



Tuath Housing Resident Satisfaction Survey

Q2 2022



About the Survey

In June 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way Tuath Housing delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

The survey was carried out by telephone, with residents being called and invited to take part in the survey.

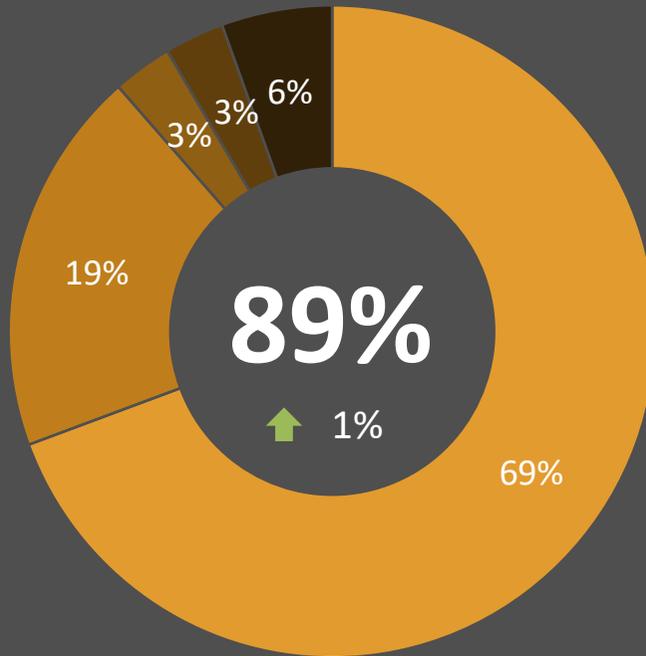
This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

A total of
235
residents took
part out of a
possible 7,700.

Overall Services



Almost nine out of ten residents are satisfied with the overall services provided by Tuath Housing (89%).



■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied





The Home



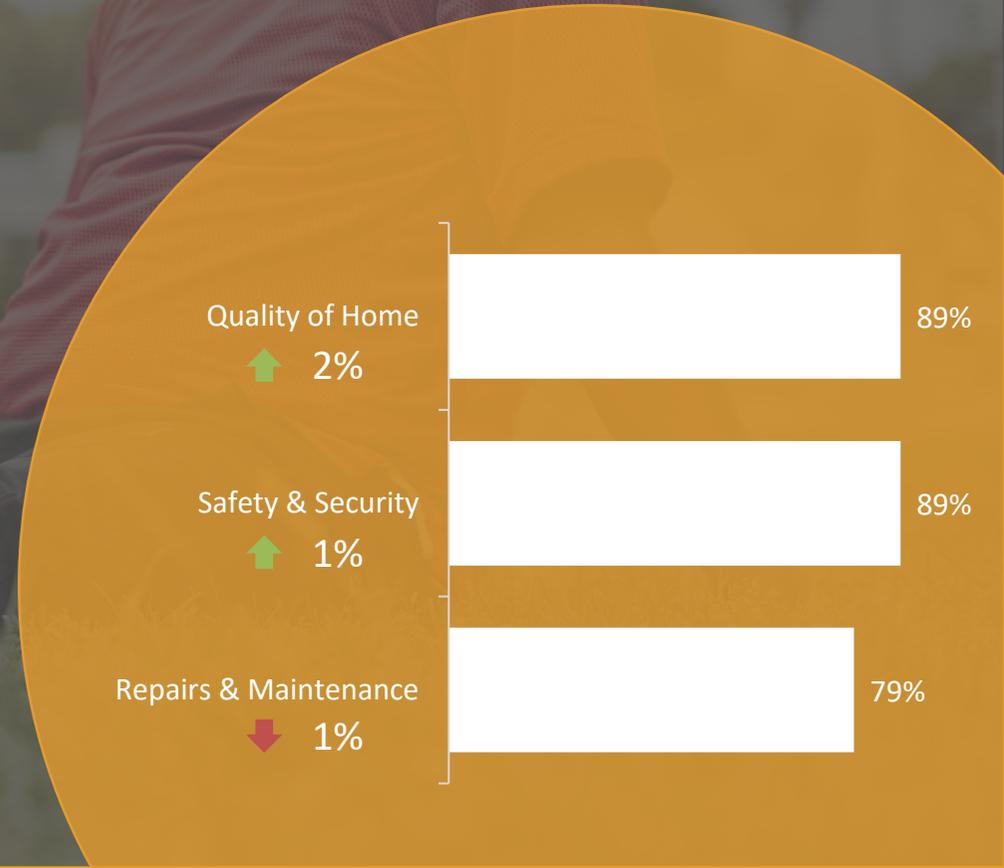
Almost nine in ten residents are satisfied with the quality of their homes **(89%)**.



Almost nine out of ten residents feel safe and secure in the home that Tuath Housing provides **(89%)**.



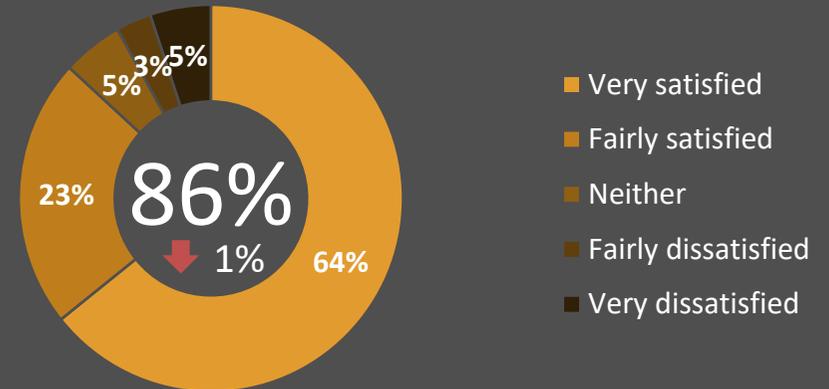
Four-fifths of residents are satisfied with how Tuath Housing deals with repairs and maintenance **(79%)**.



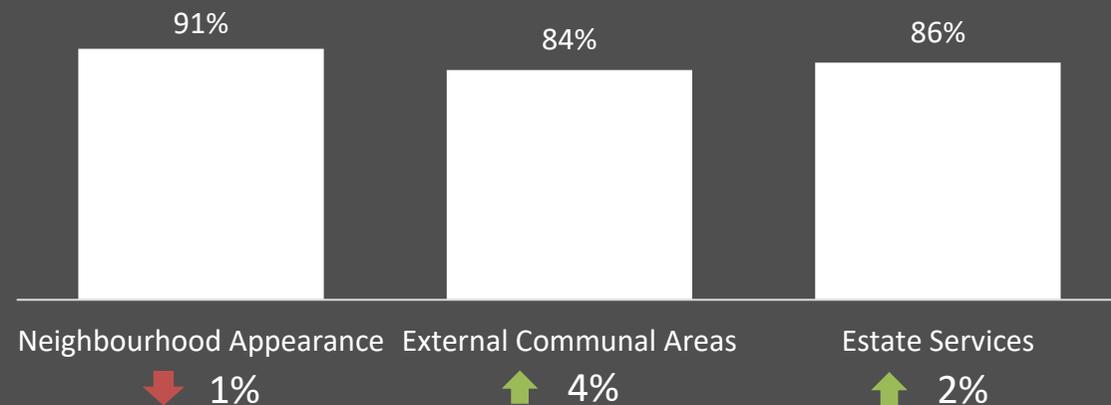


Neighbourhood

86% of residents are satisfied with their neighbourhood as a place to live.



Residents are most satisfied with the appearance of their neighbourhood (**91%**) and least satisfied with the cleaning of external communal areas (**84%**).



Communications & Engagement



Over four-fifths of residents find Tuath Housing easy to deal with (**85%**).



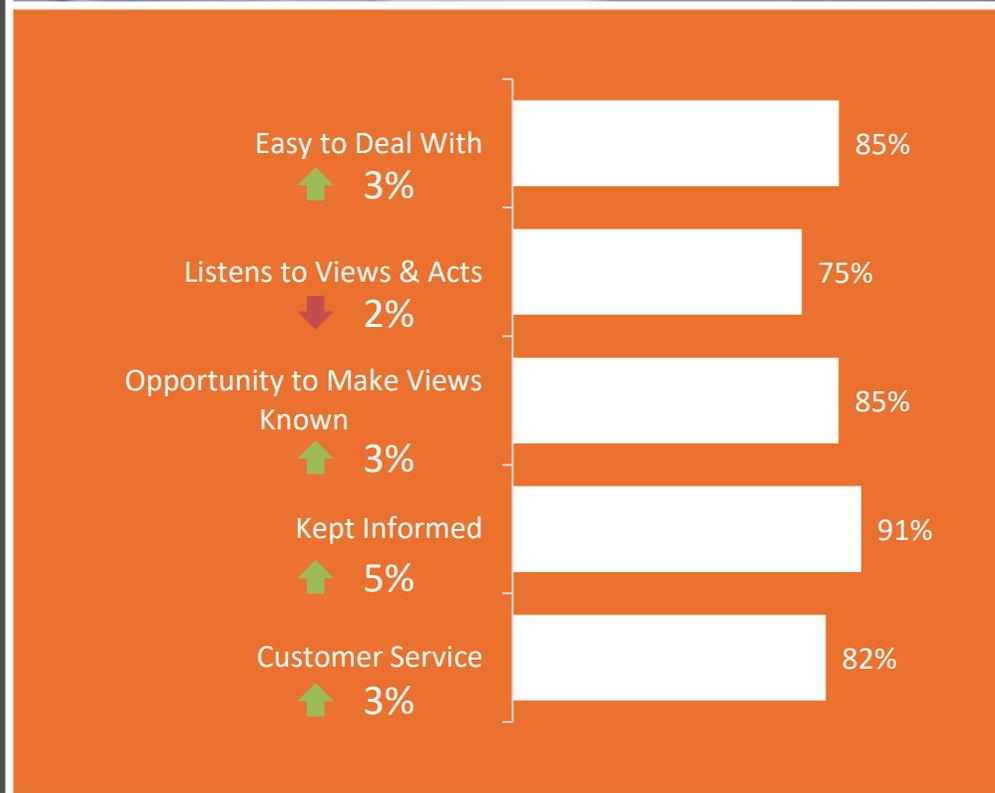
75% of residents feel that Tuath Housing listens to their views and acts upon them.



A further **82%** are satisfied with the customer service they received last time they contacted Tuath Housing.



Finally, **91%** of residents feel they are kept informed about things that might affect them and **85%** feel that Tuath Housing gives them opportunities to make their views known.

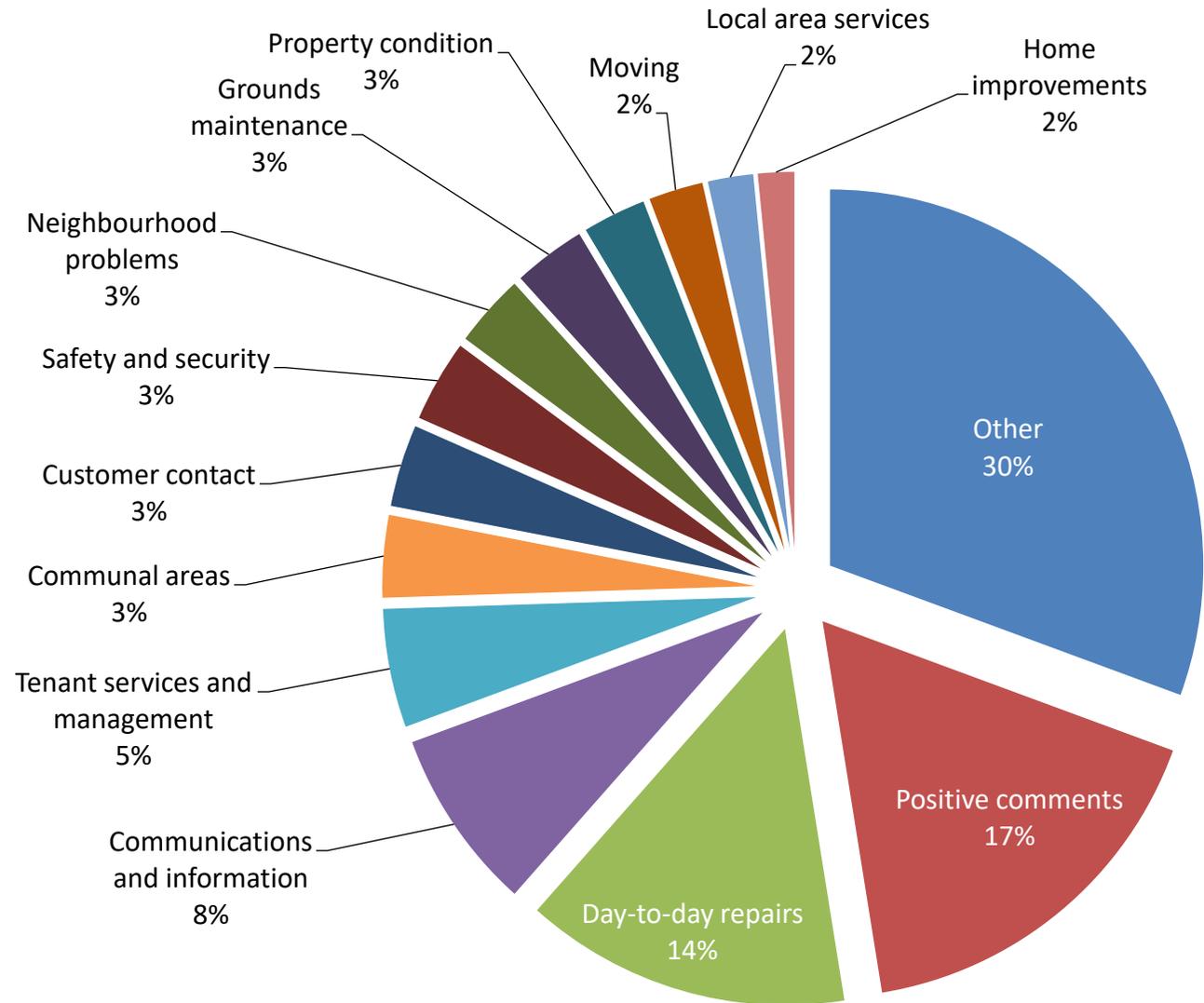




Improving Services

Residents were asked if there was one thing that Tuath Housing could do to improve its services, and what would they like it to be. 254 comments were received from the residents, and 17% gave positive comments. A further 30% gave 'other' answers and it could be construed that they also don't feel improvement is necessary.

There is a wide variety of suggestions for improvement and these are summarised in the chart across. Some 14% of comments concern day-to-day repairs, 8% communications and information, 5% tenant services and management, 3% communal areas, 3% customer contact, 3% safety and security, 3% neighbourhood problems, 3% grounds maintenance and 3% property condition.



Recommending Tuath Housing



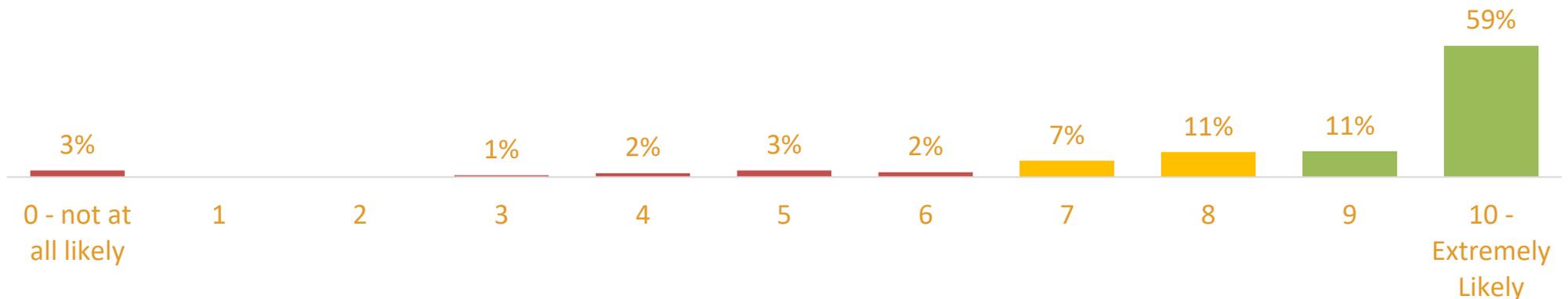
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those unsure score 7 or 8 and those who wouldn't recommend them to others score 6 or below.



Seven in ten residents are very loyal and happy to recommend Tuath Housing (**71%**), some **18%** are unsure and **11%** wouldn't recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Tuath Housing (the percentage of those who would recommend Tuath Housing minus the percentage of those who wouldn't) is **60**. This is 6 points higher than in the previous quarter.



You Say – We Do

Carrying out this survey is just part of the work Tuath Housing does to involve you in developing services. As well as publishing the results of the survey, Tuath Housing plans to put the findings to good use by working with residents to further improve the services they provide.





Telephone: **01-676-1602**
Email: **info@tuathhousing.ie**

Tuath Housing, 33 Leeson Street Lower, Dublin 2, Co. Dublin, D02 KD68

