

Tenant Satisfaction Measures Survey 2025

Tenant

It's time for our third Tenant Satisfaction Measures (TSM) survey – set up by the Regulator of Social Housing to hear directly from tenants. It's an important way for us to hear what you think about your home, our services, and your neighbourhood.

Why your feedback matters

The survey includes questions from the Regulator that we must ask residents every year. What you tell us will help us make improvements that matter most to you.

What to expect



Time: It takes around 6 minutes to complete



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



Prize draw: You'll be entered into a prize draw to win a £100 Love2Shop voucher.

We'll share the results on our website next year. You can take a look at last year's results at poplarharca.co.uk

A few important things

The Regulator of Social Housing asks Poplar HARCA to include the same questions about our services each year. Taking part in the survey is completely up to you – but we'd really love to hear from you.

If you choose to take part, you'll be giving us permission to process your personal data. We need to know your name and address to make sure responses are only from Poplar HARCA residents and to meet the Regulator's rules. Your responses will be kept separate from other records and anonymised before we report on them.

We'll store data securely for up to three years, then delete it. You can read more about how we handle personal information in our privacy notice: [poplarharca.co.uk /privacy-notice/](https://poplarharca.co.uk/privacy-notice/)

Thanks for sharing your views – they really do help us improve!



The survey closes on Tuesday 4 November, so please 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 7)

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. What could we do to improve your experience with our repairs service?

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

Maintaining building safety

7. 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

8. 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

9. What could we do to improve how safe you feel in your home?

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

Respectful and helpful engagement

11. 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

12. 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

13. 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

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

Effective handling of complaints

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

- Yes No (Skip to Question 18)

16. 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

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

Responsible neighbourhood management

18. 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 21) Don't know (Skip to Question 21)

19. 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

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

Responsible neighbourhood management

21. 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

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

23. 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

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

Any comments

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

Win a £100 shopping voucher

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

- Yes No

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 4 November.