

# TENANT SATISFACTION SURVEY

*Q1-Q2 2025*



## Tenant Satisfaction Surveys 2025

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 2025 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 bi-annual 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 and 2 of 2025, and also show the cumulative results at the middle of 2025.

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

Survey	Q2 Respondents
General Perception Survey	212
New Lettings Survey	40
Responsive Repairs Survey	189

## Perception Survey

### Services Provided by Circle

More than eight out of ten respondents (86%) in Q1 and 2 were satisfied by the services Circle provide.

**86%**

2025 cumulative

### Quality of the Home

In this survey most tenants were satisfied with the overall quality of their home (88%).

Across Q1 and Q2, the figure stands at 88%, compared with 87% in the same period in 2024

**88%**

2025 cumulative

### Security in the Home

The vast majority of tenants (84%) are again satisfied that their homes are safe and secure in Quarter 1 and 2 of 2025. Satisfaction in this has decreased by 5% since the previous survey 2024 (89%).

**84%**

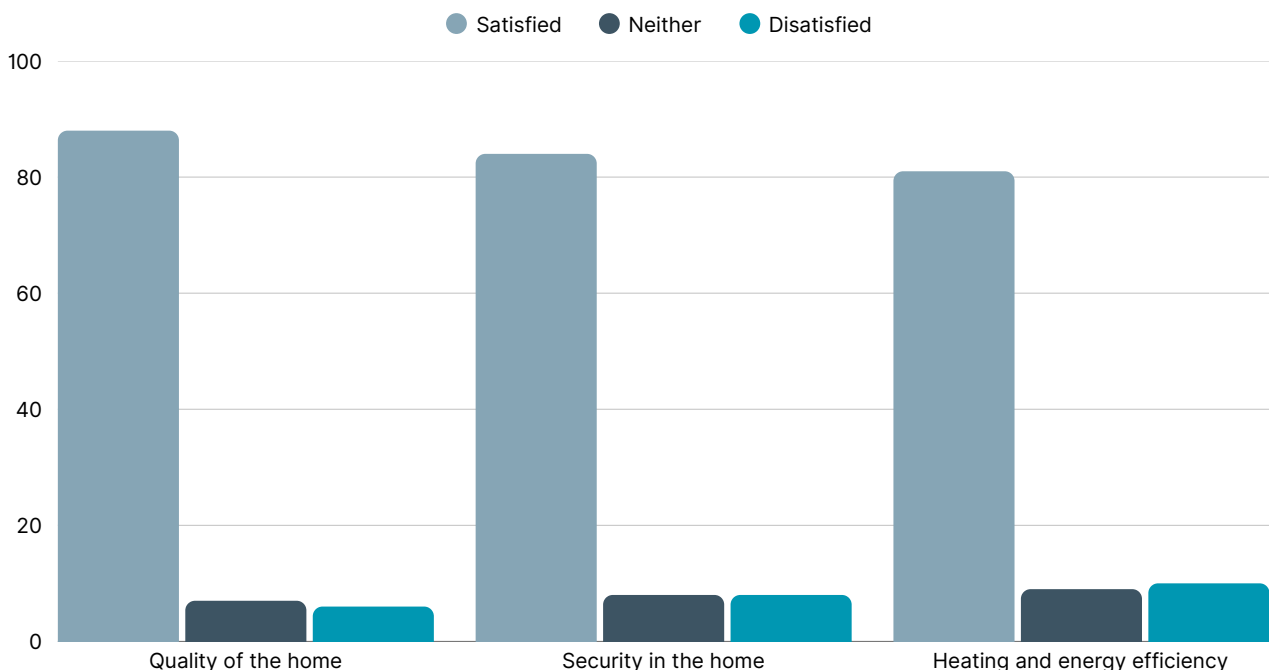
2025 cumulative

### Heating and Energy Efficiency

In Quarter 1 and 2 more than three quarters of tenants (81%) are satisfied with the heating and energy efficiency of their home. This has remained steady since the last survey (81%) and show a 4% improvement since 2023 (76%) in the same period of the year.

**81%**

2025 cumulative

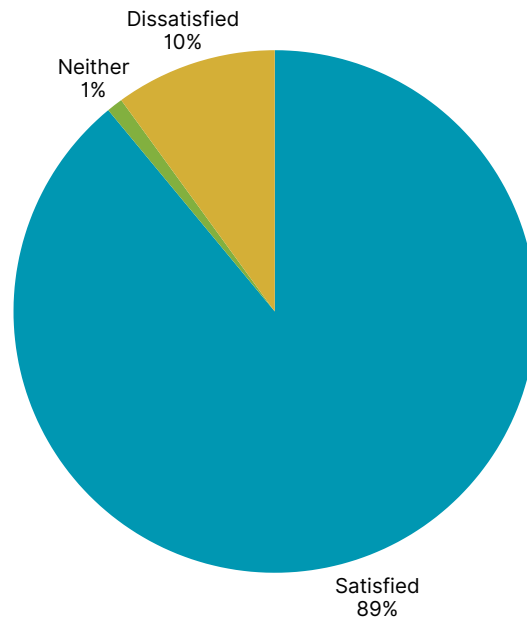


## Facilities Management

Where Circle provide estate services, almost all tenants (89%) were satisfied in Quarter 1 and 2 with the services they receive. Satisfaction in this area has increased by 9% since Quarter 1 and 2 2024.

**89%**

2025 cumulative

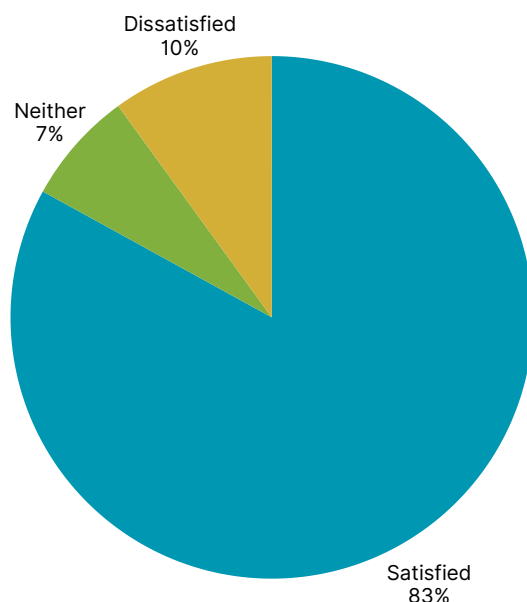


## Neighbourhood

In this survey more than four fifths of tenant (83%) are satisfied with their neighbourhood as a place to live. This satisfaction has fallen by 4% since the last survey in Quarter 1 and 2 2024 (87%) and remained almost the same since Quarter 1 and 2 2023 (84%).

**83%**

2025 cumulative



## Listening

More than three out of four tenants (78%) feel that Circle listens to their views and acts upon them during Quarter 1 and 2 2025. This is a drop of 3% from the previous survey in 2024, and shows a 3% improvement since 2023 (75%) in the same period of the year.

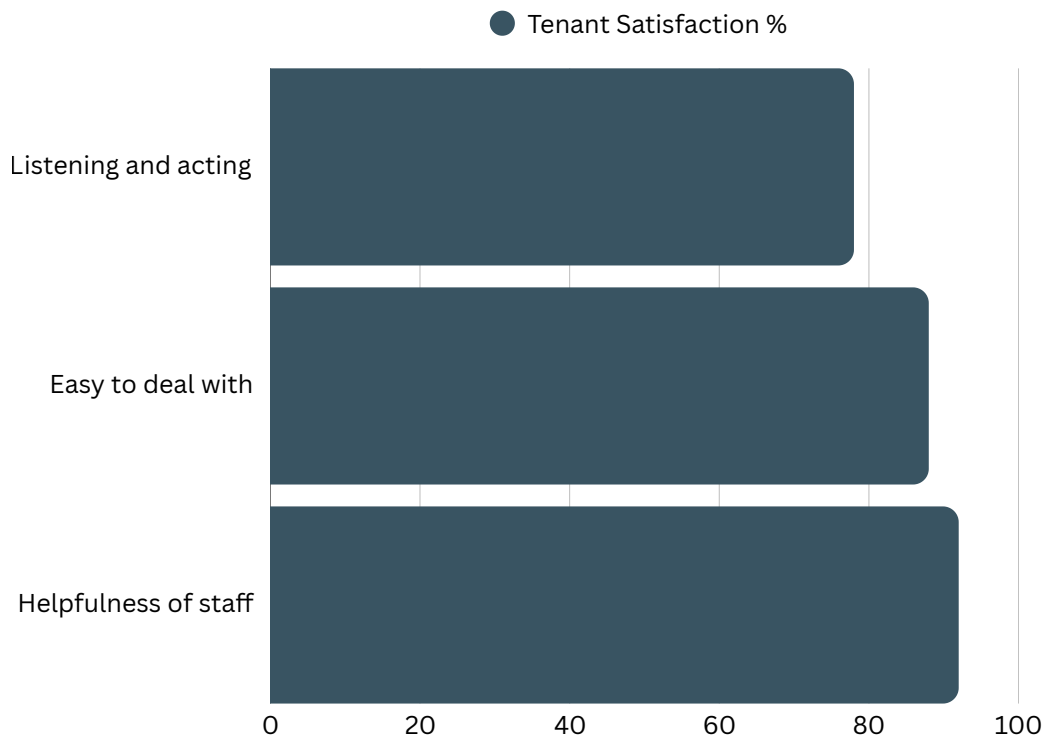
**78%**  
2025 cumulative

In this survey 88% find our staff easy to deal with. This has fallen by 1% compared to the last survey and shows a 5% improvement compared to 83% in 2023.

**88%**  
2025 cumulative

The majority of tenants (92%) found our staff helpful in Quarter 1 and 2 2025. Satisfaction in this regard increased by 3% since the last period.

**92%**  
2025 cumulative



# New Tenants Survey

## Overall Lettings Process

In this survey, almost all tenants interviewed (98%) were satisfied with the overall lettings process in Quarter 1 and 2 of 2025. This result decreased by 2% from the previous survey and increased by 9% compared to 2023 in the same period of the year.

**98%**  
2025 cumulative

## Condition of the Home

Almost all the tenants interviewed (95%) were satisfied with the condition of their home at the time of moving in. This was an improvement of 2% since Quarter 1 and 2 of 2024.

**95%**  
2025 cumulative

## Responsibilities Explained

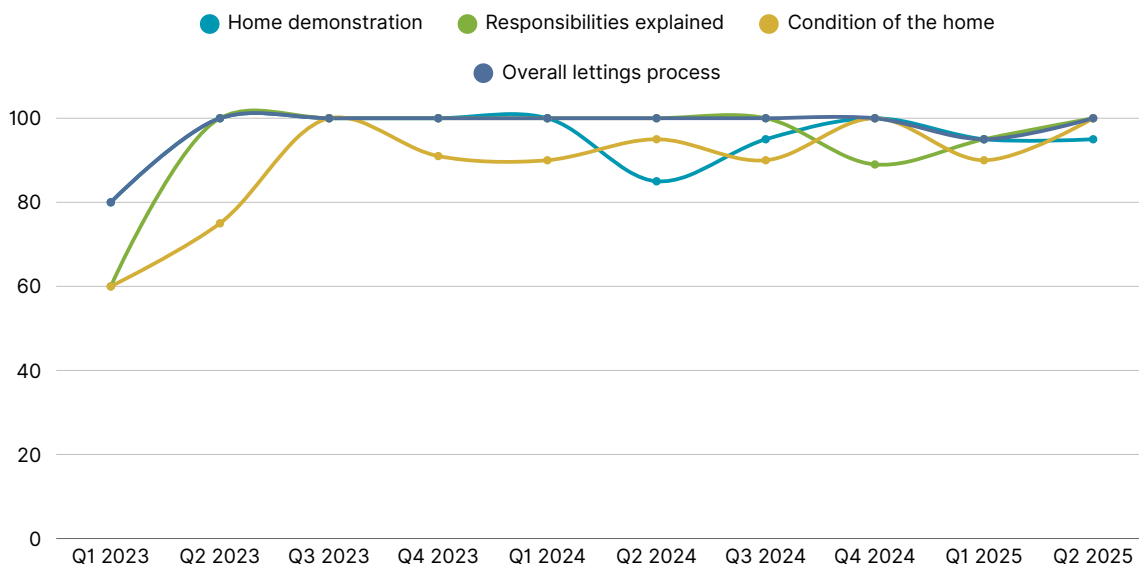
The majority of those interviewed (98%) was satisfied again in these two quarters with how their responsibilities were explained when signing their new tenancy agreement. This result decreased by 2% from the previous survey and increased 20% compared with 2023 in the same period of the year.

**98%**  
2025 cumulative

## Home Demonstration

Almost everyone surveyed (95%) was satisfied with the home demonstration they received when moving in. Satisfaction in this regard has improved by 3% since the last survey in Quarters 1 and 2 2024.

**95%**  
2025 cumulative



## Responsive Repairs Survey

### Responsive Repairs Service on This Occasion

Between Q1 and Q2 2025, almost all tenants (90%) who had a repair carried out were satisfied. This represents a drop of 3% since Q1 and Q2 of 2024 (93%).

**90%**

2025 cumulative

### Ease of Reporting

The first and second quarter of 2025 found that almost all tenants (93%) were satisfied with the ease of reporting their responsive repair. This result increased 7% since the first and second quarter of 2024.

**93%**

2025 cumulative

### Quality of Work

The surveys found that the majority of tenants interviewed (87%) were satisfied with the quality of work carried out on their responsive repair. This has gone down by 4% since the first and second quarter of 2024 (91%).

**87%**

2025 cumulative



# Responsive Repairs Survey

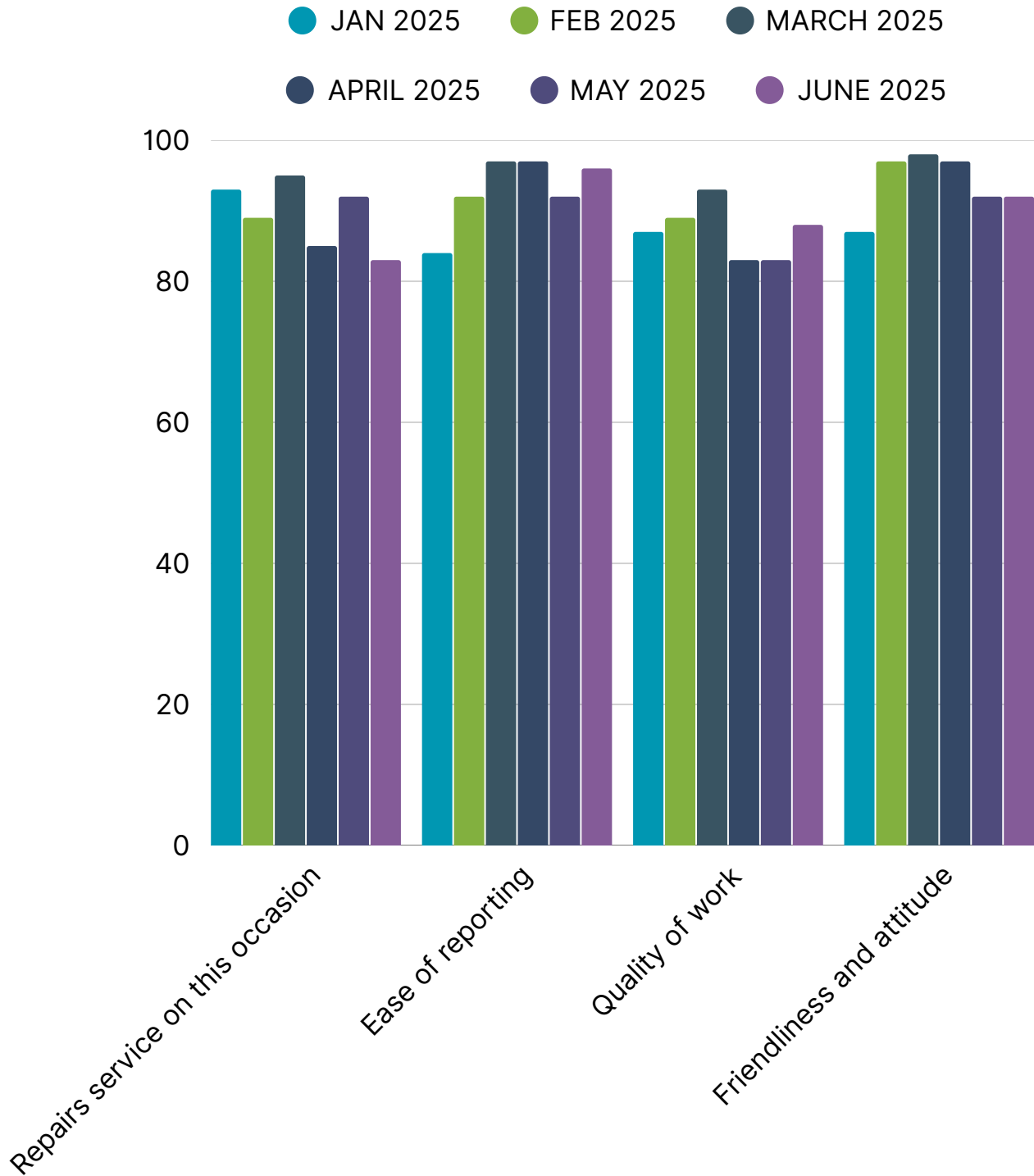
## Friendliness and Attitude

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 remains almost the same as in Q3 and Q4 2024 (96%).

**95%**  
2025 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

“Anytime I need any information or when I just moved in if there were any queries or I found anything difficult they were very approachable and friendly”

“I was homeless and they gave me an apartment. I am left alone, in peace. It is quiet and nice”

“We were nearly homeless, I did not know Circle existed, I was very happy that they gave me a home”

“I am very happy with my home. I don't have a need to contact them but when I have in the past, they have been very good”

## 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*

