

TENANT SATISFACTION SURVEY

Q1 & Q2 2026



Tenant Satisfaction Surveys 2026

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 2026 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 Quarter 2 of 2026.

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

Survey	Q1&Q2 Respondents
General Perception Survey	212
New Lettings Survey	40
Responsive Repairs Survey	168

Perception Survey

Services Provided by Circle

More than seven out of ten respondents (74%) in Q1 and Q2 were satisfied by the services Circle provide. This shows a 12% decrease since Q1 and Q2 2025 (86%).

74%

2026 cumulative

Quality of the Home

In this survey most tenants were satisfied with the overall quality of their home (80%). Last year, the result for Q1 and Q2 was 88%, showing a decrease of 8%.

80%

2026 cumulative

Security in the Home

Three quarters of tenants (75%) were satisfied that their homes are safe and secure in Quarter 1 and 2 of 2026. For the same period last year, the result was 84%.

75%

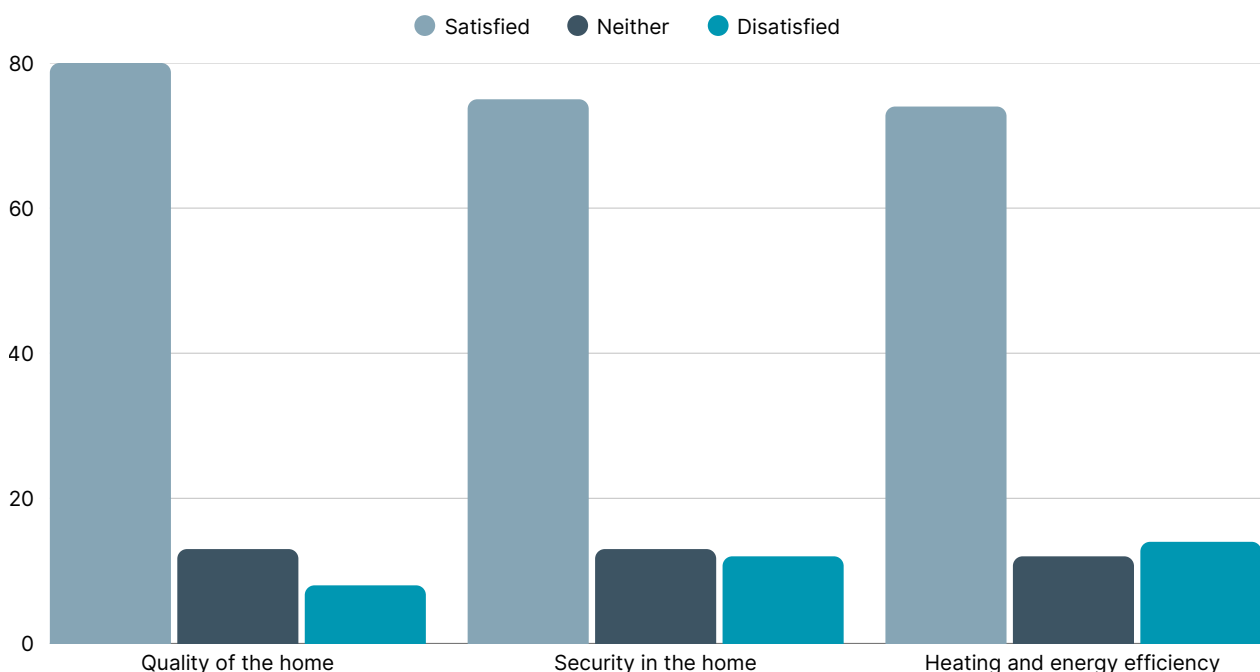
2026 cumulative

Heating and Energy Efficiency

In Quarter 1 and 2 2026 almost three quarters of tenants (74%) were satisfied with the heating and energy efficiency of their home. The overall result for the full year in 2025 was 77%, showing a decrease of 3%.

74%

2026 cumulative



Listening

More than three quarters of tenants (76%) feel that Circle listens to their views and acts upon them during Quarter 1 and 2 of 2026. This result remains almost the same as the overall result for the full year 2025 (77%).

76%

2026 cumulative

In this survey 84% find our staff easy to deal with. This result remains almost the same as the overall result for the full year 2025 (85%).

84%

2026 cumulative

More than eight out of ten respondents (85%) found our staff helpful in Quarters 1 and 2 of 2026. This represents a 2% decrease compared to the overall result for the full year 2025 (87%).

85%

2026 cumulative

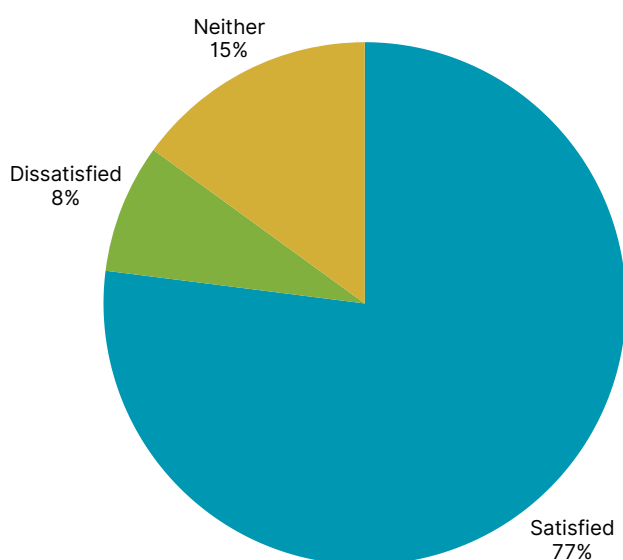


Facilities Management

Where Circle provide estate services, the majority of the tenants (77%) were satisfied in Quarter 1 and 2 2026 with the services they receive. The result for Q1 and Q2 2025 was 89%, and 80% for Q1 and Q2 2024.

77%

2026 cumulative

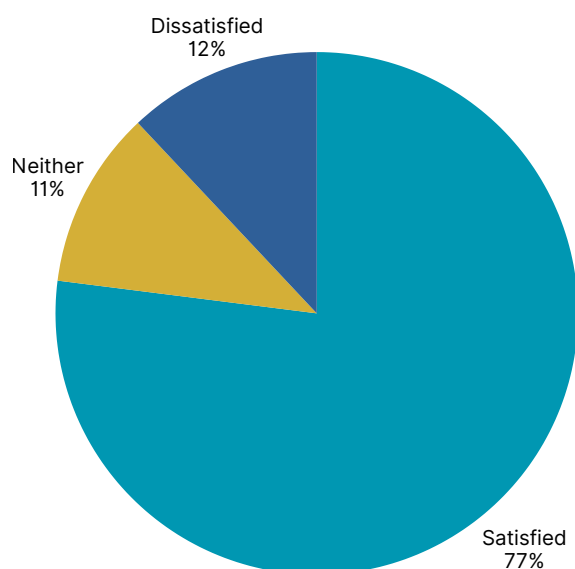


Neighbourhood

In this survey almost all tenants (77%) were satisfied with their neighbourhood as a place to live. This satisfaction has fallen by 6% since Q1 and Q2 2025 (83%).

77%

2026 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 2026. This result remains unchanged from Q1 and Q2 2025 at (98%).

98%

2026 cumulative

Condition of the Home

More than eight out of ten (85%) were satisfied with the condition of their home at the time of moving in. The result in Q1 and Q2 2025 was 95%.

85%

2026 cumulative

Responsibilities Explained

All tenants (100%) were satisfied in these two quarters with how their responsibilities were explained when signing their new tenancy agreement. Satisfaction in this regard has improved by 2% since Quarters 1 and 2 2025 (98%).

100%

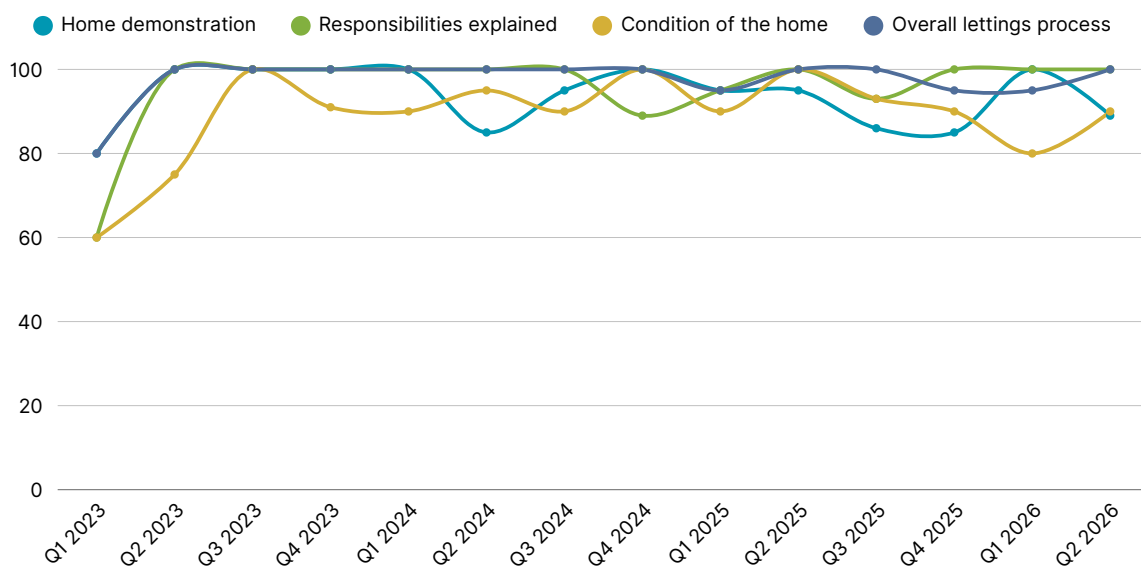
2026 cumulative

Home Demonstration

More than nine out of ten respondents (94%) were satisfied with the home demonstration they received when moving in. This result remains almost unchanged from Q1 and Q2 2025, at 95%.

94%

2026 cumulative



Responsive Repairs Survey

Responsive Repairs Service on This Occasion

In Q1 and Q2 2026 almost all tenants (88%) who had a repair carried out were satisfied. This result remains almost the same as in Q1 and Q2 2025 (90%).

88%

2026 cumulative

Ease of Reporting

Q1 and Q2 2026 found that more than nine out of ten tenants (90%) were satisfied with the ease of reporting their responsive repair. This is a fall of 3% since the previous round of surveys at the same time in 2025 (93%).

90%

2026 cumulative

Quality of Work

The surveys found that the majority of tenants interviewed (94%) were satisfied with the quality of work carried out on their responsive repair. This is an increase of 7% since the previous round of surveys at the same time in 2025 (87%).

94%

2026 cumulative



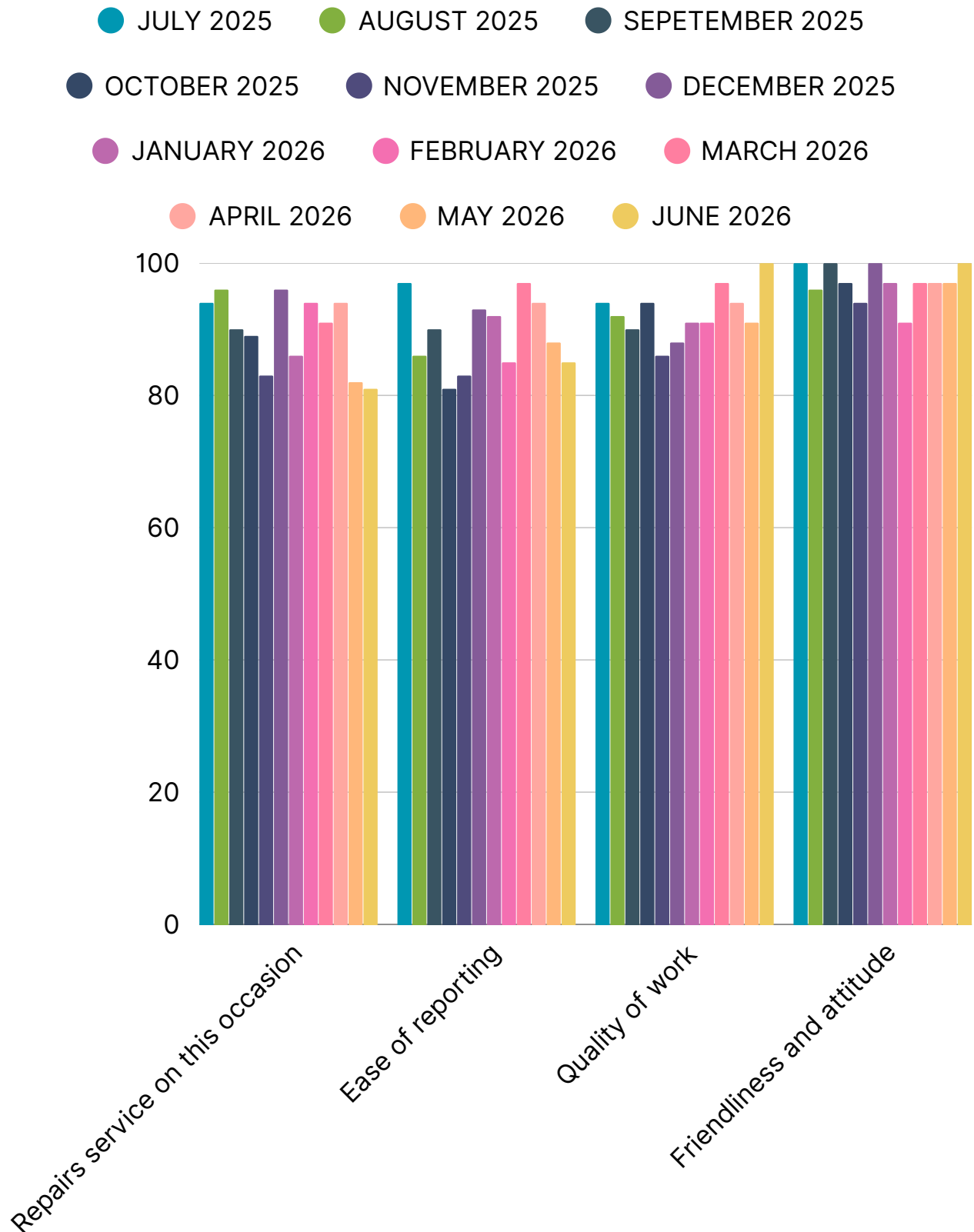
Responsive Repairs Survey

Friendliness and Attitude

Almost all tenants interviewed (96%) were satisfied with the friendliness and attitude of the workers carrying out the repair. This result remains almost the same as in Q1 and Q2 2025 (95%).

96%

2026 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

" It's very good service like if I have any problems they are good at responding."

"It is immaculate and top, it is a lovely home"

"Each time I have any issue within the house, they are always quick to come. They are very good."

"it was very good I just had to ring them to tell then what was broken and they were out in a few days."

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

