



TENANT SATISFACTION SURVEY

Q3 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 third quarter of 2023, 158 surveys were carried out with tenants across a number of areas. In the first 9 months of 2023, 517 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

83%

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 1% since Q2 2023.

PERCEPTION SURVEY

106 RESPONDENTS

SECURITY IN THE HOME

85%

2023 CUMULATIVE

Nearly every six out of seven tenants (83%) are satisfied that their homes are safe and secure in Quarter 3 of 2023. Satisfaction in this fell by 6% since the previous survey.

SERVICES PROVIDED BY CIRCLE

86%

2023 CUMULATIVE

In Quarter 3, more than eight out of ten tenants (87%) are satisfied with the services Circle provide.

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



FACILITIES MANAGEMENT

83%

2023 CUMULATIVE

Where Circle provide estate services, more than four-fifths of tenants (84%) are satisfied in Quarter 3 with the services they receive. Satisfaction has grown by 4% since Quarter 2.

NEIGHBOURHOOD'S

85%

2023 CUMULATIVE

In this survey almost nine out of ten tenants (87%) are satisfied with their neighbourhood as a place to live. This satisfaction has improved by 4% since the last survey.

LISTENING

78%

2023 CUMULATIVE

Nearly seven-eighths of tenants (85%) feel Circle listens to their views and acts upon them during Quarter 3. This has improved by 10% from the previous survey.

In this survey 86% find our staff easy to deal with. This result has not changed since the last survey.


84%

2023 CUMULATIVE

85%

2023 CUMULATIVE

84% have found our staff helpful in Quarter 3 2023. Satisfaction in this regard has fallen by 7% since the last period.



NEW TENANTS SURVEY

3 RESPONDENTS

OVERALL LETTINGS PROCESS

92%

2023 CUMULATIVE

In this survey, all tenants interviewed (100%) were satisfied with the overall lettings process in the third quarter of 2023. This result has not changed from the previous survey.

HOME DEMONSTRATION

92%

2023 CUMULATIVE

All tenants (100%) were satisfied with the home demonstration they received when moving in. This is the same as the result from the last survey in Quarter 2 2023.



RESPONSIVE REPAIRS SURVEY

48 RESPONDENTS

RESPONSIVE REPAIRS SERVICE ON THIS OCCASION

93%

2023 CUMULATIVE

Between July and September 2023, almost all tenants (88%) who had a repair carried out were satisfied. This represents a fall of 10% since the second quarter of 2023.



EASE OF REPORTING

97%

2023 CUMULATIVE

The second quarter of 2023 found that more than nine out of ten tenants (95%) 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

92%

2023 CUMULATIVE

The surveys found almost than nine out of ten tenants (88%) interviewed were satisfied with the quality of work carried out on their responsive repair. This is a drop of 8% since the second quarter surveys of 2023.

FRIENDLINESS AND ATTITUDE

98%

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 result has not changed 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.

**“IT’S JUST BRILLIANT THEY ARE GOOD WITH EVERYTHING
AND THE HOMES ARE GOOD. THEY ARE GOOD AT
COMMUNICATING AND MAKING SURE YOU ARE HAPPY.”**

**“THE SERVICE IS PERFECT, I COULD NOT ASK FOR A
BETTER SERVICE.”**

**“I HAVE BEEN WITH THEM FOR NINE YEARS PLUS. THEY
ARE VERY GOOD, VERY FRIENDLY AND WHEN YOU CALL
THEM, WHEN THEY COME TO DO REPAIRS, THEY’RE ALL
VERY NICE, VERY GOOD.”**

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