

Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q3 2021/22 Report

Opinion Research Services

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Q3 2021/22 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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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 2021/22 survey was carried out by telephone between 21st October and 1st February 2022¹, and 1,485 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	473	32
South East	389	26
South West	539	36
Scotland and Northern Ireland	84	6
Total	1,485	100

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	18	1
25 - 34	538	36
35 - 44	702	47
Over 44	227	15
Total	1,485	100

¹ Note that fieldwork in the month of December 2021 was extended to January/February 2022

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

Rank	Unweighted Count	Unweighted Valid %
Officers	265	18
Other Ranks	1,220	82
Total	1,485	100

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

Month	Unweighted Count	Unweighted Valid %
October 2021	500	34
November 2021	500	34
December 2021	485	33
Total	1,485	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 1,485 customers who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Summary of Main Findings

- 2.1 The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- 2.2 Over half (55%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst over a fifth (21%) are dissatisfied. Taking everything into account, satisfaction in Q3 21/22 is significantly lower by 6 percentage points than the Q2 21/22 value (61%), and also significantly lower by 4 percentage points than the rolling average for the 12-month period (59%).
- 2.3 Over four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst 1 in 10 (10%) are dissatisfied. Satisfaction in this area has shown a significant increase of 3 percentage points from the Q2 21/22 value (78%) and is now a percentage point higher than the rolling average for the 12-month period (80%).
- 2.4 Less than three fifths (56%) of customers are satisfied with the overall quality of their home, whilst almost 3 in 10 (28%) are dissatisfied. Satisfaction with the overall quality of the home in Q3 21/22 has shown a significant decrease of 6 percentage points from the Q2 21/22 value (62%) and is now significantly lower than the rolling average for the 12-month period (60%) by 4 percentage points.
- 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 and Q2 21/22 values (both 82%) and is also equal to the rolling average for the 12-month period (82%).
- 2.6 Two thirds (66%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), around a fifth (21%) are dissatisfied. Satisfaction with the upkeep of communal areas in Q3 21/22 is higher by 3 percentage points than the Q2 21/22 value (63%), and a percentage point lower than the rolling average for the 12-month period (67%).
- 2.7 Over 3 in 4 (77%) 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 has significantly decreased by 3 percentage points from the Q2 21/22 value (80%) and is now a percentage point lower than the rolling 12-month average (78%).
- 2.8 Around seven in ten (69%) of customers are satisfied with the arrangements for allocating SFA, whilst around a fifth (19%) are dissatisfied. Satisfaction with the arrangements for allocating SFA has increased significantly by 4 percentage points when compared with Q2 21/22 (65%) and is now 2 percentage points higher than the rolling 12-month average (67%).

- 2.9 Over three quarters (77%) 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 increased by two percentage points from the previous quarter (75%), and it is equal to the rolling 12-month average (77%).
- 2.10 Less than two in five (36%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, and around half (49%) are dissatisfied. Satisfaction with the way the contractor deals with repairs and maintenance issues in Q3 21/22 is lower by 3 percentage points when compared with the Q2 21/22 value (39%) and also significantly lower than the rolling average for the 12-month period (39%) by 3 percentage points.
- 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 Q3 21/22 has increased by a percentage point from the Q2 21/22 value (80%) and is now equal to the rolling average for the 12-month period (81%).
- 2.12 Less than two fifths (37%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst the same percentage (37%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in this quarter is 3 percentage points lower than the Q2 21/22 value (40%) and the rolling average for the 12-month period (40%).

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 Q3 21/22, overall, were SFA estate as a place to live (82%), the way customers Move Out was dealt with and rules that govern customers entitlement to SFA (both 81% respectively).
- 2.15 Additionally, over three quarters of respondents were satisfied with the way customers Move In was dealt with and that the daily occupancy charges provide value for money (both 77% respectively).

Areas for Consideration

- 2.16 Satisfaction in Q3 21/22 was lower than the 12-month rolling average for 6 out of the 11 questions asked in the survey.
- 2.17 Less than two fifths (36%) of customers continue to be satisfied with the way the contractor deals with repairs and maintenance issues, and this is now below the rolling 12-month average by 3 percentage points.
- 2.18 A slightly higher proportion (37%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, but this is still below the 12-month rolling average by 3 percentage points.
- 2.19 When considering responses to all questions, those customers who are Officers, or customers who live in the South East or South West 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

^{2.20} 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-21	Nov-21	Dec-21	Q3 average	Rolling 12-month average
Overall service	56%	58%	51%	55%	59%
Rules that govern customers entitlement to SFA	80%	82%	81%	81%	80%
Overall quality of your home	59%	56%	53%	56%	60%
SFA estate as a place to live	84%	82%	80%	82%	82%
Upkeep of communal areas	65%	69%	64%	66%	67%
Daily occupancy charges provide value for money	79%	77%	75%	77%	78%
The arrangements for allocating SFA to customers	68%	67%	71%	69%	67%
The way customers Move In was dealt with	80%	76%	74%	77%	77%
The way the contractor deals with repairs & maintenance issues	40%	35%	32%	36%	39%
The way customers Move Out was dealt with	74%	84%	83%	81%	81%
Listen to customers views and acts upon them	39%	35%	37%	37%	40%

Base: All customers (base size varies)

Dissatisfaction Comparison

^{2.21} 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-21	Nov-21	Dec-21	Q3 average	Rolling 12-month average
Overall service	24%	23%	26%	24%	22%
Rules that govern customers entitlement to SFA	11%	10%	9%	10%	10%
Overall quality of your home	26%	28%	31%	28%	25%
SFA estate as a place to live	7%	9%	12%	9%	10%
Upkeep of communal areas	22%	20%	22%	21%	21%
Daily occupancy charges provide value for money	10%	12%	15%	12%	11%
The arrangements for allocating SFA to customers	19%	22%	15%	19%	21%
The way customers Move In was dealt with	14%	17%	17%	16%	16%
The way the contractor deals with repairs & maintenance issues	46%	51%	51%	49%	47%
The way customers Move Out was dealt with	13%	10%	10%	11%	11%
Listen to customers views and acts upon them	32%	41%	40%	37%	35%

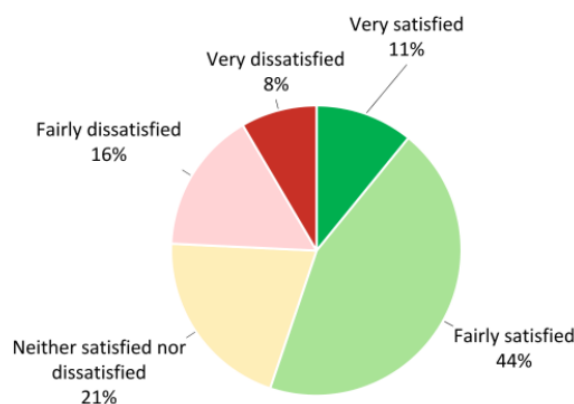
Base: All customers (base size varies)

3. Main Findings

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

- 3.1 Over half (55%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst around 1 in 4 (24%) are dissatisfied. Over a fifth (21%) 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?

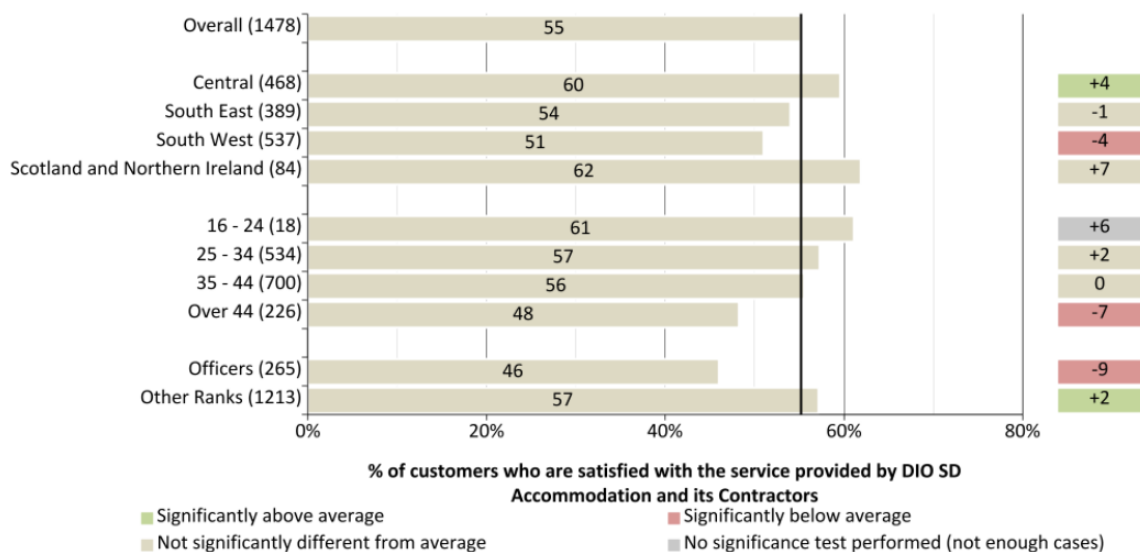


Base: All Customers (1,478)

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 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 West, customers who are aged over 44 and customers who are Officers are significantly less likely to be satisfied with the service provided by DIO SD Accommodation and its contractors.
- 3.4 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

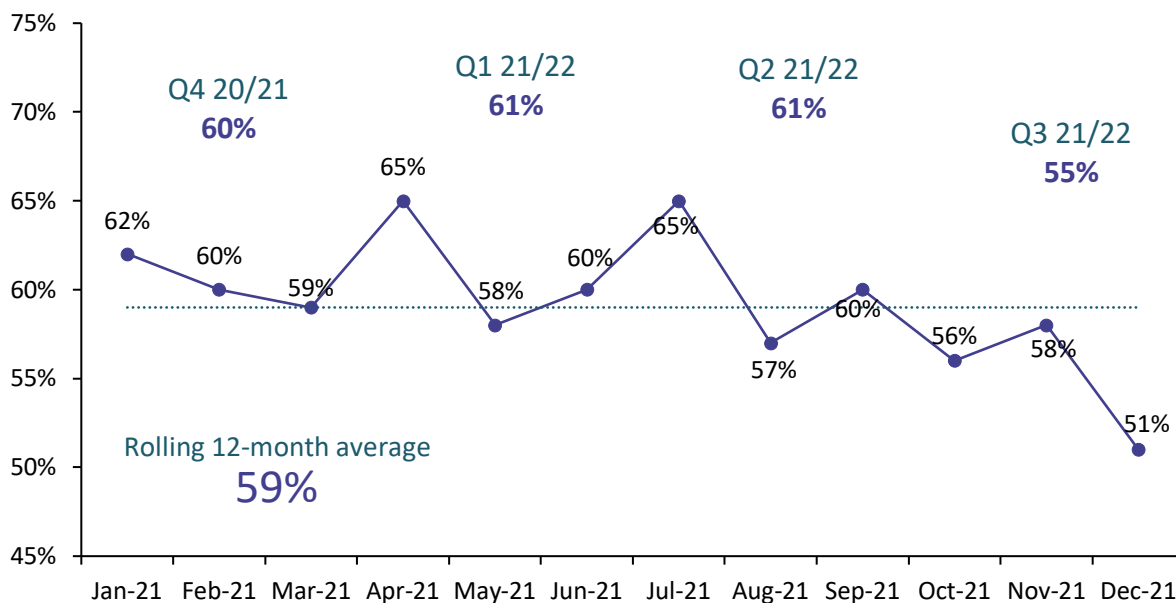
Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? (by sub-groups)



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

3.5 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q3 21/22 has decreased significantly by 6 percentage points when compared with the Q2 21/22 value (61%) and is now significantly below the rolling average for the 12-month period by 4 percentage points (59%).

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

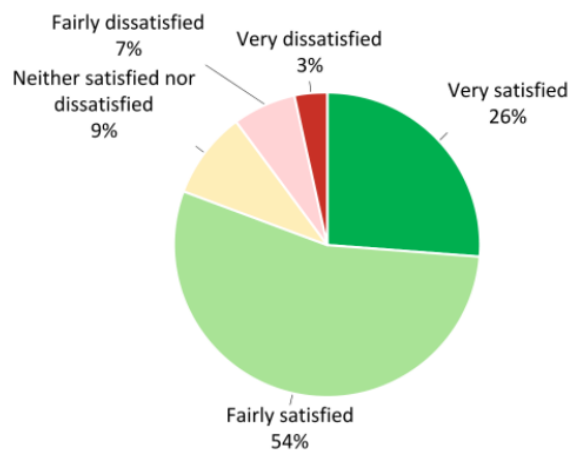


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

- 3.6 Over four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst one in ten (10%) are dissatisfied. Less than 1 in 10 (9%) are neither satisfied nor dissatisfied.

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

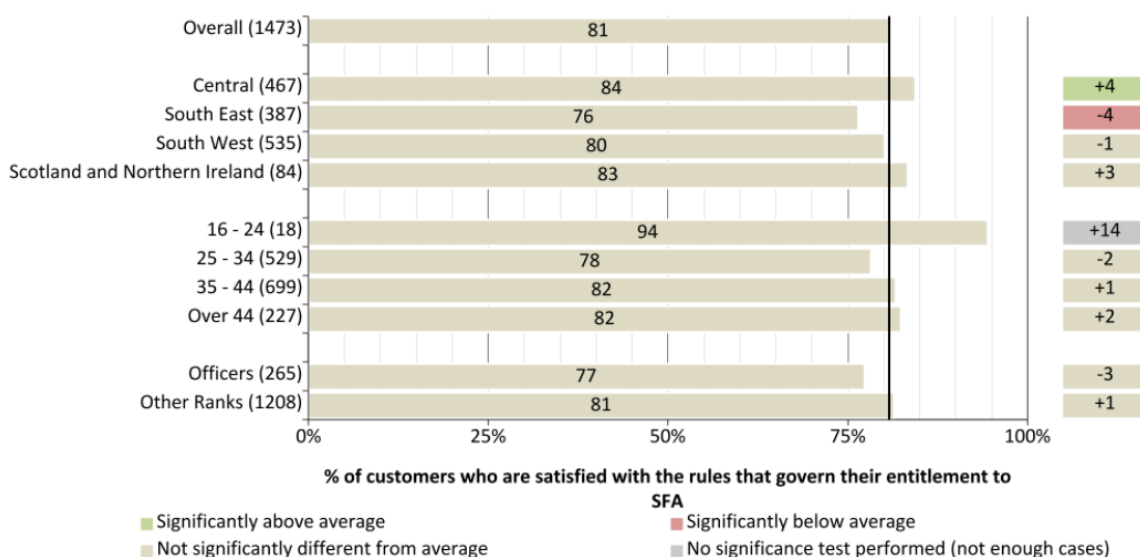


Base: All customers (1,473)

Differences by sub-group

- 3.7 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.
- 3.8 In figure 5 overleaf, it can be seen that customers who live in Central areas are significantly more likely to be satisfied with the rules that govern their entitlement to SFA. In contrast, customers who live in the South East are significantly less likely to be satisfied with the rules that govern their entitlement to SFA.
- 3.9 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

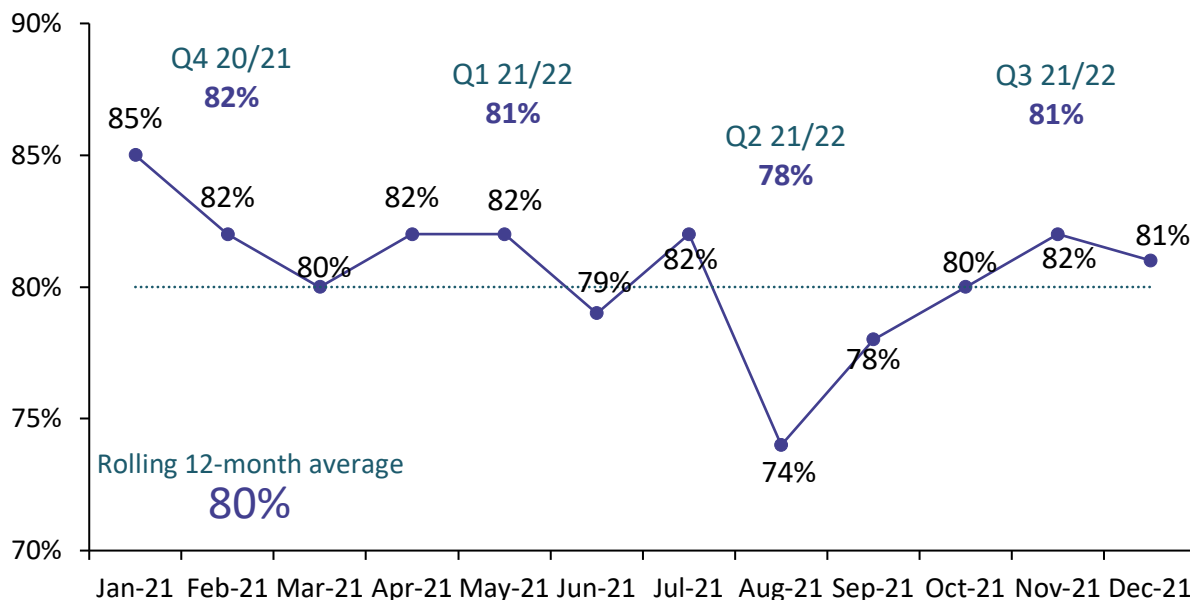
Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? (by sub-groups)



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

3.10 Satisfaction with the rules that govern customers’ entitlement to SFA in Q3 21/22 has shown a significant increase of 3 percentage points from the Q2 21/22 value (78%) and is now a percentage point above the rolling average for the 12-month period (80%).

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

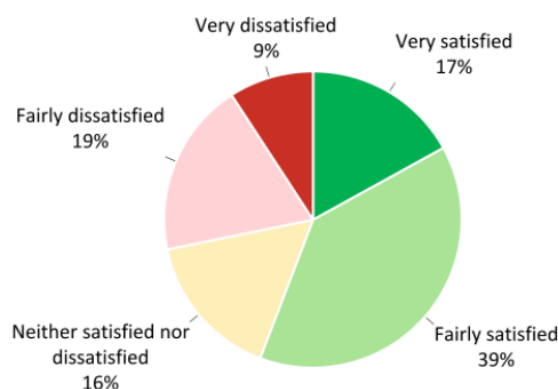


Base: All customers (base size varies)

Overall Quality of the Home

- 3.11 Less than three fifths (56%) of customers are satisfied with the overall quality of their home, whilst almost three in ten (28%) are dissatisfied. Around 1 in 6 (16%) are neither satisfied nor dissatisfied.

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

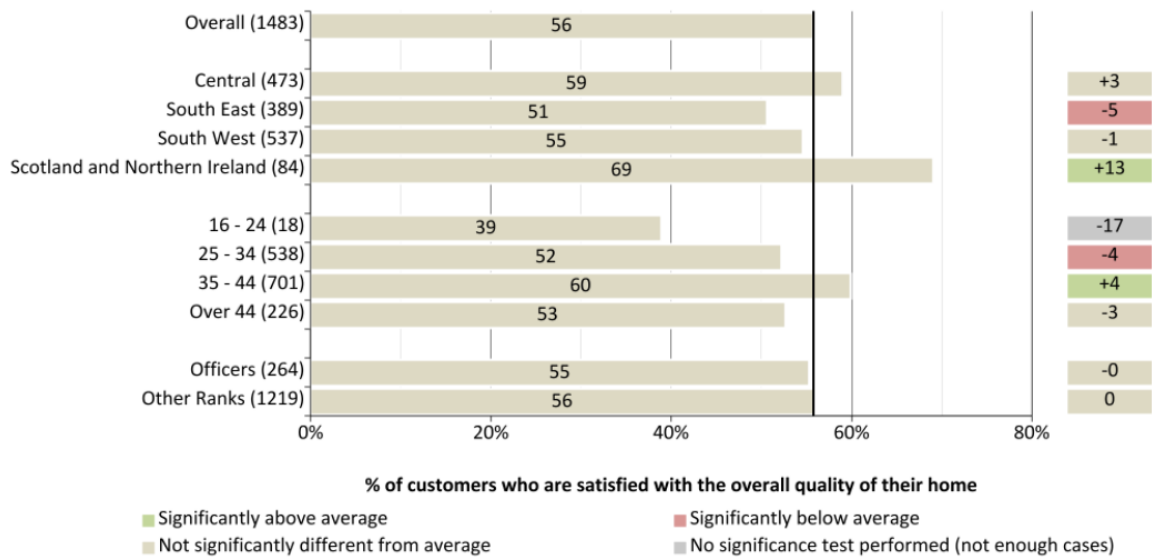


Base: All customers (1,483)

Differences by sub-group

- 3.12 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.
- 3.13 In figure 8 overleaf, we can see that customers who live in Scotland and Northern Ireland and customers who are aged 35-44 are significantly more likely to be satisfied with the overall quality of their home. In contrast, customers who live in the South East and customers who are aged 25-34 are significantly less likely to be satisfied with the overall quality of their home.
- 3.14 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

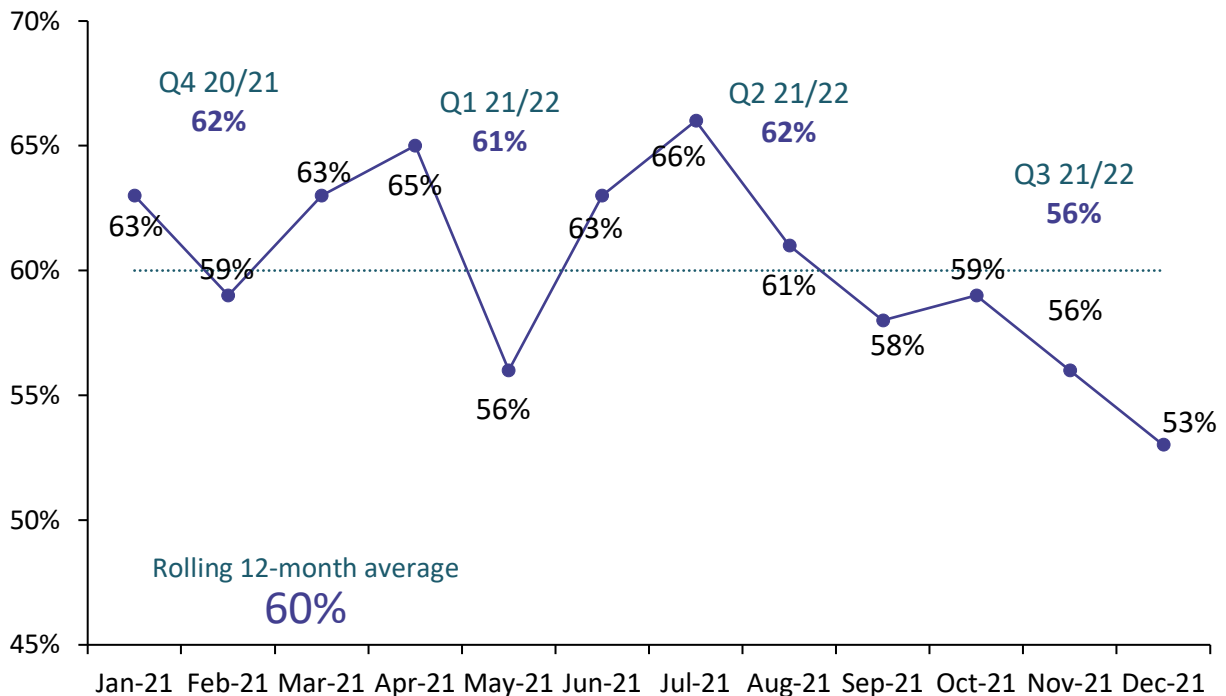
Figure 8: How satisfied or dissatisfied are you with the overall quality of your home? (by sub-groups)



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

3.15 Satisfaction with the overall quality of the home in Q3 21/22 has shown a significant decrease of 6 percentage points from the Q2 21/22 value (62%) and is now significantly lower than the rolling average for the 12-month period (60%) by 4 percentage points.

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

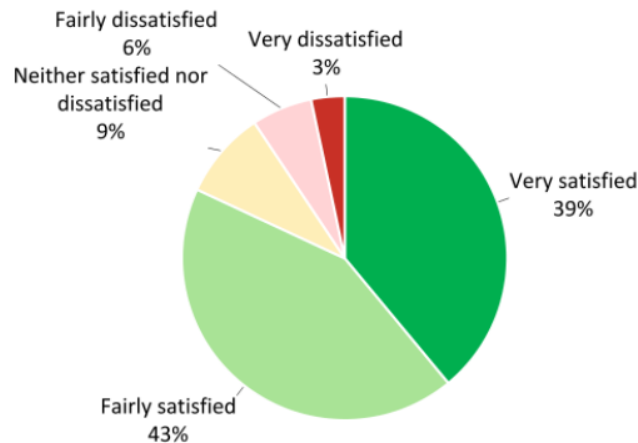


Base: All customers (base size varies)

SFA Estate as a Place to Live

- 3.16 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?

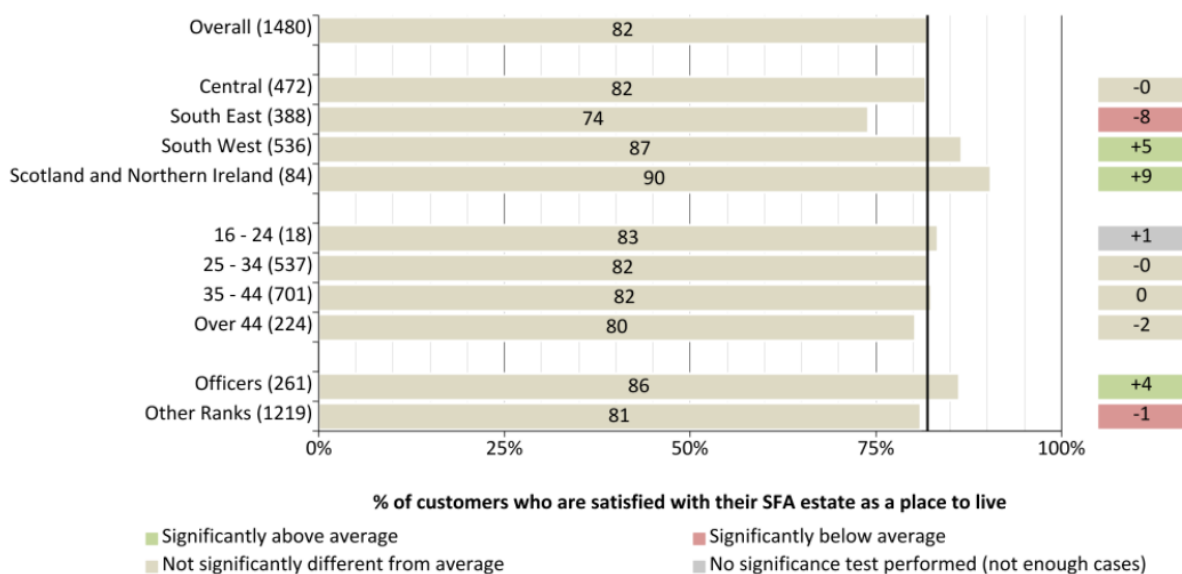


Base: All customers (1,480)

Differences by sub-group

- 3.17 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.
- 3.18 In figure 11 overleaf, it can be seen that customers who live in the South West area, customers who live in Scotland and Northern Ireland and customers who are Officers 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 and customers from 'other' ranks are significantly less likely to be satisfied with their SFA estate as a place to live.
- 3.19 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

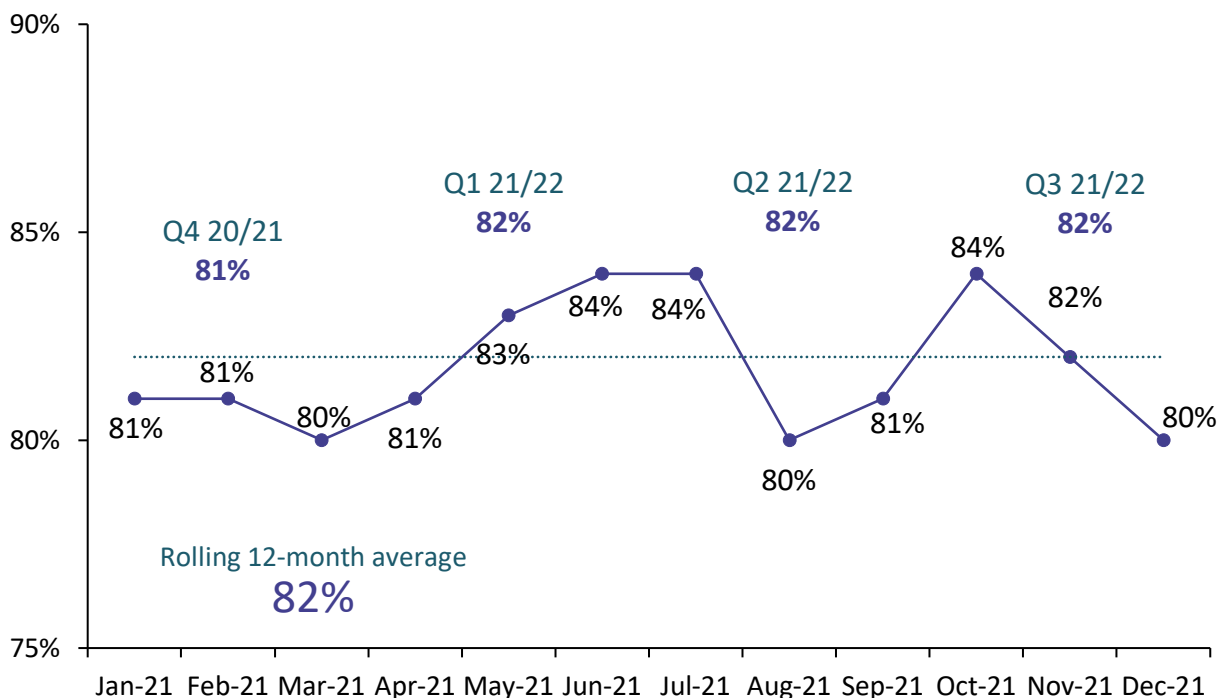
Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live? (by sub-groups)



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

3.20 Satisfaction with SFA estate as a place to live in Q3 21/22 has remained the same as the Q1 and Q2 21/22 values (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

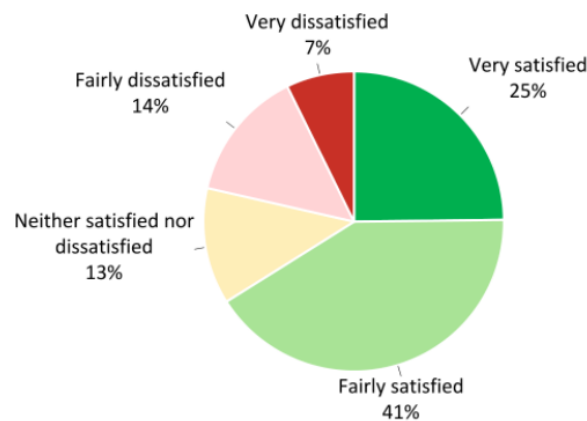


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

3.21 Two thirds (66%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and around a fifth (21%) 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 (1,450)

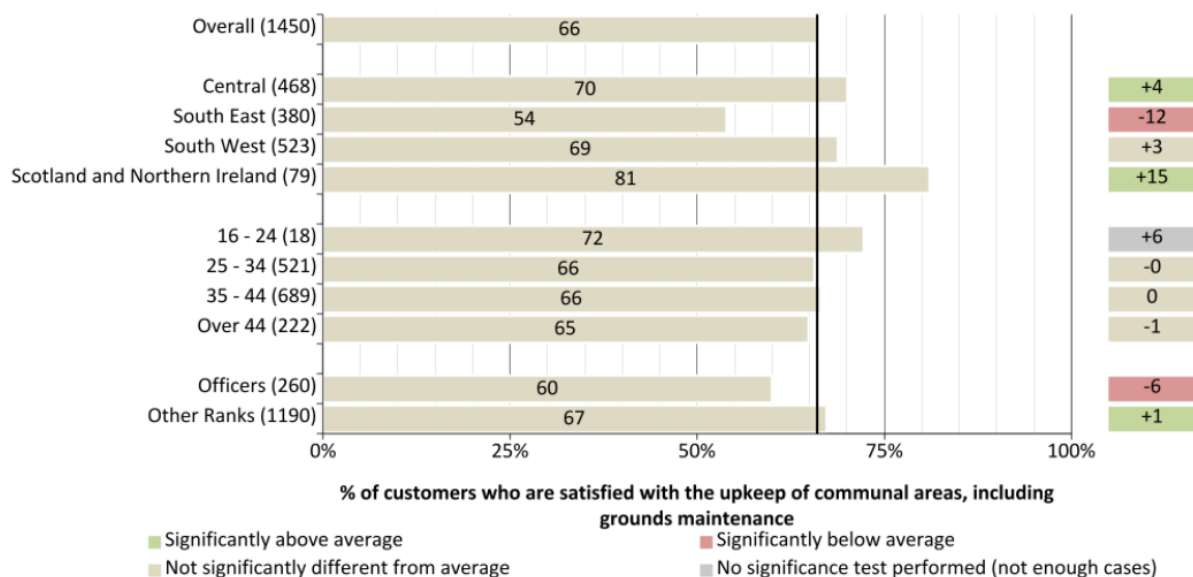
Differences by sub-group

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 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.

3.23 In figure 14 overleaf, it can be seen that customers who live in Central areas, customers who live in Scotland and Northern Ireland 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 and customers who are officers are significantly less likely to think this.

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

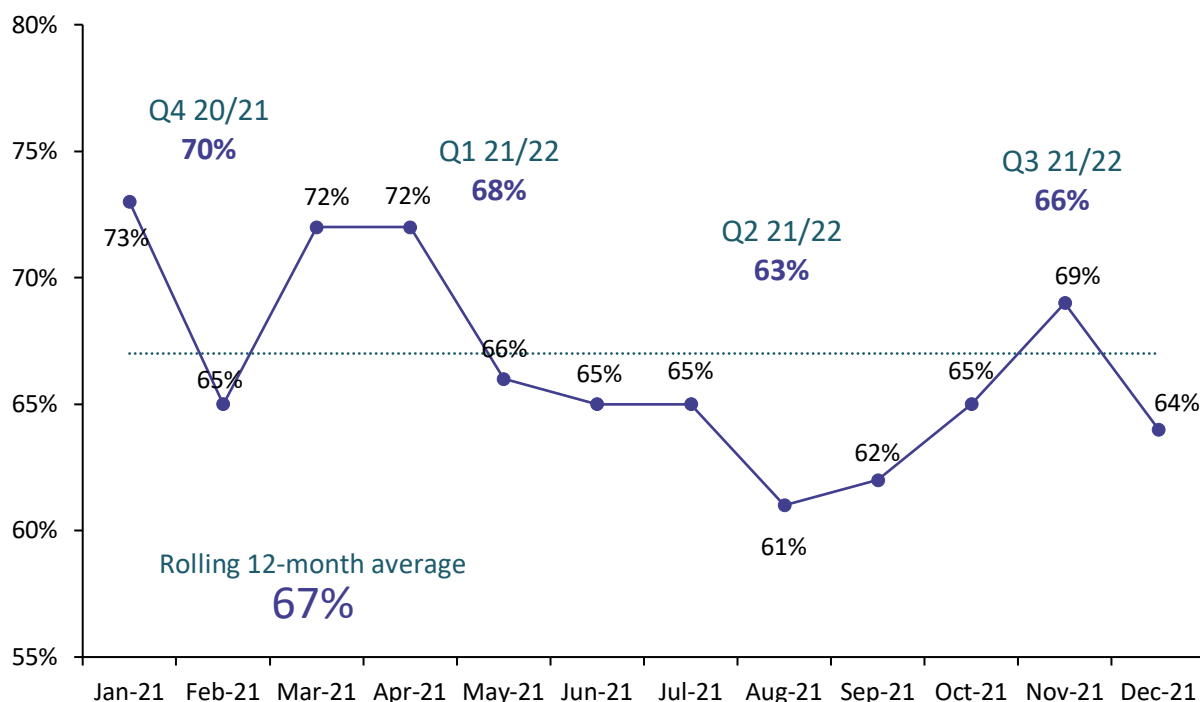
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? (by sub-groups)



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

3.25 Satisfaction with the upkeep of communal areas in Q3 21/22 is 3 percentage points higher than the Q2 21/22 value (63%). It is a percentage point lower than the rolling average for the 12-month period (67%).

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

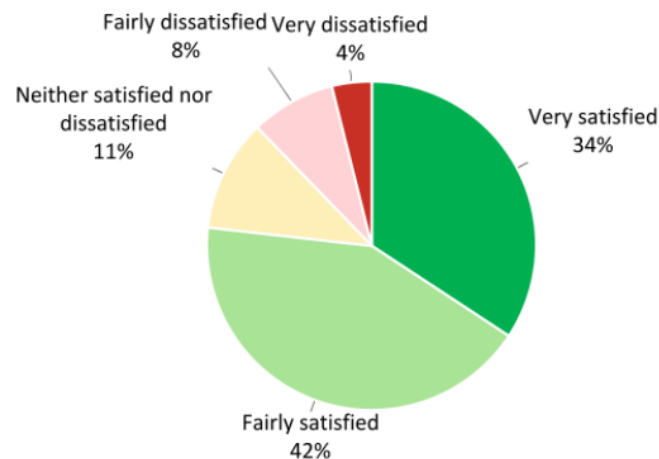


Base: All customers who share communal areas (base size varies)

Daily Occupancy Charges and Value for Money

- 3.26 Over 3 in 4 (77%) customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 8 (12%) are dissatisfied. Around 1 in 10 (11%) customers are neither satisfied nor dissatisfied.

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

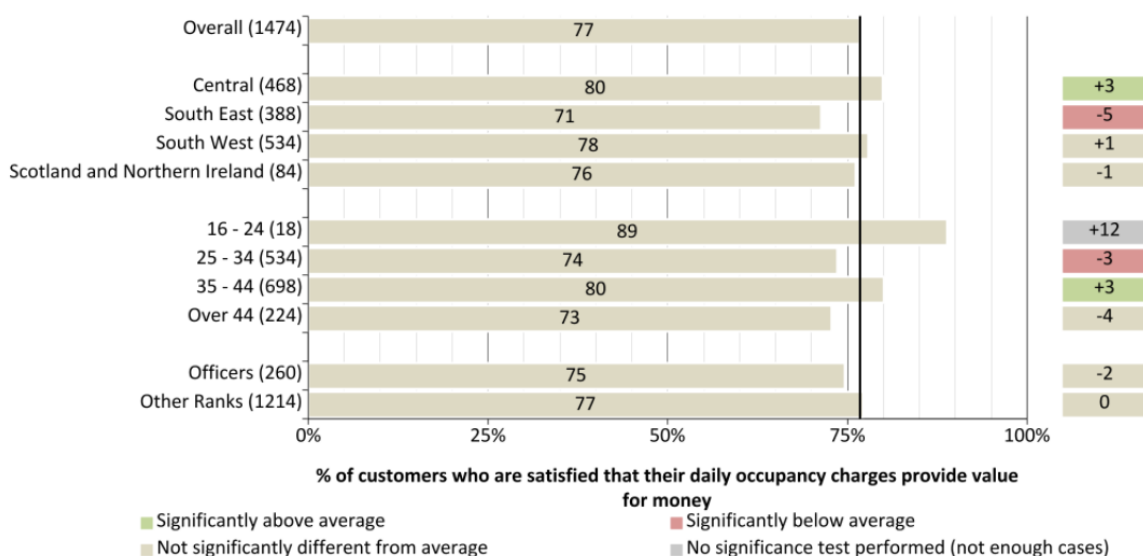


Base: All customers (1,474)

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 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.
- 3.28 It can be seen in figure 17 that customers who live in Central areas and customers who are aged 35-44 are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst customers who live in the South East area and customers who are aged 25-34 are significantly less likely to say this.
- 3.29 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

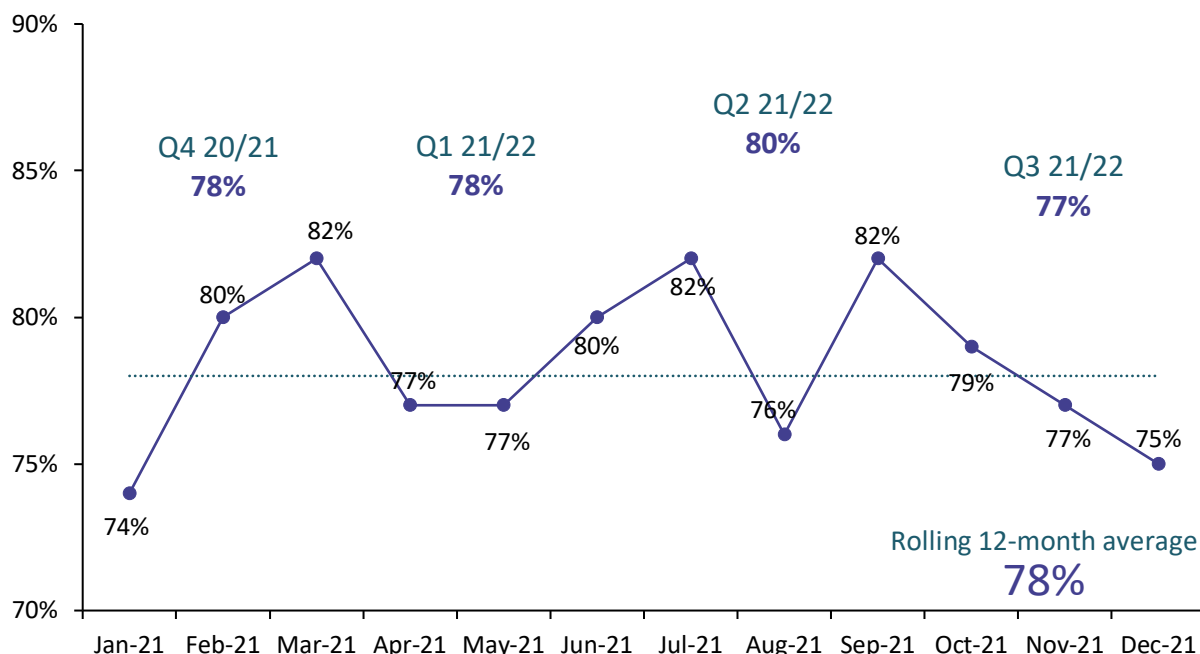
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? (by sub-groups)



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

3.31 Customers’ satisfaction that daily occupancy charges provide value for money has significantly decreased by 3 percentage points from the previous quarter (80%) and is now a percentage point lower than rolling 12-month average (78%).

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

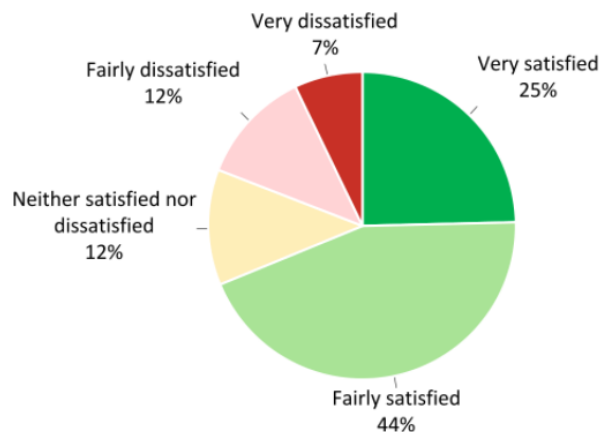


Base: All customers (base size varies)

Arrangements for Allocating SFA

3.32 Around seven in ten (69%) of customers are satisfied with the arrangements for allocating SFA, whilst around a fifth (19%) are dissatisfied. One in eight (12%) 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 (1,449)

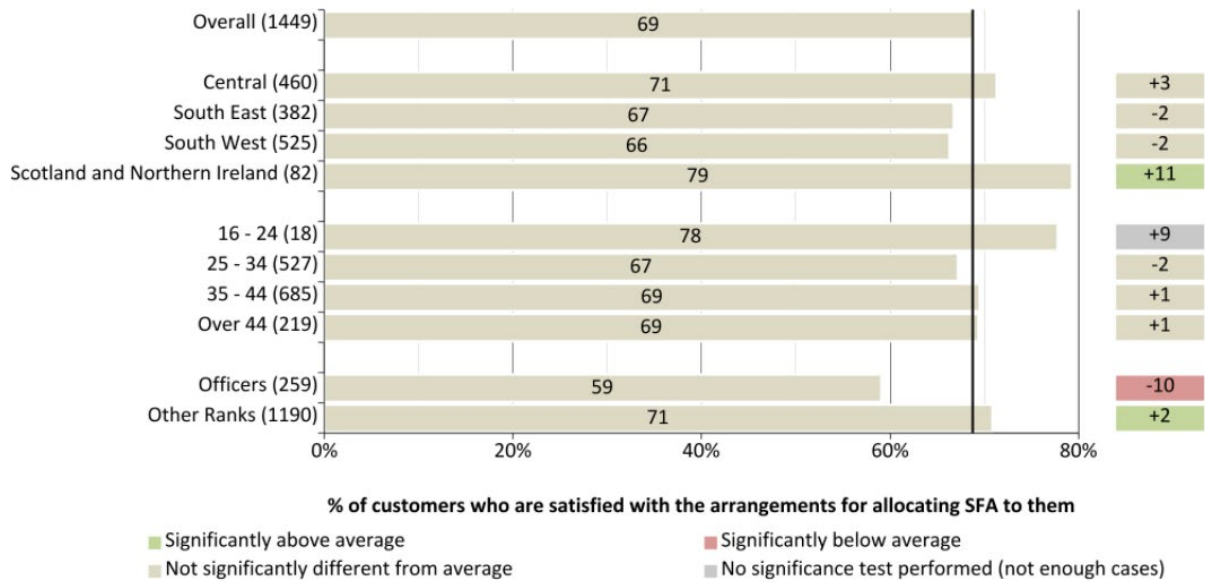
Differences by sub-group

3.33 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.

3.34 Figure 20 overleaf shows that customers who live in Scotland and Northern Ireland 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 officers are significantly less likely to think this.

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

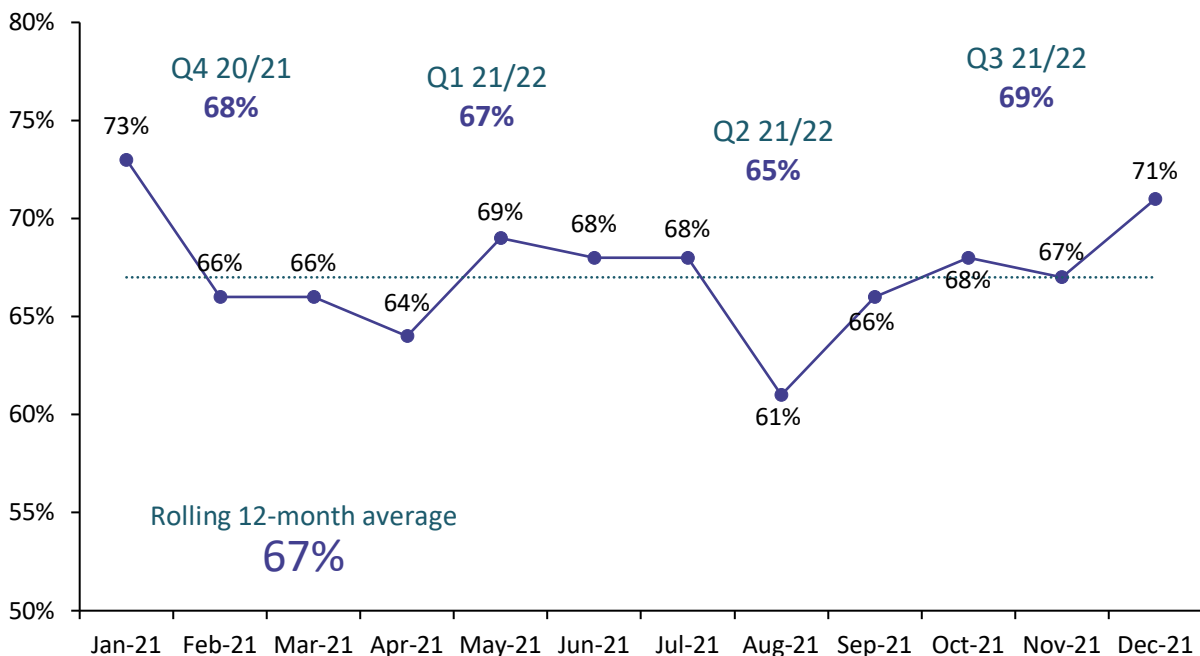
Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? (by sub-groups)



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

3.36 Satisfaction with the arrangements for allocating SFA in Q3 21/22 has shown a significant increase of 4 percentage points from the Q2 21/22 value (65%) and is now 2 percentage points higher than the rolling average for the 12-month period (67%).

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

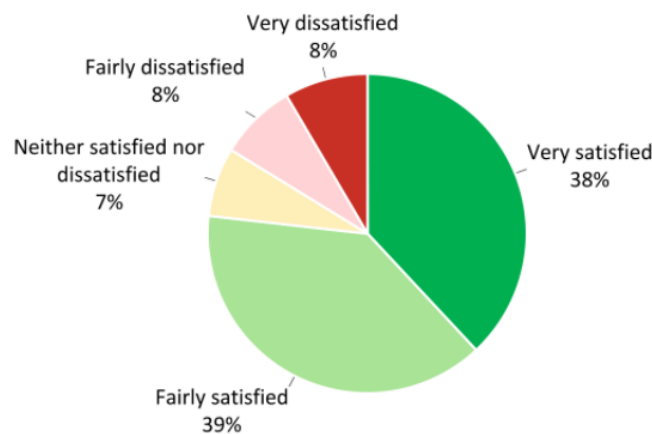


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

3.37 Over three quarters (77%) 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 (7%) are neither satisfied nor dissatisfied.

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

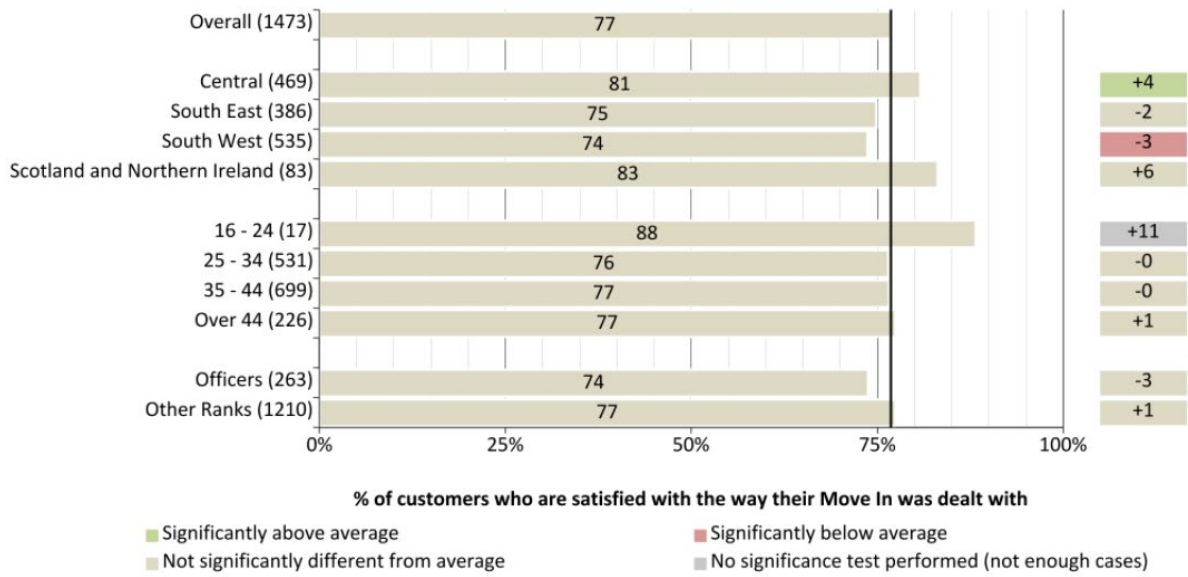


Base: All customers (1,473)

Differences by sub-group

- 3.38 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.
- 3.39 In figure 23 overleaf, it can be seen that customers who live in Central areas are significantly more likely to be satisfied with the way their Move In was dealt with, whilst customers who live in the South West area are significantly less likely to think this.
- 3.40 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

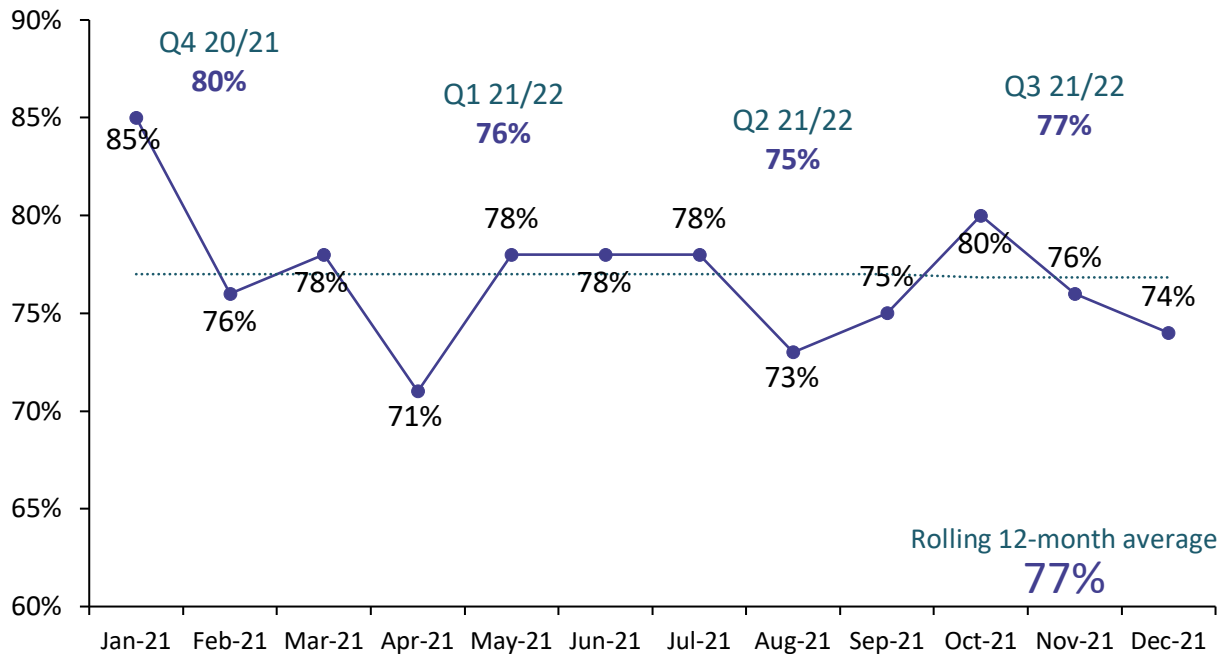
Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with? (by sub-groups)



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

3.41 Customers’ satisfaction with the way their Move In was dealt with has increased by 2 percentage points when compared to the previous quarter, Q2 21/22 (75%) and is now equal to 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

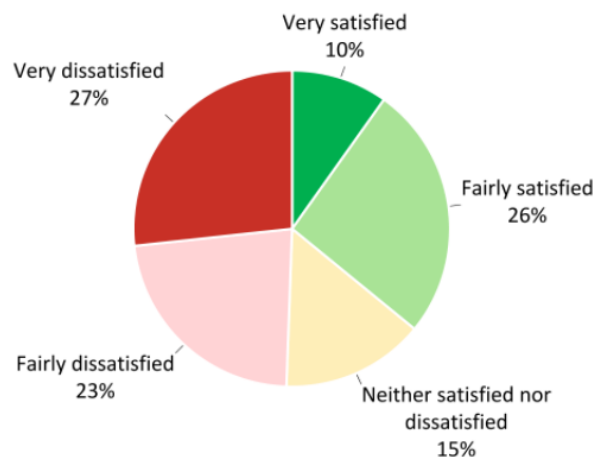


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

3.42 Less than two in five (36%) customers are satisfied with the way the contractor deals with repairs and maintenance issues, and around half (49%) 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 (1,476)

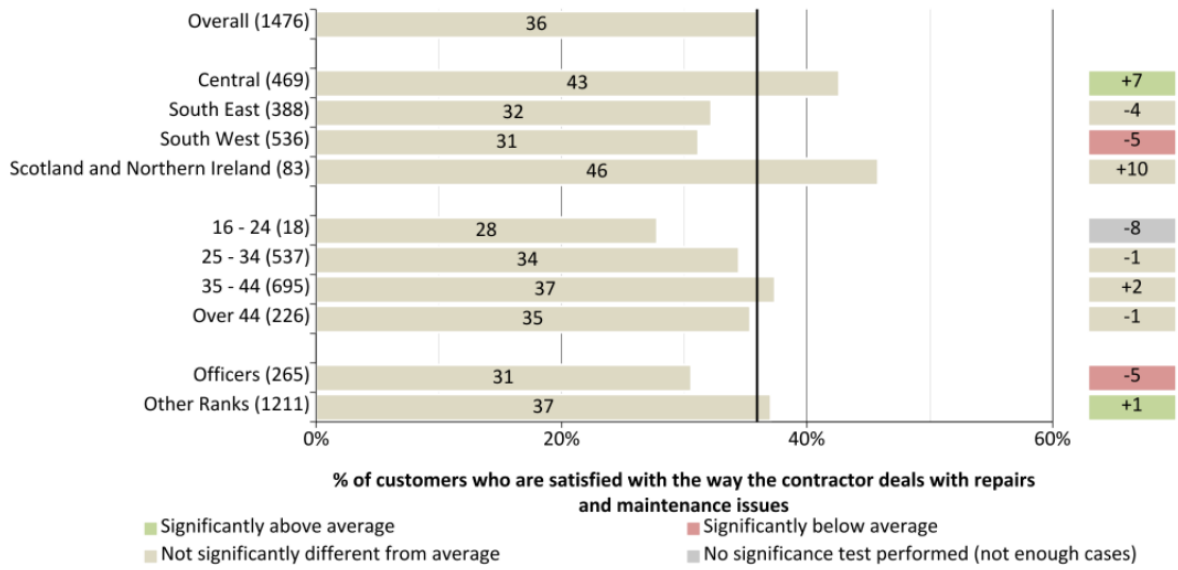
Differences by sub-group

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 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.

3.44 In figure 26 overleaf, we can see that customers who live in the Central area 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 West area are significantly less likely to think this.

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

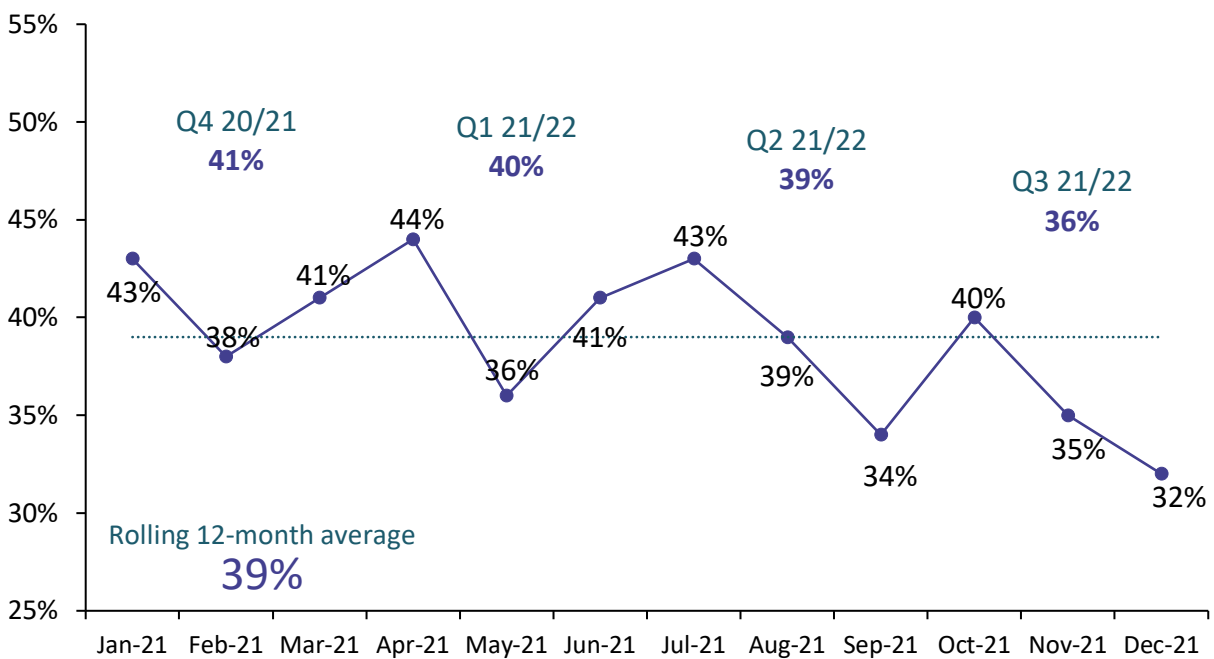
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? (by sub-groups)



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

3.46 Satisfaction with the way the contractor deals with repairs and maintenance issues in Q3 21/22 is lower by 3 percentage points when compared with the Q2 21/22 value (39%), and also significantly lower than the rolling average for the 12-month period (39%) by 3 percentage points.

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

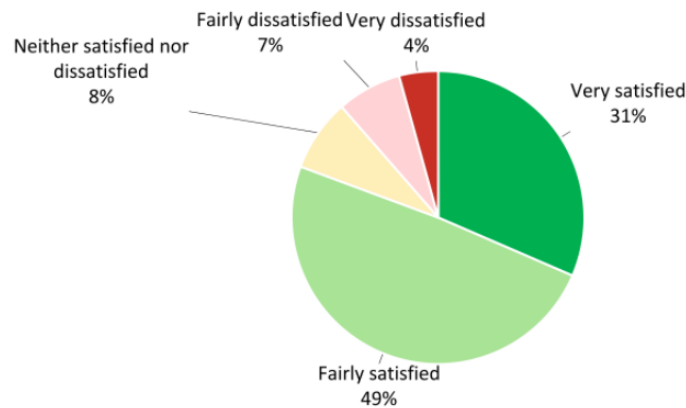


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

3.47 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 (981)

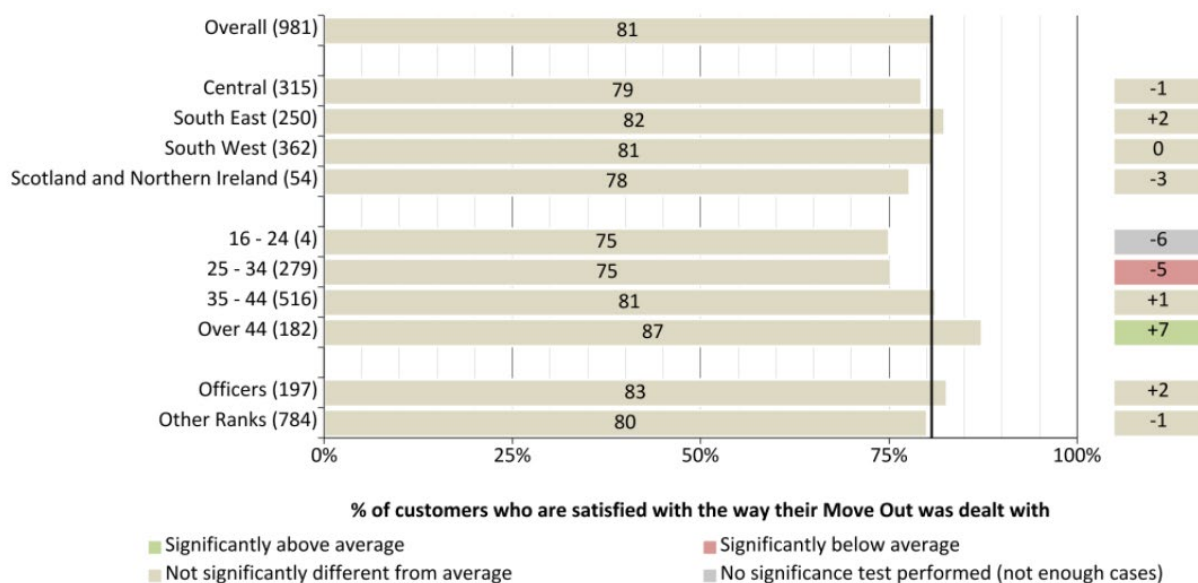
Differences by sub-group

3.48 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.

3.49 It can be seen in figure 29 that those who are aged over 44 are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst customers who are aged 25-34 are significantly less likely to think this.

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

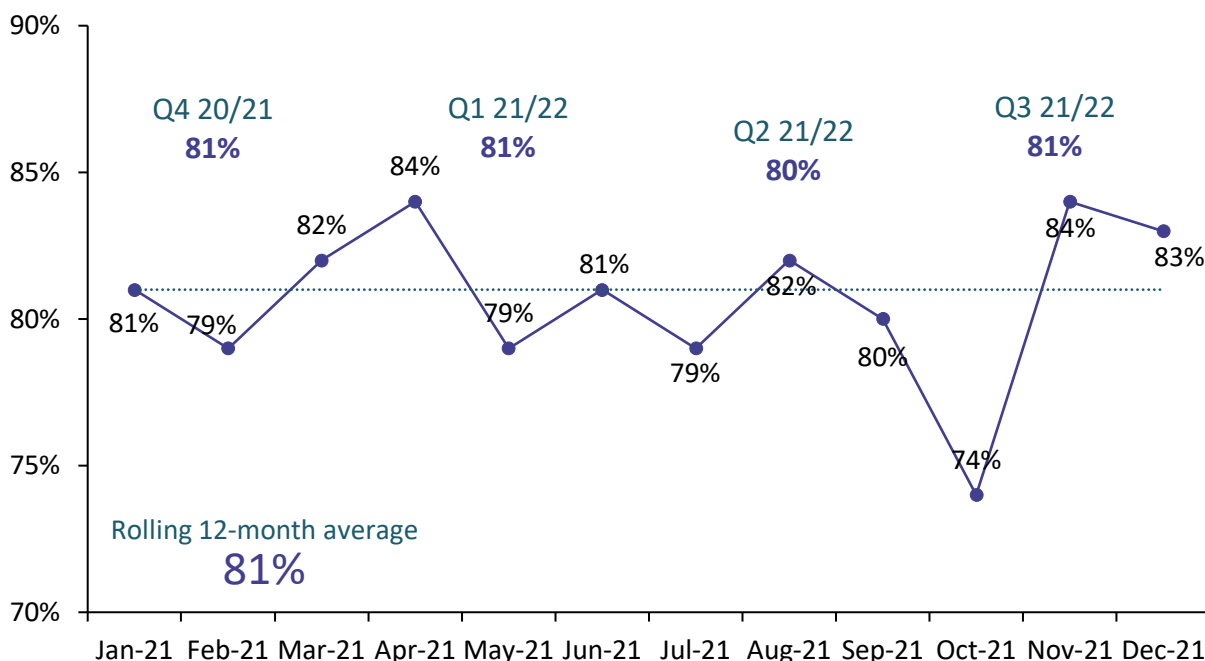
Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with? (by sub-groups)



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

3.51 Customers’ satisfaction with the way their Move Out was dealt with in Q3 21/22 has increased by a percentage point from the Q2 21/22 value (80%) and it is equal to the rolling average for the 12-month period (81%).

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

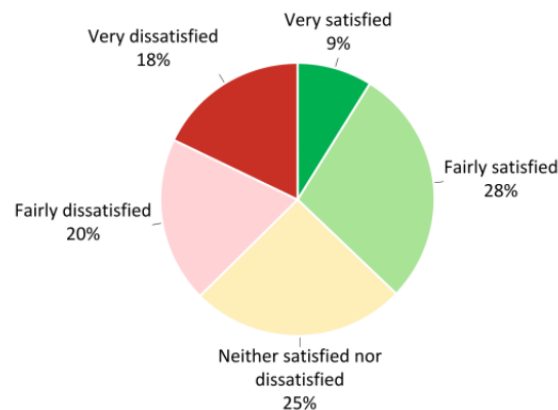


Base: All customers who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

3.52 Less than two fifths (37%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst the same percentage (37%) are dissatisfied. A quarter (25%) 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?

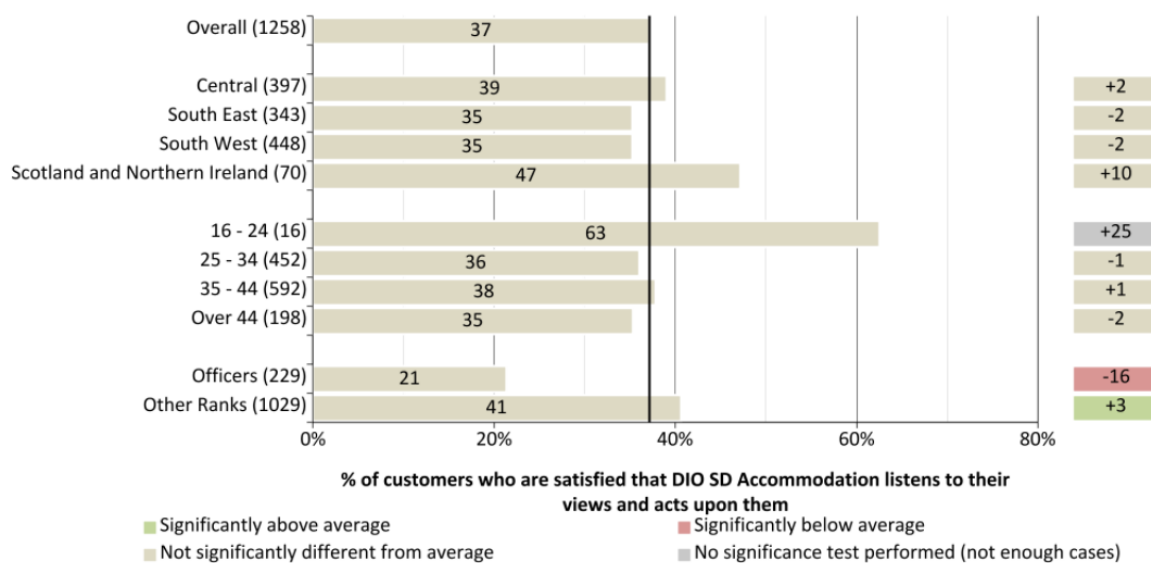


Base: All customers (1,258)

Differences by sub-group

- 3.53 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.
- 3.54 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 are officers are significantly less likely to be satisfied.
- 3.55 No significance test was carried out on the variable 'aged 16-24' due to the small sample size.

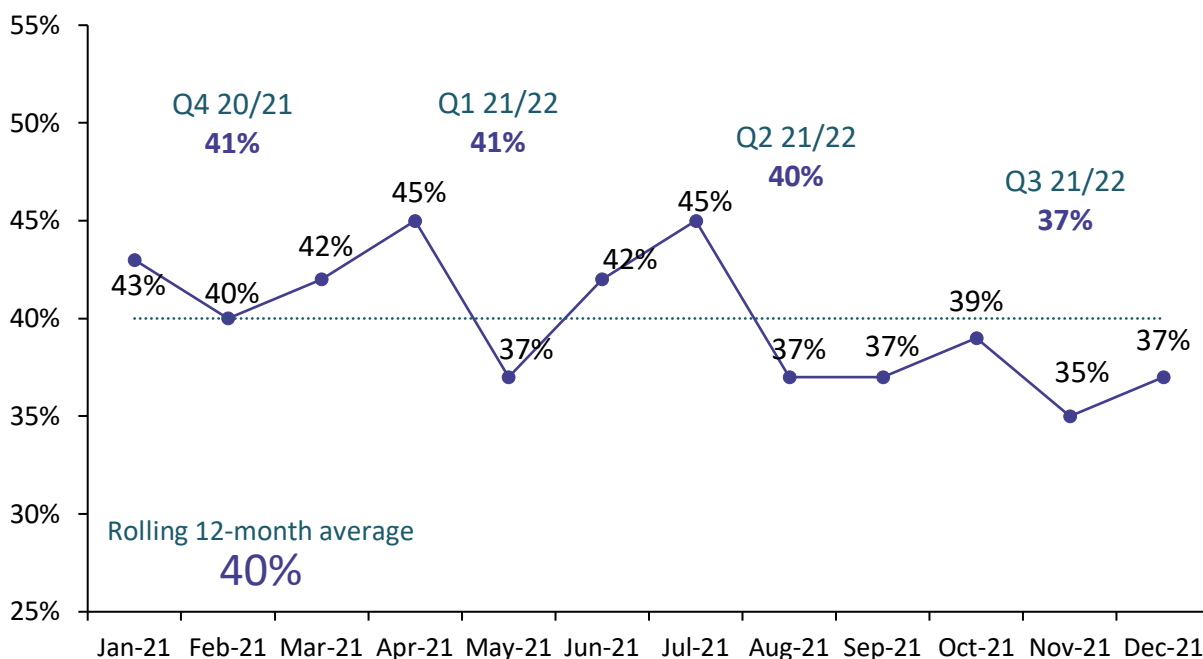
Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? (by sub-groups)



Base All customers (number of customers shown in brackets)

3.57 Customers’ satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q3 21/22 has decreased by 3 percentage points from the Q2 21/22 value (40%) and is now also lower by 3 percentage points than the rolling average for the 12-month period (40%).

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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