

TENANT SATISFACTION SURVEY

Q3 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 3 of 2024.

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

Survey	Q3 Respondents	Year to Date Respondents
General Perception Survey	106	319
New Lettings Survey	21	61
Responsive Repairs Survey	88	208

Perception Survey

Services Provided by Circle

Nine out of ten respondents (90%) in Q3 2024 were satisfied by the services Circle provide. Satisfaction with overall services has increased by 1% from the last survey.

87%

2024 cumulative

Quality of the Home

In this survey almost all tenants were satisfied with the overall quality of their home (92%). This has risen by 4% since Q2 2024.

89%

2024 cumulative

Security in the Home

The vast majority of tenants (95%) are again satisfied that their homes are safe and secure in Quarter 3 of 2024. Satisfaction in this has grown by 6% since the previous survey.

91%

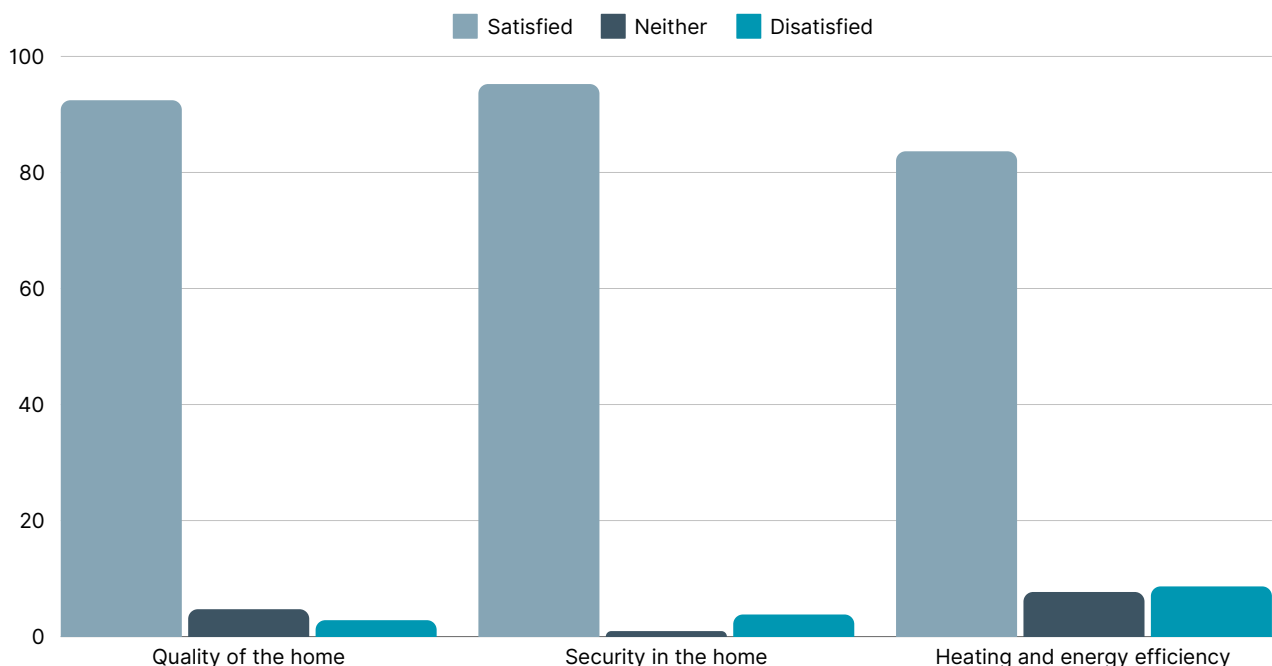
2024 cumulative

Heating and Energy Efficiency

In Quarter 3 more than four fifths of tenants (84%) are satisfied with the heating and energy efficiency of their home. Satisfaction with heating and energy efficiency has improved by 5% since the last survey.

82%

2024 cumulative

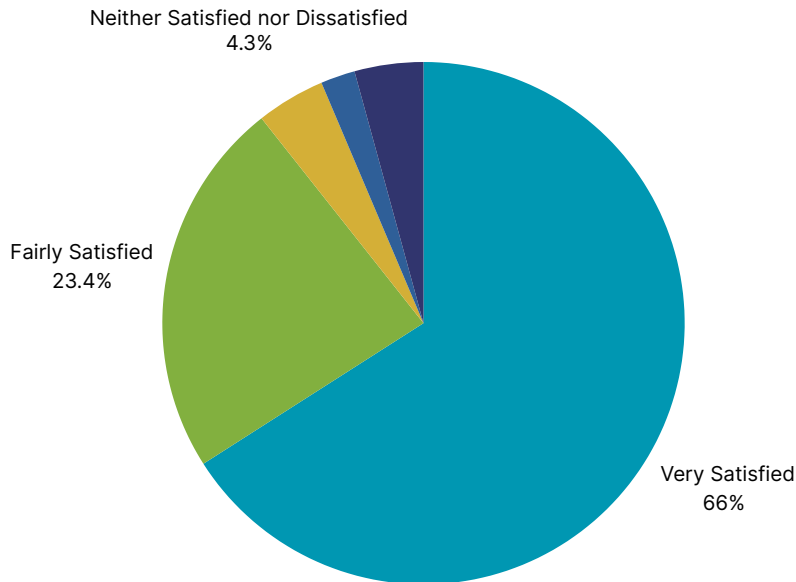


Facilities Management

Where Circle provide estate services, almost nine out of ten tenants (89%) are satisfied in Quarter 3 with the services they receive. Satisfaction in this area has increased by 10% since the previous survey.

83%

2024 cumulative

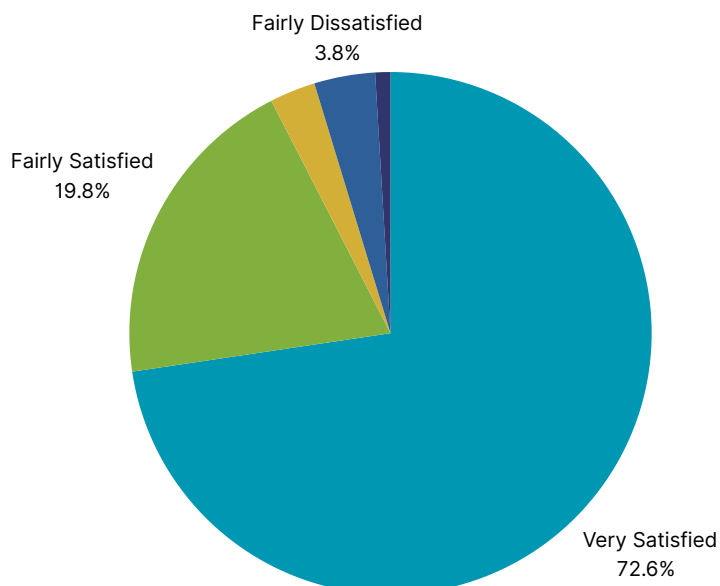


Neighbourhood

In this survey almost all tenants (92%) are satisfied with their neighbourhood as a place to live. This satisfaction has risen by 5% since the last survey.

89%

2024 cumulative



Listening

More than four fifths of tenants (83%) feel that Circle listens to their views and acts upon them during Quarter 3. This is a drop of 1% from the previous survey.

82%

2024 cumulative

In this survey 88% find our staff easy to deal with. This result has fallen by 3% compared to the last survey.

88%

2024 cumulative

The majority of tenants (96%) have found our staff helpful in Quarter 3 2024. Satisfaction in this regard has improved by 2% since the last period.

91%

2024 cumulative



New Tenants Survey

Overall Lettings Process

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

100%
2024 cumulative

Condition of the Home

The majority of tenants (90%) were satisfied with the condition of their home at the time of moving in. This was a drop of 5% since the second quarter of 2024.

92%
2024 cumulative

Responsibilities Explained

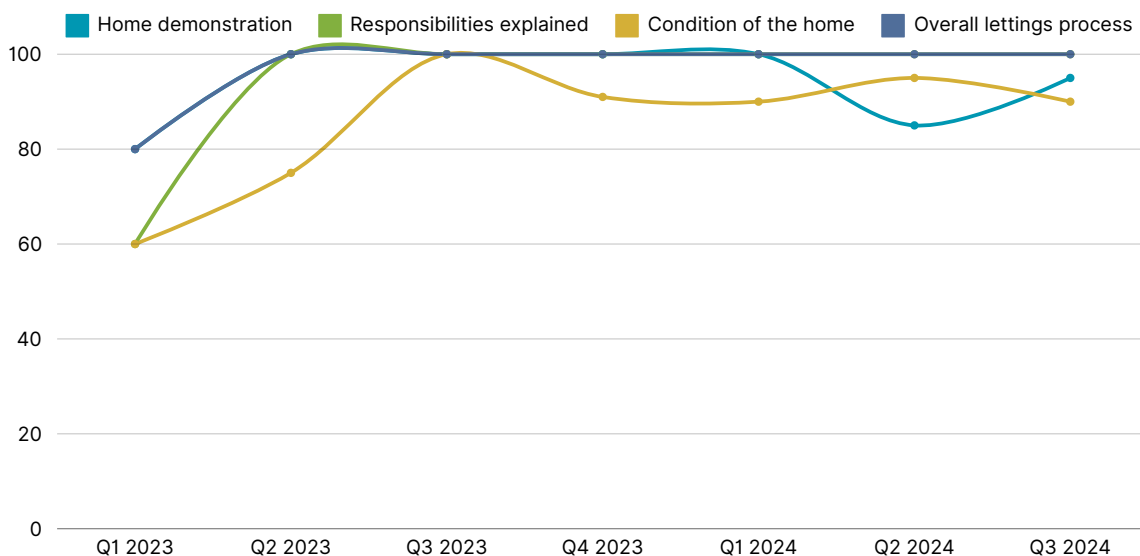
Every person interviewed (100%) was satisfied again this quarter with how their responsibilities were explained when signing their new tenancy agreement. Since the last survey this result has also remained consistent.

100%
2024 cumulative

Home Demonstration

More than nine out of ten tenants (95%) were satisfied with the home demonstration they received when moving in. Satisfaction in this regard has improved by 10% since the last survey in Quarter 2 2024.

93%
2024 cumulative



Responsive Repairs Survey

Responsive Repairs Service on This Occasion

Between July and September 2024, almost all tenants (97%) who had a repair carried out were satisfied. This represents an increase of 6% since the second quarter of 2024.

94%

2024 cumulative

Ease of Reporting

The second quarter of 2024 found that more than nine out of ten tenants (91%) were satisfied with the ease of reporting their responsive repair. This is an improvement of 8% since the previous round of surveys.

88%

2024 cumulative

Quality of Work

The surveys found that the vast majority of tenants interviewed (97%) were satisfied with the quality of work carried out on their responsive repair. This has grown by 6% since the second quarter of 2024.

93%

2024 cumulative

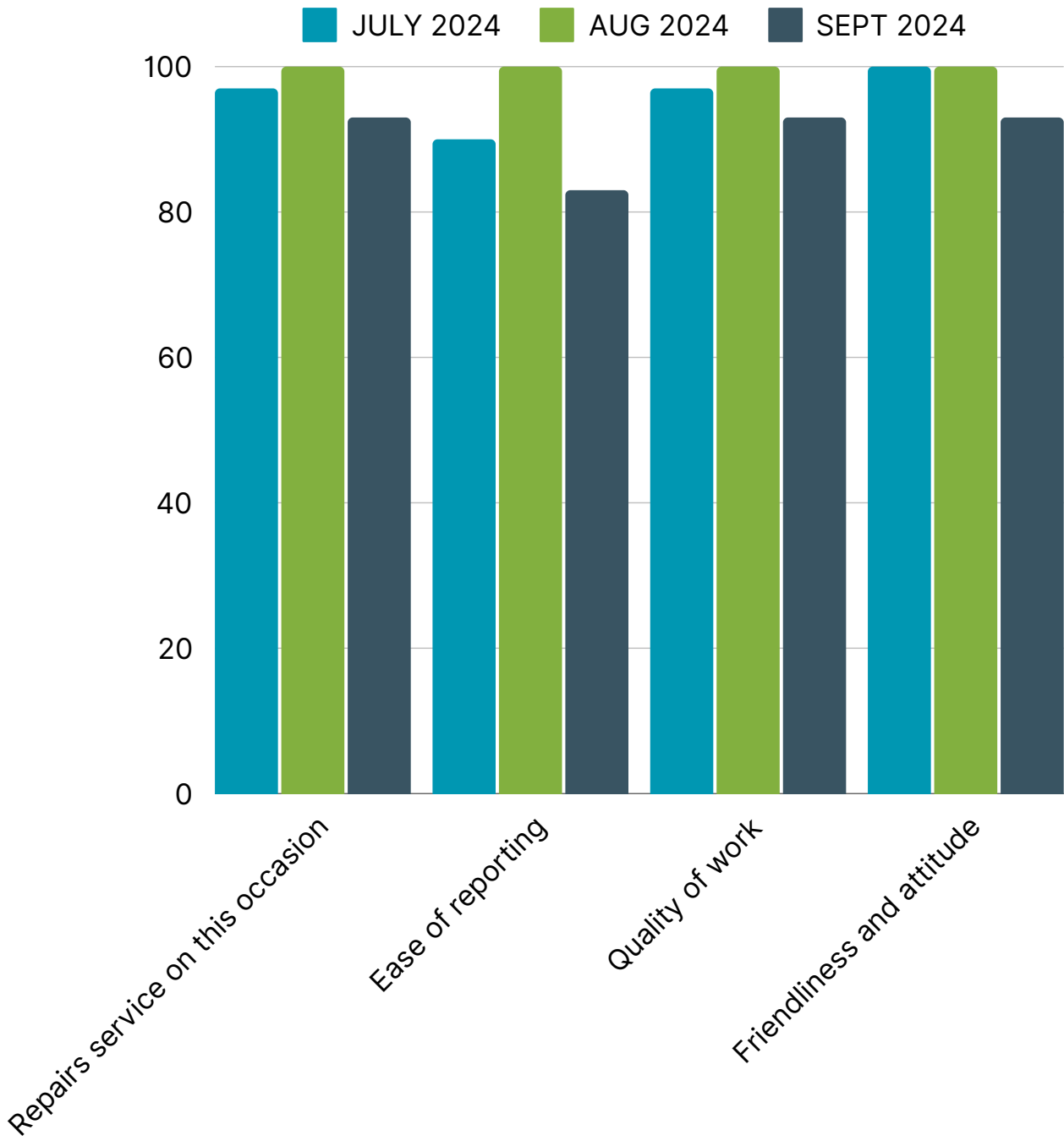


Responsive Repairs Survey

Friendliness and Attitude

Almost all tenants interviewed (98%) were satisfied with the friendliness and attitude of the workers carrying out the repair. This remains unchanged 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:

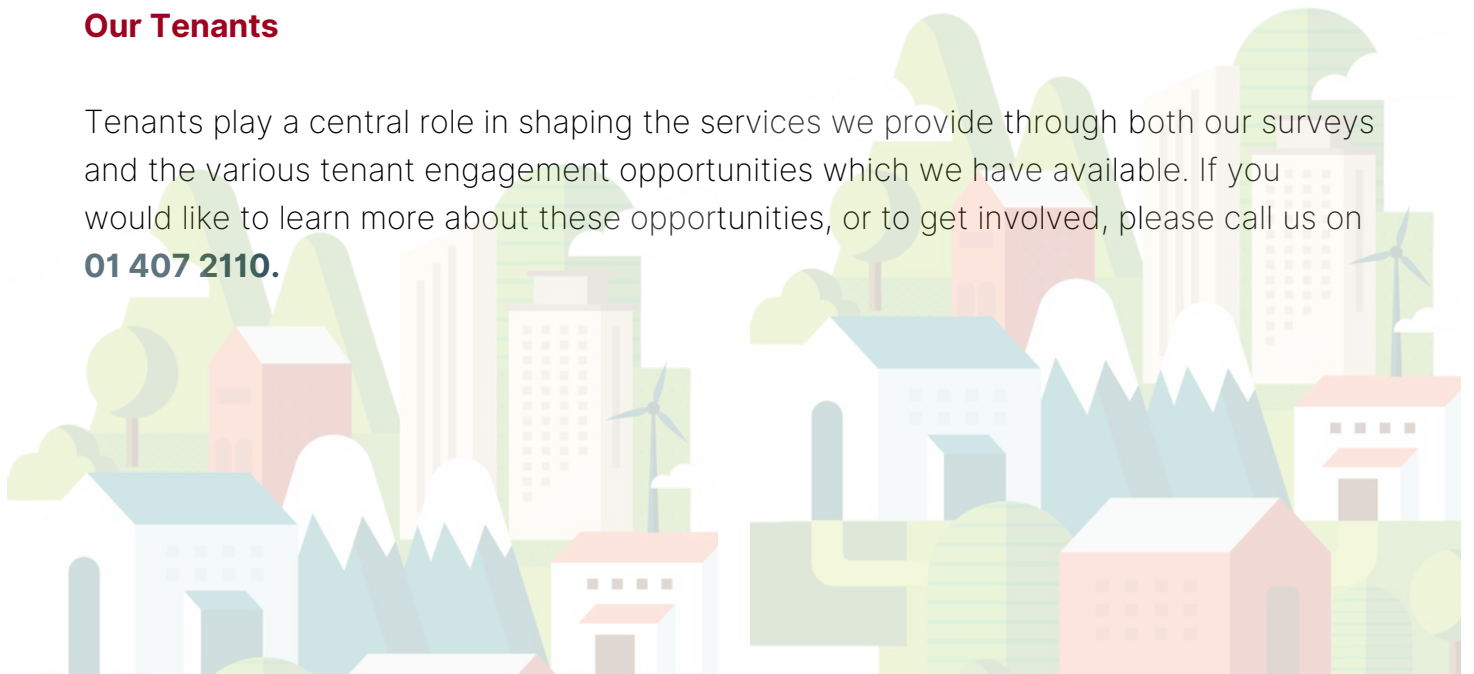
- a. We will take corrective actions to address issues raised by individual tenants. These actions will aim to resolve the concerns on a case-by-case basis.
- b. We will take preventative actions to stop problems from reoccurring.

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 through the tenant newsletter.
- Call flows refined to ensure tenants are provided with more information regarding multi-layer repairs and timeframes when they report a repair.
- Updated arrears letters to re-iterate this impact on non-emergency repairs.
- Put in place new cleaning contracts in certain schemes.
- Refinement of the repairs procurement process to incorporate greater communication, oversight and accountability.
- Established a new process for recording scheme information, to aid in the sharing of information between staff.
- Review of communal waste facilities in various schemes.

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

“Everything is managed good enough, like the communication with the agents and the customer service. The property condition too, as it as a new estate with new houses and a good service is provided with the maintenance.”

“I always recommend them, I provided a link to 15 people, in the beginning when I moved in, they are always on time when a report is filed, very helpful, communication is very great, and they responded to to my email the same day”

“The people I have dealt with were absolutely fantastic the interviews were at ease speaking with the people, and great communication.”

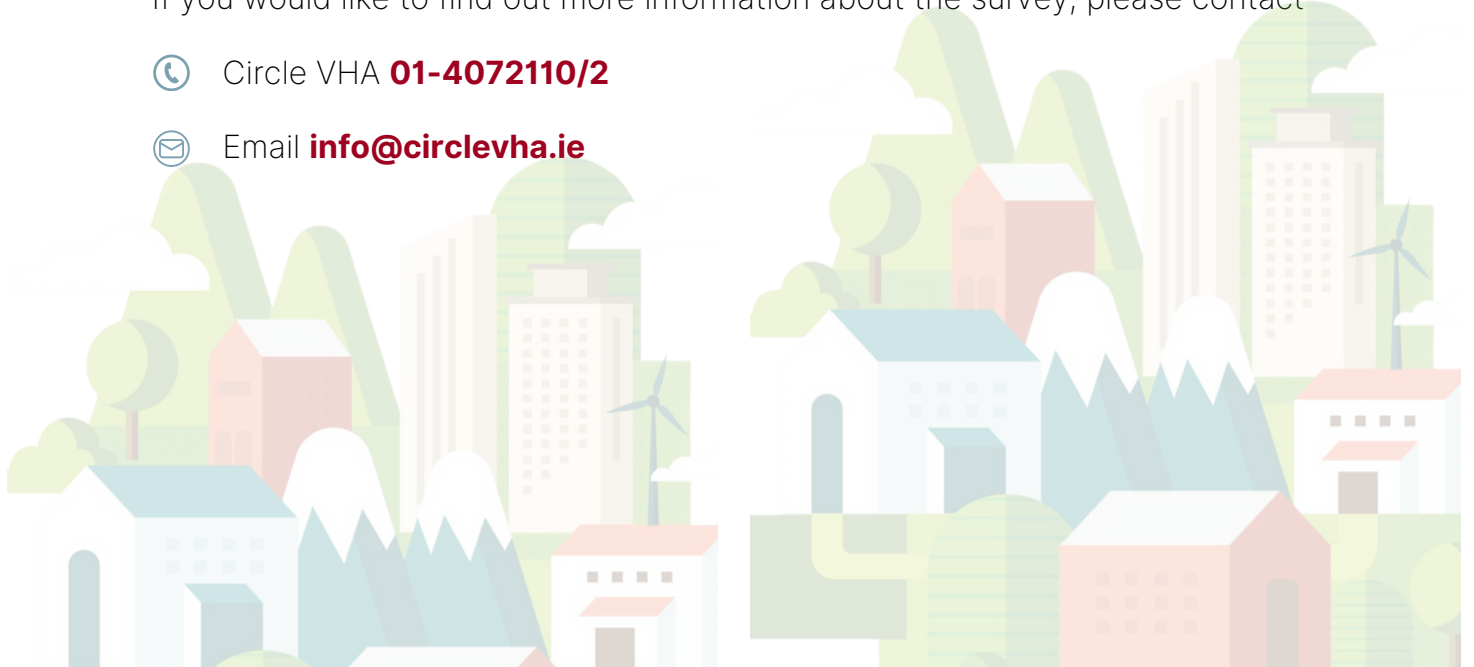
“Everything is sorted as soon as possible with no delays and they try to sort things as soon as possible. [...]. The staff are every polite and I have no complaints at all.”

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

