

## Annual Customer Satisfaction Survey 2023

Thank you for taking the time to give us your feedback on our services and how we can improve. Please leave your name and address at the end of the survey for the chance to win a £100 gift voucher for your time.

### Your overall satisfaction

- 1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mears Living? (TP01)

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

### Your home

- 2) Has Mears Living carried out a repair to your home in the last 12 months?

Yes [ ]      No [ ]

**If no, please go to Q3**

If yes, how satisfied or dissatisfied are you with the overall repairs service you received in the last 12 months? (TP02)

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

If yes, how satisfied or dissatisfied are you with the time it took to complete your most recent repair after you reported it? (TP03)

## Annual Customer Satisfaction Survey 2023

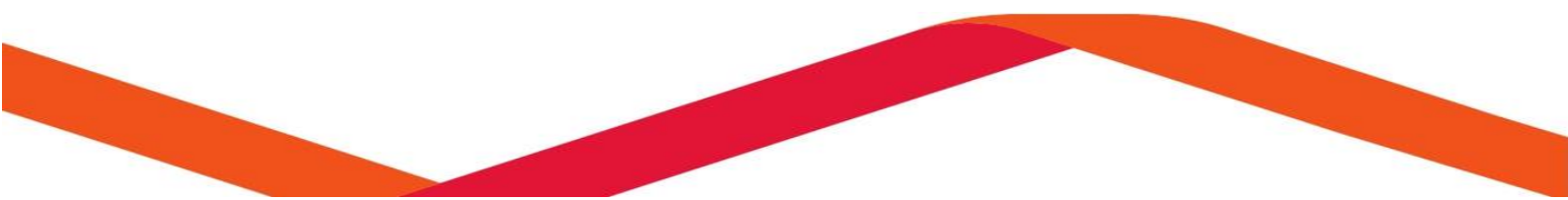
Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied

- 3) How satisfied or dissatisfied are you that Mears Living provides a home that is well maintained? (TP04)

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

- 4) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mears Living provides a home that is safe? (TP05)

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



## Annual Customer Satisfaction Survey 2023

### Your community

- 5) Do you live in a building with communal areas, either inside or outside, that Mears Living is responsible for maintaining?

Yes [ ]      No [ ]      Don't Know [ ]

**If no or you don't know, please go to Q6**

If yes, how satisfied or dissatisfied are you that Mears Living keeps these communal areas clean and well maintained? (TP10)

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

- 6) How satisfied or dissatisfied are you that Mears Living makes a positive contribution to your neighbourhood? (TP11)

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

- 7) How satisfied or dissatisfied are you with Mears Livings' approach to handling anti-social behaviour? (TP12)



## Annual Customer Satisfaction Survey 2023

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

8) How satisfied are you with your neighbourhood/local community as a place to live?

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

### Engaging and communicating with you

9) How satisfied or dissatisfied are you that Mears Living listens to your views and acts upon them? (TPO6)

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



## Annual Customer Satisfaction Survey 2023

10) How satisfied or dissatisfied are you with the way Mears Living keeps you informed about things that matter to you? (TP07)

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

### Your overall experience

11) To what extent do you agree or disagree with the following statement? (TP08)

*"Mears Living treats me fairly and with respect"*

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

12) Have you made a complaint to Mears Living in the last 12 months?

Yes [ ]      No [ ]

**If no, please go to Q13**

If yes, how satisfied or dissatisfied are you with Mears Living's approach to complaints handling? (TP09)

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

## Annual Customer Satisfaction Survey 2023

13) How satisfied or dissatisfied are you that your rent provides value for money?

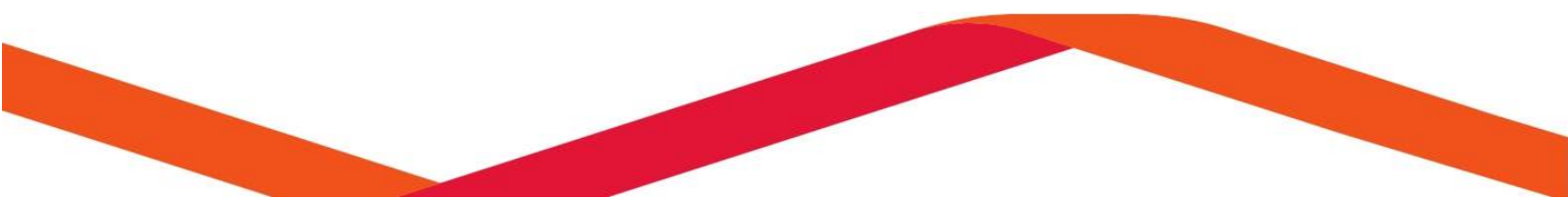
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

14) How satisfied or dissatisfied are you with the performance and conduct of our staff?

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

15) How satisfied or dissatisfied are you with the level of customer service you have received from Mears Living in the last 12 months?

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



## Annual Customer Satisfaction Survey 2023

16) How likely would you be to recommend (Mears Living) to family and friends?

- Very likely
- Likely
- Neither
- Unlikely
- Very unlikely

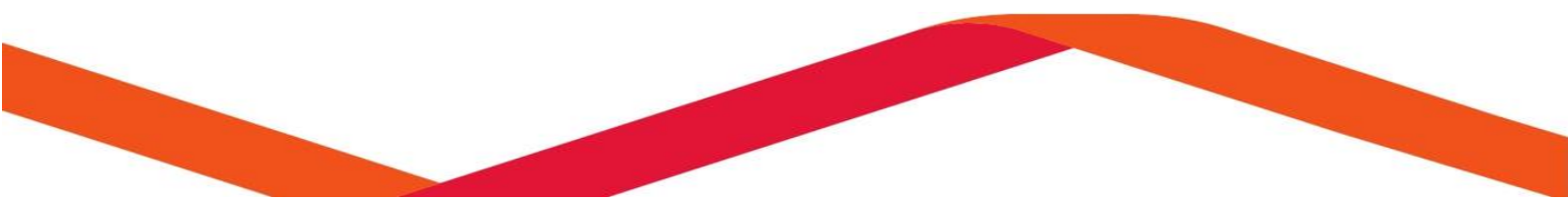
17) Are you interested in becoming more involved with scrutinising and shaping the way Mears Living designs and delivers services?

Yes       No

18) Thinking about the services you have received over the year, what else is important to you?

19) Are there any other comments you would like to make?

**Thank you for your time.**



# Tenant Satisfaction Measures (TSM) Survey 2023

Leaseholders & Shared Owners

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](https://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.

What is your full name?\*

What is your address?\*

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. 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

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

4. 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

5. 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

6. 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

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

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

- Yes       No (Skip to question 11)

**9. 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

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

**11. 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 14)       Don't know (Skip to question 14)

**12. 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

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

**14. 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

**15. Do you have any other comments on your neighbourhood?**

**16. 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

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

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

## Would you like to enter the prize draw?

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

- Yes  No

20. 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.

# TSM Survey

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## Start of Block: Opening and Agreement

Agreement Opening Text: Good [time of day]

My name is [interviewer's name], I'm calling from Southern Housing.

We are talking to residents to find out what they think of the services we provide. We'll also be using the survey to calculate a series of Tenant Satisfaction Measures that will be sent to the Regulator of Social Housing annually. **The survey will take around 10 minutes**, this may vary depending on how much feedback you have.

Would you be able to help us today?

(Please only interview lead or joint tenants – you can also interview advocates or other family members who are acting as translators)

- Customer has agreed
- Customer does not want to participate

*Skip To: End of Survey If Opening Text: Good [time of day] My name is [interviewer's name], I'm calling from Southern Hous... = Customer does not want to participate*

## End of Block: Opening and Agreement

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## Start of Block: Overall Satisfaction

TP01 Thinking first about the overall service you receive from Southern Housing ...

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southern Housing ?

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

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Satisfaction Any other comments about overall service

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End of Block: Overall Satisfaction

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Start of Block: Maintaining building safety

TP05 Safe Thinking about the condition of the property or building you live in, how satisfied are you that Southern Housing provides a home that is safe?

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

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Safe Comment Any other safe comments:

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End of Block: Maintaining building safety

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Start of Block: Respectful and Helpful Engagement

TP06 Listens and act How satisfied or dissatisfied are you that Southern Housing 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
- 

TP07 Informed How satisfied or dissatisfied are you that Southern Housing 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
-

TP08 Fair & Respect To what extent do you agree or disagree with the following 'Southern Housing treats me fairly and with respect'?

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

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Engagement Comment Any other comments around Listens and acts, Informed or Respect

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End of Block: Respectful and Helpful Engagement

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Start of Block: Effective Handling of Complaints

Filter Complaints Have you made a complaint to Southern Housing in the last 12 months?

- Yes
- No

*Skip To: End of Block If Have you made a complaint to Southern Housing in the last 12 months? = No*

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TP09 Complaints How satisfied or dissatisfied are you with Southern Housing's approach to complaints handling?

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

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Complaints comments Any other comments around Complaints?

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**End of Block: Effective Handling of Complaints**

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**Start of Block: Responsible Neighbourhood Management**

Communal Filter Do you live in a building with communal areas, either inside or outside, that Southern Housing is responsible for maintaining?

- Yes
- No
- Don't know

*Skip To: TP12 ASB If Do you live in a building with communal areas, either inside or outside, that Southern Housing is... = No*

*Skip To: TP12 ASB If Do you live in a building with communal areas, either inside or outside, that Southern Housing is... = Don't know*

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TP10 Communal How satisfied or dissatisfied are you that Southern Housing keeps these communal areas clean and well maintained?

- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
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Communal comments Any other comments around Communal areas?

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TP12 ASB How satisfied or dissatisfied are you with Southern Housing's approach to handling anti-social behaviour?

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

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ASB comments Any other comments about ASB?

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TP11 Neighbourhood How satisfied or dissatisfied are you that Southern Housing makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not Applicable / Don't Know

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Neighbourhood comms Any other comments about Neighbourhood?

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**End of Block: Responsible Neighbourhood Management**

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**Start of Block: Explicit Consent and Close :**

Consent Finally, it may be useful for your name to be attached to your responses to follow up on some of the feedback you have provided today and when results are analysed. Would this be okay?

- Yes, I agree to my name being attached to my responses
- No, I would like to remain anonymous

*Skip To: Q62 If Finally, it may be useful for your name to be attached to your responses to follow up on some of... = No, I would like to remain anonymous*

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Q56 Enter Tenancy ID

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Q57 Full Name

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Q59 House/Flat No

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Q61 First Line Address

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Q60 Post code

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Q62 Please enter Scheme Name:

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End of Block: Explicit Consent and Close :

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