

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q1 2021 Report

Opinion Research Services

July 2021

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



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Q1 2021 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).

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

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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 2021 survey was carried out by telephone between 6th May and 9th July 2021¹, and 1,496 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	497	33
South East	416	28
South West	495	33
Scotland and Northern Ireland	88	6
Total	1,496	100

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	38	3
25 - 34	554	37
35 - 44	687	46
Over 44	217	15
Total	1,496	100

¹ Note that fieldwork in the month of June was extended to July

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

Rank	Unweighted Count	Unweighted Valid %
Officers	379	25
Other Ranks	1,117	75
Total	1,496	100

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

Month	Unweighted Count	Unweighted Valid %
April 2021	500	33
May 2021	446	30
June 2021	550	37
Total	1,496	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 1,496 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. Taking everything into account, satisfaction in Q1 21/22 is now significantly lower by 3 percentage points than the rolling 12-month average of 64%, and is a percentage point higher than the previous quarter (Q4 in 20/21).
- 2.3 Over four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst just over 1 in 10 (11%) are dissatisfied. Satisfaction in this area is now 1 percentage point lower than the rolling 12-month average of 82%.
- 2.4 Over 3 in 5 (61%) 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 Q1 21/22 has shown a decrease of 1 percentage point from the Q4 20/21 value (62%), and now has a value that is 4 percentage points less than the rolling average for the 12-month period (65%), which is significantly lower.
- 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 Q1 21/22 has increased by a percentage point from the Q4 20/21 value (81%), and is now a percentage point lower than the rolling average for the 12-month period (83%).
- 2.6 Over two thirds (68%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), over 1 in 5 (21%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q1 21/22 is lower by 2 percentage points than the Q4 20/21 value (70%), and lower by 3 percentage points than the rolling average for the 12-month period (71%).
- 2.7 Around 4 in 5 (78%) customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 8 (12%) are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money is the same as the previous quarter, and is now 1 percentage point lower than the rolling 12-month average (79%).
- 2.8 Over two thirds (67%) customers are satisfied with the arrangements for allocating SFA, whilst over a fifth (23%) are dissatisfied. Satisfaction with the arrangements for allocating SFA has decreased by a percentage point when compared with Q4 20/21 (68%), and it is also lower by 1 percentage point than the rolling 12-month average (68%).

- 2.9 Over three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (17%) are dissatisfied. Customers' satisfaction with the way their Move In was dealt with has significantly decreased by 4 percentage points from the previous quarter, and it is now 2 percentage points lower than the rolling 12-month average (78%).
- 2.10 Two in five (40%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, and less than half (46%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q1 21/22 is lower by 1 percentage point than the Q4 20/21 value (41%), and is now lower by 3 percentage points than the rolling average for the 12-month period (43%).
- 2.11 Over four fifths (81%) of customers are satisfied with the way their Move Out was dealt with, whilst around 1 in 10 (11%) are dissatisfied. Customers' satisfaction with the way their Move Out was dealt with in Q1 21/22 has remained the same as the Q4 20/21 value (81%) and is now 1 percentage point below the rolling average for the 12-month period (82%).
- 2.12 Over 2 in 5 (41%) customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst more than a third (35%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in this quarter is unchanged from the Q4 20/21 value (41%), and is now significantly lower by 4 percentage points than the rolling average for the 12-month period (45%).

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 Q1 21/22, overall, were SFA estate as a place to live (83%), rules that govern customers entitlement to SFA and the way customers Move Out was dealt with (both 82%, respectively), and that the daily occupancy charges provide value for money (79%).

Areas for Consideration

- 2.15 Satisfaction in Q1 21/22 was lower than the 12-month rolling average for all 11 questions asked in the survey, showing a decrease in satisfaction levels across the board.
- 2.16 Two fifths (40%) 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 3 percentage points.
- 2.17 A slightly higher proportion (41%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, which is significantly below the 12-month rolling average by 4 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.

Satisfaction Comparison

2.19 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-21	May-21	June-21	Q1 average	Rolling 12-month average
Overall service	65%	58%	60%	61%	64%
Rules that govern customers entitlement to SFA	82%	82%	79%	81%	82%
Overall quality of your home	65%	56%	63%	61%	65%
SFA estate as a place to live	81%	83%	84%	82%	83%
Upkeep of communal areas	72%	66%	65%	68%	71%
Daily occupancy charges provide value for money	77%	77%	80%	78%	79%
The arrangements for allocating SFA to customers	64%	69%	68%	67%	68%
The way customers Move In was dealt with	71%	78%	78%	76%	78%
The way the contractor deals with repairs & maintenance issues	44%	36%	41%	40%	43%
The way customers Move Out was dealt with	84%	79%	81%	81%	82%
Listen to customers views and acts upon them	45%	37%	42%	41%	45%

Base: All customers (base size varies)

Dissatisfaction Comparison

^{2.20} 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-21	May-21	June-21	Q1 average	Rolling 12-month average
Overall service	20%	24%	21%	22%	19%
Rules that govern customers entitlement to SFA	11%	10%	11%	11%	10%
Overall quality of your home	23%	28%	24%	25%	22%
SFA estate as a place to live	11%	9%	9%	9%	9%
Upkeep of communal areas	17%	23%	22%	21%	18%
Daily occupancy charges provide value for money	12%	13%	12%	12%	11%
The arrangements for allocating SFA to customers	27%	20%	21%	23%	20%
The way customers Move In was dealt with	22%	14%	15%	17%	16%
The way the contractor deals with repairs & maintenance issues	42%	50%	46%	46%	43%
The way customers Move Out was dealt with	11%	11%	10%	11%	10%
Listen to customers views and acts upon them	32%	37%	35%	35%	31%

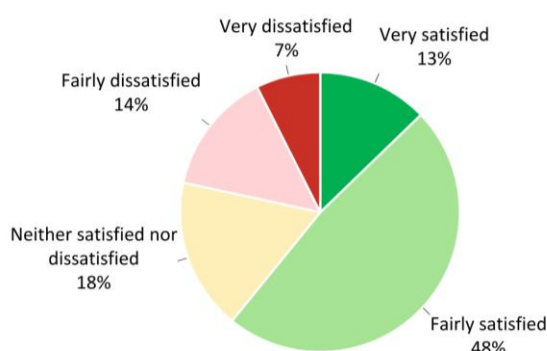
Base: All customers (base size varies)

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 (18%) 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?

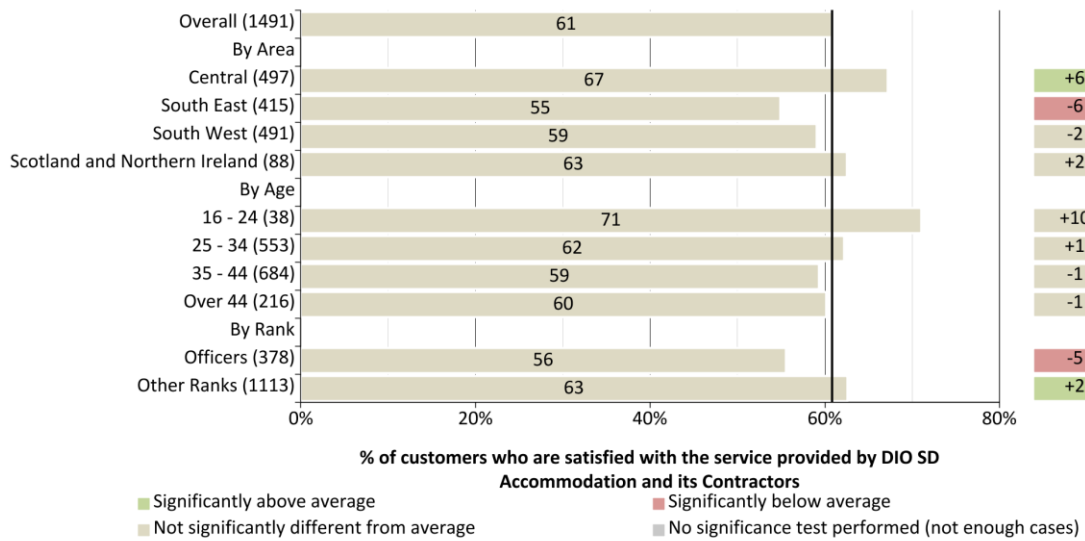


Base: All Customers (1,491)

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 or 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, or those who are Officers are significantly less likely to be satisfied with the service provided by DIO SD Accommodation and its contractors.

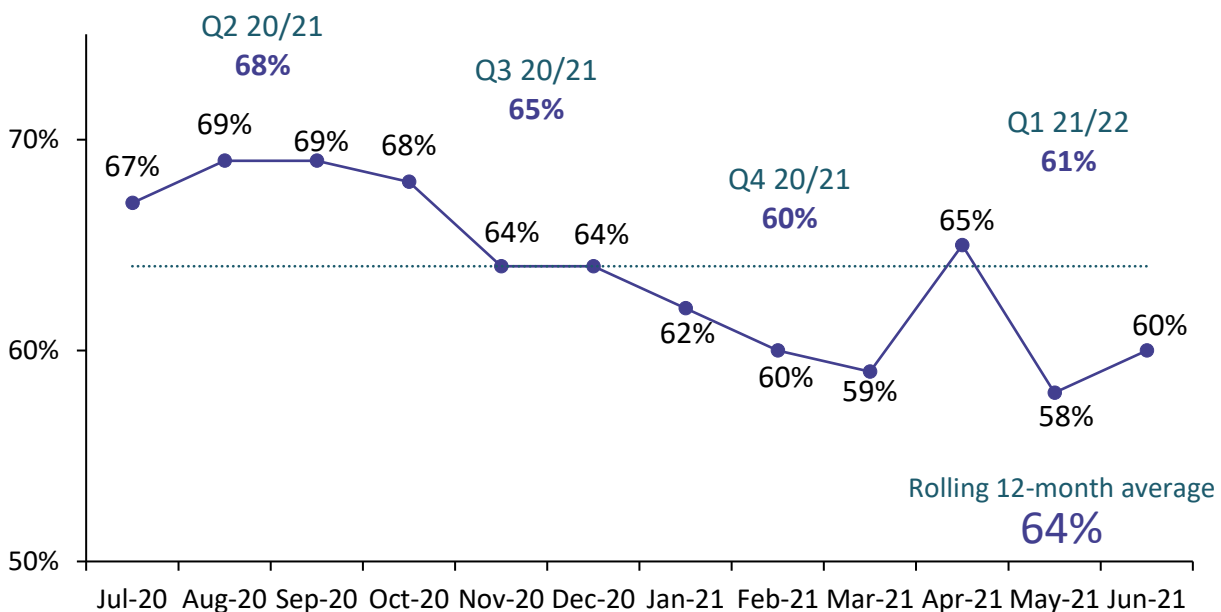
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)



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

3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q1 in 21/22 is significantly lower by 3 percentage points compared to the rolling 12-month average of 64%, and it is higher than the previous quarter (Q4 in 20/21) by a percentage point.

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

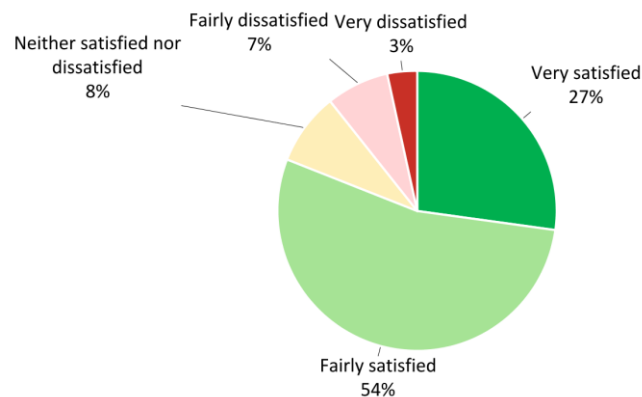


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

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

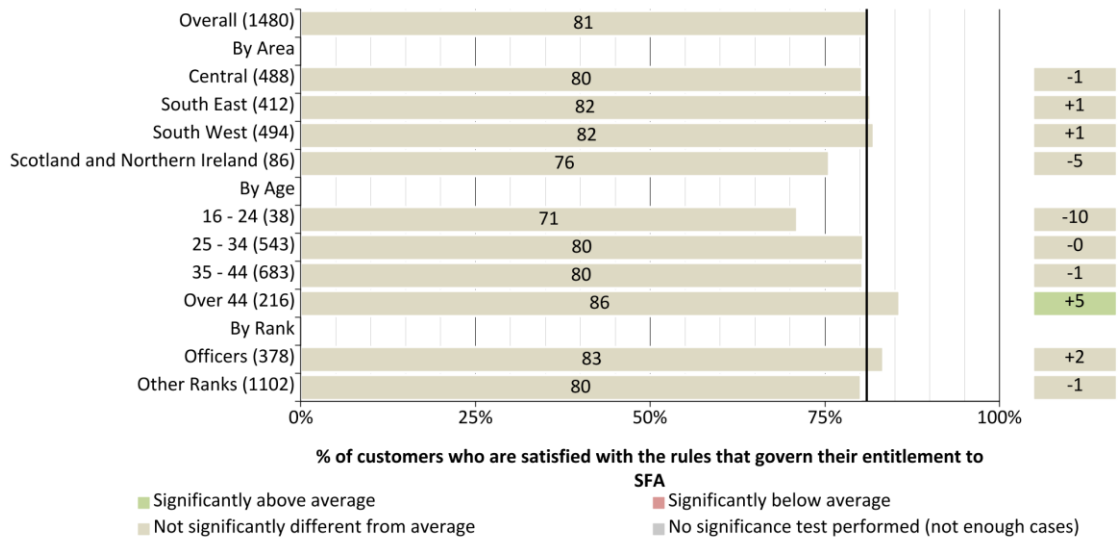


Base: All customers (1,480)

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 are aged over 44 are significantly more likely to be satisfied with the rules that govern their entitlement to SFA.

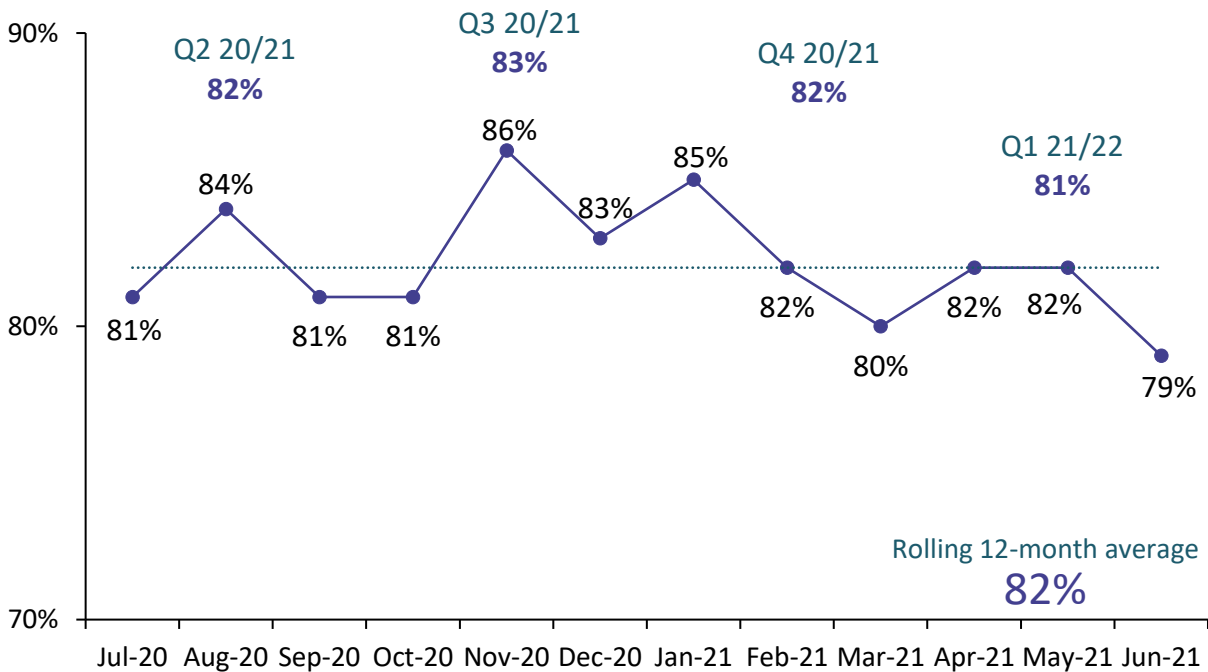
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub-groups)



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

3.8 Satisfaction with the rules that govern customers’ entitlement to SFA in Q1 21/22 has shown a decrease of 1 percentage point from the Q4 20/21 value (82%), and is now 1 percentage point below the rolling average for the 12-month period (82%).

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

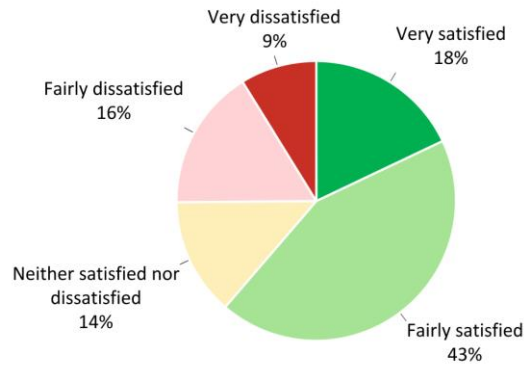


Base: All customers (base size varies)

Overall Quality of the Home

3.9 More than 3 in 5 (61%) 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?



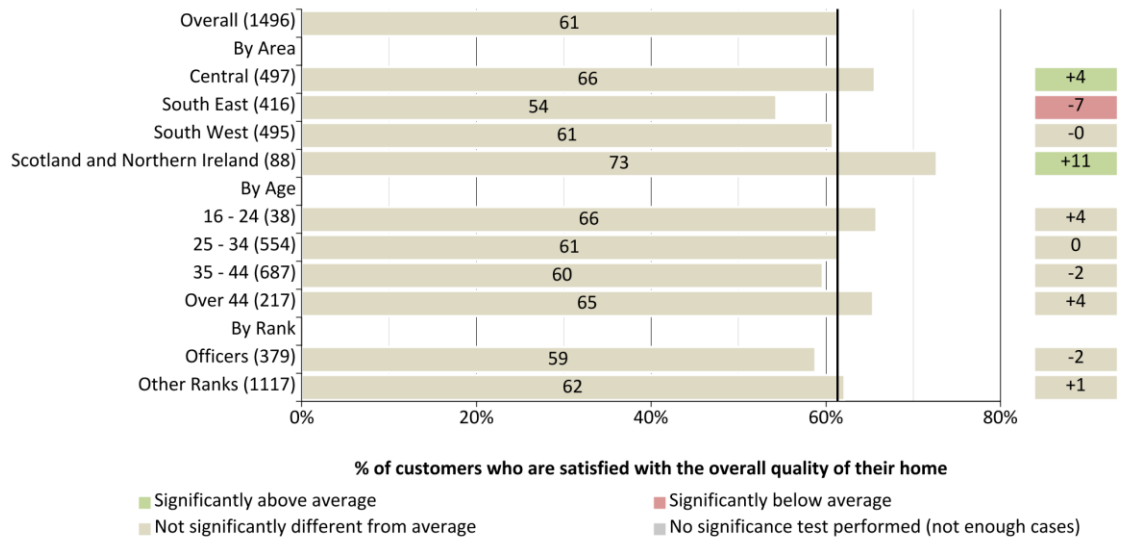
Base: All customers (1,496)

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 in the Central area and customers in Scotland and Northern Ireland are significantly more likely to be satisfied with the overall quality of their home. In contrast, customers who live in the South East are significantly less likely to be satisfied with the overall quality of their home.

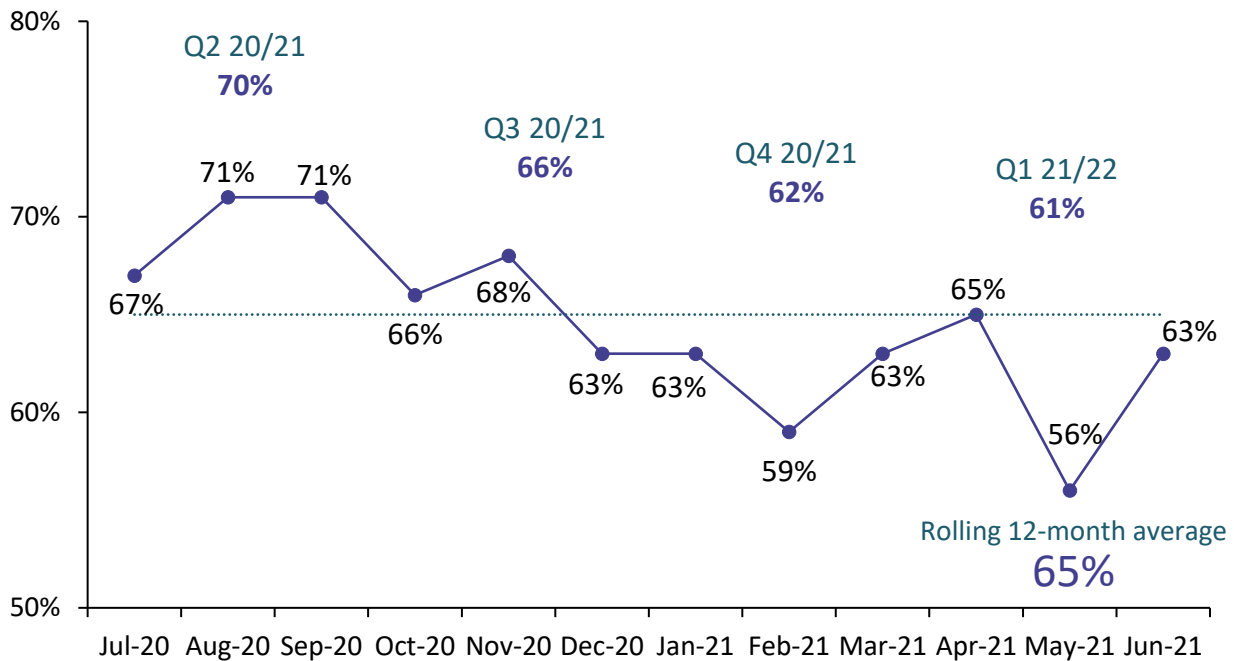
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



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

3.12 Satisfaction with the overall quality of the home in Q1 21/22 has shown a decrease of 1 percentage point from the Q4 21/22 value (62%) and now has a value that is 4 percentage points below the rolling average for the 12-month period (65%), which is a significant result.

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

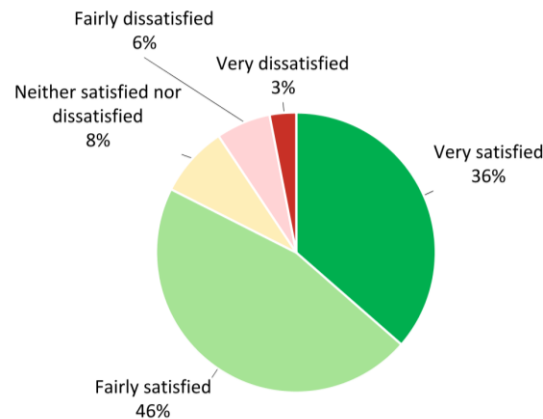


Base: All customers (base size varies)

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 (8%).

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



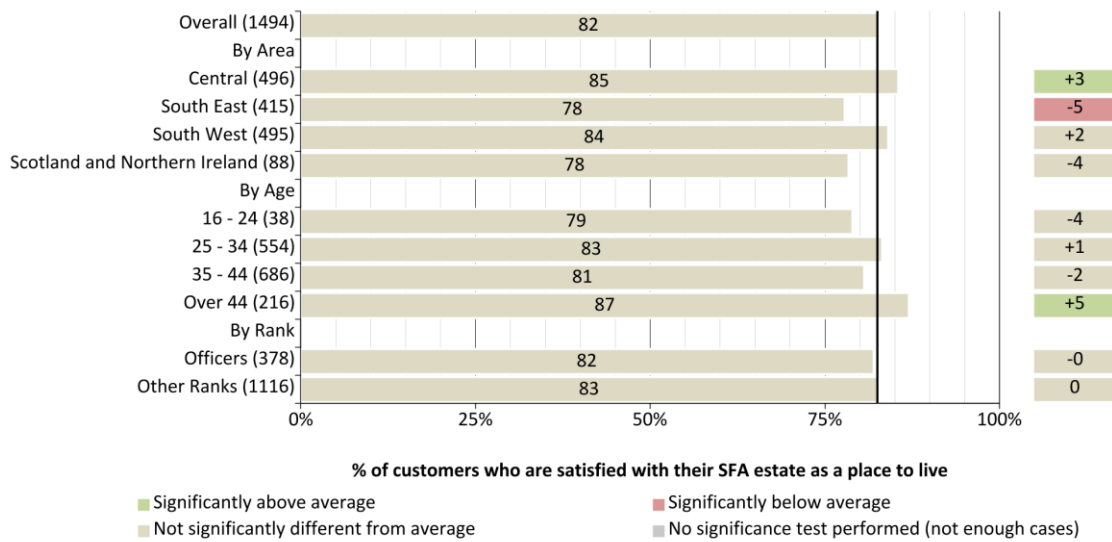
Base: All customers (1,494)

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 and who are aged over 44 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.

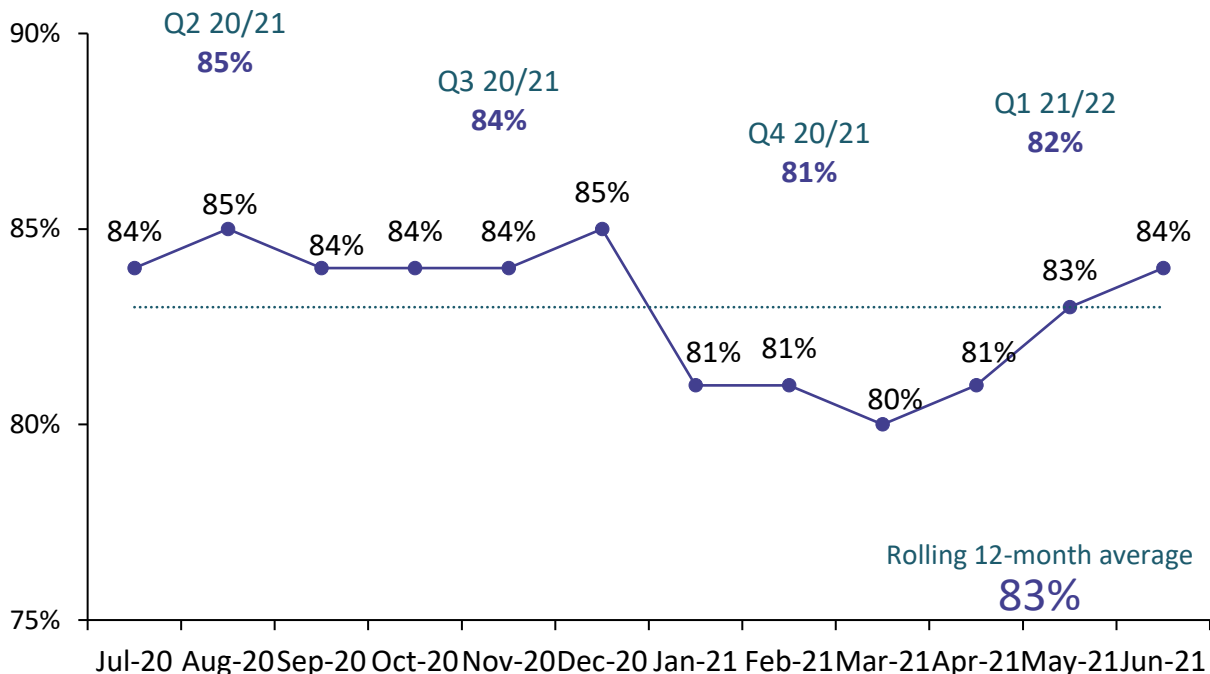
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



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

3.16 Satisfaction with SFA estate as a place to live in Q1 21/22 has increased by 1 percentage point from the Q4 20/21 value (81%), and is now 1 percentage point lower than 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

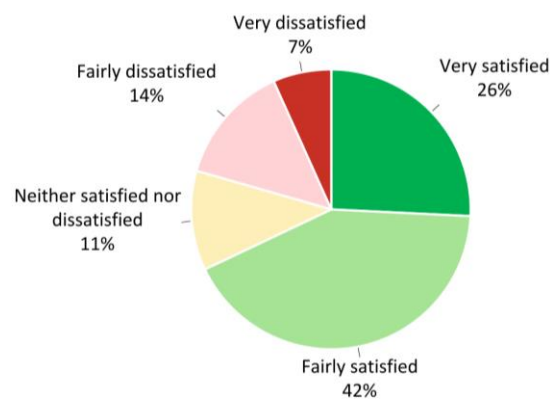


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

- 3.17 Over two thirds (68%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and around 1 in 5 (21%) are dissatisfied. Around 1 in 8 (11%) are neither satisfied nor dissatisfied.

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

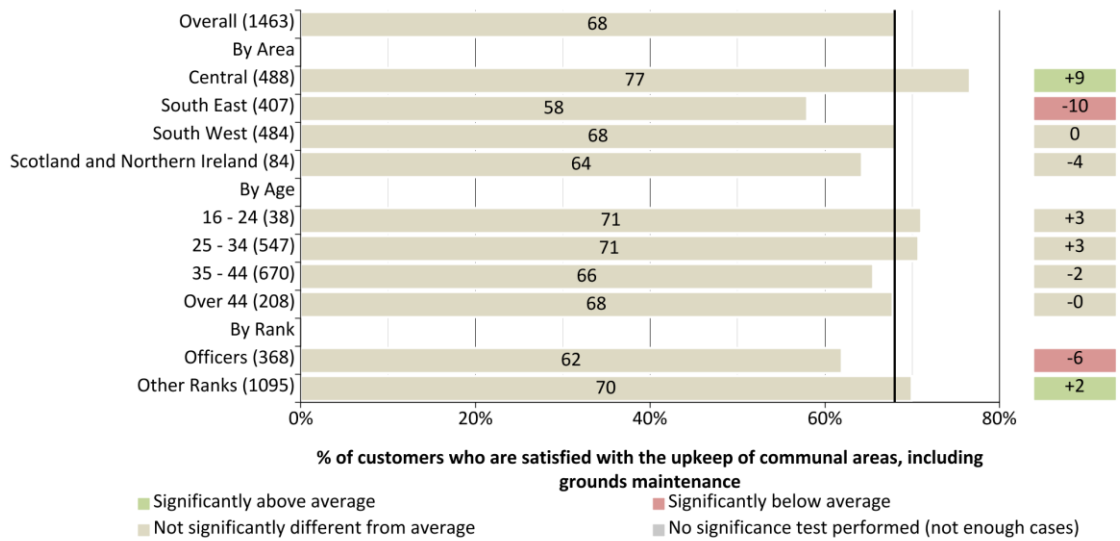


Base: All customers who share communal areas (1,463)

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 those who live in Central areas and customers who 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 and customers who are officers are significantly less likely to think this.

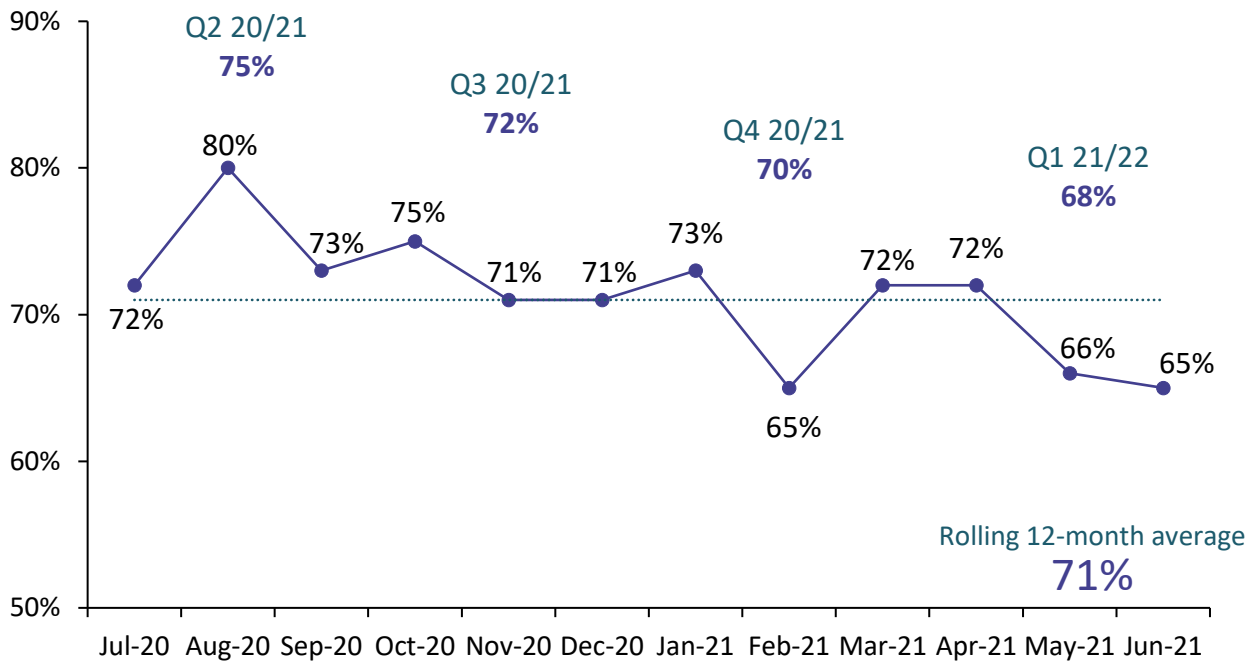
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)



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

3.20 Satisfaction with the upkeep of communal areas in Q1 21/22 is 2 percentage points lower than the Q4 20/21 value (70%). It is 3 percentage points lower than the rolling average for the 12-month period (71%), which is significantly lower.

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

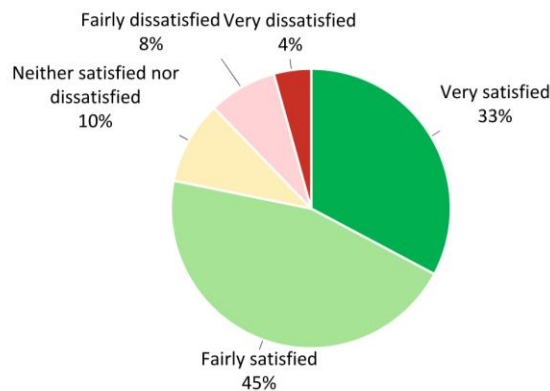


Base: All customers who share communal areas (base size varies)

Daily Occupancy Charges and Value for Money

- 3.21 Around 4 in 5 (78%) customers are satisfied that their daily occupancy charges provide value for money, whilst 1 in 8 (12%) are dissatisfied. 1 in 10 (10%) customers are neither satisfied nor dissatisfied.

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

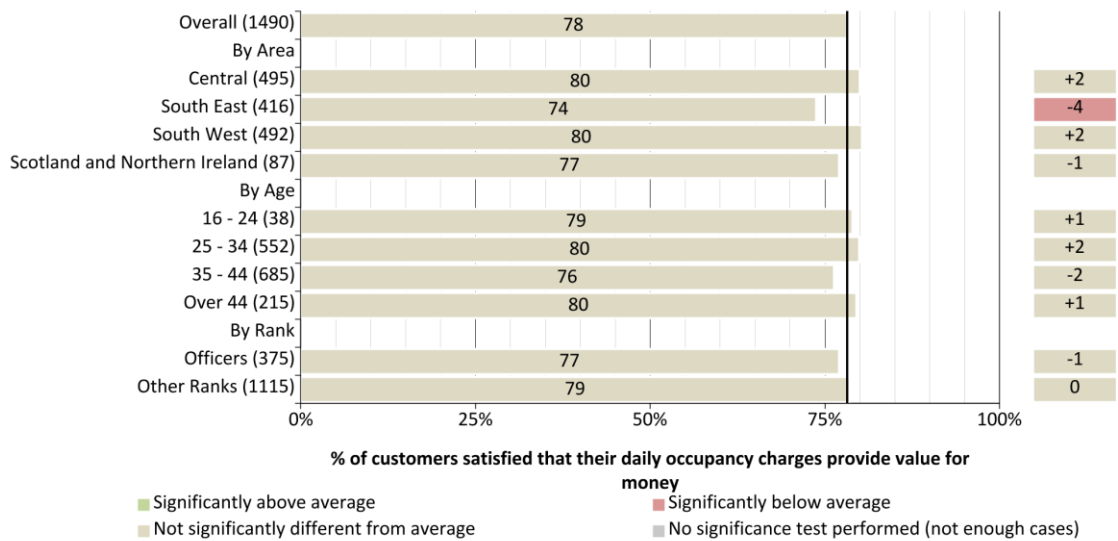


Base: All customers (1,490)

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 live in the South East are significantly less likely to be satisfied that their daily occupancy charges provide value for money.

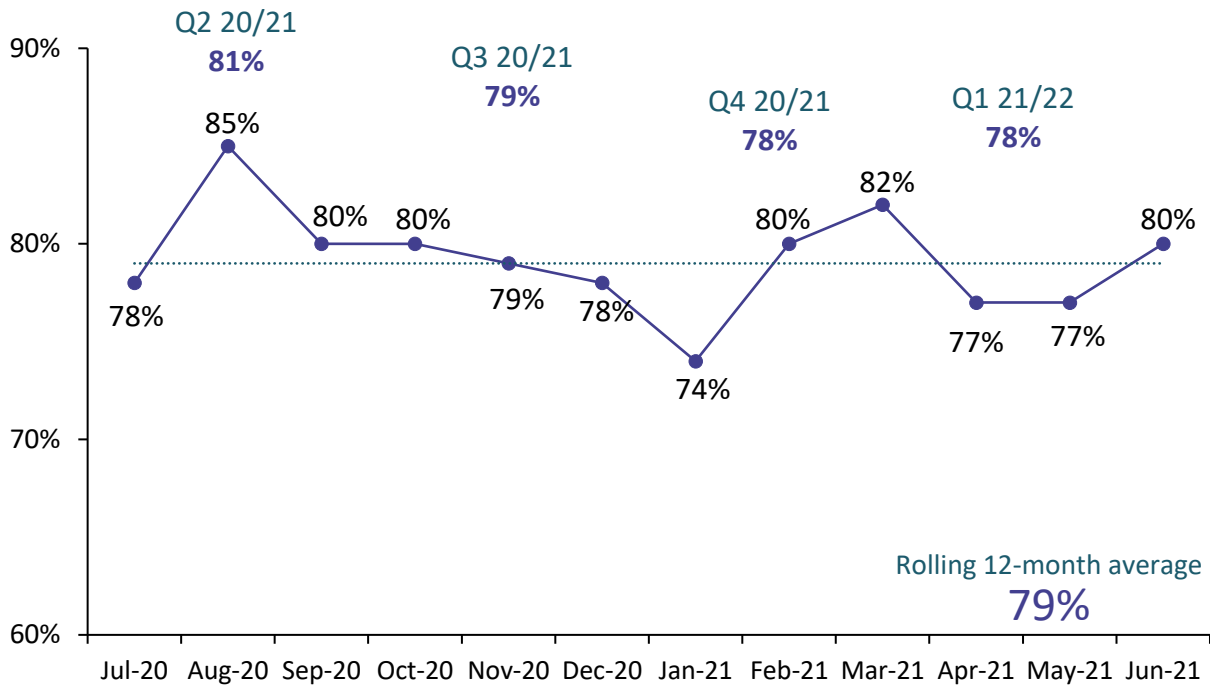
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



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

3.25 Customers’ satisfaction that daily occupancy charges provide value for money is the same as the previous quarter (78%) and is now 1 percentage point lower 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

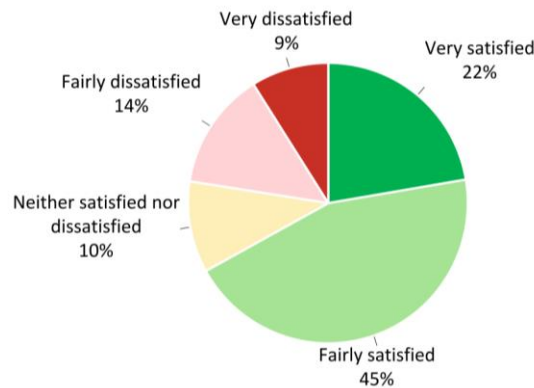


Base: All customers (base size varies)

Arrangements for Allocating SFA

- 3.26 Over two thirds (67%) of customers are satisfied with the arrangements for allocating SFA, whilst over a fifth (23%) are dissatisfied. One in ten (10%) customers are neither satisfied nor dissatisfied.

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

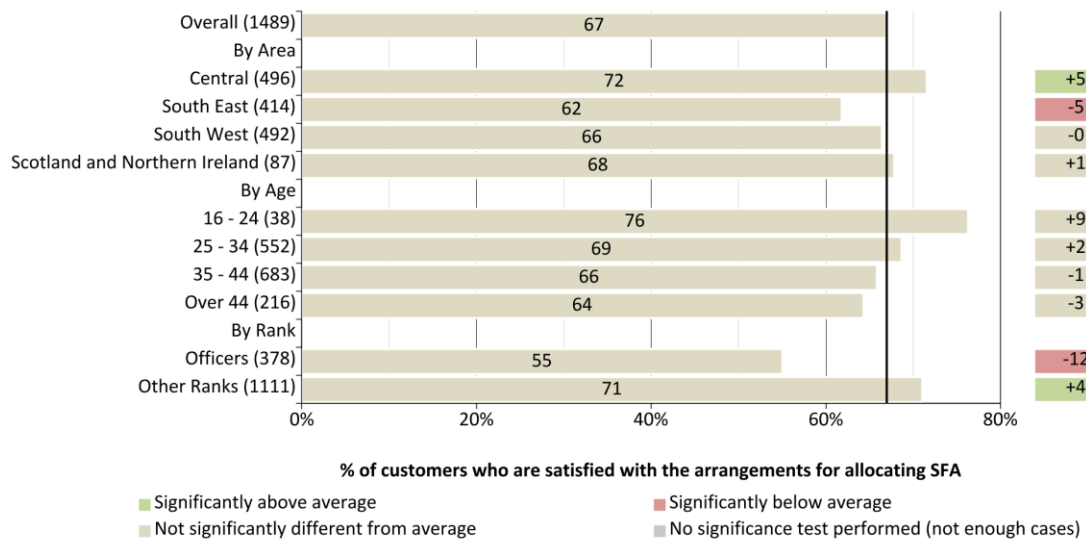


Base: All customers (1,489)

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 in the Central area 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 area and customers who are officers, are significantly less likely to think this.

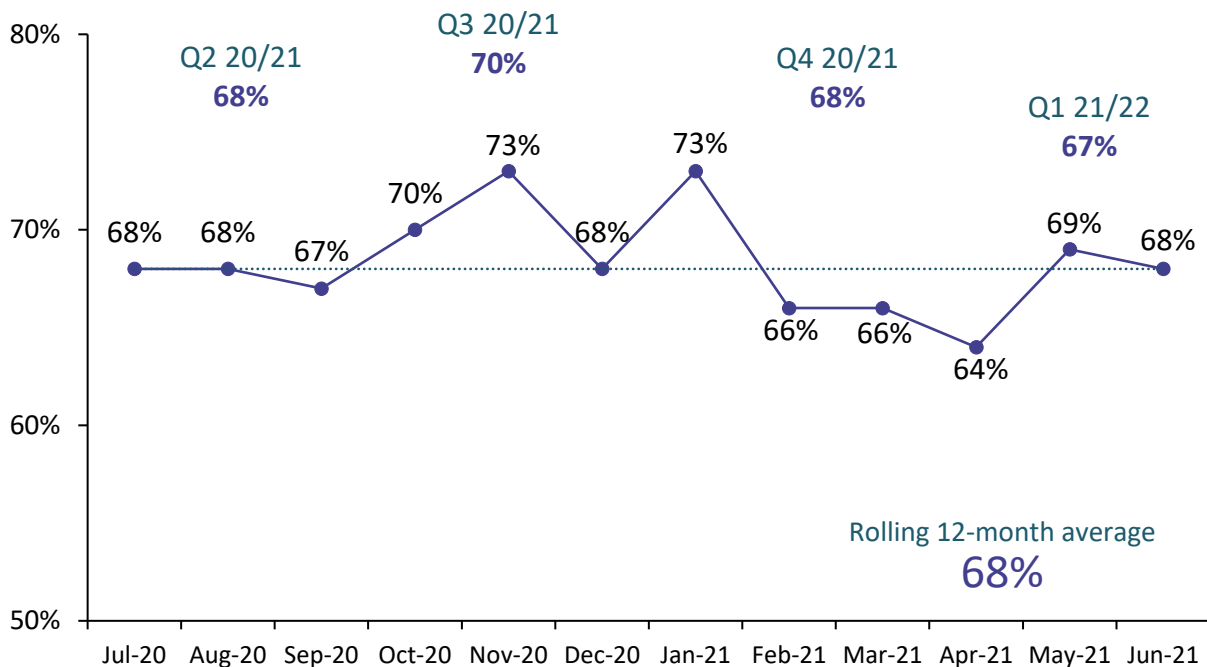
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



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

3.29 Satisfaction with the arrangements for allocating SFA in Q1 21/22 has shown a decrease of 1 percentage point from the Q4 20/21 value (68%), and now has a value that is 1 percentage point 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

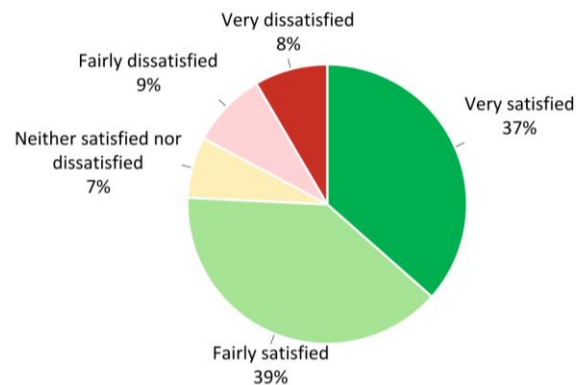


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

3.30 Over three quarters (76%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (17%) are dissatisfied. Less than 1 in 10 (7%) are neither satisfied nor dissatisfied.

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



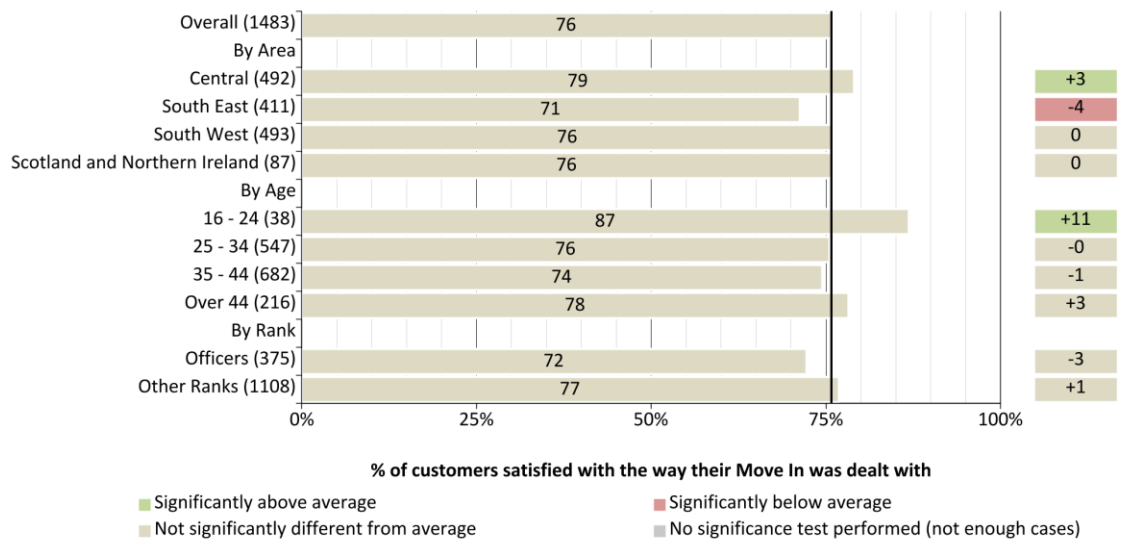
Base: All customers (1,483)

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

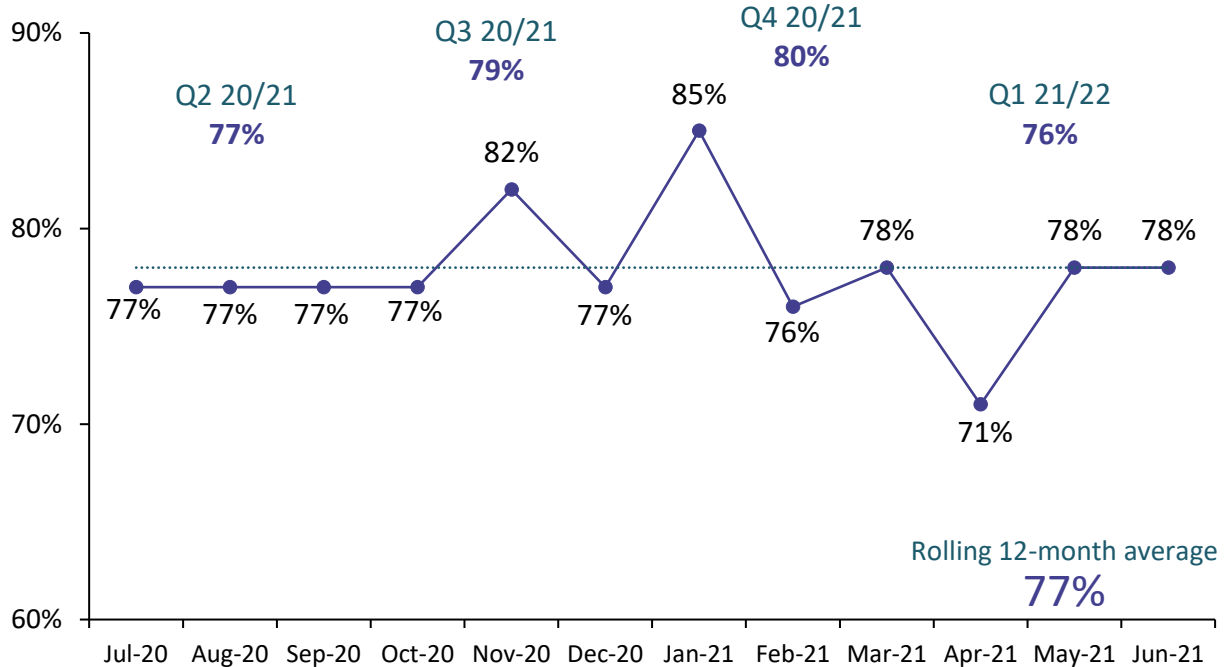
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



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

3.33 Customers’ satisfaction with the way their Move In was dealt with has decreased significantly by 4 percentage points when compared to the previous quarter, Q4 20/21 (80%) and is 2 percentage points lower 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

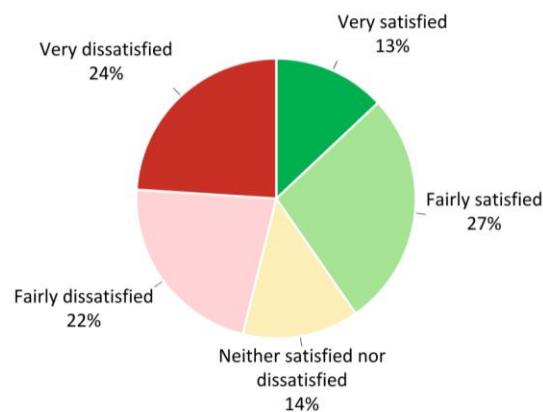


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

3.34 Two in five (40%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, and less than half (46%) are dissatisfied. Around 1 in 7 (14%) are neither satisfied nor dissatisfied.

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



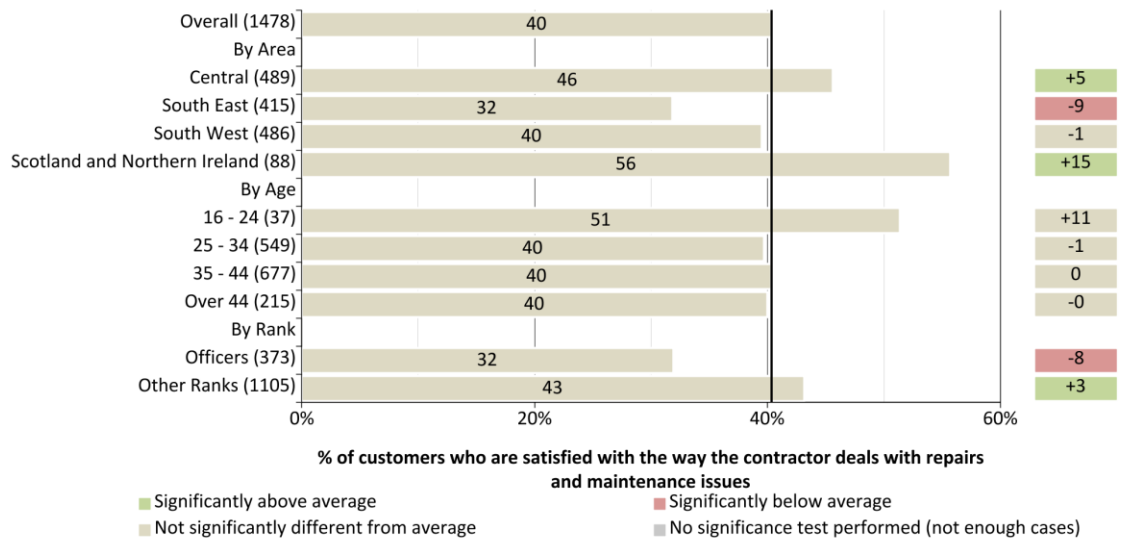
Base: All customers who have had repairs/maintenance work carried out (1,478)

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

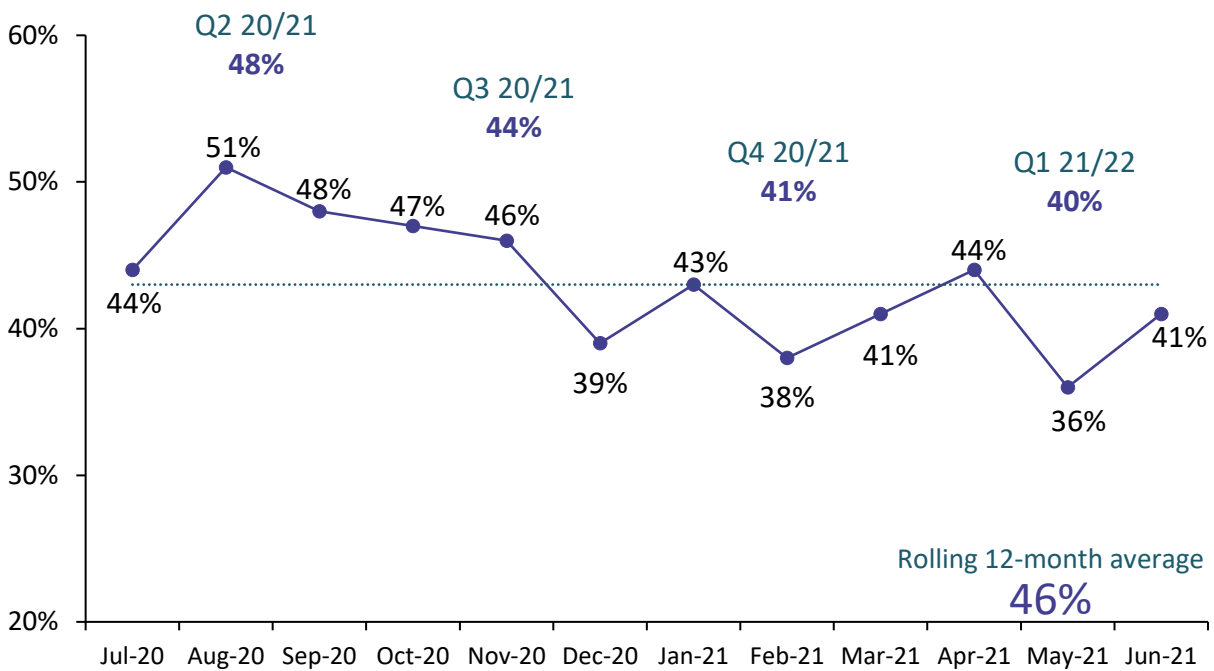
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



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 Q1 21/22 is lower by 1 percentage point than the Q4 20/21 value (41%), and also lower by 3 percentage points than the rolling average for the 12-month period (43%).

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

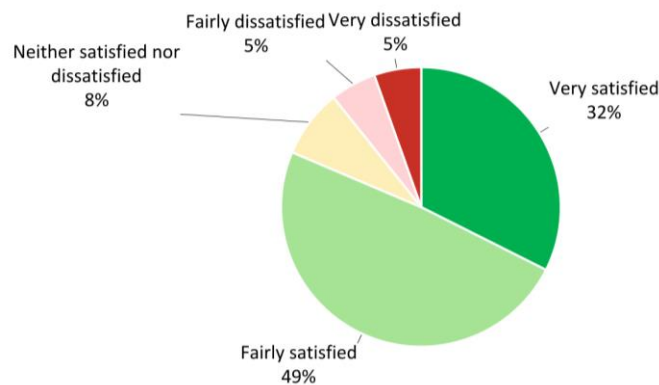


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

3.38 Over four fifths (81%) 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 (8%) are neither satisfied nor dissatisfied.

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



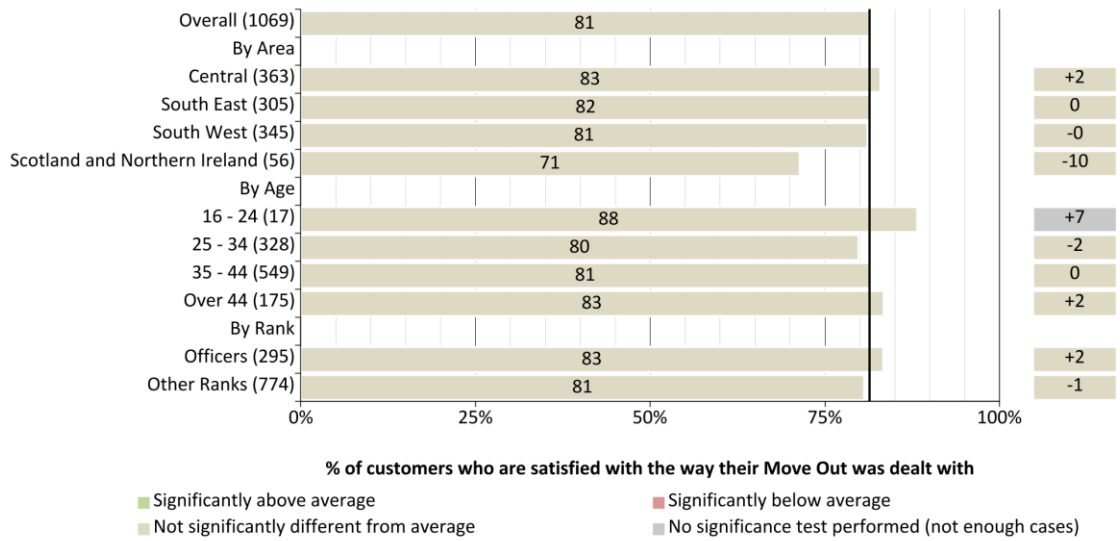
Base: All customers who have moved out of SFA accommodation (1,069)

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 there are no sub-groups that are either significantly more or significantly less likely to be satisfied with the way their Move Out was dealt with. No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

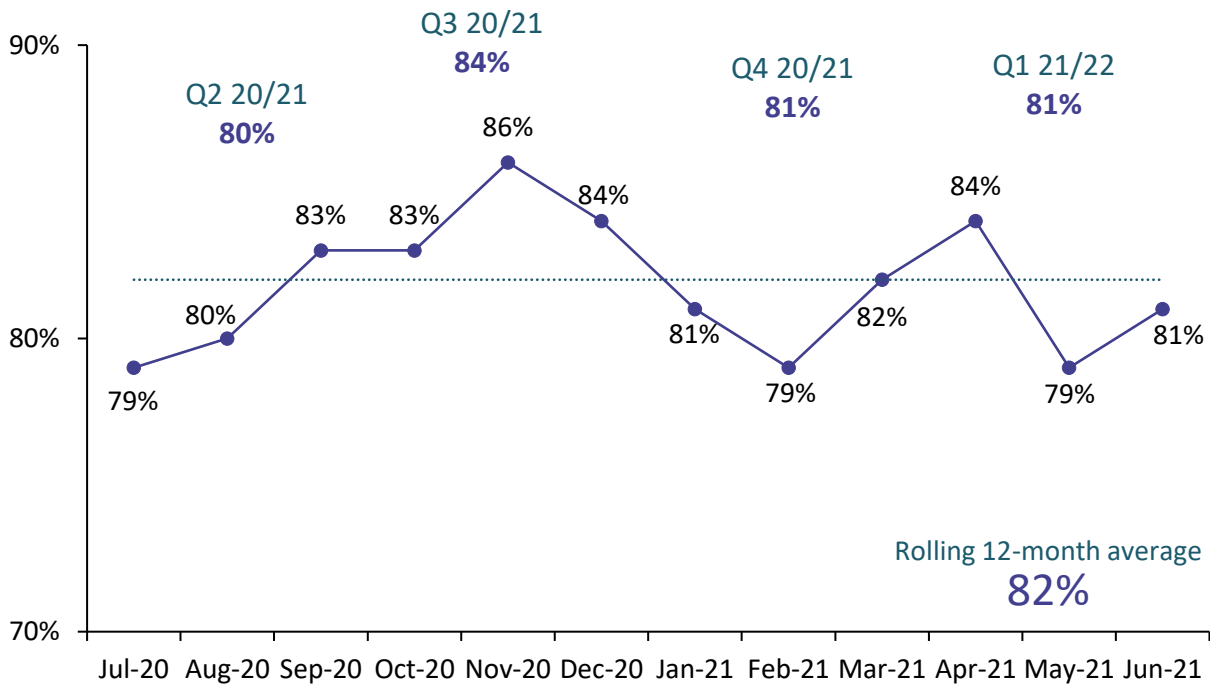
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



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

3.41 Customers’ satisfaction with the way their Move Out was dealt with in Q1 21/22 has stayed the same as the Q4 20/21 value (81%), and remains 1 percentage point 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

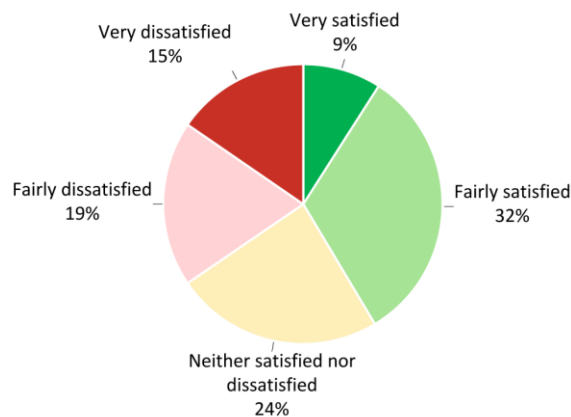


Base: All customers who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

3.42 Just over 2 in 5 (41%) customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst over a third (35%) are dissatisfied. Around 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?



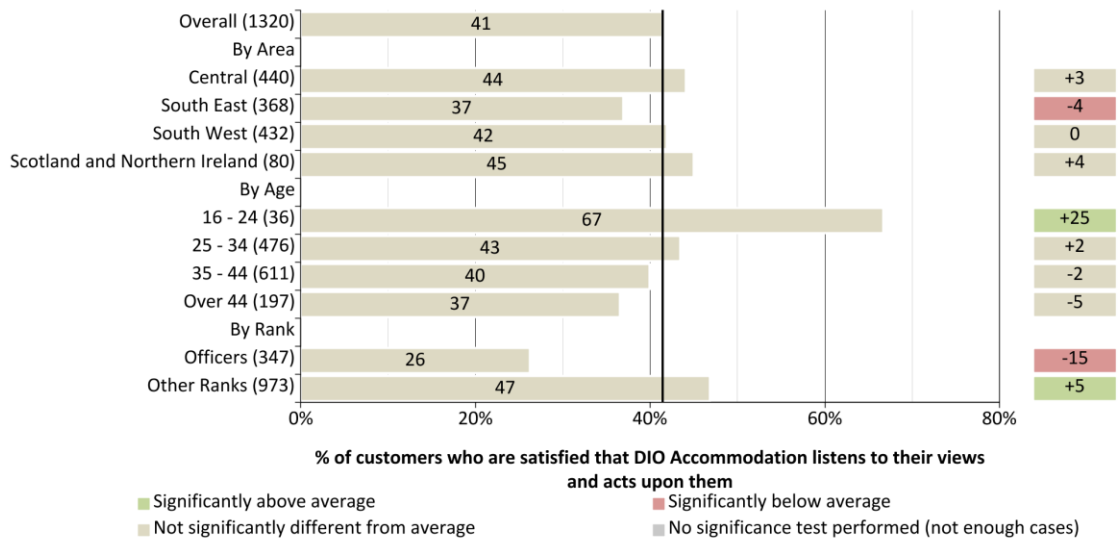
Base: All customers (1,320)

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 are aged 16-24 and 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.

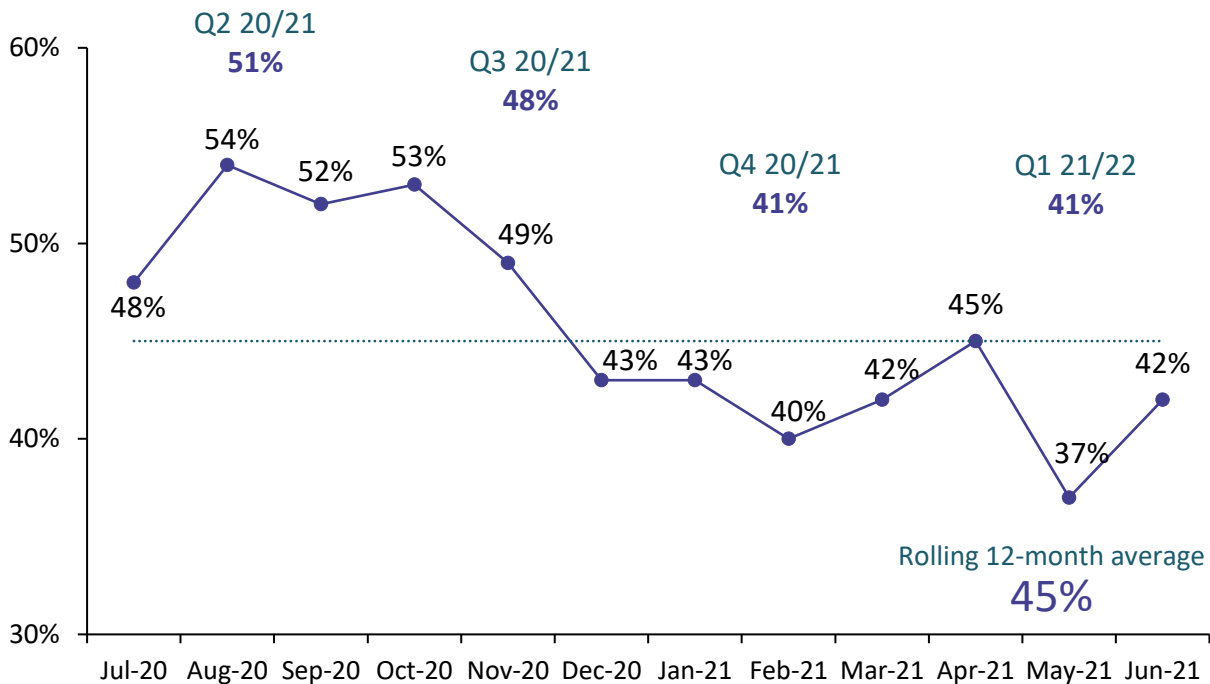
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)



Base All customers (number of customers shown in brackets)

3.45 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q1 21/22 has remained the same as the Q4 20/21 value (41%), and is now also significantly lower by 4 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.....	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