



TENANT SATISFACTION SURVEY

Q1 2022

Tenant Satisfaction Surveys 2022

To better understand what is important to you and where we need to focus our energy and resources, we have commissioned Acuity to undertake satisfaction surveys on our behalf.

We want to thank everyone who has taken part in our surveys, thank you for your time and your excellent feedback which is shaping how we deliver services to you. These surveys allow us to review and improve the services we offer you, our tenants. We can see that improvements have been made since our previous surveys, but there are areas where further work is needed.

For example, we can see that how Circle listens to and acts on tenants' views is something you rate as very important to your overall satisfaction. Similarly, the quality of the home, and finding Circle easy to deal with, are other areas which we can see are a priority for tenants.

We can update you on the actions we have or intend to take.



About Circle VHA Tenant Satisfaction Survey

The following sections look at the results from the survey based on the views of Circle tenants. This section examines the overall rating for Circle's services.

In April 106 tenants took part in our Satisfaction Survey



SERVICES PROVIDED BY CIRCLE

88%

Almost **nine** out of **ten** tenants are satisfied with the services Circle provide.

Satisfaction with overall services has increased considerably from the last survey by **9%**.

QUALITY OF THE HOME

89%

Eight out of **nine** tenants are satisfied with the overall quality of their home. This has **increased** by **8%** since December 2021.

SECURITY IN THE HOME

82%

Four-fifths of tenants are satisfied that their homes are safe and secure. Satisfaction has **fallen** by **2%** since last December.

An elderly couple, a man with glasses and a woman, are smiling and looking at a small wooden model of a house. The man is holding the model. The background is a bright, out-of-focus indoor setting.

HEATING AND ENERGY EFFICIENCY

87%

Seven out of **eight** tenants are satisfied with the heating and energy efficiency of their home.

This is an **increase** of **14%** since last year.

FACILITIES MANAGEMENT

84%

Where Circle provide facilities management to **five** out of **six** tenants are satisfied with the services they receive. 2022 is the first year that we are gathering this information.

NEIGHBOURHOOD'S

86%

Six out of **seven** tenants are satisfied with their neighbourhood as a place to live. Tenants' satisfaction with their neighbourhood as a place to live has **risen** by **5%** since the results of the previous survey.



REPAIRS AND MAINTENANCE

82%

The survey found that over **eight out of ten** tenants are **satisfied** with the repairs and maintenance service.

95% of tenants who had a repair completed between January and March were **satisfied**.

LISTENING

83%

Five out of six tenants feel that Circle listens to their views and acts upon them.

Find our staff easy to deal with.

90%

93%

Have found our staff helpful.

How are we using your feedback?



FINDINGS

We contact tenants for details on services provided.

Publish the findings.



WHAT WE CAN DO

We use the findings to plan and improve services for tenants.



OUR TENANTS

We involve tenants in the shaping of our services provided.

**“THEY ARE VERY APPROACHABLE AND THEY ARE DEALING
WITH ISSUES STRAIGHT AWAY.”**

“I AM REALLY HAPPY HERE. I WOULD RECOMMEND THEM.”

**“I AM EXPERIENCING COMFORT, SECURITY AND PEACE. I AM
HAPPY IN MY HOME AND CIRCLE RESPECTS ME.”**

TENANTS RESPONSES - CIRCLE VHA





THANK YOU FOR TAKING PART!

IF YOU WOULD LIKE TO FIND OUT MORE INFORMATION ABOUT THE SURVEY,



PLEASE CALL CIRCLE VHA 01-4072110/2



OR EMAIL US AT INFO@CIRCLEVHA.IE