

Ministry of Defence

DIO Accommodation

Customer Satisfaction Tracker



Ministry
of Defence

Q4 2021/22 Report

Opinion Research Services

April 2022



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 20252:2019

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 4 2021/22 survey was carried out by telephone between 3rd February and 5th April 2022¹, and 1,019 responses were achieved overall.
- ^{1.4} It is worth noting that this quarter only includes data from the first two months of the quarter [January (Q4M1) and February (Q4M2)] as the existing survey contract expired at the end of February 2022.
- ^{1.5} 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	289	28
South East	273	27
South West	391	38
Scotland and Northern Ireland	66	6
Total	1,019	100

¹ Note that fieldwork in the month of January 2022 was extended to February/March 2022 and fieldwork in the month of February 2022 was extended to March/April 2022

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

Age	Unweighted Count	Unweighted Valid %
16 - 24	13	1
25 - 34	380	37
35 - 44	457	45
Over 44	169	17
Total	1,019	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	174	17
Other Ranks	845	83
Total	1,019	100

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

Month	Unweighted Count	Unweighted Valid %
January 2022	515	51
February 2022	504	49
Total	1,019	100

Interpretation of the Data

- ^{1.6} 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.
- ^{1.7} In some cases, figures of 2% or below have been excluded from graphs.
- ^{1.8} 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.’

^{1.9} 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

^{1.10} ORS would like to thank Jayne Smith and Karen Newman of the DIO for their help and assistance in developing the project. We would also like to thank the 1,019 customers who took part in the survey, without whose valuable input the research would not have been possible.

Executive Summary

Summary of Main Findings

- 1.11 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.
- 1.12 Over half (56%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst a fifth (20%) are dissatisfied. Taking everything into account, satisfaction in Q4 21/22 is higher by a percentage point than the Q3 21/22 value (55%) and is now two percentage points lower than the rolling average for the 12-month period (58%).
- 1.13 Around four fifths (79%) 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 decrease of 2 percentage points from the Q3 21/22 value (81%) and is now a percentage point lower than the rolling average for the 12-month period (80%).
- 1.14 Less than three fifths (57%) of customers are satisfied with the overall quality of their home, whilst over a quarter (27%) are dissatisfied. Satisfaction with the overall quality of the home in Q4 21/22 has shown an increase of a percentage point from the Q3 21/22 value (56%) and is now lower than the rolling average for the 12-month period (59%) by 2 percentage points.
- 1.15 Over four fifths (81%) of customers are satisfied with their SFA estate as a place to live, whilst 1 in 10 (10%) customers are dissatisfied. Satisfaction with SFA estate as a place to live in Q4 21/22 is a percentage point lower than the Q1, Q2 and Q3 21/22 values and the rolling average for the 12-month period (all equal to 82%).
- 1.16 Around two thirds (65%) 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 Q4 21/22 is lower by a percentage point when compared to the Q3 21/22 value (66%), and equal to the rolling average for the 12-month period (65%).
- 1.17 Over 3 in 4 (76%) customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 8 (13%) are dissatisfied. Customers' satisfaction that daily occupancy charges provide value for money has significantly decreased by a percentage point from the Q3 21/22 value (77%) and is now two percentage points lower than the rolling 12-month average (78%).
- 1.18 Around two thirds (65%) of customers are satisfied with the arrangements for allocating SFA, whilst around a fifth (21%) are dissatisfied. Satisfaction with the arrangements for allocating SFA has decreased by 4 percentage points when compared with Q3 21/22 (69%) and is now 2 percentage points lower than the rolling 12-month average (67%).
- 1.19 Around four fifths (79%) of customers are satisfied with the way their Move In was dealt with, whilst roughly one in seven (15%) are dissatisfied. Customers' satisfaction with the way their

Move In was dealt with has increased by two percentage points from the previous quarter (77%), and it is now three percentage points higher than the rolling 12-month average (76%).

- 1.20 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 Q4 21/22 is equal to the Q3 21/22 value (36%) and lower than the rolling average for the 12-month period (38%) by 2 percentage points.
- 1.21 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 Q4 21/22 is equal to the Q3 21/22 value (81%) and the rolling average for the 12-month period (81%).
- 1.22 Less than two fifths (39%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst a similar percentage (38%) are dissatisfied. Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in this quarter is 2 percentage points higher than the Q3 21/22 value (37%) and it is equal to the rolling average for the 12-month period (39%).

Main Conclusions and Recommendations

- 1.23 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

- 1.24 The top performing areas in satisfaction in Q4 21/22, overall, were SFA estate as a place to live and the way customers Move Out was dealt with (both 81% respectively).
- 1.25 Additionally, over three quarters of respondents were satisfied with the way customers Move In was dealt with and rules that govern customers entitlement to SFA (both 79% respectively) and that the daily occupancy charges provide value for money (76%).

Areas for Consideration

- 1.26 Satisfaction in Q4 21/22 was lower than the 12-month rolling average for 7 out of the 11 questions asked in the survey.
- 1.27 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 2 percentage points.
- 1.28 A slightly higher proportion (39%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, and this is now equal to the 12-month rolling average.
- 1.29 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.

Satisfaction Comparison

^{1.30} The table below shows how satisfaction for each question compares over quarter 4 and to the rolling 12-month average.

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

Question	Jan-22	Feb-22	Mar-22	Q4 average	Rolling 12-month average
Overall service	59%	53%	-	56%	58%
Rules that govern customers entitlement to SFA	80%	78%	-	79%	80%
Overall quality of your home	57%	57%	-	57%	59%
SFA estate as a place to live	83%	79%	-	81%	82%
Upkeep of communal areas	66%	63%	-	65%	65%
Daily occupancy charges provide value for money	78%	74%	-	76%	78%
The arrangements for allocating SFA to customers	64%	66%	-	65%	67%
The way customers Move In was dealt with	78%	80%	-	79%	76%
The way the contractor deals with repairs & maintenance issues	41%	32%	-	36%	38%
The way customers Move Out was dealt with	80%	81%	-	81%	81%
Listen to customers views and acts upon them	39%	38%	-	39%	39%

Base: All customers (base size varies)

Dissatisfaction Comparison

^{1.31} The table below shows how dissatisfaction for each question compares over quarter 4 and to the rolling 12-month average.

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

Question	Jan-22	Feb-22	Mar-22	Q4 average	Rolling 12-month average
Overall service	21%	27%	-	24%	23%
Rules that govern customers entitlement to SFA	10%	10%	-	10%	11%
Overall quality of your home	24%	29%	-	27%	26%
SFA estate as a place to live	8%	12%	-	10%	9%
Upkeep of communal areas	18%	25%	-	21%	22%
Daily occupancy charges provide value for money	12%	15%	-	13%	12%
The arrangements for allocating SFA to customers	23%	19%	-	21%	21%
The way customers Move In was dealt with	14%	15%	-	15%	16%
The way the contractor deals with repairs & maintenance issues	45%	53%	-	49%	48%
The way customers Move Out was dealt with	12%	10%	-	11%	11%
Listen to customers views and acts upon them	34%	41%	-	38%	36%

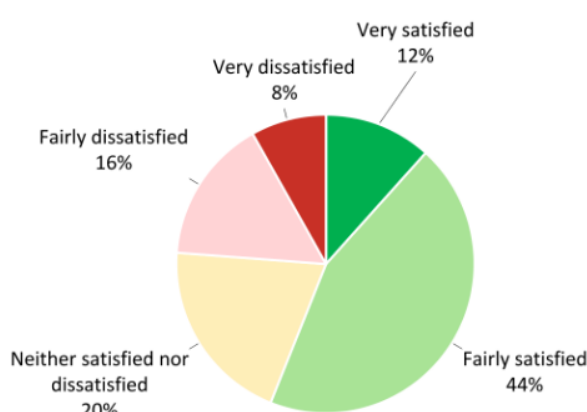
Base: All customers (base size varies)

Main Findings

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

- 1.32 Over half (56%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst around 1 in 4 (24%) are dissatisfied. A fifth (20%) 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?

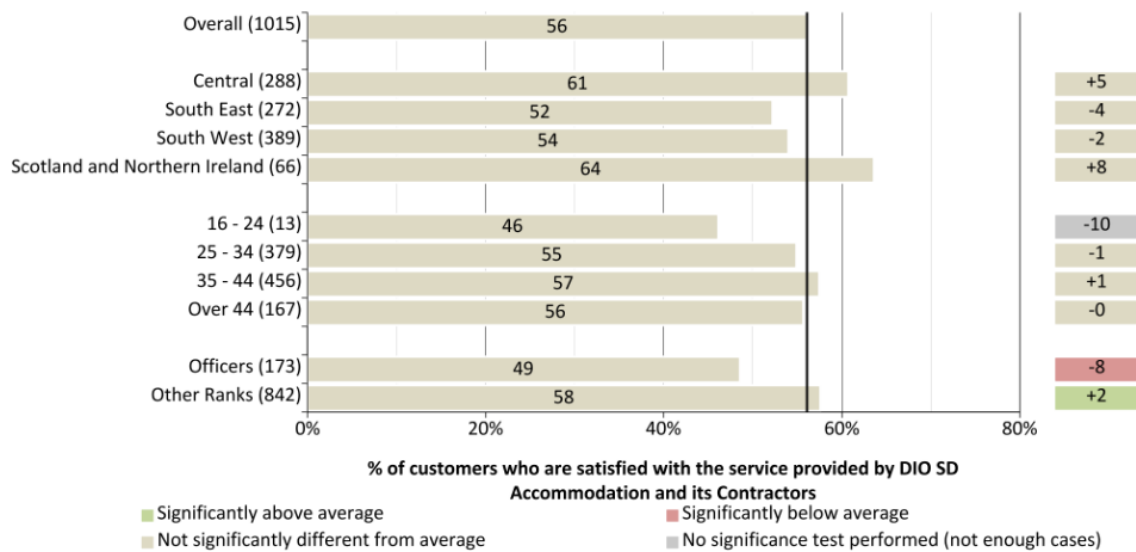


Base: All Customers (1,015)

Differences by sub-group

- 1.33 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 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.
- 1.34 In figure 2 overleaf, it can be seen that 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 are Officers are significantly less likely to be satisfied with the service provided by DIO SD Accommodation and its contractors.
- 1.35 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)



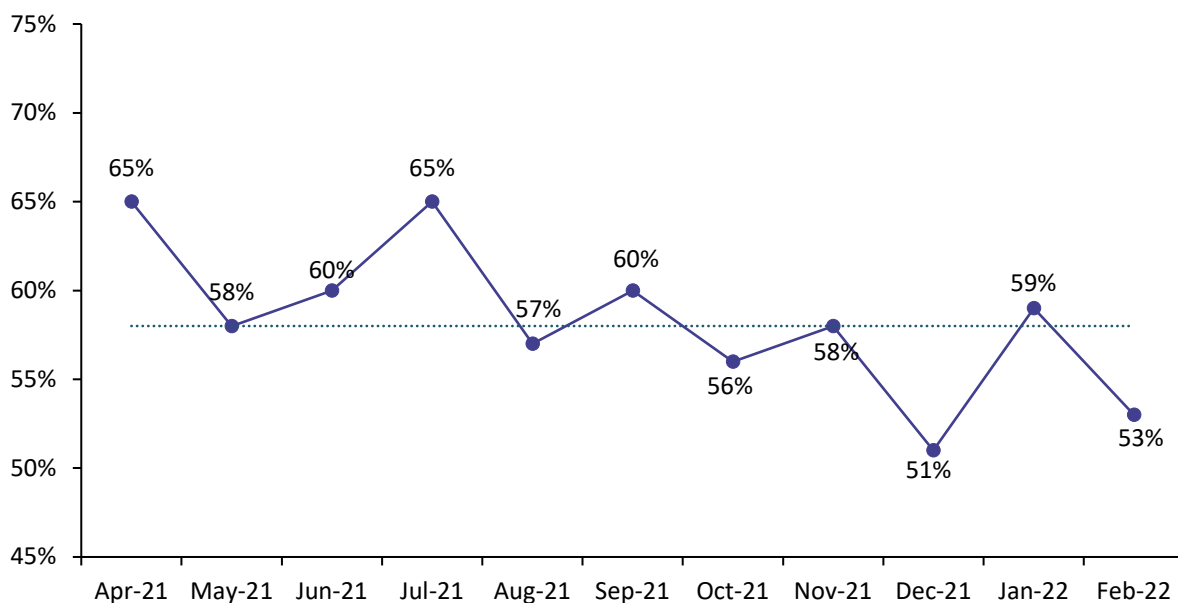
Base: All customers (number of customers shown in brackets)

1.36 Satisfaction with the service provided by DIO SD Accommodation and its contractors in Q4 21/22 has increased by a percentage point when compared with the Q3 21/22 value (55%) and is now lower than the rolling average for the 12-month period by 2 percentage points (58%).

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

Satisfaction in Q1 21/22 = 61%; Q2 21/22 = 61%; Q3 21/22 = 55%, Q4 21/22 = 56%.

Rolling 12-month average for 21/22 = 58%

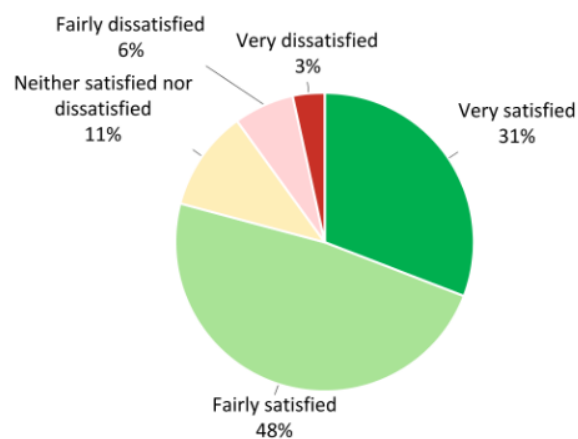


Base: All customers (base size varies)

Rules That Govern Entitlement to Service Family Accommodation (SFA)

1.37 Around four fifths (79%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst one in ten (10%) are dissatisfied. More than 1 in 10 (11%) 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 (1,017)

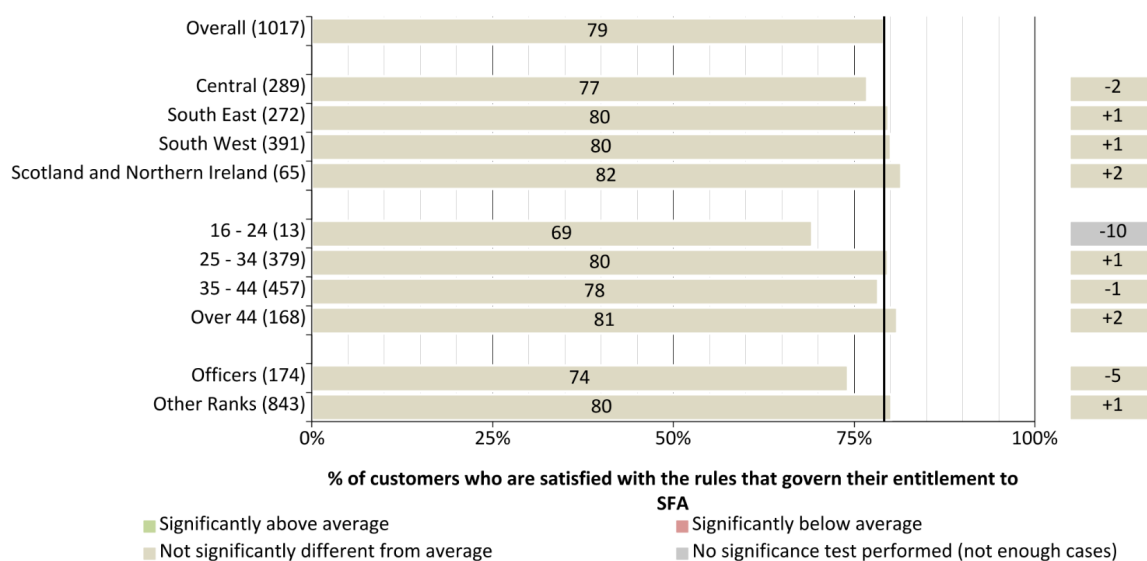
Differences by sub-group

1.38 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 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.

1.39 In figure 5 overleaf, it can be seen that there are no sub-groups that are either significantly more or significantly less likely to be satisfied with the rules that govern their entitlement to SFA.

1.40 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)



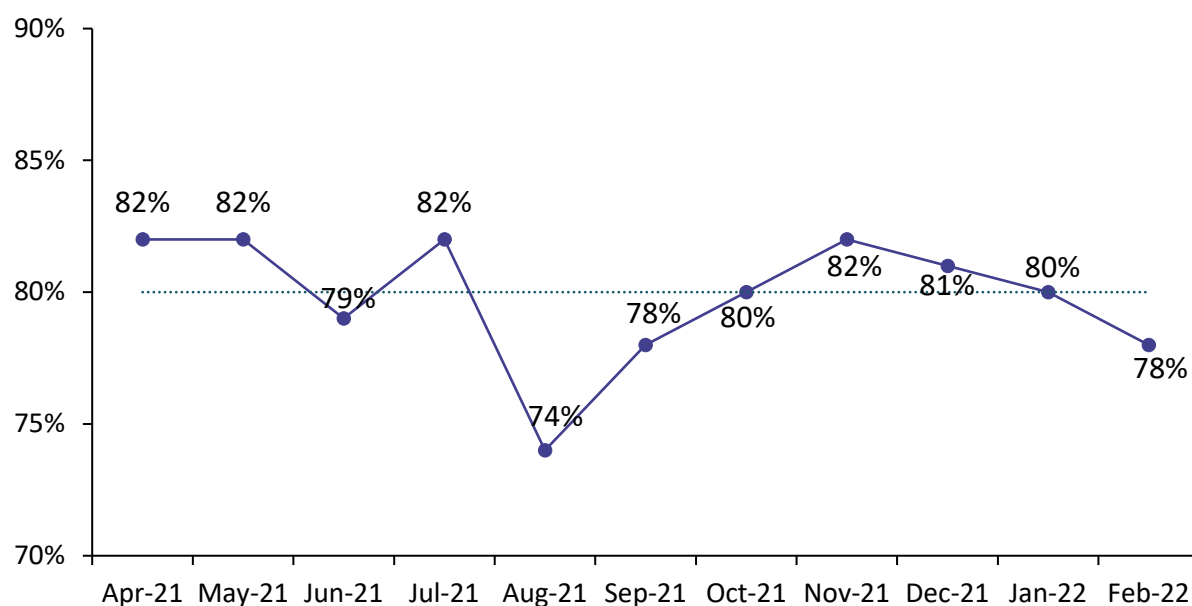
Base: All customers (number of customers shown in brackets)

1.41 Satisfaction with the rules that govern customers' entitlement to SFA in Q4 21/22 has shown a decrease of 2 percentage points from the Q3 21/22 value (81%) and is now a percentage point lower than 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

Satisfaction in Q1 21/22 = 81%; Q2 21/22 = 78%; Q3 21/22 = 81%, Q4 21/22 = 79%.

Rolling 12-month average for 21/22 = 80%

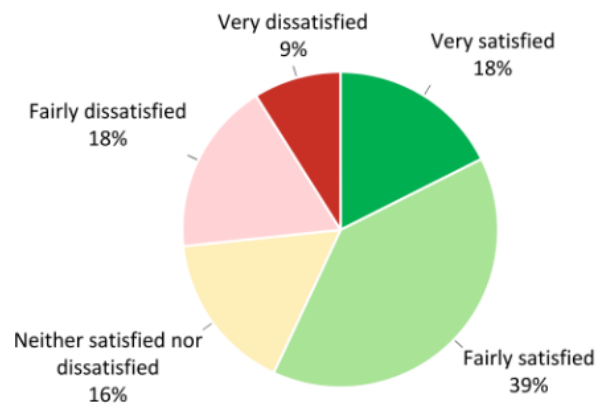


Base: All customers (base size varies)

Overall Quality of the Home

^{1.42} Less than three fifths (57%) of customers are satisfied with the overall quality of their home, whilst over a quarter (27%) 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?



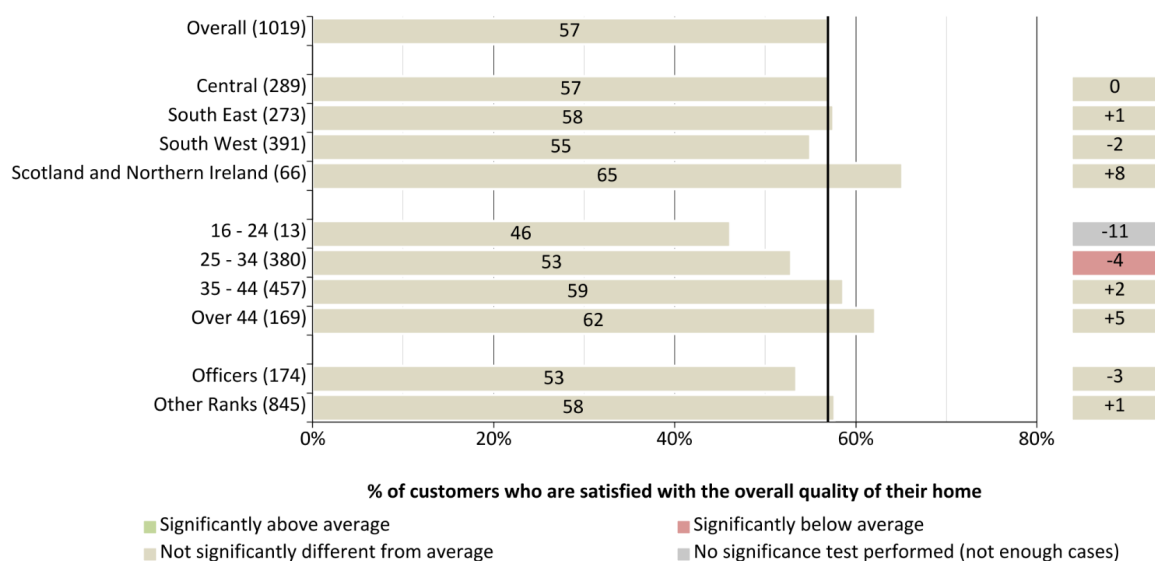
Base: All customers (1,019)

Differences by sub-group

^{1.43} 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 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.

^{1.44} In figure 8 overleaf, we can see that customers who are aged 25-34 are significantly less likely to be satisfied with the overall quality of their home. There are no sub-groups that are significantly more likely to be satisfied with the overall quality of their home.

^{1.45} 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)

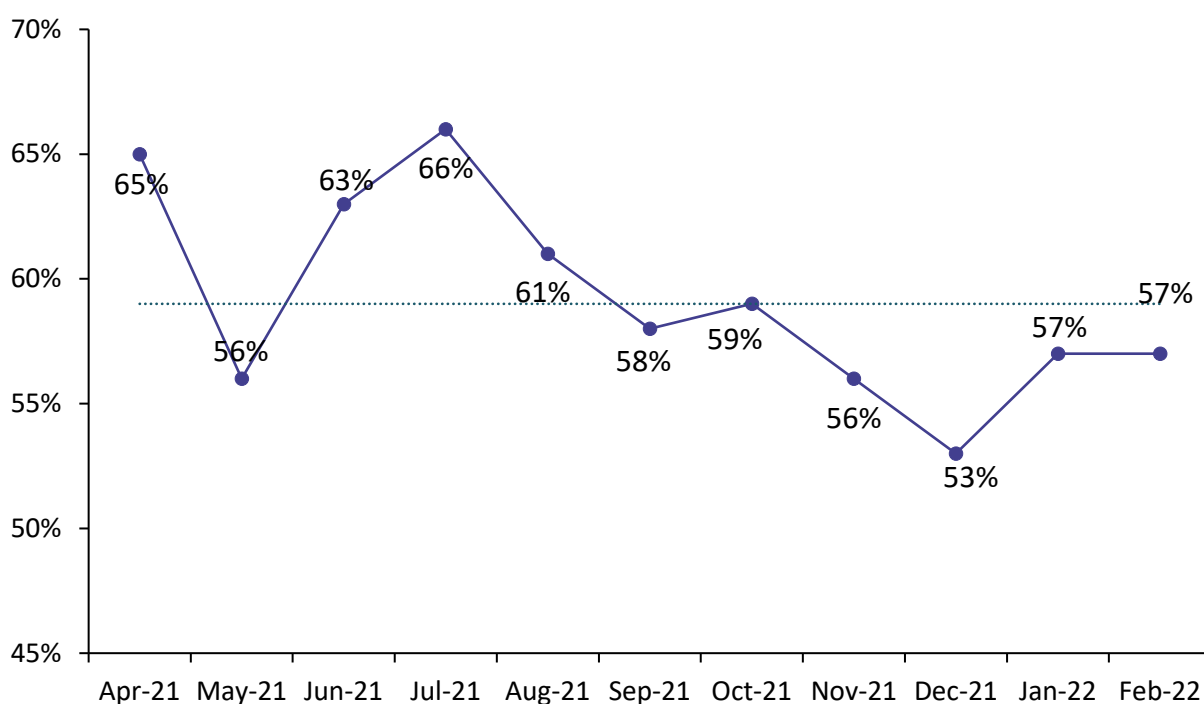
Base: All customers (number of customers shown in brackets)

^{1.46} Satisfaction with the overall quality of the home in Q4 21/22 has shown an increase of a percentage point from the Q3 21/22 value (57%) and is now lower than the rolling average for the 12-month period (59%) by 2 percentage points.

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

Satisfaction in Q1 21/22 = 61%; Q2 21/22 = 62%; Q3 21/22 = 56%, Q4 21/22 = 57%.

Rolling 12-month average for 21/22 = 59%

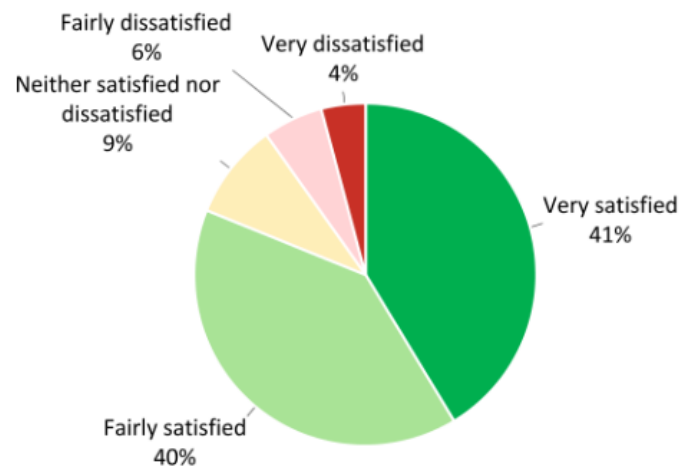


Base: All customers (base size varies)

SFA Estate as a Place to Live

1.47 Over four fifths (81%) of customers are satisfied with their SFA estate as a place to live, whilst around one in ten customers are dissatisfied (10%), 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 (1,016)

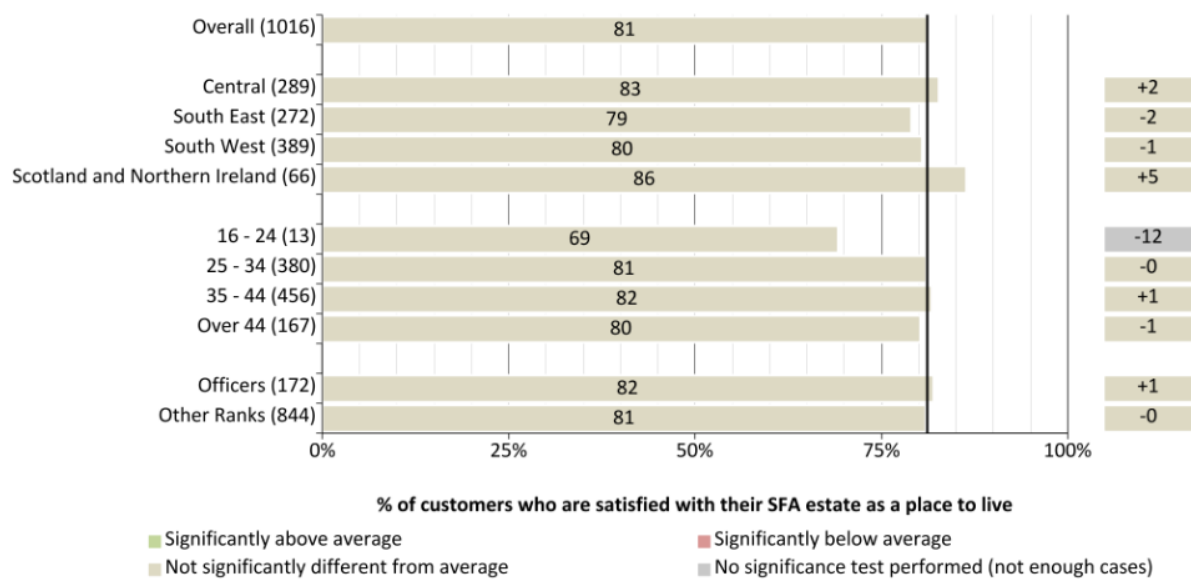
Differences by sub-group

1.48 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with 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.

1.49 In figure 11 overleaf, it can be seen that there are no sub-groups that are either significantly more or significantly less likely to be satisfied with their SFA estate as a place to live.

1.50 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)



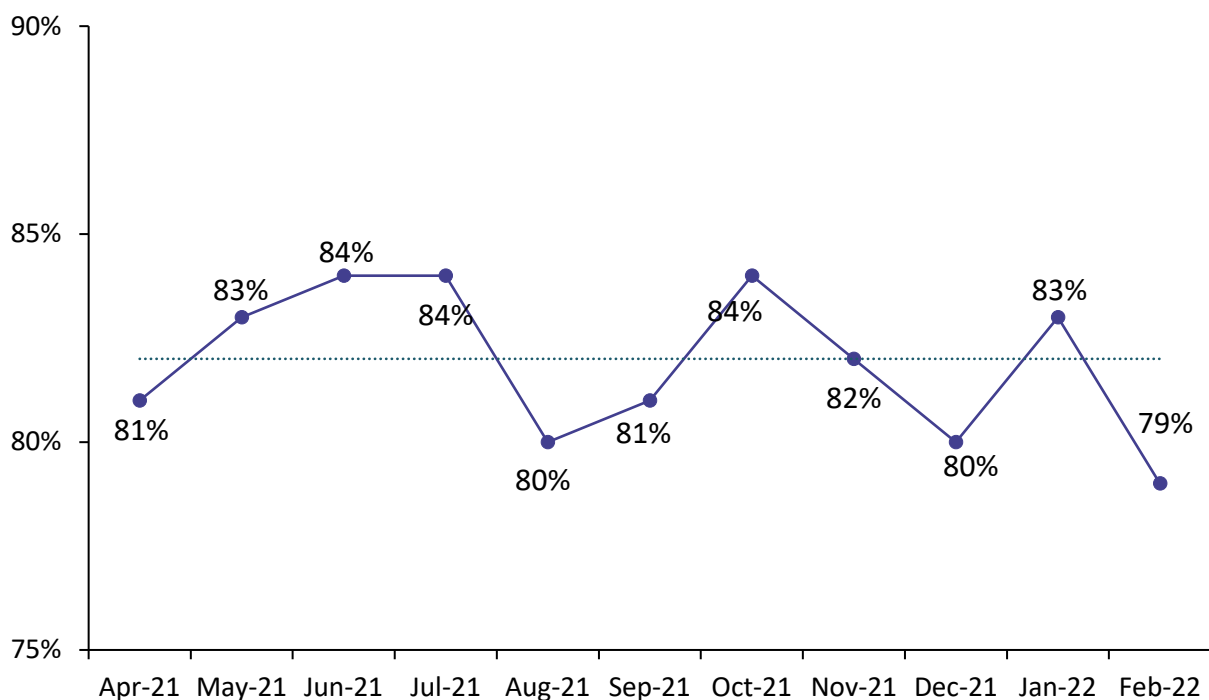
Base: All customers (number of customers shown in brackets)

^{1.51} Satisfaction with SFA estate as a place to live in Q4 21/22 has shown a decrease of a percentage point from the Q3 21/22 value (82%) and is now lower than the rolling average for the 12-month period (82%) by a percentage point.

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

Satisfaction in Q1 21/22 = 82%; Q2 21/22 = 82%; Q3 21/22 = 82%, Q4 21/22 = 81%.

Rolling 12-month average for 21/22 = 82%

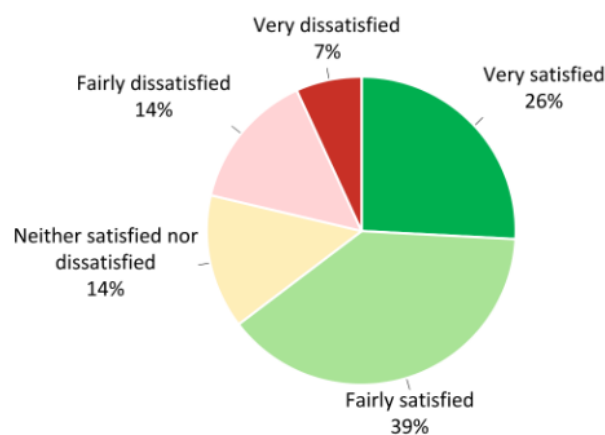


Base: All customers (base size varies)

The Upkeep of Communal Areas and Grounds Maintenance

- 1.52 Around two thirds (65%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance) and around a fifth (21%) are dissatisfied. Around 1 in 7 (14%) are neither satisfied nor dissatisfied.

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

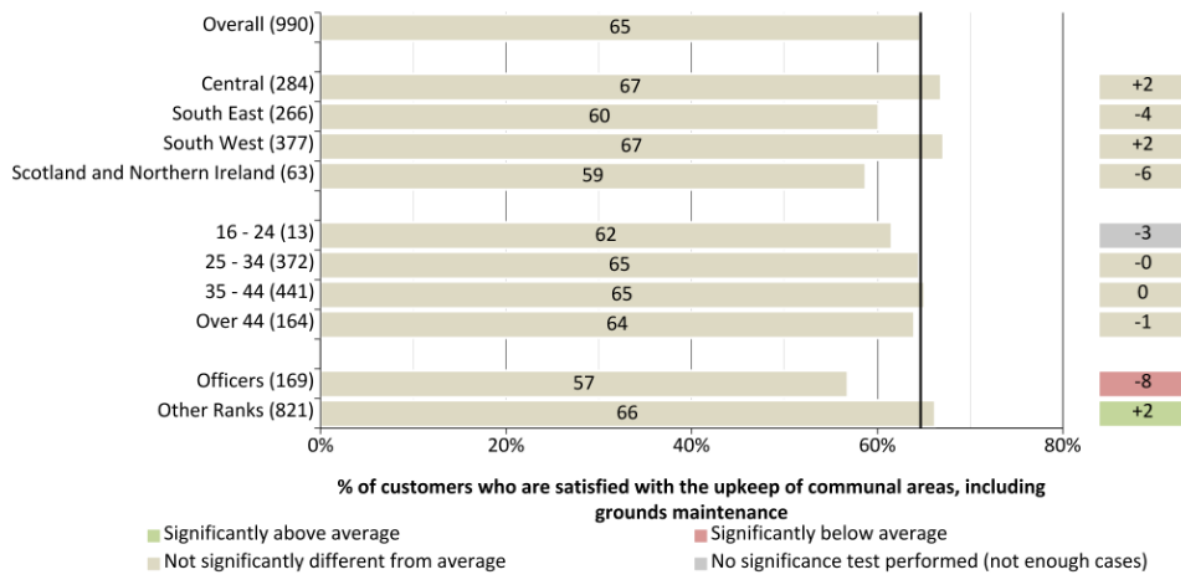


Base: All customers who share communal areas (990)

Differences by sub-group

- 1.53 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.
- 1.54 In figure 14 overleaf, it can be seen that customers from 'other' ranks are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who are officers are significantly less likely to think this.
- 1.55 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)



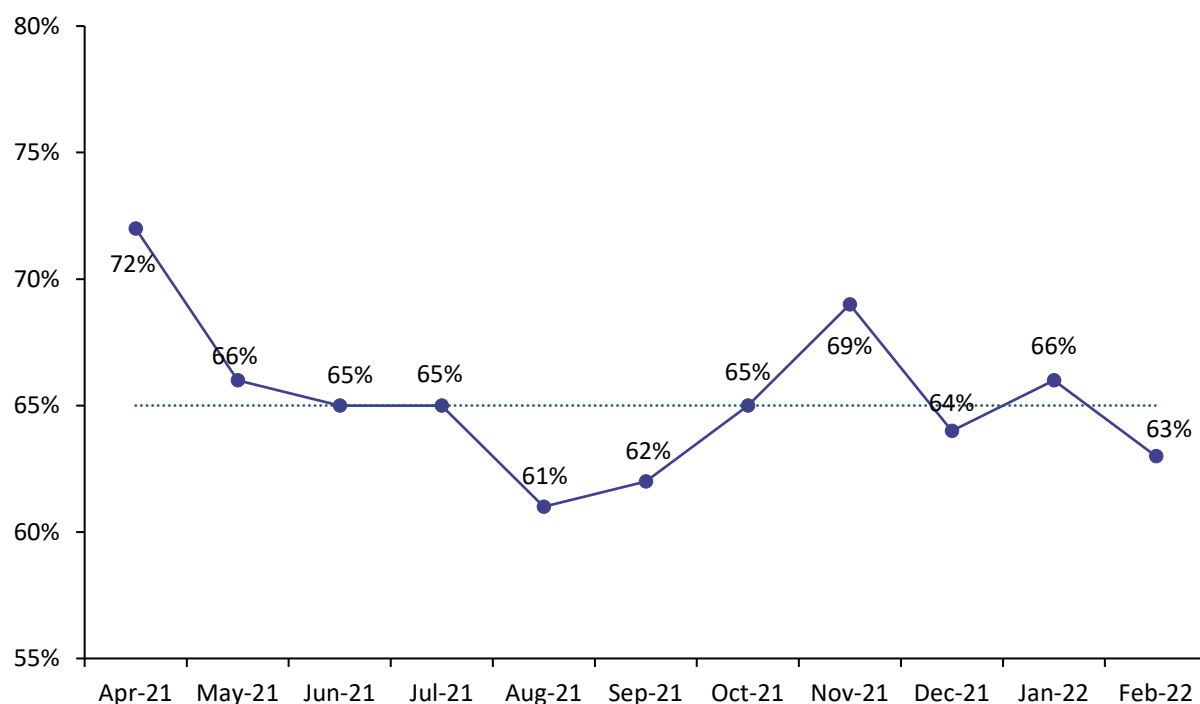
Base: All customers who share communal areas (number of customers shown in brackets)

1.56 Satisfaction with the upkeep of communal areas in Q4 21/22 is a percentage point lower than the Q3 21/22 value (66%). It is equal to the rolling average for the 12-month period (65%).

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

Satisfaction in Q1 21/22 = 68%; Q2 21/22 = 63%; Q3 21/22 = 66%, Q4 21/22 = 65%.

Rolling 12-month average for 21/22 = 65%

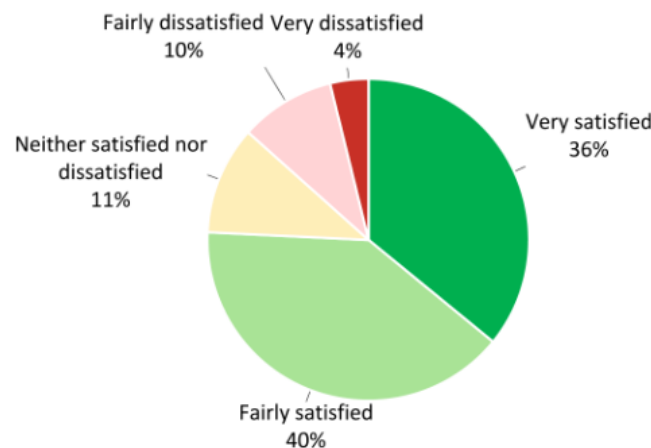


Base: All customers who share communal areas (base size varies)

Daily Occupancy Charges and Value for Money

- 1.57 Over 3 in 4 (76%) customers are satisfied that their daily occupancy charges provide value for money, whilst around 1 in 8 (13%) 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?

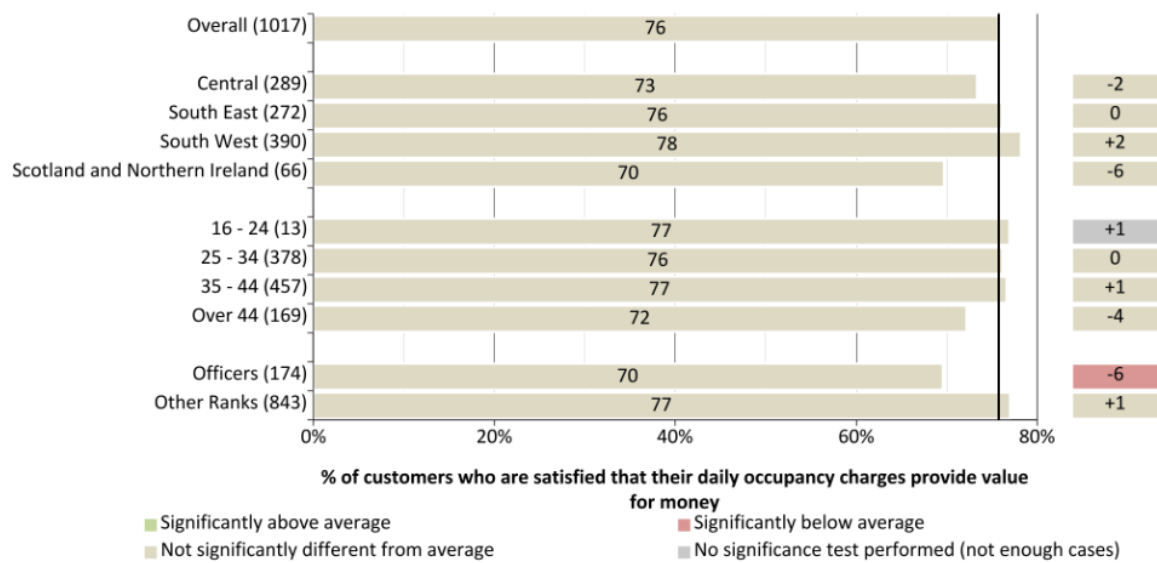


Base: All customers (1,017)

Differences by sub-group

- 1.58 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.
- 1.59 It can be seen in figure 17 that customers who are officers are significantly less likely to be satisfied that their daily occupancy charges provide value for money. There are no sub-groups that are significantly more likely to be satisfied that their daily occupancy charges provide value for money.
- 1.60 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)



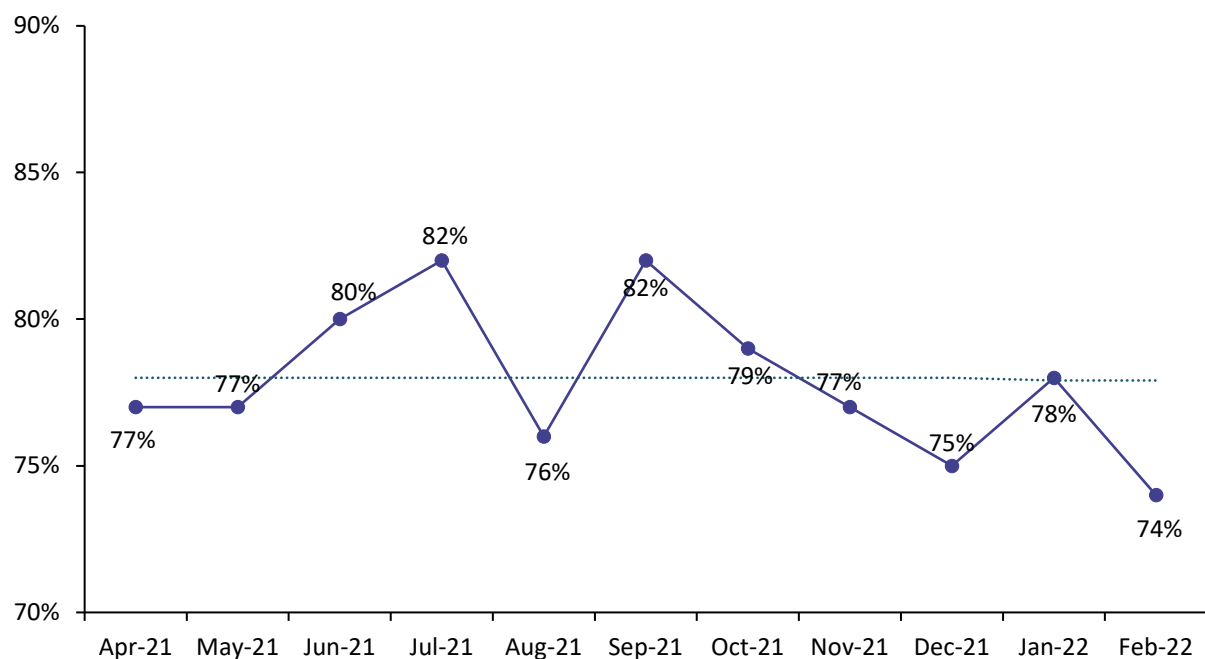
Base: All customers (number of customers shown in brackets)

1.62 Customers' satisfaction that daily occupancy charges provide value for money has decreased by a percentage point from the previous quarter (77%) and is now two percentage points 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

Satisfaction in Q1 21/22 = 78%; Q2 21/22 = 80%; Q3 21/22 = 77%, Q4 21/22 = 76%.

Rolling 12-month average for 21/22 = 78%

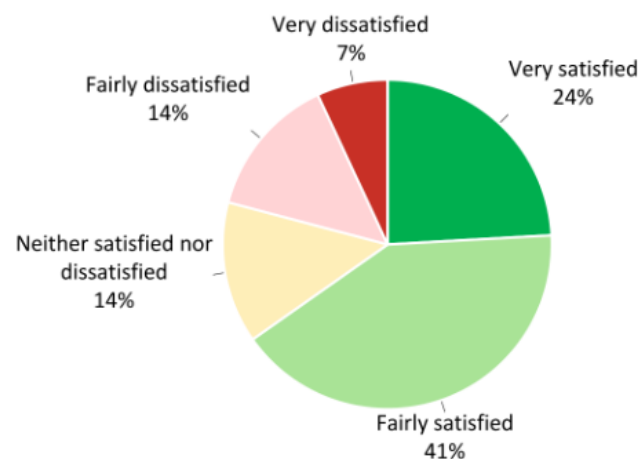


Base: All customers (base size varies)

Arrangements for Allocating SFA

- 1.63 Around two thirds (65%) of customers are satisfied with the arrangements for allocating SFA, whilst over a fifth (21%) are dissatisfied. One in seven (14%) customers are neither satisfied nor dissatisfied.

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

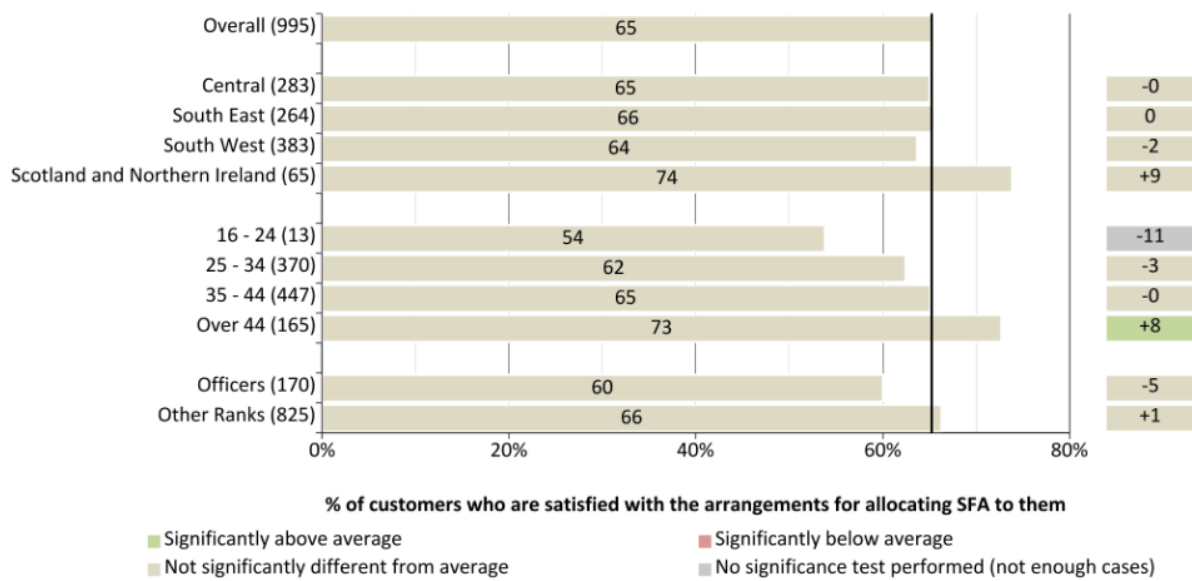


Base: All customers (995)

Differences by sub-group

- 1.64 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.
- 1.65 Figure 20 overleaf shows that customers who are aged over 44 are significantly more likely to be satisfied with the arrangements of allocating SFA to them. There are no sub-groups that are significantly less likely to be satisfied that their daily occupancy charges provide value for money.
- 1.66 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)



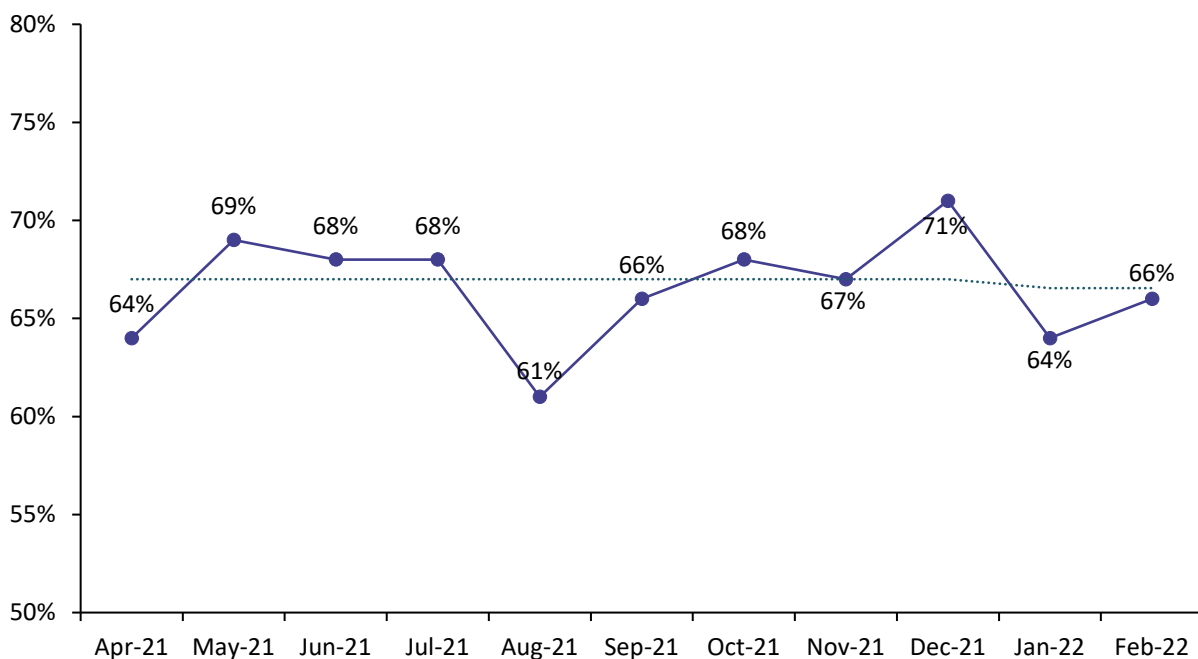
Base: All customers (number of customers shown in brackets)

^{1.67} Satisfaction with the arrangements for allocating SFA in Q3 21/22 has shown a decrease of 4 percentage points from the Q3 21/22 value (69%) and is now 2 percentage points lower 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

Satisfaction in Q1 21/22 = 67%; Q2 21/22 = 65%; Q3 21/22 = 69%, Q4 21/22 = 65%.

Rolling 12-month average for 21/22 = 67%

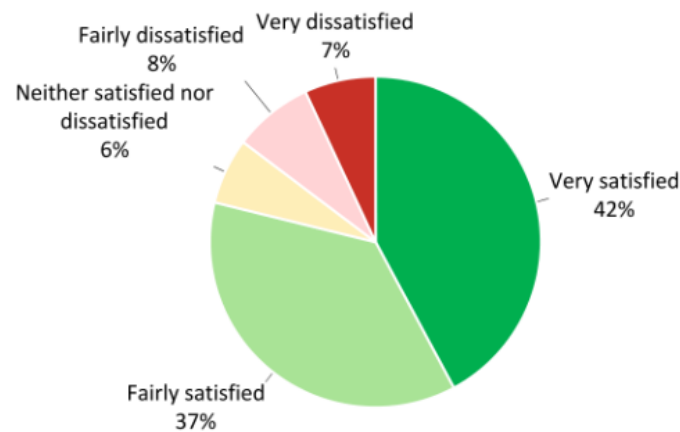


Base: All customers (base size varies)

The Way the Move-In Was Dealt With

- 1.68 Around four fifths (79%) of customers are satisfied with the way their Move In was dealt with, whilst around one in seven (15%) are dissatisfied. Around 1 in 20 (6%) are neither satisfied nor dissatisfied.

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

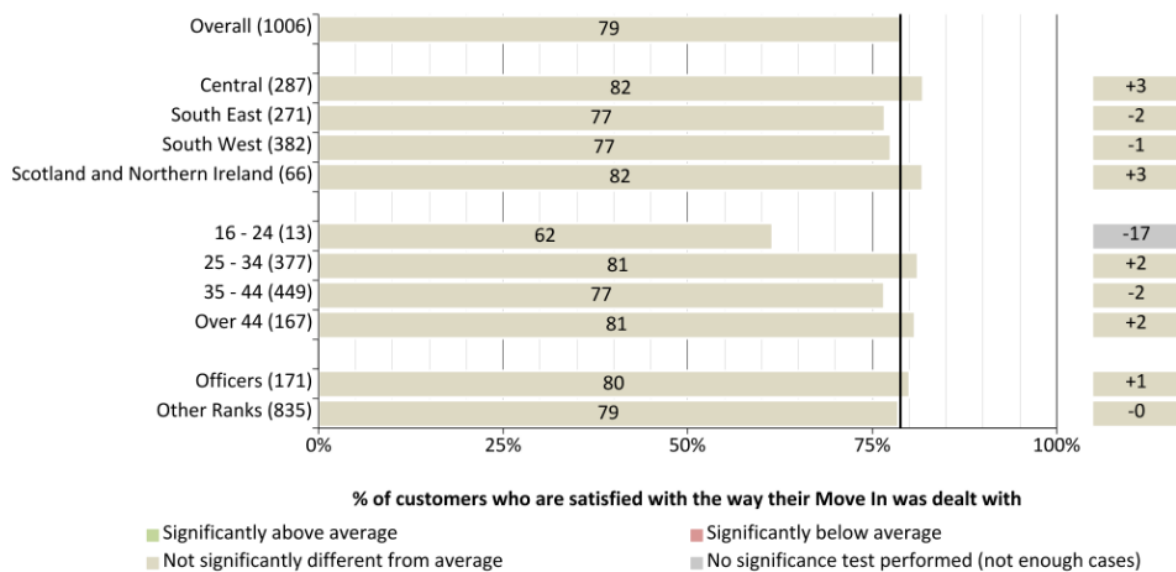


Base: All customers (1,006)

Differences by sub-group

- 1.69 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.
- 1.70 In figure 23 overleaf, it can be seen that there are no sub-groups that are either significantly more or significantly less likely to be satisfied with the way their Move In was dealt with.
- 1.71 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)



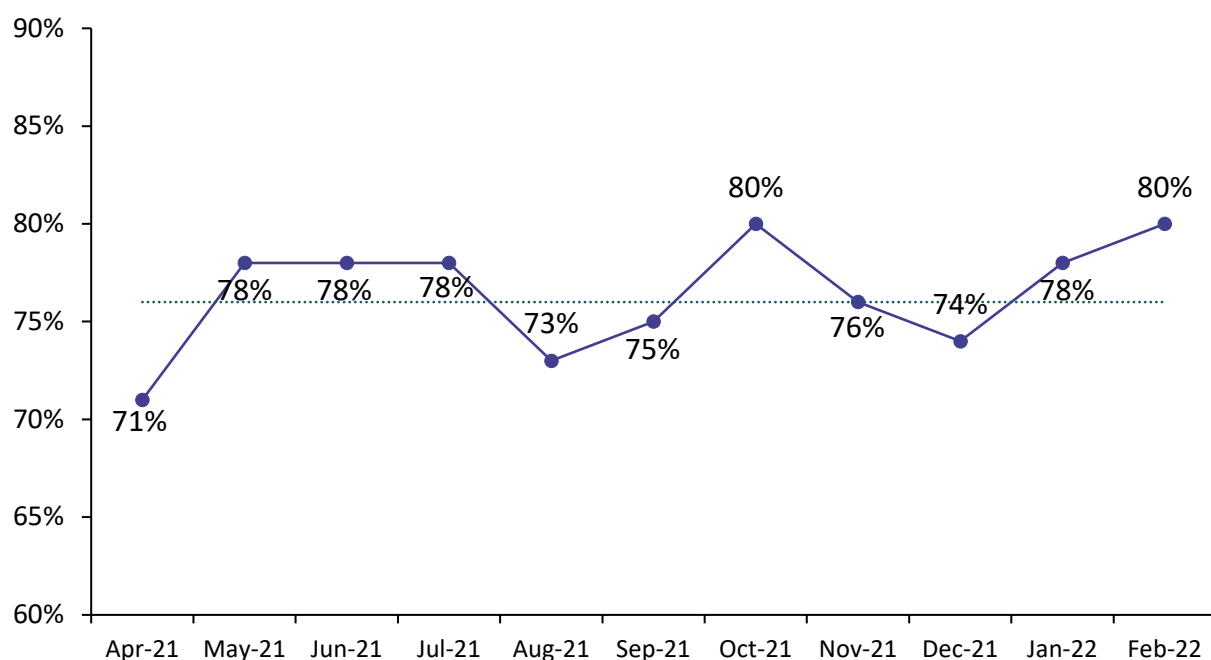
Base: All customers (number of customers shown in brackets)

1.72 Customers' satisfaction with the way their Move In was dealt with has increased by 2 percentage points when compared to the previous quarter, Q3 21/22 (77%) and is now three percentage points higher than the rolling 12-month average (76%).

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

Satisfaction in Q1 21/22 = 76%; Q2 21/22 = 75%; Q3 21/22 = 77%, Q4 21/22 = 79%.

Rolling 12-month average for 21/22 = 76%

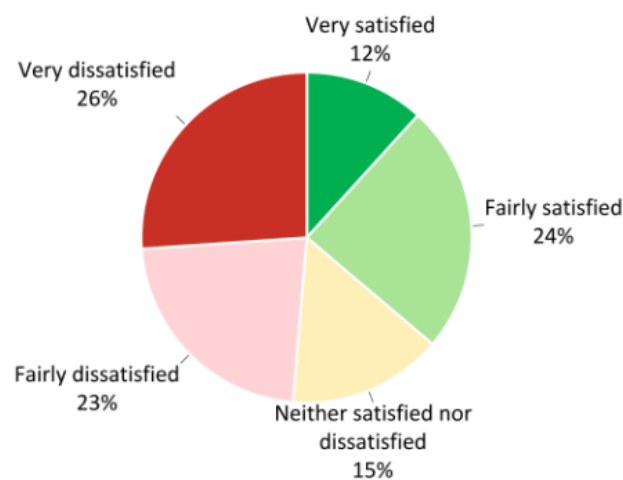


Base: All customers (base size varies)

The Way the Contractor Deals with Repairs and Maintenance Issues

- 1.73 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?

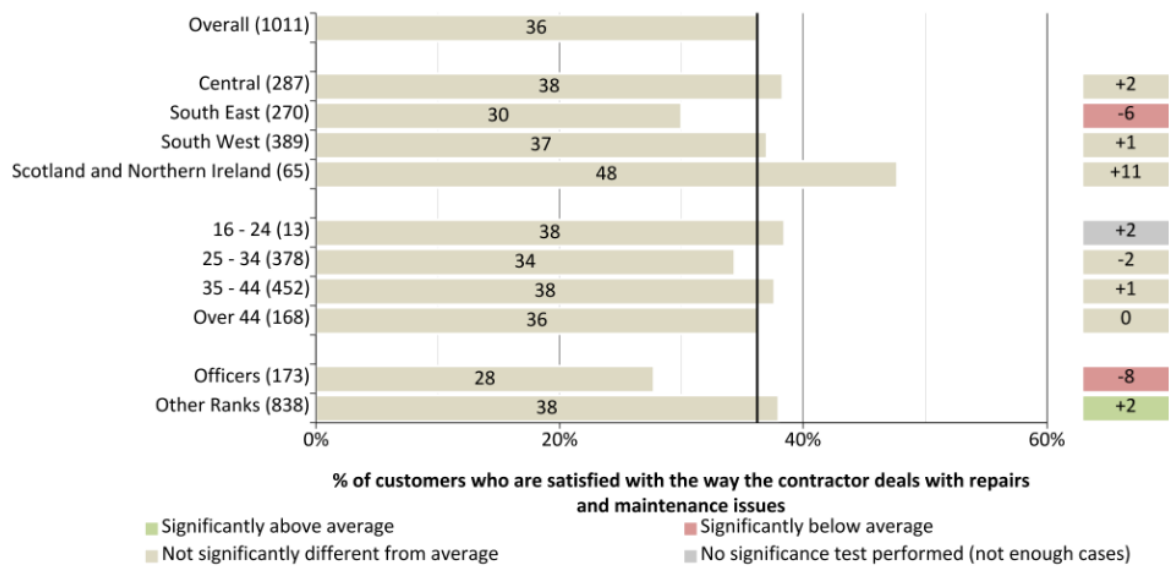


Base: All customers who have had repairs/maintenance work carried out (1,011)

Differences by sub-group

- 1.74 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.
- 1.75 In figure 26 overleaf, we can see that customers 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.
- 1.76 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)



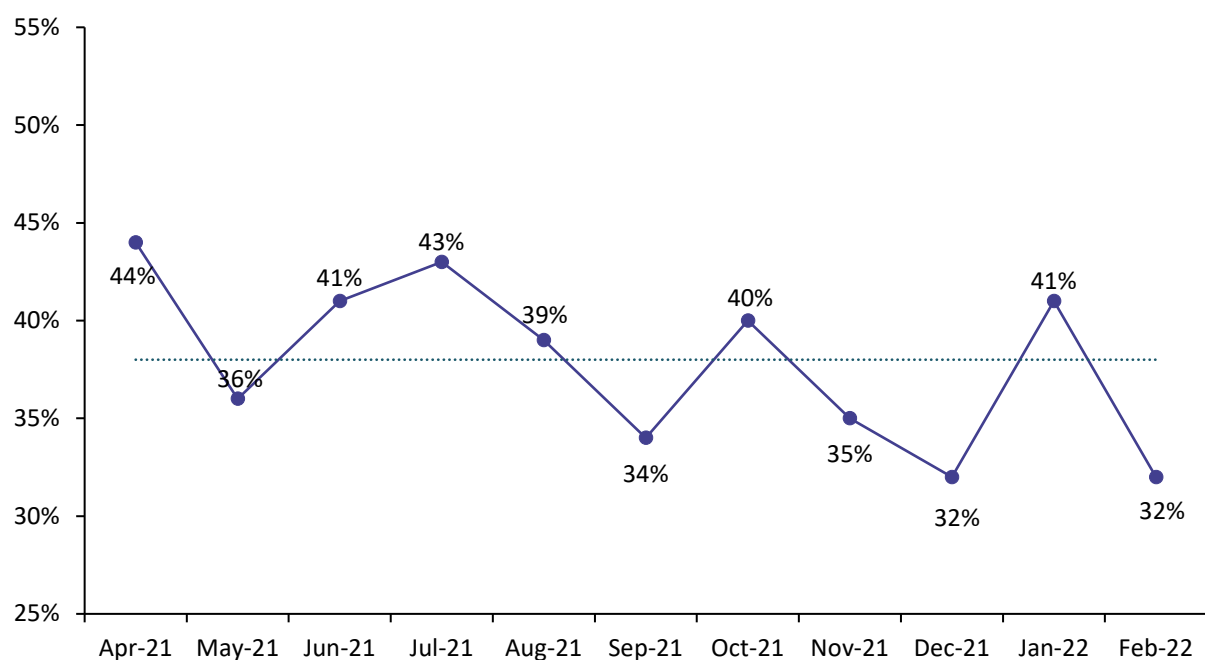
Base: All customers who have had repairs/maintenance work carried out (number of customers shown in brackets)

1.77 Satisfaction with the way the contractor deals with repairs and maintenance issues in Q4 21/22 is equal to the Q3 21/22 value (36%), and lower than the rolling average for the 12-month period (38%) by 2 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

Satisfaction in Q1 21/22 = 40%; Q2 21/22 = 39%; Q3 21/22 = 36%, Q4 21/22 = 36%.

Rolling 12-month average for 21/22 = 38%

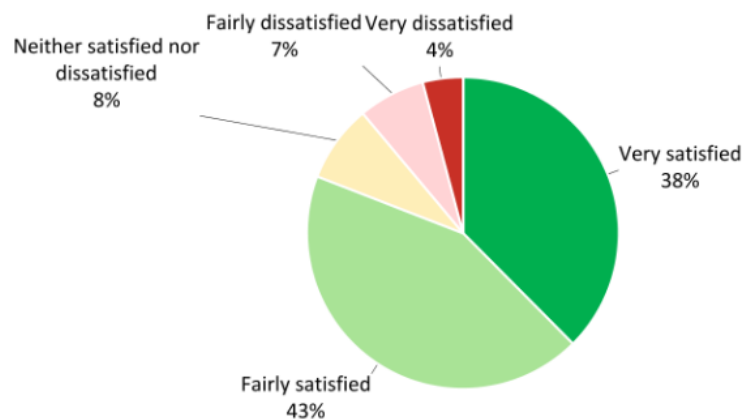


Base: All customers who have had repairs/maintenance work carried out (base size varies)

The Way the Move-Out Was Dealt With

- 1.78 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?

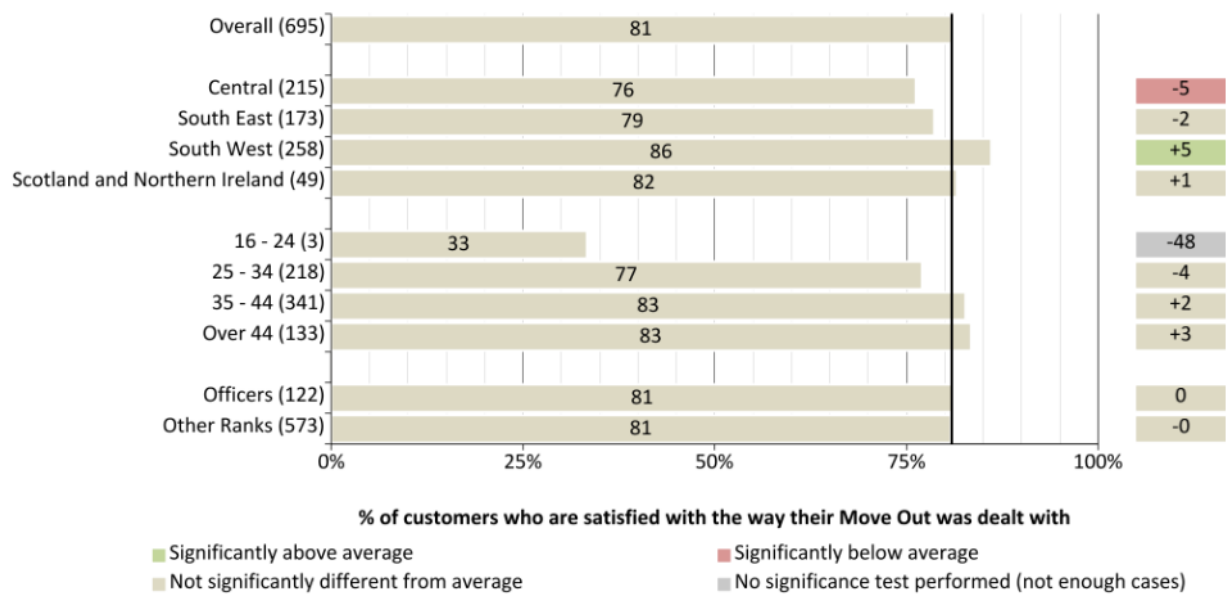


Base: All customers who have moved out of SFA accommodation (695)

Differences by sub-group

- 1.79 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.
- 1.80 It can be seen in figure 29 that customers who live in the South West area are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst customers who live in the Central area are significantly less likely to think this.
- 1.81 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)



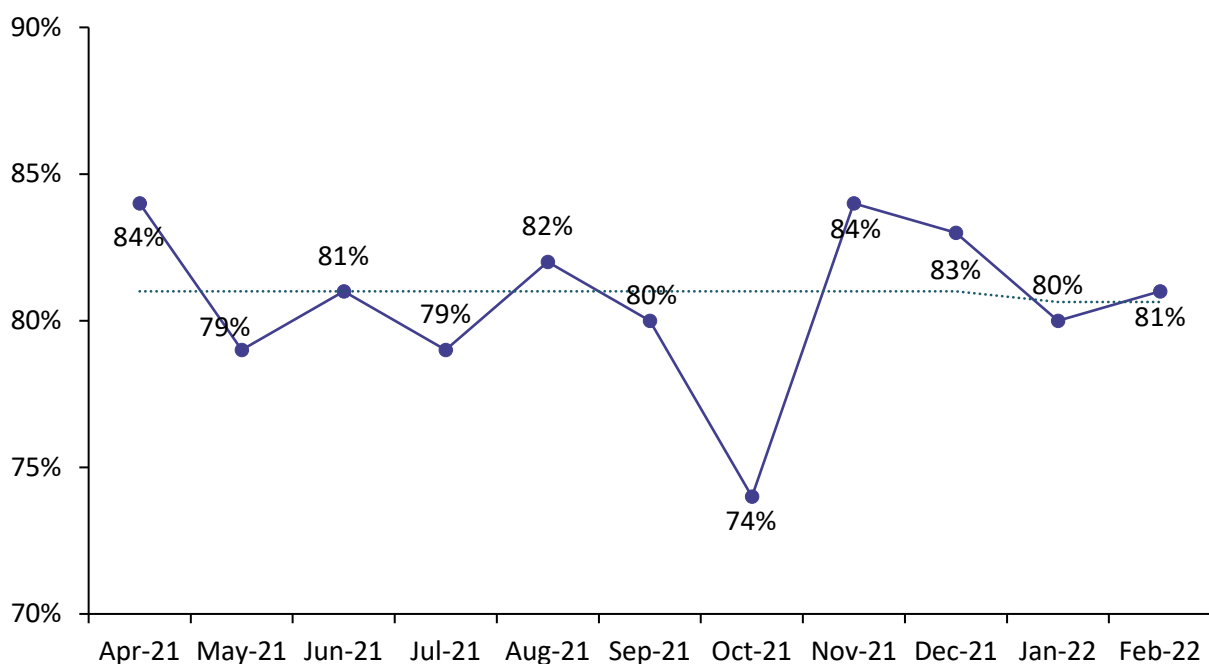
Base: All customers who have moved out of SFA accommodation (base size varies)

1.82 Customers' satisfaction with the way their Move Out was dealt with in Q4 21/22 stayed the same as the Q3 21/22 value (81%) 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

Satisfaction in Q1 21/22 = 81%; Q2 21/22 = 80%; Q3 21/22 = 81%, Q4 21/22 = 81%.

Rolling 12-month average for 21/22 = 81%

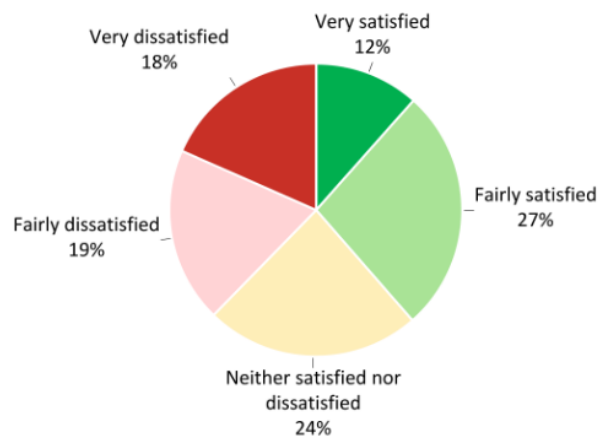


Base: All customers who have moved out of SFA accommodation (base size varies)

The DIO SD Accommodation Listening to Views and Acting Upon Them

- ^{1.83} Less than two fifths (39%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst a similar same percentage (38%) 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?

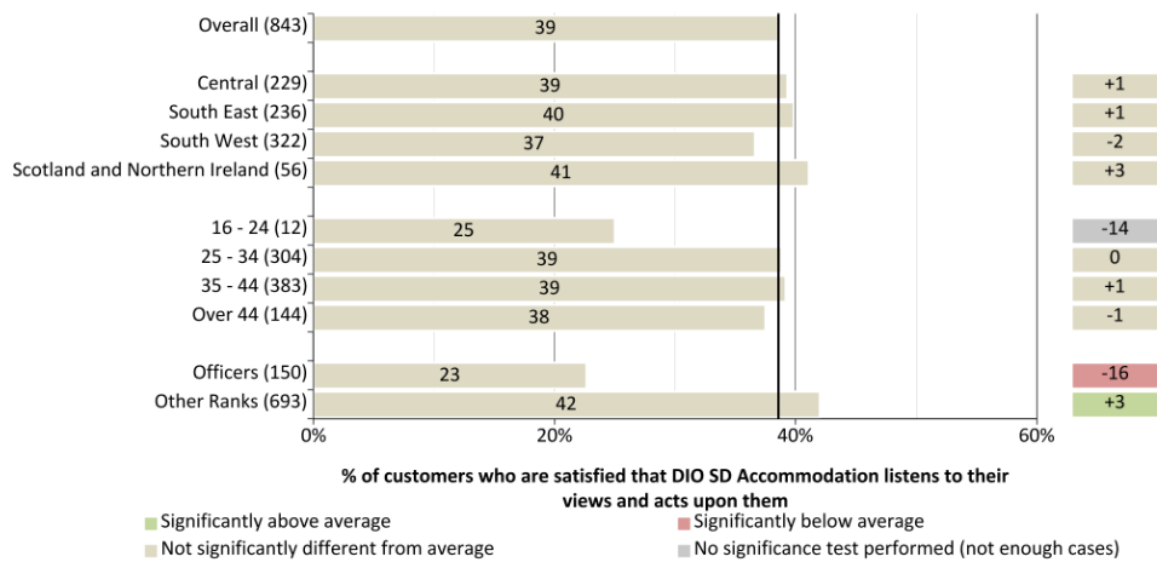


Base: All customers (843)

Differences by sub-group

- ^{1.84} 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.
- ^{1.85} 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.
- ^{1.86} 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)



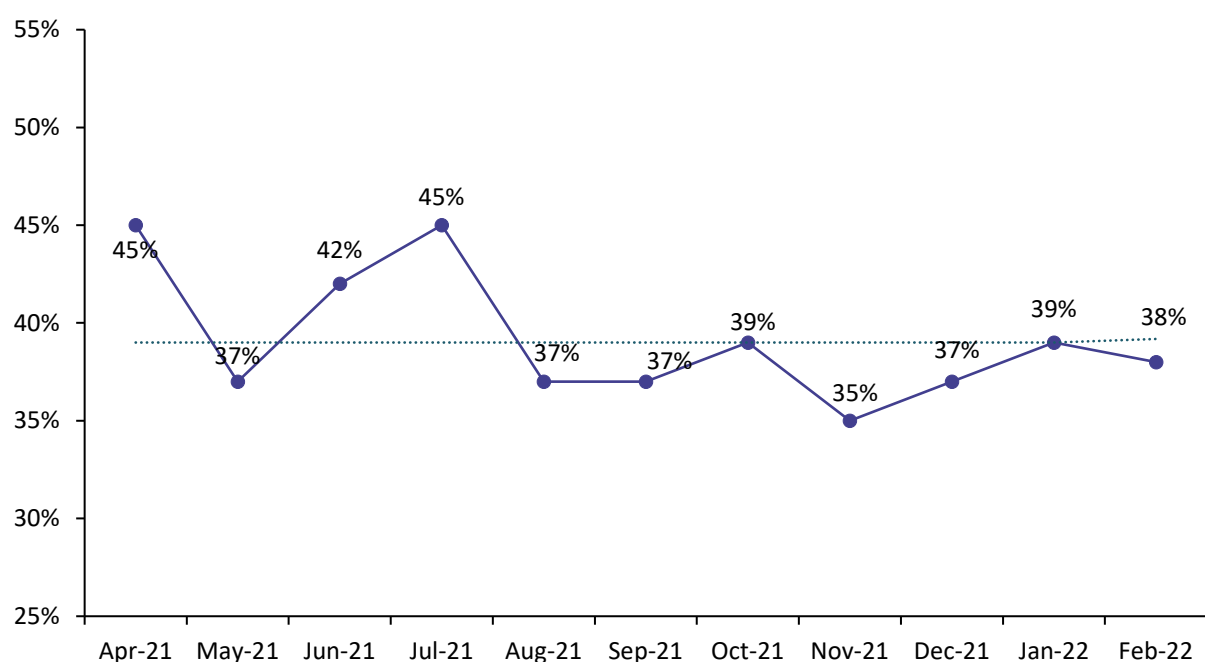
Base All customers (number of customers shown in brackets)

1.88 Customers' satisfaction that DIO SD Accommodation listens to their views and acts upon them in Q3 21/22 has increased by 2 percentage points from the Q3 21/22 value (37%) and is now equal to the rolling average for the 12-month period (39%).

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

Satisfaction in Q1 21/22 = 41%; Q2 21/22 = 40%; Q3 21/22 = 37%, Q4 21/22 = 39%.

Rolling 12-month average for 21/22 = 39%



Base: All customers (base size varies)

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