

Tenant Satisfaction Survey 2024

About the Survey

Between May and August 2024, many of you took part in an important survey. All tenants were invited to take part in the survey by completing either a postal or online questionnaire.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Framework Housing Association (Framework HA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with ten winners randomly selected to receive a £30 shopping voucher.



The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Framework HA's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

493

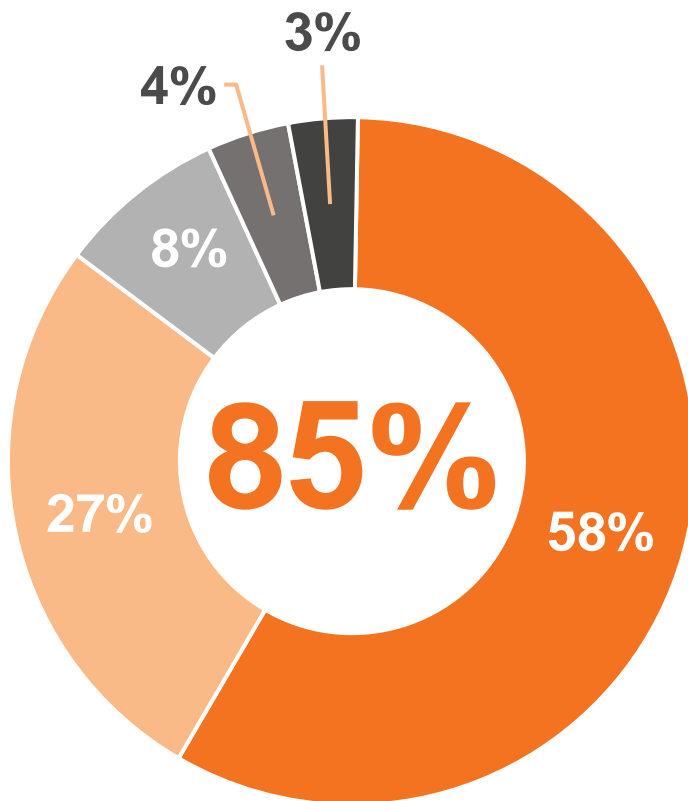
tenants took part
out of a total of
1,171 (391 by
post and 102
online)

A big thank you to everyone who took part!

Overall Service



Over eight out of ten tenants are satisfied with the overall service provided by Framework HA (85%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



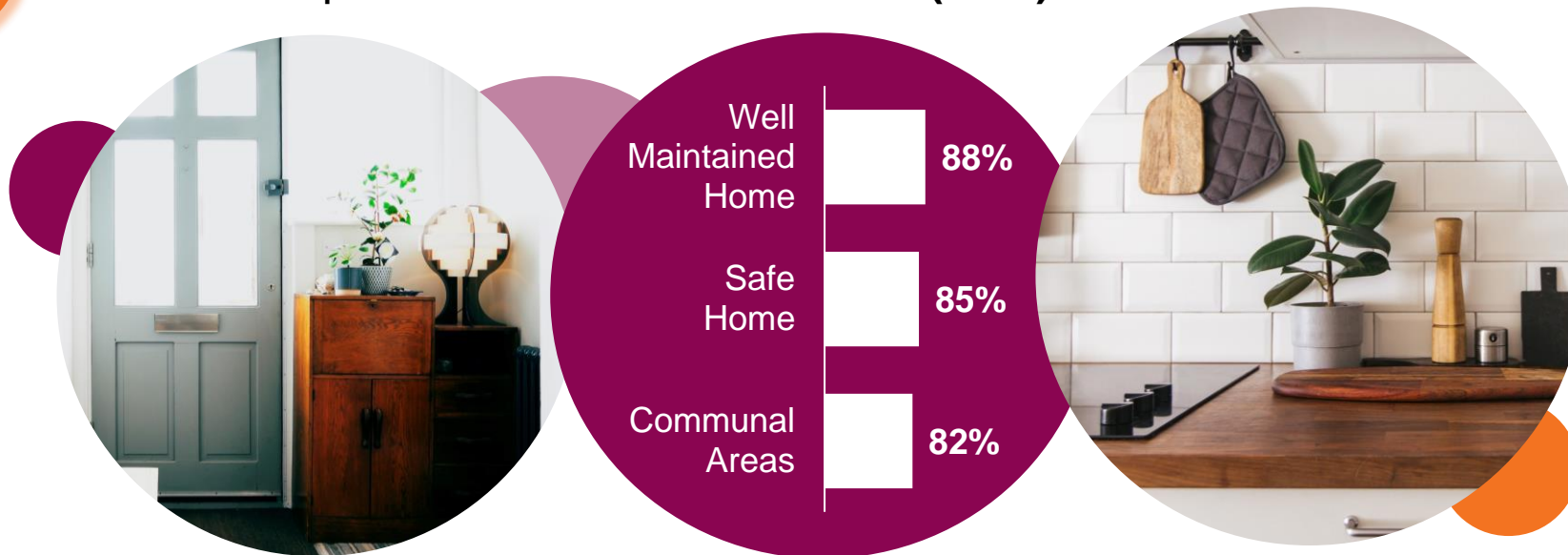
Around nine out of ten tenants are satisfied that they are provided with a home that is well maintained **(88%)**.



Slightly fewer tenants are satisfied that Framework HA provides them with a home that is safe **(85%)**.



Around eight out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(82%)**.



Repairs Service



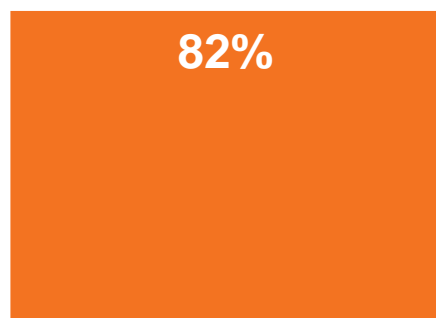
Seven out of ten tenants said that they had a repair carried out to their home in the last 12 months **(71%)**.



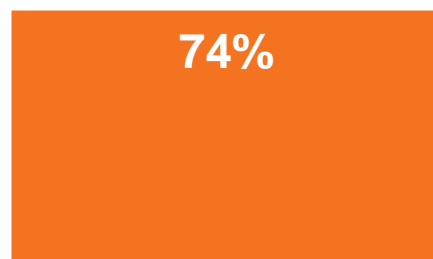
Around eight out of ten of these tenants are satisfied with the overall repairs service from Framework HA over the last 12 months **(82%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(74%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair

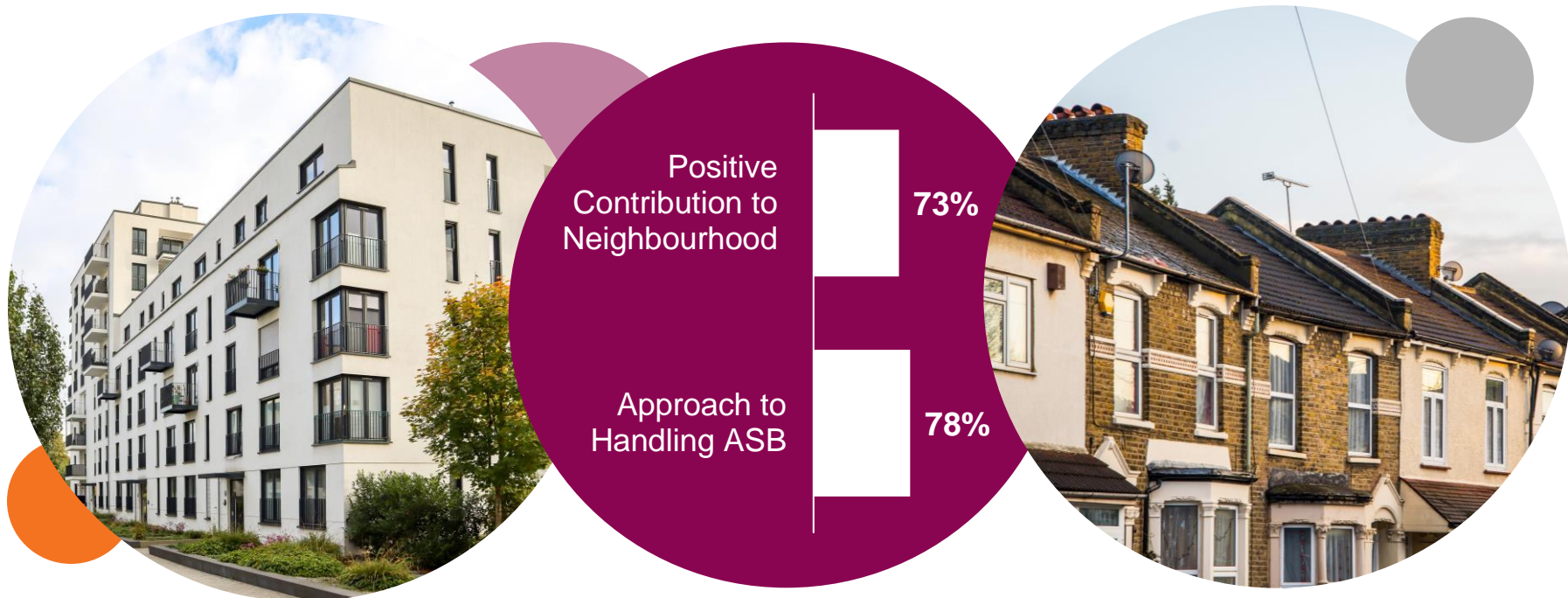
The Neighbourhood



Around three-quarters of tenants are satisfied that Framework HA makes a positive contribution to their neighbourhood **(73%)**.



Slightly more tenants are satisfied with Framework HA's approach to handling anti-social behaviour **(78%)**.



Communications and Tenant Engagement



Around eight out of ten tenants are satisfied that Framework HA listens to their views and acts upon them **(82%)**.



Tenants are similarly satisfied that they are kept informed about things that matter to them **(83%)**.



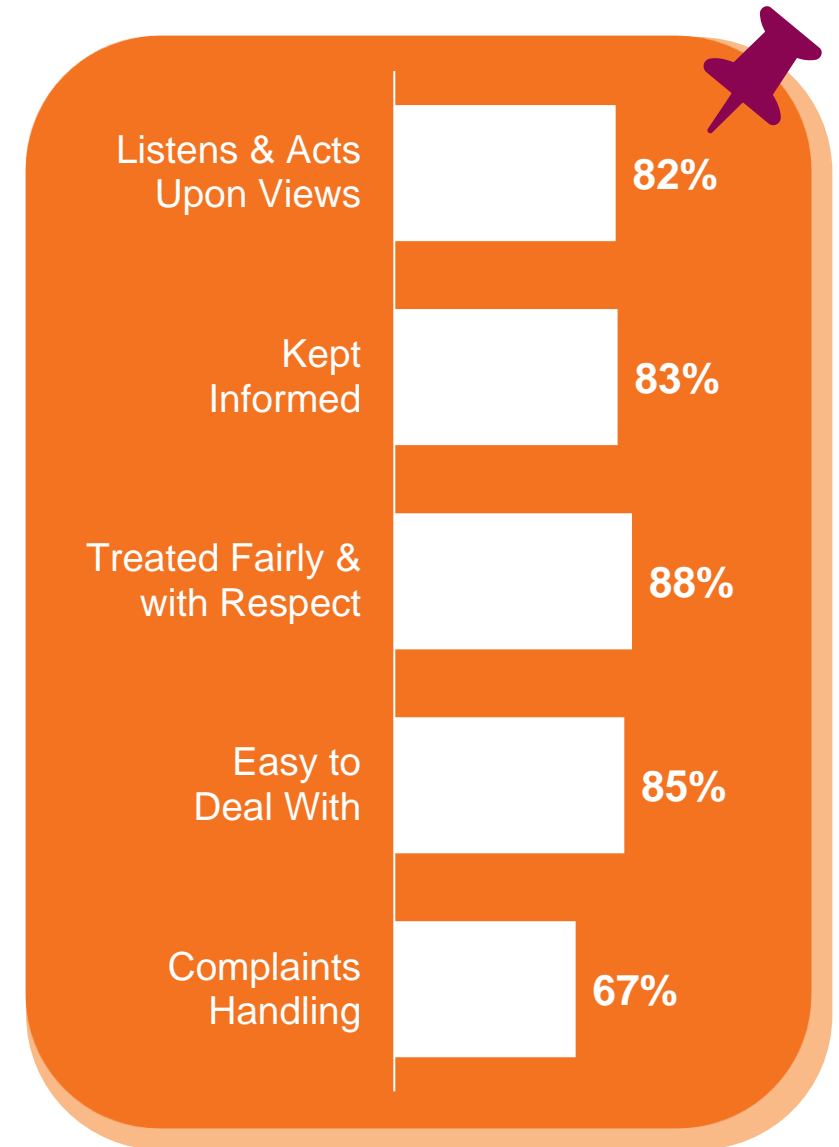
Around nine out of ten tenants agree that they are treated fairly and with respect by Framework HA **(88%)**.



Six out of seven tenants are satisfied that Framework HA is easy to deal with **(85%)**.



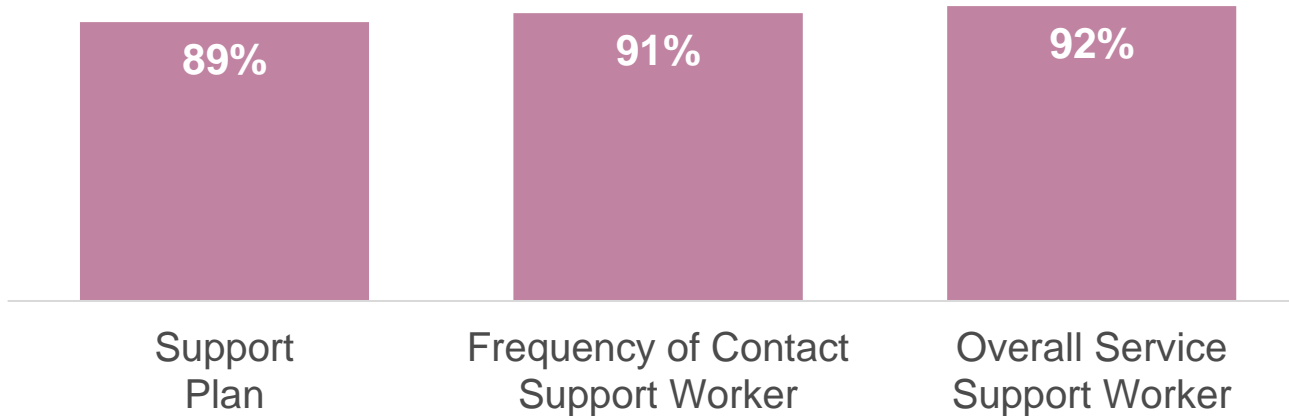
Two out of three tenants who made a complaint in the last 12 months are satisfied with complaints handling **(67%)**.



Support and Future Involvement



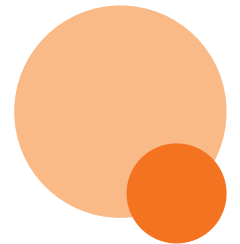
Tenants are highly satisfied with the support they receive. Around nine out of ten tenants are satisfied with their support plan (**89%**), the frequency of contact with their support worker (**91%**) and the overall service provided by their support worker (**92%**).



Three out of ten tenants are interested in getting involved in how Framework HA is run (**30%**).



If contacted to take part in another survey, **41%** of tenants would prefer this to be by post, **18%** a telephone call, **18%** by text message including a link, **8%** by email with a link and **14%** are not sure.



Tenants' Comments

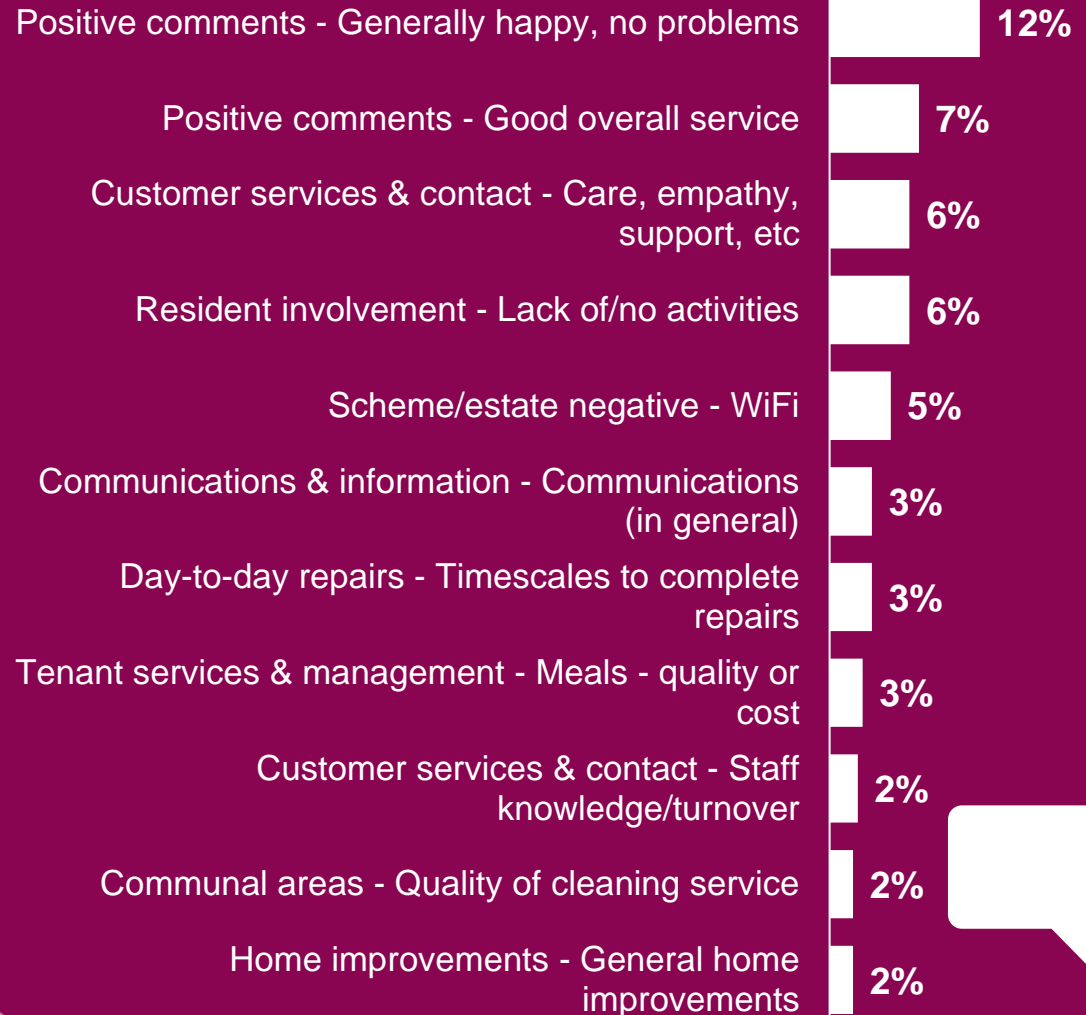
Finally, tenants were asked what one thing Framework HA could improve, and 271 tenants gave comments.

Tenants most frequently commented that they are generally happy with the services they receive.

However, tenants would like improvements to the care and support provided by staff, as well as the activities, WiFi and meals.

Tenants also mentioned concerns around communications, the time taken to complete repairs, the quality of the communal areas cleaning service and staff knowledge/turnover.

Top comments



Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	82%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	74%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	88%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	85%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	82%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	83%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	88%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	67%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	82%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	73%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	78%

Your Views



Framework
For your future

Framework HA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Framework HA does to involve you in developing services. As well as publishing the results of the survey, Framework HA plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
customer service and
repairs



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	493
B.	Timing of survey	03/05/2024 to 07/08/2024
C.	Collection method(s)	Postal and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by age group, length of tenancy and service code
F.	Details of any weighting applied to generate the reported perception measures	No weighting has been applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with ten tenants who responded to the survey randomly selected to win a £30 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None