



TENANT SATISFACTION SURVEY

Q1 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 first quarter of 2023, 179 surveys were carried out with tenants across a number of areas.

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.



A background image showing the back of a man's head with dreadlocks and a young child smiling, both wearing light-colored clothing.

QUALITY OF THE HOME

78%

Almost four-fifths of tenants are satisfied with the overall quality of their home. This has fallen by 2% since the final survey in 2022.

PERCEPTION SURVEY

105 RESPONDENTS

SECURITY IN THE HOME

83%

Almost six out of seven tenants are satisfied that their homes are safe and secure. Satisfaction in this regard has not changed since the previous survey.

SERVICES PROVIDED BY CIRCLE

84%

More than eight out of ten tenants are satisfied with the services Circle provide.

Satisfaction with overall services has increased by 1% from the last survey.



FACILITIES MANAGEMENT

86%

Where Circle provide estate services, almost seven-eighths of tenants are satisfied with the services they receive. Satisfaction in this area has grown by 6% since the previous survey.

NEIGHBOURHOOD'S

86%

Nearly nine out of ten tenants are satisfied with their neighbourhood as a place to live. This satisfaction has risen by 11% since the last survey.

LISTENING

75%

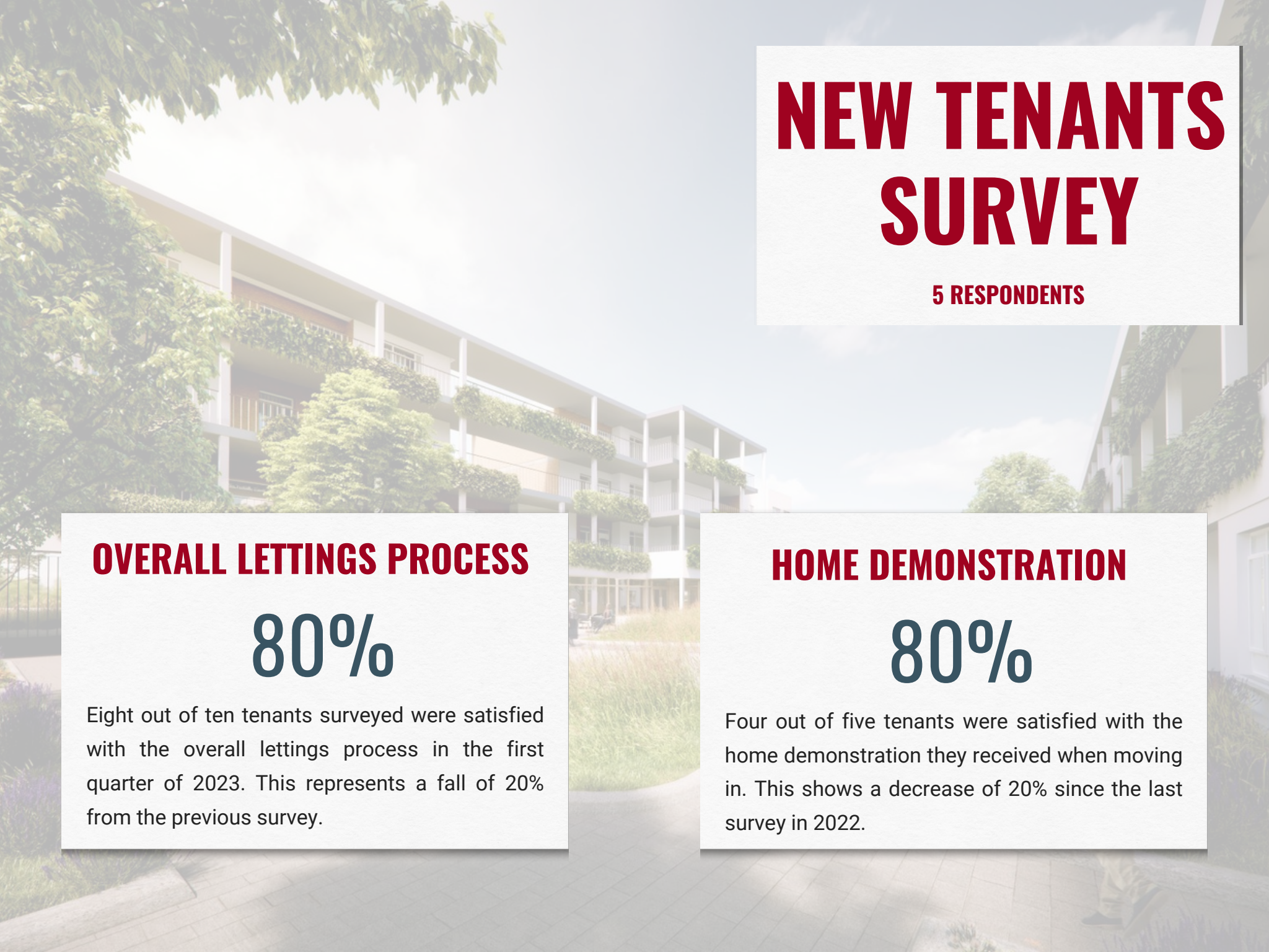
Three quarters of tenants feel that Circle listens to their views and acts upon them. This is an improvement of 5% from the previous survey carried out.

Find our staff easy to deal with. This result has fallen by 6% compared to the last survey.

79%

79%

Have found our staff helpful. Satisfaction in this regard has dropped by 4% since the last period.



NEW TENANTS SURVEY

5 RESPONDENTS

OVERALL LETTINGS PROCESS

80%

Eight out of ten tenants surveyed were satisfied with the overall lettings process in the first quarter of 2023. This represents a fall of 20% from the previous survey.

HOME DEMONSTRATION

80%

Four out of five tenants were satisfied with the home demonstration they received when moving in. This shows a decrease of 20% since the last survey in 2022.



RESPONSIVE REPAIRS SURVEY

68 RESPONDENTS

RESPONSIVE REPAIRS SERVICE ON THIS OCCASION

91%

For the first three months of 2023, more than nine out of ten tenants who had a repair carried out were satisfied. This represents a fall of just 1% since the final quarter of 2022.



EASE OF REPORTING

99%

The survey found that almost all tenants were satisfied with the ease of reporting their responsive repair between January and March 2023. This is an increase of 3% since the previous round of surveys.

QUALITY OF WORK

91%

The surveys found more than nine out of ten tenants interviewed were satisfied with the quality of work carried out on their responsive repair. This is a drop of 1% since the last three surveys of 2022.

FRIENDLINESS AND ATTITUDE

97%

More than four out of five interviewed were satisfied with the friendliness and attitude of the workers carrying out the repair. This shows an improvement of 2% since the last survey.

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’M REALLY HAPPY WITH THE SERVICE. IT’S BRILLIANT
AND I AM HAPPY TO DEAL WITH CIRCLE.”**

**“I WOULD RECOMMEND THEM, THEY ARE LOVELY PEOPLE
AND THAT ARE VERY HELPFUL AND UNDERSTANDING.”**

**“EVERYTHING HAS BEEN GREAT. WE’VE BEEN HERE 15 YEARS,
IT’S A GREAT FAMILY EXPERIENCE, LOVELY AREA.”**

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