



# TENANT SATISFACTION SURVEY

Q4 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 surveys on our behalf.

We want to thank everyone who took part in our surveys during 2022 for your time and excellent feedback. These allow us to review and improve the services we offer you, our tenants.

Whilst we can see that improvements have been made overall during 2022, this final survey of the year highlighted areas where further work is needed. For example, we can see that how Circle deals with repairs and maintenance is something you rate as very important to your overall satisfaction. Similarly, feeling safe and secure in your home, and being satisfied with the overall estate services provided, are areas we can see are a priority for tenants.



## About Circle VHA Tenant Satisfaction Survey

The following sections look at the results from the 2022 surveys based on the views of Circle tenants. This section examines the overall rating for Circle's services.

**During 2022, 425 tenants took part in our Satisfaction Survey.  
Between December 2022 and January 2023, 106 tenants took part  
in the Q4 Survey.**





# SERVICES PROVIDED BY CIRCLE

87%

In 2022, **almost nine out of ten** tenants were satisfied with the services Circle provide.

In **Quarter 4**, satisfaction with overall services was **83%**, a drop of **6%** from the last survey. For the year as a whole, however, satisfaction with overall services finished at **87%**, in comparison to **79% in 2021**.





## QUALITY OF THE HOME

85%

More than **four-fifths** of tenants were satisfied with the overall quality of their home in 2022. **Quarter 4** satisfaction was **80%**, a fall of **6%** since Quarter 3, but there was still an increase of **3% in 2022 (85%)**, compared to **2021 (82%)**.

## SECURITY IN THE HOME

Almost **six out of seven** tenants were satisfied that their homes are safe and secure. Satisfaction decreased by **2%** since the previous survey (**from 85% to 83%**), but the final figure for the year stood at **83%**, which is a **1%** increase in satisfaction from last year.

83%



# HEATING AND ENERGY EFFICIENCY

79%

Nearly eight out of ten tenants were satisfied with the heating and energy efficiency of their home during 2022. The **Quarter 4** results matched those from Quarter 3 (**73%**). The end of year results showed an improvement of **4%** since 2021.

A background image of a man with a beard and short hair, wearing a dark t-shirt, holding a hammer and appearing to be in the middle of a repair or construction task. The image is slightly faded to allow text to be overlaid.

# REPAIRS AND MAINTENANCE

**77%**

More than **three quarters** of tenants were satisfied with the overall repairs and maintenance service provided by Circle VHA in 2022. **Quarter 4** saw **74%** satisfaction, a drop of **5%** from the last survey, but **2022 (77%)** as a whole did see an improvement when compared to **2021 (71%)**.

**94%**

Up until the end of the year, **94%** of tenants who had a repair carried out in 2022 were satisfied. This also saw an increase of **5%**, when compared to 2021.



# FACILITIES MANAGEMENT

81%

2022 was the first year capturing satisfaction in areas where Circle VHA provide estate services, and we finished with overall satisfaction of **81%**. **Four-fifths (80%)** of tenants in the **Quarter 4** survey were satisfied with the services they receive.

## NEIGHBOURHOOD'S

83%

For 2022 as a whole tenant satisfaction with their neighbourhood as a place to live increased to **83%**, **from 79% in 2021**. In **Quarter 4**, **three quarters (75%)** of tenants were satisfied with this, a fall of **9%** since the previous survey.

**Almost eight out of ten (78%)** tenants in 2022 felt that Circle listens to their views and acts upon them. 2021 saw **69%** of tenants satisfied in this regard. In **Quarter 4** this was **70%**, having been **80%** in Quarter 3.

**LISTENING**  
**78%**

**STAFF ARE EASY TO DEAL WITH**

**89%**

2021 saw **82%** of tenants satisfied, but in 2022 this increased to **89%**. **Quarter 4** saw satisfaction of **85%**.

**HAVE FOUND OUR STAFF HELPFUL**

2021 saw **84%** of tenants satisfied in this regard, but in 2022 this increased to **89%**. **Quarter 4** satisfaction was **83%**.

**89%**

# 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 HAVE BEEN BRILLIANT AND SUPPORTIVE AND WE ARE  
SAFE AND WARM AND HAPPY.”**

**“I’M SO HAPPY WITH THIS HOUSE. I’M HAPPY WITH  
EVERYTHING. IT’S A LOVELY HOUSE AND A LOVELY LOCATION,  
AND NOT LIKE OTHER LANDLORDS THEY ARE MORE LIKE  
FRIENDS.”**

**“THEY’RE VERY FRIENDLY, VERY INFORMATIVE AND I FEEL  
THEY WOULD BE GOOD AT SUPPORTING ME SHOULD I NEED  
IT.”**

**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)