

# Your Views

## Tenant Satisfaction Survey 2025/26

### About the Survey

Between September 2025 and January 2026, 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 home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) 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.

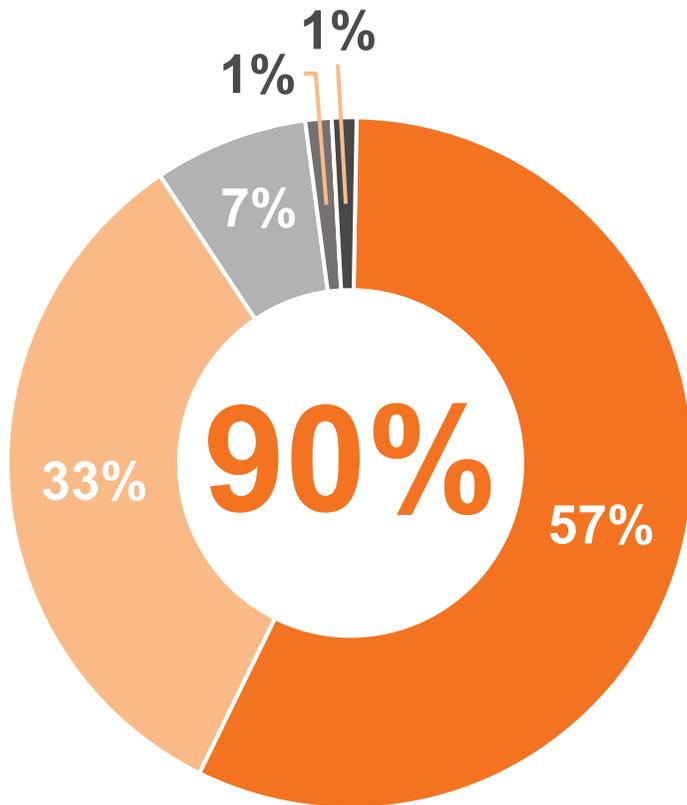
**631**  
tenants took part  
out of a total of  
1,202 (529 by  
post and 102  
online)

**A big thank you to everyone who took part!**

# Overall Service



Nine out of ten tenants are satisfied with the overall service provided by Framework HA (90%).



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



# The Home and Communal Areas



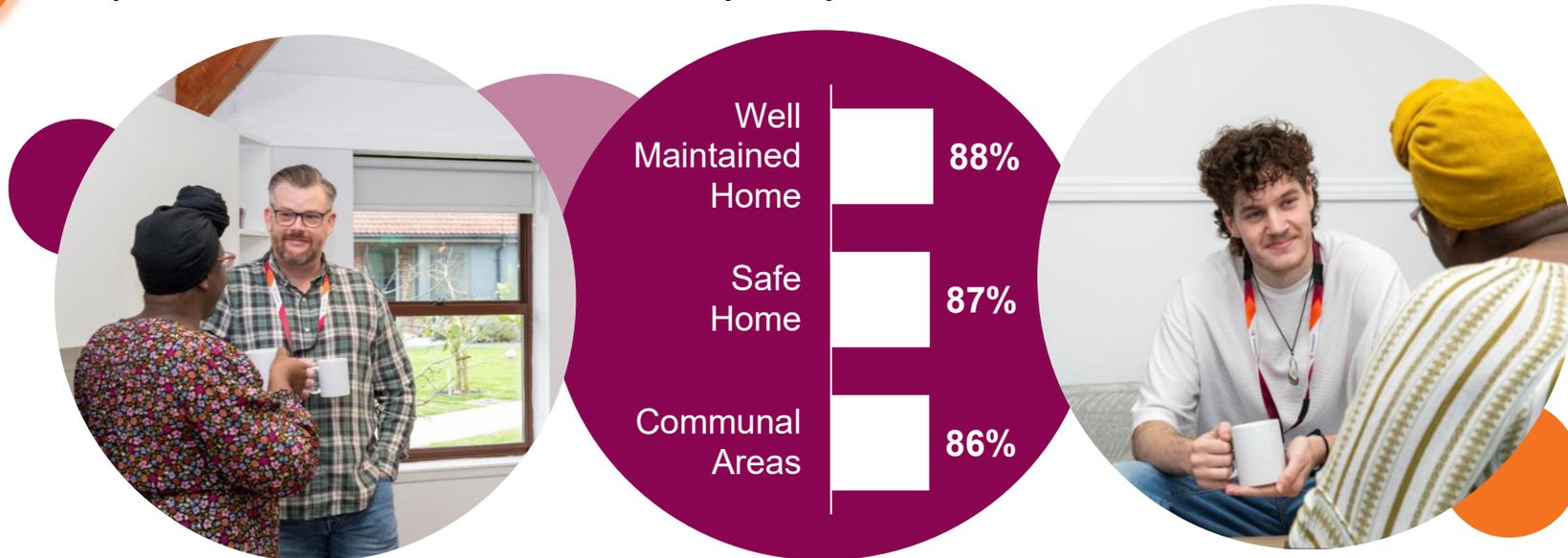
Around nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**88%**).



Tenants are similarly satisfied that Framework HA provides them with a home that is safe (**87%**).



Six out of seven tenants with communal areas are satisfied that these areas are kept clean and well maintained (**86%**).



# Repairs Service



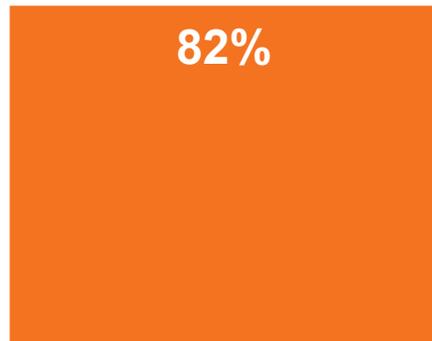
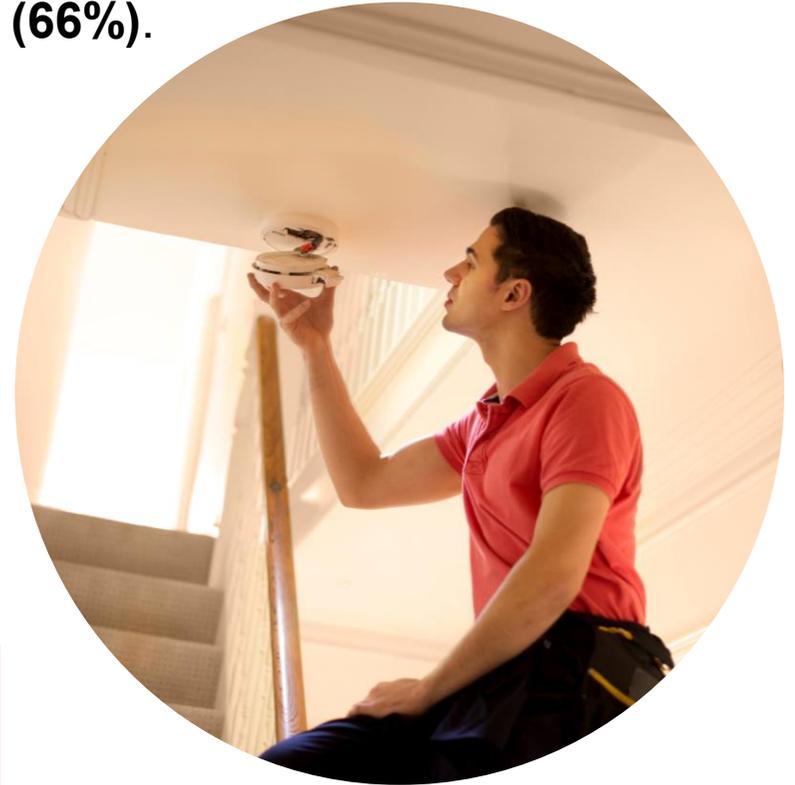
Almost seven out of ten tenants said that they had a repair carried out to their home in the last 12 months (**66%**).



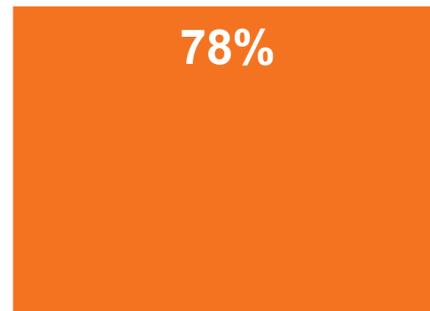
Around eight out of ten of these tenants are satisfied with the overall repairs service from Framework HA over the last 12 months (**82%**).



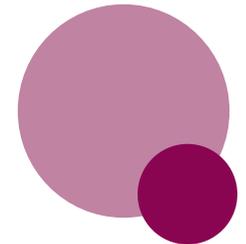
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**78%**).



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair



# The Neighbourhood



Eight out of ten tenants are satisfied that Framework HA makes a positive contribution to their neighbourhood (**81%**).



Slightly more tenants are satisfied with Framework HA's approach to handling anti-social behaviour (**84%**).



# Communications and Tenant Engagement



Nine out of ten tenants are satisfied that Framework HA listens to their views and acts upon them **(89%)**.



Tenants are similarly satisfied that they are kept informed about things that matter to them **(92%)**.



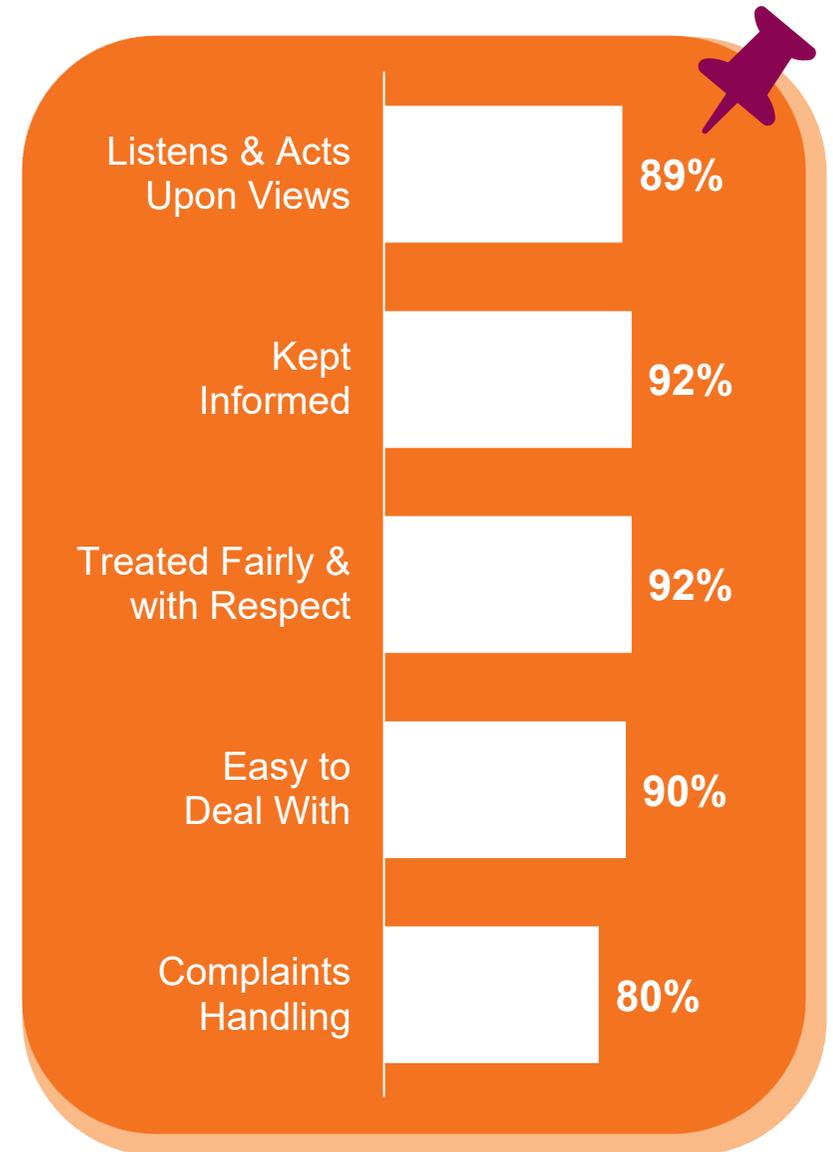
Around nine out of ten tenants also agree that they are treated fairly and with respect by Framework HA **(92%)**.



Nine out of ten tenants are satisfied that Framework HA is easy to deal with **(90%)**.



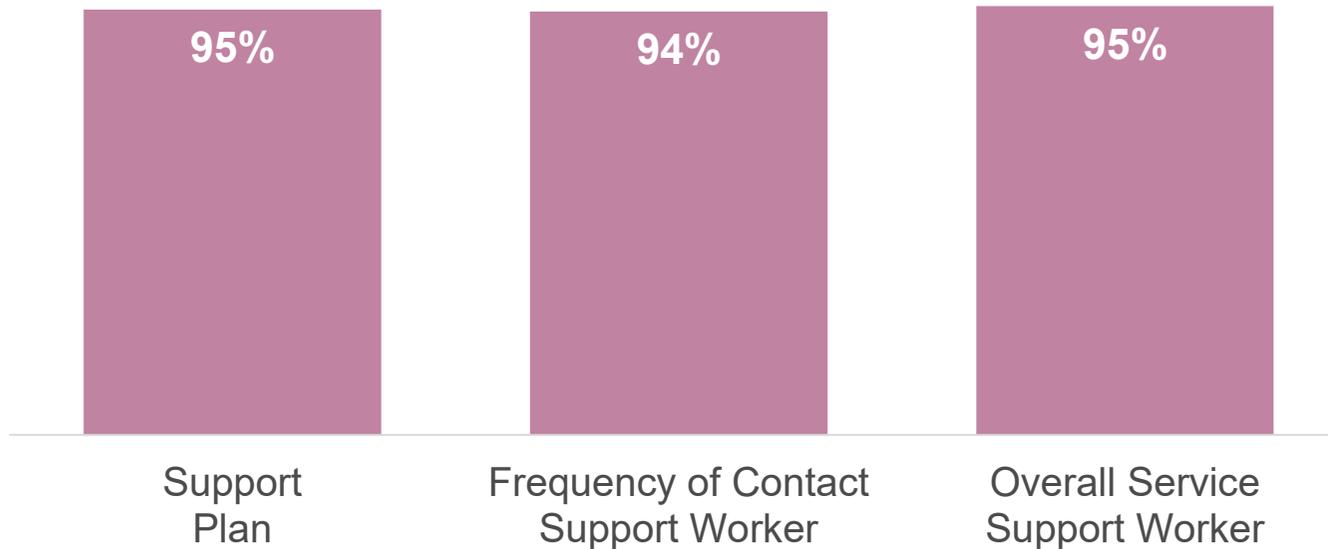
Eight out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(80%)**.



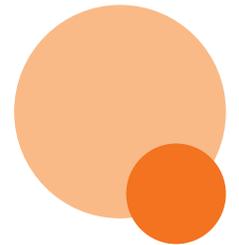
# Support and Future Involvement



Tenants are highly satisfied with the support they receive. Over nine out of ten tenants are satisfied with their support plan (**95%**), the frequency of contact with their support worker (**94%**) and the overall service provided by their support worker (**95%**).



Three out of ten tenants are interested in getting involved in how Framework HA is run (**31%**).

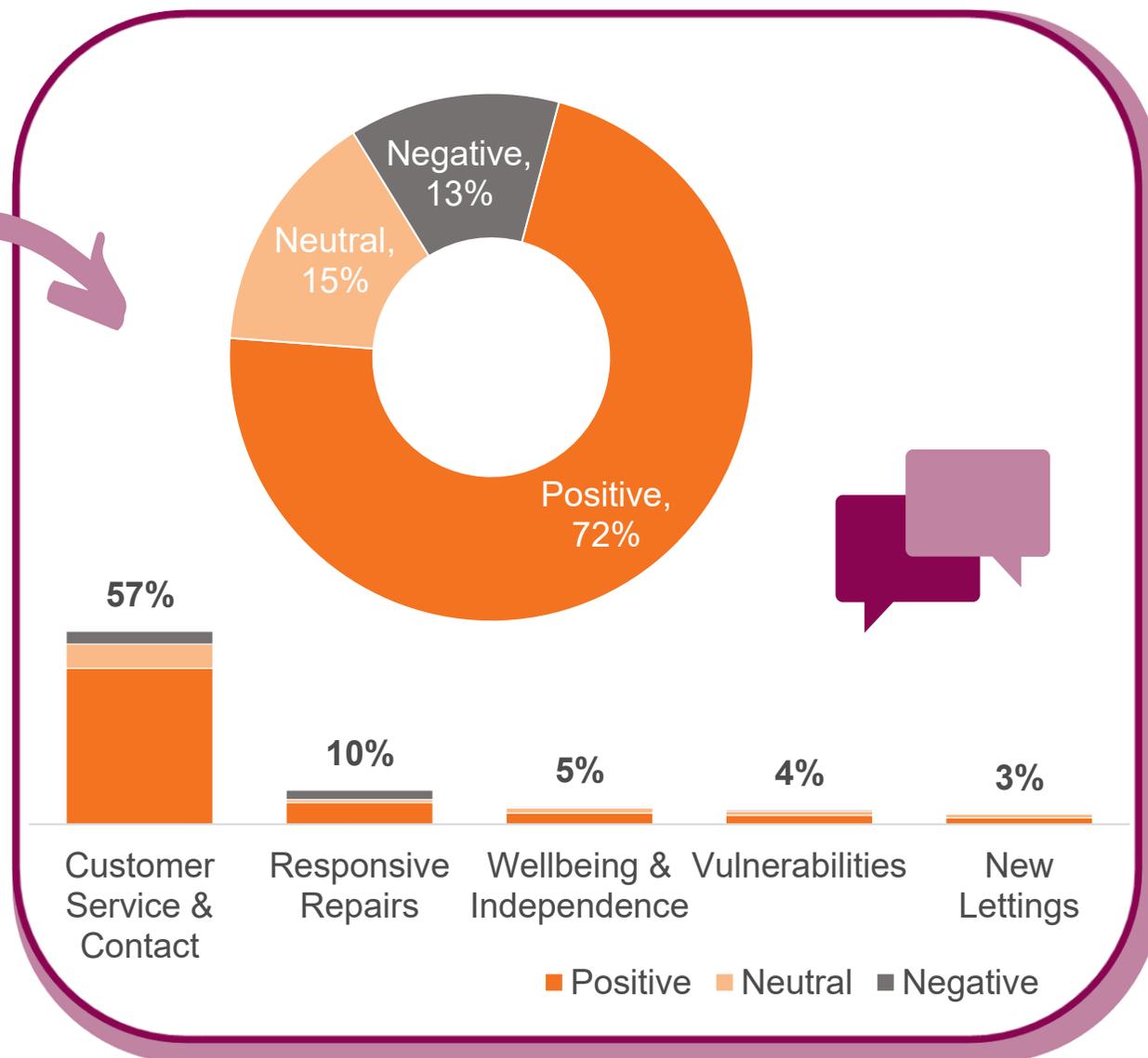


# Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of Framework's service, and 398 comments were received.

Around seven out of ten of these comments have positive feeling (**72%**), **15%** neutral, and **13%** negative.

The most commonly mentioned category by tenants is customer service and contact (**57%**), followed by responsive repairs (**10%**), wellbeing, independence and inclusion (**5%**), vulnerabilities (**4%**), new lettings (**3%**) and community spirit/belonging (**2%**).



# Summary of Tenant Satisfaction Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	90%
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.	78%
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.	87%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	89%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	92%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	92%
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.	80%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	86%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	81%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	84%

# 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.

