

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q2 2021/22 Report

Opinion Research Services

November 2021

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry of Defence

Q2 2021/22 Report
by Opinion Research Services

Opinion Research Services

The Strand • Swansea • SA1 1AF
01792 535300 | www.ors.org.uk | info@ors.org.uk

As with all our studies, findings from this survey are subject to Opinion Research Services Standard Terms and Conditions of Contract

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

This study was conducted in accordance with ISO 20252:2012

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

Contents

1. Project Overview	4
The Survey	5
Survey Methodology and Response.....	5
Interpretation of the Data.....	6
Acknowledgements	7
2. Executive Summary	8
Summary of Main Findings.....	8
Some Main Conclusions and Recommendations	9
Areas of High Performance	9
Areas for Consideration.....	10
Satisfaction Comparison.....	11
Dissatisfaction Comparison	12
3. Main Findings	13
Service Provided by Defence Infrastructure Organisation (DIO) Service Delivery (SD) Accommodation.	13
Rules That Govern Entitlement to Service Family Accommodation (SFA).....	15
Overall Quality of the Home.....	17
SFA Estate as a Place to Live.....	19
The Upkeep of Communal Areas and Grounds Maintenance.....	21
Daily Occupancy Charges and Value for Money	23
Arrangements for Allocating SFA	25
The Way the Move-In Was Dealt With.....	27
The Way the Contractor Deals with Repairs and Maintenance Issues	29
The Way the Move-Out Was Dealt With.....	31
The DIO SD Accommodation Listening to Views and Acting Upon Them	33
Table of Figures.....	35
Tables	35
Figures	35

The ORS Project Team

Project design, management, and reporting

Anna Shakeshaft

Dave Hammond

Fieldwork management

Robyn Griffiths

Data analysis

Richard Harris

Sheng Yang

Peter Maggs

Report author

Dave Hammond

Project Overview

The Survey

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

Survey Methodology and Response

^{1.2} Structured telephone interviews using a 'CATI' (Computer Assisted Telephone Interviewing) system were undertaken with a randomly selected sample of customers living in SFA each month.

^{1.3} The quarter 2 2021/22 survey was carried out by telephone between 12th July and 18th October 2021¹, and 1,505 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	488	32
South East	369	25
South West	551	37
Scotland and Northern Ireland	97	6
Total	1,505	100

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	50	3
25 - 34	622	41
35 - 44	649	43
Over 44	184	12
Total	1,505	100

¹ Note that fieldwork in the month of September was extended to October

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

Rank	Unweighted Count	Unweighted Valid %
Officers	367	24
Other Ranks	1,138	76
Total	1,505	100

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

Month	Unweighted Count	Unweighted Valid %
July 2021	504	33
August 2021	500	33
September 2021	501	33
Total	1,505	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} Charts 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 (i.e. Satisfaction);
 - Yellow and beige shades represent neither positive nor negative responses;
 - Red shades represent negative responses (i.e. Dissatisfaction);
 - 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.’
- ^{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 Jayne Smith and Brian Gallagher of the DIO for their help and assistance in developing the project. We would also like to thank the 1,505 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 three in five (61%) customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (22%) are dissatisfied. Satisfaction in Q2 21/22 is now lower by a percentage point than the rolling 12-month average of 62% and now equal to the previous quarter (Q1 in 21/22).
- 2.3 Less than four fifths (78%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 8 (12%) are dissatisfied. Satisfaction in this area is now 3 percentage points lower than the rolling 12-month average, which is a significant result, and the Q1 21/22 value (both 81%).
- 2.4 Over 3 in 5 (62%) customers are satisfied with the overall quality of their home, whilst a quarter (25%) are dissatisfied. Satisfaction with the overall quality of the home in Q2 21/22 has shown an increase of 1 percentage point from the Q1 21/22 value (61%), but still has a value that is a percentage point less than the rolling average for the 12-month period (63%).
- 2.5 Over four fifths (82%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (9%) are dissatisfied. Satisfaction with SFA estate as a place to live in Q2 21/22 has remained the same as the Q1 21/22 value (82%) and is also equal to the rolling average for the 12-month period (82%).
- 2.6 Over three fifths (63%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), around 1 in 4 (24%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q2 21/22 is significantly lower by 5 percentage points lower when compared with Q1 21/22 and the rolling average for the 12-month period (both 68%).
- 2.7 Four fifths (80%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 1 in 10 (10%) are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money has increased by two percentage points from the Q1 21/22 value (78%) and is now 1 percentage point higher than the rolling 12-month average (79%).
- 2.8 Around two thirds (65%) of customers are satisfied with the arrangements for allocating SFA, whilst over a fifth (22%) are dissatisfied. Satisfaction with the arrangements for allocating SFA has decreased by 2 percentage points when compared with Q1 21/22 (67%), and it is also lower by 3 percentage points than the rolling 12-month average (68%).
- 2.9 Three quarters (75%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (16%) are dissatisfied. Customers' satisfaction with the way their Move In was

dealt with has decreased by a percentage points from the previous quarter (76%), and it is now 2 percentage points lower than the rolling 12-month average (77%).

- 2.10 Around two in five (39%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst around half (47%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q2 21/22 is lower by 1 percentage point than the Q1 21/22 value (40%) and is now lower by 2 percentage points than the rolling average for the 12-month period (41%).
- 2.11 Four fifths (80%) of customers are satisfied with the way their Move Out was dealt with, whilst around 1 in 10 (11%) are dissatisfied. Customers' satisfaction with the way their Move Out was dealt with in Q1 21/22 has decreased by a percentage point from the Q1 21/22 value (81%) and is now 2 percentage points below the rolling average for the 12-month period (82%).
- 2.12 Two fifths (40%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst more than a third (34%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in this quarter is a percentage point lower than the Q1 21/22 value (41%) and is now lower by 3 percentage points than the rolling average for the 12-month period (43%).

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 The top performing areas in satisfaction in Q2 21/22, overall, were SFA estate as a place to live and the way customers Move Out was dealt with (both 82%, respectively), rules that govern customers entitlement to SFA (81%) and that the daily occupancy charges provide value for money (79%).

Areas for Consideration

- 2.15 Satisfaction in Q2 21/22 was lower than the 12-month rolling average for 9 out of the 11 questions asked in the survey, showing a decrease in satisfaction levels in most areas.
- 2.16 Under two fifths (39%) of customers continue to be satisfied with the way the contractor deals with repairs and maintenance issues, however, this is now below the rolling 12-month average by 2 percentage points.
- 2.17 A slightly higher proportion (40%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, which is below the 12-month rolling average by 3 percentage points.
- 2.18 When considering responses to all questions, those customers who are Officers, or customers who live in the South East area, tend to be less satisfied in comparison to customers who are from 'other' ranks, or customers who live in the Central area or Scotland and Northern Ireland.

Satisfaction Comparison

2.19 The table below shows how satisfaction for each question compares over quarter 2 and to the rolling 12-month average.

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

Question	July-21	Aug-21	Sept-21	Q2 average	Rolling 12-month average
Overall service	65%	57%	60%	61%	62%
Rules that govern customers entitlement to SFA	82%	74%	78%	78%	81%
Overall quality of your home	66%	61%	58%	62%	63%
SFA estate as a place to live	84%	80%	81%	82%	82%
Upkeep of communal areas	65%	61%	62%	63%	68%
Daily occupancy charges provide value for money	82%	76%	82%	80%	79%
The arrangements for allocating SFA to customers	68%	61%	66%	65%	68%
The way customers Move In was dealt with	78%	73%	75%	75%	77%
The way the contractor deals with repairs & maintenance issues	43%	39%	34%	39%	41%
The way customers Move Out was dealt with	79%	82%	80%	80%	82%
Listen to customers views and acts upon them	45%	37%	37%	40%	43%

Base: All customers (base size varies)

Dissatisfaction Comparison

^{2.20} The table below shows how dissatisfaction for each question compares over quarter 2 and to the rolling 12-month average.

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

Question	July-21	Aug-21	Sept-21	Q2 average	Rolling 12-month average
Overall service	18%	26%	23%	22%	21%
Rules that govern customers entitlement to SFA	10%	16%	11%	12%	10%
Overall quality of your home	21%	28%	26%	25%	23%
SFA estate as a place to live	8%	10%	10%	9%	10%
Upkeep of communal areas	22%	27%	22%	24%	20%
Daily occupancy charges provide value for money	8%	11%	12%	10%	11%
The arrangements for allocating SFA to customers	21%	24%	22%	22%	21%
The way customers Move In was dealt with	15%	17%	16%	16%	16%
The way the contractor deals with repairs & maintenance issues	43%	47%	50%	47%	45%
The way customers Move Out was dealt with	13%	11%	9%	11%	10%
Listen to customers views and acts upon them	30%	36%	37%	34%	32%

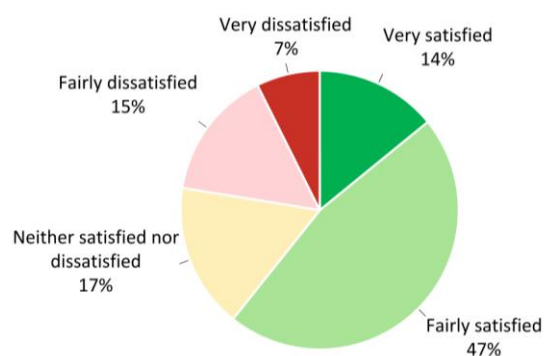
Base: All customers (base size varies)

3. Main Findings

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

- 3.1 Around three in five (61%) customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over 1 in 5 (22%) are dissatisfied. Less than a fifth (17%) are also 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?

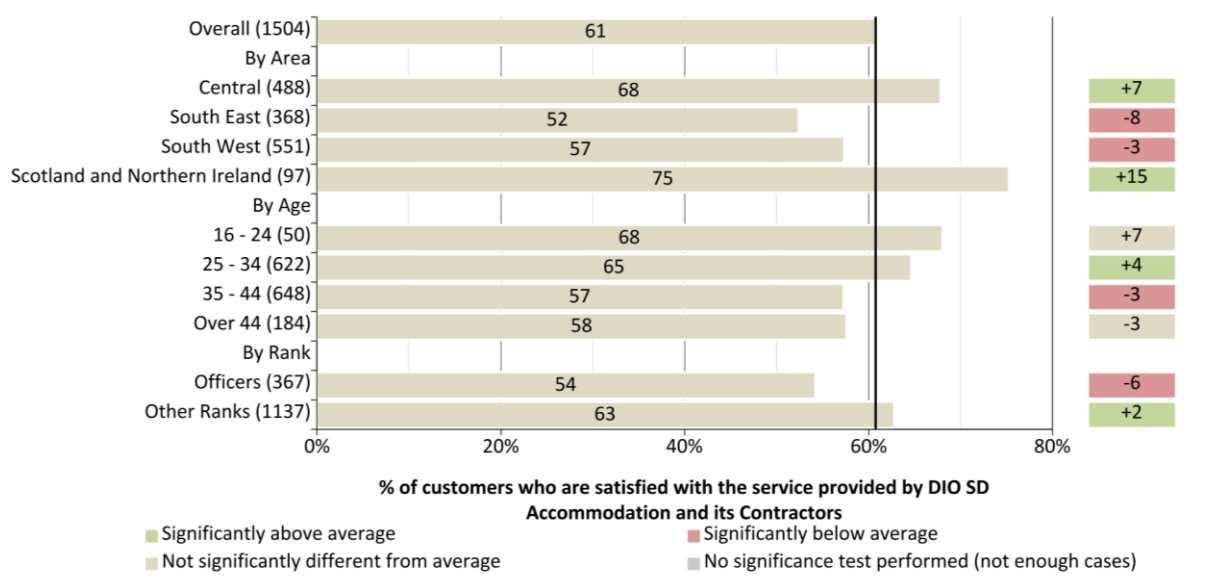


Base: All Customers (1,504)

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, it can be seen that customers who live in Central areas, customers who live in Scotland and Northern Ireland, customers who are aged 25-34 and customers 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, customers who live in the South West, customers who are aged 35-44 and customers who are Officers are significantly less likely to be satisfied with the service provided by DIO SD Accommodation and its contractors.

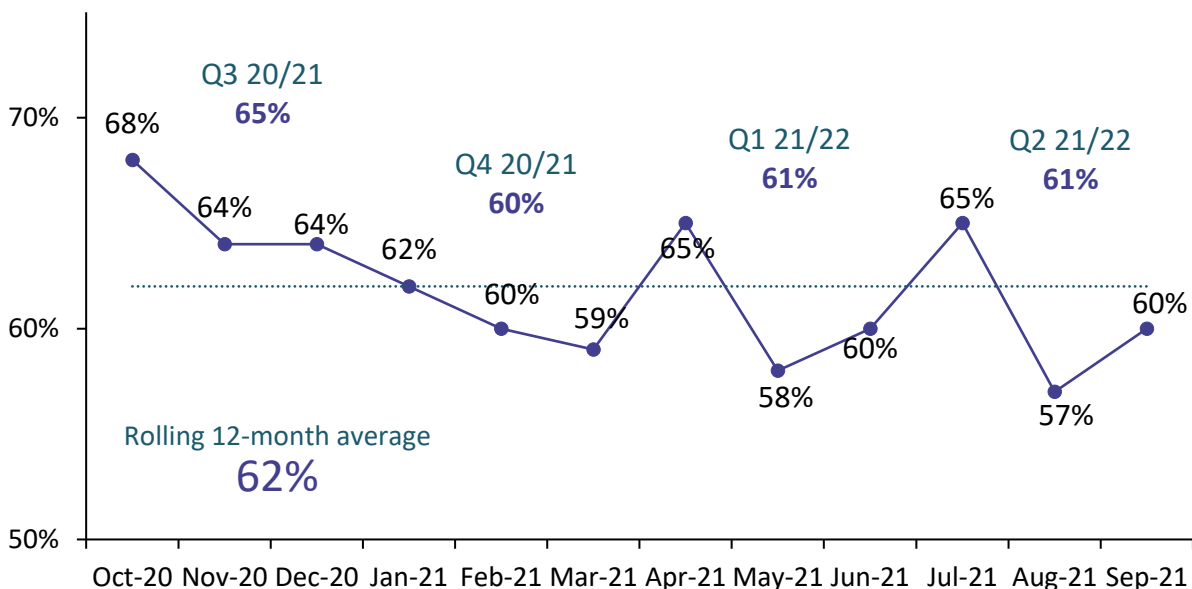
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)



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

3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q2 in 21/22 is lower by a percentage point compared to the rolling 12-month average of 62%, and it is the same as the previous quarter (Q1 in 21/22).

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

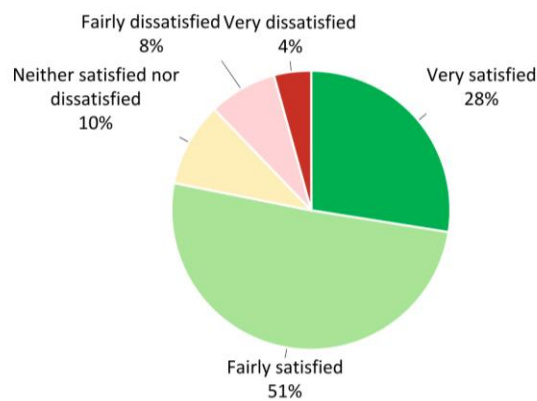


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

- 3.5 Less than four fifths (78%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around one in eight (12%) are dissatisfied. 1 in 10 (10%) are neither satisfied nor dissatisfied.

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

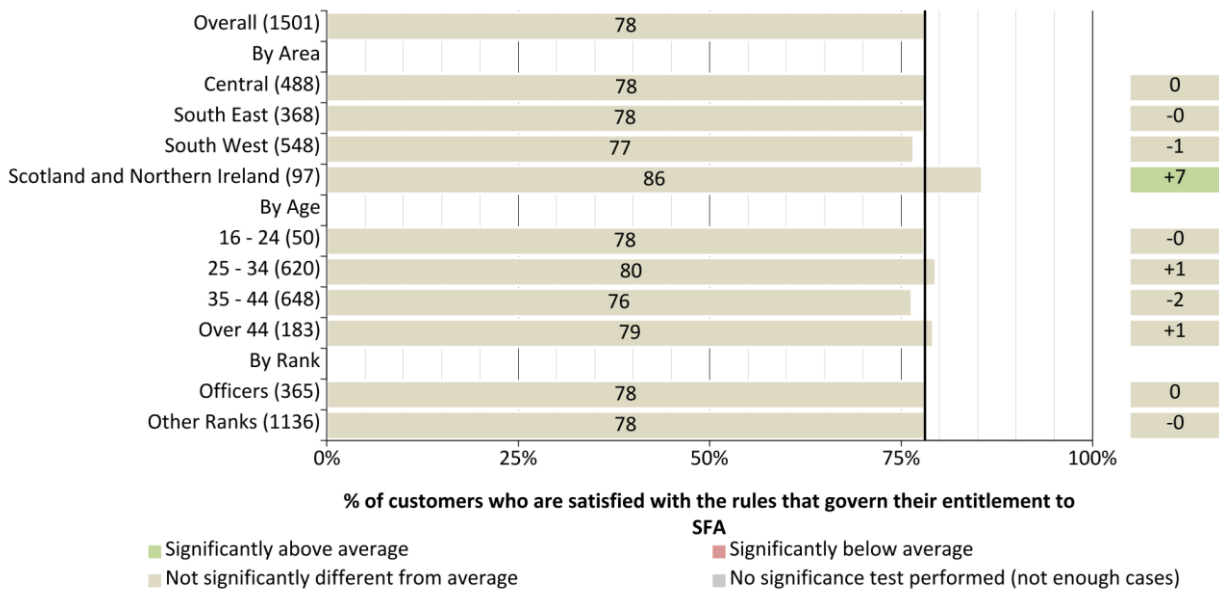


Base: All customers (1,501)

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, it can be seen that customers who live in Scotland and Northern Ireland are significantly more likely to be satisfied with the rules that govern their entitlement to SFA.

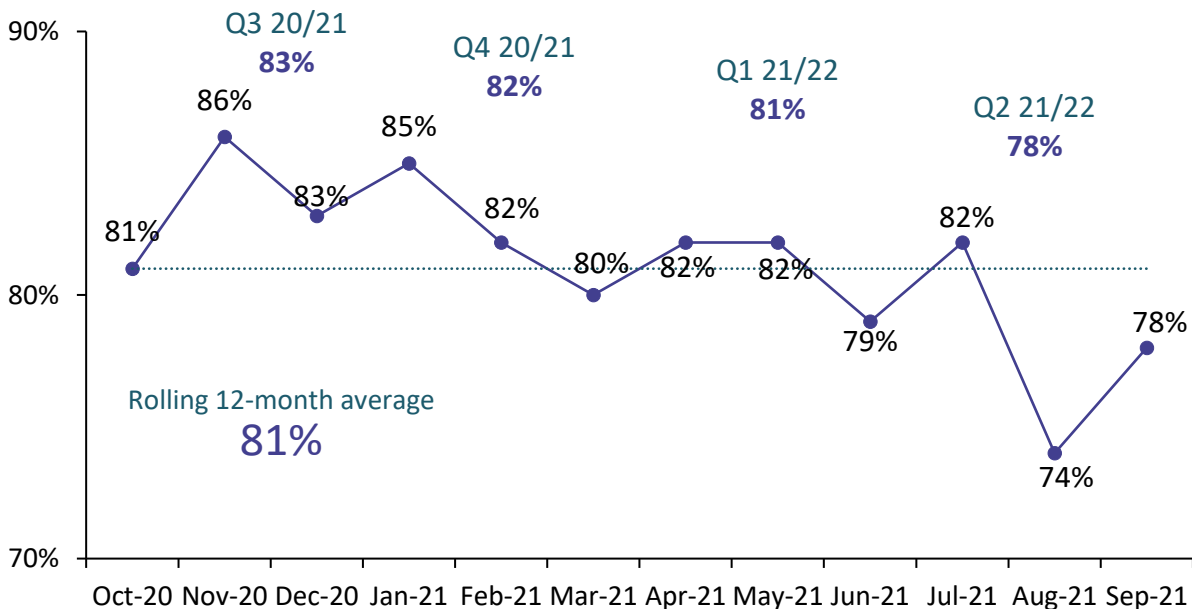
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub-groups)



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

3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q2 21/22 has shown a decrease of 3 percentage points from the Q1 21/22 value (81%) and is now 3 percentage points below the rolling average for the 12-month period (81%), which is a significant result.

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

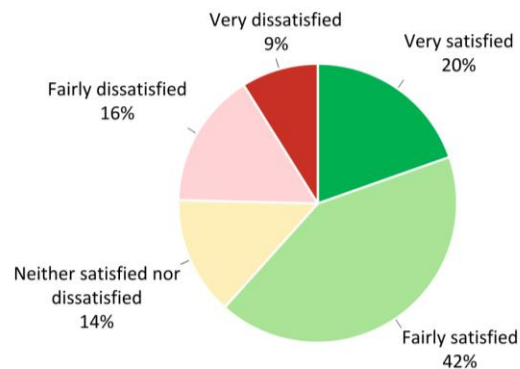


Base: All customers (base size varies)

Overall Quality of the Home

3.9 More than 3 in 5 (62%) customers are satisfied with the overall quality of their home, whilst a quarter (25%) are dissatisfied. Around 1 in 7 (14%) are neither satisfied nor dissatisfied.

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

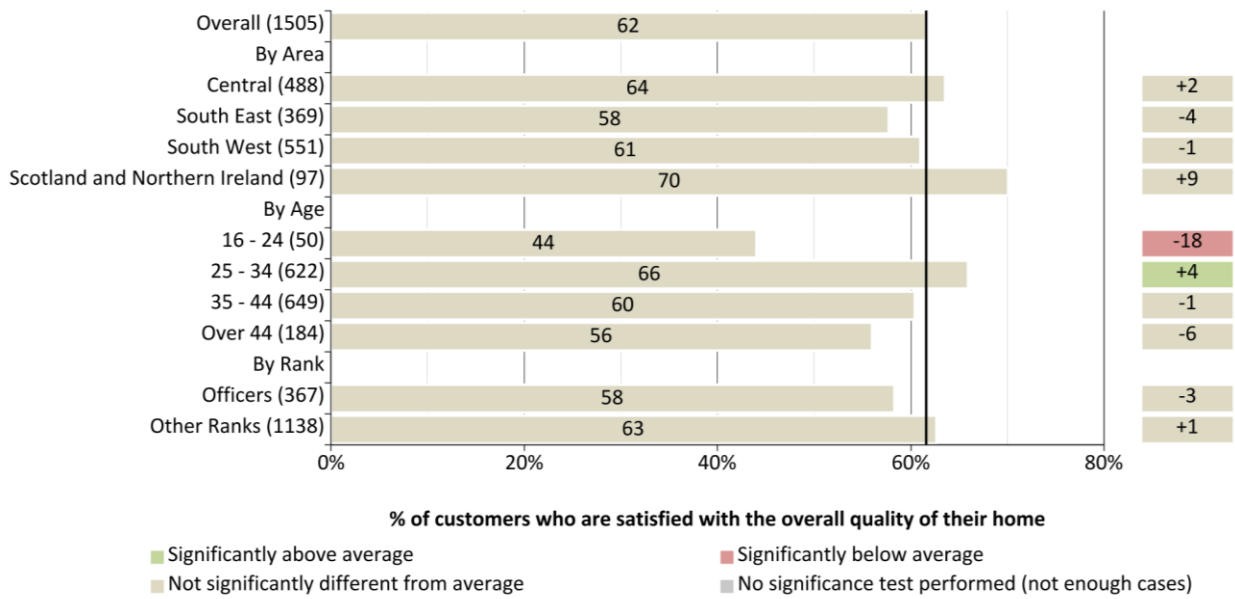


Base: All customers (1,505)

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 aged 25-34 are significantly more likely to be satisfied with the overall quality of their home. In contrast, customers who are aged 16-24 are significantly less likely to be satisfied with the overall quality of their home.

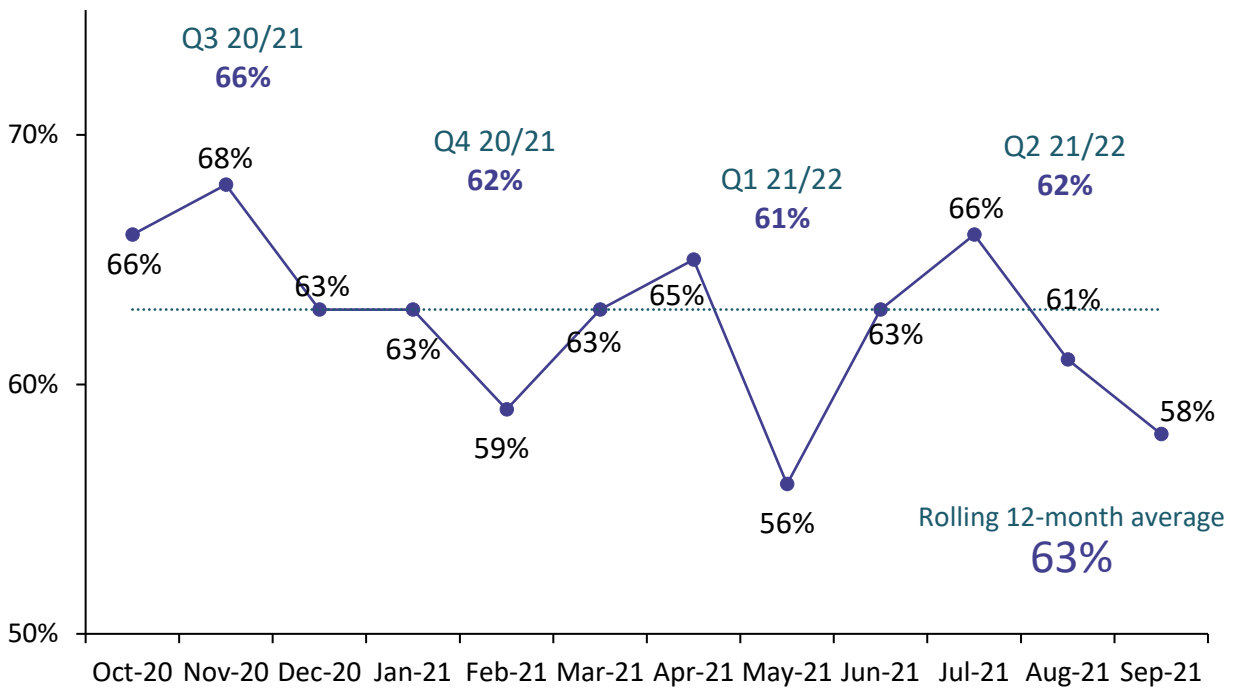
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



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

3.12 Satisfaction with the overall quality of the home in Q2 21/22 has shown an increase of 1 percentage point from the Q1 21/22 value (61%) but still has a value that is a percentage point below the rolling average for the 12-month period (63%).

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

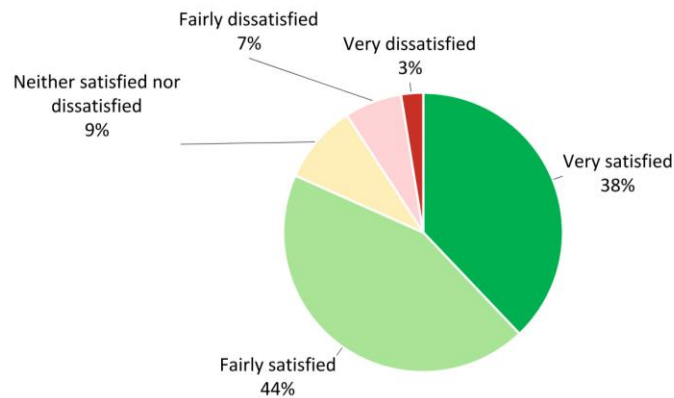


Base: All customers (base size varies)

SFA Estate as a Place to Live

3.13 Over four fifths (82%) of customers are satisfied with their SFA estate as a place to live, whilst less than one in ten customers are dissatisfied (9%), and neither satisfied nor dissatisfied (9%).

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

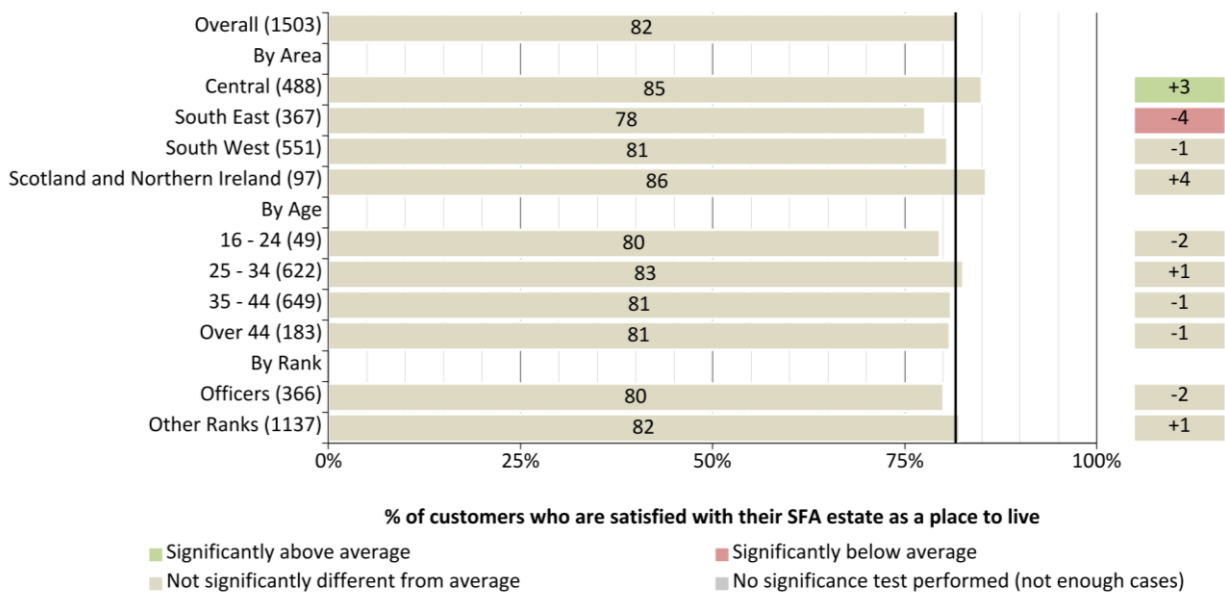


Base: All customers (1,503)

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 Central areas are significantly more likely to be satisfied with their SFA estate as a place to live. In contrast, customers who live in the South East are significantly less likely to be satisfied with their SFA estate as a place to live.

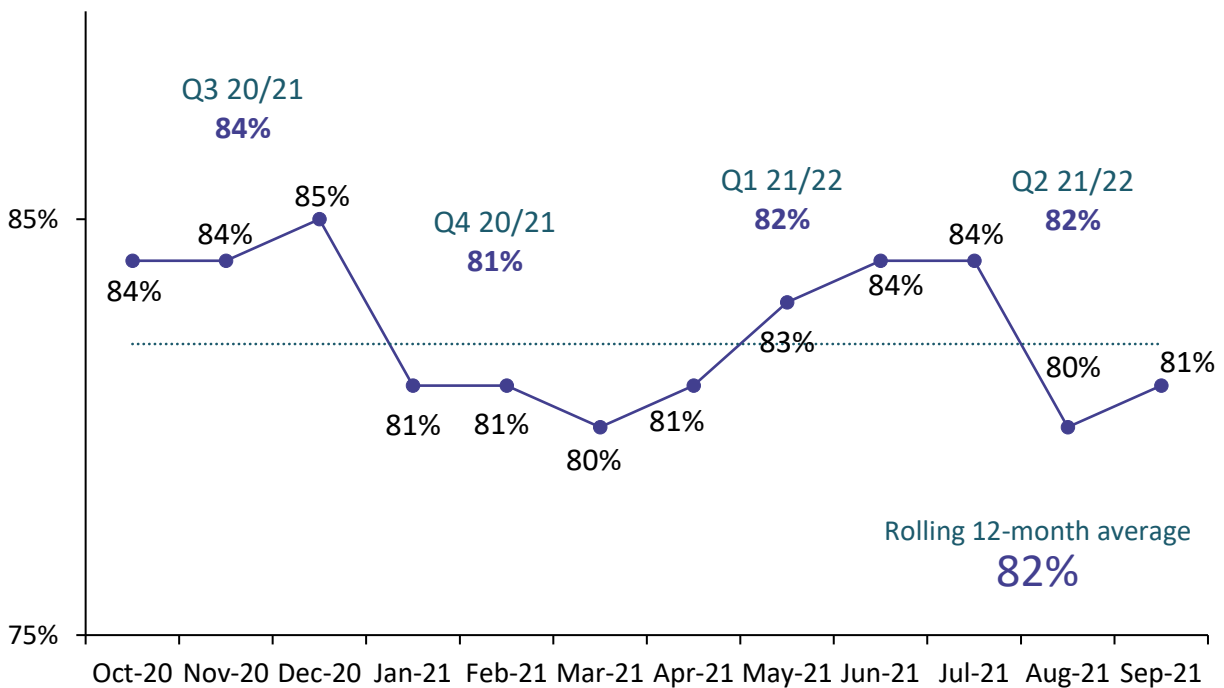
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



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

3.16 Satisfaction with SFA estate as a place to live in Q2 21/22 has remained the same as the Q1 21/22 value (82%) and is also the same as the rolling average for the 12-month period (82%).

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

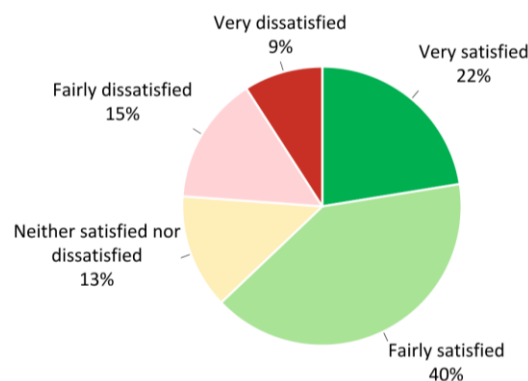


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

3.17 Over three fifths (63%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and around a quarter (24%) are dissatisfied. Around 1 in 8 (13%) are neither satisfied nor dissatisfied.

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



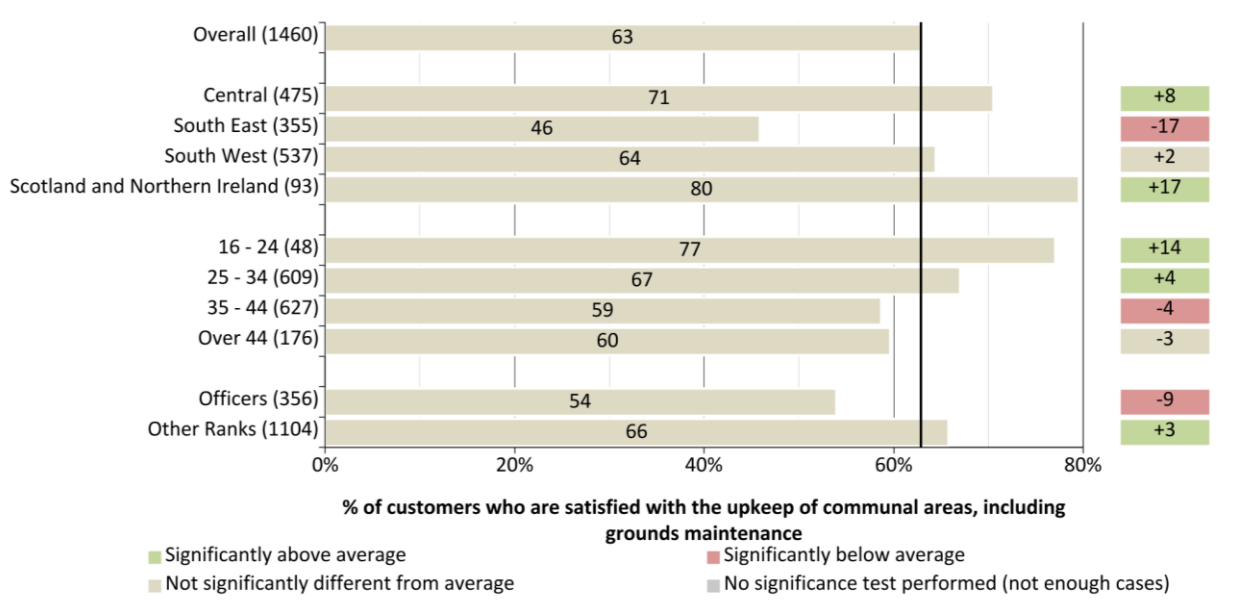
Base: All customers who share communal areas (1,460)

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, it can be seen that customers who live in Central areas, customers who live in Scotland and Northern Ireland, customers who are aged 16-34 and customers from 'other' ranks, are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who live in the South East area, customers who are aged 35-44 and customers who are officers are significantly less likely to think this.

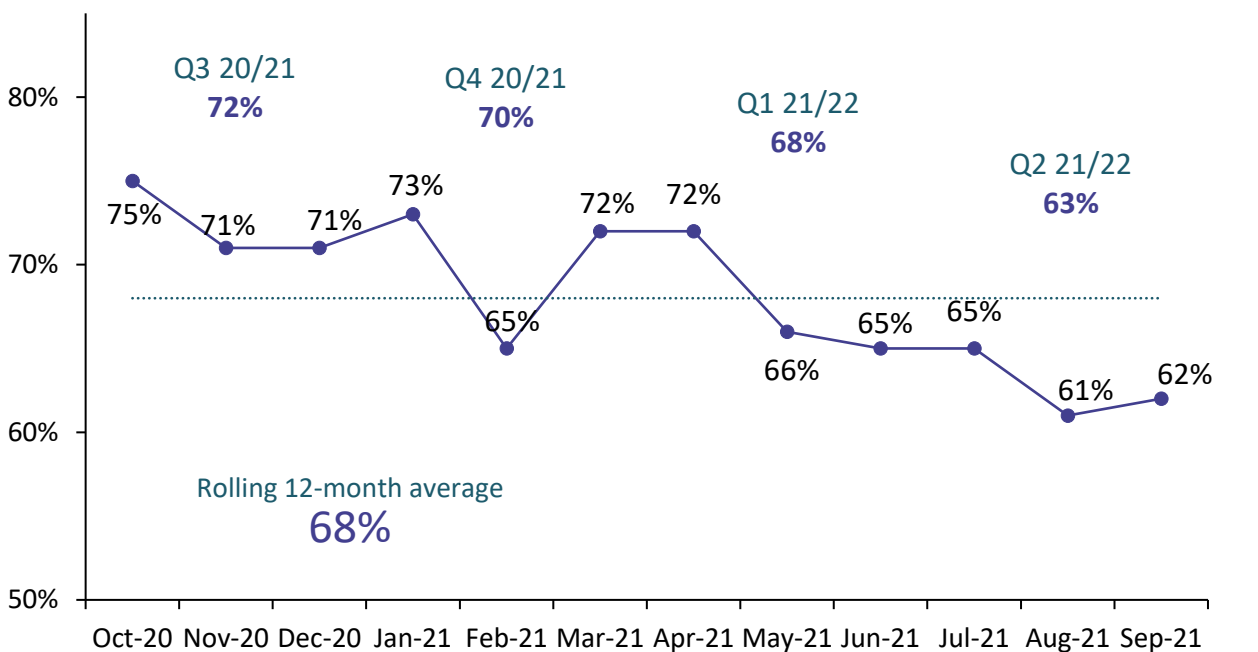
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)



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

3.20 Satisfaction with the upkeep of communal areas in Q2 21/22 (63%) is significantly lower by 5 percentage points lower when compared with Q1 21/22 and the rolling average for the 12-month period (both 68%).

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

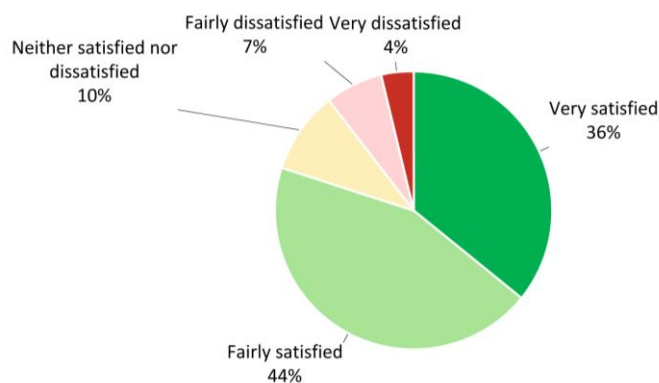


Base: All customers who share communal areas (base size varies)

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 1 in 10 (10%) are dissatisfied. 1 in 10 (10%) customers are also neither satisfied nor dissatisfied.

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

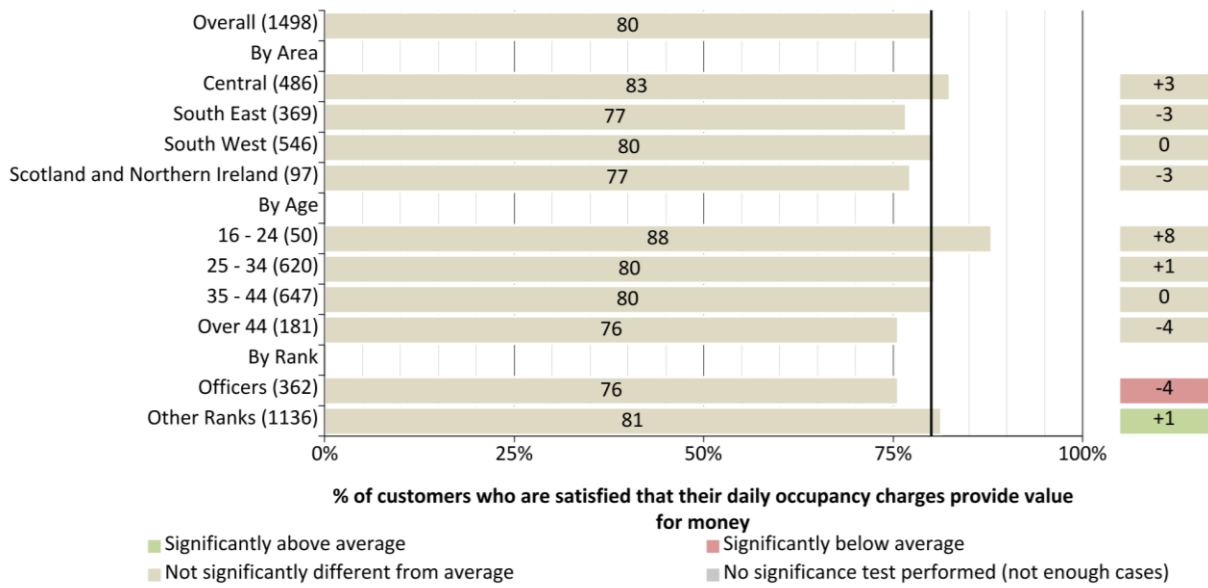


Base: All customers (1,498)

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 It can be seen in figure 17 that customers who are in 'other' ranks are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst customers who are officers are significantly less likely to say this.

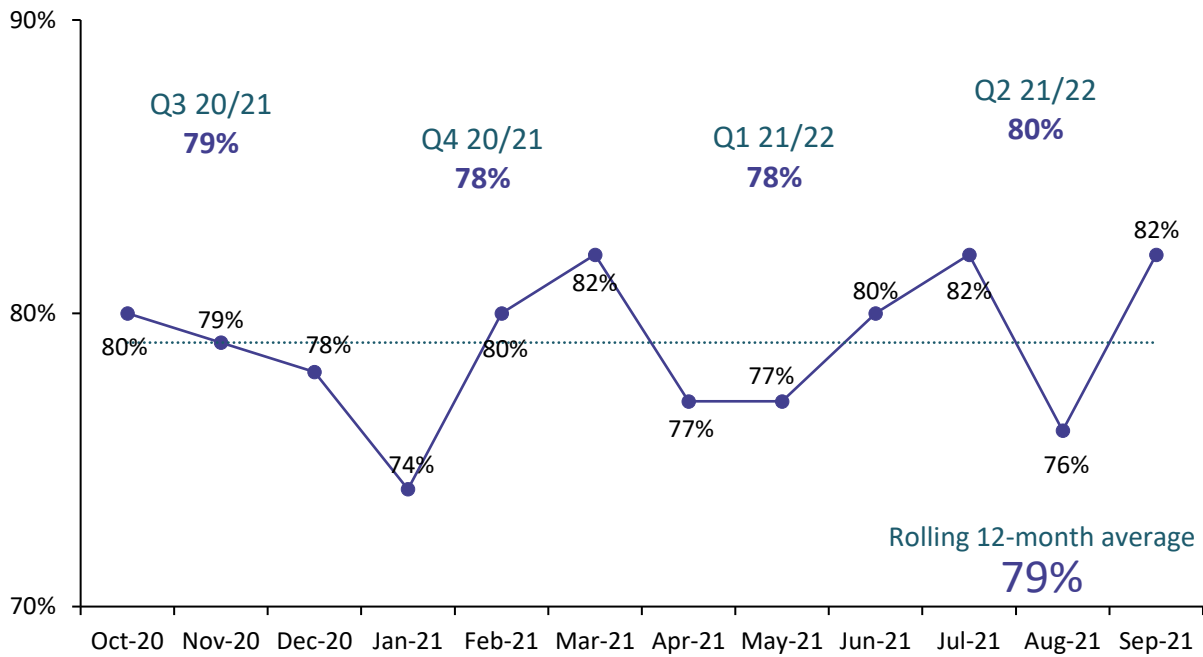
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



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

3.25 Customers’ satisfaction that daily occupancy charges provide value for money has increased by 2 percentage points from the previous quarter (78%) and is now a percentage point higher than 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

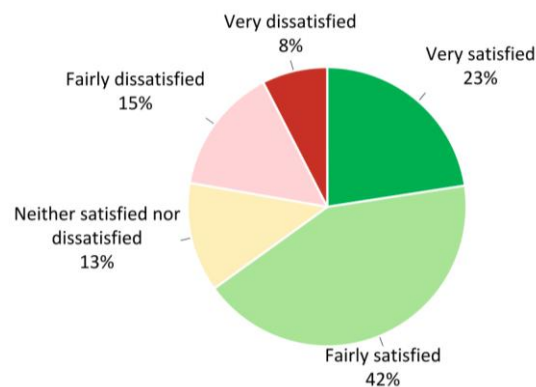


Base: All customers (base size varies)

Arrangements for Allocating SFA

3.26 Around two thirds (65%) of customers are satisfied with the arrangements for allocating SFA, whilst over a fifth (22%) are dissatisfied. One in eight (13%) customers are neither satisfied nor dissatisfied.

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



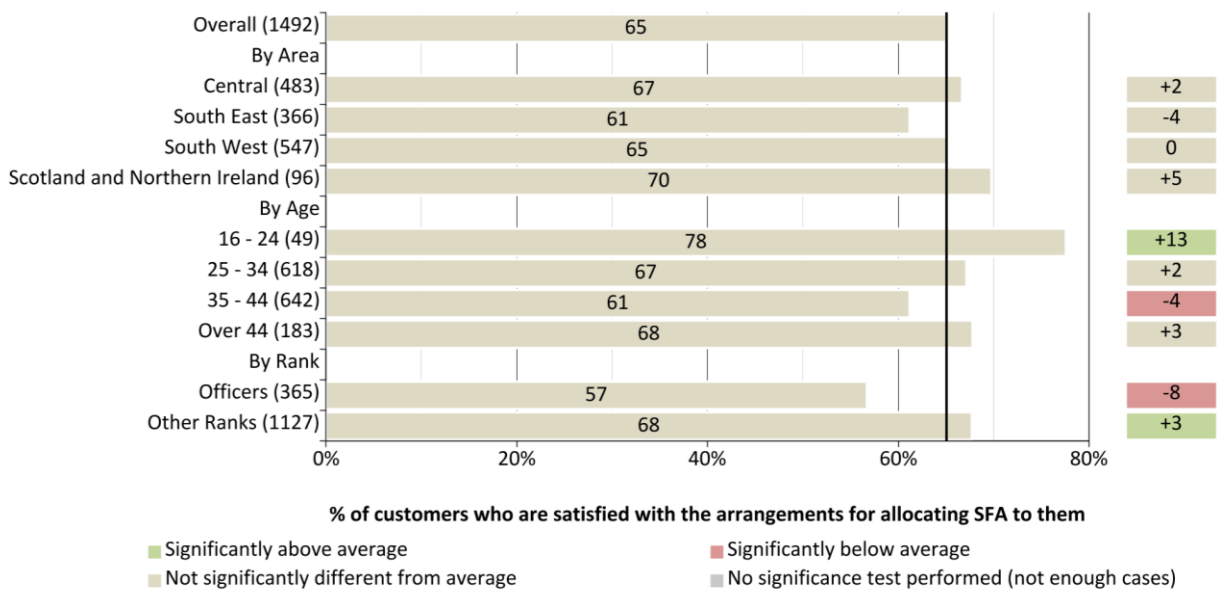
Base: All customers (1,492)

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 are aged 16-24 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 are aged 35-44 and customers who are officers, are significantly less likely to think this.

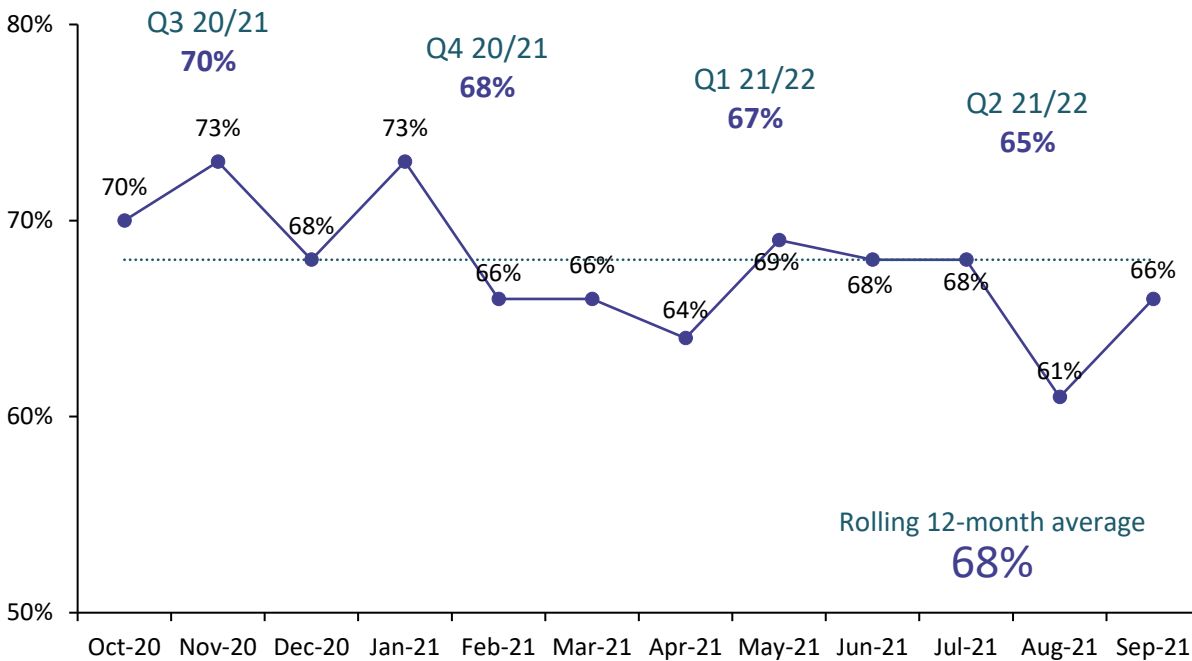
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



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

3.29 Satisfaction with the arrangements for allocating SFA in Q2 21/22 has shown a decrease of 2 percentage points from the Q1 21/22 value (67%), and now has a value that is 3 percentage points lower than the rolling average for the 12-month period (68%).

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

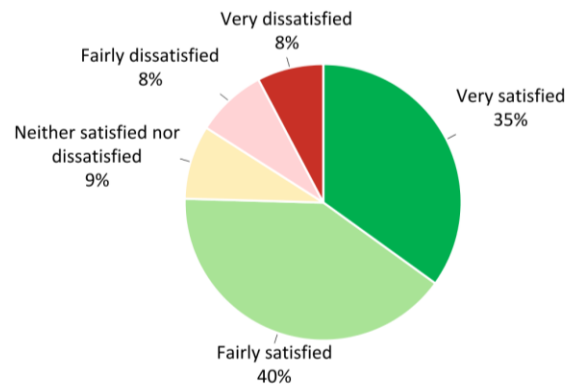


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

3.30 Three quarters (75%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (16%) are dissatisfied. Less than 1 in 10 (9%) are neither satisfied nor dissatisfied.

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



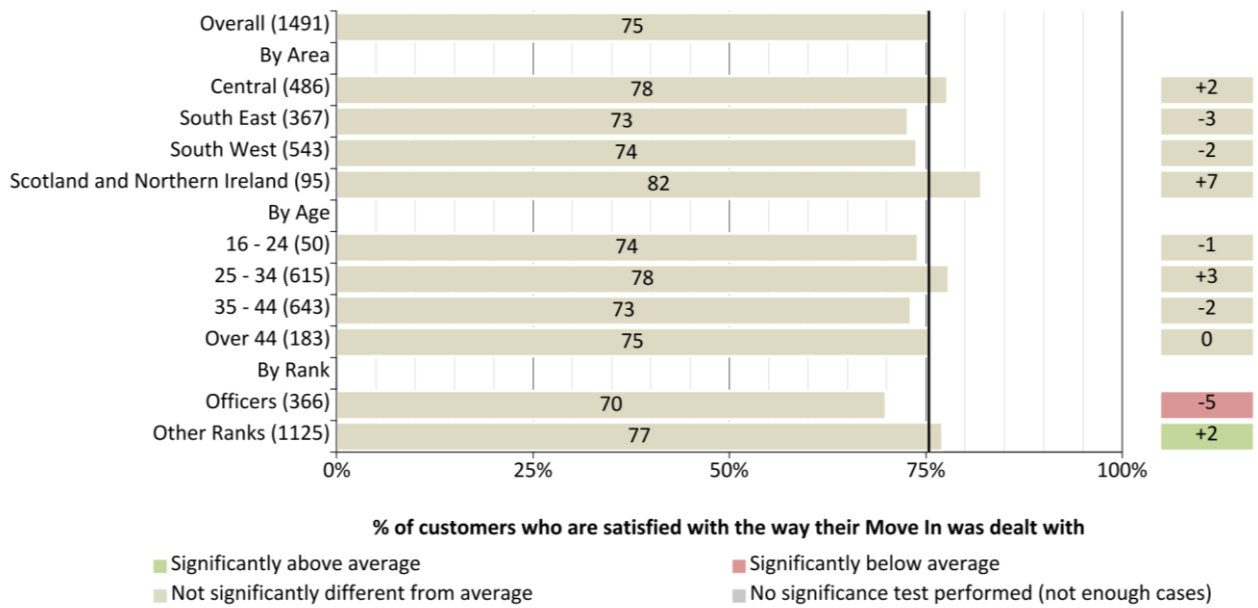
Base: All customers (1,491)

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, it can be seen that customers who are in 'other' ranks are significantly more likely to be satisfied with the way their Move In was dealt with, whilst customers who are officers are significantly less likely to think this.

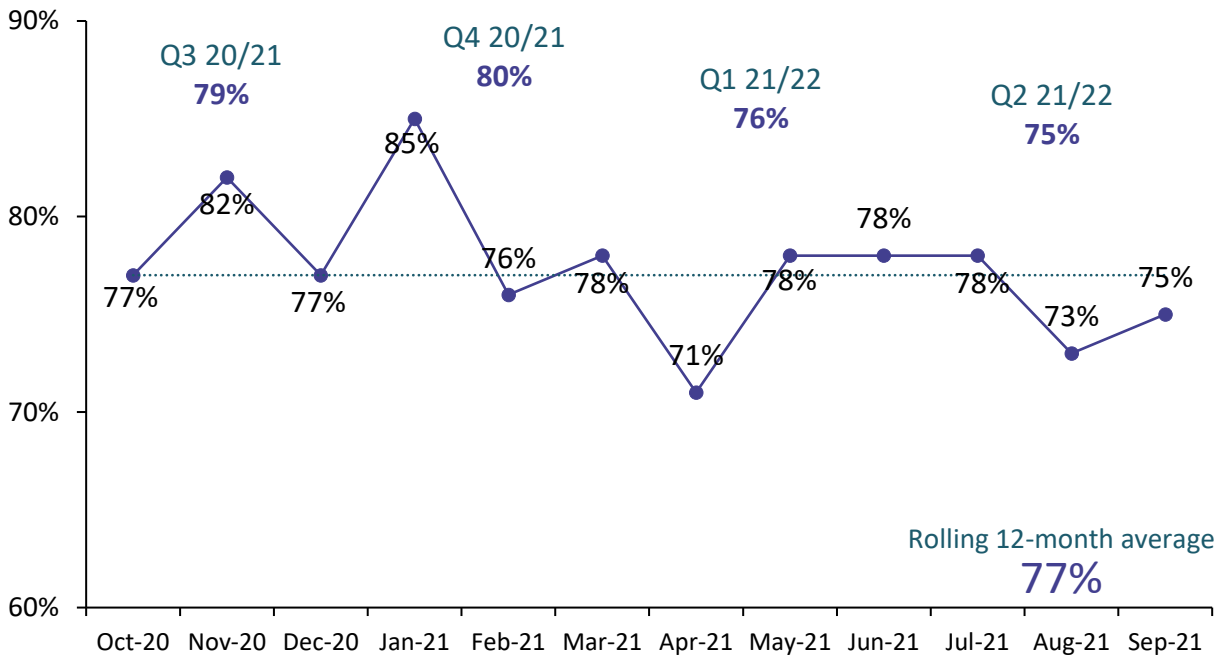
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



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

3.33 Customers’ satisfaction with the way their Move In was dealt with has decreased by a percentage point when compared to the previous quarter, Q1 21/22 (76%) and is 2 percentage points lower 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

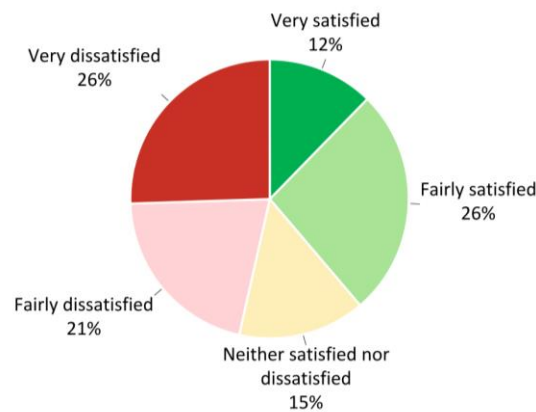


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

3.34 Around two in five (39%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst around half (47%) are dissatisfied. Around 1 in 7 (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?

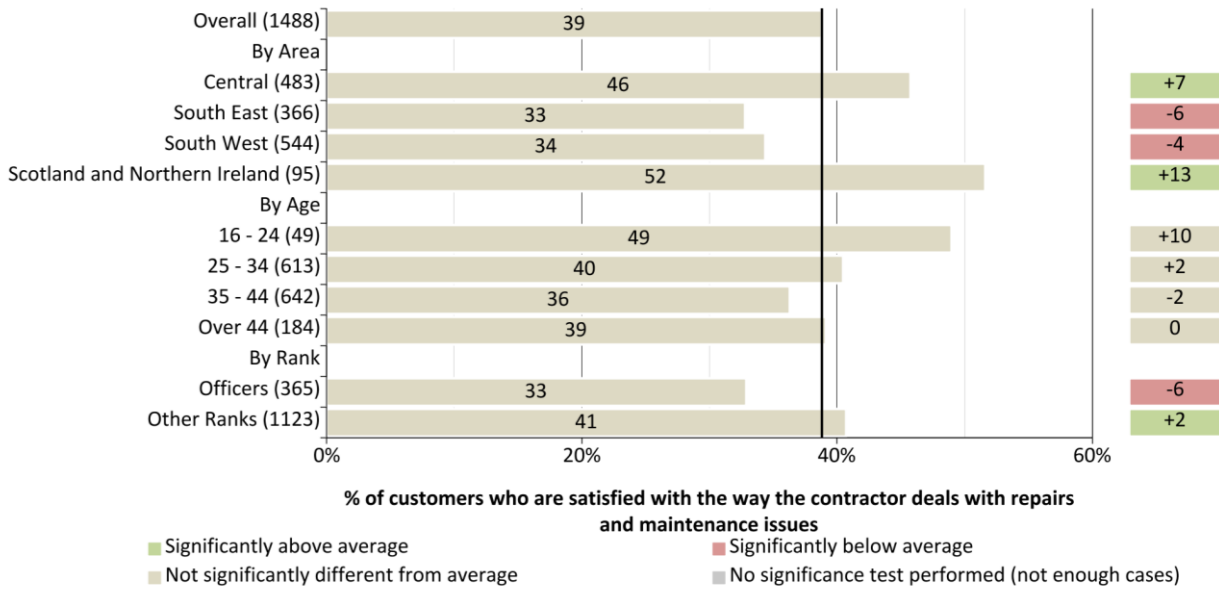


Base: All customers who have had repairs/maintenance work carried out (1,488)

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, customers who live in 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, customers who are officers, customers who live in the South West area and customers who live in the South East area are significantly less likely to think this.

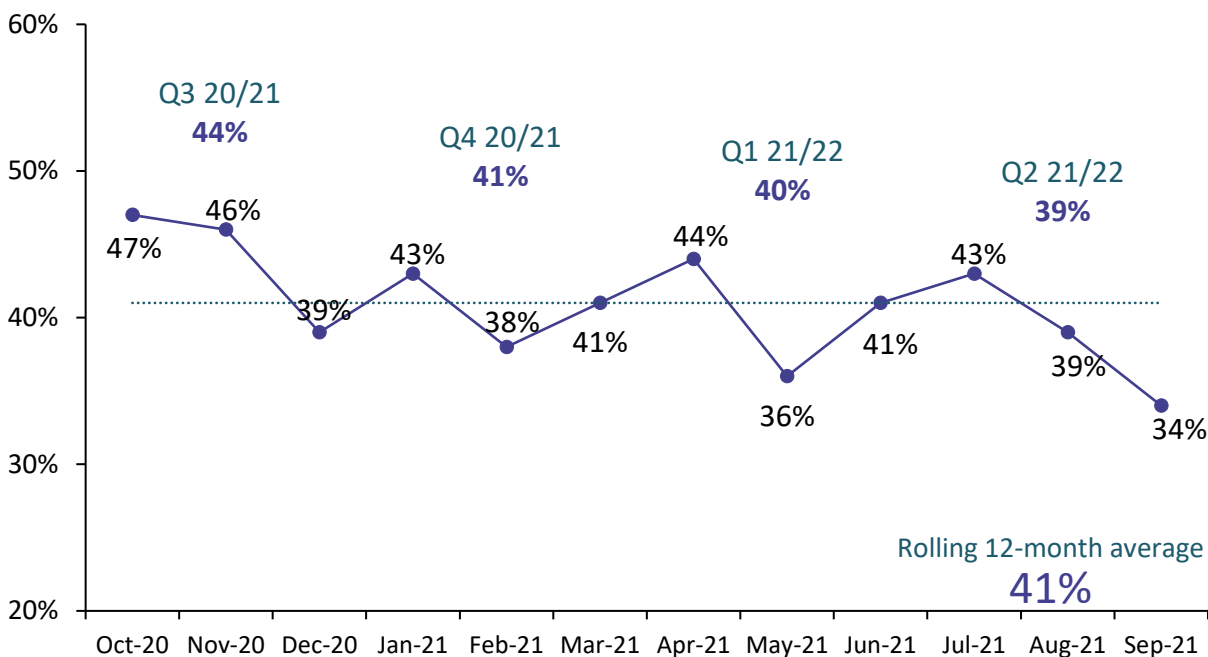
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



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 Q2 21/22 is lower by 1 percentage point than the Q1 21/22 value (40%), and also lower by 2 percentage points than the rolling average for the 12-month period (41%).

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

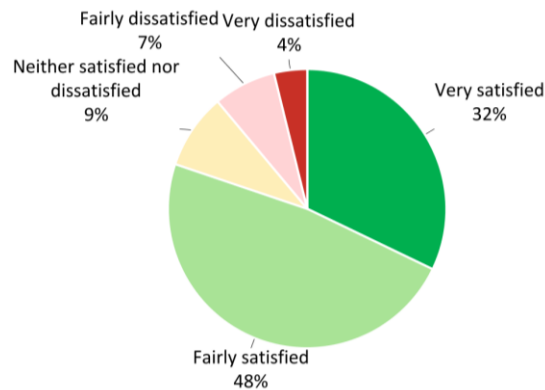


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

3.38 Four fifths (80%) of customers are satisfied with the way their Move Out was dealt with, whilst around one in ten (11%) are dissatisfied. Less than 1 in 10 (9%) 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 (1,054)

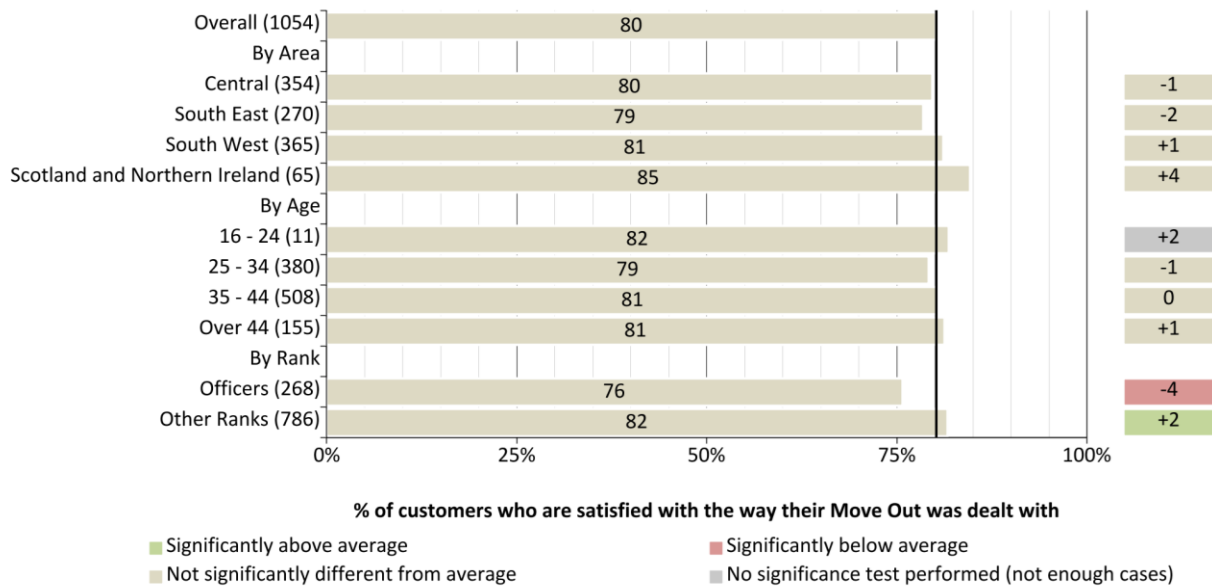
Differences by sub-group

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 It can be seen in figure 29 that those who are in 'other' ranks are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst customers who are officers are significantly less likely to think this.

3.41 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

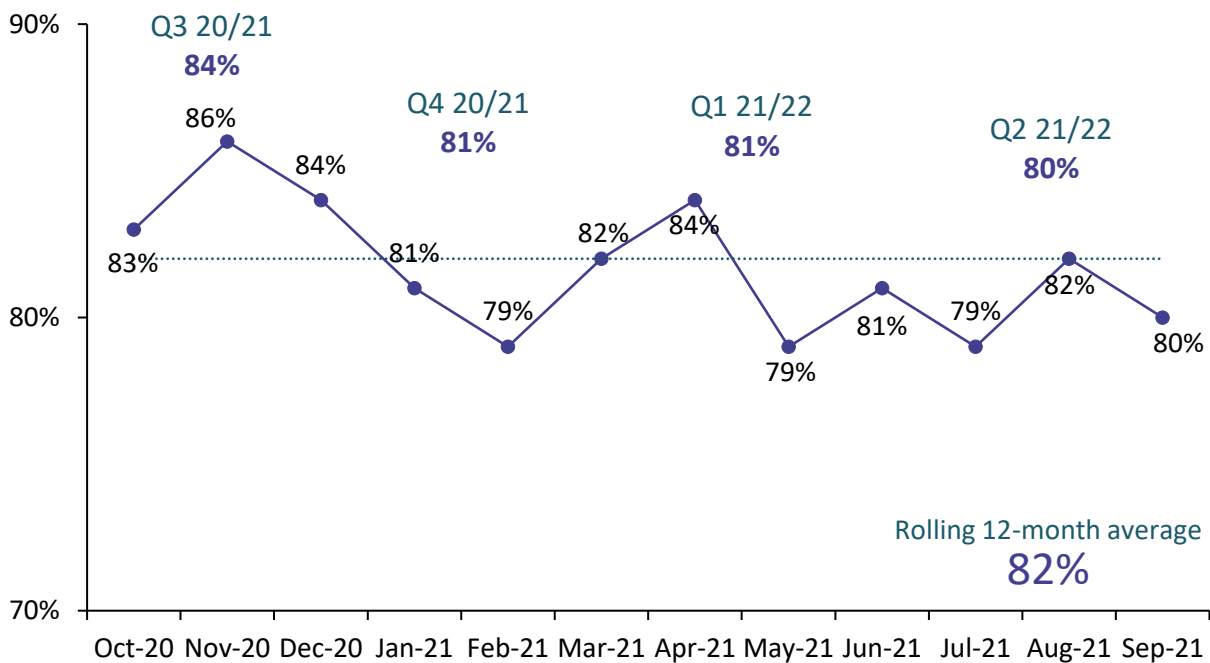
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



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

3.42 Customers’ satisfaction with the way their Move Out was dealt with in Q2 21/22 has decreased by a percentage point from the Q1 21/22 value (81%) and it is now 2 percentage points below 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

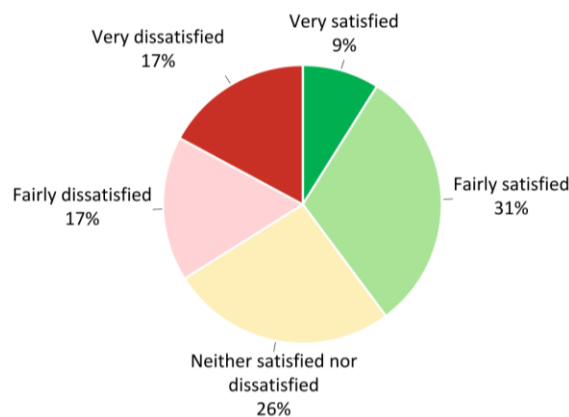


Base: All customers who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

3.43 Two fifths (40%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst over a third (34%) are dissatisfied. Around a quarter (26%) said that they are neither satisfied nor dissatisfied.

Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?



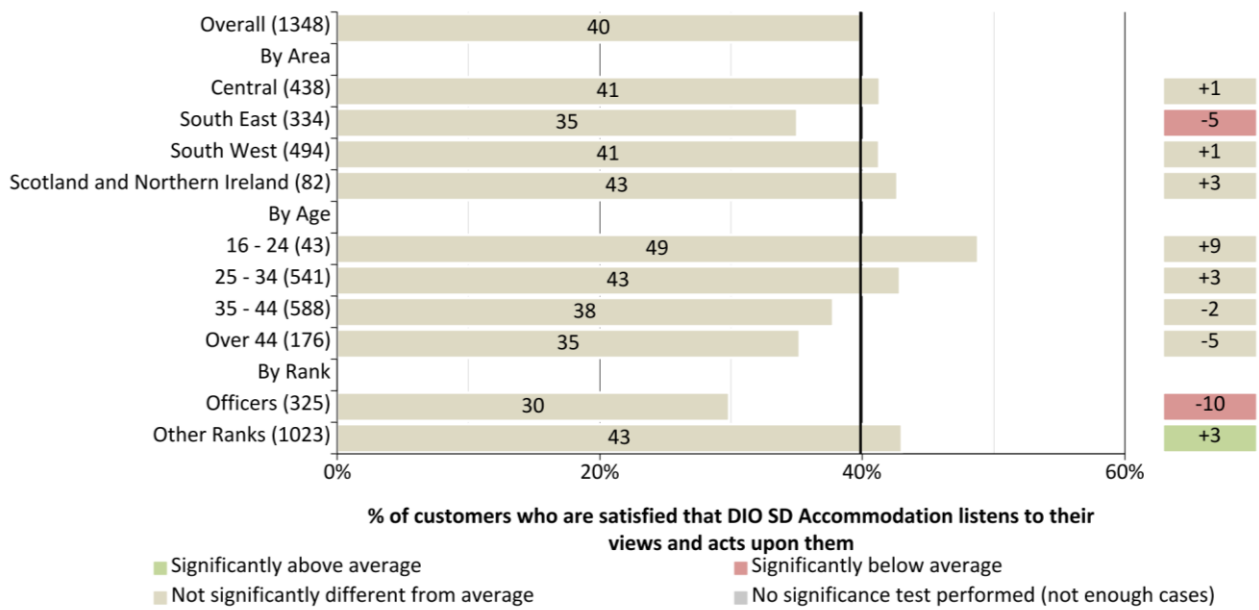
Base: All customers (1,348)

Differences by sub-group

3.44 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.

3.45 In figure 32 overleaf, we can see that customers 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 the South East area and customers who are officers are significantly less likely to be satisfied.

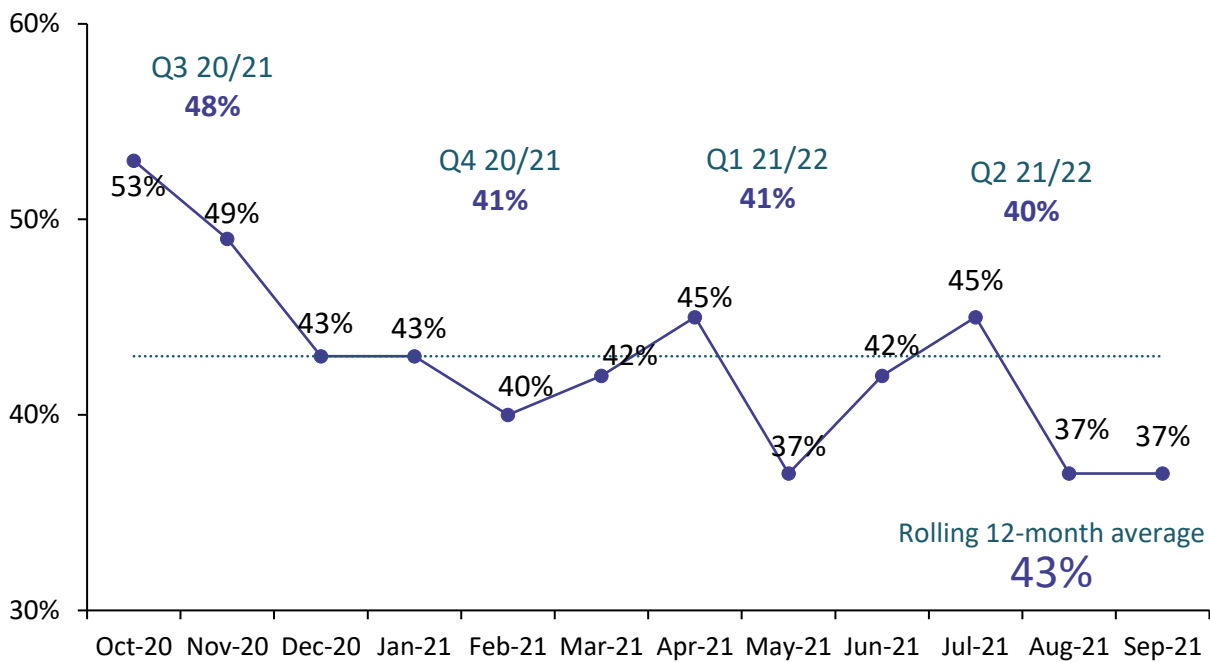
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)



Base All customers (number of customers shown in brackets)

3.46 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q2 21/22 has decreased by a percentage point from the Q1 21/22 value (41%) and is now also lower by 3 percentage points than the rolling average for the 12-month period (43%).

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.....	11
Table 6: How dissatisfaction compares over the quarter and to the rolling 12-month average	12

Figures

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its Contractors?	13
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)	14
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.....	14
Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?.....	15
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub-groups)	16
Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months	16
Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?	17
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups).....	18
Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months	18
Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?	19
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups).....	20
Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months	20

Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?	21
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups).....	22
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months	22
Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?.....	23
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)	24
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months	24
Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?.....	25
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)	26
Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months	26
Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?	27
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)	28
Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months	28
Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?	29
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups).....	30
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months	30
Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?.....	31
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups).....	32
Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months	32
Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?	33

Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)	34
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.....	34