



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q4 Report

Opinion Research Services April 2018



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



Ministry
of Defence

Q4 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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1. Project Overview

The Survey

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

Survey Methodology and Response

- 1.2 Structured telephone interviews using a 'CATI' (Computer Assisted Telephone Interviewing) system were undertaken with a randomly selected sample of customers living in SFA each month.
- 1.3 The quarter 4 survey was carried out by telephone between 1st January and 31st March 2018 and 1,550 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	580	37
South East	431	28
South West	425	27
Scotland and Northern Ireland	114	7
Total	1,550	100

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

Age	Unweighted Count	Unweighted Valid %
16-24	101	7
25-34	810	52
35-44	509	33
Over 44	130	8
Total	1,550	100

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

Rank	Unweighted Count	Unweighted Valid %
Officers	357	23
Other Ranks	1,193	77
Total	1,550	100

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

Month	Unweighted Count	Unweighted Valid %
January 2018	536	35
February 2018	491	32
March 2018	523	34
Total	1,550	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 Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses
 - Beige and purple/blue shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used 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 and for questions where differences are only indicative, demographic sub group charts are not provided. Statistical significance is at a 95% level of confidence.
- 1.9 In this report, comparisons are also made to interviews achieved by the previous provider who managed this project prior to ORS being appointed in June 2017.

Acknowledgements

^{1.10} ORS would like to thank Liam Wilson of the DIO for his help and assistance in developing the project. We would also like to thank the 1,550 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 two fifths (63%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst a fifth (20%) are dissatisfied. Satisfaction is in line with Q2 17/18 (63%), Q3 17/18 (65%) and the rolling 12 month average (62%).
- 2.3 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (11%) are dissatisfied. Satisfaction is comparable with Q2 17/18 (79%), Q3 17/18 (81%) and the rolling 12 month average (79%).
- 2.4 7 in 10 (70%) customers are satisfied with the overall quality of their home, whilst around a fifth (19%) are dissatisfied. Satisfaction has increased by 4 percentage points when compared with Q1 16/17 (66%) but is lower than Q3 17/18 (74%) by 4 percentage points.
- 2.5 Around four fifths (81%) of customers are satisfied with their SFA estate as a place to live, whilst 1 in 10 (10%) are dissatisfied. Satisfaction has decreased by 5 percentage points since Q3 17/18, meaning the average this quarter is now lower than Q1, Q2 and Q3.
- 2.6 Over two thirds (69%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst a fifth (20%) are dissatisfied. Quarterly satisfaction has stayed relatively consistent over the last 12 months, with the only noticeable change being in Q3 17/18 when satisfaction increased to 74%. Otherwise, satisfaction has hovered around the 70% mark.
- 2.7 Around four fifths (78%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied. Satisfaction is in line with Q2 17/18 (80%), Q3 17/18 (79%) and the rolling 12 month average (78%).
- 2.8 7 in 10 (70%) customers are satisfied with the arrangements for allocating SFA, whilst around a fifth (21%) are dissatisfied. Satisfaction has remained consistent over the last 12 months, with the quarterly averages ranging between 68% and 70%.
- 2.9 Around four fifths (78%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (17%) are dissatisfied. Satisfaction has increased over the last three quarters – from 74% in Q2 17/18 to 78% in Q4 17/18.
- 2.10 Over two fifths (43%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst 46% are dissatisfied. Satisfaction has decreased by 5 percentage points when compared to Q2 17/18 and Q3 17/18 (both 48%) but is in line with Q1 17/18 (41%) and the rolling 12 month average (45%).

- 2.11 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst 13% are dissatisfied. Satisfaction is lower than Q1 17/18 (86%) by 4 percentage points, but is in line with Q2 17/18 (82%), Q3 17/18 (81%) and the rolling 12 month average (82%).
- 2.12 Around half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a quarter (26%) are dissatisfied. 27% said they are neither satisfied nor dissatisfied. Satisfaction is higher than Q1 17/18 (37%) by 10 percentage points but in line with the rolling 12 month average (46%).

Some 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 Over four fifths (82%) are satisfied with the way their Move Out was dealt with, with customers aged over 44 or those living in the South West significantly more likely to be satisfied.
- 2.15 81% of customers are satisfied with their SFA estate as a place to live, with over two fifths (41%) saying they are very satisfied.
- 2.16 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA.
- 2.17 Looking at the survey as a whole, those aged 16-24 seem to be more satisfied in comparison to those who fall into the other age categories.

Areas for Consideration

- 2.18 Around two fifths (43%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, with customers who live in the South East and those aged 25-34 significantly less likely to be satisfied.
- 2.19 Less than half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, with Officers, customers who live in the South East and those aged 35-44 significantly less likely to be satisfied.
- 2.20 When considering responses to all questions, officers tend to be less satisfied in comparison to other ranks.

Satisfaction Comparison

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

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

Base: All customers (base size varies)

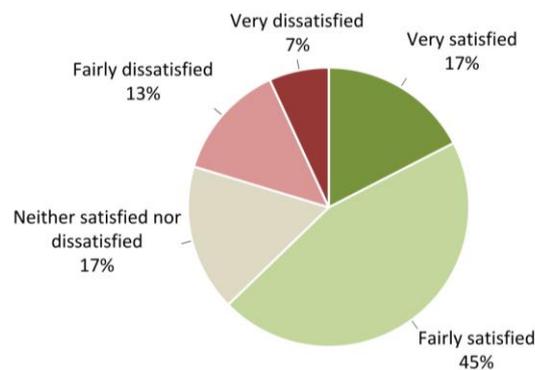
Question	Jan-18	Feb-18	Mar-18	Q4 average	Rolling 12 month average
Overall service	65%	62%	61%	63%	62%
Rules that govern customers entitlement to SFA	82%	81%	79%	81%	79%
Overall quality of your home	69%	71%	70%	70%	71%
SFA estate as a place to live	83%	81%	81%	81%	84%
Upkeep of communal areas	72%	68%	66%	69%	71%
Daily occupancy charges provide VfM	79%	78%	78%	78%	78%
The arrangements for allocating SFA to customer	71%	67%	73%	70%	69%
The way customers Move In was dealt with	79%	75%	80%	78%	76%
The way the contractor deals with repairs & maintenance issues	39%	44%	45%	43%	45%
The way customers Move Out was dealt with	83%	83%	79%	82%	82%
Listen to customers views and acts upon them	44%	45%	51%	47%	46%

3. Main Findings

- 3.1 Over two fifths (63%) of customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst a fifth (20%) are dissatisfied.

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

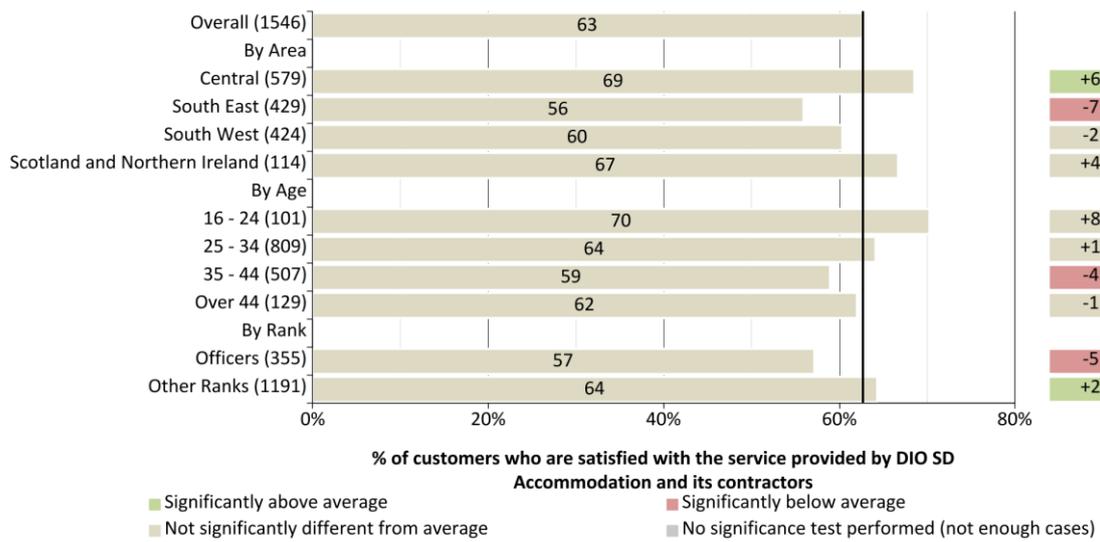
Base: All customers (1,546)



Differences by sub-group

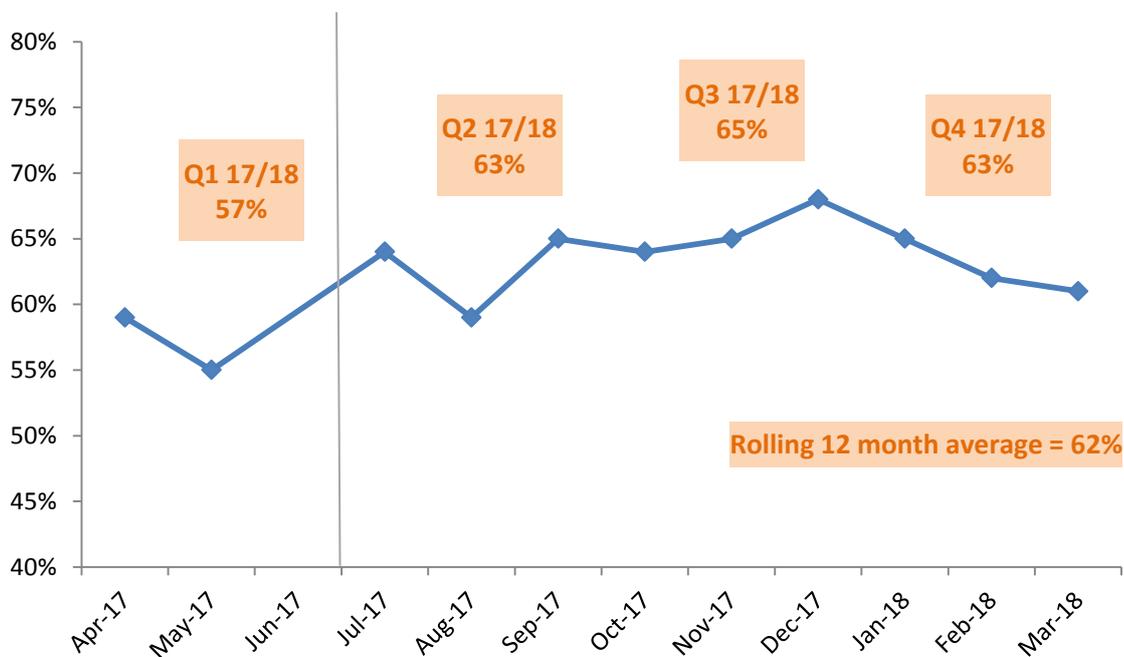
- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.3 Customers who live in Central areas and those who are other ranks are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, Officers, customers in the South East and those aged 35-44 are significantly less likely to think this.

Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors?
Base: All customers (number of customers shown in brackets)



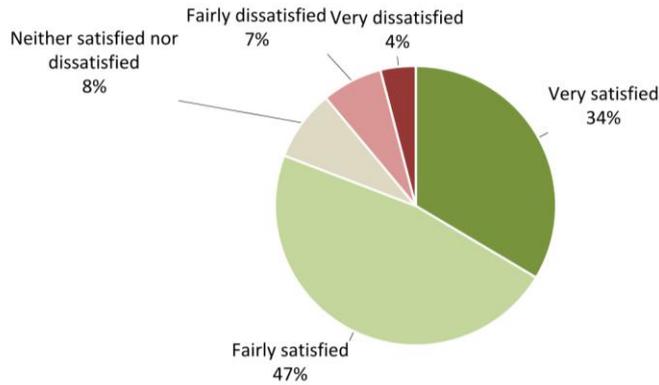
3.4 Satisfaction with service provided by DIO SD Accommodation and its contractors is in line with Q2 17/18 (63%), Q3 17/18 (65%) and the rolling 12 month average (62%). However, satisfaction has increased by 8 percentage points when compared with Q1 17/18 (57%).

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)



3.5 Around four fifths (81%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (11%) are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (1,544)

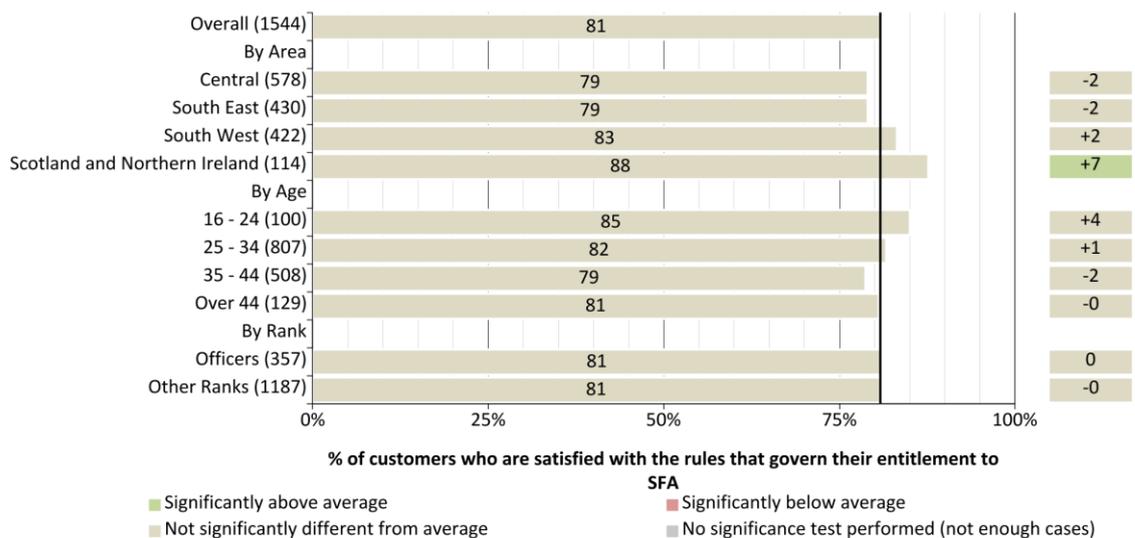


Differences by sub-group

3.6 The chart below 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.

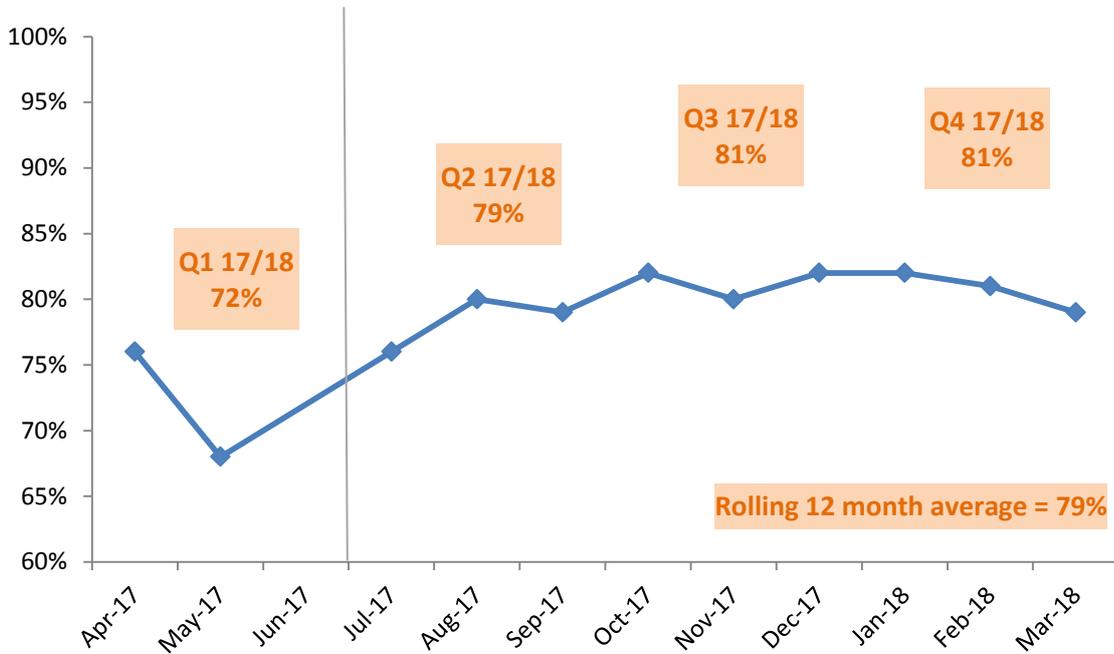
3.7 Customers who live in Scotland and Northern Ireland are significantly more likely to be satisfied with the rules that govern their entitlement to SFA.

Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (number of customers shown in brackets)



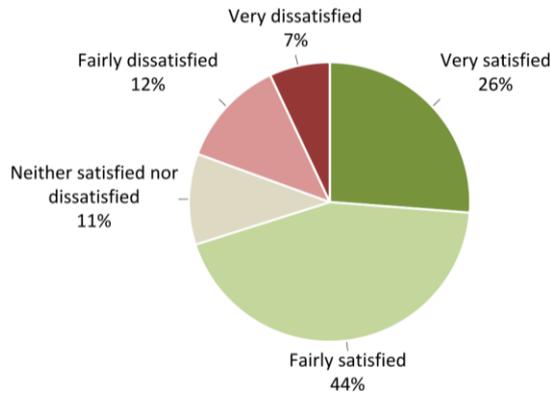
3.8 Satisfaction with the rules that govern customers’ entitlement to SFA is comparable with Q2 17/18 (79%), Q3 17/18 (81%) and the rolling 12 month average (79%). However, satisfaction has increased by 9 percentage points when compared with Q1 17/18 (72%).

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)



3.9 7 in 10 (70%) customers are satisfied with the overall quality of their home, whilst around a fifth (19%) are dissatisfied.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (1,550)

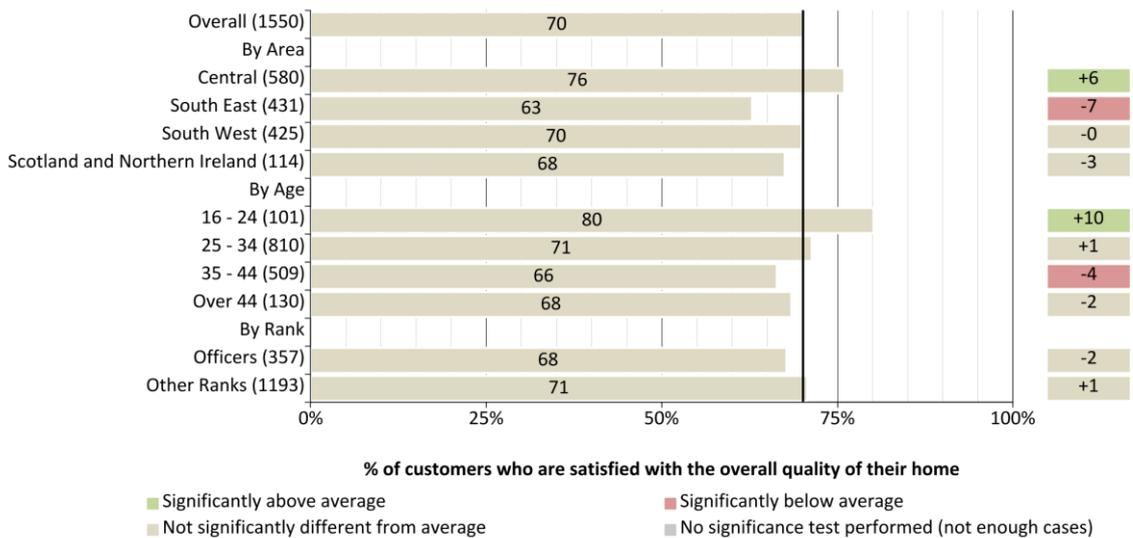


Differences by sub-group

3.10 The chart below 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.

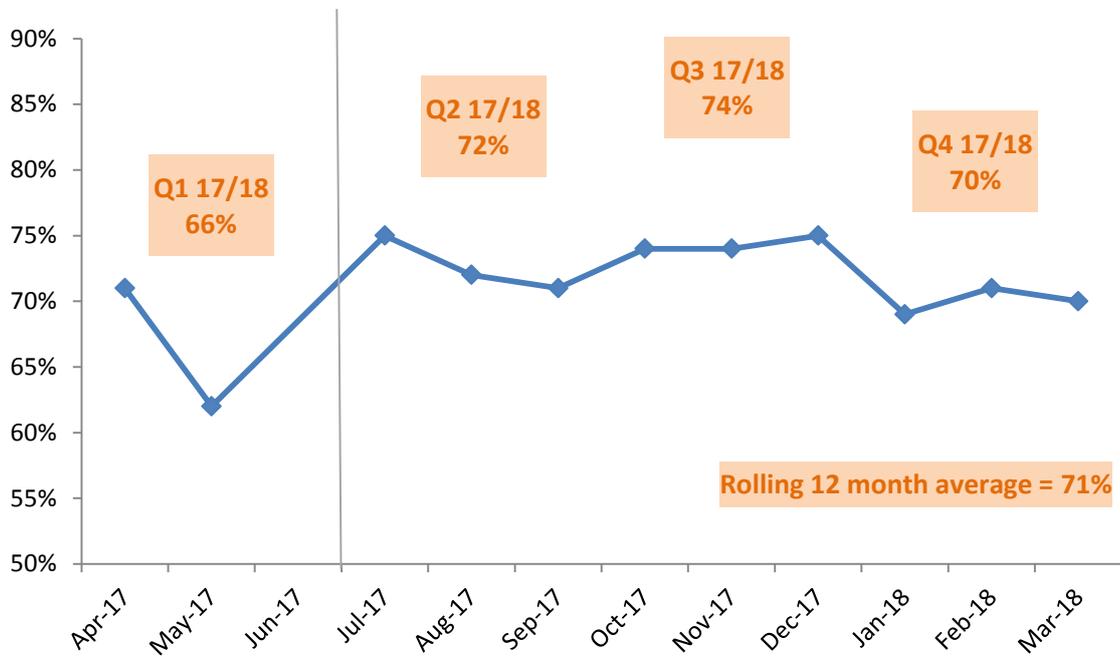
3.11 Customers who live in Central areas and those who are aged 16-24 are significantly more likely to be satisfied with the overall quality of their home, whilst customers in who live in the South East and those who are aged 35-44 are significantly less likely to think this.

Figure 8: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (number of customers shown in brackets)



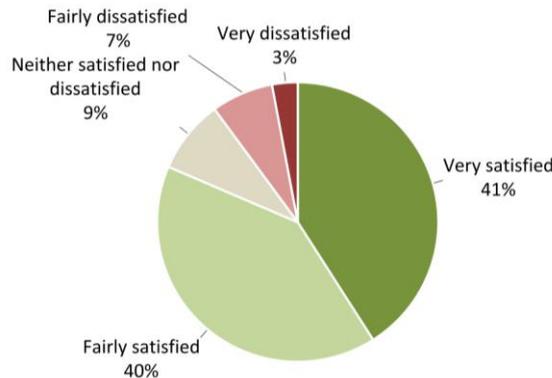
3.12 Satisfaction with the overall quality the home has increased by 4 percentage points when compared with Q1 16/17 (66%) but is lower than Q3 17/18 (74%) by 4 percentage points. However, satisfaction observed in this quarter is in line with Q2 17/18 (72%) and the rolling 12 month average (71%).

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)



3.13 Around four fifths (81%) of customers are satisfied with their SFA estate as a place to live, whilst 1 in 10 (10%) are dissatisfied.

Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (1,545)

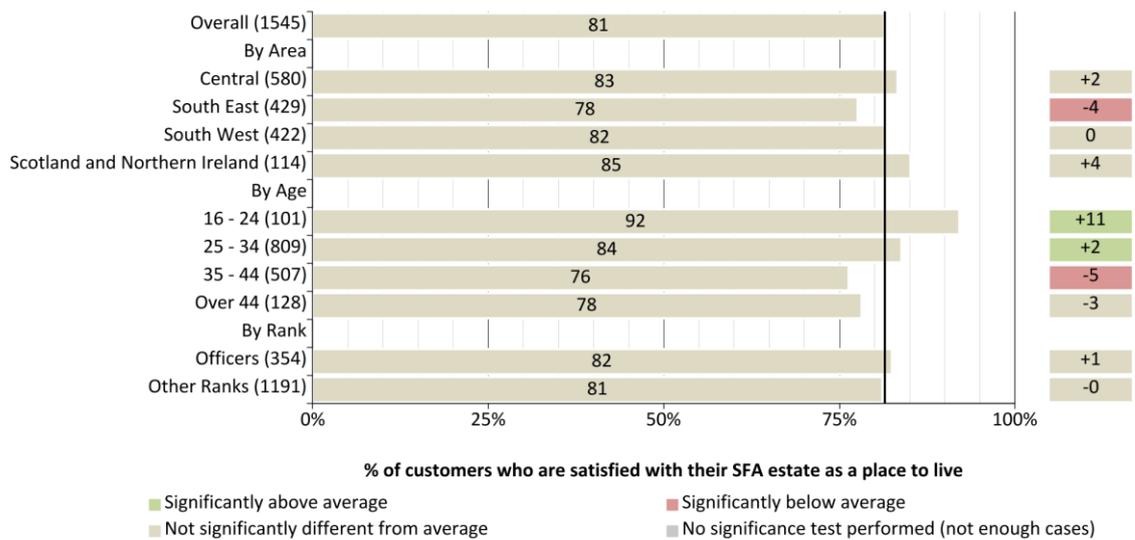


Differences by sub-group

3.14 The chart below 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.

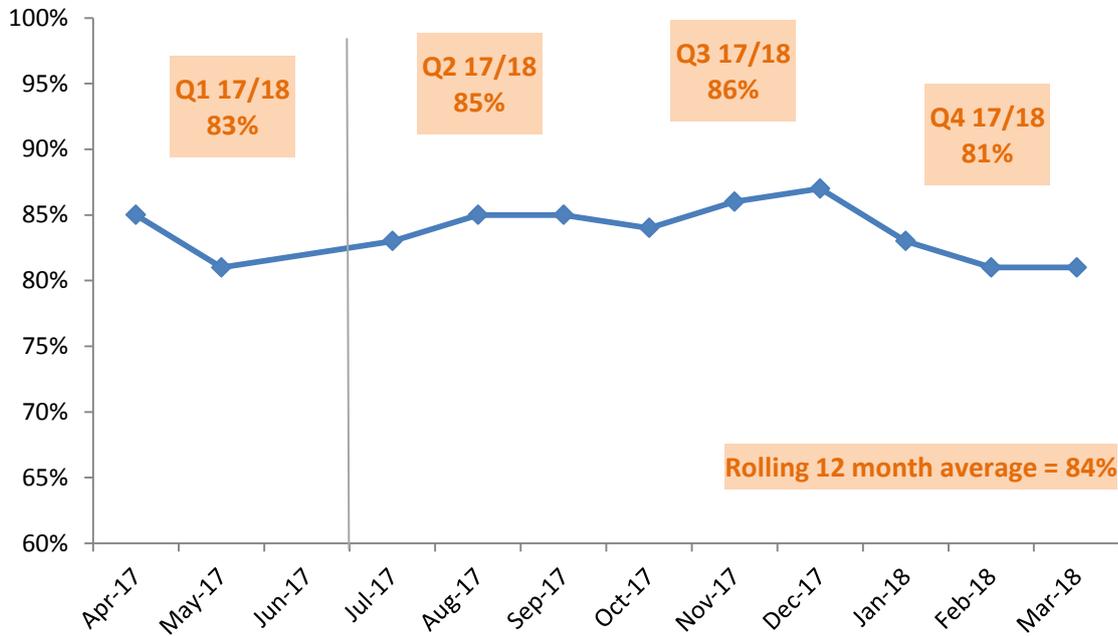
3.15 Customers who are aged 16-34 are significantly more likely to be satisfied with the overall quality of their home, whilst customers who live in the South East and those aged 35-44 are significantly less likely to say this.

Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (number of customers shown in brackets)



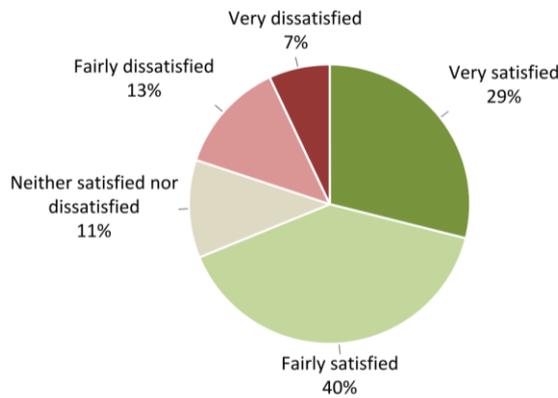
3.16 Satisfaction with SFA estate as a place to live has decreased by 5 percentage points since Q3 17/18, meaning the average this quarter is now lower than Q1, Q2 and Q3.

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)



3.17 Over two thirds (69%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst a fifth (20%) are dissatisfied.

Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (1,454)

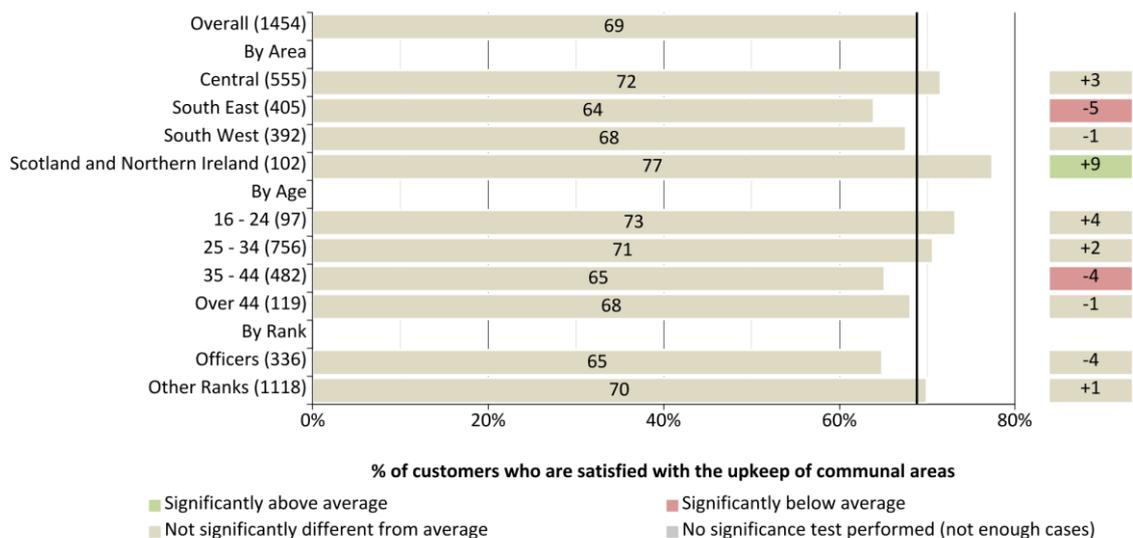


Differences by sub-group

3.18 The chart below 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 which are significantly less likely are highlighted in red.

3.19 Customers who live in Scotland and Northern Ireland are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who live in the South East and those aged 35-44 are significantly less likely to think this.

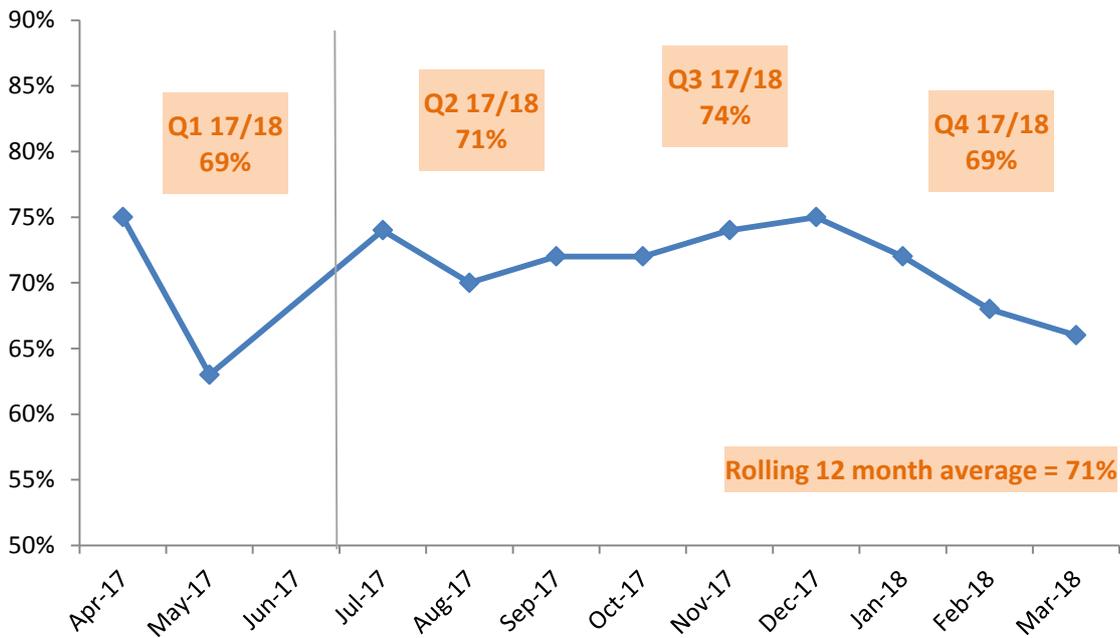
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (number of customers shown in brackets)



3.20 Quarterly satisfaction with the upkeep of communal areas has stayed relatively consistent over the last 12 months, with the only noticeable change being in Q3 17/18 when satisfaction increased to 74%. Otherwise, satisfaction has hovered around the 70% mark.

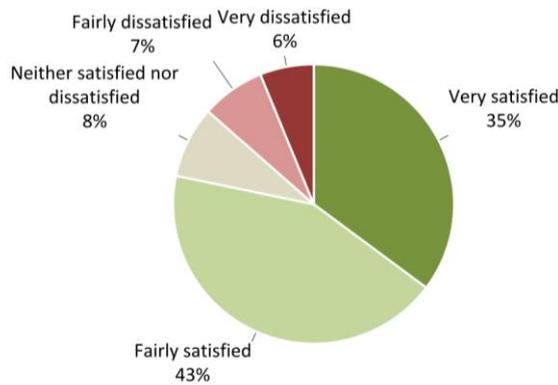
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months

Base: All customers (base size varies)



3.21 Around four fifths (78%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied.

Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (1,544)

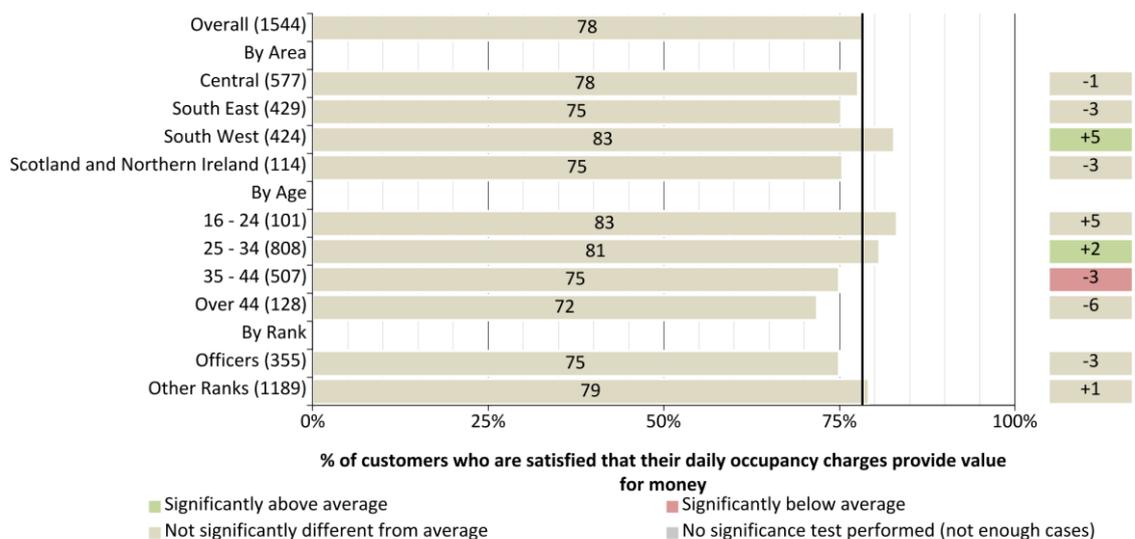


Differences by sub-group

3.22 The chart below 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 which are significantly less likely are highlighted in red.

3.23 Customers who live in the South West and those aged 25-34 are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst those aged 35-44 are significantly less likely to say this.

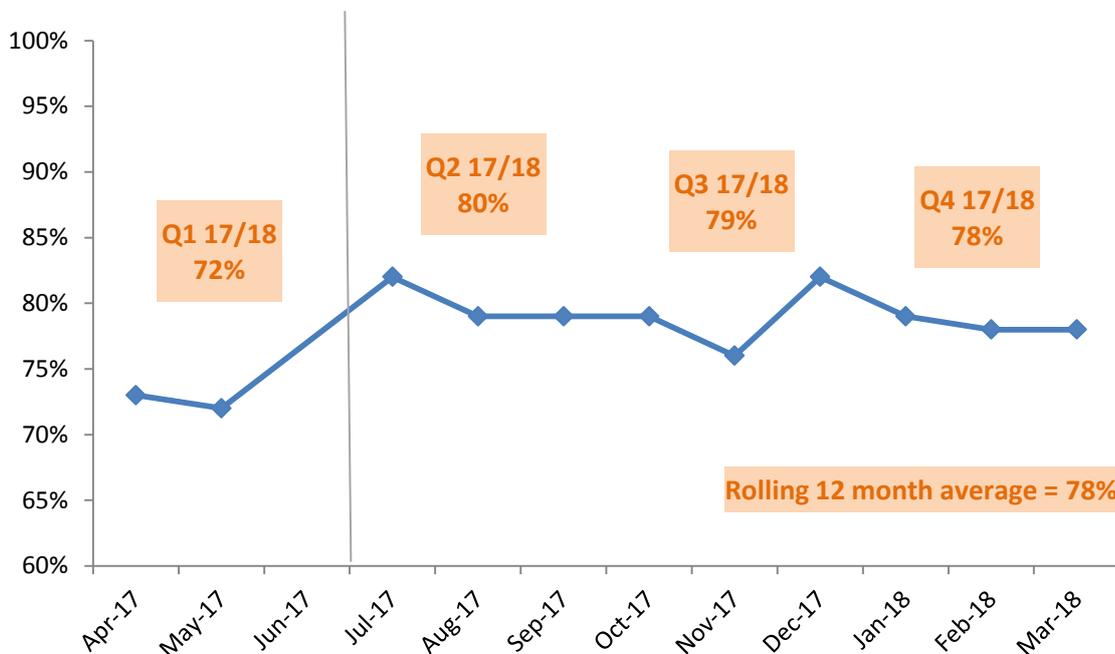
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (number of customers shown in brackets)



3.24 Customers satisfaction that daily occupancy charges provide value for money is in line with Q2 17/18 (80%), Q3 17/18 (79%) and the rolling 12 month average (78%). It has, however, increased by 6 percentage points when compared with Q1 17/18 (72%).

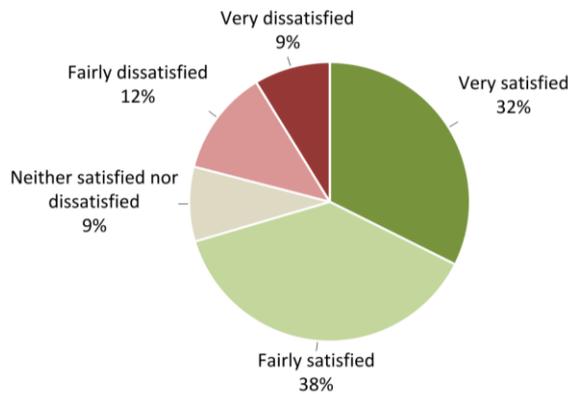
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months

Base: All customers (base size varies)



3.25 7 in 10 (70%) customers are satisfied with the arrangements for allocating SFA, whilst around a fifth (21%) are dissatisfied.

Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (1,546)

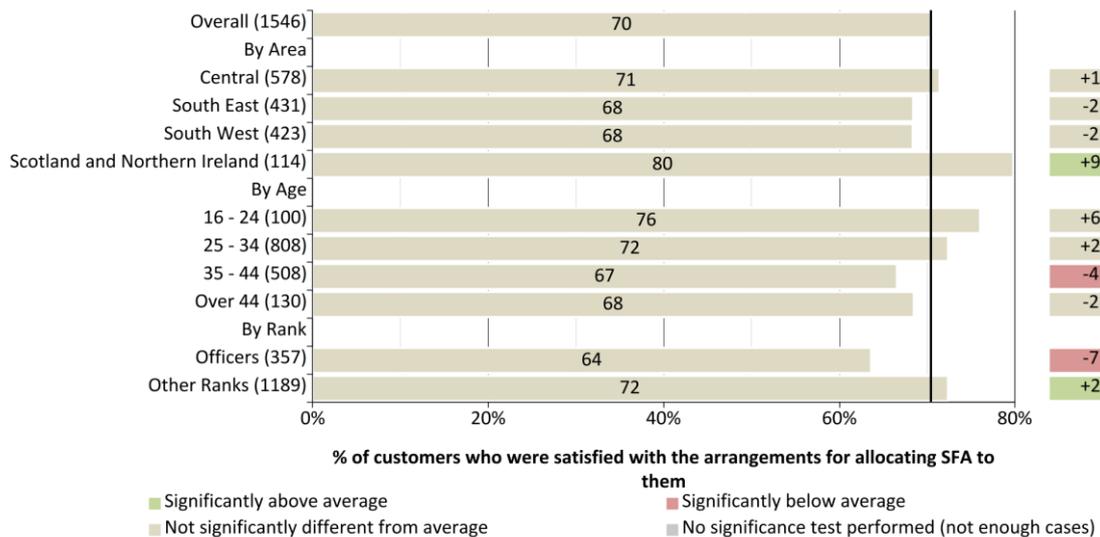


Differences by sub-group

3.26 The chart below 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 which are significantly less likely are highlighted in red.

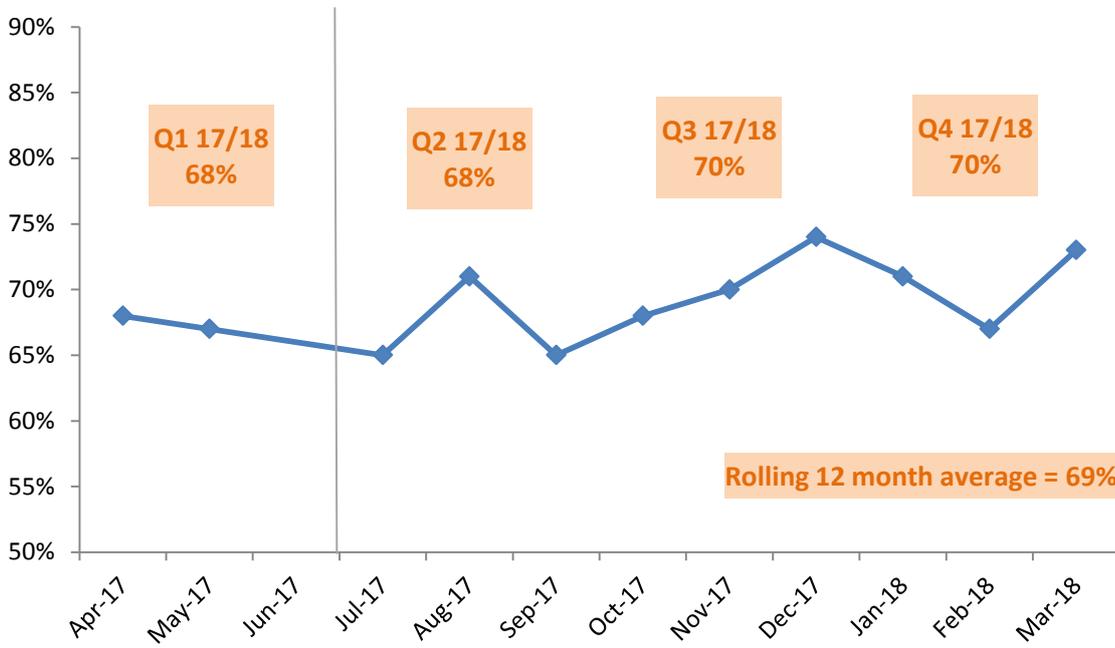
3.27 Customers who live in Scotland and Northern Ireland and those whose rank is classed as ‘other’ are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, Officers and customers aged 35-44 are significantly less likely to think this.

Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (number of customers shown in brackets)



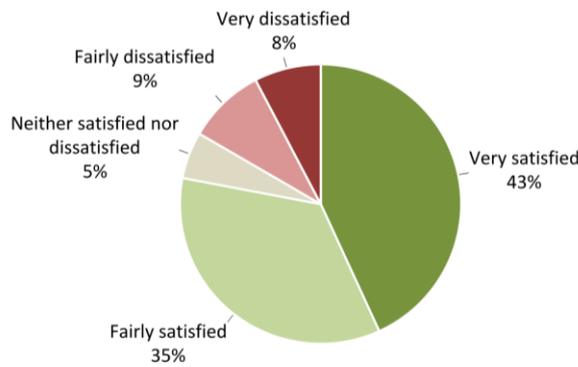
3.28 Satisfaction with the arrangements for allocating SFA has remained consistent over the last 12 months, with averages ranging between 68% and 70%.

Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months
 Base: All customers (base size varies)



3.29 Around four fifths (78%) of customers are satisfied with the way their Move In was dealt with, whilst less than a fifth (17%) are dissatisfied.

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (1,536)

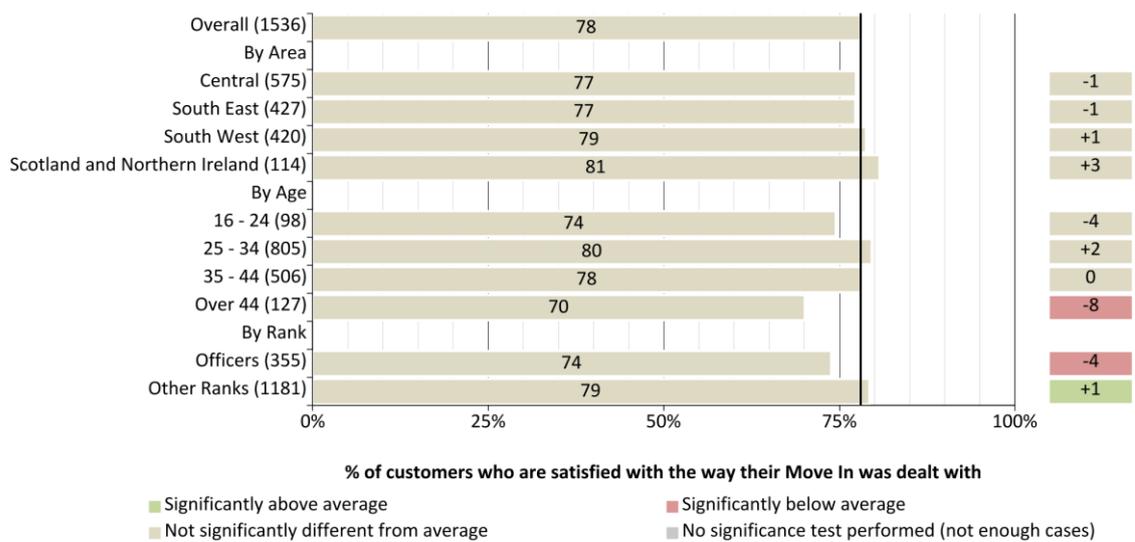


Differences by sub-group

3.30 The chart below 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.

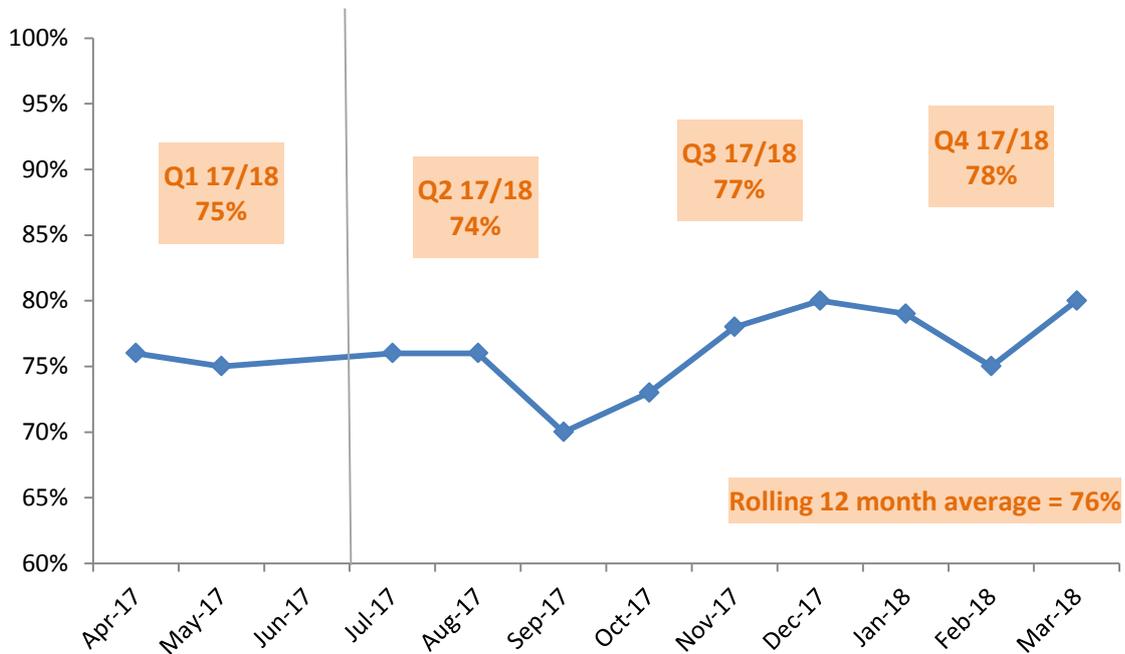
3.31 Customers whose rank is classed as ‘other’ are significantly more likely to be satisfied with the way their Move In was dealt with, whilst Officers and customers aged over 44 are significantly less likely to think this.

Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (number of customers shown in brackets)



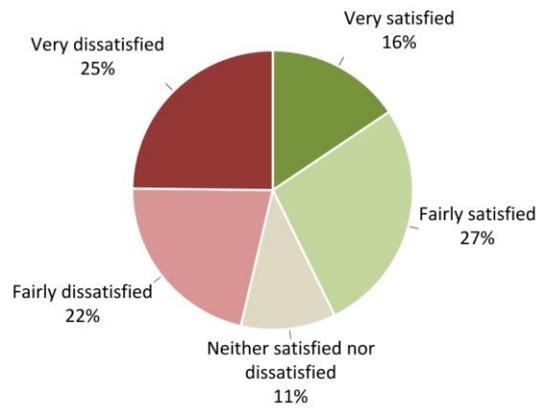
3.32 Customer's satisfaction with the way their Move In was dealt with has increased over the last three quarters – from 74% in Q2 17/18 to 78% in Q4 17/18. Satisfaction is also now 2 percentage points higher than the rolling 12 month average.

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)



3.33 Over two fifths (43%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst 46% are dissatisfied.

Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (1,467)

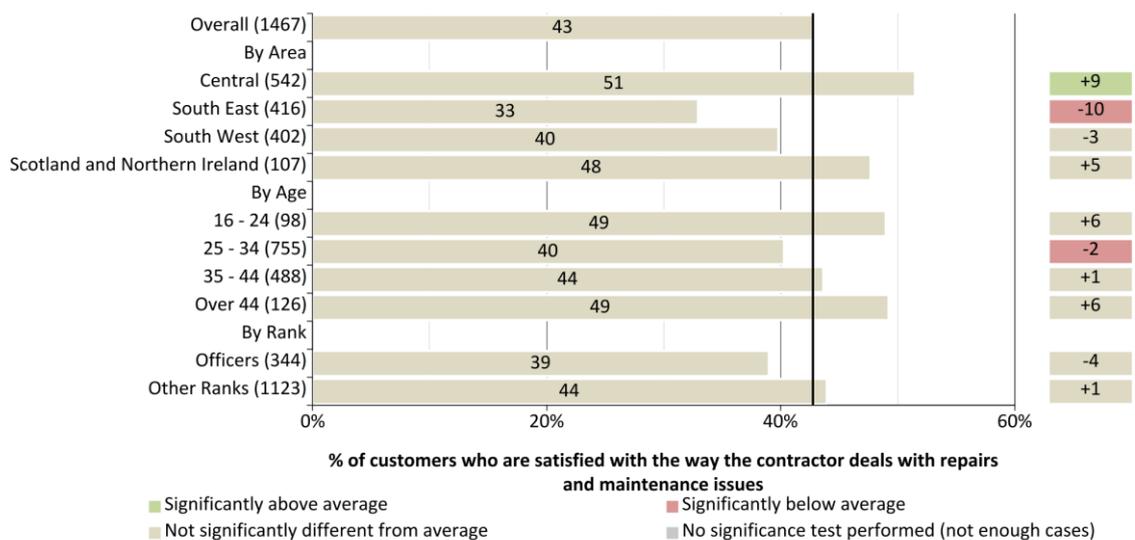


Differences by sub-group

3.34 The chart below 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 which are significantly less likely are highlighted in red.

3.35 Customers who live in Central areas are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, customers who live in the South East and those who aged 25-34 are significantly less likely to think this.

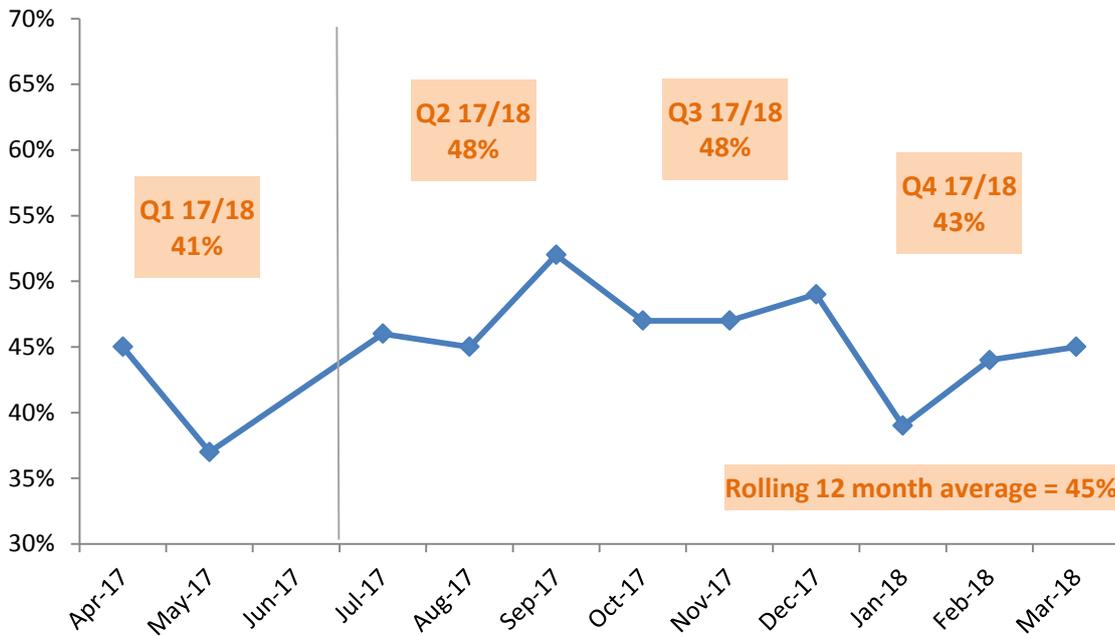
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (number of customers shown in brackets)



3.36 Satisfaction with the way the contractor deals with repairs and maintenance issues has decreased by 5 percentage points when compared to Q2 17/18 and Q3 17/18 (both 48%) but is in line with Q1 17/18 (41%) and the rolling 12 month average (45%).

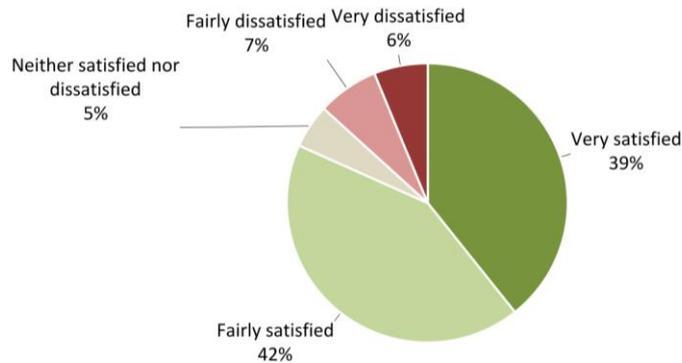
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months

Base: All customers (base size varies)



3.37 Over four fifths (82%) of customers are satisfied with the way their Move Out was dealt with, whilst 13% are dissatisfied.

Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (1,087)

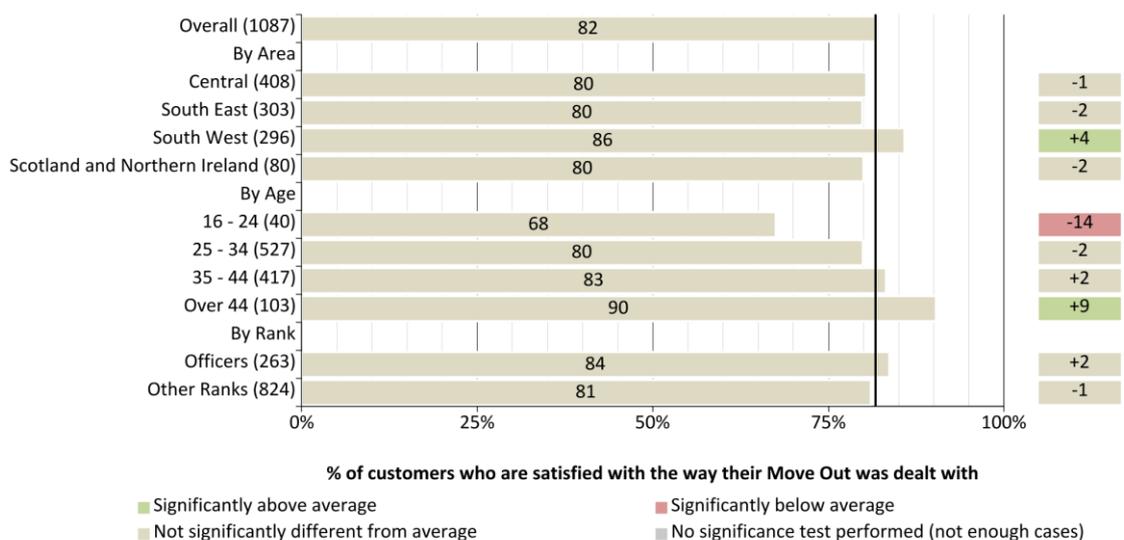


Differences by sub-group

3.38 The chart below 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.

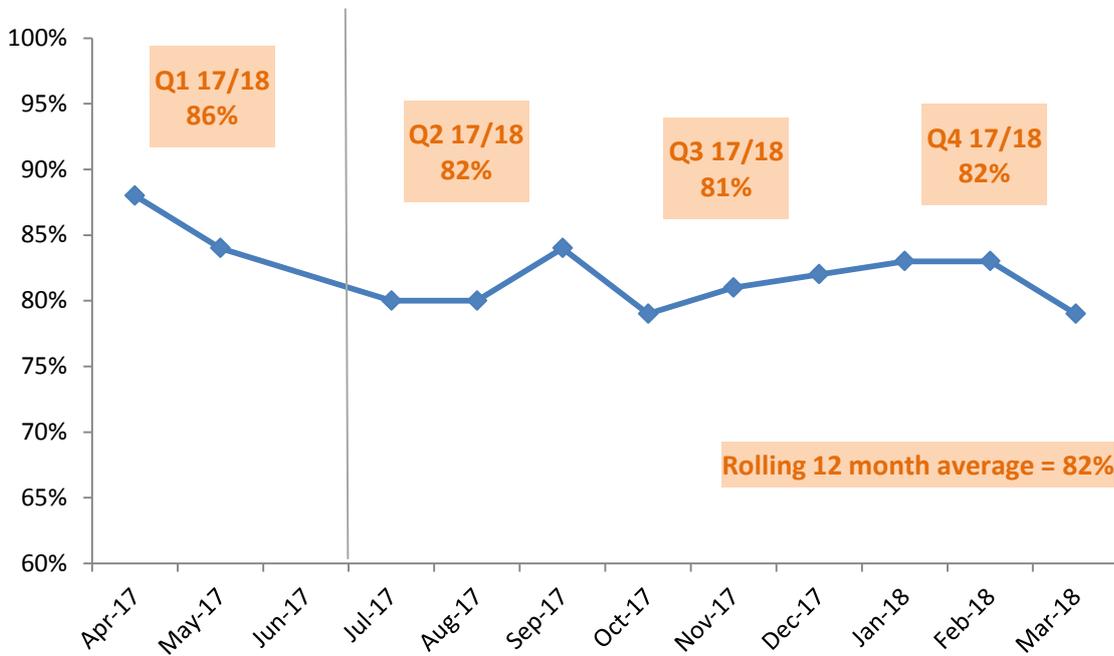
3.39 Customers who live in the South West and those aged over 44 are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst those aged 16-24 are significantly less likely to think this.

Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (number of customers shown in brackets)



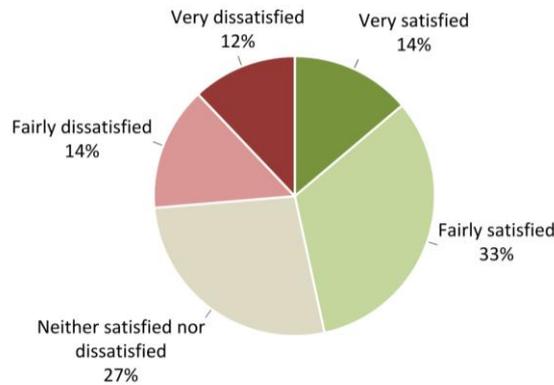
^{3.40} Customer's satisfaction with the way their Move Out was dealt with is lower than Q1 17/18 (86%) by 4 percentage points, but is in line with Q2 17/18 (82%), Q3 17/18 (81%) and the rolling 12 month average (82%).

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 (base size varies)



3.41 Around half (47%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a quarter (26%) are dissatisfied. 27% said 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 (1,430)

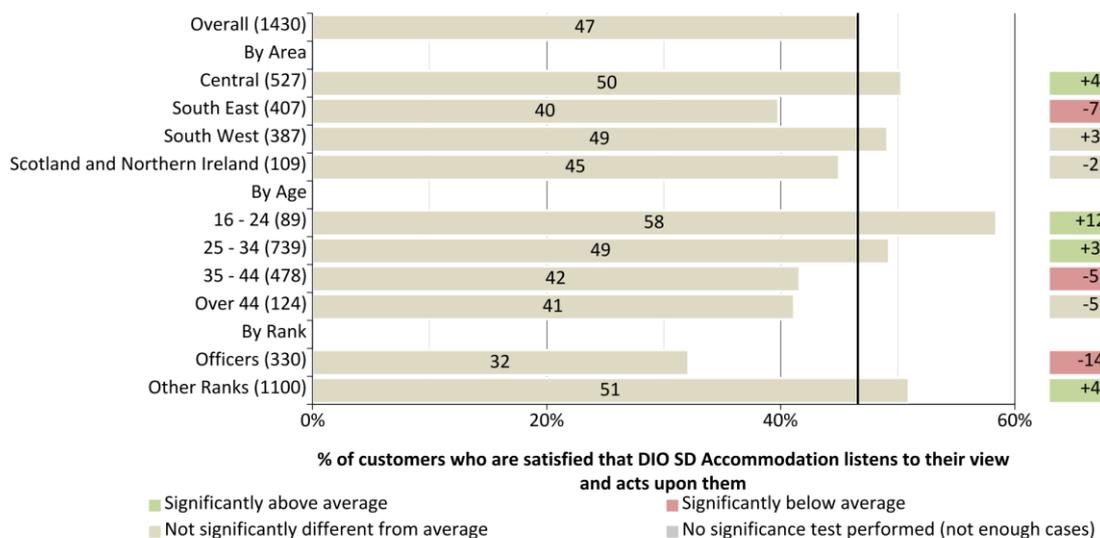


Differences by sub-group

3.42 The chart below 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.

3.43 Customers who live in Central areas, those who are aged 16-34 and those whose rank is classed as ‘other’ are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, Officers, customers who live in the South East and those aged 35-44 are significantly less likely to think this.

Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (number of customers shown in brackets)



3.44 Customers satisfaction that DIO SD Accommodation listens to their views and acts upon is higher than Q1 17/18 (37%) by 10 percentage points but in line with Q2 17/18 (47%), Q3 17/18 (50%) and the rolling 12 month average (46%).

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)

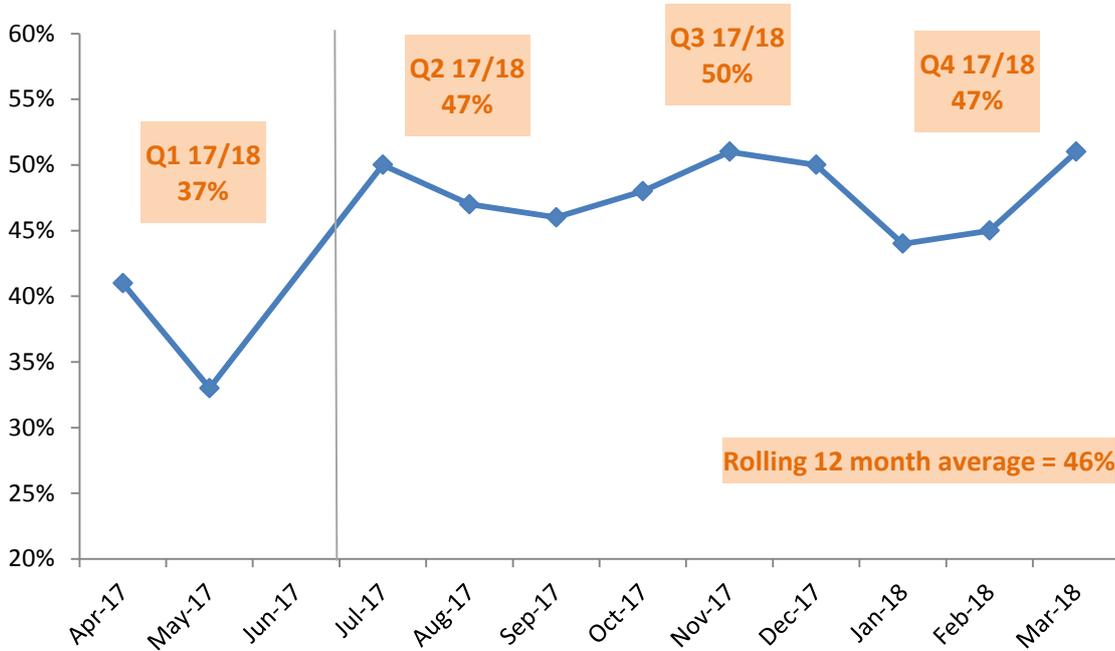


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