



Framework
For your future

Tenant Satisfaction Measures

Tenant Satisfaction Measures 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

