



# TENANT SATISFACTION SURVEY

Q2 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 July 108 tenants took part in our Satisfaction Survey**





# SERVICES PROVIDED BY CIRCLE

87%

Almost **nine** out of **ten** tenants are satisfied with the service provided by Circle.



## QUALITY OF THE HOME

86%

Of tenants are satisfied with the overall quality of the home.

Satisfaction with the overall quality of the home has **decreased** by **2%** since the results of the **Q1 2022** survey

## SECURITY IN THE HOME



Of tenants are satisfied that their home is safe and secure.

Satisfaction with the safety and security of the home has **increased** by **2%** since the previous survey and is now back at its highest level since the survey began in **Q2 21**

84%

# REPAIRS AND MAINTENANCE

In April, **89%** of tenants were **satisfied** with their most recent repair.

**89%**

# HEATING AND ENERGY EFFICIENCY

**Eight** out of **ten** tenants are satisfied with the heating and energy efficiency of their homes.

**82%**

# FACILITIES MANAGEMENT

83%

Where Circle provide facilities management, **five** out of **six** tenants are satisfied with the services they receive. The majority of tenants are satisfied with grounds maintenance, which includes grass cutting, litter picking, landscaping and waste collection.

## NEIGHBOURHOOD'S

86%

**Six** out of **seven** tenants are satisfied with their neighbourhood as a place to live.



# LISTENING

79%

Around **four out of five** tenants are **satisfied** that Circle listens to their views and acts upon them.

90%

Find our staff easy to deal with.

92%

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 WERE VERY RESPECTFUL, WHEN THEY OFFERED ME THE APARTMENT, THEY WERE VERY KIND, ATTENTIVE, AND COMMUNICATIVE. I’M VERY HAPPY WITH IT.”**

**“I AM SO HAPPY WHEN I SPEAK TO MY TSO SHE IS OPEN AND HELPFUL AND KIND. SHE EXPLAINED EVERYTHING TO ME WHEN I NEEDED HELP BECAUSE MY ENGLISH IS NOT SO GOOD.”**

**“THEY ARE GOOD WITH EVERYTHING, WHETHER IT IS REPAIRS OR IF YOU NEED TO TALK ABOUT SOMETHING, THERE IS ALWAYS SOMEBODY AT THE END OF THE LINE WHO WILL TALK WITH YOU OR PUT YOU THROUGH TO THE PERSON YOU NEED.”**

## **TENANTS RESPONSES - CIRCLE VHA**

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# 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](mailto:INFO@CIRCLEVHA.IE)