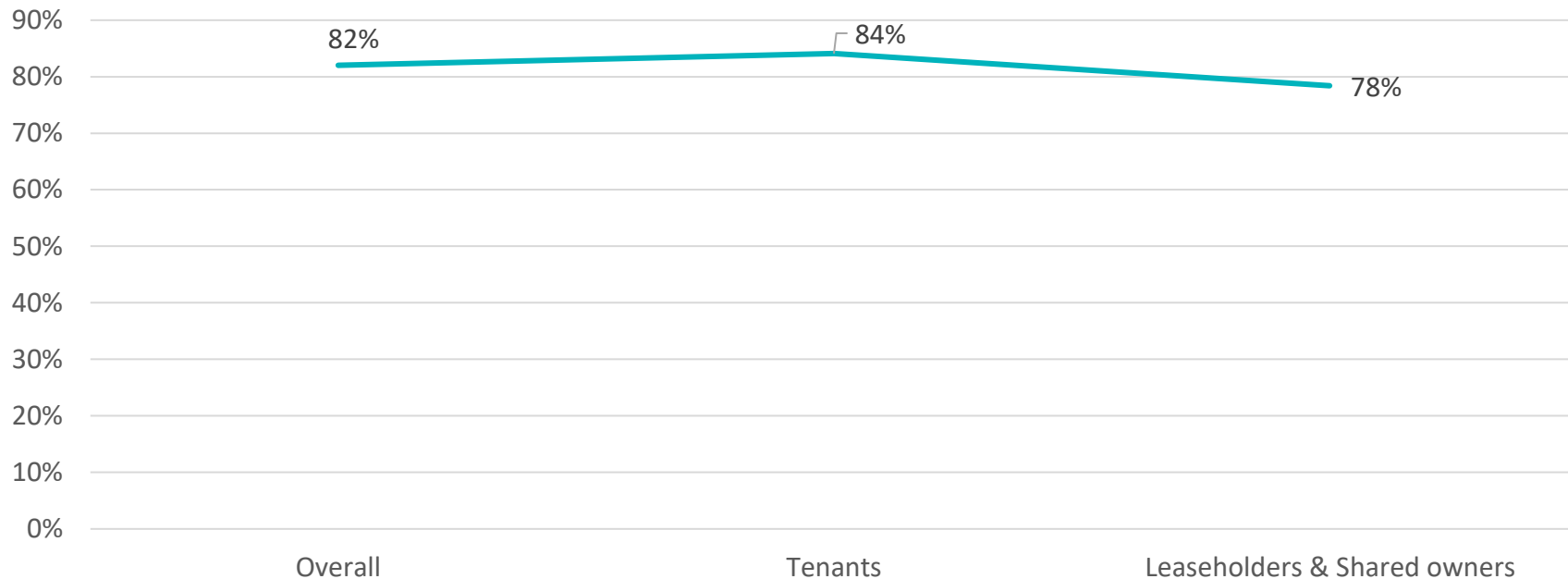


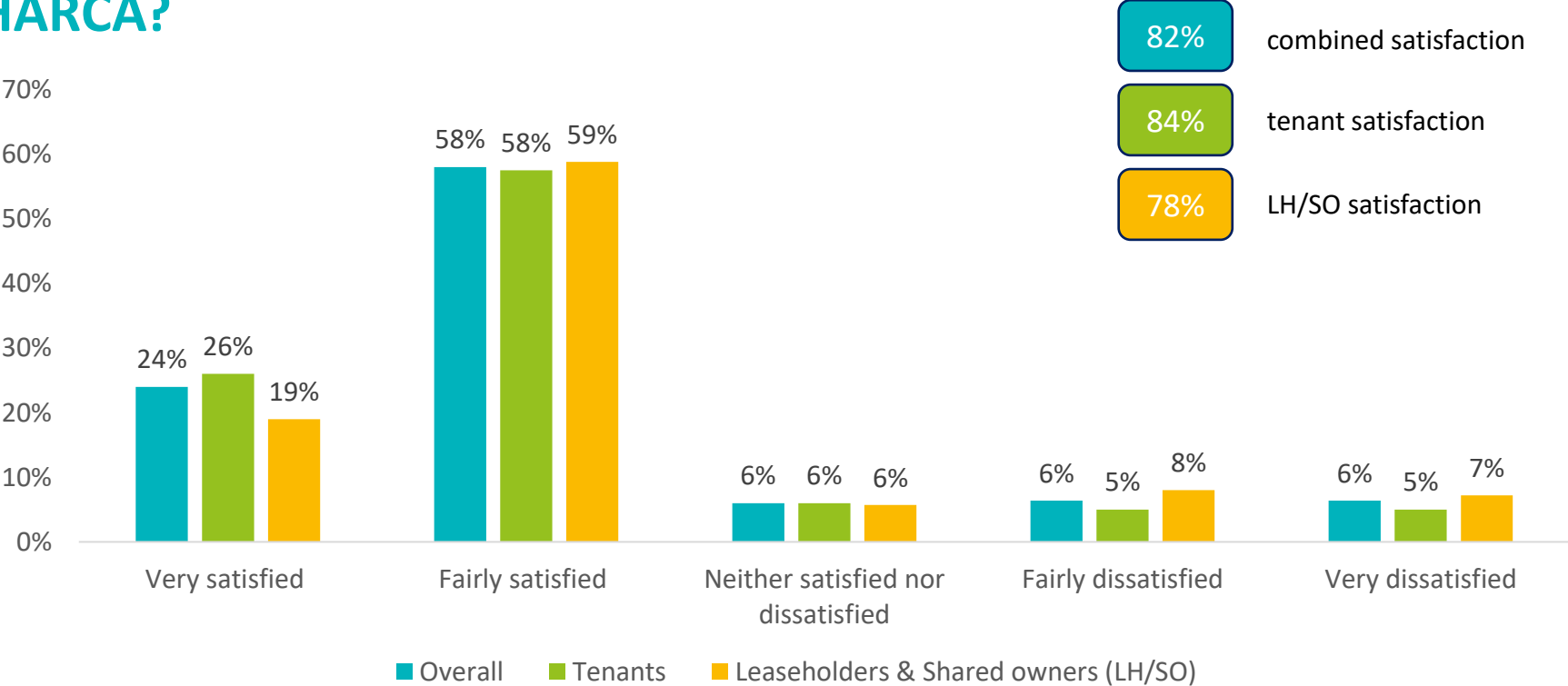
Resident satisfaction survey results

2024-25

Overall satisfaction levels for service provided by Poplar HARCA



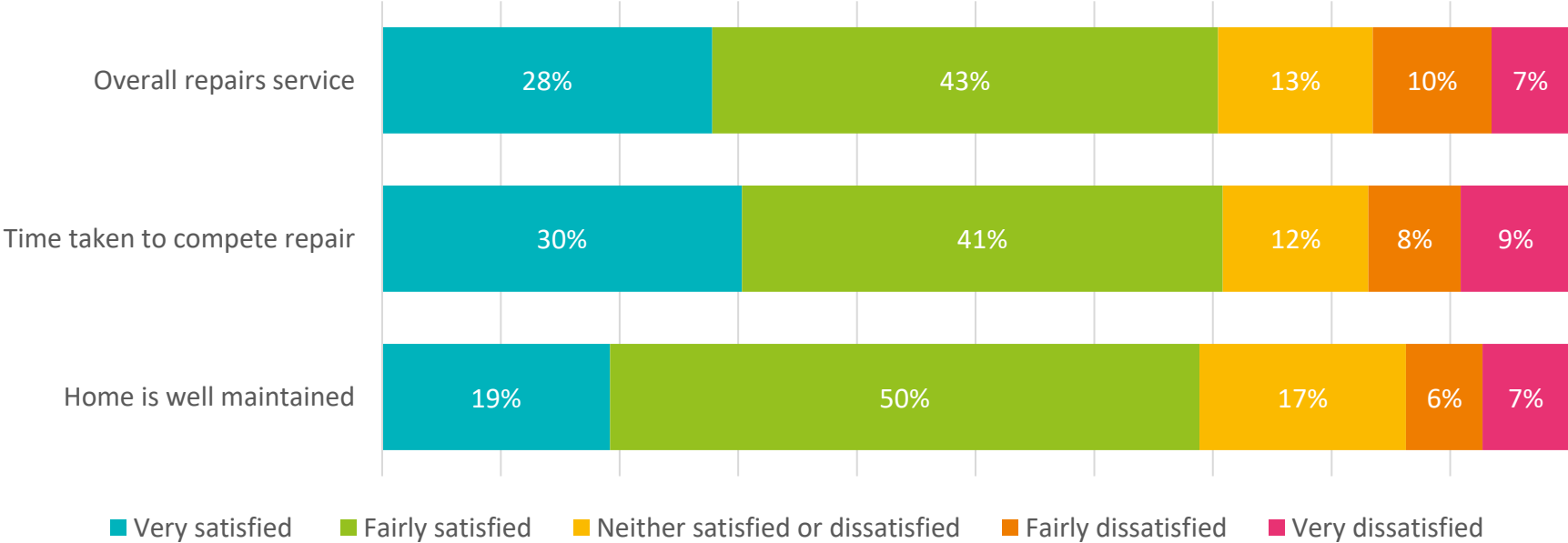
Overall, how satisfied are you with the service provided by Poplar HARCA?





Keeping properties in good repair (tenant only)

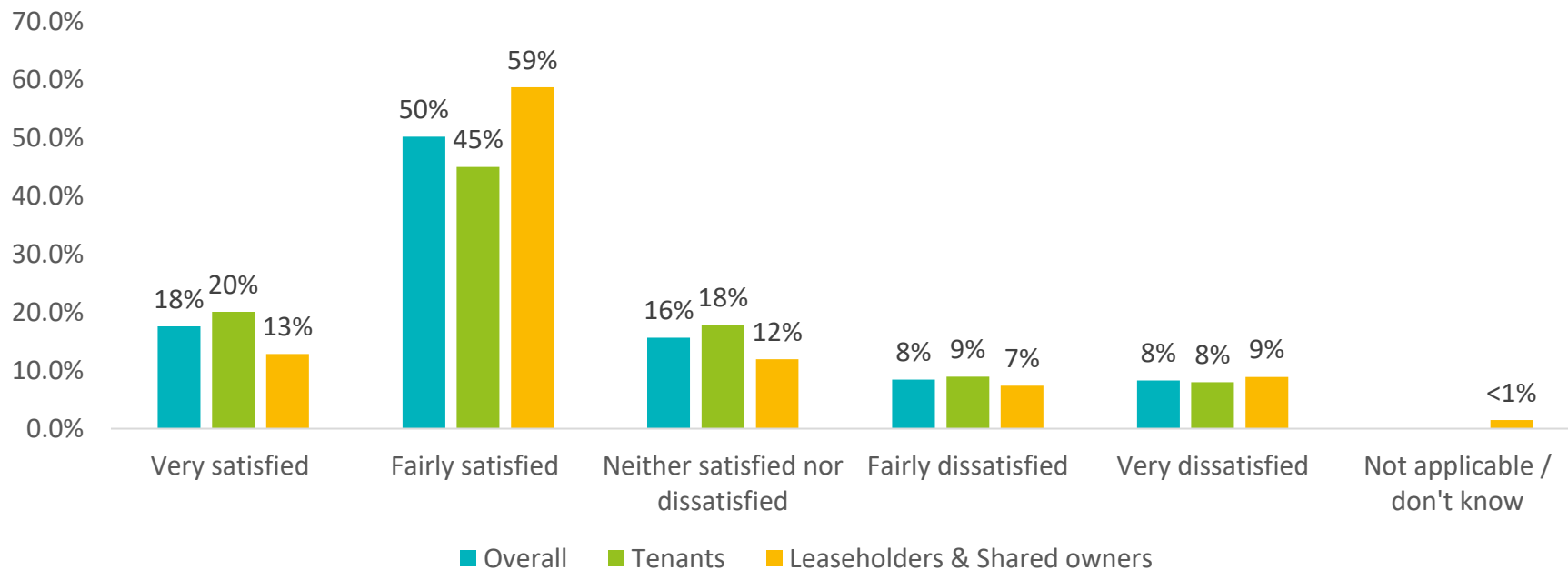
Keeping properties in good repair (tenants only)





Maintaining building services

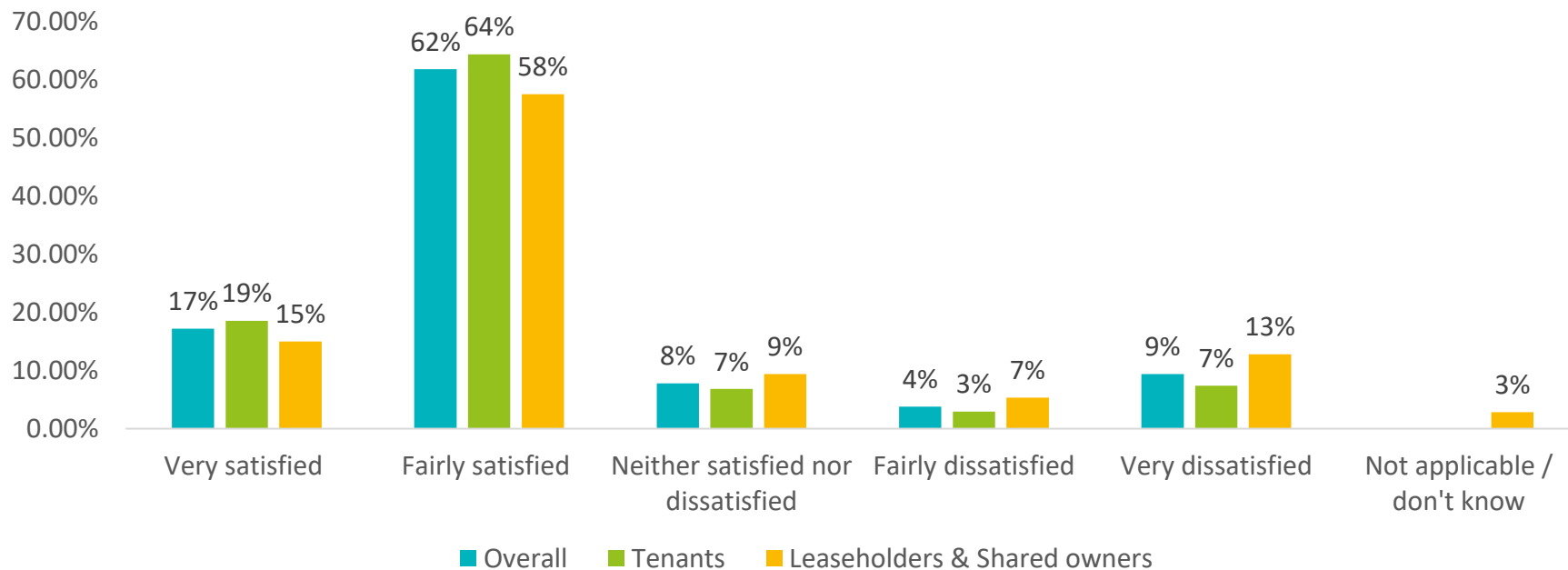
How satisfied are you that Poplar HARCA provides a home that is safe?



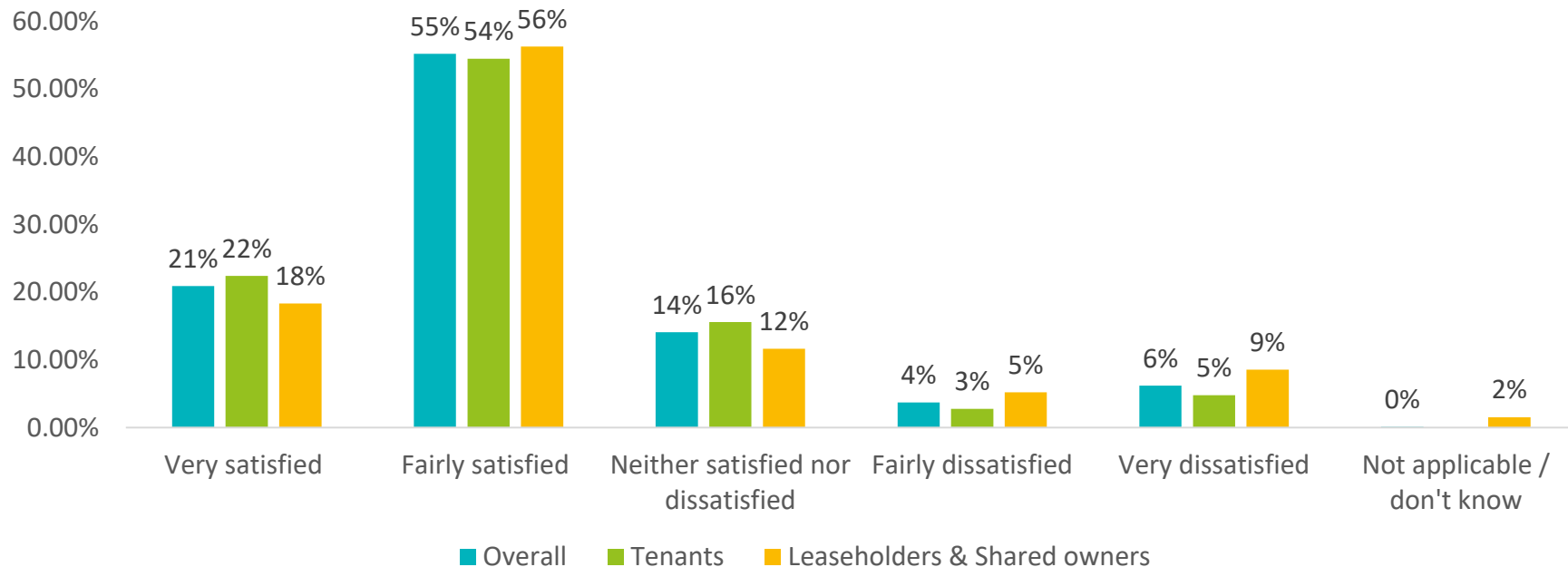


Respectful and helpful engagement

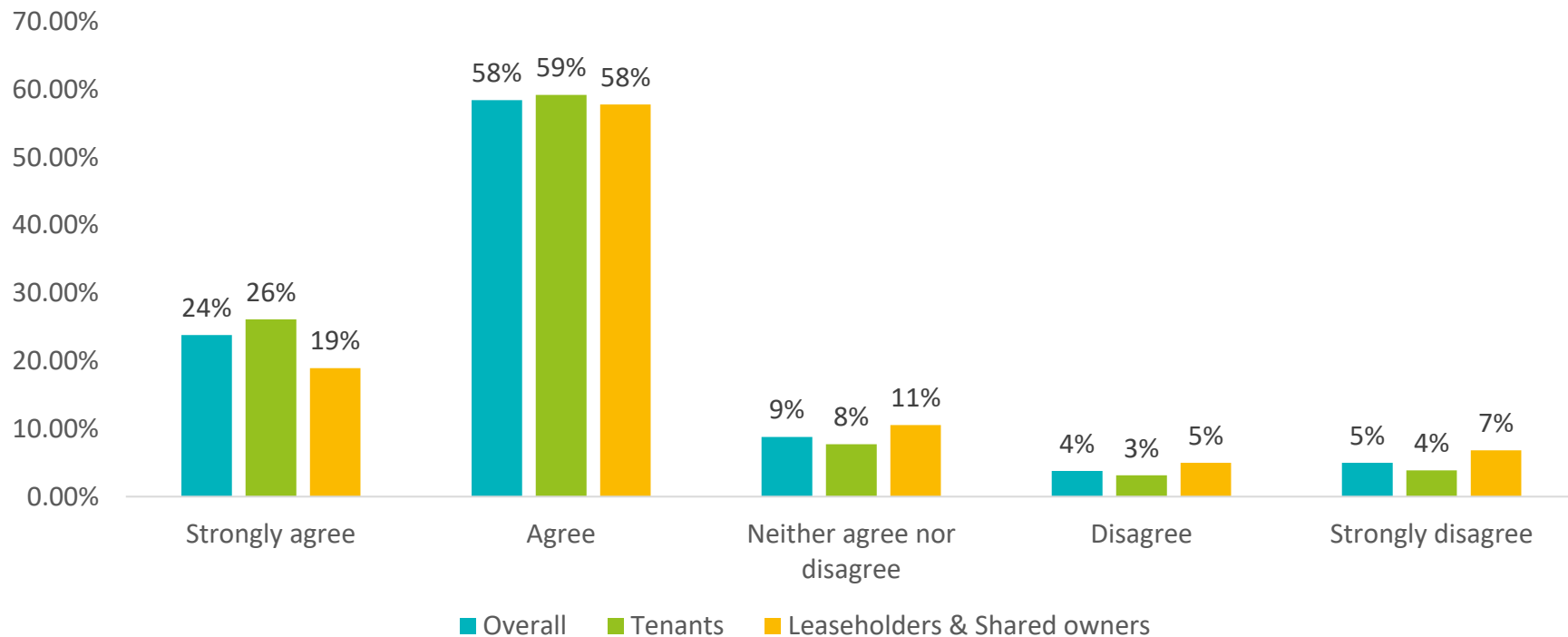
How satisfied are you that Poplar HARCA listens to your views and acts upon them?



How satisfied are you that Poplar HARCA keeps you informed about things that matter to you?



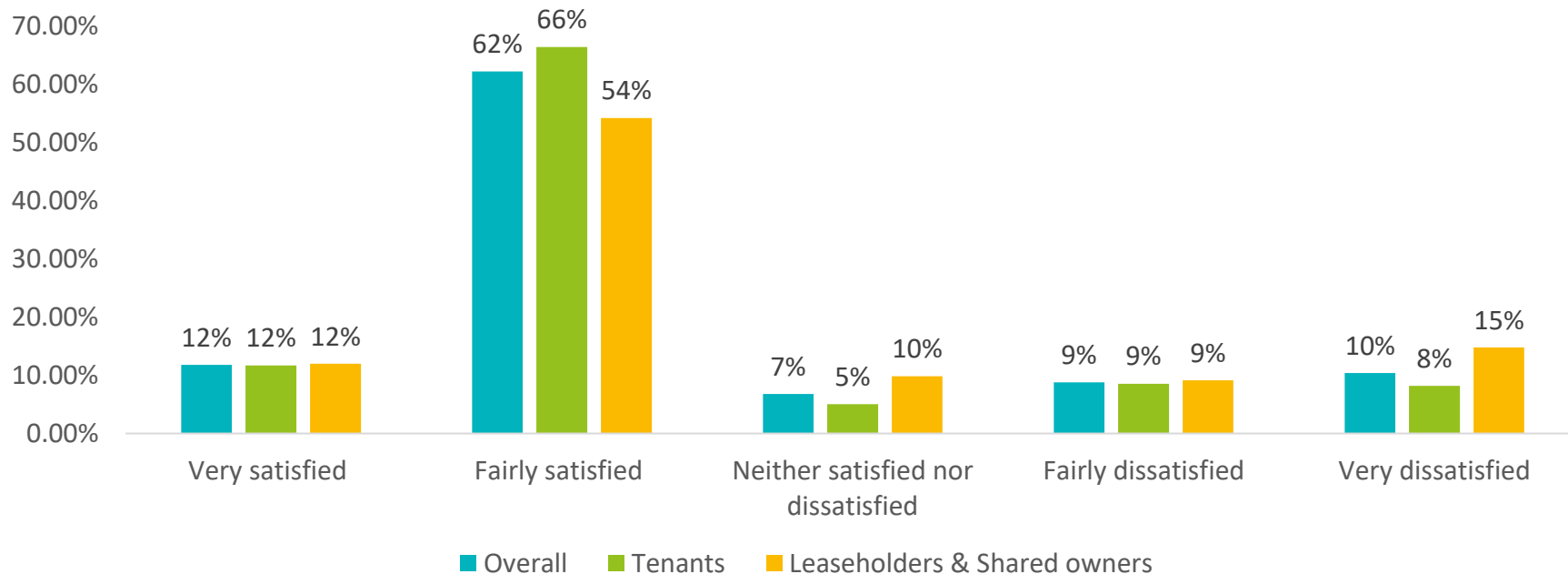
“Poplar HARCA treats me fairly and with respect”





Effective handling of complaints

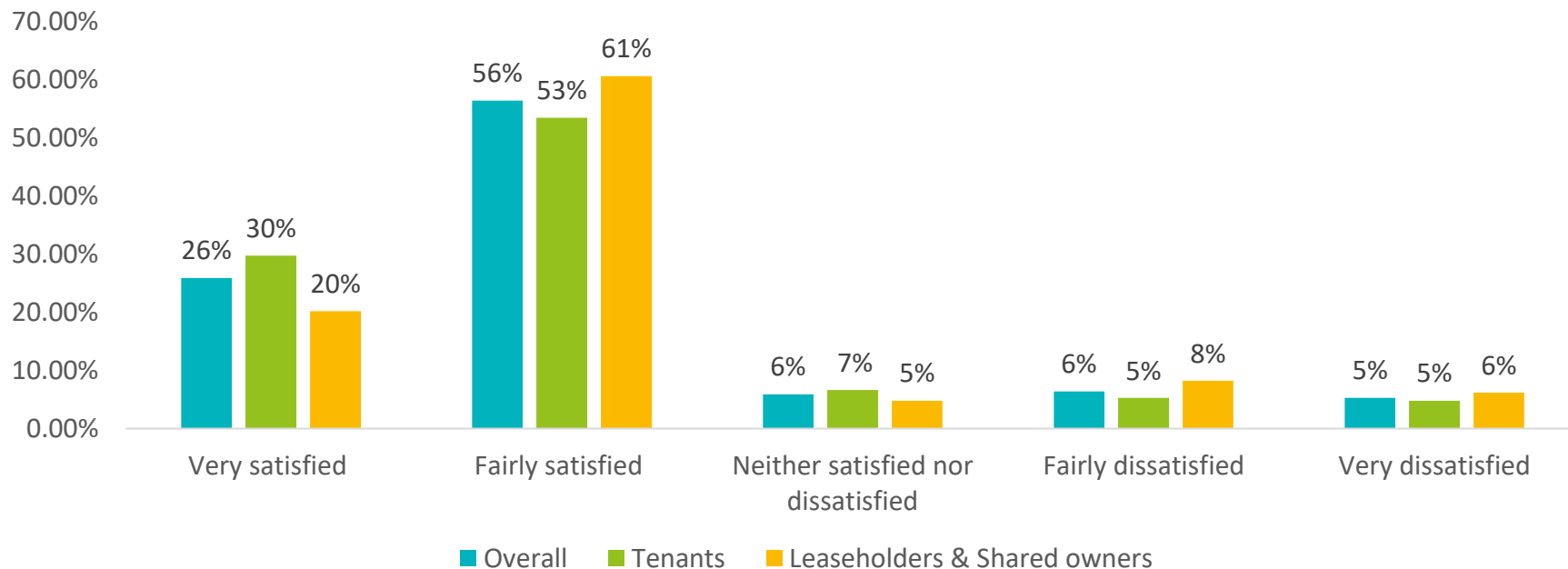
How satisfied are you with Poplar HARCA's approach to complaints handling?



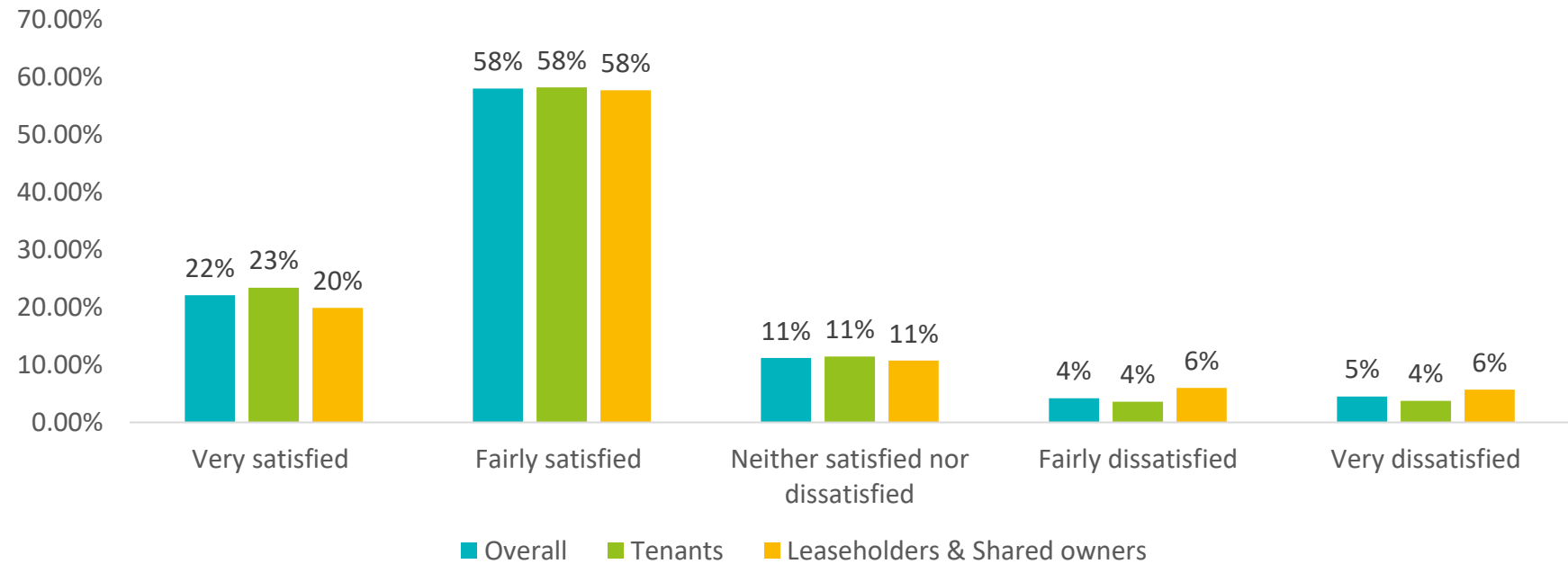


Responsible neighbourhood management

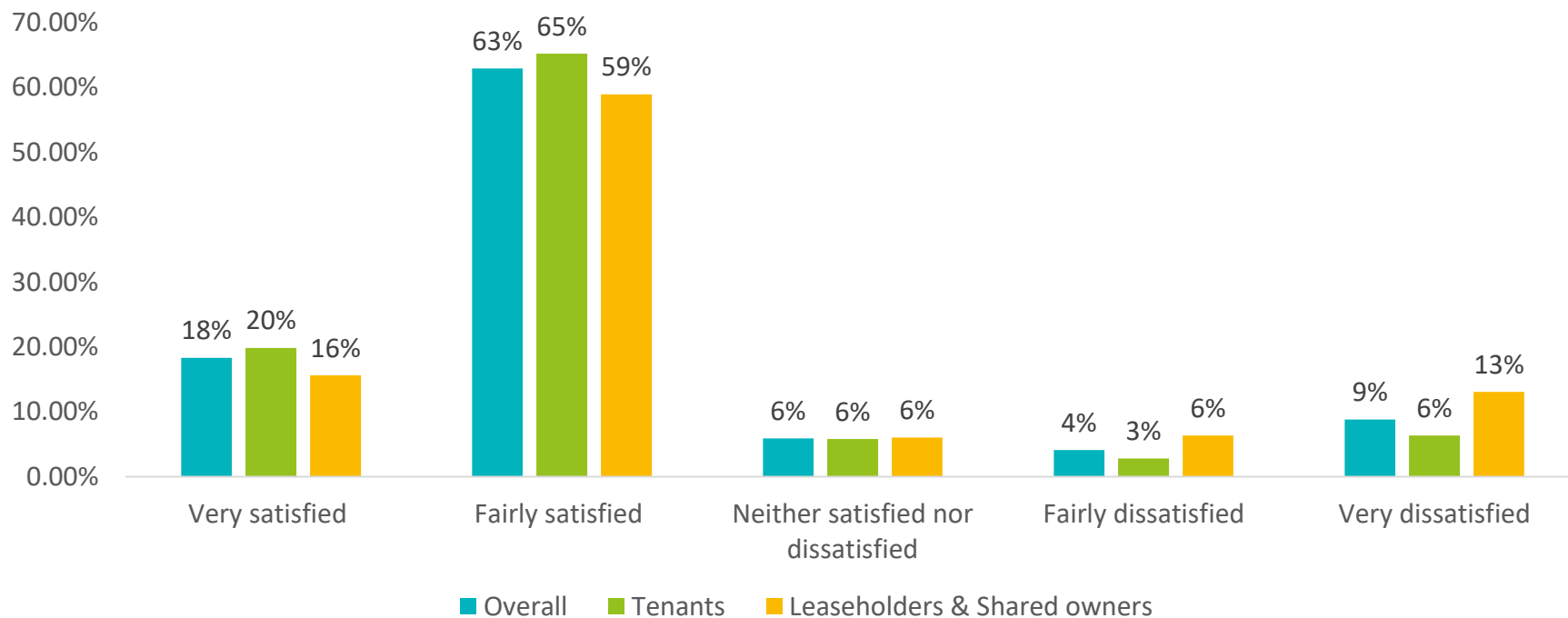
How satisfied are you that Poplar HARCA keeps communal areas clean and well maintained



How satisfied are you that Poplar HARCA makes a positive contribution to your neighbourhood?



How satisfied are you with Poplar HARCA's approach to ASB

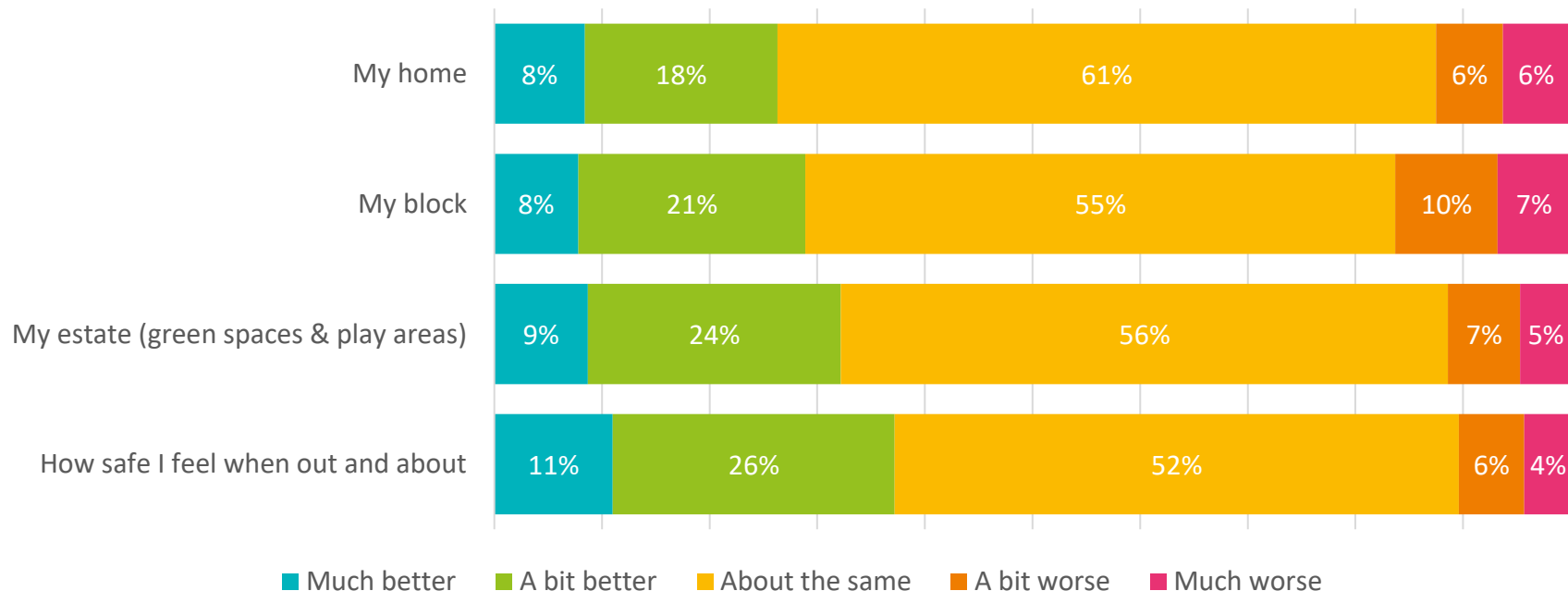




Local area

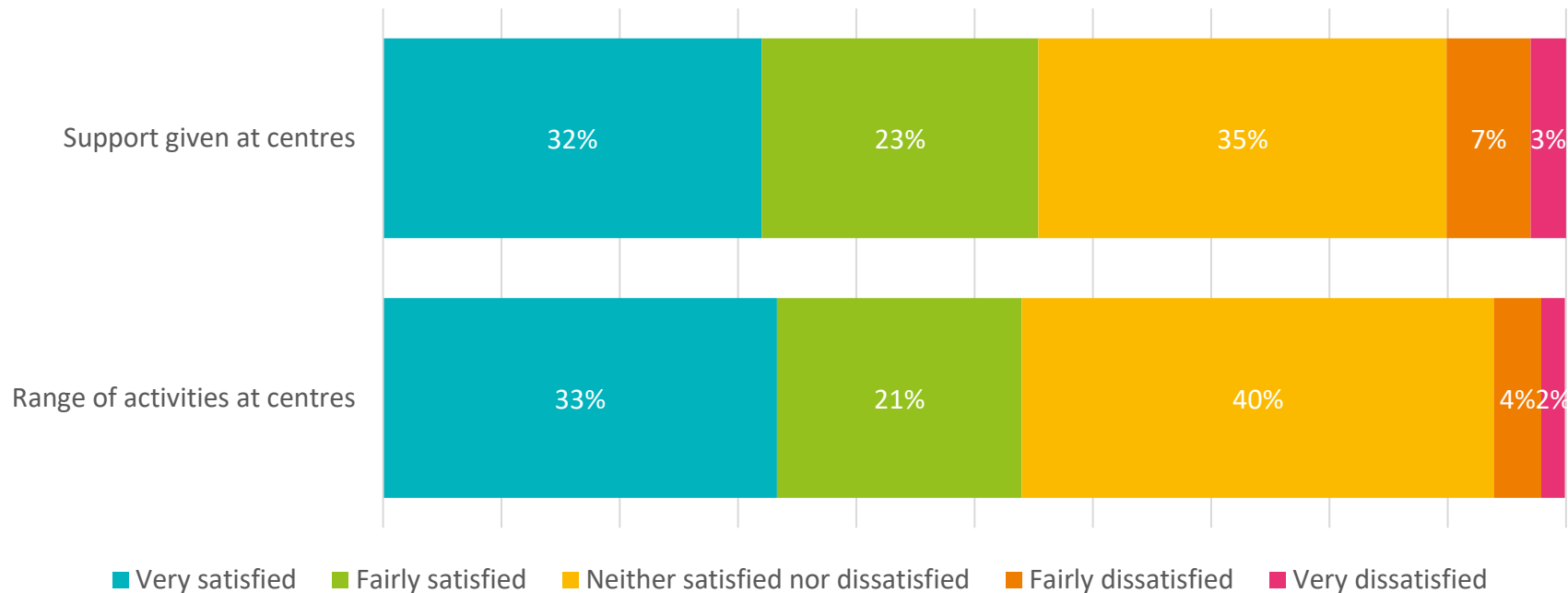
Residents' views on the local area

Thinking about the following locally, have these improved from last year?

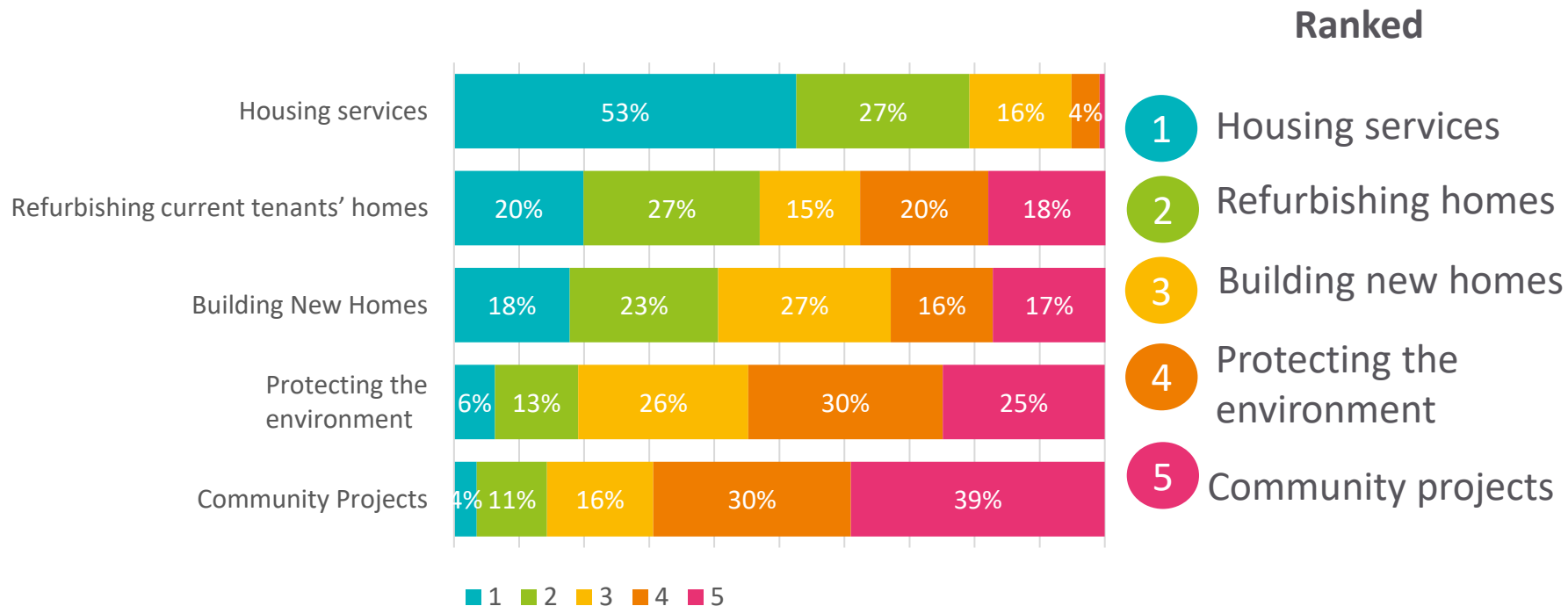


Community facilities

For example: Spotlight, our community centres, Bow Brew, Poplar Union, our food pantries, The Hive (our Employment and Training service).



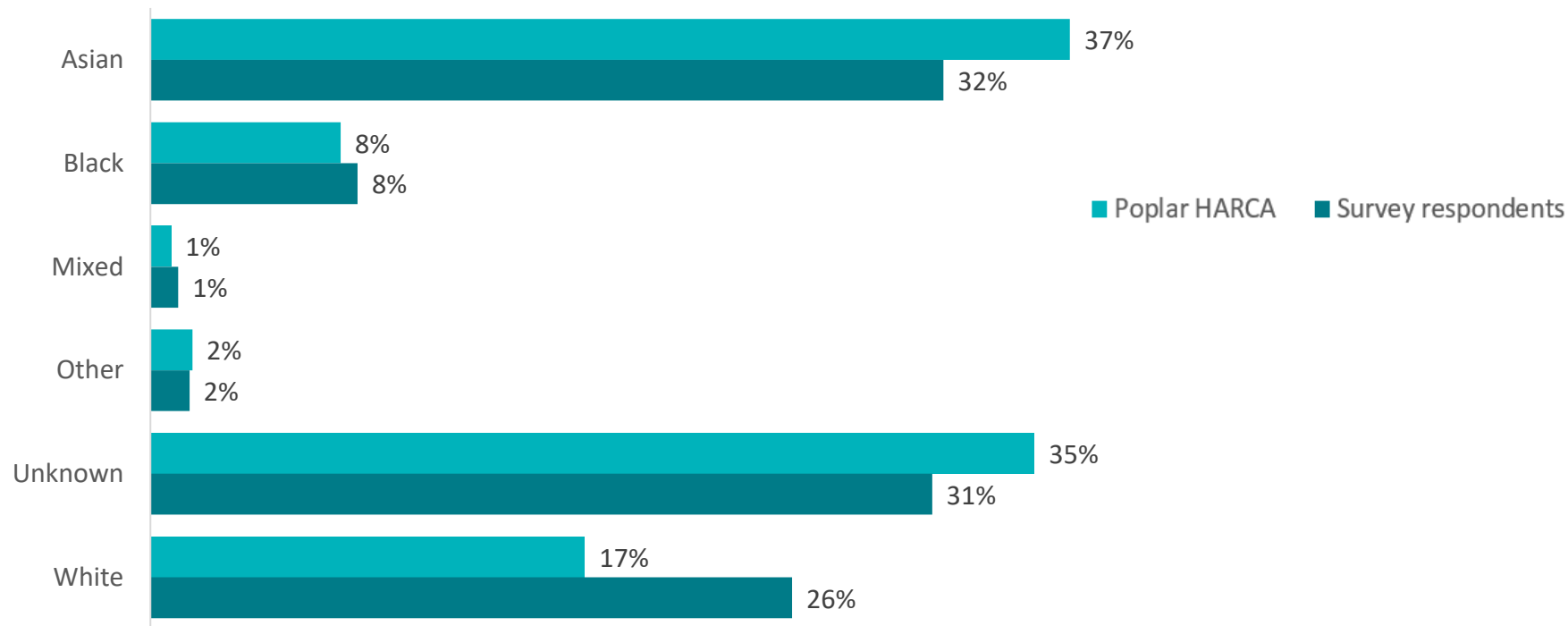
Residents' priorities



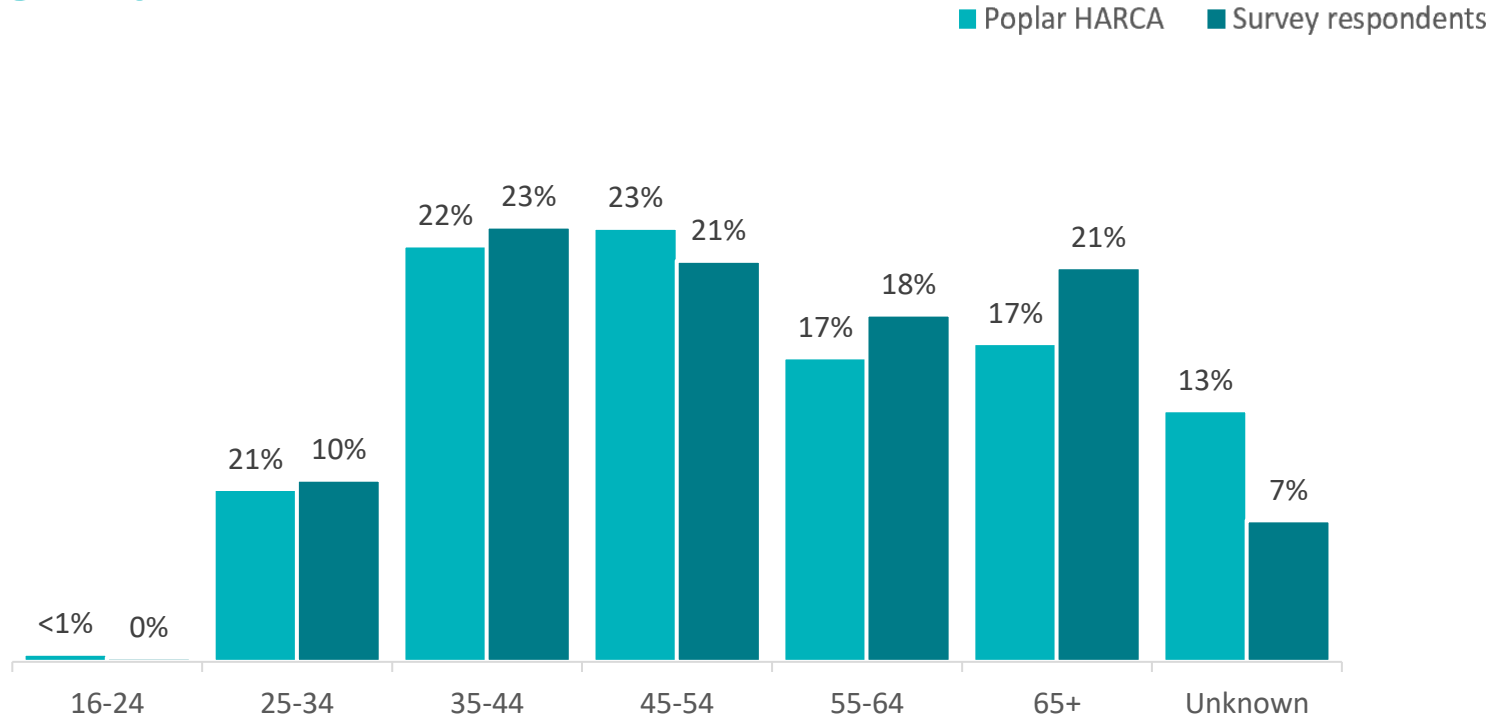


How representative were the surveys?

By ethnic group



By age group



By estate

