



Satisfaction Levels Amongst Customers in Focus Ireland Long-Term Housing

July 2026

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and Daniel Hoey

Challenging homelessness. Changing lives.

FOCUS
Ireland



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Acknowledgements

Sincere thanks to the Property and Development Teams in Focus Ireland for providing customer details to the Research Team, and to all staff members in Services who checked and advised on contactable tenants. The Research Team would also like to thank all participants in this survey who took the time out of their day to answer survey questions.

Executive summary

This survey focused on long-term tenants of Focus Ireland and Focus Housing and sought to understand how they felt about their accommodation, the area that they live in and the support that they receive from Focus Ireland. The aim was to understand both what is going well for tenants, and what they would like to see improvement on. This is the second iteration of the tenant satisfaction survey, with the last iteration in 2020, meaning that the findings can be compared between years to see what has changed.

Methods

Tenants were contacted via telephone to participate in a survey. Data collection for this survey was carried out between May 2025 and January 2026 and yielded 419 responses – a 43% response rate. The demographics of tenants surveyed were diverse, with a range of different family types, dwelling types, age, location, and level of support shown in this report.

Findings

Findings remained broadly similar to the 2020 survey, with tenants overall reporting being very satisfied with Focus Ireland and Focus Housing. Tenants scored their satisfaction with their accommodation at 8.3 out of ten, an increase from 7.9 in 2020. Similar problems were also recorded this time around – including damp or leaks and issues with windows.

Tenants scored their keyworkers very highly, with 80% saying they were satisfied or very satisfied with their keyworker. While there was a slight decrease in the number of those reporting being very satisfied, a decrease was also seen in those very unsatisfied.

Participants rated the Property Team very highly and felt overwhelmingly that the Team were respectful and polite. However, some participants mentioned delays or lack of communication when it came to repairs or maintenance.

Conclusion and recommendations

This report makes a number of key recommendations, split up into 1) recommendations for Property and Development, 2) recommendations for Services, and 3) recommendations for Advocacy.

Introduction

Focus Ireland is one of the largest Approved Housing Bodies in Ireland, providing over 1000 long-term homes, many to people with additional or complex needs.¹ Most of these households have previous experiences of homelessness or housing precarity, and many continue to face challenges in sustaining tenancies.

The Tenant Satisfaction Survey gives Focus Housing an opportunity to examine what's working, what could be improved, and gain a better understanding of what tenants' priorities are.

This is the second iteration of the Tenant Satisfaction Survey, which allows the Research Team to compare how tenants' thoughts and feelings about Focus Ireland and Focus Housing have changed since 2020. This iteration of the survey also contains new sections of questions which allows the Research Team to develop a better understanding about all aspects of the Housing programme.

The report is structured as follows: Section 2 will detail the background to this survey, including a summary of findings and recommendations from the previous iteration of the survey. Section 3 details the methodology including methods used and ethics. Section 4 outlines the main findings of the survey. Section 5 will offer some discussion and concluding remarks, and Section 6 outlines some recommendations for improvement for Focus Ireland and Focus Housing.

¹ As of May 2026 there were 1713 active tenancies in Focus Ireland, 1401 of which were in Long-Term Supported Housing, Long-Term General needs, Housing First or Long-Term TSS. Focus Ireland also provides homes for households on a short-term basis as part of specific programmes such as Aftercare or Youth Housing.

Background

In 2020 Focus Ireland published a report detailing the satisfaction levels among customers in its long-term housing. This report analysed the survey responses of 213 tenants. Some notable findings from the report were a high level of satisfaction with the quality of accommodation, with an average satisfaction rating of 7.9 (out of 10), satisfaction with the neighbourhood tenants lived in was 7.7, and 87% of customers with a keyworker said they were very satisfied or satisfied with the support that they were receiving.

Based on the survey findings a number of key recommendations were detailed. These included recommendations for the Property and Development Teams around the maintenance programme and customer databases; recommended reviews for Services around how to best help customers; and recommendations for the Research and Advocacy Team for better data collection processes when this survey was repeated. While some of the recommendations from the last survey have been implemented, others are ongoing processes that take time.

One of the recommendations in the 2020 report was to repeat this survey, to provide longitudinal data to be analysed and to show how tenant satisfaction changes over time. In 2025 the Research Team, along with input from the Property and Development Team, updated the survey instrument to include some new questions, including questions about ageing in the home and a new section of the survey focusing on how customers felt about the Property Team, maintenance of their accommodation, and repairs.

Methodology

Research type

Data collection was conducted by telephone only.² Telephone surveys were completed between May 2025 and January 2026 by the Research Team. Most telephone surveys were conducted by the Research Assistant, with a small number of surveys conducted by the Research Officer and a Peer Researcher.

Survey design

The survey used for this research was an updated version of the survey used in 2020.³ The Research Team piloted the survey with a small number of tenants before conducting the survey with all tenants.

The survey contained the following sections:

- › Demographics such as age, gender and family status
- › Housing (and area) satisfaction
- › Keyworker satisfaction
- › Property and customer care satisfaction
- › Social participation

The property and customer care satisfaction section was an entirely new section based off recommendations from the last survey, but all other sections were included in the 2020 survey – although some sections had additional questions, such as questions around ageing in the home, and extra questions about area satisfaction. Most of the questions asked participants to choose from a number of options, such as yes/no, rating something out of 10, or along a scale from ‘very satisfied’ to ‘very unsatisfied’ etc. Some questions had opportunities for an open-ended answer, where participants were encouraged to share their thoughts in their own words.

² The last iteration of the survey involved an option for tenants to receive paper-based survey, but this was not possible this time around.

³ More information on the design of the original 2020 survey can be found in the 2020 report https://www.focusireland.ie/wp-content/uploads/2026/06/Satisfaction-Levels-LTH_Final-version2020.pdf

Tenants were contacted a maximum of three times by the Research Team to ensure they did not feel bothered by the process. Some tenants asked to be called back on a specific day and at a specific time, this was accommodated where possible. Voicemails were left for tenants who did not answer detailing the survey. The survey took about 15–20 minutes on average to complete, but some calls were longer depending on information given by the survey participants. The surveys were carried out over from May 2025 to January 2026. Upon giving consent tenants were entered into a raffle to win one of a number of €100 One4All vouchers.⁴ This raffle was conducted in February 2026, with the winners contacted by phone and the vouchers sent out by post.

Ethical considerations

This research adhered to the Focus Ireland ethical guidelines.⁵ Tenants were asked at the start of the telephone call whether they would like to participate in the survey. Tenants were reminded that taking part in the survey was completely voluntary, and that they could end the call whenever they wished. Tenants were also informed that they could decline to answer any question, for any reason. They were also reminded that everything they said was completely confidential unless there was a risk of harm to themselves or someone else. On occasions where the Research Officer or Research Assistant was concerned by a participant's language or manner, or the participant outwardly expressed that they were in a distressing situation, the Research Officer would ask the participant for their consent to contact the relevant staff member/keyworker supporting that participant and ask them to immediately contact the participant.

Confidentiality and privacy were respected at all times. Survey participants were identified by ID number, with no identifying information in either the hard copies or analysis of the surveys. Survey calls were conducted in a private room to maintain confidentiality throughout. When there were instances of a potential participant being known to a member of the Research Team, another member of the Team contacted the customer and dealt with any data entry pertaining to this customer to retain anonymity. Hard copies of surveys were stored in a secure cabinet and will be destroyed 6 months after publication.

4 The Research Team agreed on one voucher per 100 participants, so four vouchers were provided.

5 Focus Ireland's ethical guidelines can be found at https://www.focusireland.ie/wp-content/uploads/2026/05/Focus-Ireland-ethical-guidelines-2026_Final-Version.pdf

Sample

1,184 potential participants were identified by the Property and Development Team. Of these, 219 participants were removed after consultation with relevant staff,⁶ leaving a valid sample size of 965. Of the 965 tenants 419 completed surveys, which is a response rate of 43%. Due to an administrative error at data collection phase, 14 surveys had to be removed, leaving a total survey sample of 405.

Of the tenants who didn't participate:

- › The Research Team failed to make contact with 435 customers (no answer, no response to voicemails, etc.).
- › 111 chose not to, or were unable to find a suitable time to take part in the research.

Data entry and analysis

The researchers coded the survey responses to numbers and entered the information into a Microsoft Excel worksheet. All analysis was done using Microsoft Excel.

Study limitations

This study represents a portion of the total number of long-term housing customers who were living in Focus Ireland accommodation between May 2025–January 2026. It does not claim to be representative of all long-term housing customers but rather gives an insight into a large group who were successfully contacted.

⁶ As a result of a recommendation from the previous iteration of this survey, all lists of potential participants were checked with relevant staff members to ensure that the Research Team could contact them. Reasons for removal included if the participant was having health difficulties, was currently dealing with difficult circumstances, language barriers, etc.

Findings

Survey demographics

There were slightly more female participants (55%) than male. The largest age group was aged 35–54 (35%), with almost all participants having been born in Ireland (90%). Most had children (70%). Of those who had children 29% reported that none of their children lived with them.

Gender

- › 222 were female (55%)
- › 183 were male (45%)

Age

- › 9 participants were aged between 18 and 24 years of age (2%)
- › 71 were 25–34 years (18%)
- › 140 were aged between 35–46 years (35%)
- › 125 were aged between 47–60 years (31%)
- › 51 were aged between 60–70 years (13%)
- › 9 were over the age of 70+ (2%)

Nationality and ethnic/cultural background

- › 366 were born in Ireland (90%)
- › 32 were from countries within the EU/UK (8%)
- › 7 were from countries outside the EU (2%)
- › 20 didn't have an Irish citizenship (5%)

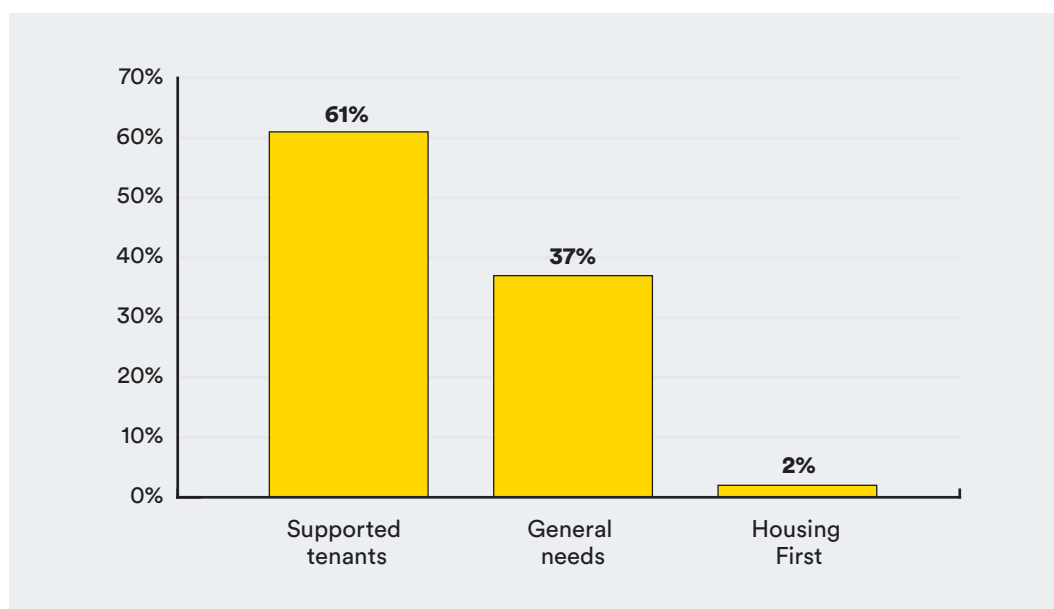
Household type

- 299 (74%) participants were single; 68 (17%) were in a couple, and 38 (9%) chose 'other' when asked were they single or in a couple.
- 284 (70%) participants had children; 121 did not (30%).
- Of those participants who had children, 203 (71%) reported that their children were living with them.
- 98 (24%) of participants were single households with no children.⁷

Housing and accommodation

As shown in Figure 1, 61% (n=249) of tenants who participated in the survey were in supported tenancies, with 37% (n=149) general needs tenancies and 2% (n=7) Housing First tenancies.

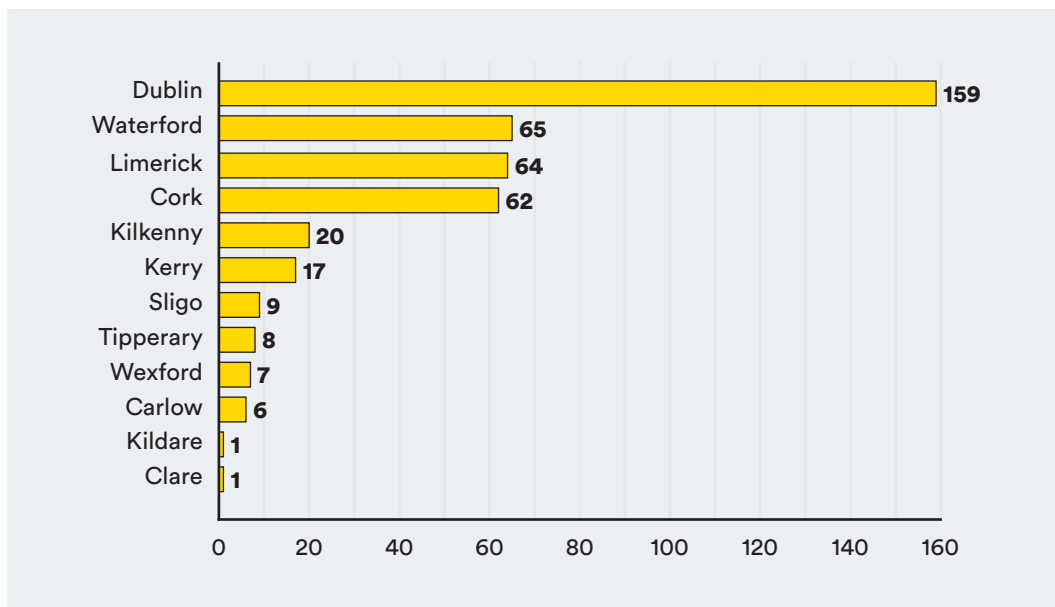
Figure 1: Tenancy type



⁷ This is based on the number of people who stated that they were not in a relationship and had no children. The real number may be slightly higher if there are some participants who were in a relationship but did not live with their partner.

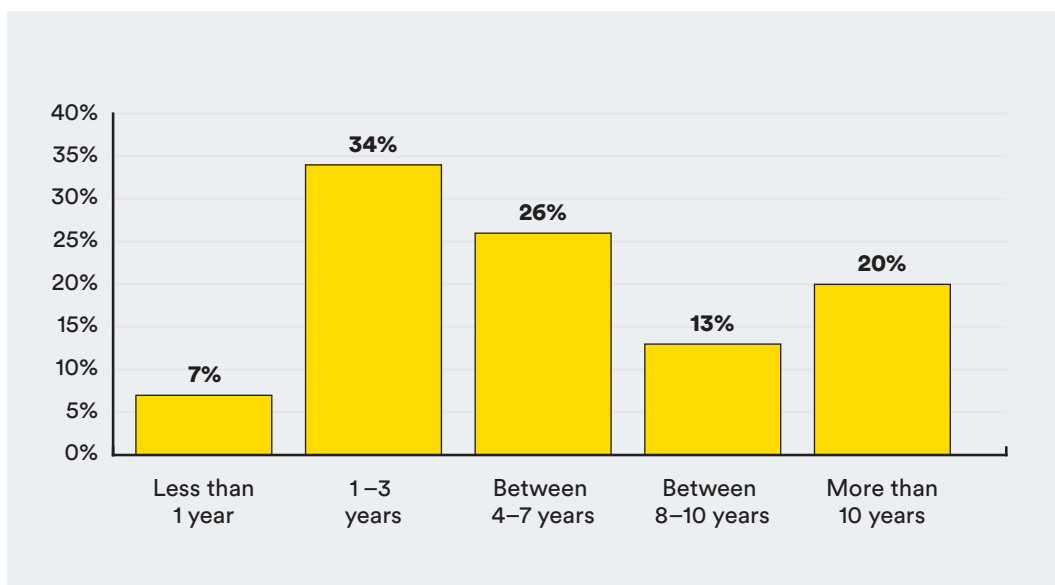
Most survey participants were living in apartments (63%), with a lower percentage living in houses (34%) and other⁸ (2%). The biggest proportion of participants lived in the Dublin region (38%), followed by Waterford (15.5%), Limerick (15.3%), and Cork (15%).

Figure 2: Location of Housing by County⁹



The length of time survey participants lived in their home varied: most participants were living in their homes between 1–3 years (34%) or 4–7 years (26%), or more than 10 years (20%).

Figure 3: Length of tenancy



⁸ This was a mixture of duplexes and bungalows.

⁹ All counties with Long-Term Housing tenants were contacted. All counties are represented in this survey except for Mayo, where all tenants declined to take part in the survey.

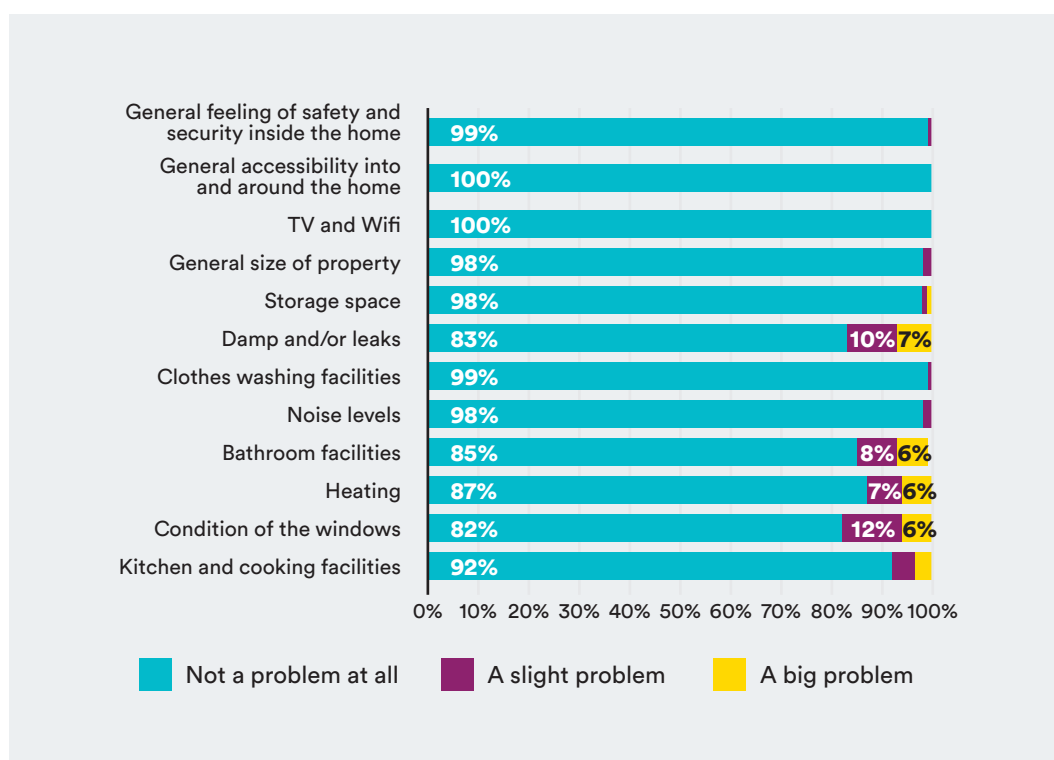
Housing satisfaction

Survey participants were asked on a scale of 1–10 how ‘satisfied’ they were with their home (1 being not satisfied at all; 10 being very satisfied). The average score for survey participants was 8.4, a slight increase from the average of 7.9 in 2020.

In relation to particular aspects of the home, such as kitchen area or bathroom facilities for example, almost half of participants (45%; n=183) reported no issues. 18% of participants (n=73) reported some sort of problem with their windows, 17% (n=67) with damp and/or leaks, and 14% (n=59) with their bathroom facilities. This is broadly similar to survey findings from 2020. Problems relating to storage space and kitchen facilities featured far less in survey responses compared to 2020.

Almost all survey participants reported that both accessibility into and around the home and safety and security in the home were not a problem (100% and 99%, respectively).

Figure 4: Housing satisfaction



Area satisfaction

Survey participants were asked on a scale of 1–10 how ‘satisfied’ they were with the area they live in (1 being not satisfied at all; 10 being very satisfied). The average score for participants was 8.1. This was an improvement from 2020 stats which was 7.7.

Participants were also read several positive statements in relation to different aspects of the area they lived in, and asked to either agree or disagree with these statements. Almost all participants either agreed or strongly agreed that it was easy to get to local shops (99%); that they were able to access parks and other outdoor spaces (98%); that it was well lit at night (98%); and that they felt at home where they lived (95%).

**“I’m living here a long time. Everything is very near me.
Lovely community, nice people.”**

“Neighbours are lovely they’re like family, everyone looks out for one another.”

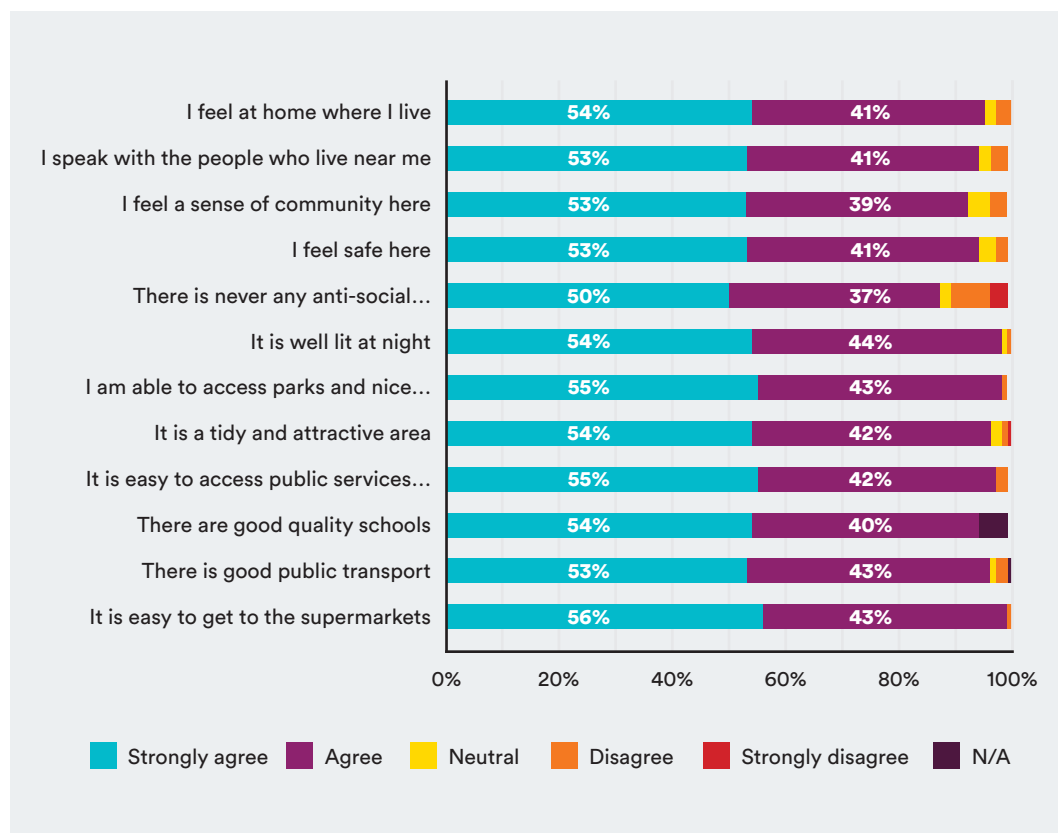
**“I love the area, it’s very quiet, I’ve my own parking space and
I love my apartment.”**

The statement with the least amount of agreement was ‘there is never any anti-social behaviour/trouble where I live’ – with 10% of participants either disagreeing or strongly disagreeing. More detail can be seen in Figure 5 below.

**“Theres a lot of anti-social behaviour going on. Drunken people on
streets it’s stressful.”**

“Anti-social behaviour needs to be sorted out. Neighbours are not friendly.”

Figure 5: Response breakdown to questions about tenant’s area



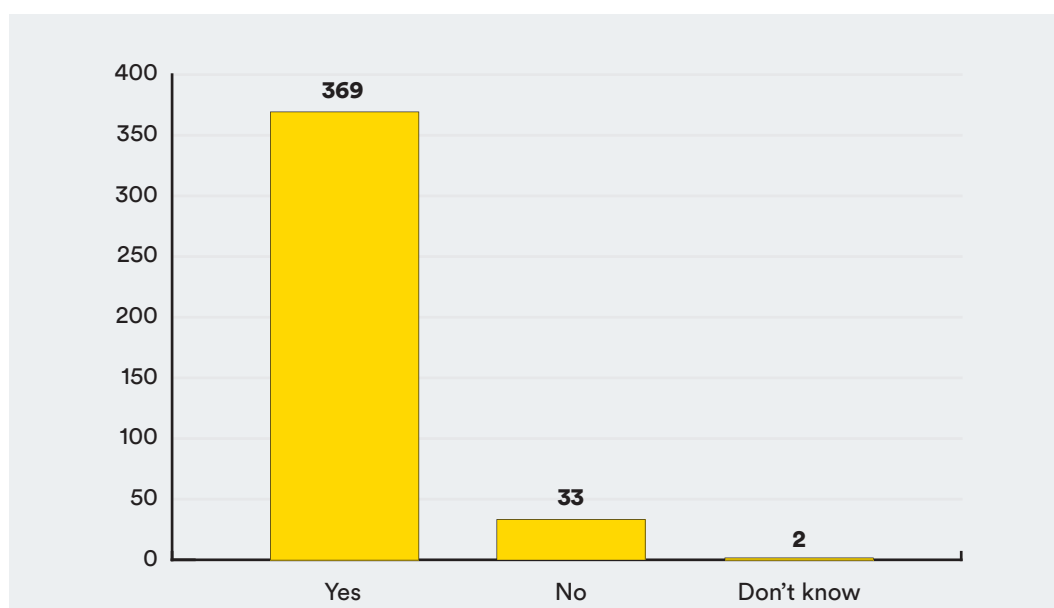
Residents' associations

Two new questions were added to the survey relating to awareness of resident's associations and desire to join one or set one up. 76% (n=309) of tenants did not know if there was a resident's association where they lived. 16% (n=63) didn't know what a resident's association was. The vast majority of respondents (93%; n=378) were not interested in being part of a resident's association or setting one up.

Ageing in the home

Participants were asked about where they would like to live as they got older, and how adequate their current home was for their needs. 91% (n=368) of tenants said they would like to remain in their current home but with changes to the home and/or access to appropriate supports/home care, while 5% (n=20) said they would like to remain in their community, but in a different home that is easier to manage. One person said they would leave current home and live with family should extra support be needed. 91% (n=369) of tenants reported that their home is adequate for their needs as they get older.

Figure 6: As you think about getting older, do you think your current home is adequate for your needs?



Support satisfaction

62% (n=252) of participants reported having a Focus Ireland keyworker at the time of survey. Of the 152 tenants who didn't currently have a keyworker, 74% (n=112) had never had a keyworker.

Table 1: Keyworker

Column 1	Yes	No
Do you currently have a keyworker?	252	152
No current keyworker – did you previously have a keyworker?	40	112

Overall satisfaction levels for keyworkers remain high with participants – 80% (n=201) of tenants were very satisfied/satisfied with the support they receive from their keyworker, compared to 81% (n=115) in 2020. Most participants felt that they were getting what they needed from their keyworker and felt supported.

“They’re always there to support, listen and help me.”

“He helped me out great because I can’t read or write.”

“No matter what she is a good keyworker and helps us out with everything.”

“She is very helpful, always at the end of the phone.”

6% of participants with a keyworker (n=15) were very unsatisfied/unsatisfied, slightly lower than in 2020 (10%; n=19). Issues that came up usually centred around their keyworker changing frequently, or feeling like there wasn't enough communication.

“It’s a constant change in keyworkers.”

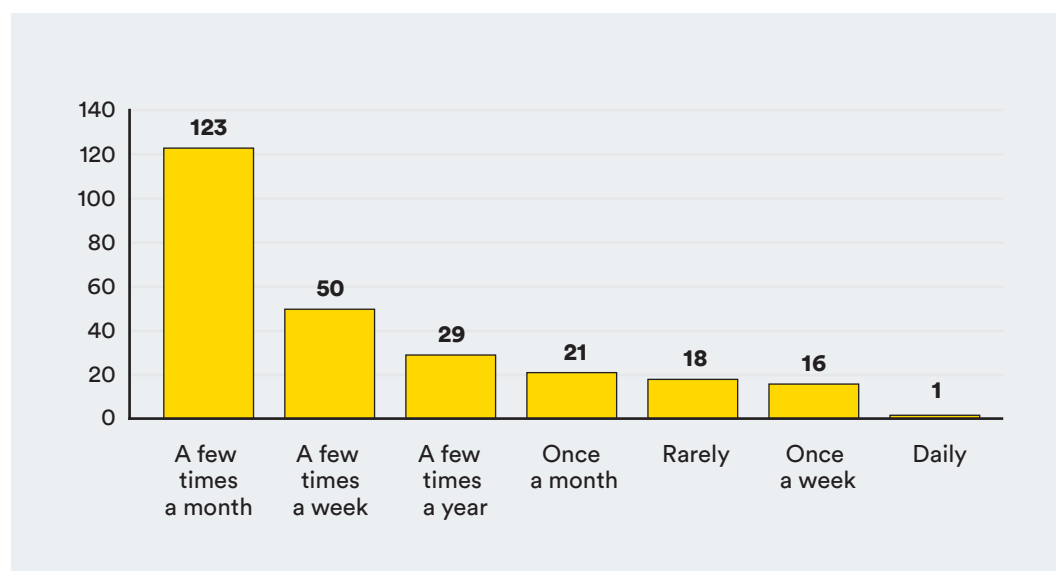
“They never check in or ring you back.”

Table 2: Tenant satisfaction level with keyworker, 2020 vs 2025

	n (%)		
	2020	2025	Change
Very Satisfied	116 (61%)	82 (33%)	–29%
Satisfied	39 (20%)	119 (47%)	+27%
Neutral	17 (9%)	36 (14%)	+5%
Unsatisfied	5 (3%)	7 (3%)	No change
Very Unsatisfied	14 (7%)	8 (3%)	–4%
Positive	155 (81%)	201 (80%)	–1%
Negative	19 (10%)	15 (6%)	–4%

For those who had a keyworker at the time of survey, the majority had contact with their keyworker either a few times a month (49%, n=123) a few times a week (20%, n=50), or a few times a year (11%, n=29).

Figure 7: How often do you have contact with your keyworker?



In terms of what type of contact survey participants had with their key workers, the majority had contact with their key worker through a combination of in person and on the phone (93%, n=234). A small amount had contact only over the phone (5%, n=13) or only in person (2%, n=4)

Most participants said they had enough contact with their key worker (84%, n=211). However, there were some who said they would like a bit more contact (2%, n=6), or felt like they had too much contact (13%, n=34).

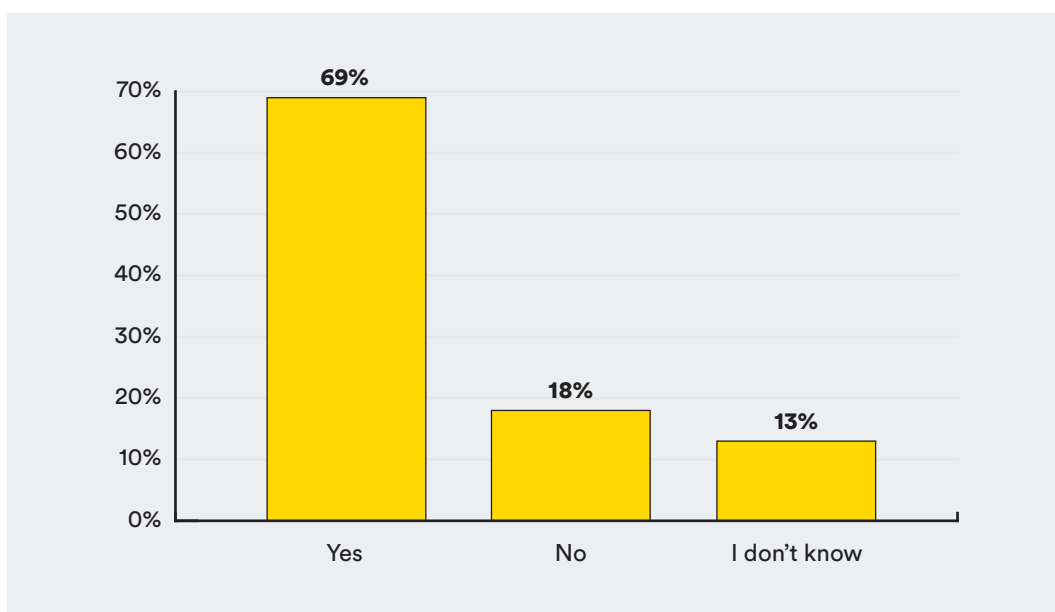
Table 3: How do you feel about the level of contact?

Contact satisfaction with keyworker	(n)
I have enough contact	211
I have too much contact	34
I would like a bit more contact	6
I would like a lot more contact	1
Total	252

Property and customer care

As shown in Figure 8, 69% (n=279) of tenants were aware of difference between the support services and Property management/maintenance department of Focus Ireland.

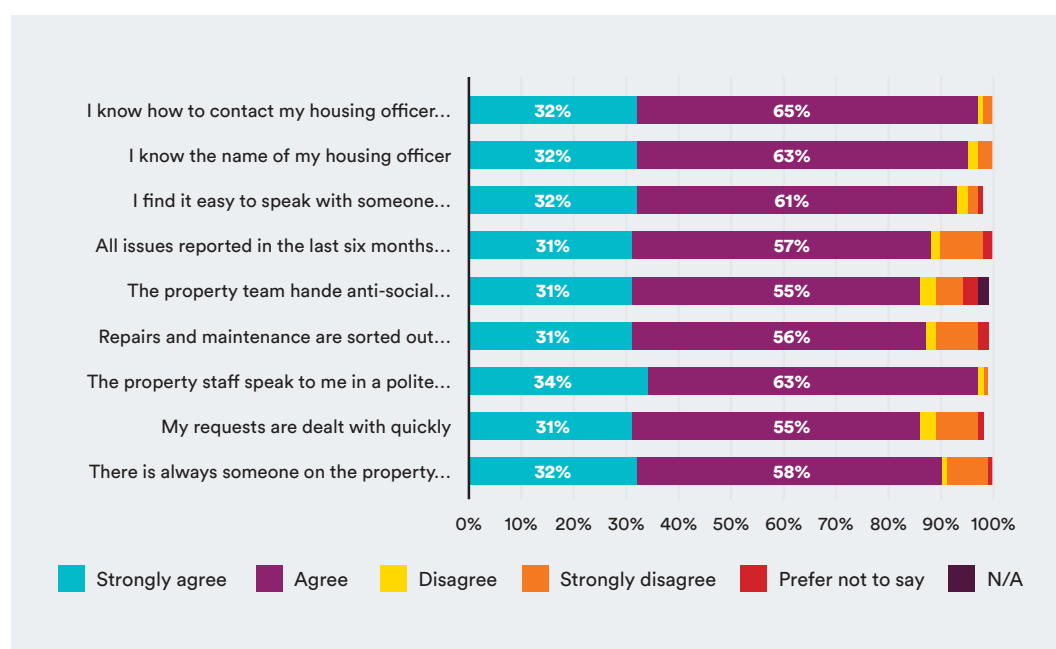
Figure 8: Are you aware of the difference between the support services and Property management/maintenance department of Focus Ireland?



Participants were asked to indicate their agreement/disagreement with a series of statements surrounding the Property Team. Feedback on the Property Team was overall very positive. Almost all tenants felt that the Property Team were polite (97%; n=394), easy to contact (93%; n=377), and available to take their call when needed (90% n=364).

Similar to earlier questions, some participants felt that the Property Team did not handle anti-social behaviour well (8%; n=31). 10% (n=40) of participants also disagreed/strongly disagreed that repairs and maintenance are sorted out in good time, and 10% (n=39) disagreed/strongly disagreed that all issues reported in the last six months had been dealt with. More detail can be found in Figure 9.

Figure 9: Tenant experiences with the Property Team



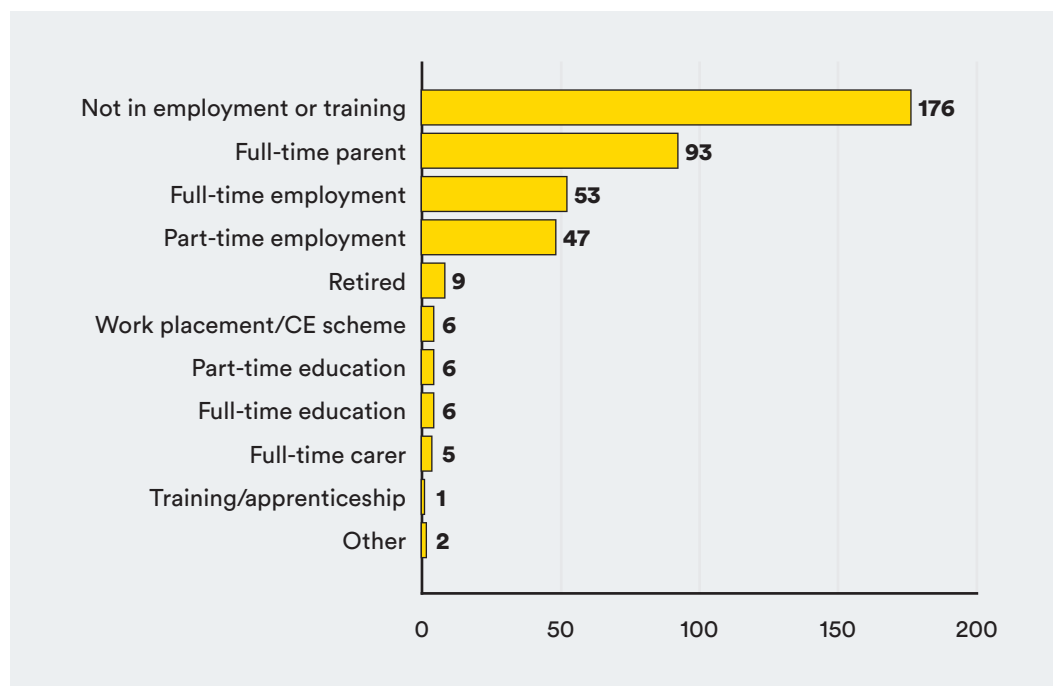
Payment types

56% (n=226) of tenants pay their rent by standing order, 30% (n=120) household budget, 14% (n=57) BillPay card and 1 person paid by phone. All found it very easy 75% (n=304) or easy 25% using their current payment method. 58% (n=236) of tenants found it very easy to understand their rent statement, 40% (n=161) found it easy, 1% (n=5) mentioned finding it difficult and two found it very difficult.

Social participation

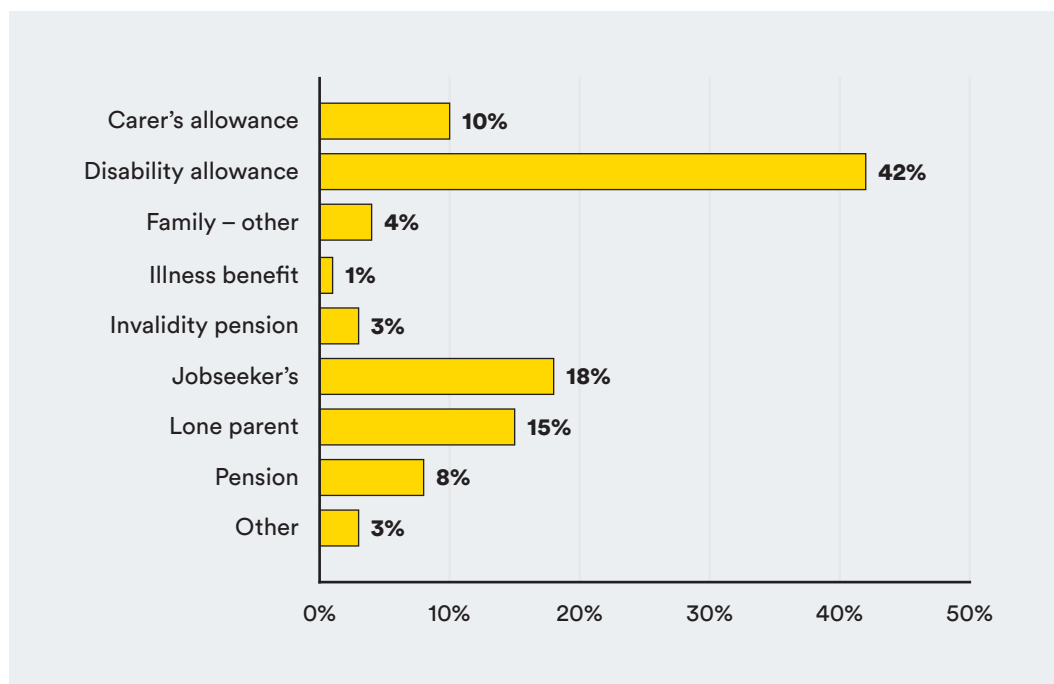
44% (n=176) of participants described themselves as 'Not in employment or training' at time of survey. Some participants were either full-time parent (23%, n=93), employed full time (13%, n=53) or part time (12%, n=47). A small number of survey participants were retired (2%, n=9). See Figure 10 for more information.

Figure 10: Employment/education status



Most survey participants were in receipt of some form of Social Welfare payment (83%, n=336). Of those receiving Social Welfare, the most frequent types were Disability Allowance (42%; n=141), Jobseeker's Allowance (18%; n=60) and Lone Parent Payments (15%; n=51). 11 participants reported receiving two different Social Welfare payments.

Figure 11: Social welfare payment type¹⁰

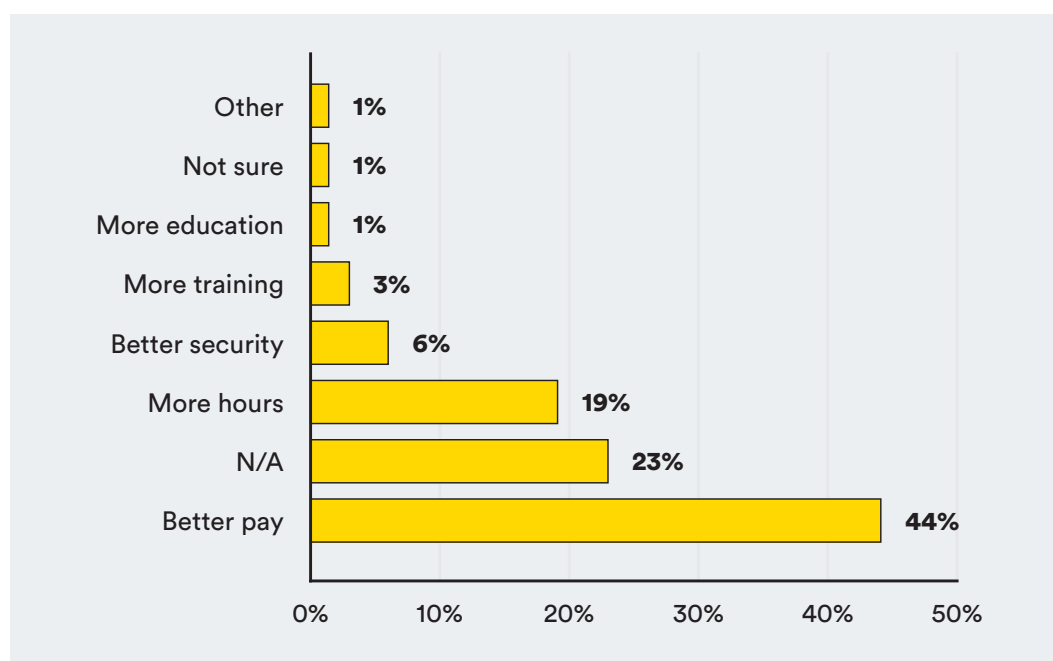


When asked the question ‘would you like more help or more support from Focus Ireland in respect of employment or education?’ almost all survey participants (99%, n=401) replied ‘No’, an increase from 89% in 2020. Survey participants were asked on a scale of 1–10 how would they rate their overall satisfaction with their current employment/training status (1 being not satisfied at all and 10 being very satisfied). The average score for participants was 8.4.

As shown in Figure 16, 68 tenants were working at the time of survey. When asked about what they would like changed about their employment/training status, 44.1% (n=30) of tenants said they would like better pay at work. 23% (n=16) were fully satisfied at work so they wouldn't change anything, 19.1% (n=13) said more hours, 6% (n=4) mentioned better security, 3% (n=2) said more training.

¹⁰ For those who reported being on two different types of Social Welfare, each type of Social Welfare was counted separately, but percentages were based on the total number of people receiving Welfare.

Figure 12: If not fully satisfied [with employment/training status], what would you like to change?



Survey participants were asked three questions in relation to their personal finances. Only 8% of respondents reported having enough money to pay for food and bills all the time, a significant reduction compared to 2020 (56%). Similar reductions were seen with those reporting being free from debt or arrears all the time at 7% (57% in 2020) and feeling confident managing money all the time at 13% (63% in 2020). See Table 4 for more information.

Table 4: Tenant responses to money questions, 2025 vs 2020

Income	Always	Most of the time	Some of the time	Rarely	Never
%2025 (%2020)					
Do you feel confident managing money?	13% (63%)	31% (20%)	47% (13%)	7% ¹¹	1%
Do you have enough money to pay for food and bills?	8% (56%)	26% (26%)	53% (15%)	12% ¹²	1%
Are you free from any debts or arrears?	7% (57%)	22% (25%)	53% (9%)	16% ¹³	2%

11 2020 data for tenants who responded 'rarely' or 'never' is unavailable, however the combined percentage is 4%.

12 2020 data for tenants who responded 'rarely' or 'never' is unavailable, however the combined percentage is 3%.

13 2020 data for tenants who responded 'rarely' or 'never' is unavailable, however the combined percentage is 9%.

Conclusions

The benefit of running a longitudinal survey around satisfaction levels is that it can display how customers' feelings have changed over time. It has been five years since the original Tenant Satisfaction Survey was conducted, and the world around Focus Ireland's tenants has changed drastically. Data collection for the previous survey occurred before the onset of the COVID-19 pandemic and subsequent lockdowns. The number of Focus Ireland tenants in long-term housing has also dramatically increased, and as a result almost twice as many tenants were able to participate in this survey.

As discussed in the findings above, satisfaction levels remain very high. Both accommodation and area satisfaction have increased from 2020. Of the issues raised by tenants, most are similar to the previous survey (problems with damp/leaks, problems with antisocial behaviour, etc.).

Keyworker satisfaction remains very high, although it is worth noting the increase in tenants feeling 'neutral' about their keyworker compared to 2020. While no specific follow up questions were asked about this, it may be to do with the length of time tenants had been with their current keyworkers at the time of survey, and it is an area worth expanding on in the next iteration of the survey.

The new sections of the survey (ageing in the home and property satisfaction) appear to have provided important tenant insight. The vast majority of tenants wished to remain in their home as they get older. Tenants were also generally very positive about the Property and Development Team – although some issues came up with a number of tenants about delays in fixing issues and communication from the Team.

While the previous survey contained some concern from tenants about socialising and a desire for Focus Ireland to help more in this aspect, this has not reappeared this time around. However, a key area of concern in this survey and some of the largest changes seen were around money management. There were very large reductions in tenants feeling confident about money, feeling like they have enough money to pay for food and bills. This is not surprising considering the increases in the cost of living in the past 6 years, with social welfare rates not increasing in line with inflation.

Separate to the findings themselves, the Research Team ran into a number of issues during the data collection process, which led to data collection taking longer than expected. Several participants were listed as either having the wrong phone number, an invalid phone number, or no phone number at all. Additionally, a new process was introduced for this survey, requiring local Services to check all tenant lists to ensure that contact was not attempted with anyone vulnerable or unable to take part. However, the Research Team ran into difficulties figuring out which tenants were under which region or locality - particularly in more rural areas where Focus Housing is more sparsely spread.

While there are areas of potential improvement, overall the survey has yielded overwhelmingly positive results. Tenants repeatedly spoke highly about staff members they had contact with, and often mentioned staff members by name to highlight how happy they were with them.

Based on the findings of this survey several key recommendations have been developed below.

Recommendations

The following list of recommendations are based on both the findings of the tenant survey and the experience of the data collection process.

Property and Development

- › Update tenant database to ensure that tenant contact information is up to date;
- › Review anti-social behaviour policy, specifically implementation and communication to tenants;
- › Review property maintenance procedures to ensure tenants are kept informed about duration of maintenance works where possible;
- › Continue to invest in sustainability and property retrofitting efforts to help reduce tenant energy bills.

Services

- › In instances whereby there is a change of keyworker for a tenant, ensure that this is communicated to the tenant as soon as possible where possible;
- › Improve internal communication regarding roles and geographical remit of housing staff members.

Research and Advocacy

- › Repeat this survey every 2–3 years to demonstrate changes over time;
- › Retain the raw anonymised data of the survey results to allow comparisons between iterations of the survey;
- › Continue to consult with Services and Property when designing similar surveys in the future;
- › Improve communication with Services over this and similar projects, including the benefits of such projects;
- › Advocate for employment opportunities for all customers;
- › Support anti-poverty organisations in their advocacy for our customers, particularly in the areas of social welfare rates.

Appendix

Tenant satisfaction survey

Section 1: Demographic profile

Q1.1	Can you start by confirming your gender?	Male ☐	Female ☐	Other ☐
Q1.2	What age are you? (✓)	Age in years		
		☐ 0–17	☐ 47–60	
		☐ 18–24	☐ 60–70	
		☐ 25–34	☐ 70+	
		☐ 35–46		
Q1.3a	What country are you originally from? (✓)	Irish ☐	EU ☐	Non-EU ☐
Q1.3b	Country of origin (if mentioned).			
Q1.4	Are you an Irish citizen?	Yes ☐	No ☐	
Q1.5	Are you single or in a couple? (✓)	Single ☐	In a couple ☐	Other ☐
Q1.5a	Do you have any children? (✓) (If yes, please answer 5.5b, c and d)	Yes ☐	No ☐	
Q1.5b	How many children do you have? (✓)	1 ☐	2 ☐	3 ☐
		4 ☐	5+ ☐	
Q1.5c	How many children live with you? (✓) Comment:	0 ☐	1 ☐	2 ☐
		3 ☐	4 ☐	5+ ☐
Q1.5d	What age are your children? (Insert number of children in relation to age categories)	Age in years		
		Under 1 year	Number of children	
		1–4	_____	
		5–10	_____	
		11–15	_____	
		16+	_____	

Section 2: Housing and housing satisfaction

Q2.1

Can I start by asking what type of accommodation are you living in today ?	
1 Apartment/flat	☐
2 House	☐
3 Other – please specify	☐

Q2.2

How long have you lived in your current accommodation for?	
1 Less than 1 year	☐
2 1–3 years	☐
3 Between 4–7 years	☐
4 Between 8–10 years	☐
5 More than 10 years	☐

Q2.3

Have you any problems with the following...	1 Not a problem at all	2 A slight problem	3 A big problem
Kitchen and cooking facilities	☐	☐	☐
Condition of the windows	☐	☐	☐
Heating	☐	☐	☐
Bathroom facilities	☐	☐	☐
Noise levels	☐	☐	☐
Clothes washing facilities	☐	☐	☐
Damp and/or leaks	☐	☐	☐
Storage space	☐	☐	☐
General size of the property	☐	☐	☐
TV and WIFI	☐	☐	☐
General accessibility into and around the home	☐	☐	☐
General feeling of safety and security inside the home	☐	☐	☐
If they answer any being a slight or big problem: Can you tell me a bit more about this...			

Q2.4

How would you rate your overall satisfaction with the accommodation on a scale of 1 to 10 (1 being not at all satisfied; 10 being very satisfied):									
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q2.5

Do you think your house/apartment meets your needs?	
1 Yes	☐
2 No	☐
3 Don't know	☐
(If no): Can you tell me a little about why that is?	
Comments:	

Q2.6

I'm going to read out some statements and if you could please respond with either... (list answers):	1 Strongly agree	2 Agree	3 Neutral	4 Disagree	5 Strongly disagree	6 N/A
It is easy to get to the supermarket and other shops	☐	☐	☐	☐	☐	☐
There is good public transport	☐	☐	☐	☐	☐	☐
There are 'good quality' schools	☐	☐	☐	☐	☐	☐
It is easy to access public services (e.g. hospital/clinic)	☐	☐	☐	☐	☐	☐
It is a tidy and attractive area	☐	☐	☐	☐	☐	☐
I am able to access parks and nice outdoor spaces	☐	☐	☐	☐	☐	☐
It is well lit at night	☐	☐	☐	☐	☐	☐
There is never any anti-social behaviour/trouble where I live	☐	☐	☐	☐	☐	☐
I feel safe here	☐	☐	☐	☐	☐	☐
I feel a sense of community here	☐	☐	☐	☐	☐	☐
I speak with the people who live near me	☐	☐	☐	☐	☐	☐
I feel at home where I live	☐	☐	☐	☐	☐	☐

Q2.7

How would you rate your overall satisfaction with the area where you live on a scale of 1 to 10 (1 being not at all satisfied; 10 being very satisfied):									
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
(If they answer below 5): Can you tell me a little about why you scored so low?									
(If they answer 5 and above): How would you describe living where you are?									
OR What is it specifically you are happy with?									

Q2.8

Do you know if there is a resident's association where you live?	
1 Yes	☐
2 No	☐
Don't know what that is?	☐
(If they don't know what that is: A group that looks to improve the communal areas) Would you be interested in being part of one?	
1 Yes	☐
2 No	☐
Would you be interested in helping to set one up where you live?	
1 Yes	☐
2 No	☐

Q2.9

These next few questions are going to look at your housing as you age. As you get older where would you prefer to live? (Tick the appropriate box)	
Remain in your current home but with changes to the home and/or access to appropriate supports/home care	☐
Remain in your community, but in a different home that is easier to manage	☐
Leave current home and live with family should extra support be needed	☐
Supported care facility/nursing home	☐
Other	☐
Comments	

Q2.10

As you think about getting older, do you think your current home is adequate for your needs? (Tick the appropriate box)

- | | |
|--------------|--------------------------|
| 1 Yes | ☐ |
| 2 No | ☐ |
| 3 Don't know | ☐ |

(If no): What could be done to improve your current home? (open-ended question)

Section 3: Support satisfaction

Q3.1

If general needs, skip to Section 3.1b

Do you currently receive any other support from Focus Ireland, apart from housing?
E.g keyworker

- | | |
|----------------|--------------------------|
| 1 Yes | ☐ |
| 2 No | ☐ |
| 3 I don't know | ☐ |

If no, skip to Question 3.1b

Q3.1a

Do you **currently** have a Focus Ireland keyworker?

- | | |
|-------|--------------------------|
| 1 Yes | ☐ |
| 2 No | ☐ |

If yes skip to Question 3.2

Q3.1b

If no to currently having a keyworker

Did you **previously** have a Focus Ireland keyworker?

- | | |
|-------|--------------------------|
| 1 Yes | ☐ |
| 2 No | ☐ |

Would you like to be linked in with a Focus Ireland Keyworker? (tick for 'Yes')

Yes	☐
-----	--------------------------

Only fill out if tenant currently has a keyworker, otherwise skip to Section 4.

Q3.2

If yes , How often do you have contact with your keyworker?	
1 Daily	☐
2 A few times a week	☐
3 Once a week	☐
4 A few times a month	☐
5 Once a month	☐
6 A few times a year	☐
7 Rarely	☐

Q3.2a

What type of contact is it?	
1 In person	☐
2 Phone	☐
3 Both (in person and phone)	☐
4 Other – please specify	

Q3.3

How do you feel about the level of contact?	
1 I have too much contact	☐
2 I have enough contact	☐
3 I would like a bit more contact	☐
4 I would like a lot more contact	☐

Q3.4

How satisfied are you with the support you receive from your keyworker? (list out answers)	1 Very unsatisfied	2 Unsatisfied	3 Neutral	4 Satisfied	5 Very satisfied
	☐	☐	☐	☐	☐
Comments:					

Section 4: Property and customer care

Q4.1

Are you aware of the difference between the support services and property management/maintenance department of Focus Ireland?	
1 Yes	☐
2 No	☐
3 I don't know	☐

Q4.2

This next short section is about your experience with the Focus Ireland property team where you live. Please tell us the extent to which you agree to the following statements:	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Prefer not to say	N/A
There is always someone on the property team available to answer my call.	☐	☐	☐	☐	☐	☐	☐
My requests are dealt with quickly.	☐	☐	☐	☐	☐	☐	☐
The property staff speak to me in a polite and professional way.	☐	☐	☐	☐	☐	☐	☐
Repairs and maintenance are sorted out in good time.	☐	☐	☐	☐	☐	☐	☐
The property team handle anti-social behaviour well.	☐	☐	☐	☐	☐	☐	☐
All issues I reported in the last six months have been dealt with.	☐	☐	☐	☐	☐	☐	☐
I find it easy to speak with someone in property if I have a problem.	☐	☐	☐	☐	☐	☐	☐
I know the name of my housing officer.	☐	☐	☐	☐	☐	☐	☐
I know how to contact my housing officer if I need them.	☐	☐	☐	☐	☐	☐	☐
If they answer disagree/strongly disagree to any of the above: Can you tell me a little bit about that? What could we do to improve this for you?							

Q4.3

	Standing order	Household budget	By phone	BillPay card
How do you usually pay your rent?	☐	☐	☐	☐
Have you heard of any other way of paying your rent? (Read out the other options and tick the ones they have heard of).	☐	☐	☐	☐

Q4.4

	Very easy	Easy	Difficult	Very difficult	Prefer not to say
How easy do you find it to pay your rent using your current method of payment?	☐	☐	☐	☐	☐
How easy do you find it to understand your rent statement?	☐	☐	☐	☐	☐
If they answer difficult or very difficult: What is it you find difficult? How could we improve this and make it easier for you?	☐	☐	☐	☐	☐

Section 5: Social participation

Q5.1

Are you working or in education at the moment? *(If not doing either and don't mention children, ask if they are a full-time parent)	
1 Full-time parent	☐
2 Full-time employment	☐
3 Part-time employment	☐
4 Full-time education	☐
5 Part-time education	☐
6 Part time education and employment	☐
7 Training/Apprenticeship	☐
8 Work placement/CE Scheme	☐
9 Volunteering	☐
10 Retired	☐
11 Not in employment or training	☐
12 Full-time carer	☐
13 Other – please specify	

Q5.1a

Are you receiving any assistance from social welfare?	
1 Yes	☐
2 No	☐
(If yes): Which type/s of payments? Details:	

If unemployed/retired/carers/parent, skip to Question 5.3

Q5.2

How would you rate your overall satisfaction with your current employment/training status on a scale of 1 to 10 (1 being not at all satisfied; 10 being very satisfied):										
1	2	3	4	5	6	7	8	9	10	NA
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q5.3

If you are not fully satisfied what would you like to change?	
1 Find work/employment	☐
2 Start a course/training	☐
3 More hours	☐

4 Better pay	☐
5 Better security	☐
6 A different job/different course/training	☐
7 More training	☐
8 More education	☐
9 Not sure	☐
10 More support with childcare	☐
11 NA	☐
12 Other – please specify	

Q5.4

Would you like help/more support from Focus Ireland in respect of employment of education?	
1 Yes	☐
2 No	☐
(If yes): Comments:	

Q5.5

The next set of questions are about income. Please answer with either 'always', 'most of the time', 'some of the time', 'rarely' or 'never'.	1 Always	2 Most of the time	3 Some of the time	4 Rarely	5 Never
Do you feel confident managing money?	☐	☐	☐	☐	☐
Do you have enough money to pay for food and bills?	☐	☐	☐	☐	☐
Are you free from any debts or arrears?	☐	☐	☐	☐	☐

Q5.6

Would you like help/more support from Focus Ireland in respect social participation in your community?	
1 Yes	☐
2 No	☐
(If yes): Comments:	

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