

Tenant Satisfaction Measures (TSM) Survey 2023

Tenants

This survey has been introduced by the Regulator of Social Housing, for tenants across the country.

Poplar HARCA wants to know what you think about our services, your home and your community

Completing this survey will take no more than 10 minutes and for every survey completed we will donate £1 to a local charity. You can also choose to enter a prize draw for a £100 Love2Shop voucher.

We'll publish the survey results on our website soon, so you can see how we're performing.



Once you have completed the survey please return it to us by post, using the FREEPOST envelope provided, by 8th November 2023.

By completing this survey you give Poplar HARCA permission to process your personal information.

Under the new Tenants Satisfaction Measures Standard, we are required to contact you to seek your views about our services. The TSM survey is a voluntary survey designed to gather your feedback to help us improve our services. When you complete this survey, we will ask for your name and address. This will only be used to verify responses from our residents, to achieve representation and to comply with the Tenant Satisfaction Measures requirements. We will not store your responses in your tenancy files. Any data shared will be aggregated and anonymised, ensuring your individual responses remain confidential. Data collected will be retained for as long as necessary to achieve the survey's objectives. Once the purpose is fulfilled, all personal data will be securely deleted.

For more information, please visit poplarharca.co.uk/privacy-notice.

Please complete all questions with a * symbol by ticking one box per question or writing in the text box where applicable.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Poplar HARCA?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied

2. Has Poplar HARCA carried out a repair to your home in the last 12 months?*

- ☐ Yes ☐ No (Skip to question 6)

3. How satisfied or dissatisfied are you with the overall repairs service from Poplar HARCA over the last 12 months?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied

5. Do you have any other comments on your experience with Poplar HARCA's repairs service?

6. How satisfied or dissatisfied are you that Poplar HARCA provides a home that is well maintained?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied

7. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Poplar HARCA provides a home that is safe?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know

8. Do you have any other comments on the maintenance or safety of your home?

9. How satisfied or dissatisfied are you that Poplar HARCA listens to your views and acts upon them?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know

10. How satisfied or dissatisfied are you that Poplar HARCA keeps you informed about things that matter to you?*

- | | | |
|--|--|---|
| ☐ Very satisfied | ☐ Fairly satisfied | ☐ Neither satisfied nor dissatisfied |
| ☐ Fairly dissatisfied | ☐ Very dissatisfied | ☐ Not applicable/ don't know |

11. To what extent do you agree or disagree with the following "Poplar HARCA treats me fairly and with respect"?*

- | | | |
|---|--|---|
| ☐ Strongly agree | ☐ Agree | ☐ Neither agree nor disagree |
| ☐ Disagree | ☐ Strongly disagree | ☐ Not applicable/ don't know |

12. Do you have any other comments on your relationship with Poplar HARCA?

13. Have you made a complaint to Poplar HARCA in the last 12 months?*

- ☐ Yes ☐ No (Skip to question 16)

14. How satisfied or dissatisfied are you with Poplar HARCA's approach to complaints handling?*

- | | | |
|--|--|---|
| ☐ Very satisfied | ☐ Fairly satisfied | ☐ Neither satisfied nor dissatisfied |
| ☐ Fairly dissatisfied | ☐ Very dissatisfied | |

15. Do you have any other comments on your experience with Poplar HARCA's complaints service?

16. Do you live in a building with communal areas, either inside or outside, that Poplar HARCA is responsible for maintaining?*

- ☐ Yes ☐ No (Skip to question 19) ☐ Don't know (Skip to question 19)

17. How satisfied or dissatisfied are you that Poplar HARCA keeps these communal areas clean and well maintained?*

- | | | |
|--|--|---|
| ☐ Very satisfied | ☐ Fairly satisfied | ☐ Neither satisfied nor dissatisfied |
| ☐ Fairly dissatisfied | ☐ Very dissatisfied | |

18. Do you have any other comments on your communal areas?

19. How satisfied or dissatisfied are you that Poplar HARCA makes a positive contribution to your neighbourhood?*

- | | | |
|--|--|---|
| ☐ Very satisfied | ☐ Fairly satisfied | ☐ Neither satisfied nor dissatisfied |
| ☐ Fairly dissatisfied | ☐ Very dissatisfied | ☐ Not applicable/ don't know |

i More questions on the next page

20. Do you have any other comments on your neighbourhood?

21. How satisfied or dissatisfied are you with Poplar HARCA's approach to handling anti-social behaviour?*

- ☐ Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ Don't know

22. Do you have any other comments on your experience with Poplar HARCA's anti-social behaviour handling?

23. If you have any comments that have not been covered in this survey, please let us know in the box below.

What is your full name?*

What is your address?*

Would you like to enter the prize draw?

24. Would you like to be entered into the prize draw to win a £100 Love2Shop voucher?

- ☐ Yes ☐ No

25. For every survey completed, we will donate £1 to a local charity. Which of the below charities would you most like to receive this donation?

- ☐ First Love Foundation - providing holistic support to those living in poverty in Tower Hamlets
- ☐ The Felix Project - saving surplus fresh food to provide to schools and charities, with a base in Poplar
- ☐ Neighbours in Poplar - engaging with the community in Poplar to reduce loneliness among the most vulnerable
- ☐ I don't mind



Thank you for taking the time to complete this survey. We value your feedback.

Please return the survey by post, using the FREEPOST envelope provided, before 8th November 2023.