

Tenant Satisfaction Measures Survey

Tenant

This is our second Tenant Satisfaction Measures (TSM) survey, launched by the Regulator of Social Housing to hear from tenants. This survey is an important way for us to understand what you think about our services, your home, and your community.

Why feedback matters

The survey includes questions that the regulator has asked us to include, as well as a few extra from us. Your insights will help us make changes that matter most to you.

What to expect



Time: The survey will take about 10 minutes to complete.



Community impact: For every survey completed, we'll donate £1 to local charities making a difference in our community. Donations will be shared among the First Love Foundation, The Felix Project, and Neighbours in Poplar.



Chance to win: You'll have the chance to enter a prize draw to win a £100 Love2Shop voucher.

Once the survey results are in, we'll share them on our website. You can check out last year's results at poplarharca.co.uk

Important information

The Regulator of Social Housing requires Poplar HARCA to ask tenants about our services. Participation is voluntary, but we'd love to hear from you.

If you choose to complete the survey, you'll be giving Poplar HARCA permission to process your personal information. We need to know your name and address so we can verify responses come only from Poplar HARCA residents and ensure we follow the regulator's requirements. Responses will be kept separate from other records and will be anonymised for reporting purposes.

Data collected will be securely stored for up to three years and then deleted. For more details on how Poplar HARCA handles personal information, you can find our privacy notice on our website.

Thank you for helping us improve our services. Your voice really does make a difference!



The survey closes on Tuesday 5 November, so send it back to us in the FREEPOST envelope before then.

Overall satisfaction

Questions marked with a * are mandatory

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

Keeping properties in good repair

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?

Maintaining building safety

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?

Respectful and helpful engagement

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

Respectful and helpful engagement

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?

Effective handling of complaints

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?

Responsible neighbourhood management

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

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

21. How satisfied or dissatisfied are you with Poplar HARCA’s approach to handling antisocial 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 antisocial behaviour handling?

Additional questions

Questions marked with a * are mandatory

23. Have things changed in the past year?

	Much better	A bit better	About the same	A bit worse	Much worse	Not applicable/ not sure
Your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green and play spaces on your estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe you feel on your estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Have you used Poplar HARCA's community facilities this year? For example: Spotlight, our community centres, Bow Brew, Poplar Union, our food pantries, The Hive (our Employment and Training service).

☐ Yes ☐ No (Skip to Question 27) ☐ Don't know (Skip to Question 27)

25. How satisfied were you with the support you got?

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

26. How satisfied were you with the range of activities?

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

27. Rank these in the order Poplar HARCA should prioritise them, 1 being the most important and 5 being the least important:

- ☐ Building new homes ☐ Community projects ☐ Housing services (for instance repairs, estate cleaning and tackling antisocial behaviour)
- ☐ Protecting the environment ☐ Refurbishing current tenants' homes
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Any comments?

28. Tell us about anything important to you that hasn't been covered in the survey.

Comment in the box below, or write on a separate sheet of paper if you need more room and enclose it in the FREEPOST envelope.

Win £100 shopping voucher

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

☐ Yes ☐ No

Talk to us

30. If you would like us to contact you about this survey, please select what you want to talk to us about:

- ☐ Antisocial behaviour ☐ Complaints
- ☐ Estate services ☐ Moving home
- ☐ Rent ☐ Repairs
- ☐ Service charges ☐ Your tenancy
- ☐ Something else – please tell us what

Your details

Your full name*

Your address*



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

Please return the survey using the FREEPOST envelope provided, before Tuesday 5 November.