

Summary of Framework's approach to the Tenant Satisfaction Measures and copy of questionnaire used 2023/2024

On 1st April 2023, the Regulator of Social Housing introduced 22 Tenant Satisfaction Measures (referred to as "TSMs"). The 22 TSMs are a combination of measures that are measured directly by Framework (10 measures) throughout the 2023/24 financial year and through the tenant survey (12 measures) taken annually and those detailed below reflect 2023.

All Registered Housing Providers were formally required to publish the full suite of measures results so that all tenants could see how their landlord was performing against other landlords, both locally and nationally.

Framework conducted its first survey in June 2023. The survey was completed using a multi-mode methodology. First, an online survey was sent out via text and email. This was followed by a postal survey, which included a QR code to allow completion of the survey online. Finally, a telephone top-up survey was completed to achieve the desired number of responses. When the survey was closed, 400 responses had been received, 142 online, 187 by post and 71 telephone interviews.

The survey was confidential, and the results were sent back to Framework Housing Association anonymised unless residents gave their permission to be identified – 86% of tenants did give permission to share their name and 89% of these tenants are happy for Framework Housing Association to contact them to discuss any issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Framework Housing Association to:

- Provide information on tenants' perceptions of current services, including the support provided
- To act as a baseline to compare future surveys against
- Compare the results with other landlords (where appropriate)
- Capture the metrics required by the Regulator of Social Housing.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Framework Housing Association, 400 responses were received, and this response is high enough to conclude that the findings are accurate to within $\pm 4.0\%$, so well within the required margin and giving good, accurate results.

The TSMs capture performance across several core areas for Framework, as detailed in the following tables.

Building Safety

Proportion of homes for which all required gas safety checks have been carried out.	100
Proportion of homes for which all required legionella risk assessments have been carried out.	100
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100
Proportion of homes for which all fire risk assessments have been carried out.	100
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	98.5
Proportion of homes for which all required legionella risk assessments have been carried out.	100
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100

Anti-Social Behaviour

Number of Anti-social behaviour cases opened per 1,000 homes.	34.4
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Decent Homes Standard and Repairs

Proportion of homes that do not meet the Decent Homes Standard.	0.5
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	97.8
Proportion of emergency responsive repairs completed within the landlord's target timescale.	92.9

Complaints

Number of Stage 1 complaints received per 1,000 homes.	73.3
Number of Stage 2 complaints received per 1,000 homes.	27.5
Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	91.6
Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.	97.2

Tenant Perception Measures

The results for our survey for 2023 are shown below. The figures reported below are based on 400 responses from our tenants, The full report from Acuity is available in this section of the website.

Proportion of tenants who report that they are satisfied with the overall service from their landlord.	81.2
Proportion of respondents who have received a repair within the last 12 months who report that they are satisfied with the overall repairs service.	80.4
Proportion of respondents who have received a repair within the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75.3
Proportion of respondents who report that they are satisfied that their home is well maintained.	82.4
Proportion of respondents who report that they are satisfied that their home is safe.	81.5
Proportion of respondents who report that they are satisfied that their landlord listens to tenants' views and acts upon them.	79.2
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	81.1
Proportion of respondents who report that they agree that their landlord treats them fairly and with respect.	86.1
Proportions of respondents who report making a complaint within the last 12 months who are satisfied with their landlords' approach to complaints handling.	56.7
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps the communal areas clean and well maintained.	74.9
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	75.1
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	71.4



Tenant Satisfaction Survey

Your chance to have your say!

Your views are important to Framework and this survey will help them to understand what you think about your home and the services they provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Framework and reported back to tenants as required by the Regulator of Social Housing.

What you tell us will be strictly confidential. We will report your responses to Framework without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: www.starsurveys.co.uk/framework and input your unique code which is [REFCODE]. If you have any difficulties in completing the survey, please call us on 01273 287114 or email acuity@arap.co.uk

Overall services and your home

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Framework?

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

- 2** How satisfied or dissatisfied are you that Framework provides a home that is well maintained?

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

- 3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Framework provides a home that is safe?

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

Communal areas

- 4** Do you live in a building with communal areas, either inside or outside, that Framework is responsible for maintaining?

- Yes (Go to **5**)
 No (Go to **6**)
 Don't know (Go to **6**)

- 5** How satisfied or dissatisfied are you that Framework keeps these communal areas clean and well maintained?

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

- 6** If you are not satisfied with your home or communal areas, please provide more information and what Framework could improve.

Your neighbourhood

7 How satisfied or dissatisfied are you that Framework makes a positive contribution to your neighbourhood?

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

8 How satisfied or dissatisfied are you with Framework's approach to handling anti-social behaviour?

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

Repairs and maintenance

9 Has Framework carried out a repair to your home in the last 12 months?

- Yes (Go to **10**)
- No (Go to **13**)

10 How satisfied or dissatisfied are you with the overall repairs service from Framework over the last 12 months?

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

11 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

12 If you are not satisfied with the repairs and maintenance service, please provide more information and what Framework could improve.

Customer service, Communications and information

13 How satisfied or dissatisfied are you that Framework 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

14 How satisfied or dissatisfied are you that Framework 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

15 To what extent do you agree or disagree with the following "Framework treats me fairly and with respect"?

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

16 How satisfied or dissatisfied are you that Framework is easy to deal with?

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

17 If you are not satisfied with the customer service and communications please provide more information, and what Framework could improve.

18 Are you interested in finding out more about getting involved in how Framework is run? (If you tick 'Yes' we will pass on your name and address to Framework)

- Yes
- No

Your support worker and support plan

19 How satisfied or dissatisfied are you with your support plan?

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

20 How satisfied or dissatisfied are you with the frequency of contact with your support worker?

- Very satisfied

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

21 How satisfied or dissatisfied are you with the overall service provided by your support worker?

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

22 If there is anything else you wish to add about your support plan or support worker, please provide more information in the box below.

Making a complaint

23 Have you made a complaint to Framework in the last 12 months?

- Yes (Go to **24**)
- No (Go to **25**)

24 How satisfied or dissatisfied are you with Framework's approach to complaints handling?

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

Framework

25 What one thing could Framework improve?

Permissions and confidentiality

26 If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?

- Telephone call
- Postal questionnaire
- Email with a link to an online survey
- Text with a link to an online survey
- Not sure

27 Framework would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Framework?

- Yes (Go to **28**)
- No (End)

28 Are you happy for Framework to contact you regarding any information you have provided in this survey?

- Yes
- No



Thank you for taking the time to complete this survey.
Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). Framework will inform you about the results.