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This includes the tagline, 'Intelligence. Insight. Improvement' below the word 'Acuity', and three i's and a full stop in the shape of a triangle to the right. 

**Framework Housing Association**

**Tenant Satisfaction Measures – Summary of Approach 2024/25**

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## **Introduction**

The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Framework Housing Association (Framework HA) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Framework HA’s methodology and outlines the criteria specified in the Regulator of Social Housing’s publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords’ performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

* Keeping properties in good repair
* Maintaining building safety
* Respectful and helpful engagement
* Responsible neighbourhood management
* Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

## **Summary of Achieved Sample & Sample Method**

Framework HA works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, Framework HA completed TSM surveys as a census. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Framework HA must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

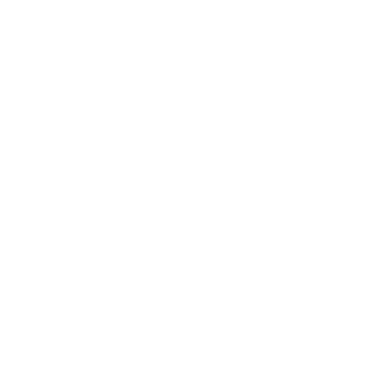
During 2024/25, Framework HA completed 493 TSM surveys. Framework HA have 1,242 properties which means that a statistical accuracy level of +/- 3.4% was achieved, which is greater than the required margin of error.

No tenant was removed from the sample frame.

Incentives: 10 x £30 shopping voucher.

## **Timing of Survey**

Framework HA carried out a total of 493 surveys between 3rd May 2024 and 7th August 2024.



## **Collection Method(s)**



The TSM Surveys were completed via online and postal. The rationale for using a mixed methodology approach is:

* **Accessibility and Inclusivity**: Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
* **Engagement and Data Quality**: Indirect interaction by paper and online allows participants to provide detailed responses. This is particularly valuable for nuanced satisfaction metrics.
* **Response Rates**: Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows Framework HA to be reactive to flags and alerts, which improves customer recovery.
* **Independence**: Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

## **Sample Method**

A census approach was used by Framework HA. All tenants had the opportunity complete the survey online or using the QR code or hyperlink provided on the cover letter in the postal survey pack or returning the postal survey. The survey is carefully scripted to ensure a professional and consistent process

Survey responses are immediately shared with Framework HA, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

## **Representativeness**

Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

|  |  |  |
| --- | --- | --- |
| **Age** | **Population** | **Sample** |
| 0 - 24 | 65% | 58% |
| 25 - 34 | 10% | 13% |
| 35 - 44 | 7% | 9% |
| 45 - 54 | 7% | 8% |
| 55 - 59 | 6% | 9% |
| 60 - 64 | 2% | 2% |
| 65 - 74 | 1% | 1% |
| 75 - 84 | 1% | 0% |
| Unknown | 0% | 0% |

|  |  |  |
| --- | --- | --- |
| **Length of Tenancy** | **Population** | **Sample** |
| A. < 1 year | 67% | 69% |
| B. 1 - 3 years | 27% | 27% |
| C. 4 - 5 years | 2% | 1% |
| E. 11 - 20 years | 2% | 1% |
| D. 6 - 10 years | 2% | 1% |
| Unknown | 0% | 1% |

|  |  |  |
| --- | --- | --- |
| **Tenure** | **Population** | **Sample** |
| Cluster Service | 9% | 6% |
| Targeted Support | 6% | 3% |
| Elizabeth House Move-On | 5% | 4% |
| Stepping Stones | 4% | 7% |
| London Road | 4% | 1% |
| Sherwood Street Move-On | 4% | 4% |
| LHRSP Dispersed Lincoln | 3% | 8% |
| UASC NOTTS | 3% | 3% |
| Assisted Living Schemes | 3% | 0% |
| RSAP-NOTTM-CITY | 3% | 2% |
| Edwin House | 3% | 1% |
| Homeless Families Service | 3% | 2% |
| Potter Street Move-On | 3% | 2% |
| Russell House Move-On | 2% | 5% |
| Hughendon Lodge | 2% | 2% |
| Step-Up Move On | 2% | 1% |
| Albion | 2% | 2% |
| Elizabeth House Hostel | 2% | 3% |
| Crescent | 2% | 2% |
| Transitions South | 2% | 1% |
| Ashfield Adults Supported Accommodation | 2% | 1% |
| Nottingham Prevent and Resettlement Hub | 2% | 0% |
| Teenage Parents Service | 2% | 1% |
| Pathways | 2% | 2% |
| RSAP Derbyshire Plus | 2% | 1% |
| Michael Varnam House | 1% | 2% |
| Move-On Support Service Lincoln | 1% | 3% |
| LHRSP Dispersed (South Holland) | 1% | 3% |
| Medlock House | 1% | 2% |
| RSAP-NOTTS-COUNTY | 1% | 0% |
| Substance Misue Complex Needs | 1% | 0% |
| Russell House Hostel | 1% | 2% |
| Sherwood Street | 1% | 2% |
| Colville House | 1% | 1% |
| Aidan House | 1% | 2% |
| Cornerhouse | 1% | 1% |
| RSI-NORTHNOTTS-MO | 1% | 2% |
| Nottingham Refugees Leave to Remain | 1% | 2% |
| RASP South Lincs | 1% | 0% |
| Park Lane | 1% | 1% |
| Potter Street Hostel | 1% | 1% |
| Step-Up Hostel | 1% | 0% |
| Young Parents Nottingham | 1% | 3% |
| Sneinton Hermitage | 1% | 0% |
| LHRSP Dispersed Boston | 1% | 0% |
| RSAP North Lincs | 1% | 1% |
| UASC Derbyshire | 1% | 1% |
| LHRSP Hostel (South Holland) | 1% | 1% |
| RSAP Lincoln | 1% | 1% |
| G&T Site | 0% | 0% |
| Move-On Support Service - North Kesteven | 0% | 0% |
| Move-On Support Service - South Holland | 0% | 1% |
| Transitions City | 0% | 0% |
| Cross Street | 0% | 0% |
| Move-On Support Service Boston | 0% | 0% |
| NO DATA | 0% | 3% |

## **Questionnaire & Introductory Text**



A letter of a survey

AI-generated content may be incorrect.

A screenshot of a survey

AI-generated content may be incorrect.

A close-up of a questionnaire

AI-generated content may be incorrect.

A close-up of a form

AI-generated content may be incorrect.

A screenshot of a questionnaire

AI-generated content may be incorrect.

**Report by Acuity Research & Practice**

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## **Tenant Satisfaction Measures generated from management information**

**Building Safety**

|  |  |
| --- | --- |
| Proportion of homes for which all required gas safety checks have been carried out | 100% |
| Proportion of homes for which all fire risk assessments have been carried out. | 99.2% |
| Proportion of homes for which all required asbestos management surveys or re-inspections 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% |

**Anti-Social Behaviour**

|  |  |
| --- | --- |
| Number of Anti-social behaviour cases opened per 1,000 homes | 30.6 |
| Number of Anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0 |

**Decent Homes Standard and Repairs**

|  |  |
| --- | --- |
| Proportion of homes that do not meet the Decent Homes Standard. | 0% |
| Proportion of non-emergency responsive repairs completed within the landlord’s target timescale.\* | 81.5% |
| Proportion of emergency responsive repairs completed within the landlord’s target timescale.\*\* | 88.9% |

\*For a non-emergency repair our target timescale is Urgent – 5 working days and Routine – 21 working days

\*\*For an emergency repair our target timescale is 24 hours

**Complaints**

|  |  |
| --- | --- |
| Number of Stage 1 complaints received per 1,000 homes. | 90.2 |
| Number of Stage 2 complaints received per 1,000 homes. | 6.4 |
| Proportion of Stage 1 complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales. | 100% |
| Proportion of Stage 2 complaints responded to within the Housing Ombudsman’s Complaints Handling Code timescales. | 100% |