

TENANT SATISFACTION SURVEY

Q4 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 4 of 2024, and also show the cumulative results at the end of 2024.

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

Survey	Q4 Respondents	Year to Date Respondents
General Perception Survey	106	425
New Lettings Survey	19	80
Responsive Repairs Survey	91	299

Perception Survey

Services Provided by Circle

Eight out of ten respondents (80%) in Q4 were satisfied by the services Circle provide. This has fallen by 10% from the last survey. For the year as a whole, satisfaction in this area finished at 85%, in comparison to 86% in 2023.

85%

2024 cumulative

Quality of the Home

In this survey most tenants were satisfied with the overall quality of their home (75%). This has dropped by 17% since Q3 2024. The final figure for the year stands at 85%, matching the result from 2023.

85%

2024 cumulative

Security in the Home

The vast majority of tenants (86%) are again satisfied that their homes are safe and secure in Quarter 4 of 2024. Satisfaction in this has decreased by 9% since the previous survey. 2024 (90%) saw an increase of 5% compared to 2023 (85%).

90%

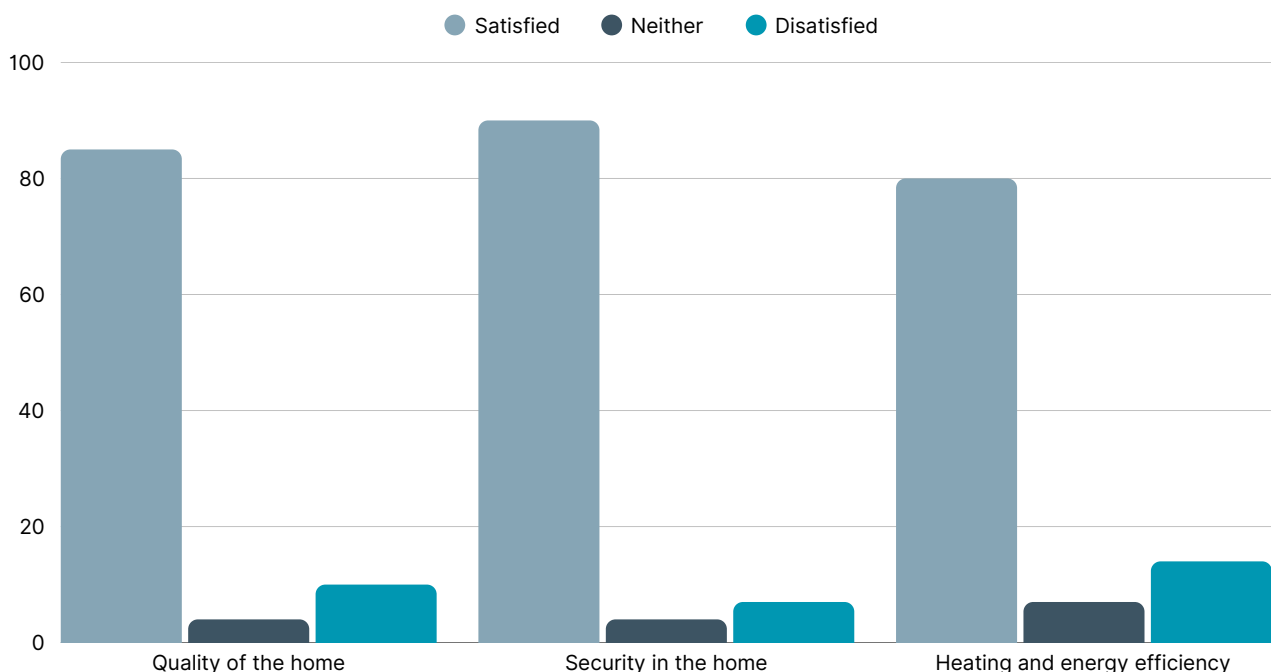
2024 cumulative

Heating and Energy Efficiency

In Quarter 4 almost three quarters of tenants (73%) are satisfied with the heating and energy efficiency of their home. This has gone down by 11% since the last survey. The end of year results (80%) show a 4% improvement since 2023 (76%).

80%

2024 cumulative



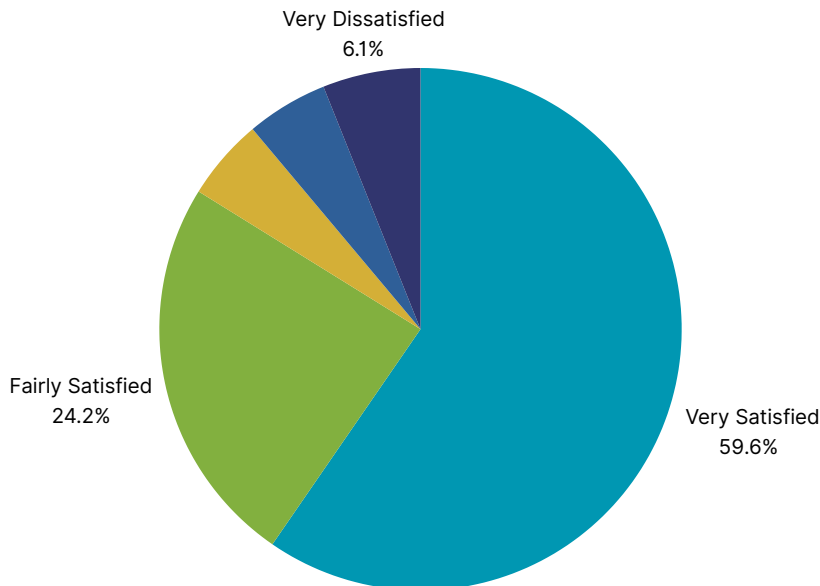
Facilities Management

Where Circle provide estate services, more than four fifths of tenants (82%) were satisfied in Quarter 4 with the services they receive. Satisfaction in this area has decreased by 7% since the previous survey.

The end of year results (83%) show just a 1% drop since 2023 (84%).

83%

2024 cumulative



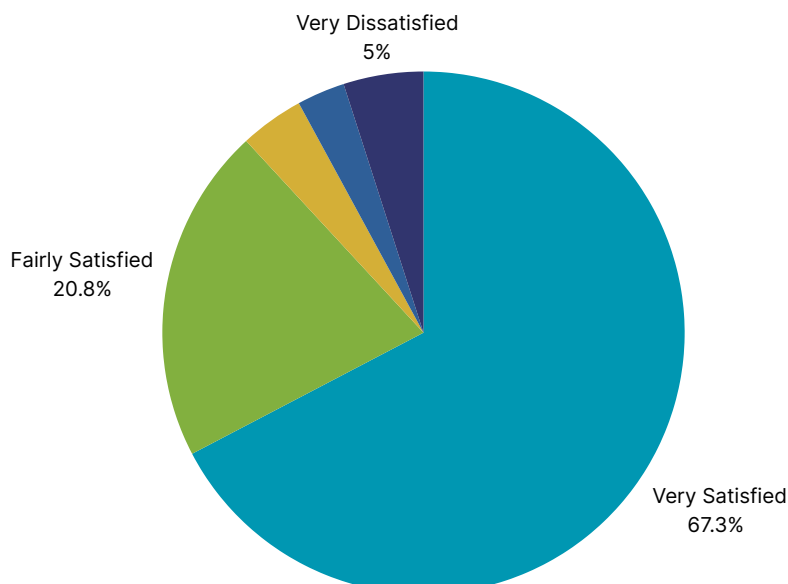
Neighbourhood

In this survey almost all tenants (89%) are satisfied with their neighbourhood as a place to live. This satisfaction has fallen by 3% since the last survey.

2024 as a whole saw an improvement of 4% in this area (from 85% in 2023 to 89%).

89%

2024 cumulative



Listening

More than three out of four tenants (76%) feel that Circle listens to their views and acts upon them during Quarter 4. This is a drop of 7% from the previous survey. The final result for the year is 80%, an increase of 2% since 2023.

80%

2024 cumulative

In this survey 84% find our staff easy to deal with. This has fallen by 4% compared to the last survey. Overall, the result was 87% in 2024, compared to 85% in 2023.

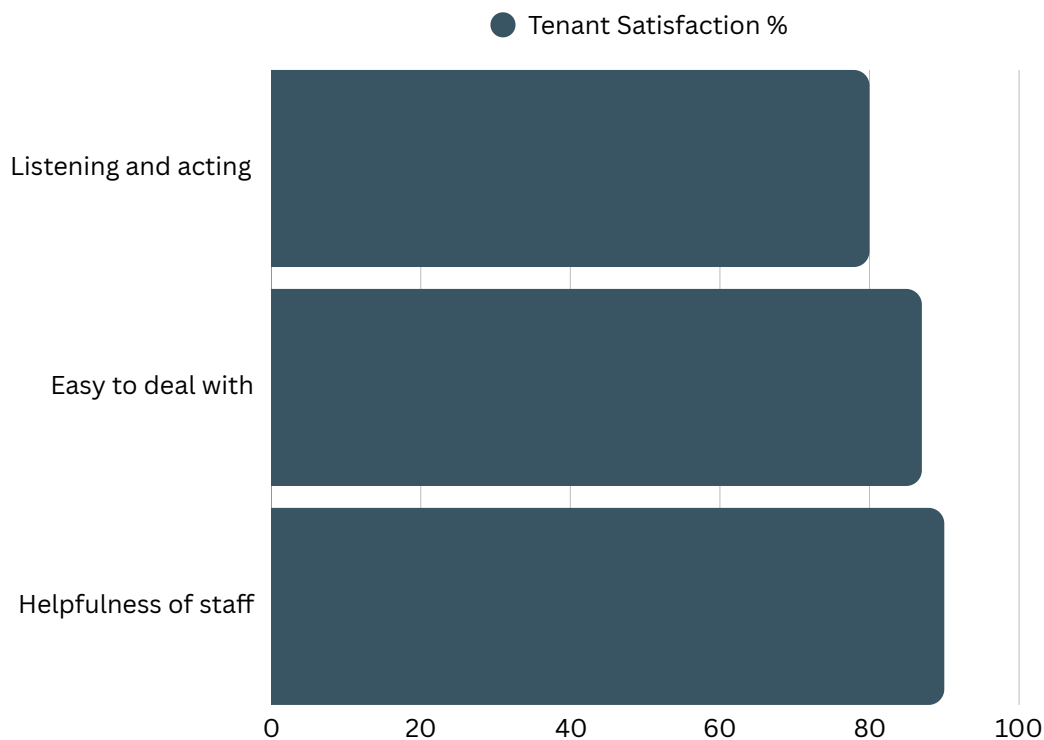
87%

2024 cumulative

The majority of tenants (88%) found our staff helpful in Quarter 4 2024. Satisfaction in this regard decreased by 8% since the last period. For the year as a whole, satisfaction in this area finished at 90%, a growth of 6% since 2023 (84%).

90%

2024 cumulative



New Tenants Survey

Overall Lettings Process

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

2024 (100%) saw an increase of 4% compared to 2023 (96%).

100%

2024 cumulative

Condition of the Home

Again all survey respondents (100%) were satisfied with the condition of their home at the time of moving in. This was an improvement of 10% since the third quarter of 2024.

The final result for 2024 came to 94%, a growth of 11% since 2023 (83%).

94%

2024 cumulative

Responsibilities Explained

The majority of those interviewed (89%) was satisfied again this quarter with how their responsibilities were explained when signing their new tenancy agreement. Since the last survey this has dropped by 11%.

Overall, the result in 2024 was 98%, compared to 91% in 2023.

98%

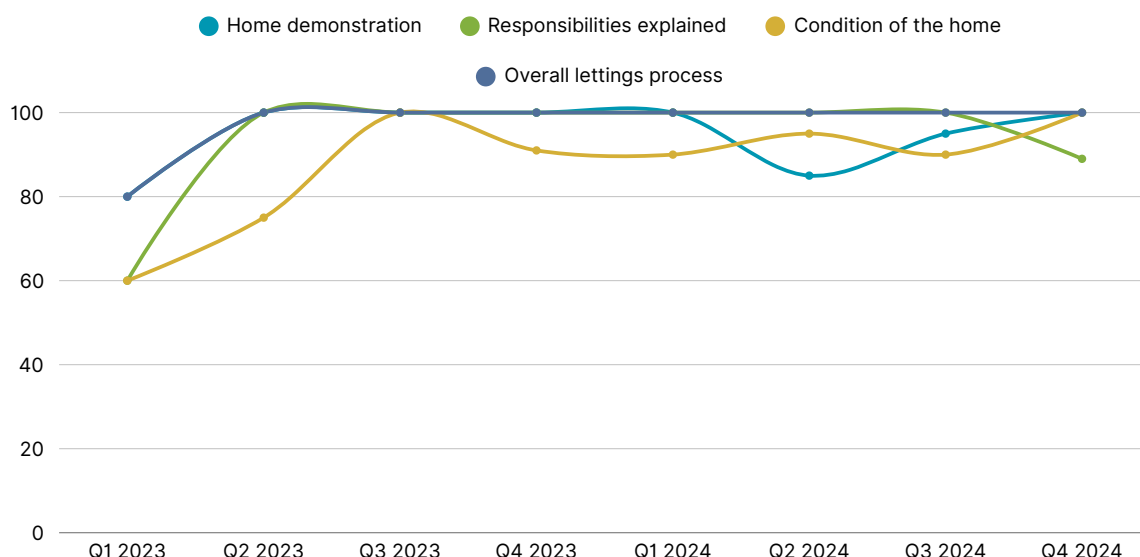
2024 cumulative

Home Demonstration

Everyone surveyed (100%) was satisfied with the home demonstration they received when moving in. Satisfaction in this regard has improved by 5% since the last survey in Quarter 3 2024. For the year as a whole, satisfaction in this area finished at 95%, a decrease of 1% since 2023 (96%).

95%

2024 cumulative



Responsive Repairs Survey

Responsive Repairs Service on This Occasion

Between October and December 2024, almost all tenants (86%) who had a repair carried out were satisfied. This represents a drop of 11% since the third quarter of 2024. The end of year result (92%), showed an increase of 3% since 2023 (89%).

92%

2024 cumulative

Ease of Reporting

The fourth quarter of 2024 found that almost nine out of ten tenants (88%) were satisfied with the ease of reporting their responsive repair. This is a fall of 3% since the previous round of surveys. The 2024 result (88%) saw a decrease of 7% since 2023 (95%).

88%

2024 cumulative

Quality of Work

The surveys found that the majority of tenants interviewed (85%) were satisfied with the quality of work carried out on their responsive repair. This has gone down by grown by 12% since the third quarter of 2024. Overall satisfaction in this area has improved by 1% since 2023 (from 90% to 91%).

91%

2024 cumulative



Responsive Repairs Survey

Friendliness and Attitude

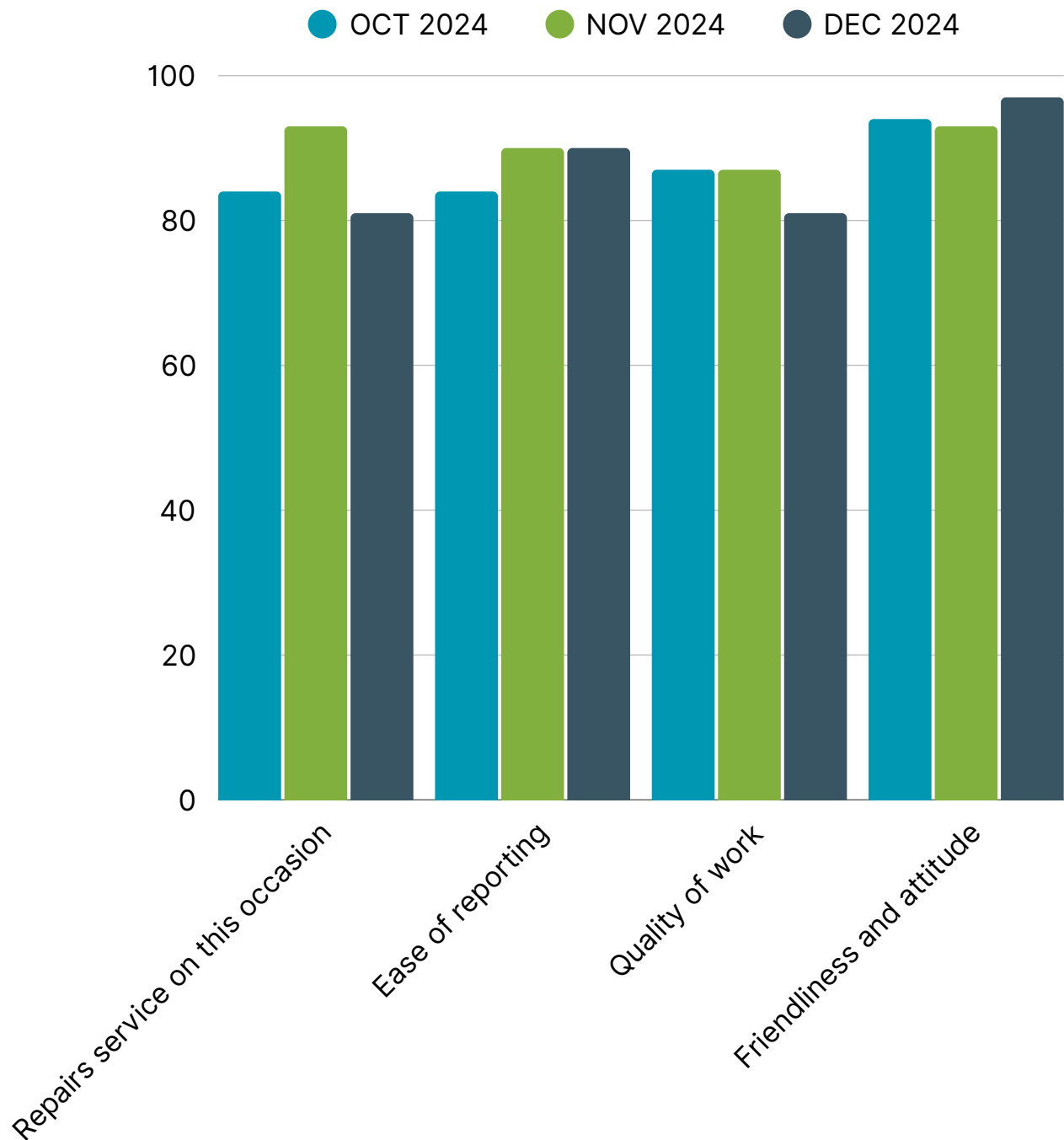
Almost all tenants interviewed (95%) were satisfied with the friendliness and attitude of the workers carrying out the repair.

This fell by 3% since the last surveys.

This result in 2024 (97%) shows no change since 2023.

97%

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.
- Introduced a revised process for managing defects in new-build homes to increase efficiency and improve the tenant experience.
- Adopted a more strategic approach to scheme visits and ensuring Tenancy Services Officers are visible and accessible to tenants across our 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

"The service is very good, the houses are in good condition, the estate is good and the majority of us moved in the same time so nice neighbours."

"The experience in the last 12 months has been pleasant and straightforward. Expectation is clear of Circle as the landlord and of tenants."

"They are easy to contact and if there is a problem, they get straight to it. Home is safe and secure."

"The staff are easy to deal with and you make sure we have a good environment, home and that we get on with ones neighbours. You carry out regular checks to ensure the place is kept clean."

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

