



# Resident Satisfaction Survey

2022

**acuity**  
making sense of housing



**TORC**

A PARTNERSHIP TO PROVIDE  
SUSTAINABLE SOCIAL HOUSING



# About the Survey

In September and October 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way TORC 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 online and by telephone, with residents being emailed or called and invited to take part. A total of 321 residents took part out of a possible 465.

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

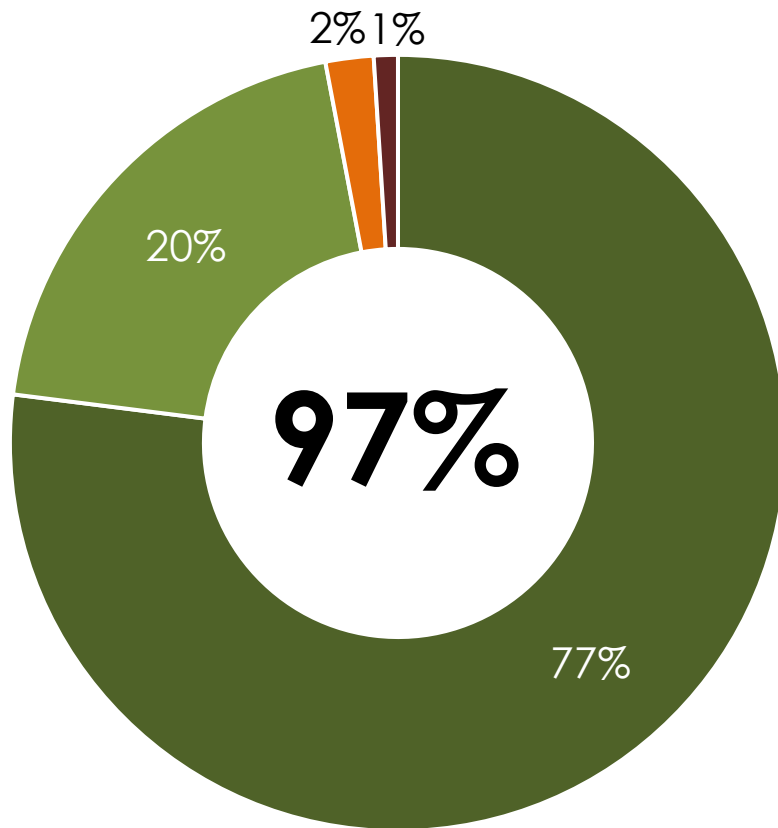




# Overall Services



Almost all residents are satisfied with the overall services provided by TORC (**97%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied





# The Home



Almost all the residents are satisfied with the quality of their homes **(98%)**.



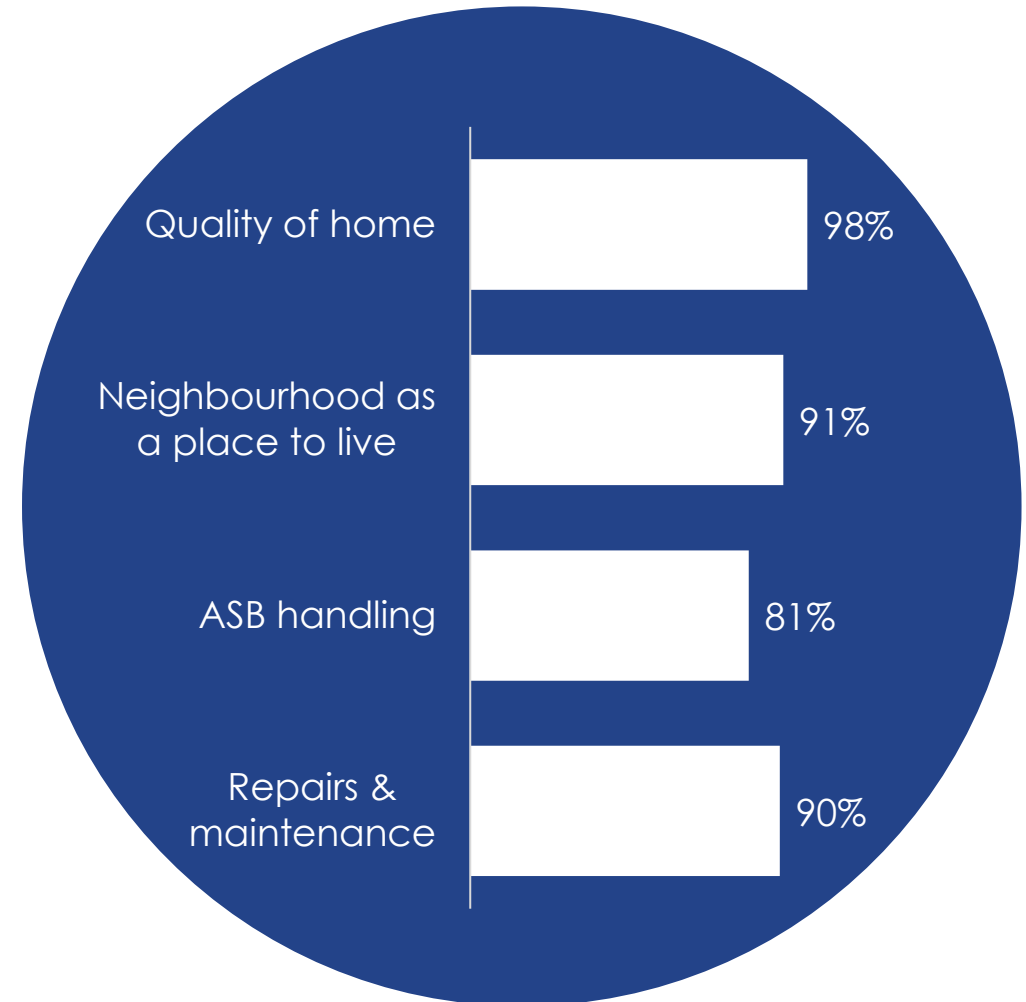
Fewer residents are satisfied with their neighbourhood as a place to live than with their homes **(91%)**.



Even fewer are satisfied with the way TORC handles anti-social behaviour **(81%)**



Nine out of ten residents are satisfied with the way TORC deals with repairs and maintenance **(90%)**.





# Communications & Engagement



Nearly all the residents found it easy to contact TORC (**96%**).



Satisfaction with the customer service when contacting TORC is also very high (**96%**), however satisfaction with the final outcome of their contact is a little lower (**90%**).



**91%** of residents feel that TORC listens to their views and acts upon them.



Finally, **97%** of residents feel they are kept informed about things that might affect them and **95%** feel that TORC gives them opportunities to make their views known.





# Moving In

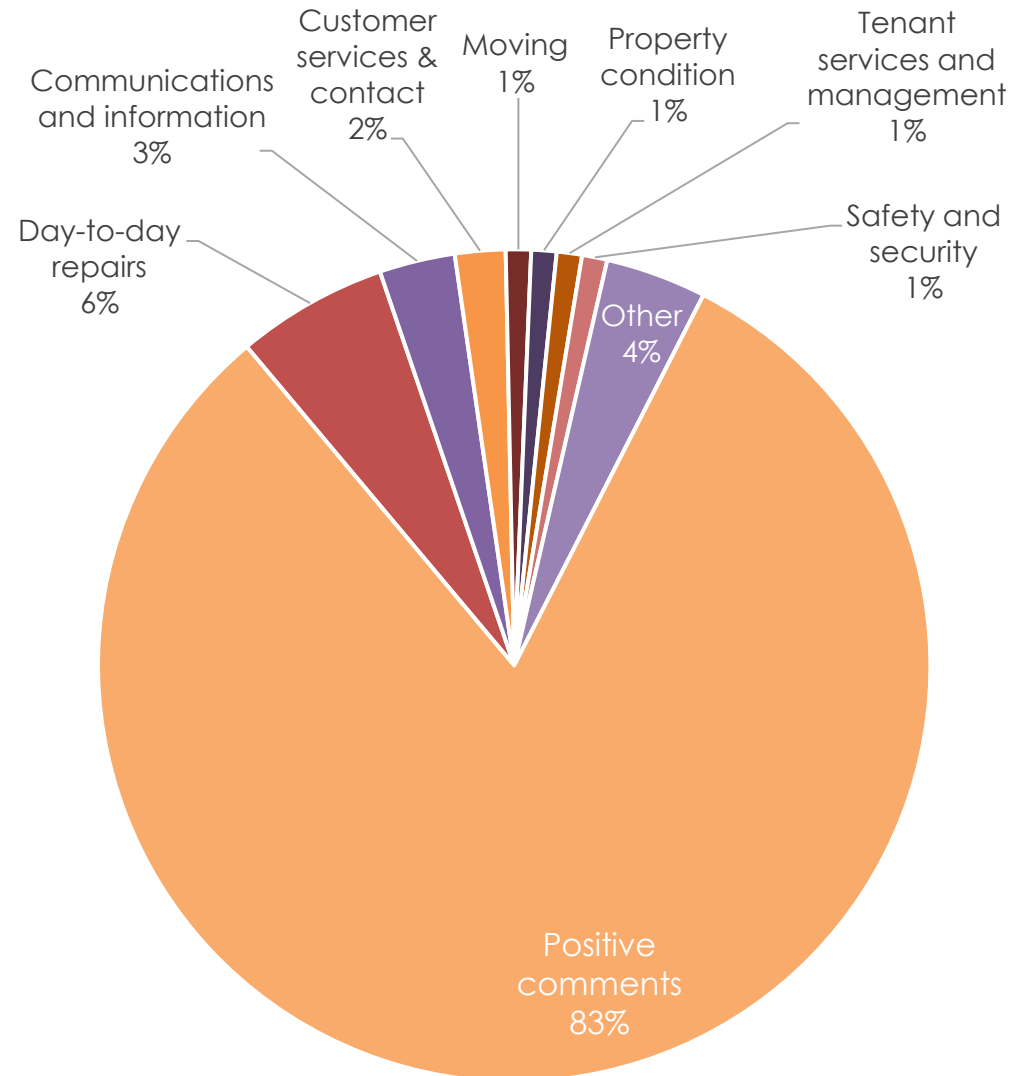
Residents were asked about the moving in process and like with overall satisfaction, satisfaction is high.

Between **95%** and **96%** are satisfied with the welcome pack, the tenant handbook and the rent payment information given out when they moved into their new home. However, fewer are satisfied with the move-in date they were given (**90%**).

Around a third of residents said there was something about the move-in process that went really well or not so well (**35%**).

26 comments were made by these residents, with **83%** positive about the move-in experience. 8 residents mentioned the good overall service and 22 the positive attitude of the staff, whilst 11 specifically mentioned how they liked their home.

Negative comments are far fewer, although some mentioned the repairs service, communications and customer service.





# You Say – We Do

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





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## **Cork**

1 Empress Place  
Summerhill North, Cork City  
T23 N73P  
T 01 485 2020

## **Galway**

4<sup>th</sup> Floor  
Heritage Hall  
Kirwans Lane, Galway  
T 01 465 2020

## **Opening Hours**

Monday to Thursday 9am-5pm  
Friday 9am-4pm

## **Out of Hours Emergency Service**

T 01 465 2020

E [info@torcsustainablehousing.ie](mailto:info@torcsustainablehousing.ie)  
[www.torcsustainablehousing.ie](http://www.torcsustainablehousing.ie)