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technology

**National Audit Office  
Survey of Service Families  
Accommodation**



ORC International

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## 1 Executive summary

### 1.1 Introduction and methodology

The Ministry of Defence (MoD) provides accommodation to Service families as part of their service in the Armed Forces. The National Audit Office (NAO) is currently assessing whether the UK Service Families Accommodation (UKSFA) meets the current requirements of the Armed Forces and the people who live in them. As part of this study, they commissioned ORC International, an independent research company, to conduct a survey of all households currently living in UKSFA.

A questionnaire developed by the NAO was sent to all occupied UKSFA (40,709 in total). In total, 12,427 completed questionnaires were returned, which represents an overall response rate of 30.5%. This report presents the findings of this survey.

### 1.2 Profile of respondents

The majority of responses to the survey were from the Army (58%), but substantial numbers were from the Royal Air Force (29%) and the Royal Navy (10%). There were a further 2% from Royal Marines and less than 1% from civilians / other occupations.

Nearly half of respondents were from households where the Service person was the rank of NCO / Warrant Officer / Senior Rate (46%), 31% were Officers and 23% were Other Rank / Junior Rate / Airman.

A mix of experience of the Services was collected by the survey; 8% had been in the Services for 1-5 years, 21% for 6-10 years, 19% for 11-15 years, 25% for 16-20 years, 16% for 21-25 years, 7% for 26-30 years and 4% for more than 30 years.

Similarly, there was a mix of prior experience of UKSFA, with 18% having lived in only one and 82% having lived in more than one UKSFA property. Most respondents had lived in their current property for between 1 to 2 years or between 2 to 5 years (both 36%).

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### 1.3 Satisfaction with current property

Overall, 62% were satisfied with their current property, but 24% were dissatisfied. This was lower than the ORC housing benchmark<sup>1</sup> of 81% and also meant that satisfaction with their home was in the lower quartile of our database.

Throughout the survey, it was found that there were links between the MoD defined standards and grades of property with the respondents' levels of satisfaction<sup>2</sup>. In general, those living in standard 1 properties were more likely to be satisfied than those in standard 2, 3 or 4 properties. Similarly, those in property grade 1 were more likely to be satisfied than those in grades 2, 3 or 4.

Other key sub-groups that were found to be more likely to be consistently satisfied were respondents who had [relatively] recently joined the Services, recently moved into their property or only experienced one SFA property.

About half of respondents (52%) thought the condition of their property was good and 31% thought it was poor. Again, this is lower than the housing benchmark of 79%.

Respondents were most satisfied with their property's amount of living space (67%). However, fewer than half were satisfied with the condition of the surrounding estate (48%), kitchen (46%), external condition (45%), drainage and plumbing (42%), internal decoration (42%), insulation (40%) and bathroom (38%). Their property's amount of living space (30%), overall size of property (24%) and location (17%) were considered most important.

Forty one percent of respondents would be willing to pay a higher charge in order to live in a better quality property. However, only 13% would be willing to live in a property with more wear and tear but pay a lower charge. Those who lived in higher grade (lower charge) housing were more likely to be willing to pay for a better quality property.

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<sup>1</sup> The database contains data from tenant satisfaction surveys from 92 housing providers carried out within the last three years (the mandatory length of time that all registered social housing providers must carry out a satisfaction survey). A full list of housing providers that are contained in the database is provided in Appendix B.

<sup>2</sup> The property standard is a MoD defined assessment of the condition of the property, where 1 is highest and 4 is lowest. The property grade is similarly a MoD grading, this is linked to the charge for the property, again 1 is highest and 4 is lowest. This grading is linked to the condition of accommodation as well as other factors such as the location of the property.

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#### **1.4 Move-out service**

68% were satisfied and 17% dissatisfied with the move-out service they received.

About half (52%) thought the Housing Officer identified and clearly explained all the issues that would need to be remedied at the pre-move visit. Eleven percent felt they did not, 27% did not have any issues, 4% did not request a pre-move visit and 9% did not receive a pre-move visit. Those who did not receive a pre-move out visit and those where the housing officer did not clearly explain issues were least satisfied with the move out service (45% and 43%, respectively).

In total 74% did not receive any charges on moving out of their last property. Amongst those who did incur charges, 29% thought their charges were fair and reasonable, 27% thought they were partly fair/reasonable but the amount seemed unfair and 44% thought they were either unfair and/or unreasonable.

Interestingly those who received charges that they thought were fair and reasonable were more satisfied with the moving out service than those who received no charges (84% vs. 71%). However, as expected, those who thought their charges were not fair and/or reasonable were least satisfied (35%).

#### **1.5 Allocations service**

The most common reason for moving property was because of an individual posting (67%). Other reasons given were a change in family circumstance (14%), unit move (7%) and some other reason (12%). Generally respondents received at least 3 months notice of an individual posting or unit move.

Respondents whose move into their current property was dealt with by a Housing Information Centre (HIC) were asked a series of questions about the service they received. Fifty eight percent were informed within a month, but for 28% it took longer than a month for them to be notified by the HIC that they had been allocated a property. Sixty seven percent of respondents did not have to wait for a property to become available beyond their posting date.

The vast majority of respondents (87%) did not notify the HIC or Defence Estates of any special requirements for their property. 1% did so and they required major adaptations to their property, 1% needed minor adaptations, and 8% had special requirements that required no adaptations. In terms of how the HIC dealt with their request [for minor or major adaptations]; 41% were satisfied with the communication of progress and only 43% were satisfied that the work met their needs.

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Respondents were most satisfied with the timeliness of response (61%), notice received of property allocated (60%) and the extent to which their preference for areas was taken into account (56%). However there was consistently over a fifth who were dissatisfied.

Fifty four percent felt it was important that they were located with other military families, 42% with families of similar rank and 34% on an estate with no civilians.

### **1.6 Move in service**

Fifty eight percent were satisfied but 25% were dissatisfied with the overall quality of service they received when moving into their property.

Seventeen percent of respondents stated that they refused another property prior to being allocated their current property. These respondents were more likely [than those who had not refused property] to be dissatisfied with the overall quality of move-in service (31% vs. 24%).

Generally respondents held mixed views about the condition of their property upon move-in. For only cleanliness of property did more than half express satisfaction (55%), but even for this aspect, 35% were dissatisfied.

Given there were many respondents dissatisfied with the various aspects of the move-in service, many reported problems with various aspects of their property, including with their carpets (39%), kitchen (34%), bathroom (34%), internal décor (32%) and external repairs (29%).

### **1.7 Repairs and maintenance**

Nineteen percent thought their property was generally well maintained, 57% felt it was fairly well maintained, and 24% thought it was poorly maintained.

The vast majority (94%) reported that they had used the maintenance service whilst at their current property. There was little difference between the different grades and standards of property over whether they had used the service.

Eighteen percent of those who had used the repairs and maintenance service whilst at their current property considered that their most recent repair was an emergency, 50% thought it was urgent and 33% felt it was routine.

These respondents' repairs most commonly concerned plumbing (18%), electrical (11%), boiler (11%), heating issues / radiators (10%), windows / doors (9%) and damp / leaks (8%).

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Forty-two percent felt the maintenance service helpdesk staff fully understood their problem, and a further 40% thought they partially understood it; however, 18% stated that they did not understand the problem.

Forty percent of problems were sorted out on the first visit, but 60% were not. Routine repairs were more likely than emergency and urgent repairs to be sorted on the first visit (51% vs. 34% and 36%, respectively). The most common reason for why problems were not sorted out on the first visit was that the repair man did not have the right parts (20%).

Problems were more likely to be solved on the first visit when the helpdesk staff understood what the problem was (60%). In contrast, only 13% of those who thought helpdesk staff misunderstood the problem had their issue sorted first time.

About three quarters (74%) had to chase the contractor to get the additional work undertaken and their problem solved; this includes 49% who had to chase them more than once. Only 26% reported that the contractor contacted them to ensure the additional work was undertaken.

Fifty six percent were satisfied with the overall quality of service they received from the maintenance service helpdesk.

Respondents were asked a series of questions assessing their satisfaction with aspects of their repair. Respondents were most positive about the attitude of workers (82%), keeping dirt and mess to a minimum (73%) and speed with which work was completed (71%). However, they were less positive about the time taken before work started (61%). The general theme to come from these results is that the respondents were more pleased with the how the work was completed and the business end of the work, than the organisation and arrangement of the work. However, for all aspects of the repair this housing service was lower than the corresponding ORC housing benchmark.

Respondents who received 'emergency' repairs were less satisfied with their repair than people who received 'urgent' or 'routine' repairs. One possible reason for this difference is that emergency repairs were less likely than routine to be sorted on the first visit (34% vs. 51%).

Overall, 22% of respondents who had used the maintenance service had complained to their provider about the quality of service or the work done. Of those who complained, only 22% were satisfied with the way their problem was resolved and 21% were satisfied with the speed their complaint was dealt with.

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## 1.8 Improvements to properties

Nine percent of all respondents properties were currently subject to an upgrade programme, 51% stated it was not, but a high number (40%) did not know. Those living in standard 4 properties were most likely to state that their property was subject to upgrade work.

Most commonly the work being undertaken was to do with the kitchen (33%) or the boiler (24%). The kitchen was the most common choice as being the number 1 priority for upgrade.

The upgrade work was commonly communicated to Service families by letter from Defence Estates (62%). Respondents had mixed opinions on the communication they received, with 41% satisfied and 37% dissatisfied with the communication of the upgrade programme.

For significant upgrade work, 54% preferred to remain in their property but receive some compensation, and 32% preferred the MoD to wait until they are due to vacate the property. Only 14% preferred to move out whilst the work is being undertaken.

Nearly half of respondents were willing to pay a slightly higher charge so that they could get their kitchen upgraded earlier (47%), and 40% were willing to pay more to get their bathroom upgraded. However, 40% were unwilling to pay any extra to get earlier upgrades. Consistently those living in lower grades and standards of property were more likely to be willing to pay more in order to their property upgraded more quickly.

## 1.9 Improvements to services

Three quarters of respondents were interested in seeing an example of their allocated property before move-in, 71% were interested in “estate agent” style details for allocated properties prior to move-in and 61% wanted bigger properties available that you pay more for.

Respondents were most likely to think that the maintenance service had improved in the last two years (30%); however, 36% stated that they disagreed that this service had improved. Respondents were even more likely to disagree that the overall condition of property had improved (48%).

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### **1.10 Alternatives to SFA properties**

Respondents most commonly chose to live in SFA [instead of owning their own property] because it was too expensive to buy (51%), that they move around too much to buy (48%) and that they need to be close to where they work (31%).

Sixty four percent of respondents want to buy a property whilst in the Services, 31% would like to buy after leaving the Services. Only 1% would not like to own their own home and 4% were not sure.

The MoD offers a number of schemes to help Service personnel buy their own properties; these schemes include the Key Worker Living programme and shared equity schemes. Just over half of respondents (53%) were aware of such schemes, 32% did not know about them and 15% were unsure. Thirty nine percent of respondents would consider using MoD type schemes to purchase a property, 34% would maybe consider it, and 27% would not.

The most common reasons for not being interested in the schemes were that they were not sure how it worked (42%) and that even with schemes the properties were still too expensive (38%).

Finally, the most common things the MoD could do to encourage Service personnel to own their own home were providing more financial help (70%), to provide more stability and a need to move less frequently (57%) and to provide better information on the schemes available (51%).

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## 2 Introduction and Methodology

### 2.1 Introduction

As part of its role in evaluating the efficiency, effectiveness and economy with which the UK government spends public money, the NAO is assessing whether UK Service Families Accommodation (UKSFA) meets current requirements of the Armed Forces and the people who live in them.

The Ministry of Defence (MoD) provides accommodation to military personnel and their families as part of their service in the Armed Forces; there are currently around 41,000 homes provided in this way. A key part of the NAO's study is getting feedback from people living in UKSFA. Therefore, the NAO commissioned ORC International, an independent research company, to conduct a survey of all households currently living in UKSFA.

The results provide clear analysis of the current provision of accommodation to Service personnel and where improvements need to be made going forward.

### 2.2 Methodology

The survey was conducted in compliance with ISO 20252, the internationally recognised standard for Market Research.

The research was undertaken using a postal self-completion questionnaire that was sent to all occupied UKSFA. The questionnaire was devised by the NAO with assistance from ORC International and covered the following topics:

- Information about the Service person
  - Condition of property
  - Moving out service
  - Allocations service
  - Moving in service
-

- Maintenance and repairs service
- Improvements to properties and services
- Alternatives to SFA and home ownership

Further a number of questions<sup>3</sup> from the 'STATUS' questionnaire were included for benchmarking purposes. The STATUS questionnaire is a standardised questionnaire used by housing providers across England and Wales; the Department for Communities and Local Government requires each landlord to carry out a STATUS survey every 3 years.

A questionnaire was sent to a census of all occupied UKSFA (40,709 households in total). Questionnaires were sent out on the 30<sup>th</sup> June 2008, with questionnaires being accepted for processing until the 8<sup>th</sup> August 2008.

In total, 12,427 completed questionnaires were returned, which represents an overall response rate of 30.5%. The overall data is accurate to +/- 0.96% at the 99% confidence interval. This means that if 50% of respondents are satisfied with their property, we know that between 49.04% and 50.96% of all UKSFA households hold this view.

The results in this report are based on unweighted data.

### **2.3 Benchmarking**

In appropriate places in the report, the results from this survey have been benchmarked (where applicable) with ORC International's overall STATUS benchmark. This benchmarking database contains information based on the key STATUS questions and we have data from 92 RSLs and Local Authority Housing providers across England<sup>4</sup>. The information collected from these surveys may slightly differ as Service personnel are a different audience to the typical tenant population and therefore they might have different expectations of accommodation. However, with housing providers across

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<sup>3</sup> Questions on satisfaction with home, condition of property and aspects of repair were all standard questions which enabled benchmarking.

<sup>4</sup> A full list of housing providers included in the data is provided in Appendix B.

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England supplying information into our database, it provides a robust basis for putting key results into context.

## **2.4 Report structure**

This report presents the findings of the NAO's survey on UK Service Families Accommodation. The report largely follows the structure of the questionnaire for ease of reference. The penultimate chapter summarises the statistical analysis that was carried out on the data to find out what for respondents were the most important aspects of service.

Throughout the report, figures and tables are used to illustrate points. Where percentages do not add up to 100, this may be due to computer rounding, or multiple selection questions. Throughout the report an asterisk (\*) denotes any value more than zero but less than 0.5%. Only findings that are statistically significant, at the 99% level, are discussed within the report.

Results are analysed throughout using MoD definitions of both Property Standard and Property Grade. The property standard is a MoD defined assessment of the condition of property, where 1 is highest, and 4 is lowest. The property grade relates to the charge that the Service person pays for the property, this is also linked to the standard of the property, and again 1 is highest and 4 is lowest.

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### 3 Profile of respondents

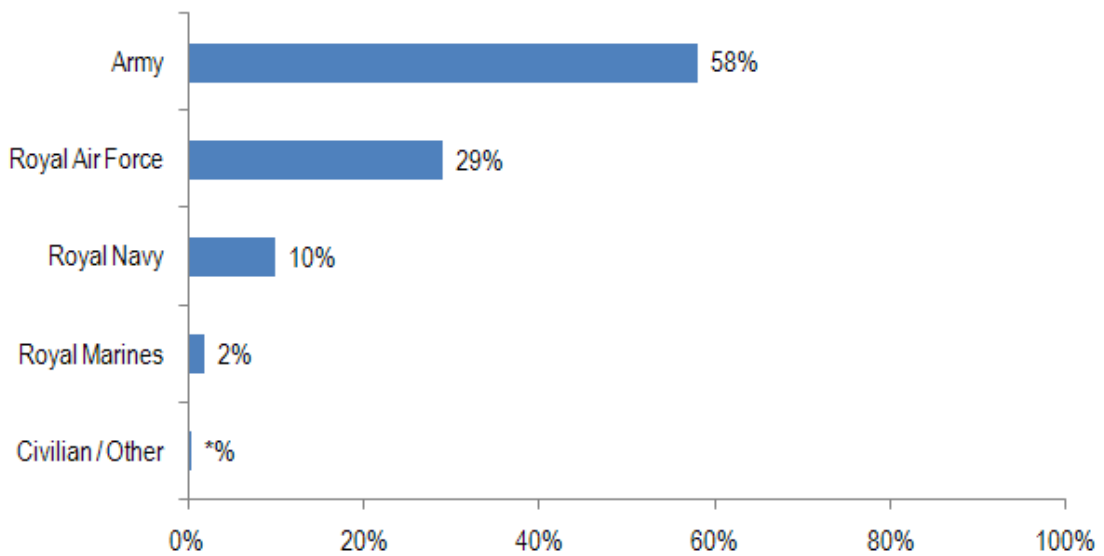
#### 3.1 Completion of survey

Forty two percent of questionnaires were completed by the Service person, 31% by the partner of the Service person and 26% were completed by the Service person and their partner together.

#### 3.2 Service

The majority of responses to the survey were from the Army (58%), but substantial numbers were from the Royal Air Force (29%) and the Royal Navy (10%).

**Figure 3.1 Service of Service Person**

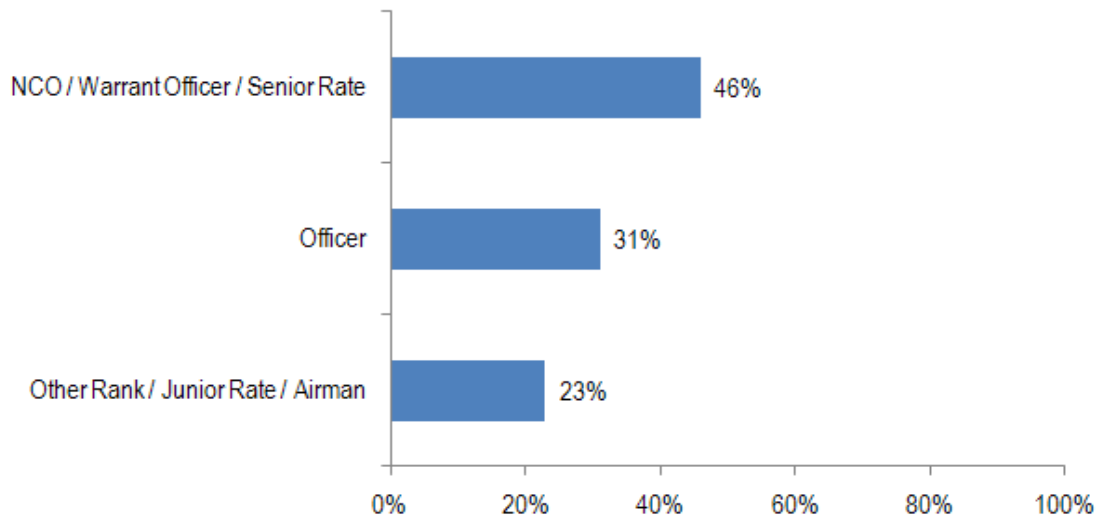


Base: all respondents who answered question (12,402)

### 3.3 Rank

Nearly half of respondents were from households where the Service person was the rank of NCO, Warrant Officer or Senior Rate.

**Figure 3.2 Rank of Officer**



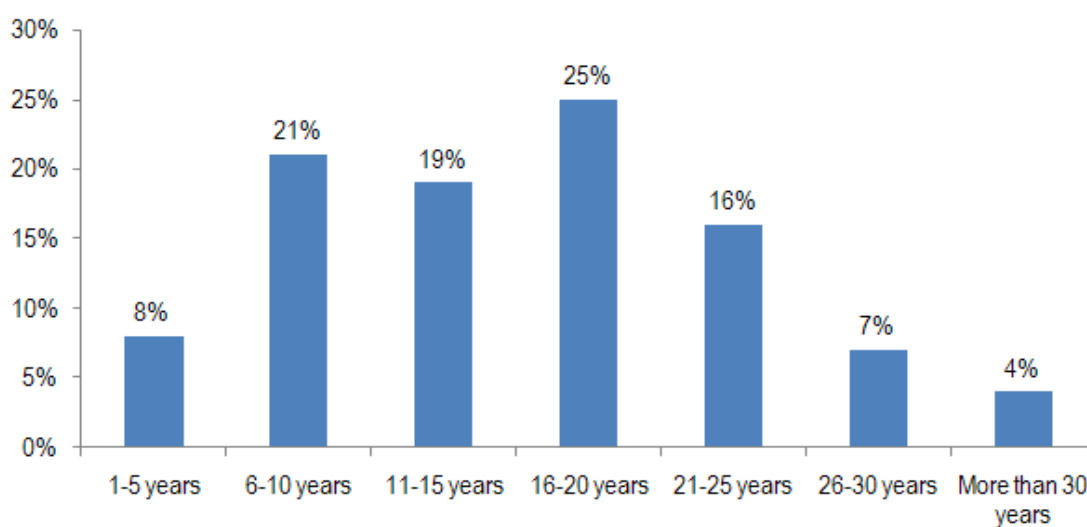
Base: all respondents who answered question (12,296)

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### 3.4 Length of service

Respondents were asked to state how long the Service person has spent in the Services, they were asked to give write a specific number of years. Service length bandings were created through analysing the responses, ensuring that correct bandings were used.

**Figure 3.3 Length of service**



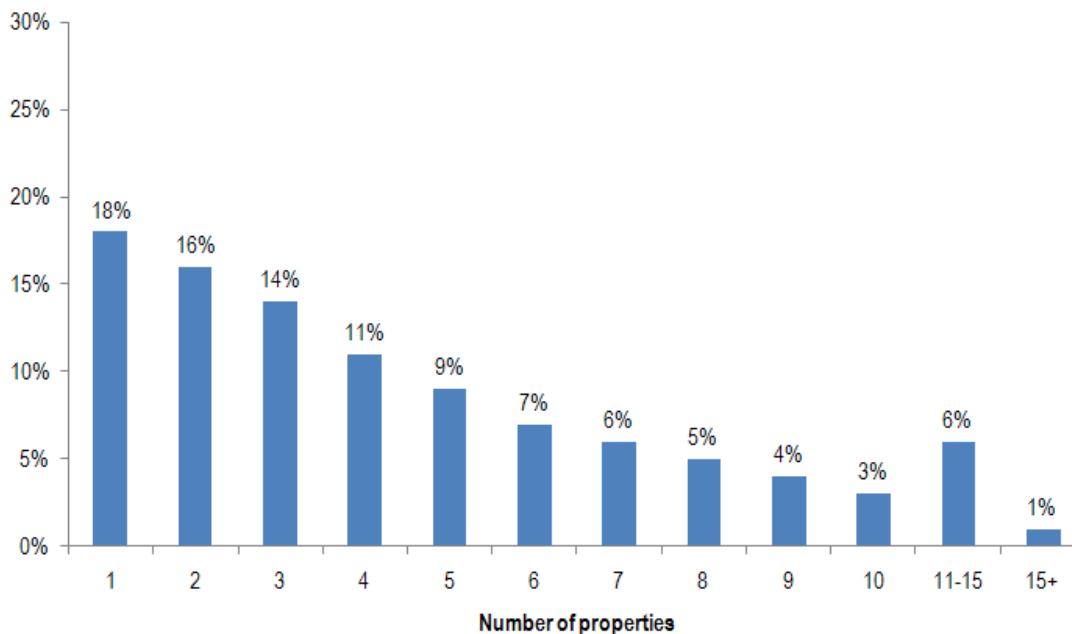
Base: all respondents who answered question (12,338)

### 3.5 Previous accommodation

Respondents were asked how many SFA properties, including their current property, the Service person had lived in during their Service career.

Whilst 18% reported that their current property was their first SFA property, 82% stated that they had lived in one or more SFA properties previously.

**Figure 3.4 Number of SFA properties**



Base: all respondents who answered question (12253)

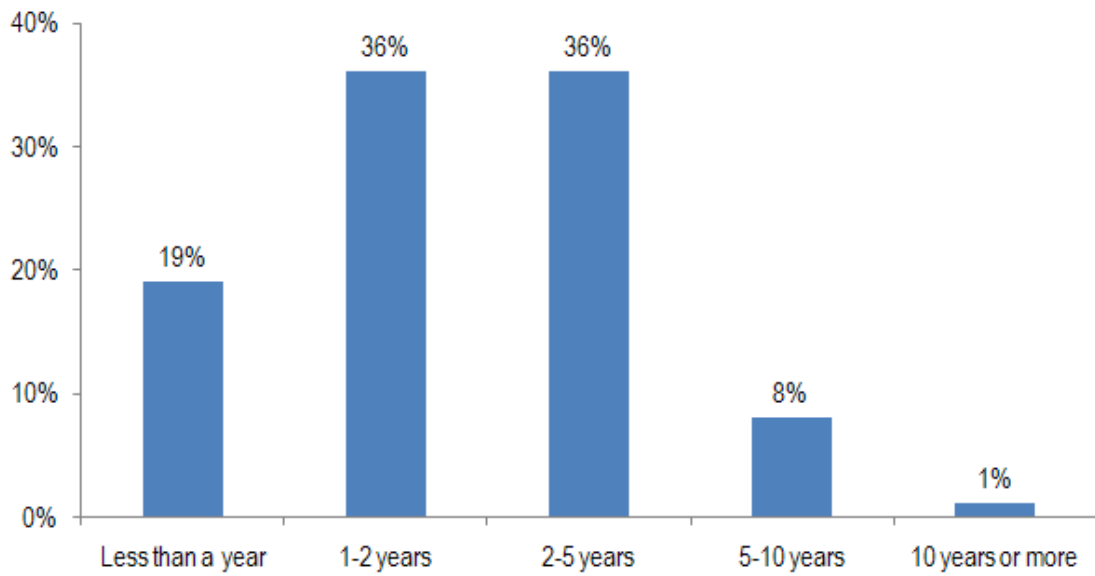
Fifty-one percent stated that they lived in another SFA property prior to their current property, 20% lived in Single Living Accommodation, 14% lived in their own home, 8 rented and 7% lived overseas.



### 3.6 Length of time in property

Most respondents had lived in their current property for between 1 to 2 years, or between 2 and 5 years (both 36%).

**Figure 3.5 Length of time in property**

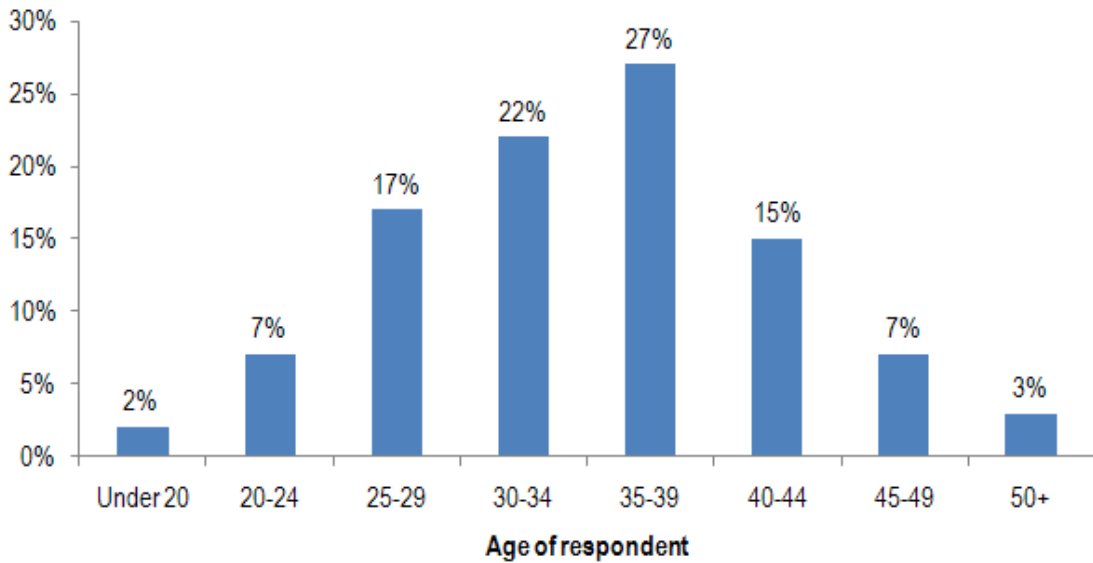


Base: all respondents who answered question (9623)

### 3.7 Age

As shown in figure 3.6, about half of respondents were aged between 30 and 39.

**Figure 3.6 Age of respondent**



Base: all respondents who answered question (12,195)

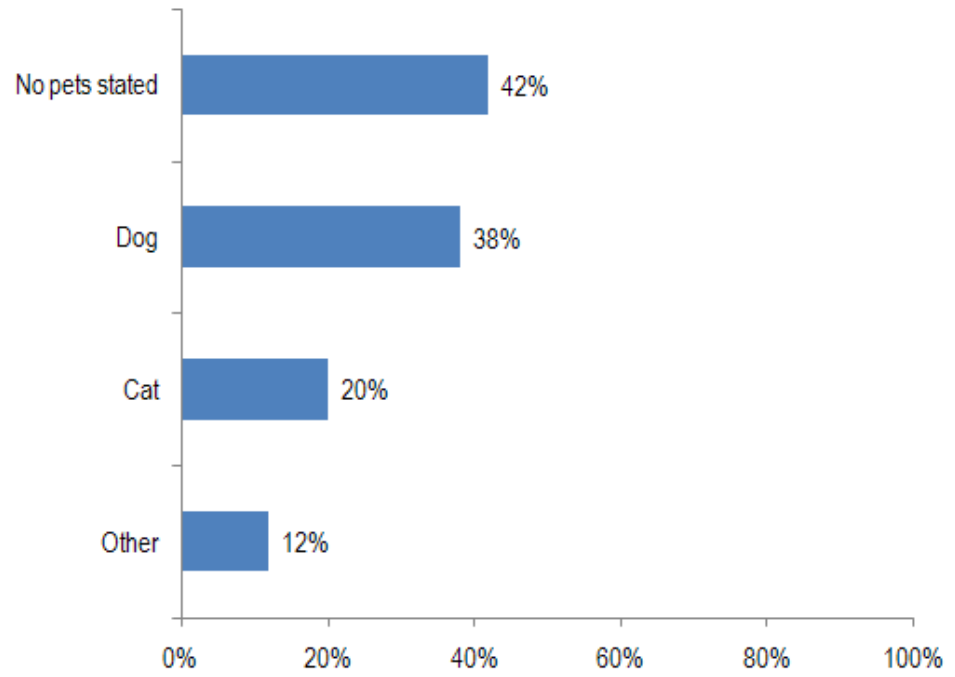
### 3.8 Special requirements

Respondents were asked whether they had any other family circumstances that were not taken into account under the current entitlement regulations. In total, 81% did not state that they had any additional requirements that were not taken into account. Of those who did have additional requirements, 20% had older children living at home, 22% had an elderly relative, and 36% had other children, for whom they did not have full-time custody.

### 3.9 Pets

In total, 42% did not state that they had any pets, but 58% stated they had some sort of pet.

**Figure 3.7 Pets**



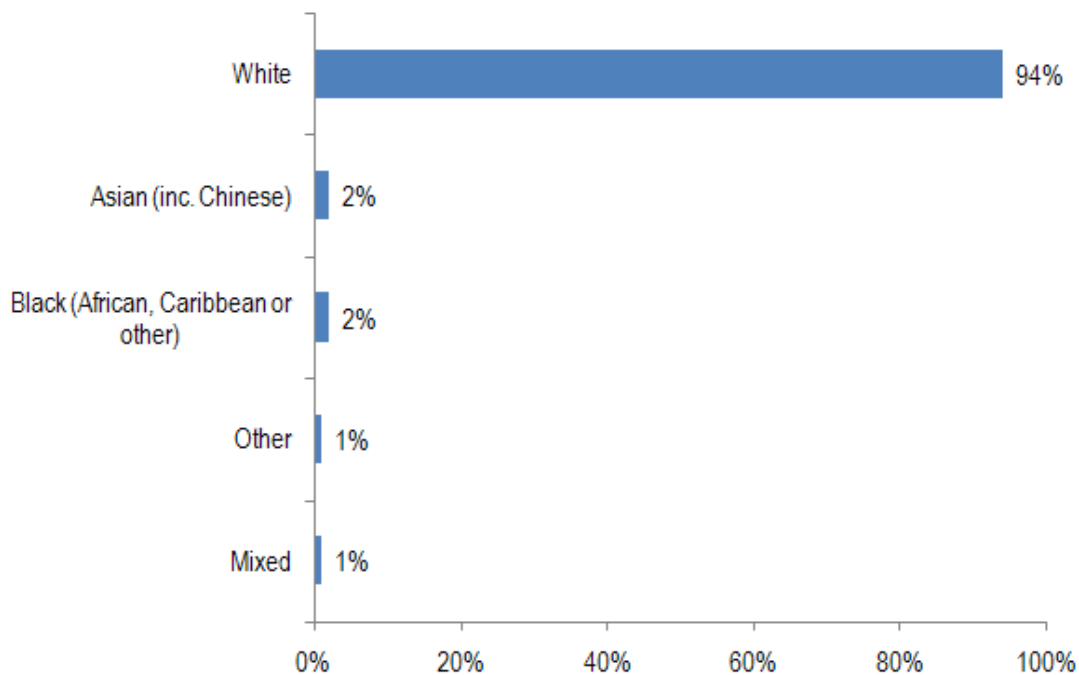
All respondents (12427)

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### 3.10 Ethnicity of Service person

The large majority of respondents (94%) were from a White ethnic background.

**Figure 3.8 Ethnicity of Service person**



Base: all respondents who answered question (12,094)

### 3.11 Nationality of Service person

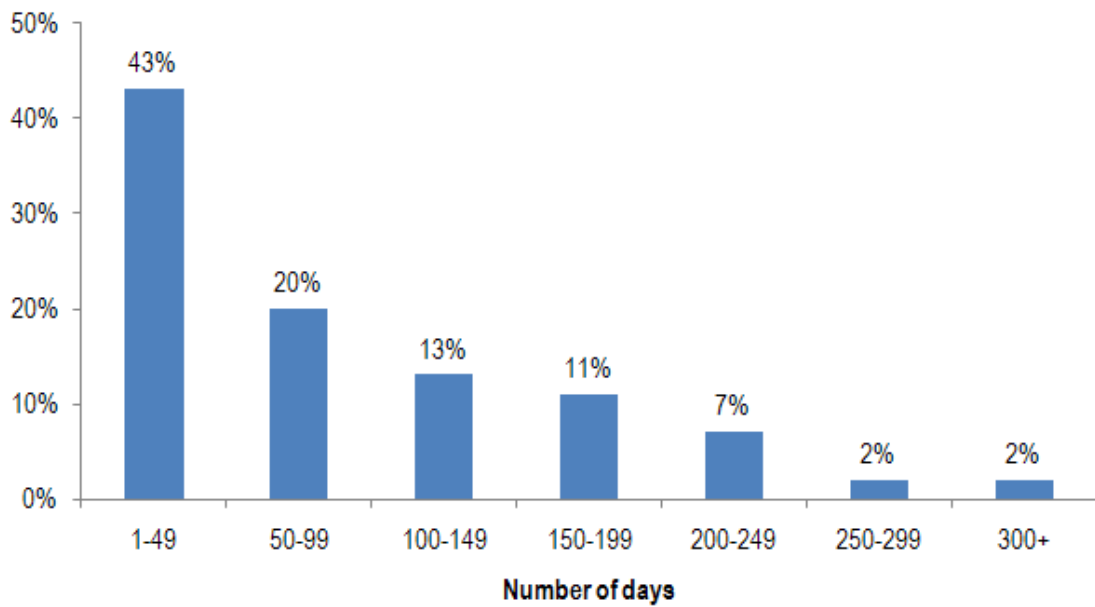
95% of respondents stated that the Service person's nationality was British, 2% stated that they were Commonwealth, and 3% stated they were other.

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### 3.12 Time spent working away from home

Respondents were asked how many days the Service person had spent working away from home in the last year or since living in the current property (whichever was shorter). Nearly half (43%) had spent between 1 and 49 days away from home and 20% spent between 50 and 99 days.

**Figure 3.9 Days spent working away from home**



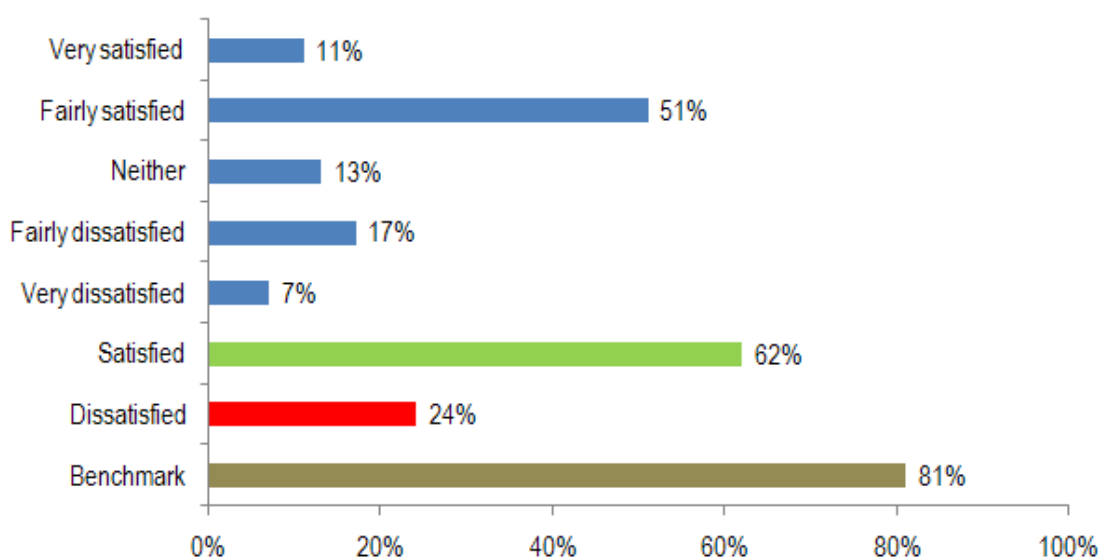
Base: all respondents who answered question (10228)

## 4 Current property

### 4.1 Satisfaction with current property

Respondents were asked how satisfied they were, overall, with their property; 62% were satisfied but 24% were dissatisfied. This is lower than the overall ORC housing benchmark for this question which is 81% satisfaction. The lower quartile of performance is 76%; therefore for this aspect of performance, UKSFA is in the lower quartile.

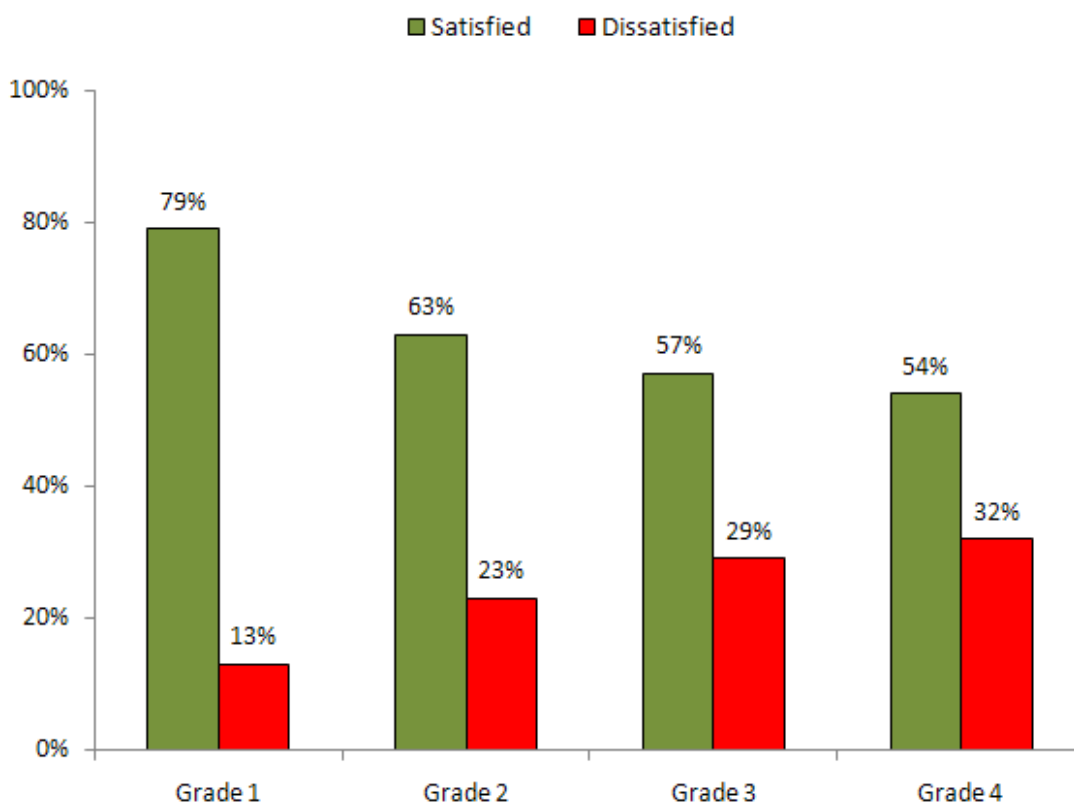
**Figure 4.1 Satisfaction with current property**



Base: all respondents who answered question (12154)

Further analysis showed an apparent link between overall satisfaction with property and the MoD defined standard and grade of the property. Those living in standard 1 properties were more likely to be satisfied than those in standard 2, 3 and 4 properties (67% vs. 54%, 49% and 41%, respectively). Similarly as shown in figure 4.2, the satisfaction with the property decreased the lower the grade for charge of the property..

**Figure 4.2 Satisfaction with property by grade**



Base: all respondents who answered question (Grade 1, 1790; Grade 2, 4731; Grade 3, 4123; Grade 4, 1508)

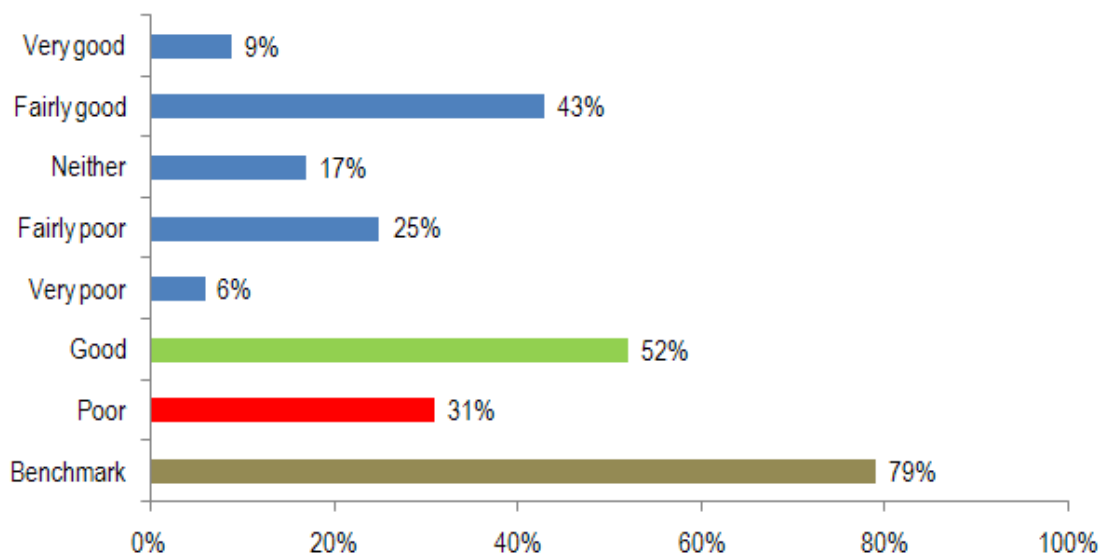
There were also differences by the Service of the respondent; Royal Navy respondents were significantly more likely than Army and Royal Air Force respondents to be satisfied (67% vs. 61% and 62%, respectively).

There were also significant differences by length of service, length of time in current property and the number of SFA properties respondents had lived in. In all cases satisfaction was highest where the person had less experience of Service properties, for example, those who were in their first SFA property were most satisfied (72% vs. >1, 60%). Similarly, those who had been in the Services for less than five years (67% vs. >5yrs, 62%) and in their current property less than a year were most satisfied (66% vs. >=1yr, 61%). Finally those who had lived overseas or in another SFA property prior to their current SFA property were least satisfied with their property (55% and 60%, respectively).

## 4.2 Condition of property

Fifty two percent stated that the general condition of their property was good, 31% stated that it was poor.

**Figure 4.3 Condition of property**



Base: all respondents (12202)

Analysis showed that there was again a link between the respondents' rating of the condition of their property and both the property standard and the property grade. Fifty-eight percent of those who lived in a standard 1 property thought the condition was good, compared with:

- 41% of standard 2;
- 35% of standard 3; and
- 17% of those living in standard 4 properties.

Similarly, 73% of those living in property grade 1 thought the condition was good, this compared with:

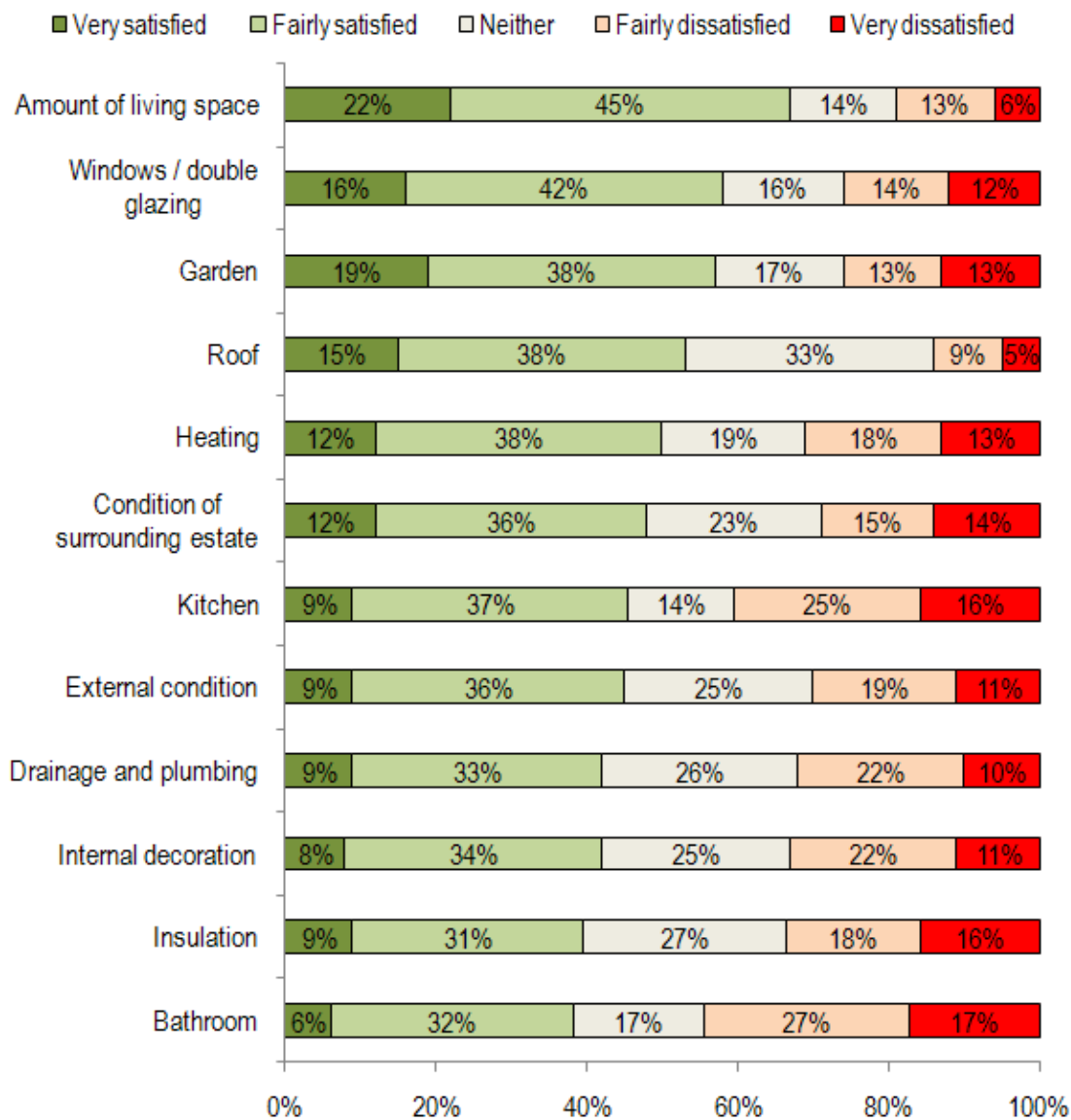
- 53% of grade 2;
  - 44% of grade 3; and
  - 45% of grade 4.
-



There was also a relationship between the respondents' rating of condition and the length of time they had been in the property. Those who had lived in their property for less than 2 years were more likely than those who had lived in it for 2 or more years to rate it as good (54% vs. 46%). Respondents from households where the Service person had only been in their respective Service for less than a year were most likely to rate their property's condition as good (62%). Finally, those who previously lived in another SFA property or overseas were least likely to rate the condition of property as good (50% and 46%, respectively).

Two-thirds of respondents were satisfied with their property's amount of living space (67%). However, less than half were satisfied with the condition of the surrounding estate (48%), kitchen (46%), external condition (45%), drainage and plumbing (42%), internal decoration (42%), insulation (40%) and bathroom (38%).

**Figure 4.4 Satisfaction with aspects of home**



There were consistent trends to those observed for the overall satisfaction with property and condition questions: Generally, those living in the higher standard and higher grade properties were more satisfied with the various aspects of their property. Similarly those who had lived in their property for less time or had been in the Services for less time were most satisfied with their property.

Indeed, analysis of the two lowest rated aspects of properties, in terms of proportion who stated they were *dissatisfied*, showed similar trends. Whilst in the region of a quarter (27%) of those living in grade 1 properties were dissatisfied with their bathroom, approaching half of those in grades 2-4 felt this way:

- 45% of those in grade 2;
- 49% in grade 3; and
- 51% of those in grade 4.

Similarly, whilst 24% of those in grade 1 properties were dissatisfied with their kitchen; 40% in grade 2, 46% in grade 3 and 46% in grade 4 properties were dissatisfied.

Thirty five percent of those who had been in the Services for 5 years or less were dissatisfied with their bathroom; this was significantly less than those who had been in the Services for more than 5 years (45%). Similarly 33% of those who had been in the Services for 5 years or less were dissatisfied with their kitchen, again significantly less than those who had been in the Services for more than 5 years (41%).

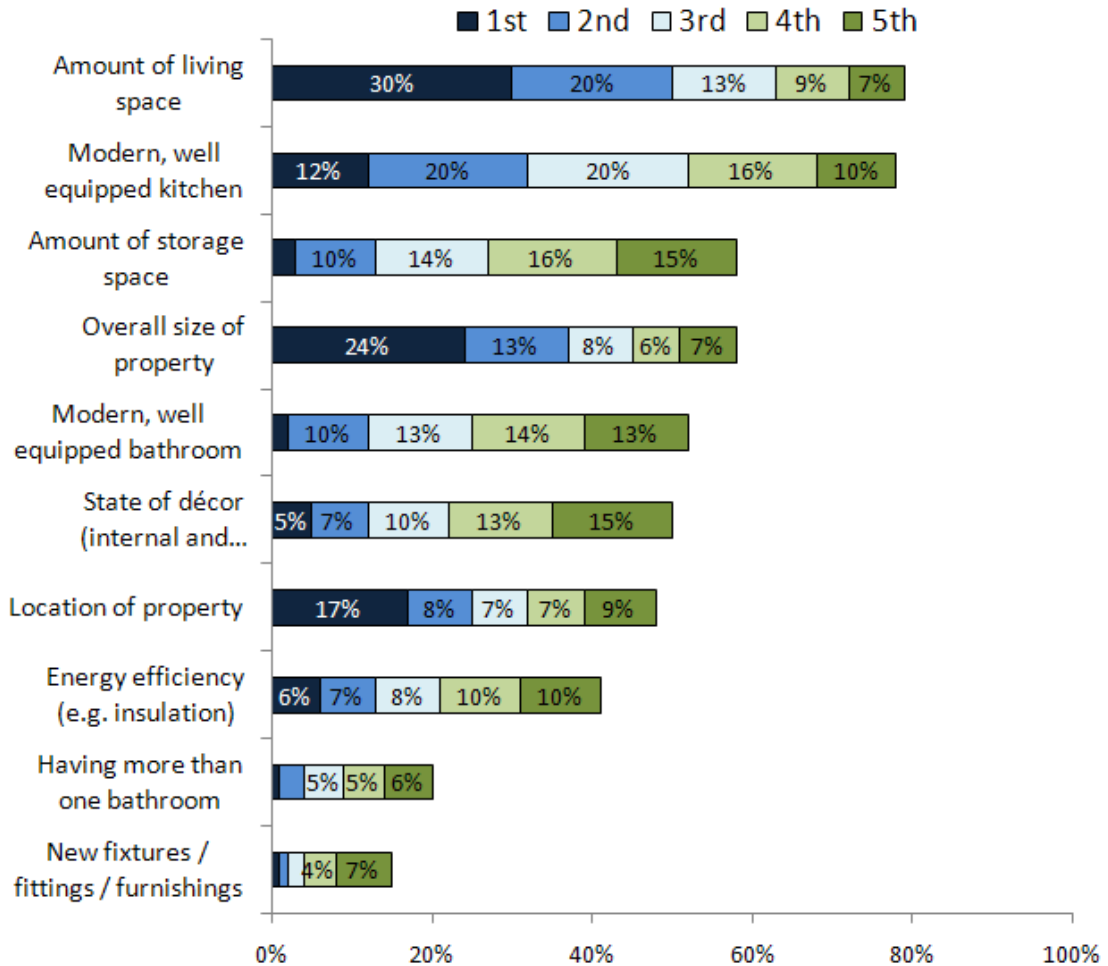
Those who had been in their current property for less than a year were least likely to be dissatisfied with either their kitchen (36%) or bathroom (41%); this contrasts with those who had been in their property for 5-10 years who were most likely to be dissatisfied with their kitchen (52%) or bathroom (53%).

#### **4.3 Most important aspects of property**

Respondents were asked to prioritise five key aspects of their SFA property from a list of ten. There were interesting differences between the ranking of what respondents chose as *most* important and common selections as *one of the five* most important. Whilst amount of living space (30%), overall size of property (24%) and location of property (17%) were most frequently selected as the *most* important; the aspects of the property that were selected as *one of the five* most important aspects were amount of living space (79%) and modern, well equipped kitchen (78%).

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**Figure 4.5 Most important aspect of property**



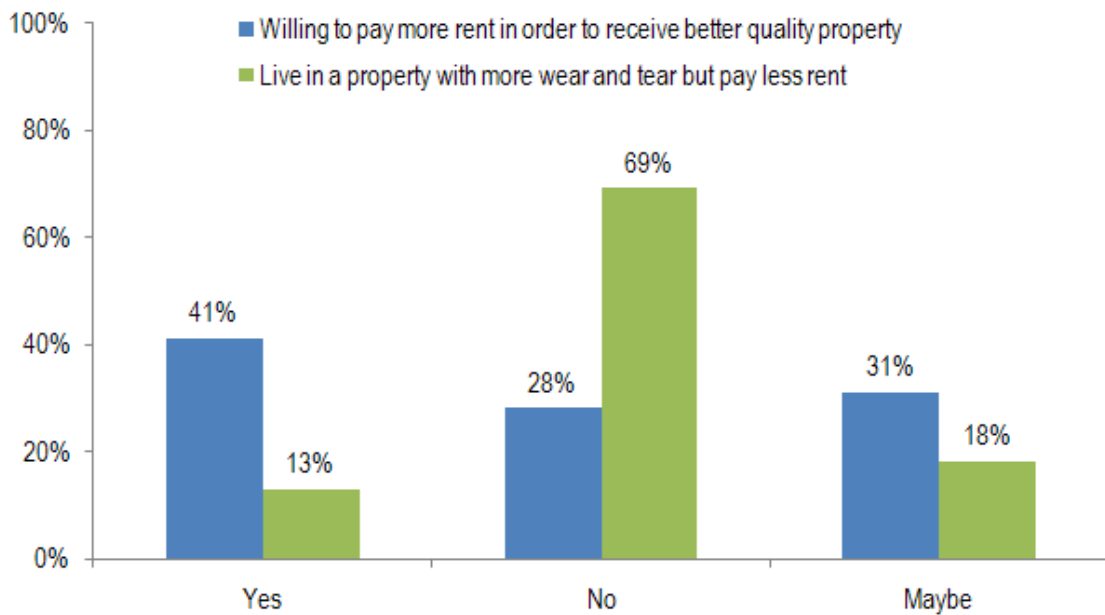
Base: all respondents who answered question (11256)

	1st	2nd	3rd	4th	5th	Total
New fixtures / fittings / furnishings	1%	1%	2%	4%	7%	15%
Having more than one bathroom	1%	3%	5%	5%	6%	20%
Energy efficiency (e.g. insulation)	6%	7%	8%	10%	10%	41%
Location of property	17%	8%	7%	7%	9%	48%
State of décor (internal and exterior)	5%	7%	10%	13%	15%	50%
Modern, well equipped bathroom	2%	10%	13%	14%	13%	52%
Overall size of property	24%	13%	8%	6%	7%	58%
Amount of storage space	3%	10%	14%	16%	15%	58%
Modern, well equipped kitchen	12%	20%	20%	16%	10%	78%
Amount of living space	30%	20%	13%	9%	7%	79%

#### 4.4 Alternative housing options

On balance, Service personnel were more likely to be prepared to pay more for better condition homes (41%) than to pay a lower charge to live in a property with more wear and tear (13%).

**Figure 4.6 Alternative housing options**



Base: all respondent who answered question (12304; 12230)

The likelihood of being willing to pay a higher charge increased with the lower standard and grade properties:

- 30% of those in grade 1
- 37% of those in grade 2
- 45% of those in grade 3
- 55% of those in grade 4

There was also a difference of opinion according to the rank of the Service person. NCO, Warrant officers and Senior Rates (48%), and Other Ranks, Junior Rate and Airman (42%) were more likely than Officers (31%) to state that they would be willing to pay more to live in a better condition property.



Whilst there were some differences in opinion between sub-groups with regards to willingness to live in a property with more wear and tear, for no sub-group was this considered a possibility by many.

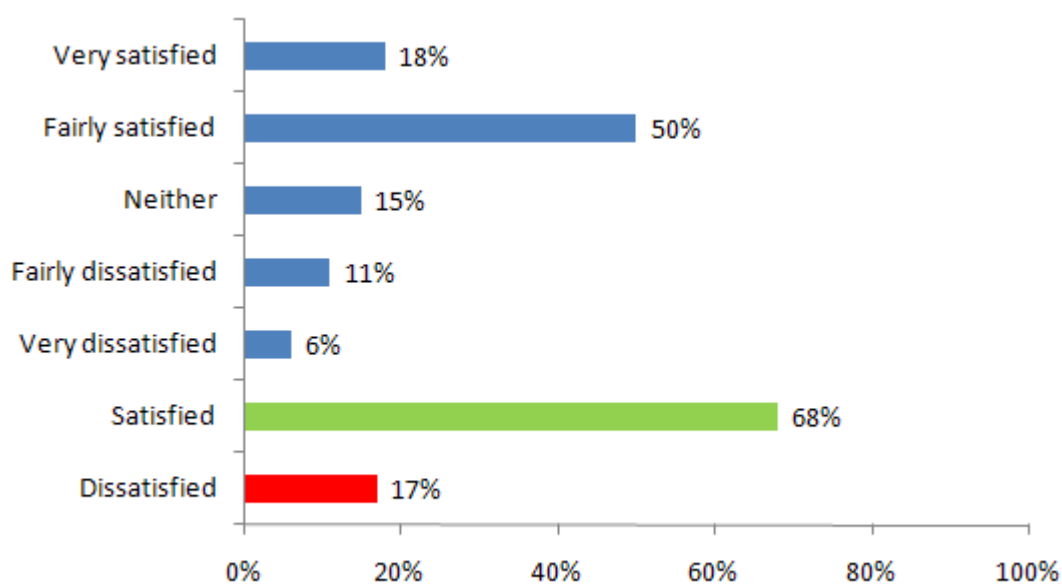
## 5 Move out service

This section of the report analyses the results of the survey that were about the move out service; therefore it only looks at the opinions of those who lived in another SFA property prior to their current property (6291 respondents)

### 5.1 Overall satisfaction with move out service

In terms of overall satisfaction with the move out service, 68% were satisfied and 17% dissatisfied with the service they received.

**Figure 5.1 Satisfaction with move out service**

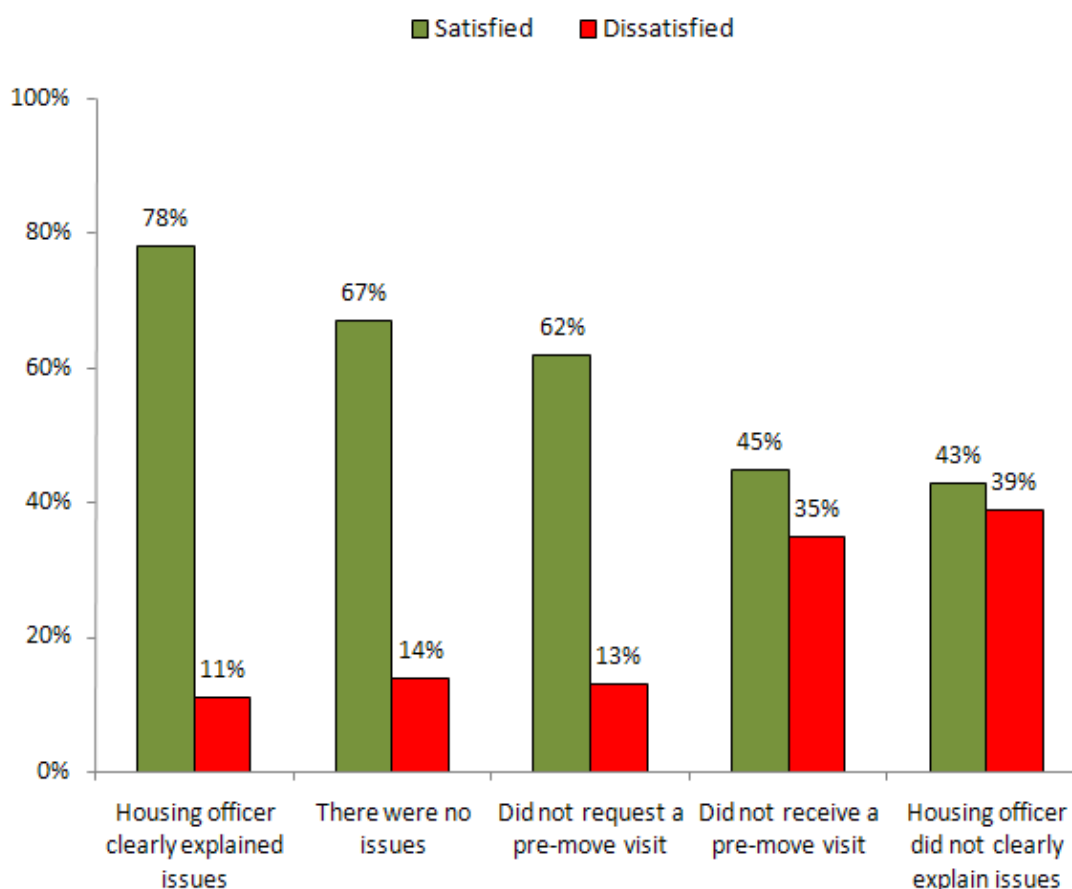


Base: all respondents who moved into property from another SFA property (5670)

### 5.2 Pre-move visit

Respondents were asked whether the Housing Officer identified and clearly explained all the issues that would need to be remedied at the pre-move visit. About half stated that they did and just 11% that they did not (27% did not have any issues). Of the remainder, 4% did not *request* a pre-move visit and 9% did not *receive* a pre-move visit. Analysis, as shown in figure 5.2, shows the impact of the pre-move visit on satisfaction with the move-out service.

**Figure 5.2 Satisfaction with move out service by pre-move visit**



Base: all respondents who moved into property from another SFA property (HO clearly explained issues, 2767; There were no issues, 1553; Did not request a pre-move visit, 231; Did not receive a pre-move visit, 501; Housing officer did not clearly explain issues, 594)

### 5.3 Charges for repairs or cleaning

Respondents were asked whether any charges incurred for repairs or cleaning were fair and reasonable in relation to the reasons given. In total 74% did not receive any charges. Of those who did:

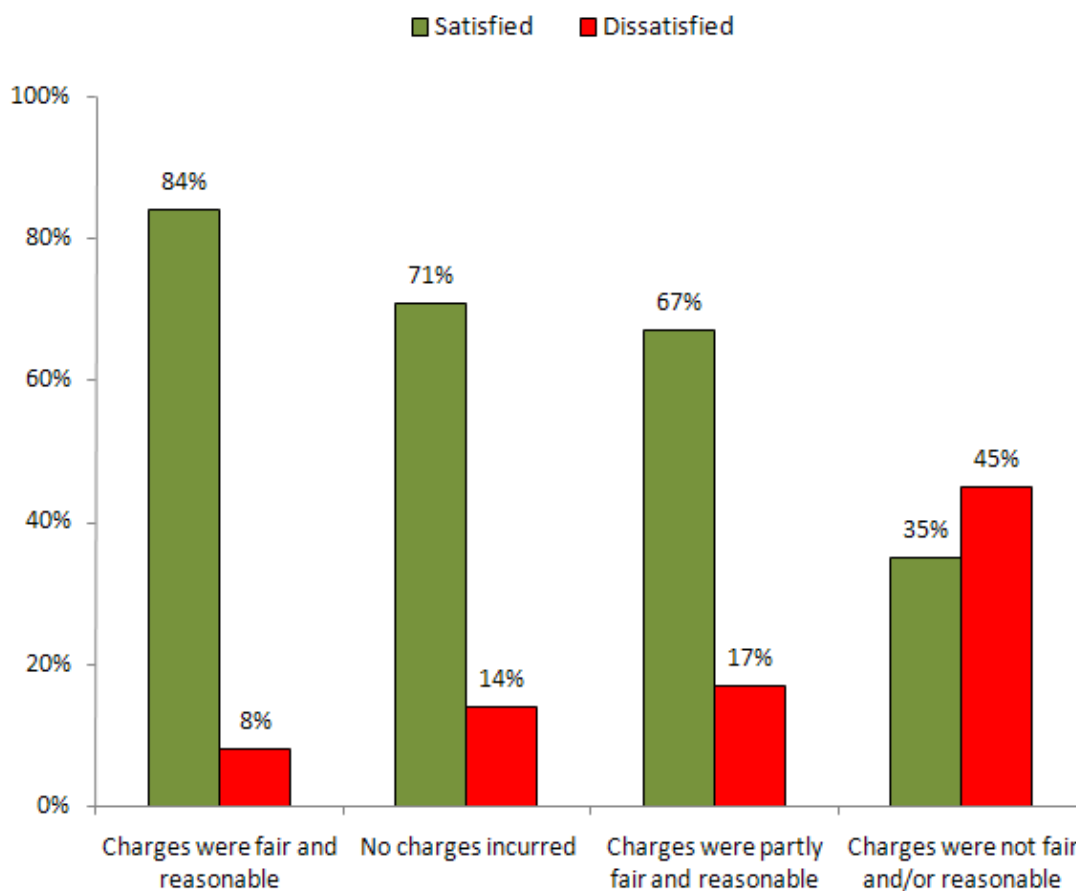
- 29% thought their charges were fair and reasonable;
- 27% thought they were partly fair/reasonable but the amount seemed unfair; and
- 44% thought they were neither fair nor reasonable.



The Service persons' overall opinion of the move-out service seemed to have been affected by their charges for repairs, as shown in figure 5.3.

Those who received charges that they thought were fair and reasonable were *more* satisfied than those who received no charges.

**Figure 5.3 Satisfaction with move out service by charges for repairs or cleaning**



Base: all respondents who moved into property from another SFA property (charges were fair and reasonable, 394; no charges incurred, 4191; charges partly fair, 374; charges not fair, 586)

## 6 Allocations and Move-in service

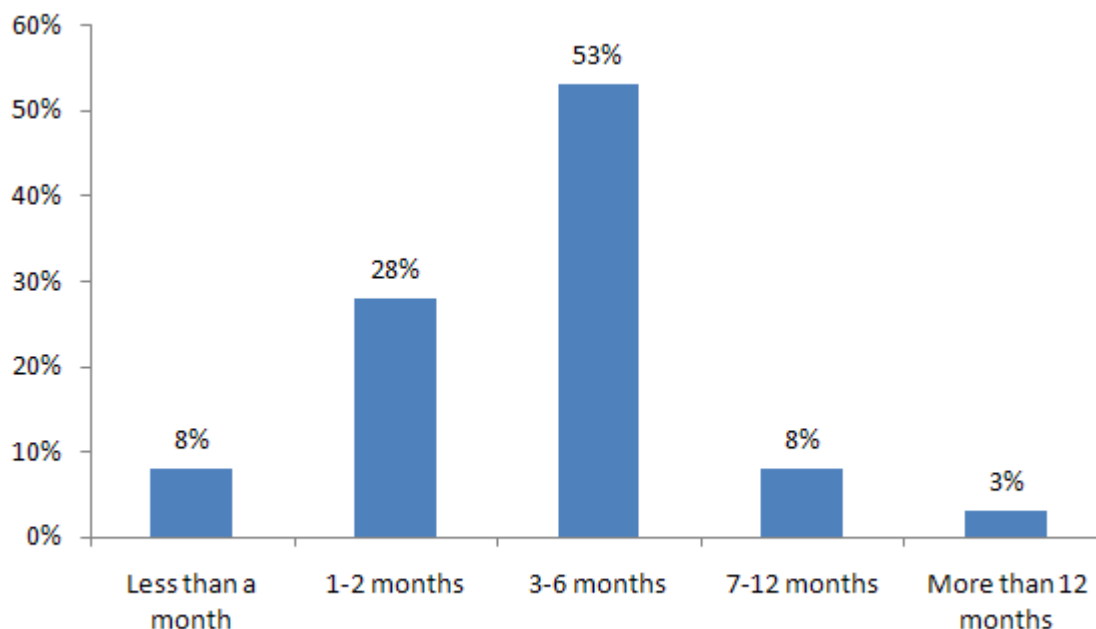
Respondents were asked a number of questions relating to their experience of being allocated a property and the move into their current property.

### 6.1 Moving property

The most common reason for moving property was because of an individual posting (67%), with other common reasons including a change in family circumstance (14%), and unit move (7%). Respondents from Army and Royal Air Force households were more likely to state that it was because of their individual posting (69% both) compared with 58% of those from the Royal Marines and 49% from the Royal Navy. In terms of rank, whereas Officers were most likely to state that it was because of an individual posting; Other Rank / Junior Rank / Airman were least likely (84% vs. 47%).

Those who had moved property because of an individual posting or unit move were asked how much notice they received of their posting; generally respondents received between 3 and 6 months.

**Figure 6.1 Length of notice given**



Base: all respondents who moved because of unit move or individual posting (8790)

Royal Air Force and Army respondents were more likely to receive little notice of their posting (less than 3 months), 38% and 37%, respectively; this compared with 25% of Royal Navy respondents.

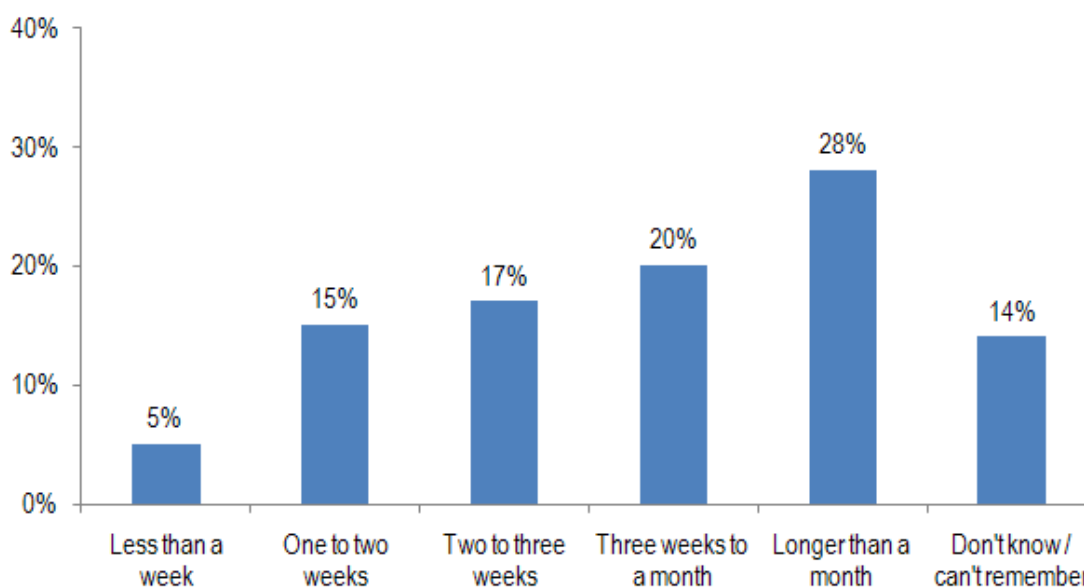
## 6.2 Housing Information Centre

Respondents whose move into their current property was dealt with by a Housing Information Centre (HIC) were asked a series of questions about the service they received.

### 6.2.1 Allocation process

Firstly they were asked how long it took the HIC to inform them that they had been allocated a property (from the time that they submitted their allocation request). Fifty eight percent were informed within a month, but for 28% it took longer than a month.

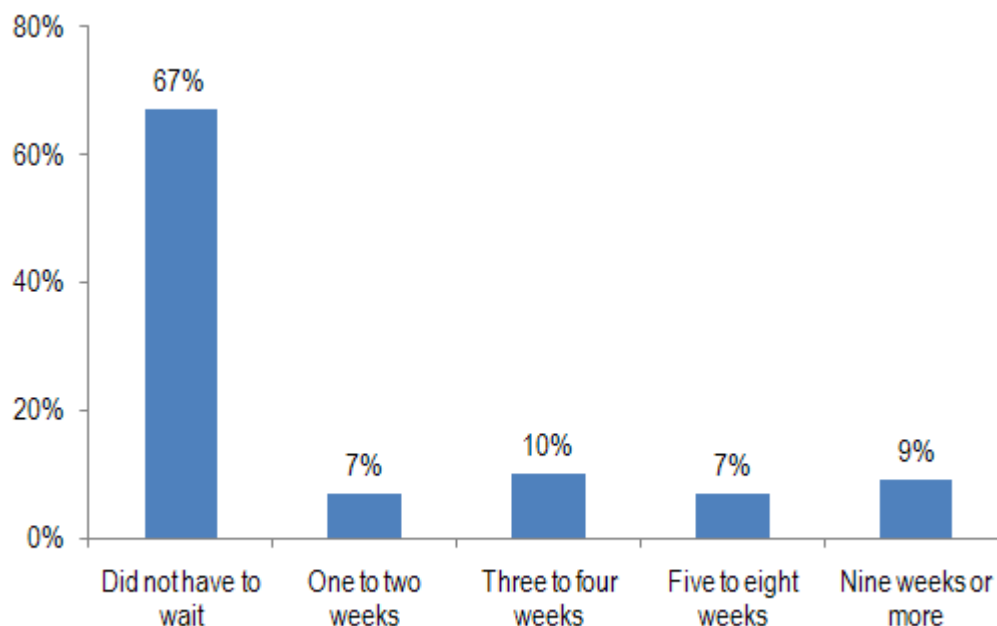
**Figure 6.2 Length of time it took HIC to inform you of allocation of property**



Base: all respondents who answered question (9055)

Sixty seven percent of respondents who answered the question stated that they did not have to wait for a property to become available beyond their posting date. It should be noted that 4000 fewer respondents answered this question, which suggests that the number of people who had to wait for a property is lower than the percentages given in figure 6.3.

**Figure 6.3 Wait for a property beyond posting date**



Base: all respondents whose move was dealt with by a HIC (5043)

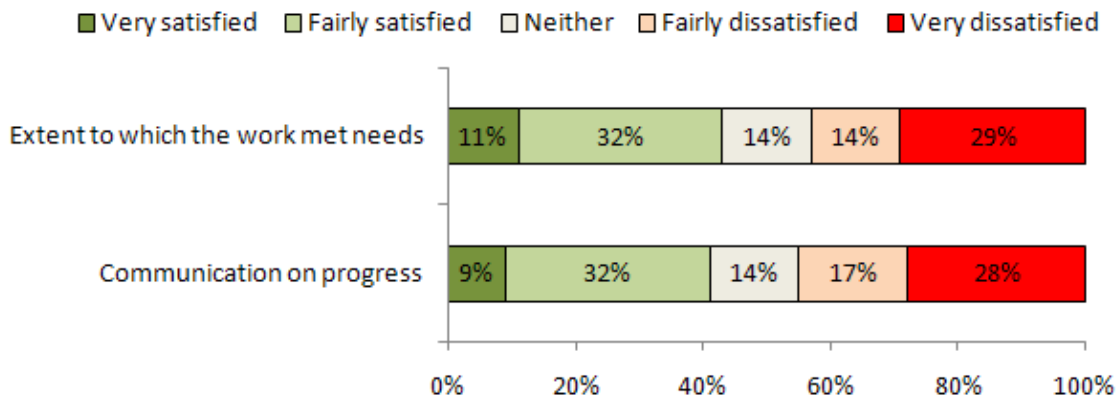
Royal Air Force households (73%) were more likely to have *not* had to wait for a property than Royal Navy (63%), Army (65%) or Royal Marine households (54%).

### 6.2.2 Special requirements

The vast majority of respondents (87%) stated that they did not notify the HIC or Defence Estates of any special requirements for their property. 1% did so and they required major adaptations to their property, 1% needed minor adaptations, and 8% had special requirements that required no adaptations.

Those respondents who had notified the HIC of any special requirements that required a minor or major adaptation were asked their opinion of the response they received. Forty one percent were satisfied with the communication of progress and 43% were satisfied that the work met their needs.

**Figure 6.4 Special requirements**

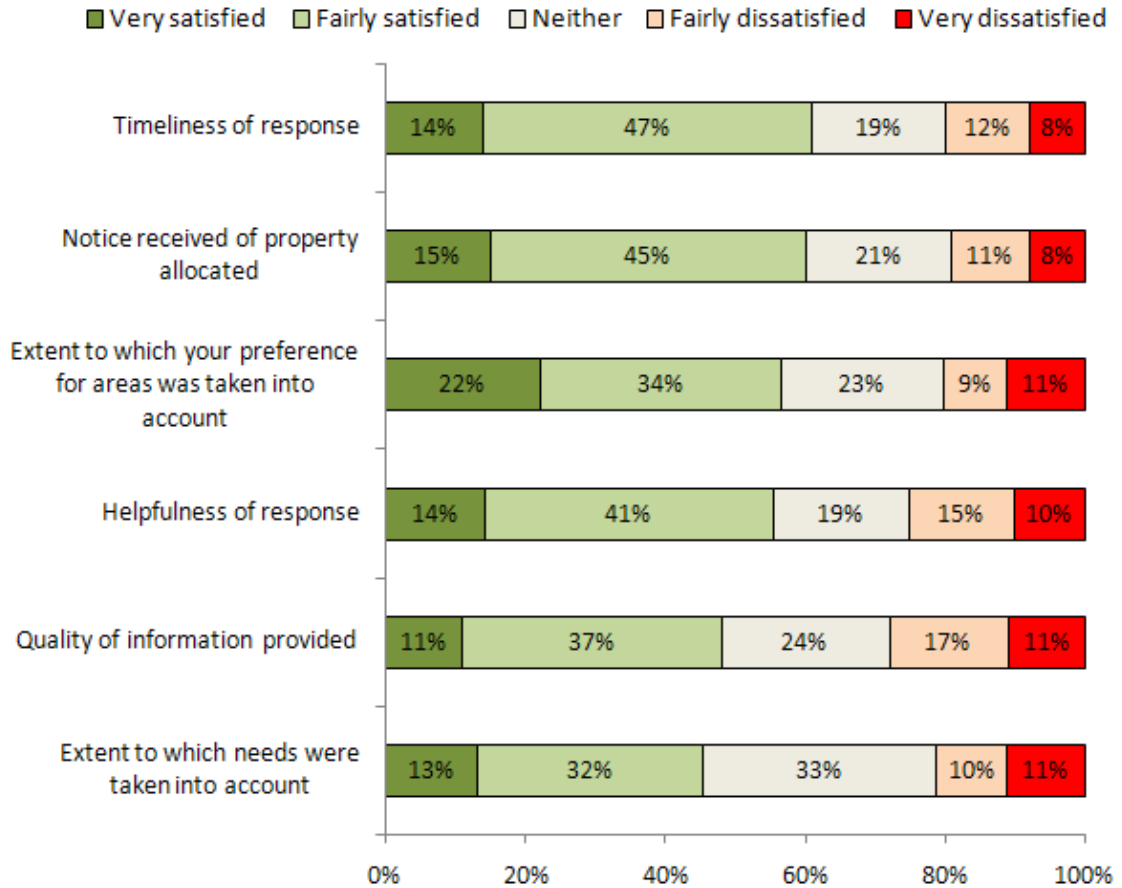


Base: all respondents who notified HIC or defence estates of special requirements needing property adaptation (487-492)

### 6.3 Overall experience of allocations process

All respondents were asked about their opinion of a number of different aspects of the allocations process. They were most likely to state they were satisfied with the timeliness of response (61%), notice received of property allocated (60%) and the extent to which their preference for areas was taken into account (56%). However, there was consistently over a fifth who stated they were dissatisfied in each regard, most notably with quality of information and helpfulness of response.

**Figure 6.5 Satisfaction with allocations process**



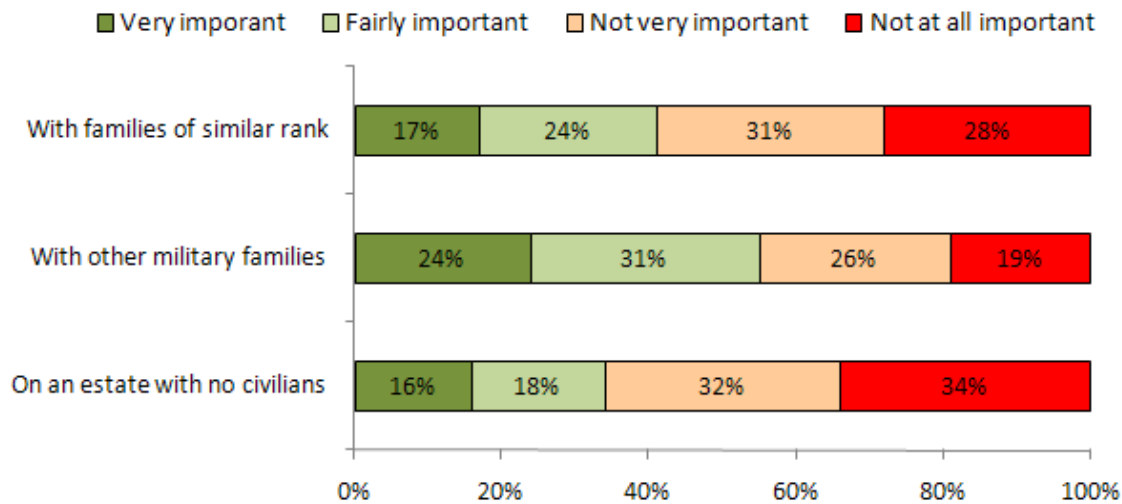
Base: all respondents who answered questions (12024-12084)

### Location preferences

Respondents were provided with a list of three characteristics of property location and asked how important each is to them. By descending order, the proportion selecting each as important:

- With other military families (54%)
- Families of similar rank (42%)
- On an estate with no civilians (34%).

**Figure 6.6 Location preferences**



Base: all respondents who answered questions

**Army, Royal Air Force, and Royal Marines households** (56%, 56% and 54%, respectively) were all more likely than Royal Navy households (44%) to think that it was important to be located with other military families. **Officers** were also more likely than NCO / Warrant Officer / Senior Rates and Other Ranks / Junior Rate / Airman to think that it was important (64% vs. 49% and 53%, respectively).

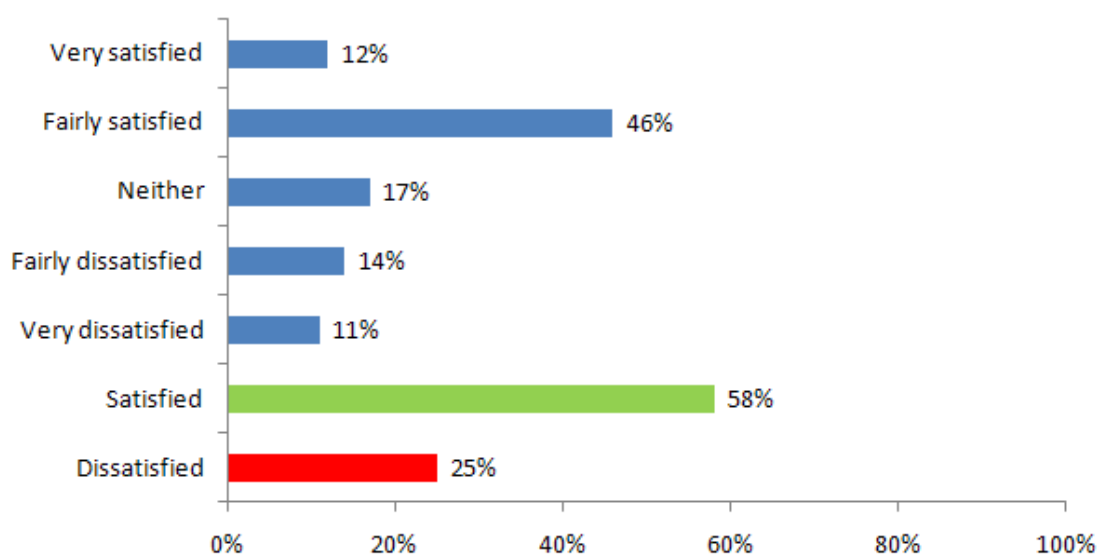
**Army households** were more likely than other Services to think that it was important to be located with families of similar rank (46% vs. Royal Navy, 32%; Royal Air Force, 37%; Royal Marines, 33%). **Officers** were also more likely than NCO / Warrant Officer / Senior rates and Other Ranks / Junior Rate / Airman to think it was important (66% vs. 33% and 25%, respectively).

**Royal Air Force households** were most likely to think that it was important to be on an estate with no civilians (39%); Royal Navy households were least likely (27%). **Officers** were more likely than NCO / Warrant Officer / Senior Rate and Other Rank / Junior Rate / Airman to think that it was important (41% vs. 33% and 30%, respectively).

## 6.4 Move-in service

Fifty eight percent were satisfied but 25% were dissatisfied with the overall quality of service they received when moving into their property.

**Figure 6.7 Move in service**



Base: all respondents who answered question (12307)

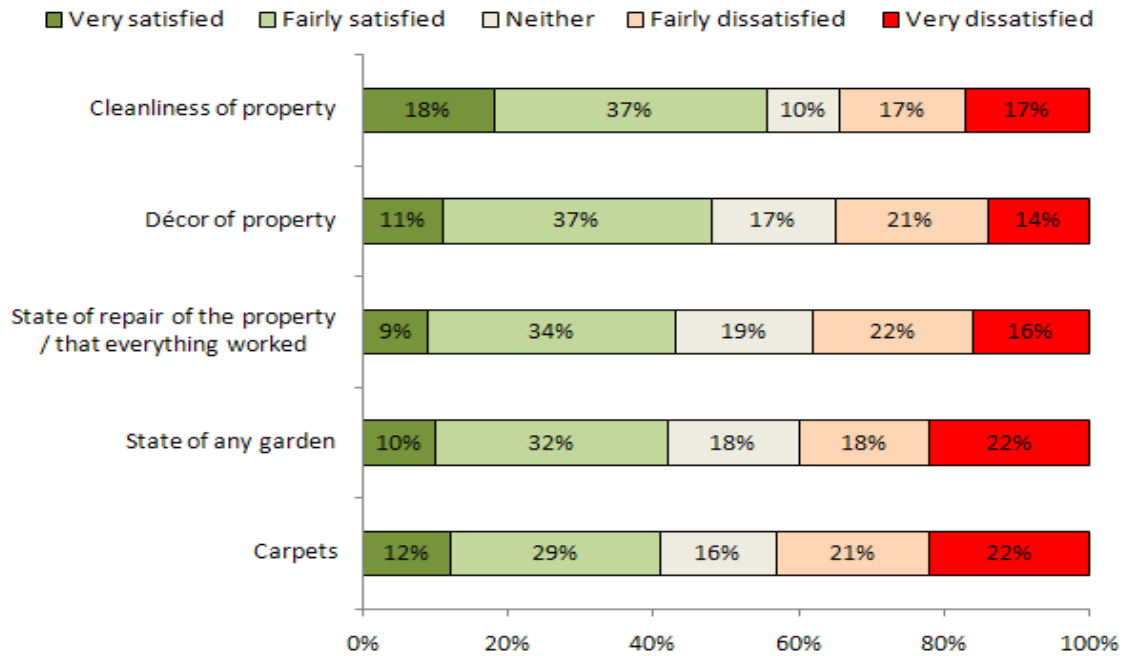
There were differences in satisfaction with move-in service by both the property standard and property grade; for both, respondents in higher standards and grades were more satisfied. 43% of those in standard 4 were satisfied with the move in service, this compared with 60% of those in standard 1. Royal Navy respondents were more satisfied than Army respondents with the overall quality of service (62% vs. 57%).

Just 17% of respondents stated that they refused another property prior to being allocated their current property. There was little difference between different grades or standards of property. However, Officers and NCO / Warrant Officers / Senior Rates were more likely to report that they had done so than Other Rank / Junior Rate / Airman (18% and 19%, respectively vs. 13%). Given that they had refused a property, unsurprisingly these respondents were more likely [than those who had not] to be dissatisfied with the overall quality of move-in service (31% vs. 24%).

Generally respondents held mixed views about the condition of their property upon move-in. For only cleanliness of property did more than half express satisfaction (55%), but even for this aspect, 35% were dissatisfied.



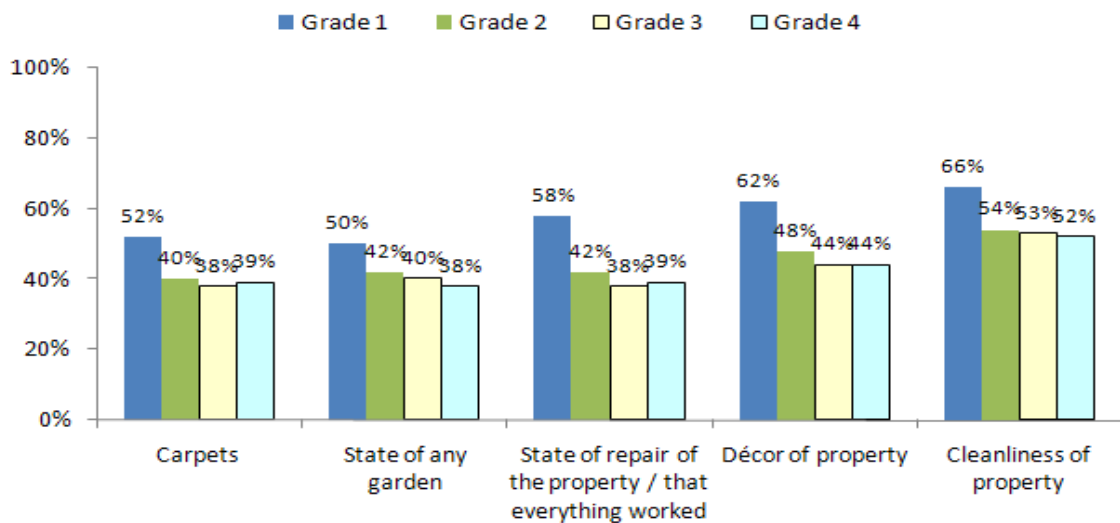
**Figure 6.8 Satisfaction with property on move in**



Base: all respondents who answered questions (12328-12384)

Once again there was a difference in opinion according to the standard and grade of the property. The following chart shows satisfaction by the property grade demonstrating that there was consistently higher levels of satisfaction with property aspects amongst those living in grade 1 properties than those living in the other grades.

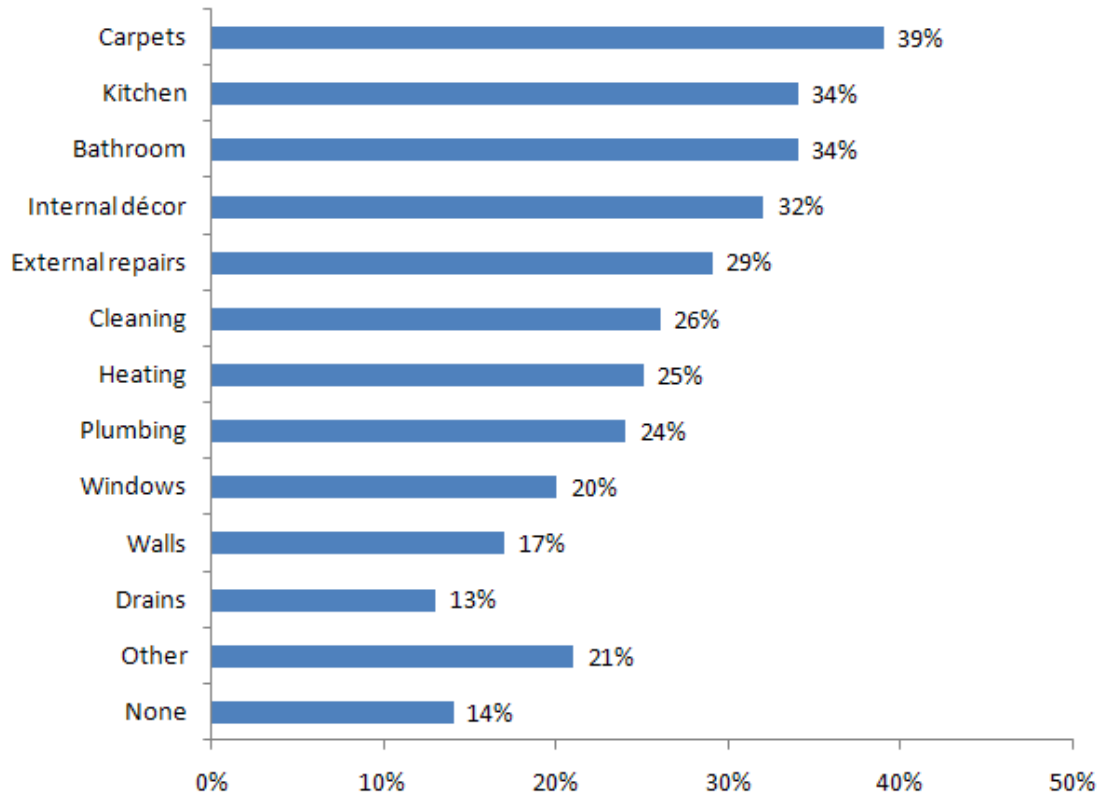
**Figure 6.9 Satisfaction with aspects by property grade**



Base: Grade 1 (1821-1824) Grade 2 (4823-4807) Grade 3 (4198-4178) Grade 4 (1542-1520)

Unsurprisingly, given the high numbers of respondents who were dissatisfied with aspects of the move in, substantial numbers reported problems with their property on moving in. Most common reports were for carpets, kitchen, bathroom, internal décor and external repairs.

**Figure 6.10** Reported problems



Base: all respondents who answered question (11790)

## 7 Repairs and maintenance

This section of the report analyses the results from the Repairs and maintenance section of the questionnaire.

### 7.1 Maintenance of property

Whilst the largest proportion (57%) felt that their property was fairly well maintained, substantial minorities reported extremes, either of general good maintenance (19%) or indeed, poor maintenance with lots of problems (24%). Once again there were differences in attitudes based in the grading and standard of the property. Whilst 32% of those in grade 1 properties thought their property was generally well maintained, significantly fewer of those in grade 2 (19%), 3 (14%) and 4 (17%) thought the same way.

### 7.2 Previous use of maintenance service

The vast majority (94%) reported that they had used the maintenance service whilst at their current property; only 6% had not had to use it. There was little difference between the different grades and standard of property over whether they had used the service.

Respondents who had used the maintenance service were asked how many times they had to call out the maintenance provider in the last 12 months. Thirty nine percent had called them out 6 or more times, 10% 5 times, 15% 4 times, 16% 3 times, 13% twice and 7% once.

Of those respondents who had to call out the maintenance provider more than once, for 24% it was with regards the same problem and for 76% it was for different problems.

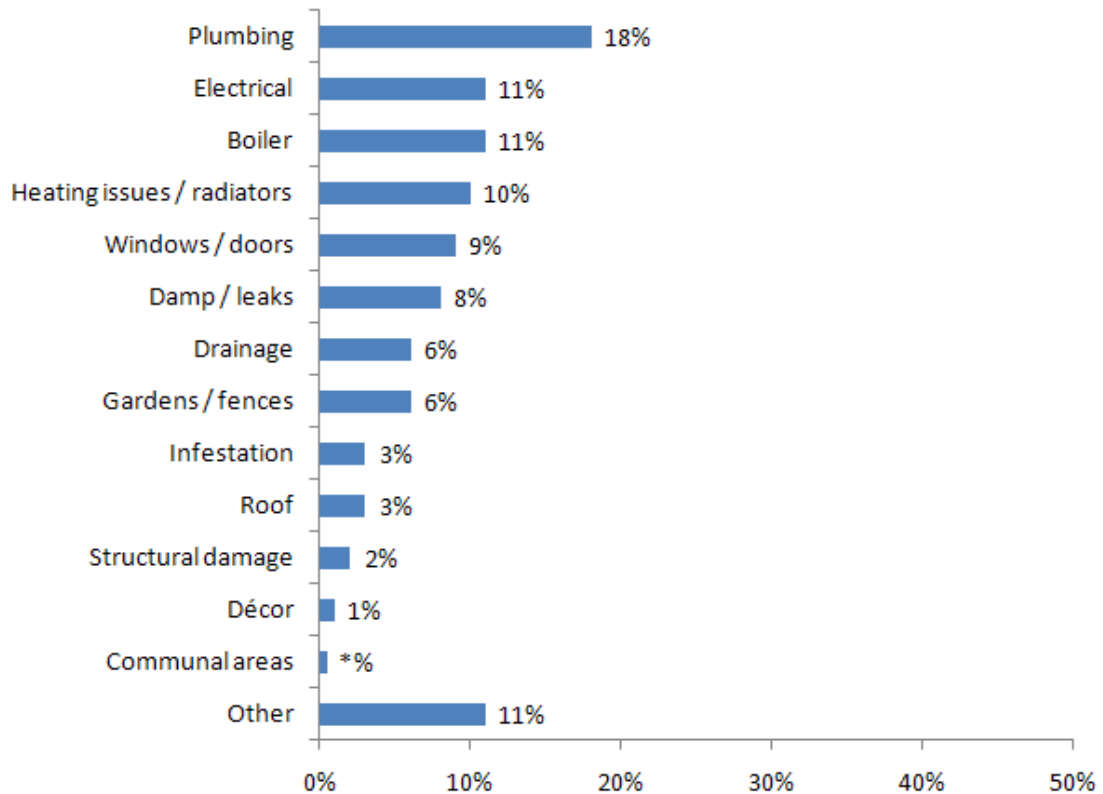
### 7.3 Most recent use of maintenance service

Eighteen percent of respondents considered their most recent repair to have been an emergency, 50% thought it was urgent and 33% thought it was routine.

The most common issues that the respondents' most recent repair concerned were plumbing (18%), electrical (11%), boiler (11%), heating issues / radiators (10%), windows / doors (9%) and damp / leaks (8%).

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**Figure 7.1 Most recent repair related to ...**



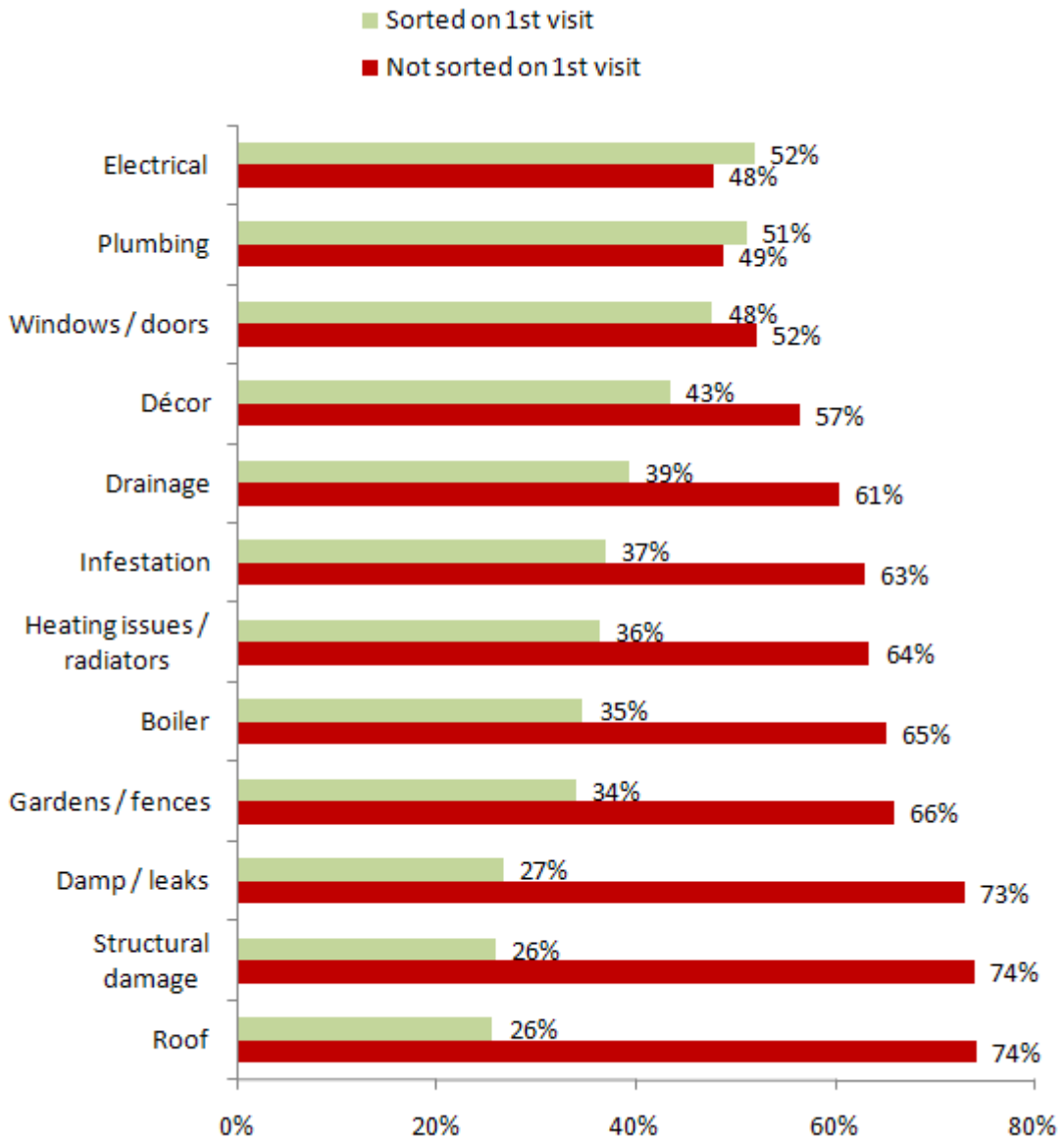
Base: all respondents who answered question (10806)

Forty-two percent felt the helpdesk staff fully understood their problem when they reported it, and a further 40% thought they partially understood it; however, 18% stated that they did not understand the problem.

Forty percent of problems were sorted out on the first visit, but 60% were not. Routine repairs were more likely than emergency and urgent repairs to be sorted on the first visit (51% vs. 34% and 36%, respectively). Problems were more likely to be solved on the first visit when the helpdesk staff understood what the problem was (60%); this compares with only 13% of those who felt helpdesk staff misunderstood the problem having their issue sorted first time.

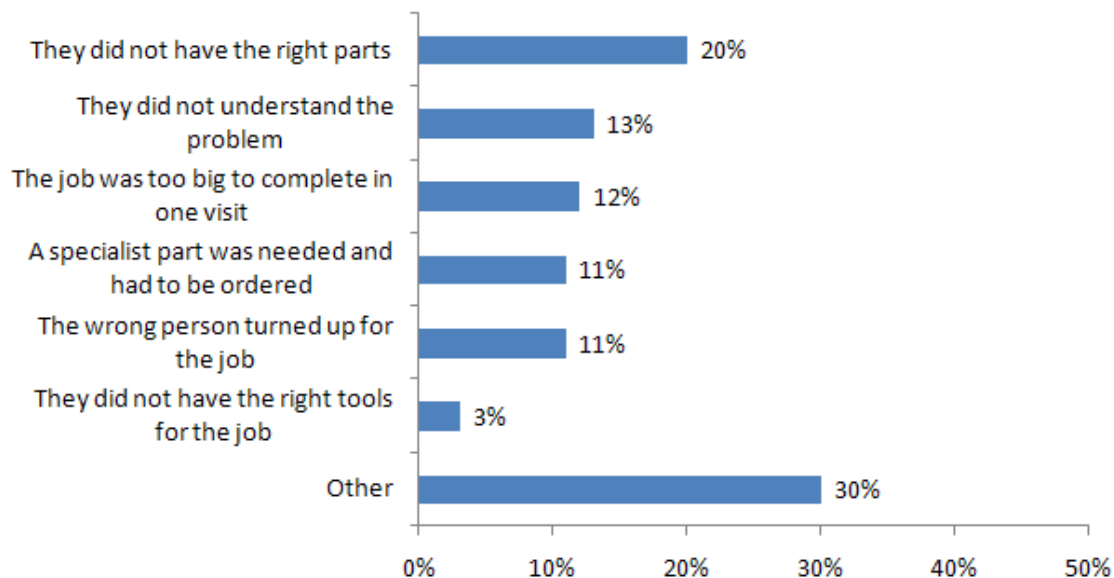
As shown in figure 7.1 there were also differences according to the type of repair being completed.

**Figure 7.2 Completion on first visit by type of repair**



The most common reason for why problems were not sorted out on the first visit was that the repair man did not have the right parts (20%).

**Figure 7.2 Why the problem was not sorted on first visit**



Base: all respondents whose problem was not solved on first visit (6637)

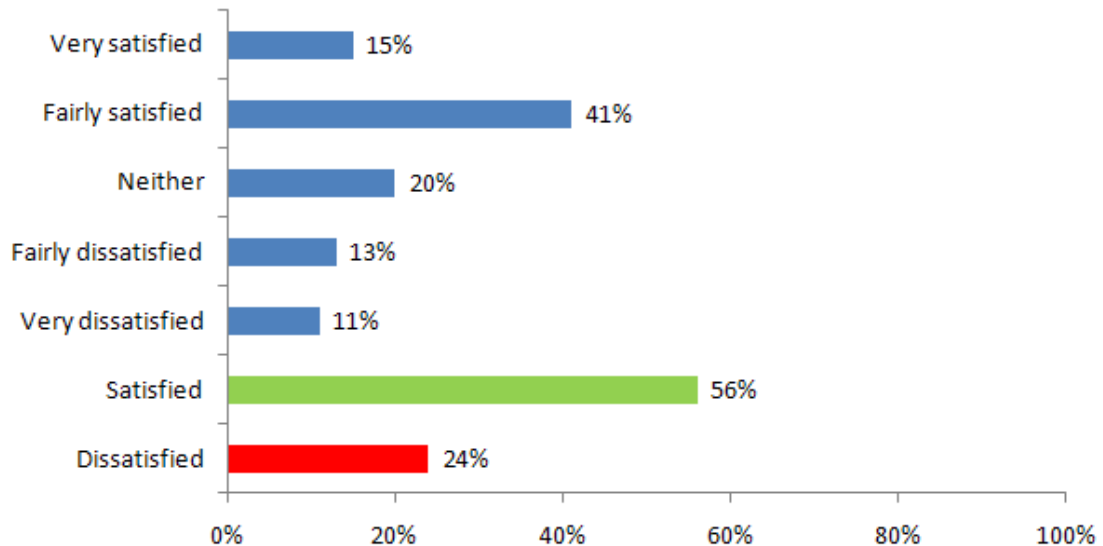
Most problems which were not solved on the first visit were sorted out after one or two more visits (64%). However, 19% required 3 more, 7% required 4 more and 9% required 5 or more visits to solve the problem.

About three quarters (74%) had to chase the contractor to get the additional work undertaken and their problem solved; this includes 49% who had to chase them more than once. Only 26% reported that the contractor contacted them to ensure the additional work was undertaken.

Twenty two percent of respondents who used the maintenance service received a follow up phone call for a customer satisfaction survey; however, 78% did not. People whose maintenance problem was solved on the first visit were more likely than those whose problem was not solved first time to report that they received a follow-up survey (27% vs. 18%).

Fifty six percent were satisfied with the overall quality of service they received from the maintenance service helpdesk.

**Figure 7.3 Satisfaction with maintenance service helpdesk**



Base: all respondents (11522)

Unsurprisingly respondents' perceptions of whether the helpdesk understood their issue had a major impact on their overall satisfaction with the helpdesk.

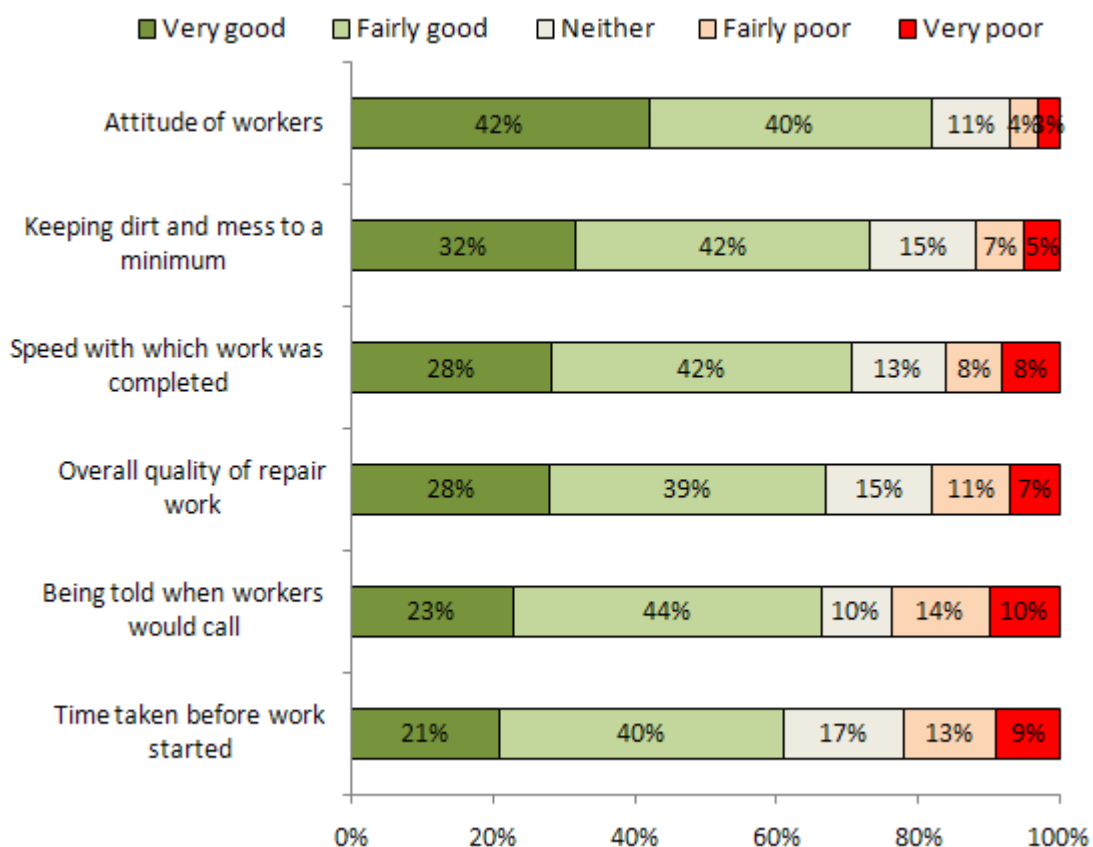
Eighty five percent of those who thought they fully understood the issue were satisfied, this fell to 46% of those who thought they partly understood and just 9% of those who thought they misunderstood.

Similarly respondents whose problem was sorted out on the first visit were more satisfied than those who it took more than one visit (78% vs. 41%). Within these respondents who had to wait for more than one visit for their repair to be solved, there was an illuminating split between those who had to chase the contractor once (48%) or more than once (25%) to get their repair done and those who were contacted by the contractor (72% satisfied). This finding highlights the necessity to follow up repairs that have not been completed, as leaving it to the Service person unsurprisingly does not result in satisfaction.

Respondents were asked a series of questions assessing their satisfaction with aspects of their last repair. Respondents were most positive about the attitude of workers (82%), keeping dirt and mess to a minimum (73%) and speed with which work was completed (71%). However, they were less positive about the time taken before work started (61%). The general theme to come from these results is that the respondents

were more pleased with the how the work was completed and the business end of the work, than the organisation and arrangement of the work.

**Figure 7.4 Satisfaction with repair**

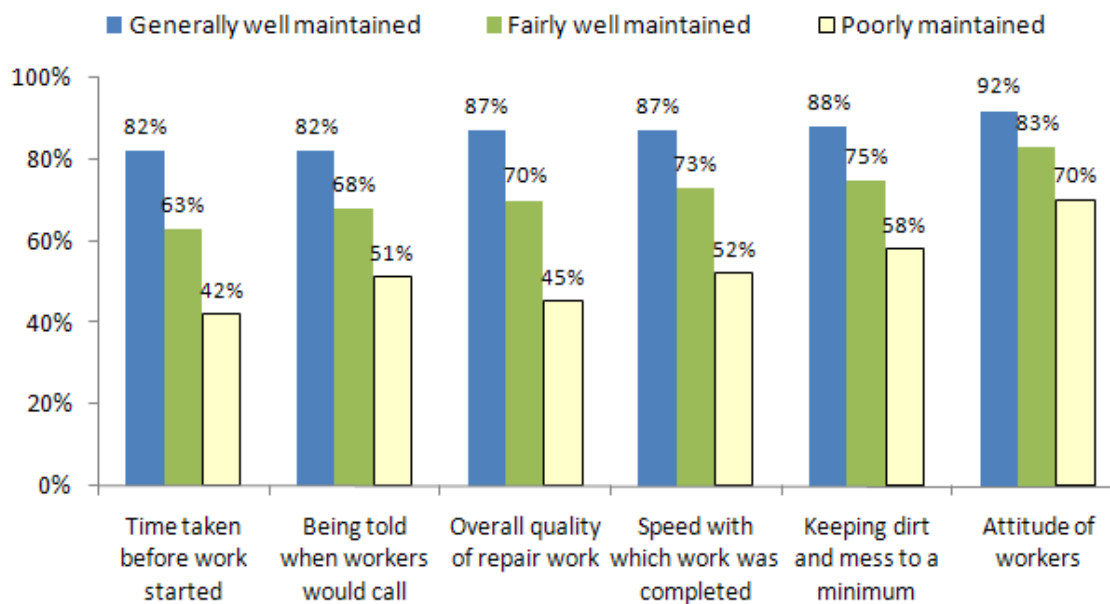


Base: all respondents who have used maintenance provider (11349-11445)

These results were analysed by respondents' earlier opinion on the general maintenance of their property; as shown in figure 7.5. There was a consistent trend for respondents who stated their property was generally well maintained to be more positive about their repair than those who thought it was fairly well maintained or poorly maintained.



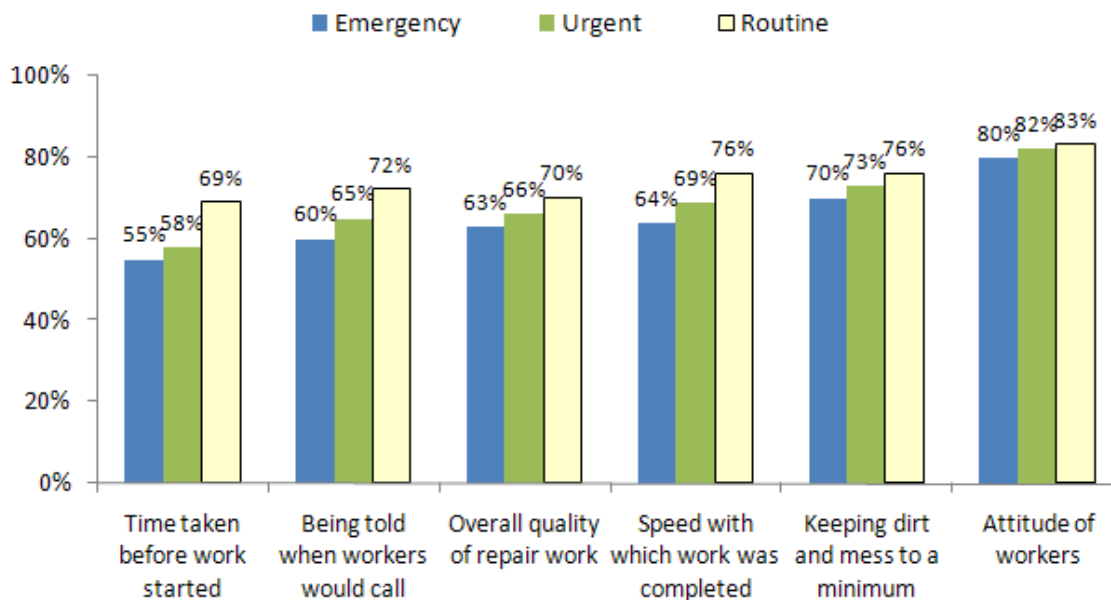
**Figure 7.5 Satisfaction with repair by maintenance of property**



Base: all respondents who have used maintenance provider (Generally well maintained, 2029-2038; Fairly well maintained, 6511-6570; Poorly maintained, 2776-2815)

Satisfaction with the repairs service was also analysed by the respondents' assessment of the type of repair, i.e. whether it was an emergency, urgent or routine. As shown in figure 7.6, this found that respondents who received 'emergency' repairs were less satisfied with their repair than people who received 'urgent' or 'routine' repairs.

**Figure 7.6 Satisfaction with repair by type of repair**

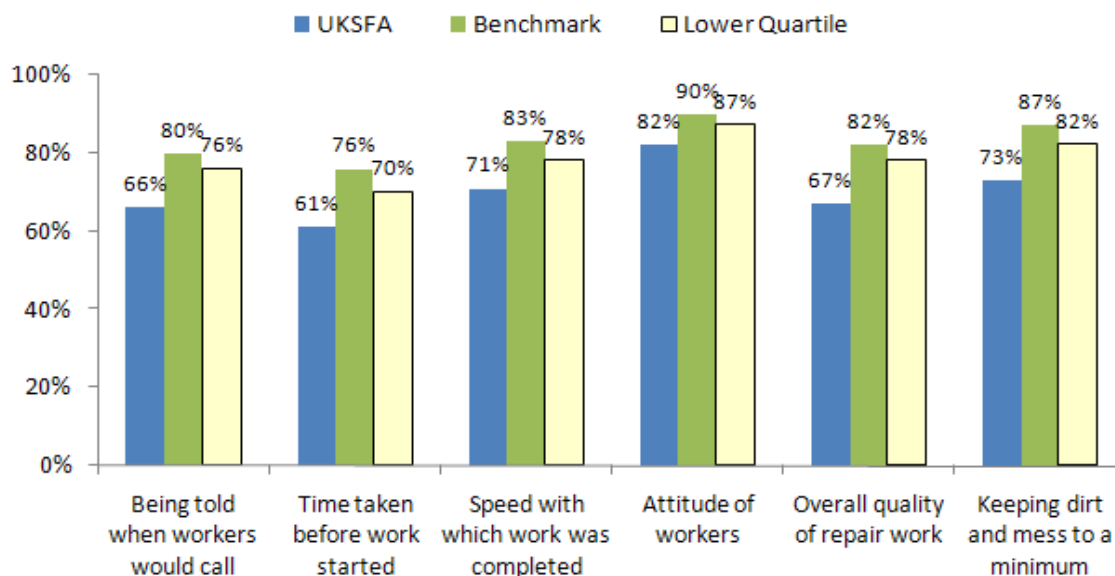


Base: all respondents who have used maintenance provider (Emergency, 2024-2033; Urgent, 5599-5647; Routine, 3671-3709)

#### **7.4 Benchmarking the repairs and maintenance service**

The questions on repairs and maintenance used were taken from the standard STATUS questionnaire and this allows us to contextualise the SFA results. This shows that UKSFA receives lower percentage positive scores across all the attitude scales for the repairs service than the benchmark; it is in the lower quartile of performance.

**Figure 7.7 Benchmarking repairs service**

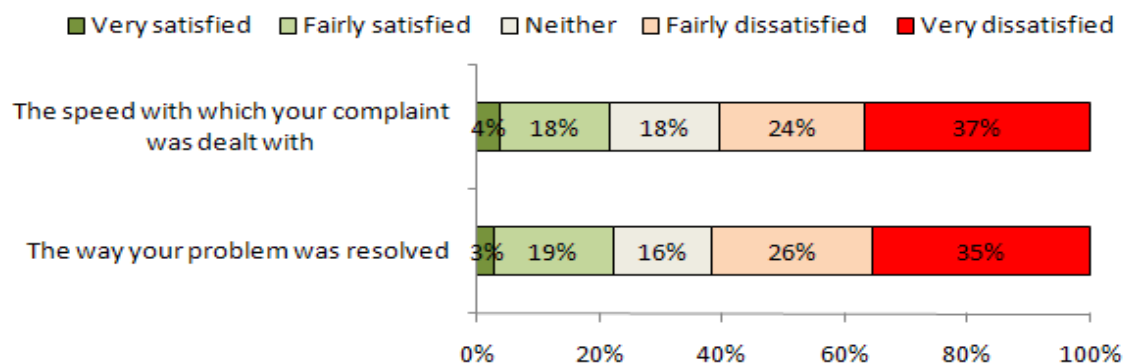


### 7.5 Complaints

Overall, 22% of respondents who had used the maintenance service had complained to their provider about the quality of service or the work done. Unsurprisingly those who expressed dissatisfaction with elements of the repair were more likely to have complained. Respondents most likely to have complained were those who were dissatisfied with the attitude of workers (54%) and those dissatisfied with the speed of the work being completed (53%).

Of those who complained, 62% were dissatisfied with the way their problem was resolved and 61% were dissatisfied with the speed their complaint was dealt with.

**Figure 7.8 Satisfaction with complaints process**



Base: all respondents who had complained about quality of service who answered questions (2457-2479)

## 8 Improvements to properties

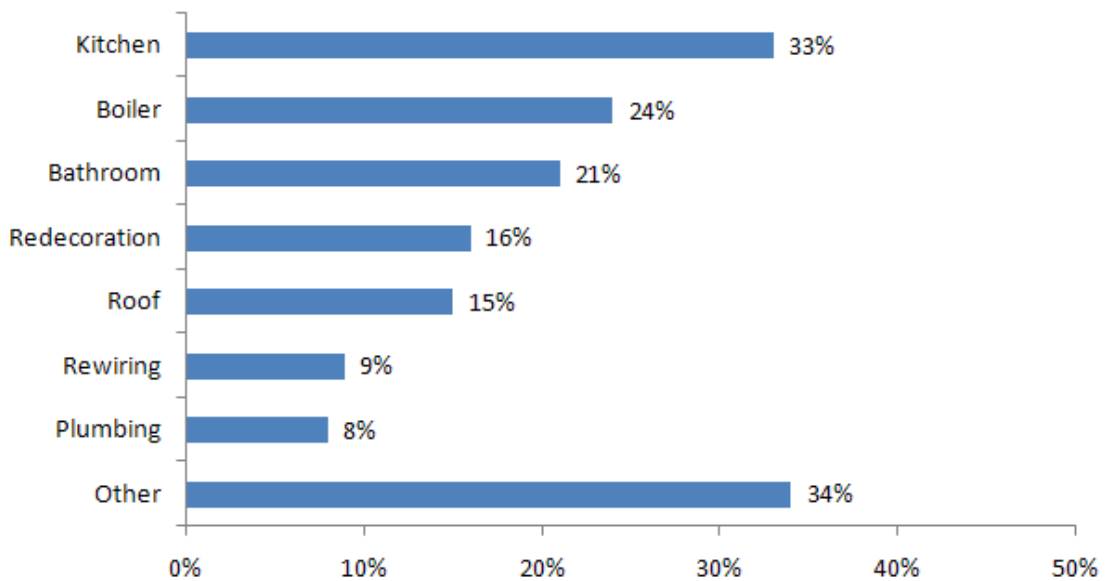
The NAO were also interested in finding out Service families' views on various improvements that could be made to their properties; this section of the report analyses these results.

### 8.1 Upgrade programmes

Just 9% of respondents reported that their property was currently subject to an upgrade programme, 51% stated it was not, but a high number (40%) did not know. Those living in standard 1 properties were most likely to state that their property was not subject to any upgrade work (53%; compared with 2 (47%), 3 (45%), 4 (27%)).

It was most commonly stated that work was being undertaken to their kitchen (33%) or boiler (24%).

**Figure 8.1 Work being undertaken**



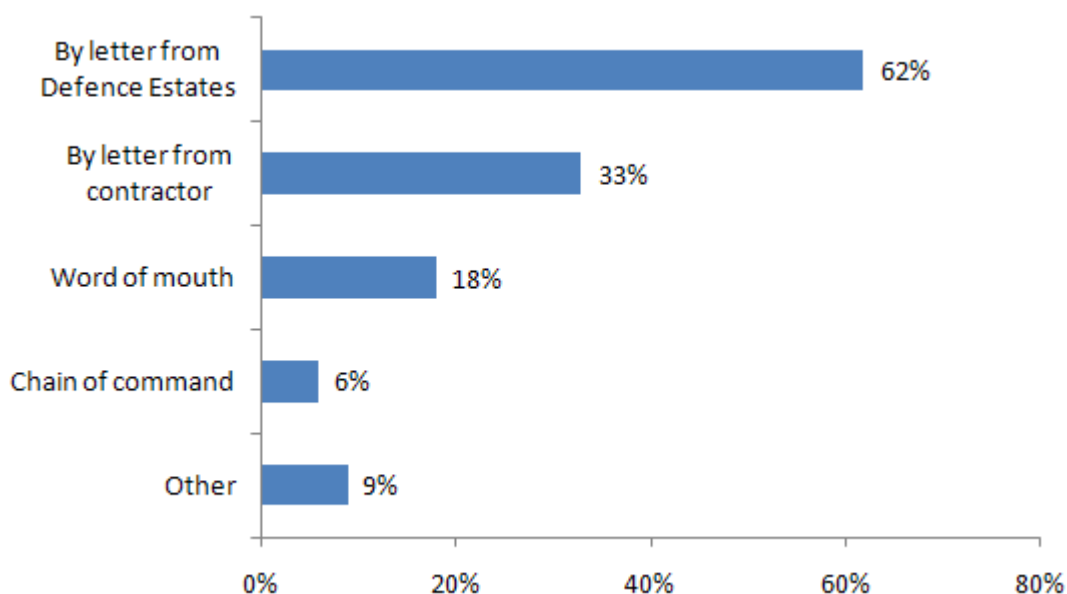
Base: all respondents whose property is currently subject to upgrade programme who answered question (1043)

Just 11% of those who are subject to upgrade programmes were given the option to move out whilst the work was being undertaken, the remaining 89% were not.

## 8.2 Communication of upgrade programme

The upgrade work was most commonly communicated to Service families by letter from Defence Estates (62%); a full breakdown of responses is given in figure 8.2 below.

**Figure 8.2 How the programme was communicated**

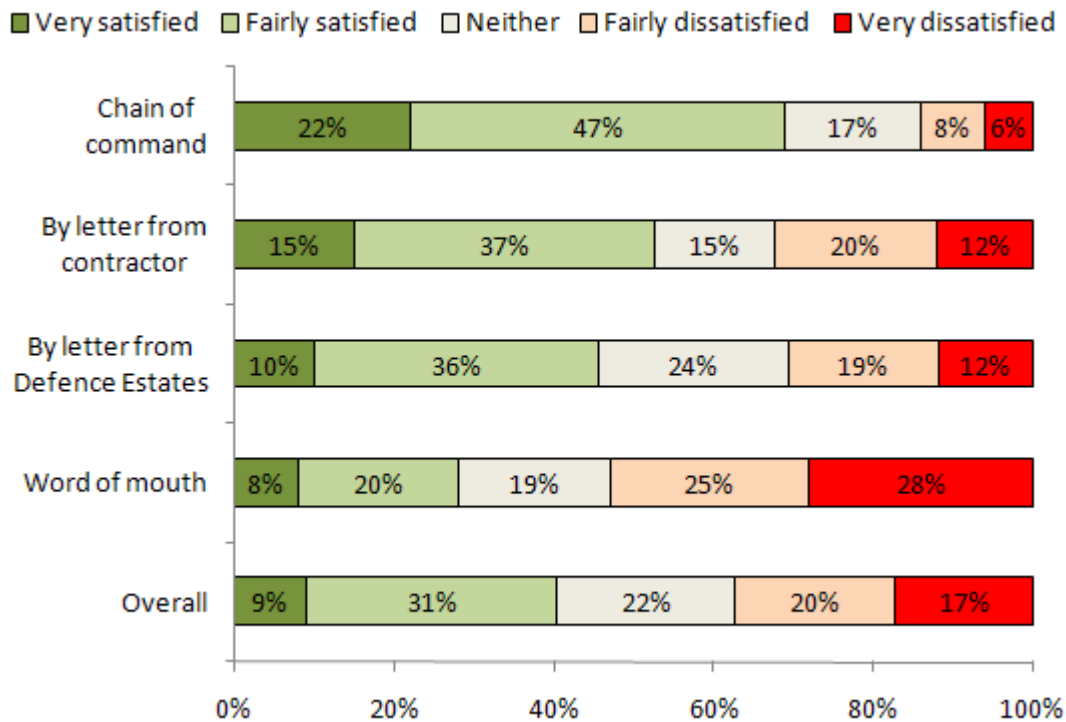


Base: all respondents whose property is currently subject to upgrade programme who answered question (1024)

Royal Navy (6%) and Army (9%) respondents were more likely than Royal Air Force respondents to state that the upgrade had been communicated to them through their chain of command.

Respondents had mixed opinions on the communication they received, with 41% satisfied and 37% dissatisfied with the communication of the upgrade programme. There were also distinctly differing opinions based on how the programme had been communicated. This may be linked to the clarity of the communication that they received, with those who heard about it by chain of command most satisfied, and those who only heard about it through word of mouth least satisfied.

**Figure 8.3 Satisfaction of communication by method**



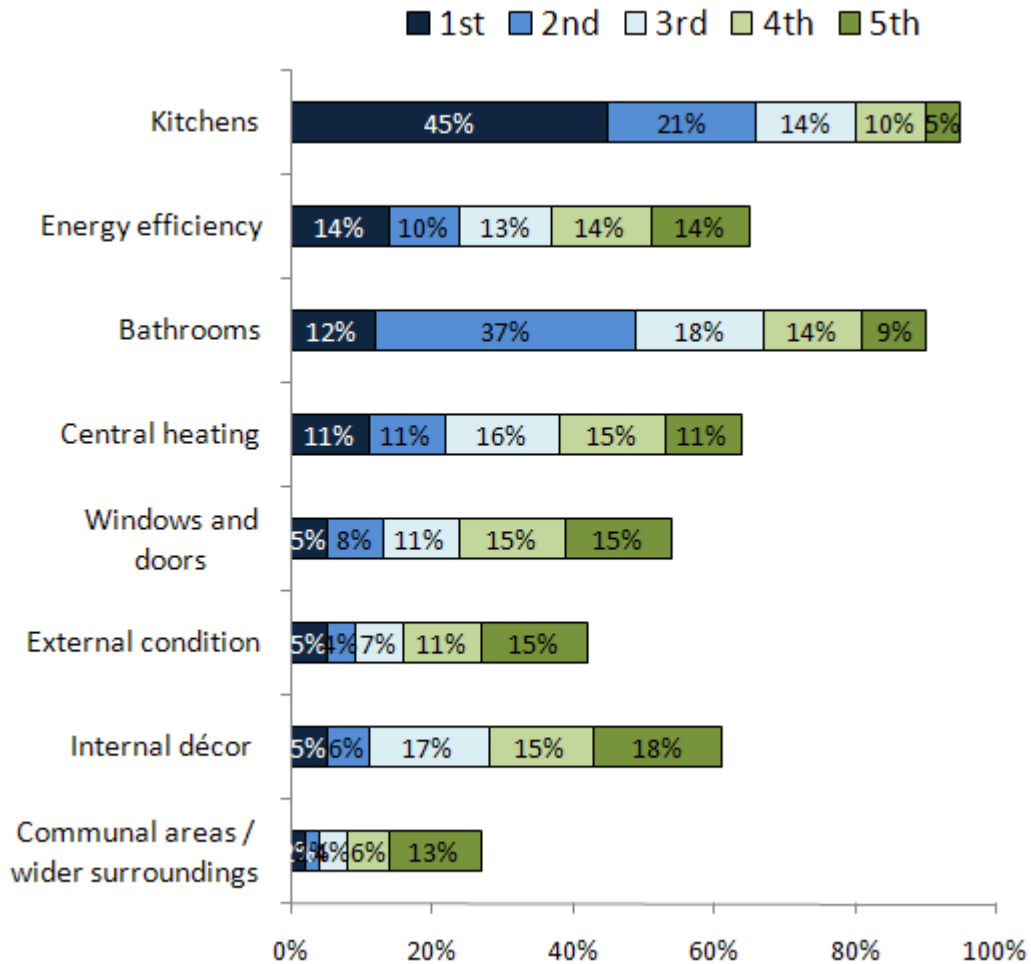
Base: all respondents whose property is currently subject to upgrade programme who answered question (overall, 1029; word of mouth, 186; DE, 631; contractor, 342; command, 64)

### 8.3 Future upgrade work

With regards significant upgrade work, in the region of a third would prefer MoD simply to wait until they are due to vacate the property, with a further 54% preferring that this may happen when they are in residence, but receiving some compensation. Just 14% would want to move out of their property whilst the work is being undertaken.

Respondents were asked what they thought were the most important aspects that the MoD should prioritise upgrading, they were asked to choose their top five. As figure 8.4 shows and reiterating findings reported in section 4, the most common choice for their number 1 priority was upgrading kitchens.

Figure 8.4 Priority for upgrading

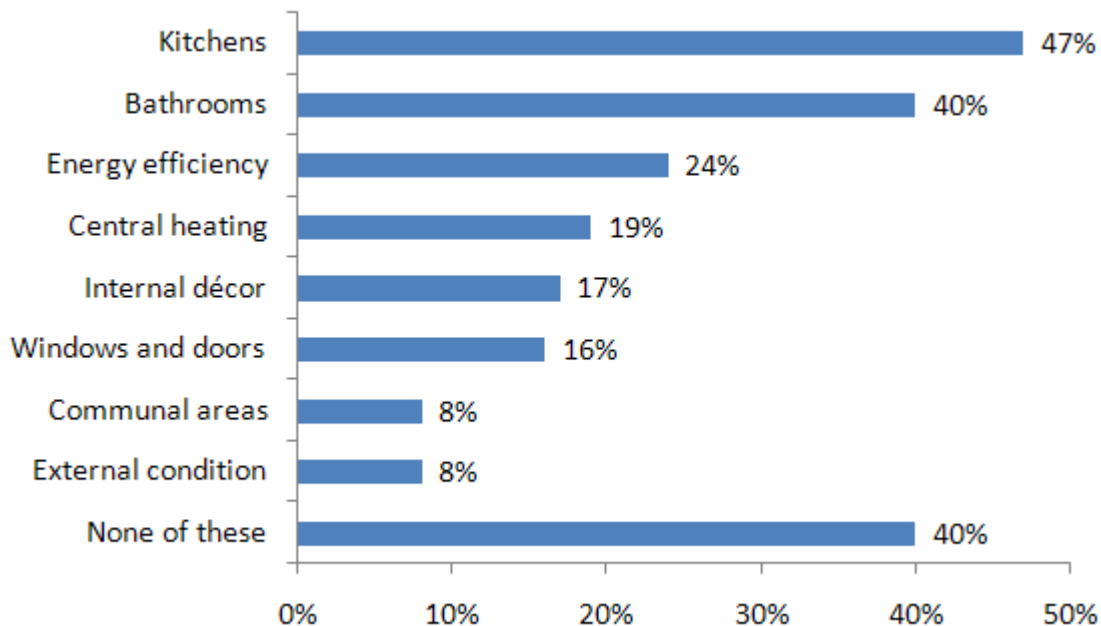


Base: all respondents who answered question (11403)

Royal Navy respondents were more likely than Army and Royal Air Force respondents to state that upgrading kitchens should be considered the top priority (52% vs. 44% and 45%, respectively). No matter the standard or grade of the property, the kitchen was consistently selected as the top priority for upgrading.

Nearly half of respondents would be willing to pay a slightly higher charge so that they could get their kitchen upgraded earlier (47%), and 40% would be willing to pay more to get their bathroom upgraded. However, a similar proportion (40%) would not be willing to pay any extra to get earlier upgrades.

**Figure 8.5 Would be willing to pay more to get one of the following upgraded**



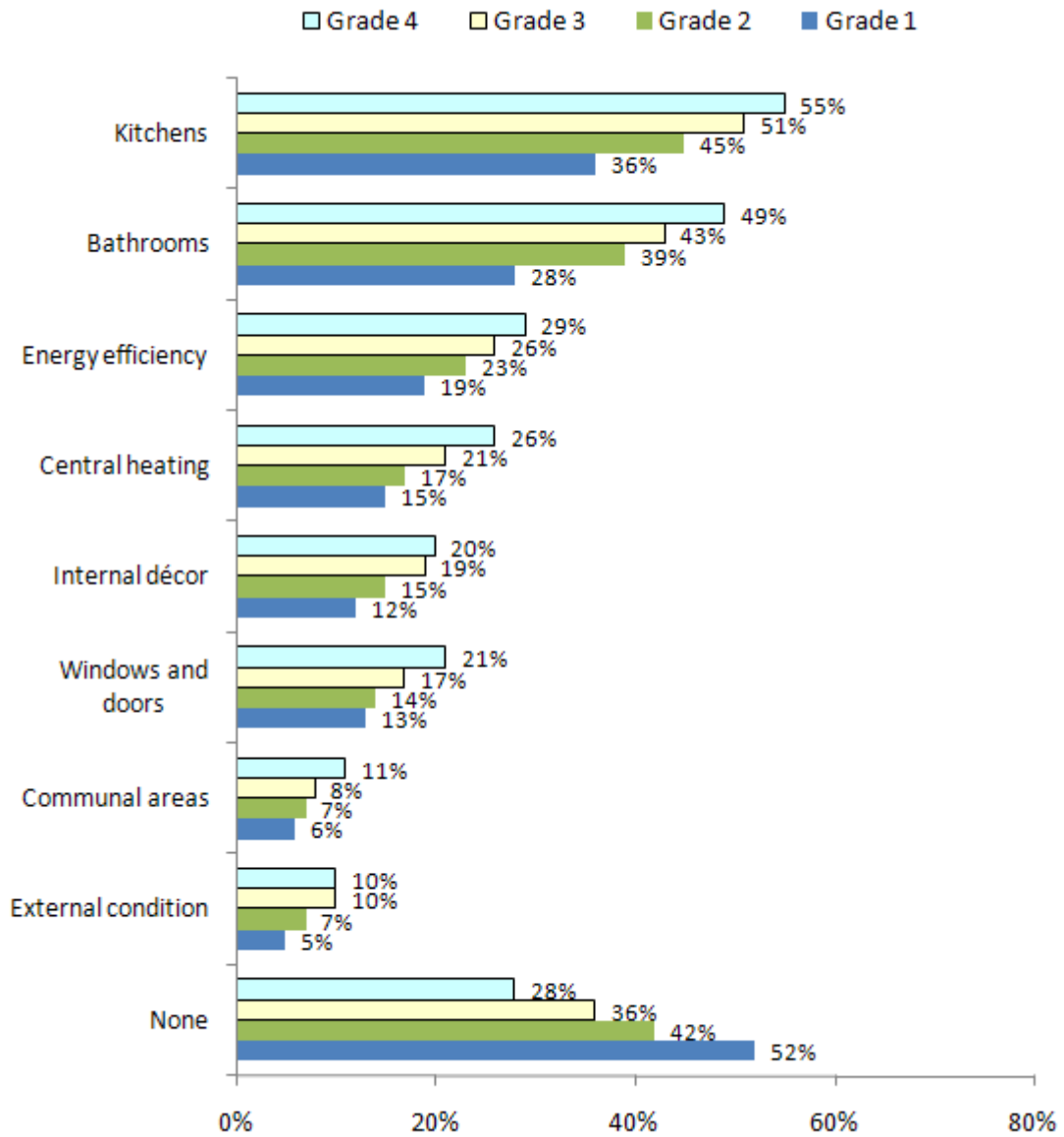
Base: all respondents who answered question (11584)

Those living in standard 2 and 3 properties were consistently more likely to be willing to pay more to get their property upgraded earlier. Indeed only about a third in each would not be willing to pay extra in order to get any upgrades, this compares with 43% of those in a standard 1 property. This is not unexpected given the generally lower levels of satisfaction that these households have consistently expressed and therefore their greater apparent need for upgrades.

There were similar findings with regards to the grade of the property, as the following figure illustrates.



Figure 8.6 Willingness to pay more by property grade



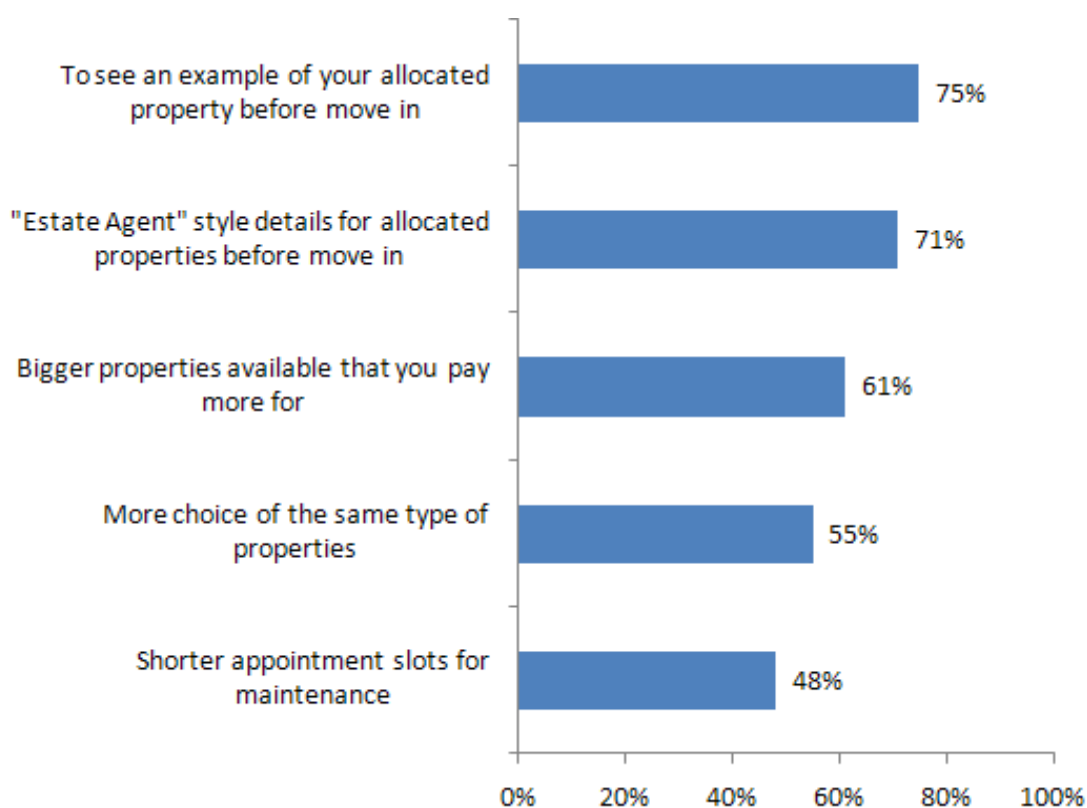
Base: all respondents who answered question (Grade 1, 1687; Grade 2, 4489; Grade 3, 3947; Grade 4, 1459)

## 9 Improvements to SFA services

### 9.1 Improvements to associated SFA services

Respondents were keenest on advance notice and information, indeed, 75% were interested in seeing an example of their allocated property before move-in and 71% would be interested in “estate agent” style details for allocated properties prior to move-in.

**Figure 9.1 Improvements to associated SFA services**



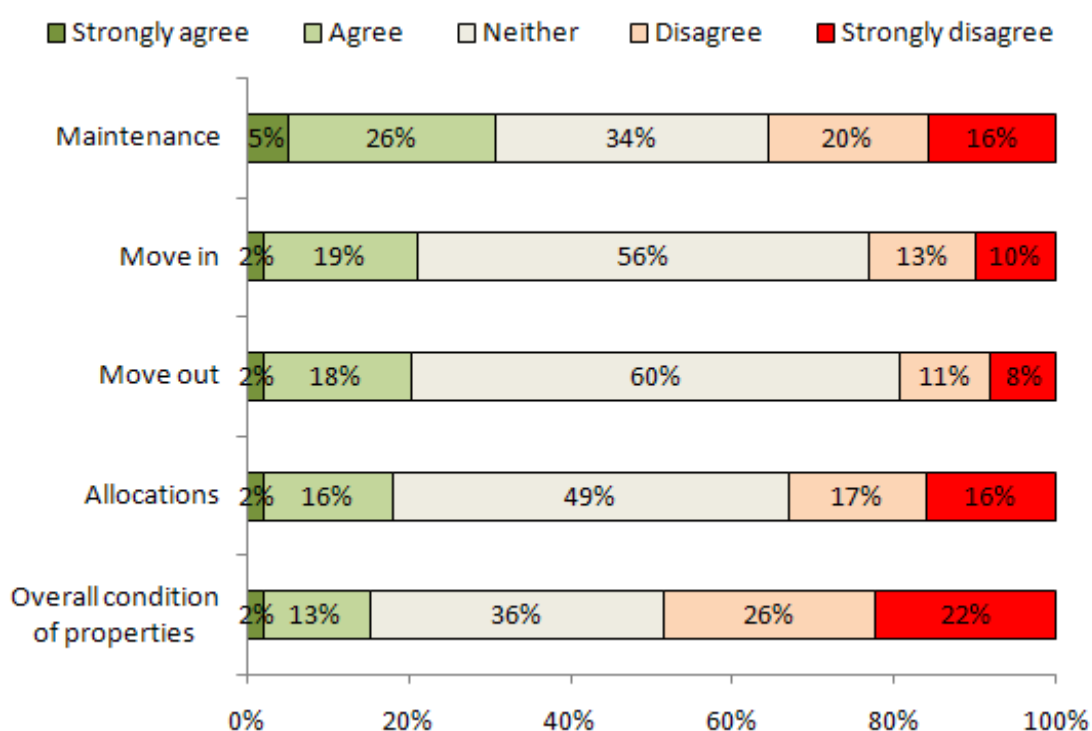
Base: all respondents who answered question (12057)

Army households were more likely than Royal Navy households to want “estate agent” style details (72% vs. 67%). They were also, along with Royal Air Force households, more likely than Royal Navy households to want more choice of the same type of property (55% and 56%, respectively vs. 49%). Finally, Royal Air Force households were more likely than Army households to want bigger properties available that you pay more for (66% vs. 59%).

## 9.2 Improvement to other services

Respondents were asked about whether each of the services they received had improved in the last 2 years. For all the services there was a high number of respondents who stated neither, suggesting that the service had remained static. Respondents were most likely to think that the overall condition of property had not improved (48%).

**Figure 9.2 Improvement to service**



Base: all respondents who answered questions (

### 9.2.1 Improvement to maintenance service

Respondents living in standard 1 accommodation were most likely to think that the maintenance service had improved (33%); this compares with 27% in standard 2, 26% in 3 and just 8% in 4. Whilst those in grade 1 accommodation were more likely than those in grade 2 and 3 to think that it had improved (35% vs. 30% and 27%); those in grade 2 and 4 accommodation were also more likely than those in 3 to think it had improved (30% and 32%, vs. 27%). Thirty-two percent of Army respondents thought this service had improved, this was significantly more than amongst Royal Navy (25%) and Royal Air Force (29%) respondents.

Logically, respondents who thought that their property was generally well maintained were more likely than those that thought it was fairly well or poorly maintained to think that the maintenance service had improved in the last 2 years (47% vs. 31% and 14%, respectively).

### **9.2.2 Improvement to the move-in service**

Army households were more likely than Royal Navy, Royal Air Force and Royal Marine households to think that the move-in service had improved (23% vs. 13%, 19% and 13%, respectively). However, they were also more likely than Royal Navy respondents to think that it had not improved (24% vs. 18%). Households where the Service person was an Other Rank / Junior Rate / Airman were more likely than Officers to think that the service had improved (27% vs. 16%). Finally, those who had been in the Services for between 1 and 5 years were most likely to think that the service had improved (28%; compared with 30+yrs (16%)).

Those living in grade 1 properties were more likely than those in 2 or 3 to think that the service had improved (25% vs. 20% and 19%, respectively).

Unsurprisingly respondents who had earlier expressed satisfaction with the move-in service were more likely than their dissatisfied counterparts to think that the overall service had improved in the last 2 years (30% vs. 7%).

### **9.2.3 Improvement to the move-out service**

Once again Army households were more likely than Royal Navy households to think that the move-out service had improved (23% vs. 12%). However, they were also more likely to think that it had not improved, this is due to lower numbers who stated neither. Similarly Other Rank / Junior Rate / Airman were more likely than Officers to think that the service had improved (25% vs. 16%).

As with other aspects of service, those who had earlier stated they were satisfied with the service in question, this time move-out, were more likely to think it had improved (30% vs. dissatisfied (9%)).

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#### 9.2.4 Improvement to allocations

Whilst Army households were most likely of the Services to think that their allocations service had not improved (35%), conversely they were also more likely than Royal Navy households to think it had improved (19% vs. 13%). Officers were least likely to think that the service had improved, just 12% compared with 23% of Other Rank / Junior Rate / Airman. Over half of those living in standard 4 properties thought the service had not improved (57%), this compared with 31% of those living in standard 1 properties.

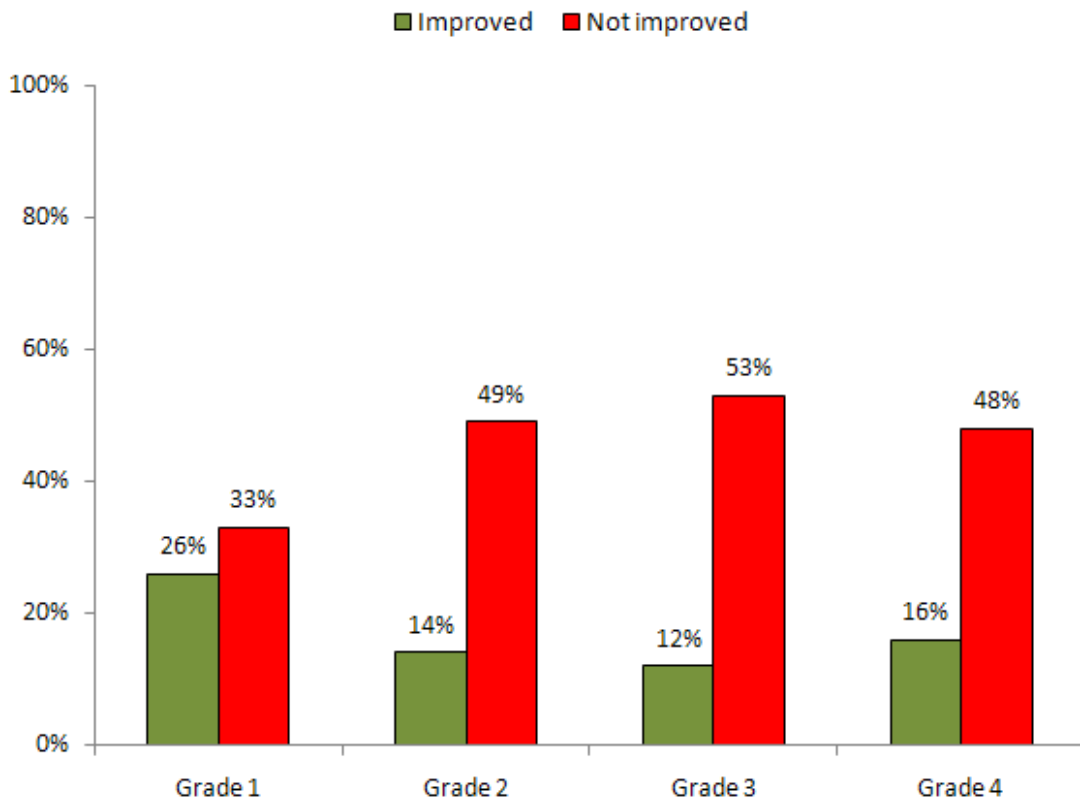
Unsurprisingly respondents who had earlier stated they were satisfied with various elements of the allocations process were more likely than those who were dissatisfied to think the service had improved. For example, 28% of those satisfied with the helpfulness of the response stated that the allocations service had improved; this compared with 3% of those who were dissatisfied. Similarly, 26% of those satisfied with the notice received of property allocated thought the overall allocations service had improved; this compared with just 4% of those who were dissatisfied.

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### 9.2.5 Improvement to the overall condition of property

As shown below there was a link between the MoD's assessment of their property and perception that condition had improved.

**Figure 9.3 Condition improved by grade of property**



Base: all respondents who answered question (Grade 1, 1705; Grade 2, 4514; Grade 3, 3918; Grade 4, 1435)

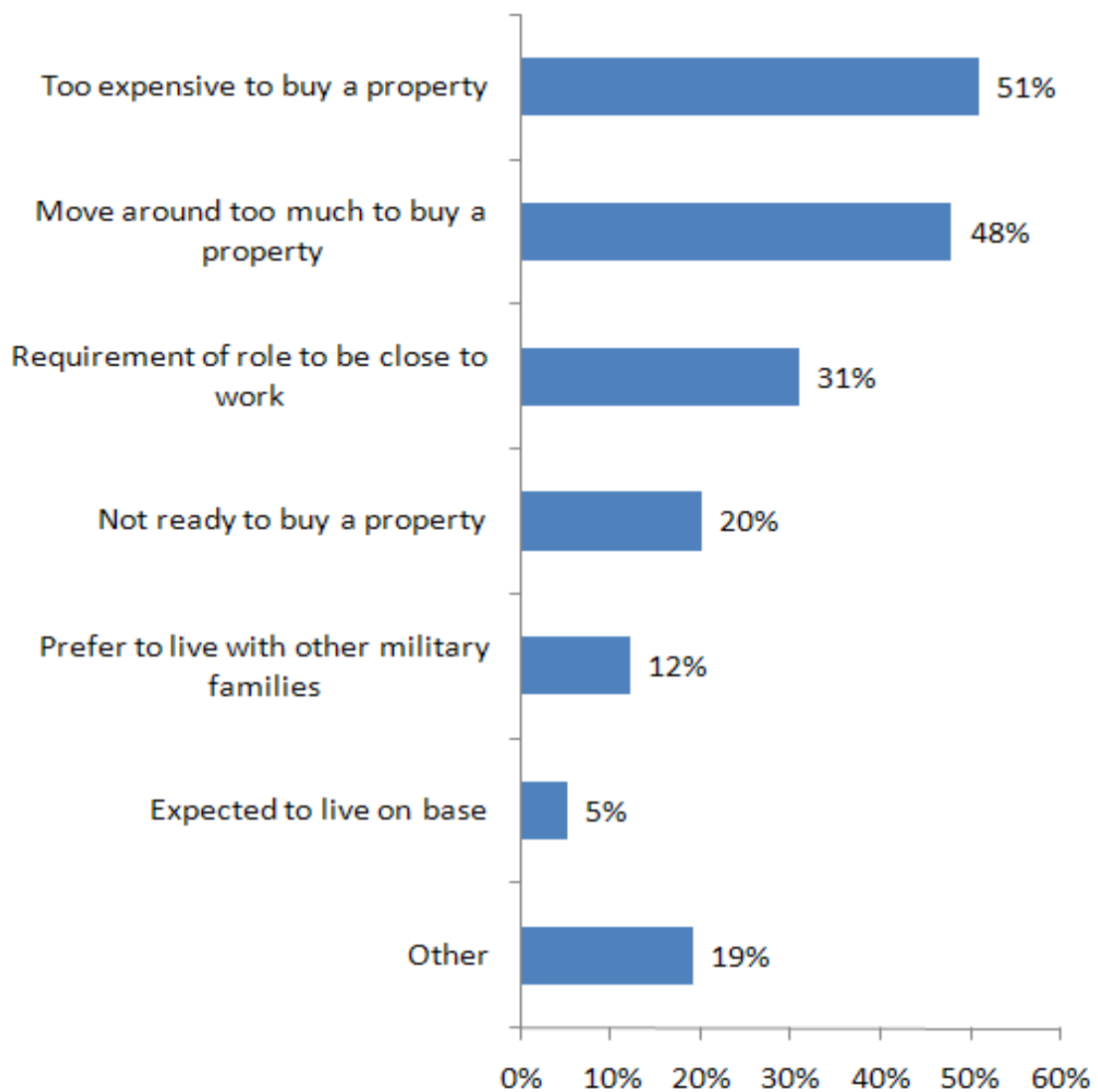
Respondents who had lived in their current property for between 2 and 5 years and 5 and 10 years were more likely to think that the condition had not improved (52% and 61%, respectively). Those who had been in the Services for 1-5 years were most likely to think that the overall condition of properties had improved (25%).

## 10 Alternatives to SFA and Homeownership

### 10.1 Preference for SFA over homeownership

The most common reasons that respondents had chosen to live in SFA rather than owning their own home were related to cost and practicality, i.e. that it was too expensive to buy (51%) and that they move around too much to buy (48%). A smaller proportion stated that they needed to be close to where they work (31%).

**Figure 10.1 Preference of SFA over homeownership**



Base: all respondents who answered question (12185)

## 10.2 Buying a property

Sixty four percent of respondents want to buy a property whilst in the Services, 31% would like to buy after leaving the Services. Only 1% would not like to own their own home and 4% were not sure.

Officers were more likely than either NCO/Warrant Officer/Senior Rate or Other Ranks / Junior Rate/Airman to want to own their own home during service (71% vs. 63% and 57%, respectively). Service personnel who had been in their respective Services for 6 or more years were more likely than those who had been in the Services for up to 5 years to want to buy a property whilst they were in the Services (65% vs. 57%).

## 10.3 MoD schemes

The MoD offers a number of schemes to help Service personnel buy their own properties; these schemes include the Key Worker Living programme and shared equity schemes. Just over half of respondents (53%) were aware of such schemes (32% explicitly did not know about them and 15% were unsure).

Awareness of this help was lowest amongst the Royal Marines (40%), this compares to 52% of Army, 55% of Royal Navy and 57% of Royal Air Force respondents. Awareness was also low amongst Other Ranks/Junior Rate/Airman (40%), this is compared to 54% of NCO/Warrant Officer/Senior Rate and 62% of Officers. Similarly, awareness is higher amongst households where the Service person has been in their respective Service for a considerable length of time. Sixty three percent of those in the Services for 21 years or more are aware of it, compared with just 36% who had been in the Services for 5 years or less.

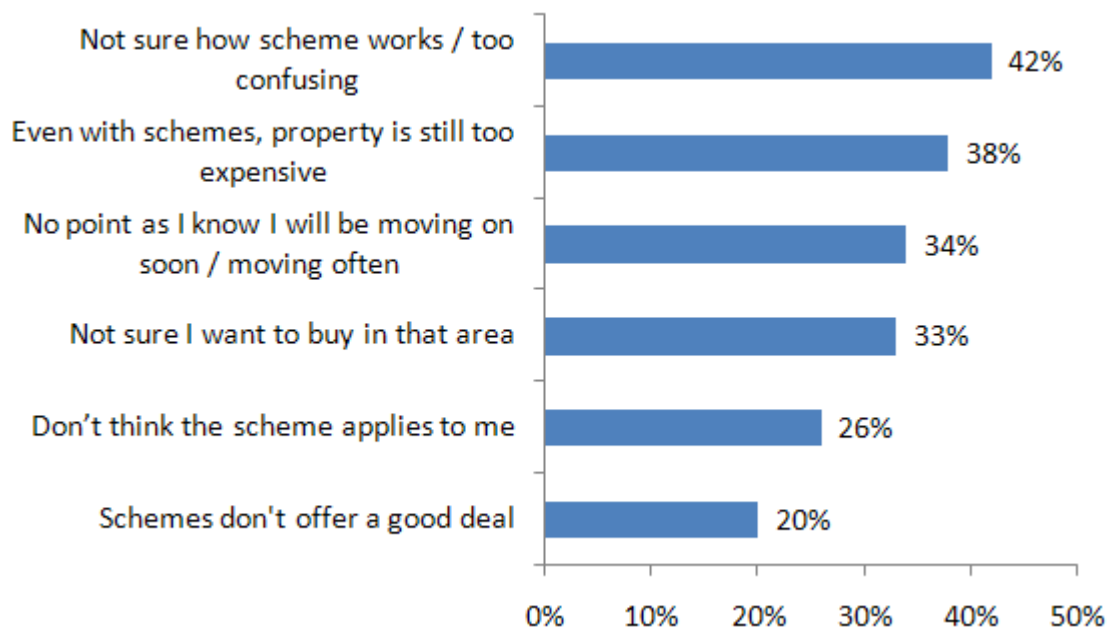
Thirty nine percent of respondents would consider using MoD type schemes to purchase a property, and 27% would explicitly not do so. Other Rank/Junior Rate/Airman and NCO/Warrant Officer/Senior Rate were more likely than Officers to consider using such schemes (42% and 43% vs. 31%).

Respondents who would not consider a MoD scheme for purchasing a property were asked why. The most common reasons were that they were not sure how the scheme works (42%) and that even with schemes the property is still too expensive (38%).

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**Figure 10.2 Factors discouraging respondents from purchasing property**



Base: all respondents who would not consider MoD scheme who answered question (6613)

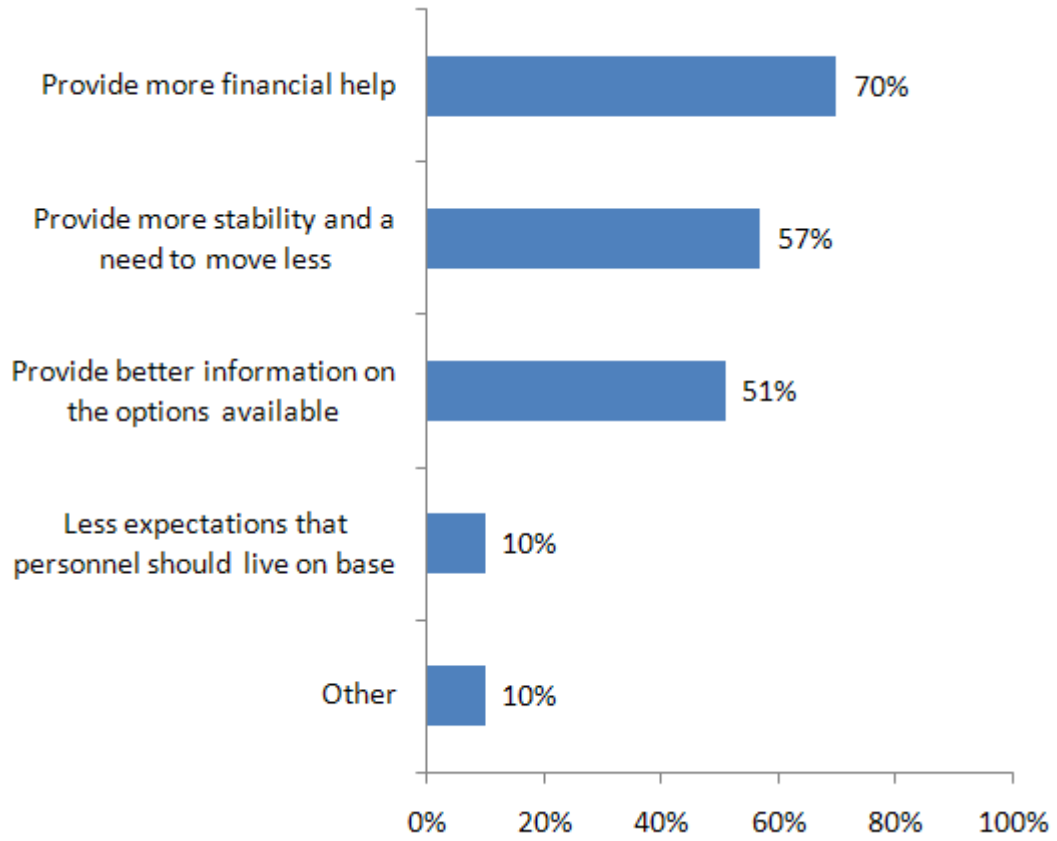
Army and Royal Air Force respondents were more likely than Royal Navy respondents to state that they were not sure that they wanted to buy in that area (34% and 34% vs. 27%) and that there was no point as they knew they would be moving soon / often (36% and 34% vs. 25%). More than half of Other Rank/Junior Rate/Airman were put off the schemes because they were not sure how they worked (58%); and 47% thought that even with the scheme, property was still too expensive.

The proportion of respondents who stated that they were not sure how the scheme worked shrank with length of service (59% of those who had been in the Services for less than 5 years compared with 29% of those who had been in the Services for more than 30 years).

#### **10.4 Encouraging owning own home**

Respondents were asked whether there was anything more that the MoD could do to encourage them to buy their own home. The main reasons given related to the factors which were discouraging them from taking up alternatives. Namely to provide more financial help, to provide more stability and a need to move less frequently and to provide better information on the scheme.

**Figure 10.3 Encouraging owning own home**



Base: all respondents who answered question (11016)

## 11 Key Driver Analysis

### 11.1 Key Driver Analysis

It is often assumed that in order to improve levels of satisfaction, housing providers should target their areas of lowest satisfaction. In reality, research has shown that the greatest gains in overall satisfaction are made by improving the areas that tenants value most highly. If weaknesses are concentrated in areas of service that are not especially important to customers, time and money can be wasted by focusing too heavily on them.

This is why Key Driver Analysis is undertaken. Of course, one way to assess priorities is to ask people to rank the importance of aspects of a service. Key Driver Analysis seeks, however, to understand the statistical relationships within the data and explore which aspects of service appear to link most closely to people's overall opinion.

The Key Driver Analysis assesses the impact of various elements of performance upon **overall satisfaction**. This approach highlights areas in which an organisation needs to make improvements and areas where performance is most effective.

#### 11.2.1 Overall satisfaction with property

Regression Analysis has been used to help focus on those aspects of living in Service Families Accommodation that have the greatest impact on satisfaction with current property (measured by Q10 "Overall, how satisfied are you with your current property"). The statistical analysis identifies which of the independent variables (attitudinal and demographic) have a significant impact on satisfaction – *the key drivers*. Standardised regression coefficients are used to determine the relative importance of the significant independent variables. An overall model has been calculated as well as individual models for each of the Services.

The key drivers of satisfaction with housing and their standardised regression coefficients for the overall model are shown in figure 11.1:

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**Table 11.1 Key Drivers of satisfaction**

	<b>Drivers of Housing Satisfaction</b>	<b>Standardised regression coefficient</b>
Q11	How would you describe the general condition of your SFA property?	0.249
Q13B	How satisfied are you with the following elements of your property? Bathroom	0.067
Q13A	How satisfied are you with the following elements of your property? Kitchen	0.058
Q13C	How satisfied are you with the following elements of your property? Amount of living space	0.050
Q13D	How satisfied are you with the following elements of your property? Internal decoration	0.042
Q13H	How satisfied are you with the following elements of your property? Insulation	0.033
Q13E	How satisfied are you with the following elements of your property? External condition	0.025
Q6_5	Overseas	0.021 <sup>5</sup>
Q13K	How satisfied are you with the following elements of your property? Garden	0.019
Q24D	Thinking about your overall experience of the allocations process, how satisfied were you with the following Notice received of property allocated?	0.018

Therefore, the general condition of their property has the greatest impact on overall satisfaction. If this aspect was improved to a point where all residents gave a positive response, this would increase overall satisfaction by a factor of 0.25 (25%). The second greatest impact on overall satisfaction is derived from satisfaction with their bathroom – this time improving it would increase satisfaction by a factor of 0.07 (7%). Other factors which have an impact on satisfaction are the kitchen, the amount of living space and the internal decoration.

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<sup>5</sup> This means that those who previously lived in overseas accommodation were less likely to be satisfied with their accommodation.

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### 11.2.2 Royal Navy model

The data was then isolated into the different Service areas in order to give Service level specific models, firstly with regards to the Royal Navy. As with the overall model, the greatest impact on satisfaction is derived from the overall condition of the property, improving this (to 100%) would have increase satisfaction by a factor of 0.23 (23%). Other areas found to have a significant impact on satisfaction included the amount of living space and the bathroom.

**Table 11.2 Key Drivers of satisfaction (Royal Navy)**

	<b>Drivers of Housing Satisfaction</b>	<b>Standardised regression coefficient</b>
Q11	How would you describe the general condition of your SFA property?	0.225
Q13C	How satisfied are you with the following elements of your property? Amount of living space	0.109
Q13B	How satisfied are you with the following elements of your property? Bathroom	0.072
Q13G	How satisfied are you with the following elements of your property? Drainage and plumbing	0.060
Q7A	How long have you lived in your current property? YEARS	0.060 <sup>6</sup>
Q13D	How satisfied are you with the following elements of your property? Internal decoration	0.058
Q38D	Thinking about your last completed repair, how would you rate it in terms of Attitude of workers?	0.055
Q6_5	Overseas	0.053 <sup>7</sup>

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<sup>6</sup> This means that those who had lived in their current property for a long time were more likely to be satisfied.

<sup>7</sup> This means that those who previously lived in overseas accommodation were less likely to be satisfied with their accommodation.

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### 11.2.3 Army model

In terms of Army personnel, the greatest impact on overall satisfaction was the general condition of the property (this would increase satisfaction by a factor of 0.23). Other significant factors included satisfaction with the kitchen and the bathroom (both a factor of 0.07).

**Table 11.3 Key Drivers of satisfaction (Army)**

	<b>Drivers of Housing Satisfaction</b>	<b>Standardised regression coefficient</b>
Q11	How would you describe the general condition of your SFA property?	0.230
Q13A	How satisfied are you with the following elements of your property? Kitchen	0.065
Q13B	How satisfied are you with the following elements of your property? Bathroom	0.065
Q13D	How satisfied are you with the following elements of your property? Internal decoration	0.055
Q13E	How satisfied are you with the following elements of your property? External condition	0.040
q6_5	Overseas	0.036 <sup>8</sup>
Q13L	How satisfied are you with the following elements of your property? Condition of surrounding estate - number of empty properties, communal areas	0.029
Q13J	How satisfied are you with the following elements of your property? Windows / double glazing	0.029
q6_4	Another SFA property	0.028 <sup>9</sup>
Q13K	How satisfied are you with the following elements of your property? Garden	0.026
Q24D	Thinking about your overall experience of the allocations process, how satisfied were you with the following Notice received of property allocated?	0.021

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<sup>8</sup> This means that those who previously lived in overseas accommodation were less likely to be satisfied with their property.

<sup>9</sup> This means that those who previously lived in another SFA accommodation were also less likely to be satisfied with their property

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#### 11.2.4 Royal Air Force Model

As with the previous models detailed, the greatest impact for the Royal Air Force is general condition of the property (factor of 0.31). Other impacts with a significant impact on satisfaction include amount of living space and bathroom (0.1 and 0.09, respectively)

**Table 11.4 Key Drivers of satisfaction (Royal Air Force)**

	Drivers of Housing Satisfaction	Standardised regression coefficient
Q11	How would you describe the general condition of your SFA property?	0.308
Q13C	How satisfied are you with the following elements of your property? Amount of living space	0.095
Q13B	How satisfied are you with the following elements of your property? Bathroom	0.086
Q26	How satisfied were you with the overall quality of service on moving into your property?	0.060
Q13H	How satisfied are you with the following elements of your property? Insulation	0.054

#### 11.2.5 Royal Marines

The final model analysed was for the Royal Marines, only the kitchen and the condition of the surrounding estate were found to be significant factors in overall satisfaction.

**Table 11.5 Key Drivers of satisfaction (Royal Marines)**

	Drivers of Housing Satisfaction	Standardised regression coefficient
Q13A	How satisfied are you with the following elements of your property? Kitchen	0.555
Q13L	How satisfied are you with the following elements of your property? Condition of surrounding estate - number of empty properties, communal areas	0.090

## 12 Conclusions

The research collected the opinions of over 12,000 households who live in UK Service Families Accommodation and provides a key part of the NAO research into whether UKSFA meets the current requirements of the Armed Forces and the people who live in them.

### 12.1 Overall satisfaction

In total, 62% were satisfied with their current property, which was lower than the current ORC Benchmark (81%) and also meant that UKSFA satisfaction was within the lower quartile of housing providers. Similarly, about half (52%) rated the condition of their property as good but 31% thought it was poor. Again lower than the ORC Benchmark (79%). Statistical regression analysis found that the overall condition of the property had the biggest impact on respondents overall satisfaction with the property.

Throughout the survey, it was found that there was a clear link between respondents' attitudes towards their property and their standard and grade of property. In general, those living in standard 1 properties were more likely to be satisfied than those in standard 2, 3 or 4 properties. Similarly, those in property grade 1 were more satisfied than those in grades 2, 3 or 4.

Those living in the lower standards and grades of housing were more likely to be willing to pay extra in order to get their property to be upgraded more quickly.

### 12.2 Moving out service

Analysis found links between respondents' satisfaction with the move-out service and having a pre-move out visit and also whether there were any charges. Both these areas highlighted key aspects of this service, firstly that it was important to have a pre-move visit as this minimised the risk of upset and misunderstanding on moving out and secondly that if there were charges it is important that time is taken to fully explain and justify these to the respondent.

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### **12.3 Allocations and Moving in**

Generally Service personnel were given more than 3 months notice of their postings; however, Royal Air Force and Army respondents were more likely than others to receive little notice of it. Most respondents did not have to wait for a property beyond their posting date, however, there was still a substantial proportion that did. Over a fifth were consistently dissatisfied with aspects of the allocations process, most notably with the quality of information and helpfulness of response.

Generally, respondents held mixed views on the condition of their property upon move-in, for only cleanliness of property did over half actually express satisfaction, but even for this 35% were dissatisfied. Furthermore high numbers reported problems with their property upon move-in, most notably with their carpet (39%), kitchen (34%) and bathroom (34%).

### **12.4 Repairs and maintenance**

The repairs service was another area where satisfaction was lower than other housing providers. One important aspect of the service that impacted upon satisfaction was whether the repair was sorted out on the first visit (60% of repairs were not). Respondents were not convinced that the helpdesk currently fully understood what their problem was. Equally important is the type of repair that is being undertaken, it was clear from the analysis of data that people who had emergency repairs were less satisfied with the repair and less likely to get their repair fully completed on the first visit.

### **12.5 Upgrades to services and properties**

There was a clear preference from respondents for upgrading their properties' kitchens as being the number 1 priority. A proportion of respondents were willing to pay extra in order to get their kitchen and bathrooms upgraded. This was an option that people in lower condition and grade properties were even more interested in; only 28% of those in grade 4 properties were unwilling to pay extra to get some aspect of their property upgraded.

In terms of encouraging Service personnel to consider buying properties, even with the current MoD schemes, there would be large numbers that would not be willing to live in non SFA properties.

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ORC International

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## Appendix A Questionnaire

## Survey of Service Families Accommodation

### HOW TO COMPLETE THE QUESTIONNAIRE

1. The questionnaire can be completed by the Service person, their partner, or both together.
2. Please read the instructions for answering each question carefully. Most questions ask you to **“TICK ONE BOX ONLY”**
3. Ignore the numbers beside each question – they are for office use only.
4. Please return the completed questionnaire using the envelope provided.
5. If you require any help in filling out this questionnaire please call **0207 192 0614**

### INFORMATION ABOUT YOU

**Q1** Please indicate who has completed the survey:

**TICK ONE BOX ONLY ✓**

- I am the Service person* <sub>1</sub>
- I am the partner of the Service person* <sub>2</sub>
- We (Service person and partner) have completed the survey together* <sub>3</sub>

**Q2** Which Service is the Service person in?

**TICK ONE BOX ONLY ✓**

- Royal Navy* <sub>1</sub>
- Army* <sub>2</sub>
- Royal Air Force* <sub>3</sub>
- Royal Marines* <sub>4</sub>
- Civilian / Other* <sub>5</sub>

**Q3** What rank is the Service person?

**TICK ONE BOX ONLY ✓**

- Officer* <sub>1</sub>
- NCO / Warrant Officer / Senior Rate* <sub>2</sub>
- Other Rank/Junior Rate/Airman* <sub>3</sub>

**Q4** How long has the Service person spent in the Services?

**WRITE NUMBER OF YEARS IN BOX**

**Q5** How many Service Families Accommodation (SFA) properties, including your current property, has the Service person lived in during their Service career?

**WRITE NUMBER IN BOX**

**Q6** Where did the Service person live prior to moving into your current property?

**TICK ONE BOX ONLY ✓**

- Own home* <sub>1</sub>
- Rented property* <sub>2</sub>
- Single Living Accommodation* <sub>3</sub>
- Another SFA property* <sub>4</sub>
- Overseas* <sub>5</sub>

**⚠ Data Protection Act.** ORC International is conducting this survey on behalf of the National Audit Office to assess levels of satisfaction with Service Families Accommodation. All information provided by individuals will be kept completely confidential within ORC and the NAO and findings will only be reported publicly and to the MoD anonymously.

**ID Number:**

## YOUR CURRENT PROPERTY

**Q7** How long have you lived in your current property? **WRITE IN THE BOXES BELOW**

<input style="width: 100%; height: 30px;" type="text"/>	years		<input style="width: 100%; height: 30px;" type="text"/>	months
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**Q8** If you are the partner of the Service person, is your partner currently deployed on operations? **TICK ONE BOX ONLY ✓**

Yes <sub>1</sub>                      No <sub>2</sub>

**Q9** Approximately how many days has the Service person spent working away from home in the last year or since living in the current property (whichever is the shorter)?

**WRITE NUMBER IN BOX**  days

**Q10** Overall, how satisfied are you with your current property? **TICK ONE BOX ONLY ✓**

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

## CONDITION OF CURRENT PROPERTY

Please answer the following questions in relation to your **current SFA** property only.

**Q11** How would you describe the general condition of your SFA property?

**TICK ONE BOX ONLY ✓**

<i>Very good</i>	<i>Fairly good</i>	<i>Neither</i>	<i>Fairly poor</i>	<i>Very poor</i>
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q12** The list below shows various aspects of your SFA property that might be important to you. Please indicate your top five in order of importance, by writing 1 next to the most important, 2 next to the 2<sup>nd</sup> most important down to 5 next to the fifth most important.

<i>Overall size of property</i>	
<i>Amount of living space</i>	
<i>Modern, well equipped kitchen</i>	
<i>Modern, well equipped bathroom</i>	
<i>Having more than one bathroom</i>	
<i>Amount of storage space</i>	
<i>Energy efficiency (e.g insulation)</i>	
<i>State of décor (internal and exterior)</i>	
<i>Location of property</i>	
<i>New fixtures / fittings / furnishings</i>	

**Q13** How satisfied are you with the following elements of your property?

**TICK ONE BOX ONLY FOR EACH ✓**

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
A Kitchen	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B Bathroom	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C Amount of living space	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D Internal decoration	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E External condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
F Roof	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
G Drainage and plumbing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
H Insulation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I Heating	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
J Windows / double glazing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
K Garden	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
L Condition of surrounding estate – number of empty properties, communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q14** Would you be willing to pay more rent in order to live in a better quality property?

**TICK ONE BOX ONLY ✓**

Yes	No	Maybe
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q15** Would you be willing to live in a property with more wear and tear but pay less rent?

**TICK ONE BOX ONLY ✓**

Yes	No	Maybe
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

## MOVING OUT

Answer the following questions with reference to the move into your current SFA property. If you moved into this property from a non SFA property, or from overseas please go to **Q19**

**Q16** How satisfied were you with the service provided on move-out?

**TICK ONE BOX ONLY ✓**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q17** Did the Housing Officer identify and clearly explain all the issues that would need to be remedied at the pre-move visit?

**TICK ONE BOX ONLY ✓**

Yes	No	There were no issues	Did not request a pre-move visit	Did not receive a pre-move visit
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q18** Did you feel that any charges for repairs and/or cleaning, if any, were fair and reasonable in relation to the reasons given?

**TICK ONE BOX ONLY ✓**

Yes, the charges were fair and reasonable	Partly, although the amount didn't seem fair	No they weren't fair and / or reasonable	No charges incurred	Don't know / not sure
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## ALLOCATIONS

Please answer the following questions with reference to the move into your current property.

- Q19** What was the reason for the move? **TICK ONE BOX ONLY ✓**
- |                                       |                                       |  |                                       |
|---------------------------------------|---------------------------------------|--|---------------------------------------|
| <i>Unit move</i>                      | <i>Individual posting</i>             | <i>Change in family<br/>circumstance (eg new baby)</i> | <i>Other</i>                          |
| <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub>                  | <input type="checkbox"/> <sub>4</sub> |

- Q20** If you moved because of a unit move or individual posting, how much notice did you receive of your posting? **TICK ONE BOX ONLY ✓**
- |                                       |                                       |                                       |                                       |                                       |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| <i>Less than a<br/>month</i>          | <i>1-2 months</i>                     | <i>3-6 months</i>                     | <i>7-12 months</i>                    | <i>More than 12<br/>months</i>        |
| <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |

If the move into your current property was **not** dealt with by a Housing Information Centre (HIC), then please go to **Q23**

- Q21** How long did it take the HIC to inform you that you had been allocated a property from the time that you submitted your allocation request? **TICK ONE BOX ONLY ✓**
- |                           |                                       |                                    |                                       |
|---------------------------|---------------------------------------|------------------------------------|---------------------------------------|
| <i>Less than a week</i>   | <input type="checkbox"/> <sub>1</sub> | <i>Three weeks to a month</i>      | <input type="checkbox"/> <sub>4</sub> |
| <i>One to two weeks</i>   | <input type="checkbox"/> <sub>2</sub> | <i>Longer than one month</i>       | <input type="checkbox"/> <sub>5</sub> |
| <i>Two to three weeks</i> | <input type="checkbox"/> <sub>3</sub> | <i>Don't know / can't remember</i> | <input type="checkbox"/> <sub>6</sub> |

- Q22** How long, if at all, did you have to wait for a property to become available beyond your posting date?

**WRITE NUMBER IN BOX**

weeks

*Did not have to wait*

<sub>0</sub>

- Q23a** Did you notify the HIC, or Defence Estates, of any special requirements for your property? **TICK ONE BOX ONLY ✓**
- |   |                                       |   |                                       |
|---|---------------------------------------|---|---------------------------------------|
| <i>Yes, and they required major adaptations to the property</i> | <input type="checkbox"/> <sub>1</sub> | <i>Yes, but they didn't require any adaptations to the property</i> | <input type="checkbox"/> <sub>3</sub> |
| <i>Yes, and they required minor adaptations to the property</i> | <input type="checkbox"/> <sub>2</sub> | <i>No (please go to question 24)</i>                                | <input type="checkbox"/> <sub>4</sub> |

- Q23b** Thinking about the response to your request for adaptations, how satisfied were you with the following ...? **TICK ONE BOX ONLY FOR EACH ✓**
- |   | Very Satisfied                        | Fairly Satisfied                      | Neither                               | Fairly Dissatisfied                   | Very Dissatisfied                     |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| A <i>Communication on progress</i>          | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| B <i>Extent to which the work met needs</i> | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |

**Q24** Thinking about your overall experience of the allocations process, how satisfied were you with the following ... **TICK ONE BOX ONLY FOR EACH ✓**

		<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Neither</i>	<i>Fairly Dissatisfied</i>	<i>Very Dissatisfied</i>
A	<i>Timeliness of response</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B	<i>Helpfulness of response</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C	<i>Quality of information provided</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D	<i>Notice received of property allocated</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E	<i>Extent to which needs were taken into account</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
F	<i>Extent to which your preference for areas was taken into account</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q25** How important is it to you to be located ... **TICK ONE BOX ONLY FOR EACH ✓**

		<i>Very important</i>	<i>Fairly important</i>	<i>Not very important</i>	<i>Not at all important</i>
A	<i>With other military families</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
B	<i>With families of similar rank</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
C	<i>On an estate with no civilians</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

## MOVE IN

**Q26** How satisfied were you with the overall quality of service on moving into your property?

**TICK ONE BOX ONLY ✓**

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q27** Did you refuse another property prior to being allocated this one?

**TICK ONE BOX ONLY ✓**

<i>Yes</i>	<i>No</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2

**Q28** How satisfied were you with the following elements of your current property on move-in?

**TICK ONE BOX ONLY FOR EACH ✓**

		<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Neither</i>	<i>Fairly Dissatisfied</i>	<i>Very Dissatisfied</i>
A	<i>Cleanliness of property</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B	<i>Décor of property</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C	<i>Carpets</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D	<i>State of any garden</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E	<i>State of repair of the property / that everything worked</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q29** Please tick if you reported problems with any of the following areas to the contractor on move-in **TICK ALL THAT APPLY ✓**

- |                         |                            |                                   |                             |
|-------------------------|----------------------------|-----------------------------------|-----------------------------|
| <i>External repairs</i> | <input type="checkbox"/> 1 | <i>Cleaning</i>                   | <input type="checkbox"/> 8  |
| <i>Internal décor</i>   | <input type="checkbox"/> 2 | <i>Walls</i>                      | <input type="checkbox"/> 9  |
| <i>Heating</i>          | <input type="checkbox"/> 3 | <i>Windows</i>                    | <input type="checkbox"/> 10 |
| <i>Plumbing</i>         | <input type="checkbox"/> 4 | <i>Carpets</i>                    | <input type="checkbox"/> 11 |
| <i>Drains</i>           | <input type="checkbox"/> 5 | <i>Other (please state) _____</i> | <input type="checkbox"/> 12 |
| <i>Bathroom</i>         | <input type="checkbox"/> 6 | <i>None</i>                       | <input type="checkbox"/> 13 |
| <i>Kitchen</i>          | <input type="checkbox"/> 7 |                                   |                             |

## MAINTENANCE AND REPAIRS SERVICE

Please answer the following questions in relation to the property you are **currently** occupying

**Q30** Overall would you describe your property as: **TICK ONE BOX ONLY ✓**

- |   |                            |
|---|----------------------------|
| <i>Generally well maintained</i>                                | <input type="checkbox"/> 1 |
| <i>Fairly well maintained – only a few minor problems</i>       | <input type="checkbox"/> 2 |
| <i>Poorly maintained – lots of problems requiring attention</i> | <input type="checkbox"/> 3 |

**Q31a** Have you had to use the maintenance service whilst at this property?

- Yes, **(please go to Q31b)**  1      No, **(please go to Q40a)**  2

**TICK ONE BOX ONLY ✓**

**Q31b** How many times have you had to call out the maintenance provider in the last 12 months?

**WRITE NUMBER IN BOX**

**Q31c** If you have called out the maintenance provider more than once, was this for:

- |                         |                            |                           |                            |
|-------------------------|----------------------------|---------------------------|----------------------------|
| <i>The same problem</i> | <input type="checkbox"/> 1 | <i>Different problems</i> | <input type="checkbox"/> 2 |
|-------------------------|----------------------------|---------------------------|----------------------------|

**TICK ONE BOX ONLY ✓**

Please answer the following questions in relation to your **most recent** maintenance issue

**Q32** Where was the main problem? **TICK ONE BOX ONLY ✓**

- |                                   |                            |                                   |                             |
|-----------------------------------|----------------------------|-----------------------------------|-----------------------------|
| <i>Plumbing</i>                   | <input type="checkbox"/> 1 | <i>Windows / doors</i>            | <input type="checkbox"/> 8  |
| <i>Boiler</i>                     | <input type="checkbox"/> 2 | <i>Roof</i>                       | <input type="checkbox"/> 9  |
| <i>Heating issues / radiators</i> | <input type="checkbox"/> 3 | <i>Communal areas</i>             | <input type="checkbox"/> 10 |
| <i>Décor</i>                      | <input type="checkbox"/> 4 | <i>Infestation</i>                | <input type="checkbox"/> 11 |
| <i>Damp / leaks</i>               | <input type="checkbox"/> 5 | <i>Drainage</i>                   | <input type="checkbox"/> 12 |
| <i>Structural damage</i>          | <input type="checkbox"/> 6 | <i>Electrical</i>                 | <input type="checkbox"/> 13 |
| <i>Gardens/fences</i>             | <input type="checkbox"/> 7 | <i>Other (please state) _____</i> | <input type="checkbox"/> 14 |



**Q33** Was the problem in your view **TICK ONE BOX ONLY ✓**  
*An emergency*  <sub>1</sub>      *An urgent repair*  <sub>2</sub>      *A routine repair*  <sub>3</sub>

**Q34** Do you feel that the helpdesk staff understood the issue when you reported it? **TICK ONE BOX ONLY ✓**  
*Yes, fully*  <sub>1</sub>      *Yes, partially*  <sub>2</sub>      *No, they misunderstood*  <sub>3</sub>

**Q35a** Was the problem sorted out on the first visit? **TICK ONE BOX ONLY ✓**  
*Yes, (please go to Q36)*  <sub>1</sub>      *No, (please go to Q35b)*  <sub>2</sub>

**Q35b** Why was the problem not sorted out? **TICK ONE BOX ONLY ✓**  
*The wrong person turned up for the job*  <sub>1</sub>  
*They did not have the right parts*  <sub>2</sub>  
*A specialist part was needed and had to be ordered*  <sub>3</sub>  
*They did not have the right tools for the job*  <sub>4</sub>  
*They did not understand the problem*  <sub>5</sub>  
*The job was too big to complete in one visit*  <sub>6</sub>  
*Other (please state)* \_\_\_\_\_  <sub>7</sub>

**Q35c** How many more visits were required before the problem was fixed satisfactorily?

**WRITE NUMBER IN BOX**

**Q35d** Did you have to chase the maintenance provider to ensure the work was undertaken? **TICK ONE BOX ONLY ✓**  
*Yes, more than once*  <sub>1</sub>      *Yes, once*  <sub>2</sub>      *No, they contacted me*  <sub>3</sub>

**Q36** Did you receive a follow-up call from the maintenance provider for a customer satisfaction survey? **TICK ONE BOX ONLY ✓**  
*Yes*  <sub>1</sub>      *No*  <sub>2</sub>

**Q37** How satisfied were you with the overall quality of customer service you received from the maintenance service helpdesk? **TICK ONE BOX ONLY ✓**  
*Very satisfied*  <sub>1</sub>      *Fairly satisfied*  <sub>2</sub>      *Neither*  <sub>3</sub>      *Fairly dissatisfied*  <sub>4</sub>      *Very dissatisfied*  <sub>5</sub>

**Q38** Thinking about your last completed repair, how would you rate it in terms of...?

**TICK ONE BOX ONLY FOR EACH ✓**

		Very Good	Fairly Good	Neither	Fairly Poor	Very Poor
A	Being told when workers would call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B	Time taken before work started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C	Speed with which work was completed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D	Attitude of workers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E	Overall quality of repair work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
F	Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q39a** Have you contacted the maintenance provider to complain about the quality of service or the work done? **TICK ONE BOX ONLY ✓**

Yes, (please go Q39b)      No, (please go to Q40a)

1                       2

**Q39b** How satisfied were you with the following aspects of your complaint?

**TICK ONE BOX ONLY FOR EACH ✓**

		Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
A	The way your problem was resolved	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B	The speed with which your complaint was dealt with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## IMPROVEMENTS TO PROPERTIES

**Q40a** Is your property currently subject to any upgrade programmes? **TICK ONE BOX ONLY ✓**

Yes                      No (please go to Q44)                      Don't know (please go to Q44)

1                       2                       3

**Q40b** What work is being undertaken?

**TICK ALL THAT APPLY ✓**

Kitchen	<input type="checkbox"/> 1	Rewiring	<input type="checkbox"/> 5
Roof	<input type="checkbox"/> 2	Boiler	<input type="checkbox"/> 6
Bathroom	<input type="checkbox"/> 3	Plumbing	<input type="checkbox"/> 7
Redecoration	<input type="checkbox"/> 4	Other (please state) _____	<input type="checkbox"/> 8

**Q41** Were you given the option to move out while the work is undertaken?

**TICK ONE BOX ONLY ✓**

Yes                      No

1                       2

**Q42** How has the programme been communicated with you?

**TICK ALL THAT APPLY ✓**

Chain of command	<input type="checkbox"/> 1	Word of mouth	<input type="checkbox"/> 4
By letter from contractor	<input type="checkbox"/> 2	Other	<input type="checkbox"/> 5
By letter from Defence Estates	<input type="checkbox"/> 3		

**Q43** How satisfied were you with the communication about the upgrade programme?

**TICK ONE BOX ONLY ✓**

- Very satisfied <sub>1</sub>      Fairly satisfied <sub>2</sub>      Neither <sub>3</sub>      Fairly dissatisfied <sub>4</sub>      Very dissatisfied <sub>5</sub>

**Q44** For significant upgrade work, would you prefer to...

**TICK ONE BOX ONLY ✓**

- Remain in the property, but receive some compensation (e.g. reduced rent) <sub>1</sub>  
 Move out of the property while the work is being undertaken <sub>2</sub>  
 MoD to wait until I am due to vacate before undertaking any works <sub>3</sub>

**Q45** We would like to know what aspects of properties you think the MoD should prioritise upgrading. Please indicate below what you think are the top five priorities, by writing 1 next to your top priority, 2 next to your 2<sup>nd</sup> priority down to 5 next to your 5<sup>th</sup> priority.

Kitchens	
Bathrooms	
Internal décor	
External condition (roofs, walls etc)	
Central heating	
Windows and doors	
Energy efficiency (e.g insulation)	
Communal areas/wider surroundings	

**Q46** Would you be prepared to pay a slightly higher charge to have earlier upgrade programmes for any of these areas?

**TICK ALL THAT APPLY ✓**

- |                    |                                       |                   |                                       |
|--------------------|---------------------------------------|-------------------|---------------------------------------|
| Kitchens           | <input type="checkbox"/> <sub>1</sub> | Windows and doors | <input type="checkbox"/> <sub>6</sub> |
| Bathrooms          | <input type="checkbox"/> <sub>2</sub> | Energy efficiency | <input type="checkbox"/> <sub>7</sub> |
| Internal décor     | <input type="checkbox"/> <sub>3</sub> | Communal areas    | <input type="checkbox"/> <sub>8</sub> |
| External condition | <input type="checkbox"/> <sub>4</sub> | None of these     | <input type="checkbox"/> <sub>9</sub> |
| Central heating    | <input type="checkbox"/> <sub>5</sub> |                   |                                       |

## IMPROVEMENTS TO SFA SERVICES

**Q47** Would you like to see any of these improvements to the associated services for SFA, if they were possible?

**TICK ALL THAT APPLY ✓**

- |  |                                       |   |                                       |
|--|---------------------------------------|---|---------------------------------------|
| "Estate agent" style details for allocated properties before move in | <input type="checkbox"/> <sub>1</sub> | To see an example of your allocated property before move in | <input type="checkbox"/> <sub>4</sub> |
| More choice of the same type of properties                           | <input type="checkbox"/> <sub>2</sub> | Shorter appointment slots for maintenance                   | <input type="checkbox"/> <sub>5</sub> |
| Bigger properties available that you pay more for                    | <input type="checkbox"/> <sub>3</sub> |   |                                       |

**Q48** To what extent do you agree that the following services have improved in the last 2 years?

**TICK ONE BOX ONLY FOR EACH ✓**

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly disagree</i>
A <i>Maintenance</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B <i>Allocations</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C <i>Move in</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D <i>Move out</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E <i>Overall condition of properties</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## ALTERNATIVES TO SFA AND HOME OWNERSHIP

**Q49** Why have you chosen to live in SFA rather than owning your own home?

**TICK ALL THAT APPLY ✓**

<i>Too expensive to buy a property</i>	<input type="checkbox"/> 1	<i>Requirement of role to be close to work</i>	<input type="checkbox"/> 5
<i>Not ready to buy a property</i>	<input type="checkbox"/> 2	<i>Expected to live on base</i>	<input type="checkbox"/> 6
<i>Move around too much to buy a property</i>	<input type="checkbox"/> 3	<i>Other (write below)</i>	<input type="checkbox"/> 7
<i>Prefer to live with other military families</i>	<input type="checkbox"/> 4	_____	

**Q50** Would you like to own your own home?

**TICK ONE BOX ONLY ✓**

<i>Yes, during service</i>	<i>Yes, after leaving service</i>	<i>No</i>	<i>Not sure</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Q51** Are you aware of the schemes MoD offers to help you buy a property?

These schemes include the Key Worker Living programme and shared equity schemes

**TICK ONE BOX ONLY ✓**

<i>Yes</i>	<i>No</i>	<i>Not sure</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q52a** Would you consider using such a scheme to purchase a property

**TICK ONE BOX ONLY ✓**

<i>Yes, (please go to Q53)</i>	<i>No, (please go to Q52b)</i>	<i>Maybe, (please go to Q52b)</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q52b** What factors are discouraging you?

**TICK ALL THAT APPLY ✓**

<i>Not sure how scheme works / too confusing</i>	<input type="checkbox"/> 1
<i>Don't think that the scheme applies to me</i>	<input type="checkbox"/> 2
<i>Not sure I want to buy in that area</i>	<input type="checkbox"/> 3
<i>No point as I know I will be moving on soon/moving often</i>	<input type="checkbox"/> 4
<i>Schemes do not offer a good deal</i>	<input type="checkbox"/> 5
<i>Even with schemes, property is still too expensive</i>	<input type="checkbox"/> 6

- Q53** Is there anything more that the MoD could do to encourage you to buy your own home? **TICK ALL THAT APPLY ✓**
- Provide more stability and a need to move less frequently*  1
- Provide more financial help, such as increase in Long Service Advance of Pay*  2
- Provide better information on the options available*  3
- Less expectation that personnel should live on base*  4
- Other (please state) \_\_\_\_\_*  5

## ABOUT YOU

It would be helpful if you could complete the following questions about yourself. However, if there are any questions which you would prefer not to answer, please leave these blank. If you have completed the questionnaire together, please answer with reference to the Service person. Otherwise, please answer for yourself.

- Q54** Are you **TICK ONE BOX ONLY ✓**
- Male*  1 *Female*  2

- Q55** What is your marital status **TICK ONE BOX ONLY ✓**
- Single*  1 *Divorced*  3
- Married*  2 *Widowed*  4

- Q56** What is your age group **TICK ONE BOX ONLY ✓**
- Under 20*  1 *35-39*  5
- 20-24*  2 *40-44*  6
- 25-29*  3 *45-49*  7
- 30-34*  4 *50+*  8

- Q57** How many dependent children do you have living in the household **TICK ONE BOX ONLY ✓**
- WRITE NUMBER IN BOX**
- WRITE 0 IF NONE**

- Q58** If you have dependent children in the household, how old are they? **TICK ALL AGE GROUPS THAT APPLY ✓**
- 0-4*  1 *17-19*  4
- 5-10*  2 *20+*  5
- 11-16*  3

- Q59** Do you have any other family circumstances which are not taken into account under the current entitlement regulations? **TICK ALL THAT APPLY ✓**
- Older children living at home*  1 *Other (please state)*  4
- Elderly relative*  2 \_\_\_\_\_
- Other children, for whom you do not have full-time custody*  3

**Q60** What types of pet (s), if any, do you have? **TICK ALL THAT APPLY ✓**  
Dog <sub>1</sub> Other <sub>3</sub>  
Cat <sub>2</sub>

**Q61** What is the nationality of the Service person? **TICK ONE BOX ONLY ✓**  
British <sub>1</sub> Other <sub>3</sub>  
Commonwealth <sub>2</sub>

**Q62** Which of the following best describes the Service person? **TICK ONE BOX ONLY ✓**  
White <sub>1</sub> Indian, Pakistani or Bangladeshi <sub>5</sub>  
Black (African, Caribbean or other) <sub>2</sub> Other Asian <sub>6</sub>  
Mixed White <sub>3</sub> Chinese <sub>7</sub>  
Any other mixed background <sub>4</sub> Other <sub>8</sub>

### COMMENTS

Please use the space below if you have any additional comments to make about your home or the service that the Ministry of Defence provides.

**Thank you for taking the time to complete this questionnaire  
(Please return it as requested in the envelope provided)**

## Appendix B Benchmarking

In appropriate places in the report, the results from this survey were benchmarked with ORC International's overall STATUS benchmark. This benchmarking database contains information based on the key STATUS questions and we have recent data from 92 RSLs and Local Authority Housing providers across England. From this database the ORC International benchmark is calculated, this is the median score.

The results from the UK Service Families Accommodation survey were benchmarked on the following questions from the ORC International database:

<b>Question Number</b>	<b>Question</b>
<b>Q10</b>	Overall, how satisfied are you with your current property
<b>Q11</b>	How would you describe the general condition of your SFA property
<b>Q38A</b>	Thinking about your last completed repair, how would you rate it in terms of being told when workers would call
<b>Q38B</b>	Thinking about your last completed repair, how would you rate it in terms of time taken before work started
<b>Q38C</b>	Thinking about your last completed repair, how would you rate it in terms of speed with which work was completed
<b>Q38D</b>	Thinking about your last completed repair, how would you rate it in terms of attitude of workers
<b>Q38E</b>	Thinking about your last completed repair, how would you rate it in terms of overall quality of repair work
<b>Q38F</b>	Thinking about your last completed repair, how would you rate it in terms of keeping dirt and mess to a minimum

The Benchmarking database contains data from the following housing providers:

<b>Organisation</b>	<b>Date of Survey</b>	<b>Respondents</b>
Aragon Housing Association	Sep-06	1011
Babergh District Council	Jul-07	2155
Basildon District Council	Oct-05	3589
Beechwood Ballantyre CHA	Jan-07	317
Berrybridge	Mar-07	295
Bethnal Green & Victoria Park Housing Association	Sep-05	1012
BIH Housing Association	Aug-07	270
Birmingham City Council	Jan-06	7450
Blyth Valley BC	Jan-07	1061
Bournville Village Trust	Apr-06	820
Bowlee Park	Mar-07	264
Braintree DC	Sep-06	916
Brighton & Hove City Council	Jan-06	4009
Carlisle Housing Association	Mar-07	600
Castle Morpeth Borough Council	Jun-06	1633
Circle 33 Housing Trust	Apr-08	567
City of Lincoln Council	Jan-07	578

Organisation	Date of Survey	Respondents
Coastline Housing	Mar-07	1860
Cobalt Housing	Dec-06	590
Community Housing Association	Jul-07	898
Community Seven	Mar-07	241
Contour Housing Group	Apr-06	4289
Cotsway Housing	Jun-06	300
Crawley Borough Council	Apr-06	977
East Homes	Jan-07	3726
Family Mosaic	Jan-07	700
Gravesham Borough Council	Jan-07	757
Great Yarmouth BC	Dec-06	661
Grove Village	Oct-06	136
Havebury Housing Partnership	Aug-06	1691
High Peak Community Housing	Dec-06	1561
Hillingdon Homes ALMO	Oct-06	814
Homes for Islington	Jul-07	602
Horizon Housing Group	Feb-06	2193
Housing 21	Nov-05	2035
Island Homes	Jul-08	389
Islington and Shoreditch HA	Sep-05	735
Kensington and Chelsea TMO	Aug-06	1702
LB of Barking and Dagenham	Mar-06	652
LB of Camden	Jan-07	769
LB of Greenwich	Jul-06	2422
LB of Lambeth	Aug-06	738
LB of Merton	Nov-06	774
LB of Redbridge	Oct-05	769
Lee Valley	Mar-07	342
Liverpool Housing Trust	Jan-07	501
Maidstone Housing Trust	Sep-06	1417
Milton Keynes Council	Aug-06	2133
Mole Valley Housing Association	Apr-08	500
Newark and Sherwood Homes	Mar-07	625
Newcastle City Council	Jun-06	817
North East Derbyshire District Council	Oct-06	738
North Norfolk Housing Trust	Jul-06	747
Northern Counties Housing Association	Jan-06	7000
Old Ford Housing Association	Apr-08	489
Orbit (North)	Jan-07	1436
Orbit (South)	Jan-07	1651
Orwell Housing Association	Mar-07	758
Pierhead Housing	Feb-07	612
Prime Focus Group Regeneration Group	Feb-06	610
Radcliffe Housing Society	Dec-07	102
Riverside Bridge	Mar-07	526
Riverside Group (English Churches)	Mar-07	1305
Riverside Housing (Midlands)	Mar-07	376
Riverside Housing (Sheltered)	Mar-06	608
Riverside North East	Mar-07	205
Riverside Overall	Mar-07	4689
Riverside Waterfront	Mar-07	518



Organisation	Date of Survey	Respondents
<i>Rochford DC</i>	Aug-06	1184
Roddons Housing Association	Apr-08	518
Rother Homes	Feb-06	807
Russet Homes	Apr-08	950
Sevenside Housing	Nov-05	2203
Shepherds Bush HA	Apr-06	805
SLFHA Ltd	Feb-06	794
South Anglia Housing Association	Apr-08	547
South Warwickshire Housing Association (Tenants Survey)	Oct-06	2925
Southampton Council	Sep-06	708
Southern Horizon	Feb-06	592
Southern Housing Group	Oct-06	2040
Sovereign Housing Association	Dec-05	1407
Tandridge District Council	May-06	821
Thames Valley Housing	Oct-05	760
Tor Homes	Dec-07	511
Toynbee Housing Association	Jul-08	1193
Waveney District Council	Jun-06	834
Waverley BC	Jan-07	1250
Wealden District Council	May-06	833
Wherry Housing Association	Apr-08	553
William Sutton HA	Sep-05	806
Woking BC	Jan-07	728
Wycombe District Council	Mar-07	3288