



TENANT SATISFACTION SURVEY

Q4 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 fourth quarter of 2023, 173 surveys were carried out with tenants across a number of areas. Throughout the entirety of 2023, 690 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

85%

2023 CUMULATIVE

In this survey more than nine out of ten tenants (92%) are satisfied with the overall quality of their home. This has increased by 6% since Q3 2023. For the year as a whole, satisfaction in this area finished at 85%, matching the result from 2022.

PERCEPTION SURVEY

107 RESPONDENTS

SECURITY IN THE HOME

85%

2023 CUMULATIVE

Six out of seven tenants (85%) are satisfied that their homes are safe and secure in Quarter 4 of 2023. Satisfaction here grew by 2% since the previous survey.

2023 (85%) saw an increase of 2% compared to 2022 (83%).

SERVICES PROVIDED BY CIRCLE

86%

2023 CUMULATIVE

In Q4, more than eight out of ten tenants (88%) are satisfied with Circle's overall services. Satisfaction with the services Circle provide has increased by 1% from the last survey.

The final figure for the year stands at 86%, which is a 1% drop from 2022 (87%).



FACILITIES MANAGEMENT

84%

2023 CUMULATIVE

Where Circle provide estate services, almost nine out of ten tenants (89%) are satisfied in Quarter 4 with the services they receive. Satisfaction has grown by 5% since Quarter 3. The end of year results (84%) show a 3% improvement since 2022 (81%).

NEIGHBOURHOOD'S

85%

2023 CUMULATIVE

In this survey more than six out of seven tenants (87%) are satisfied with their neighbourhood as a place to live. This satisfaction has not changed since the last survey.

2023 as a whole saw an improvement in this area of 2% (from 83% in 2022 to 85%).

LISTENING

78%

2023 CUMULATIVE

More than three-quarters of tenants (76%) feel Circle listens to their views and acts upon them during Quarter 4. This has fallen by 9% from the previous survey. the final result for the year is 78%, therefore no change from 2022.

In this survey 89% find our staff easy to deal with. This result has improved by 3% since the last survey.

85%

2023 CUMULATIVE

84%

2023 CUMULATIVE

81% have found our staff helpful in Quarter 4 2023. Satisfaction in this regard has fallen by 3% since the last period. For the year as a whole, satisfaction in this regard finished at 84%, a drop of 5% since 2022 (89%).



NEW TENANTS SURVEY

11 RESPONDENTS

OVERALL LETTINGS PROCESS

96%

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.

2023 (96%) saw an increase of 2% compared to 2022 (94%).

HOME DEMONSTRATION

96%

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 3 2023.

The final result for 2023 came to 96%, an improvement of 2% since 2022 (94%).



RESPONSIVE REPAIRS SURVEY

53 RESPONDENTS

RESPONSIVE REPAIRS SERVICE ON THIS OCCASION

89%

2023 CUMULATIVE

Between October and December 2023, four-fifths of tenants (80%) who had a repair carried out were satisfied. This represents a fall of 8% since the third quarter of 2023.

The end of year results (89%) showed a fall of 5% compared to 2022 (94%).

EASE OF REPORTING

95%

2023 CUMULATIVE

The fourth quarter of 2023 found that nine out of ten tenants (90%) were satisfied with the ease of reporting their responsive repair. This is a fall of 5% since the previous round of surveys.

The end of year results (95%) has not changed from 2022.

QUALITY OF WORK

90%

2023 CUMULATIVE

The surveys found almost that four out of five tenants (83%) interviewed were satisfied with the quality of work carried out on their responsive repair. This is a drop of 5% since the third quarter surveys of 2023.

Satisfaction in this area has decreased by 1% since 2022 (from 91% to 90%).

FRIENDLINESS AND ATTITUDE

97%

2023 CUMULATIVE

Almost all (95%) interviewed were satisfied with the friendliness and attitude of the workers carrying out the repair. This result has decreased by 3% since the last surveys.

This result in 2023 (97%) shows no change since 2022.

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.

“THEY ARE ALWAYS THERE, THEY ARE PROMPT, EFFICIENT, HELPFUL. I AM VERY HAPPY.”

“I AM VERY HAPPY SO FAR AS THEY KEEP IN TOUCH WITH THE TENANTS AND GIVE US CORRESPONDENCE AND KEEP US UPDATED, AND THEY HAVE A PORTAL IF WE HAVE ANY REPAIRS.”

“IF I COULD GET ANYONE A HOUSE WITH CIRCLE I WOULD. THEY ARE GREAT. THIS IS THE BEST THING THAT HAS EVER HAPPENED TO ME GETTING THIS PLACE.”

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