

circle  
DEENPARK COMMUNITY CENTRE



# TENANT SATISFACTION SURVEY

Q3 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 September 105 tenants took part in our Satisfaction Survey**



# SERVICES PROVIDED BY CIRCLE

89%

Almost **nine out of ten** tenants are satisfied with the services Circle provide. Satisfaction with overall services has **increased by 1%** from the last survey.



## QUALITY OF THE HOME

86%

**Eight** out of **nine** tenants are satisfied with the overall quality of their home. This has **increased by 4%** since December 2021.

## SECURITY IN THE HOME



**Four-fifths** of tenants are satisfied that their homes are safe and secure. Satisfaction has **increased by 3%** since last December.

85%

# REPAIRS AND MAINTENANCE

The survey found that more than **79%** of tenants are satisfied with the overall repairs and maintenance service.

**100%** of tenants were satisfied with their most recent repair.

**100%**

# HEATING AND ENERGY EFFICIENCY

**73%**

**Seven** out of **eight** tenants are satisfied with the heating and energy efficiency of their home. This is a **decrease of 2%** since last year.

# FACILITIES MANAGEMENT

76%

Where Circle provide facilities management, almost **eight** out of **ten** tenants are **satisfied** with the services they receive. 2022 is the first year that we are gathering this information.

## NEIGHBOURHOOD'S

84%

**Six out of seven** tenants are satisfied with their neighbourhoods as a place to live. Tenants' satisfaction with their neighbourhood as a place to live has **fallen by 2%** since the results of the previous survey.

# LISTENING

**80%**

**Eight out of ten** tenants feel that Circle listens to their views and acts upon them

**91%**

**Find our staff easy to deal with.**

**89%**

**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 DOING THE BEST THEY CAN. YOU RING THEM AND  
THEY COME OUT.”**

**“EVERYTHING IS PERFECT.”**

**“NOTHING THEY CAN IMPROVE, HAPPY WITH EVERYTHING.”**

## **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)