

TENANT SATISFACTION SURVEY

Q1 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 1 of 2024.

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

- General Perception survey: **107 respondents.**
- New Tenants survey: **20 respondents.**
- Responsive Repairs survey: **52 respondents.**



Perception Survey

Services Provided by Circle

More than 8 out of 10 respondents in Q1 2024 were satisfied by the services Circle provide. Satisfaction with overall services has fallen by 5% from the last survey.

83%

However, satisfaction is at a similar level to what it was in Quarter 1 of 2023.

Quality of the Home

In this survey almost nine out of ten tenants were satisfied with the overall quality of their home. This has decreased by 5% since Q4 2023.

87%

Security in the Home

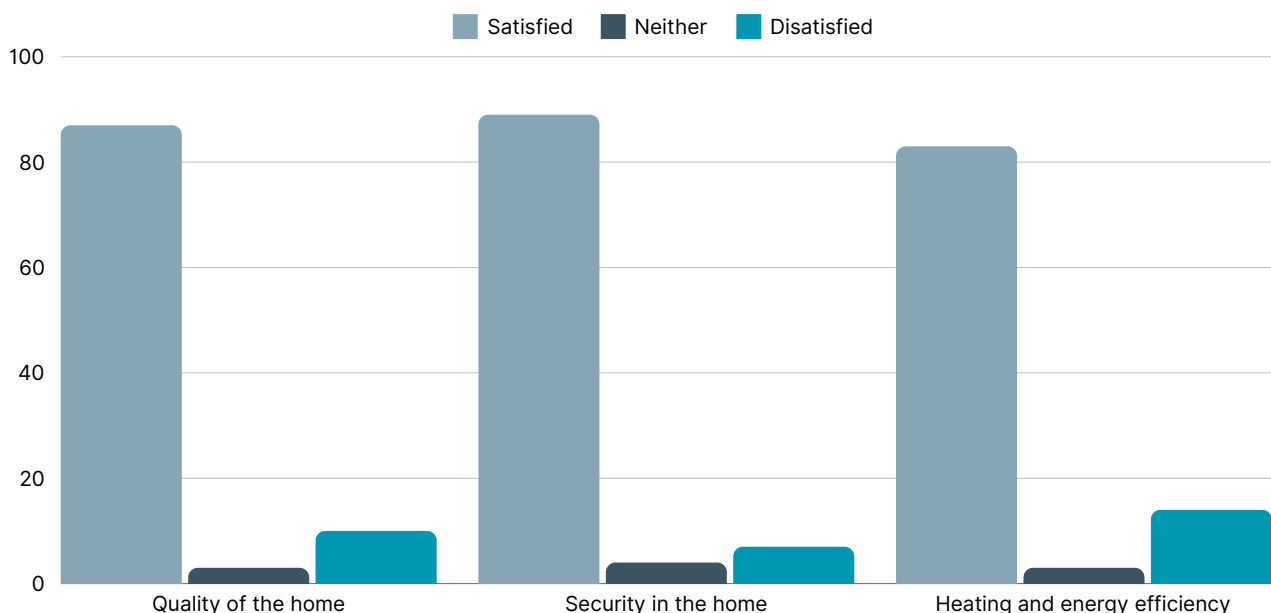
The majority of tenants are satisfied that their homes are safe and secure in Quarter 1 of 2024. Satisfaction in this improved by 4% since the previous survey.

89%

Heating and Energy Efficiency

In Quarter 1 more than four fifths of tenants are satisfied with the heating and energy efficiency of their home. Satisfaction with heating and energy efficiency has increased by 10% since the last survey.

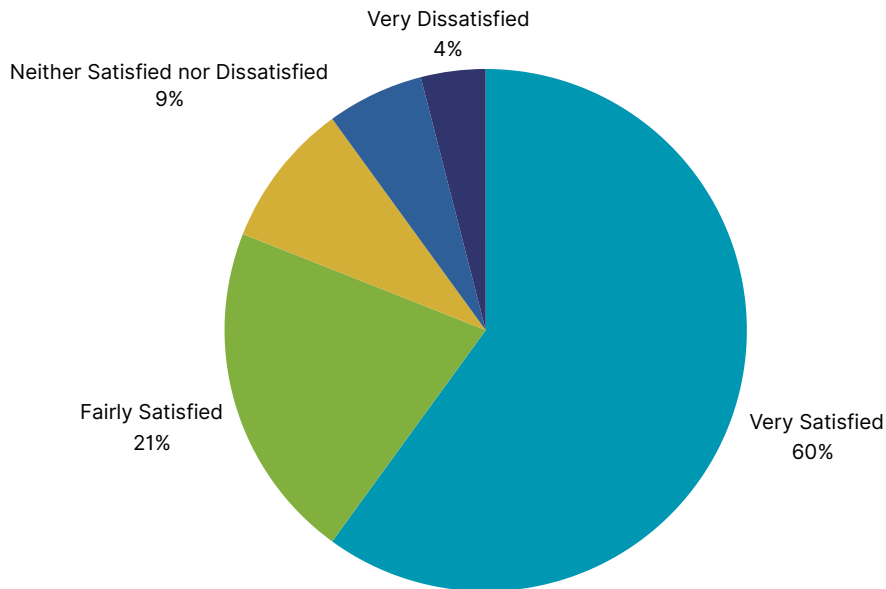
83%



Facilities Management

Where Circle provide estate services, more than four out of five tenants are satisfied in Quarter 1 with the services they receive. Satisfaction in this area has fallen by 8% since the previous survey.

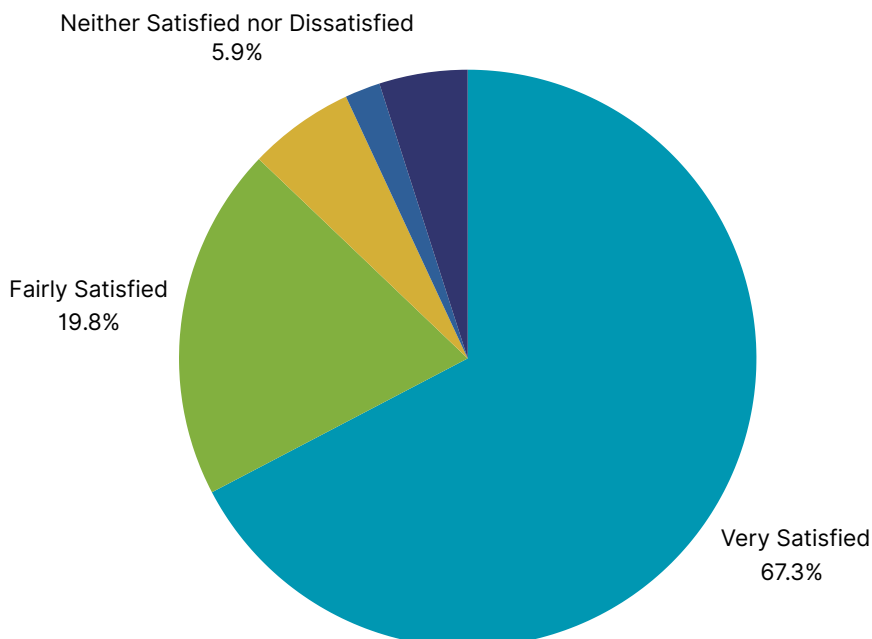
81%



Neighbourhood

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

88%



Listening

More than three quarters of tenants feel that Circle listens to their views and acts upon them during Quarter 1. This is a growth of 2% from the previous survey.

78%

In this survey 86% find our staff easy to deal with. This result has fallen by 3% compared to the last survey.

86%

The majority of tenants have found our staff helpful in Quarter 1 2024. Satisfaction in this regard has improved by 3% since the last period.

84%



New Tenants Survey

Overall Lettings Process

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

100%

Condition of the Home

The vast majority of tenants were satisfied with the condition of their home at the time of moving in. This was a drop of 1% since the last quarter of 2023.

90%

Responsibilities Explained

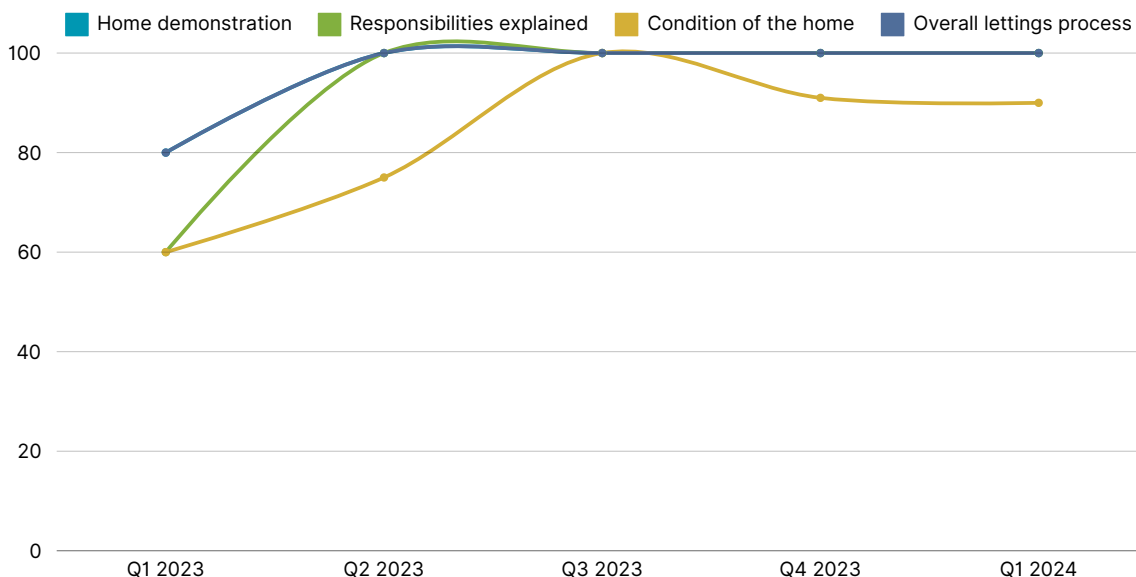
Every person interviewed was satisfied with how their responsibilities were explained when signing their new tenancy agreement. Since the last survey this result has also remained consistent.

100%

Home Demonstration

All tenants were satisfied with the home demonstration they received when moving in. This shows results in this regard remaining steady since the last survey in Quarter 4 2023.

100%



Responsive Repairs Survey

Responsive Repairs Service on This Occasion

Between January and March 2024, almost all tenants who had a repair carried out were satisfied. This represents an increase of 9% since the last quarter of 2023.

98%

Ease of Reporting

The first quarter of 2024 found that more than nine out of ten tenants were satisfied with the ease of reporting their responsive repair. This is a fall of just 1% since the previous round of surveys.

94%

Quality of Work

The surveys found that the majority of tenants interviewed were satisfied with the quality of work carried out on their responsive repair. This is an improvement of 4% since the end of 2023.

94%

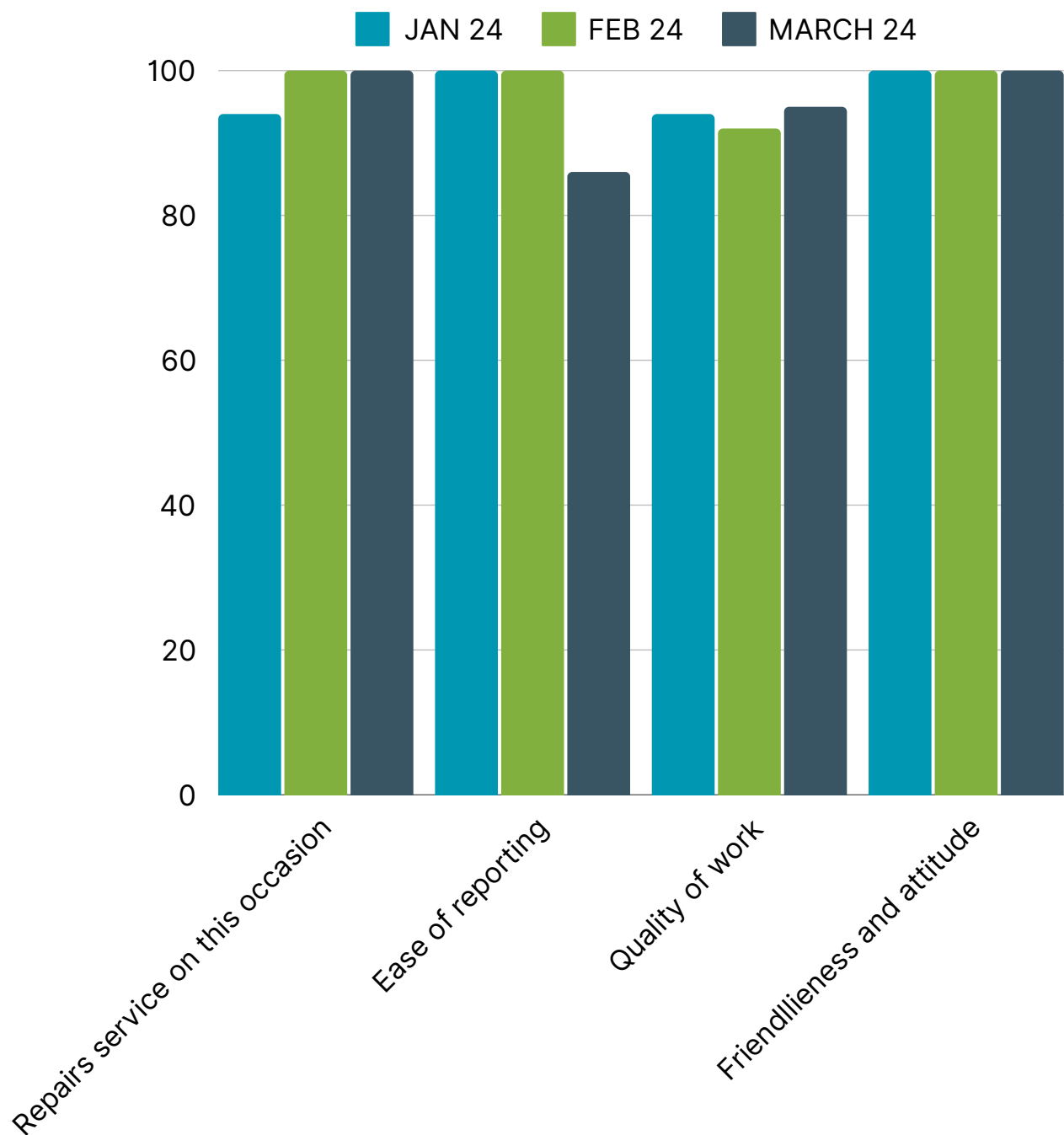


Responsive Repairs Survey

Friendliness and Attitude

All tenants interviewed were satisfied with the friendliness and attitude of the workers carrying out the repair. This shows an improvement of 3% since the last surveys.

100%



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 through the surveys.

We publish the findings.

What we do

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

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

Our next results report for Quarter 2 will provide further information on actions, based on this Quarter 1 feedback.

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

"This is the best house I've ever lived in. I can give 100% because it is comfortable and my children have their own rooms."

"I'm very happy with the way they operate as a housing association and they are very quick if something needs repairing or fixing and they come and do their yearly checks which is great and they come to you directly every year to discuss everything, they don't just leave it years and years. They are very easy to deal with."

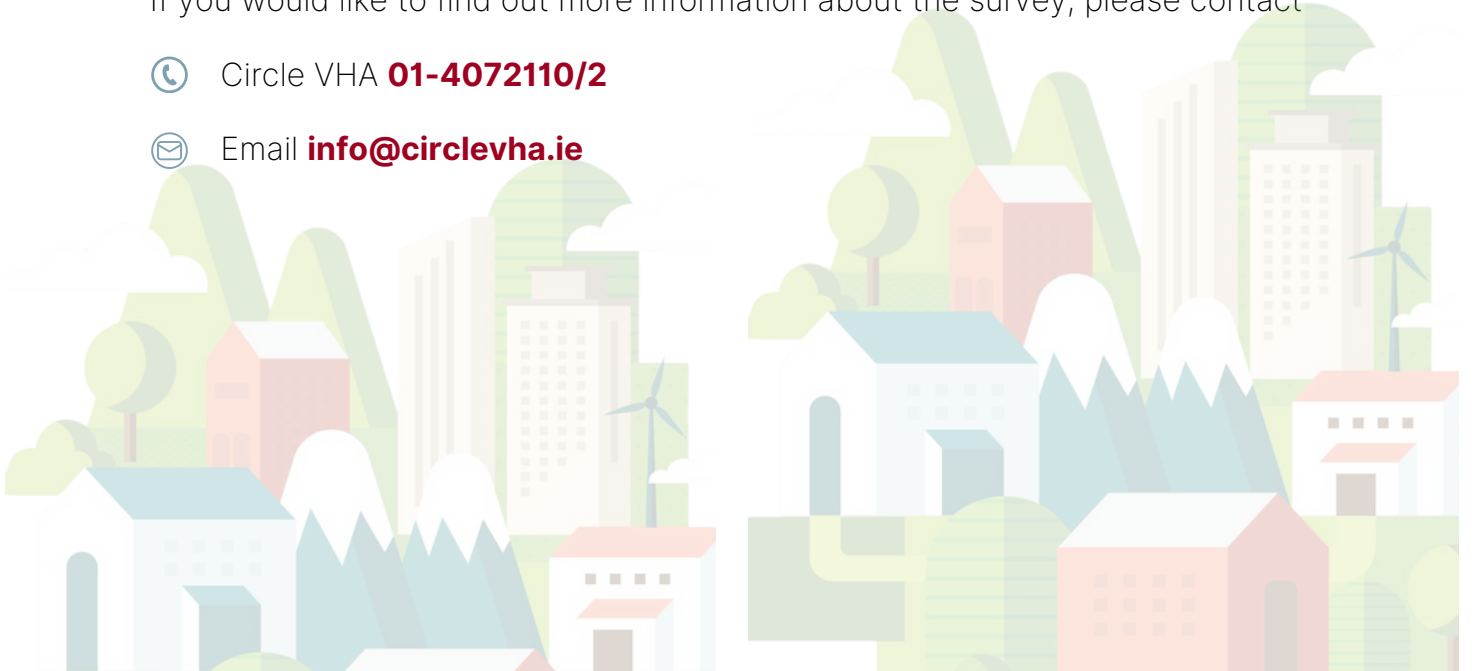
"I would recommend this complex I have been happy safe and content here the last 11 years."

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**



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WE THANK YOU FOR TAKING PART

