

TENANT SATISFACTION SURVEY

Q2 2024



Tenant Satisfaction Surveys 2024

To better understand what is important to our tenants, and where we need to focus our energy and resources, Circle have commissioned Acuity, an independent market research company, to carry out satisfaction surveys on our behalf.

Circle carries out both General Perception and Transactional surveys of its tenants. By the end of 2024 the aim is to have completed more than 800 interviews across each of these surveys.

The General Perception survey is carried out with a sample from the entire tenant population on a quarterly basis.

The Transactional surveys are carried out either monthly or quarterly with tenants who had an experience of one of our services in the previous period. These include tenants who:

- Signed a new tenancy agreement with Circle.
- Had a responsive repair carried out.

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.

This report will cover

The following sections look at the results from the surveys carried out in Quarter 2 of 2024.

The breakdown of respondents to each of the surveys is as follows:

Survey	Q2 Respondents	Year to Date Respondents
General Perception Survey	106	213
New Lettings Survey	20	40
Responsive Repairs Survey	68	120

Perception Survey

Services Provided by Circle

Almost nine out of ten respondents (89%) in Q2 2024 were satisfied by the services Circle provide. Satisfaction with overall services has increased by 6% from the last survey.

86%

2024 cumulative

Quality of the Home

In this survey more than eight out of ten tenants were satisfied with the overall quality of their home (88%). This has risen by 1% since Q1 2024.

87%

2024 cumulative

Security in the Home

The majority of tenants (89%) are again satisfied that their homes are safe and secure in Quarter 2 of 2024. Satisfaction in this has remained the same since the previous survey.

89%

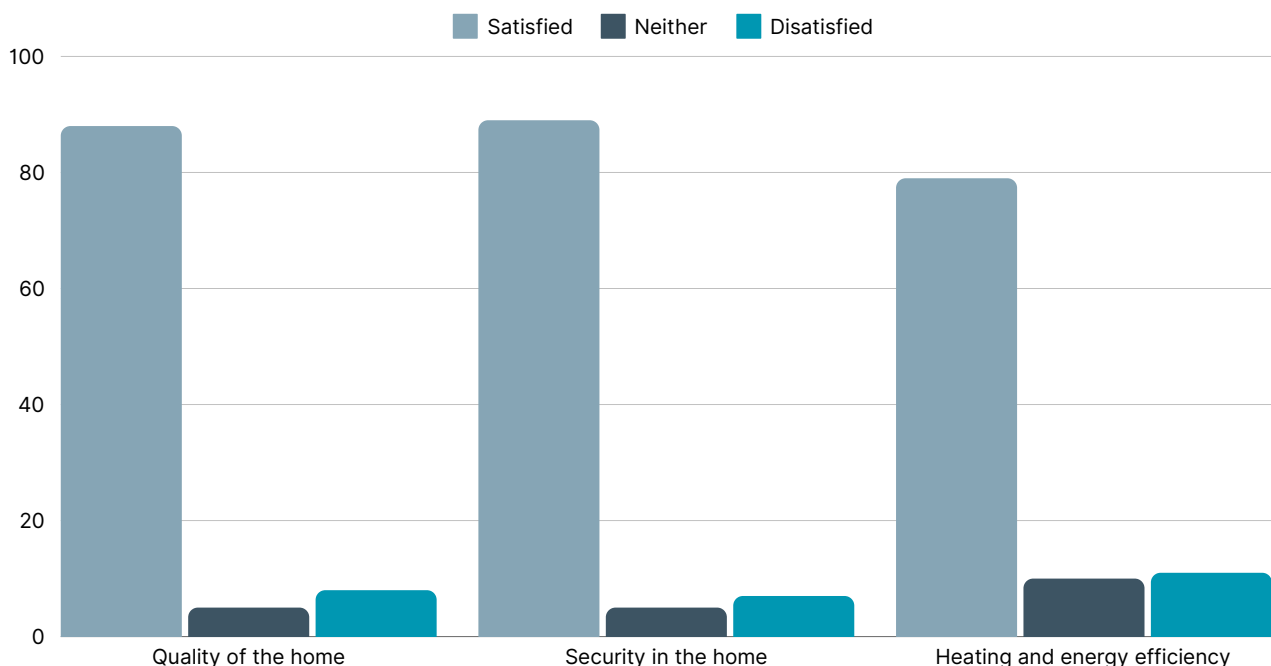
2024 cumulative

Heating and Energy Efficiency

In Quarter 2 almost four fifths of tenants (79%) are satisfied with the heating and energy efficiency of their home. Satisfaction with heating and energy efficiency has dropped by 4% since the last survey.

81%

2024 cumulative

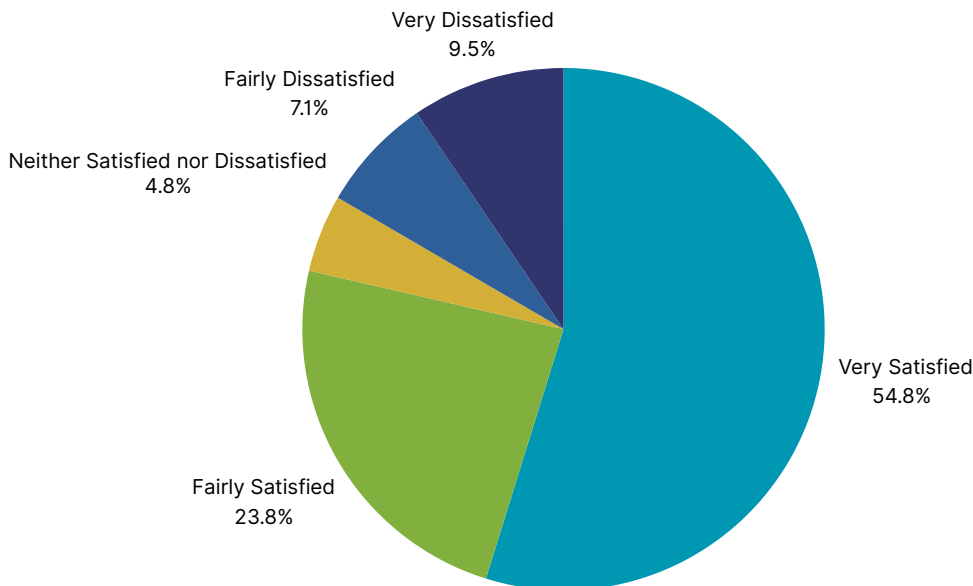


Facilities Management

Where Circle provide estate services, more than three quarters of tenants (79%) are satisfied in Quarter 2 with the services they receive. Satisfaction in this area has fallen by 2% since the previous survey.

80%

2024 cumulative

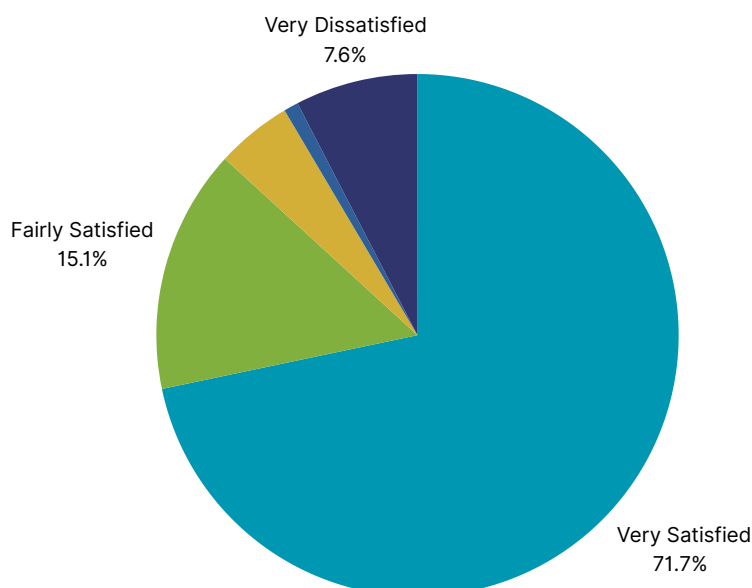


Neighbourhood

In this survey almost all tenants (87%) are satisfied with their neighbourhood as a place to live. This satisfaction has fallen by 1% since the last survey.

87%

2024 cumulative



Listening

More than four fifths of tenants (84%) feel that Circle listens to their views and acts upon them during Quarter 2. This is a growth of 6% from the previous survey.

81%

2024 cumulative

In this survey 91% find our staff easy to deal with. This result has improved by 5% compared to the last survey.

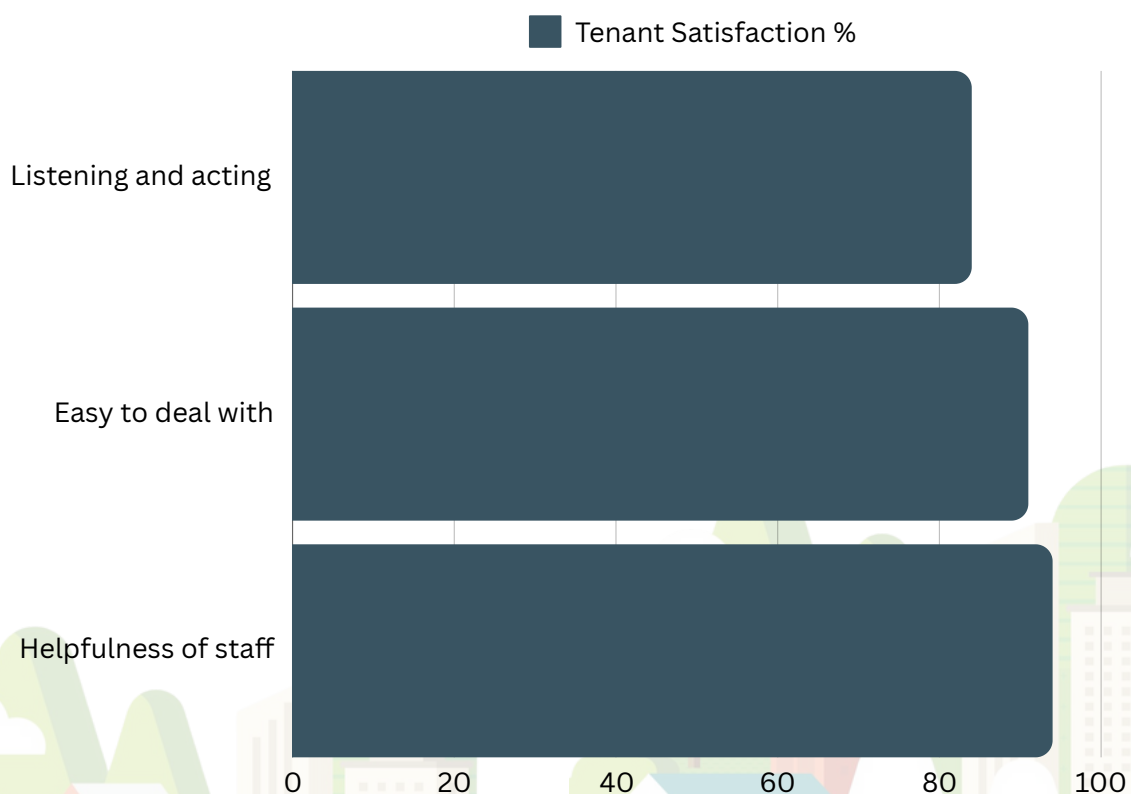
89%

2024 cumulative

The majority of tenants (94%) have found our staff helpful in Quarter 2 2024. Satisfaction in this regard has improved by 10% since the last period.

89%

2024 cumulative



New Tenants Survey

Overall Lettings Process

In this survey, all tenants interviewed (100%) were satisfied with the overall lettings process in the second quarter of 2024. This result remains unchanged from the previous survey.

100%

2024 cumulative

Condition of the Home

The vast majority of tenants (95%) were satisfied with the condition of their home at the time of moving in. This was an increase of 5% since the first quarter of 2024.

93%

2024 cumulative

Responsibilities Explained

Every person interviewed (100%) was satisfied again this quarter with how their responsibilities were explained when signing their new tenancy agreement. Since the last survey this result has also remained consistent.

100%

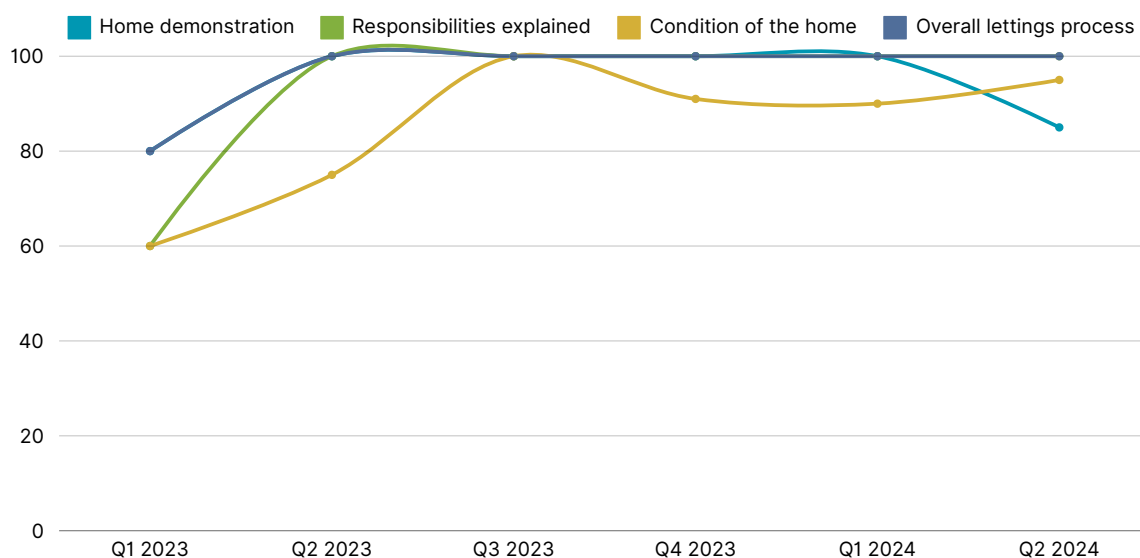
2024 cumulative

Home Demonstration

More than four out of five tenants (85%) were satisfied with the home demonstration they received when moving in. Satisfaction in this regard has decreased by 15% since the last survey in Quarter 1 2024.

92%

2024 cumulative



Responsive Repairs Survey

Responsive Repairs Service on This Occasion

Between April and June 2024, almost all tenants (91%) who had a repair carried out were satisfied. This represents a drop of 7% since the first quarter of 2024.

93%

2024 cumulative

Ease of Reporting

The second quarter of 2024 found that more than four out of five tenants (83%) were satisfied with the ease of reporting their responsive repair. This is a fall of 11% since the previous round of surveys.

86%

2024 cumulative

Quality of Work

The surveys found that the majority of tenants interviewed (90%) were satisfied with the quality of work carried out on their responsive repair. This has decreased by 4% since the beginning of 2024.

91%

2024 cumulative



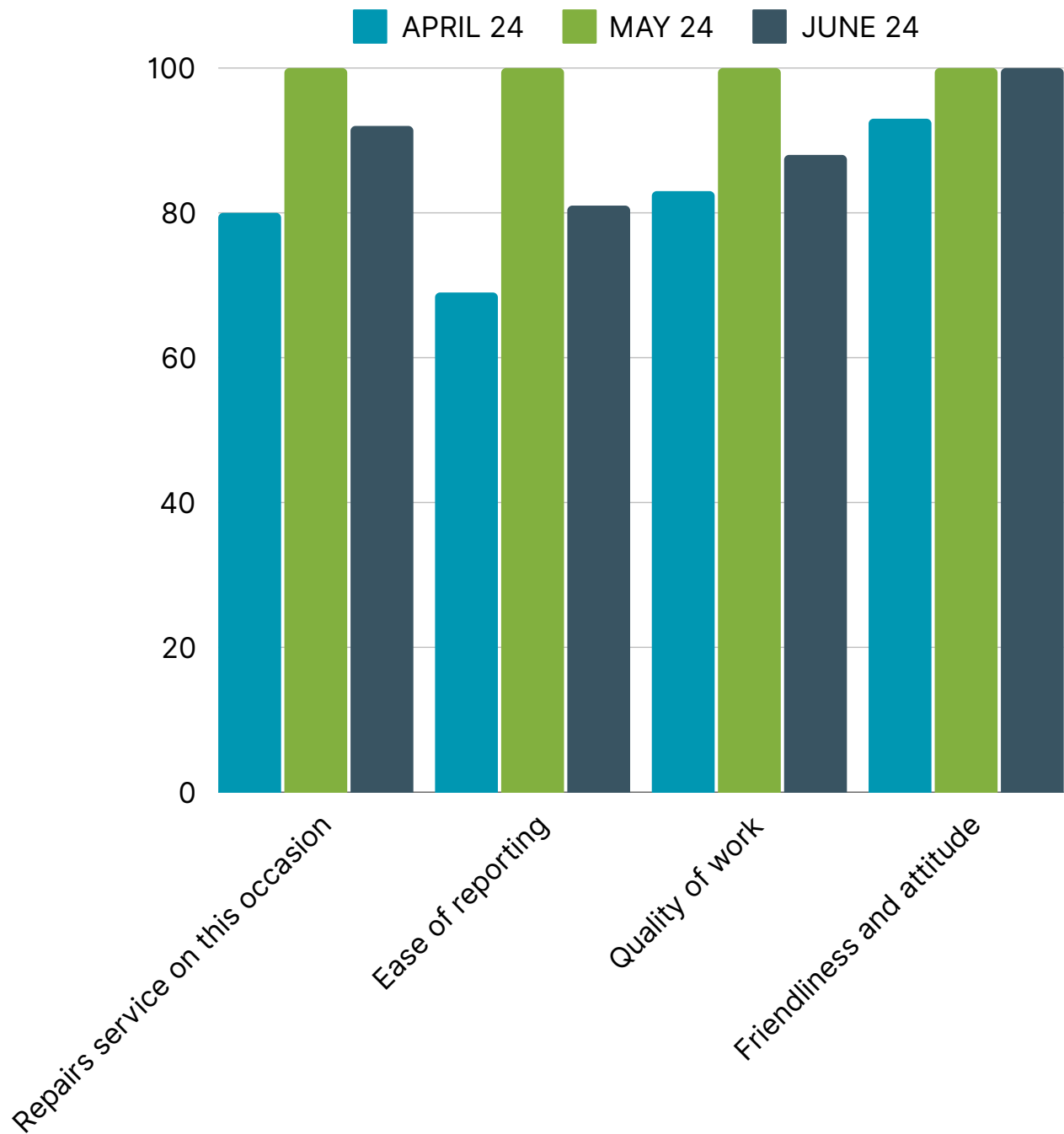
Responsive Repairs Survey

Friendliness and Attitude

Almost all tenants interviewed (98%) were satisfied with the friendliness and attitude of the workers carrying out the repair. This shows a drop of 3% since the last surveys.

98%

2024 cumulative



How are we using your feedback?

Findings

We consider the results of these surveys and, where appropriate, contact tenants for further information and/or to try and resolve any issues they're raising.

We publish the findings.

What we do

We use the findings to plan and improve services in two different ways:

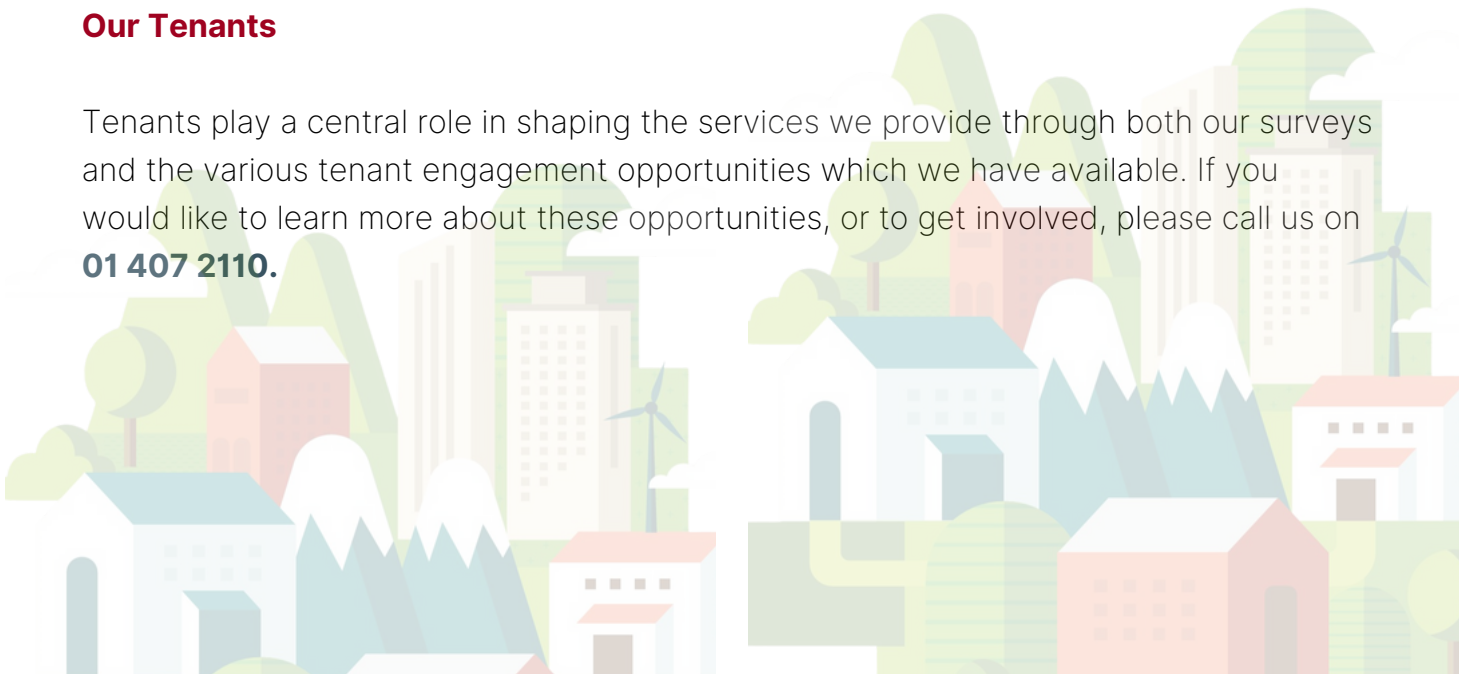
- a. We will take corrective actions to address issues raised by individual tenants. These actions will aim to resolve the concerns on a case-by-case basis.
- b. We will take preventative actions to stop problems from reoccurring.

The following are a selection of some of the actions successfully taken on foot of tenant feedback:

- Updated information on the out of hours service provided through an article in the quarterly tenant newsletter.
- Call flows refined to ensure tenants are provided with more information regarding multi-layer repairs and timeframes when they are initially reporting a repair.
- Updated arrears template letters to re-iterate the impact of arrears on non-emergency repairs.
- Put in place new cleaning contracts in certain schemes.
- Established a new process for recording scheme information, to aid in the sharing of information between staff.

Our Tenants

Tenants play a central role in shaping the services we provide through both our surveys and the various tenant engagement opportunities which we have available. If you would like to learn more about these opportunities, or to get involved, please call us on **01 407 2110**.



Tenants responses

"My immediate neighbours are good, I can see the cleaning and maintenance of the estate is being done well."

"I moved back to Ireland with two children in 2014, we were homeless, I was couch surfing at the time. I couldn't believe i was only five years on the housing list and Circle housed me and they saved me. My daughter has just graduated from university, if the situation would of been the same as back then she would not of graduated, Circle saved us."

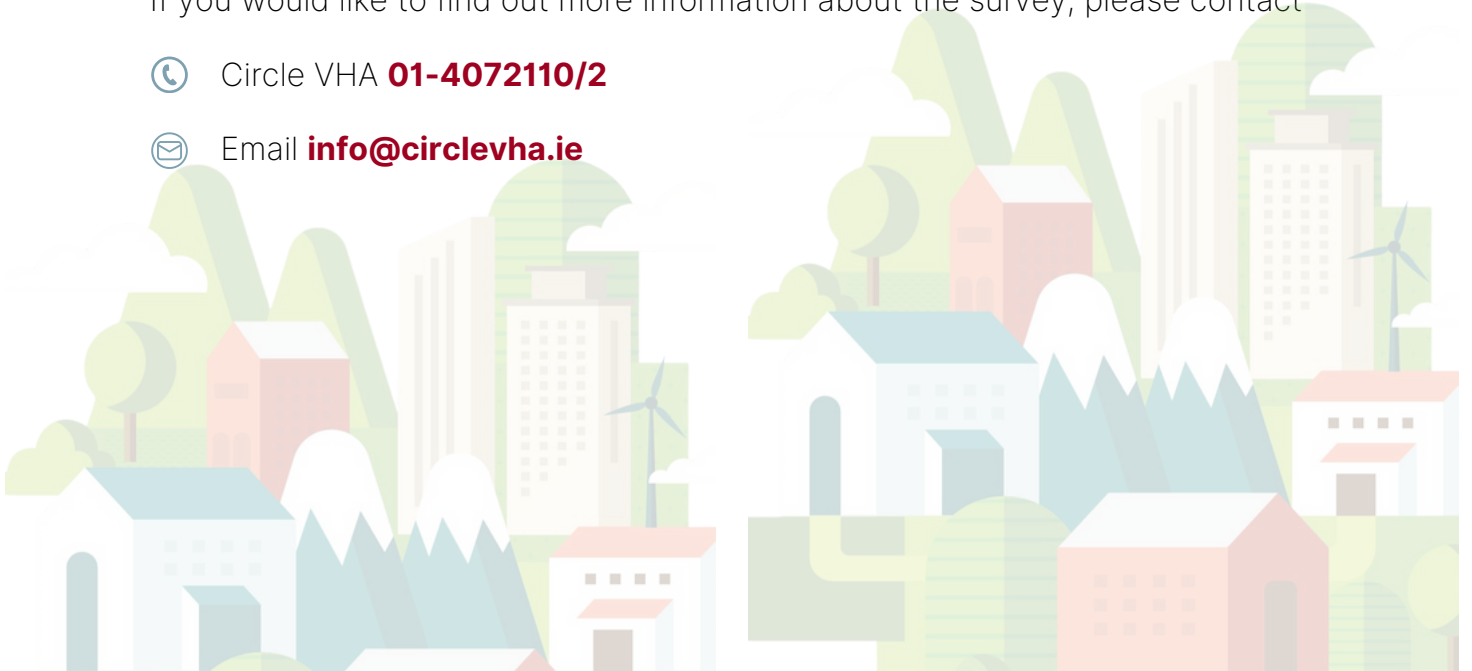
"They are just very easy to deal with from start, maintenance and repairs done, easy to deal with, I like my home and nice neighborhood. I couldn't ask for any better."

Thank you for your feedback

If you would like to find out more information about the survey, please contact

📞 Circle VHA **01-4072110/2**

✉ Email **info@circlevha.ie**



TENANT SATISFACTION SURVEY

WE THANK YOU FOR TAKING PART

