

Tenant Satisfaction Measures

Introductory wording 2024-25

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing in 2023 to assess how well landlords like us are doing in providing good quality homes and services.

In line with the TSM requirements, all registered providers must publish the survey used to generate the Tenant Satisfaction Measures (TSMs), including any additional questions and the introductory wording provided to tenants.

This document contains copies of the emails and text messages sent to tenants inviting them to complete the 2024/25 TSM survey, including the introductory wording explaining the purpose of the survey and how to take part. The full questionnaire and any additional survey questions are available on our website.

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Email 1:

The first email sent containing the survey to all tenants who we had an email address for

Text message 1:

The first text message sent containing the survey to all tenants who we didn't have an email address but did have a mobile number for

Email 2:

The reminder email sent to those who hadn't yet completed the survey

Text message 2:

The reminder text message sent to those who hadn't yet completed the survey

Email 3:

The second reminder email sent to those who hadn't yet completed the survey

Email 1:

Subject line: What do you think about our services? [thinking face emoji]

Preview text: The more we know, the more we can do to improve

Send date: 24 September 2024

Email body:

Dear <first name>,

It's that time of year again where we want to know what you think about our services. Let us know what you think <unique link to survey>

Today we're launching our resident satisfaction survey. This is your chance to let us know what we're doing well and what we could do to improve.

We will use the survey to calculate our annual Tenant Satisfaction Measures that goes back to the Regulator of Social Housing. It also allows us to develop an action plan to respond to your feedback.

It should only take about ten minutes to fill in.

You've got six weeks to let us know what you think – with the survey closing on Tuesday 5 November.

If you would prefer to do it over the phone please call [0800 035 1991](tel:08000351991).

Fill it in and help support local charities

For every survey completed we will donate £1 to one of the three charities below:

- First Love Foundation – who provide support to those living in poverty in Tower Hamlets
- The Felix Project – who save surplus fresh food to provide to local schools and charities
- Neighbours in Poplar – who engage with the community in Poplar to reduce loneliness among the most vulnerable

You can also choose to enter a prize draw for a £100 Love2Shop voucher.

The more we know, the more we can do to improve

Last year 83% of you were satisfied with our overall service. [You can read the full results and our action plan here.](#)

Your feedback this year will help us to make sure we're delivering and improving our services to you. In doing so we can build on our ability to provide you with a healthy and safe home in a thriving community. The more we know, the more we can do to improve.

Let us know what you think <unique link to survey>

Find out what we achieved in 2023-24

You can learn more about what we've been doing this past year [in our annual report.](#)

Text message 1:

Send date: 24 September 2024

Message:

Have your say on the services provided by Poplar HARCA. Answer the survey or call 0800 035 1991 to complete over the phone.

Your unique link: <unique link to survey>

To opt out of future text surveys from us, reply STOP.

To find out what we achieved in 2023-24, click here to view our annual report: <https://bit.ly/we-are-25>

Email 2:

Subject line: There's still time to let us know what you think about our services! [clock emoji]

Preview text: The more we know, the more we can do to improve

Send date: 8 October 2024

Email body:

Dear <first name>,

There's still time to let us know what you think about our services.

Let us know what you think <unique link to survey>

We launched our resident satisfaction survey on Tuesday 24 September. This is your chance to let us know what we're doing well and what we could do to improve.

We haven't heard from you yet – and we would love to hear your thoughts.

It should only take about 10 minutes to fill in.

We will use the survey to calculate our annual Tenant Satisfaction Measures that goes back to the Regulator of Social Housing. It also allows us to develop an action plan to respond to your feedback.

You've still got some time to have your say. The survey closes on Tuesday 5 November.

If you would prefer to do it over the phone, please call 0800 035 1991.

Have your say and support local charities

To make sure we hear from as many of our residents as possible, we will be donating £1 to one of the three charities below for every survey filled in:

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Let us know what you think <unique link to survey>

Text message 2:

Send date: 8 October 2024

Message:

There's still time to let us know what you think about Poplar HARCA's services!

Fill in the survey: <unique link to survey>.

To opt out of future text surveys from Poplar HARCA reply STOP.

Email 3:

Subject line: <first name>, not long left to let us know what you think about our services! [clock emoji]

Preview text: It's time to have you say

Send date: 22 October 2024

Email body:

There's not long left to let us know what you think about our services.

Fill in our survey here – it only takes about 10 minutes. <unique link to survey>

Our resident satisfaction survey is your chance to let us know what we're doing well and what we could do to improve.

We would love to know what you think.

We will use the survey to calculate our annual Tenant Satisfaction Measures that goes back to the Regulator of Social Housing. It also allows us to develop an action plan to respond to your feedback.

The survey closes on Tuesday 5 November – so don't miss out!

If you would prefer to do it over the phone, please call 0800 035 1991.

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Let us know what you think <unique link to survey>