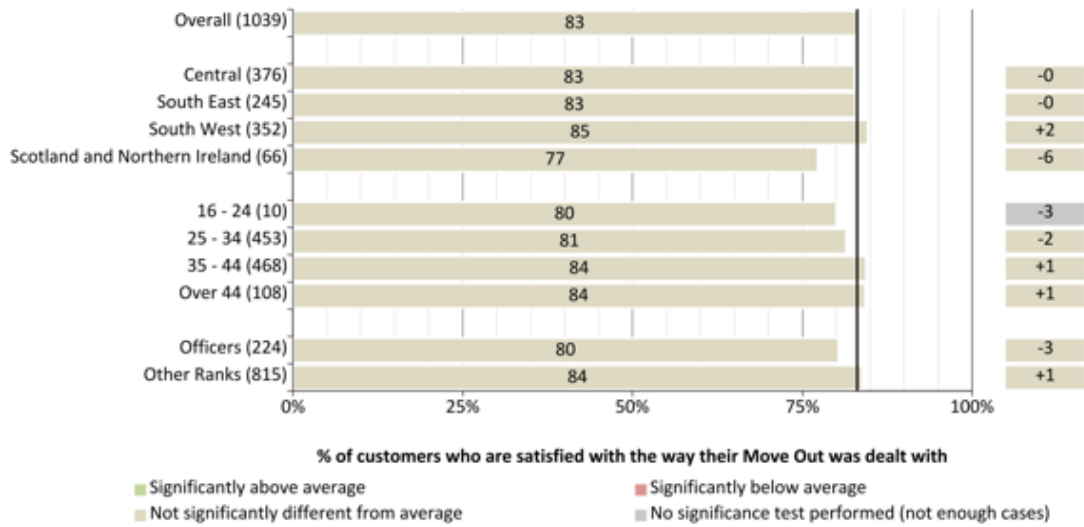


Base: All customers who have moved out of SFA accommodation (1,039)

Differences by sub-group

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

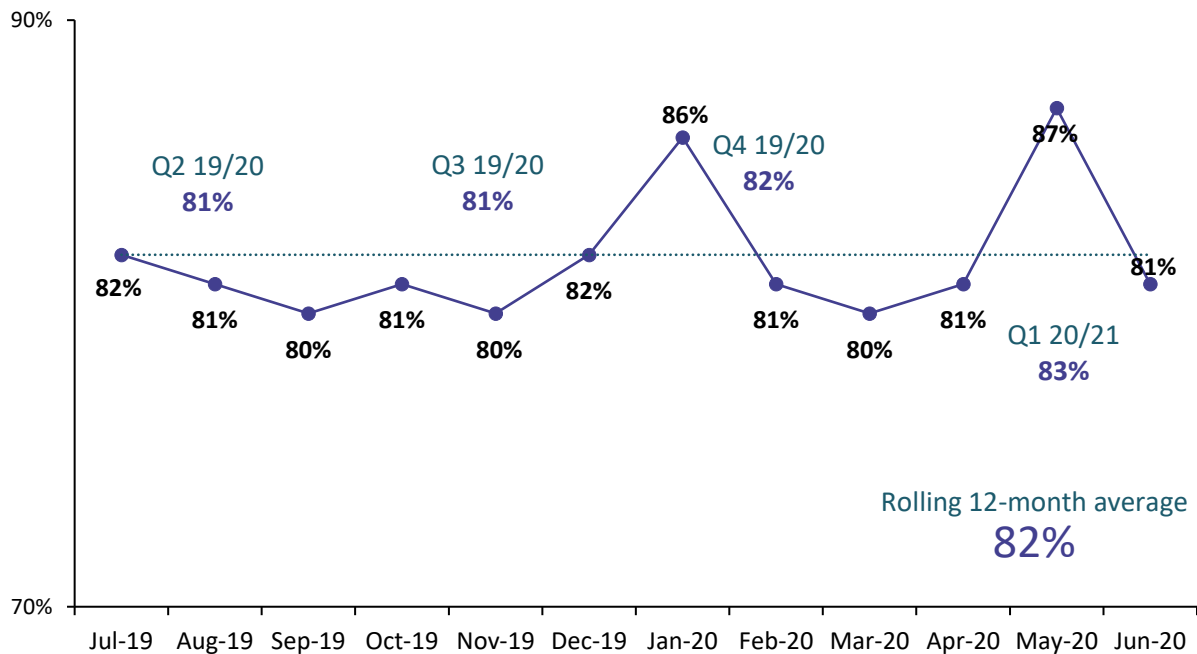
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



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

3.39 Customers’ satisfaction with the way their Move Out was dealt with in Q1 20/21 has shown an increase of 1 percentage point from the Q4 19/20 value (82%) and is now 1 percentage point above the rolling average for the 12-month period (82%).

Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months

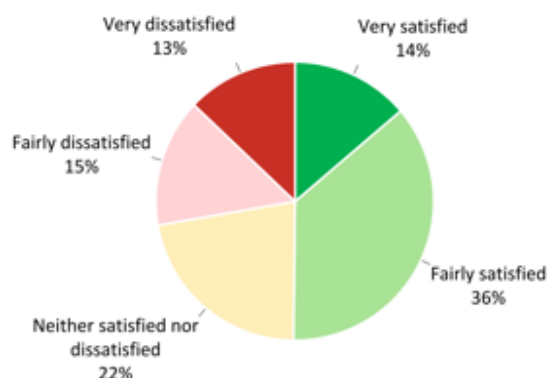


Base: All customers who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

3.40 Half (50%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst nearly three in ten (28%) are dissatisfied. Over a fifth (22%) 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?



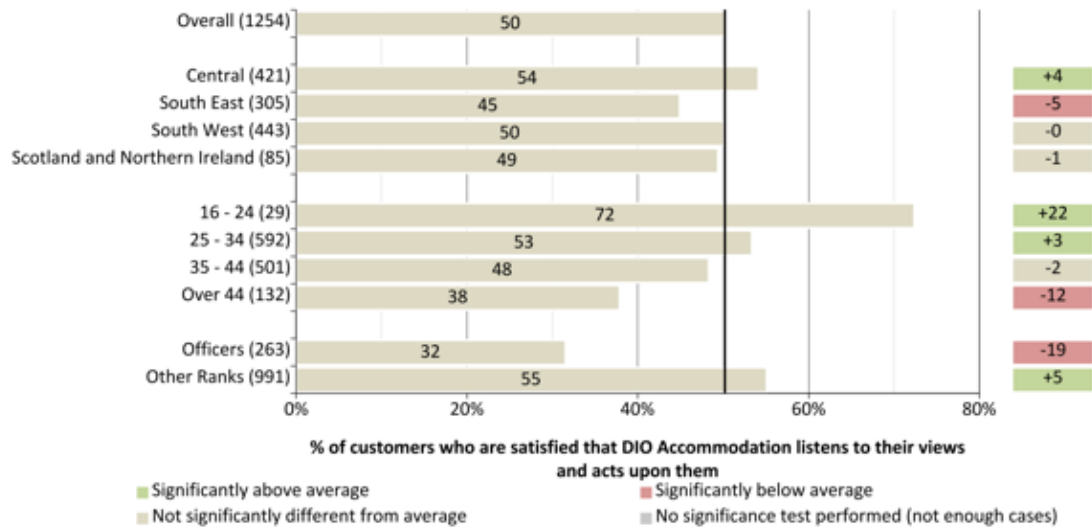
Base: All customers (1,254)

Differences by sub-group

3.41 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.

3.42 In figure 32 overleaf, we can see that customers who are aged 16 to 34, live in the Central area and those who are 'other' ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, officers, customers aged over 44 and customers who live in the South East area are significantly less likely to think this.

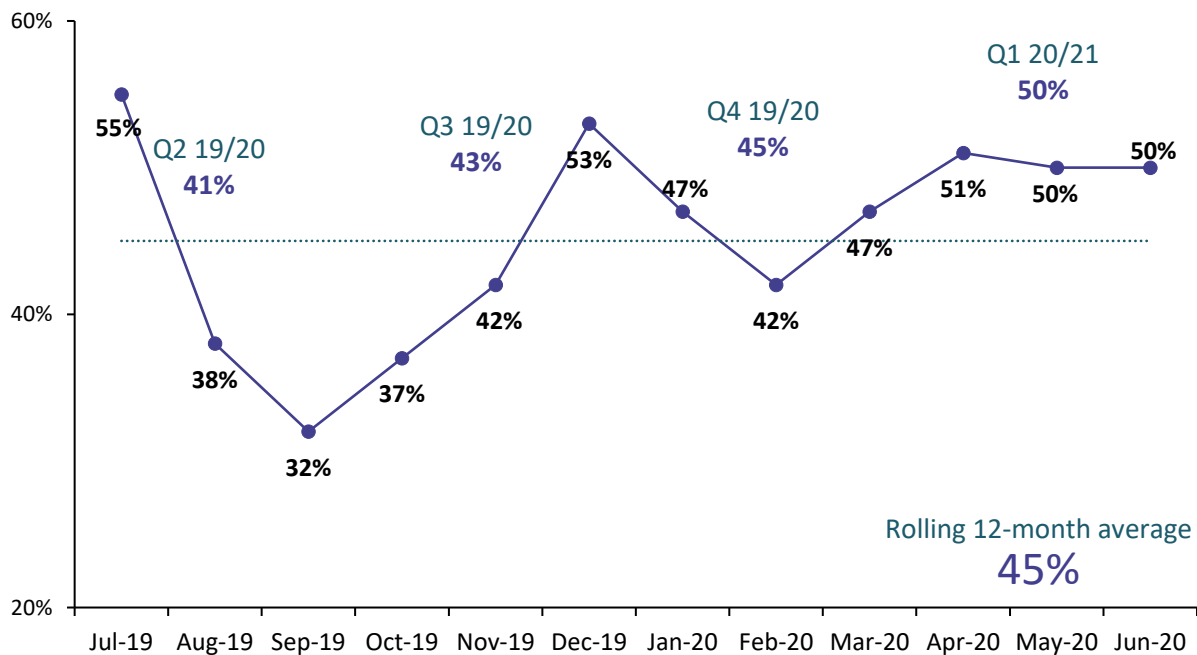
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)



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

3.43 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q1 20/21 has shown a significant increase of 5 percentage points from the Q4 19/20 value (45%) and is also significantly higher by 5 percentage points than the rolling average for the 12-month period (45%).

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



Base: All customers (base size varies)

Table of Figures

Tables

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

Figures

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its Contractors?	11
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)	12
Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months.....	12
Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?	13
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub groups).....	14
Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months	14
Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?.....	15
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)	16
Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months.....	16
Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?	17
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups).....	18
Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months	18
Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?	19
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)	20
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months	20
Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?	21
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)	22
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months	22
Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?	23
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups).....	24
Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months	24

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?	25
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)	26
Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months	26
Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?	27
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)	28
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months	28
Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?	29
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)	30
Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months	30
Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?	31
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)	32
Figure 33: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? Trend over last 12 months	32