



# TENANT SATISFACTION SURVEY

Q2 2023

# Tenant Satisfaction Surveys 2023

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

We want to thank everyone who has taken part in our surveys since their introduction. Your time and feedback through these surveys is shaping how we deliver services to you.



# About Circle VHA Tenant Satisfaction Surveys

Circle carries out both General Perception and Transactional surveys on either a monthly or quarterly basis.

During the second quarter of 2023, 160 surveys were carried out with tenants across a number of areas. In the first 6 months of 2023, 339 surveys were completed with tenants.

These tenant satisfaction surveys were carried out over the phone, and participants were asked about their experiences and views across various areas of Circle's operations.

The following pages provide an overview of some of the results from these surveys.



## QUALITY OF THE HOME

# 82%

2023 CUMULATIVE

In this survey almost nine out of ten tenants (86%) are satisfied with the overall quality of their home. This has increased by 8% since Q1 2023.

## PERCEPTION SURVEY

109 RESPONDENTS

## SECURITY IN THE HOME

# 83%

2023 CUMULATIVE

More than six out of seven tenants (89%) are satisfied that their homes are safe and secure in Quarter 2 of 2023. Satisfaction in this improved by 6% since the previous survey.

## SERVICES PROVIDED BY CIRCLE

# 85%

2023 CUMULATIVE

In Quarter 2, more than eight out of ten tenants (86%) are satisfied with the services Circle provide.

Satisfaction with overall services has increased by 2% from the last survey.



# FACILITIES MANAGEMENT

# 83%

2023 CUMULATIVE

Where Circle provide estate services, four-fifths of tenants (80%) are satisfied in Quarter 2 with the services they receive. Satisfaction in this area has fallen by 6% since the previous survey.

# NEIGHBOURHOOD'S

# 84%

2023 CUMULATIVE

In this survey more than four out of five tenants (83%) are satisfied with their neighbourhood as a place to live. This satisfaction has dropped by 3% since the last survey.

# LISTENING

75%

2023 CUMULATIVE

Three quarters of tenants (75%) feel that Circle listens to their views and acts upon them during Quarter 2. This has not changed from the previous survey carried out.

In this survey 86% find our staff easy to deal with. This result has increased by 7% compared to the last survey.

83%

2023 CUMULATIVE

85%

2023 CUMULATIVE

91% have found our staff helpful in Quarter 2 2023. Satisfaction in this regard has improved by 12% since the last period.

# NEW TENANTS SURVEY

4 RESPONDENTS

## OVERALL LETTINGS PROCESS

89%

2023 CUMULATIVE

In this survey, all tenants interviewed (100%) were satisfied with the overall lettings process in the second quarter of 2023. This represents an increase of 20% from the previous survey.

## HOME DEMONSTRATION

89%

2023 CUMULATIVE

All tenants (100%) were satisfied with the home demonstration they received when moving in. This shows an improvement of 20% since the last survey in Quarter 1 2023.

# RESPONSIVE REPAIRS SURVEY

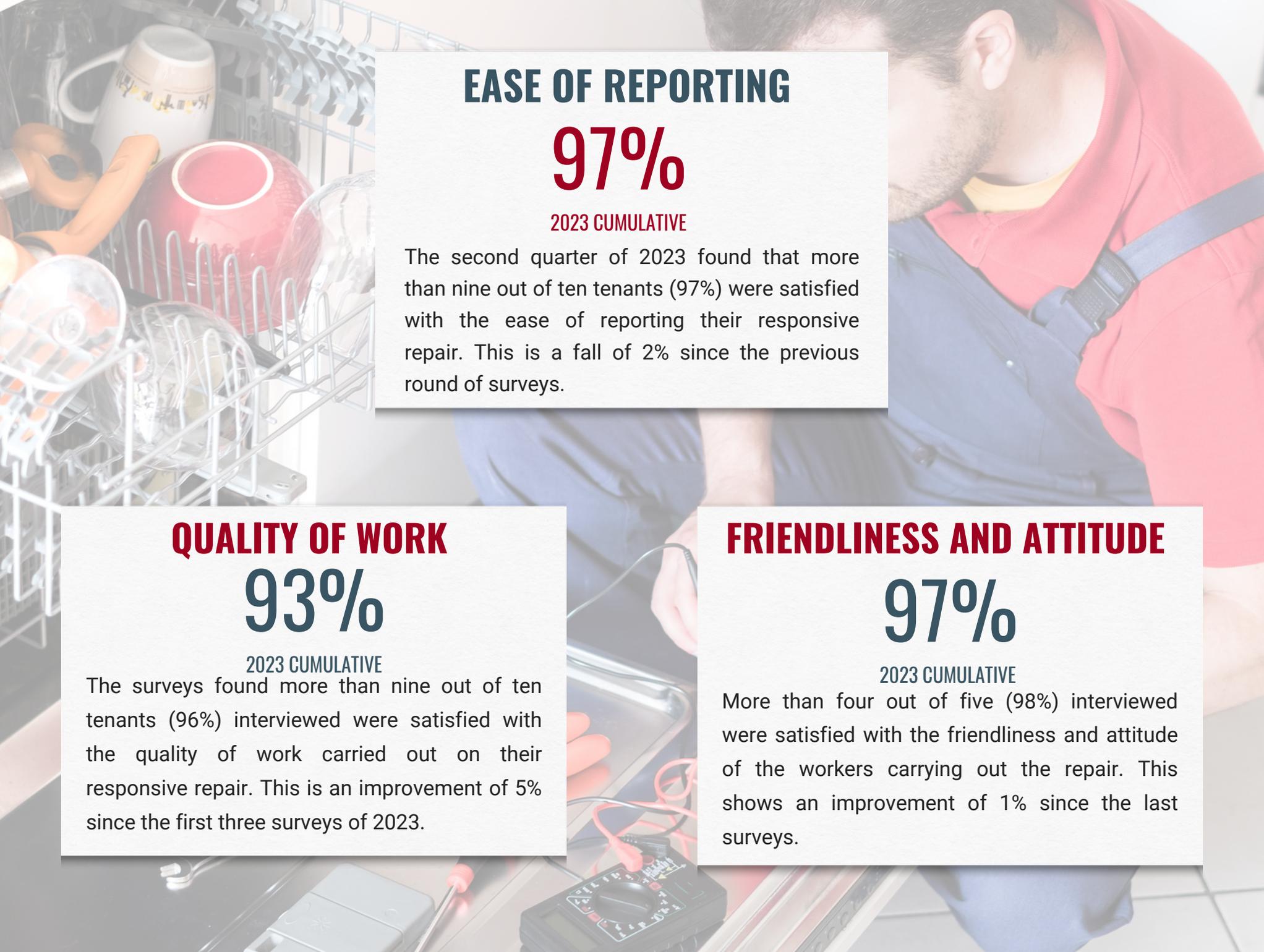
47 RESPONDENTS

## RESPONSIVE REPAIRS SERVICE ON THIS OCCASION

**94%**

2023 CUMULATIVE

Between April and June 2023, almost all tenants (98%) who had a repair carried out were satisfied. This represents an increase of 7% since the first quarter of 2023.



## EASE OF REPORTING

# 97%

2023 CUMULATIVE

The second quarter of 2023 found that more than nine out of ten tenants (97%) were satisfied with the ease of reporting their responsive repair. This is a fall of 2% since the previous round of surveys.

## QUALITY OF WORK

# 93%

2023 CUMULATIVE

The surveys found more than nine out of ten tenants (96%) interviewed were satisfied with the quality of work carried out on their responsive repair. This is an improvement of 5% since the first three surveys of 2023.

## FRIENDLINESS AND ATTITUDE

# 97%

2023 CUMULATIVE

More than four out of five (98%) interviewed were satisfied with the friendliness and attitude of the workers carrying out the repair. This shows an improvement of 1% since the last surveys.

# 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.

# WE HEAR

The feedback from these surveys is vitally important and something we are listening to and taking on board.

If tenants are interested in other ways to get involved and help improve the services they receive, there are lots of different ways to do this, such as:



- The **Tenant Advisory Group (TAG)** receive reports on survey results and review them to see where improvements can be made.
- The tenant **Shadow Group** provide input on tenant-related policies.
- The **Editorial Group** work together with Circle staff on the quarterly tenant newsletter.
- And more! Please get in touch if you'd like more information or would like to get involved.

**“I HAVE FOUND THAT THEY ARE HELPFUL AND HONEST WITH ANYTHING I NEEDED. THEY HAVE ALWAYS FIXED THINGS I HAVE NEEDED.”**

**“IT’S A LOVELY HOME AND THEY’VE BEEN VERY GOOD TO ME.”**

**“THEY HAVE PROVIDED ME WITH A LOVELY HOME. I AM VERY HAPPY HERE AND EXTREMELY GRATEFUL.”**

**#TenantEngagement**

**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](mailto:INFO@CIRCLEVHA.IE)