

Ministry of Defence  
DIO Accommodation  
Customer Satisfaction Tracker



Ministry  
of Defence

Q3

Opinion Research Services  
January 2021

# Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



## Ministry of Defence

Q3 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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# The ORS Project Team

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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 3 survey was carried out by telephone between Monday 5<sup>th</sup> October and Tuesday 5<sup>th</sup> January 2021 and 1,500 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	477	32
South East	397	26
South West	534	36
Scotland and Northern Ireland	92	6
<b>Total</b>	<b>1,500</b>	<b>100</b>

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	46	3
25 - 34	588	39
35 - 44	671	45
Over 44	195	13
<b>Total</b>	<b>1,500</b>	<b>100</b>

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

Rank	Unweighted Count	Unweighted Valid %
Officers	383	26
Other Ranks	1,117	74
<b>Total</b>	<b>1,500</b>	<b>100</b>

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

Month	Unweighted Count	Unweighted Valid %
October 2020	500	33
November 2020	493	33
December* 2020	507	34
<b>Total</b>	<b>1,500</b>	<b>100</b>

## Interpretation of the Data

- <sup>1.5</sup> Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half a per cent.
- <sup>1.6</sup> In some cases, figures of 2% or below have been excluded from graphs.
- <sup>1.7</sup> Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses.
  - Yellow and beige shades represent neither positive nor negative responses.
  - Red shades represent negative responses.
  - Grey shades in sub-group demographic charts indicate that no significance test was carried due to low bases numbers
  - The darker shades used in the charts are to highlight responses at the extremes. For example, ‘very satisfied’ or ‘very dissatisfied.’
- <sup>1.8</sup> When considering changes in responses between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only. Statistical significance is at a 95% level of confidence.

## Acknowledgements

- <sup>1.9</sup> ORS would like to thank Jayne Smith and Brian Gallagher of the DIO for their help and assistance in developing the project. We would also like to thank the 1,500 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 Around two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst just under one in five (19%) are dissatisfied. Taking everything into account, satisfaction in Q3 20/21 is now 2 percentage points lower than the rolling 12-month average of 67%, and is lower than the previous quarter (Q2 in 20/21) by a percentage point.
- 2.3 Over four fifths (83%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst just under 1 in 10 (9%) are dissatisfied. Satisfaction in this area is now in line with the rolling 12-month average of 83%.
- 2.4 Exactly two thirds (66%) of customers are satisfied with the overall quality of their home, whilst exactly a fifth (20%) are dissatisfied. Satisfaction with the overall quality of the home in Q3 20/21 has shown a significant decrease of four percentage points from the Q2 20/21 value (70%), and now has a value that is back to being in line with the rolling average for the 12-month period (66%).
- 2.5 Over four fifths (84%) of customers are satisfied with their SFA estate as a place to live, whilst 9% are dissatisfied. Satisfaction with SFA estate as a place to live in Q3 20/21 has decreased by a percentage point from the Q2 20/21 value (85%) and it is now in line with the rolling average for the 12-month period (84%).
- 2.6 Just under three quarters (72%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), under 1 in 5 (18%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q3 20/21 is lower by 3 percentage points than the Q2 20/21 value (75%) and lower by 1 percentage point than the rolling average for the 12-month period (73%).
- 2.7 Around 4 in 5 (79%) customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 10 (11%) are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money is lower than the previous quarter, having decreased by 2 percentage points and is now also a percentage point lower than the rolling 12-month average (80%).
- 2.8 Just under 4 in 5 (79%) customers are satisfied with the arrangements for allocating SFA, whilst around 1 in 5 (19%) are dissatisfied. Satisfaction with the arrangements for allocating SFA has increased by 2 percentage points when compared with the previous quarter, Q2 20/21 (68%) and it is also now in line with the rolling 12-month average (70%).
- 2.9 Around 4 in 5 (79%) of customers are satisfied with the way their Move In was dealt with, whilst around one in six (16%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has increased by 2 percentage points from the previous quarter and is now a percentage point higher than the rolling 12-month average (78%).

- 2.10 Over 2 in 5 (44%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, and just over 2 in 5 (41%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q3 20/21 is significantly lower by 4 percentage points than the Q2 20/21 value (48%), and it is now lower by 2 percentage points than the rolling average for the 12-month period (46%).
- 2.11 Over four fifths (84%) of customers are satisfied with the way their Move Out was dealt with, whilst 9% are dissatisfied. Customers' satisfaction with the way their Move Out was dealt with in Q3 20/21 has shown an increase of 4 percentage points from the Q2 20/21 value (80%) and is now 1 percentage point above the rolling average for the 12-month period (83%).
- 2.12 Nearly half (48%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst over a quarter (28%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q3 20/21 has shown a decrease of 3 percentage points from the Q2 20/21 value (51%) and is now lower by 1 percentage point than the rolling average for the 12-month period (49%).

## 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 Q3 20/21 was higher than the 12-month rolling average for 2/11 of the questions asked in the survey, and in line with the rolling 12-month average for 4/11 questions (with satisfaction being lower than the rolling average on the other questions), as shown in Table 5.
- 2.15 The two highest performing areas in satisfaction (both with 84%) were SFA estate as a place to live and the way customers Move Out was dealt with, whilst another area with high satisfaction (83%) was with Rules that govern customers entitlement.

## Areas for Consideration

- 2.16 Less than half (44%) of customers continue to be satisfied with the way the contractor deals with repairs and maintenance issues, which in Q3 20/21 is now below the rolling 12-month average by 2 percentage points.
- 2.17 Less than half (48%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, and is now 1 percentage point below the 12-month rolling average.
- 2.18 When considering responses to all questions, those customers who are officers, who are living in the South East, and are aged over 35 tend to continue to be less satisfied in comparison to customers who are from 'other' ranks or are under the age of 35.



## Satisfaction Comparison

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

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

Question	Oct-20	Nov-20	Dec-20	Q3 average	Rolling 12-month average
<b>Overall service</b>	68%	64%	64%	65%	67%
<b>Rules that govern customers entitlement to SFA</b>	81%	86%	83%	83%	83%
<b>Overall quality of your home</b>	66%	68%	63%	66%	66%
<b>SFA estate as a place to live</b>	84%	84%	85%	84%	84%
<b>Upkeep of communal areas</b>	75%	71%	71%	72%	73%
<b>Daily occupancy charges provide value for money</b>	80%	79%	78%	79%	80%
<b>The arrangements for allocating SFA to customers</b>	70%	73%	68%	70%	70%
<b>The way customers Move In was dealt with</b>	77%	82%	77%	79%	78%
<b>The way the contractor deals with repairs &amp; maintenance issues</b>	47%	46%	39%	44%	46%
<b>The way customers Move Out was dealt with</b>	83%	86%	84%	84%	83%
<b>Listen to customers views and acts upon them</b>	53%	49%	43%	48%	49%

Base: All customers (base size varies)

## Dissatisfaction Comparison

<sup>2.20</sup> The table below shows how dissatisfaction for each question compares over quarter 3 and to the rolling 12-month average.

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

Question	Oct-20	Nov-20	Dec-20	Q3 average	Rolling 12-month average
<b>Overall service</b>	18%	20%	18%	19%	17%
<b>Rules that govern customers entitlement to SFA</b>	12%	8%	8%	9%	9%
<b>Overall quality of your home</b>	22%	19%	20%	20%	21%
<b>SFA estate as a place to live</b>	10%	9%	9%	9%	9%
<b>Upkeep of communal areas</b>	15%	20%	19%	18%	17%
<b>Daily occupancy charges provide value for money</b>	9%	10%	14%	11%	11%
<b>The arrangements for allocating SFA to customers</b>	20%	19%	18%	19%	19%
<b>The way customers Move In was dealt with</b>	17%	14%	16%	16%	16%
<b>The way the contractor deals with repairs &amp; maintenance issues</b>	39%	41%	43%	41%	40%
<b>The way customers Move Out was dealt with</b>	10%	8%	8%	9%	11%
<b>Listen to customers views and acts upon them</b>	27%	25%	31%	28%	29%

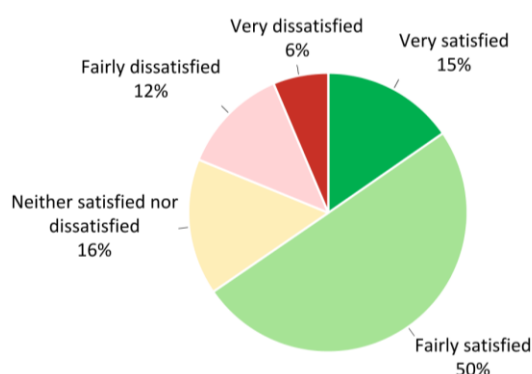
Base: All customers (base size varies)

## 3. Main Findings

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

- 3.1 Around two thirds (65%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst just under one in five (19%) are dissatisfied. Around 1 in 6 (16%) are neither satisfied nor dissatisfied.

**Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its Contractors?**

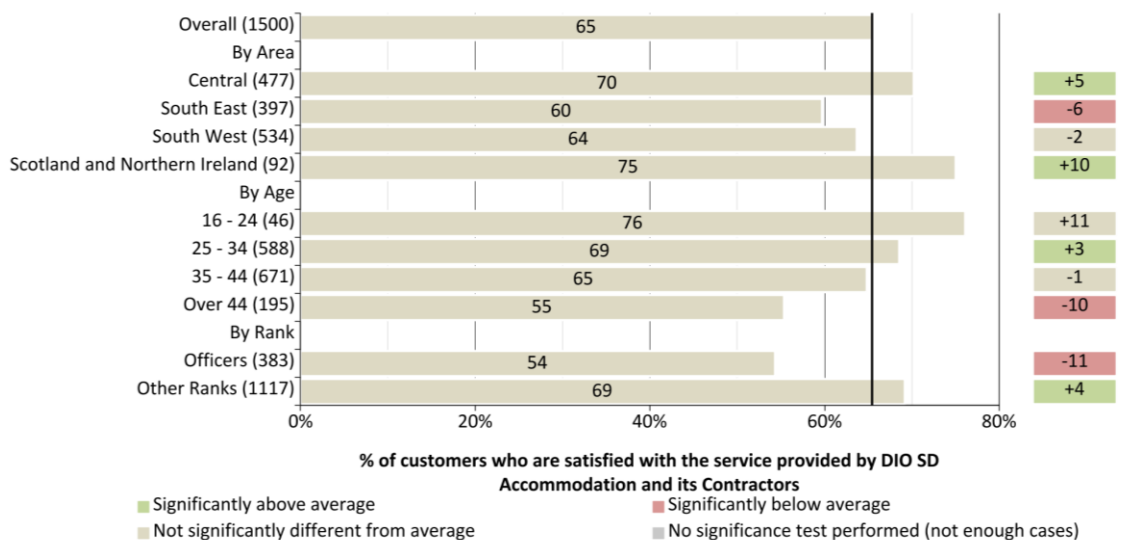


**Base: All Customers (1,500)**

#### 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 or in Scotland and Northern Ireland, who are between the ages of 25-34, or from 'other' ranks, are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, customers who live in the South East, who are aged over 44, and are Officers, are significantly less likely to be satisfied with the service provided by DIO SD Accommodation and its contractors.

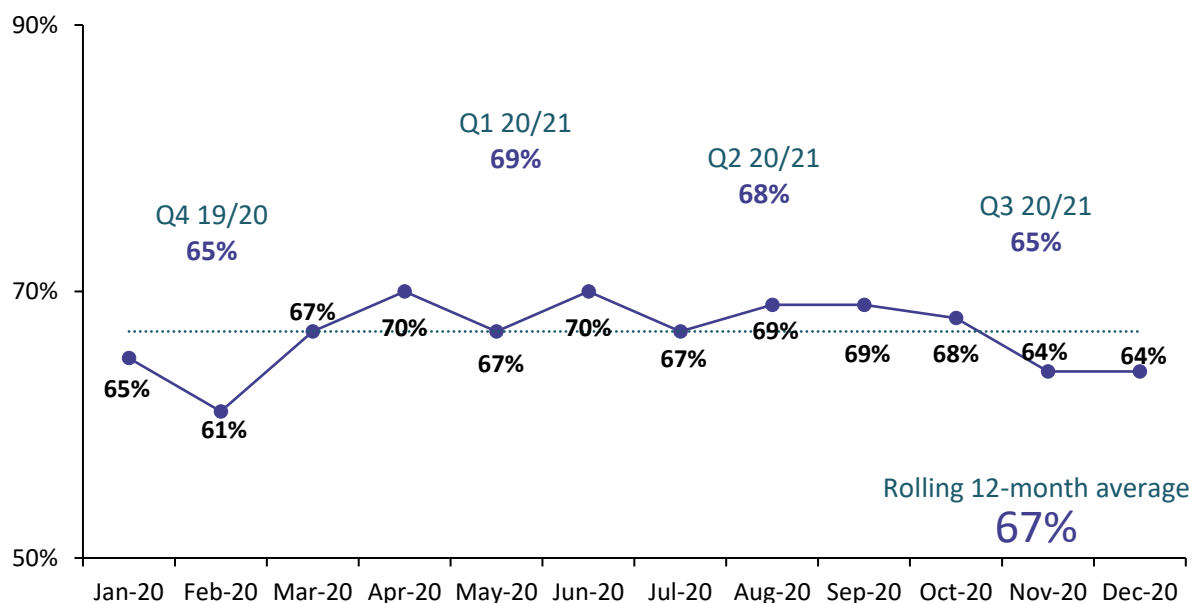
**Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)**



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

3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q3 in 20/21 is now 2 percentage points lower than the rolling 12-month average of 67%, and it is lower than the previous quarter (Q2 in 20/21) by three percentage points.

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

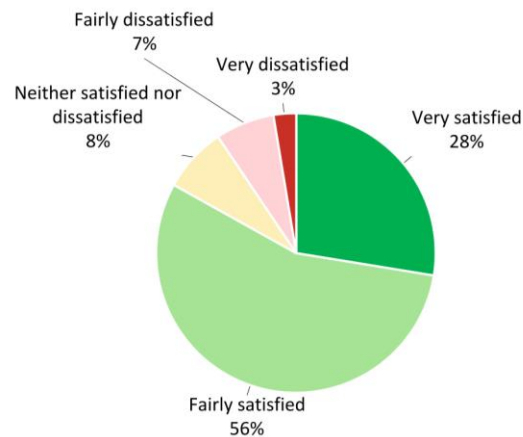


Base: All customers (base size varies)

## Rules That Govern Entitlement to Service Family Accommodation (SFA)

- 3.5 Over four fifths (83%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst just under one in ten (9%) are dissatisfied. Less than 1 in 10 (8%) are neither satisfied nor dissatisfied.

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

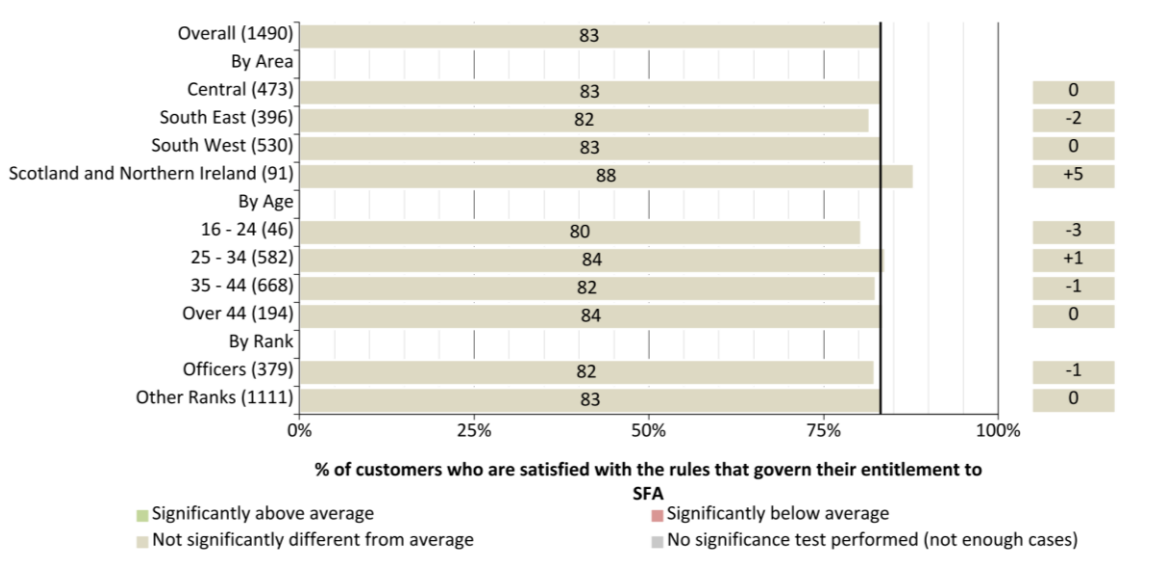


Base: All customers (1,490)

### 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 As the figure 5 overleaf shows, there were no sub-group demographics that significantly more or less likely to be satisfied with the rules that govern their entitlement to SFA.

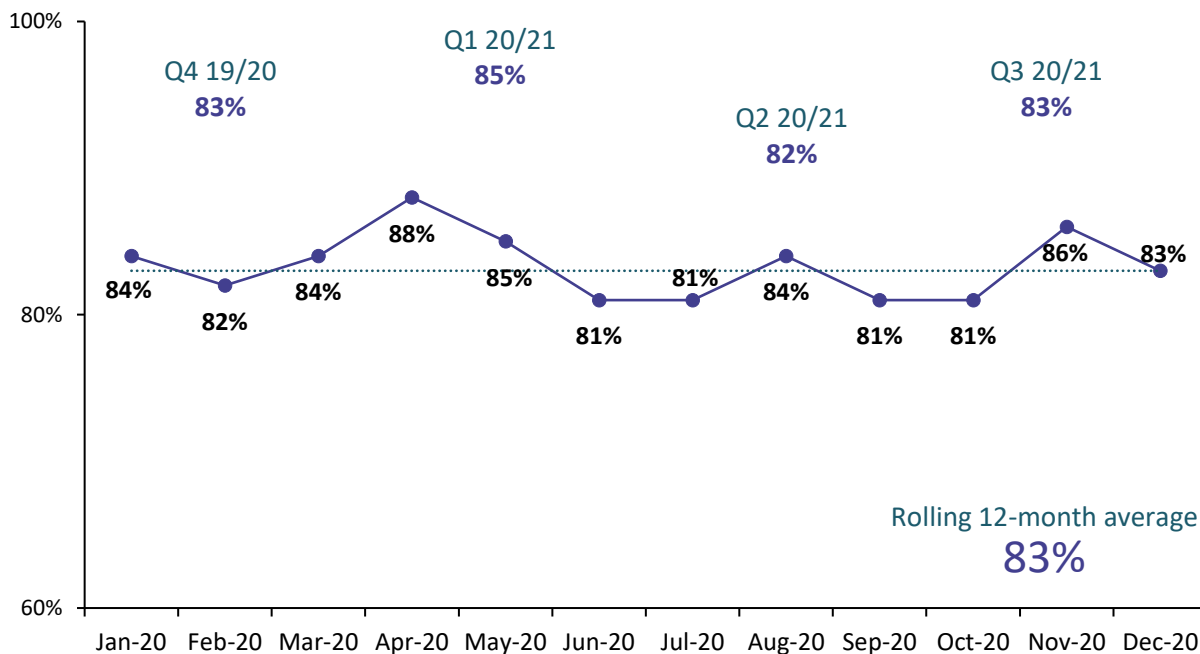
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub-groups)



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

3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q3 20/21 has shown an increase of 1 percentage point from the Q2 20/21 value (82%), and is also now in line with 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

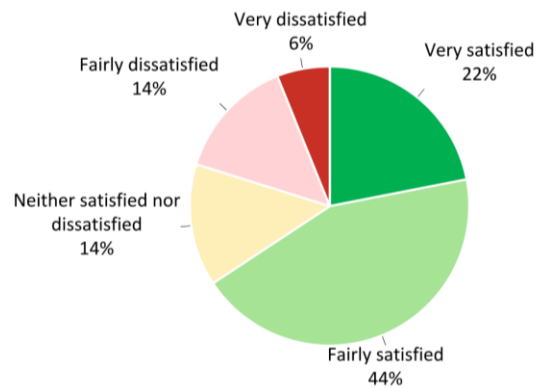


Base: All customers (base size varies)

## Overall Quality of the Home

3.9 Exactly two thirds (66%) of customers are satisfied with the overall quality of their home, whilst exactly a fifth (20%) are dissatisfied. Over one eighth (14%) are neither satisfied nor dissatisfied.

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



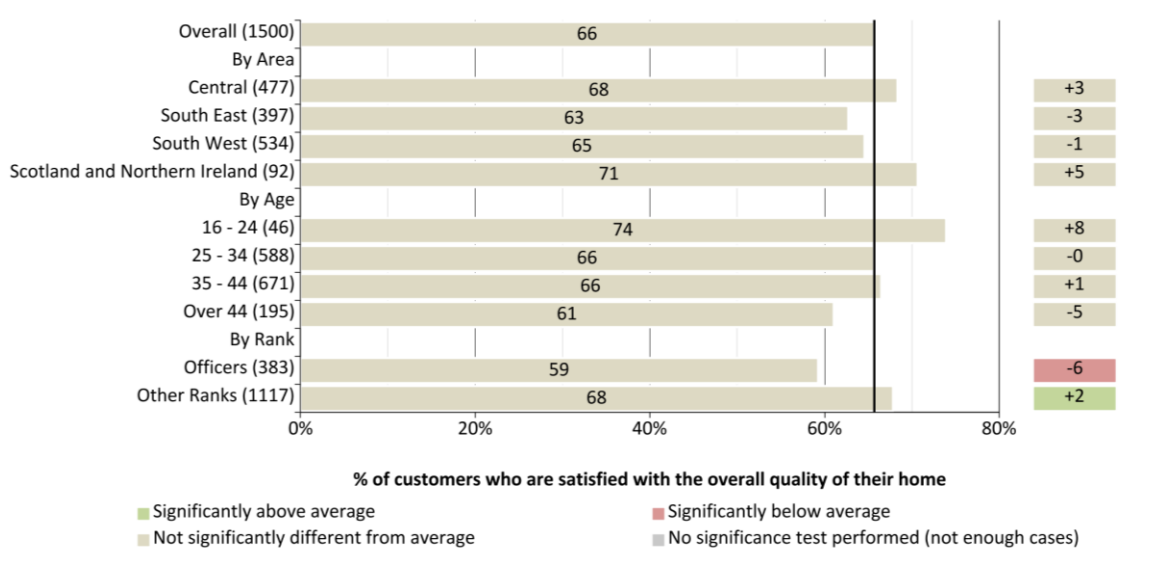
Base: All customers (1,500)

### 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 are 'other' ranks are significantly more likely to be satisfied with the overall quality of their home. In contrast, customers who are of officers are significantly less likely to be satisfied with the overall quality of their home.

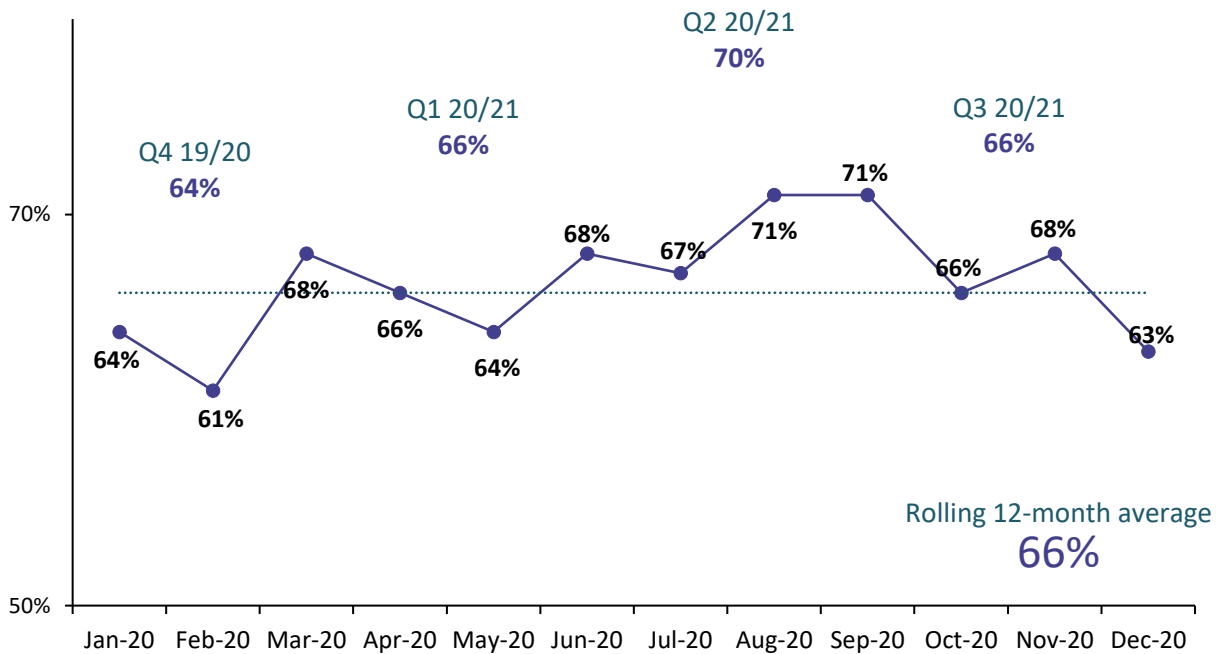
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



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

3.12 Satisfaction with the overall quality of the home in Q3 20/21 has shown a significant decrease of 4 percentage points from the Q2 20/21 value (66%) and now has a value that is in line with the rolling average for the 12-month period (66%).

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



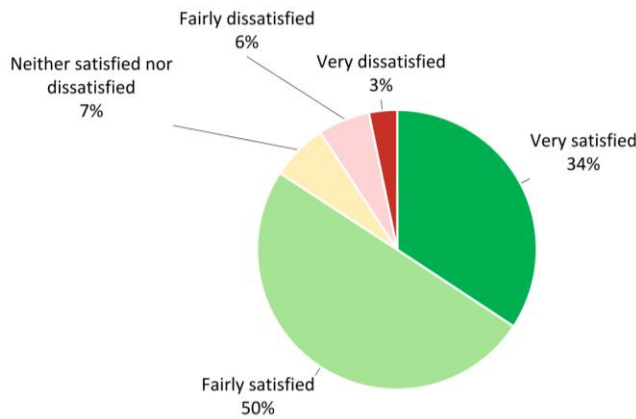
Base: All customers (base size varies)



## SFA Estate as a Place to Live

3.13 Over four fifths (84%) of customers are satisfied with their SFA estate as a place to live, whilst less than one in ten (9%) are dissatisfied. Less than 1 in 10 (7%) are neither satisfied nor dissatisfied.

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



Base: All customers (1,490)

### 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, it can be seen that customers who live in Scotland and Northern Ireland are significantly more likely to be satisfied with their SFA estate as a place to live.

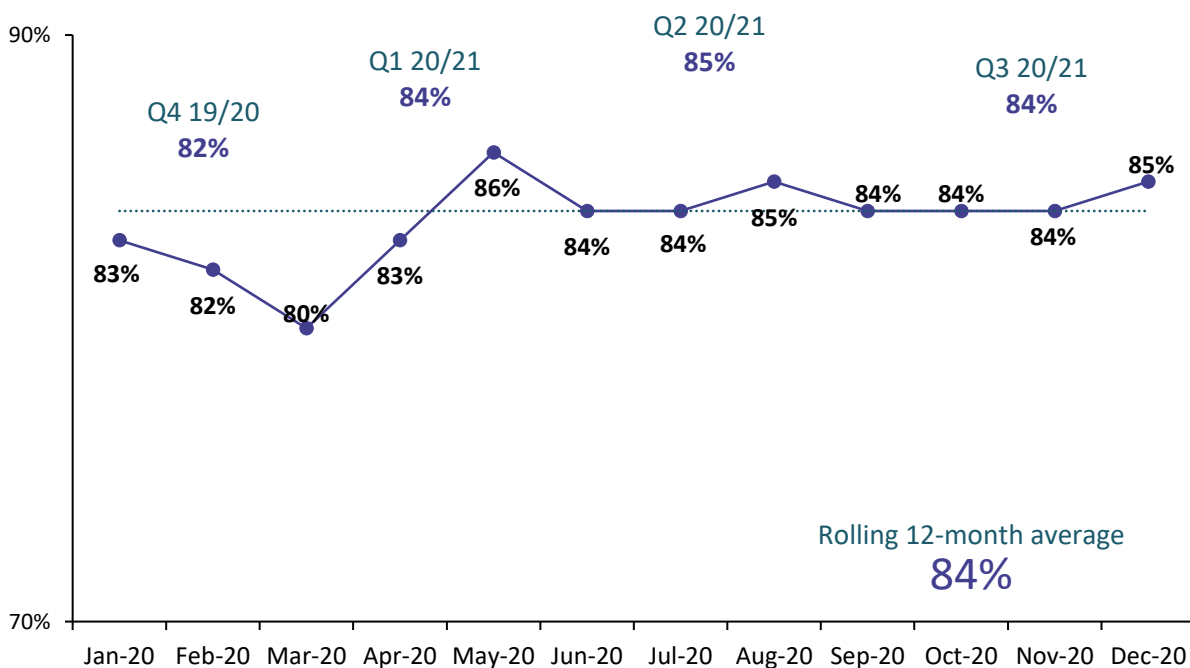
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



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

3.16 Satisfaction with SFA estate as a place to live in Q3 20/21 has decreased by a percentage point from the Q2 20/21 value (85%) and is now in line with the rolling average for the 12-month period (84%).

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

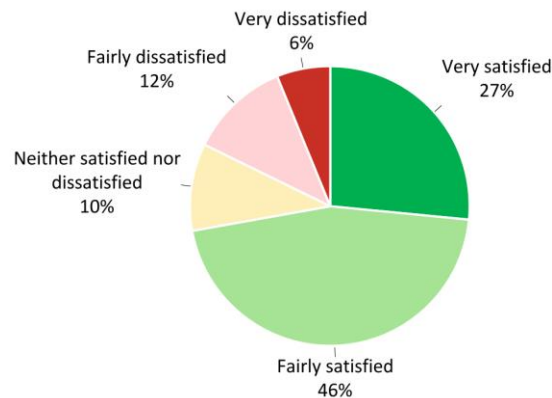


Base: All customers (base size varies)

## The Upkeep of Communal Areas and Grounds Maintenance

- 3.17 Just under three quarters (72%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and less than 1 in 5 (18%) are dissatisfied. Exactly 1 in 10 (10%) are neither satisfied nor dissatisfied.

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

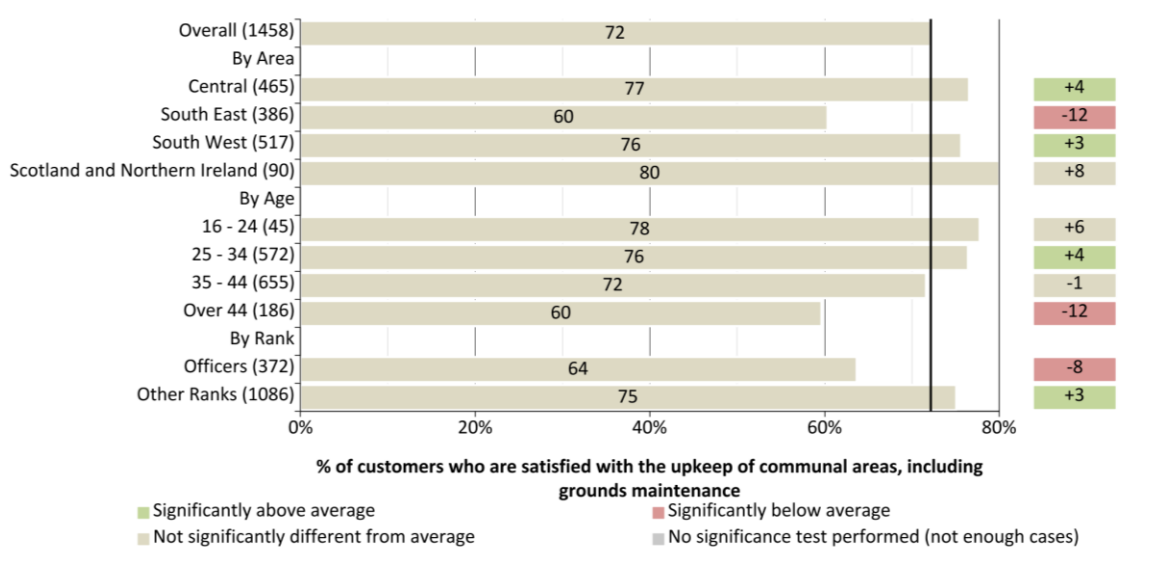


Base: All customers who share communal areas (1,490)

### 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 those who live in Central and South West areas, who are aged 25-34, and are of 'other' ranks, are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who live in the South East area, are aged over 44, and customers who are officers are significantly less likely to think this.

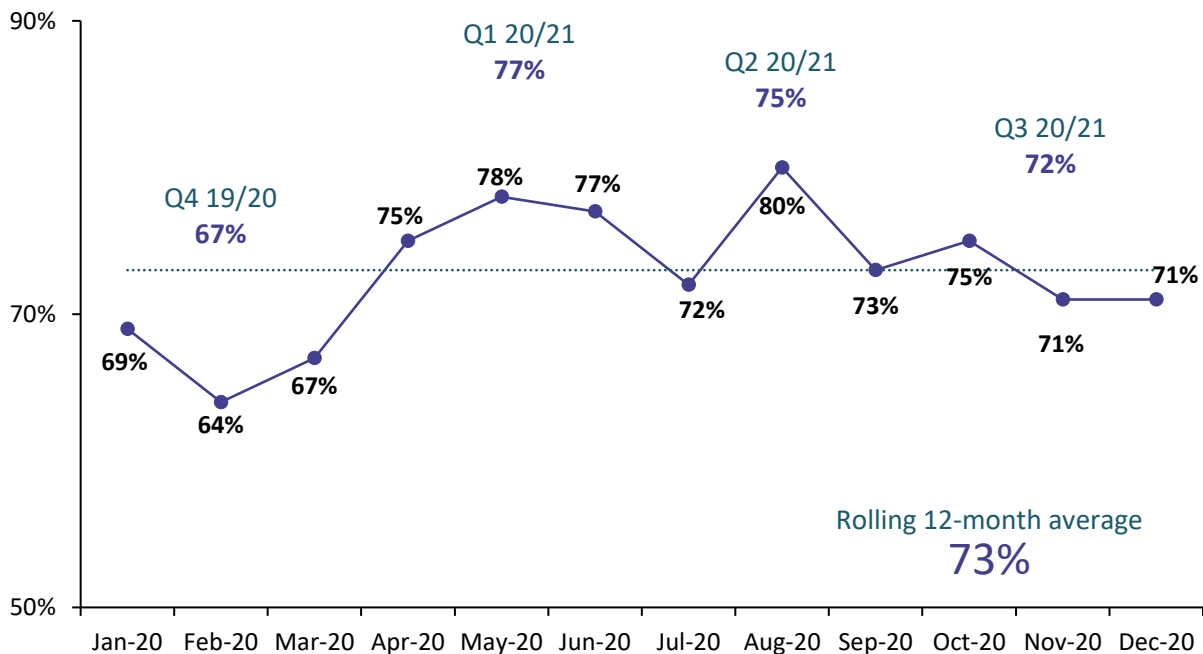
**Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)**



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

3.20 Satisfaction with the upkeep of communal areas in Q3 20/21 is 3 percentage points lower than the Q2 20/21 value (75%). It is 1 percentage point lower than the rolling average for the 12-month period (73%).

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

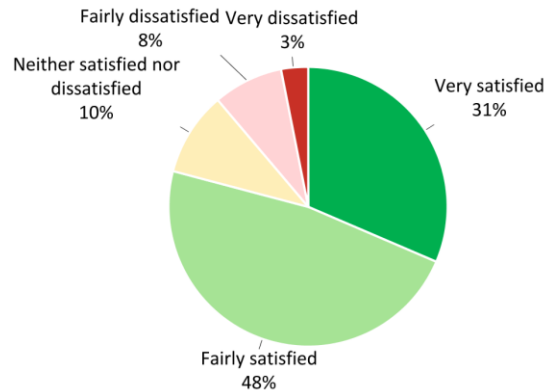


Base: All customers who share communal areas (base size varies)

## Daily Occupancy Charges and Value for Money

- 3.21 Around 4 in 5 (79%) of customers are satisfied that their daily occupancy charges provide value for money, whilst around one in ten (11%) are dissatisfied. Exactly 1 in 10 (10%) are neither satisfied nor dissatisfied.

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

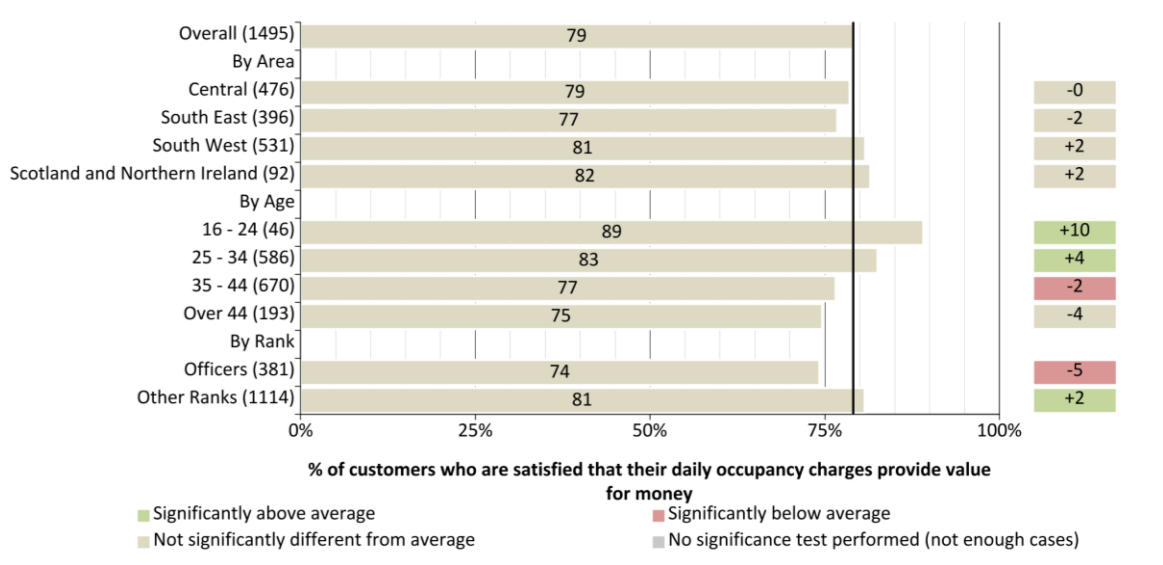


Base: All customers (1,495)

### 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, 25-34, and are in 'other' ranks are significantly more likely to be satisfied that their daily occupancy charges provide value for money. In contrast, customers who are aged 35-44, and are officers are significantly less likely to think this.

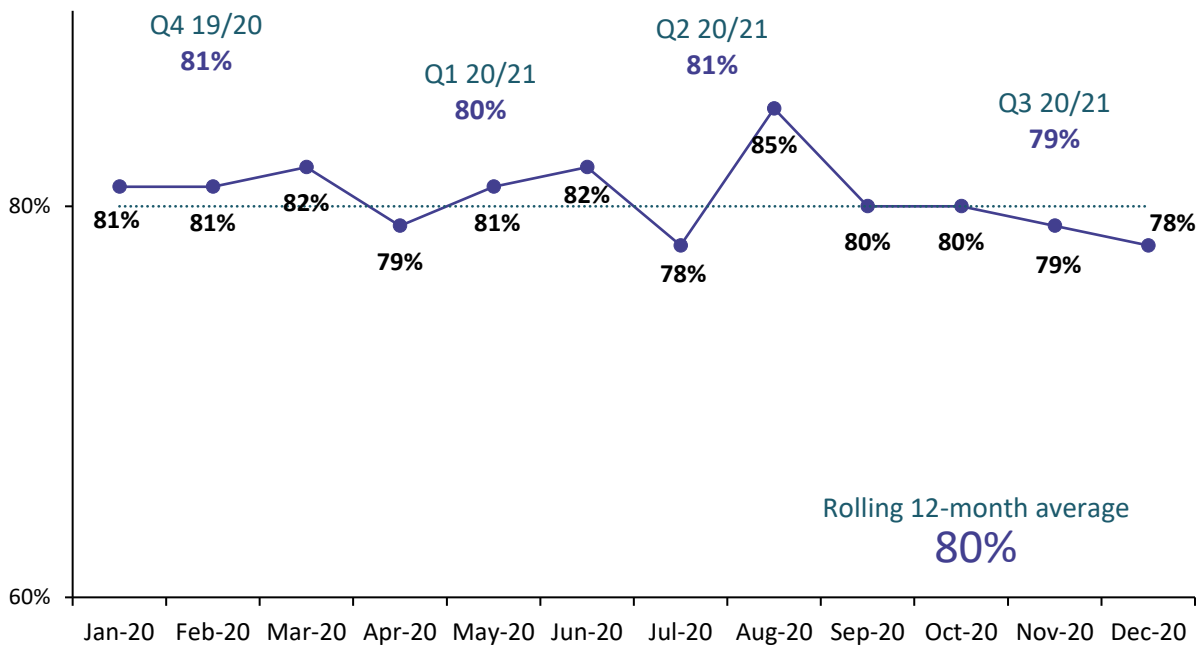
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



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

3.25 Customers’ satisfaction that daily occupancy charges provide value for money is lower than the previous quarter, having decreased by 2 percentage points, and is now also 1 percentage point lower than the rolling 12-month average (80%).

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

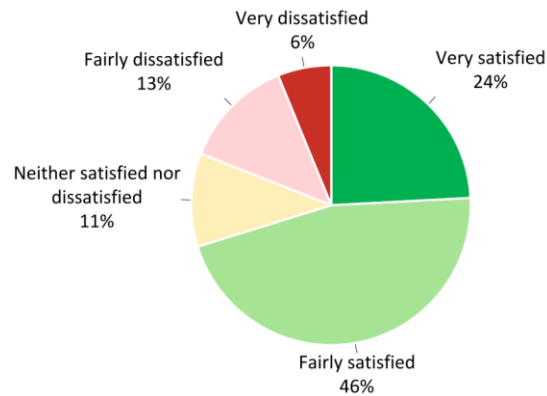


Base: All customers (base size varies)

## Arrangements for Allocating SFA

3.26 Exactly 7 in 10 (70%) of customers are satisfied with the arrangements for allocating SFA, whilst under a fifth (19%) are dissatisfied. Around 1 in 10 (11%) are neither satisfied nor dissatisfied.

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



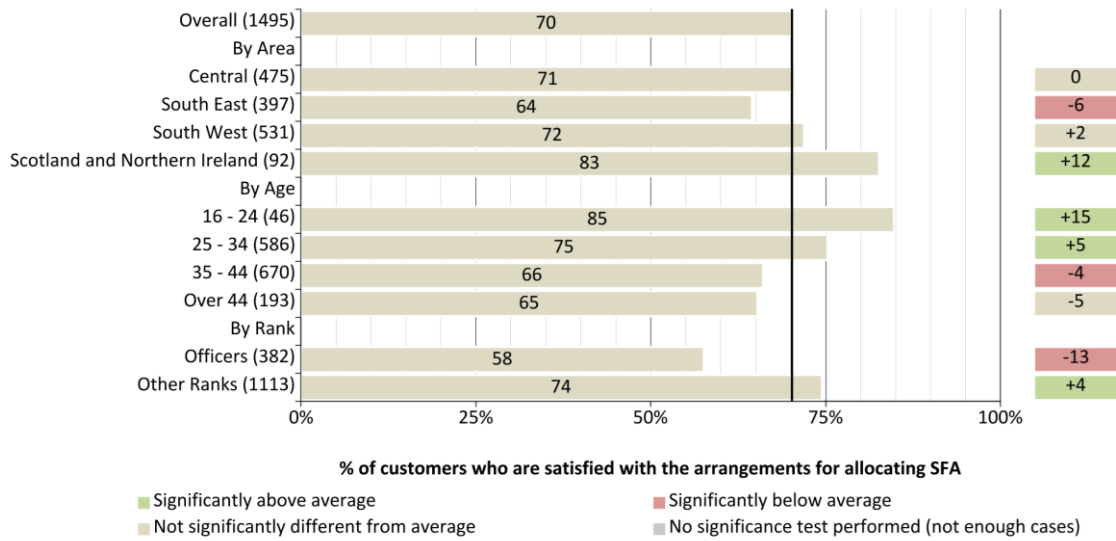
Base: All customers (1,495)

### Differences by sub-group

3.27 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.

3.28 Figure 20 overleaf shows that customers who live Scotland and Northern Ireland, who are aged 16-24, 25-34, and customers who are 'other' ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, customers who live in the South East, who are aged 35-44, and are officers, are significantly less likely to think this.

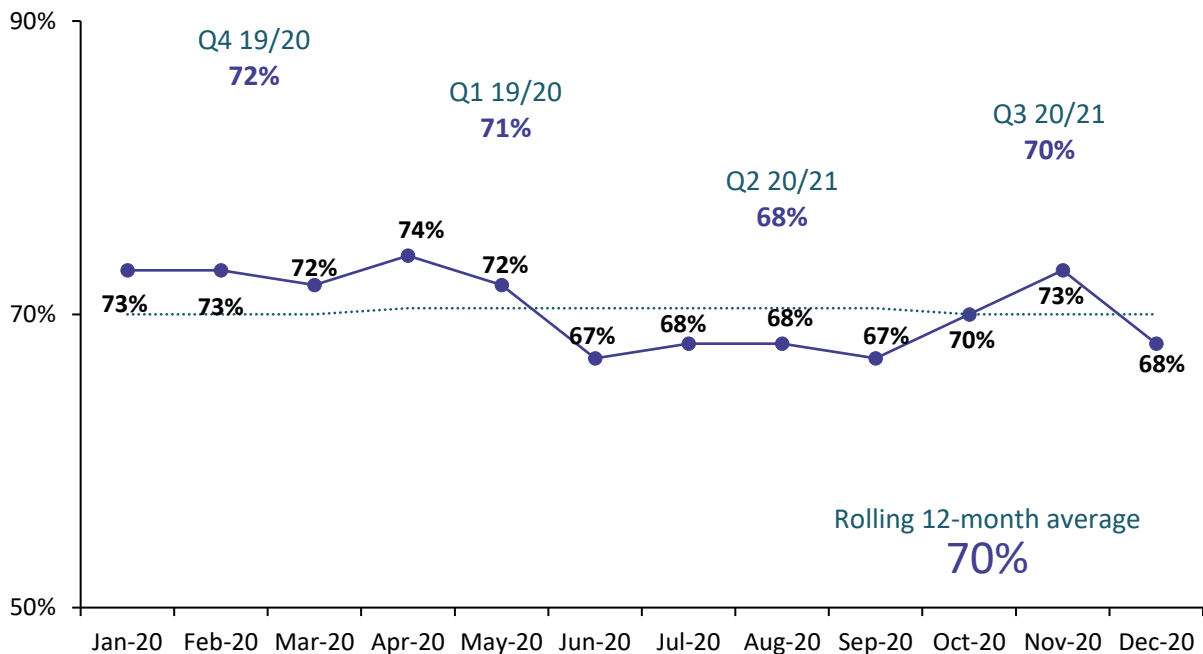
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



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

3.29 Satisfaction with the arrangements for allocating SFA in Q3 20/21 has shown an increase of 2 percentage points from the Q2 20/21 value (68%), and now has a value that is in line with the rolling average for the 12-month period (70%).

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



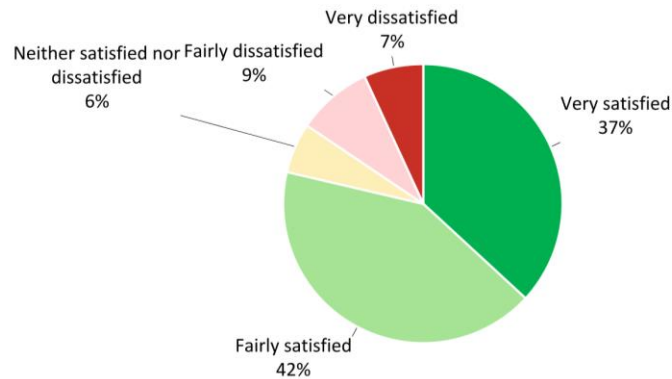
Base: All customers (base size varies)



## The Way the Move-In Was Dealt With

3.30 Almost 4 in 5 (79%) of customers are satisfied with the way their Move In was dealt with, whilst less than 1 in 5 (16%) are dissatisfied. Just over 1 in 20 (6%) are neither satisfied nor dissatisfied.

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



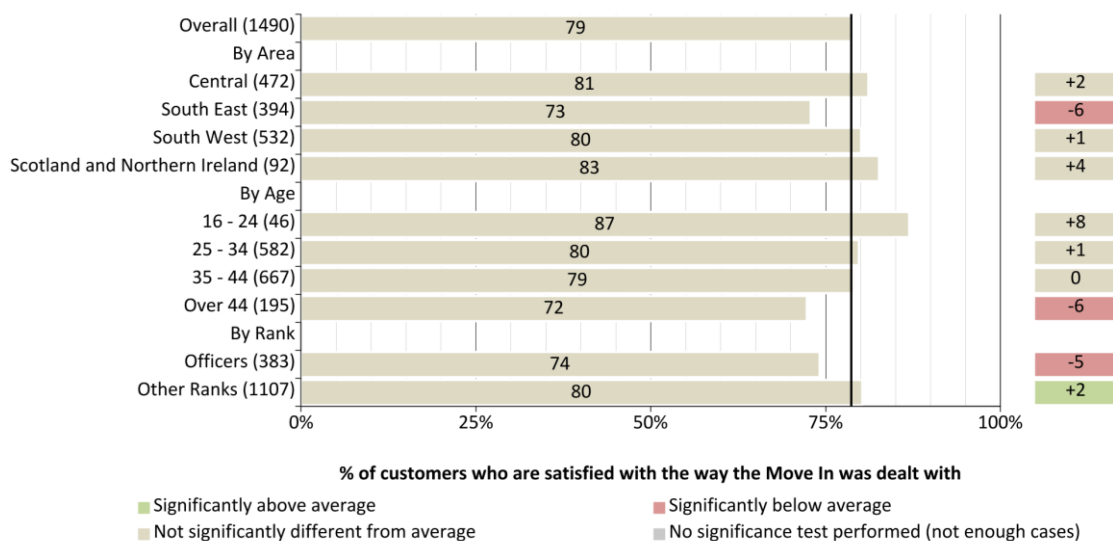
Base: All customers (1,490)

### Differences by sub-group

3.31 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.

3.32 In figure 23 overleaf, we can see that customers who 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, and customers aged over 44 are significantly less likely to think this.

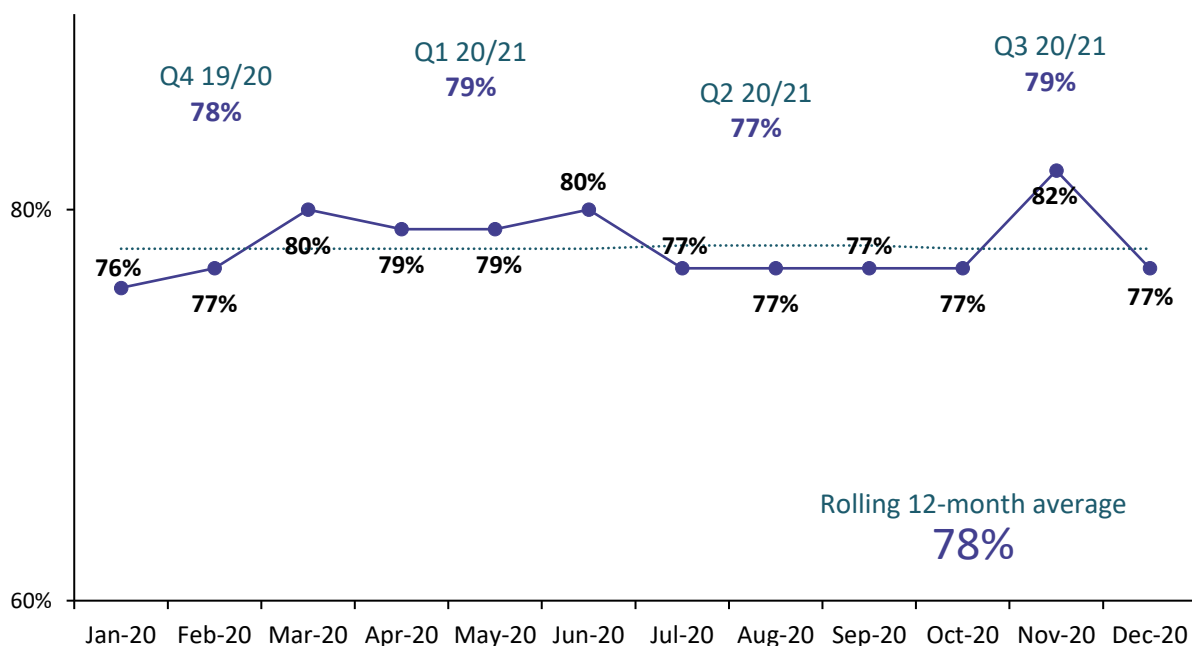
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



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

3.33 Customers’ satisfaction with the way their Move In was dealt with has increased by 2 percentage points compared to the previous quarter, Q2 20/21 (77%) and is now a percentage point higher than the rolling 12-month average (78%).

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

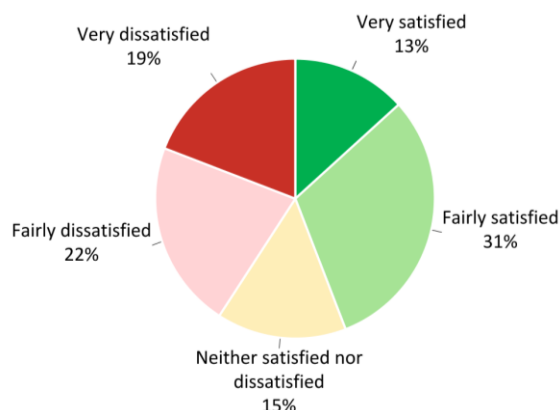


Base: All customers (base size varies)

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

3.34 More than 2 in 5 (44%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, and just over two fifths (41%) are dissatisfied. Over one eighth (15%) are neither satisfied nor dissatisfied.

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



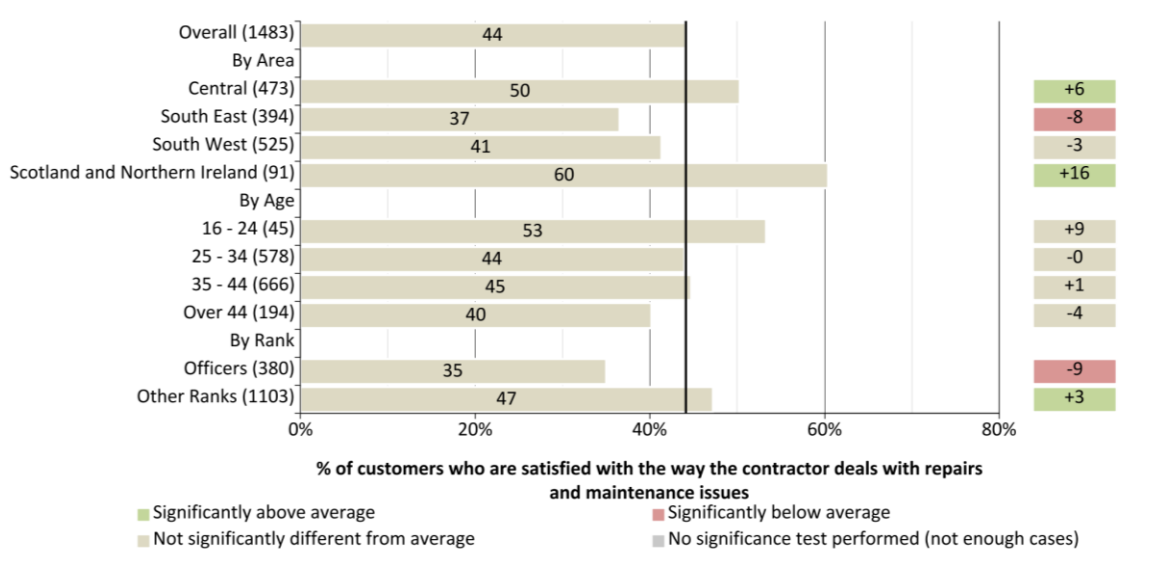
Base: All customers who have had repairs/maintenance work carried out (1,483)

### Differences by sub-group

3.35 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.

3.36 In figure 26 overleaf, we can see that customers who live in the Central areas and Scotland and Northern Ireland, and those who are in '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 area are significantly less likely to think this.

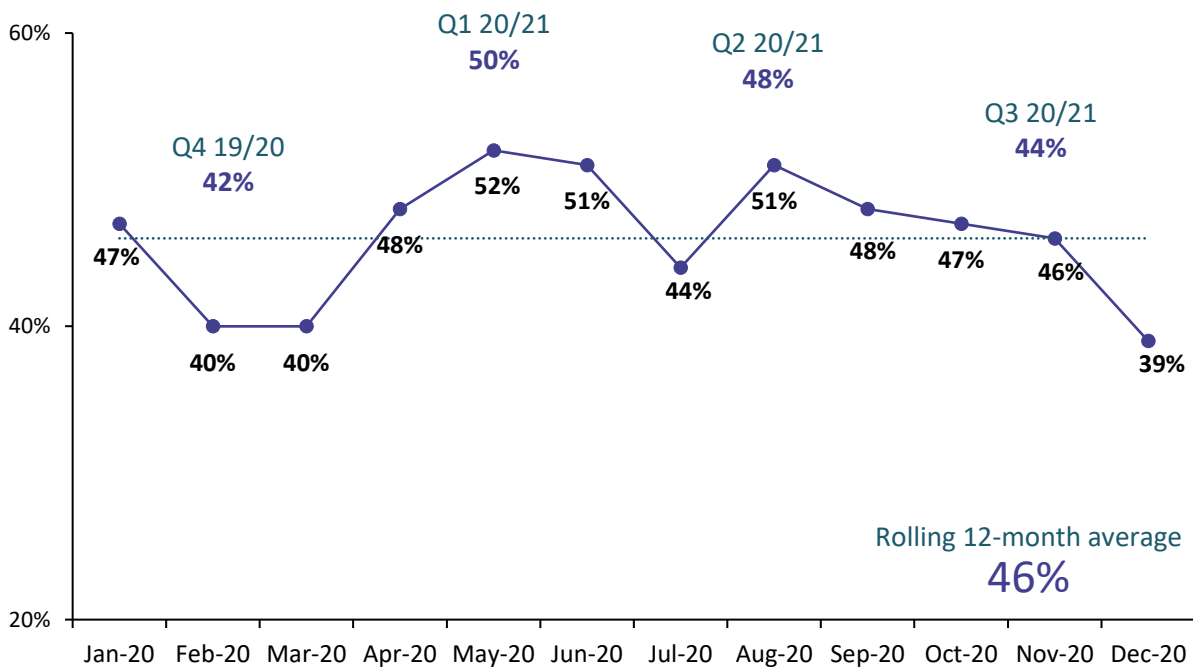
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



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

3.37 Satisfaction with the way the contractor deals with repairs and maintenance issues in Q3 20/21 is lower by 4 percentage points than the Q2 20/21 value (48%) and also lower by 2 percentage points than the rolling average for the 12-month period (46%).

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

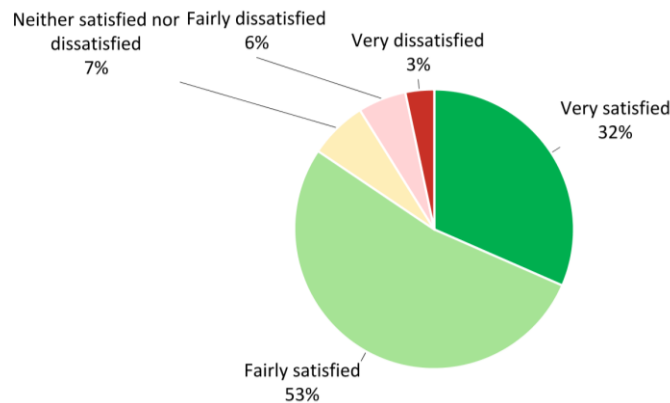


Base: All customers who have had repairs/maintenance work carried out (base size varies)

## The Way the Move-Out Was Dealt With

3.38 Over four fifths (84%) of customers are satisfied with the way their Move Out was dealt with, whilst around one in ten (9%) are dissatisfied. Less than 1 in 10 (7%) are neither satisfied nor dissatisfied.

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



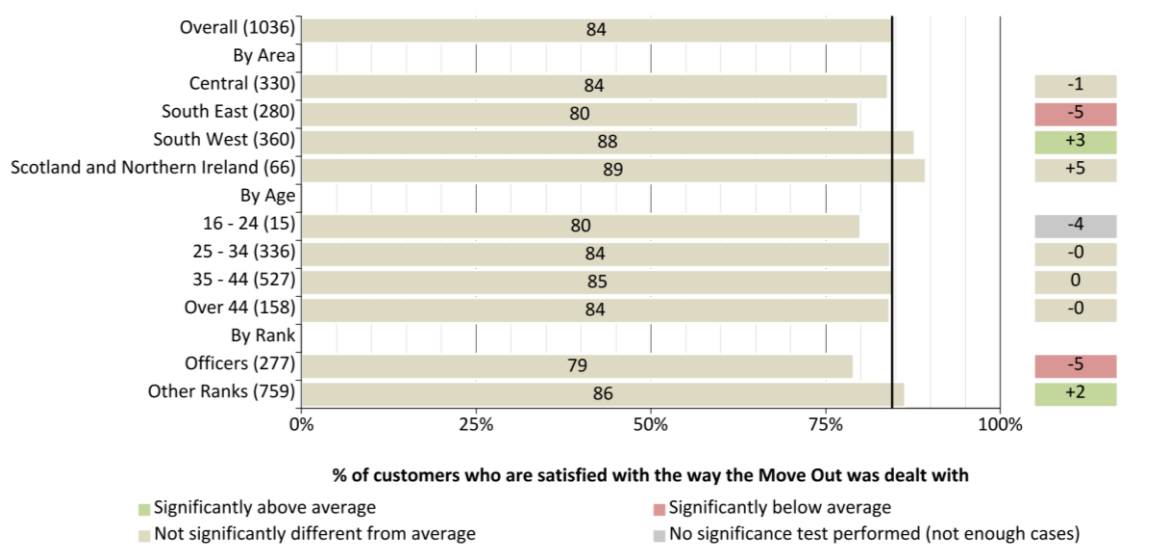
**Base: All customers who have moved out of SFA accommodation (1,036)**

### Differences by sub-group

3.39 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.

3.40 In figure 29 overleaf, we can see that customers who live in the South West area and customers who are of 'other' ranks are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst customers who are officers and those customers who live in the South East area are significantly less likely to think this.

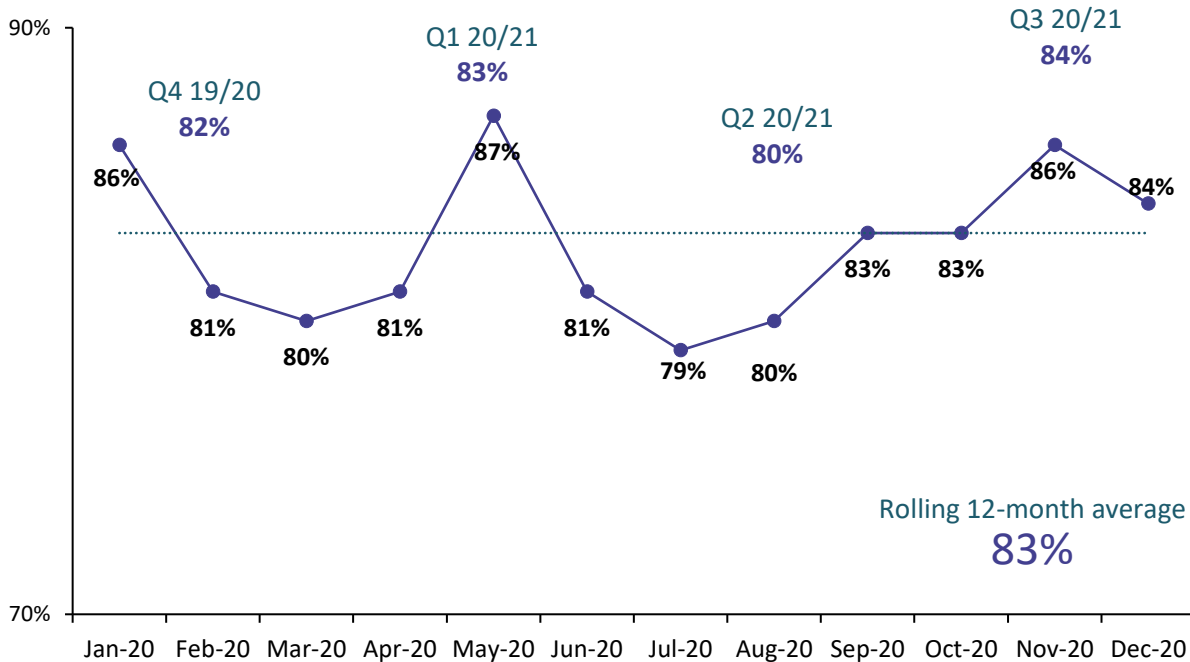
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



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

3.41 Customers’ satisfaction with the way their Move Out was dealt with in Q3 20/21 has shown a significant increase of 4 percentage points from the Q2 20/21 value (80%) and is now 1 percentage point above the rolling average for the 12-month period (83%).

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

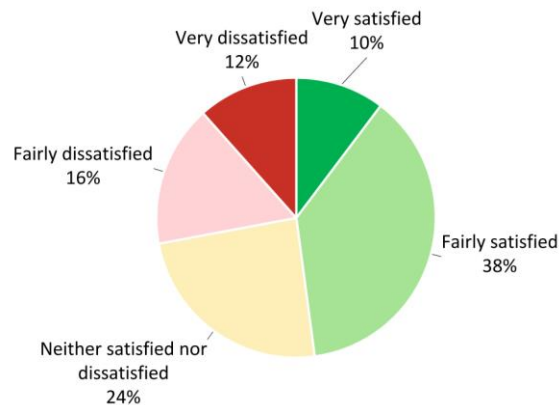


Base: All customers who have moved out of SFA accommodation (base size varies)

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

3.42 Nearly half (48%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst over a quarter (28%) are dissatisfied. Just under a quarter (24%) 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?



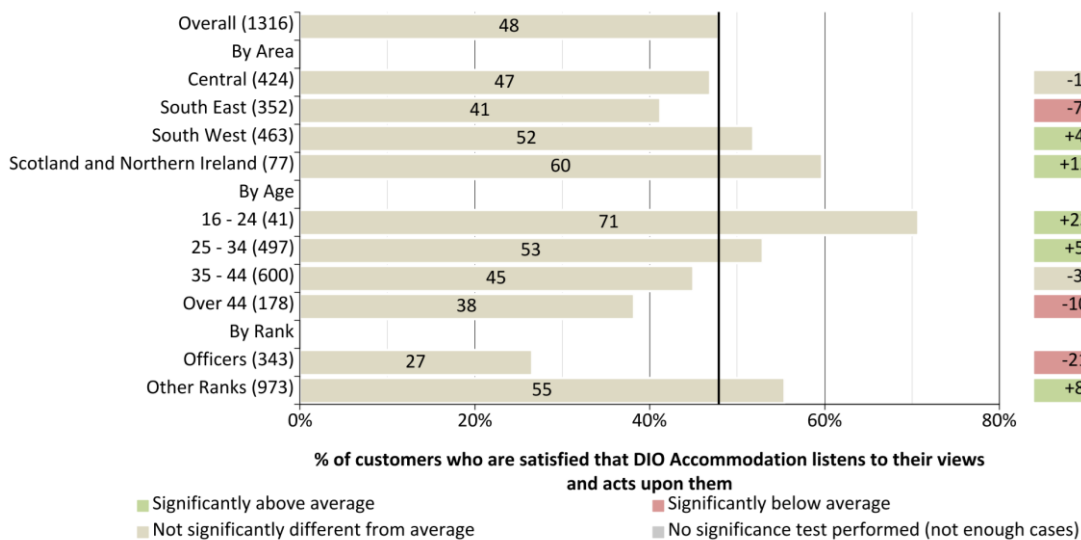
Base: All customers (1,316)

### Differences by sub-group

3.43 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.

3.44 In figure 32 overleaf, we can see that customers who live in South West areas and in Scotland and Northern Ireland, those who are aged between 16-24 and 25-34, and those who are 'other' ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon them. In contrast, customers who live in South East areas, who are officers, and customers who are aged over 44 are significantly less likely to think this.

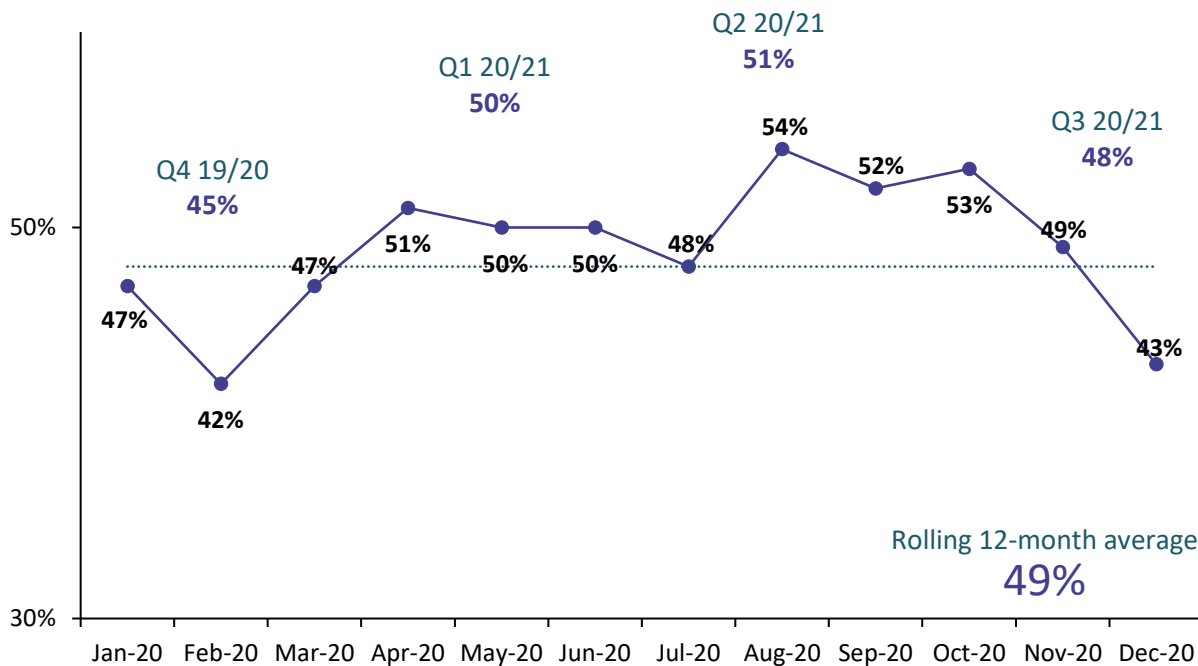
**Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)**



Base All customers (number of customers shown in brackets)

3.45 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q3 20/21 has shown a decrease of 3 percentage points from the Q2 20/21 value (51%) and is now lower by 1 percentage point than the rolling average for the 12-month period (49%).

**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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