

Tuath Housing Resident Satisfaction Survey

Q4 2025



About the Survey

In December 2025, many of you took part in an important survey. The survey was the final of four surveys that took place during 2025, with around 1,000 interviews completed for the year.

The survey focused on how happy you are with the way Tuath Housing delivers key services and maintains your home. 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 participate.

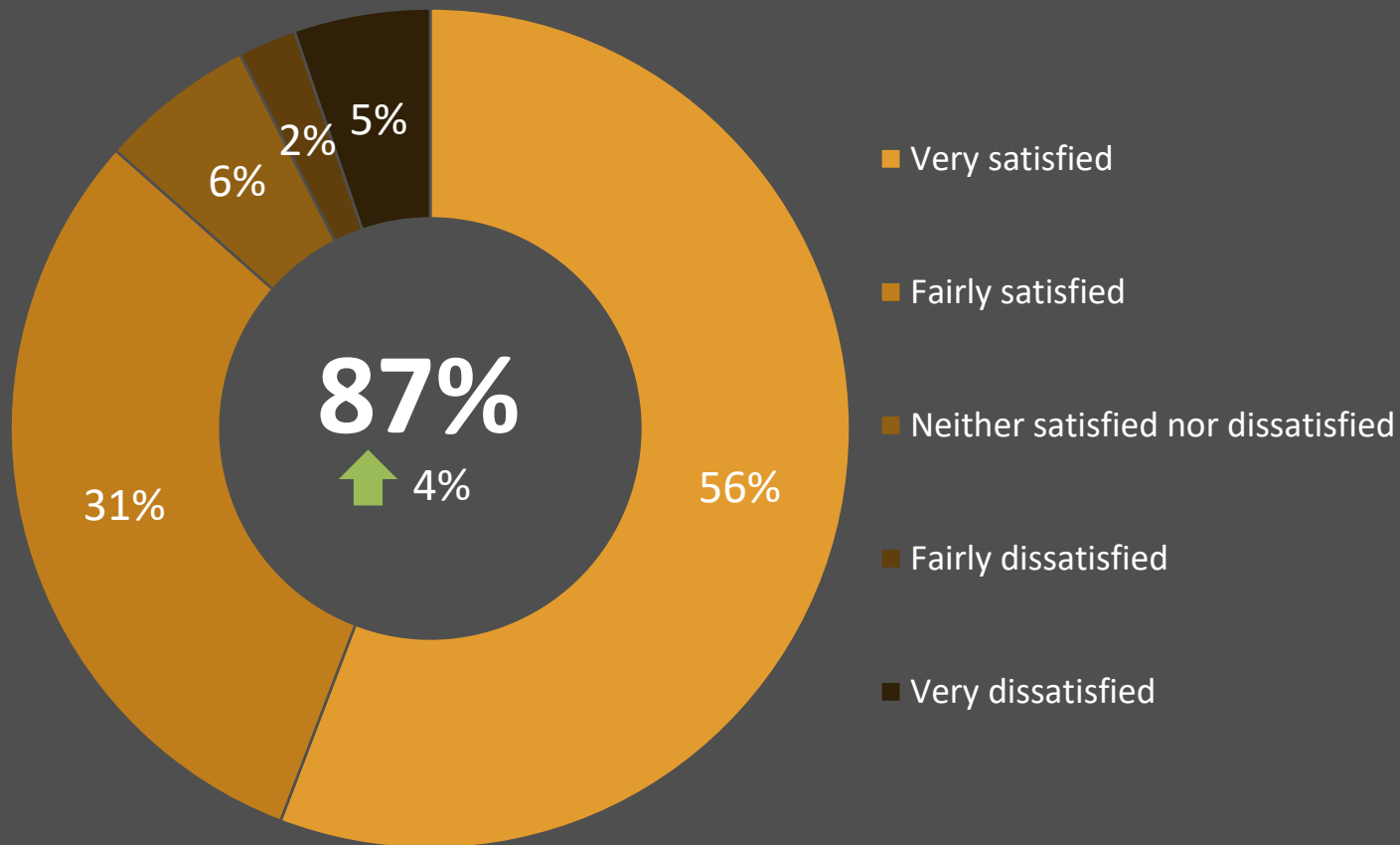
This report contains key results from the survey with respect to residents' opinions about their homes and the services received.

A total of
267
residents took
part out of a
possible 14,964.

Overall Services



Around nine out of ten residents are satisfied with the overall service provided by Tuath Housing (**87%**).



The Home



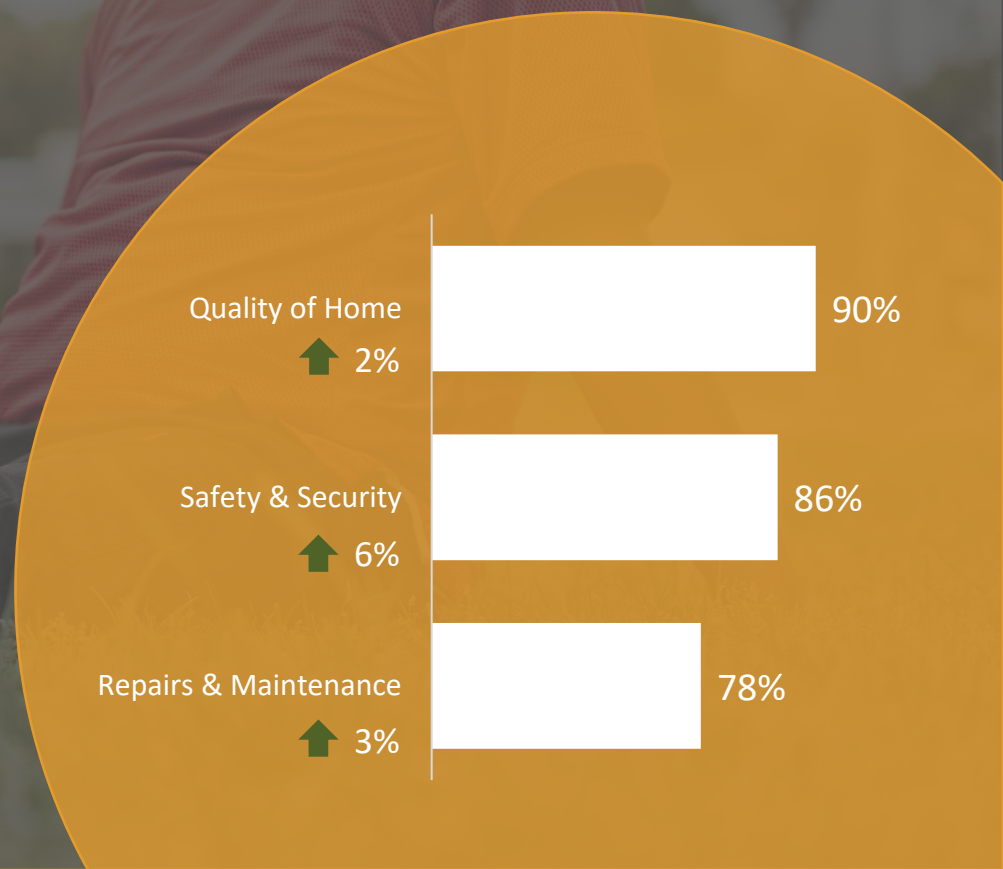
Nine out of ten residents are satisfied with the overall quality of their homes **(90%)**.



Six out of seven residents feel safe and secure in the home that Tuath Housing provides **(86%)**.



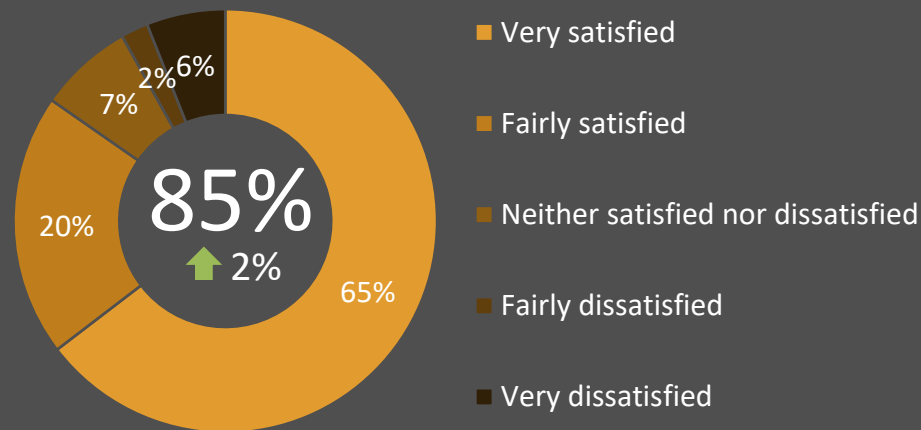
Finally, around three-quarters of residents are satisfied with how Tuath Housing deals with repairs and maintenance **(78%)**.



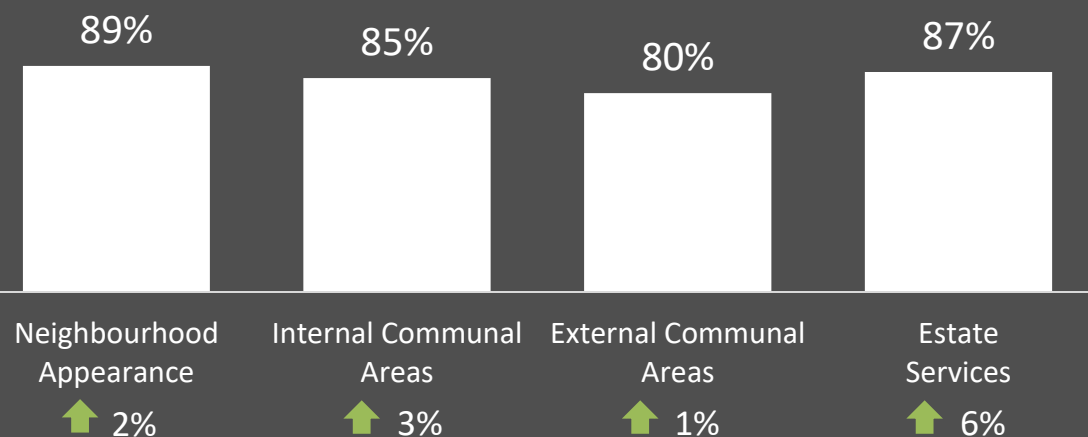


Neighbourhood

Over eight out of ten residents are satisfied with their neighbourhood as a place to live **(85%)**.



Residents are more satisfied with the overall appearance of their neighbourhood **(89%)** than with the cleaning of internal **(85%)** and external communal areas **(80%)**.



Communications & Engagement



Around nine out of ten residents find Tuath Housing easy to deal with **(88%)**.



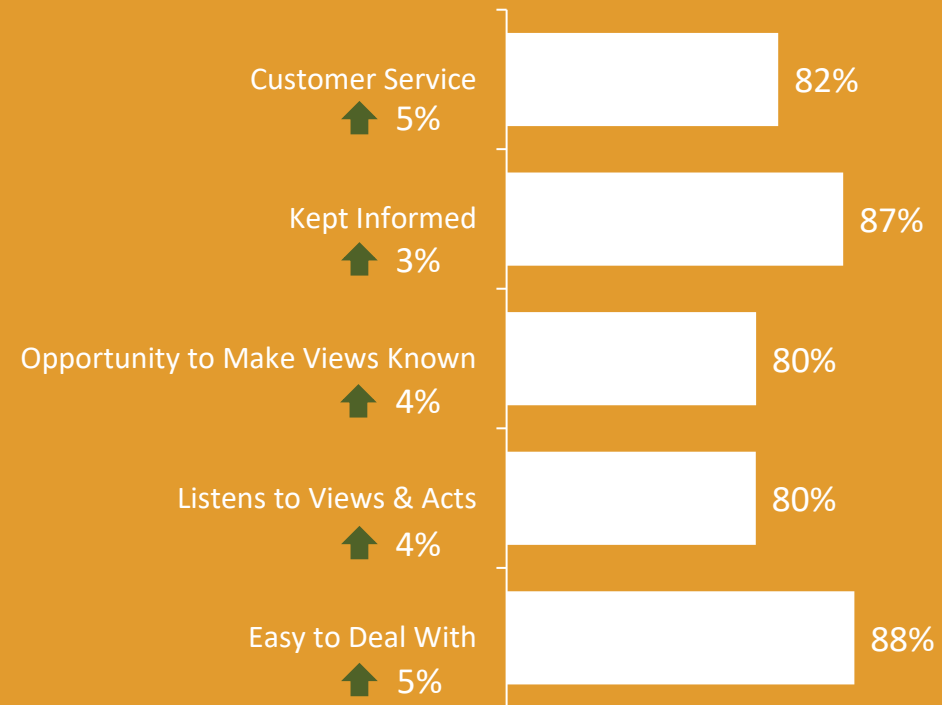
Eight out of ten residents are satisfied that Tuath Housing listens to their views and acts upon them **(80%)**.



Some **82%** of residents are also satisfied with the customer service they received the last time they contacted Tuath Housing.



Finally, **87%** of residents agree they are kept informed about things that might affect them, and **80%** feel that Tuath Housing gives them opportunities to make their views known.



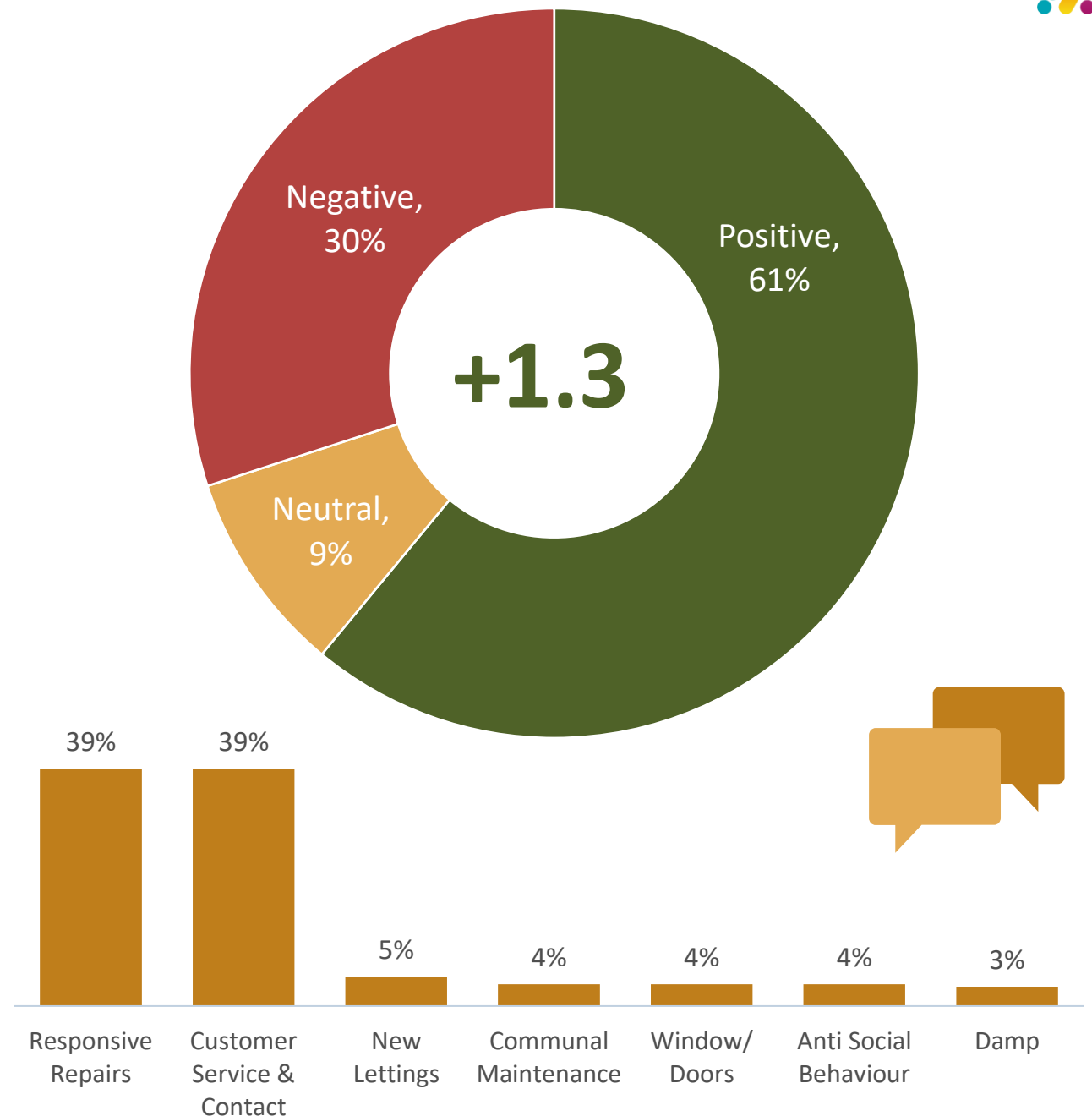
Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of the overall service provided by Tuath Housing, and 251 comments were received.

Six out of ten of these comments have positive sentiment (61%), 9% neutral, and 30% negative sentiment. This gives a positive overall sentiment score of +1.3 (on a scale from -5 to +5).

The two most commonly mentioned categories by residents are responsive repairs (39%) and customer service and contact (39%).

Some residents commented on new lettings (5%), communal maintenance (4%), windows/doors (4%), anti-social behaviour (4%), damp (3%) and complaints (3%).



Recommending Tuath Housing



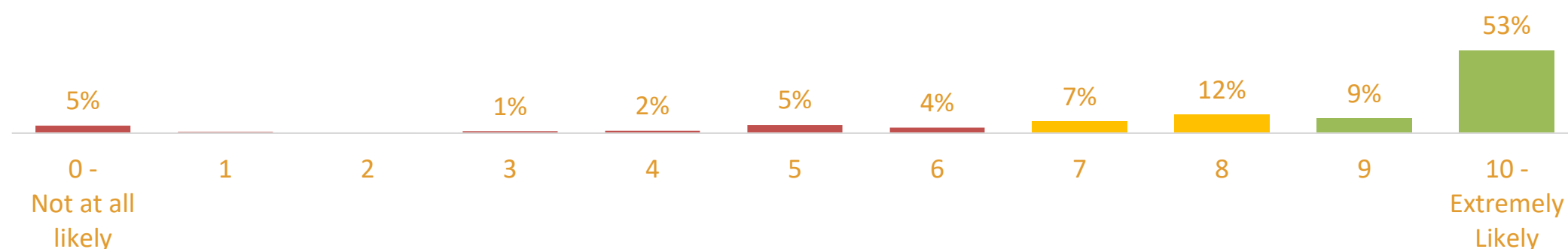
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around seven out of ten residents are very loyal and happy to recommend Tuath Housing (**68%**). However, **20%** of residents are unsure, and **12%** would not 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 **+57**. This is an increase of 12 points since the previous survey.



You Say – We Do

Carrying out this survey is just part of the work Tuath Housing does to involve you in developing its 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: **1800 852751**

Email: **customerservice@tuathhousing.ie**

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

